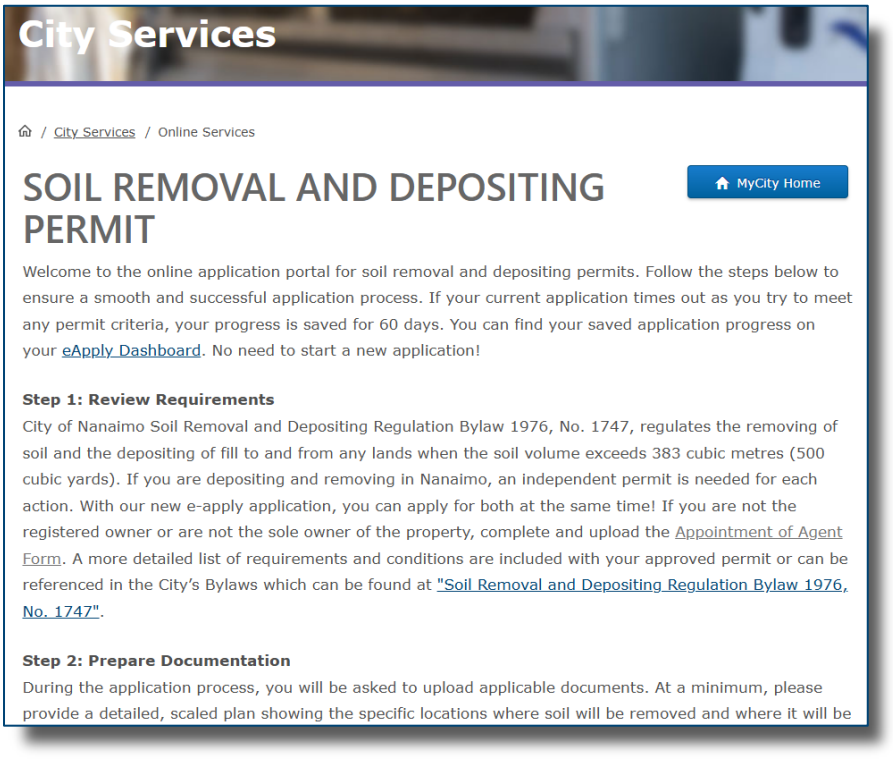
eApply User Guide:
How to apply for a
Soil Removal and Depositing permit

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

Introduction

With the eApply portal, applying for a Soil Removal and Depositing 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! → Soil Removal and Depositing 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!

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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:

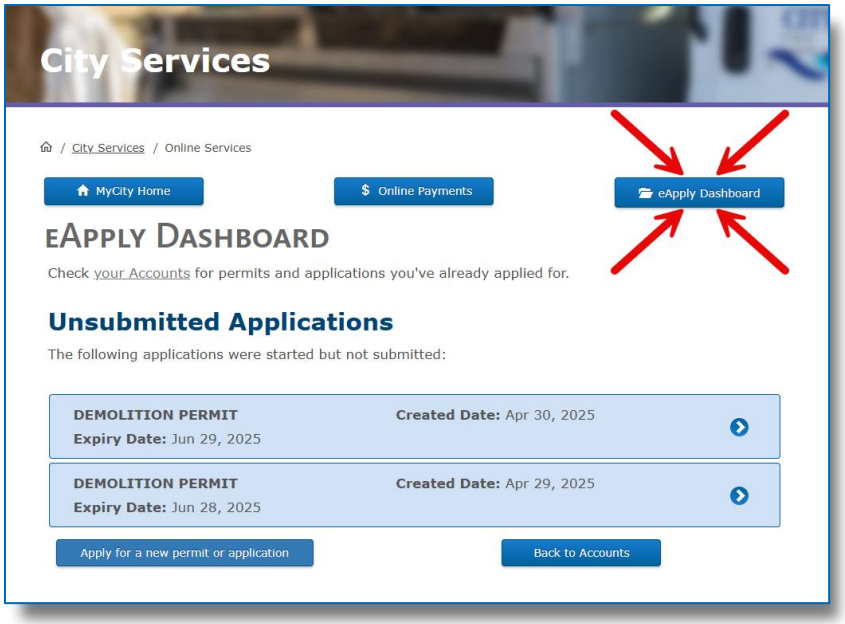
- Tool tips are marked with this blue icon. **Hover over** them to see helpful information!
- * Mandatory items are marked with a red asterisk.

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 Soil Removal and Depositing Permit Application

Before you begin applying for a Soil Removal and Depositing Permit, 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 Soil Removal and Depositing Requirements

Before starting your application, please review the Soil Removal and Depositing Permit 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

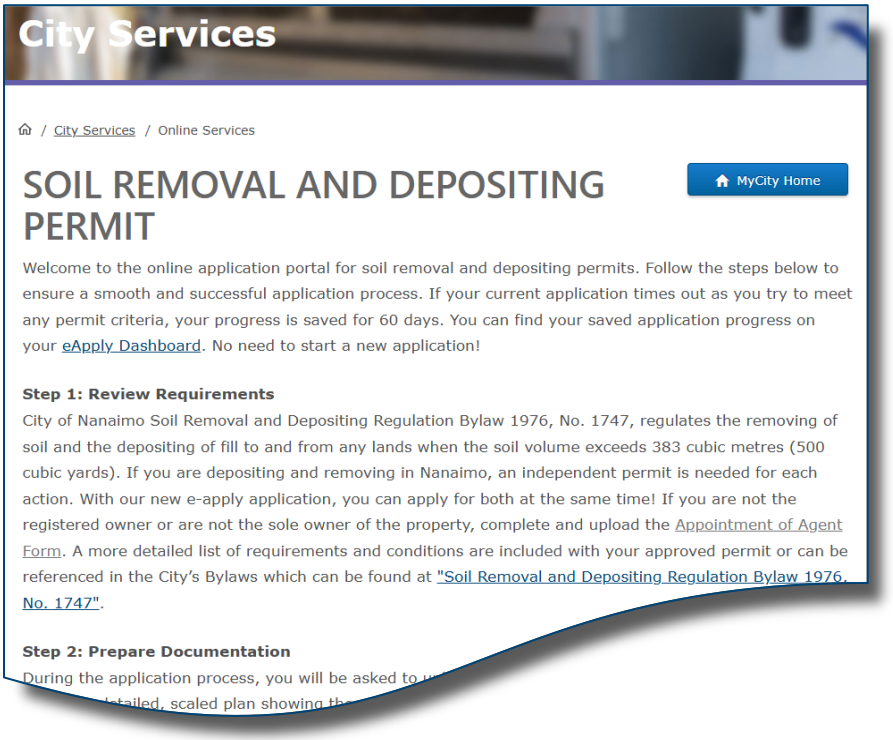
Let's get started! This section explains the different pages you'll see while completing your eApply Soil Removal and Depositing permit application and provides details on how to complete your application.

Please read all instructions carefully. If you have any questions, contact City of Nanaimo staff at developmentengineering@nanaimo.ca or 250-754-4251 for help.

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

Soil Removal and Depositing Permit Application Start Page

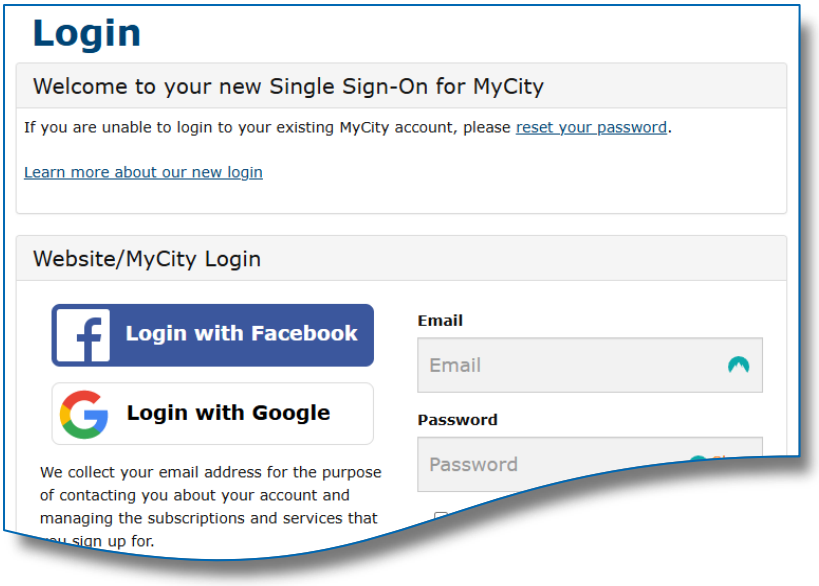
> ⚠️ **Important:**
>
> This page includes important information about completing your application. Preparing ahead of time will help ensure a smooth and successful application process.



1. Open the **Soil Removal and Depositing Permit Application start page.**
1. **Read the content** provided on the page.
2. Click **"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!



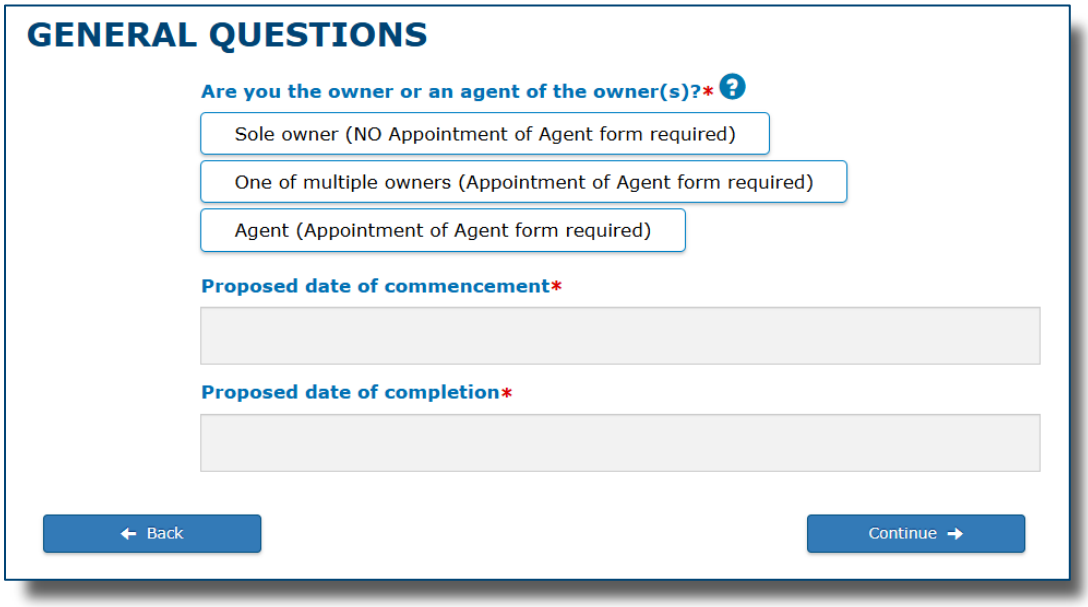
Using Facebook or Google

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

Using Email and Password

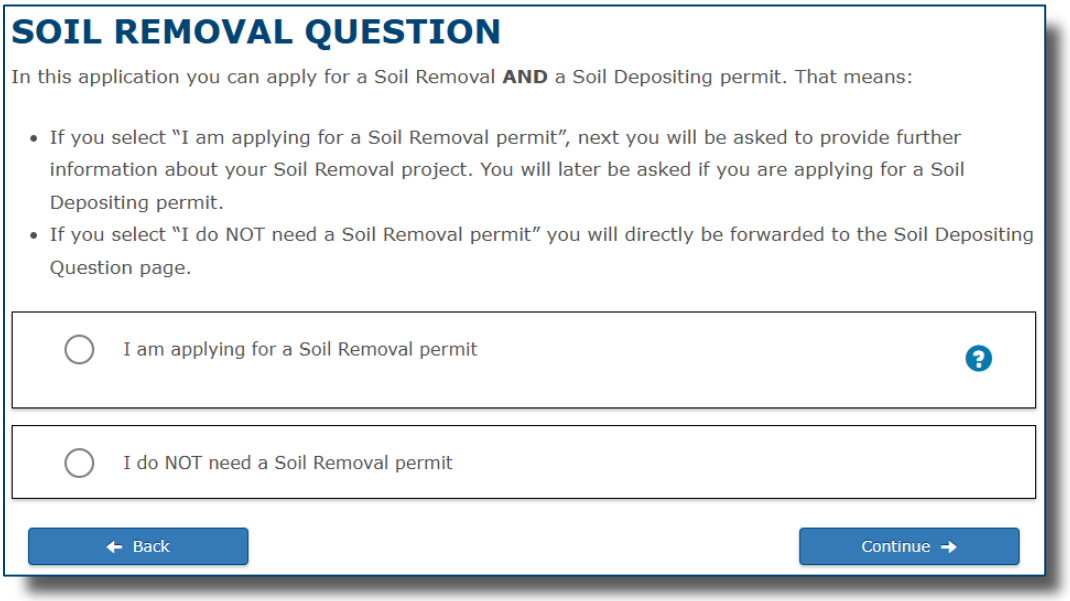
1. **Enter your personal or business email address and password**.
2. If you've forgotten your password, click "**Forgot your password?**" and follow the prompts.
3. If using a personal device, **check the "Remember me" box** if you want the site to remember your login details.
4. This option is not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

General Questions



1. Click ? to further **understand the information required**.
2. **Review and fill in the information**; all fields on this page are marked with a red asterisk and are therefore mandatory fields (*).
3. **Enter the applicable dates in YYYY-MM-DD format.**
4. Click **"Continue"** to move forward.

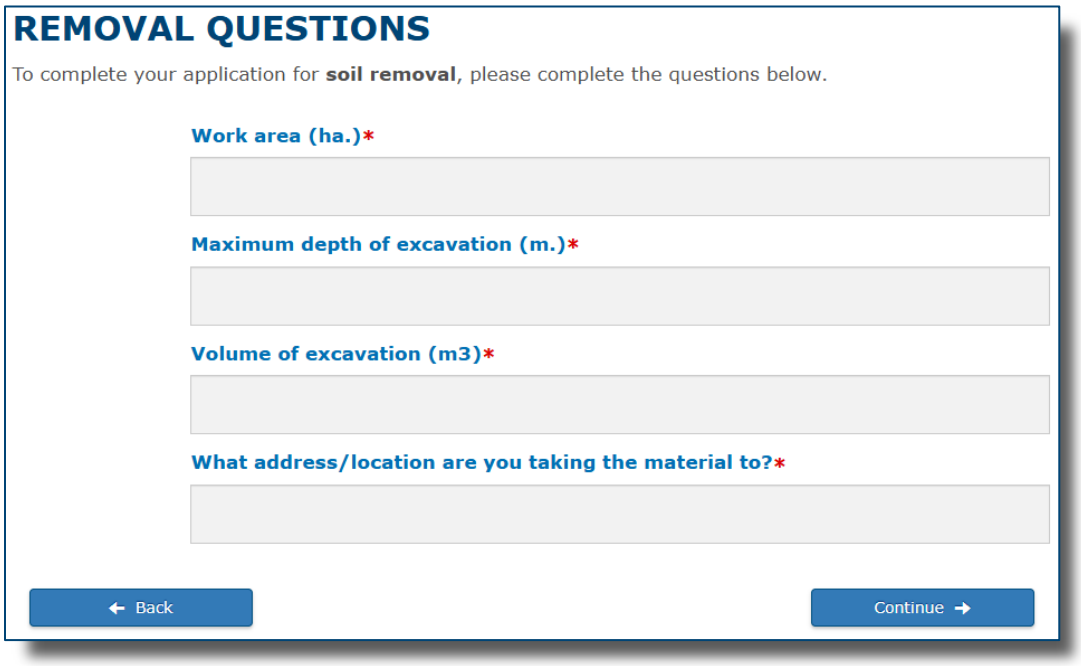
Soil Removal Question



Depending on your selection you will be asked more questions about your Soil Removal work:

1. Click ? to further understand the information required.
2. Select **one of the two options** that is applicable to you.
3. Click **"Continue"** to move forward.

Removal Questions

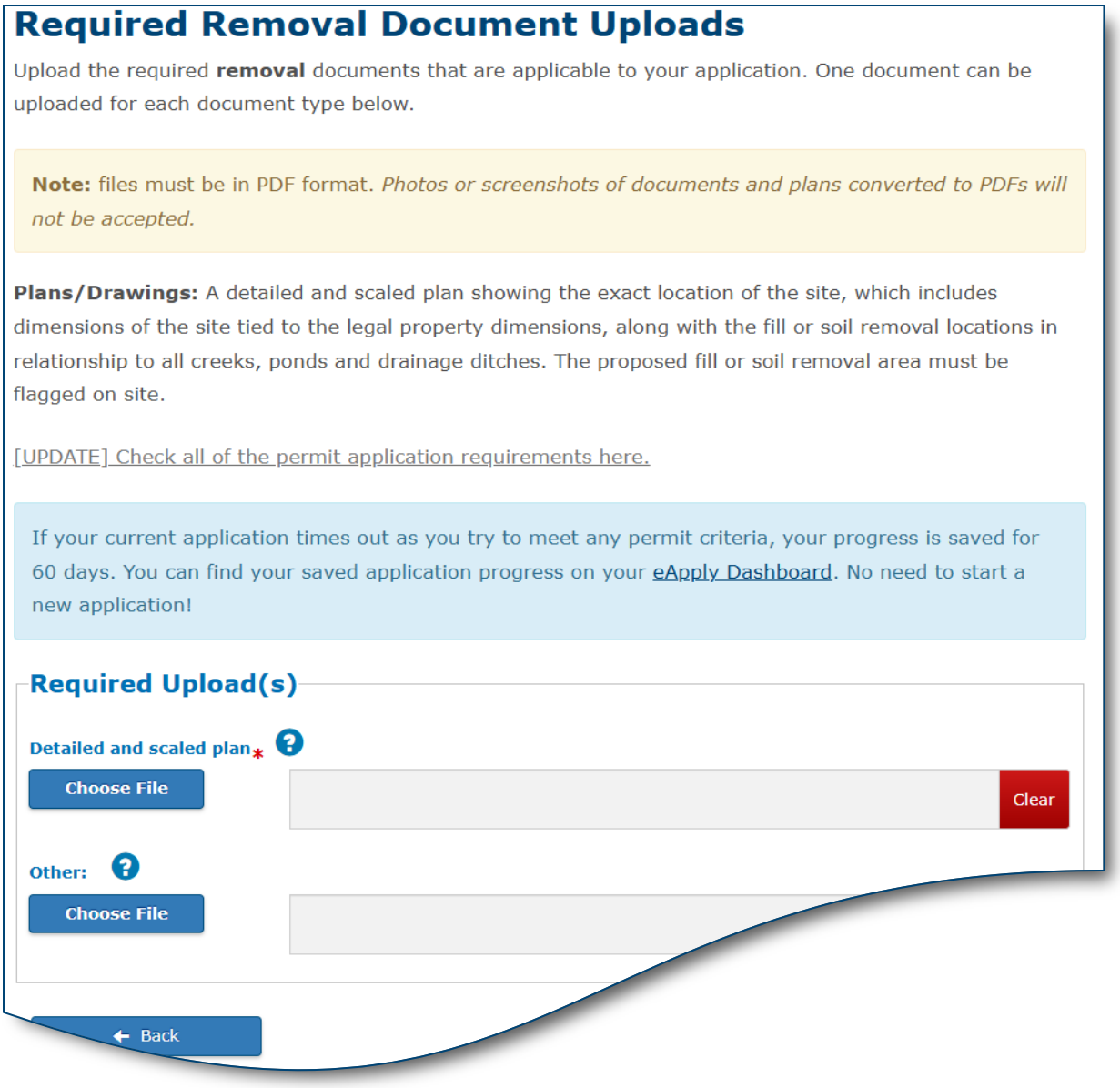


On this page:

1. **Review and fill in the information**; all fields on this page are marked with a red asterisk and are therefore mandatory fields (*).
2. Click **"Continue"** to move forward.

Required Removal Document Uploads 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.

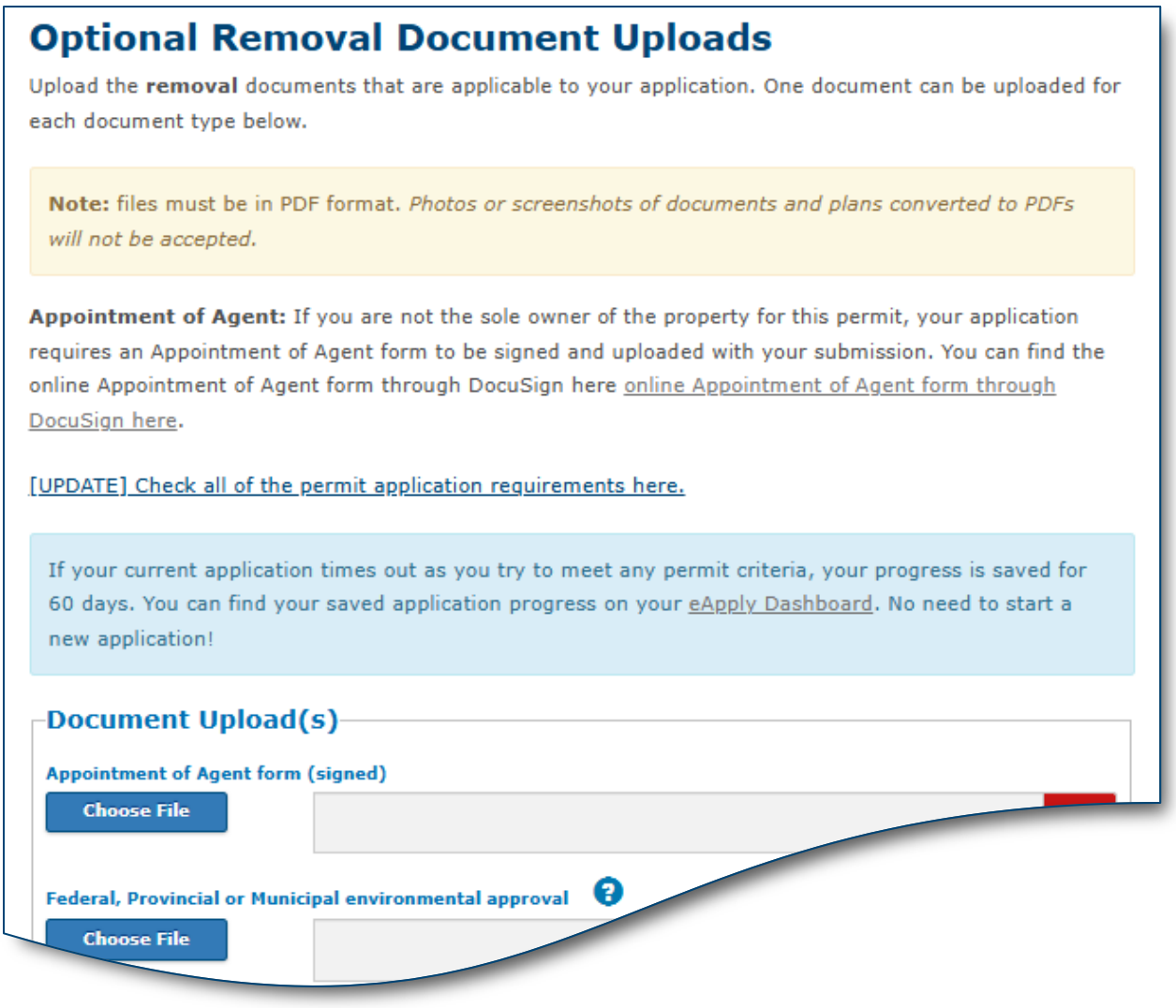
For each applicable document type:

1. Click  to further understand the documentation required.
2. Click **"Choose File"**. A file explorer window will open.
3. From the window, select the appropriate file from your device.
4. Click **"Open"** and the filename will appear in the grey field.
5. **Repeat this step** for each type of document you need to upload.
6. **Uploaded the wrong document?**
    - Next to the file you want to remove, **click "Clear"**.
    - Follow step 1 above and upload the correct document.
7. Click "**Continue"** to move forward

Optional Removal Document Uploads Page

⚠️ **Important:**

Upload the documents that are applicable to your application. One document can be uploaded for each document type below.

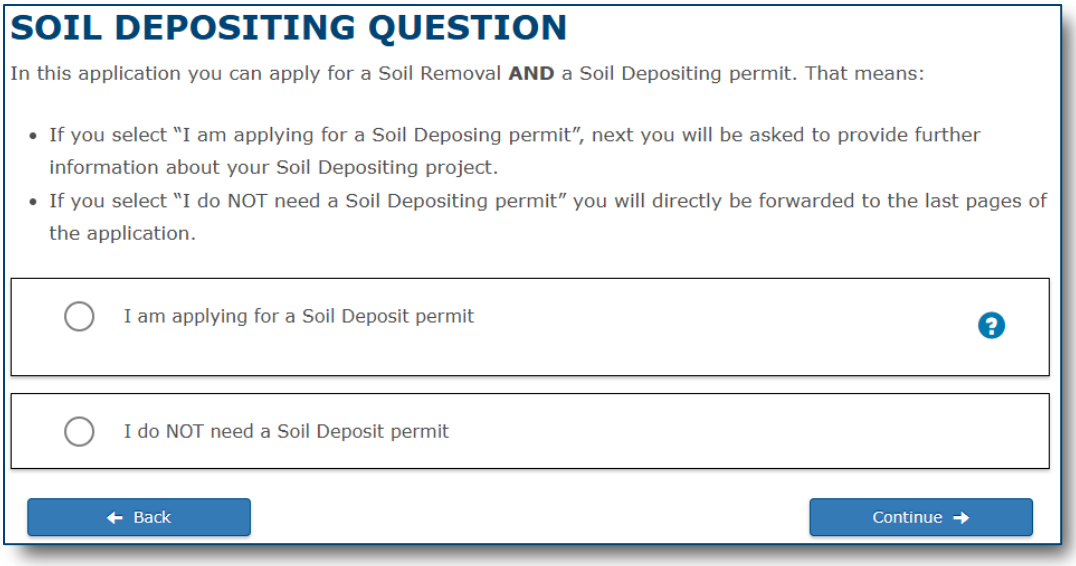


For each applicable document type:

1. Click  to further understand the documentation required.
2. Click **"Choose File"**. A file explorer window will open.
3. From the window, select the appropriate file from your device.
4. Click **"Open"** and the filename will appear in the grey field.
5. **Repeat this step** for each type of document you need to upload.
6. **Uploaded the wrong document?**
    - Next to the file you want to remove, **click "Clear"**.
    - Follow step 1 above and upload the correct document.
7. Click "**Continue"** to move forward.

Soil Depositing Question

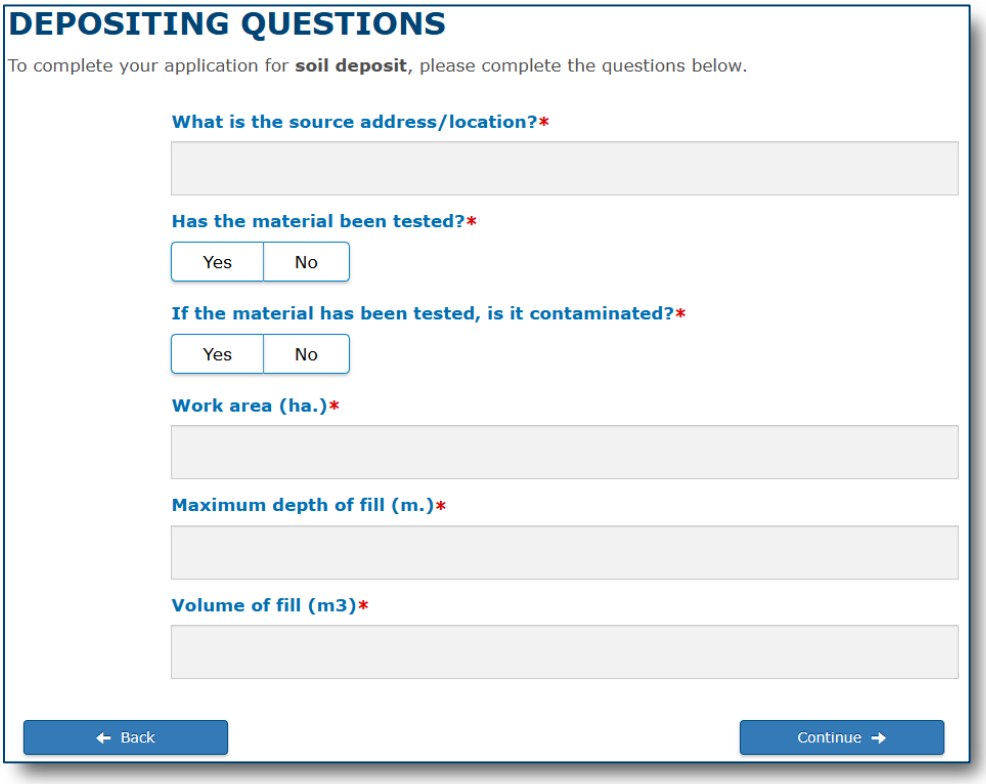
> ⚠️ **Important:**
>
> In this application you can apply for a Soil Removal **and** a Soil Depositing permit. If you only require a Soil Removal Permit, please select "I do NOT need a Soil Deposit" permit.



Depending on your selection you will be asked more questions about your Soil Depositing work:

1. Click ? to further understand the information required.
2. Select **one of the two options** that is applicable to you.
3. Click **"Continue"** to move forward.

Depositing Questions

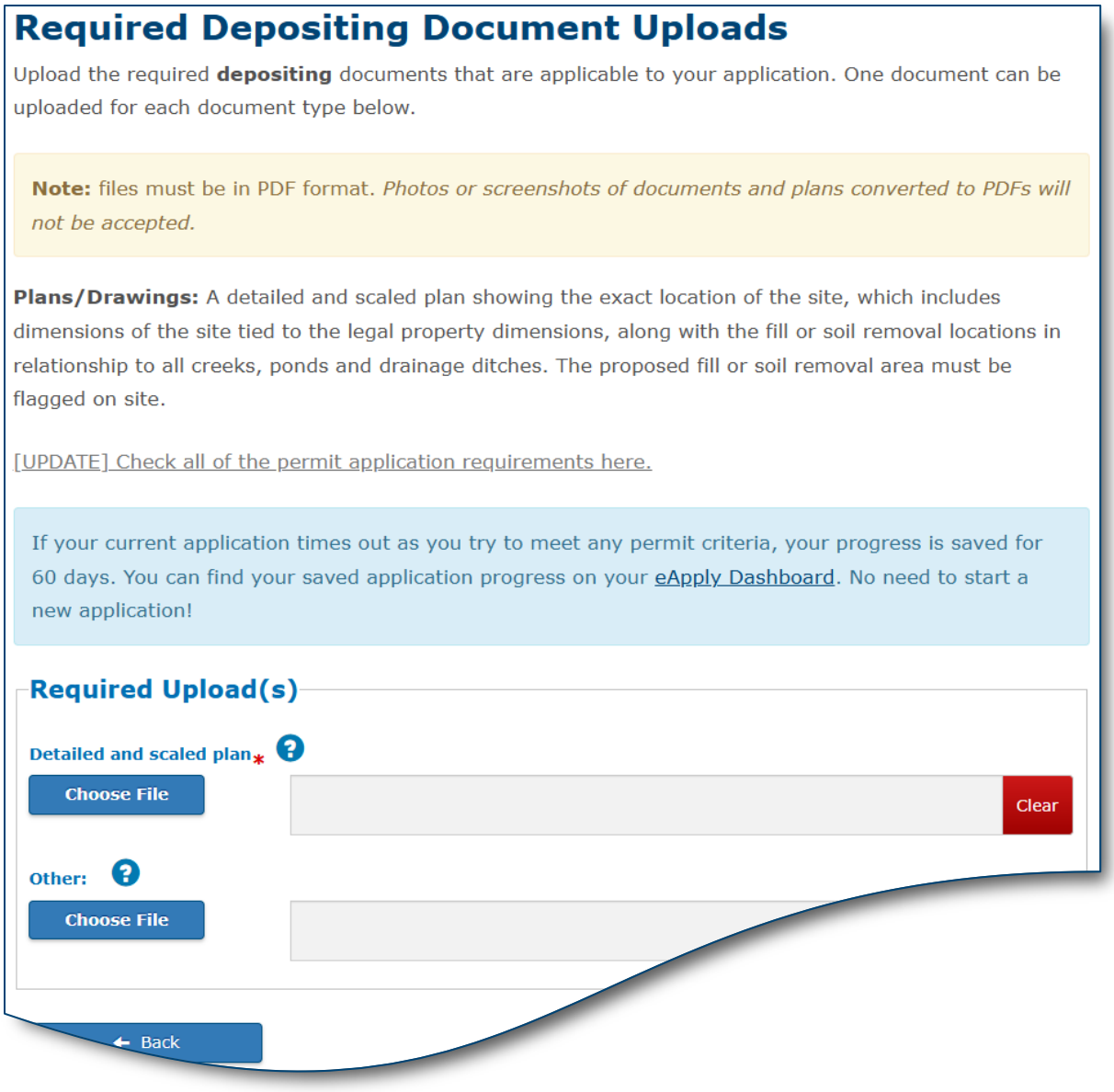


On this page:

1. **Review and fill in the information**; all fields on this page are marked with a red asterisk and are therefore mandatory fields (*).
2. Click "**Continue"** to move forward.

Required Depositing Document Uploads 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.



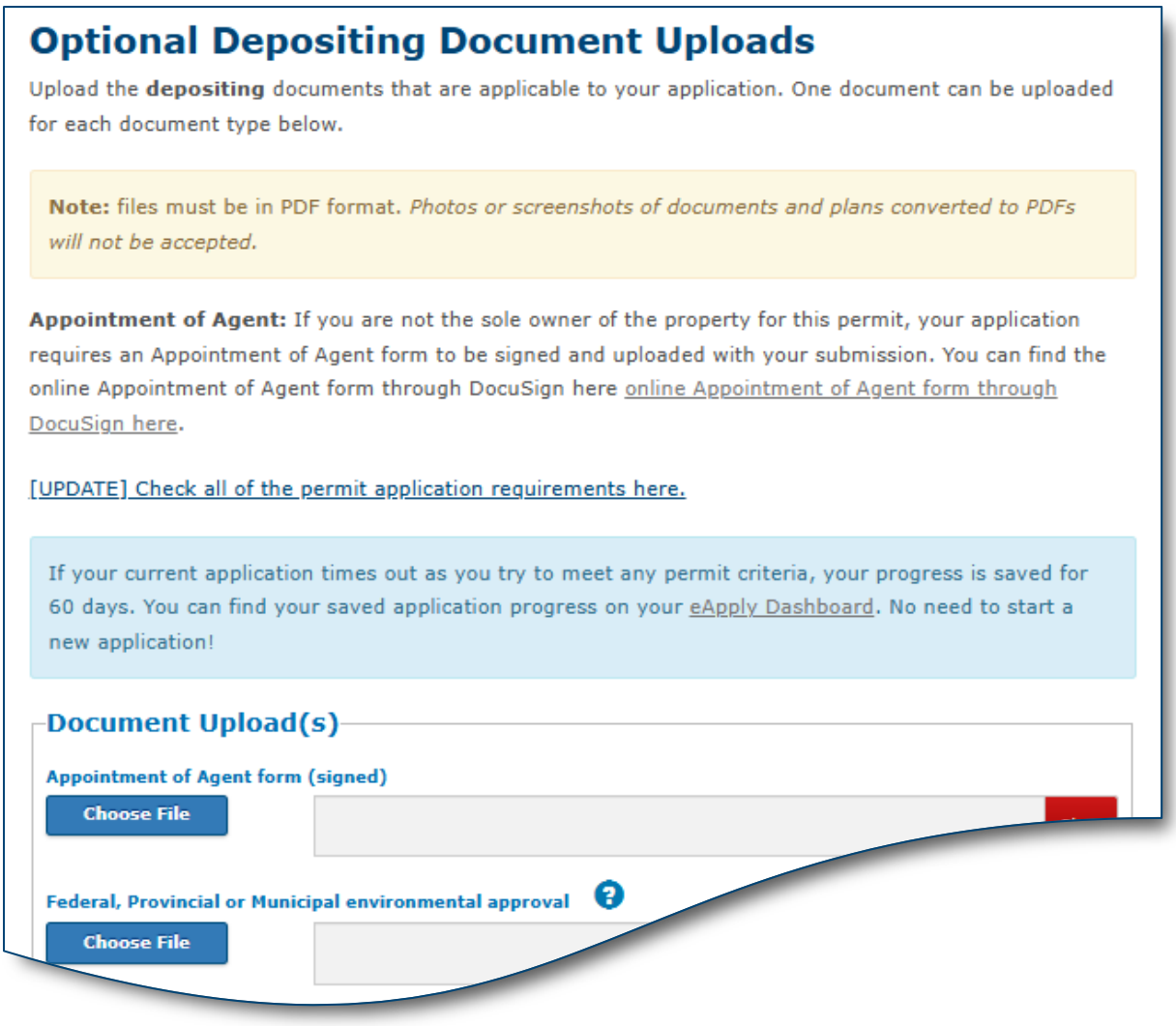
Here's where you can upload required documents related to your application.

For each applicable document type:

1. Click  to further understand the documentation required.
2. Click **"Choose File"**. A file explorer window will open.
3. From the window, select the appropriate file from your device.
4. Click **"Open"** and the filename will appear in the grey field.
5. **Repeat this step** for each type of document you need to upload.
6. **Uploaded the wrong document?**
    - Next to the file you want to remove, **click "Clear"**.
    - Follow step 1 above and upload the correct document.
7. Click "**Continue"** to move forward

Optional Depositing Document Uploads Page

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

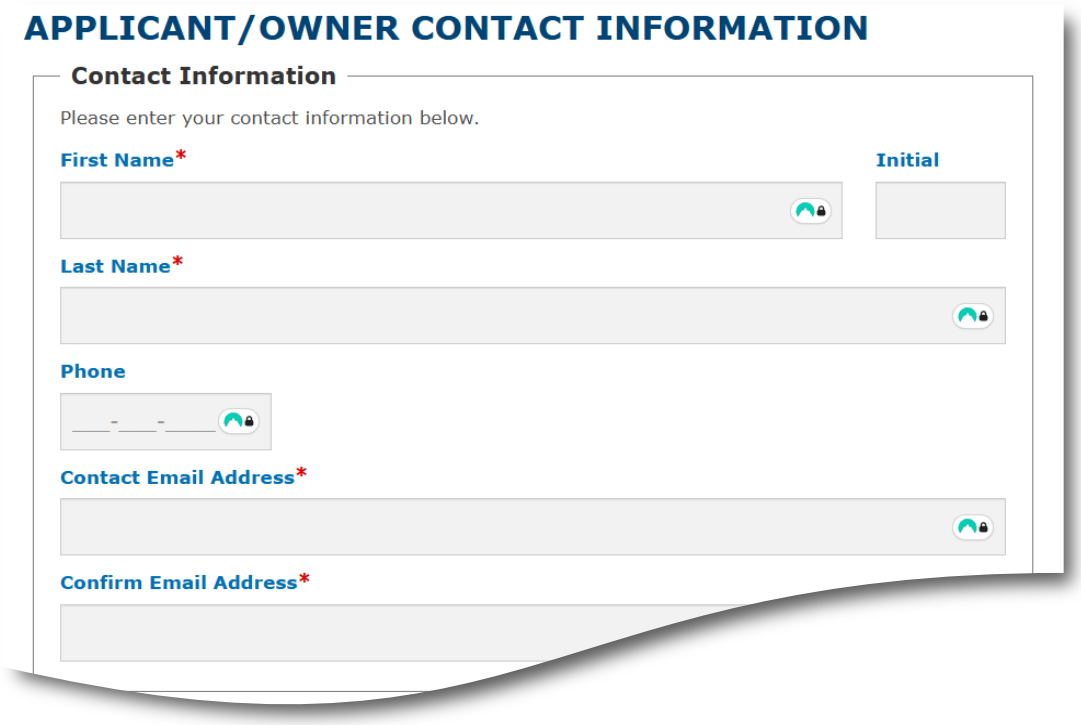


For each applicable document type:

1. Click  to further understand the documentation required.
2. Click **"Choose File"**. A file explorer window will open.
3. From the window, select the appropriate file from your device.
4. Click **"Open"** and the filename will appear in the grey field.
5. **Repeat this step** for each type of document you need to upload.
6. **Uploaded the wrong document?**
    - Next to the file you want to remove, **click "Clear"**.
    - Follow step 1 above and upload the correct document.

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

Applicant/Owner Contact Information Page

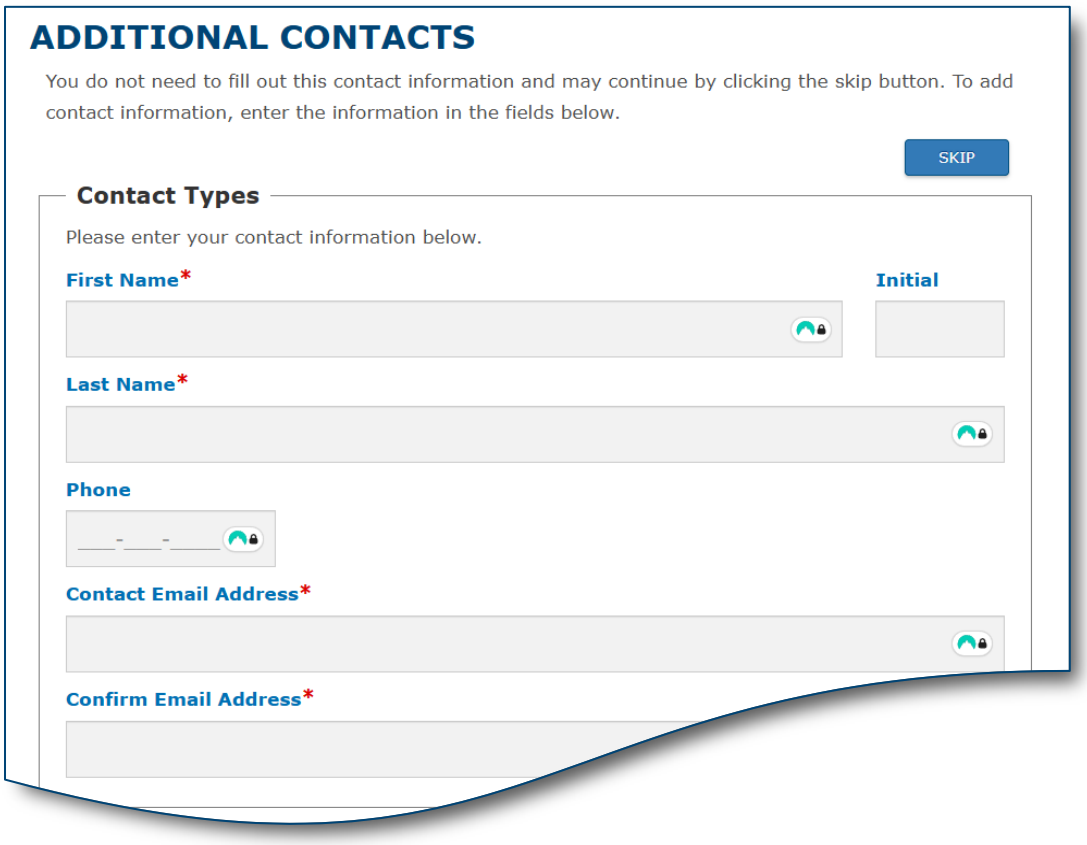


Here, you can add and manage contact information for both personal and business purposes. Multiple contacts may be added from this page.

1. **Enter your contact information;** you must complete all mandatory fields (*).
    - Note: Information from your MyCity profile will be automatically filled in on this page.
2. **Review and fill in business information if applicable**.
3. Click **"Add/Update Contact"** to proceed.
4. **OPTIONAL**:
    - To add additional contacts, click “Add New” and return to step 1.
    - 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

Additional Contacts Page

> ⚠️ **Important:**
>
> You can add additional contacts to this permit application. All listed contacts will receive information about the application.
>
> If you do NOT want to add any additional contacts, you can click **Skip** and move on to the next page.

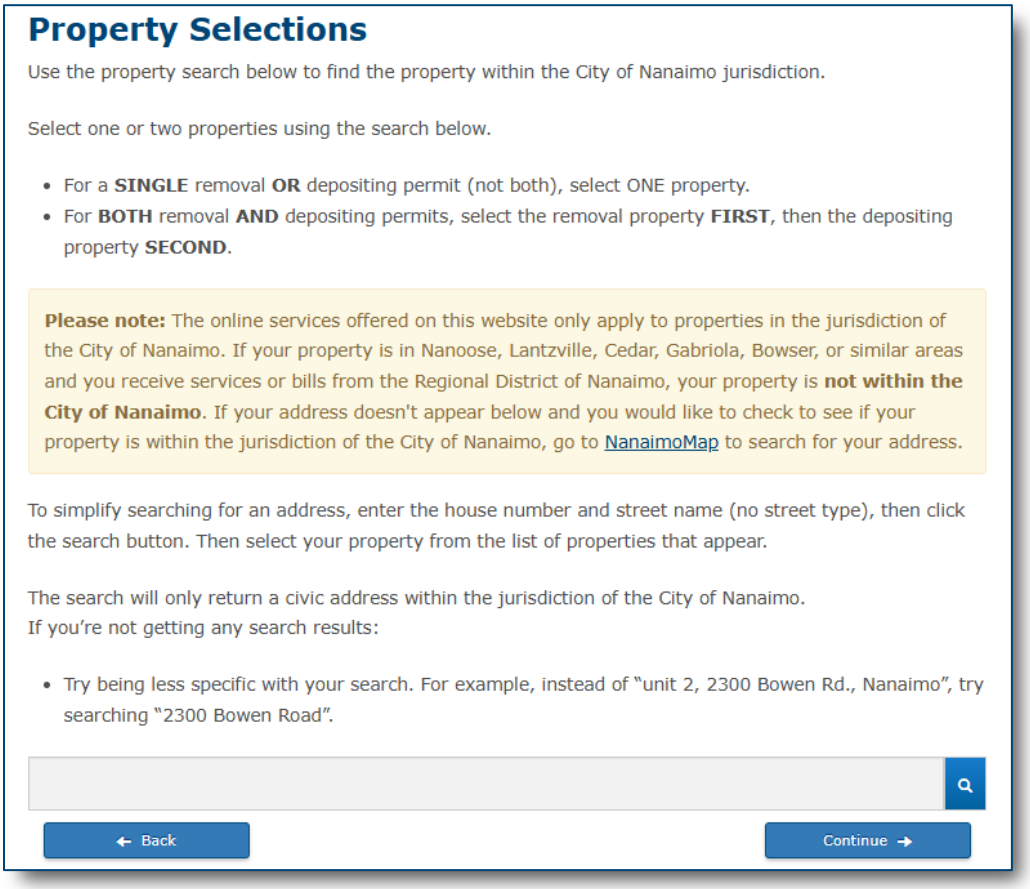


Please use this section to add any additional contacts. If your 24-hour emergency contact differs from the contact previously provided, ensure it is entered here.

1. **Enter your contact information;** you must complete all mandatory fields (*).
2. Click **"Continue"** to move forward.

Property Selections

> ⚠️ **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.

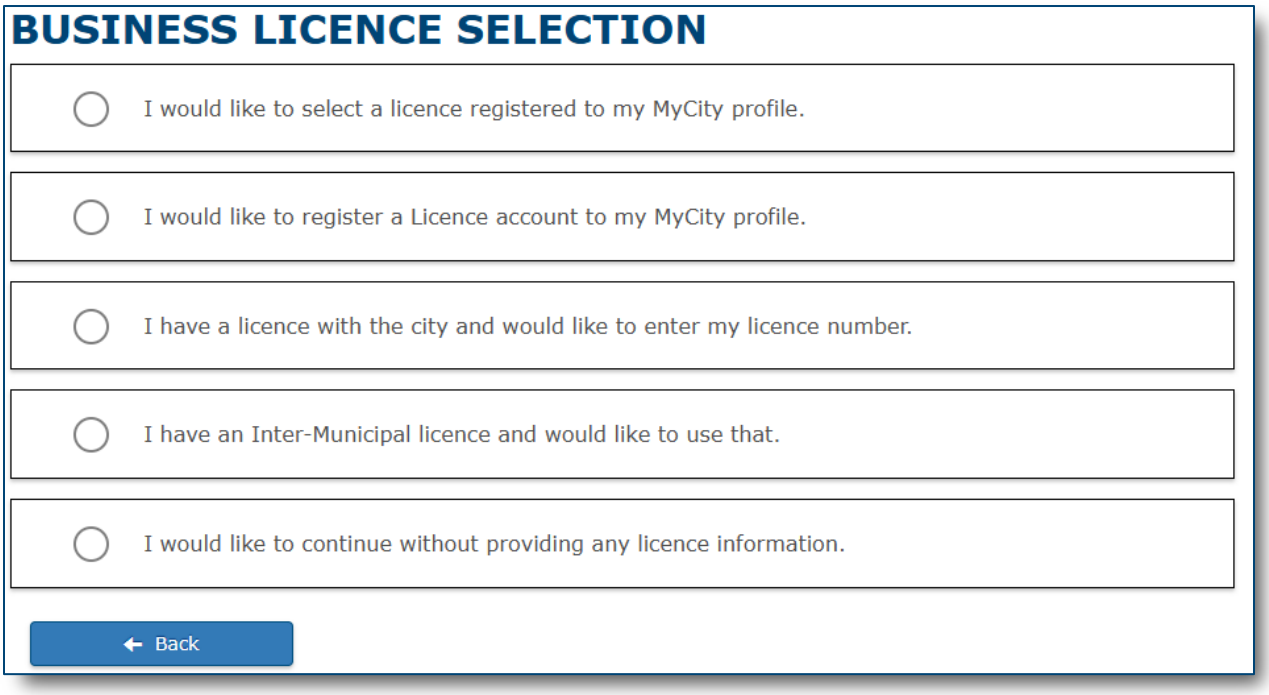


This page allows you to search for the property by Civic Address.

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.
3. When you have selected all applicable properties click **"Continue"** to move forward.

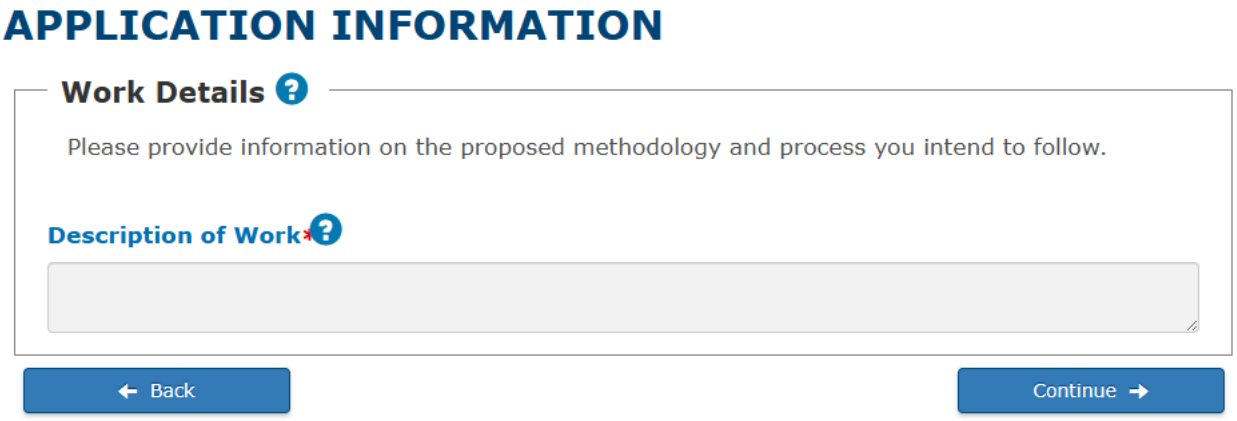
Business License Selection Page

You can connect a business license to your Soil Removal and Depositing 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)**.
4. Click **"Continue"** to move forward.

Application Information



3. Enter information on the proposed **process and methodology**.
1. Click **"Continue"** to submit your application.

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.