ABQ-PLAN User Guide

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

Table of Contents

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.
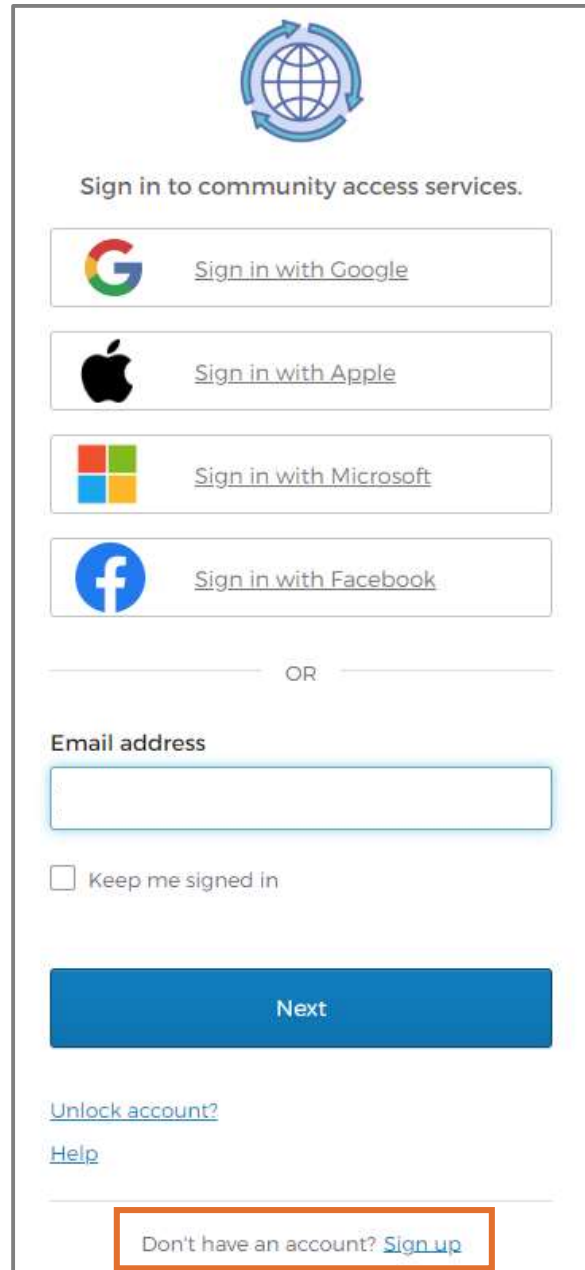
Home Page, Main Menu Bar

At ***ABQ-PLAN*** (tylerhost.net), 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.
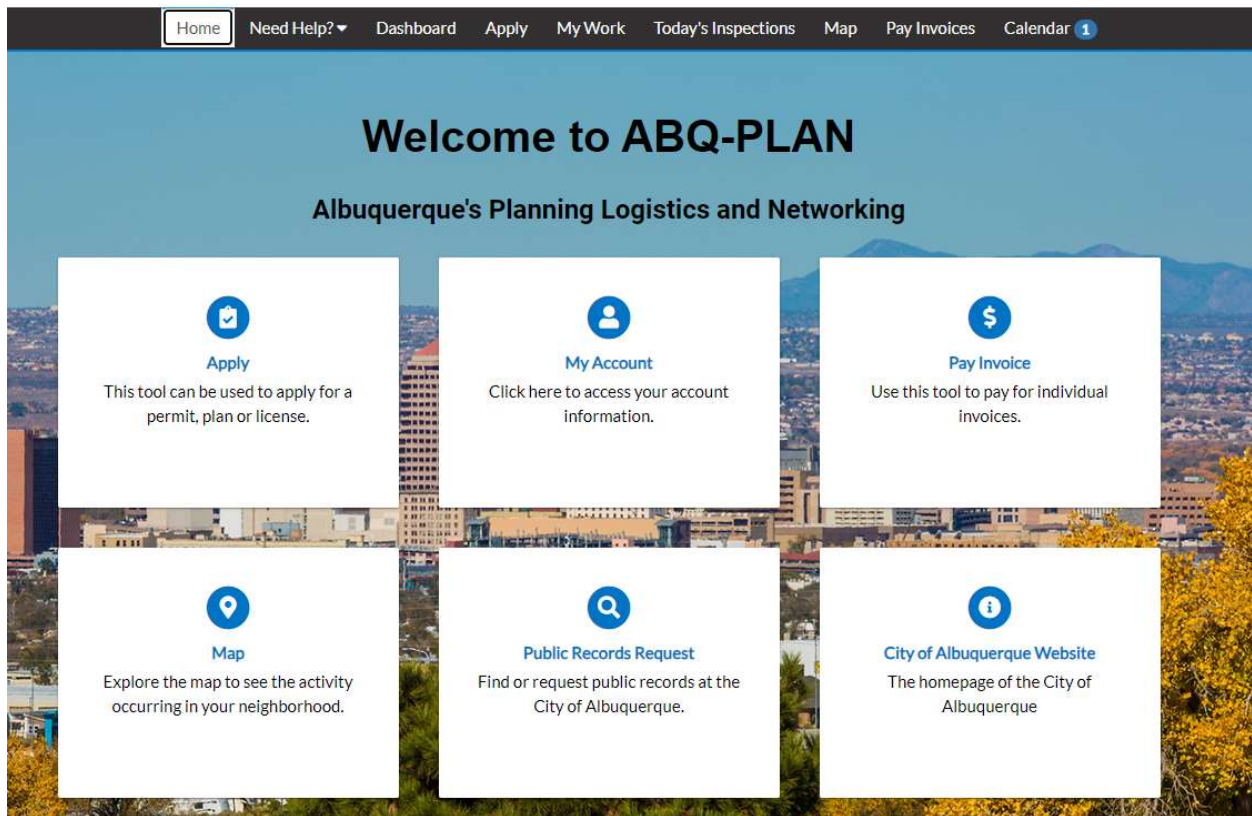
Register

To register for **ABQ-PLAN**:

1. Navigate to **ABQ-PLAN** (tylerhost.net)

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**.

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

Login or Register

Calendar 0

Login or Register

Login to an existing or create a new account. You can also find help if you forgot your login information.
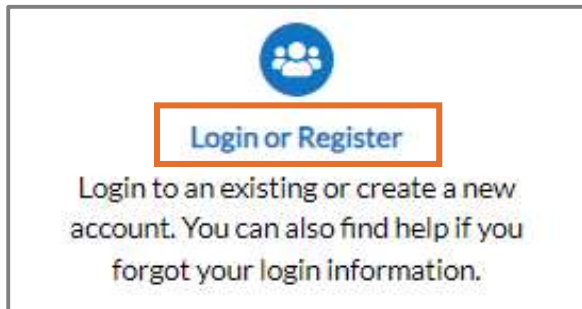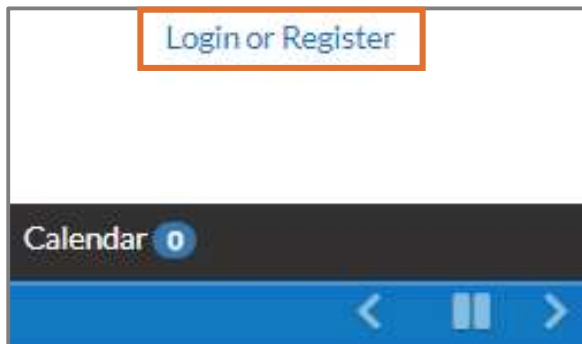
Create an Account

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**.

Sign up

Email

First name

Last name

Mobile phone   Optional

Password

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

Sign Up

Already have an account?

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   @gmail.com

Next

NOTE Required fields are noted with a red asterisk.

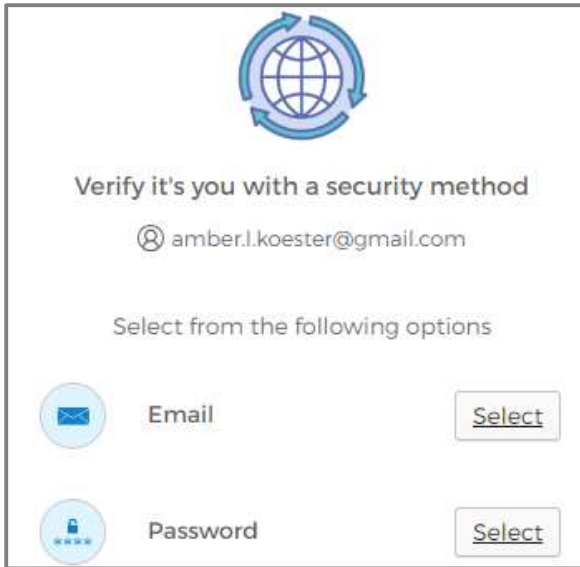## Personal Info

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	
	First Name is required.
Middle Name	
* Last Name	
	Last Name is required.
Company	
* Contact Preference	--Select Contact Preference-- ⌄
* Email Address	@gmail.com

Additional Contact Information

* Business Phone	
* Home Phone	
* Mobile Phone	

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.

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).

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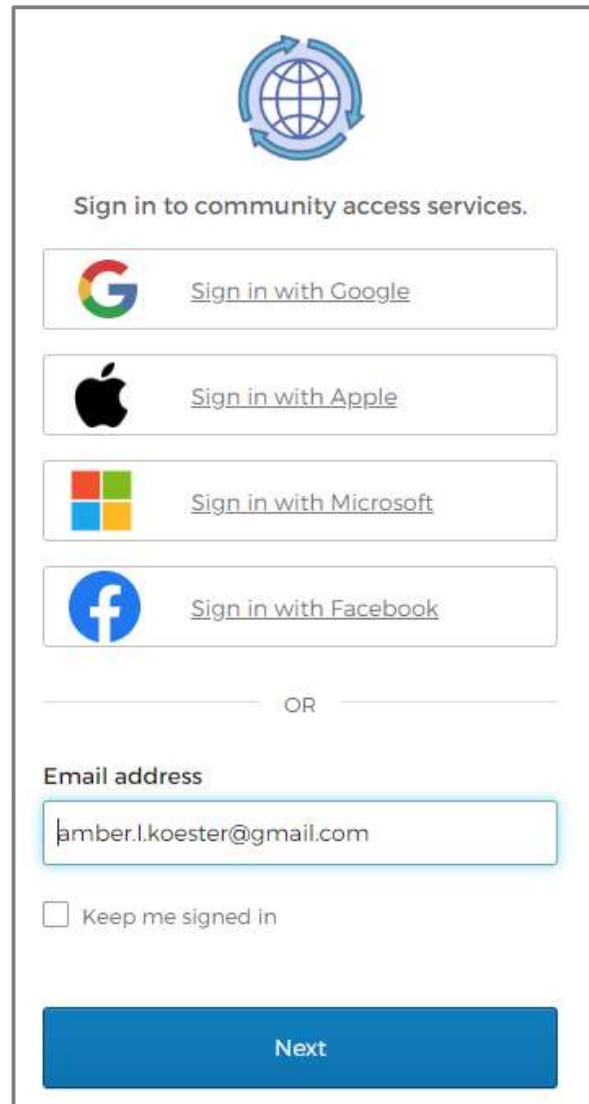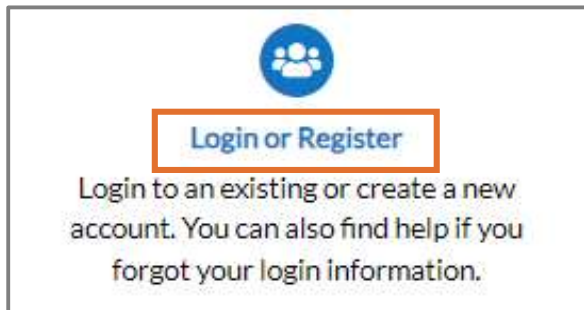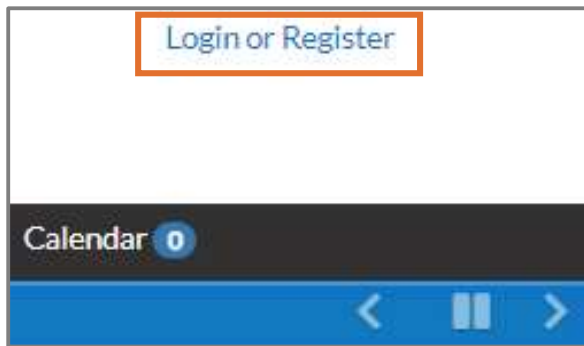
c. Click **Select** next to the Email or Password option.
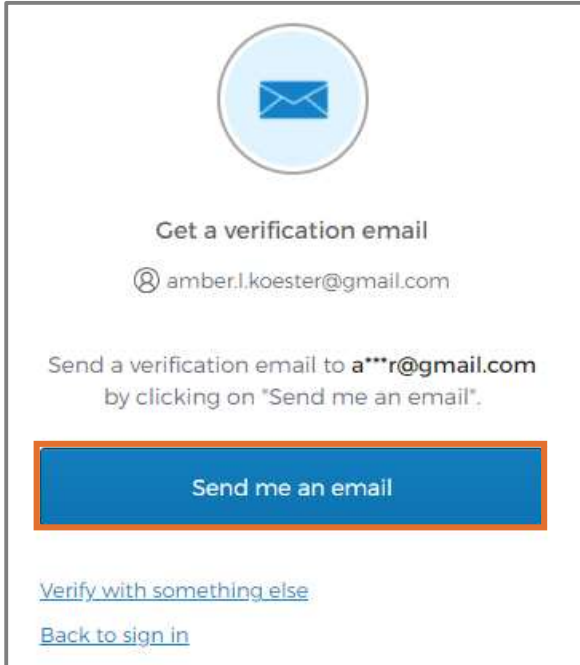
Email Option

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

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

Password Option

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

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

Forgotten Password

To reset a forgotten password:

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

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

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

(Q) 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

(Q) 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**.

5. Type the **code** from the email.
6. Click **Verify**.

The browser displays a success message and then 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

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.
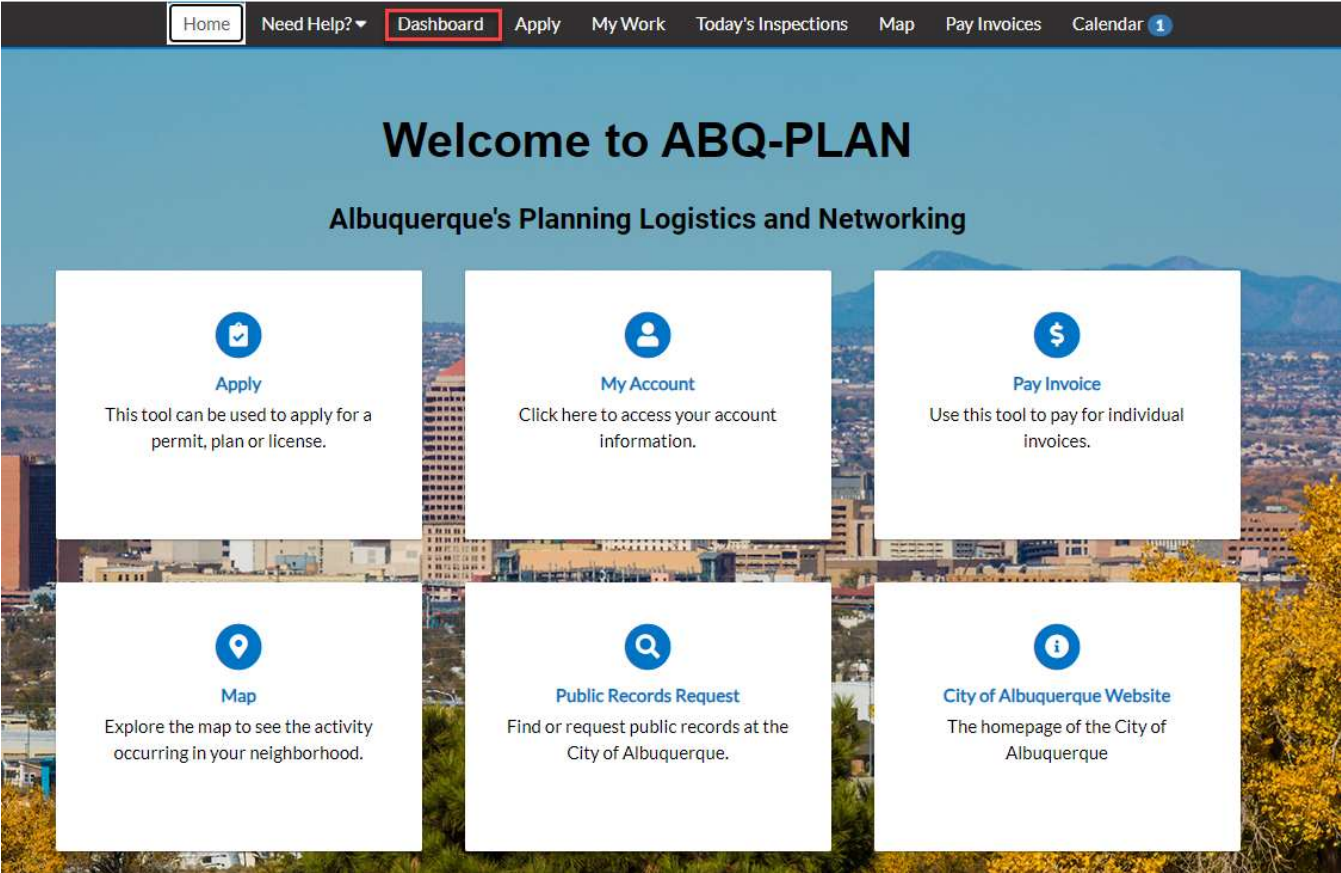
The browser displays the Dashboard.

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-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	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 **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	Expires in	Expires in	Expires in	Draft
33 DAYS	**255** DAYS	**296** DAYS	**304** DAYS	**0**
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

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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	Pending	Active	Recent	Draft
58	99+	50	99+	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	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

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 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.

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

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.

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

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 Plans

Attention	Pending	Active	Recent	Draft
6	**4**	**1**	**4**	**0**

Attention
Planned Unit Devel...	2
Land Use - Special U...	1
Other	3

Pending
Site Plan - New	4

Active
Planned Unit Devel...	1

Recent
Site Plan - New	3
Planned Unit Devel...	1

› View My Plans
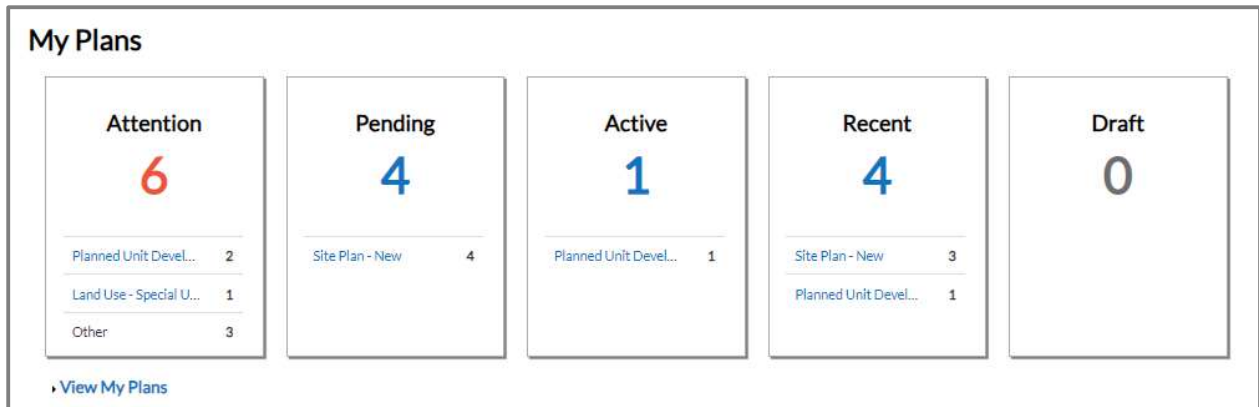
My Inspections

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.

My Inspections

Requested	Scheduled	Closed
31	**71**	**55**

Requested
Footing	4
Foundation W...	4
Other	23

Scheduled
Footing	11
Foundation W...	9
Other	51

Closed
Footing	13
Business Regi...	6
Other	36

› View My Inspections

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.
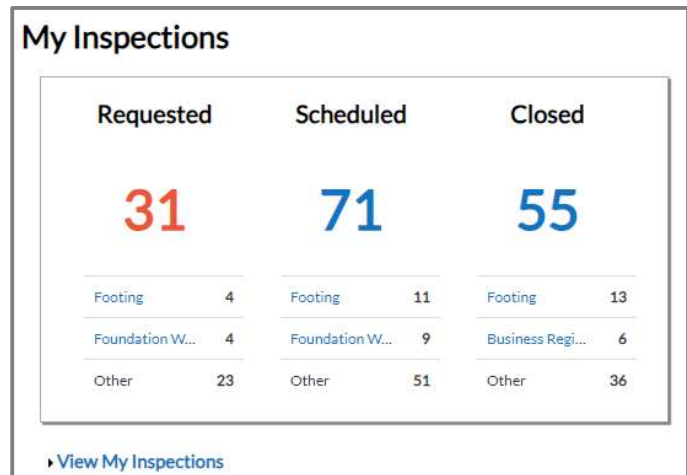
My Invoices

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	4	$39,460.80	Add To Cart
Past Due	1	$1,072.50	Add To Cart
Total	5	$40,533.30	Add To Cart

▸View My Invoices

Shopping Cart

Total $1,072.50

Check Out

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

$1,072.50

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

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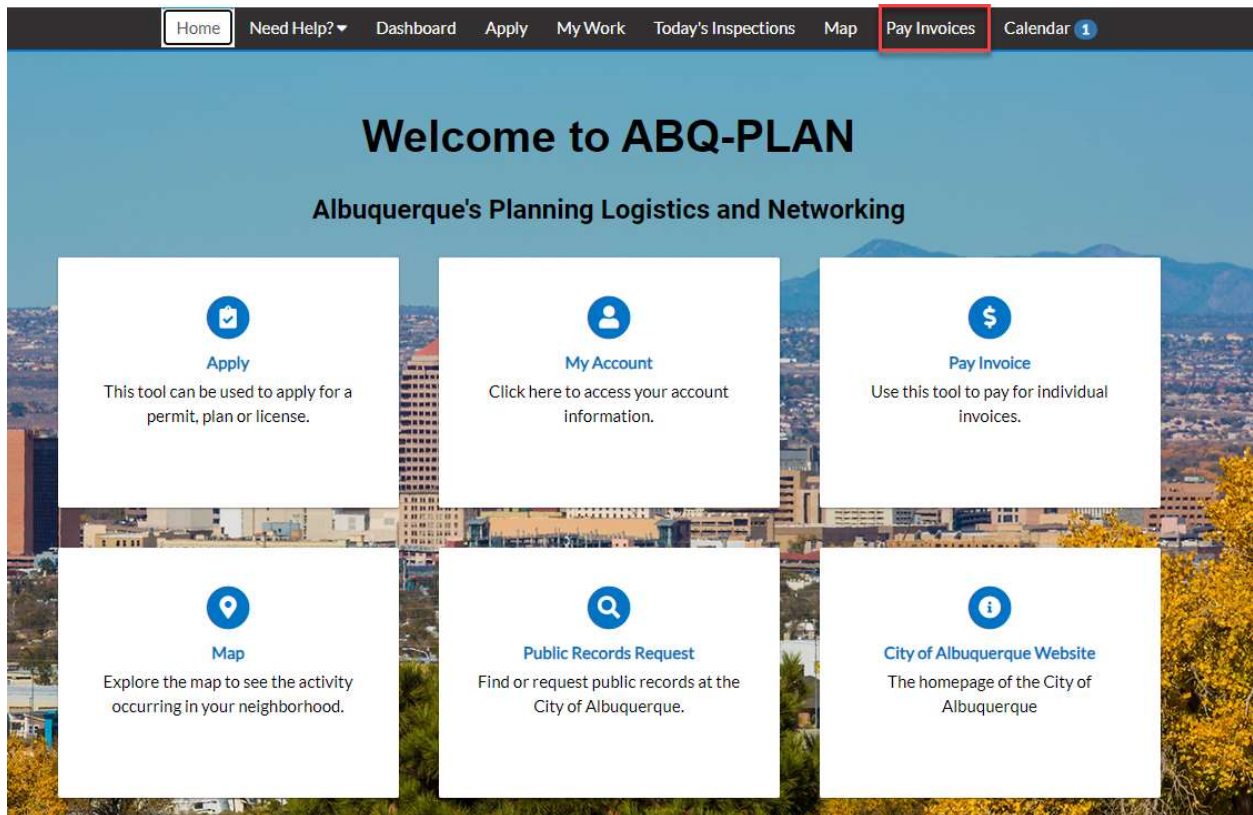
ABQ-PLAN will present an invoice search screen where the customer can search for an invoice to pay.
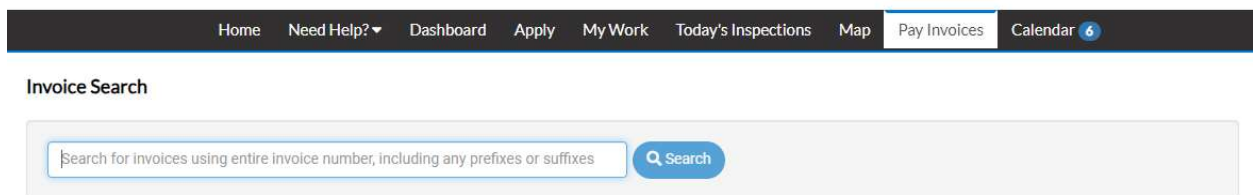
My Licenses

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.

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 - Servi...	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.

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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.

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.

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.

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**.
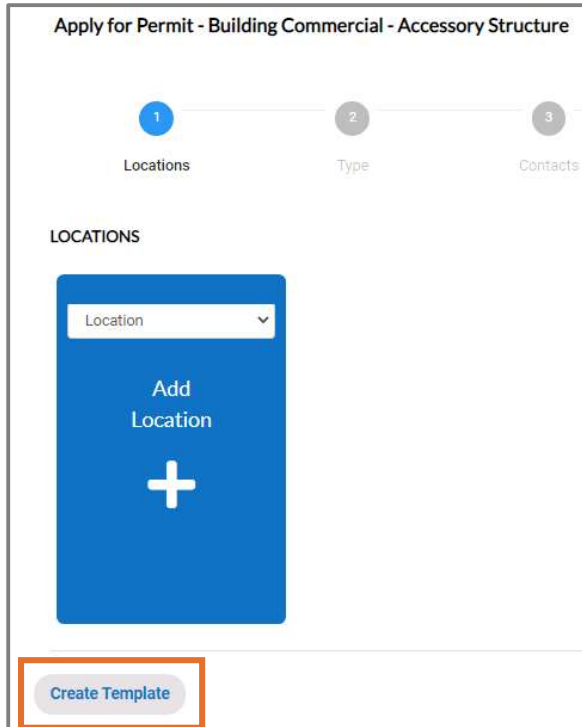

ABQ-PLAN displays:
- Results specific to the criteria.
- A pin on the map with a popup listing parcel and owner information, allowing the customer to zoom to the location or add a case. The parcel owner may not display, if configured.

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.**
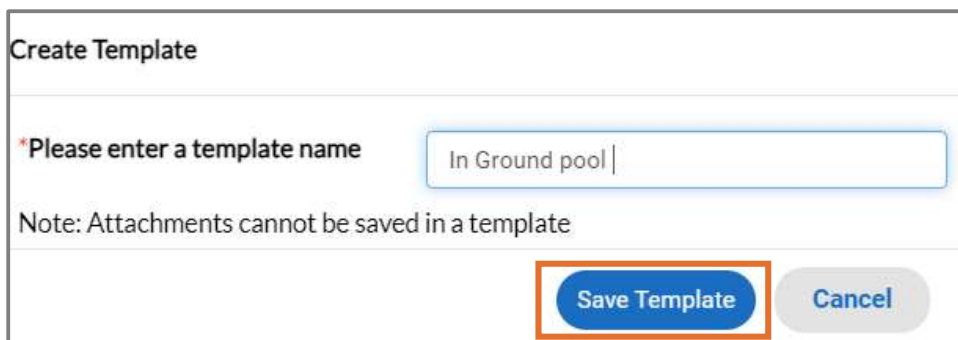
Application Templates

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 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.

ABQ-PLAN displays a Create Template popup.

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

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.

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**.

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.

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.

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

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.

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.**

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**.

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.

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 invoiced emailed to them.

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.

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.

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	☐
Concrete Slab Inspection	No	☐
Floor Framing Inspection	No	☐
Wall Framing Inspection	No	☐
Final Building Inspection	No	☐
Final Fire Inspection	No	☐

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 [   ] 📅

Comments/Gate Code [   ]

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.

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.

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**.

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

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**.

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

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.

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 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** ❶   Inspections   Attachments ❶ ⚠   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

❶ 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.

❶ 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				

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

🛈 **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.
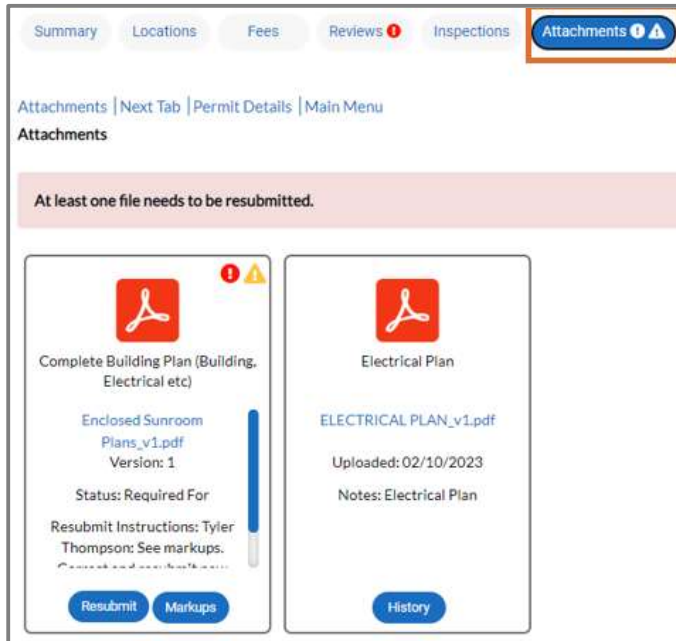
3. Click **Respond** to respond to the markups, if configured.
4. Click **Close** when done responding.
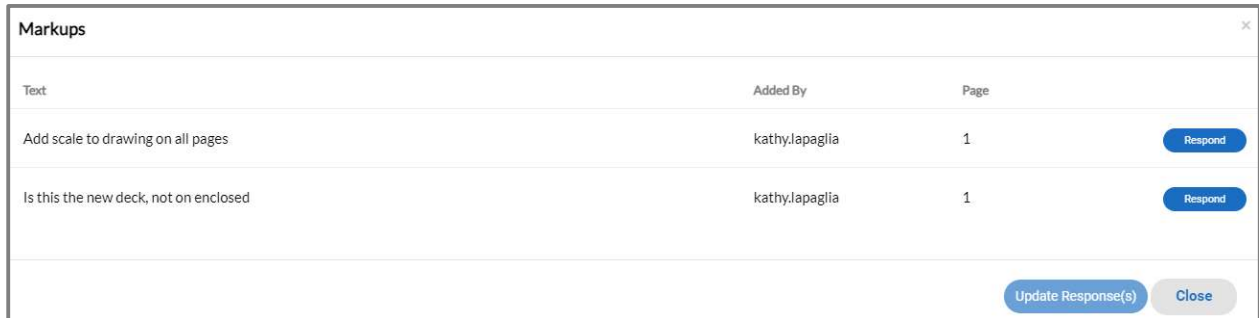
5. Click the **file name** to open the PDF and view the markups.
6. Click **Resubmit** to upload the corrected file(s).
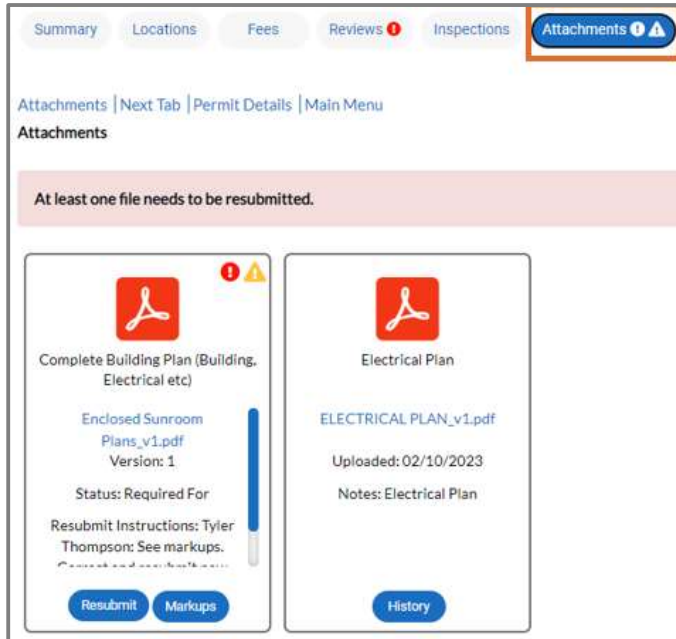
ABQ-PLAN displays the file(s) that need to be resubmitted.

7. Click **Next**.
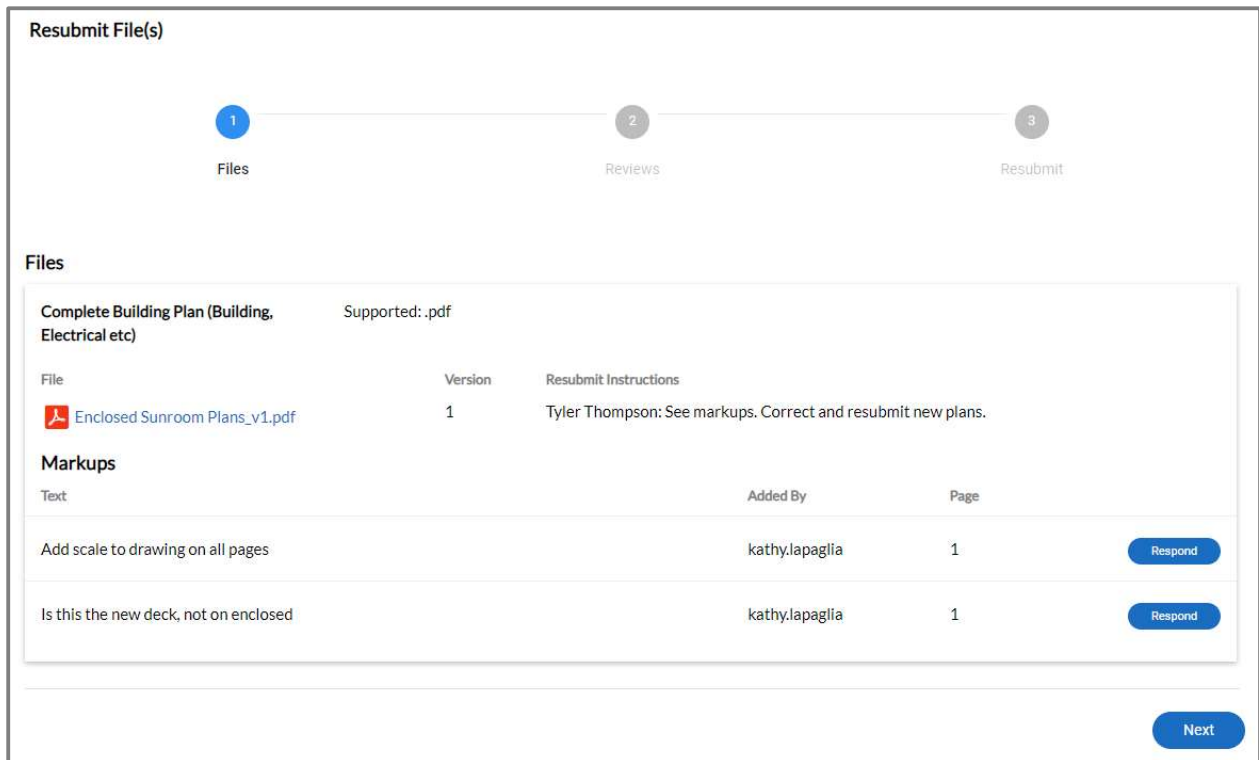
8. Click **Select File** and choose the new version of the file.
9. Click **Submit.**

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

My Work

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

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

My Permits

To view details of a permit:

2. Click **MY PERMITS**.

3. Type a **permit number, project name,** or **address**.

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.

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.

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

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.

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.

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

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

Search...   Export to Excel

Display | All | Records | Updated | In | Last 1 Year

Plan Number	Project	Address	Plan Type	Status	State
SWF-2023-00094		1600 2ND ST NW Albuquer...	Small Wall or Fence Permit	Fees Paid	Pending
SWF-2023-00021		600 2ND ST NW Albuquerq...	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...
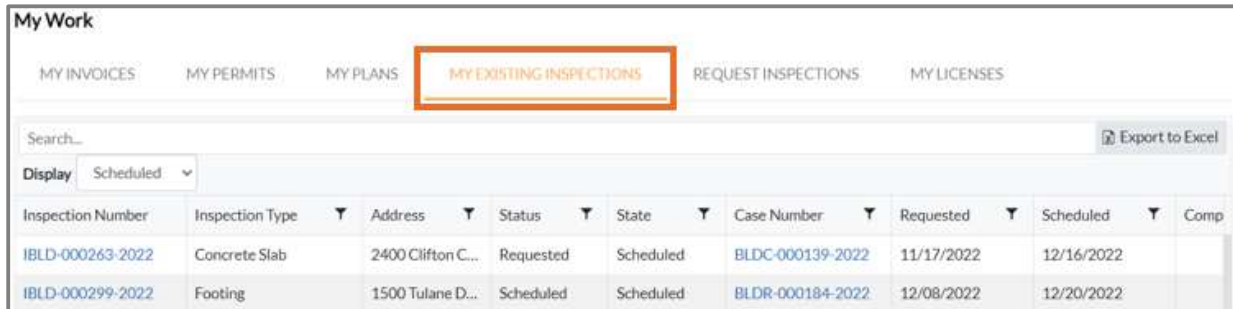
All
Active
Attention (All)
Inspection Not Passed
On Hold
Pending
Recent
Record Not Approved
Resubmit File
Review Not Approved
Unpaid Fees

SWF-20
SWF-20
SWF-20
HCOA-

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.
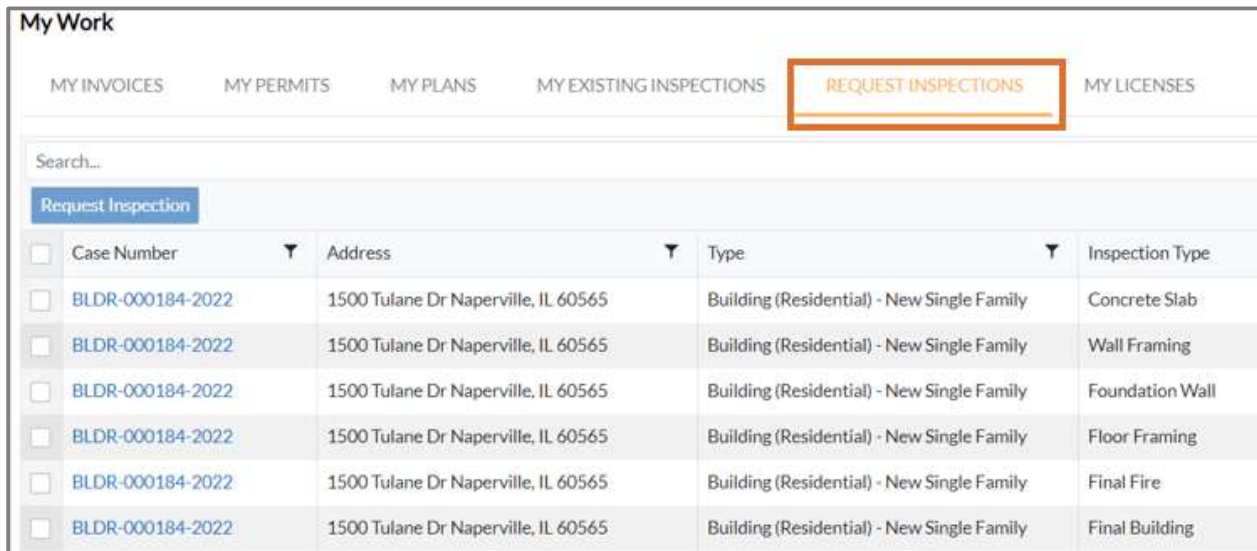
Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
IBLD-000263-2022	Concrete Slab	2400 Clifton C...	Requested	Scheduled	BLDC-000139-2022	11/17/2022	12/16/2022	
IBLD-000299-2022	Footing	1500 Tulane D...	Scheduled	Scheduled	BLDR-000184-2022	12/08/2022	12/20/2022	

My Work

MY INVOICES   MY PERMITS   MY PLANS   MY EXISTING INSPECTIONS   REQUEST INSPECTIONS   MY LICENSES

Search...   Export to Excel

Display   Scheduled

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.
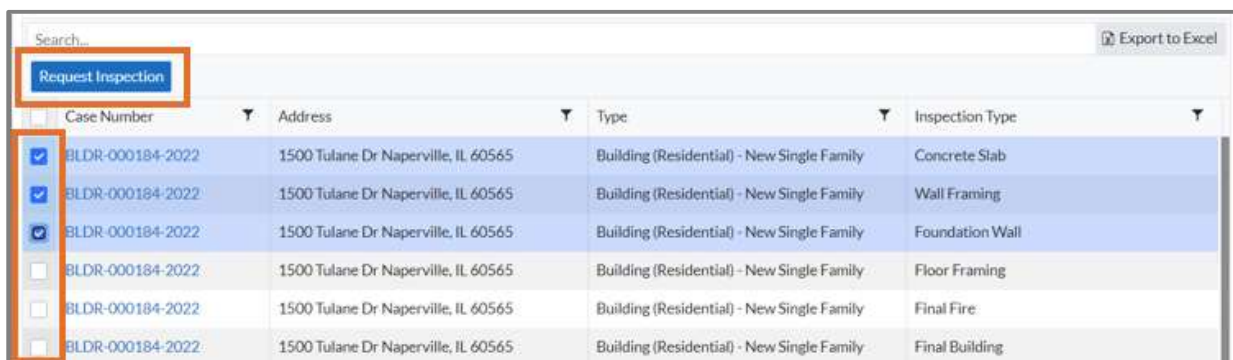
To view details of requested inspections:

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

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.

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**.

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.

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

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.
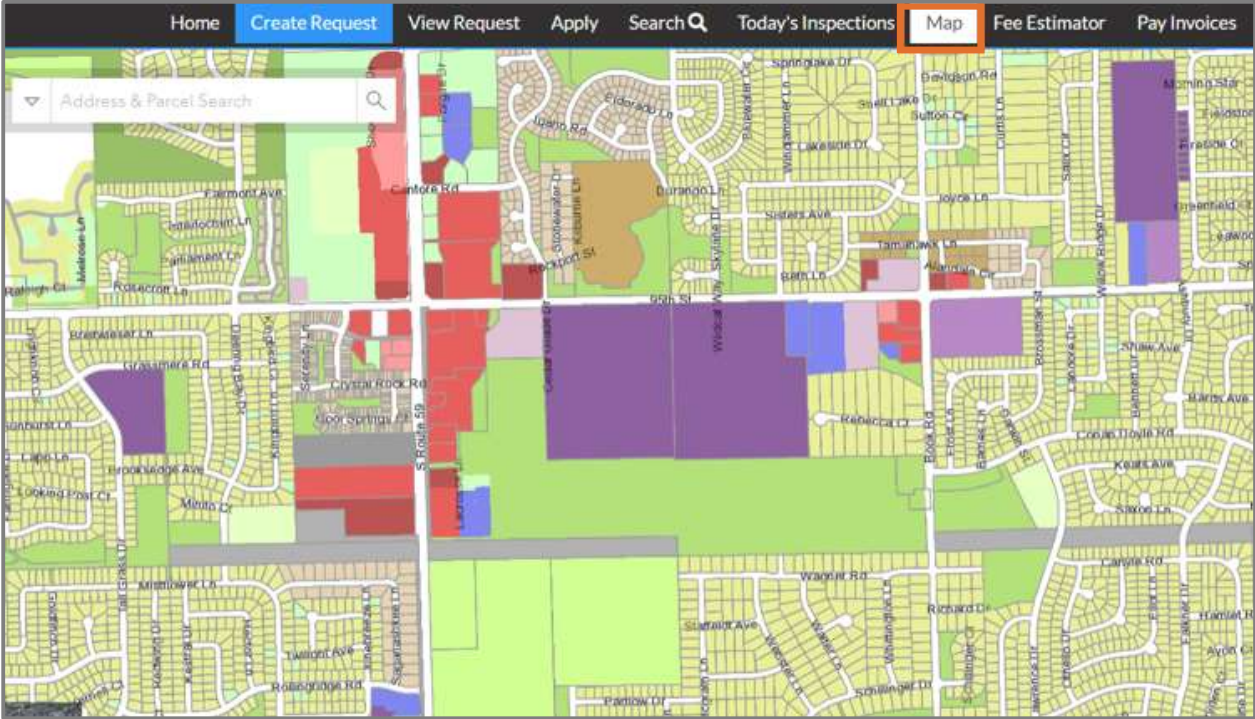
2. Click the **arrow** to select a search option. Choices are All as the default, Address, and Parcels.
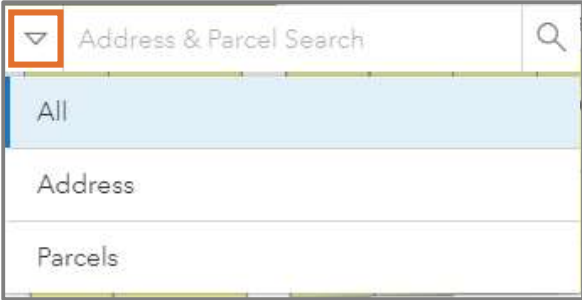
4. Type a partial or full **address** or a **parcel number**.

ABQ-PLAN displays results.
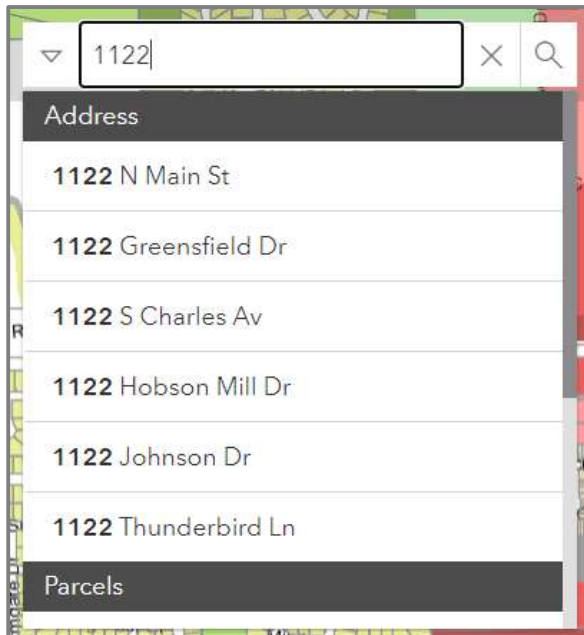
5. Click **Use current location** to use the current location.
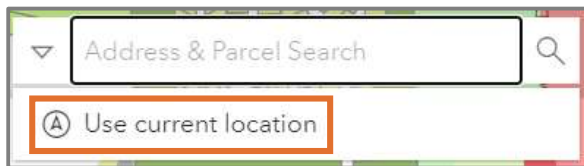
6. Mark the **box** to select an address.

ABQ-PLAN displays the **Start Application** button. For more information, please refer to Search For an Address section.
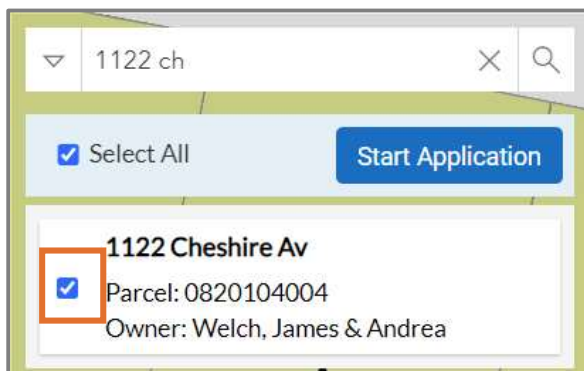
7. Click in the **box** of the desired address or parcel to view records related to the location.
8. Click **download** to save the results to the computer.
9. Click **more options** to view the calendar.
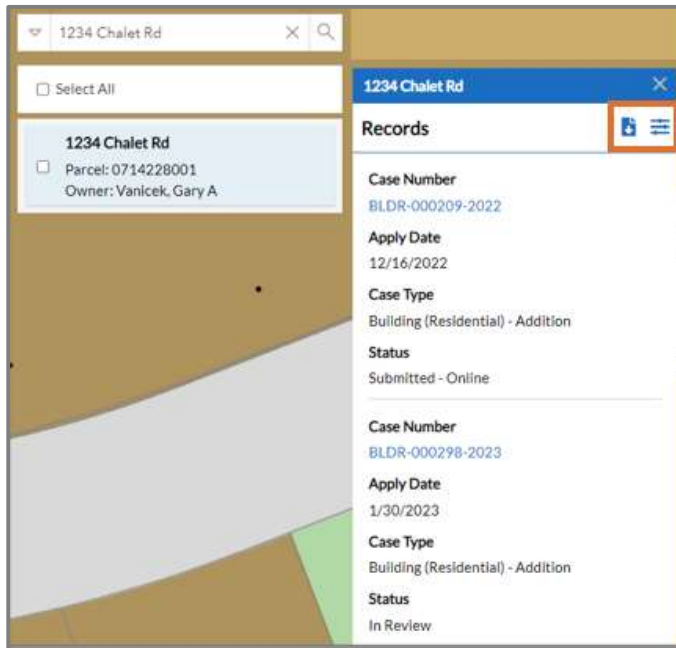
10. Click the **calendar** to select a date since the records have been updated.

11. Click the **Case Number** to view information about the record.
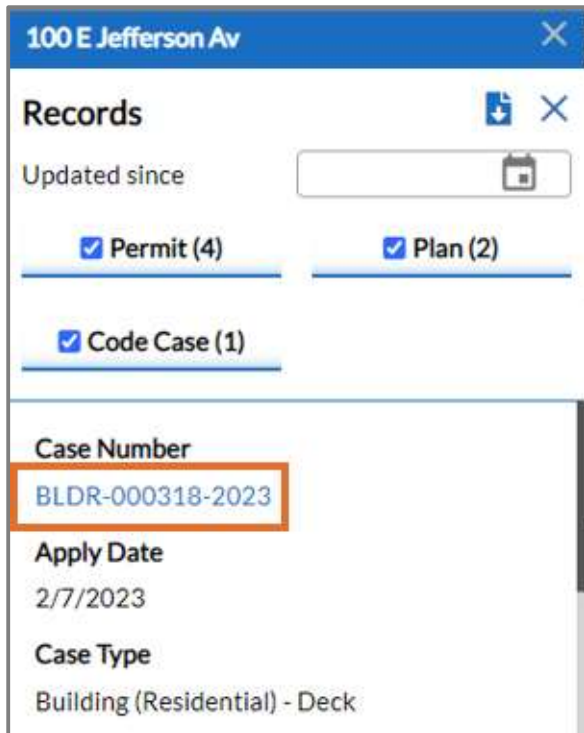
ABQ-PLAN display case details in another browser tab.

12. Click the **left arrow** to collapse the record information box and view the full map.
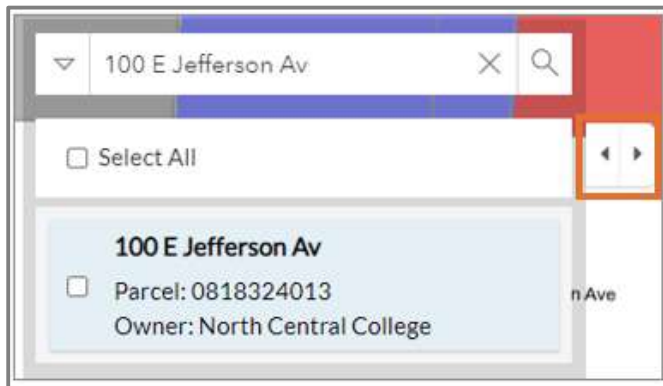
13. Click the **X** to clear the location information and start a new search.

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.
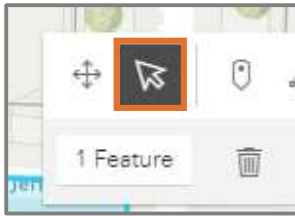
     a. Move the **circles** into the desired positions.
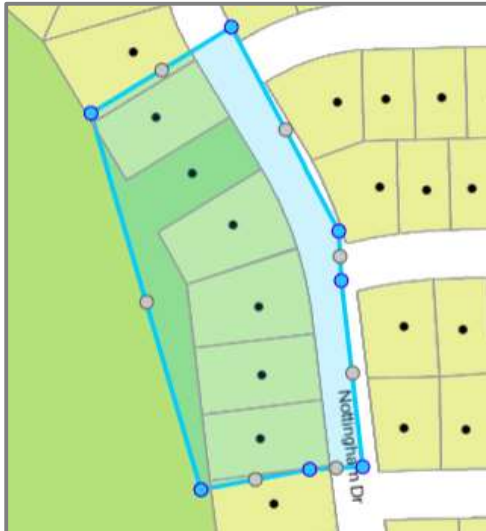
7. Click **outside the shape** once the modification is complete.
8. Click **Apply with this shape** to apply for a case using this area as the location.

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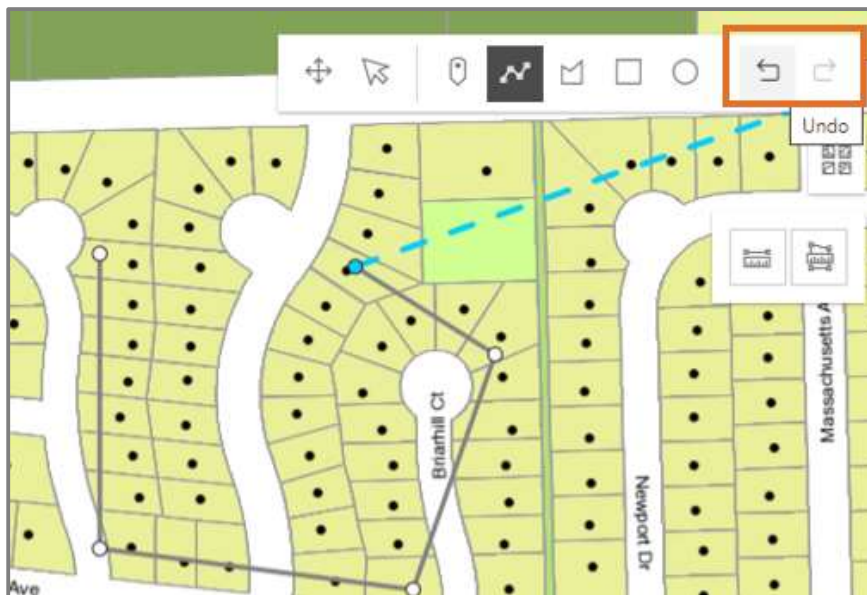
12. Click the **base map widget** to toggle between an aerial view and other map views. Map widgets do not display for all jurisdictions. They display based on configuration.

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.
    a. Or double click the **left mouse button**.
    b. 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**.
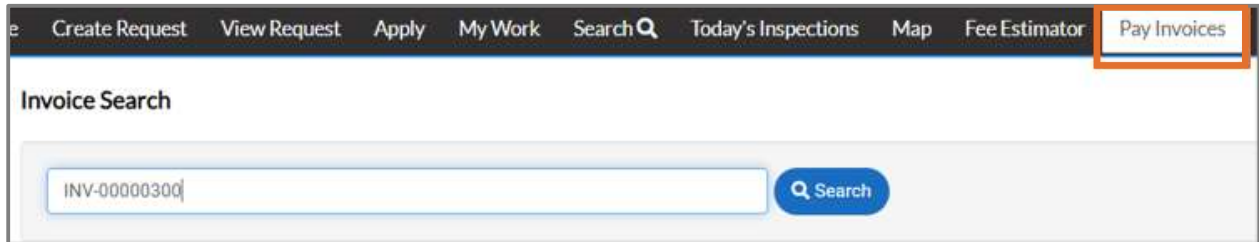
ABQ-PLAN displays the Invoice Number page.

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

5. Click **print** to print the invoice.
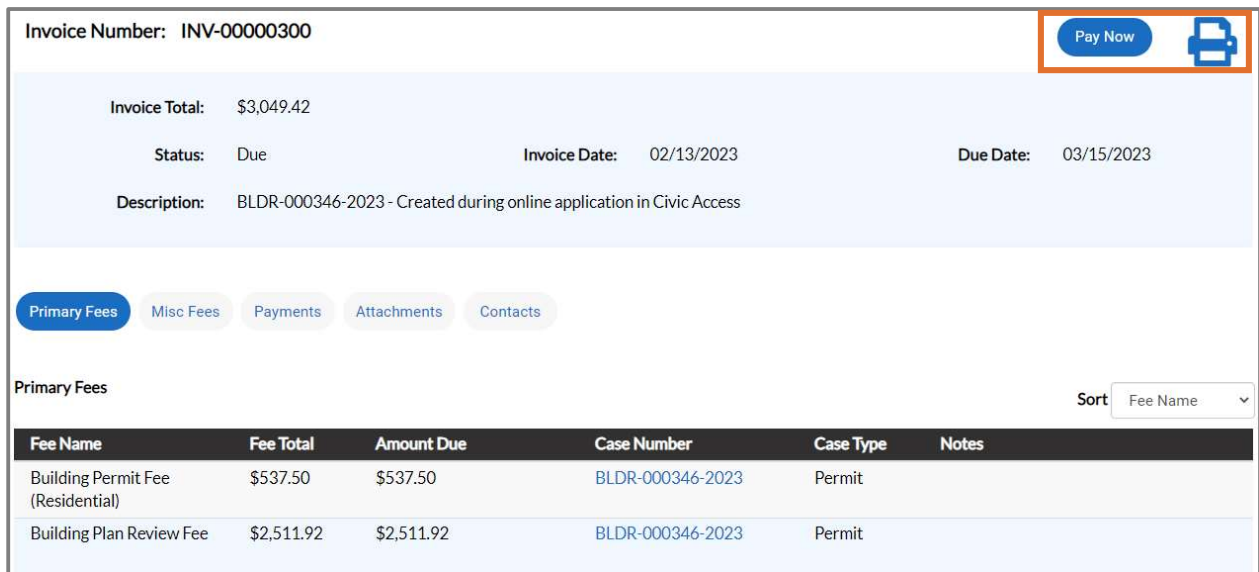
Calendar

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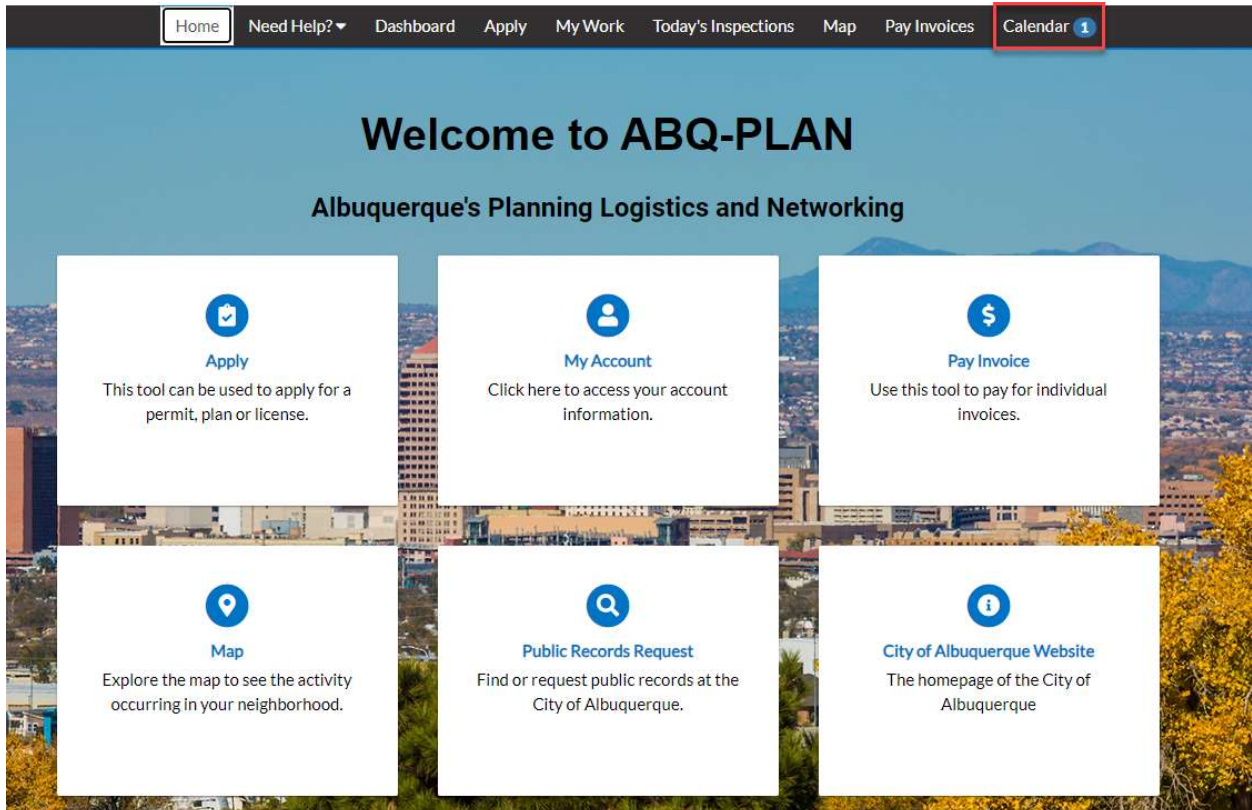
3. Click an **event** on the calendar to display event details.
4. Click **Close** to close the event details box.

Calendar Events

December 2023

[Month] [Week] [Day]

[◀] [Today] [▶]

Filter By
- ☑ ■ Public Hearings
- ☑ ■ Public Meetings
- ☑ Holidays Closed

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

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.