

SHAPE PHX CUSTOMER PORTAL FAQ

ACCOUNT CREATION & MAINTENANCE

- **How do I create an account?**

To create your SHAPE PHX Customer Portal Account, click on [Login](#) in the upper right-hand corner of the [Home](#) page. This will take you to the [Sign in](#) screen. From here you can create a new account. To do so,

1. Click on [Sign Up Now](#) just below the blue button. (See Figure 1, ①.)

2. You will be taken to a screen that asks for an email address to verify that it is an active account. Enter your email address and click the [Send verification code](#) button. **NOTE:** *If the account was set up in SHAPE PHX while the Applicant submitted plans in person, they must use the email address entered at that time for them to have access to status updates and communication from staff.*

3. An email with a six-digit code will be sent to the email address that you input for you to enter on the next

screen that appears. The email will be addressed to you from Microsoft on behalf of City of Phoenix and include your verification code.

4. Enter the code from the email you received in the space indicated and click [Verify code](#).

5. The next screen is the account information screen. Fill in the information requested, including the **New Password**, and **Confirm New Password** fields. The information entered here will be the contact information for your city account. The last name is a required field. You can update it at any time through [My Profile](#) which is discussed later in the guide.

6. Once you have entered all the information, click on the blue [Create](#) button.

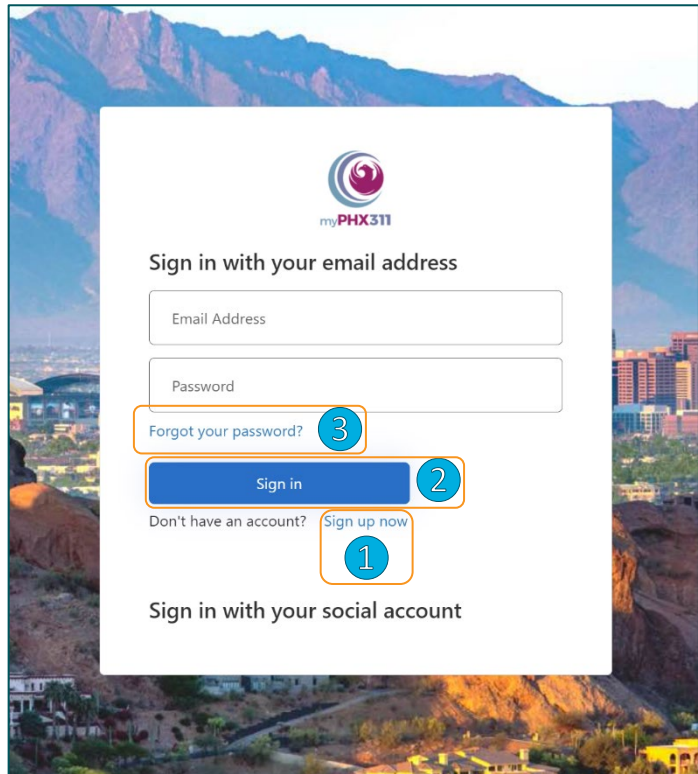


Figure 1 Sign in Screen

- **How do I log in to SHAPE PHX?**

To log in to SHAPE PHX once you have created your account, click on [Login](#) in the upper right-hand corner of the [Home](#) page. This will take you to the [Sign in](#) screen. Enter your **Email Address** and **Password** and click [Sign In](#). (See Figure 1, ②.)

- **How do I change my password?**

To log in to SHAPE PHX once you have created your account, click on [Login](#) in the upper right-hand corner of the [Home](#) page. This will take you to the [Sign in](#) screen. Under the field where you enter your password, click on the [Forgot your password?](#) link (See Figure 1, ③) and enter your email address. A new six-digit verification code will be sent to you from Microsoft on behalf of City of Phoenix so that you can reset your password.

- **How do I update my personal information?**

On the SHAPE PHX Customer Portal [Home](#) Screen, under Helpful Links on the right-hand side of the screen, click on [My Profile](#). Modify the information as needed and click [Continue](#) when you are done.

- **Can you help me find my account? I can't remember my username.**

Your username is the email address that you used when you created your account. If you cannot remember your username, contact Planning & Development (PDD) Communications at 602-262-7811 and one of the representatives can look up your account.

- **How do I link my account to existing permits (SHAPE PHX or converted KIVA)?**

When creating you SHAPE PHX account, be certain that you use the same email address that is associated with the permits, plan reviews, or licenses in KIVA. This will help the system connect your existing, active applications with your new SHAPE PHX account. If some of your active applications are not visible from your Portal account, please contact Communications at 602-262-7811.

***NOTE:** Only active applications, i.e., those that are still being processed by PDD, including Inspections, are being converted to SHAPE PHX. Completed permits, permits expired prior to January 1, 2021, denied, voided, or revoked permits will not be converted from KIVA to SHAPE PHX. Only residential permits are being converted for Release 1. All commercial permits will be processed in KIVA until Release 2 launches.*

COMMUNICATING WITH STAFF

- **How do I request a meeting with staff?**

Logged in users can request a meeting with staff through the SHAPE PHX Customer Portal. To do so, click on [Requests](#) (if the screen is small, they may need to click on [More](#) to find it). This will take you to the [Requests](#) screen. From here, click on the [New Request](#) button, and select [Plan Review Meeting](#) for the **Type** of request and complete the rest of the form. Note that preferred meeting date cannot be the same day as the meeting is requested.

- **How can I contact staff regarding my project?**

Logged in users can communicate with staff through the SHAPE PHX Customer Portal. To do so, click on Requests (if the screen is small, then you may need to click on More to find it). This will take you to the **Requests** screen. From here, click on the New Request button, and select Application Assistance Request for the **Type** of request and complete the rest of the form.

- **How do I check the status of my Request for assistance?**

To find out the status on your Request, log on to the SHAPE PHX Customer Portal and click on Requests. You can see both Open and Closed Requests, as well the Status of the Request. Click View to see the details of the Request.

[NEW REQUEST](#)

▼ My Open Requests

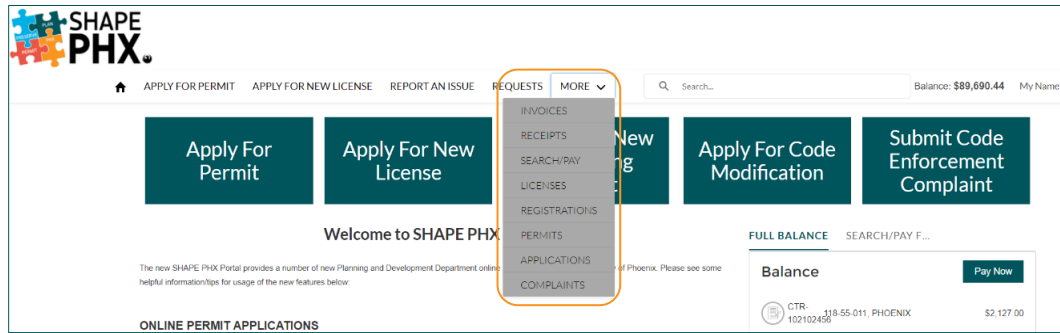
Number	Type	Status	Date Created	
REQ21-00425	Permit Revision/Cancellation Request	In Review	2021-10-22	View
REQ21-00430	Plan Review Meeting	Approved	2021-11-08	View
REQ22-00001	Plan Review Meeting	Submitted	2022-01-03	View
REQ22-00002	Plan Review Meeting	Reschedule Pending	2022-01-03	View
REQ22-00007	Remove Sites	Submitted	2022-01-25	View
REQ22-00011	Application Assistance Request	Submitted	2022-02-10	View
REQ22-00018	Application Assistance Request	Submitted	2022-02-22	View
REQ22-00032	Application Assistance Request	Submitted	2022-03-01	View

▼ My Closed Requests

Number	Type	Status	Date Created	
REQ21-00429	Plan Review Meeting	Closed	2021-11-08	View

PROJECT STATUS

- Where can I find the status of my permit, license, application, or registration?**
 Permits, In-Progress Licenses, In-Progress Registrations, and Applications are listed at the bottom of the home page. They can also be found on the dedicated page for that Application type. Above the buttons on the top of the screen is a menu bar. Click on the down arrow next to the word More.

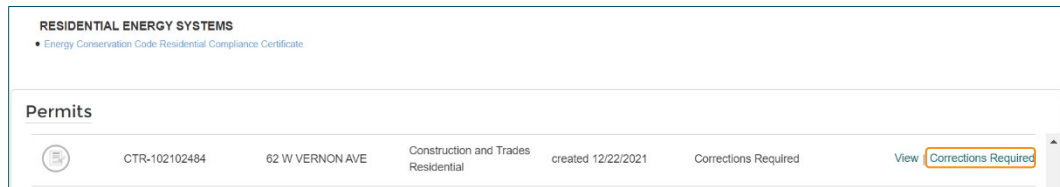


There are several options here, which may vary depending on the size of the screen, or the window on the screen, in which the Portal is being viewed. These are the items under the relevant categories:

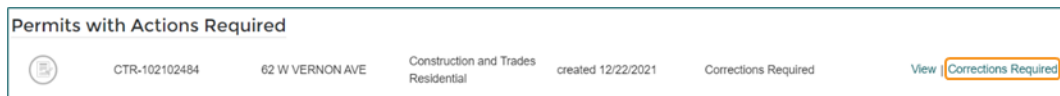
- Licenses
 - Pyrotechnician
 - Blasting
 - Journeyman
 - Apprentice
 - Special Inspectors
 - Self-Certified Professionals
 - Self-Certified Peer Reviewers
- Registrations
 - Fire Prevention’s Annual Operating Permits.
- Permits
 - Applications
- Building Permits
 - Code Modification Request

- How do I submit Corrections (red lines)?**

In the Customer Portal, find your permit at the bottom of the Home Page,



or on the Permits page under “Permits with Actions Required.” Click on Corrections Required.



The Applicant will be taken to the File History page (shown below with the Application Details collapsed to conserve space). Click Next to continue to the File History.

Your Application Progress

- 1 Application Details In Progress
- 2 File History
- 3 Submit Documents Pending
- 4 Confirmation Pending

Construction and Trades Residential Permit Application Save & Exit

Application Details Cancel Next

Review the details of your application. If you need to modify details in any section, click Edit in the section header. An estimated Total Fee is shown here (including Taxes and Other charges). (Note : Do not use the back button at this time to modify application. If changes need to be made, a new application must be started.)

- > Applicant
- > Address
- > Project Details
- > Work Item Details
- > Submit Documents

Files (1)

Name	Action
Payment_Receipt_X-2021-12-22_02-45-06.pdf	Download

Don't see what you are looking for?

[CONTACT US](#)

[Share My Screen with a City Employee](#)

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Click Next on the File History page.

Your Application Progress

- 1 Application Details Number CTR-102102484
Status Corrections Required
Address 62 W VERNON AVE
- 2 File History
- 3 Submit Documents Pending
- 4 Confirmation Pending

Construction and Trades Residential Permit Application Save & Exit

File History Back Next

Title	Size	Submission Request	Milestone	Last Modified
Addition.pdf	2MB	Building Plans	N/A	2021-12-22

Files (1)

Name	Action
Payment_Receipt_X-2021-12-22_02-45-06.pdf	Download

Don't see what you are looking for?

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On the Submit Documents page, they will upload the information that has been requested by staff, including revised Building Plans.

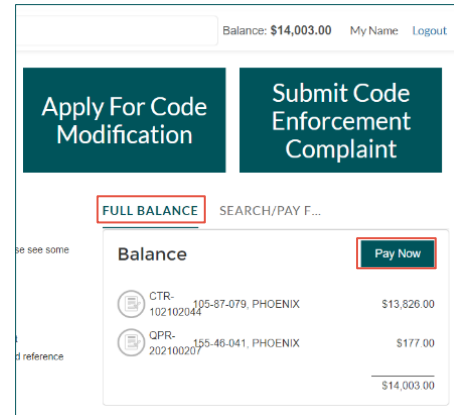
How do I make a payment?

There are several ways to make a payment.

I. From the **Home** screen, you will see information regarding your balance due on the right-hand side of the screen. There are two options here:

A. From here, with Full Balance selected, click on the Pay Now button to pay the full balance for all permits, licenses, etc.

1. This will take you to My Cart where the fees will be itemized.
2. After reviewing items in My Cart, you can click on the checkbox beside any items for which you do not want to pay at this time. After you have made all the necessary changes, click Proceed to Checkout to select your method of payment and be directed to the secure city of Phoenix ChasePay site.



Balance: \$14,003.00 My Name Logout

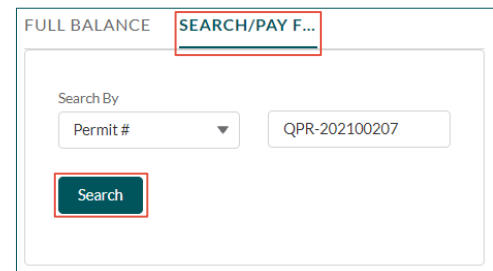
Apply For Code Modification Submit Code Enforcement Complaint

FULL BALANCE SEARCH/PAY F...

Balance		Pay Now
CTR-105-87-079, PHOENIX 102102044	\$13,826.00	
QPR-155-46-041, PHOENIX 202100207	\$177.00	
		\$14,003.00

B. If you know that you would like to pay for fees on only one of the applications, select Search/Pay F...

1. Select the information to Search By from one of the options in the drop-down menu:
 - Invoice #
 - Permit #
 - Application #
 - Registration #



FULL BALANCE **SEARCH/PAY F...**

Search By

Permit # QPR-202100207

Search

2. Next, enter the information in the adjacent text box, e.g., Permit # and QPR-202100207, and click Search.
3. The information about the *Permit* will be displayed. The form will include the address of the permit, the date submitted, the total fees, and the total balance due. If this is not the permit for which you are looking, click the Back button, and try another search. If this is the correct permit, click See Related Fees to begin the payment process.
4. The form will expand to show the fees related to the permit and the itemized fees are now listed at the bottom of the form. If there are more than one, you can select all of them by clicking on the Select All button or by clicking on the check box next to Fees#. You can select individual fees by clicking on the check box next to that row. If you select all the *Fees* by mistake, you can click Deselect All and then select the individual rows that you wish to pay at this time.
5. Once the *Fees* have been selected, click Go to Cart and Pay. This will take you to My Cart.
6. Click Proceed to Checkout to select your method of payment and be directed to the secure city of Phoenix ChasePay site.

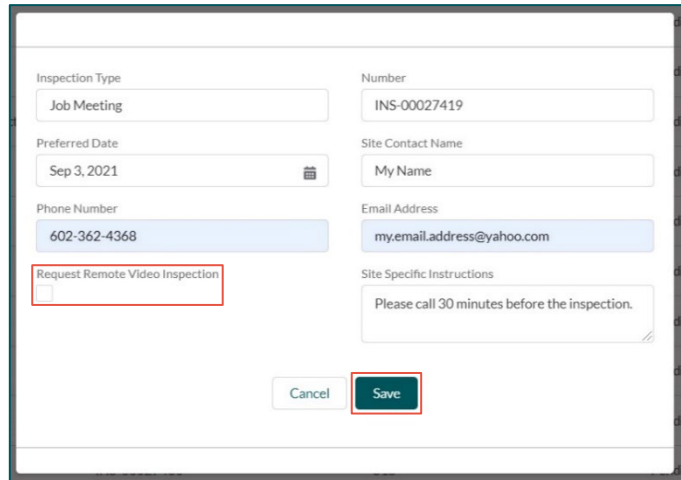
- **How do I request/schedule an inspection?**

In addition to using the IVR system to schedule inspections (602-495-0800), you will be able to request them online through your Portal account.

There are two ways to access your permits and request inspections. From the **Home** page, scroll down to the **Permits** section. You can also go to More and select Permits. From there, scroll down to **Permits with Actions Required**, and locate the permit for which you would like to schedule an inspection.

1. Click Request Inspection. The list of inspections appropriate for your *Permit* is on the screen. To request the *Inspection*, click Schedule.

2. In the pop-up window, enter the date that you prefer the inspection to be completed, the name of on-site contact, a phone number, email address, and any site-specific instructions. If this is a project that is eligible for Remote Video Inspection and you would like to schedule one, click on the *Request Remote Video Inspection* check box.



Once the information has been entered, click Save.

3. The system will confirm that your request has been received.

To view your inspections, whether they are Pending, Requested, Scheduled, or Completed, click View Inspections. This will take you back to the screen with which the process to request inspections began.

- **How do I submit revisions to plans previously permitted? I want to make a change to my (issued) permit.**

When applying for the Permit, select Construction and Trades Residential. For the **Permit Work Type**, select Revision to Approved Plan. Under Description, enter the information about the changes to be made along with Permit Number that you are seeking to revise. This will allow PDD Staff to connect the original, or Parent, Permit to the revision.

MISCELLANEOUS

- **How do I submit a complaint?**




Apart from Signs, Code Enforcement Complaints require a Portal Account. Although we are only taking Residential permit applications in SHAPE PHX, all Code Enforcement Complaints will be handled in SHAPE PHX.

1. To start, click **Submit Code Enforcement Complaint**. The **Complaint Form** will be displayed.

2. There are seven fields, six of which are required*:

Thank you for contacting City of Phoenix Planning and Development Department.
You may submit a complaint regarding possible violations of City codes via this page. These can include illegal placement of signage, after hours construction noise, non-permitted construction or improper grading and drainage.

* Request Reason
Complaint

* Address 
 438 W ADAMS ST 

* What type of complaint are you reporting?
Non-Permitted Construction

* Please indicate the specific subtype to help us respond to your complaint more efficiently.
Active Construction

* Is this regarding a Residential or Commercial property?
Commercial

If necessary, provide us with additional information to locate the complaint site.

* Please describe your complaint.
It has been reported that they are building a second-story addition without a permit.

Next

- **Request Reason*** – This field is prepopulated with Complaint.
- **Address*** – Enter the address for which you are submitting the complaint.
- **What type of complaint are you reporting?*** and **Please indicate the specific subtype to help us respond to your complaint more efficiently. ***

There are five complaint types, with the associated subtypes.

- Non-Permitted Construction
 - Active Construction
 - Non-Active Construction
 - Existing Fence
 - Sign
 - Political Signs
 - Signs in the Right of Way
 - Existing Sign
 - Noise
 - After Hours Construction Noise
 - Grading & Drainage
 - Flooding
 - Other
 - Other
- **Is this regarding a Residential or Commercial property?*** – There are three options: Residential, Residential Sales or Construction Office, or Commercial. Although we are only taking Residential permit applications in SHAPE PHX, all Code Enforcement Complaints will be handled in SHAPE PHX.

- **If necessary, provide us with additional information to locate the complaint site.** – If there is information such as where on the lot or building the work is taking place, or the suite in which the work is underway, indicate that here.
 - **Please describe your complaint***. – Describe the situation about which you are reporting the complaint.
3. After you have completed the form, click Next. The system will ask if you would like to upload photos or other files to go along with your complaint. You can do so by dragging and dropping the files into the space or by clicking Upload Files, after which the system will take you to the files on your computer so that you upload them.
 4. After you have selected the file and clicked Open, the system will display a dialog box showing the progress of the upload. When it is complete, you will see a green check mark. Click Next.
 5. Once all the files and photos have been uploaded, click Next, at which point you will receive confirmation that your complaint has been successfully completed.
 6. Click Finish to complete the process. The information that you submitted will be displayed on the screen.
 7. To track the complaint status, use the **Search...** box at the top of the **Complaint** screen.

- **How do I Share My Screen with a City Employee? Why is this safe?**

If you have a question about using the portal, it may be helpful for PDD Communications to view your screen and help you find what you are looking for.

1. To begin, call Communications at 602-262-7811 to speak with one of the representatives.
2. PDD staff directs will direct you to the co-browse button on their screen. 2
3. A message will appear with the terms and asks you to Accept or Decline them. (If you decline, you will not be able to share your screen with city staff.) 3
4. You provide the PDD Staff member the code number provided by the system. 4
5. A secure co-browsing session will be launched.
6. Why is this safe?
 - a. PDD staff can only see the browsing session on the Portal User’s screen and highlight areas of the screen but cannot control it.
 - b. PDD staff cannot see the Portal User’s screen if the user navigates away from SHAPE PHX or phoenix.gov.
 - c. The Portal User can end the session at any time by clicking on the STOP SHOWING button.

