

eApply User Guide:

How to apply for a

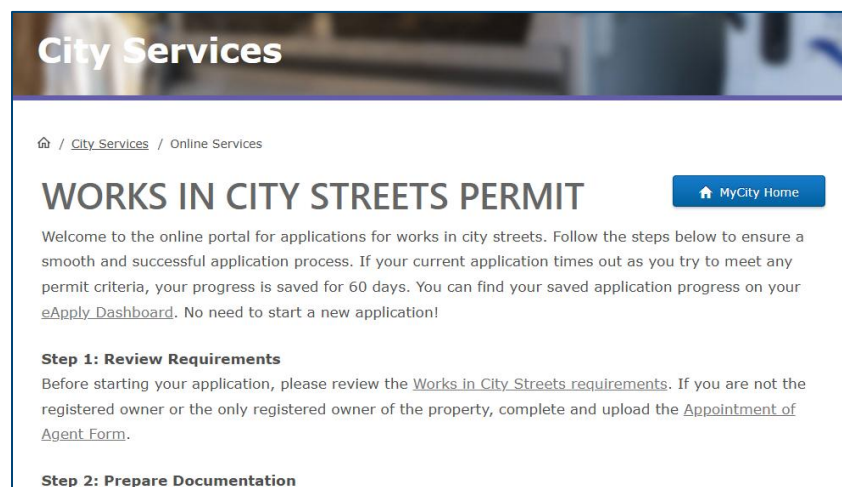
Works in City Streets permit

Welcome to the eApply portal! This guide will walk you through each step of the Works in City Streets 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 Works in City Streets 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! → [Works in City Streets 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.

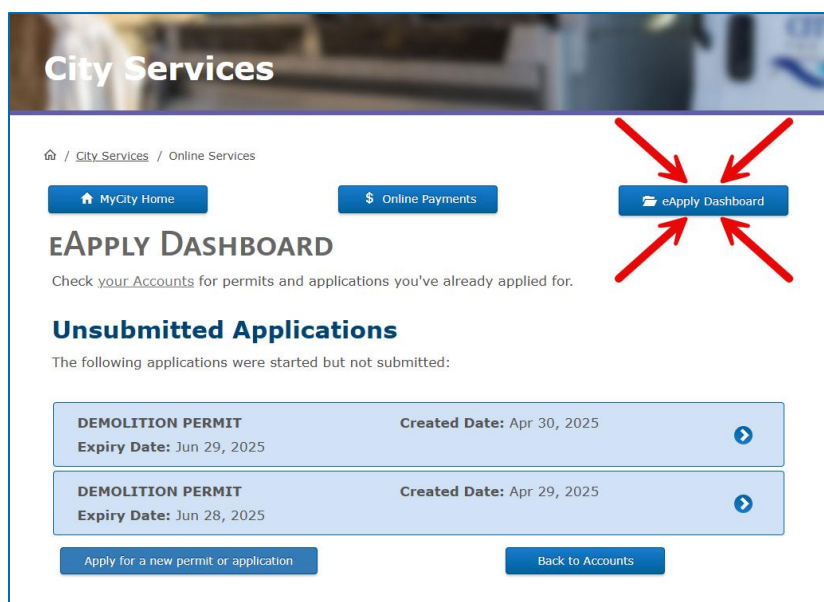
Unsubmitted Applications

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 Works in City Streets Permit Application

Before you begin applying for a Works in City Streets 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 Works in City Streets Requirements

Before starting your application, please review the [Works in City Streets 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 Works in City Streets permit application and provides details on how to complete your application.

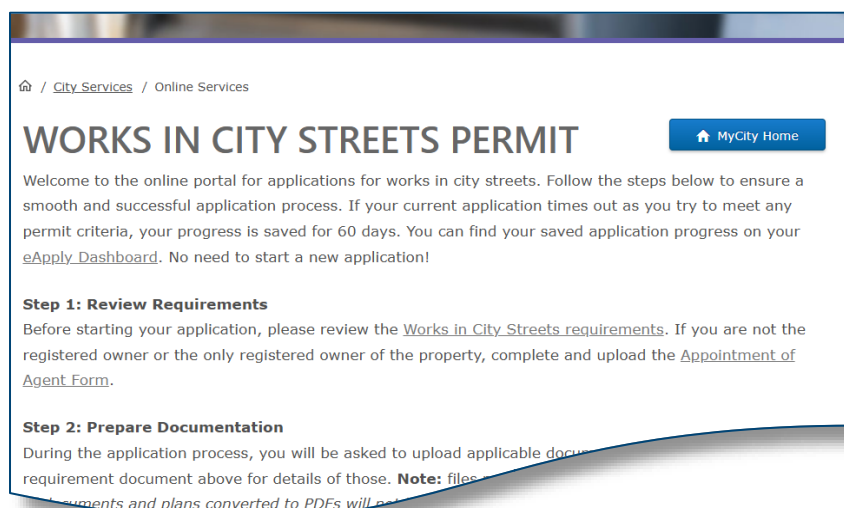
Please read all instructions carefully. If you have any questions, contact City of Nanaimo staff at developmentengineering@nanaimo.ca or 250-754-4251 for help.

! [CLICK HERE](#) to start your application !

Works in City Streets 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.



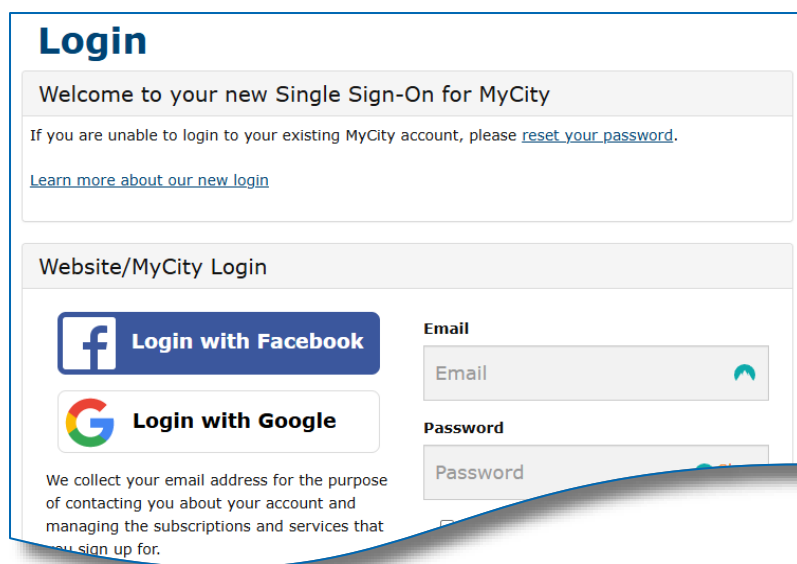
1. Open the [Work in City Streets Permit Application start page](#).
1. **Read the content** provided on the page.
2. Click "**Continue**" to proceed.

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!




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.**
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.

Required Questions

Important:

You will have to provide proof of insurance for this permit type. Here is an example of what that may look like: [Example Certificate of Insurance](#)

REQUIRED QUESTIONS

To expedite the processing of your application, the following information needs to be included.

Proof of Insurance: You will have to provide proof of insurance for this permit type. Here is an example of what that may look like: [Example Certificate of Insurance](#)


Location of work*

Nearest intersecting street*


Type of work*

Select... ▼


Proposed starting date*

yyyy-mm-dd 

Proposed completion date*

yyyy-mm-dd 

Insurance expiry date*

yyyy-mm-dd 


Is City of Nanaimo added as additional insured?*

Select... ▼

Insurance amount a minimum of \$2,000,000?*

Select... ▼

For each applicable field:

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. **None of the available options for the Type of work describes what you are planning to do?**
 - Select **“Other”** and describe the planned work in the field below.
4. **Enter the applicable dates in YYYY-MM-DD format** or **select the date** from the calendar that opens when you click the calendar icon.
5. If you cannot answer the bottom two questions with **Yes** you will **not be able to continue with your application**. You will have to provide proof of insurance that includes the City of Nanaimo covering a minimum of \$2,000,000 for this permit type.
6. Click **“Continue”** to move forward.

Optional Questions

⚠ Important:

If the Works in city streets permit application is related to one or more existing permits, please enter them below. This information will assist staff in processing your application.


OPTIONAL QUESTION

If the works in city streets permit application is related to one or more existing permits, please enter them below. This information will assist staff in processing your application.

Subdivision File Number: SUB	<input type="text"/>	?
Building Permit File Number: BP	<input type="text"/>	?
Engineering File Number: ENG	<input type="text"/>	?
Other file number	<input type="text"/>	?
Estimated value of work: CAD\$	<input type="text"/>	?

← Back
Continue →

For each applicable field:

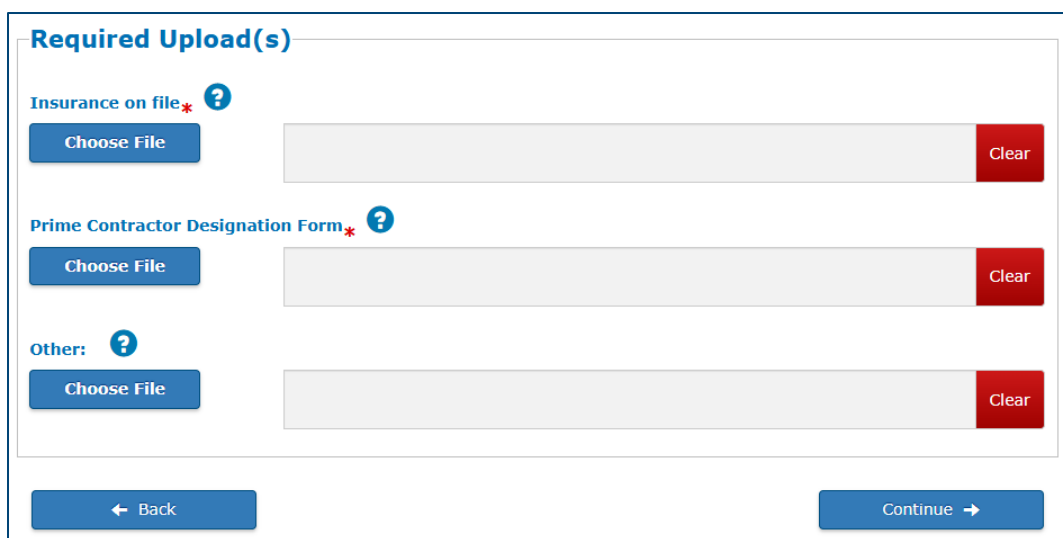
1. Click  to further understand the information required.
2. **Review and fill in the information;** none of the fields on this page are mandatory fields. Information on related existing permits will assist staff in processing your application.
3. Click **“Continue”** to move forward.

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.




The screenshot shows a web form titled "Required Upload(s)". It contains three sections for document uploads:

- Insurance on file*** (with a help icon): A blue "Choose File" button, a grey text input field, and a red "Clear" button.
- Prime Contractor Designation Form*** (with a help icon): A blue "Choose File" button, a grey text input field, and a red "Clear" button.
- Other:** (with a help icon): A blue "Choose File" button, a grey text input field, and a red "Clear" button.

At the bottom of the form are two buttons: a blue "← Back" button on the left and a blue "Continue →" button on the right.

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

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)

Approved drawings ?

Choose File

Clear

Traffic management plan ?

Choose File

Clear

Appointment of agent (signed)

Choose File

Clear

Other: ?

Choose File

Clear

← Back

Continue →

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.

Contact Information Page

CONTACT INFORMATION

Contact Information

Please enter your contact information below.

First Name*

Initial

Last Name*

Phone

Contact Email Address*

Confirm Email Address*

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 (*).
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

24-Hour Emergency Contact Page

⚠ Important:

Please provide a 24-hour emergency contact in the event there are problems with the work after hours. The City will contact this person to correct deficiencies.

24-HOUR EMERGENCY CONTACT

Please provide a 24-hour emergency contact in the event there are problems with the work after hours. The City will contact this person to correct deficiencies.

Contact Information

Please enter your contact information below.

First Name*

Initial

Last Name*

Phone*

Contact Email Address*

Confirm Email Address*

Mailing Address

Please enter your mailing address information below.

Additional Information

Here, you can enter the 24-hour emergency contact information.

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

Business License Selection Page

You can connect a business license to your Works in City Streets application and eApply gives you several options to do this. Read each option carefully and choose the one best suited for your application.

BUSINESS LICENCE SELECTION

☐ I would like to select a licence registered to my MyCity profile.

☐ I would like to register a licence account to my MyCity profile.

☐ I have a licence with the city and would like to enter my licence number.

☐ I have an Inter-Community licence and would like to use that.

☐ I would like to continue without providing any licence information. I understand I must provide a valid business licence before permit issuance.

[← Back](#)

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.

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.