



Austin Build + Connect

GUIDE TO THE  
**Online Permit Application &  
Payment User Manual**  
January 2024



Austin Build + Connect is the City of Austin Development Services Department’s online portal at <http://www.austintexas.gov/abc> to apply for permits, to schedule inspections, monitor Escrow accounts, pay for permit / inspection fees, and much more. If you do not have a need for these activities, you can abandon this process and continue to use the City's [Public Search](#) function at [abc.austintexas.gov](http://abc.austintexas.gov).

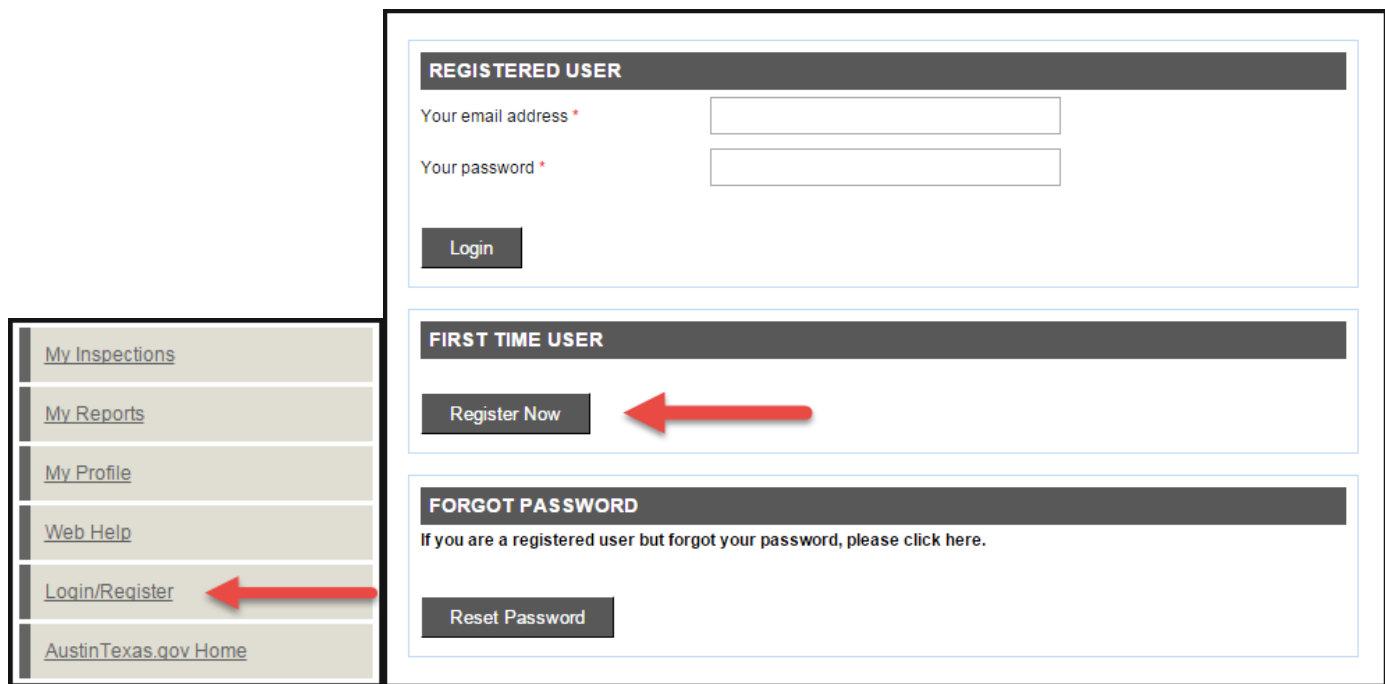
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# Registration for First Time Users

An online account is needed to process payments on this website.

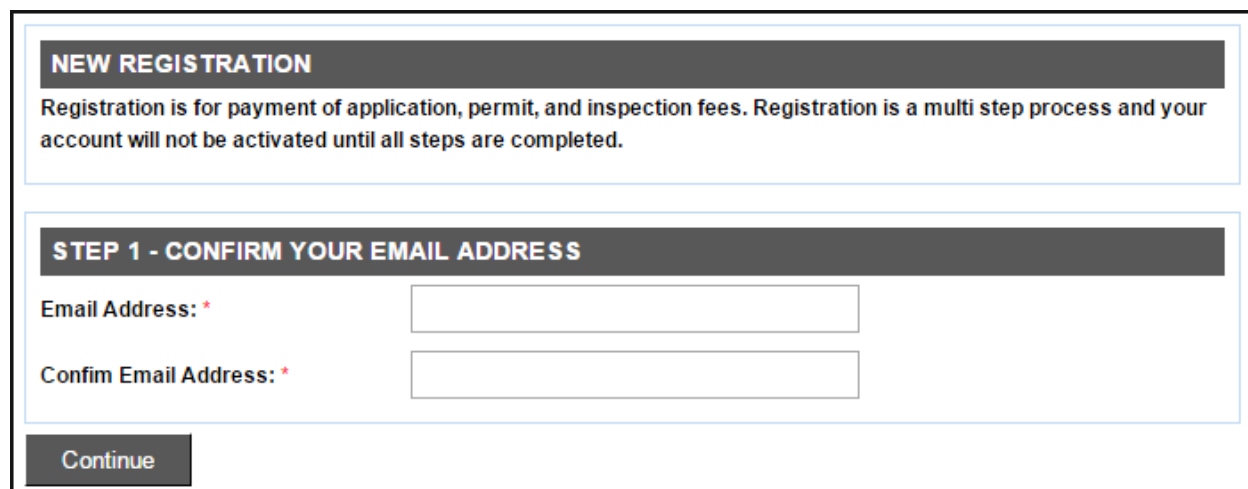
- 1) **LOGIN/REGISTER** as **First Time User** to create an online account:



The screenshot shows the AustinTexas.gov website interface. On the left is a sidebar with links: [My Inspections](#), [My Reports](#), [My Profile](#), [Web Help](#), [Login/Register](#) (highlighted with a red arrow), and [AustinTexas.gov Home](#). The main content area has three sections: **REGISTERED USER** with fields for 'Your email address \*' and 'Your password \*' and a 'Login' button; **FIRST TIME USER** with a 'Register Now' button (pointed to by a red arrow); and **FORGOT PASSWORD** with a note 'If you are a registered user but forgot your password, please click here.' and a 'Reset Password' button.

- 2) **NEW REGISTRATION (STEP 1):**

The first step to creating an online account is to select an email address to build your profile. You will receive emails during the registration process and will use this email to log in to the Austin Build + Connect website.



The screenshot shows the 'NEW REGISTRATION' form. The title is 'NEW REGISTRATION' with a subtitle: 'Registration is for payment of application, permit, and inspection fees. Registration is a multi step process and your account will not be activated until all steps are completed.' Below this is 'STEP 1 - CONFIRM YOUR EMAIL ADDRESS'. It contains two input fields: 'Email Address: \*' and 'Confirm Email Address: \*'. At the bottom is a 'Continue' button.

### 3) USER INFORMATION (STEP 2):

The second step in the registration process is filling out your personal information. This data will be used to help create your online account and billing information.

The red asterisks (\*) indicate required fields.

**STEP 2 - USER INFORMATION**

Email Address:

First Name: \*

Last Name: \*

Middle Name (optional):

House Number: \*

Street Prefix:

Street Name: \*

Street Type: \*

Street Direction:

Unit Type:

Unit Number:

City: \*

State: \*

Zip Code: \*

Telephone Number: \*

Organization (optional):

Submit

### 4) ACCESS REQUEST SENT (STEP 3):

Next you will receive an email from the City of Austin Development Services Department.

**STEP 3 - ACCESS REQUEST SENT**

Thank you for registering for Austin Build + Connect.  
An email has been sent to \_\_\_\_\_ .  
Please check your email for verification.

- **EXAMPLE EMAIL - Austin Build + Connect Registration**

The subject line of the email will be “*Austin Build + Connect Registration.*” In this email are two important things: a link and a PIN number. Copy the PIN number and click on the longer link:

Thank you for starting the registration process. After completing the registration process you will be able to conduct business online, such as

- \* Viewing status of your permits, inspections, and fees
- \* Pay for permits
- \* Pay for fees

If you do not have a need for these activities, you can abandon this registration process and continue to use the City's Public Search function at [abc.austintexas.gov](https://abc.austintexas.gov)

To continue your registration process, use the link and personal identification number (PIN) below to verify your information and gain access to the Austin Build + Connect website's Registered Users area:

<https://abc.austintexas.gov/web/permit/index>

PIN Number XXXXXXXXXX (Copy PIN number before clicking on above link)

Note: If you are unable to click on the link above, please be sure to copy and paste the entire link into your browser's navigation bar, as all the information is needed to continue registration.

Regards,  
City of Austin  
311 or (512) 974-2000

## 5) **PIN NUMBER CONFIRMATION:**

Enter the PIN number from the email and the first and last name entered during registration.

**STEP 3 - PIN NUMBER CONFIRMATION**

Email Address:

PIN Number: \*

First Name: \*

Last Name: \*

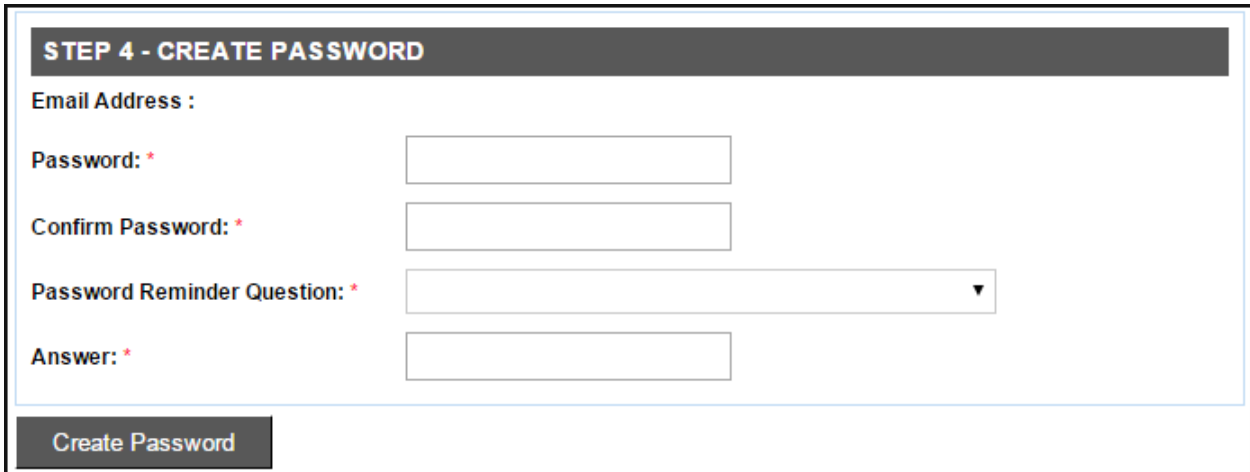
Submit

Your PIN Number can be found in the City of Austin Build + Connect email that linked to this page.



6) **CREATE PASSWORD:**

Enter a password, and select a password security reminder question.



**STEP 4 - CREATE PASSWORD**

Email Address :

Password: \*

Confirm Password: \*

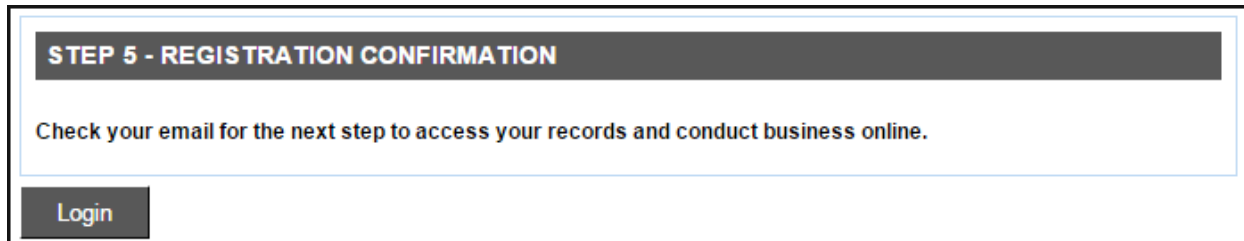
Password Reminder Question: \*

Answer: \*

Create Password

7) **REGISTRATION CONFIRMATION:**

The City of Austin Development Services Department will send you an email with the subject line: *"Austin Build + Connect."* The email has instructions on getting your online account connected to your business account. After the accounts have been connected, you will be able to conduct business with the City of Austin thru the website.



**STEP 5 - REGISTRATION CONFIRMATION**

Check your email for the next step to access your records and conduct business online.

Login

• **EXAMPLE EMAIL - Austin Build + Connect Confirmation**

Congratulations on activating your Austin Build + Connect account! You are now able to access the City's website, view your permits, schedule inspections, and make payments online. To access your records and conduct business online, you need to have this new internet registration account linked with your business accounts. Please call (512) 978-4000 to have your accounts linked. Please have identifying information (account ID, etc.) for each account you need to link.

The staff at the Permit Center can also help you create and link up to six authorized Agents for your account. You can download the [Contractor's Letter of Authorization](#) form at [austintexas.gov/page/building-applications](http://austintexas.gov/page/building-applications) and email to [permitsubmittal@austintexas.gov](mailto:permitsubmittal@austintexas.gov)

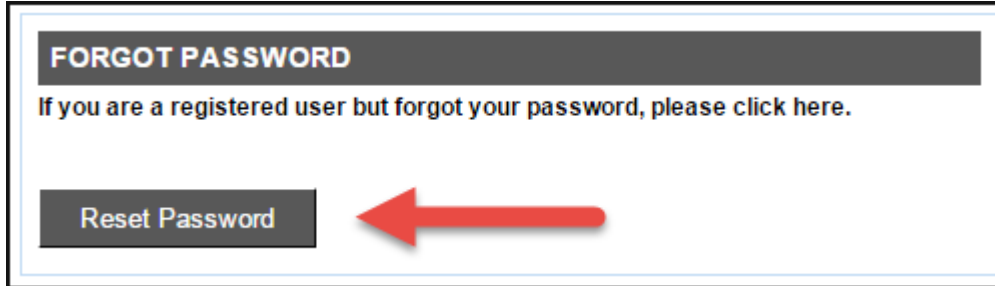
For sender validation, your Log-in ID is: \_\_\_\_\_

Regards,  
City of Austin

## Forgotten Password (Reset)

In the event you forget your password, click Login/Register and 'Reset Password'. An email will be sent to your profile email address containing a new password.

### 1) RESET PASSWORD:

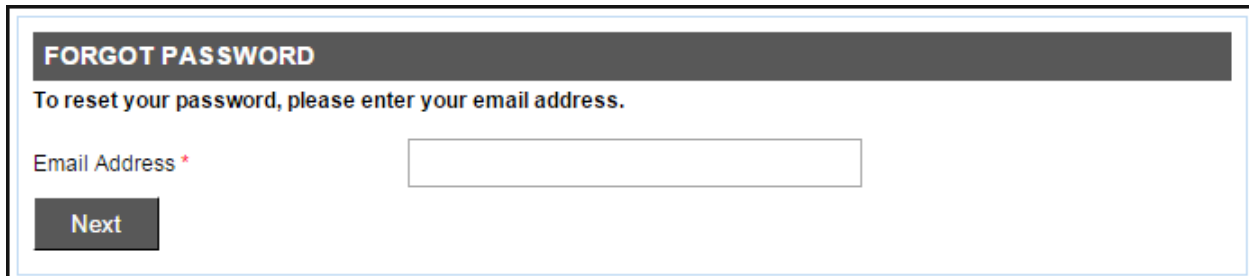


**FORGOT PASSWORD**

If you are a registered user but forgot your password, please click here.

Reset Password

### 2) Enter the email address you used to create your profile:



**FORGOT PASSWORD**

To reset your password, please enter your email address.

Email Address \*

Next

### 3) Answer the security question you selected when registering:



**FORGOT PASSWORD**

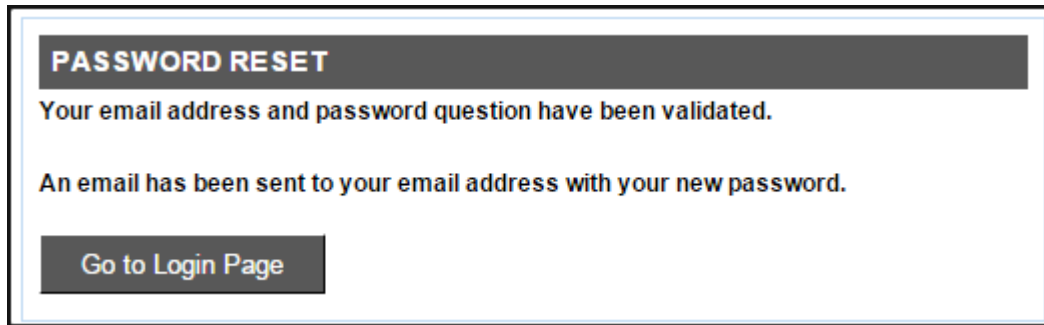
Based on your security question, please provide the corresponding answer.

Password Question: What is the name of your favorite pet?

Password Answer \*

Continue

- 4) After answering the security question, a temporary password will be sent to the email address entered:



A screenshot of a web page titled "PASSWORD RESET" in a dark header bar. Below the header, the text reads: "Your email address and password question have been validated." followed by "An email has been sent to your email address with your new password." At the bottom, there is a dark button with the text "Go to Login Page".

- **EXAMPLE EMAIL - Forgotten Password**

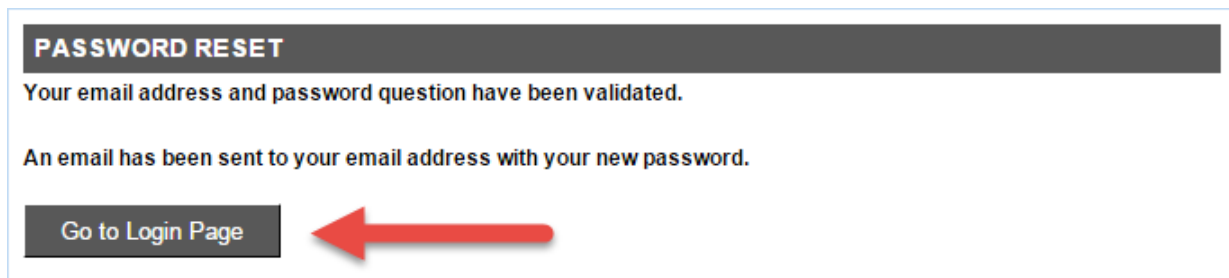
Dear Internet User,

This email has been sent to you in response to your password request from Austin Build + Connect. Your password has been reset to: \*\*\*\*\*

Once you have successfully logged in you can reset your password by clicking on the My Profile link on the left menu bar.

Regards,  
City of Austin

- 5) Click 'Go to Login Page':



A screenshot of the same "PASSWORD RESET" page as above. A large red arrow points from the right towards the "Go to Login Page" button.

- 6) Login using your email address and the new reset password from the email you received:



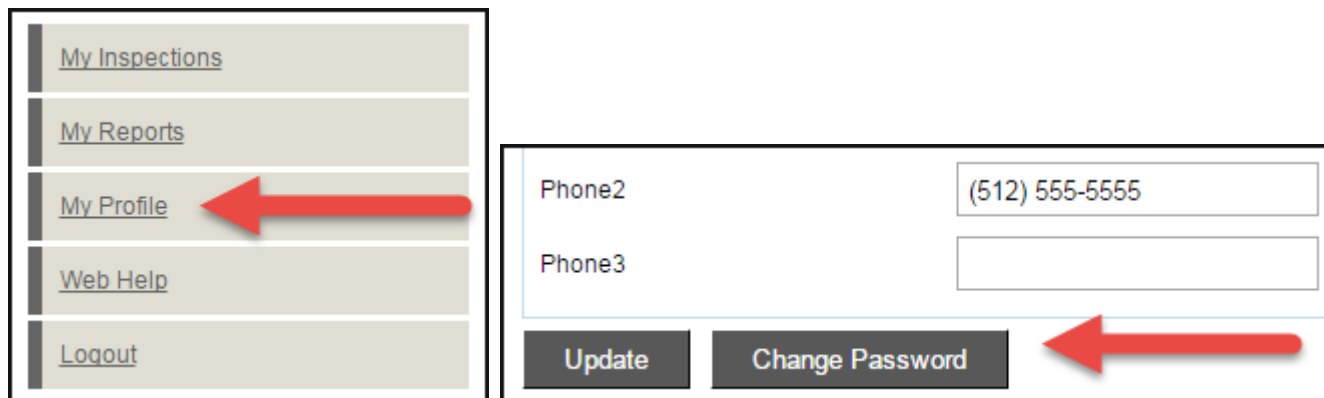
A screenshot of a login page titled "REGISTERED USER" in a dark header bar. Below the header, there are two input fields: "Your email address \*" and "Your password \*". The password field contains a series of dots. A large red arrow points from the right towards the password field. At the bottom left, there is a dark button with the text "Login".



# Change Password

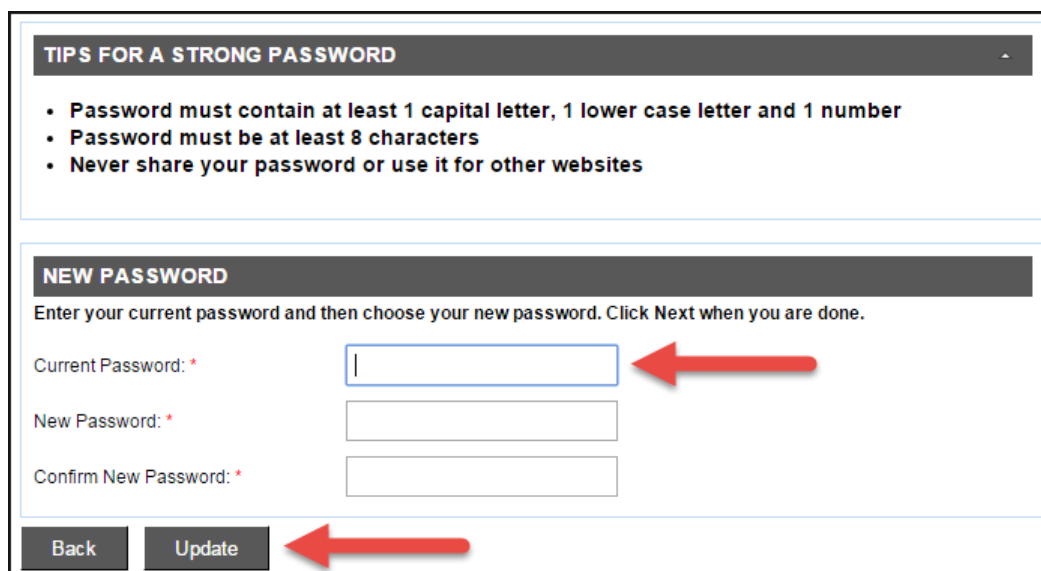
After login you can change the temporary password you received in the email to a new personal password.

- 1) Click 'My Profile' from the left menu bar and at the bottom of the *UPDATE MY PROFILE* page, click 'Change Password':



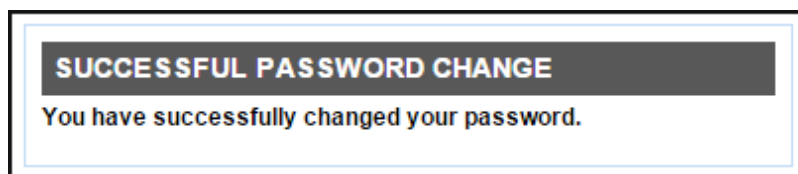
The screenshot shows a left-hand menu with links: 'My Inspections', 'My Reports', 'My Profile', 'Web Help', and 'Logout'. A red arrow points to 'My Profile'. To the right, there are input fields for 'Phone2' (containing '(512) 555-5555') and 'Phone3'. At the bottom, there are two buttons: 'Update' and 'Change Password'. A red arrow points to the 'Change Password' button.

- 3) Your Current Password is the temporary password that was emailed to you. Enter a personal password in the 'New Password' field, and re-enter it in the 'Confirm New Password' field. Click 'Update':



The screenshot shows a 'TIPS FOR A STRONG PASSWORD' section with three bullet points: 'Password must contain at least 1 capital letter, 1 lower case letter and 1 number', 'Password must be at least 8 characters', and 'Never share your password or use it for other websites'. Below this is the 'NEW PASSWORD' section with the instruction: 'Enter your current password and then choose your new password. Click Next when you are done.' There are three input fields: 'Current Password: \*', 'New Password: \*', and 'Confirm New Password: \*'. A red arrow points to the 'Current Password' field. At the bottom, there are two buttons: 'Back' and 'Update'. A red arrow points to the 'Update' button.

**CONGRATLUATIONS! You have changed your password:**



The screenshot shows a message box with the title 'SUCCESSFUL PASSWORD CHANGE' and the text 'You have successfully changed your password.'


## My Permits/Cases

- 1) Once logged in you will see a list of permits associated with your business account:  
A permit with a checkbox indicates that particular permit is eligible for payment.

VIEW STATUS OF MY PERMITS/CASES								
#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
1		2016-_____		test folder for Portal II TEST	03/03/16	Active	No	\$0
2		2016-_____		test folder for Portal II TEST	03/03/16	Active	No	\$0
3	<input type="checkbox"/>	2016-_____		test folder for Portal II TEST	03/03/16	Pending	No	\$397.28
4	<input type="checkbox"/>	2016-_____		test folder for Portal II TEST	03/03/16	Pending	No	\$81.12

## My Bills

- 1) Clicking 'My Bills' will only display permits on your account that are eligible for payment:

<a href="#">My Permits/Cases</a>
<a href="#">My Applications</a>
<a href="#">My Bills</a> 
<a href="#">My Licenses</a>

MY BILLS						
#	Check	Permit Number	Project Name	Description	Status	Balance
1	<input type="checkbox"/>	2016-_____ PP		Replacement of any self-contained packaged units	Pending	\$168.48
2	<input type="checkbox"/>	2016-_____ MP		Replacement of any existing gas appliance	Pending	\$69.68
3	<input type="checkbox"/>	2015-_____ PP		Replacement or addition to an existing unit of up to four supply or return duct runs la la la	Pending	\$168.48

# My Inspections

- 1) Clicking ‘My Inspections’ will display permits with available inspections to be scheduled:  
Select the permit you want to schedule an inspection for by checking the box to the left of it.

[My Bills](#)

[My Licenses](#)

[My Inspections](#)

[My Reports](#)

[My Profile](#)

**Note:**  
Shown below are your permits that have inspections available. Click on the permit number to view the current information available for that permit. If a permit has been issued you can download a copy via email by clicking on the permit status. To Cancel or View Inspections check the boxes on the left and click the appropriate button at the bottom of the screen.

REQUEST/CANCEL/VIEW INSPECTIONS: PERMIT/CASE LIST					
		Permit/Case Number	Type	Address	Status
1	<input type="checkbox"/>	<a href="#">2016-000791 MP</a>	Mechanical Permit		Active
2	<input type="checkbox"/>	<a href="#">2016-000783 PP</a>	Plumbing Permit		Active
3	<input type="checkbox"/>	<a href="#">2016-000782 MP</a>	Mechanical Permit		Active

- 2) A list of inspections needed for that permit will appear:

REQUEST INSPECTIONS				
	Permit Number	Inspection	Requested Date	Comment
<input type="checkbox"/>	2015-044777 PP	510 Sewer Tap	<div></div>	<div></div>
<input type="checkbox"/>	2015-044777 PP	505 Sewer Yard Line	<div></div>	<div></div>
<input type="checkbox"/>	2015-044777 PP	506 Water Yard Line	<div></div>	<div></div>

- 3) Schedule your inspection:  
Check the box for the inspection you want to schedule. Use the ‘Requested Date’ column drop down to pick a day within five days from when you are scheduling the inspection. You can also leave comments/notes for the inspector. Once done, click ‘Request Inspections.’

☒

2015-044777 PP

522 Plumbing TCO Occupancy

MON, MAR 07,2016  
TUE, MAR 08,2016  
WED, MAR 09,2016  
THU, MAR 10,2016  
FRI, MAR 11,2016

Comment for inspector

☐

2015-044777 PP

523 Plumbing TCO Stocking

☐

2015-044777 PP

114 Continuance of work

Request Inspections

Back to My Permits

Back to My Inspections

- 4) You will receive a confirmation once the inspection is successfully sent:

**ACTION RESULT**  
**Message:**  
**114 Continuance of work:** This inspection request has been successfully sent.

- 5) **Cancel Inspection:**

If you need to cancel an inspection, go to **'My Inspections,'** select the permit which has the scheduled inspection, and click **'Cancel Inspections.'**

10	<input checked="" type="checkbox"/>	<a href="#">2015-044779 PP</a>	Plumbing Permit		Active
11	<input type="checkbox"/>	<a href="#">2015-044778 PP</a>	Plumbing Permit		Active
12	<input type="checkbox"/>	<a href="#">2015-044777 PP</a>	Plumbing Permit		Active

[Request Inspections](#) [Cancel Inspections](#) [View Inspections](#)

- 6) Select the scheduled inspection(s) you want to cancel and click **'Cancel Inspections:'**

**CANCEL INSPECTIONS**

	Permit Number	Inspection	Schedule Date	Started / Ended	Status / Staff
	2016-000791 MP	405 Final Mechanical			Open
<input checked="" type="checkbox"/>	2016-000791 MP	114 Continuance of work	Mar 7, 2016		Scheduled

[Cancel Inspections](#) [Back to My Permits](#) [Back to My Inspections](#)

- 7) A confirmation notice will appear saying the inspection has been cancelled:

**ACTION RESULT**  
2016-000791 MP **114 Continuance of work:** Inspection Cancelled

[Back to My Permits](#) [Back to My Inspections](#)

# Applying for Permits

- 1) Click ‘Apply for Permits/Cases’ in the left navigationbar and select the application you need:

Home

Public Search

Issued Construction Permits

Apply for Permits/Cases

STEP 1 OF 7 - SELECT APPLICATION TYPE

[-] Electrical Permits

[+] Commercial

[-] Residential

Auxiliary Power

Repairs

Special Inspection Program

Upgrade

[-] Mechanical Permits

[+] Commercial

[+] Residential

[+] Plumbing Permits

- 2) Select the contractor you want to assign to the permit:

Only contractors that match the permit type – i.e. Mechanical Permit – and have a valid license (or plumbing insurance) and registration on file with the City will be listed. Click ‘Continue’.

STEP 2 OF 7 - SELECT TO APPLY

Select	Type
<div></div>	Mechanical Contractor *

- 3) **For Change out Permits:** Please review the qualifications for a change out to determine if this permit is appropriate for the work being done. If so, select the type of work from the drop down.  
**For Standalone Trade Permits:** Enter the description and scope of work for the permit.

Click 'Continue – Apply Online':

**STEP 3 OF 7 - QUALIFICATION/TYPE OF WORK**

Application information

1. Process applies only to change outs for HVAC and water heaters for Licensed Mechanical and Plumbing Contractors.
2. Permit is not required if replacing only one of the following: evaporator coils, air handlers (blower) or condenser of equivalent size or smaller.
3. Permit fee is non-refundable
4. Permit expires 180 days after issue.
5. If contractor performs work after normal business hours, an application must be submitted NTL 9 am the next business day, or be subject to violation/fine.

Qualifications to submit a Change Out Application

Review the qualifications below for submitting a Change Out Application online. During inspection if the work performed does not meet these qualifications you will be subject to an investigation fee.

1. Project must involve one or two single family dwellings, duplex, townhome, or dwelling self-contained HVAC or water heater system
2. Project must not be associated with an existing Active Building Permit
3. Work may not involve circuits larger than 50 amps
4. Hot water heater may not exceed 100g or 75,000 BTU
5. Replacement and installation of backflow prevention devices for irrigation are not allowed
6. Dwelling must be occupied. If this process is used and the structure is NOT occupied the inspector will fail the inspection and applicant will be charged an investigation fee.
7. Select description of work:

\* Replacement of complete existing central heat and air system, with or without duct work ☒

Continue - Apply Online

Cancel - I do not meet these criteria

Back

**STEP 3 OF 7 - QUALIFICATION/TYPE OF WORK**

This permit type requires a master trade contractor with a valid state license. If doing work in the city's ETJ please cancel this permit application and contact the Permit Center. A permit may not be required. Information on building codes can be found at this link [Austin City Code and Land Development Code](#). If you are a homeowner, please visit the Permit Center at 505 Barton Springs Road for assistance.

The description and scope of work entered below will be reviewed by the Permit Center to determine if the correct permit application is submitted.

Enter the description and scope of work for this permit. \*



#### 4) Search for an address:

Enter the house number and street name of the location. Click **'Search.'**

A list of addresses that contain the street number and name entered will appear.

Select the correct address.

**STEP 4 OF 7 - SELECT PROPERTY**

Apply for: Repairs

**PROPERTY SEARCH**

Property Selection

Enter an Address.  
(Example: 7304 Wild Onion Dr, etc.)

Address: \*

[Address Search Tips](#)

[Property Selector Help](#)

Can't Find Your Address?

If your address doesn't appear in the drop down list, it may need to be added. Click the link below to use the New Address Request form and we can investigate your address.

[New Address Request Form](#)

Next Cancel

**PROPERTY SEARCH**

Enter all or some of the fields below to search for your property.

If you are having trouble finding your address try typing in a portion of the address (Example: William Instead of William Cannon). The search function will bring back all the addresses with the portion of the address you entered.

House Number:

Street Name:

Search

#### 5) For Change Outs: A summary of the information you have entered so far will be displayed. For Standalone Trade Permits: Use this space to enter a description of the work to be done.

**STEP 5 OF 7 - PLEASE CONFIRM THE FOLLOWING DETAILS:**

Application Type: Change Out

Application Date: Mar 13, 2018

**SELECTED PROPERTIES**

Address
1712 E RIVERSIDE DR 78741

Add a custom description (so you can tell it apart from your other applications):

Replacement of complete existing central heat and air system, with or without duct work

Back Continue

- 6) Depending on the permit assignment, the Application Details page will appear requesting additional information:

Once finished, you can 'Continue', 'Save - Finish Later' or 'Cancel this Application'.

required field

[Return to the first](#)

STEP 6 OF 7 - APPLICATION DETAILS

Application Type:

Plumbing Permit Residential Change Out

Application Number:

11581251

Application Date:

Mar 13, 2018

PROPERTY INFORMATION

Street Address:

1712 E RIVERSIDE DR

Legal Description:

LOT 3 RIVERSIDE DIVIDE SEC 2

City, State and Postal code:

AUSTIN TX 78741

ADDITIONAL INFORMATION:

Is this a Gas Unit?

☐ Yes ☐ No

Is this In ETJ ?

☐ Yes ☒ No

LABOR & MATERIALS  
(REMODEL)

Plumbing Valuation Remodel:

PLUMBING

Outside Utility Line Required?

☐ Yes ☐ No

Install/Repair Water Heater?

☐ Yes ☐ No

Is property occupied?

☒ Yes ☐ No

PLUMBING

Number Water Heaters

Install/Changeout:

Cancel this Application

Save - Finish Later

Continue



## Attach/Upload Documents

7) **Any necessary paperwork associated with the permit can be uploaded in STEP 7: Application Attachments:**

Select **My Permits/Cases**. Select the permit and go into the permit.

Scroll past the details, past the inspections section, and go to the section titled **Application Attachments**. Select '**Choose File**' and then select the document you want to upload. Once attached, click '**Add Attachment**.' A message will populate that states that the document was uploaded correctly. Once uploaded, click '**Continue**'.

**STEP 7 OF 7 - APPLICATION ATTACHMENTS**

You currently have no attachments associated with this Application

**UPLOAD NEW ATTACHMENT**

Attachment Comment:

Attachment File (PDF or JPG only):  No file chosen

8) **A summary of the application is displayed:**

If you are applying for multiple permits you can 'Create new application with same info' or 'Create new application with new info.' You can also 'Save - Finish Later.'  
If you are ready to pay, click 'Submit for Billing'.

NEW APPLICATIONS SUMMARY		
Permit Number	Address	Fee Amount
2016-000790 MP		\$166.40

Number of Application(s): 1

[Create new application with same info](#) [Create new application with new info](#)

[Submit for Billing](#) [Save - Finish Later](#)

9) **For Change Out Permits, a detailed list of fees will be displayed:**

INVOICES			
Permit Number	Invoice Number	Fee Description	Fee Amount
<a href="#">2016-000791 MP</a>	6221708	Mechanical Permit Fee	\$65.00
<a href="#">2016-000791 MP</a>	6221708	Change out Program - Mechanical	\$2.00
<a href="#">2016-000791 MP</a>	6221708	Development Services Surcharge	\$2.68

Number of Invoice(s): 1 Total Amount: \$69.68

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between \$10 and \$99,999.99. Clicking the "Pay Now" button will redirect you to JP Morgan Chase Bank's secure website to complete the payment process.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. Once on the Chase site ONLY use the "Exit" link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.

[Return to My Permits/Cases](#) [Pay Now](#)

*For Electronic Check Payment, copy your Austin Build + Connect ID:*

Certain permit types require review by permit specialists and instead will go into a queue for review. You will receive an email notification once they are either accepted or rejected.

PERMITS IN QUEUE
<b>The following permit(s) have been placed in a queue and are waiting for a review.</b>
2016-000790 MP

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between \$10 and \$99,999.99. Clicking the "Pay Now" button will redirect you to JP Morgan Chase Bank's secure website to complete the payment process.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. Once on the Chase site ONLY use the "Exit" link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.

[Return to My Permits/Cases](#)

10) **Continue with a payment process listed in the [Paying Permits](#) Section.**

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# Permit Self-Assignment and Payment

This process applies to both RESIDENTIAL and COMMERCIAL Trade Permits associated with an **active** Building Permit.

- There are now over 27 types of permits available online.
- All fees can be paid by a credit card, electronic check, or Escrow.
- Exceptions and changes to permits are only done in person at the Permit Center.

1) Clicking 'Assign Permit' in the left navigation bar will take you to the permit retrieve section so you can look up trade permits:

**Note:**  
Please enter your permit number in the exact format as the example below to select a single trade permit (electrical, mechanical, or plumbing). Wildcard searches are not allowed.

**PERMIT ASSIGN AND PAY: SEARCH**

Permit Number: \*

(2013-123456 EP)

**Search**

- Enter the permit number using the following format: Year, Permit Sequence Number and Permit Type (2016-123456 MP). No wildcard searches are allowed.
- When the permit is found, a window will display the following permit details so you can verify you have the correct permit number: Project Name (address), Permit Number, Description, Address, General Contractor, and Fee Due.

2) Click 'Assign & Pay' to take you to Contractor Selection:

ASSOCIATED PEOPLE			
General Contractor	john (john smith) Austin TX <a href="mailto:john_developer@yahoo.com">john_developer@yahoo.com</a> (512) 000-0000		

FEES AND PAYMENTS			
Fee Description	Fee Amount	Balance	Payment Number
Mechanical Permit Fee	\$111.00	\$111.00	
Development Services Surcharge	\$4.44	\$4.44	

Total Fees: \$115.44  
Total Payments: \$0.00  
Total Balance Due: \$0.00

**Search Again** **Assign & Pay**

3) **Select the contractor you want to assign to the permit:**

Only contractors that match the permit type – i.e. Mechanical Permit – and have a valid license (or plumbing insurance) and registration on file with the City will be listed.

SELECT CONTRACTOR

Contractor Name	Select
JS Contractors Inc. (John Smith)	Select

Search Again

4) **Depending on the permit assignment, the Permit Details page will appear requesting additional information. Once you have answered the questions, click ‘Continue’:**

PERMIT DETAILS

LABOR & MATERIALS (REMODEL)

Mechanical Valuation Remodel: \*

1

MECHANICAL

Number New HVAC Units Installed: \*

Number HVAC Install/Changeout : \*

Install/Repair Ductwork? \*

Yes  No

Install/Repair Condenser/Air Handler? \*

Yes  No

Public or Private: \*

Private

Search Again

Continue

5) **To proceed to the Citybase site to pay, click ‘Pay Now:’**

If you want to pay multiple permits, click **‘Return to My Permits/Cases’** and select additional permits to pay in one transaction. Click **‘Cancel Assignment’** if you wish to remove the contractor assigned on the Select Contractor page. Click **‘Pay Now’** if you wish to pay for just that permit.

INVOICES

Permit Number	Invoice Number	Fee Description	Fee Amount
2014-018229 MP	5948953	Mechanical Permit Fee	\$111.00
2014-018229 MP	5948953	Development Services Surcharge	\$4.44

Number of Invoice(s): 1

Total Amount: \$115.44

Return to My Permits/Cases

Pay Now

Cancel Assignment

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between \$10 and \$99,999.99. Clicking the “Pay Now” button will redirect you to JP Morgan Chase Bank’s secure website to complete the payment process.

If paying by electronic check you will need your Austin Build + Connect ID. Click on the My Profile link to view your ID number.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. Once on the Chase site ONLY use the “Exit” link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.



# Paying Permits

- 1) **Select the check box next to the eligible permit in either the 'My Permits/Cases' or 'My Bills' page.**
- 2) **After selecting the permit(s) you want to pay, click 'Pay Selected':**

each permit or case you wish to pay and then click on the 'Pay Selected' button located at the bottom of the page.

**Missing Payment Information:** If you think you have already paid a bill, please contact the City Cashier at 512-974-7045 with the payment confirmation number.

**Pay with an eCheck/Card:** Select the invoice check box, then click "Pay Selected".

**Pay with an Escrow Account:** To use an escrow account to pay for a permit, click on the Permit Number hyperlink then "Pay Now".

**Payment Limits:** The maximum amount that can be paid per transaction is \$800,000.

MY BILLS						
#	Check	Permit Number	Project Name	Description	Status	Balance
1	<input checked="" type="checkbox"/>	<a href="#">2023-000975 FR</a>	505 BARTON SPRINGS ROAD Unit 10	Created by WSDL Test with TestID:	Pending-Pre-open	\$312.00
2	<input checked="" type="checkbox"/>	<a href="#">2023-000974 FR</a>	505 BARTON SPRINGS ROAD Unit 10	Created by WSDL Test with TestID:	Pending-Pre-open	\$312.00
3	<input checked="" type="checkbox"/>	<a href="#">2023-000973 FR</a>	505 BARTON SPRINGS ROAD Unit 10	Created by WSDL Test with TestID:	Pending-Pre-open	\$312.00
4	<input checked="" type="checkbox"/>	<a href="#">2023-000972 FR</a>	505 BARTON SPRINGS ROAD Unit 10	Created by WSDL Test with TestID:	Pending-Pre-open	\$312.00
5	<input type="checkbox"/>	<a href="#">2023-000971 FR</a>	505 BARTON SPRINGS ROAD Unit 10	Created by WSDL Test with TestID:	Pending-Pre-open	\$312.00
6	<input type="checkbox"/>	<a href="#">2023-000949 FR</a>	2023021012494523832	Created by WSDL Test with TestID: 2023021012494523832	Pending-Pre-open	\$312.00

[Select All](#)

[Pay Selected](#)

Note: It is the responsibility of the customer to pay the credit card service fee when using a credit card. Customers choosing to pay via credit card will incur a 2.35% service fee (\$2.00 minimum).

We encourage use of our fee-free options:

- Pay online with a checking account (on-line bank draft/eCheck/ACH)
- Pay in-person for credit card payments less than \$10,000 (will not accept payments over \$10k in person via a credit card)
- Pay in-person via cash or check

The maximum amount that can be paid per transaction is \$800,000.

- 3) **You will get a summary page displaying the permit(s) you are paying:**  
Click 'Pay Now' if you wish to continue the payment process.

Number of Invoice(s): 4      Total Selected Amount: \$1,248.00  
[Deselect All](#)

**CREDIT CARD AND CHECK PAYMENT**

It is the responsibility of the customer to pay the credit card service fee when using a credit card. Customers choosing to pay via credit card will incur a 2.35% service fee (\$2.00 minimum). We encourage use of our fee-free payment options.

Fee Free Payment Options:

1. Pay online with a checking account (online bank draft/eCheck/ACH)
2. Pay in-person with a credit card for payments less than \$10,000 (cannot accept payments over \$10k in person via a credit card)
3. Pay in-person cash or check

Payment Limits: The maximum amount that can be paid per transaction is \$800,000.

Pay with an Escrow Account: To use an escrow account to pay for a permit, go back to the 'My Bills' page, click on the Permit Number hyperlink, then "Pay Now".

[Pay Now](#)

- 4) **Clicking 'Pay Now' will direct you to the Citybase site to process the payment:**  
Select the payment method - either Bank Account or Credit or debit card.

# eCheck Payment Process

Note: Paying online with a checking account (on-line bank draft/eCheck/ACH is fee-free. As a reminder, if you choose to pay with a credit card, a credit card service fee will be charged.

Information required for eCheck payments - Bank  
Routing Number and Bank Account Number:

The diagram shows a check with the following fields highlighted in red boxes and labeled below:

- Routing Number:** 122105278
- Account Number:** 6724301068
- Check Number:** 1200

The check also includes fields for "PAY TO THE ORDER OF", "DOLLARS", and "FOR".

- 1) **Select 'Bank Account'**  
Enter your banking information and click **'Next'**.

☒ Bank account

Name on bank account

Routing number

[What is this?](#)

Confirm routing number

Account number

[What is this?](#)

Confirm account number

☐ Credit or debit card

2022 EP \$214.52

Inv#7545680/PDRD

Subtotal: \$214.52

Total: \$214.52

Cancel

Next

2) **Customer Information**

Enter your billing and contact information and click **‘Next’**.

**Customer Information**

**Billing Information**

Country

United States of America

Address

Apt, Suite, Unit, Floor, etc. (Optional)

City

State

Please select state

Zip code

**Payment Details**

2022-EP

Inv#7545680/PDRD

\$214.52

Subtotal:

\$214.52

Total:

\$214.52

**Contact Phone Number**

Phone number

**Contact Email Address**

Email address

Back

Next

3) **Review and Confirm**

Review and Confirm your billing information, accept the Terms and Conditions, then click **‘Pay’**.

Review & Confirm

Payment method

Checking Account ending in 1312

Edit

Payment date

2/9/2022

Billing address

2114

Austin, TX 78745

Edit

Contact phone number

(512) 867-

Edit

Contact email

@austintexas.gov

Edit

☐ Terms and Conditions

These Payment Gateway Terms of Use ("Terms" or "Terms of Use") governs your use of [pay.austintexas.org](#), maintained and managed by CityBase, Inc., its authorized agents and contractors (collectively, "CityBase") on behalf of the City of Austin, Texas. The collection, use and sharing of your information is governed by CityBase's Privacy Policy available at [thecitybase.com/privacy-policy](#). All such guidelines or rules are hereby incorporated by reference into these Terms of Use.

Learn More

Payment Details

2022-EP

Inv#7545679/PDRD

\$82.16

Subtotal:

\$82.16

Total:

\$82.16

Back

Pay

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#### 4) Confirmation

A confirmation of your payments will be displayed. Click '**Continue**' to return to the Austin Build + Connect site. You can also register and set up a Wallet with Citybase if you choose by clicking '**Register for Wallet**'. The Wallet allows you to save credit cards or checking accounts (ACH) with Citybase. The information saved is security encrypted and once added, the details are not visible and cannot be edited, but can be deleted and re-added. The Wallet allows you to speed up the checkout process, but it is not part of the City of Austin feature. You may pre-register your credit card(s) or checking account(s), or you may maintain what saved payment methods you have with Citybase through this link. You will be required to create and maintain a separate username and logon at the Citybase site.



### Thank you for your payment!

Your transaction number is 70019647.

We've sent a confirmation email to  
@austintexas.gov. If you do not receive a receipt,  
check your spam folder.

Please contact customer service at Austin 311 or 512-974-2000 if  
you have questions about your payment.

#### Register for Austin Build + Connect Wallet

Next time, use wallet to pay quicker with  
saved payment methods and personal  
information



Register Now

#### Payment details

2022- EP Inv#7545679/PDRD	\$82.16
Subtotal:	\$82.16
Total:	\$82.16

#### Payment method

Account number: \*\*\*\*1312  
Auth code: 123456

#### Payment date

2/9/2022

#### Billing information

Mickey Mouse  
2114  
Austin, TX 78745 US

Continue

Register for Wallet

5) **Your payment has been processed:**

You will receive 3 emails. One email from [no-reply@pay.for.austintexas.gov](mailto:no-reply@pay.for.austintexas.gov) with a subject line of “Payment Success: Austin Build + Connect Payment Portal.” This is an email from Citybase informing you the payment has been accepted. The second email will be from [web.registration@austintexas.gov](mailto:web.registration@austintexas.gov) with a subject line of “Austin Build + Connect Payment Confirmation” informing you the payment has been received from Citybase and your permit has been issued. The third email will be from [noreply@cityofaustin.org](mailto:noreply@cityofaustin.org) issuing you the approved permit.

● **EXAMPLE EMAIL - Payment Success: Austin Build + Connect Payment Portal**

**Thank you for your payment**

**Your transaction number is 70019593.**

Thank you for your payment on the Austin Build + Connect Payment Portal.

This is an auto-generated email. Please do not reply to this email.

**Payment Details**

2021-044657 SB Inv#7374396/PDRD	\$70.72
<hr/>	
Subtotal:	\$70.72
<hr/>	
<b>Total:</b>	<b>\$70.72</b>

**Payment Source**

Visa ending in 1111  
Auth code: PPS345

**Payment Date**

Copyright © 2022 Austin Build + Connect

If you have questions about this payment or need assistance, please view the payment online at [Austin Build + Connect](#) or call Austin 311 at 512-974-2000. Thank you for your payment on the Austin Build + Connect customer portal



- **EXAMPLE EMAIL - Austin Build + Connect Payment Confirmation**

Confirmation ID: XC1A68000001451

Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information [online](#). The following records have been updated:

Permit #:2016-000783 PP/Invoice #:6221704/PDRD: \$168.48

Total Amount Applied: \$168.48

If you need to report any issues, please contact 311 or (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also [submit a request online](#).

- **EXAMPLE EMAIL – City of Austin Development Services Department Permit Approval**

Permit Type: PP

PERMIT IS HEREBY ISSUED FOR

Name:

Organization Name:

Work Phone number:

Address of project: Permit number: 2016- PP Issue date: 03-MAR-16 Expiry Date: 30-AUG-16

Permit Fee: \$168.48

Description of Work: Replacement of any self-contained packaged units

CONDITIONS OF PERMIT

It is agreed that the proposed development shall be performed and completed in accordance with the plans and specifications approved by the City of Austin Standard Specifications, Code requirements and State of Texas construction safety statutes. All development approved by this permit is subject to the inspection and control of the City of Austin.

All buildings, fences, landscaping, patios, flatwork, and other uses or obstructions of a drainage easement are prohibited. Unless expressly permitted by a license agreement approved by COA authorizing use of the easement.

Approval of the final plumbing inspection, if required, serves as completion and approval of a customer service inspection as required by 30 T.A.C. 290.46(j). Completion and acceptance of the final plumbing inspection meets the Customer Service inspection requirements as identified in TCEQ's Rules and Regulations for Public Water Systems 290.46(j).

City Code Chapter 25-12, Article 13: A permit expires on the 181st day if the project has not scheduled or received an inspection. A 'Cancelled' and/or 'Failed/No Work Performed' inspection result does not extend the expiration date. You may view the progress of your permit via web site: [https://www.austintexas.gov/devreview/b\\_showpublicpermitfolderdetails.jsp?FolderRSN=11408043](https://www.austintexas.gov/devreview/b_showpublicpermitfolderdetails.jsp?FolderRSN=11408043)


# Credit Card Payment Process

## 1) Select 'Credit or debit card'

Fill out the Credit Card information and click 'Next'.

### Payment Method

☐ Checking account


☒ Credit or debit card 

Name on card

Credit card number

Expiration date (MM/YY)

CVV



 **Card Processing Fee - \$2.00**

There is a processing fee of 2.35% with a minimum of \$2.00 on all card payments.

Cancel

Next

Note: It is the responsibility of the customer to pay the credit card service fee when using a credit card. Customers choosing to pay via credit card will incur a 2.35% service fee (\$2.00 minimum).

We encourage use of our fee-free options:

- Pay online with a checking account (on-line bank draft/eCheck/ACH)
- Pay in-person for credit card payments less than \$10,000 (will not accept payments over \$10k in person via a credit card)
- Pay in-person via cash or check

The maximum amount that can be paid per transaction is \$800,000.

## 1) Customer Information

Enter billing and contact information, then click **'Next'**.

### Customer Information

#### Billing Information

Country

United States of America

Address

Apt, Suite, Unit, Floor, etc. (Optional)

City

State

Please select state

Zip code

#### Contact Phone Number

Phone number

#### Contact Email Address

Email address

Back


Next

## 2) Review and Confirm

Review and Confirm your billing information, accept the Terms and Conditions, then click **‘Pay’**.

### Review & Confirm

Payment method

 Card ending in 1111

Edit

Payment date

Billing address

Austin, TX 78777

Edit

Contact phone number

(555) 555-5555

Edit

Contact email

@austintexas.gov

Edit

☒ Terms and Conditions

These Payment Gateway Terms of Use ('Terms' or 'Terms of Use') governs your use of [pay.austintexas.gov](https://pay.austintexas.gov), maintained and managed by CityBase, Inc., its authorized agents and contractors (collectively, 'CityBase') on behalf of the City of Austin, Texas. The collection, use and sharing of your information is governed by CityBase's Privacy Policy available at [thecitybase.com/privacy-policy](https://thecitybase.com/privacy-policy). All such guidelines or rules are hereby incorporated by reference into these Terms of Use.

Learn More

### Payment Details

2022-01  
Inv#

\$73.04

Subtotal:


\$73.04

Service Fee:


\$2.00

Total:

\$75.04

 I am human

This hCaptcha is for testing only. Please contact the site admin if you see this.

  
hCaptcha  
Privacy - Terms

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### 3) Confirmation

A confirmation of your payments will be displayed. Click **'Continue'** to return to the Austin Build + Connect site. You can also register and set up a Wallet with Citybase if you choose by clicking **'Register for Wallet'**. The Wallet allows you to save credit cards or checking accounts (ACH) with Citybase. The information saved is security encrypted and once added, the details are not visible and cannot be edited, but can be deleted and re-added. The Wallet allows you to speed up the checkout process, but it is not part of the City of Austin feature. You may pre-register your credit card(s) or checking account(s), or you may maintain what saved payment methods you have with Citybase through this link. You will be required to create and maintain a separate username and logon at the Citybase site.

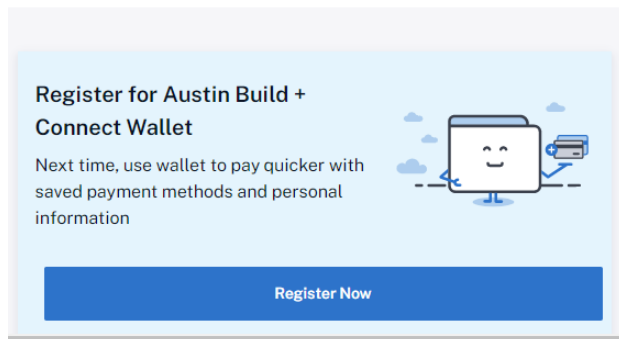


## Thank you for your payment!

Your transaction number is 70019647.

We've sent a confirmation email to  
@austintexas.gov. If you do not receive a receipt,  
check your spam folder.

Please contact customer service at Austin 311 or 512-974-2000 if  
you have questions about your payment.



### Payment details

2022-01 Inv#	\$73.04
<hr/>	
Subtotal:	\$73.04
Service Fee:	\$2.00
<hr/>	
Total:	\$75.04

### 4) Your payment has been processed:

You will receive 3 emails. See [above for details and examples.](#)

# View Payment Information on Permit

How do I view my **payment information** for a permit?

Select **My Permits/Cases**. Select the orange permit link. Go into the permit. Scroll down to **FEES AND PAYMENTS** and select the orange **PAYMENT NUMBER** (invoice number) link to see the **PAYMENT RECEIPT** and **PURCHASE INFORMATION**.

FEES AND PAYMENTS			
Fee Description	Fee Amount	Balance	Payment Number
Building Permit Fee	\$206.05	\$0.00	<a href="#">6457782</a>
Development Services Surcharge	\$8.24	\$0.00	<a href="#">6457782</a>

Total Fees: \$214.29

Total Payments: \$214.29

Total Unpaid Fees: \$0.00



## YOUR PAYMENT RECEIPT

[Return to the first view](#)

### PAYMENT INFO

**Payment Number:** 6457782  
**Payment Date:** 09-May-2019 15:27:15

### PAYER INFORMATION

**Company/Facility Name:** Organization Line  
**Payment Made By:** [REDACTED]

### PURCHASE INFORMATION

Fee Code	Fee Description	Invoice Number	Amount
50000	Building Permit Fee	6556112	\$206.05
50014	Development Services Surcharge	6556112	\$8.24

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# My Escrow Account

By click on **'My Escrow Account'**, you can view balances and statements for all escrow accounts associated with the contractors linked to your online account.

There are two ways to pay for permits using escrow on Austin Build + Connect:

1. Through the permit hyperlink (individual standalone permit)
2. With **Assign Permit** (contractor self-assignment)

SEARCH CRITERIA

List Escrow Accounts by Status: 

Any status ▾

Search by Escrow Account Number:  
Sample: '2004-023481 EE'

Search

1 Page 1 / 1 - Total 2 rows returned.

MY ESCROW ACCOUNTS

#	Escrow Account Number	Account Holder's Name	Status	Balance	Request Report
1	<a href="#">2015- EE</a>	POWER INC.	Active	\$4,869.72	<a href="#">Escrow Statement</a>
2	<a href="#">2015- PE</a>	Plumbing LLC	Active	\$1,413.82	<a href="#">Escrow Statement</a>

1 Page 1 / 1 - Total 2 rows returned.

- 1) When paying a standalone permit fee by Escrow, click the permit number instead of selecting the check box under **'My Bills'**. Select **'Pay Now'**.

MY BILLS						
#	Check	Permit Number	Project Name	Description	Status	Balance
1	<input type="checkbox"/>	<a href="#">2016-005018 PP</a>	100 W MAIN STREET	Replacement of complete existing central heat and air system, with or without duct work	Pending	\$434.72
2	<input type="checkbox"/>	<a href="#">2016-004352 PP</a>	300 RED BIRD LANE	Replacement of any self-contained packaged units	Pending	\$168.48
3	<input type="checkbox"/>	<a href="#">2016-004351 MP</a>	100 RED RIVER STREET	Replacement of complete existing central heat and air system, with or without duct work	Pending	\$296.40
4	<input type="checkbox"/>	<a href="#">2016-002361 EP</a>	500 BLACKSON AVENUE	test	Pending Permit	\$166.40

- 2) The invoice will display an option to **Pay From Escrow Account**. Select the account, review the

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information, and enter the **Escrow PIN number**:

**INVOICES**

Permit Number	Invoice Number	Fee Description	Fee Amount
2016-002361 EP	6222768	Electrical Permit Fee	\$160.00
2016-002361 EP	6222768	Development Services Surcharge	\$6.40

Number of Invoice(s): 1Total Amount: \$166.40

**ESCROW PAYMENT**

Pay From Escrow Account

15000 00 EE - POWER INC.

**CREDIT CARD AND CHECK PAYMENT**

**ESCROW PAYMENT**

Pay From Escrow Account

15000 00 EE - POWER INC.

Account Name

POWER INC.

Account Address

ROUND ROCK Texas

Account Type

Electrical Escrow

Current Account Balance

\$4,869.72

Post Payment Account Balance

\$4,703.32


Escrow PIN Number \*

Pay Now with Escrow

- 3) Select **‘Pay Now with Escrow’** and a transaction receipt will appear, along with email verifications to the payer and the escrow account holder.

**TRANSACTION RECEIPT**

Thank you for using the City of Austin Online Services.  
This receipt was sent to your email. You also can [print](#) this receipt here.



City of Austin  
P.O. Box 1088; Austin, Texas 78767  
TRANSACTION RECEIPT

Receipt No.:6198028

Payment Date:07/18/2016 14:43:23

Invoice No.:6222768

[Payer Information](#)

Company/Facility Name:

Payment Made By:


123 Main ST Austin Austin TX

When pulling existing permits through Assign Permit, follow the same steps as described in self-assignment. If the contractor has an escrow account with enough money to cover the cost of the permit, an escrow payment option will be available under the invoice.

# Search for permits paid through Escrow

To find permits paid through Escrow, select **My Escrow Account**. Select the **Escrow Account Number** as shown in the example screenshot below. Select **Escrow Statement** under the column **Request Report**.

[Apply for Permits/Cases](#)  
[Apply for Right Of Way Permits / Special Events](#)  
[Assign Permit](#)  
[My Permits/Cases](#)  
[My Applications](#)  
[My Bills](#)  
[My Licenses](#)  
[My Inspections](#)  
[My Escrow Account](#)  
[My Reports](#)  
[My Profile](#)  
[External Business Search](#)



[Return to the first view](#)

SEARCH CRITERIA

List Escrow Accounts by Status: 

Any status ▾

Search by Escrow Account Number:  
Sample: '2004-023481 EE'

Search

1 Page 1 / 1 - Total 1 rows returned.

MY ESCROW ACCOUNTS

#	Escrow Account Number	Account Holder's Name	Status	Balance	Request Report
1	<a href="#">1999-000537 PE</a>	Edward Salyers Aquarius Plumbing	Active	\$0.00	<a href="#">Escrow Statement</a>

1 Page 1 / 1 - Total 1 rows returned.

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# Payment Errors

If you submit a payment but receive a page error or close the page, you will not be able to immediately select the permit to try again. The Citybase system will put the permit on hold for approximately 90 minutes in order to prevent multiple payments on the same permit. After the 90 minute period, the permit will be available to select again if the previous payment did not get processed.

## 311 Ticket (Refund, Voids, Cancellations)

If there is a problem with your payment (ex: used wrong credit card, paid wrong permit, etc.), you can request an adjustment from the City of Austin Development Services Department.

- 1) In the Austin Build + Connect Payment Confirmation email there is a link to request a refund, void, or cancellation. The link will take you to the City of Austin’s 311 System where you can submit your request:

Confirmation ID: COAA68000016455

Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information [online](#). The following records have been updated:

Permit #:2014-018239 MP/Invoice #:5945415/PDRD: \$99999.99

Total Amount Applied: \$99999.99

If you need to report any issues, please contact 311 or (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also [submit a request online](#).

Link here: [Submit a Request online](#)

- 2) The Service Information request ticket:

The screenshot shows the 'Request a City Service' form with the following details:

- Form Title:** Request a City Service [Start Over](#)
- Progress Bar:** 1 Select Service Type, 2 Service Location, 3 Service Information (active), 4 Contact Information, 5 Comments and Attachments, 6 Review and Submit
- Instructions:** Please provide as much information as possible then click the Next Step button or you may Start Over. All fields marked with an \* are mandatory.
- Service Type:** Amanda - Online Payment Inquiry
- Service Information Section:**
  - \* What is the issue?
    - ☐ Requesting to Cancel Payment
    - ☐ Requesting Information on Charge
    - ☐ Requesting Refund
    - ☐ Disputing A Charge
    - ☐ Charge Not Applied Correctly To Account
    - ☐ Other (provide details in comments field)
  - \* Which department is this regarding?
    - ☐ PDRD - Planning and Development Review Department
    - ☐ ACD - Austin Code Department
    - ☐ HHS - Health and Human Services
    - ☐ TRAN - Transportation Department
    - ☐ WPD - Watershed Protection
    - ☐ Other (provide details in comments field)
  - Permit Number:  (Limit: 4000 characters) (Permit Number)
  - Invoice Number:  (Limit: 4000 characters) (Invoice Number)
  - Confirmation Number:  (Limit: 4000 characters) (Confirmation Number)
- Footer:** Inquiries regarding cancellations, the citizen will be contacted within 4 business hours if called in before 5pm. Other inquiries, the citizen will be contacted within 1-3 business days. [Next Step](#)

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3) Select the issue that reflects your request. Select the department this is regarding:

Request a City Service [Start Over](#)

1 Select Service Type 2 Service Location 3 Service Information 4 Contact Information 5 Comments and Attachments 6 Review and Submit

Please provide as much information as possible then click the Next Step button or you may Start Over.  
All fields marked with a \* are mandatory

Service Type: Amanda - Online Payment Inquiry

Service Information

\* What is the Issue?

- ☐ Requesting to Cancel Payment
- ☐ Requesting Information on Charge
- ☐ Requesting Refund
- ☐ Disputing A Charge
- ☐ Charge Not Applied Correctly To Account
- ☐ Other (provide details in comments field)  
(Please check all answers that apply.)

\* Which department is this regarding?

- ☐ PDRD - Planning and Development Review Department
- ☐ ACD - Austin Code Department
- ☐ HHS - Health and Human Services
- ☐ TRAN - Transportation Department
- ☐ WVPD - Watershed Protection
- ☐ Other (provide details in comments field)  
(Please check all answers that apply.)

Permit Number

(Limit: 4000 characters)  
(Permit Number)

Invoice Number

(Limit: 4000 characters)  
(Invoice Number)

Confirmation Number:

(Limit: 4000 characters)  
(Confirmation Number)

Inquiries regarding cancellations, the citizen will be contacted within 4 business hours if called in before 2pm.  
Other inquiries, the citizen will be contacted within 1-2 business days.

[Next Step](#)

4) The Permit Number, Invoice Number, and Confirmation Number can be found in either Payment Confirmation emails:

Confirmation ID: COAA68000016455

Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information [online](#). The following records have been updated:

Permit #:2014-018239 MP/Invoice #:5945415/PDRD: \$99999.99

Total Amount Applied: \$99999.99

If you need to report any issues, call (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also [submit a request online](#).

**Confirmation Number**

**Invoice Number**

**Permit Number**

## 5) Enter your information. Click 'Next':

**Request a City Service** [Start Over](#)

**1 Select Service Type** **2 Service Location** **3 Service Information** **4 Contact Information** **5 Comments and Attachments** **6 Review and Submit**

**1** Please provide as much information as possible then click the Next Step button or you may Start Over.  
All fields marked with a \* are mandatory

Service Type: Amanda - Online Payment Inquiry

**Citizen**

Prefix First M.I. Last Suffix

Name

Email

Street Address

Address

City State Zip Code

TX

Building Floor Unit

Phone

Ext.

[Previous Step](#) [Next Step](#)

## 6) Enter your reason for request and attach any relevant files. Click 'Next':

**Request a City Service** [Start Over](#)

**1 Select Service Type** **2 Service Location** **3 Service Information** **4 Contact Information** **5 Comments and Attachments** **6 Review and Submit**

**1** Please provide as much information as possible then click the Next Step button or you may Start Over.  
All fields marked with a \* are mandatory

Service Type: Amanda - Online Payment Inquiry

**Comments and Attachments**

Additional Comments

**1** Attach relevant files. Up to 5 files are allowed. (Maximum upload file size: 5 MB)

[Select File](#)

[Select File](#)

[Select File](#)

[Select File](#)

[Select File](#)

[Previous Step](#) [Next Step](#)

## 7) Review your request before submitting. Click 'Submit':

**Request a City Service** [Start Over](#)

**1 Select Service Type** **2 Service Location** **3 Service Information** **4 Contact Information** **5 Comments and Attachments** **6 Review and Submit**

**1** Please review the information entered below. Click on Previous Step to change the information or Start Over to begin again. If the information is correct, click on Submit to create the Service Request.

Service Type: Amanda - Online Payment Inquiry

**Service Information**

What is the Issue? Requesting to Cancel Payment, Requesting Refund,  
Which department is this regarding? PDRD - Planning and Development Review Department,  
Permit Number 2014-018193 MP  
Invoice Number Inv#5944307  
Confirmation Number: COA68000014596

Inquiries regarding cancellations, the citizen will be contacted within 4 business hours if called in before 2pm.  
Other inquiries, the citizen will be contacted within 1-2 business days.

**Contact Information**

Citizen  
Name:  
Address:  
Phone:  
Email:

**Comments and Attachments**

Additional Comments: I used the wrong credit card  
Attachment(s):

[Previous Step](#) [Submit](#)

## 8) Tracking Number is displayed. Click 'Finish':

Thank You

The service request has been successfully submitted. The tracking number is 14-00250188.

[Next](#) [Finish](#)

## 9) You will receive an email from the City of Austin 311 Ticket System confirming your request:

CSR - Automated Response E-mail Notification - DO NOT REPLY

Thank you for reporting your city services needs. Your service request for Austin Build and Connect Online Payment Inquiry has been added to the service request tracking system and assigned the unique service request number 14-00250410. This number is the official reference number for your service request if you need to inquire about it in the future. It can be used in conjunction with your E-mail address to query the latest available status via the Internet.

Please click on the following link to check the status of service request number 14-00250410.

<https://austin-plcsrprod.cwi.motorolasolutions.com/StatusCheck.mvc/StatusCheck>

## Find Final / Closed Permits

Once a permit has passed inspection, the permit will no longer be listed within **My Permits/Cases**.

### To find final permits or closed permits:

If the permit is finalized, go to “**my permits/cases**”. Select the **Search** button at the top of the list. Search by either **permit number or address**. Also when searching for a permit, the **date range that it auto populates is from today's date to 1 year ago**. If the permit is older than that make sure to change the date range, but it can only search a span of 365 days at a time (Example: 2015-01-01 thru 2016-01-01). You will also need to select the checkbox by **Final** permits. Click on Retrieve. The orange permit # will populate. The **Status** will show as **Final**.

The screenshot shows the Austin Texas.gov website. The top navigation bar includes links for Pay Online, Services, Calendar, Media Center, Departments, and a 311 icon. The main content area is titled 'Department > Planning > Interactive Development Review Permitting and Inspection'. On the left, a sidebar menu lists various links, with 'My Permits/Cases' circled in red. The main content area features a header image with the text 'Austin Build + Connect' and a 'Return to the first view' link. Below this, a 'Note' explains that expired or final permits are not listed and that users can search by permit number or address. A 'TIP' states that the 'My Bills' link only displays permits eligible for payment. A 'Click on the Permit Number for further details.' instruction is followed by a 'Search' button, which is highlighted with a red arrow. Below the search button, the text '1 2 next Page 1 / 2 - Total 38 rows returned.' is displayed. At the bottom, there is a 'Go to Page' field and a 'Go' button.

[Back to Contents](#)

[Return to the first view](#)

**Note:**

Shown below are the permits you have applied for. Click on the Permit Number link to view the current information for that permit. Check the checkboxes shown in the left side of the list box when you want to pay the Balance. Once you have selected the Permits you wish to pay for by checking their checkboxes, then click on the 'Pay Selected Permits' button to pay.

MY PERMITS SEARCH

Permit/Case Number  
(Ex: 2015-012321 PP):

2017-123456 EP

Start Date:

2017-01-01

End Date:

2018-01-01

List Permits by Status:

<input type="checkbox"/>	Active
<input type="checkbox"/>	Approved
<input type="checkbox"/>	Awaiting Update
<input type="checkbox"/>	Expired
<input checked="" type="checkbox"/>	Final
<input type="checkbox"/>	In Review
<input type="checkbox"/>	Internet Pending
<input type="checkbox"/>	Pending Permit
<input type="checkbox"/>	Queue
<input type="checkbox"/>	Withdrawn

List Permits by Type:

<input type="checkbox"/>	Building Permit
<input type="checkbox"/>	Electrical Permit
<input type="checkbox"/>	Mechanical Permit
<input type="checkbox"/>	Plan Review
<input type="checkbox"/>	Right of Way Use Permit
<input type="checkbox"/>	Temporary Use Permits
<input type="checkbox"/>	Trade Registration
<input type="checkbox"/>	Tree Permit

Or search by address

ADDRESS

Street Number (Ex: 505):

Street Name (Ex: Barton Spring):

Zip Code (Ex: 78702):

Clear All

Retrieve



## ADDRESS

Street Number (Ex: 505):

505

Street Name (Ex: Barton Spring):

Barton

Zip Code (Ex: 78702):

Clear All

Retrieve

## Austin Build + Connect

[Return to the first view](#)

### Note:

Shown are permits and cases associated with your account(s). Expired or Final permits are not listed. Use the Search button to select other permit status types. You can view the permit or case details by clicking the Permit/Case Number link. Permits eligible for payment online will have a checkbox available for selection. Click the checkbox for each permit or case you wish to pay and then click on the 'Pay Selected' button located at the bottom of the page.

TIP: The My Bills link on the left menu bar only displays permits and cases eligible for payment.

Click on the Permit Number for further details.

Search

1 Page 1 / 1 - Total 1 rows returned.

### VIEW STATUS OF MY PERMITS/CASES

#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
1		<a href="#">2017-000386 TP</a>	505 BARTON SPRINGS RD	test	01/24/17	Final	No	\$167.44

1 Page 1 / 1 - Total 1 rows returned.

# Printing Permits

(Example: Using Google Chrome browser)

**Printing Permits are available for Development Services permits only.**

## 1) Find the finalized building permit.

If the permit is finalized, go to “My Permits/Cases”. Select the search button at the top of the list. Search by either permit number or address. Also when searching for a permit, the date range that it auto populates is from today’s date to 1 year ago. If the permit is older than that make sure to change the date range, but it can only search a span of 365 days at a time (Example: 2015-01-01 thru 2016-01-01). You will also need to select finalized permits.

**To find all other permits that are active or not finalized or closed.**

Under **My Permits/Cases**



Click on the permit # (the orange number link) under **My Permits/Cases**. *\*See print screen example: 2017-001028 BP*

VIEW STATUS OF MY PERMITS/CASES								
#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
26		<a href="#">2017-002846 TP</a>	1712 E RIVERSIDE DRIVE	I need to attach my 26 page Scope of Work (SOW). How do I do this? I also have a bee problem. Do you need to remove the bees before work is started? Want to ensure safe removal of the hive. There are 2 hives actually.	05/24/17	Queue	No	\$0.00
27	<input type="checkbox"/>	<a href="#">2017-001028 BP</a>	4801 ALTA LOMA DR	new home	02/17/17	Active (08/08/18)	No	\$106.00

## 2) Scroll down past Attachment Upload to the section called Reports. Click on View Permit.

REPORTS	
<a href="#">View Permit</a>	

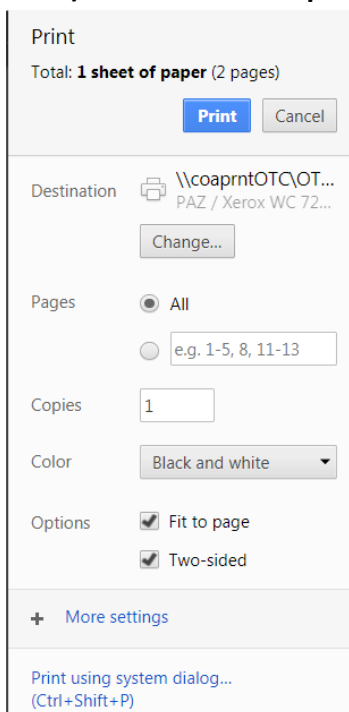
*\*The City of Austin permit will populate on the screen.\**

- 3) **To print: move the mouse to the right hand side top of the screen and click on the print icon** .
- \*Note\*** Move the mouse in the upper right hand part of the screen for the grey bar to pop up with the print icon  : print screen below.



A pop up of a screen on the left side of your computer looks like the print screen below:

- 4) **Select the blue print button and the permit should print to the printer destination.**



# Permit Change Request/ Modify a Permit

**Permit Change Requests are available for Development Services permits only.**

There are three (3) types of Permit Change Requests.

1. [How to Withdraw a Permit](#)
2. [How to Request an Extension of a Permit](#)
3. [How to Reactivate an Expired Permit](#)

*Note: Not all permits qualify for permit change requests.*

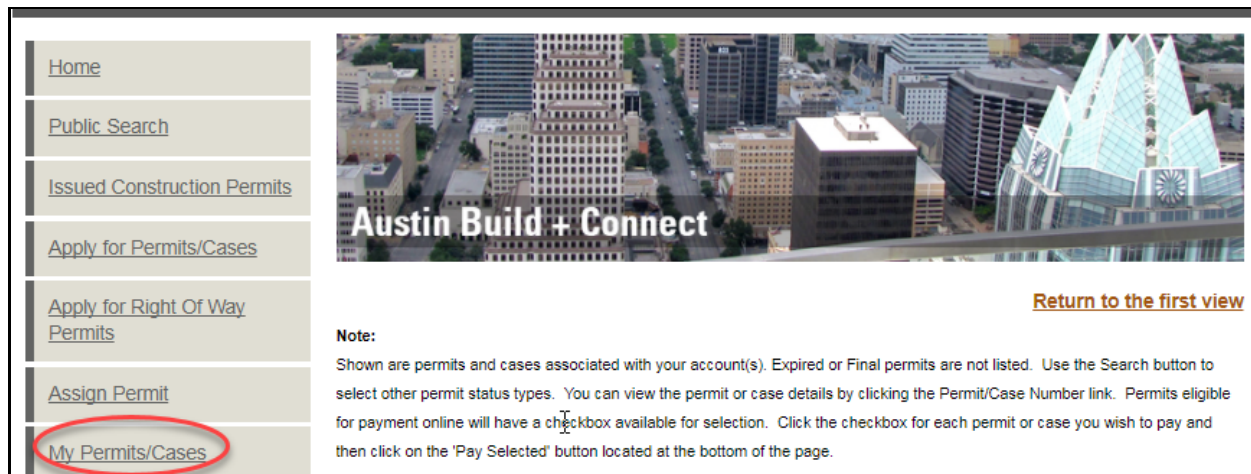
*To find out if your permit meets the criteria for modifying a permit, please contact Building and Trade Contractor Services (formerly the Service Center) at [austintexas.gov/dsd-btcs](http://austintexas.gov/dsd-btcs).*

## How to Withdraw a Permit

*Note: Cannot withdraw an Active permit once inspections have started.*

*If permit is in Application Incomplete status, select My Applications and Discard.*

- 1) Click on My Permits/Cases.



The screenshot shows the Austin Build + Connect website. On the left is a sidebar with navigation links: Home, Public Search, Issued Construction Permits, Apply for Permits/Cases, Apply for Right Of Way Permits, Assign Permit, and My Permits/Cases (which is circled in red). The main content area features a cityscape image with the text 'Austin Build + Connect' and a 'Return to the first view' link. Below the image is a 'Note' section explaining that the page shows permits and cases associated with the user's account, excluding expired or final permits, and provides instructions on how to use the search and payment features.

- 2) Click on the pending Permit # (orange permit # link) for withdrawal.

VIEW STATUS OF MY PERMITS/CASES								
#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
4		<a href="#">2018-006210 PP</a>	505 BARTON SPRINGS ROAD Unit 10	123	10/02/18	Pending	No	\$89.84

### 3) Select Permit Change Request.

PERMIT DETAILS						
Description					Value	
Is this in ETJ ?					No	
Has Smart Housing Been Approved?					No	
Electrical Valuation Remodel					7466	
Usage Category					4000	
Electric Service Planning Application Req'd?					No	
Electric Inspection					Yes	

PERSONS ASSOCIATED WITH PERMIT	
Electrical Contractor	James Z Zap Electric (James Z Paxton) 136 Kalis Cove Buda TX 78610 (512) 845-3558
Online Applicant	Johna City of Austin - Development Services (Johna May) 1712 E Riverside DR Austin TX 78741 (512) 974-1784

PERMIT WORK FLOW						
PROCESS	STATUS	TOD	Start Date	Scheduled End Date	End Date	STAFF
<a href="#">Web Application Acceptance</a>	Duplicate Review			10/09/18		ABC Permit Center

Request Inspections

Cancel Inspections

View Inspections

Permit Change Request

### 4) Select Request Type from drop down menu.

Austin Build + Connect

required field

[Return to the first view](#)

SELECT REQUEST TYPE

Request Type : \*

Request for Withdraw

Comment : \*

Submit Request

5) In the Comment section add comments here. Select Submit Request.

Austin Build + Connect

required field [Return to the first view](#)

**SELECT REQUEST TYPE**

Request Type : \*

Request for Withdraw ▼

Comment : \*

Add comments here.

Submit Request

A red box highlights the 'Request for Withdraw' dropdown menu. A red arrow points to the 'Submit Request' button.

6) Add Reason for Withdrawal. Select I Agree.

Austin Build + Connect

required field [Return to the first view](#)

**Reason for Withdrawal: \***

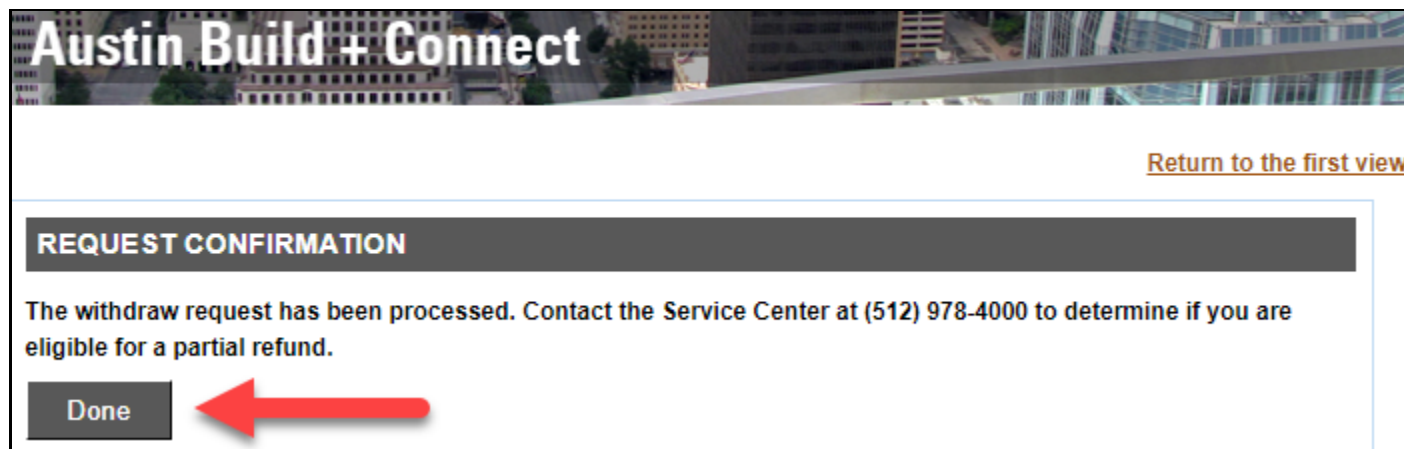
Add any additional comments for reason for withdrawal

Permit Withdrawal

I agree

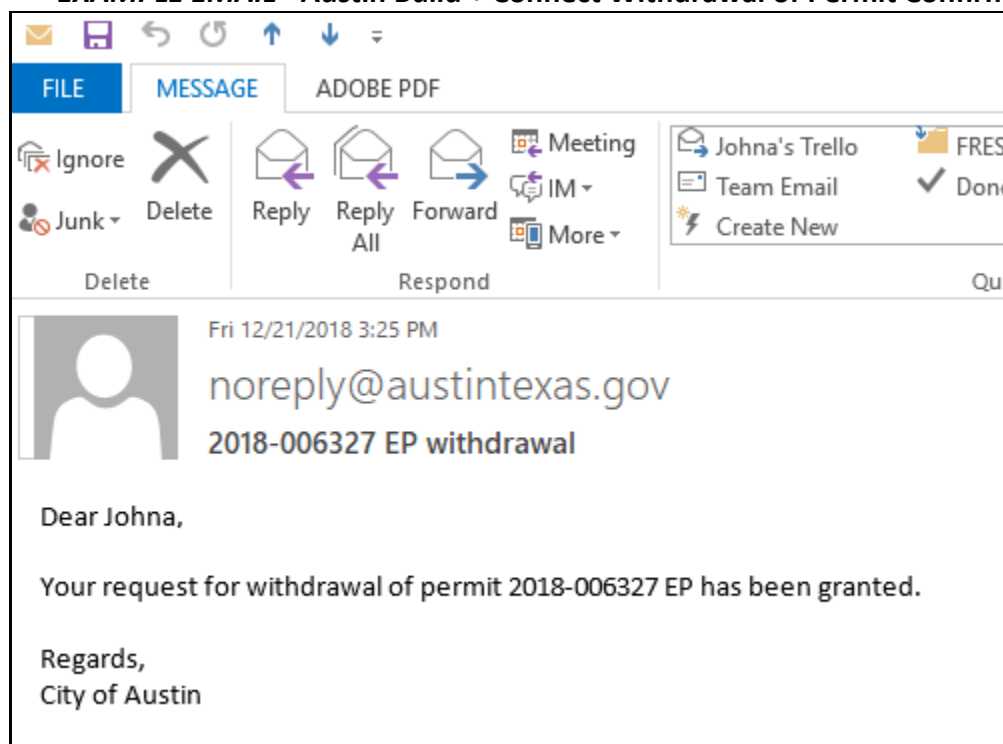
A red box highlights the 'Reason for Withdrawal' text area. A red arrow points to the 'I agree' button.

7) The Request Confirmation populates on screen. Select Done.



8) An auto generated email will be sent to the email listed on the contractor account.

**EXAMPLE EMAIL - Austin Build + Connect Withdrawal of Permit Confirmation**



# How to Request an Extension of a Permit

1) Select the permit with the soon to expire expiration date.

VIEW STATUS OF MY PERMITS/CASES								
#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
		<a href="#">2018-004258 PP</a>	505 BARTON SPRINGS RD UNIT 10	sdf	07/19/18	Active(01/15/19)	No	\$0.00

2) Go into the permit. Scroll past the Permit Summary, Property Details, Permit Details, Persons Associated With Permit and Permit Work Flow and click on Permit Change Request.

<a href="#">Administrative Hold</a>	Open					
<a href="#">Red Tag Hold</a>	Open					
<a href="#">Permitting</a>	Open					
<a href="#">Permit Refund</a>	Open					
<div>Request InspectionsCancel InspectionsView InspectionsPermit Change Request</div>						



- 3) Select the drop down box for Request Type. Select Request for Extension and type in the comments the reason for extension. Select Submit Request

Austin Build + Connect

required field

[Return to the first view](#)

**SELECT REQUEST TYPE**

Request Type : \*

Request for Extension ▼

Comment : \*

We will need more time to complete the project after the current expiration date.

Submit Request

- 4) A pop up screen will appear to check the box that "I understand that prior to the expiration date, the building official is authorized to grant a one-time extension for a period not to exceed 180 days." Select I agree and a pop up message will appear that the extension request has been granted.

Austin Build + Connect

required field

[Return to the first view](#)

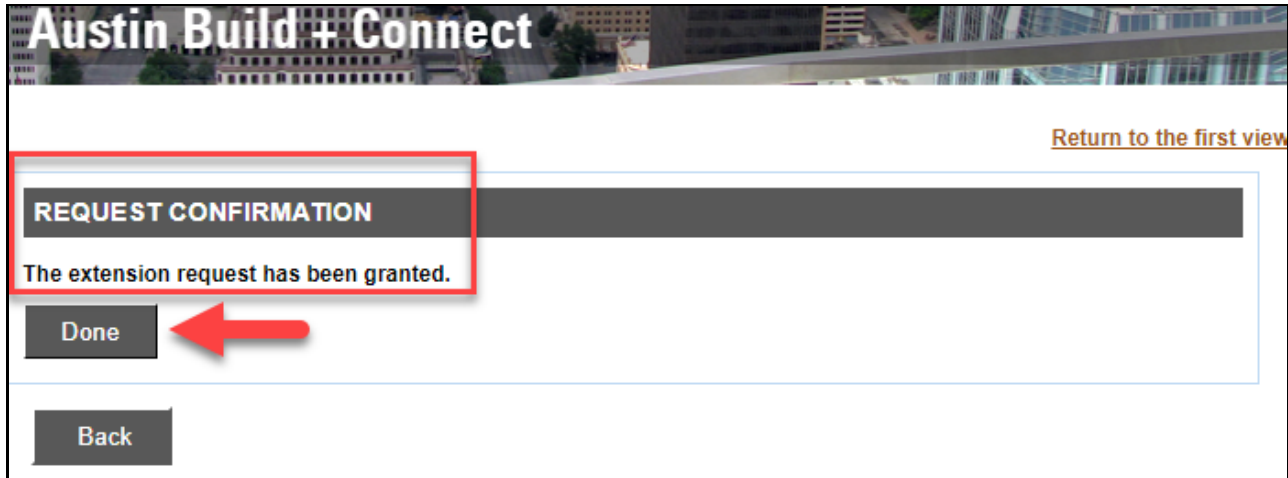
**Permit Extension Consent**

☒ I understand that prior to the expiration date, the building official is authorized to grant a one-time extension for a period not to exceed 180 days.

I agree

Previous

5) A Confirmation will populate stating that the extension request has been granted.



6) An auto generated email from noreply@austintexas.gov will be sent to the email that is listed on the contractor record.

**EXAMPLE EMAIL - Austin Build + Connect Request for Extension Confirmation**



# How to Reactivate an Expired Permit

1) Permit holder will receive an auto generated notification 30 days before the permit will expire.

## (EXAMPLE: Notification) Permit Expiration 30 Day Notice

Warning: This is an automated 30 day notice generated from the City's electronic system informing you that your permit will expire in 30 days from the date of this automated e-mail.

Permit Number : 2018-123465 EP

Address : 505 BARTON SPRINGS

Issued on : 20 December, 2017

In order to keep your permit active, you must schedule a required inspection.

Please be aware that:

1. If your inspection is posted on the Permitting system as "Cancelled" or "Failed/No Work Performed" the expiration date will not be updated for an additional 180 days.
2. If this permit expires, no work or inspections may be performed under this permit after the expiration date.
3. If you know what inspection is required, you may schedule an inspection by phoning the Interactive Voice Response (IVR) system at (512) 480-0623.

4. If your permit expires, the information and steps to request an extension can be found at the following link:

<http://www.austintexas.gov/departments/expired-permits-and-extensions>

5. To determine the status of your application, use the following public access link:

[https://abc.austintexas.gov/web/permit/public-search-other?t\\_detail=1&t\\_selected\\_foldern=10873971](https://abc.austintexas.gov/web/permit/public-search-other?t_detail=1&t_selected_foldern=10873971)

2) Select the Permit # that is expired.

VIEW STATUS OF MY PERMITS/CASES								
#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
53		<a href="#">2015-001729 MP</a>	608 BLANCO ST	Change of Use and Interior Remodel from Duplex to Triplex, Patio Cover and Addition In Rear (Structure will be fully Sprinkled)	01/08/15	Expired(09/19/15)	<a href="#">Yes</a>	\$0.00

3) Scroll past Permit Work Flow and select Permit Change Request.

PERMIT WORK FLOW						
PROCESS	STATUS	TOD	Start Date	Scheduled End Date	End Date	STAFF
<a href="#">400 Mechanical Rough</a>	Open					
<a href="#">Permitting</a>	Open					
<a href="#">Permit Refund</a>	Open					
<a href="#">114 Continuance of work</a>	Open					
<div>Request InspectionsCancel InspectionsView InspectionsPermit Change Request</div>						

4) The Request Type will appear with a drop down box. Select from the drop down menu Request For Reactivation. Type in permit comments in the Comment Box. Select Submit Request.

Austin Build + Connect

\* required field

[Return to the first view](#)


SELECT REQUEST TYPE

Request Type : \*  
Request for Reactivation ▼

Comment : \*  
Request to reactivate expired permit.

Submit Request

5) Answer the 4 Permit Reactivation Consent Questions. Select I agree.



**Austin Build + Connect**

\* required field [Return to the first view](#)


**Permit Reactivation Consent**

☒ have included evidence demonstrating that substantial work required to complete the project was commenced within the 180-day period prior to the expiration date provided for under City Code Section 25-12-267 (Expiration) or Subsection (B). I have included receipts or invoices for work performed on the project, photographs of the work performed on the project, or other evidence acceptable to the building official.

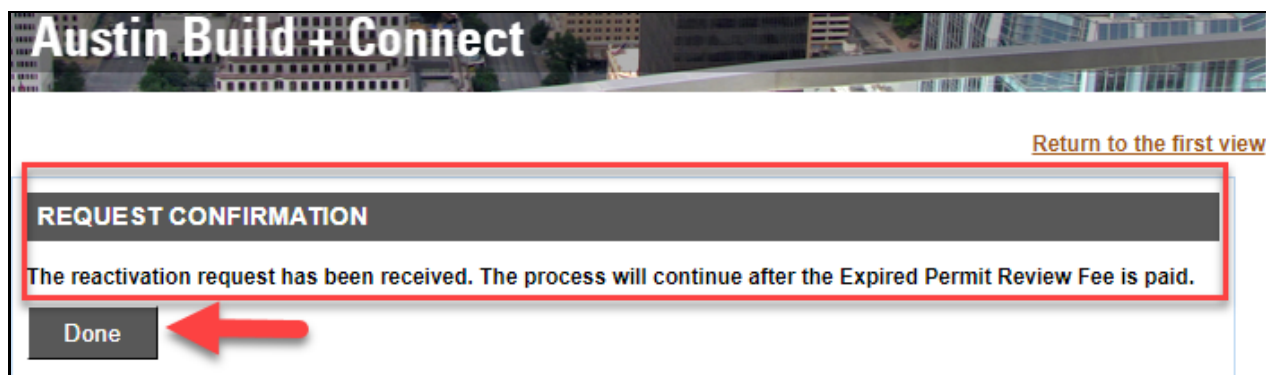
☒ understand that a permit that is reactivated in accordance with City Code section 25-12-269B expires on the 181st day after the date that the permit is reactivated if the project has received no inspections as required under the Code.

☒ understand that no more than one reactivation may be approved for one & two family residential structure, in accordance with City Code section 25-12-269C unless the project complies with all codes and ordinances in effect on the date that the application for reactivation is submitted

☒ understand it is solely the responsibility of the permit holder to keep a permit active by actively performing work towards the completion of the project as permitted by scheduling an inspection. If you are permitting projects where structural or other conditions exist that do not allow for intervals of inspections less than 180 days, you will need to keep the permit active by scheduling a #114 continuance of work inspection. I understand I may schedule #114 continuance of work inspection in order for the inspector to verify if work has continued. If the inspector has determined that work has not continued the permit will not receive a passed inspection, and the permit will expire at the end of 180 days from the time of issuance or the last documented pass or fail inspection. An inspection result of "failed/no work performed" or "cancelled" will not keep a permit active.

**I agree** 

6) A screen will populate that shows the reactivation request has been received. Select Done.




**Austin Build + Connect**

[Return to the first view](#)

**REQUEST CONFIRMATION**

The reactivation request has been received. The process will continue after the Expired Permit Review Fee is paid.


**Done** 

7) An auto generated email from [noreply@austintexas.gov](mailto:noreply@austintexas.gov) will be sent to the email that is listed on the contractor record stating that the *reactivation of the permit has been granted*.

**EXAMPLE EMAIL - Austin Build + Connect Reactivation of Permit Confirmation**



8) Select My Bills. The permit status has changed to Pending Permit. Select Pay Selected.

MY BILLS						
#	Check	Permit Number	Project Name	Description	Status	Balance
	<input checked="" type="checkbox"/>	<a href="#">2015-001729 EP</a>	608 BLANCO ST	Change of Use and Interior Remodel from Duplex to Triplex, Patio Cover and Addition In Rear (Structure will be fully Sprinkled)	Pending Permit	\$15.60
<a href="#">Select All</a>						
						<a href="#">Pay Selected</a>

9) Select Pay Now. Proceed to pay the expired permit fee.

Austin Build + Connect

[Return to the first view](#)

INVOICES

Pay	Invoice Number	Fee Description	Bill Amount
<input checked="" type="checkbox"/>	2015-001729 EP		
	6551618	<ul style="list-style-type: none"><li>Expired Electrical Permit Fee (\$15.00)</li><li>Development Services Surcharge (\$.60)</li></ul>	\$15.60

Number of Invoice(s): 1


Total Selected Amount: \$15.60

[Deselect All](#)

CREDIT CARD AND CHECK PAYMENT

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between \$10 and \$99,999.99. Clicking the "Pay Now" button will redirect you to JP Morgan Chase Bank's secure website to complete the payment process.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. ACH payments take 24 hours to be processed. Once on the Chase site ONLY use the "Exit" link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.



Pay Now

## Uploading Files for ePlan Review

Once you have submitted the required paper applications for plan review, you will receive an email that initiates the electronic plan review. From there all file uploading of plans will be done through the [Project Dox portal](#).

## Assistance

Should you have questions or need assistance please call the following numbers:

- ***For Permitting questions call 512-978-4000***
- ***For Financial questions call 311 (512-974-2000)***