

eApply User Guide

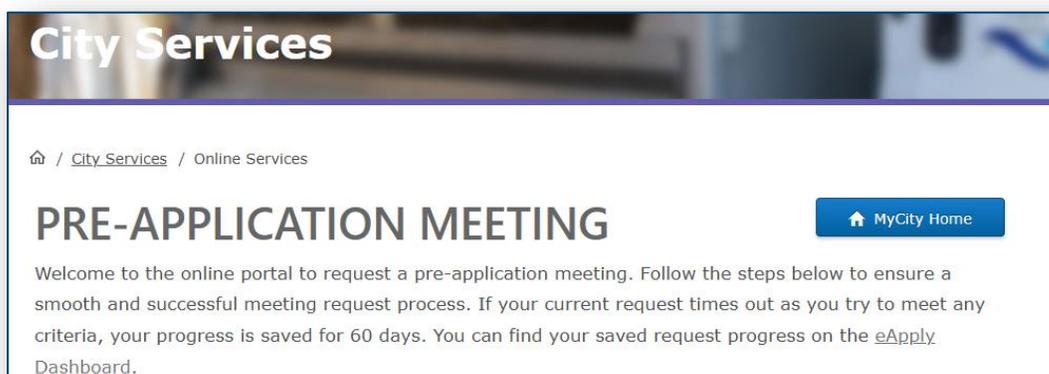
– How to request a Pre-Application Meeting

Welcome to the eApply portal! This guide will walk you through each step of the pre-application meeting request process, ensuring you have the information and resources needed to complete your request smoothly and efficiently.

Introduction

With the eApply portal, requesting a pre-application meeting 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! → [Pre-Application Meeting Request 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 Request Instructions](#) section matches a specific page in the request 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!

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Navigating eApply

Understanding Symbols Used in eApply

When navigating eApply, helpful information is included throughout to support you during your request or 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.

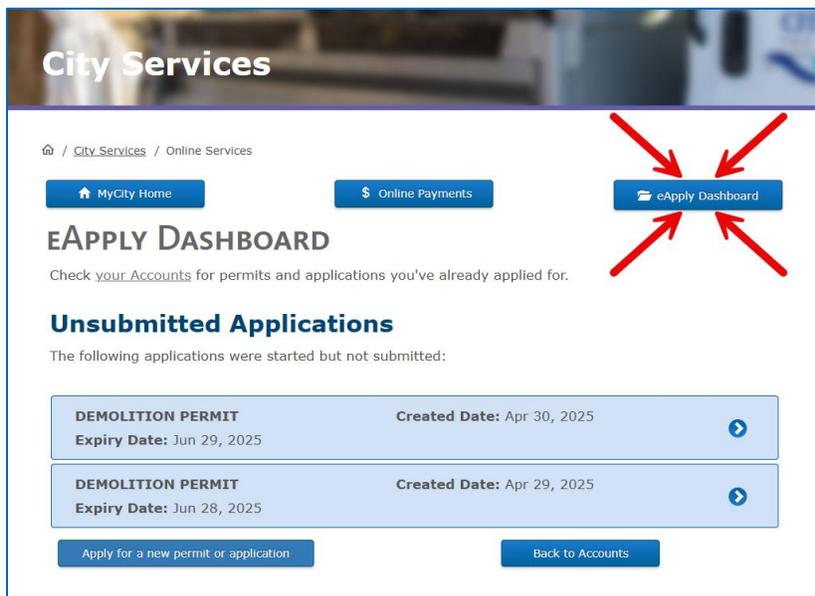
Unsubmitted Requests

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

Important:

Unsubmitted requests and 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 requests or applications, go to your MyCity account and navigate to the “eApply Dashboard” area (see image below). All saved requests and 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 Pre-Application Meeting Request

Before you begin requesting a pre-application meeting, please review the request requirements, prepare necessary documentation, and confirm you have a MyCity account. Doing this ahead of time will help ensure a smooth and successful request and application process.

Review Pre-Application Request Requirements

Before starting your request, please review the Pre-Application Request Requirements.

Prepare Applicable Documentation

During the request 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 Request Instructions

Let's get started! This section explains the different pages you'll see while completing your eApply pre-application meeting request and provides details on how to complete your request.

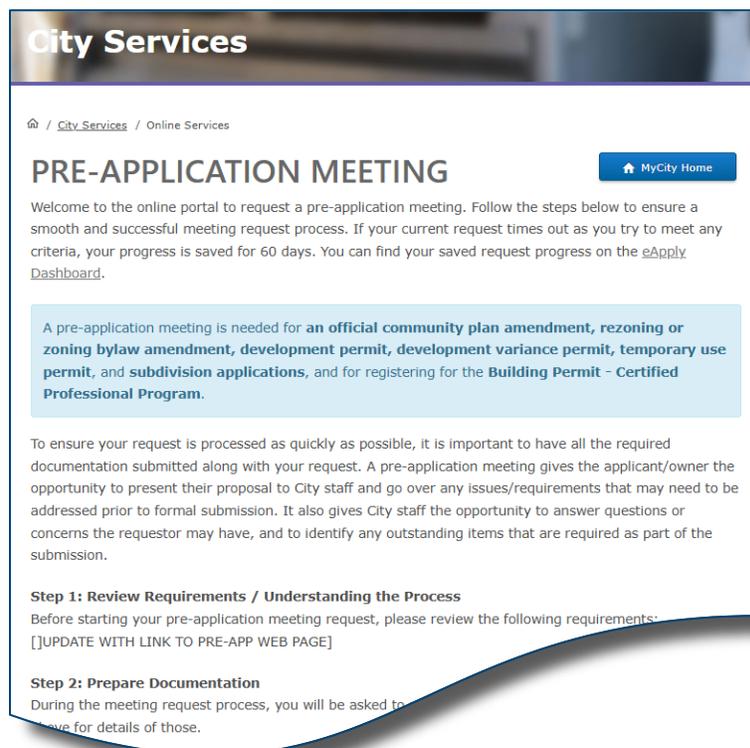
Please read all instructions carefully. If you have any questions, contact City of Nanaimo staff at building.inspections@nanaimo.ca or 250-755-4429 for help.

! CLICK HERE to start your request !

Pre-Application Meeting Request Start Page

Important:

This page includes important information about completing your request or application. Preparing ahead of time will help ensure a smooth and successful application process.



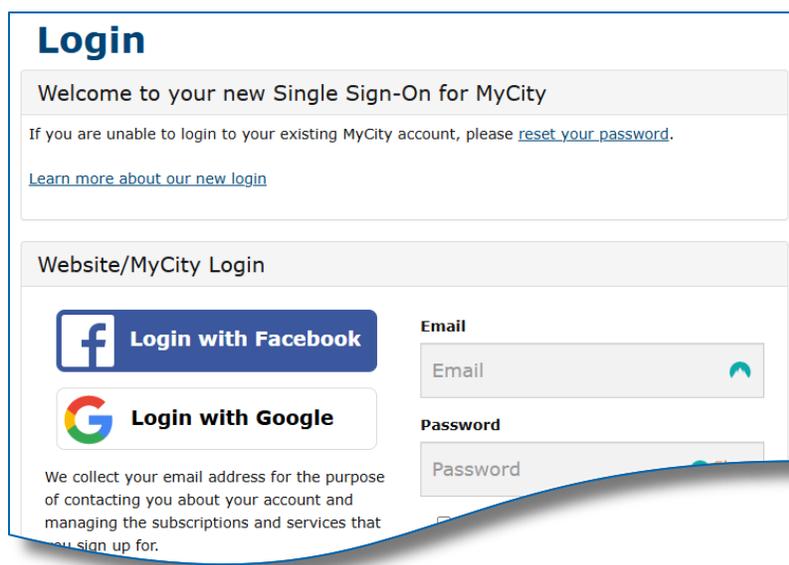
1. Open the **Pre-Application Meeting start page**.
2. **Read the content** provided on the page.
3. Select "**Continue**" to proceed.

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!



Login

Welcome to your new Single Sign-On for MyCity

If you are unable to login to your existing MyCity account, please [reset your password](#).

[Learn more about our new login](#)

Website/MyCity Login

 **Login with Facebook**

 **Login with Google**

Email

Email

Password

Password

We collect your email address for the purpose of contacting you about your account and managing the subscriptions and services that you sign up for.

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

1. **Enter your personal or business email address and password.**
 - If you've forgotten your password, click "**Forgot your password?**" and follow the prompts.
2. If using a personal device, **check the "Remember me" box** if you want the site to remember your login details.
 - This option is not recommended for public or shared computers.
3. **Complete the reCAPTCHA** to verify you are not a robot.
4. Click "**Login**" to access your account.

Ownership Status 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.

Ownership Status

Before requesting a pre-application meeting, you must have an ownership interest in the property or be authorized to act on behalf of the owner(s).

You must meet one of the following conditions:

- You are the **sole property owner**,
- You are **one of multiple owners**,
- You are an **authorized signing authority** for the property owner (including signing authority for a company, society, or organization that owns the property), or
- You are an **agent authorized by the owner(s)** to act on their behalf.

If there are multiple individual owners—such as spouses, family members, business partners, or joint tenants—please select "**I am one of multiple owners.**"

Applicants or agents acting on behalf of one or more owners must submit an **Appointment of Agent Form**.

Important: If you do **not** own the property and do **not** have authorization from the owner, you **cannot** request a pre-application meeting. For general questions about a property you do not own or represent, please contact staff by phone, email, or in person at the Service and Resource Centre (SARC), 411 Dunsmuir Street.

Select the option that best describes your relationship to the property: * ?

I am the sole owner

I am one of multiple owners

I am an authorized signing authority for the owner(s)

I am an agent acting on behalf of the owner(s)

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Continue →

1. Select **one** of the available options
2. Click "**Continue**" to move forward.

Primary Application Type Page

⚠ Important:

A pre-application meeting request is needed for each development. If you have multiple development inquiries, please apply for a separate pre-application meeting for each inquiry.

Primary Application Type

The **PRIMARY** type of application is the one you would like the most information on. On the next page, you can designate any **ADDITIONAL** types as secondary application types you think are relevant and want to discuss during the pre-application meeting.

NOTE: A pre-application meeting request is needed for each development proposal. If you have multiple development proposals, please apply for a separate pre-application meeting for each.

Primary Application Type Selection

SUBDIVISION

OFFICIAL COMMUNITY PLAN AMENDMENT

REZONING / ZONING BYLAW AMENDMENT

DEVELOPMENT PERMIT

DEVELOPMENT VARIANCE PERMIT

TEMPORARY USE PERMIT

OTHER

← Back
Continue →

1. Select the **primary type of application** you would like the most information on. On the next page you can select additional types as secondary application types if applicable.
2. Click “**Continue**” to move forward.

Additional Application Types (optional) Page

⚠ Important:

A pre-application meeting request is needed for each development. If you have multiple development inquiries, please apply for a separate pre-application meeting for each inquiry.

Note: Adding additional application type is an **optional** step

Additional Application Types (optional)

The **additional** types are any optional secondary application types you think are related and want to discuss during the pre-application meeting.

NOTE: A pre-application meeting request is needed for each development proposal. If you have multiple development proposals, please apply for a separate pre-application meeting for each.

ADDITIONAL Types

Subdivision

Official Community Plan Amendment

Rezoning / Zoning Bylaw Amendment

Development Permit

Development Variance Permit

Temporary Use Permit

Other (please provide description below)

ADDITIONAL "Other" Description

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[Continue →](#)

1. If required, select an additional application type for secondary applications if applicable.
 - If you cannot find the additional application type you require, type it in the **ADDITIONAL "Other" Description** field
 - If you are not planning to submit a secondary application you do not need to select any type and click "**Continue**" to move forward.
2. Click "**Continue**" to move forward.

Documents Upload(s) 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.

Document Uploads

Upload the mandatory and optional documents that are applicable to your meeting request. One document can be uploaded for each document type below. If you have more information than required, please send our staff an email with those details before the meeting.

Note: Files must be in PDF format. *Photos or screenshots of documents and plans converted to PDFs will not be accepted.*

[UPDATE WITH FINAL PRE-APP LINK] [Check the complete pre-application meeting information here.](#)

If this application times out while you gather all relevant information, your progress is saved for 60 days. You can find your saved application progress on your [eApply Dashboard](#). No need to start a new application!

Mandatory Upload(s)

Concept Plans* ?

Optional Upload(s)

Appointment of Agent form (signed)

Other: ?

Here's where you can upload documents related to your application. Some document types may not be applicable to your application. Click the link "**Check the complete pre-application information here**" for information on when certain documents are required.

1. For each applicable document type:

- Click "**Add 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.

2. **Uploaded the wrong document?**

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

3. Click **“Continue”** to move forward.

Contact Information Page

⚠ Important:

City of Nanaimo staff will enquire about all attendees when coordinating the timing and agenda of the meeting.

CONTACT INFORMATION

Please provide your contact information below. If you represent a business, please provide the business name and contact information (phone number and email). This contact information will be used to coordinate the pre-application meeting.

Note: City of Nanaimo staff will enquire about all attendees when coordinating the timing and agenda of the meeting.

Contact Information

Please enter your contact information below.

First Name*	Initial
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
First name is required.	
Last Name*	
<input style="width: 95%;" type="text"/>	
Last name is required.	
Phone	
<input style="width: 95%;" type="text"/>	
Contact Email Address*	
<input style="width: 95%;" type="text"/>	
Email address is required.	
Confirm Email Address*	
<input style="width: 95%;" type="text"/>	
Email address is required.	

Business Information

Please select the option(s) below that pertain to you.

Business Name

Here, you can add and manage contact information for both personal and business purposes. Both contacts may be added from this page. Fill in the “Business Information” section if you are representing a business.

1. **Review and fill in the information;** you must complete all mandatory fields (*).
2. Click "**Continue**" to proceed.

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 227, 411 Dunsmuir St., Nanaimo”, try searching “411 Dunsmuir”.
- 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. If you know the **PID** of the property, click the PID button and enter it in the search box.

You can add **one or more properties** with the search below, but it 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".

Note: A pre-application meeting request is needed for each development proposal. If you have multiple development proposals, please apply for a separate pre-application meeting for each.

Civic Address ✓

PID

Q

← Back

Continue →

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**.
3. When you have selected all properties that are related to this pre-application request, click **“Continue”**.

Meeting Time Preferences Page

⚠ Important:

Note: Please expect a response to book a meeting within a week of staff receiving your pre-application meeting request.

MEETING TIME PREFERENCES

Please provide your meeting time preferences below. City of Nanaimo staff will use these suggestions to coordinate with you to find a time that works for the meeting.

Tip: Use the **Any additional meeting information** field below to define the meeting preferences better, e.g. "Usually Monday works but not Monday the 7th".

Note: Please expect a response to book a meeting within a week of staff receiving your pre-application meeting request.

Preferred meeting time*

Preferred day of the week to meet*

Preferred meeting format*

Any additional meeting information ?

1. Select **one of the available meeting time options**.
2. Select a **preferred day of the week to meet**. You can select more than one.
3. Select **your preferred meeting format**.

4. **Tip:** Use the **Any additional meeting information** field below to define the meeting preferences better, e.g. "Usually Monday works but not Monday the 7th"
5. Click "**Continue**" to move forward.

Confirmation Page

⚠ Important:

Please review all information carefully. Incomplete requests or 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 request.

Receipt Page

⚠ Important:

The pre-application meeting number listed on this page is **for reference only**.

! No work can begin on a project until all criteria are complete and a permit is issued by the City of Nanaimo.

Congratulations! Your request has been submitted.

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