

# Wilsonville's Online Permitting & Licensing Portal Instructions

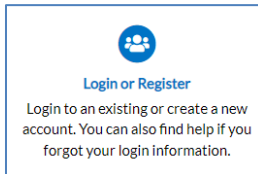
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These instructions will show you how to create an online account to use when applying for permits/plans/business licenses, pay associated fees, and request inspections.

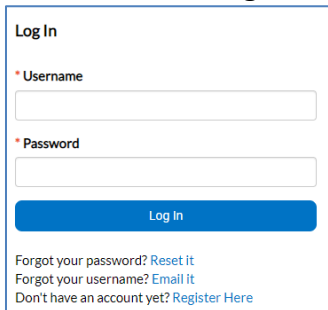
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[Apply for a permit/plan/license online](#).....[page 4](#)  
[Pay fees online](#).....[page 6](#)  
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## CREATING YOUR ONLINE ACCOUNT

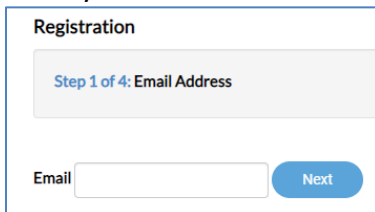
1. Go to the **Online Portal**: <https://www.ci.wilsonville.or.us/Online-Portal>
2. Click the tile to **Login or Register**:



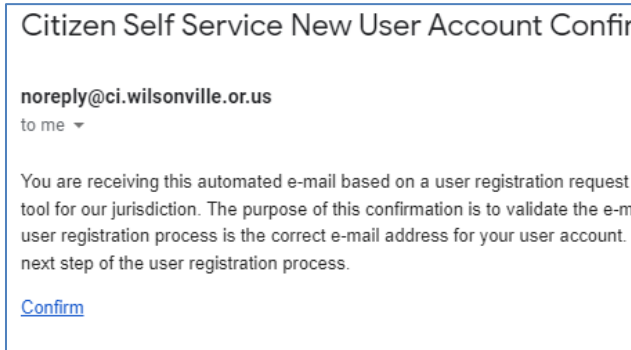
3. Click the link to **Register Here**:



4. Enter your email address and click **Next**:




5. Check your email account for a confirmation email and click the link in the email to **confirm**.



6. Check the box **“I’m not a robot”**, and enter a **Username**, **Password**, and **Confirm Password**. If you have been a customer with the City of Wilsonville before, you might already be in the system. If that is the case, select the contact record that best matches you by clicking **Continue**. This will link any past permit records with your new account.

Registration

Step 2 of 4: Login information

I'm not a robot  [Privacy - Terms](#)

\*REQUIRED



\* Username

\* Password

\* Confirm Password

Email

Is this you?  
Please select the best contact record to continue

 Beth Customer Wolf Test Company <input type="button" value="Continue"/>	 Beth Customer Wolf Test Company <input type="button" value="Continue"/>
--	--

7. Enter the rest of your Personal Info on this screen. If you were a previous customer, the info will be grayed out. Click the **Additional Contact Information** to add anything else to the record. Click **Next** to continue.

Registration

Step 3 of 4: Personal Info

First Name

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

[Additional Contact Information](#)

8. Enter your Address, City, State, and Postal Code. If you were a previous customer, the info will be grayed out. Click **Submit** to finish the process.

Registration

Step 4 of 4: Address

\* Address

City

State

Postal Code

9. You will be automatically signed in, and you can verify this by seeing your username in the upper right corner of the screen.

Good Morning, [Beth Customer Wolf](#)

WILSONVILLE OREGON

[Dashboard](#) [Help](#) [Home](#) [Apply](#) [My Work](#) [Today's Inspections](#) [Map](#) [Fee Estimator](#) [Search](#) [Calendar](#)

[www.ci.wilsonville.or.us/Online-Portal](http://www.ci.wilsonville.or.us/Online-Portal)

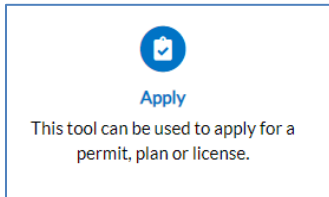
Building | 503-682-4960 | [permits@ci.wilsonville.or.us](mailto:permits@ci.wilsonville.or.us)  
 Business Licensing | 503-570-1518 | [licenses@ci.wilsonville.or.us](mailto:licenses@ci.wilsonville.or.us)  
 Engineering | 503-682-4960 | [pwpermits@ci.wilsonville.or.us](mailto:pwpermits@ci.wilsonville.or.us)  
 Planning | 503-682-4960 | [planningpermits@ci.wilsonville.or.us](mailto:planningpermits@ci.wilsonville.or.us)



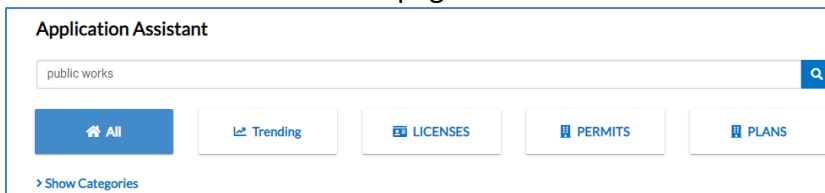
City Hall  
 29799 SW Town Center Loop East  
 Wilsonville, OR 97070

## APPLY FOR A PERMIT ONLINE

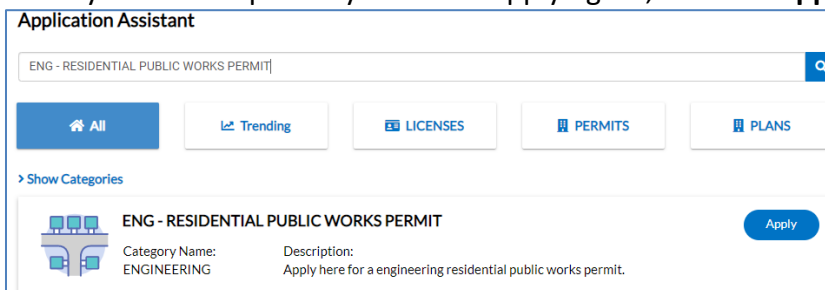
1. Go to the **Online Portal**: <https://www.ci.wilsonville.or.us/Online-Portal>
2. Click the tile to **Apply**:



3. Enter **keywords to search** for the permit or use the **filters** to select by category. If you have any questions about the type of permit you should be applying for, use the contacts at the bottom of this page.



4. Once you find the permit you will be applying for, click the **Apply** button.



5. If you have not created an account, you will need to **Register** in order to continue on. See page 1 step 1 of this user guide for instructions. Otherwise, **login** with your username and password.

[www.ci.wilsonville.or.us/Online-Portal](https://www.ci.wilsonville.or.us/Online-Portal)

Building | 503-682-4960 | [permits@ci.wilsonville.or.us](mailto:permits@ci.wilsonville.or.us)  
 Business Licensing | 503-570-1518 | [licenses@ci.wilsonville.or.us](mailto:licenses@ci.wilsonville.or.us)  
 Engineering | 503-682-4960 | [pwpermits@ci.wilsonville.or.us](mailto:pwpermits@ci.wilsonville.or.us)  
 Planning | 503-682-4960 | [planningpermits@ci.wilsonville.or.us](mailto:planningpermits@ci.wilsonville.or.us)



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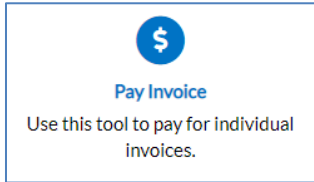
6. There are multiple steps to applying for a permit or plan. Depending on the permit or plan type certain fields will be required. You can click the **Save Draft** button at any time to save and come back at a later time to complete the application. *Note: when uploading electronic files, be sure that they are not locked or password protected, and for drawings, convert to black and white. Name the files according to their “type”.*

7. The application is submitted once you click the **Submit** button on the final step. Please be patient as the files will need to upload into the system. Depending on the size this could take a minute. You will see a progress bar as it does this step.

8. You will see this message once the application has been **submitted successfully**.

## PAY FEES ONLINE

1. Either **click the link in the email** you received, or go to the **Online Portal**: <https://www.ci.wilsonville.or.us/Online-Portal> and click the tile to **Pay Invoice**:



2. You'll need to **sign into your account** to access your invoices.

**Log In**

\* Username

\* Password

**Log In**

Forgot your password? [Reset it](#)  
 Forgot your username? [Email it](#)  
 Don't have an account yet? [Register Here](#)

3. **Scroll down** on the webpage to find the **"My Invoices"** section. Click the **Add to Cart** button, or click the link to **View My Invoices** to see all of them in a list format.

**My Invoices**

Current	1	\$100.00	<a href="#">Add To Cart</a>
Past Due	0	\$0.00	
<b>Total</b>		<b>1</b>	<b>\$100.00</b>
			<a href="#">Add To Cart</a>

[View My Invoices](#)

4. Once it's been added to your cart, click the **Check Out** button to proceed with payment.

**Shopping Cart**

Total \$100.00

[Check Out](#)

Invoice: INV22-000016      Description: PW22-0001  
 Due Date: 03/10/2022

Case Number	Project	Case Address	Amount Due	
PW22-0001		29799 SW TOWN CENTER LOOP E WILSONVILLE OR 97070	\$100.00	<a href="#">Remove</a>

[Top](#) | [Main Menu](#)

[www.ci.wilsonville.or.us/Online-Portal](https://www.ci.wilsonville.or.us/Online-Portal)

Building | 503-682-4960 | [permits@ci.wilsonville.or.us](mailto:permits@ci.wilsonville.or.us)  
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- Enter all of the necessary information on this screen and click **Pay Now** when ready to submit your payment.

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV22-000016	PW22-0001	1	\$100.00	\$100.00
			Item Total:	\$100.00
			Order Total:	\$100.00

**Payment Details** \*all fields are required

Cardholder Name  Billing Street  Billing Zip Code

Card Type  Card Number  Expiration Date

CVV Code

[Pay Now - \\$100.00](#)

[Cancel](#)

- You will see this **webpage confirmation** if your transaction was processed successfully, and you will also **receive an email with your receipt attached**.

**Thank You!**

Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly. An e-mail has been sent to you with your receipt.

**Receipt Attached – City of Wilsonville**

noreply@ci.wilsonville.or.us

to me ▾

Attached is a copy of your receipt paid to the City of Wilsonville.

**Receipt Number:** REC22-000011

Thank you,

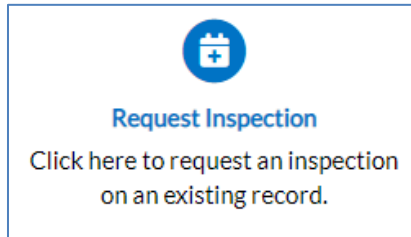
**City of Wilsonville**  
 29799 SW Town Center Loop East  
 Wilsonville, OR 97070  
 503-682-4960 (Community Development)  
 503-570-1518 (Business License and Tax Dept.)

**WILSONVILLE**  
OREGON

[www.ci.wilsonville.or.us](http://www.ci.wilsonville.or.us)  
[www.ci.wilsonville.or.us/online-portal](http://www.ci.wilsonville.or.us/online-portal)

## REQUEST INSPECTIONS ONLINE

1. Go to the **Online Portal**: <https://www.ci.wilsonville.or.us/Online-Portal>
2. Click the tile to **Request Inspection**:



3. Check the **box next to the inspection(s)** you want to request and click the button **Request Inspection**. Note: only inspections staff has added to your permit will appear. If you are looking for a specific inspection and it's not listed, contact staff use the contact information at the bottom of this page.

Request Inspections				
Search...				
Request Inspection				Export to Excel
<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input type="checkbox"/>	PU22-0002	31660 SW VILLAGE CREST CT WILSONVIL...	ENG - PUBLIC UTILITIES PERMIT	Final Engineering
<input checked="" type="checkbox"/>	PW22-0001	29799 SW TOWN CENTER LOOP E WILSO...	ENG - RESIDENTIAL PUBLIC WORKS PERM...	Curb Proof Roll
<input checked="" type="checkbox"/>	PW22-0001	29799 SW TOWN CENTER LOOP E WILSO...	ENG - RESIDENTIAL PUBLIC WORKS PERM...	Base Proof Roll
<input type="checkbox"/>	PW22-0001	29799 SW TOWN CENTER LOOP E WILSO...	ENG - RESIDENTIAL PUBLIC WORKS PERM...	Erosion Control Final - ENG
<input type="checkbox"/>	PW22-0001	29799 SW TOWN CENTER LOOP E WILSO...	ENG - RESIDENTIAL PUBLIC WORKS PERM...	Final Engineering

4. Choose a **Requested Date** and **time (AM or PM)**. Inspections can only be scheduled for same day if done prior to 7:00am. If requesting multiple inspections you can check the box to **"Use same date for all"**, or schedule each one. Click **Submit** for each.

**1** #PW22-0001
✕

**Inspection Type:** Curb Proof Roll      **Case Type:** ENG - RESIDENTIAL PUBLIC WORKS PERMIT

**Address:** 29799 SW TOWN CENTER LOOP E WILSONVILLE, OR 97070

**\* Requested Date**

**Comments/Gate Code**

Use same date for all