



ePERMITS ONLINE INSPECTIONS MANAGEMENT

Contractor Instructions

etools.cityoflewisville.com/esuite.permits/

Welcome to ePermits...the City of Lewisville's newest online portal for managing permits & inspections obtained through our Neighborhood Services Department, Health Division or Fire Prevention Division!

Click a link below to view detailed instructions on using the ePermits portal.

- [Activate New Account for STATE LICENSED CONTRACTOR](#)
- [Activate New Account for GENERAL, FENCE OR SIGN CONTRACTOR](#)
- [Access Permits / Request Inspections / View Inspection Results](#)
- [COMING SOON: Obtain INSTANT M.E.P. Permits](#)

ACTIVATE A NEW ACCOUNT

Go to etools.cityoflewisville.com/esuite.permits/

➔ If you are a STATE LICENSED CONTRACTOR

Your business information & most recent state license credentials must be on file with the Neighborhood Services Department in order to activate your account. To update your information, contact Neighborhood Services at 972-219-3470.

- CLICK the "Activate Account" link from the Welcome Page

City of Lewisville Permits
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Resident Access
Request inspections & track inspection results! AM, PM or Anytime inspection times available! "Next Day" inspections must be requested before 3pm. If you request an inspection after 3pm, you MUST select a date at least two days out from the current date. For detailed login & navigation instructions, visit our Building Inspections web page at <http://www.cityoflewisville.com/index.aspx?page=453>. *Online garage sale INSTANT permits coming soon!* NOTE: Residents must enter their property's Parcel Number on the following verification screen in order to access & manage permits online. DENTON COUNTY residents, type an "R" before your Parcel Number; i.e., R00000. DALLAS COUNTY residents, simply type in your Parcel Number as is.

[ACCESS MY PERMITS](#)

Public Information Search
NOTE: Search results will return only "Issued" or "Completed" permits that have not yet expired.

Permit Type

Permit Number

Service Address

Contractor Access
Request inspections & track inspection results! AM, PM or Anytime inspection times available! "Next Day" inspections must be requested before 3pm. If you request an inspection after 3pm, you MUST select a date at least two days out from the current date. For detailed login & navigation instructions, visit our Building Inspections web page at <http://www.cityoflewisville.com/index.aspx?page=453>. *Online stand-alone mechanical, electrical & plumbing INSTANT permits coming soon!*

Username

Password

[LOG IN](#)

Activate Account - Contractors who are already registered with the city may activate their account online.

Forgot Password - If you have already activated your account but have forgotten your password, simply click here to reset it.

For assistance, please contact Neighborhood Services at 972-219-3470 -- 151 West Church Street -- Lewisville, TX 75057

- Begin TYPING your business name in the “Business Name” field & SELECT the appropriate business from the list
- SELECT your state contractor license type
- TYPE your state license number exactly as it is printed on your license
- If you are an authorized agent of the business, CHECK the box next to the identity affirmation statement

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Welcome Page

Contractor Account Activation

You must be a state licensed contractor with your most current state license number on file with City of Lewisville in order to activate your contractor account. If you are a General, Fence or Sign contractor, --OR-- you are experiencing technical difficulty, please contact Neighborhood Services at 972-219-3470.

Company Identity Verification

Please answer the following questions to help us verify you are an authorized agent.

* Business Name:

* Contractor License Type: Contractor License Number:

I hereby assert that I am an authorized agent of the business described above.

- CREATE your Username, Password & TYPE your Email Address
 - **NOTE:** The Username field IS NOT case sensitive. The Password field IS case sensitive.
 - **NOTE:** If an incorrect email address is displayed and you are unable to edit it, contact Neighborhood Services at 972-219-3470.
- CLICK “Create Account”

Contractor Account Profile

Please fill in the following information to create your account.

* Desired Username: *7-100 letters and numbers only*

* Desired Password: *7-24 characters*

* Confirm Password:

* Email Address: *Used for official communications only.*

CREATE ACCOUNT

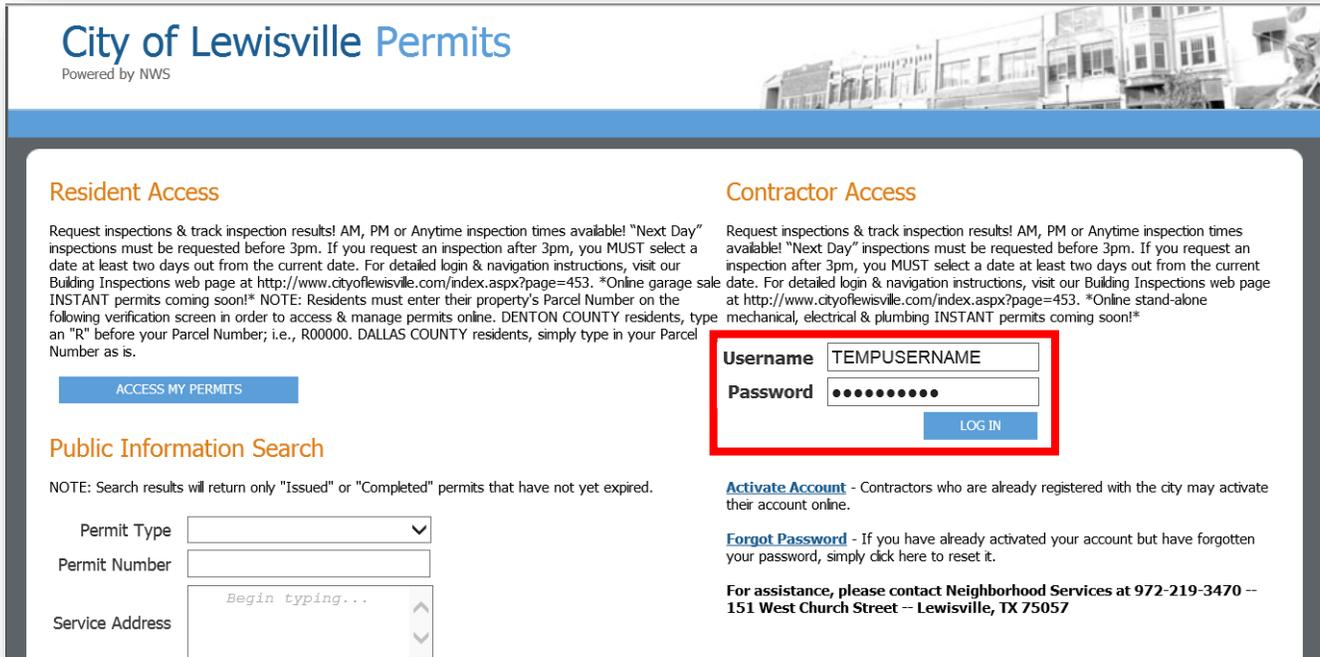
You’re finished! Use your newly created Username & Password to log in to the ePermits portal from now on.

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➔ **If you are a GENERAL, FENCE or SIGN CONTRACTOR**

You must possess a current City contractor registration and a temporary Username & Password prior to logging in to the ePermits portal for the first time. If you were not given a temporary Username & Password at the time of registration, contact Neighborhood Services at 972-219-3470.

- TYPE your temporary Username & Password in on the Welcome Page
- CLICK “Login”



**** Change your temporary Username & Password immediately! ****

- CLICK “My Account” to change your Username & Password



- CREATE a new Username, Password & TYPE your email address
 - **NOTE:** The Username field IS NOT case sensitive. The Password field IS case sensitive.
 - **NOTE:** If an incorrect email address is displayed and you are unable to edit it, contact Neighborhood Services at 972-219-3470.
- If you would like to receive permit status updates, CHECK the box at the bottom of the page
- CLICK “Save”

****Screen cap shown on next page****

You're finished! Use your newly created Username & Password to log in to the ePermits portal from now on.

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ACCESS PERMITS / REQUEST INSPECTIONS / VIEW INSPECTION RESULTS

Go to etools.cityoflewisville.com/esuite.permits/

A contractor will have access to all permits for which he/she was listed as the **primary** contractor. Sub-contractors will not be able to access permits via the ePermits portal. All sub-contractor inspections will need to be requested using the **General**, or **primary** contractor's ePermits account.

- ➔ LOG IN to the ePermits portal using the Username & Password you created during your first visit to the site
 - NOTE: The Username field IS NOT case sensitive. The Password field IS case sensitive.
- ➔ CLICK the permit number link to view

Permit Number	Address	Description	Status
FOUNDATION 2015-01002070	151 W CHURCH ST LEWISVILLE, TX 75057		Permit Issued

- ➔ SCROLL down to the “Inspections” section to view available inspection types
 - **NOTE:** Inspections listed MAY be applicable to your particular job. If you have questions regarding required inspections, contact Neighborhood Services at 972-219-3470.
- ➔ To request an inspection, CLICK the “Request” button next to the desired Inspection Type

Inspections			
Date	Inspection Type	Status	Pass/Fail
07/14/2015	B-BFD - Foundation		REQUEST
07/14/2015	B-BFI - Building Final		REQUEST
07/14/2015	B-BFW - Flat Work		REQUEST
07/14/2015	B-BMI - Miscellaneous - BLDG		REQUEST
07/14/2015	B-BRO - Building Rough		REQUEST

- ➔ SELECT desired inspection date, then CLICK “Submit”; we do not currently allow for “Time of Day” preferences

Inspections			
Date	Inspection Type	Status	Pass/Fail
07/14/2015	B-BFD - Foundation		REQUEST
07/14/2015	B-BFI - Building Final		REQUEST
07/14/2015	B-BFW - Flat Work		
* Requested Date	<input type="text" value="7/15/2015"/>	SUBMIT	CANCEL
07/14/2015	B-BMI - Miscellaneous - BLDG		REQUEST
07/14/2015	B-BRO - Building Rough		REQUEST

IMPORTANT NOTE

“Next Day” inspections MUST be requested before 3pm. Inspection requests for Monday must be submitted before 10 a.m. on the Friday before. If you miss a “Next Day” cutoff time, you MUST select a date at least two days out from the current date. Inspections are conducted Monday through Thursday between 8am & 5pm –and– between 8am & 11am on Fridays, excluding official City holidays.

- ➔ To view inspection results, CLICK the “Inspection Type” link

Inspections			
Date	Inspection Type	Status	Pass/Fail
07/14/2015	B-BFD - Foundation		REQUEST
07/14/2015	B-BFI - Building Final		REQUEST
07/14/2015	B-BMI - Miscellaneous - BLDG		REQUEST
07/14/2015	B-BRO - Building Rough		REQUEST
07/14/2015	B-BFW - Flat Work	Completed	Pass

- ➔ To return to the permit view, CLICK the permit number link near the top of the “Permit Summary” section

Permit Summary

Permit Type	FOUNDATION
Permit #	2015-01002070
Application #	
Address	151 W CHURCH ST LEWISVILLE, TX 75057
Status	Permit Issued on 07/14/2015
Issued To	Contractor

- ➔ To return to your list of active permits, CLICK “My Permits” on the top menu

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[My Permits](#) [Request Permit](#) [My Account](#)

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COMING SOON...OBTAIN INSTANT M.E.P. PERMITS!

Coming soon...apply for, pay for & print **stand-alone mechanical, electrical & plumbing permits** via the ePermits portal! Permit issuance is automatic directly following your successful online submittal of a valid credit card payment!

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