



## City of Cleveland online contractor renewal.

Before you start you must make sure you have the following:

- **Surety Bond**
  - In the amount of 25,000 or more
  - Valid the date of the registration or before through 12-31 of the Registration Year
  - Including date sealed and the Attorney in Fact Name
- **Power of Attorney Form**
  - Including Attorney of Fact Name
  - Authorization, Notary and Seal Date that matches the seal date on the bond.
- **State License if required.**
  - Valid the date of the registration or before through 12-31 of the Registration Year
- **Insurance Policy**
  - In the amount of 100,00.00 for Bodily Injury and 50,000.00 for property.
  - Valid the date of the registration or before through 12-31 of the Registration Year
  - A rider is acceptable to close the gap in insurance coverage.
- **Microsoft Silverlight installed on your PC**
  - You will be required to upload these documents to the system.

## Step 1

Goto <https://ca.permitcleveland.org>

**Step 2** Enter your user name and Password into the login screen and click Login

The screenshot shows the City of Cleveland Citizen Access Site. At the top, there is a navigation bar with the City of Cleveland logo and several icons representing different city services. Below the navigation bar, there is a header with the word "Cleveland" and a blue background with white stars. On the right side of the header, there are links for "Register for an Account" and "Login".

Below the header, there is a sidebar on the left with a dropdown menu labeled "City Links (opens in new window)". The main content area has three tabs: "Home", "Building & Housing", and "Assessments and Licenses". The "Building & Housing" tab is selected.

The main content area contains the following text:

**Welcome to the City of Cleveland Citizen Access Site**

This site allows users to search for development activities including permits; inspections; code enforcement; and more.

We are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive.

We welcome your feedback as the functionality of this site continues to develop.

This site is best viewed in Internet Explorer 8, Internet Explorer 9, Google Chrome 23, Mozilla Firefox 17, Safari 5 or Opera 12. It is incompatible with Internet Explorer 10 and 11.

**Search Notes & Help**

[Building & Housing Online Access Guide](#) (will open in a new window)

At least 1 search criteria must be entered.

The application does not perform system wide searches. Searches are department specific.

The % (percent) character can be used as a wildcard.

The application is designed to return a maximum of 100 results.

Questions and Issues relating to this site should be sent to: [Help@permitCleveland.org](mailto:Help@permitCleveland.org)

Questions and Issues relating to specific data or records should be directed to the appropriate department (see City Links Menu).

**What would you like to do today?**

To begin your search, select one of the departments / services listed below:

<b>General Information</b> <a href="#">Lookup Property Information</a>	<b>Building &amp; Housing</b> <a href="#">Search Building Records</a>
---	--

On the right side of the page, there is a "Login" form with the following fields:

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

### Step 3

Click on Search Building Records

The screenshot shows the City of Cleveland website interface. At the top, there is a navigation bar with the City of Cleveland logo and several icons representing different city services. Below the navigation bar, there is a user login area that says "Logged in as: Thomas Vanover" with links for "Collections (0)", "Account Management", and "Logout". A "City Links" dropdown menu is visible on the left. The main content area features three tabs: "Home", "Building & Housing", and "Assessments and Licenses". Below the tabs, a welcome message reads "Welcome Thomas Vanover" and "You are now logged in." A section titled "What would you like to do today?" provides instructions: "To begin your search, select one of the departments / services listed below:". This section contains three columns of links. The first column, "General Information", includes "Lookup Property Information". The second column, "Assessments and Licenses", includes "Search License Records" and "Licenses and Permits". The third column, "Building & Housing", includes "Search Building Records" and "Permits and Registrations". A blue box with the text "Search Page" and an arrow points to the "Search Building Records" link.

City Links

Logged in as: Thomas Vanover | Collections (0) | Account Management | Logout

Home Building & Housing Assessments and Licenses

Welcome Thomas Vanover  
You are now logged in.

What would you like to do today?  
To begin your search, select one of the departments / services listed below:

<b>General Information</b> <a href="#">Lookup Property Information</a>	<b>Building &amp; Housing</b> <a href="#">Search Building Records</a> <a href="#">Permits and Registrations</a>
<b>Assessments and Licenses</b> <a href="#">Search License Records</a> <a href="#">Licenses and Permits</a>	

Search Page

## Step 4

- Set the date range back to 2010
- Type in the name of your business
- Click Search

File Edit View Favorites Tools Help

### Records

Showing 0-0 of 0

Date	Record Number	Record Type	Expiration Date	Status	Action
No records found.					

#### Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

**General Search** General Search

Search my records only

Record Number:  Record Type: --Select--

Project Name:

Start Date:  End Date:

---

License Type: --Select-- State License Number:

First:  Last:  Name of Business:

Business License #:

---

Street No.:  Direction: --Select--

Street Name:  Street Type: --Select--

Unit Type: --Select-- Unit No.:  Parcel No.:

City:  State:  Zip:

Country: --Select--

2 Record results matching your search results

A →

← B

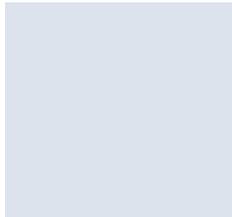
C →

## Step 5

Your contractor registrations will show at the bottom of the page.

Click on Renew Application.

*If the renew application link does not appear it means that your Online User account is not properly linked to the registration*



Showing 1-2 of 2 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Expiration Date	Status	Action
<input type="checkbox"/>	12/01/2015	<a href="#">CR15007423</a>	Registration - Contractor Registration/New	12/31/2015	About to Expire	<a href="#">Renew Application</a> ← Click
<input type="checkbox"/>	12/02/2015	<a href="#">CR15007425</a>	Registration - Contractor Registration/New	12/31/2015	About to Expire	

## Step 6

Update all of the information on the page according to your documents and

Click Continue

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

Step 1: Step 1 > Application Info \* indicates a required field.

**ASI**

**CONTRACTOR REGISTRATION**

\* License Type:

\* Contractor License Type:

State License #:

\* Lic State:

\* Business Name:

DBA:

License Issue Date:

License Expiration Date:

\* Contact First Name:

MI:

\* Last Name:

\* Address Line 1:

Address Line 2:

\* City:

\* State:

\* Zip:

\* Phone 1:

Phone 2:

Fax #:

**Valid Email**  
eMail Address:

\* Insurance Co:

Insurance Amount (\$):

\* Bodily Injury Insurance Amount (\$):

\* Property Damage Insurance Amount (\$):

\* Policy #:

\* Policy Begin Date:

\* Insurance Exp Date:

\* Insurance Agent Name (F/I/M/L):

\* Insurance Agent Address 1:

Insurance Agent Address 2:

\* Insurance Agent City:

\* Insurance Agent State:

\* Insurance Agent Zip Code:

\* Insurance Agent Phone Number:

\* Bond Company:

\* Bond Number:

\* Bond Begin Date:

\* Bond End Date:

**Bond Seal Date and Power of Attorney Seal Date must be the same date.**

\* Bond Seal Date:

\* Attorney of Fact:

**Bond Seal Date and Power of Attorney Seal Date must be the same date.**

\* Power of Attorney Seal Date:

**Must match Insurance Documents**

**Must match Bond Documents**

**Dates must match and the Attorney name must match both on the Bond and the POA**

## Step 7

The Document upload page will appear.

**YOU MUST SCAN AND UPLOAD THE REQUIRED DOCUMENTS LISTED ABOVE.**



You will click Add for each document individually.



You must select the type for each document.

Put in a brief description of the Document

When finished there will be three (3) uploads shown

When all uploads are complete the page will look like this.

The screenshot shows the 'Attachment' section of a web application. It features three numbered steps (1, 2, 3) indicated by blue arrows pointing to the respective form fields. Step 1 shows a 'Bond Cert.' type with a file named 'Test Bond.pdf' and a description 'BOND & POA'. Step 2 shows an 'Insurance Cert.' type with a file named 'Test Insurance.pdf' and a description 'INSURANCE PAGE'. Step 3 shows another 'Insurance Cert.' type with a file named 'Test License.pdf' and a description 'LICENSE'. A 'SAVE' button is highlighted with a blue arrow. Below the forms are buttons for 'Save', 'Add', 'Remove All', and 'Continue Application >'. A 'Save and resume later:' option with a folder icon is also visible.

YOU MUST CLICK SAVE WHEN THEY ARE FINISHED UPLOADING

You will get the following screen

The screenshot shows the 'Contractor Registration Renewal' page. A green confirmation message states: 'The attachment(s) have been successfully uploaded. It may take a few minutes before changes are reflected.' Below this, a progress bar shows 'Step 1: Step 1 > Certicate Documents' as the current step. The 'Attachment' section displays a table of uploaded files:

Action	Name	Type	Size	Latest Update
Actions	Test Bond.pdf	Bond Cert.	298.47 KB	12/15/2015
Actions	Test Insurance.pdf	Insurance Cert.	292.82 KB	12/15/2015
Actions	Test License.pdf	Insurance Cert.	119.83 KB	12/15/2015

Buttons for 'Add', 'Continue Application >', and 'Save and resume later:' are visible at the bottom of the attachment section.

Click Continue Application.

## Step 8

Double check all of the information on the review screen

File Edit View Favorites Tools Help

**Record Type**

Contractor Registration Renewal

**ASI** Edit ← EDIT

**CONTRACTOR REGISTRATION**

License Type: CONTRACTOR  
Contractor License Type: General Contractor  
State License #: GEN15-101588  
Lic State: OH  
Business Name: Doco CO  
DBA:  
License Issue Date:  
License Expiration Date: 12/31/2015  
Contact First Name: Tom  
MI: E  
Last Name: Van  
Address Line 1: 2121 road  
Address Line 2:  
City: Cleveland  
State: OH  
Zip: 44111  
Phone 1: 123456  
Phone 2:  
Fax #:  
eMail Address: tomvan@email.com  
Insurance Co: The Hoffman Group  
Insurance Amount (\$): 2000000  
Bodily Injury Insurance Amount (\$): 1000000  
Property Damage Insurance Amount (\$): 1000000  
Policy #: 3329735200  
Policy Begin Date: 02/15/2015  
Insurance Exp Date: 02/15/2016  
Insurance Agent Name (F/M/L): John Doe  
Insurance Agent Address 1: 2 Berea Commons  
Insurance Agent Address 2:  
Insurance Agent City: Berea  
Insurance Agent State: OH  
Insurance Agent Zip Code: 44107  
Insurance Agent Phone Number: 123456  
Bond Company: Bond Company  
Bond Number: 123456  
Bond Begin Date: 12/01/2015  
Bond End Date: 12/31/2015  
Bond Seal Date: 11/06/2015  
Attorney of Fact: Mark J Huller  
Power of Attorney Seal Date: 11/06/2015

**Attachment** Edit ← EDIT

The maximum file size allowed is 50 MB.  
html,htm,mht,mhtml are disallowed file types to upload.

Action	Name	Type	Size	Latest Update
Actions	Test Bond.pdf	Bond Cert.	296.47 KB	12/18/2015
Actions	Test Insurance.pdf	Insurance Cert.	292.92 KB	12/18/2015
Actions	Test License.pdf	Insurance Cert.	118.83 KB	12/18/2015

CONTINUE → Continue Application Save and resume later:

Click Edit if needed  
Click Continue Application

## Step 9

The Pay Fees screen appears.

Click Continue Application to proceed to the payment processor.

The screenshot shows the 'Pay Fees' step of a 'Contractor Registration Renewal' process. The header includes the City of Cleveland logo and navigation links. The main content area shows a progress bar with four steps: Step 1, Review, Pay Fees (current), and Record Issuance. Below the progress bar, there is a table of 'Application Fees' with one entry: '1 Year: Contractor Registration Renewal' for a quantity of 1 and an amount of \$120.00. The total fees are also listed as \$120.00. A 'Continue Application' button is located at the bottom of the main content area.

City Links

Logged in as: Thomas Vanover | [Collections \(0\)](#) | [Account Management](#) | [Logout](#)

[Home](#) | [Building & Housing](#) | [Assessments and Licenses](#)

[Search Building Records](#) | [Permits and Registrations](#)

**Contractor Registration Renewal**

1 [Step 1](#) | 2 [Review](#) | 3 **Pay Fees** | 4 [Record Issuance](#)

**Step 3: Pay Fees**

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Application Fees**

Fees	Qty.	Amount
1 Year: Contractor Registration Renewal	1	\$120.00

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.

**\$120.00**

[Continue Application »](#)

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Our Payment system is operated outside of the City of Cleveland system by a secure third party processor.

No information is stored in the City system and you must enter it for every transaction.

## Step 10

Select Credit Card or Bank account.

The screenshot shows the 'Contractor Registration Renewal' process at the City of Cleveland. The user is logged in as Thomas Vanover. The current step is '3 Pay Fees', which is highlighted in a dark blue box. The previous steps are '1 Step 1', '2 Review', and '4 Record Issuance'. The page instructs the user to select a payment method from a dropdown menu, with options for Credit Card and Bank Account. A 'CONVENIENCE FEE DISCLOSURE' section explains that the City uses Official Payments and lists fees for electronic checks and credit/debit cards. A 'Payment Options' section shows the amount to be charged as \$120.00 and provides radio buttons for 'Pay with Credit Card' (selected) and 'Pay with Bank Account'. A 'Submit Payment' button is located at the bottom of the form.

City Links

Logged In as: Thomas Vanover | Collections (0) | Account Management | Logout

Home Building & Housing Assessments and Licenses

[Search Building Records](#) | [Permits and Registrations](#)

### Contractor Registration Renewal

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

#### Step 3: Pay Fees

Please select a payment method and then fill in all required information.  
The available payment methods are:  
• Credit Card  
• Bank Account

Use the dropdown menu to change the payment type.

#### CONVENIENCE FEE DISCLOSURE

The City of Cleveland uses Official Payments to process online electronic check payments as well as credit & debit card payments for American Express, Discover, MasterCard and Visa for permit and license applications accepted in Accela Citizen Access.

Please note there is a convenience fee associated with paying online. The City of Cleveland does not retain any portion of these additional fees. Below are the current rates and fees.

**ELECTRONIC CHECK:** Flat Rate of \$1.95 per payment

**CREDIT OR DEBIT CARD:** Service Fee Charge of 2.45% with a \$1.95 minimum per payment

When paying online, two (2) line items will be appear on your credit card or bank statement as **OPC\*City of Cleveland ACA**. The first line item will be the license/permit fee and the second line item will be the convenience fee.

If you do not wish to incur the convenience fees, you must remit your application and associated fees in person or by mail to the appropriate department.

**Please direct online payment questions or concerns to those listed below:**  
Permits and Licenses from Assessments and Licenses 216-664-3875  
Permits and Licenses from Building and Housing 216-664-2025

\* indicates a required field.

#### Payment Options

Amount to be charged: \$120.00

Pay with Credit Card  
 Pay with Bank Account

Submit Payment »

Click submit Payment.

## Step 11

Select Building and Housing from the Paid to dropdown  
Enter your Credit Card or account information



City of Cleveland, OH  
Accela Citizens Access TEST

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

**FEE DISCLOSURE:** Please note there is a convenience fee associated with paying online. The City of Cleveland does not retain any portion of these additional fees. You may also elect to pay at Cleveland City Hall or the designated location with your application submission. Below are the current rates and fees. Your total payment will be displayed on the next page.

Electronic Check	Flat Rate of \$1.95 per payment
Credit or Debit Card	Service Fee Charge of 2.45% with a \$1.95 minimum per payment

When paying online, two (2) line items will appear on your credit card or bank statement as OPC\*City of Cleveland ACA. The first line item will be the license/permit fee and the second line item will be the convenience fee.

\* Permit/License Paid To:

Select  
Assessments and Licenses  
Building and Housing

SELECT BUILDING AND HOUSING

Payment Amount

\$ 120 .00

Payment Method

Debit Card or Credit Card

Card Number      Expiration Date      Security Code      [What is this?](#)

     --      --     

Bank Account

Please note you will not be charged until you Submit at end.

Continue

Cancel

This page supports 128-bit SSL encryption as verified by DigiCert.

[PRIVACY POLICY](#) | [Complaints](#) | [Legal Notices](#) | [Pay By Phone](#) | [Tax Professionals](#) | [About Us](#) | [Working With Official Payments](#) | [Sitemap](#)  
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You will be asked to verify the billing address and other information.  
Your payment will be processed and you will receive an email from Official Payments

## Step 12

Once the Payment is processed you will be redirected to the City of Cleveland Online portal.

The screenshot displays the City of Cleveland Online portal interface. At the top, there is a navigation bar with the City of Cleveland logo and several icons representing different city services. The main content area shows a user logged in as Thomas Vanover. A blue box labeled "Search Page" points to the "Search Builder Records" link in the navigation menu. Below the navigation menu, there is a section for "Contractor Registration Renewal" with a progress bar showing four steps: 1 Step 1, 2 Review, 3 Pay Fees, and 4 Record Issuance. The current step is "Step 4: Record Issuance". A green box with a checkmark icon contains the message: "Your license has been successfully renewed. Please print and retain a copy of this page for your records." Below this message, there is a thank you note and the license number: "Your license number is RENEWCR15007449." At the bottom, there is a "Print/View Receipt" button.

The renewal request has been submit to the Department of Building and Housing for review and approval.

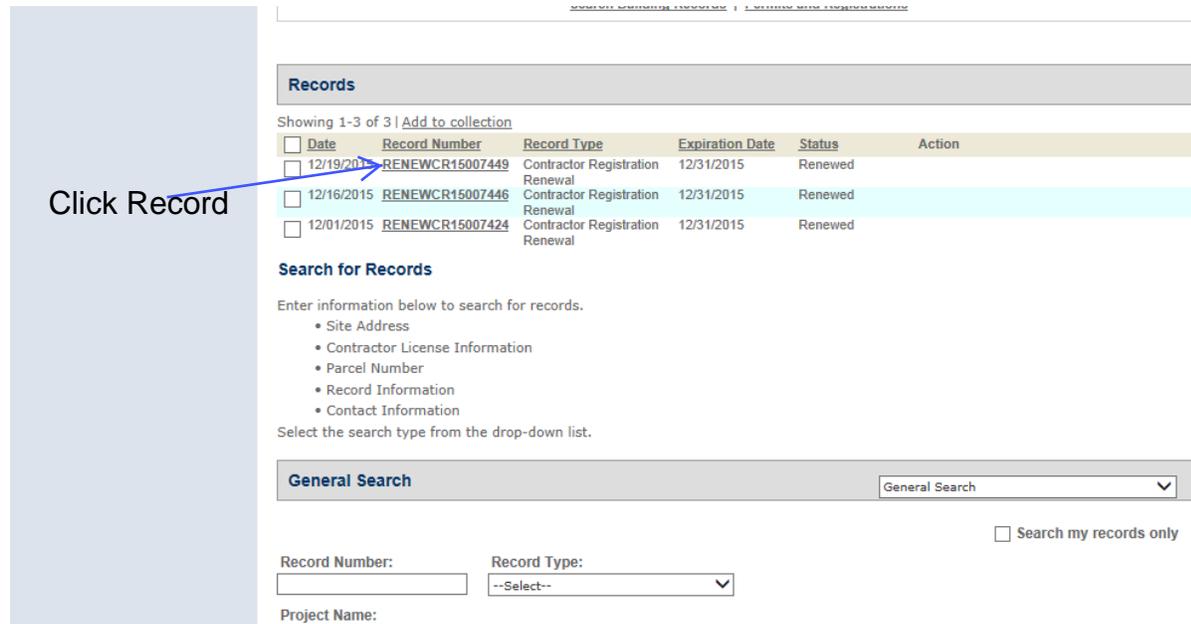
After the review you will receive an automated email to your Public User Email

FOR QUESTIONS CONTACT NAVID HUSSAIN AT

NHUSSAIN@CITY.CLEVELAND.OH.US

### Step 13

You can go to the search page and enter the RenewCR number to track the status.



**Records**

Showing 1-3 of 3 | [Add to collection](#)

<input type="checkbox"/>	<u>Date</u>	<u>Record Number</u>	<u>Record Type</u>	<u>Expiration Date</u>	<u>Status</u>	<u>Action</u>
<input type="checkbox"/>	12/19/2015	<a href="#">RENEWCR15007449</a>	Contractor Registration Renewal	12/31/2015	Renewed	
<input type="checkbox"/>	12/16/2015	<a href="#">RENEWCR15007446</a>	Contractor Registration Renewal	12/31/2015	Renewed	
<input type="checkbox"/>	12/01/2015	<a href="#">RENEWCR15007424</a>	Contractor Registration Renewal	12/31/2015	Renewed	

**Search for Records**

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

**General Search** General Search

Search my records only

Record Number:

Record Type:

Project Name:

## Step 14

You will see the record detail page

By clicking the arrows in the Processing Status you can reveal the progress and any comments.

IF YOU ARE APPROVED YOU WILL RECEIVE AN EMAIL DIRECTING YOU TO PRINT YOUR REGISTRATION

IF YOU ARE DENIED YOU WILL RECEIVE AN EMAIL AND YOU CAN SEE THE REASON WHY IN THE PROCESSING STATUS

File Edit View Favorites Tools Help

Home Building & Housing Assessments and Licenses

[Search Building Records](#) | [Permits and Registrations](#)

**Record RENEWC15007449:** [Add to collection](#)  
**Contractor Registration Renewal**

**Work Location**

**Record Details**

<b>Applicant:</b> Thomas Vanover Tommys construction 601 Lakeside CLEVELAND, OH, 44114 tomvan@email.com	<b>Licensed Professional:</b> Tom E Van DOCO CO 654 2121 road Cleveland, OH, 44111 Home Phone:123456 CONTRACTOR GEN15-101588
--	---

▶ **More Details**

▶ **Fees**

▼ **Inspections**

**Upcoming**  
*You have not added any inspections.*

**Completed**  
*There are no completed inspections on this record.*

▼ **Processing Status**

- ✔ ▶ Renewal Application
- ▶ **Renewal Review**  
Due on 12/19/2015, assigned to TBD  
Marked as Complete on 12/19/2015 by TV
- ✔ ▶ Closed

▶ **Attachments**

▶ **Related Records**

Dropdown arrows  
For Status and Comments

Add Attachments

### Step 15

If you are denied and you need to upload additional documents.

You can open the attachments section and add documents as explained above.

Latest Update	Name	Record ID	Record Type	Entity Type	Type	Size	Enti
12/19/2015	<a href="#">Test Bond.pdf</a>	RENEWCR15007449	Contractor Registration Renewal	Record	Bond Cert.	296.47 KB	Con Reg - RE
12/19/2015	<a href="#">Test License.pdf</a>	RENEWCR15007449	Contractor Registration Renewal	Record	State Cert.	118.83 KB	Con Reg - RE
12/19/2015	<a href="#">Test Insurance.pdf</a>	RENEWCR15007449	Contractor Registration Renewal	Record	Insurance Cert.	292.92 KB	Con Reg - RE

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### Step 16

After you receive your approval email you will be able to view and print your registration.

YOU MUST ALLOW POP UPS FOR THIS SITE.

Click on the "Reports" link at the top of the page and select "Contractor Certificate (ACA)"

as: Thomas Vanover | [Collections \(0\)](#) | **Reports (1)** | [Account Management](#) | [Logout](#)

**Reports (1):**  
[Contractor Certificate \(ACA\)](#)

Assessments and Licenses

## Step 17

Your registration will pop up in another window.

Print it for your records and remember the number for reference.

The screenshot shows a web browser window displaying the City of Cleveland Citizen Access portal. The user is logged in as Thomas Vanover. The main content area shows the details for Record RENEWC15007449, a Contractor Registration Renewal. The applicant is Thomas Vanover of Tommys construction, and the licensed professional is Tom E Van of DOCO CO. The certificate expires on 12/31/2016. A separate window in the foreground displays the official Certificate of Registration, which includes the City of Cleveland logo, the Department of Building and Housing, and the signature of the Director of Building and Housing.

**Record RENEWC15007449:**  
Contractor Registration Renewal

**Work Location**

**Record Details**

<b>Applicant:</b> Thomas Vanover Tommys construction 601 Lakeside CLEVELAND, OH, 44114 tomvan@email.com	<b>Licensed Professional:</b> Tom E Van DOCO CO 654 2121 road Cleveland, OH, 44111 Home Phone: 123456 CONTRACTOR_GEN15-101588
--	--

**More Details**

**Fees**

**Inspections**

**Upcoming**  
You have not added any inspections.

**Certificate of Registration**  
RENEWC15007449  
General Contractor  
This Will Certify that Tom Van representing DOCO CO doing business at 2121 road, , Cleveland, OH 44111 has qualified as required by law, is duly registered and is hereby authorized to engage in the business as a General Contractor within the corporate limits of the City of Cleveland pursuant with the provision and regulations of the Codified Ordinance of the City of Cleveland.  
This Certificate Expires 12/31/2016  
Director of Building and Housing