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Signing up to use ViewPoint and Creating a Profile.

How do I sign up as a user?

1. To begin using Wooster's new software – ViewPoint Cloud for the first time, go to the City's home webpage: www.woosteroh.com and click the link to ViewPoint Cloud. Or, you can log on directly at: <https://woosteroh.viewpointcloud.com/>

2. In the upper right hand corner, click log in and choose "Sign up".

3. Enter your email address and enter what you would like your password to be.

Passwords must have at least 8 characters and include 1 upper case letter, 1 lower case letter and 1 digit. Log on.

Please note: If you do not remember your credentials at any time, click on "Don't remember your password?" to reset your information.

4. You can then proceed with applying for a permit. During the application process, you will be able to complete your profile. Or, after logging on, you can go back to the upper right hand corner and click your icon (your initials) and select "Your Profile". Complete your profile by adding your name, phone number and address. You will only need to complete your profile once as it will be saved.

Please note: You can turn on or off email notifications or reset your password by going to "Your Profile" then selecting "Edit Profile". We recommend leaving email notifications turned on since you will be notified by email when communicating the City throughout the permitting process.

5. Once you're logged in, follow the steps on each page to complete the permit applications.

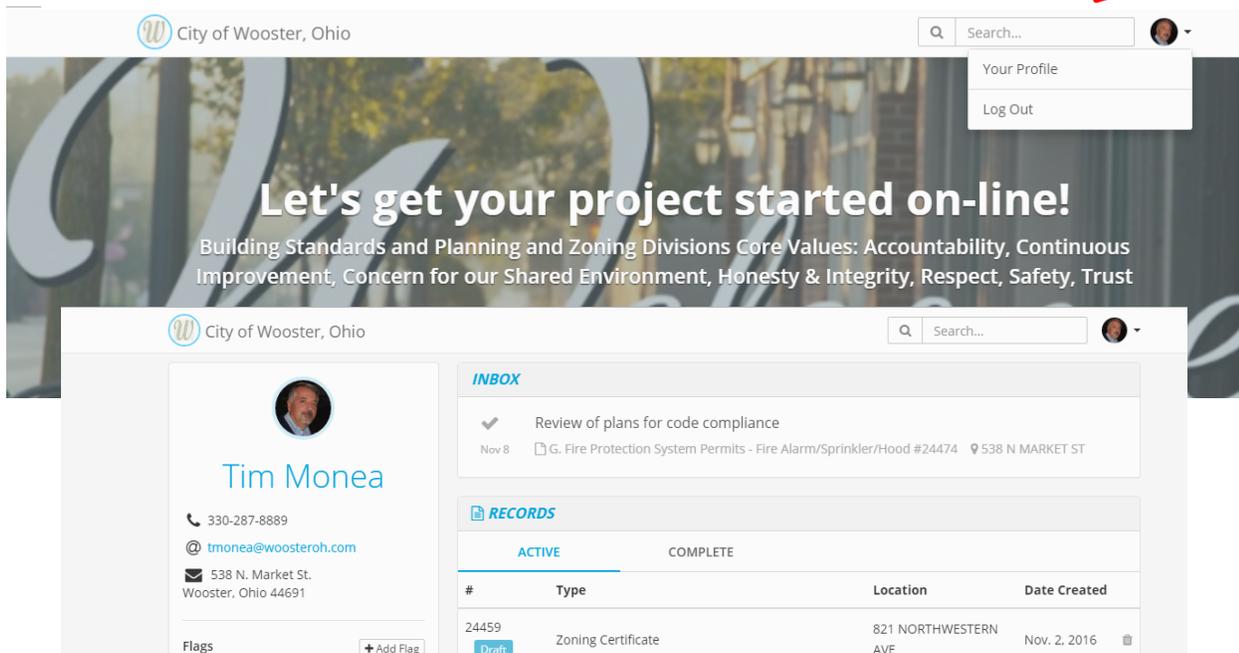
The image shows a screenshot of the City of Wooster website. At the top left, there is a menu icon and the City of Wooster logo. At the top right, there is a "Log in" link with a red arrow pointing to it. Below the navigation bar is a large banner with the text "Let's get your project started on-line!" and "Building Standards and Planning and Zoning Division". Below the banner is a "Sign Up" form. The form has a "LOG IN" button and a "SIGN UP" button. Below the buttons are two input fields: "Email" and "Create a Password". A red arrow points to the "SIGN UP" button, another red arrow points to the "Email" field, and a third red arrow points to the "Create a Password" field. A red arrow also points to the bottom of the form, which has a blue bar with a white arrow icon.

Click here to access homepage and apply for permits

Accessing Your Profile & Your Records

To access your profile:

1. Log in to your ViewPoint Cloud account
2. Hover over your icon
3. Click on Your Profile
4. Remember, you can toggle between your profile and the homepage by clicking on the homepage icon



In your profile, you can:

- Edit your profile information
- Add a profile image
- Review your Active Records
- Click on a task to access the record page and complete the task.
- Set your email notification preferences (Note: By turning off, you will not be notified when the inspector messages you. We suggest leaving this on.)
- Update contact information
- View your inbox (view due tasks, such as fees that are due)
- View a list of all of your records (permits).

Once you're signed up:

- You'll receive notifications to your profile email related to any application that you've completed, such as when a payment is due, when your permit has been issued, and when an employee or inspector reviewing your application makes a comment or asks a question.
Remember: To reply to a comment or contact the inspector, do not reply to your user email, rather use the comment boxes in the application steps designed for that purpose.

Applying for a Permit

Start an Application:

In order to start an application, you must have a profile. See above for creating a profile.

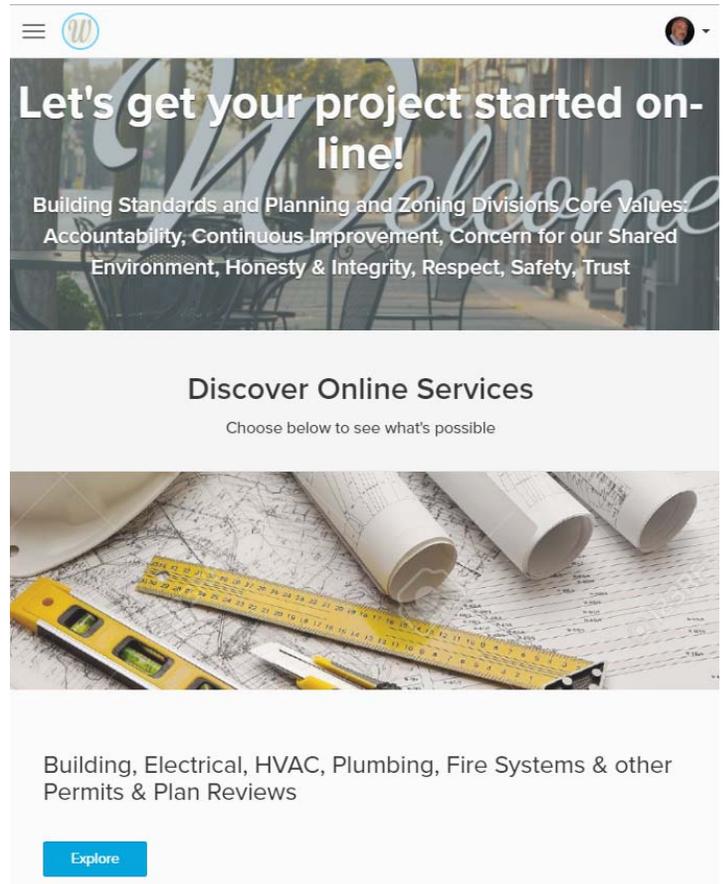
1. To navigate to a specific application, click on **“Explore”** next to the Department or Category of Permit, then click on **“Select”** next the type of permit, and lastly click **“Start”** to get started with the specific permit application.

Complete the Application

2. After clicking **“Start”**, you'll be prompted to log in if not already logged in:
If you've previously registered:
Enter in your email address and password.
Once you've logged in, follow the steps on each page to complete the application.

Saving Drafts:

3. Forms can be saved as drafts and completed at a later time. To save a form, click on Save and Exit on the right side of the form. To return to a Draft form: Click on the Profile icon on the top right. (You must be logged in to access this.) In the Active Records section, click on the Record. The Draft record will be labeled "Draft."



Let's get your project started on-line!

Welcome

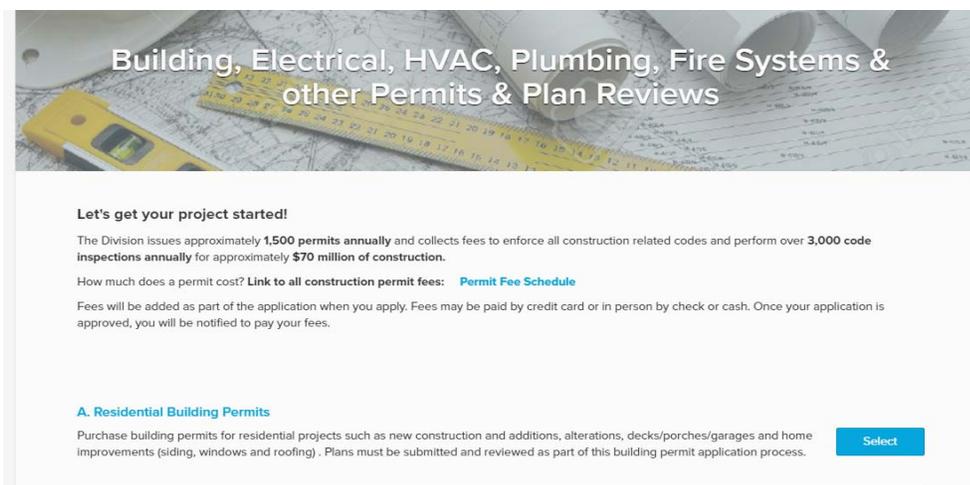
Building Standards and Planning and Zoning Divisions Core Values:
Accountability, Continuous Improvement, Concern for our Shared
Environment, Honesty & Integrity, Respect, Safety, Trust

Discover Online Services

Choose below to see what's possible

Building, Electrical, HVAC, Plumbing, Fire Systems & other
Permits & Plan Reviews

Explore



Building, Electrical, HVAC, Plumbing, Fire Systems & other Permits & Plan Reviews

Let's get your project started!

The Division issues approximately **1,500 permits annually** and collects fees to enforce all construction related codes and perform over **3,000 code inspections annually** for approximately **\$70 million of construction**.

How much does a permit cost? [Link to all construction permit fees: Permit Fee Schedule](#)

Fees will be added as part of the application when you apply. Fees may be paid by credit card or in person by check or cash. Once your application is approved, you will be notified to pay your fees.

A. Residential Building Permits

Purchase building permits for residential projects such as new construction and additions, alterations, decks/porches/garages and home improvements (siding, windows and roofing). Plans must be submitted and reviewed as part of this building permit application process.

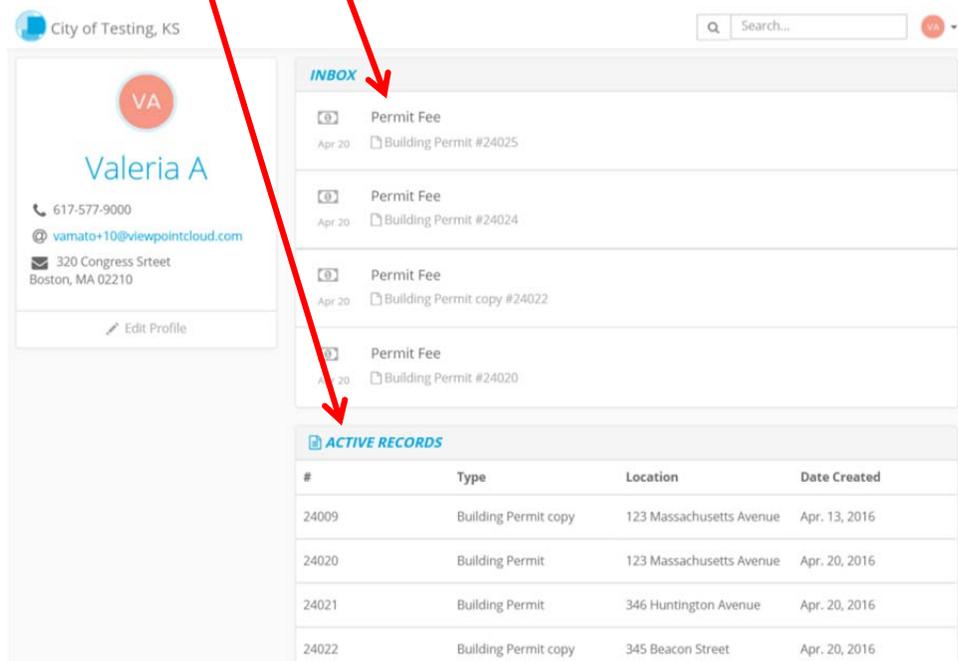
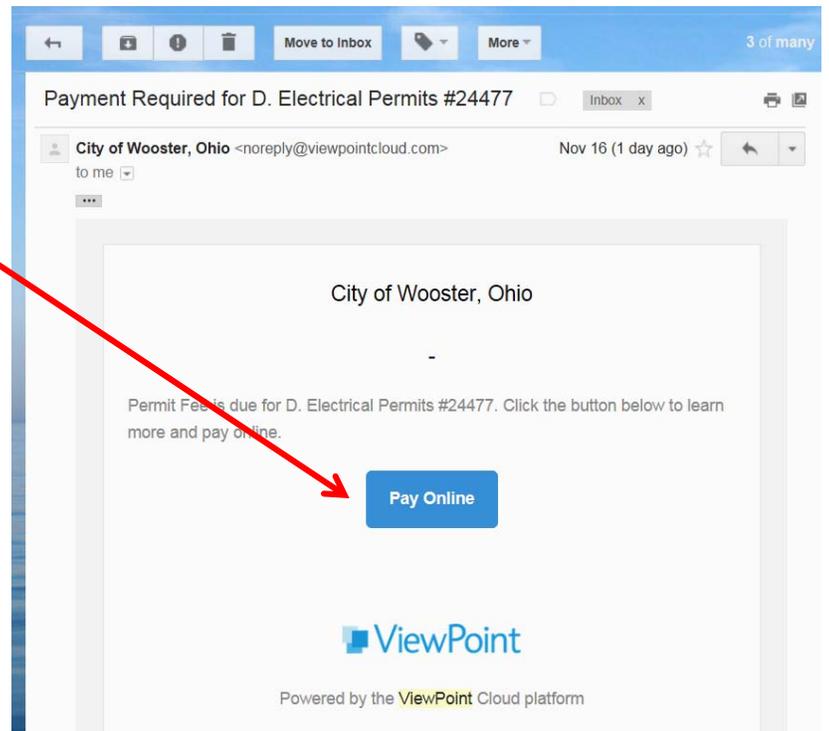
Select

Paying a Fee

When a fee is due, the site will automatically send you an email notification.

1. Click on the **“Pay Online”** button in the email. Or, go to the ViewPoint Cloud site and view your profile and select the record to access the payment step in the process.

2. You can see any due Permit fee steps in your profile Inbox. Click on the record to access the payment step in the process.



3. In the Permit Fee step on the Record page, you will see an overview of the fee and you'll be able to pay with a credit card.

4. Click on **“Pay”** to pay the fee then follow the prompts to enter and submit your credit card details.

City of Wooster, Ohio

24477 + Add to a project

D. Electrical Permits – 1. Service Upgrade Only for Residential or a Residential Safety Inspection

TIMELINE Add New

- Submission received
Nov 10, 2016 at 2:48pm
- the review of the residential service upgrade permit application for completeness
Completed Nov 16, 2016 at 7:40am

Permit Fee
Due Now

Permit Issuance
Document

Service Inspection
Site visit to monitor compliance

Certificate of completion
Document

Permit Fee

Processing will proceed upon payment.

Payment must be made prior to proceeding to the next step. Payment can be made by credit card online or by cash or check in person at the City of Wooster municipal building. Services have a lower base fee and a 1% fee to the State of Ohio and a fee for online submission.

Credit Card
\$3.28 processing fee

Cash/Check
No processing fee

| | | |
|--|----------------|---|
| Residential Electrical Service Upgrade or Safety Inspection State 1% fee | \$0.75 | × |
| Residential Electrical Service Upgrade or Safety Inspection base fee | \$75.00 | × |
| + Add Fee... | | |
| Total Fee Amount: | \$75.75 | |
| Processing Fee | \$3.28 | |
| Total Due: | \$79.03 | |

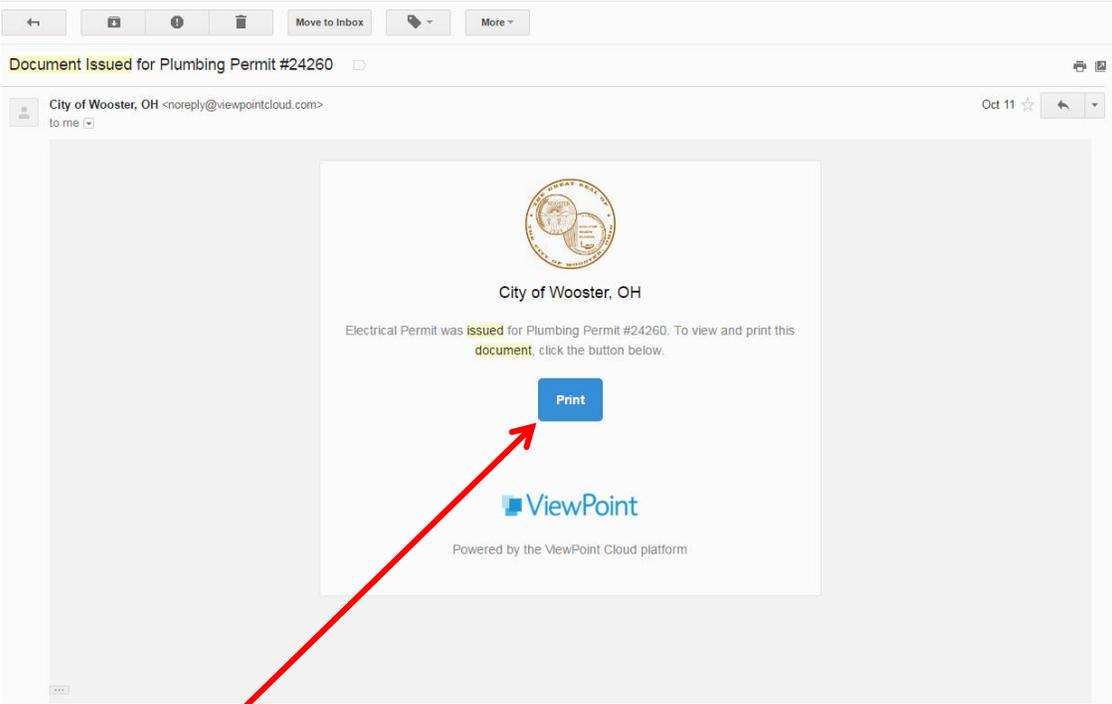
Pay

Note: You will notice that included in the normal fee is a Processing Fee. This is a fee charged for online payment that goes directly to ViewPoint Cloud. The City of Wooster has lowered most of the permit fees to more than compensate for this fee. You will notice this most dramatically in how square footages are calculated since many fees are based on the total square footage built or altered. We now use the industry standard in making this calculation resulting in less total square footage.

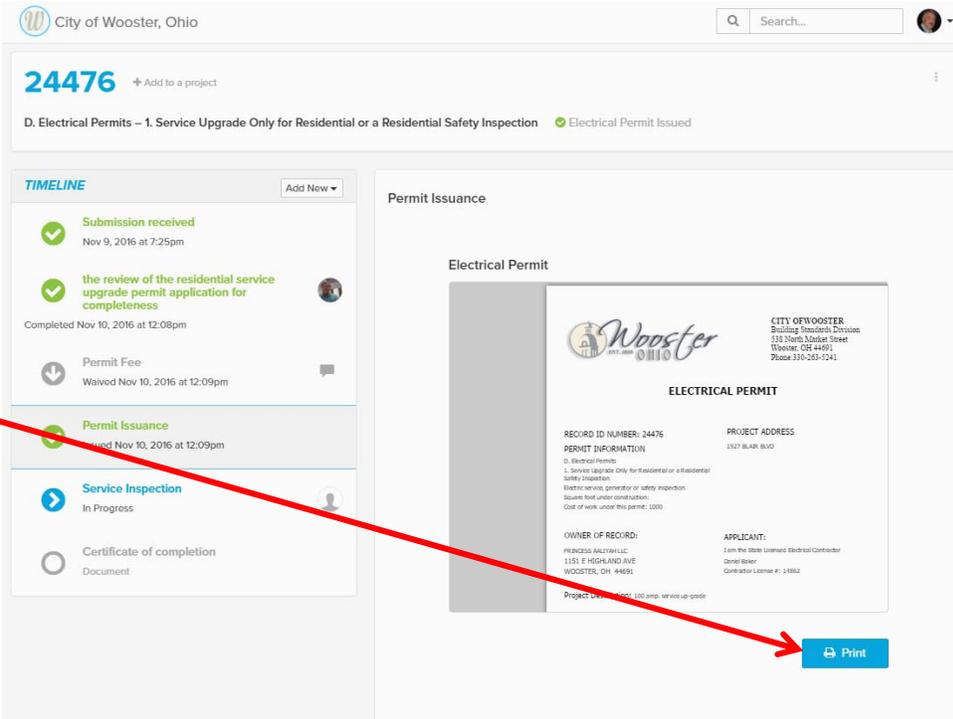
Also Note: While the City of Wooster prefers online payments, we do accept cash and checks in person at the City of Wooster Building Standards Division.

Receiving Your Permit or other Document

When a plan review, permit, license, certificate of occupancy, certificate of completion or any other document is issued, the applicant will be notified by email.

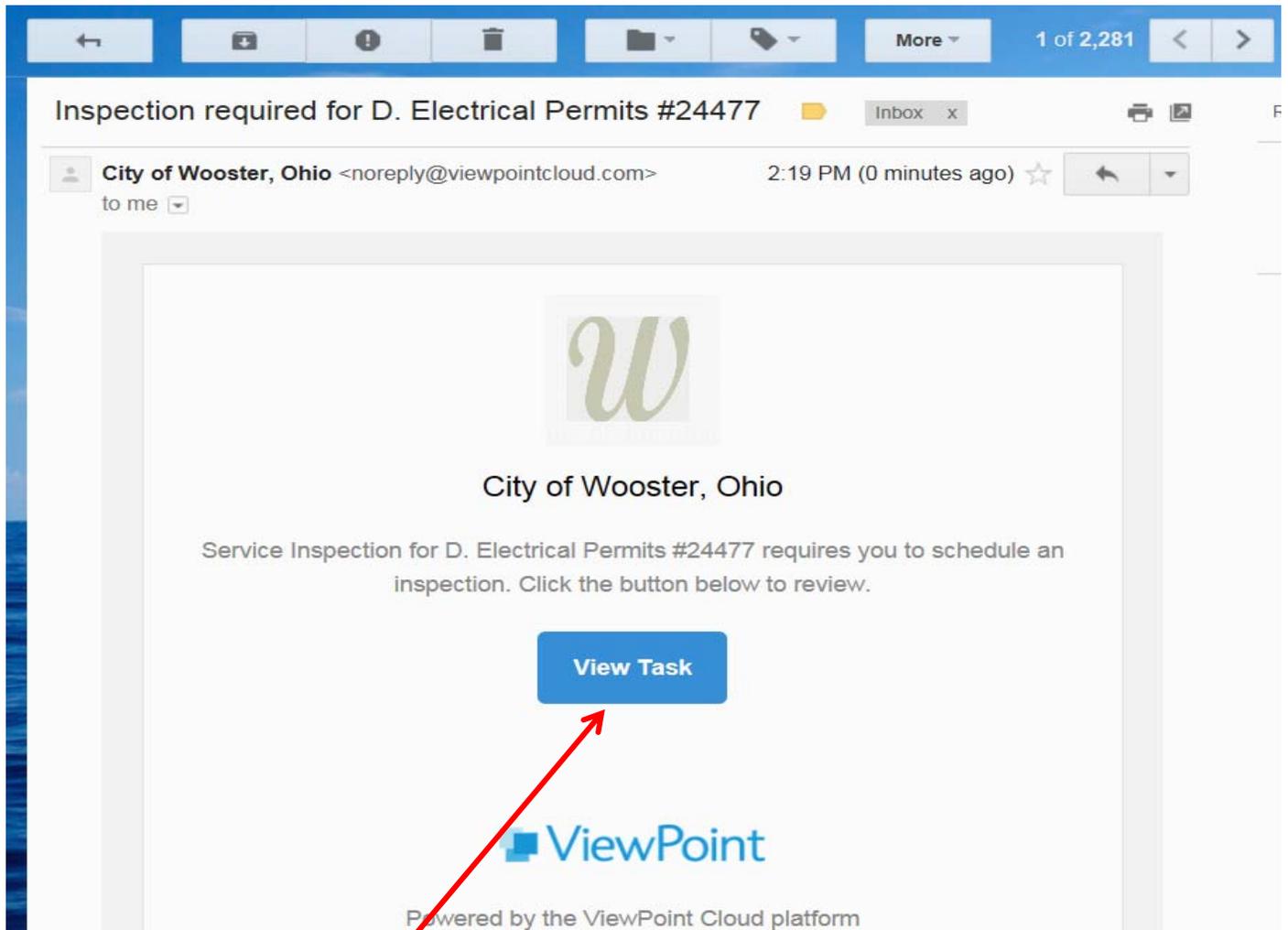


1. Click on the **“Print”** button in the email and it will take you to the ViewPoint Record page. Or, just go to the ViewPoint site and view your profile and select the record and you will be able to print it from the Record page.



Scheduling Your Inspection and Communicating with the Inspector

When an Inspection step is reached for a Record, the applicant will be automatically emailed and prompted to schedule their inspection.



1. Click the **“View Task”** button in the email and it will take you to the ViewPoint Record page. Or, just go to the ViewPoint site and view your profile and select the record and you will be able to schedule the inspection from the Record page.

2. On the Record page, find the appropriate record and go to the inspection step in that record, then select a date from the calendar, and click “Submit.”

City of Wooster, Ohio

24477

D. Electrical Permits – 1. Service Upgrade Only for Residential or a Residential Safety Inspection Electrical Permit Issued

TIMELINE

- Submission received
Nov 10, 2016 at 2:41pm
- The review of the residential service upgrade permit application for completeness
Completed Nov 16, 2016 at 7:40am
- Permit Fee
Waived Nov 17, 2016 at 2:19pm
- Permit issuance
Issued Nov 17, 2016 at 2:19pm
- Service Inspection**
In Progress
- Certificate of completion
Overseen

Service Inspection

Please allow 24 hours when scheduling inspectors. When the service is approved, it can be energized. If the provider is AEP, we will contact them with the approval.

Schedule an Inspection

Choose from the available dates and hit Submit to continue.

| November 2016 | | | | | | | * |
|---------------|----|----|----|----|----|----|---|
| Su | Mo | Tu | We | Th | Fr | Sa | |
| 30 | 31 | 1 | 2 | 3 | 4 | 5 | |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 | |
| 27 | 28 | 29 | 30 | 1 | 2 | 3 | |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

Submit

Electric Service: — Approved panel installed per manufacturer requirements, appropriate trench/raceway, conductors, service entry cable, meter base, grounding system, bonding, area above panel free of foreign piping, circuit identification and warning markings in place.

Say something about this...

Comment

Please note: The City can reschedule inspection dates if necessary. For assistance with scheduling **please use the comment box to message the inspector.** The inspector will also use the comment box to message you in return. This way, communication will be tied to the specific step under discussion. Remember, you will get an email notification each time the inspector makes a comment. To reply to the comment, you must go to the record step and use the comment box. If necessary, comments can go back and forth until the inspection date and time is confirmed.

Email Notifications

By default, you'll be subscribed to receive email notifications about your permit application. These notifications are sent to keep you informed about the status of your permit, such as when:

- Your application has been reviewed
- An inspection has been scheduled
- A payment is due
- Your permit has been issued

The emails are sent to the address associated with your profile. They include a direct link to the specific step in the record as well, so that you can easily access the information on the website.

You are able to turn off these notifications (though we recommend that you do not). To disable email notifications go to “Your Profile” and turn “Email Notifications” to off.

Contacting the City or the Inspector

You cannot “reply” to these email notifications. Please use the comment box to message the inspector. The inspector will also use the comment box to message you in return. This way, communication will be tied to the specific step under discussion. Remember, you will get an email notification each time the inspector makes a comment. You can view his comment in the email or go to the ViewPoint site and find the record and step to view the comment. To reply to the comment, you must go to the record step and use the comment box. Again, you cannot “reply” to these email notifications or email the inspector using his email account. We will only respond using the ViewPoint record step comment box. This keeps all communication associated with that record in one place.