

ABQ-PLAN User Guide



Table of Contents

| | |
|---|-----------|
| Overview | 4 |
| Home Page, Main Menu Bar | 4 |
| Register | 5 |
| Create an Account..... | 6 |
| Confirm Account..... | 7 |
| Complete Registration..... | 7 |
| Personal Info | 8 |
| Address | 9 |
| Log in | 10 |
| Email Option | 11 |
| Password Option..... | 12 |
| Forgotten Password | 13 |
| Unlock Account | 16 |
| Dashboard | 18 |
| My Permits | 22 |
| My Plans | 23 |
| My Inspections | 24 |
| My Invoices..... | 25 |
| My Licenses | 27 |
| Apply with Application Assistant | 29 |
| Step 1: Location..... | 31 |
| Search for an Address | 31 |
| Application Templates | 33 |
| Step 2: Type..... | 35 |
| Step 3: Contacts..... | 36 |
| Step 4: More Info | 38 |
| Step 5: Attachments..... | 39 |
| Step 6: Signature | 40 |
| Step 7: Review and Submit..... | 41 |
| Success Page..... | 41 |
| Request Inspections | 42 |
| Pay Fees | 45 |
| Invoices | 46 |
| Manage a Review | 48 |
| Corrections | 48 |
| Attachments..... | 51 |
| My Work | 54 |

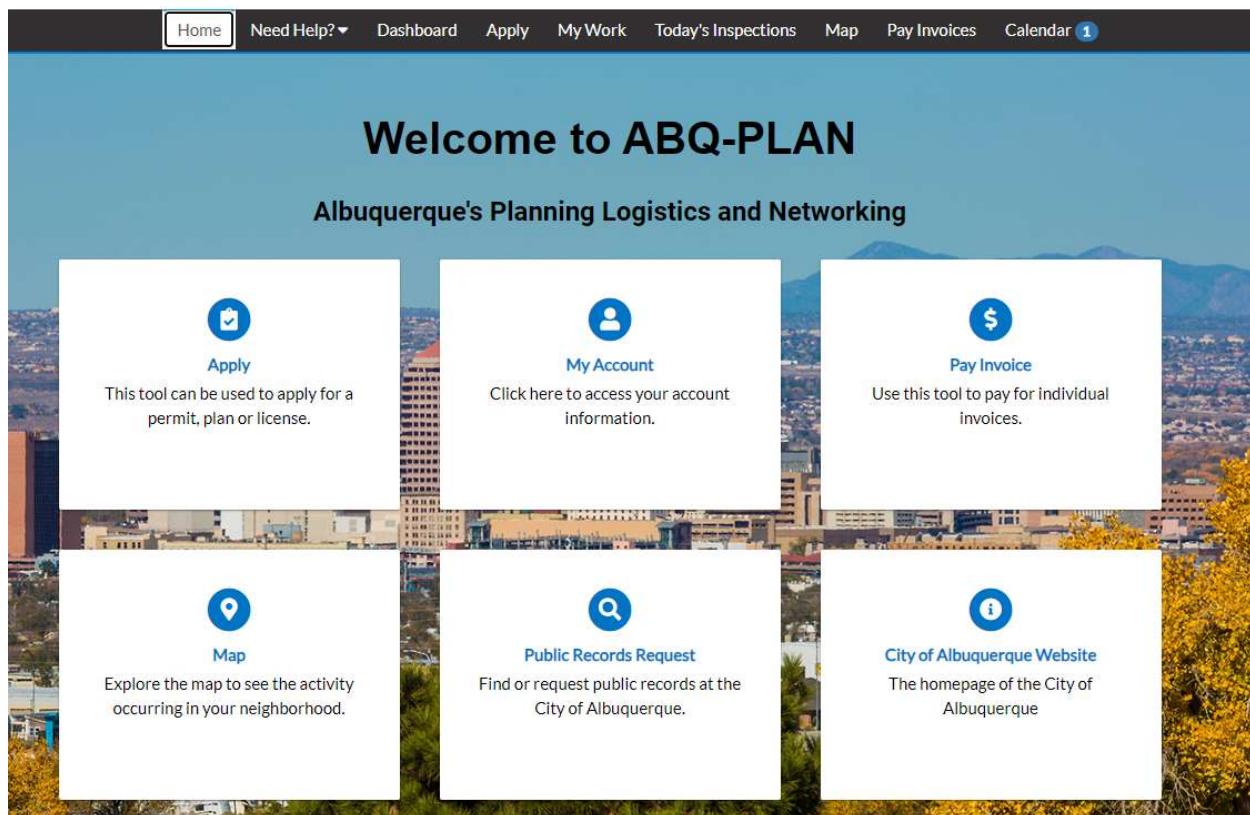
| | |
|--|-----------|
| My Permits | 54 |
| My Plans | 56 |
| My Existing Inspections | 58 |
| Request Inspections | 59 |
| Today's Inspections..... | 60 |
| Manage an Inspection | 61 |
| Map..... | 62 |
| Create a Spatial Collection | 66 |
| Pay Invoices..... | 70 |
| Calendar | 71 |
| Appendix A: Accessibility | 73 |
| ChromeVox..... | 73 |
| Google Translate | 73 |

Overview

This guide describes how public users and registered users access **ABQ-PLAN**'s customer portal. **ABQ-PLAN** allows customers to apply for permits, plan, business registration, and other application types. Customers can search for parcels, projects, construction projects; renew licenses, and schedule inspections.

Home Page, Main Menu Bar

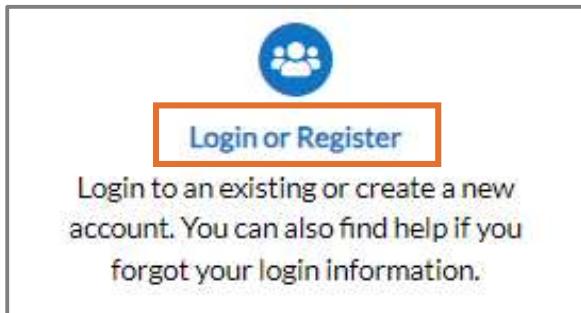
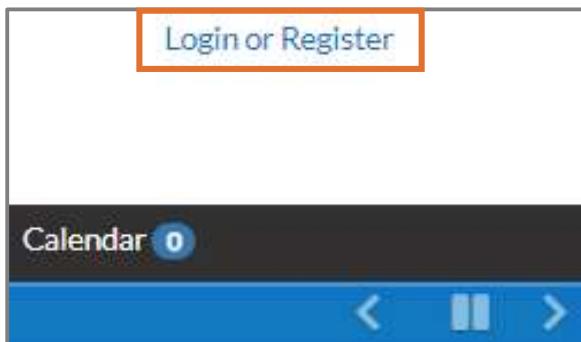
At [ABQ-PLAN \(tylerhost.net\)](http://ABQ-PLAN.tylerhost.net), customers may view the Home, Apply, Map, Pay Invoices, Search, Calendar, and/or Help options in the menu. The Home page also may display Search Public Records, Apply, Login or Register, Pay Invoices, Map, Calendar, Request Inspection, and/or Estimate Fees menu cards.



Register

To register for **ABQ-PLAN**:

1. Navigate to [ABQ-PLAN \(tylerhost.net\)](http://ABQ-PLAN.tylerhost.net)
2. Click **Login or Register** in the top right corner of the Home page.
3. Or click the **Login or Register card** on the Home page.
4. Click a sign-in option:
 - a. **Sign in with Google**.
 - b. **Sign in with Apple**.
 - c. **Sign in with Microsoft**.
 - d. **Sign in with Facebook**.
5. If not registered, click **Sign up**.

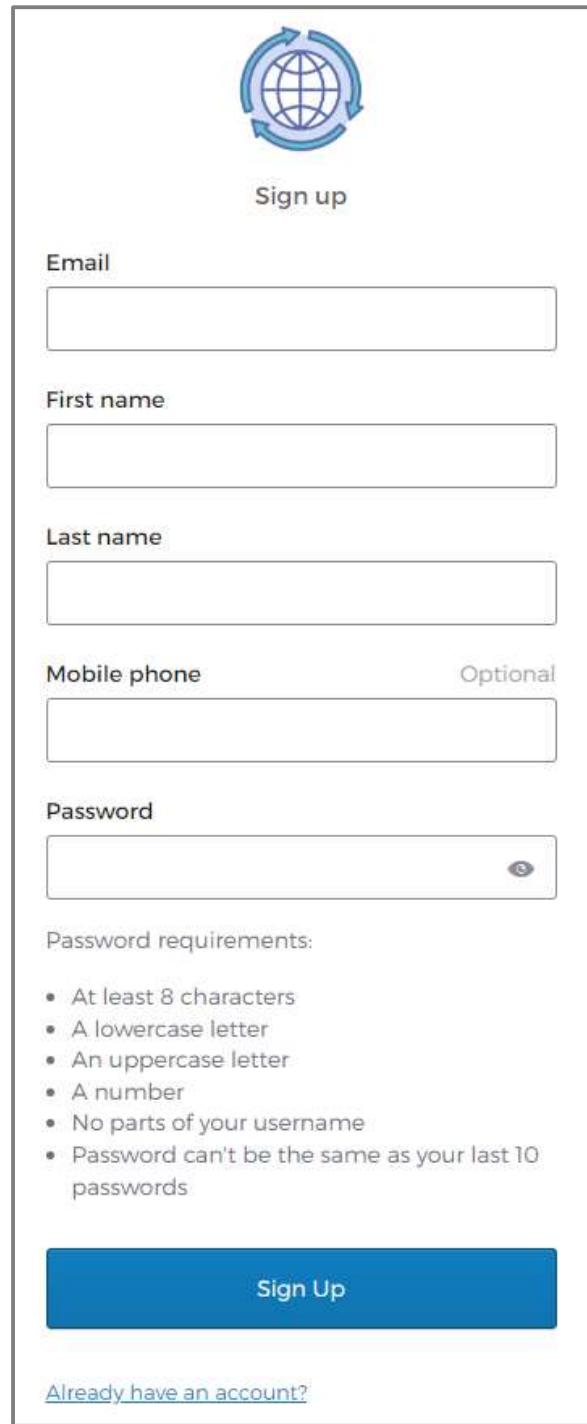


The sign-in page features a globe icon and the text "Sign in to community access services." Below this are four sign-in options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook", each with its respective logo. A horizontal line with the word "OR" in the center separates these from the email sign-in section. The email address input field is followed by a "Keep me signed in" checkbox. A large blue "Next" button is at the bottom left. To the right of the "Next" button are links for "Unlock account?", "Help", and "Don't have an account? [Sign up](#)", where "Sign up" is highlighted with a red rectangular box.

Create an Account

The browser displays the **Sign up** page.

1. Type:
 - a. An **Email** address;
 - b. **First name**;
 - c. **Last name**;
 - d. **Mobile phone** number; and
 - e. **Password**;
2. Click **Sign Up**.



The image shows a sign-up form with the following fields and features:

- Email:** A text input field for entering an email address.
- First name:** A text input field for entering a first name.
- Last name:** A text input field for entering a last name.
- Mobile phone:** A text input field for entering a mobile phone number, with the note "Optional" to its right.
- Password:** A text input field for entering a password, accompanied by a small circular icon with a question mark.
- Password requirements:** A list of six items describing the password strength criteria.
- Sign Up:** A large blue button at the bottom of the form.
- Link:** A link at the bottom right of the form that says "Already have an account?".

The form is enclosed in a light gray border. At the top center is a globe icon with a blue arrow around it, and below it is the word "Sign up".

Confirm Account

The customer receives a confirmation email.

1. Open the **email**.
2. Click **Confirm**.

You are receiving this automated e-mail based on a user registration request that we received for the Civic Access tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

Complete Registration

The browser displays the **ABQ-PLAN** Registration steps.

1. Type a **Username**, **Password**, and **Confirm Password**. The username may default to the email used to register; if not, type the email address as the username.
2. Complete the CAPTCHA.
3. Click **Next**.

Registration

Step 2 of 4: Login information

I'm not a robot 
reCAPTCHA
Privacy • Terms

* Username

* Password

* Confirm Password

Email

Next

NOTE Required fields are noted with a red asterisk.

Personal Info

1. Type the **required information** on the Personal Info step.
2. Select a **Contact Preference** in the dropdown.
3. Click **Next**.

Registration

Step 3 of 4: Personal Info

* REQUIRED

| | |
|--------------------------------|--|
| * First Name | <input type="text"/> |
| First Name is required. | |
| Middle Name | <input type="text"/> |
| * Last Name | <input type="text"/> |
| Last Name is required. | |
| Company | <input type="text"/> |
| * Contact Preference | <input type="text" value="--Select Contact Preference--"/> |
| * Email Address | <input type="text" value="@gmail.com"/> |
| Additional Contact Information | |
| * Business Phone | <input type="text"/> |
| * Home Phone | <input type="text"/> |
| * Mobile Phone | <input type="text"/> |

[Back](#) [Next](#)

NOTE Required fields are noted with a red asterisk.

Address

1. Type **Address** information.
2. Click **Submit**.

The browser displays the **ABQ-PLAN** Home page.

Registration

Step 4 of 4: Address

*REQUIRED

| | |
|-------------|--|
| * Address | <input type="text" value="Street address, P.O. box. (required)"/> |
| | <input type="text" value="Apartment, suite, unit, floor, (optional)"/> |
| City | <input type="text"/> |
| State | <input type="text"/> |
| Postal Code | <input type="text"/> |

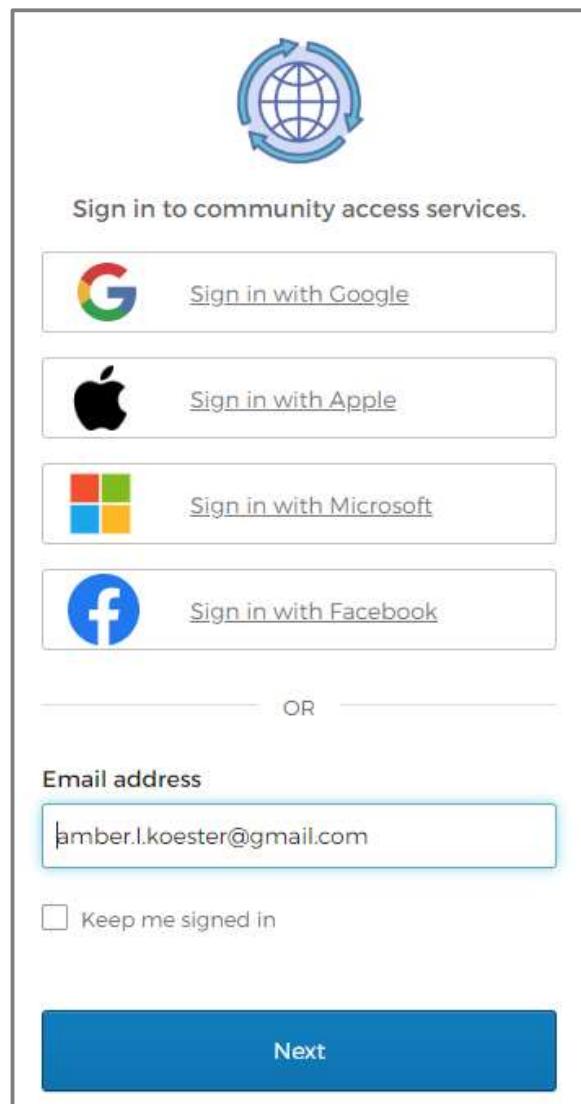
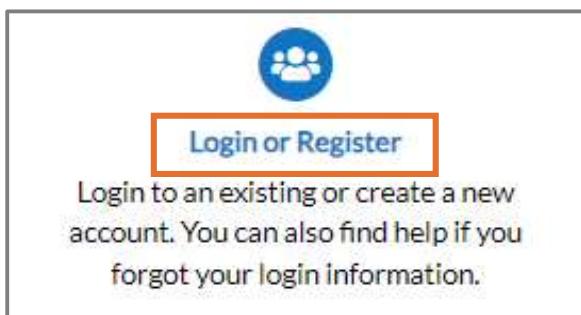
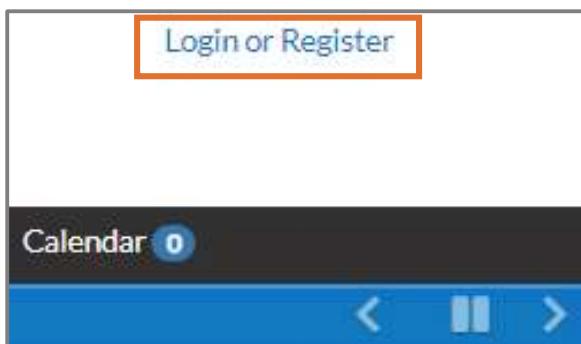
[Back](#) [Submit](#)

NOTE Required fields are noted with a red asterisk.

Log in

To log in to **ABQ-PLAN** if already registered:

1. Navigate to [ABQ-PLAN \(tylerhost.net\)](http://ABQ-PLAN.tylerhost.net).
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register card** on the page.
4. Click a **sign-in option** and follow the steps:
 - a. Sign in with Google.
 - b. Sign in with Apple.
 - c. Sign in with Microsoft.
 - d. Sign in with Facebook.
5. Or if previously registered:
 - a. Type an **Email address**.
 - b. Click **Next**.



Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

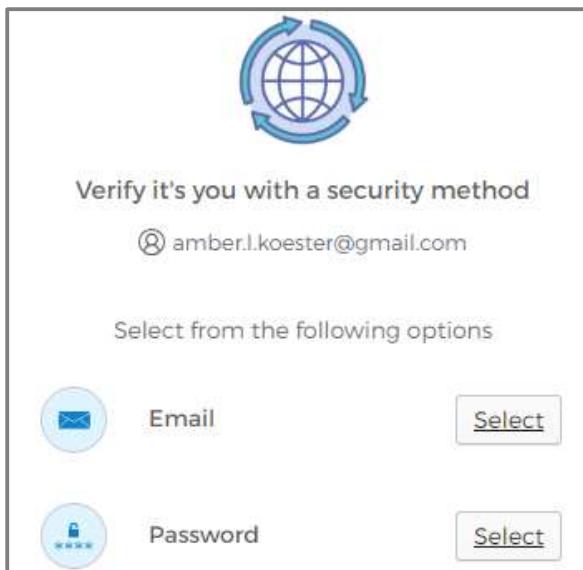
OR

Email address

Keep me signed in

Next

- c. Click **Select** next to the Email or Password option.



Email Option

1. Click **Send me an email**.
2. Type the **code** from the email.
3. Click **Verify**.

The browser displays the **ABQ-PLAN** Home page.

The screenshot shows the 'Get a verification email' step. It features an envelope icon and the text 'Get a verification email'. Below this is the email address: amber.l.koester@gmail.com. A large blue button labeled 'Send me an email' is highlighted with an orange border. At the bottom, there are links for 'Verify with something else' and 'Back to sign in'.

The screenshot shows the 'Verify with your email' step. It features an envelope icon and the text 'Verify with your email'. Below this is the same email address: amber.l.koester@gmail.com. A message states: 'We sent an email to a***r@gmail.com. Enter the verification code in the text box.' An input field labeled 'Enter Code' is shown with a placeholder 'I' and is highlighted with an orange border. A blue 'Verify' button is below the input field. At the bottom, there are links for 'Verify with something else' and 'Back to sign in'.

Password Option

1. Type the **Password**.
2. Click **Verify**.

The browser displays the **ABQ-PLAN** Home page.

The screenshot shows a web page with a light gray background. At the top center is a blue circular icon containing a globe with a circular arrow around it. Below it is another blue circular icon containing a lock symbol and four asterisks (***) below it. To the left of these icons is the text "Verify with your password". Below this text is an email address: "✉ amber.l.koester@gmail.com". A horizontal line separates this section from the next. The next section is titled "Password" and contains a text input field with a small "eye" icon to its right. A large blue button labeled "Verify" is centered below the input field. At the bottom of the page are three links: "Forgot password?", "Verify with something else", and "Back to sign in".

Forgotten Password

To reset a forgotten password:

1. Type the **Email address** used during registration.
2. Click **Next**.
3. Click **Select** next to **Password**.



Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

[Keep me signed in](#)

Next



Verify it's you with a security method

 amber.l.koester@gmail.com

Select from the following options

 Email

 Password

4. Click **Forgot password**.
5. Click **Send me an email**.



Verify with your password

✉ amber.l.koester@gmail.com

Password

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)



Get a verification email

✉ amber.l.koester@gmail.com

Send a verification email by clicking on "Send me an email".

Send me an email

[Back to sign in](#)

6. Type the **code** from the email.
7. Click **Verify**.
8. Type the **New password**.
9. Re-enter the **password**.
10. Click **Reset your password**.

The browser displays the **ABQ-PLAN** Home page.



Verify with your email
✉ amber.l.koester@gmail.com

We sent you a verification email. Enter the verification code in the text box.

Enter Code

Verify

[Back to sign in](#)



Reset your password
✉ amber.l.koester@gmail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

New password

Re-enter password

Sign me out of all other devices.

Reset your password

[Back to sign in](#)

Unlock Account

1. To unlock an account, click **Unlock account**.
2. Type the **Email address**.
3. Click **Select**.
4. Click **Send me an email**.



Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

Next

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)



Unlock account?

Email address

 Email **Select**

[Back to sign in](#)



Get a verification email

✉ amber.l.koester@gmail.com

Send a verification email by clicking on "Send me an email".

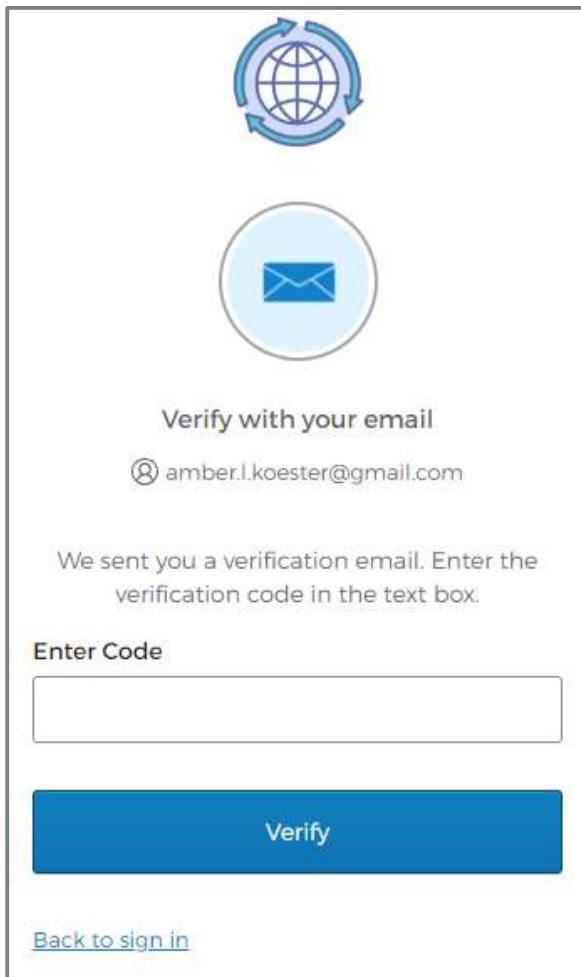
Send me an email

[Back to sign in](#)

5. Type the **code** from the email.

6. Click **Verify**.

The browser displays a success message and then the **ABQ-PLAN** Home page.



Dashboard

The **ABQ-PLAN** Dashboard allows customers to view a visual representation of aggregated data. Customers can access saved drafts of submissions and add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the registered user. The menu items on the Dashboard are configurable as to where they appear on the Dashboard and may show additional custom options set up by a jurisdiction.

To access the Dashboard:

1. Log in as a **registered user**.
2. Click **Dashboard** in the menu on the **ABQ-PLAN** Home page.

The screenshot shows the ABQ-PLAN dashboard with a blue header bar containing navigation links: Home, Need Help? (dropdown), Dashboard (highlighted with a red border), Apply, My Work, Today's Inspections, Map, Pay Invoices, and Calendar (with a notification count of 1). Below the header is a large banner with the text "Welcome to ABQ-PLAN" and "Albuquerque's Planning Logistics and Networking". The main content area features six white cards on a background image of a city skyline. The cards are: "Apply" (blue clipboard icon), "My Account" (blue person icon), "Pay Invoice" (blue dollar sign icon), "Map" (blue location pin icon), "Public Records Request" (blue magnifying glass icon), and "City of Albuquerque Website" (blue info icon).

- Home
- Need Help? ▾
- Dashboard
- Apply
- My Work
- Today's Inspections
- Map
- Pay Invoices
- Calendar 1

Welcome to ABQ-PLAN

Albuquerque's Planning Logistics and Networking

Apply
This tool can be used to apply for a permit, plan or license.

My Account
Click here to access your account information.

Pay Invoice
Use this tool to pay for individual invoices.

Map
Explore the map to see the activity occurring in your neighborhood.

Public Records Request
Find or request public records at the City of Albuquerque.

City of Albuquerque Website
The homepage of the City of Albuquerque

The browser displays the Dashboard.

My Permits

| | | | | |
|---------------------------|---------------------------|---------------------------|---------------------------|--------------|
| Attention | Pending | Active | Recent | Draft |
| 58 | 99+ | 50 | 99+ | 0 |
| Building (Resident...) 21 | Building (Resident...) 37 | Building (Resident...) 16 | Building (Resident...) 42 | |
| Building (Non-Resid... 13 | Building (Non-Resid... 21 | Building (Non-Resid... 9 | Building (Non-Resid... 19 | |
| Other 24 | Other 57 | Other 25 | Other 57 | |

[View My Permits](#)

My Plans

| | | | | |
|---------------------------|-------------------|-------------------------|-------------------------|--------------|
| Attention | Pending | Active | Recent | Draft |
| 6 | 4 | 1 | 4 | 0 |
| Planned Unit Devel... 2 | Site Plan - New 4 | Planned Unit Devel... 1 | Site Plan - New 3 | |
| Land Use - Special U... 1 | | | Planned Unit Devel... 1 | |
| Other 3 | | | | |

[View My Plans](#)

My Inspections

| | | |
|-------------------|-------------------|--------------------|
| Requested | Scheduled | Closed |
| 31 | 71 | 55 |
| Footing 4 | Footing 11 | Footing 13 |
| Foundation W... 4 | Foundation W... 9 | Business Regi... 6 |
| Other 23 | Other 51 | Other 36 |

[View My Inspections](#)

My Invoices

| | | |
|-----------------|--------------------|-----------------------------|
| Current | \$4,300.00 | Add To Cart |
| 2 | | |
| Past Due | \$59,864.00 | Add To Cart |
| 29 | | |
| Total | \$64,164.00 | Add To Cart |
| 31 | | |

[View My Invoices](#)

My Licenses

| | | | | |
|-----------------------------|------------------------------|-----------------------|-----------------------|--------------|
| Expired | Expires in | Expires in | Expires in | Draft |
| 33 | 255 | 296 | 304 | 0 |
| DAYS | DAYS | DAYS | DAYS | |
| Test Business | PBG Construction, Tim Taylor | Yellow Rose Florist | Test Co. | |
| No. HOME-000072-2023 | No. CON-000001-2020 | No. RETL-000052-2023 | No. RETL-000060-2023 | |
| Type Home Business - Pho... | Type Contractor - General | Type Retail - Florist | Type Tobacco License | |
| Renew | Renew | Renew | Renew | |

[View My Licenses](#)

19

To use the Dashboard:

1. Click **Draft** in the My Permits or My Plans section to view saved permit or plan application drafts.
2. Click the desired **status card** in the My Permits section to view a list of the corresponding permits. Beneath each status is a breakdown of the permit types.
 - a. Click **View My Permits** to view all permits.
3. Click the desired **status card** in the My Plans section to view a list of the corresponding plans. Beneath each status circle is a breakdown of the plan types.
 - a. Click **View My Plans** to view all plans.

My Permits

| | | | | |
|-------------------------------|------------------------------|----------------------------|-----------------------------|--------------------------|
| Attention 58 | Pending 99+ | Active 50 | Recent 99+ | Draft 0 |
| Building (Resident...) 21 | Building (Resident...) 37 | Building (Resident...) 16 | Building (Resident...) 42 | |
| Building (Non-Resi...) 13 | Building (Non-Resi...) 21 | Building (Non-Resi...) 9 | Building (Non-Resi...) 19 | |
| Other 24 | Other 57 | Other 25 | Other 57 | |

[View My Permits](#)

My Plans

| | | | | |
|------------------------------|----------------------------|---------------------------|---------------------------|--------------------------|
| Attention 6 | Pending 4 | Active 1 | Recent 4 | Draft 0 |
| Planned Unit Devel... 2 | Site Plan - New 4 | Planned Unit Devel... 1 | Site Plan - New 3 | |
| Land Use - Special U... 1 | | | Planned Unit Devel... 1 | |
| Other 3 | | | | |

[View My Plans](#)

4. Click the desired **status card** in the **My Inspections** section to view a list of the corresponding inspections. Beneath each status is a breakdown of the inspection types.
 - a. Click **View My Inspections** to view all inspections.
5. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the **My Invoices** section to add the corresponding invoices to the shopping cart.
 - a. Click **View My Invoices** to view all invoices.
6. Click **Renew** in the **My Licenses** section to renew the license.
 - a. Click **View My Licenses** to view all licenses.

My Inspections

| Requested | Scheduled | Closed |
|----------------------|----------------------|-----------------------|
| 31 | 71 | 55 |
| Footing 4 | Footing 11 | Footing 13 |
| Foundation W... 4 | Foundation W... 9 | Business Regi... 6 |
| Other 23 | Other 51 | Other 36 |

[View My Inspections](#)

My Invoices

| | | |
|-----------------------|--------------------|-----------------------------|
| Current 2 | \$4,300.00 | Add To Cart |
| Past Due 29 | \$59,864.00 | Add To Cart |
| Total 31 | \$64,164.00 | Add To Cart |

[View My Invoices](#)

My Licenses

Expired
33
DAYS

Test Business
No. HOME-000072-2023
Type Home Business - Pho...

[Renew](#)

Expires in
255
DAYS

PBG Construction, Tim Taylor
No. CON-000001-2020
Type Contractor - General

[Renew](#)

Expires in
296
DAYS

Yellow Rose Florist
No. RETL-000052-2023
Type Retail - Florist

[Renew](#)

Expires in
304
DAYS

Test Co.
No. RETL-000060-2023
Type Tobacco License

[Renew](#)

Draft
0

[View My Licenses](#)

My Permits

1. Click the **Attention** card to view a list of all permit applications that need the customer's attention. The list displays on the **My Work** page with each project name, address attached to the permit, type, status, and the reason that the permit needs the customer's attention. These permits may have active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, or do not have a completed status.
2. Click the **Pending** card to view a list of all permit applications with a pending status. The list displays on the **My Work** page with each project name, address attached to the permit, type, and status. These permits do not have an issue date, final date, or an expiration date.
3. Click the **Active** card to view a list of all permits with an active status. The list displays on the **My Work** page with each project name, address attached to the permit, type, and status. These permits have been issued or have an issued date but are not complete.
4. Click the **Recent** card to view a list of all permits applied for in the last 90 days.
5. Click the **Draft** card to view a list of all permits saved by the customer, but not submitted for review. These drafts may be incomplete, and action may resume at any point.

| Category | Count | Details |
|-----------|-------|--|
| Attention | 5 | Building (Residential) 2 Building (Non-Residential) 1 Other 2 |
| Pending | 6 | Building (Residential) 4 Building (Non-Residential) 1 Building (Non-Residential) 1 |
| Active | 2 | Building (Residential) 2 |
| Recent | 8 | Building (Residential) 4 Building (Residential) 2 Other 2 |
| Draft | 1 | Electrical (Residential) 1 |

[View My Permits](#)

6. Click **Delete** to delete any drafts no longer needed.

| Module | Type | Last Update | Action |
|--------|---|------------------------|---|
| Permit | Electrical (Residential) - New Construction | 02/06/2023 02:24:53 PM | Resume Delete |

Results per page 1-1 of 1 << < 1 > >>

7. Type **criteria** in the **My Work** page search box and press **enter** on the keyboard to filter results. Or view the results as they display when they meet the criteria.

| My Work | | | | | | |
|------------------|------------|----------------------------------|--|---------------------|--|---|
| MY INVOICES | MY PERMITS | MY PLANS | MY EXISTING INSPECTIONS | REQUEST INSPECTIONS | MY LICENSES | |
| non-residential | | | | | | <input checked="" type="checkbox"/> Export to Excel |
| Display | All | Records | Updated | In | Last 120 Days | |
| Permit Number | Project | Address | Permit Type | Status | State | |
| BLDC-000300-2023 | | 1122 S Charles Av Napervill... | Building (Non-Residential) - Alteration | Submitted - Onli... | Attention, Recent, Pending (Unpaid Fees) | |
| BLDC-000139-2022 | | 2400 Clifton Ct Naperville, I... | Building (Non-Residential) - Accessory Structure | Submitted | Attention, Recent, Pending (On Hold) | |

8. Select a **status** in the dropdown to further filter the view.

The screenshot shows the 'MY PERMITS' tab selected in the top navigation bar. Below it is a search bar labeled 'Search...'. Underneath the search bar is a 'Display' dropdown menu. The menu is open, showing several options: 'Recent' (which is highlighted with a blue background), 'All', 'Active', 'Attention (All)', 'Inspection Not Passed', 'On Hold', 'Pending', and 'Record Not Approved'. To the right of the dropdown, there is a small preview of a permit card for 'BLDR-000139-2022'.

My Plans

1. Click the **Attention card** to view a list of all plans with active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and an unsuccessful status. The plans display on the **My Work** page with each project name, address, type, status, and the reason that the plan needs the customer's attention.
2. Click the **Pending card** to view a list of all plans with an unsuccessful, fail, on hold, or cancelled status. The plans display on the **My Work** page with each project name, address, type, and status.
3. Click the **Active card** to view a list of all the plans with an active status. The plans display on the **My Work** page with each project name, address, type, and status.
4. Click the **Draft card** to view a list of all the plans saved by the customer, but not submitted for review. Drafts may be incomplete, and action may resume at any point. Customers may delete drafts if they are no longer needed.
5. Click the **Recent card** to view a list of all plans applied for in the last 90 days.



My Inspections

1. Click the **Requested** card to view a list on the **My Work** page of inspections that have a requested status (e.g., has not been given a scheduled date for the inspection). The list displays the inspection type, address, and case number.
2. Click the **Scheduled** card to view a list on the **My Work** page of inspections that have a scheduled status. The list displays the inspection type, address, case number, and scheduled date.
3. Click the **Closed** card to view a list on the **My Work** page of inspections that have a closed status. These inspections are complete. The list displays the inspection type, address, and case number.

My Inspections



My Invoices

The My Invoices section allows **ABQ-PLAN** customers to access paid, voided, or unpaid invoices through the Dashboard and add them to an electronic shopping cart. Customers can view, add, pay, or remove invoices from the cart, which displays single or multiple cases associated with each invoice.

1. Click **Add To Cart** to the right of Current to view all current invoices.
2. Click **Add To Cart** to the right of Past Due to view all past due invoices.
3. Click **Add To Cart** to the right of Total to view all invoices.
4. Click the **Invoice Number** to view the invoice.
5. Click the **Case Number** to view the case.
6. Click **Remove** to remove an invoice from the shopping cart.
7. Click **Check Out** to display a payment page and complete the payment for the invoice(s).
8. You will be launched to a payment processor and, once you have completed payment, you will be returned by to the **ABQ-PLAN** site.

My Invoices

| | Current | Past Due | Total |
|---|-------------|----------|-------------|
| 4 | \$39,460.80 | 1 | \$1,072.50 |
| | | | \$40,533.30 |

[View My Invoices](#)

[Add To Cart](#) [Add To Cart](#) [Add To Cart](#)

Shopping Cart

Total \$1,072.50

[Check Out](#)

| Case Number | Project | Case Address | Amount Due |
|------------------|---------|------------------------------------|------------|
| BLDR-000209-2022 | | 1234 Chalet Rd Naperville IL 60563 | \$1,072.50 |

Invoice: INV-00000154 Description: BLDR-000209-2022
Due Date: 01/15/2023

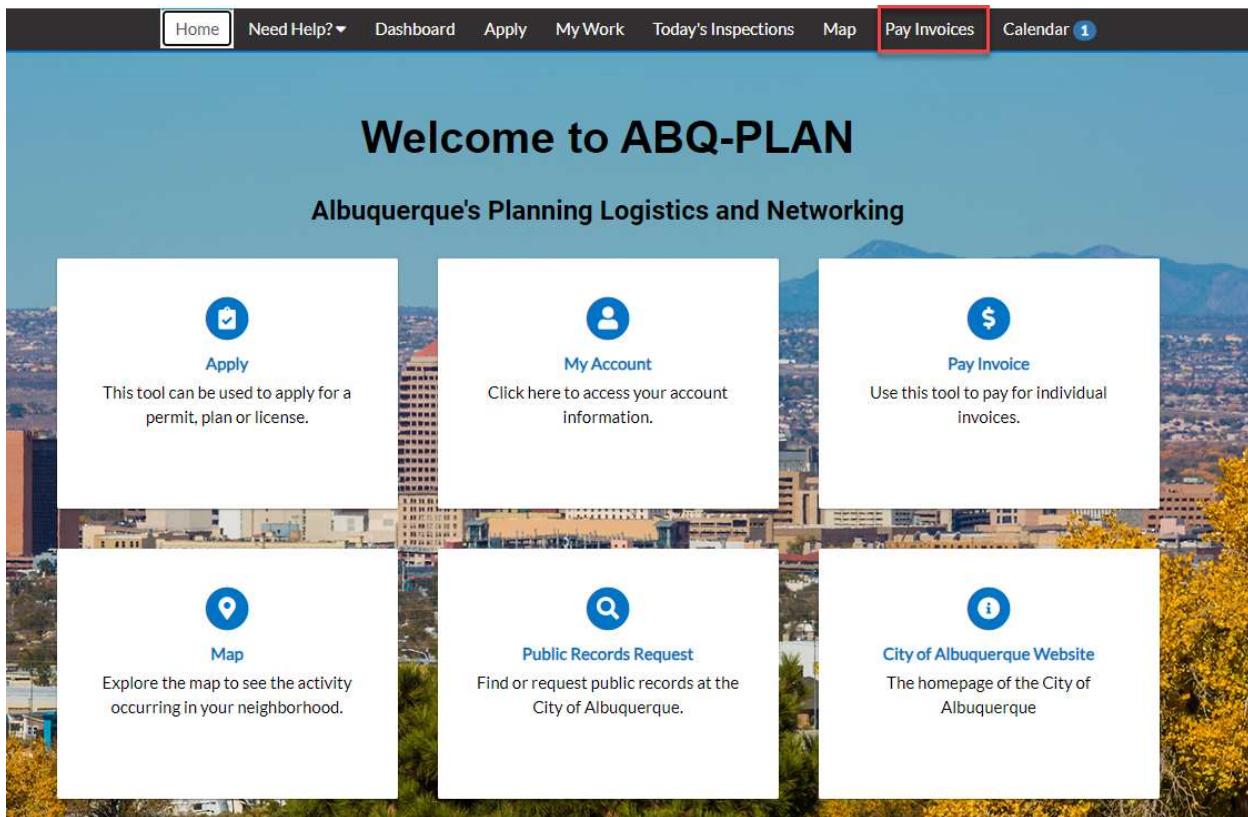
[Remove](#)

[Top | Main Menu](#)

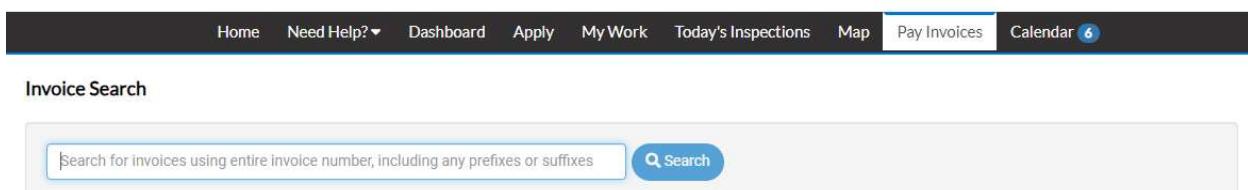
Total \$1,072.50

[Check Out](#)

Note: It is possible to pay an invoice *without* being logged into **ABQ-PLAN**. Simply navigate to the [**ABQ-PLAN** \(tylerhost.net\)](#) and, without logging in, select **Pay Invoices**.



ABQ-PLAN will present an invoice search screen where the customer can search for an invoice to pay.



My Licenses

ABQ-PLAN customers can access licenses through the **My Licenses** section on the Dashboard, which displays the days until the licenses expire and includes licenses that are up for renewal.

1. Click a **company name** to view the business details.
2. Click a **license number** to view the license details.
3. Click **Renew** on any card to begin the license renewal process. If a card does not display a Renew button, the license cannot be renewed at this time.
4. Click the **View My Licenses** to view all licenses on the **My Work** page.

| My Licenses | | | | |
|---|---|---|---|-------------------|
| Expired 33 DAYS Test Business No. HOME-000072-2023 Type Home Business - Pho... Renew | Expires in 255 DAYS PBG Construction, Tim Taylor No. CON-000001-2020 Type Contractor - General Renew | Expires in 296 DAYS Yellow Rose Florist No. RETL-000052-2023 Type Retail - Florist Renew | Expires in 304 DAYS Test Co. No. RETL-000060-2023 Type Tobacco License Renew | Draft 0 |
| View My Licenses | | | | |

The **My Work** page displays information about the case type.

5. Click a **License Number** to view the license details.
6. Click **Renew** to begin the license renewal process. The license cannot be renewed at this time if a row does not display a Renew button.
7. Click a **Name** to view the business details. This name may be different from the Doing Business As (DBA) name.

Other columns display the:

- **DBA name**, which may differ from the name of the actual business in **ABQ-PLAN**.
- **Address** of where the license is held.
- **Status** of the license. Names may vary by jurisdiction (e.g., expired, issued, in review, submitted).
- **License Type** for which the customer applied.
- **Applied** date when the customer applied for the license.

| My Work | | | | | | | | |
|-------------------|------------|---------------------|-------------------------|----------------------------------|-----------------|----------------------------------|------------|-----------------|
| MY INVOICES | MY PERMITS | MY PLANS | MY EXISTING INSPECTIONS | REQUEST INSPECTIONS | MY LICENSES | PROJECTS | | |
| Search... | | | | | | | | Export to Excel |
| License Number | Renew | Name | DBA | Address | Status | Type | Applied | |
| CONT-000029-20... | | Sunil Ojha | | 3412 Keller Ln Naperville, IL... | Submitted | Contractor - General | 09/13/2023 | |
| BUS-000081-2023 | Renew | PBG Construction | PBG Construction | 1124 Kings Point Ct Naperv... | Issued | Business Registration - Cons... | 09/13/2023 | |
| BUS-000079-2023 | | Harbors Barbers | | 344 Green Valley Dr Naperv... | Submitted - ... | Business Registration - Servl... | 08/25/2023 | |
| 000008-2020 | Renew | PBG Construction | PBG Construction | 35 S Washington St Napervi... | Issued | Business Registration - Cons... | 08/24/2023 | |
| HOME-000072-2... | Renew | Test Business | | | Issued | Home Business - Photograp... | 08/16/2023 | |
| RETL-000060-2023 | Renew | Test Co. | | 1233 Haverhill Cr Napervill... | Issued | Tobacco License | 08/02/2023 | |
| REST-000056-2023 | | Hulk's Hoagies | | 1212 Andria Ct Naperville, I... | Submitted - ... | Restaurant - Full Service | 08/01/2023 | |
| BUS-000053-2023 | | Yellow Rose Flor... | Yellow Rose Flor... | 349 Green Valley Dr Naperv... | Submitted | Business Registration - Retail | 07/25/2023 | |
| RETL-000052-2023 | Renew | Yellow Rose Flor... | Yellow Rose Flor... | 349 Green Valley Dr Naperv... | Issued | Retail - Florist | 07/25/2023 | |
| CONT-000013-20... | | PBG Construction | | | Submitted - ... | Contractor - General | 07/21/2023 | |
| SRVC-000051-20... | | TW Rental | | 340 Green Valley Dr Naperv... | Submitted - ... | Service - Barber | 07/21/2023 | |
| SRVC-000050-20... | | Corgi Cyber Sec... | | 1011 Book Ct Naperville, IL ... | Submitted | Service - Gas Station | 07/18/2023 | |

Showing 16 records.

Apply with Application Assistant

The Application Assistant offers a guided way to apply for licenses, permits, and plans. This guide uses a permit as an example application, but the process is similar for other applications. To use the Application Assistant:

1. Click **Apply** in the menu on the **ABQ-PLAN** Home page.
2. Click on **Help me choose** on the top right corner of the screen.

The Application Assistant displays tabs for all, trending, my history (when logged in), license, permit, and plan application types.

3. Click **All** to choose from all types of permit, plan, and license applications available in **ABQ-PLAN**.
4. Click **Show Categories** to select a category and narrow the results.
5. Click **Hide Categories** to collapse the category list.

6. Click **Trending** to choose from the City's current most common application types.
7. Click **My History** to choose an application type for which the customer has previously applied. This tab displays only for registered users.
8. Click **LICENSES** to choose a type of license, which includes professional and business licenses.
9. Click **PERMITS** to choose a type of permit.
10. Click **PLANS** to choose a type of plan.

Application Assistant

Help me choose

Search for application names and keywords

All Trending My History LICENSES PERMITS PLANS

> Show Categories

Show My Templates

 Building (Residential) - Addition
Category Name: Residential Building Description: Select this to apply for a Residential Building Addition Permit. **Apply**

 Building (Residential) - New Single Family
Category Name: Residential Building Description: Select this to apply for a New Single Family Building Permit. **Apply**

 Contractor - General
Category Name: Contractor Description: Contractor License - General **Apply**

11. Type **key words** to search for application types. As the customer types, **ABQ-PLAN** displays common results.
12. Select the **desired result** in the list.

Application Assistant

electrical

Contractor - Electrical

Electrical (Non-Residential) - Alteration

Electrical (Non-Residential) - New Construction

Step 1: Location

To add the location for the case:

1. Select the **type of address** on the Add Location card. The card may display a default address type (e.g., Location).
2. Click **add** on the Location card to add a location.

Apply for Permit - Building (Non-Residential) - Alteration *REQUIRED

1 2 3 4 5 6 7

Locations Type Contacts More Info Attachments Signature Review and Submit

LOCATIONS

Please select or add the location of your project.

Location

Add Location

+

REQUIRED

Create Template **Save Draft** **Next**

ABQ-PLAN displays the Map page. Customers can search for an address, manually type an address, or draw a spatial collection (if configured). For more information, please refer to the [Using the Map section](#).

Search for an Address

1. Click the **arrow** to expand the search box.
2. Select **All**, **Address**, or **Parcels** to filter the results. The default is All.



3. Or type an **address**, **parcel number**, or **partial address or parcel number**.
4. Click **search** or press **enter** on the keyboard.
5. Or click **Use current location**.



ABQ-PLAN displays:

- Results specific to the criteria.
 - A pin on the map with a popup listing parcel and owner information, allowing the customer to zoom to the location or add a case. The parcel owner may not display, if configured.
6. Mark the desired **Address**.
 - a. Click **Add** in the search results to add a case at this location.
 7. Or click **Add** in the popup on the map to add a case at this location.
 8. Click **Next**.



Application Templates

Customers can create application templates or drafts on the Location step, which can be reused when applying for the same case type and work class. For example, this is a convenient way for contractors who repeatedly submit the same type of permit or plan to start an application.

1. Click **Create Template** on the Location step of an application.

The screenshot shows the 'Apply for Permit - Building Commercial - Accessory Structure' application process. The 'Locations' step is active, indicated by a blue circle with the number '1'. The next steps, 'Type' and 'Contacts', are shown with grey circles labeled '2' and '3'. Below the steps, the 'LOCATIONS' section contains a blue card with a dropdown menu labeled 'Location' and a large white plus sign. At the bottom left of this section, a grey button labeled 'Create Template' is highlighted with a red rectangular border.

ABQ-PLAN displays a Create Template popup.

2. Type the **name** of the template.
3. Click **Save Template**.

The screenshot shows the 'Create Template' dialog box. It has a header 'Create Template' and a required field 'Please enter a template name' with the value 'In Ground pool' entered. Below this is a note: 'Note: Attachments cannot be saved in a template'. At the bottom are two buttons: a blue 'Save Template' button with a red rectangular border around it, and a grey 'Cancel' button.

NOTE Required fields are noted with a red asterisk. Customers cannot add attachments to a template.

Once the customer saves the template, **ABQ-PLAN** displays a success message.

4. Click **Go to My Templates**.
5. Or click **OK**.
 - a. Click the **user's name** to access the My Account information.
 - b. Click **Saved Work**.

ABQ-PLAN displays the My Templates tab on the Saved Work page.

6. Click **Use** on the row with the desired template to use the template for an application.

ABQ-PLAN displays the Location step if the customer selects an application and clicks use.

7. Click **Update** to modify the template.
8. Click **Delete** to remove the template from **ABQ-PLAN**.
 - a. Click **Yes** to confirm.

| Saved Work | | | | |
|--------------|----------------------|--|---------------------|--|
| MY TEMPLATES | | MY DRAFTS | | |
| My Templates | | | | |
| Module | Template Name | Type | Last Update | Action |
| Permit | In Ground pool | Pool (Residential) - In Ground | 02/16/2023 10:35 AM | <button>Use</button> <button>Update</button> <button>Delete</button> |
| Permit | New Residential Home | Building (Residential) - New Single Family | 02/09/2023 01:36 PM | <button>Use</button> <button>Update</button> <button>Delete</button> |

Step 2: Type

ABQ-PLAN displays the application type. To add case details:

1. Type a **Description**.
 - a. Click the **corner** to expand the field and enter a large amount of text.
2. Type **Square Feet** and/or **Valuation** if desired.
3. Click **Next**.

Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

1 2 3 4 5 6 7

Locations Type Contacts More Info Attachments Signature Review and Submit

PERMIT DETAILS

Please enter the requested details about your project.

Note: Fields with an asterisk(*) are required.

* **Permit Type** Building (Non-Residential) - New Cont ▾

Description

Square Feet

Valuation

Back **Create Template** **Save Draft** **Next**

NOTE Required fields are noted with a red asterisk.

Step 3: Contacts

ABQ-PLAN populates the registered user's contact information as the first contact on permit and plan applications. The customer must add the first contact for other types of records. Customers can add more contacts if desired.

If a contact card is outlined in red and labeled Required, the customer must add the contact type to the application.

Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

1 2 3 4 5 6 7

Locations Type Contacts More Info Attachments Signature Review and Submit

CONTACTS

Please select or add any contacts you would like attached to this permit.

Applicant



Kathy LaPaglia (You)

2530 Sever Rd.,
Lawrenceville, GA, 30043

Select Type

Add Contact



Back **Create Template** **Save Draft** **Next**

To add contacts:

1. Select the **contact type** if the card displays the Select Type dropdown.
2. Click **add** (the plus button) to search for a contact or manually enter contact information.

CONTACTS

Please select or add any contacts you would like attached to this perm

Applicant



Kathy LaPaglia (You)

2530 Sever Rd.,
Lawrenceville, GA, 30043

Select Type

Select Type

Applicant
Architect
Contractor
Developer
Owner
Owner/Builder



3. Type a full or partial **Name, email, or Company name**.
4. Click **search**.

Add Contact

Add Contact As Contractor

Search Enter Manually My Favorites

Search Name, E-mail, or Company

5. Click **add** to add the contact to the application if the person or company is an existing contact or their email address is connected to an existing contact.
6. Click **Enter Manually** the contact does not exist in the system. **ABQ-PLAN** displays the button only if configured by the Planning Department.
 - a. Type the **required information**.
7. Click the **star** to add the contact as a favorite to easily locate it in the future in My Favorites.
8. Click **Next** after adding all case contacts.

| Favorite | First Name | Last Name | Address | Company | Email | Action |
|----------|------------|-----------|--|------------------|-------------------|------------|
| | Tim | Taylor | 35 S Washington Naperville IL 60540 | PBG Construction | pbg@tylerdemo.net | Add |

Step 4: More Info

The More Info step displays fields defined by the Planning Department that vary based on configuration. The customer cannot edit this information after submitting the application. Jurisdiction users may edit the information in **ABQ-PLAN**. To add information:

1. Type **information** or mark applicable **boxes**.
2. Click **Next**.

Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

Locations Type Contacts **More Info** Attachments Signature Review and Submit

MORE INFO

Please provide additional details about your project below.

Note: Fields with an asterisk(*) are required.

General Building

Construction Type

| | |
|--------------------------|----------------|
| <input type="checkbox"/> | VB |
| <input type="checkbox"/> | VA |
| <input type="checkbox"/> | IV |
| <input type="checkbox"/> | IIIA |
| <input type="checkbox"/> | IIIB |
| <input type="checkbox"/> | IIA |
| <input type="checkbox"/> | IIB |
| <input type="checkbox"/> | IA |
| <input type="checkbox"/> | IB |
| <input type="checkbox"/> | Not Applicable |

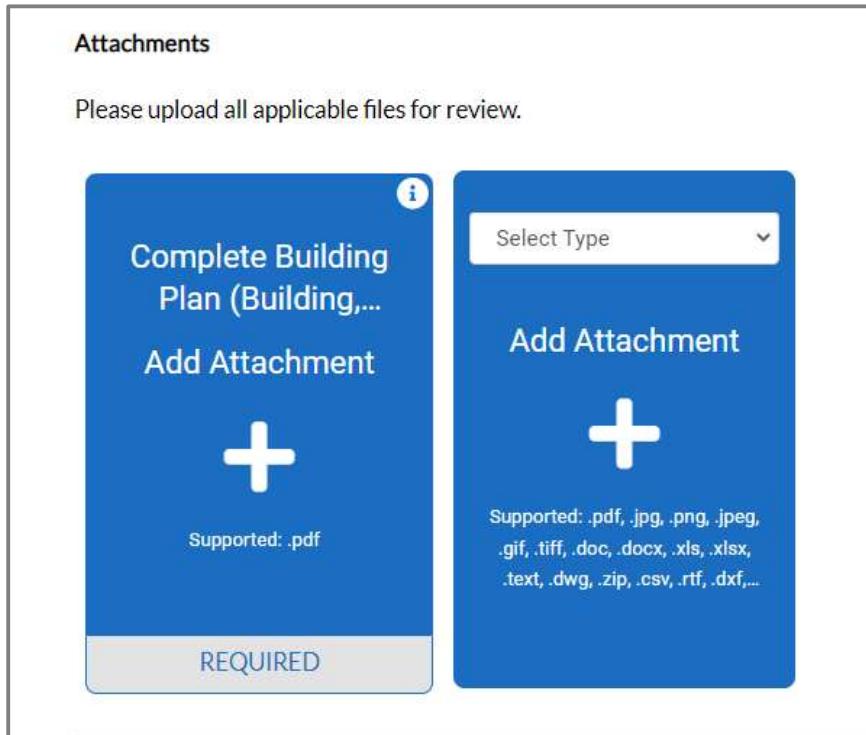
| Top | Main Menu

NOTE Required fields are noted with a red asterisk.

Step 5: Attachments

The Attachments step allows customers to upload files related to the application. To attach files:

1. Select the **file type** if the card displays the Select Type dropdown.
2. Click **add** on each card to attach files. **ABQ-PLAN** displays REQUIRED on a card if the Planning Department requires a certain file type (e.g., building plans, blueprints, driver's license).
3. Locate and select the **file** on the computer or server.
4. Click **Open** or drag and drop the document.
5. Click **Next** after all files have been uploaded.



Step 6: Signature

The Signature step allows the customer to consent electronically for the application.

1. Type the **applicant's name** in the first field.
2. Toggle on **Enable Type Signature**.
3. Type the **name** again and **ABQ-PLAN** populates the signature field.
4. Or leave the **Enable Type Signature** toggled off and draw the **signature** in the signature field.
5. Click **Next**.

The screenshot shows the 'Step 6: Signature' page. At the top, there is a horizontal navigation bar with seven items: Locations (checkmark), Type (checkmark), Contacts (checkmark), More Info (checkmark), Attachments (checkmark), Signature (blue circle with '6'), and Review and Submit (gray circle with '7'). Below this is a section titled 'SIGNATURE' containing a detailed disclaimer about the facts stated in the application. A note below the disclaimer says '* Please type your name as consent to electronically sign this application.' To the right of this note is a text input field containing 'Kathy LaPaglia'. Below this is a toggle switch labeled 'Enable Type Signature' which is turned on (blue). Next to it is another text input field also containing 'Kathy LaPaglia'. Below these fields is a large rectangular area for drawing a signature, which contains the handwritten signature 'Kathy LaPaglia' and the text 'X' to its left. At the bottom of the page are three buttons: 'Back' (blue), 'Create Template' (gray), 'Save Draft' (gray), and 'Next' (blue).

NOTE Required fields are noted with a red asterisk.

Step 7: Review and Submit

1. Review the application including uploaded attachments, more info fields, and estimated fees (if configured to display).
2. Click **Save Draft** if the information is incomplete and/or to finish the application later.
 - a. Click the **Draft status circle** on the Dashboard to resume the application.
3. Click **Submit** if the application is complete and accurate.

The screenshot shows the 'Review and Submit' step of the application process. At the top, there is a list of proposed use categories with checkboxes:

- R-2 Multi-Family
- R-2.1 Residential Care Facilities
- R-3 1 & 2 Family Dwellings
- R-3.1 Res. Care Facility < 6 Clients
- R-4 Res. Care Facility >6 Clients
- S-1 Storage, Mod Hazard
- S-2 Storage, Low Hazard
- U Utility/Misc Structures

Below this are sections for 'Number of Stories', 'Seating Capacity', and 'Proposed Use'. The 'Attachments' section lists two files: 'Complete Building Plan (Building, Electrical etc)' and 'Office Plans - LEVEL 02 FLOOR PLAN_v1.pdf'. At the bottom are 'Back' and 'Create Template' buttons, and 'Save Draft' and 'Submit' buttons, with 'Save Draft' highlighted by a red border.

Success Page

Once the application is submitted, **ABQ-PLAN** will display a success message or immediately display the record based on configuration.

1. Click **Add to Cart** in the Fees section for fees that **ABQ-PLAN** has automatically invoiced. The customer will also receive an invoice emailed to them.

The screenshot shows the success page after submission. It displays a success message: 'Your application was successfully submitted!' and a note: 'Your application has been submitted successfully! We are currently reviewing your application for completeness and will notify you if additional information is needed.' Below this is a 'Continue to permit' button. To the right, a box highlights the 'Fees' section which shows '\$825.00' and includes 'View Details' and 'Add to Cart' buttons.

Request Inspections

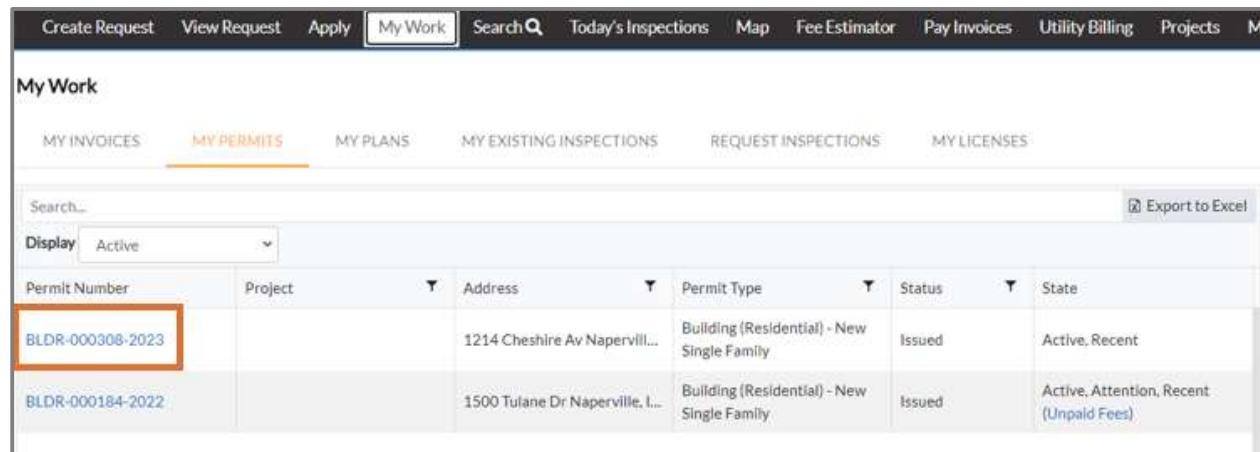
Customers can request an inspection through **ABQ-PLAN** after the permit issuance. This guide uses a permit as an example for requesting an inspection, but the process is similar for other records. Customers must be registered users and a contact associated with the case. Inspection requests interact with the inspection-related data on the dashboard.

To request an inspection:

1. Click **Dashboard** in the menu.
2. Click the **Active** card in the My Permits section.

ABQ-PLAN displays the **My Work** page and active permits by default.

3. Click the **Permit Number** of the desired permit for which you would like to request an inspection.



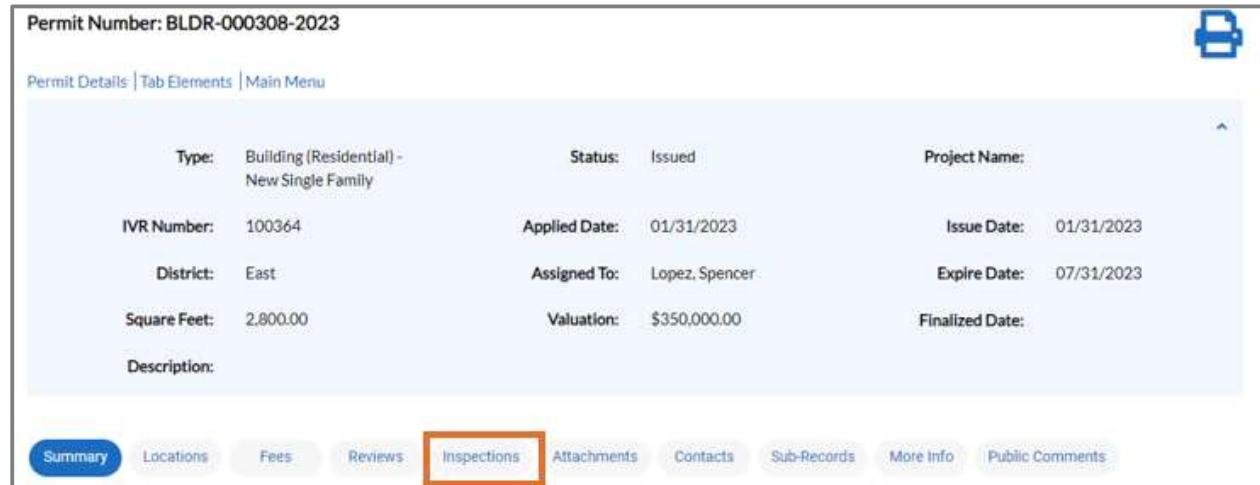
The screenshot shows the 'My Work' page with the 'REQUEST INSPECTIONS' tab selected. A table lists permits with columns for Permit Number, Project, Address, Permit Type, Status, and State. The first row, 'BLDR-000308-2023', is highlighted with a red box.

| Permit Number | Project | Address | Permit Type | Status | State |
|------------------|---------|---------------------------------|--|--------|---|
| BLDR-000308-2023 | | 1214 Cheshire Av Naperville... | Building (Residential) - New Single Family | Issued | Active, Recent |
| BLDR-000184-2022 | | 1500 Tulane Dr Naperville, I... | Building (Residential) - New Single Family | Issued | Active, Attention, Recent (Unpaid Fees) |

NOTE Customers also can request inspections through the **My Work** REQUEST INSPECTIONS tab. For more information, please refer to the [Request Inspections section](#).

ABQ-PLAN displays the permit.

4. Click the **Inspections** tab.



The screenshot shows the 'Permit Details' page for Permit Number BLDR-000308-2023. The 'Inspections' tab is selected. Key details shown include Type: Building (Residential) - New Single Family, Status: Issued, Project Name: (empty), IVR Number: 100364, Applied Date: 01/31/2023, Issue Date: 01/31/2023, District: East, Assigned To: Lopez, Spencer, Expire Date: 07/31/2023, Square Feet: 2,800.00, Valuation: \$350,000.00, and Finalized Date: (empty). The 'Inspections' tab is highlighted with a red box.

5. Mark **Action** on the row for the desired inspection. Customers may request more than one inspection at the same time.
6. Click **Request Inspection**.

Request Inspections

| Description | Reinspection | Action |
|----------------------------|--------------|--------------------------|
| Foundation Wall Inspection | No | <input type="checkbox"/> |
| Concrete Slab Inspection | No | <input type="checkbox"/> |
| Floor Framing Inspection | No | <input type="checkbox"/> |
| Wall Framing Inspection | No | <input type="checkbox"/> |
| Final Building Inspection | No | <input type="checkbox"/> |
| Final Fire Inspection | No | <input type="checkbox"/> |

Request Inspection

NOTE If the case workflow is not complete in **ABQ-PLAN** up to the inspection step (based on the priority), **ABQ-PLAN** does not display the Action settings.

ABQ-PLAN displays the Request Inspections page.

7. Click the **calendar** and select a **date** for the inspection.

Request Inspections (1)

| | | |
|---|----------------------------------|---|
| 1 #BLDR-000308-2023 | Inspection Type: Foundation Wall | Case Type: Building (Residential) - New Single Family |
| Address: 1214 Cheshire Av Naperville, IL 60540 | | |
| * Requested Date <input type="text"/>  | | |
| Comments/Gate Code <input type="text"/> | | |

8. Type **comments or a gate code** as desired.
9. Click **Submit**.

| | |
|--------------------|---|
| Comments/Gate Code | Call ahead so contractor can meet you. Tim Taylor - 112-234-1234 |
|--------------------|---|

ABQ-PLAN displays the inspection information and a green checkmark if it is successfully requested.

1 Case #BLDR-000308-2023

| | |
|---|---|
| Inspection Type: | Foundation Wall |
| Case Type: | Building (Residential) - New Single Family |
| Address: | 1214 Cheshire Av Naperville, IL 60540 |
| <hr/> | |
| Requested Date | 02/10/2023 |
| Comments/Gate Code | Call ahead so contractor can meet you. Tim Taylor - 112-234-1234 |
|  | |

10. Click **Back** to navigate back to the case details.

ABQ-PLAN displays the requested inspection in the Existing Inspections section.

11. Click **Cancel Inspection** to cancel the inspection.

Once scheduled by the Planning Department, **ABQ-PLAN** does not display the Cancel Inspection button.

| Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | More Info | Public Comments |
|---|----------------------------|-----------|--------------|----------------|-------------|-----------------------------------|-------------|-----------|-----------------|
| Existing Inspections Request Inspections Optional Inspections Next Tab Permit Details Main Menu | | | | | | | | | |
| Existing Inspections | | | | | | | | | |
| View Inspection | Description | Status | Request Date | Scheduled Date | Inspector | Action | | | |
| IBLD-000343-2023 | Foundation Wall Inspection | Requested | 02/10/2023 | | | Cancel Inspection | | | |
| Results per page <input type="button" value="10"/> 1-1 of 1 << < 1 > >> | | | | | | | | | |

Pay Fees

To view or pay fees, the fees must be invoiced first by the Planning Department.

1. Navigate to the **desired record**.
2. Click the **Fees tab**.

Permit Number: BLDR-000308-2023 

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

| | | | | | |
|--------------|--|---------------|----------------|-----------------|------------|
| Type: | Building (Residential) - New Single Family | Status: | Issued | Project Name: | |
| IVR Number: | 100364 | Applied Date: | 01/31/2023 | Issue Date: | 01/31/2023 |
| District: | East | Assigned To: | Lopez, Spencer | Expire Date: | 07/31/2023 |
| Square Feet: | 2,800.00 | Valuation: | \$350,000.00 | Finalized Date: | |
| Description: | | | | | |

[Summary](#) [Locations](#) **Fees** [Reviews](#) [Inspections](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [More Info](#) [Public Comments](#)

- a. Click **Add To Cart** to add the invoice to the electronic shopping cart.

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Fee Summary

| | | | | | | |
|-------------|---------|------------|--------|--------------|---------|--------------------|
| Total Fees: | \$50.00 | Paid Fees: | \$0.00 | Unpaid Fees: | \$50.00 | Add to Cart |
|-------------|---------|------------|--------|--------------|---------|--------------------|

3. Or navigate to **My Invoices** on the Dashboard.
4. Click **Add To Cart** in the My Invoices section on the Dashboard to add invoices to the electronic shopping cart.

My Invoices

| Current 5 | \$40,285.80 | Add To Cart |
|---------------|-------------|--------------------|
| Past Due 1 | \$1,072.50 | Add To Cart |
| Total 6 | \$41,358.30 | Add To Cart |

[View My Invoices](#)

NOTE Customers can add both Current and Past Due invoices to the electronic shopping cart from the My Invoices section on the Dashboard.

Invoices

Customers can access paid, voided, or unpaid invoices through the Dashboard and the various menus as well as add invoices to the electronic Shopping Cart from a record or the **My Work** menu.

To view invoice information:

1. Mark an **Invoice Number(s)** on the **MY INVOICES** tab of **My Work**.

| Invoice Number | Amount Due | Due | Status | Case Number | Address |
|----------------|-------------|------------|--------------------|------------------|---------------------------------|
| INV-00000154 | \$1,072.50 | 01/15/2023 | Invoiced, Past Due | BLDR-000209-2022 | 1234 Chalet Rd Naperville, I... |
| INV-00000251 | \$250.00 | 03/01/2023 | Due | BLDR-000298-2023 | 1234 Chalet Rd Naperville, I... |
| INV-00000252 | \$2,961.75 | 03/01/2023 | Due | BLDR-000298-2023 | 1234 Chalet Rd Naperville, I... |
| INV-00000253 | \$2,000.00 | 03/01/2023 | Due | RZNE-000055-2023 | 1125 Kings Point Ct Naperv... |
| INV-00000254 | \$34,249.05 | 03/01/2023 | Due | BLDC-000300-2023 | 1122 S Charles Av Napervill... |
| INV-00000287 | \$825.00 | 03/11/2023 | Due | BLDC-000336-2023 | 1012 95th St Naperville, IL ... |

2. Or click an **Invoice number(s)** in the Remaining Fees section of the Fees tab of the case.

| Total Fees: | \$34,249.05 | Paid Fees: | \$0.00 | Unpaid Fees: | \$34,249.05 | Add to Cart |
|---------------------------------------|--------------|-------------|-------------|--------------|-------------|-------------|
| Remaining Fees | | | | | | Sort Fee |
| Fee | Invoice | Computed | Amount Due | | | |
| Building Permit Fee (Non-Residential) | INV-00000254 | \$20,757.00 | \$20,757.00 | | | |
| Building Plan Review Fee | INV-00000254 | \$13,492.05 | \$13,492.05 | | | |

ABQ-PLAN displays the invoice.

3. Click **print** to print or save the invoice as a PDF.
4. Click **Primary Fees** to view the Fee Name, Fee Total, Amount Due, Case Number, Case Type, and Notes for all fees associated with the invoice.
5. Click **Misc Fees** to view the Fee Name, Fee Total, Paid Amount, and Amount Due for all miscellaneous fees associated with the invoice.
6. Click **Payments** to view the Receipt Number, Status, Transaction Type, Payment Type, Payment Amount, and Payment Date for any payments associated with the invoice.
7. Click **Attachments** to view the File Name and Added Date for all files attached to the invoice.
8. Click **Contacts** to view the Company name, First Name, Last Name, Title, and Email for all contacts associated with the invoice.
9. Click **Add to Cart** to add the invoice to the **Shopping Cart**.
10. Click **Pay Now** to make a payment.

Invoice Number: INV-00000254

Pay Now 

Invoice Total: \$34,249.05

Status: Due Invoice Date: 01/30/2023 Due Date: 03/01/2023

Description: BLDC-000300-2023 - Created during online application in Civic Access

Primary Fees [Misc Fees](#) [Payments](#) [Attachments](#) [Contacts](#)

Primary Fees

| Fee Name | Fee Total | Amount Due | Case Number | Case Type | Notes |
|---------------------------------------|-------------|-------------|------------------|-----------|-------|
| Building Permit Fee (Non-Residential) | \$20,757.00 | \$20,757.00 | BLDC-000300-2023 | Permit | |
| Building Plan Review Fee | \$13,492.05 | \$13,492.05 | BLDC-000300-2023 | Permit | |

Manage a Review

Customers can submit electronic plans through **ABQ-PLAN** for the Planning Department to review. Once submitted, and the Planning Department has reviewed the plans, the customer may receive an email or need to log into **ABQ-PLAN** to review failed or approved reviews. To view review results that need attention:

1. Click **Dashboard** in the menu.
2. Click the **Attention card** in the desired section.

ABQ-PLAN displays a list of the cases that need attention, listed by module.

3. Click the **Review Not Approved** link under the **State** column.

The screenshot shows the 'My Work' section of the ABQ-PLAN application. At the top, there are tabs for 'MY INVOICES', 'MY PERMITS' (which is selected and highlighted in orange), and 'MY EXISTING INSPECTIONS'. Below the tabs is a search bar and a dropdown menu set to 'Attention (All)'. A red box highlights the 'State' column header. The main area is a table with columns: Permit Number, Project, Address, Permit Type, Status, and State. The table contains three rows of permit information. The first row's 'State' cell is also highlighted with a red box and contains the text: 'Attention, Recent, Pending (Review Not Approved, Resubmit File)'. The second row's 'State' cell contains: 'Attention, Recent, Pending (Unpaid Fees, Review Not Approved, Resubmit File)'. The third row's 'State' cell contains: 'Attention, Recent, Pending (Unpaid Fees)'.

| Permit Number | Project | Address | Permit Type | Status | State |
|------------------|---------|--------------------------------|--|---------------------|--|
| BLDR-000157-2023 | | 1122 Cheshire Av Naperville... | Building (Residential) - Addition | In Review | Attention, Recent, Pending (Review Not Approved, Resubmit File) |
| BLDR-000149-2023 | | 1222 Cheshire Av Naperville... | Building (Residential) - Addition | In Review | Attention, Recent, Pending (Unpaid Fees, Review Not Approved, Resubmit File) |
| BLDR-000153-2023 | | 1122 Thunderbird Ln Naper... | Building (Residential) - New Single Family | Submitted - Onli... | Attention, Recent, Pending (Unpaid Fees) |

The application displays the type of review, the status, received, due, and completed dates. If there are corrections or comments from reviewers, **ABQ-PLAN** displays a dropdown arrow next to each review.

Corrections

1. Click the **arrow** to read the corrections or comments.

Permit Number: BLDR-000157-2023

Permit Details | Tab Elements | Main Menu

| | | | | |
|--------------|-----------------------------------|---------------|-----------------|-----------------|
| Type: | Building (Residential) - Addition | Status: | In Review | Project Name: |
| IVR Number: | 100187 | Applied Date: | 02/10/2023 | Issue Date: |
| District: | Blank | Assigned To: | Thompson, Tyler | Expire Date: |
| Square Feet: | 300.00 | Valuation: | \$45,000.00 | Finalized Date: |

Summary Locations Fees **Reviews 1** Inspections Attachments 1 ⚠ Contacts Sub-Records More Info Public Comments

Building Review (Residential)

| | | | |
|--------------------|---------------|------------|----------------|
| Submittal Status | Received Date | Due Date | Completed Date |
| Requires Re-submit | 02/10/2023 | 02/27/2023 | 02/10/2023 |

① Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

2. Click **Respond** to **ABQ-PLAN** to the correction, if configured.
3. Click **Update Responses** if finished responding.

① Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

| | |
|------------|----------------|
| Due Date | Completed Date |
| 02/27/2023 | 02/10/2023 |

Comment

See corrections for additional things needed upon resubmittal of plans.

Corrections (2)

| | | | | |
|---|--|----------|--------------------|----------------|
| Correction Type | Electrical Valuation | Category | General Correction | Respond |
| Corrective Action | Complete a "Certification of Construction Valuation" form. | | | |
| Comment | Electrical Certification of Valuation | | | |
| <input type="text" value="Type response here"/> | | | | |

| | | | | |
|-------------------|--|----------|--------------------|----------------|
| Correction Type | Signed Plans | Category | General Correction | Respond |
| Corrective Action | Have all plans signed and reattach. | | | |
| Comment | All sheets of the final plans shall bear the signature of the person who prepared the plans. | | | |

Update Responses

NOTE The response is visible in **ABQ-PLAN** to the person who created the correction in version two of the review. It displays in the next review for the subsequent submittal.

Each review in red must be acknowledged to move to the next step to submit new plans.

4. Click **Acknowledge**.
5. Click **Next**.

Reviews

All reviews in red must be acknowledged before continuing.

Building Review (Residential)

| Submittal Status | Received Date | Due Date | Completed Date |
|--------------------|---------------|------------|----------------|
| Requires Re-submit | 02/10/2023 | 02/27/2023 | 02/10/2023 |

① Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

| Due Date | Completed Date |
|------------|----------------|
| 02/27/2023 | 02/10/2023 |

Comment

See corrections for additional things needed upon resubmittal of plans.

Corrections (2)

| Correction Type | Electrical Valuation | Category | General Correction | Hide Response |
|-----------------------------|--|----------|--------------------|---------------|
| Corrective Action | Complete a "Certification of Construction Valuation" form. | | | |
| Comment | Electrical Certification of Valuation | | | |
| Will attach or email it in. | | | | |

| Correction Type | Signed Plans | Category | General Correction | Respond |
|-------------------|--|----------|--------------------|---------|
| Corrective Action | Have all plans signed and reattach. | | | |
| Comment | All sheets of the final plans shall bear the signature of the person who prepared the plans. | | | |

Acknowledge

Back **Next**

Attachments

ABQ-PLAN displays an alert on the Attachments tab if the Planning Department failed any electronic files and the customer is required to resubmit the files.

1. Click **Attachments**.
2. Click **Markups** on the desired card to view text markups.

The screenshot shows the ABQ-PLAN software interface. At the top, there are tabs: Summary, Locations, Fees, Reviews (with a red exclamation mark), Inspections, and Attachments (which is highlighted with a red border). Below the tabs, there's a breadcrumb navigation: Attachments | Next Tab | Permit Details | Main Menu. A pink banner at the top says "At least one file needs to be resubmitted." Below this, there are two cards:

- Complete Building Plan (Building, Electrical etc)**: Includes a red PDF icon with a yellow warning sign. It lists: Enclosed Sunroom Plans_v1.pdf, Version: 1, Status: Required For, Resubmit Instructions: Tyler Thompson: See markups. Buttons: Resubmit, Markups.
- Electrical Plan**: Includes a red PDF icon. It lists: ELECTRICAL PLAN_v1.pdf, Uploaded: 02/10/2023, Notes: Electrical Plan. Button: History.

3. Click **Respond** to respond to the markups, if configured.
4. Click **Close** when done responding.

The screenshot shows the "Markups" dialog box. It has a table with columns: Text, Added By, and Page. There are two rows of data:

| Text | Added By | Page | |
|---------------------------------------|----------------|------|----------------|
| Add scale to drawing on all pages | kathy.lapaglia | 1 | Respond |
| Is this the new deck, not on enclosed | kathy.lapaglia | 1 | Respond |

Buttons at the bottom right: Update Response(s), Close.

- Click the **file name** to open the PDF and view the markups.
- Click **Resubmit** to upload the corrected file(s).

Attachments | Next Tab | Permit Details | Main Menu

Attachments

At least one file needs to be resubmitted.

| | |
|--|--|
| Complete Building Plan (Building, Electrical etc) Enclosed Sunroom Plans_v1.pdf Version: 1 Status: Required For Resubmit Instructions: Tyler Thompson: See markups. Resubmit Markups | Electrical Plan ELECTRICAL PLAN_v1.pdf Uploaded: 02/10/2023 Notes: Electrical Plan History |
|--|--|

ABQ-PLAN displays the file(s) that need to be resubmitted.

- Click **Next**.

Resubmit File(s)

1 Files 2 Reviews 3 Resubmit

Files

| | | |
|---|-----------------|--|
| Complete Building Plan (Building, Electrical etc) | Supported: .pdf | |
| File | Version | Resubmit Instructions |
| Enclosed Sunroom Plans_v1.pdf | 1 | Tyler Thompson: See markups. Correct and resubmit new plans. |

Markups

| Text | Added By | Page | |
|---------------------------------------|----------------|------|-------------------------|
| Add scale to drawing on all pages | kathy.lapaglia | 1 | Respond |
| Is this the new deck, not on enclosed | kathy.lapaglia | 1 | Respond |

[Next](#)

8. Click **Select File** and choose the new version of the file.

9. Click **Submit**.

Resubmit File(s)

Files Reviews Resubmit

3

Resubmit

Complete Building Plan (Building, Electrical etc)

Previous File New File Size:

Enclosed Sunroom Plans_v1.pdf Floor Plans_color_v2.pdf 114.94 KB

Cancel

Back **Submit**

10. Click **History** on the Attachments tab to view the history of the submitted files.

Summary Locations Fees Reviews 1 Inspections **Attachments**

Attachments | Next Tab | Permit Details | Main Menu

Attachments

| | |
|--|---|
|  Complete Building Plan (Building, Electrical etc) Floor Plans_color_v2.pdf Version: 2 Status: Awaiting Review History |  Electrical Plan ELECTRICAL PLAN_v1.pdf Uploaded: 02/10/2023 Notes: Electrical Plan History |
|--|---|

My Work

- Click **My Work** in the menu to access invoices, permits, plans, inspections, and licenses.

ABQ-PLAN displays tabs only if the customer related records.

The screenshot shows the 'My Work' interface with the 'MY INVOICES' tab highlighted. The top navigation bar includes links for Create Request, View Request, Apply, My Work (which is highlighted with a red box), Search, Today's Inspections, Map, Fee Estimator, Pay Invoices, Utility Billing, Projects, and Map. Below the navigation is a section titled 'My Work' with tabs for MY INVOICES, MY PERMITS, MY PLANS, MY EXISTING INSPECTIONS, REQUEST INSPECTIONS, and MY LICENSES. A search bar and an 'Export to Excel' button are also present. The main content area displays a table of invoices with columns for Invoice Number, Amount Due, Due Date, Status, Case Number, and Address.

| Invoice Number | Amount Due | Due | Status | Case Number | Address |
|----------------|-------------|------------|--------------------|------------------|----------------------------------|
| INV-00000154 | \$1,072.50 | 01/15/2023 | Invoiced, Past Due | BLDR-000209-2022 | 1234 Chalet Rd Naperville, IL... |
| INV-00000251 | \$250.00 | 03/01/2023 | Due | BLDR-000298-2023 | 1234 Chalet Rd Naperville, IL... |
| INV-00000252 | \$2,961.75 | 03/01/2023 | Due | BLDR-000298-2023 | 1234 Chalet Rd Naperville, IL... |
| INV-00000253 | \$2,000.00 | 03/01/2023 | Due | RZNE-000055-2023 | 1125 Kings Point Ct Naperv... |
| INV-00000254 | \$34,249.05 | 03/01/2023 | Due | BLDC-000300-2023 | 1122 S Charles Av Napervill... |
| INV-00000287 | \$825.00 | 03/11/2023 | Due | BLDC-000336-2023 | 1012 95th St Naperville, IL ... |

My Permits

To view details of a permit:

- Click **MY PERMITS**.
- Type a **permit number, project name, or address**.

The screenshot shows the 'My Work' interface with the 'MY PERMITS' tab highlighted. The top navigation bar and tabs are identical to the previous screenshot. The main content area displays a table of permits with columns for Permit Number, Project, Address, Permit Type, Status, and State.

| Permit Number | Project | Address | Permit Type | Status | State |
|------------------|---------|----------------------------------|---|---------------------|---|
| BLDR-000298-2023 | | 1234 Chalet Rd Naperville, IL... | Building (Residential) - Addition | In Review | Attention, Recent, Pending (Unpaid Fees, Review Not Approved) |
| BLDR-000308-2023 | | 1214 Cheshire Av Naperville... | Building (Residential) - New Single Family | Issued | Active, Recent |
| BLDC-000336-2023 | | 1012 95th St Naperville, IL... | Building (Non-Residential) - New Construction | Submitted - Onli... | Attention, Recent (On Hold, Unpaid Fees) |
| BLDC-000335-2023 | | 1122 S Charles Av Naperville... | Building (Non-Residential) - Alteration | Submitted - Onli... | Recent, Pending |

ABQ-PLAN displays records that meet the criteria.

4. Click the **Display** dropdown to select and filter the list by the **State** of the permit.
5. Click the **Records** and **In** dropdowns to filter further.

The screenshot shows the MY PERMITS tab selected. At the top, there are dropdown menus for 'Display' (set to 'All'), 'Records' (set to 'Updated'), and 'In' (set to 'Last 120 Days'). A search bar with the value '1122' is present. Below the filters is a table with columns: Permit Number, Project, Address, Permit Type, Status, and State. The table contains three rows of permit information:

| Permit Number | Project | Address | Permit Type | Status | State |
|------------------|---------|------------------------------------|---|---------------------|--|
| BLDC-000335-2023 | | 1122 S Charles Av Naperville, I... | Building (Non-Residential) - Alteration | Submitted - Onli... | Recent, Pending |
| BLDC-000300-2023 | | 1122 S Charles Av Naperville, I... | Building (Non-Residential) - Alteration | Submitted - Onli... | Attention, Recent, Pending (Unpaid Fees) |
| BLDR-000138-2022 | | 1122 Starlite Ct Naperville, I... | Building (Residential) - Addition | Submitted | Recent, Pending |

6. Click **filter** in a column to filter the list by additional options.
7. Click the **column header** to sort the list by that column.

The screenshot shows the MY PERMITS tab selected. The 'Display' dropdown is set to 'All'. The 'Records' dropdown is set to 'Updated'. The 'In' dropdown is set to 'Last 120 Days'. The 'Permit Type' column header is highlighted with a red box. The table has columns: Permit Number, Project, Address, Permit Type, Status, and State. The table contains two rows of permit information:

| Permit Number | Project | Address | Permit Type | Status | State |
|------------------|---------|------------------------------------|--|---------------------|--------------------------------------|
| BLDC-000139-2022 | | 2400 Clifton Ct Naperville, I... | Building (Non-Residential) - Accessory Structure | Submitted | Attention, Recent, Pending (On Hold) |
| BLDC-000335-2023 | | 1122 S Charles Av Naperville, I... | Building (Non-Residential) - Alteration | Submitted - Onli... | Recent, Pending |

8. Click a **permit number** to open the record.

The screenshot shows the MY PERMITS tab selected. The 'Display' dropdown is set to 'All'. The 'Records' dropdown is set to 'Updated'. The 'In' dropdown is set to 'Specified Range'. The 'Start Date' is 1/22/2023 and the 'End Date' is 2/10/2023. The 'Permit Number' BLDC-000139-2022 is highlighted with a red box. The table has columns: Permit Number, Project, Address, Permit Type, Status, and State. The table contains two rows of permit information:

| Permit Number | Project | Address | Permit Type | Status | State |
|------------------|---------|------------------------------------|--|---------------------|--------------------------------------|
| BLDC-000139-2022 | | 2400 Clifton Ct Naperville, I... | Building (Non-Residential) - Accessory Structure | Submitted | Attention, Recent, Pending (On Hold) |
| BLDC-000335-2023 | | 1122 S Charles Av Naperville, I... | Building (Non-Residential) - Alteration | Submitted - Onli... | Recent, Pending |

9. Select the **number of records** to display on each page in the Results per page dropdown.
10. Click the **page navigation arrows** to move between pages of records.

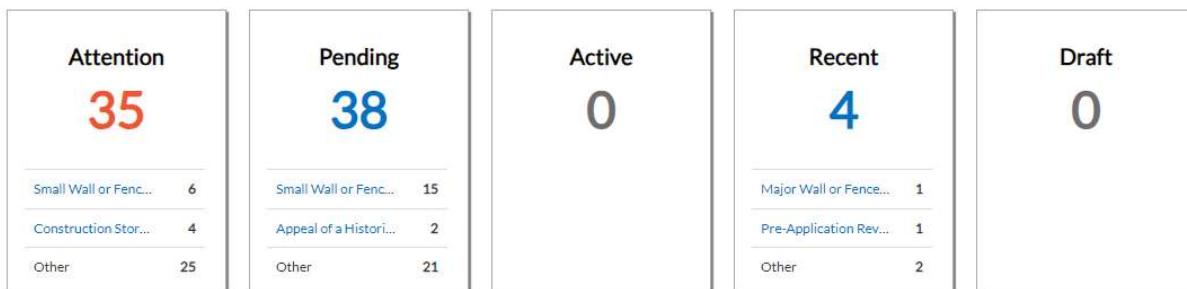
The screenshot shows the page navigation controls at the bottom of the page. It includes a dropdown for 'Results per page' set to '10', a page number indicator '1 - 1 of 1', and navigation arrows ('<<', '<', '>', '>>').

My Plans

To view details of a plan:

1. Click **MY PLANS**.
2. Click the **Active card** to view a list of all permits with an active status. The list displays on the **My Work** page with each project name, address attached to the permit, type, and status. These permits have been issued or have an issued date but are not complete.
3. Click the **Recent card** to view a list of all permits applied for in the last 90 days.
4. Click the **Draft card** to view a list of all permits saved by the customer, but not submitted for review. These drafts may be incomplete, and action may resume at any point.

My Plans



[View My Plans](#)

5. Click **Delete** to delete any drafts no longer needed.

Saved Work

MY TEMPLATES MY DRAFTS

My Drafts

Module: Permit Sort: Module

| Module | Type | Last Update | Action |
|--------|---|------------------------|---|
| Permit | Electrical (Residential) - New Construction | 02/06/2023 02:24:53 PM | Resume Delete |

Results per page: 10 | 1-1 of 1 | << < 1 > >>

6. Type **criteria** in the **My Work** page search box and press **enter** on the keyboard to filter results. Or view the results as they display when they meet the criteria.

My Work

| Plan Number | Project | Address | Plan Type | Status | State |
|----------------|---------|-------------------------------|----------------------------|-----------|---------|
| SWF-2023-00094 | | 1600 2ND ST NW Albuquerque... | Small Wall or Fence Permit | Fees Paid | Pending |
| SWF-2023-00021 | | 600 2ND ST NW Albuquerque... | Small Wall or Fence Permit | Fees Paid | Pending |

7. Select a **status** in the dropdown to further filter the view.

MY INVOICES MY PERMITS MY PLANS

Search...

Display All Records Updated

Plan Nu All Active Attention (All) Inspection Not Passed On Hold Pending Recent Record Not Approved Resubmit File Review Not Approved Unpaid Fees

NOTE: Not all plan data is available to all customers.

My Existing Inspections

To view details of a requested or scheduled inspection:

1. Click **MY EXISTING INSPECTIONS**.
2. Follow [steps 3-8](#) in the My Permits section to locate an inspection.

| My Work | | | | | | | | | | | |
|---|-----------------|-------------------|-------------------------|---------------------|------------------|------------|------------|------|--|--|--|
| MY INVOICES | MY PERMITS | MY PLANS | MY EXISTING INSPECTIONS | REQUEST INSPECTIONS | MY LICENSES | | | | | | |
| Search... Export to Excel | | | | | | | | | | | |
| Display Scheduled | | | | | | | | | | | |
| Inspection Number | Inspection Type | Address | Status | State | Case Number | Requested | Scheduled | Comp | | | |
| IBLD-000263-2022 | Concrete Slab | 2400 Clifton C... | Requested | Scheduled | BLDC-000139-2022 | 11/17/2022 | 12/16/2022 | | | | |
| IBLD-000299-2022 | Footing | 1500 Tulane D... | Scheduled | Scheduled | BLDR-000184-2022 | 12/08/2022 | 12/20/2022 | | | | |

Request Inspections

Customers can request inspections through **ABQ-PLAN**. Customers must be registered users and a contact associated with the case. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

To view details of requested inspections:

1. Click **REQUEST INSPECTIONS**.
2. Follow [steps 3-8](#) in the My Permits section to locate an inspection.

| My Work | | | | | |
|---------------------------|-------------------------------------|--|-------------------------|---------------------|-------------|
| MY INVOICES | MY PERMITS | MY PLANS | MY EXISTING INSPECTIONS | REQUEST INSPECTIONS | MY LICENSES |
| Search... | | | | | |
| Request Inspection | | | | | |
| Case Number | Address | Type | Inspection Type | | |
| BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Concrete Slab | | |
| BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Wall Framing | | |
| BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Foundation Wall | | |
| BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Floor Framing | | |
| BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Final Fire | | |
| BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Final Building | | |

3. Click a **Case Number** to open the associated record.
 - a. Follow [steps 4-9](#) in the Request Inspections section.
4. Or mark the **desired case(s)** for which inspections are needed.
 - a. Click **Request Inspection**.
 - b. Follow [steps 7-9](#) in the Request Inspections section.

| Request Inspection | | | | | |
|--|-------------------------------------|--|-----------------|--|--|
| Case Number | Address | Type | Inspection Type | | |
| <input checked="" type="checkbox"/> BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Concrete Slab | | |
| <input checked="" type="checkbox"/> BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Wall Framing | | |
| <input checked="" type="checkbox"/> BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Foundation Wall | | |
| <input type="checkbox"/> BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Floor Framing | | |
| <input type="checkbox"/> BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Final Fire | | |
| <input type="checkbox"/> BLDR-000184-2022 | 1500 Tulane Dr Naperville, IL 60565 | Building (Residential) - New Single Family | Final Building | | |

Today's Inspections

To view inspections schedule for a specific day:

1. Click **Today's Inspections** in the menu. Today's Inspections displays in the menu only if configured by the Planning Department.
2. Type a **case number, inspection type or address** to locate a specific inspection.
3. Click **search**.

The screenshot shows the 'Today's Inspections' page. At the top, there is a navigation bar with links for 'Create Request', 'View Request', 'Apply', 'My Work', 'Search' (with a magnifying glass icon), 'Today's Inspections' (which is highlighted with a red box), 'Map', 'Fee Estimator', 'Pay Invoices', 'Utility Billing', 'Projects', and 'Me'. Below the navigation bar, the page title 'Today's Inspections' is displayed. There is a search bar with placeholder text 'Search for Case Number, Inspection Type, Address' and a magnifying glass icon, followed by a checkbox labeled 'Exact Match'. A date selector shows '02/13/2023' and a calendar icon. A checkbox labeled 'Exclude Completed' is checked. An 'Export' button is present. A 'Sort' dropdown is set to 'Case Number'. The main content area displays a table of inspection records:

| View Inspection | Case Number | Case Type | Inspection Type | Address | Primary Inspector | Estimated Start Time | Estimated End Time | Status | Order |
|-------------------|------------------|------------------|-----------------------|--|-------------------|----------------------|--------------------|-----------|-------|
| 000035-2020 | 00004-2020 | Business License | Business Registration | 55 S Main St Naperville IL 60540 | Bush, Mark | 01:00 PM | 01:00 PM | Scheduled | 0 |
| 000021-2019 | 00006-2019 | Business License | Business Registration | 1608 Fender Rd Naperville IL 60565 | Roper, Britney | 01:00 PM | 01:00 PM | Scheduled | 0 |
| 000036-2020 | 00007-2020 | Business License | Business Registration | 1223 Rickert Dr Naperville IL 60540 | Jones, Jean | 01:00 PM | 01:00 PM | Scheduled | 0 |
| IFIRE-000013-2019 | BLDC-000055-2019 | Permit | Final Fire | 1404 Sunnybrook Dr Naperville IL 60540 | Kesler, Matt | 01:00 PM | 01:00 PM | Scheduled | 0 |

4. Click the **calendar** to select an inspection due date or type the **date** to narrow the list.
5. Mark **Exclude Completed** to have the results not include inspections that complete.
6. Click **Export** to save the list to your computer.

A close-up screenshot of the search filters. It shows a date selector with '02/13/2023' and a calendar icon, and a checkbox labeled 'Exclude Completed' which is checked.

7. Click the **sort** dropdown to sort the inspections within the search.

A screenshot of the 'Sort' dropdown menu. The menu is open and shows a list of options: 'Relevance', 'Case Number' (which is highlighted with a blue selection bar), 'Case Type', 'Inspection Type', 'Inspection Status', 'Address', 'Primary Inspector', and 'Inspection Order'. The 'Sort' label is visible at the top left of the dropdown.

Manage an Inspection

1. To navigate to an **inspection**:
 - a. Click the **Inspections tab** on the parent record.
 - b. Search for a **specific inspection**.
 - c. Click a **specific inspection** in a results list.
2. Click the **Inspection Number** to view the inspection details.

| View Inspection | Case Number | Case Type | Inspection Type | Address | Primary Inspector | Estimated Start Time | Estimated End Time | Status | Order |
|------------------|-------------------|--------------------|---------------------------------------|--|-------------------|----------------------|--------------------|-----------|-------|
| FOOD-000235-2022 | FOOD-000039-2022 | Operational Permit | Retail Food | 10 W Bauer Rd Naperville IL 60563 | Biron, Heidi | 04:00 PM | 04:00 PM | Scheduled | 0 |
| IPLM-000163-2020 | PLMC-000123-2020 | Permit | Final Plumbing | 1033 W Jefferson Av Naperville IL 60540 | Lopez, Spencer | 04:00 PM | 04:00 PM | Scheduled | 0 |
| FOG-000239-2022 | INDWA-000135-2022 | Permit | Fat/Oil/Grease Interceptor Inspection | 1033 W Jefferson Av Naperville IL | Kesler, Matt | 04:00 PM | 04:00 PM | Scheduled | 0 |

3. Click **Location, Contacts, Checklist, Fees, Attachments, Previous Inspections** (if configured), and **More Info** (if configured) to view inspection information.

Inspection Number: IFIRE-000013-2019

[Inspection Details](#) | [Tab Elements](#) | [Main Menu](#)

| | | | | | |
|--------------------|-------------------------------------|-----------------|------------|-----------------|----------|
| Inspection Type: | Final Fire | Requested Date: | 06/03/2019 | | |
| Inspection Status: | Scheduled | Scheduled Date: | 01/24/2024 | Scheduled Time: | 05:00 PM |
| Permit Number: | BLDC-000055-2019 | Completed Date: | | Completed Time: | |
| Inspector Name: | Matt Kesler | | | | |
| Main Address: | 1404 Sunnybrook Naperville,IL 60540 | | | | |

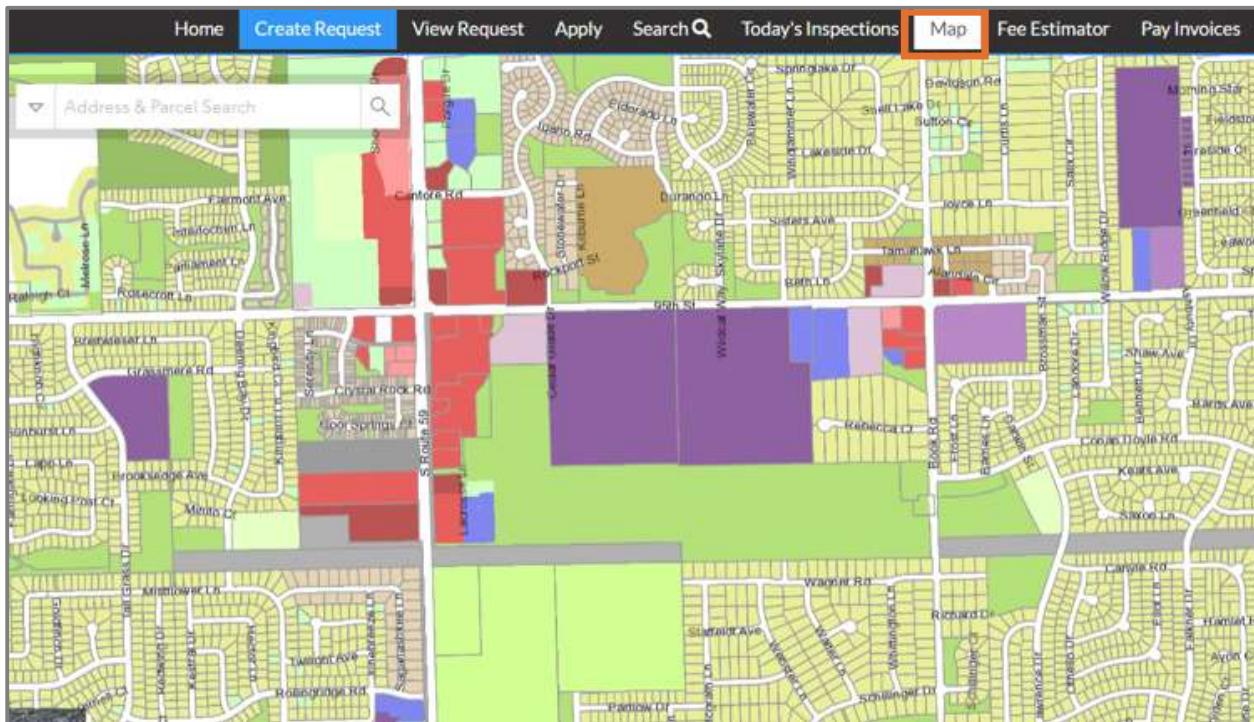
[Locations](#) [Contacts](#) [Checklist](#) [Fees](#) [Attachments](#)

Map

ABQ-PLAN integrates with the Planning Department's GIS information to allow for searches, pinned results, submitting applications, and more.

To use the **ABQ-PLAN** map:

1. Click **Map** on the menu.



2. Click the **arrow** to select a search option. Choices are All as the default, Address, and Parcels.

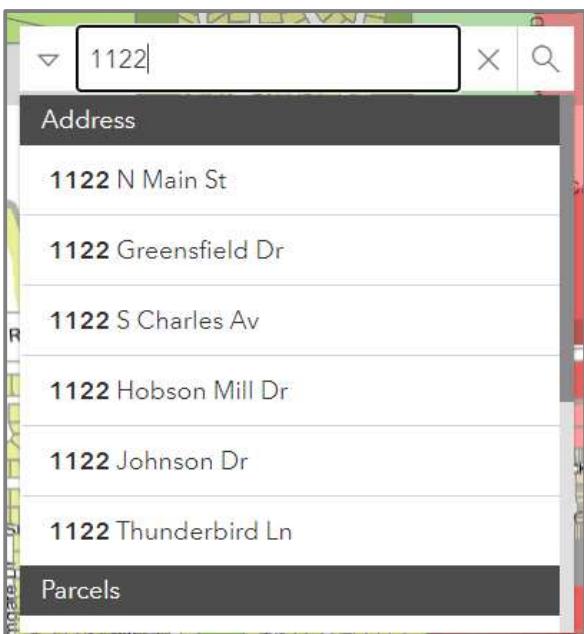
All

Address

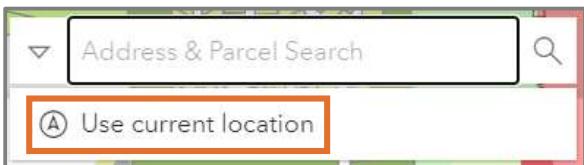
Parcels

4. Type a partial or full **address** or a **parcel number**.

ABQ-PLAN displays results.

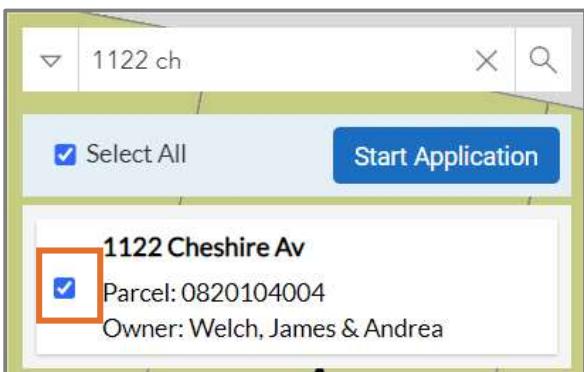


5. Click **Use current location** to use the current location.

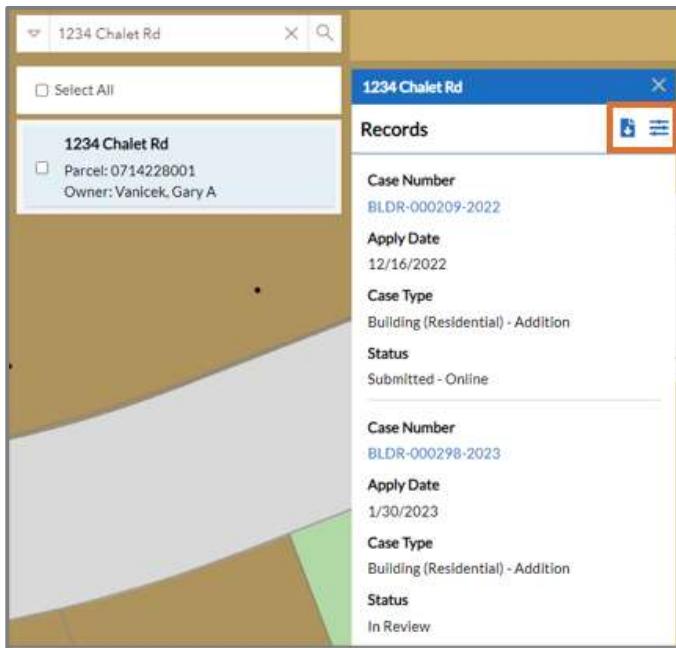


6. Mark the **box** to select an address.

ABQ-PLAN displays the **Start Application** button. For more information, please refer to [Search For an Address section](#).



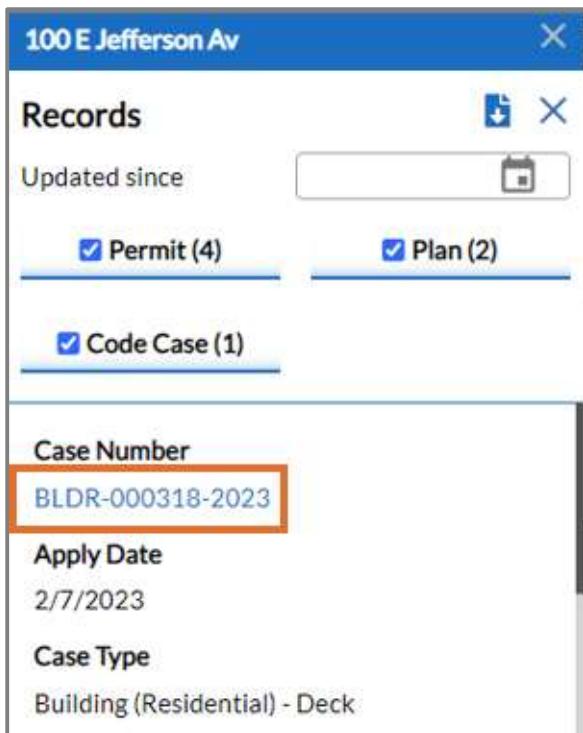
7. Click in the **box** of the desired address or parcel to view records related to the location.
8. Click **download** to save the results to the computer.
9. Click **more options** to view the calendar.



10. Click the **calendar** to select a date since the records have been updated.

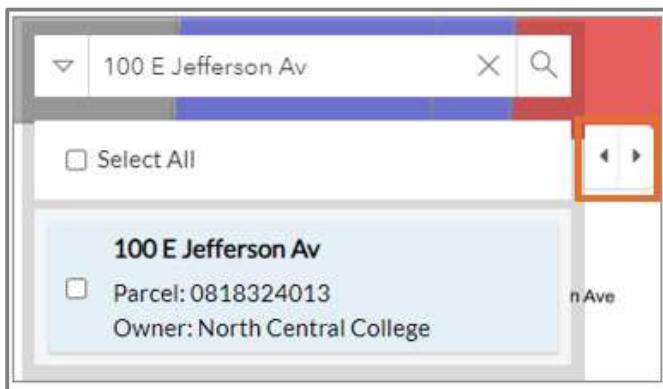


11. Click the **Case Number** to view information about the record.



ABQ-PLAN display case details in another browser tab.

12. Click the **left arrow** to collapse the record information box and view the full map.



13. Click the **X** to clear the location information and start a new search.



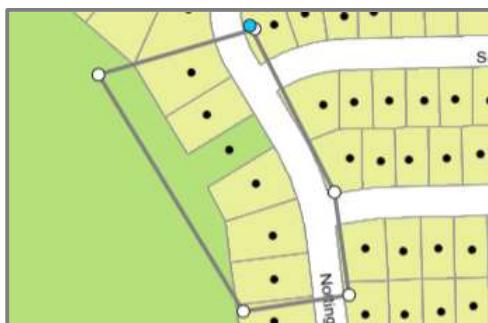
Create a Spatial Collection

Spatial collections, also known as features, allow customers to create a record based on a location or feature, such as a parade route, without using an address or parcel. Customers can create spatial collections in the Maps tab and can apply right from the map.

1. Select any of the **map tools** to draw an area.
2. Select the desired **point, line, polygon, rectangle, or circle** tool.



3. Click once on each **desired turn** of the line in the shape.
4. **Double click** to close the shape.



5. Click **transform** to modify the shape's size.

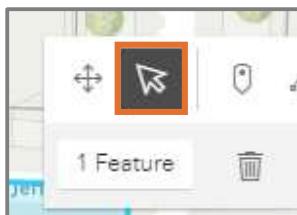


ABQ-PLAN displays a box around the feature.

- a. Move the **white squares** into the desired positions.



6. Click **reshape** to reshape the feature.



a. Move the **circles** into the desired positions.



7. Click **outside the shape** once the modification is complete.

8. Click **Apply with this shape** to apply for a case using this area as the location.

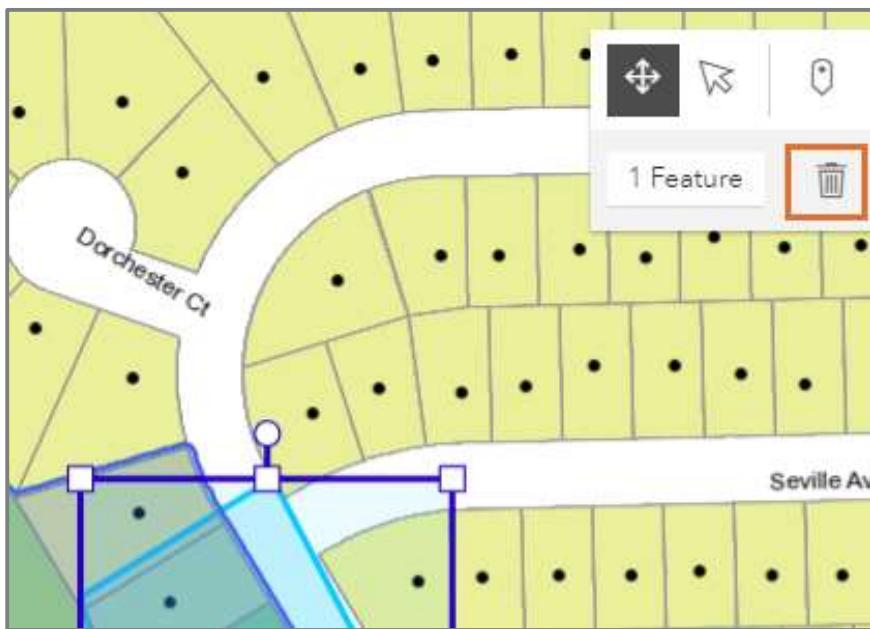


NOTE Applying with a spatial collection may not be an option for all jurisdictions or all application types.

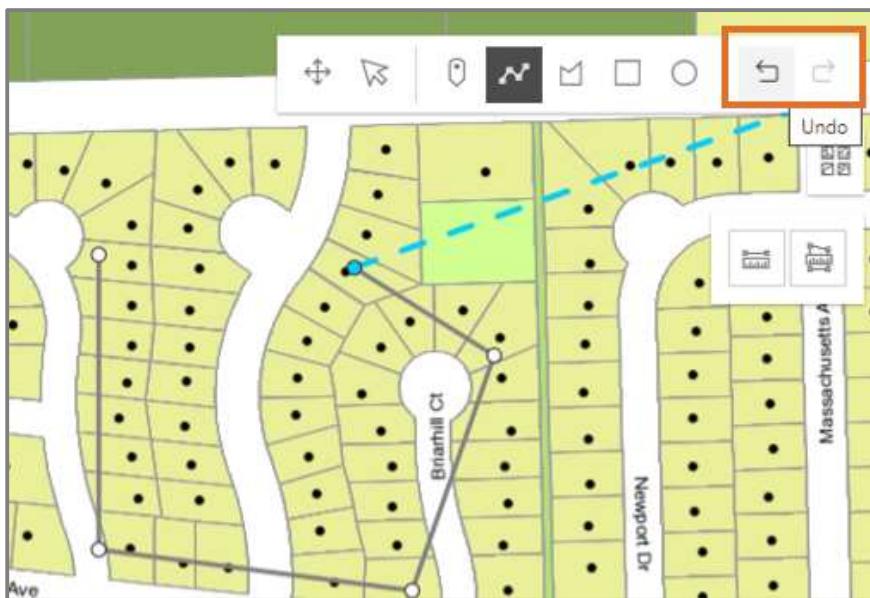
9. Select a **shape** on the map to delete it.

ABQ-PLAN displays a delete button under the tools.

10. Click **delete**.



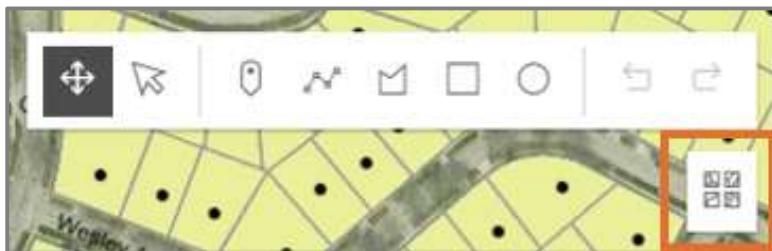
11. Click **undo** or **redo** while drawing a polygon to change a line of the shape. To use undo and redo, the polygon must not be a closed shape yet.



12. Click the **base map widget** to toggle between an aerial view and other map views. Map widgets do not display for all jurisdictions. They display based on configuration.



13. Click other **widgets** below the map tools to switch between views. Map widgets do not display for all jurisdictions. They display based on configuration.



14. Click **home** to return to the default map view.

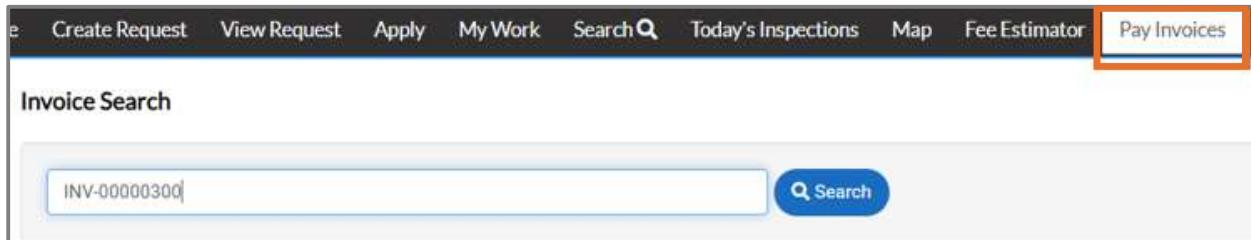
15. Click **plus** or **minus** to zoom in and out on the map.
- Or double click the **left mouse button**.
 - Or use the **roller ball** on the mouse.



Pay Invoices

To view invoices:

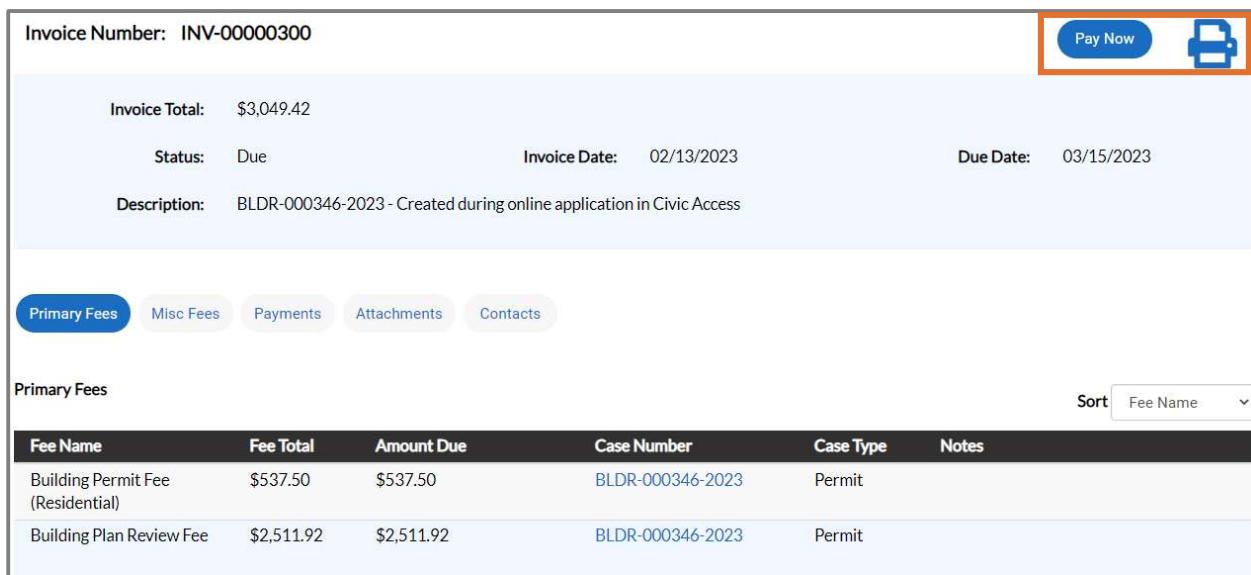
1. Click **Pay Invoices** on the **ABQ-PLAN** Home.
2. Type the full unpaid invoice **number** (e.g., INV-000024).
3. Click **Search**.



The screenshot shows the top navigation bar of the ABQ-PLAN application. The menu items include Create Request, View Request, Apply, My Work, Search (with a magnifying glass icon), Today's Inspections, Map, Fee Estimator, and Pay Invoices. The 'Pay Invoices' button is highlighted with a red rectangular border.

ABQ-PLAN displays the Invoice Number page.

4. Click **Pay Now** to pay the invoice.
5. Click **print** to print the invoice.



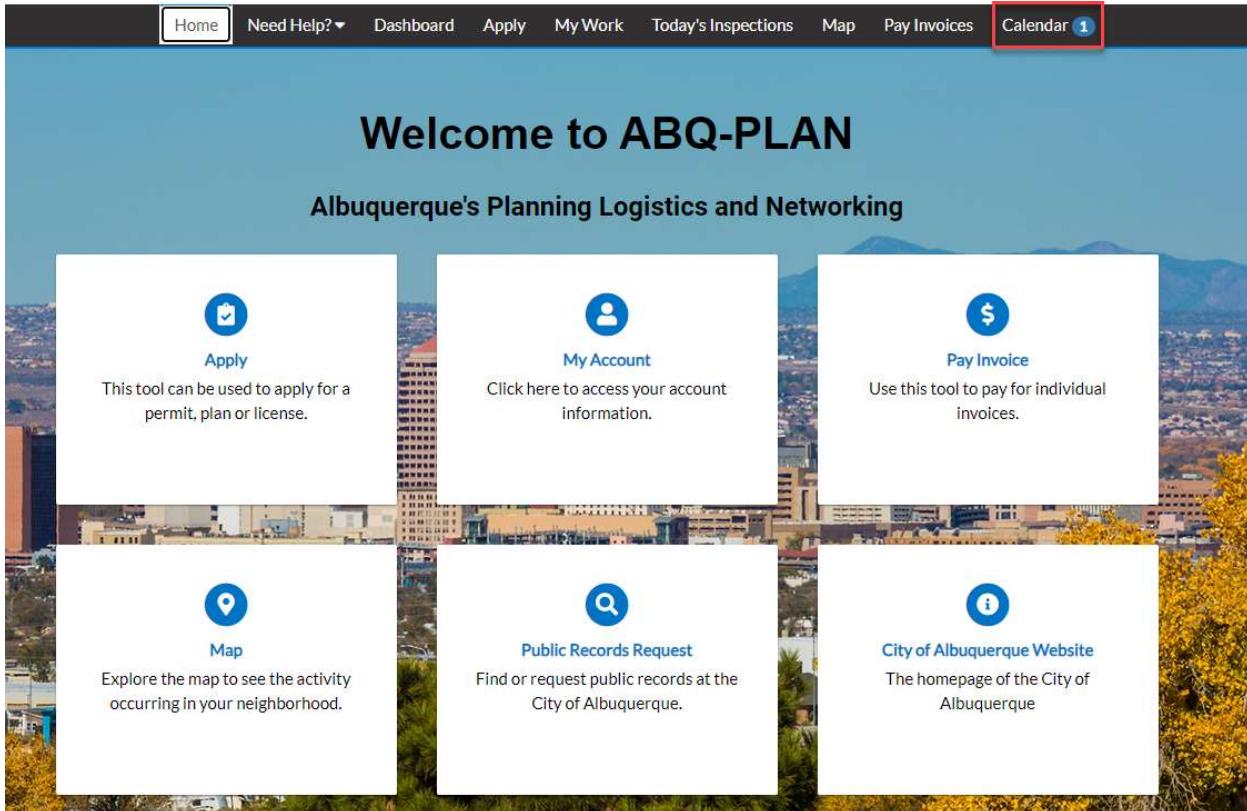
The screenshot shows the 'Invoice Number' page for INV-00000300. At the top, it displays the invoice number and two buttons: 'Pay Now' (highlighted with a red box) and 'Print' (highlighted with a red box). Below this, it shows the invoice total (\$3,049.42), status (Due), invoice date (02/13/2023), and due date (03/15/2023). The description is BLDR-000346-2023 - Created during online application in Civic Access. At the bottom, there are tabs for Primary Fees, Misc Fees, Payments, Attachments, and Contacts. The 'Primary Fees' tab is selected, showing a table of fees. The table has columns: Fee Name, Fee Total, Amount Due, Case Number, Case Type, and Notes. It lists two fees: Building Permit Fee (Residential) and Building Plan Review Fee.

| Fee Name | Fee Total | Amount Due | Case Number | Case Type | Notes |
|-----------------------------------|------------|------------|------------------|-----------|-------|
| Building Permit Fee (Residential) | \$537.50 | \$537.50 | BLDR-000346-2023 | Permit | |
| Building Plan Review Fee | \$2,511.92 | \$2,511.92 | BLDR-000346-2023 | Permit | |

Calendar

The calendar displays public hearings, public meetings, and holidays based on **ABQ-PLAN** configuration. These categories are visible to all customers, not just registered users. If logged in, customers also can view scheduled inspections, expiration dates for plans and permits, and invoice due dates. To view the calendar:

1. Click **Calendar** in the menu on the **ABQ-PLAN** Home page.
2. Or click the **Calendar card**.



3. Click an **event** on the calendar to display event details.
4. Click **Close** to close the event details box.

Calendar Events

December 2023

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|---------|-----------|----------|--------|----------|
| 26 | 27 | 28 | 29 | 30 | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |

Filter By

- Public Hearings
- Public Meetings
- Holidays Closed

Hearing Details

Hearing Type: Pre-Application Meeting

Subject: Pre-Application Meeting

Status: Scheduled

Case Number: SP-000055-2023

Case Type: Site Plan - New

Location: Conference Room 256

Start Time: 09:00 am MST

End Time: 10:00 am MST

Case Class: New

Assigned To: Spencer Lopez

Comments: Please bring all required documents to meeting and be on time.

Close

Appendix A: Accessibility

ABQ-PLAN and **ABQ-PLAN** Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments. Customers also can view **ABQ-PLAN** in different languages if configured by the Planning Department.

ChromeVox

ChromeVox is a browser extension for Chrome on Windows and Mac OS X, which operates as an alternative page reader for online content. Chrome Vox speaks the content of the page, plays audio indicators for page load progress and objects on the page, and provides a way to navigate all web content from the keyboard. To use this feature:

1. Download **ChromeVox** at <http://www.chromevox.com/installing.html>.
2. Install **Chrome Vox** to use the speak-to-read feature in **ABQ-PLAN**.

Google Translate

Customers can view **ABQ-PLAN** information in different languages if configured by the Planning Department. This function uses Google Translate.

1. Click the **globe** at the top of the Home page.



2. Select a **language** in the dropdown to view **ABQ-PLAN** menus and text in the desired language.

A screenshot of the ABQ-PLAN website's homepage. On the right side, there is a language selection dropdown menu. The menu is open, showing a list of languages including Spanish, Persian, Polish, Portuguese, Punjabi, Quechua, Romanian, Russian, Samoan, Sanskrit, Scots Gaelic, Sepedi, Serbian, Sesotho, Shona, Sindhi, Sinhala, Slovak, Slovenian, Somali, and Spanish. The word 'Spanish' is highlighted with an orange rectangular box. The rest of the page includes navigation links like 'Estimador de tarifas', 'Pagar facturas', 'Facturación de servicios públicos', 'Proyectos', and 'Galería'. There is also a blue banner with text about COVID-19 updates and a large 'Ollido comunitario de la ciudad de T...' heading. At the bottom, there are two buttons: 'Inicie sesión o regístrate' and 'Mapa'.