eApply User Guide – How to apply for an Accessory Building Permit (Non-Dwelling)

Welcome to the eApply portal! This guide will walk you through each step of the Accessory Building Permit (Non-Dwelling) application process, ensuring you have the information and resources needed to complete your application smoothly and efficiently.

Introduction

With the eApply portal, applying for an Accessory (Non-Dwelling) Permit is streamlined and user-friendly. This document provides detailed, step-by-step instructions to help you navigate each page of the portal, from initial setup to final submission.

Get started now! → **Accessory (Non-Dwelling) Permit Application start page**
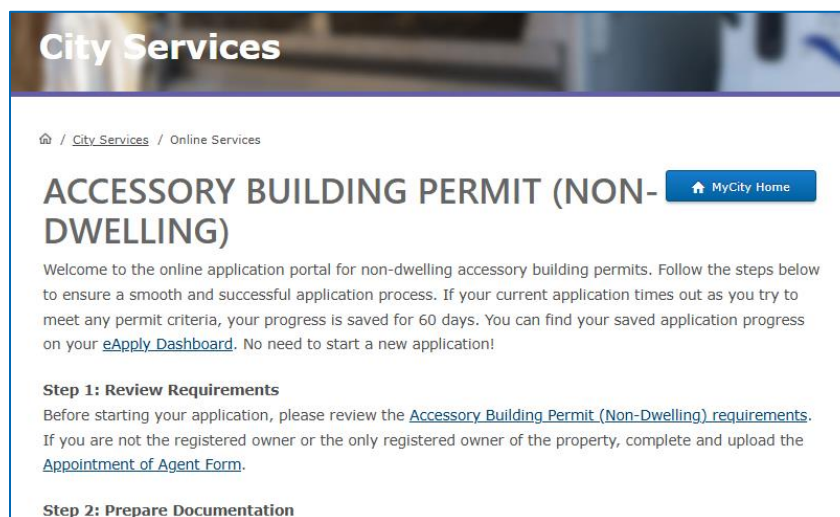
How to Use This Guide

Please use this guide alongside the eApply application portal.

Follow the instructions in this guide step-by-step. Each section in the Page-by-Page Application Instructions section matches a specific page in the application process, offering details and tips to help you complete each part accurately. Key information is highlighted in blue boxes (example below), so be sure to read this information carefully.

> ⚠ **Important:**
>
> Always read this important text. It will help you with your application!

Contents

Navigating eApply

Understanding Symbols Used in eApply

When navigating eApply, helpful information is included throughout to support you during your application. Look out for the symbols below:

? Tool tips are marked with this blue icon. **Hover over** them to see helpful information!

* Mandatory items are marked with a red asterisk.

Unsubmitted Applications

While filling in your application, if you leave without submitting (or you are inactive for more than 10 minutes), eApply automatically saves your unsubmitted applications.

> ⚠️ **Important:**
>
> Unsubmitted applications expire after 60 days! Please ensure you complete and submit your application within this timeframe to avoid losing your progress.

To access these unsubmitted applications, go to your MyCity account and navigate to the "eApply Dashboard" area (see image below). All saved applications are listed here and will indicate the created date and the expiry date. Click one to pick up where you left off!
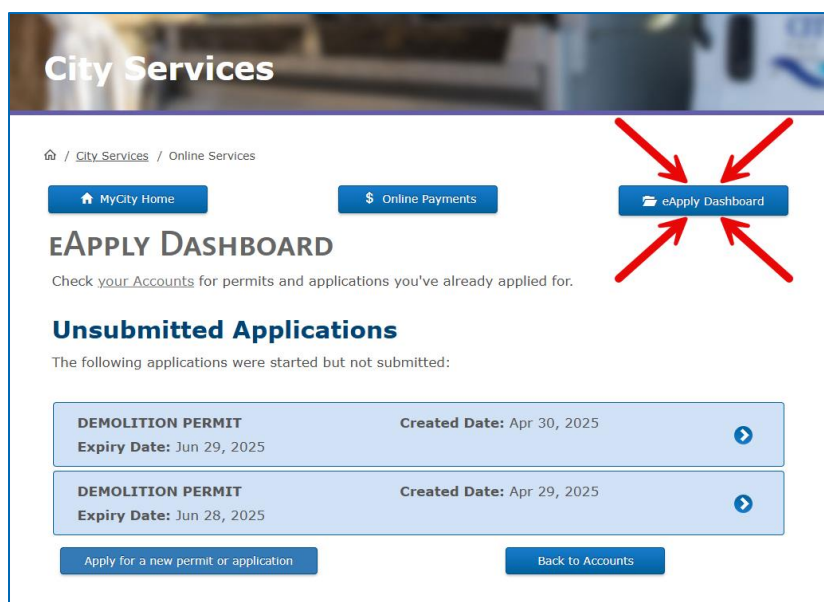
Before Starting Your Accessory Building Permit (Non-Dwelling) Application

Before you begin applying for an Accessory Building Permit (Non-Dwelling), please review the permit requirements, prepare necessary documentation, and confirm you have a MyCity account. Doing this ahead of time will help ensure a smooth and successful application process.

Review Accessory Building Permit (Non-Dwelling) Requirements

Before starting your application, please review the [Accessory Building Permit (Non-Dwelling) Requirements](#).

Prepare Applicable Documentation

During the application process, you will be asked to upload applicable documents. Please have the following documents ready, if applicable:

- Appointment of Agent Form: If you are one of multiple owners or an agent applying on behalf of owner(s), complete and upload the [Appointment of Agent Form](#). This form is not required if you are the sole owner.

Create or Use Your MyCity Profile

Users must be signed in to a personal or business MyCity profile to complete applications in the eApply portal. You can log-in to or register for a MyCity profile during the application process.

Don't have an account? Visit [mycity.nanaimo.ca](#) to sign up today!

Page-by-Page Application Instructions

Let's get started! This section explains the different pages you'll see while completing your eApply accessory (non-dwelling) permit application and provides details on how to complete your application.

Please read all instructions carefully. If you have any questions, contact City of Nanaimo staff at building.inspections@nanaimo.ca or 250-755-4429 for help.

❗ **CLICK HERE** to start your application ❗

Accessory Building (Non-Dwelling) Permit Application Start Page

> ⚠️ **Important:**
>
> This page includes important information about completing your application. Preparing ahead of time will help ensure a smooth and successful application process.
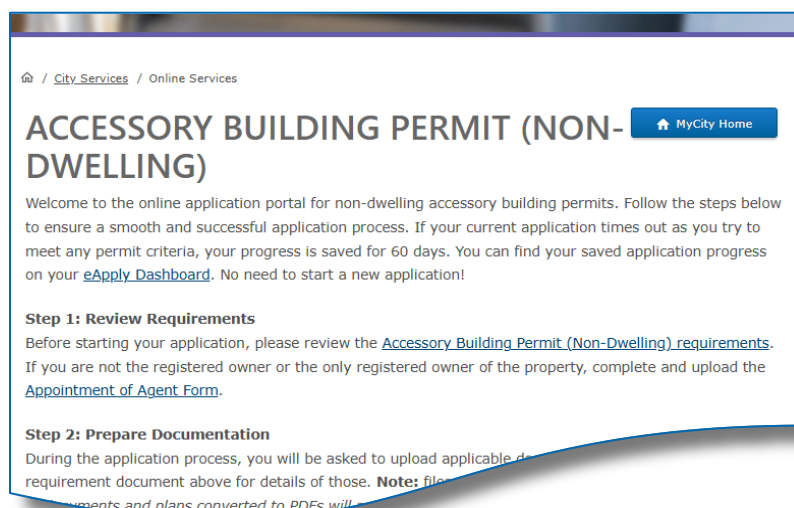
1. Open the **Accessory Building Permit (Non-Dwelling) Application start page**.

1. **Read the content** provided on the page.

2. **Select "Continue"** to proceed.

Login Page

> ⚠️ **Important:**
>
> This page will not appear if you are already logged in to MyCity.
>
> Need an account? Click **"Register for an account"** and follow the prompts to set one up!

Using Facebook or Google

If you want to login using Facebook or Google, click the option you prefer and follow the prompts.

Using Email and Password

3. **Enter your personal or business email address and password**.

   o If you've forgotten your password, click "**Forgot your password?**" and follow the prompts.

4. If using a personal device, **check the "Remember me" box** if you want the site to remember your login details.

   o This option is not recommended for public or shared computers.

5. **Complete the reCAPTCHA** to verify you are not a robot.

6. **Click "Login"** to access your account.

Appointment of Agent & Covenants and Encumbrances Page

⚠️ **Important:**

If you are an **Agent** (acting on behalf of one or more owners) or **one of multiple owners** (who is representing the group of owners), you must have a completed Appointment of Agent form. You must upload this form during a later step of your application.

1. **Appointment of Agent** question - Select one of the available options
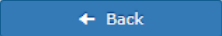
2. **Covenants and Encumbrances** question - Select one of the available options
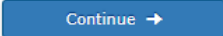
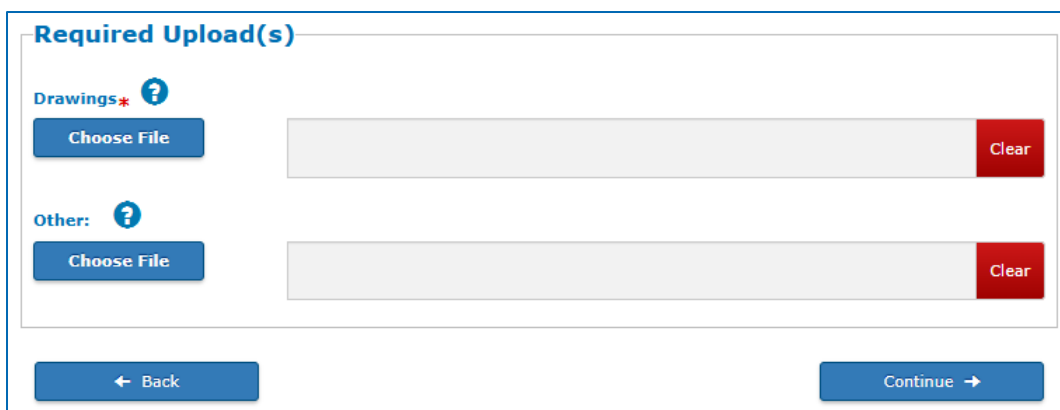3. Click "**Continue**" to move forward.

Required Documents Upload Page

> ⚠️ **Important:**
>
> Only PDF documents are accepted. Please do not upload any other file types.
>
> Note: Photos or screenshots of documents and plans converted to PDFs will not be accepted.

Here's where you can upload required documents related to your application.

For each applicable document type:

- ○ Click 🔵❓ to further **understand the documentation required**.
- ○ Click **"Choose File"**. A file explorer window will open.
- ○ From the window, **select the appropriate file from your device**.
- ○ Click **"Open"** and the filename will appear in the grey field.
- ○ **Repeat this step** for each type of document you need to upload.

4. **Uploaded the wrong document?**

- ○ Next to the file you want to remove, **click "Clear"**.
- ○ Follow step 1 above and upload the correct document.

5. Click "**Continue**" to move forward.

Additional Documents Upload Page

> ⚠️ **Important:**
>
> Upload the documents that are applicable to your application. One document can be uploaded for each document type below.

Document Upload(s)

Appointment of Agent form (signed)

[Choose File] [_____] [Clear]

BCLS Height Survey (including letter to pin) ❓

[Choose File] [_____] [Clear]

Site Plan ❓

[Choose File] [_____] [Clear]

Truss Layout, Manufactured Floor Joist and Engineered Beam Layouts ❓

[Choose File] [_____] [Clear]

Geotechnical Report

[Choose File] [_____] [Clear]

Geotechnical Schedule B

[Choose File] [_____] [Clear]

Structural Drawings

[Choose File] [_____] [Clear]

Structural Schedule B

[Choose File] [_____] [Clear]

Other: ❓

[Choose File] [_____] [Clear]

Here's where you can upload additional documents related to your application. Some document types may not be applicable for your application.

For each applicable document type:

- o Click to further **understand the documentation required**.
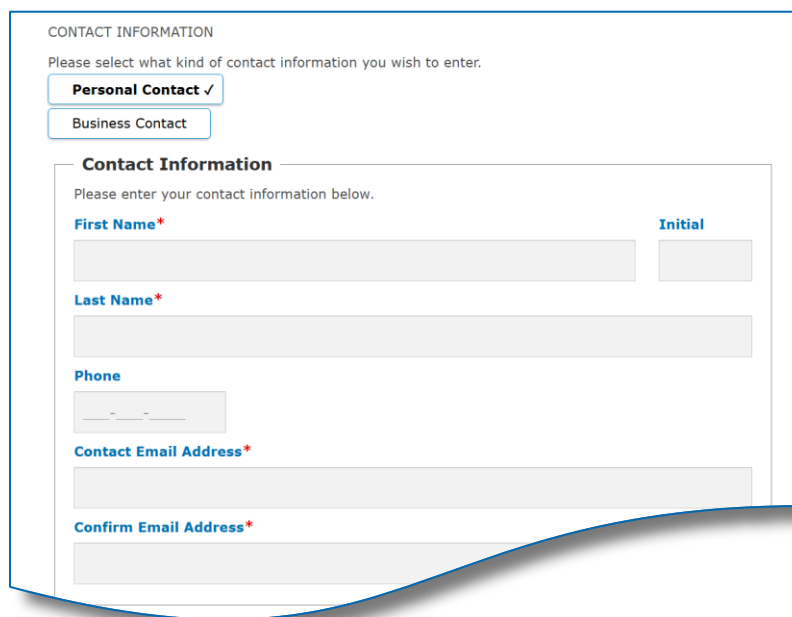
- o Click **"Choose File"**. A file explorer window will open.

- o From the window, **select the appropriate file from your device**.

- o Click **"Open"** and the filename will appear in the grey field.

- o **Repeat this step** for each type of document you need to upload.

6. **Uploaded the wrong document?**

- o Next to the file you want to remove, **click "Clear"**.

- o Follow step 1 above and upload the correct document.

7. Click "**Continue"** to move forward.

Contact Information Page

Here, you can add and manage contact information for both personal and business purposes. Multiple contacts may be added from this page.

1. **Select the type of contact information** you wish to enter.

- o Note: Additional fields will appear based on your choice and some fields may be filled out automatically based on your MyCity account information.

2. **Review and fill in the information**; you must complete all mandatory fields (*).

3. **Click "Add/Update Contact"** to proceed.

4. **OPTIONAL**:

    o   To add additional contacts, click "Add New" and return to step 1.

    o   To change information on a current contact, click the contact and adjust the details as needed.

5. Once all contacts are added, **click "Continue"** to move forward.

Property Selection Page

> ⚠️ **Important:**
>
> The search will only return addresses within the jurisdiction of the City of Nanaimo. Check out NanaimoMap for details on exact addresses and jurisdiction limits.
>
> If you're not getting any search results:
>
> - Try being less specific with your search. For example, instead of "unit 2, 2300 Bowen Rd, Nanaimo", try searching "2300 Bowen Rd".
>
> - You may be looking for a property outside of Nanaimo, check NanaimoMap for details.

Property Selection

Use the property search below to find your property within the City of Nanaimo jurisdiction.

Please note: The online services offered on this website only apply to properties in the jurisdiction of the City of Nanaimo. If your property is in Nanoose, Lantzville, Cedar, Gabriola, Bowser, or similar areas and you receive services or bills from the Regional District of Nanaimo, your property is **not within the City of Nanaimo**. If your address doesn't appear below and you would like to check to see if your property is within the jurisdiction of the City of Nanaimo, go to NanaimoMap to search for your address.

To simplify searching for an address, enter the house number and street then click the search button. Then select your property from the list of properties that appear.

The search will only return a civic address within the jurisdiction of the City of Nanaimo.
If you're not getting any search results:

- Try being less specific with your search. For example, instead of "unit 2, 2300 Bowen Rd., Nanaimo", try searching "2300 Bowen Road".

← Back

This page allows you to search for the property by Civic Address.

1. **Type the address** in the search field and **click the magnifying glass** (🔍) to search.

2. From the search results, **click on the correct property** to move forward.

Selecting a property moves you automatically to the next page.

Business License Selection Page

You can connect a business license to your Accessory (Non-Dwelling) Permit application and eApply gives you several options to do this. Read each option carefully and choose the one best suited for your application.
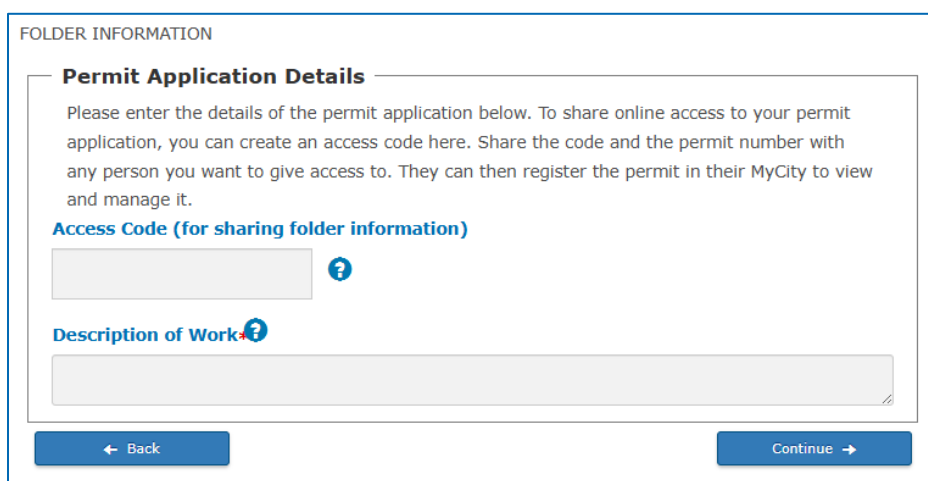

1. **Select one of the available options.**

2. Depending on your choice, **fill in the requested information (if any)**.

3. **Click "Continue"** to move forward.

Folder Information Page

> ⚠️ **Important:**
>
> If you want someone else to have access to your permit application, you can assign an access code here. After assigning the code, share it along with the permit number with the person you want to give access to. This will allow them to view the application/issued permit.

1. **Enter an Access Code (Optional)**

   o Create your own 6-digit access code and enter it into the space provided.

   ▪ Only do this if you want others to have access. See the Important note above.

   o Double-check for typos before proceeding and be sure to store your access code in a safe place.

2. **Enter a description of the work** to be performed.

3. **Click "Continue"** to move forward.

Confirmation Page

> ⚠️ **Important:**
>
> Please review all information carefully. Incomplete applications will not be accepted.

1. **Review your information carefully** and check all the details entered on the page.

2. If needed, **click "Edit Answers"** to edit any incorrect information.

3. **Read all acknowledgement(s)**.

4. **Check acknowledgement box(es)**.

5. **Click "Continue" to submit your application**.

Receipt Page

> ⚠️ **Important:**
>
> The permit number listed on this page is **for reference only**.
>
> ❗No work can begin on a project until all criteria are complete and the permit is issued by the City of Nanaimo.

Congratulations! Your application has been submitted.

To check the progress, upload additional files, and/or pay any fees (if due) for your application, check your MyCity Accounts page and click on the link for this permit application.