



SHAPE PHX.

CUSTOMER PORTAL GUIDE



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Each section in this guide is self-contained and takes you through the entire process. If you were to read the Guide from cover to cover, there would be a lot of repetition. So, if you are only interested in Self-Certified Professional Registrations or Permits, you can go straight to that section.

The headings in the *SHAPE PHX Customer Portal Guide* Table of Contents below are hyperlinks to the sections. To access the section that you are interested in reading, click on the title with your mouse pointer and you will be taken there.

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Introduction

What is SHAPE PHX?

In 2016, the Planning & Development Department (PDD) embarked on an epic quest to improve our customer service, work processes, and data management by integrating the aging computer systems in use within the department, including the Electronic Plan Review (EPR) system and PDD Online, into one modern system.

Salesforce was the chosen platform, using Clariti as the application, which will work in concert with other applications like Skedulo for inspections, and Bluebeam for Electronic Plan Review, to improve the workflow for staff and service for PDD's customers.

SHAPE PHX will give internal and external users the opportunity to communicate more seamlessly and efficiently with all planning, plan review, permitting and inspections related matters as it brings all our business processes into one integrated system.

What is the SHAPE PHX Customer Portal?

The SHAPE PHX Customer Portal is one of the best outcomes of that quest. Providing many new online services for PDD customers and the residents of city of Phoenix, it is a direct connection to PDD which will be available 24/7. Through the Portal, you can:

- Submit applications for permits, licenses, and registrations,
- Check plan review status,
- Communicate with staff,
- Upload documents into the portal,
- Use a modernized, integrated Electronic Plan Review via Bluebeam®,
- Request inspections,
- Pay fees online,
- and more!

We are confident that SHAPE PHX will provide our customers with the best tools available. We hope to continue to grow our online community by providing users with the latest technology to assist them with the city of Phoenix development process.

How will SHAPE PHX be released?

SHAPE PHX will be released in two parts to reduce the risk of an all-or-nothing approach by allowing part of our business operations to migrate into SHAPE PHX first while other operations remain functioning in the existing system, known as KIVA.

What's in Release 1?

Release 1 focuses mainly on residential single-family plan review, permitting and inspections, although there are some other items included in Release 1 that play a role in the residential permitting process like Historic Preservation and over-the-counter civil permits like driveways and sewer tap connections in the city right of way. This will allow projects that require these types of activities to be in one system. Here's a list of some of the items in Release 1:

- Residential Plan Review, including Historic Preservation Certificates of No Effect
- Residential Permits, including Demolition, Fences, and Swimming Pools
- Three over-the-counter Civil Permits: Driveways, Sewer Lateral Taps, and Pavement Restoration
- Non-Permitted Construction
- Elevators

In future releases, you can expect all commercial plan reviews, residential subdivisions, public hearings, such as Historic Preservation and Planning & Zoning hearings, the Office of Customer Advocacy and all remaining building, civil, and fire permits.

- Remaining permits, including: all Building, Civil and Fire
- Commercial Plan Review, including Annual Facilities Program (AFP), Building Code Modifications, and Residential Subdivision
- Historic Preservation Hearings
- Office of Customer Advocacy
- Planning
 - Long Range Planning
 - Signs
 - Site Planning
 - Zoning
- Self-Certification

Essentially, any other plan review, permits, or disciplines not mentioned in Release 1, will be part of future releases.

This guide will provide you with an overview of the features that the SHAPE PHX Customer Portal has to offer and how to use them. Within the Portal, as we will call it in the guide, there will be a feature that will allow you to search for information and ask for help. Of course, you can always connect with us through our [Contact Us](#) page.

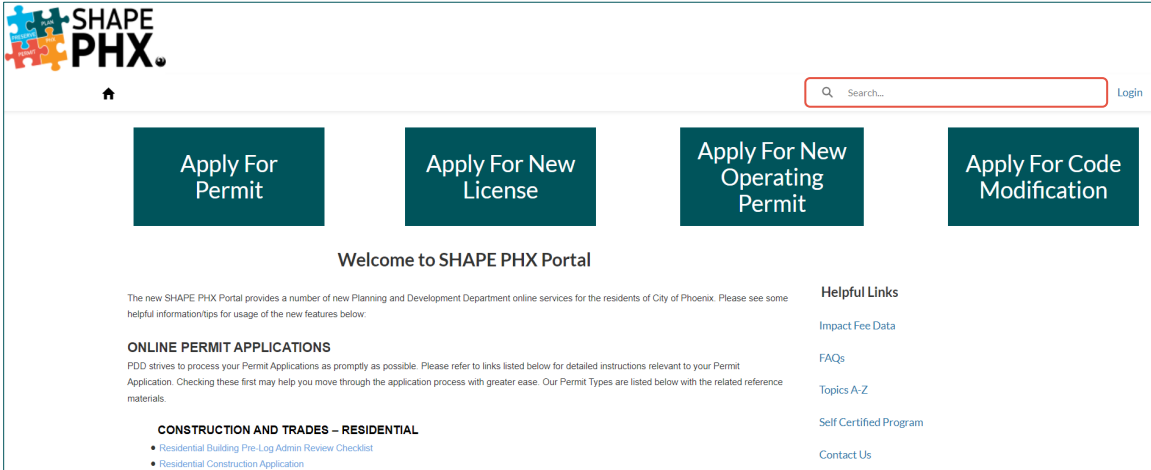
Security

Unregistered & Registered Customers

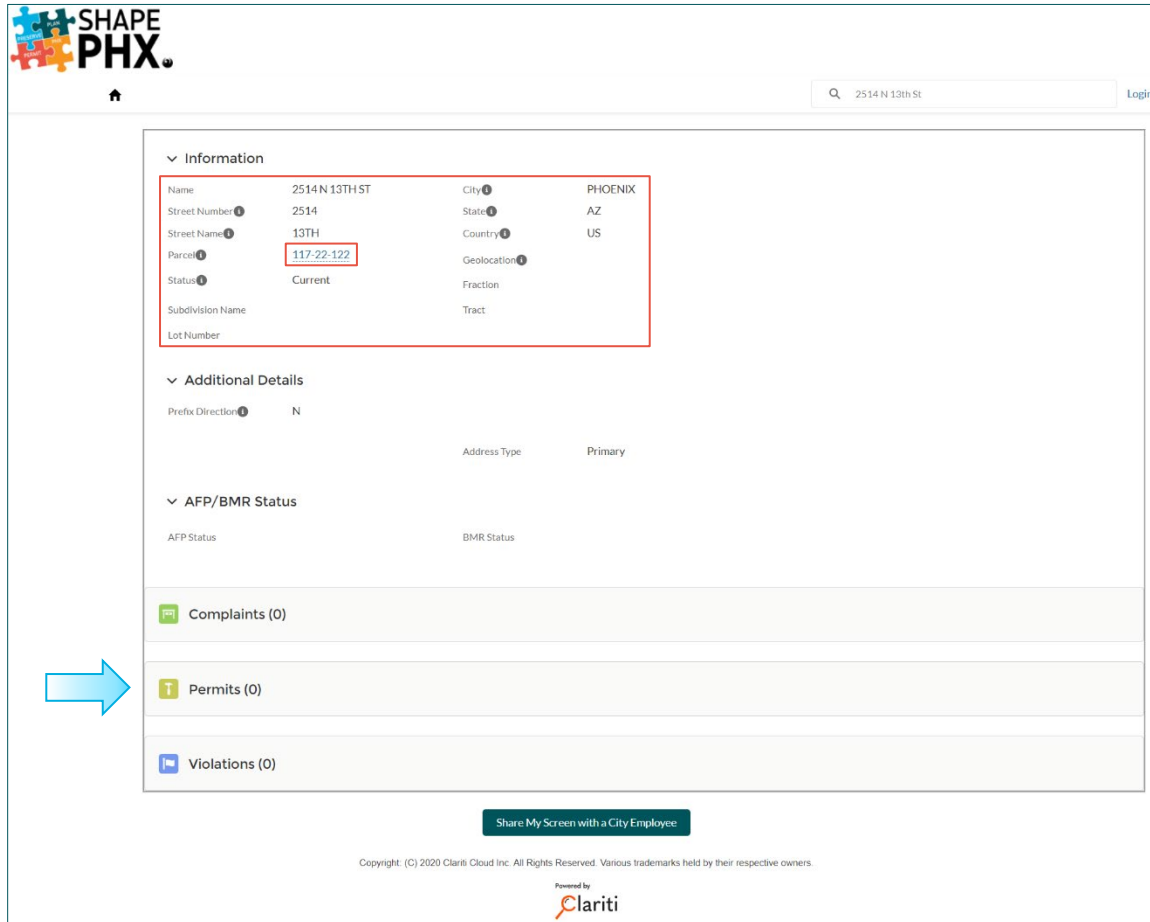
Some of the features on the Portal are accessible to everyone without an account. *Unregistered Customers* can review Impact Fee Data, FAQs, Topics A-Z, Department News and Updates, and department contact information through the Contact Us links. Information on these topics can be found under the Helpful Links section **1**. Other helpful information and documents are located on the left-hand side of the screen under Online Permit Applications **2**.

The screenshot shows the SHAPE PHX Portal homepage. At the top left is the logo with the text 'SHAPE PHX'. Below the logo is a navigation bar with four buttons: 'Apply For Permit', 'Apply For New License', 'Apply For New Operating Permit', and 'Apply For Code Modification'. A search bar and a 'Login' link are located in the top right corner. The main content area starts with a 'Welcome to SHAPE PHX Portal' heading. Below this is a paragraph of introductory text. A 'Helpful Links' box is highlighted with a red border and a blue circle '1', containing links for 'Impact Fee Data', 'FAQs', 'Topics A-Z', 'Department News and Updates', and 'Contact Us'. A blue arrow with a blue circle '2' points to the 'ONLINE PERMIT APPLICATIONS' section. This section contains a list of permit types and their associated documents, including 'CONSTRUCTION AND TRADES - RESIDENTIAL', 'POOLS', 'CIVIL', 'ELEVATOR', 'DEMOLITION', and 'RESIDENTIAL ENERGY SYSTEMS'. At the bottom of the page, there is a 'CONTACT US' button, a 'Share My Screen with a City Employee' button, and a 'Self Help' button.

Unregistered Users can also search for permit information on a property in the SHAPE PHX portal by typing the address into the **Search...** box in the upper right-hand corner of the screen.



For example, if you enter 2514 N 13th St, you will discover that there are no permits in SHAPE PHX for that address. (NOTE: You will need to check [PDD Online](#) for permits that were issued before June 6, 2022.)



By clicking on the hyperlink on the parcel number, you can find additional information regarding the property, such as the Spatial Attributes like Hillside, Historic Preservation, or Airport Height Restricted zones. (See the image on the next page.)

The screenshot displays the SHAPE PHX portal interface. At the top, there is a search bar containing '2514 N 13th' and a 'Login' button. The main content area shows a list of property details for parcel 117-22-122. A red box highlights the 'Spatial Attributes' section, which includes the following information:

Spatial Attributes			
Airport Noise Mitigation	No	Airport Height	FAA1650,PAHZ
Hillside	No	Railroad Area	No

Other visible details include:

- Name: 117-22-122
- Parcel Number: 117-22-122
- Primary Contact: [Empty]
- Historic:
- Parent Parcel: [Empty]
- Split/Merge Approved: [Empty]
- State/Prov.: AZ
- Geolocation: 33.47546, -112.05452
- Impact Fee Area: [Empty]
- Sewer Repayment Area: No
- Government Area: No
- Impact Fee Grandfather Subdivision Area: [Empty]
- Quarter Section: Q14-30
- Special Planning Area: Coronado Neighborhood SPD
- Environmental Flag: No
- Impact Fee Credit Area: [Empty]
- Historic Preservation Name: Coronado Historic District, Coronado Historic District
- Spatial Attribute Last Sync Date: 3/30/2022, 3:53 PM
- Spatial Attribute Sync Message: Success
- HP Status: Listed - Phoenix Register, Listed - National Register
- Flood Zone: No

Below the spatial attributes, there are sections for 'Detailed Legal Description' and 'Deed Details'.

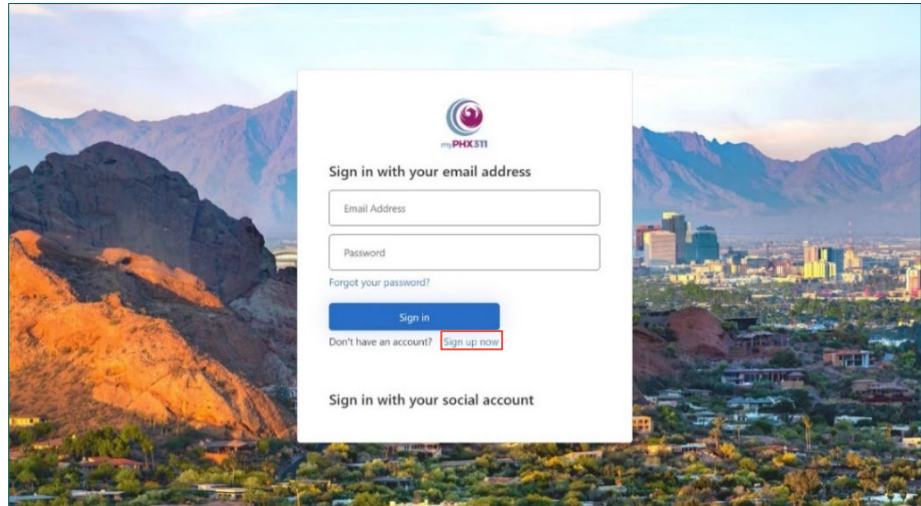
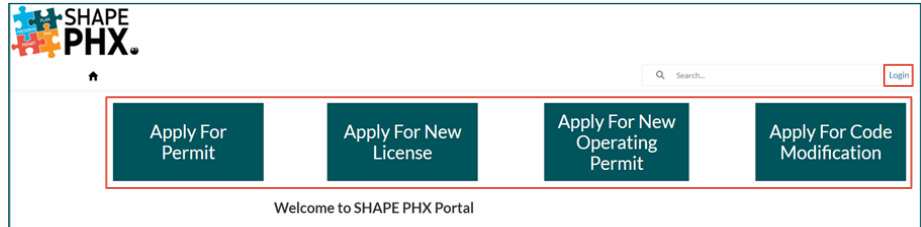
Most of the features on the Portal, however, such as Code Enforcement Complaints or Apply for Permit, require an account.

Registration / Create an Account

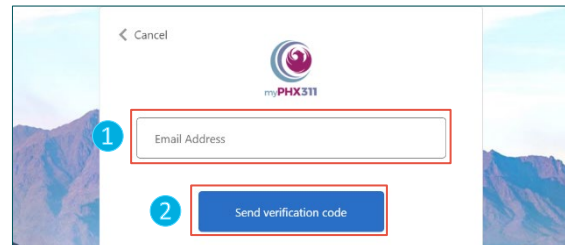
To create your SHAPE PHX Portal account, click on the Login button on the Home Page or one of the buttons across the top of the page.

This will take you to the screen to the right. Click on the Sign up now link, just below the blue Sign in button.

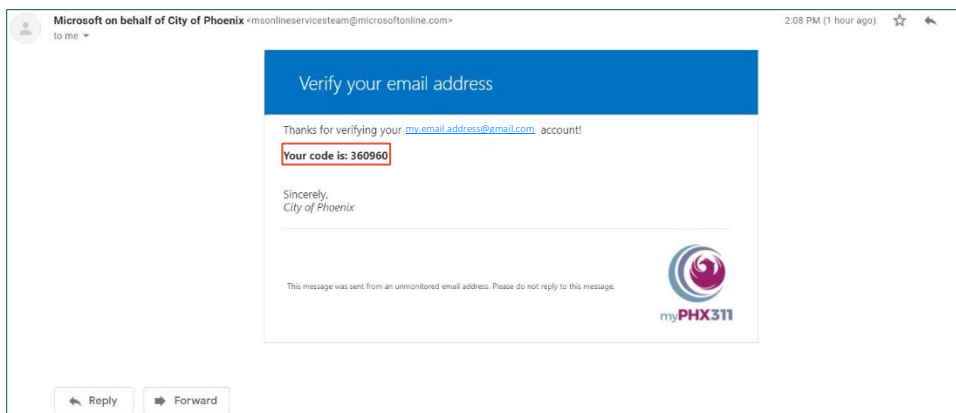
You will be taken to a screen that asks for an email address to verify that it is an active account.

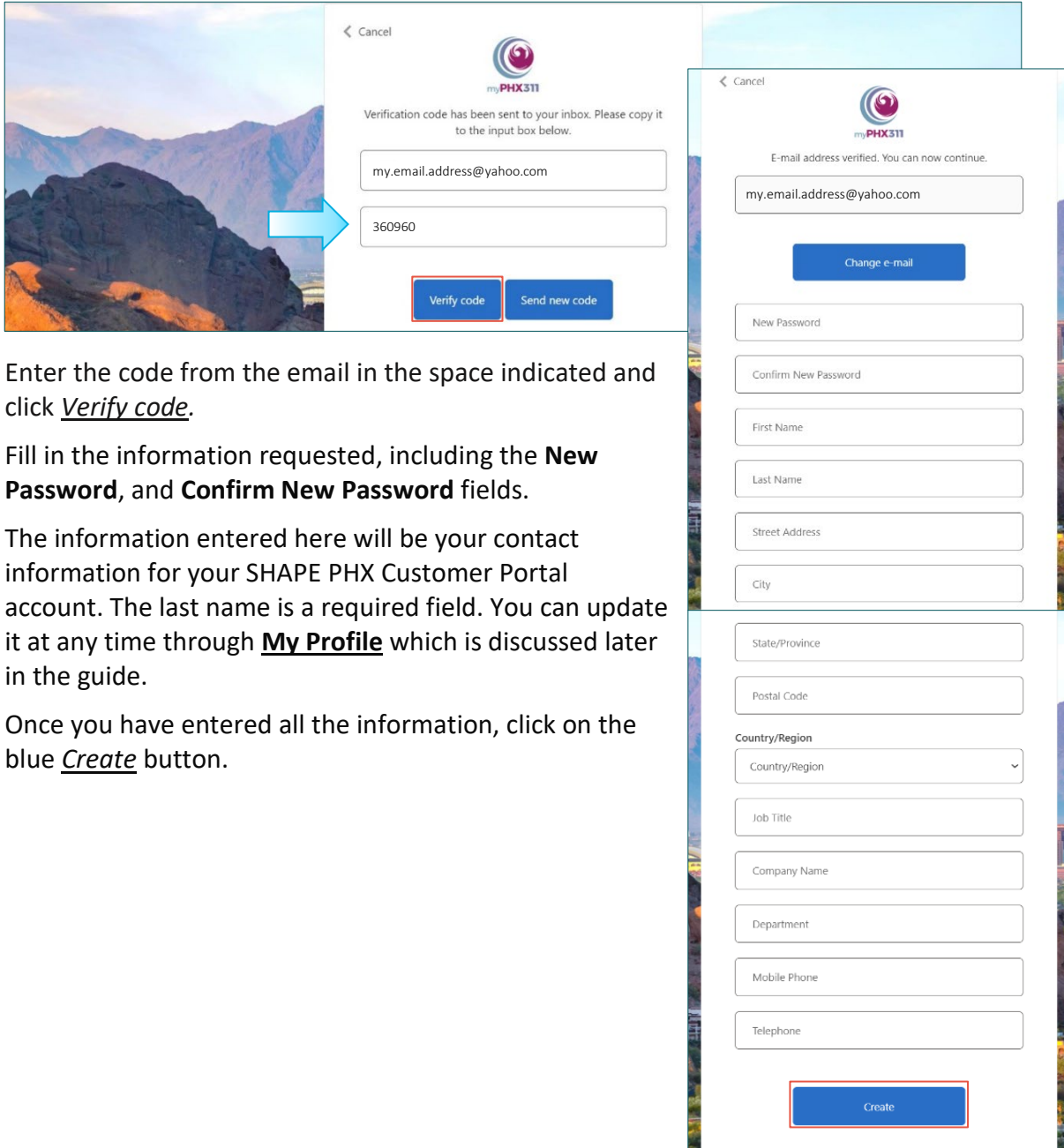


- 1 Enter your email address.
- 2 Click the Send verification code button. An email, such as the one below, with a six-digit code will be sent to the email address that you input for you to enter on the next screen that appears.



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





Enter the code from the email in the space indicated and click Verify code.

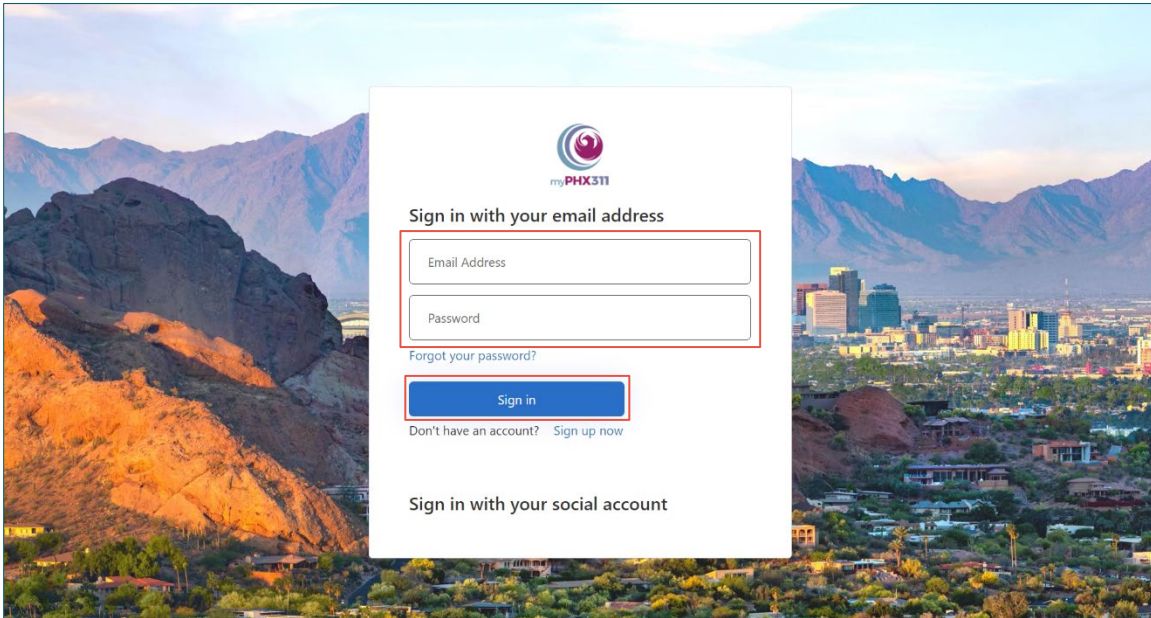
Fill in the information requested, including the **New Password**, and **Confirm New Password** fields.

The information entered here will be your contact information for your SHAPE PHX Customer Portal 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.

Once you have entered all the information, click on the blue Create button.

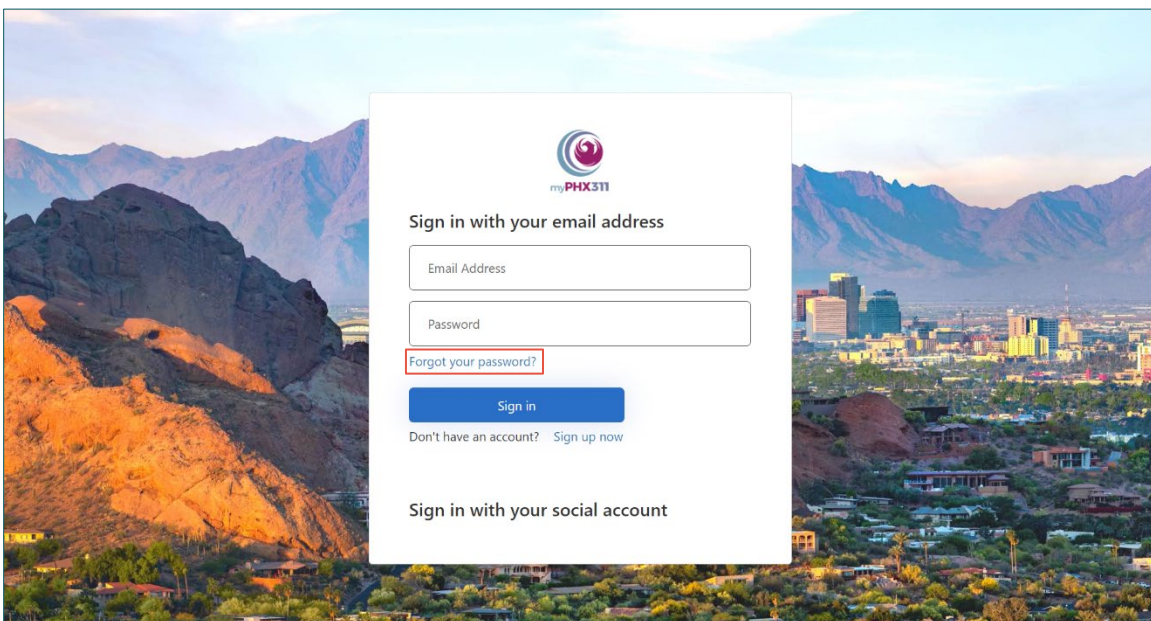
Logging In

When you need to log in to your account, type in your email address and password where indicated and click the blue Sign In button.



Forgot Your Password?

With so many online accounts for work and home, forgetting your password is a common occurrence for many of us. If that happens with your *myPHX311* account, click on the Forgot your password? link 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.



Logging Out

When you are done working in the Portal, click [Logout](#) on the right-hand side of the screen next to your name.

The screenshot shows the SHAPE PHX Portal interface. At the top, there is a navigation bar with the following links: [APPLY FOR PERMIT](#), [APPLY FOR NEW LICENSE](#), [REPORT AN ISSUE](#), and [MORE](#). A search bar is located to the right of these links. The user's balance is shown as \$14,003.00, and the user's name is visible next to a [Logout](#) button.

Below the navigation bar, there are five main action buttons: [Apply For Permit](#), [Apply For New License](#), [Apply For New Operating Permit](#), [Apply For Code Modification](#), and [Submit Code Enforcement Complaint](#).

The main content area is titled "Welcome to SHAPE PHX Portal". It includes a brief introduction and a section for "ONLINE PERMIT APPLICATIONS". This section lists various permit types and their associated links:

- CONSTRUCTION AND TRADES – RESIDENTIAL**
 - Residential Building Pre-Log Admin Review Checklist
 - Residential Construction Application
 - Residential Construction Survey Requirements
 - Sizing for Cooling Systems Residential Guidelines
 - Residential Minimum Code - Certificate of Occupancy Requirements
 - Residential Permit by Inspection Guideline
 - Residential Plan Submittal Checklist
 - Plot Plan Single Family Example
 - Residential Standard Plan Update Policy / Procedure
 - Wood Cross Section Worksheet
 - Temporary Power and Condition Clearance Instruction/Procedure
 - Residential Water Meter Worksheet
 - Owner Guide to Residential Permits – Brochure
- POOLS**
 - Pool/Spa Res Permits FAQs
 - Pool Spa Permit Guidelines
 - Pool Spa Plan Drawing Example
 - Pool Property Survey Requirements
 - Pool Barrier Enforcement
 - Pool Spa Res Permit App
- CIVIL**
 - Water Services Department Water and Sewer Service Worksheet
 - Street Pavement Cut Policy
- ELEVATOR**
 - Elevator Inspections Plan Review Checklist
 - Elevator Modernization Checklist
 - Elevator Deferred Submittal Application
 - Elevators FAQs
 - Elevator Testing Requirements
 - Elevator Permit Application
- DEMOLITION**
 - Demolition Permit
- RESIDENTIAL ENERGY SYSTEMS**
 - Energy Conservation Code Residential Compliance Certificate

On the right side of the portal, there is a "FULL BALANCE" section. It includes a "SEARCH/PAY F..." button and a "MORE" link. The balance summary shows:

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

Below the balance summary, there is a "Helpful Links" section with the following links: [Impact Fee Data](#), [FAQs](#), [Topics A-Z](#), [Department News and Updates](#), [Contact Us](#), and [My Profile](#).

Managing Your Profile

If your contact information changes, you can update your account by clicking on [My Profile](#).

The screenshot shows the SHAPE PHX Portal interface. At the top, there are navigation links: APPLY FOR PERMIT, APPLY FOR NEW LICENSE, REPORT AN ISSUE, and MORE. A search bar and a balance of \$14,003.00 are also visible. Below the navigation are five main action buttons: Apply For Permit, Apply For New License, Apply For New Operating Permit, Apply For Code Modification, and Submit Code Enforcement Complaint. A welcome message reads "Welcome to SHAPE PHX Portal".

On the right side, there is a "FULL BALANCE" section with a "SEARCH/PAY F..." and "MORE" link. Below this is a "Balance" table:

Balance		Play Now
CTR-102102044	195-87-079, PHOENIX	\$13,826.00
QPR-202100207	155-46-041, PHOENIX	\$177.00
		\$14,003.00

Below the balance table is a "Helpful Links" section with links for Impact Fee Data, FAQs, Topics A-Z, Department News and Updates, Contact Us, and My Profile (highlighted with a red box).

The main content area shows a profile update form with the following fields:

- My
- Name
- 200 W Washington St. 4th floor
- Phoenix
- AZ
- 85003
- Country/Region: United States
- Plan Review Coordinator
- City of Phoenix
- PDD - ITS - SHAPE PHX
- 602-867-5309
- 602-862-4368

A blue "Continue" button is located at the bottom of the form.

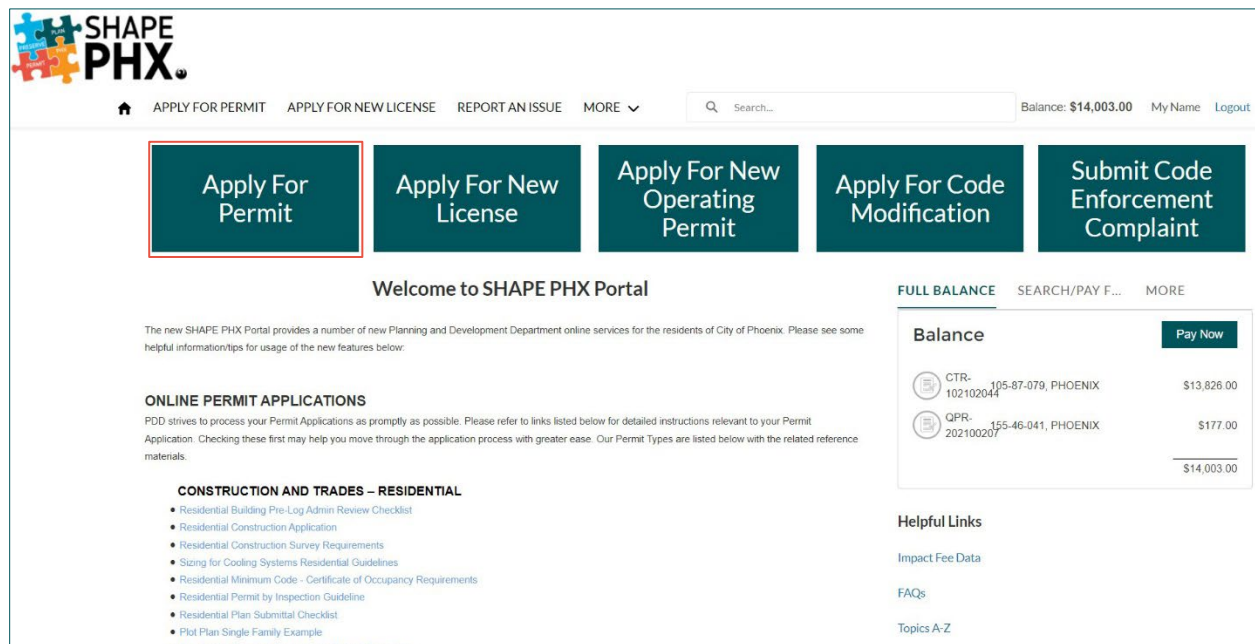
On the next screen, edit your details as need and click [Continue](#) to save the changes.

Apply for Permit

What's New?

In PDD Online, you can apply for a handful of simple permits, such as water heater replacements, gas clearances, meter socket replacements, and minor plumbing permits. Those permits are available through the Portal as well, but now you can apply for a permit to build an addition, a new single-family home, a duplex, or a pool, too!

The process is straight forward, and the Portal guides you through step-by-step. You start by clicking the **Apply for Permit** button.



The screenshot shows the SHAPE PHX Portal interface. At the top, there is a navigation bar with links: APPLY FOR PERMIT, APPLY FOR NEW LICENSE, REPORT AN ISSUE, and MORE. A search bar is also present. The main content area features five large buttons: Apply For Permit (highlighted with a red box), Apply For New License, Apply For New Operating Permit, Apply For Code Modification, and Submit Code Enforcement Complaint. Below the buttons, there is a 'Welcome to SHAPE PHX Portal' message and a section for 'ONLINE PERMIT APPLICATIONS'. On the right side, there is a 'FULL BALANCE' section showing a total balance of \$14,003.00 and a 'Pay Now' button. Below the balance, there are two items listed: CTR-102102044 for \$13,826.00 and QPR-202100207 for \$177.00. A 'Helpful Links' section is also visible at the bottom right.

After that, you will select one of the following nine residential ¹ **Permit Types**²:

- **Civil:** Select this permit type if your scope of work includes *off-site work in the public right of way or on-site work for lateral tap, pavement restoration, or driveways.*
- **Construction and Trades Residential:** Select this permit type if your scope of work includes *general residential construction, including custom homes, additions or remodels, Detached Structures, fence installation, or miscellaneous repairs/replacements, etc.*
- **Demolition:** Select this permit type if your scope of work includes *total, partial, or interior demolition of a structure.*
- **Elevator – New:** Select this permit type if your scope of work includes the *installation of a new elevator.*

¹ Commercial permits will be available in future releases.

² For a list of the new permit types and their sequence numbers, as well as others, see [Appendix B](#).

- Elevator – Repair or Modification:** Select this permit type if your scope of work includes *the repair or modernization of an existing elevator.*
- Pool:** Select this permit type if your scope of work includes *the construction of a new pool/spa as well as attached water features that add a surcharge or load to a pool/spa design and the associated pool/spa equipment.*
- Quick Estimate:** Select this permit type if you are *interested in a base fee estimate for a proposed scope of work. This tool is not designed to be an inclusive list of potential fees. Additional fees may be required for a given project including, but not limited to, impact fees, water and sewer development and water resource acquisition fees, meter fees, expedited fees, etc. Please contact Planning and Development staff for a more detailed fee estimate. Fees may vary on the actual application.*
- Quick Permit:** This permit type is available for limited scope of work activities. Select this permit type *only if your scope of work includes one of the following: Field Consultation for Future Work, Water Heater Replacement Electric Residential, Water Heater Replacement Gas Residential, Repipe water lines, Minor plumbing work or repairs, Gas Line Repair or Replace - please indicate # linear feet, Gas Clearance, Electrical Minor Work, Electrical Meter Socket Replacement, Electrical Service Clearance, Upgrade of electrical service.*
- Standard Plan:** Select this permit type for *approval of standard home design plans to be used for construction on multiple lots within a particular subdivision, or for infill lots throughout the City of Phoenix. Note, a separate construction and trades permit and plot plan approval will be required prior to actual construction.*

In this example, the **Permit Type Construction and Trades Residential** has been selected. To move forward, click [Next](#), which is at the upper right-hand corner of the form.

The screenshot shows the 'Permit Application' page with a 'Select Permit Type' modal. The modal contains two options:

- Civil:** Select this permit type if your scope of work includes any off-site work in the public right of way or on-site work for lateral tap, pavement restoration, or driveways. Any Civil permit applications related to work outside of the specified activities should be applied for via PDD Online.
- Construction and Trades Residential:** Select this permit type if your scope of work includes general residential construction, including custom homes, additions or remodels, Detached Structures, fence installation, or miscellaneous repairs/replacements etc. This option is selected and highlighted with a red border.

Navigation buttons include 'Cancel' and 'Next'.

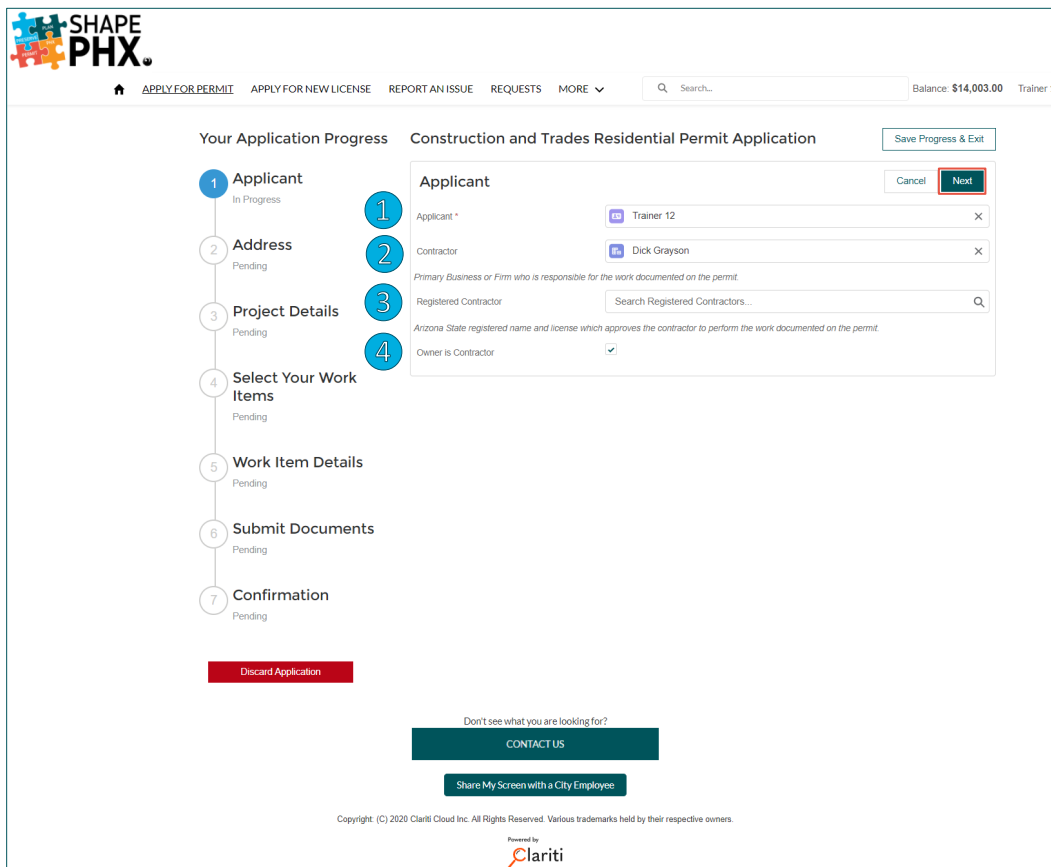
Next, SHAPE PHX asks for information regarding the **Applicant** and the **Contractor**.

- 1 Your information will be entered in the **Applicant*** field automatically as a logged in user.
- 2 Following that information is the **Contractor**. SHAPE PHX has contact accounts for companies and people who have registered in the system, just like the one from which you are submitting your application. The first Contractor Field references one of those accounts.
- 3 The system will also ask for the **Registered Contractor**. This information comes from the Arizona Registrar of Contractors (<https://roc.az.gov/>). Many construction jobs require a Registered Contractor and selecting a contractor from this list informs the system that this job has one.
- 4 In certain cases, it is permissible for the owner of the property to act as the contractor. There is a check box to indicate if the **Owner is Contractor** on this project.

One of the great aspects of SHAPE PHX is that it can help you with data entry. With at least two characters of the Contractor’s name, it will do a search for you.

Once you have entered all the required information here, click Next.

Note: Observe that some fields have a red asterisk (*) after the name. These are the required* fields and must be completed before you click Next to move on to the subsequent stage.



TIP: If at any point while entering the information for your permit application you need to step away to deal with another matter, you can click on the Save Progress & Exit button. Your draft application will be saved to your account and can be accessed from the Permits section at the bottom of the Portal Home Page. Click the Continue button and you can pick up right where you left off.

In-Progress Permits						
	CTR-102102321	438 W ADAMS ST	Construction and Trades Residential	created 9/15/2021	Draft	Continue Manage Sharing

The next information that SHAPE PHX needs is the **Address*** where the work will be performed **1**. Just as it can search for Contractors, the Portal searches for the right address as you type. When you enter part of the address, it narrows down the possibilities until the correct one displays. You then select the correct one from the list that is provided by the system.

Notice that the left-hand side of the screen shows **Your Application Progress 2**. This identifies what step you are on, and how many more steps are left!

After all the basic facts have been entered, you'll move on to the **Project Details**. These fields are:

1. **Permit Type*** – this information will be filled in based on the selection that was made in step 1, Construction and Trades Residential.
2. **Permit Use Class*** – For Release 1, there are two options, Residential and Residential Sales or Construction Office. For our example, we've chosen Residential.
3. **Use Type*** – Based on the selection made above, the Use Type selections will vary. The Portal guides the user and assists them by eliminating options that are not applicable. The types available here are based on the previous selections: Single Family, Single Family Attached, Duplex, Mobile Home, and Factory Built Building. In the example, we've selected Single Family.
4. **Land Use Type** – Once again, the Portal has reduced the available options based on the previous selections. Had we chosen Duplex in the previous question, more options would be available, but the only option in this case is Single Family, so it is selected here.
5. **Permit Work Type*** – With this item, we begin to enter details that define the Scope of Work for the permit. In our example, the options are:
 - Group Homes, Assisted Living 6-10 residents
 - Change of Occupancy
 - New Custom home with or without accessory structures
 - New Standard Home from Standard Plan
 - New Accessory Structure
 - Addition and Remodel
 - Addition only
 - Remodel – interior only
 - Remodel – with exterior impact
 - Repairs, Replacements
 - Service Upgrade – Electrical
 - Installation – Mobile Home, Factory Built Building
 - Revision to Approved Plan
 - Fence and / or Retaining Wall
 - Temporary Fence

For this project, we are constructing a new detached garage, so we've selected New Accessory Structure.

6. **Plan Submission Type*** – The Portal allows users to submit plans via Electronic Plan Review or to prepare an application ahead of time when submitting paper plans in-person. Professionals who have registered with the city of Phoenix and taken the appropriate Self-Certification training courses may also submit their plans as Self-Certified.
 - Electronic Plan Review
 - Paper Plans
 - Self-Certified Professional – Paper Plans
 - Self-Certified Professional – Electronic Plan Review

For the example, the selection is Electronic Plan Review.

7. **Self-Certified Registration Number** – In order to select Self Certified Professional, you must have a valid Self Certified Professional Registration with the city. Enter your city-issued registration number if you are submitting these plans as a Self-Certified Professional. (Not applicable for this example.)
8. **Description*** – Enter a simple description of the work to be performed under the permit. For example, “New detached garage in rear yard, 25’ x 25’, 625 sf total.”
9. **Project Valuation*** – Provide a total project cost estimate, for instance, \$35,000.
10. **No. of Units** – Please provide the number of habitational units that applies to this permit. The example provided here is for a garage, so no new habitational units will be built.
11. **Net Acre** – Enter the area of the lot or parcel excluding all dedicated streets or alleys and roadway or alley easements but including twenty-five (25) feet of abutting canal right-of-way when the abutting development has complied with the Canal Bank Design Guidelines set forth in Section 507 Tab A of the Zoning Ordinance, including landscaping of canal bank right-of-way.
12. **Alteration Extent** – For more information on how to respond to this question, see page two of the [Valuation Guide: Remodeling & Repairs to Existing Buildings](#).

Your Application Progress Construction and Trades Residential Permit Application Save Progress & Exit

1 Applicant
Applicant: Trainer 12
Contractor: Dick Grayson

2 Address
Address: 438 W ADAMS ST

3 Project Details
In Progress

4 Select Your Work Items
Pending

5 Work Item Details
Pending

6 Submit Documents
Pending

7 Confirmation
Pending

Discard Application

Project Details Back Next

Permit Type * Construction and Trades Residential

Select permit type

Permit Use Class * Residential

Select permit use class

Use Type * Single Family

Select permit use type

Land Use Type Single Family

Select permit land use type

Permit Work Type * New Accessory structure

Indicate permit work type

Plan Submission Type * Electronic Plan Review

In order to select Self Certified Professional you must have a valid Self Certified Professional Registration with the city

Self Certified Registration number Search Registrations...

Enter your city-issued registration number if you are submitting these plans as a Self Certified Professional.

Description * New detached garage in rear yard, 25' x 25', 625 sq. ft.

Additional description about the permit

Project Valuation * \$25,000.00

Provide total project cost estimate

No. of Units 1

Please provide the number of habitational units that applies to this permit

Net Acre 24.942.2050

Alteration Extent Major

After you have entered the **Project Details**, it's time to get specific and **Select Your Work Items**. There are a lot of options to choose from here (not all of them are shown below); just focus on your Scope of Work.

In the example, we've selected **New Garage Detached**, after which we click **Next**.

Your Application Progress
Construction and Trades Residential Permit Application
Save Progress & Exit

- 1 **Applicant**
Applicant Trainer 12
Contractor Dick Grayson
- 2 **Address**
Address 438 W ADAMS ST
- 3 **Project Details**
Permit Type Construction and Trades...
Permit Use Class Residential
Use Type Single Family
- 4 **Select Your Work Items**
In Progress
- 5 **Work Item Details**
Pending
- 6 **Submit Documents**
Pending
- 7 **Confirmation**
Pending

Discard Application

Back Next

This is a 2-step process. First, select all the Work Items that apply and click Next. Then, click Edit to specify details relevant to the Work Items and click Save.

Select Your Work Items

Construction Details (Select all that apply):

Fireplaces zero clearance or masonry Foundation Type

Electrical (Select all that apply):

Electrical Meter Socket Replacement Electrical Minor Work

Electrical service 100 amp 1 phase Electrical service 100 amp 3 phase

Electrical service 200 amp 1 phase Electrical service 200 amp 3 phase

Electrical service 400 amp 1 phase Electrical service 400 amp 3 phase

Electrical service 600 amp 1 phase Electrical service 600 amp 3 phase

Electrical service 800 amp 1 phase Electrical service 800 amp 3 phase

Electrical Service Clearance Rewiring Residential

Fence and Retaining Wall (Select all that apply):

Fence Combo Masonry and Wrought Iron Fence Dooley Block

Fence Masonry Fence Ornamental or Wrought Iron

Fence Wood, Chain Link or Mesh Retaining Wall 3 ft to 6 ft

Retaining Wall less than 3 ft high Retaining Wall Over 6 ft

Accessory Structure (Select all that apply):

New Garage Detached New SF Detached Building livable

New SF Detached Building non-livable Sheds and Detached Storage Buildings Prebuilt

Sheds and Detached Storage Buildings Site Built

HVAC (Select all that apply):

Evaporative Cooler Install Evaporative Cooler

Replace Furnace or Air Conditioner Replace Rooftop AC with new support needed

Based on the items that you checked when **Selecting Your Work Items**, you now need to enter additional information known as **Work Item Details**. Since only one **Work Item** was checked, there is only one Work Item Detail that needs to be completed here. The required information will vary depending on the Work Items selected, for example, you may be asked to supply the number of plumbing fixtures if you are adding a new bathroom.

- 1 Enter the total square feet for the new garage under **Quantity***. The Portal then will calculate the valuation for the project upon which the permit fees will be based.
- 2 Click **Display on Permit**.

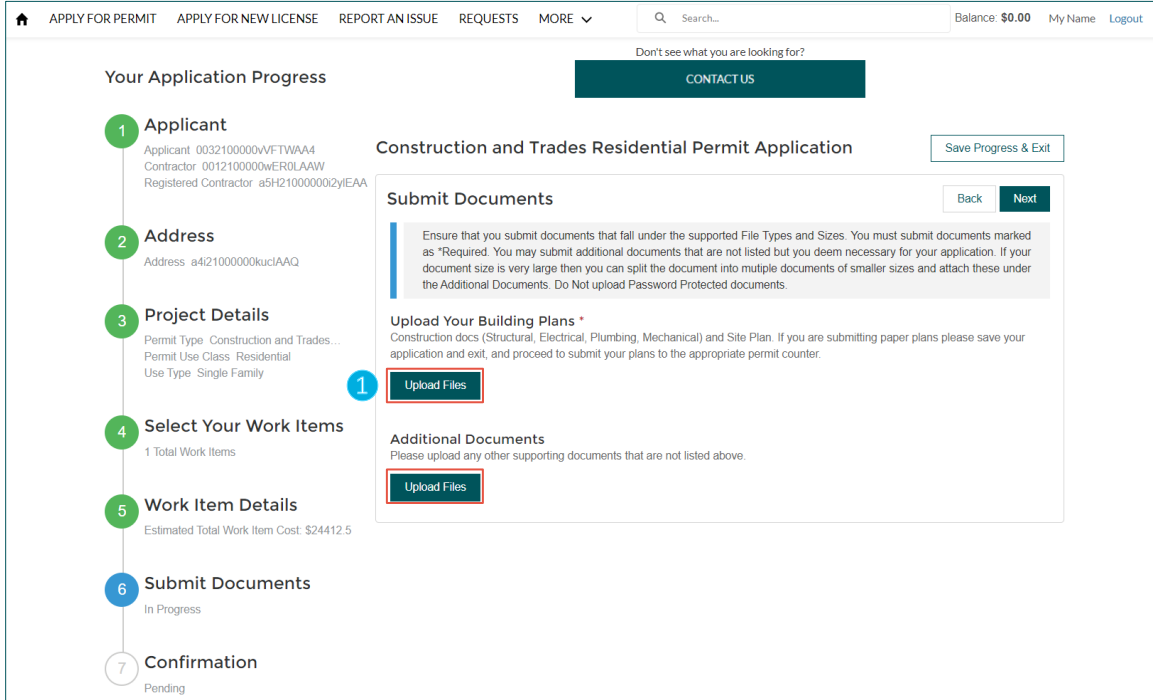
Of course, if you have questions while you are working in the Portal, you may click the **Contact Us** button 3 at the top of the screen to see the list of contact numbers and email addresses for the sections or the **Share My Screen with a City Employee** button 4 at the bottom to get assistance from PDD Staff. (See the section on [Share My Screen with a City Employee](#) for more information.)

The screenshot shows the 'SHAPE PHX' portal interface. At the top, there's a navigation bar with options like 'APPLY FOR PERMIT' and 'APPLY FOR NEW LICENSE'. Below that is a progress bar for 'Your Application Progress' with steps 1 through 7. Step 5, 'Work Item Details', is currently 'In Progress'. The main content area is titled 'Construction and Trades Residential Permit Application' and contains a 'Work Item Details' table. The table has columns for 'Description', 'Unit of Measure', and 'Quantity'. A row is shown for 'New Garage Detached' with a unit of 'SQ FT' and a quantity of '625'. A red circle '1' highlights the quantity field. Below the table, there's a checkbox for 'Display on Permit?' which is checked, and a red circle '2' highlights it. At the bottom of the page, there are two buttons: 'CONTACT US' (highlighted with a red circle '3') and 'Share My Screen with a City Employee' (highlighted with a red circle '4').

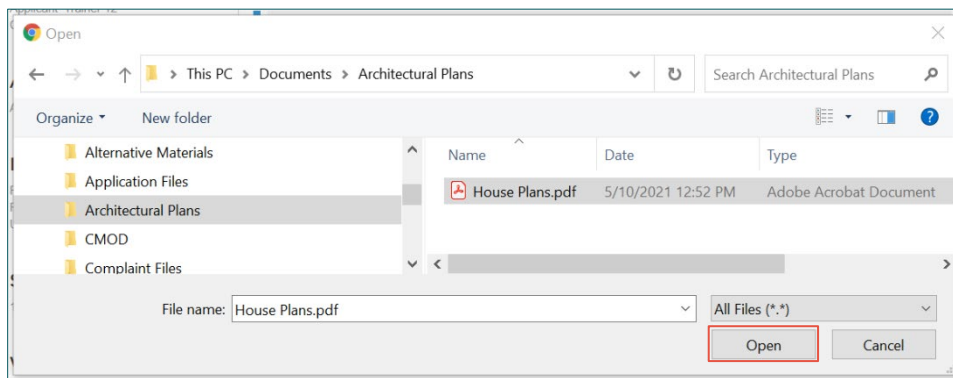
When you have entered all the information for the Work Items that you selected, click **Next**.

At the beginning of the application, under **Project Details**, you indicated how the plans would be submitted. For this example, *Electronic Plan Review* was chosen. The next step in the process is to **Submit Documents**.

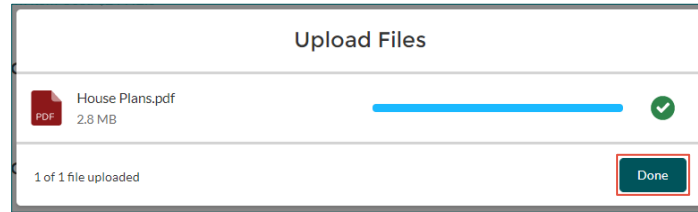
To submit construction documents, click **Upload Files** **1**.



A window will open on your computer so that you can navigate to the location where you have the documents stored. Select the plans that you wish to upload and click **Open**.

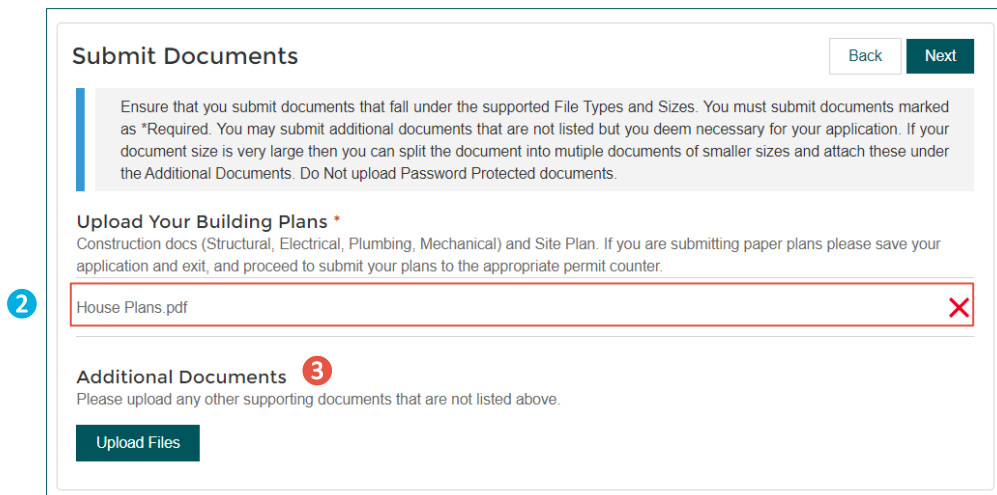


A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click Done.



The name of the document will appear on the screen under **Upload Your Building Plans*** 2. If you have uploaded the wrong document, simply click the red X on the right-hand side of the screen to delete the document and start the process again.

The process is the same for 3 **Additional Documents**. You can include technical specifications, manufacturer’s cut sheets, photographs, or other documents to supplement the plans by adding them here.



At the beginning of the application process, under **Project Details**, you may select to submit **Paper Plans**. The Portal offers you the option to prepare your application before your trip to the Development Center. When you reach the **Submit Documents** step, the Portal instructs you to save your application and exit and proceed to submit your plans to the appropriate permit counter. When you arrive at City Hall, inform PDD staff that you began your application on the portal, and they will find it and continue the process from there.

Submit Documents

Back Next

Ensure that you submit documents that fall under the supported File Types and Sizes. You must submit documents marked as *Required. You may submit additional documents that are not listed but you deem necessary for your application. If your document size is very large then you can split the document into multiple documents of smaller sizes and attach these under the Additional Documents. Do Not upload Password Protected documents.

Upload Your Building Plans *
Construction docs (Structural, Electrical, Plumbing, Mechanical) and Site Plan. If you are submitting paper plans please save your application and exit, and proceed to submit your plans to the appropriate permit counter.

Upload Files

Additional Documents
Please upload any other supporting documents that are not listed above.

Upload Files

Up next, is the **Confirmation**. This is an opportunity for you to review all the details in one place to be certain that all the information is accurate. Check the information and if it needs to be updated, click the Edit button next to the section in which the information is located. Once all the information has been verified, click Submit Permit Application.

Your Application Progress

- 1 **Applicant**
Applicant: Trainer 12
Contractor: Dick Grayson
- 2 **Address**
Address: 438 W ADAMS ST
- 3 **Project Details**
Permit Type: Construction and Trades...
Permit Use Class: Residential
Use Type: Single Family
- 4 **Select Your Work Items**
1 Total Work Items
- 5 **Work Item Details**
Estimated Total Work Item Cost: \$24412.5
- 6 **Submit Documents**
1 of 1 Documents Uploaded
- 7 **Confirmation**
In Progress

Discard Application

Construction and Trades Residential Permit Application

[Back](#)

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).

▼ **Applicant** [Edit](#)

Applicant	Trainer 12
Contractor	Dick Grayson
Registered Contractor	
Owner is Contractor	<input checked="" type="checkbox"/>

▼ **Address** [Edit](#)

Address	438 W ADAMS ST
---------	----------------

▼ **Project Details** [Edit](#)

Permit Type	Construction and Trades Residential
Permit Use Class	Residential
Use Type	Single Family
Land Use Type	Single Family
Permit Work Type	New Accessory structure
Plan Submission Type	Electronic Plan Review
Self Certified Registration number	
Description	New detached garage in rear yard, 25' x 25', 625 sq. ft.
Project Valuation	\$25,000.00
No. of Units	1
Net Acre	24,942.2050
Alteration Extent	Major

▼ **Work Item Details** [Edit](#)

Accessory Structure		
625 x New Garage Detached	New Garage Detached Description, SQ FT Unit of Measure, true Display on Permit?	\$24,412.50

Total (1 item)	\$24,412.50
----------------	-------------

▼ **Submit Documents** [Edit](#)

Your Building Plans *
Construction docs (Structural, Electrical, Plumbing, Mechanical) and Site Plan. If you are submitting paper plans please save your application and exit, and proceed to submit your plans to the appropriate permit counter.

House Plans.pdf	
-----------------	--

Submit Permit Application

An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act.

Acknowledgement

AGREEMENT: By clicking "I Agree": I hereby certify I am acting on the owner's behalf and the information contained in this application is correct and accurate to the best of my knowledge. I have read the Review checklist(s) and acknowledge the plans being submitted are complete and contain all required information as outlined in the checklist(s). I understand if the plans are deficient, they will not be accepted for review by the city of Phoenix. Once the plans have been accepted by the city of Phoenix, I am responsible for paying the applicable plan review fees before any review will begin.

* I, Trainer 12, hereby to attest that I completed the Permit Application. Here is my email my.email.address@yahoo.com.

Check the box* and click on the I Agree button.

The Portal will give you a message asking you to wait while the application is being submitted,

Construction and Trades Residential Permit Application

Confirmation

Please wait while your application is submitted.


and then return with the confirmation that your application has been submitted and is being processed. Your permit number will display on the screen. In the case of our example, CTR-102102321.

Confirmation

Your Permit Application has been submitted and is now being processed. Your reference number is CTR-102102321.

[Back To Home](#)

Clicking Back to Home will take you to the SHAPE PHX Portal home, where you can find the list of your permits at the bottom of the page.

Permits						2	1
	CTR-102102321	438 WADAMS ST	Construction and Trades Residential	created 9/16/2021	In Progress	View	Request Revision

Once you have submitted the application, no changes can be made to it until PDD Staff has completed a review and responded with comments unless you click Request Revision 1 to ask for the plans to be taken out of review so that you can alter them or submit additional information.

Clicking View, 2 will take you to a view of the details of your application.

From here, you can review the information that you submitted. You can also *Request Revision* by clicking on the button on the top of the screen. This will allow you to submit corrected or additional material.

By clicking *Next*, you can see the file history, which will show you the progress that has been made by PDD staff on your application.

Any Alerts related to the property will also be shown on this screen, alerting you to any special conditions or requirements.

Your Application Progress

Request revision

- 1 Application Details
In Progress
- 2 File History

Save & Exit

Construction and Trades Residential Permit Application

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).

Applicant

Applicant: My Name

Contractor: Dick Grayson

Registered Contractor:

Owner is Contractor:

Address

Address: 438 W ADAMS ST

Project Details

Permit Type: Construction and Trades Residential

Permit Use Class: Residential

Use Type: Single Family

Land Use Type: Single Family

Permit Work Type: New Accessory structure

Plan Submission Type: Electronic Plan Review

Self Certified Registration number: [blank]

Description: New detached garage in rear yard, 25' x 25', 625 sq. ft.

Project Valuation: \$25,000.00

No. of Units: 1

Net Acre: 24,942.2050

Alteration Extent: Major

Work Item Details

Accessory Structure		
625 x New Garage Detached	New Garage Detached Description, SQ FT Unit of Measure, true Display on Permit?	\$24,412.50

Total (1 item) \$24,412.50

Submit Documents

Your Building Plans *
Construction docs (Structural, Electrical, Plumbing, Mechanical) and Site Plan. If you are submitting paper plans please save your application and exit, and proceed to submit your plans to the appropriate permit counter.

House Plans.pdf

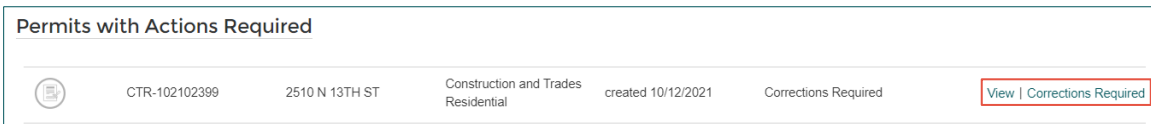
Alerts

Alert Number	Type	External Message
74697	Hold	PARCEL IS LOCATED WITHIN THE RAILROAD QUIET ZONE OVERLAY AREA. A 'NOTICE OF RAILROAD PROXIMITY DISCLOSURE' IS REQUIRED PRIOR TO SITE, CIVIL OR BUILDING PLAN REVIEW OR BUILDING PERMIT ISSUANCE. CONTACT CED COMMUNITY DEVELOPMENT DIVISION FOR QUESTIONS

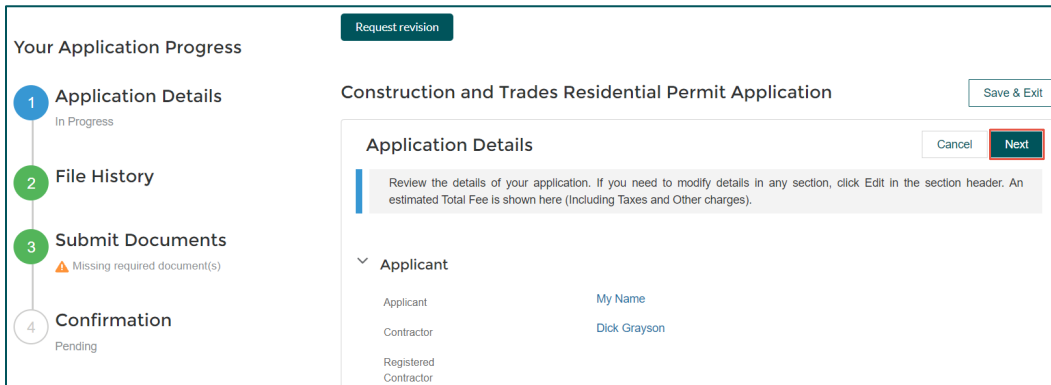
Submitting Corrections (Red Lines)

After PDD Staff has completed the Plan Review, corrections are sometimes required. These are sometimes referred to as Red Lines. You can see the status of your permits from the **Home** screen and scrolling down to see Permits. There are several categories for the permits on the **Permits** page. They are: In-Progress Permits, Historical Permits, Permits with Actions Required, and Permits Shared with Me.

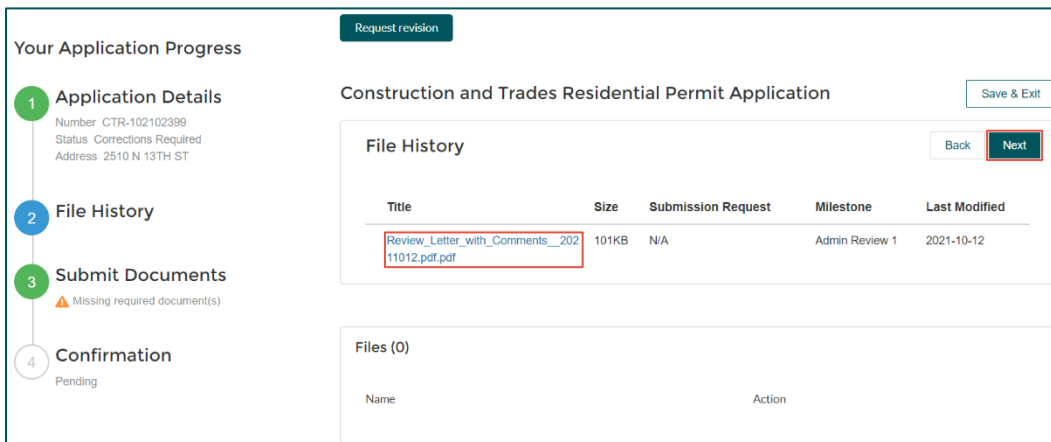
Under *Permits with Actions Required*, you will see permits that require corrections, are ready for payment, and those that have been issued and for which Inspections can be scheduled. (See the section [Requesting Inspections](#) for more information.) Locate the permit that has the status of Corrections Required. On the right-hand side, you will see [View | Corrections Required](#).



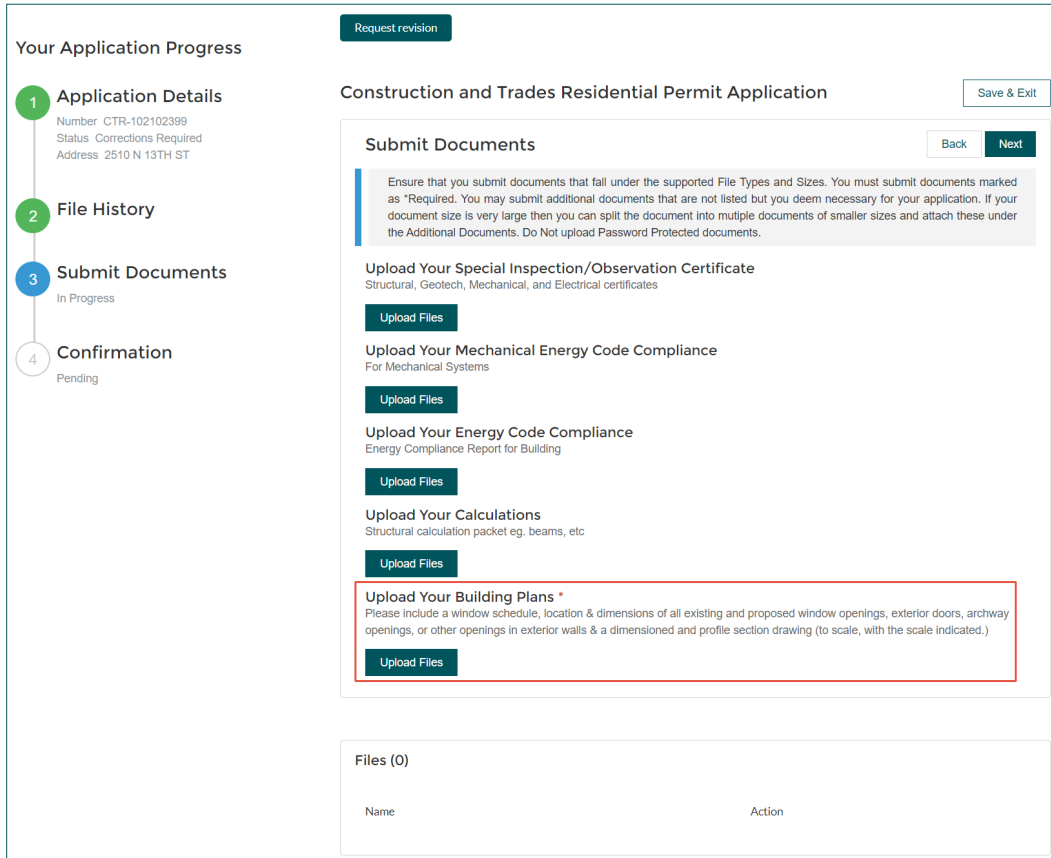
Click on either link to be taken to the **Application Details** page, which is similar to the summary page that you encountered before you submitted the application. In the upper right-hand corner, click Next to move on to the **File History** and details regarding the Corrections Required.



The **File History** page gives you details regarding the status of your permit. For details on the required changes, click on the Review Letter with Comments for information on Plan Review that has been completed. Click Next to move on to what is required on the **Submit Documents** screen.



Upload the revised documents, especially those marked as Required (the red asterisk *), just as you did when you submitted the plans initially.



Your Application Progress

1 Application Details
Number CTR-102102399
Status Corrections Required
Address 2510 N 13TH ST

2 File History

3 Submit Documents
In Progress

4 Confirmation
Pending

Construction and Trades Residential Permit Application

Request revision

Save & Exit

Submit Documents

Back Next

Ensure that you submit documents that fall under the supported File Types and Sizes. You must submit documents marked as *Required. You may submit additional documents that are not listed but you deem necessary for your application. If your document size is very large then you can split the document into multiple documents of smaller sizes and attach these under the Additional Documents. Do Not upload Password Protected documents.

Upload Your Special Inspection/Observation Certificate
Structural, Geotech, Mechanical, and Electrical certificates

Upload Files

Upload Your Mechanical Energy Code Compliance
For Mechanical Systems

Upload Files

Upload Your Energy Code Compliance
Energy Compliance Report for Building

Upload Files

Upload Your Calculations
Structural calculation packet eg. beams, etc

Upload Files

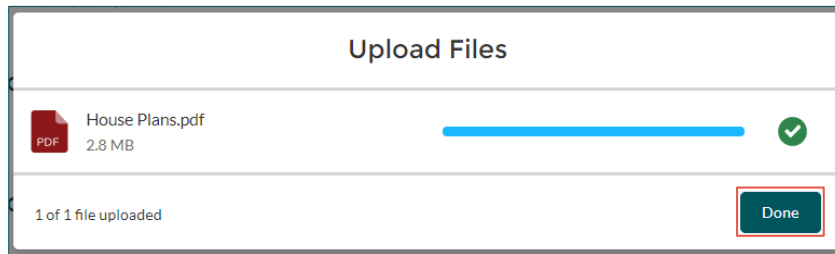
Upload Your Building Plans *
Please include a window schedule, location & dimensions of all existing and proposed window openings, exterior doors, archway openings, or other openings in exterior walls & a dimensioned and profile section drawing (to scale, with the scale indicated.)

Upload Files

Files (0)

Name	Action
------	--------

A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click Done.



Upload Files

PDF House Plans.pdf 2.8 MB

1 of 1 file uploaded

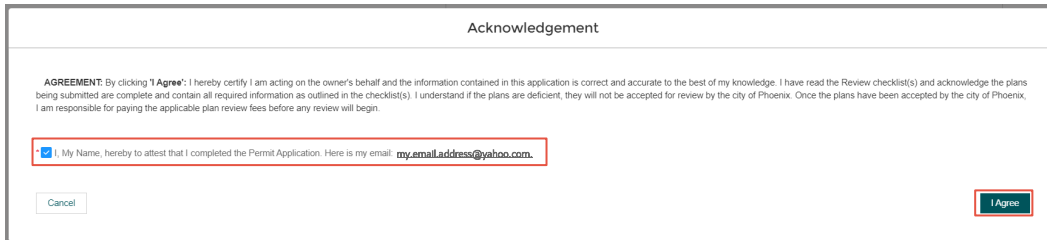
Done

The name of the document will appear on the screen under **Upload Your Building Plans*** 2. If you have uploaded the wrong document, simply click the red X on the right-hand side of the screen to delete the document and start the process again. Click **Next**.

This takes you to the Confirmation page, where you can review the details of the resubmittal. (In this case, some of the information is hidden so that the image will be smaller in the guide. Notice the arrows to the left of the sections. The arrows that are pointing to the right indicate that the section has been collapsed. To show the information, click on the > and it will become a v and show the details that are currently hidden.)

When you have verified that the information is accurate, click **Submit Permit Application**.

An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act. Check the box* and click on the **I Agree** button.

A screenshot of an "Acknowledgement" form. At the top, it says "Acknowledgement". Below that is a paragraph of "AGREEMENT" text. A checkbox is checked, and the text next to it says "I, My Name, hereby to attest that I completed the Permit Application. Here is my email: my.email.address@yahoo.com.". At the bottom left is a "Cancel" button, and at the bottom right is an "I Agree" button.

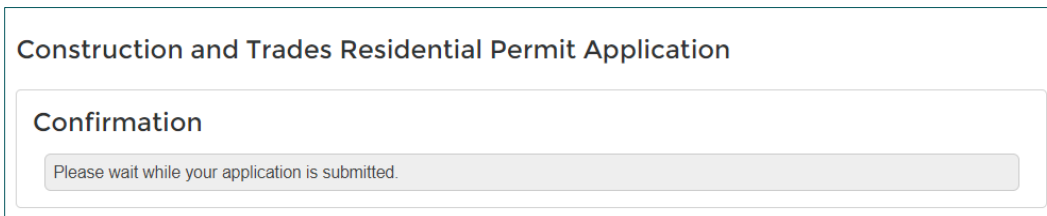
Acknowledgement

AGREEMENT By clicking "I Agree", I hereby certify I am acting on the owner's behalf and the information contained in this application is correct and accurate to the best of my knowledge. I have read the Review checklist(s) and acknowledge the plans being submitted are complete and contain all required information as outlined in the checklist(s). I understand if the plans are deficient, they will not be accepted for review by the city of Phoenix. Once the plans have been accepted by the city of Phoenix, I am responsible for paying the applicable plan review fees before any review will begin.

I, My Name, hereby to attest that I completed the Permit Application. Here is my email: my.email.address@yahoo.com.

Cancel I Agree

The Portal will give you a message asking you to wait while the application is being submitted, and then return with the confirmation that your application has been submitted and is being processed. Your permit number will display on the screen. In the case of our example, CTR-102102399.

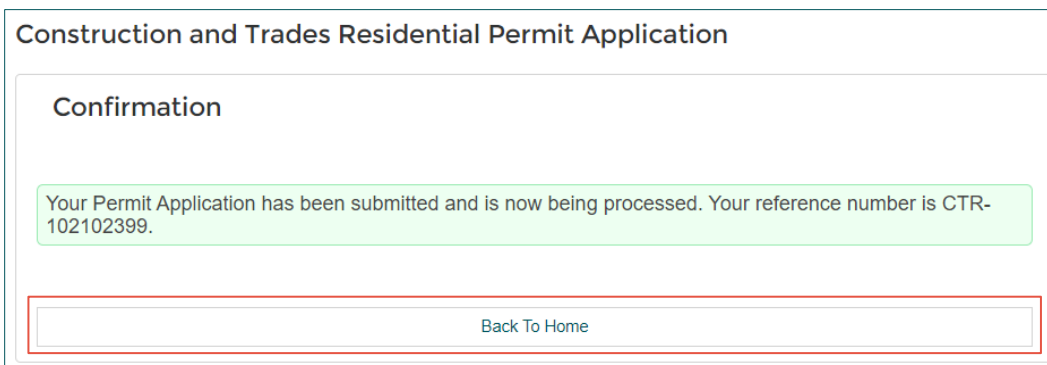
A screenshot of a confirmation message box. The title is "Construction and Trades Residential Permit Application". Below the title is a "Confirmation" section with a grey bar containing the text "Please wait while your application is submitted."

Construction and Trades Residential Permit Application

Confirmation

Please wait while your application is submitted.

By clicking on the **Back to Home** button, you will return to the Portal Home page.

A screenshot of a confirmation message box. The title is "Construction and Trades Residential Permit Application". Below the title is a "Confirmation" section with a green bar containing the text "Your Permit Application has been submitted and is now being processed. Your reference number is CTR-102102399." At the bottom is a "Back To Home" button.

Construction and Trades Residential Permit Application

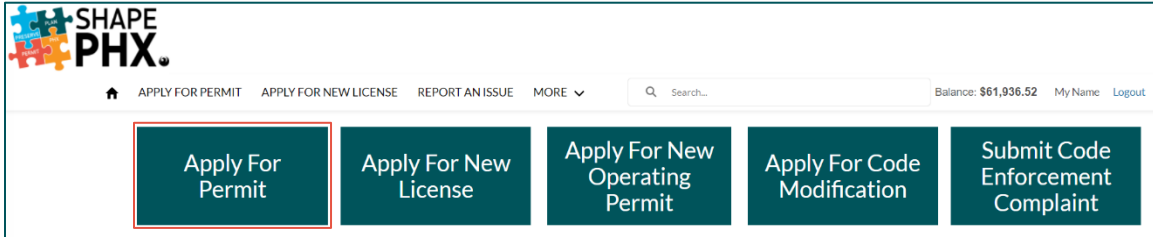
Confirmation

Your Permit Application has been submitted and is now being processed. Your reference number is CTR-102102399.

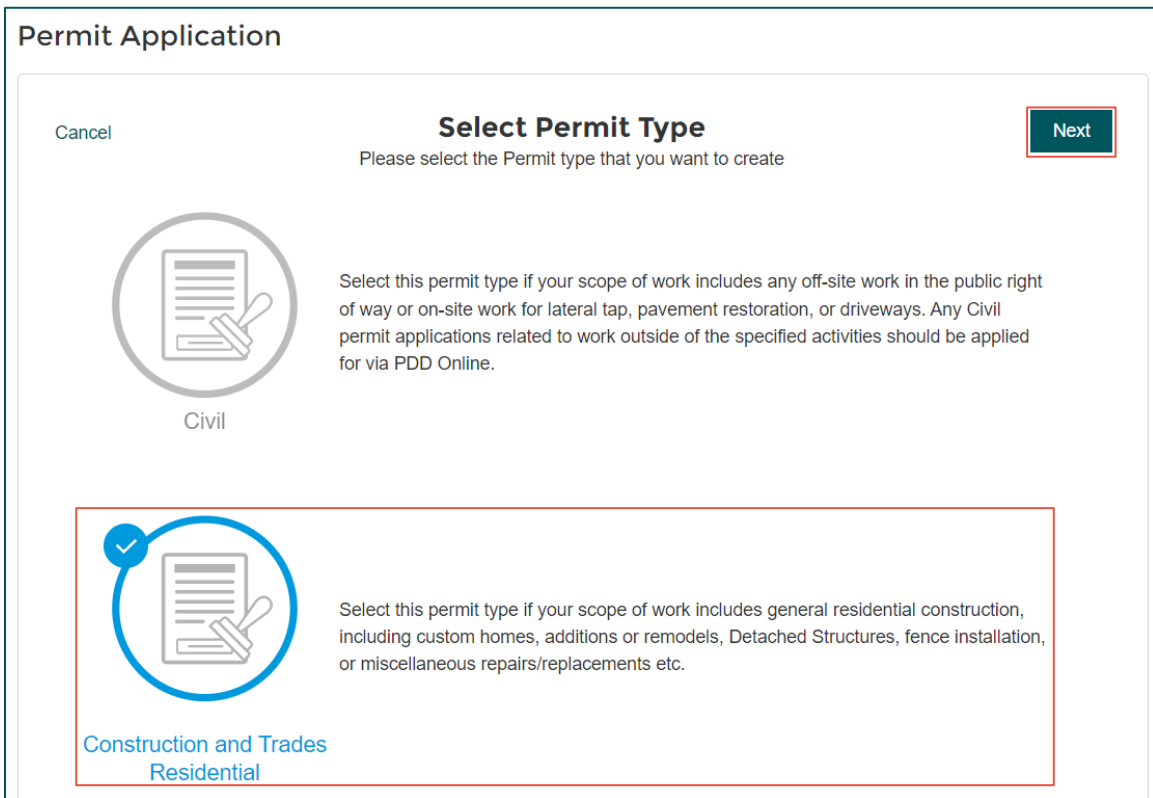
Back To Home

Revisions to an Existing Permit

At some point, you may find that you need to modify a permit that has been issued. The process is similar to requesting a new permit. Start by clicking on **Apply for Permit** on the Home Page.



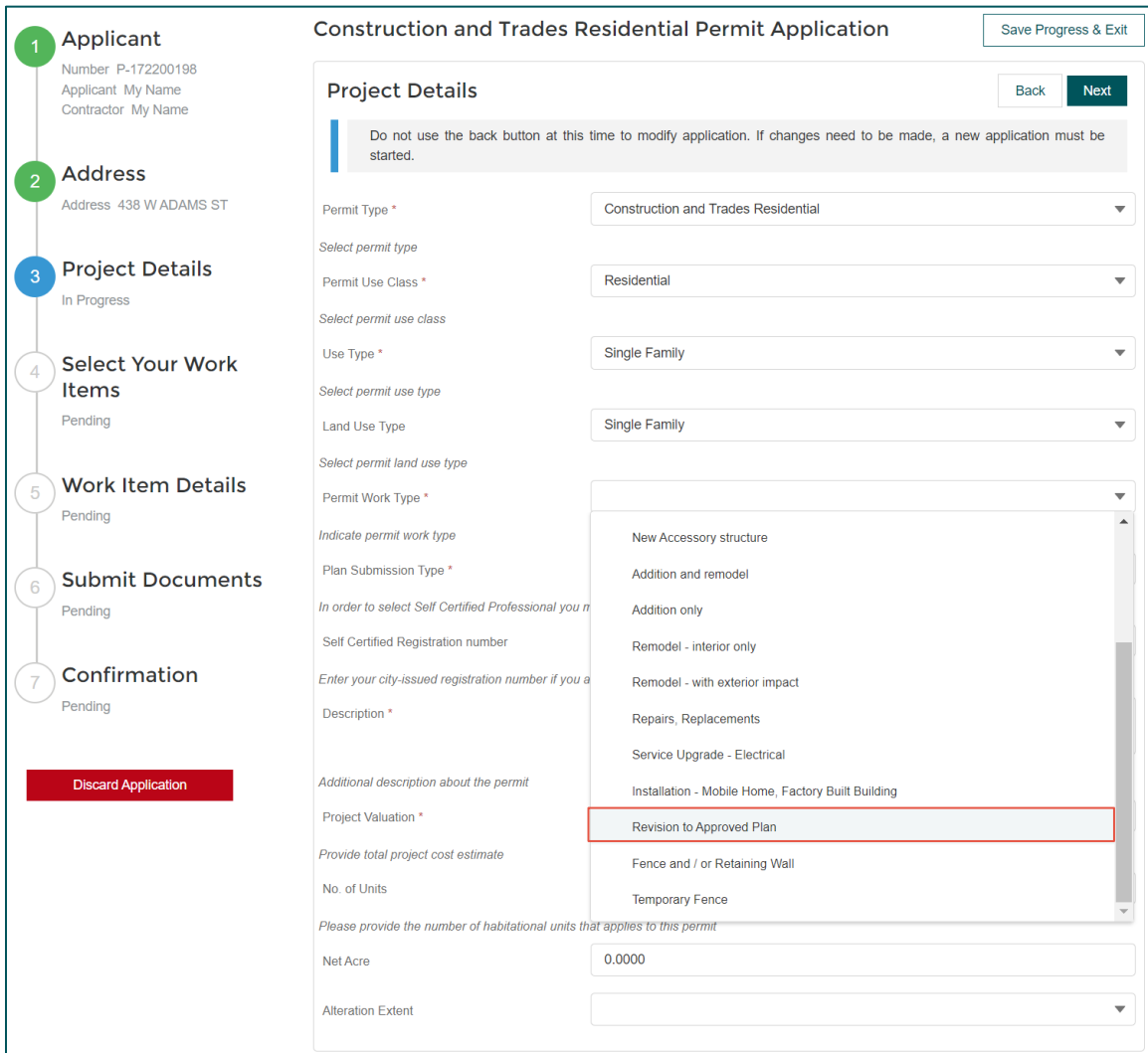
Select **Construction and Trades Residential** and click **Next**.



Complete the Applicant and Address steps as you would for a permit and click next. This takes you to the Project Details page.

The Permit Type will be filled in for you. Complete the rest of the fields as you would for any other permit.

For Permit Work Type, select Revision to Approved Plan.



1 Applicant
Number P-172200198
Applicant My Name
Contractor My Name

2 Address
Address 438 W ADAMS ST

3 Project Details
In Progress

4 Select Your Work Items
Pending

5 Work Item Details
Pending

6 Submit Documents
Pending

7 Confirmation
Pending

Discard Application

Construction and Trades Residential Permit Application Save Progress & Exit

Project Details Back Next

Do not use the back button at this time to modify application. If changes need to be made, a new application must be started.

Permit Type * Construction and Trades Residential

Select permit type

Permit Use Class * Residential

Select permit use class

Use Type * Single Family

Select permit use type

Land Use Type Single Family

Select permit land use type

Permit Work Type *

Indicate permit work type

- New Accessory structure
- Addition and remodel
- Addition only
- Remodel - interior only
- Remodel - with exterior impact
- Repairs, Replacements
- Service Upgrade - Electrical
- Installation - Mobile Home, Factory Built Building
- Revision to Approved Plan**
- Fence and / or Retaining Wall
- Temporary Fence

Plan Submission Type *

In order to select Self Certified Professional you must be a Self Certified Professional

Self Certified Registration number

Enter your city-issued registration number if you are a Self Certified Professional

Description *

Additional description about the permit

Project Valuation *

Provide total project cost estimate

No. of Units

Please provide the number of habitational units that applies to this permit

Net Acre 0.0000

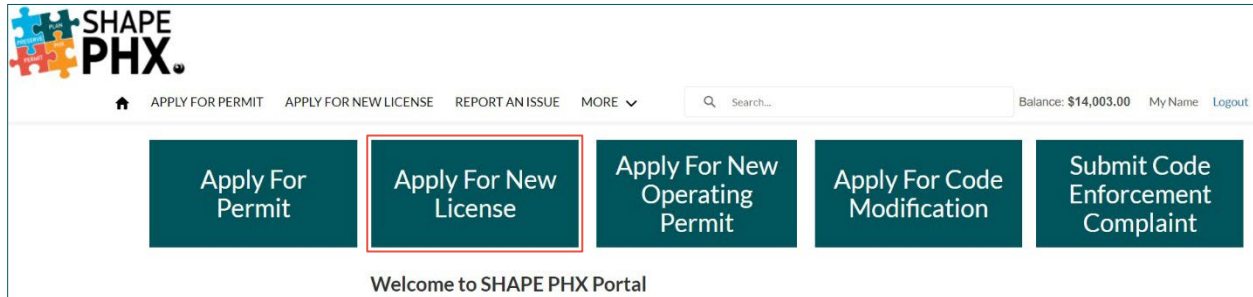
Alteration Extent

For the Description, include a brief explanation of the work to be completed and **include the Permit Number** for which you are requesting a Revision. This will allow PDD staff to connect the permits to one another.

Complete the remaining steps and submit your Permit application.

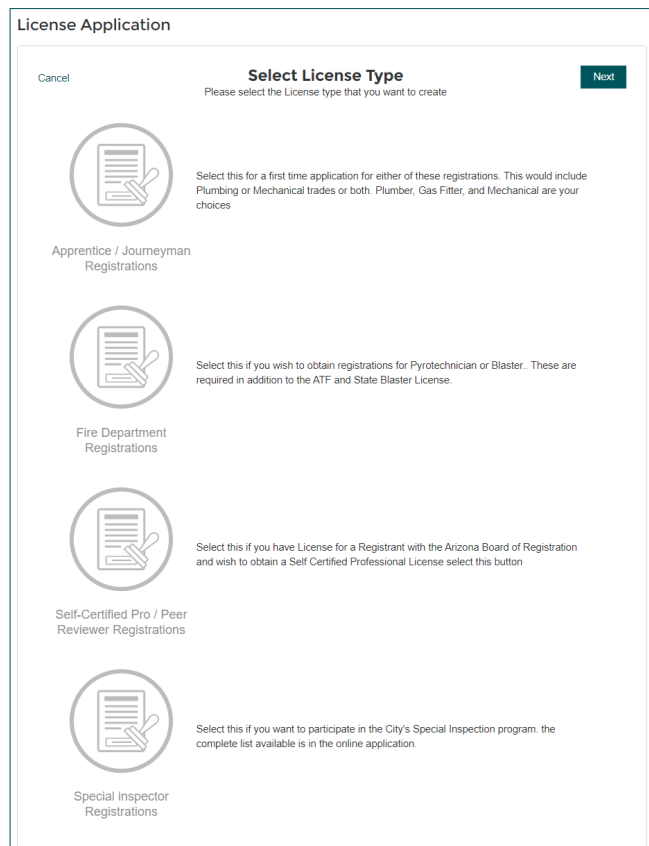
Apply for New License

The SHAPE PHX Customer Portal allows for professionals to apply for licenses in four areas: Apprentice/Journeyman, Fire Department, Self-Certified Professionals / Peers, and Special Inspectors. The process is similar to the Permit Application Process. Click **Apply for New License**.



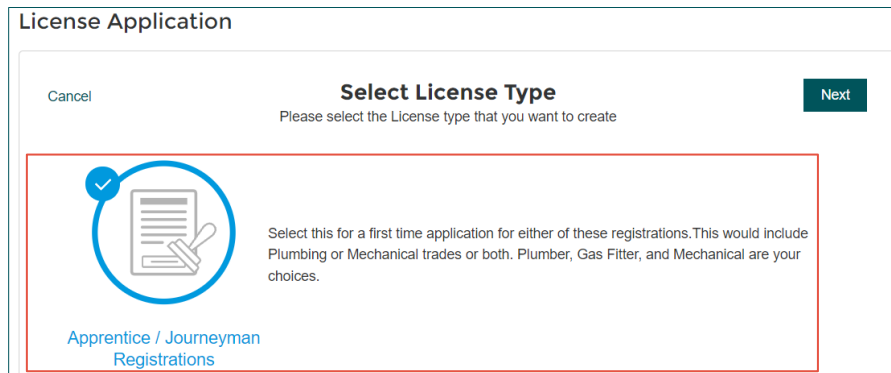
On the License Application page, you will be asked to select one of the four license types:

- Apprentice / Journeyman Registrations:**
 Select this for a first-time application for either of these registrations. This would include Plumbing or Mechanical trades or both. Plumber, Gas Fitter, and Mechanical are your choices
- Fire Department Registrations:**
 Select this if you wish to obtain registrations for Pyrotechnician or Blaster. These are required in addition to the ATF and State Blaster License.
- Self-Certified Pro / Peer Reviewer Registrations:** Select this if you have License for a Registrant with the Arizona Board of Registration and wish to obtain a *Self-Certified Professional License* select this button.
- Special Inspector Registrations:**
 Select this if you want to participate in the City's *Special Inspection program*. The complete list available is in the online application and in [Appendix B](#).

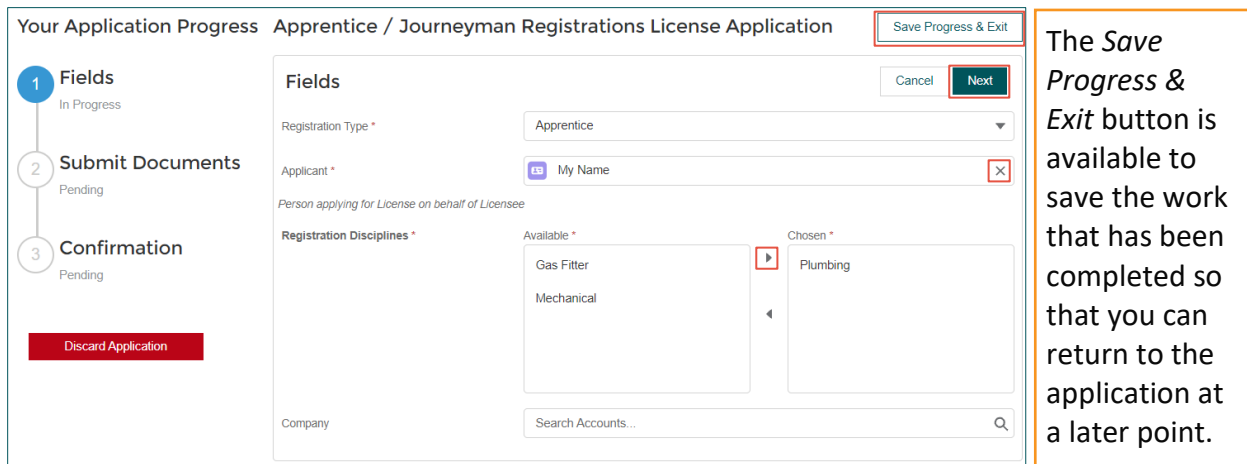


Apprentice / Journeyman Registrations

From the *Select License Type* menu, chose *Apprentice / Journeyman Registrations*.



The two *Registration Types* here are *Apprentice* and *Journeyman* and this is the first field on this workflow. Select the appropriate License Type from the drop-down menu.



In the Portal, the red asterisk (*) indicates fields which are required on each screen. The *Applicant* field is next and comes pre-populated with the name of the *Registered User*. You can click on the X next to the name to clear the field to enter a different name if you are submitting applications for someone else at your company.

Following the name is the section for the *Registration Disciplines*. There are three *Registration Disciplines* that are available for both *Apprentice* and *Journeyman* licenses: Plumbing, Gas Fitter, and Mechanical. Select the applicable discipline(s) by highlighting the discipline and clicking on the arrow pointing to the right to move the discipline from **Available** to **Chosen**. To remove a discipline from **Chosen** to **Available**, highlight that discipline and click the left-pointing arrow. For our example, we've chosen Apprentice: Plumbing.

If a **Company** is sponsoring or is related to the application, you can type in a portion of the name and search the system for the account associated with that **Company** to enter it in the final field.

Once the information has been entered, click the Next button in the upper right-hand corner of the form.

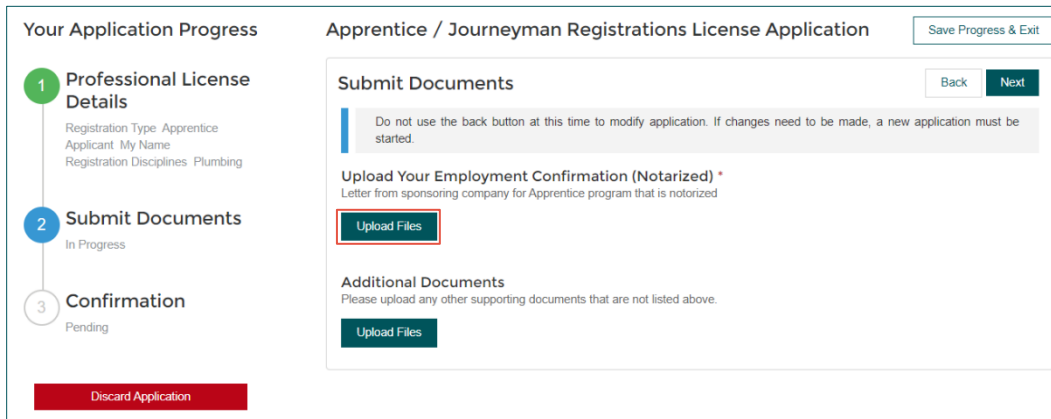
For an application to be considered complete, PDD requires documents to be uploaded for verification by staff to process the registration. Contact staff for information regarding the required documentation at pdd.inspections@phoenix.gov.

The next step in the process is to **Submit Documents**.

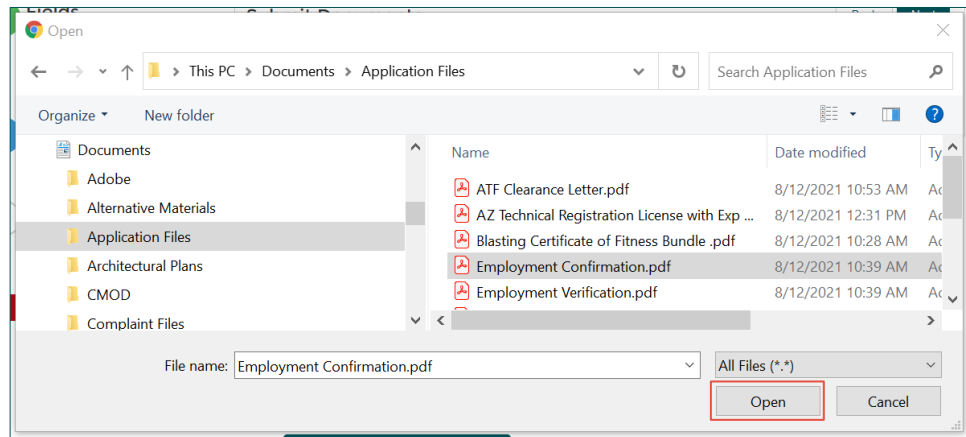
The red asterisk (*) indicates fields which are required, in this case:

- **Upload Your Employment Confirmation (Notarized)***

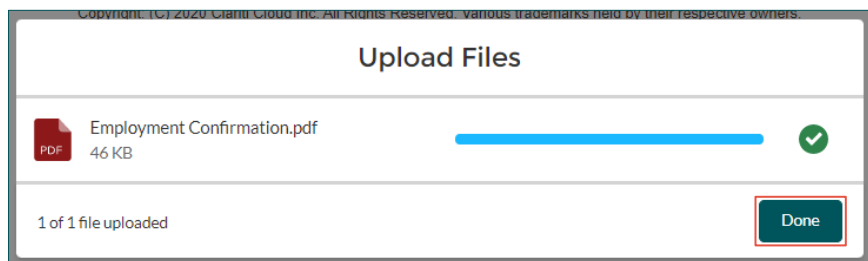
A document must be uploaded to all fields with the red asterisk (*) for the application to be submitted at the end of the process.



Click on the Upload Files button. A window will open on your computer so that you can navigate to the location where you have the construction documents stored. Select the files that you wish to upload and click Open.



A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click Done.



The name of the document will appear on the screen under **Additional Documents**. If you have uploaded the wrong document, simply click the red **X** on the right-hand side of the screen to delete the document and start the process again.

Your Application Progress

- Professional License Details
- Submit Documents** (In Progress)
- Confirmation (Pending)

Apprentice / Journeyman Registrations License Application [Save Progress & Exit]

Submit Documents [Back] [Next]

Do not use the back button at this time to modify application. If changes need to be made, a new application must be started.

Upload Your Employment Confirmation (Notarized) *
Letter from sponsoring company for Apprenticeship program that is notarized

Employment Confirmation.pdf [X]

[Upload Files]

Additional Documents
Please upload any other supporting documents that are not listed above.

[Upload Files]

[Discard Application]

Proceed with the same process for all the required documents. Once you have uploaded the documents, click **Next** to move on to **Confirmation**.

Your Application Progress

- Professional License Details
- Submit Documents (1 of 1 Documents Uploaded)
- Confirmation** (In Progress)

Apprentice / Journeyman Registrations License Application [Back]

Confirmation

Do not use the back button at this time to modify application. If changes need to be made, a new application must be started.

Professional License Details [Edit]

Registration Type	Apprentice
Applicant	My Name
Registration Disciplines	Plumbing
Company	

Submit Documents [Edit]

Your Employment Confirmation (Notarized) *
Letter from sponsoring company for Apprenticeship program that is notarized

Employment Confirmation.pdf

[Submit License Application]

[Discard Application]

This is an opportunity for you to review all the details in one place to be certain that all the information is accurate. Check the information and if it needs to be updated, click the **Edit** button next to the section in which the information is located. Once all the information has been verified, click **Submit License Application**.

An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act.

Check the box* and click on the **I Agree** button.

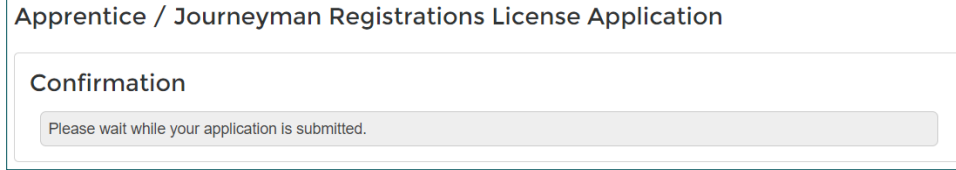
Acknowledgement

AGREEMENT: By clicking "I Agree", I certify that I understand the Apprenticeship/Journeyman program is through the city of Phoenix and that I meet all the program requirements, and that I understand that the License will not be issued until my application is reviewed and approved by the city of Phoenix and that all the fees related to the program have been paid.

Trainer 12, hereby attest that I completed the License Application. Here is my email: my.email.address@yahoo.com.

[Cancel] [I Agree]

The Portal will give you a message asking you to wait while the application is being submitted,

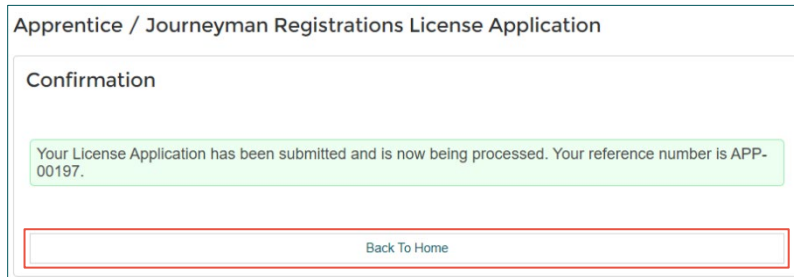


Apprentice / Journeyman Registrations License Application

Confirmation

Please wait while your application is submitted.

and then return with the confirmation that your application has been submitted and is being processed. Your License Application number will display on the screen. In the case of our example, JY-00197.



Apprentice / Journeyman Registrations License Application

Confirmation

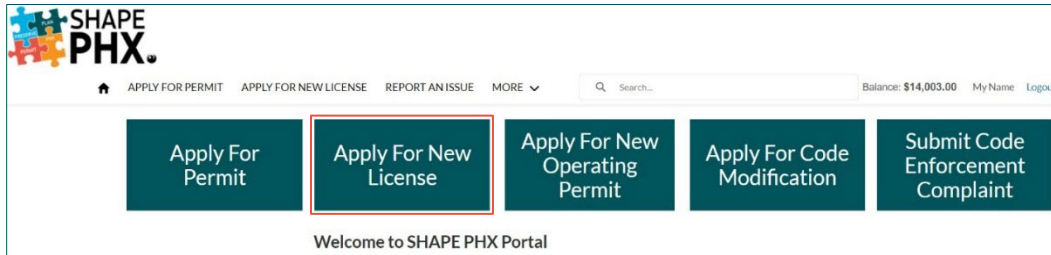
Your License Application has been submitted and is now being processed. Your reference number is APP-00197.

[Back To Home](#)

Clicking [Back to Home](#) will take you to the SHAPE PHX Portal home, where you can find the list of your **[In-Progress Licenses](#)** at the bottom of the page.

Fire Department Registrations

To begin your Fire Department License application, click [Apply for New License](#).



This will take you to the **Select License Type** menu, where you chose [Fire Department Registrations](#).

License Application

Cancel **Select License Type** Next


Please select the License type that you want to create

- 

Apprentice / Journeyman Registrations

Select this for a first time application for either of these registrations. This would include Plumbing or Mechanical trades or both. Plumber, Gas Fitter, and Mechanical are your choices.
- 

Fire Department Registrations

Select this if you wish to obtain registrations for Pyrotechnician or Blaster. These are required in addition to the ATF and State Blaster License.
- 

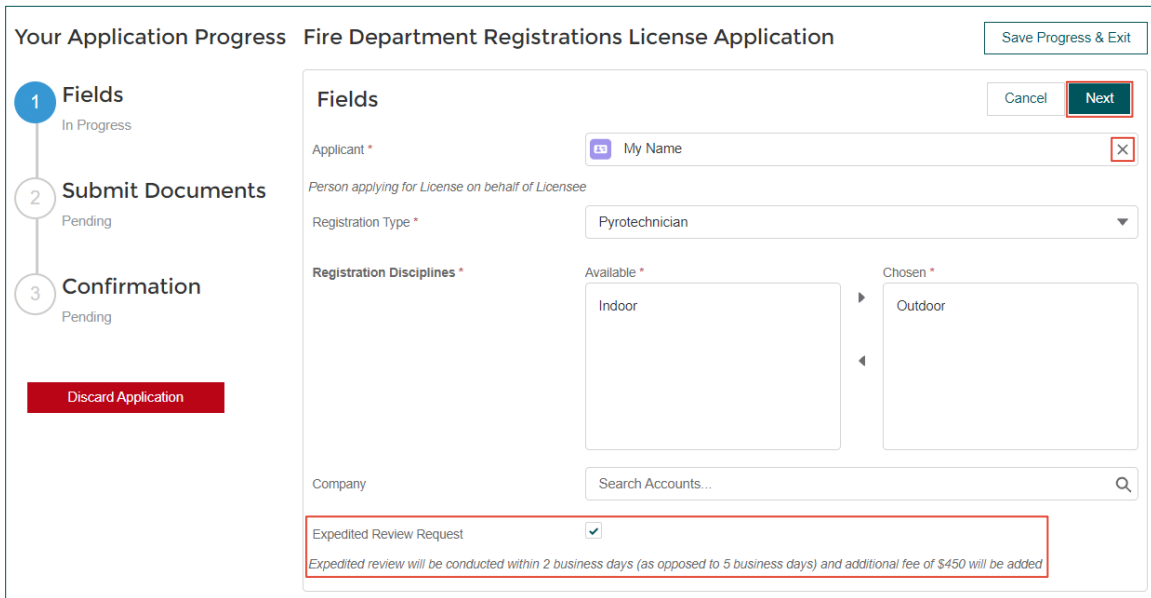
Self-Certified Pro / Peer Reviewer Registrations

Select this if you have License for a Registrant with the Arizona Board of Registration and wish to obtain a Self Certified Professional License select this button.
- 

Special Inspector Registrations

Select this if you want to participate in the City's Special Inspection program. The complete list available is in the online application.

The **Applicant*** field is first and comes pre-populated with the name of the *Registered User*. You can click on the **X** next to the name to clear the field to enter a different name if you are submitting applications for someone else at your company.



Your Application Progress Fire Department Registrations License Application Save Progress & Exit

1 **Fields**
In Progress

2 **Submit Documents**
Pending

3 **Confirmation**
Pending

Discard Application

Fields Cancel Next

Applicant * My Name X

Person applying for License on behalf of Licensee

Registration Type * Pyrotechnician

Registration Disciplines *

Available * Indoor

Chosen * Outdoor

Company Search Accounts... Q

Expedited Review Request

Expedited review will be conducted within 2 business days (as opposed to 5 business days) and additional fee of \$450 will be added

The two **Registration Types** here are Pyrotechnician and Blaster and this is the next field on this workflow.

Following the **Registration Type*** is the section for the **Registration Disciplines***. For Pyrotechnician, select either Indoor or Outdoor by highlighting the discipline and clicking on the arrow pointing to the right to move the discipline from **Available** to **Chosen**. To remove a discipline from **Chosen** to **Available**, highlight that discipline and click the left-pointing arrow. For Blaster, select Blaster and click on the arrow pointing to the right to move the discipline from **Available** to **Chosen**. In this example, we'll select Pyrotechnician: Indoor.

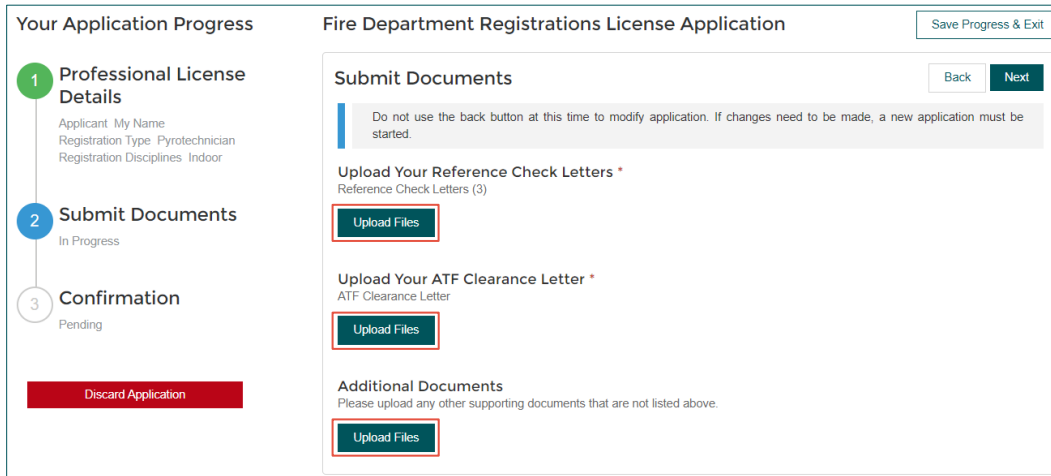
You may submit an Expedited Review Request by checking the **Expedited Review Request** box.

If a **Company** is sponsoring or is related to the application, you can type in a portion of the name and search the system for the account associated with that **Company** to enter it in the final field.

Once the information has been entered, click the Next button in the upper right-hand corner of the form.

For an application to be considered complete, Fire Prevention requires documents to be uploaded for verification by staff to process the registration. Visit the Fire Department's Forms and Applications page at <https://www.phoenix.gov/firesite/Pages/formsappsindex.aspx> or contact staff for additional information at pfd.prevention@phoenix.gov.

The next step in the process is to **Submit Documents**.

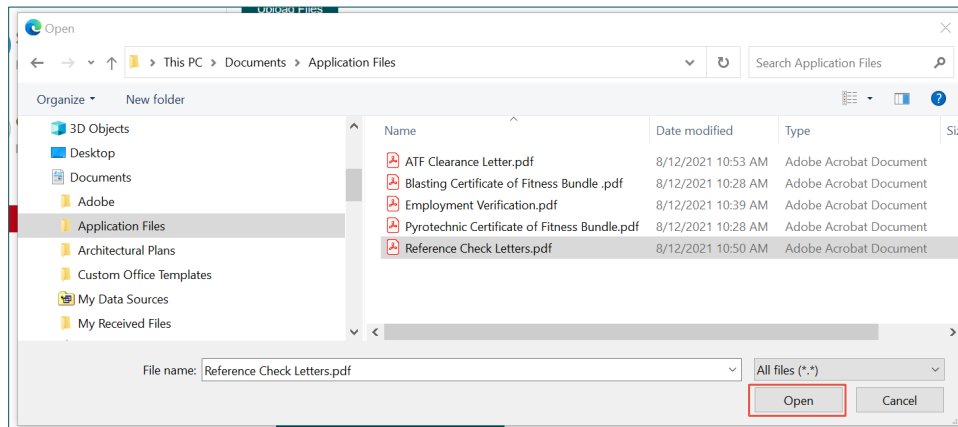


The red asterisk (*) indicates fields which are required, in this case:

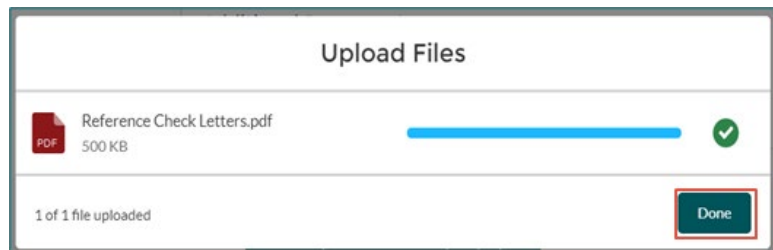
- **Upload Your Reference Check Letters***
- **Upload ATF Clearance Letter***

You can also upload **Additional Documents**.

A document must be uploaded to all fields with the red asterisk (*) for the application to be submitted at the end of the process. Click on the Upload Files button. A window will open on your computer so that you can navigate to the location where you have the documents stored. Select the files that you wish to upload and click Open.



A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click Done.



The name of the document will appear on the screen under **Upload Your Reference Checks**. If you have uploaded the wrong document, simply click the red **X** on the right-hand side of the screen to delete the document and start the process again. Proceed with the same process for all the required documents. Once you have uploaded the documents, click **Next** to move on to **Confirmation**.

Your Application Progress

- Professional License Details
Applicant: My Name
Registration Type: Pyrotechnician
Registration Disciplines: Indoor
- Submit Documents
In Progress
- Confirmation
Pending

[Discard Application](#)

Fire Department Registrations License Application Save Progress & Exit

Submit Documents Back **Next**

Do not use the back button at this time to modify application. If changes need to be made, a new application must be started.

Upload Your Reference Check Letters *
Reference Check Letters (3)

Reference Check Letters.pdf X

[Upload Files](#)

Upload Your ATF Clearance Letter *
ATF Clearance Letter

ATF Clearance Letter.pdf X

[Upload Files](#)

Additional Documents
Please upload any other supporting documents that are not listed above.

[Upload Files](#)

This your chance to review all the details in one place to be certain that all the information is accurate. Check the information and if it needs to be updated, click the Edit button next to the section in which the information is located. Once all the information has been verified, click **Submit License Application**.

Your Application Progress

- Professional License Details
Applicant: My Name
Registration Type: Pyrotechnician
Registration Disciplines: Indoor
- Submit Documents
2 of 2 Documents Uploaded
- Confirmation
In Progress

[Discard Application](#)

Fire Department Registrations License Application

Confirmation Back

Do not use the back button at this time to modify application. If changes need to be made, a new application must be started.

Professional License Details [Edit](#)

Applicant: My Name
Registration Type: Pyrotechnician
Registration Disciplines: Indoor
Company:
Expedited Review Request:

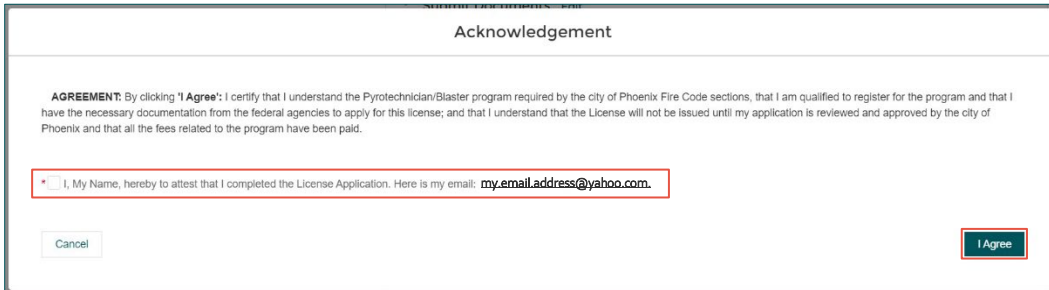
Submit Documents [Edit](#)

Your Reference Check Letters *
Reference Check Letters (3)
Reference Check Letters.pdf

Your ATF Clearance Letter *
ATF Clearance Letter
ATF Clearance Letter.pdf

[Submit License Application](#)

An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act.



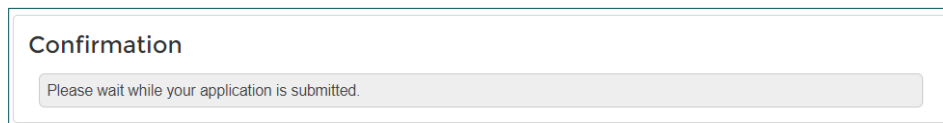
Acknowledgement

AGREEMENT: By clicking "I Agree": I certify that I understand the Pyrotechnician/Blaster program required by the city of Phoenix Fire Code sections, that I am qualified to register for the program and that I have the necessary documentation from the federal agencies to apply for this license; and that I understand that the License will not be issued until my application is reviewed and approved by the city of Phoenix and that all the fees related to the program have been paid.

* I, My Name, hereby to attest that I completed the License Application. Here is my email: my.email.address@yahoo.com.

Check the box* and click on the I Agree button.

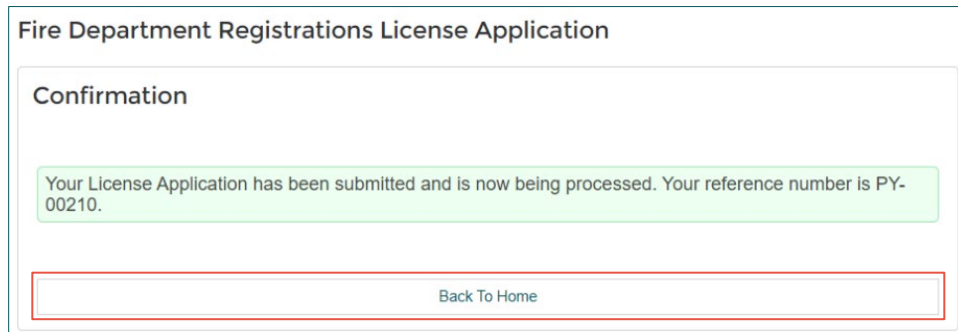
The Portal will give you a message asking you to wait while the application is being submitted,



Confirmation

Please wait while your application is submitted.

and then return with the confirmation that your application has been submitted and is being processed. Your License Application number will display on the screen. In the case of our example, PY-00210.



Fire Department Registrations License Application

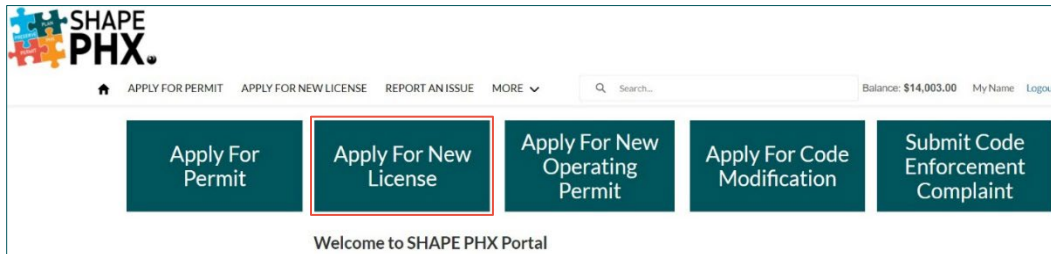
Confirmation

Your License Application has been submitted and is now being processed. Your reference number is PY-00210.

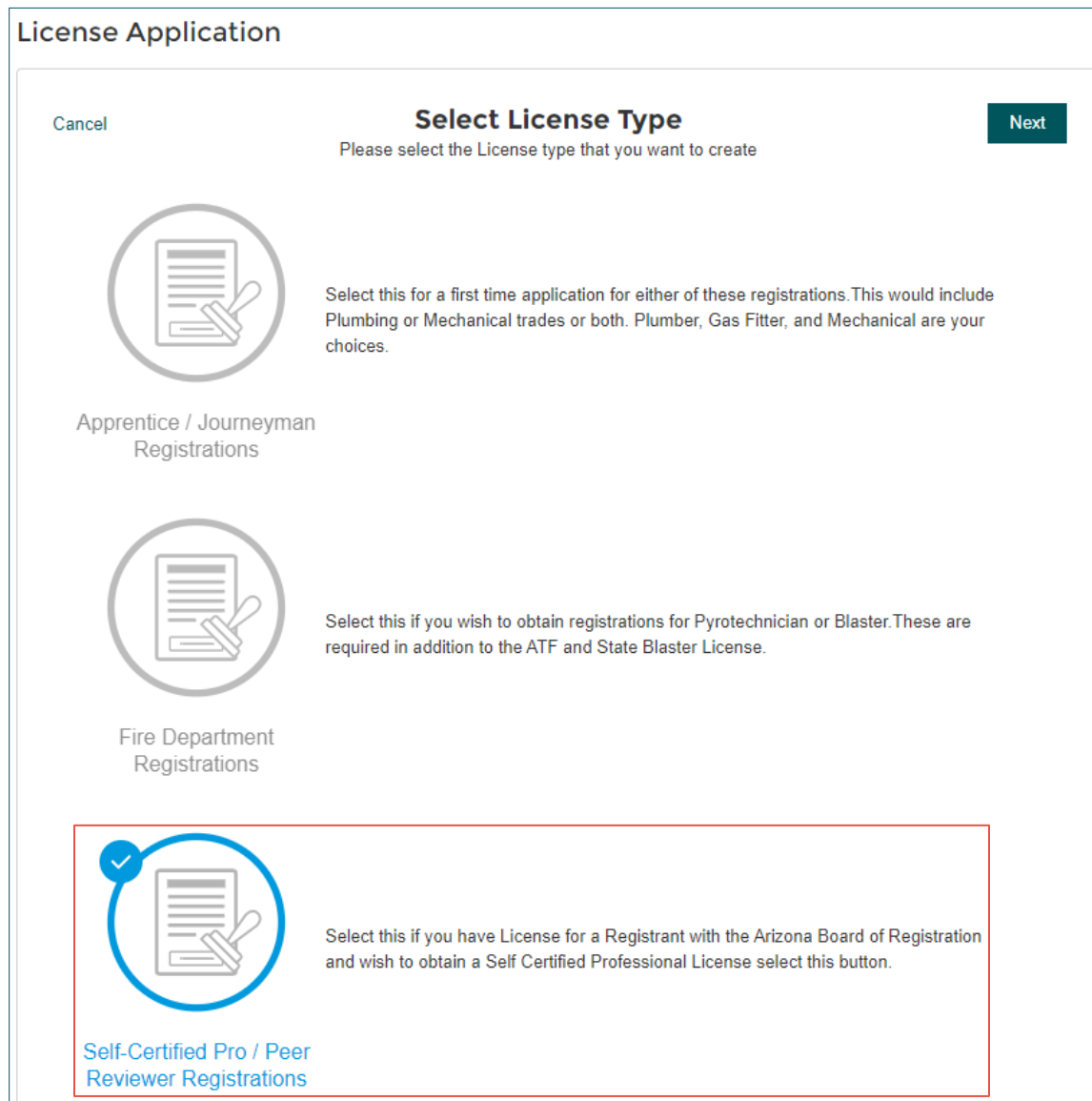
Clicking Back to Home will take you to the SHAPE PHX Portal home, where you can find the list of your In-Progress Licenses at the bottom of the page.

Self-Certified Pro / Peer Reviewer Registrations

To begin your Self-Certified Professional or Peer Reviewer application, click [Apply for New License](#).



This will take you to the **Select License Type** menu, where you chose [Self-Certified Pro / Peer Reviewer Registrations](#).



The **Applicant*** field is first and comes pre-populated with the name of the *Registered User*. You can click on the X next to the name to clear the field to enter a different name if you are submitting applications for someone else at your company.

The two **Registration Types** here are Self-Certified Professional and Peer Reviewer.

Following the **Registration Type** is the section for the **Registration Disciplines**. These are the Disciplines associated with the **Registration Types**.

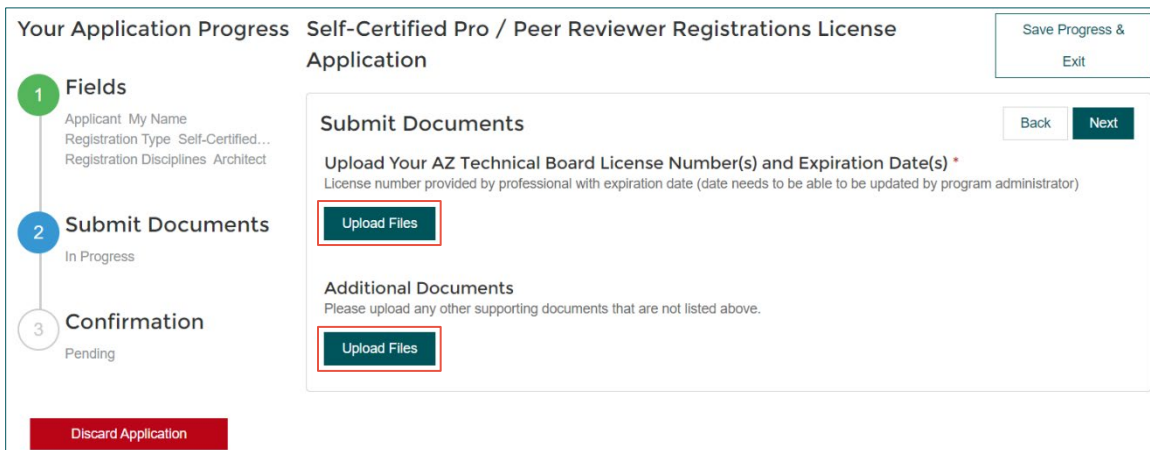
Self-Certified Professional	Peer Reviewer
Architect	Civil Engineer
Structural Engineer	Electrical
Structural Engineer and Peer Reviewer	Structural
Landscape Architect	
Civil Engineer	

For this example, we will select Self-Certified Professional: Architect. To do so, select Architect by highlighting the discipline and clicking on the arrow pointing to the right to move the discipline from **Available** to **Chosen**. To remove a discipline from **Chosen** to **Available**, highlight that discipline and click the left-pointing arrow.

List the name of the **Company** sponsoring or related to the application. Type in a portion of the name and search the system for the account associated with that **Company** to enter it in the final field.

Once the information has been entered, click the Next button in the upper right-hand corner of the form.

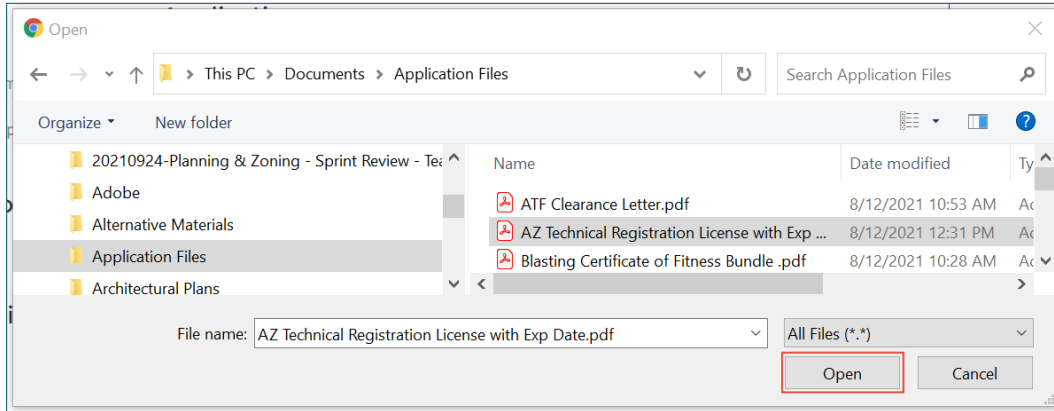
For an application to be considered complete, PDD requires documents to be uploaded for verification by staff to process the registration. Contact staff for additional information at claire.stern@phoenix.gov. The next step in the process is to **Submit Documents**.



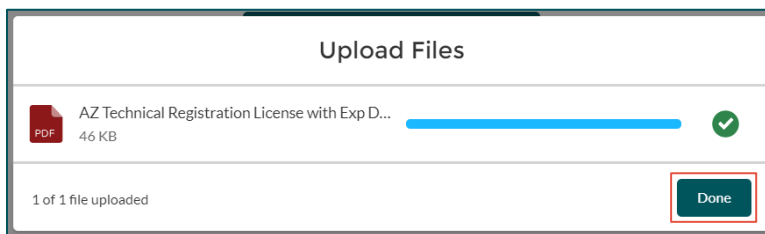
The red asterisk (*) indicates fields which are required, in this case, **Upload Your AZ Technical Board License Number(s) and Expiration Date(s)**. You can also upload **Additional Documents**.

A document must be uploaded to all fields with the red asterisk (*) for the application to be submitted at the end of the process.

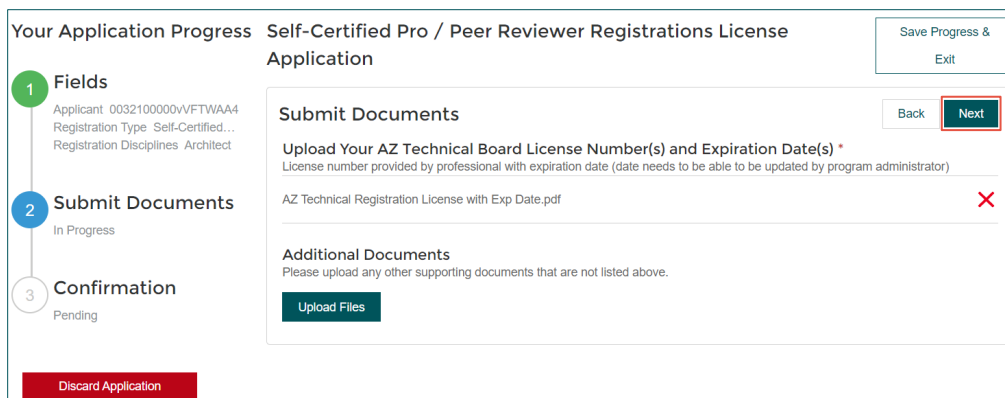
Click on the Upload Files button. A window will open on your computer so that you can navigate to the location where you have the documents stored. Select the files that you wish to upload and click Open.



A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click Done.

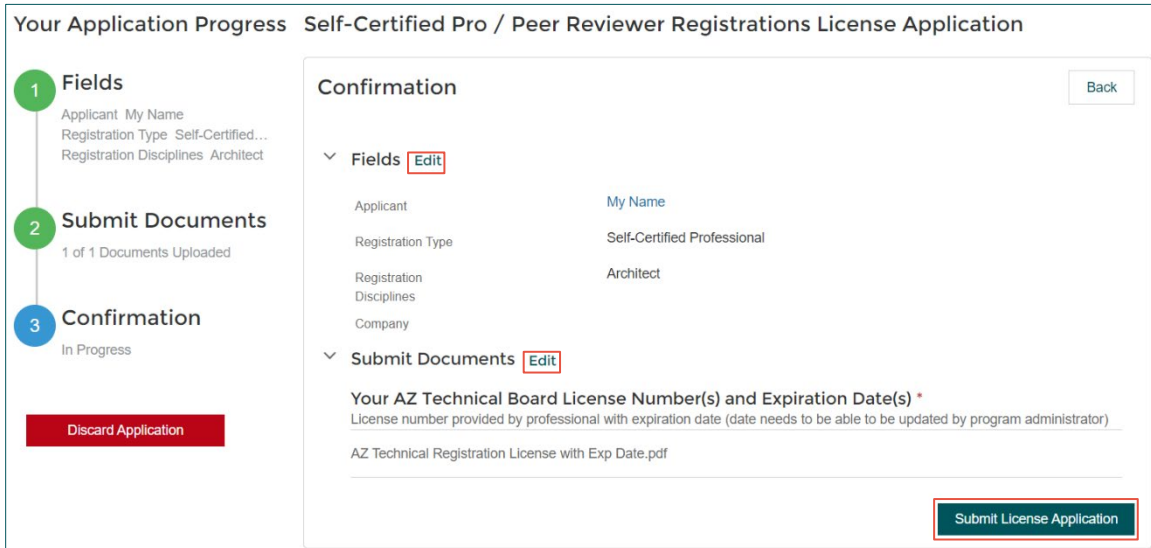


The name of the document will appear on the screen under **Upload Your AZ Technical Board License Number(s) and Expiration Date(s)**. If you have uploaded the wrong document, simply click the red X on the right-hand side of the screen to delete the document and start the process again.

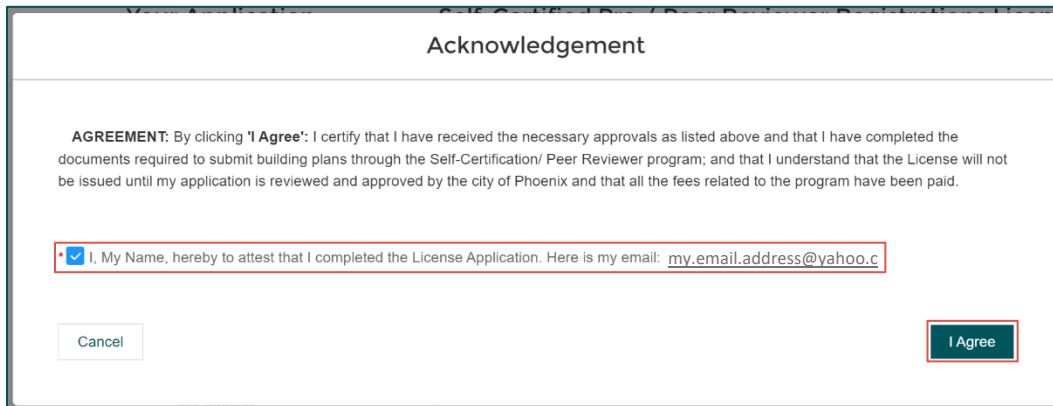


Proceed with the same process for all the required documents. Once you have uploaded the documents, click Next to move on to **Confirmation**.

This is an opportunity for you to review all the details in one place to be certain that all the information is accurate. Check the information and if it needs to be updated, click the Edit button next to the section in which the information is located. Once all the information has been verified, click Submit License Application.

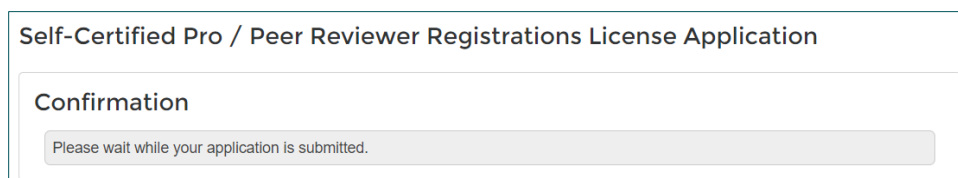


An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act.



Check the box* and click on the I Agree button.

The Portal will give you a message asking you to wait while the application is being submitted,



and then return with the confirmation that your application has been submitted and is being processed.

Your License Application number will display on the screen. In the case of our example, SCP-00453.

Confirmation

Your License Application has been submitted and is now being processed.
Your reference number is SCP-00453.

[Back To Home](#)

Clicking [Back to Home](#) will take you to the SHAPE PHX Portal home, where you can find the list of your [In-Progress Licenses](#) at the bottom of the page.

In-Progress Licenses						
	SCP-00453	My Name	Self-Certified Professional	created 10/4/2021	In Review	View

Your Application Progress

- 1 Application Details
In Progress
- 2 File History

Request revision

Self-Certified Pro / Peer Reviewer Registrations Registration Application

Save & Exit

Application Details

Cancel
Next

Fields

Applicant	My Name
Registration Type	Self-Certified Professional
Registration Disciplines	Architect
Company	

Submit Documents

Your AZ Technical Board License Number(s) and Expiration Date(s) *
License number provided by professional with expiration date (date needs to be able to be updated by program administrator)

AZ Technical Registration License with Exp Date.pdf

Your Application Progress

- 1 Application Details
Number SCP-00453
Status In Review
- 2 File History

Request revision

Self-Certified Pro / Peer Reviewer Registrations Registration Application

Save & Exit

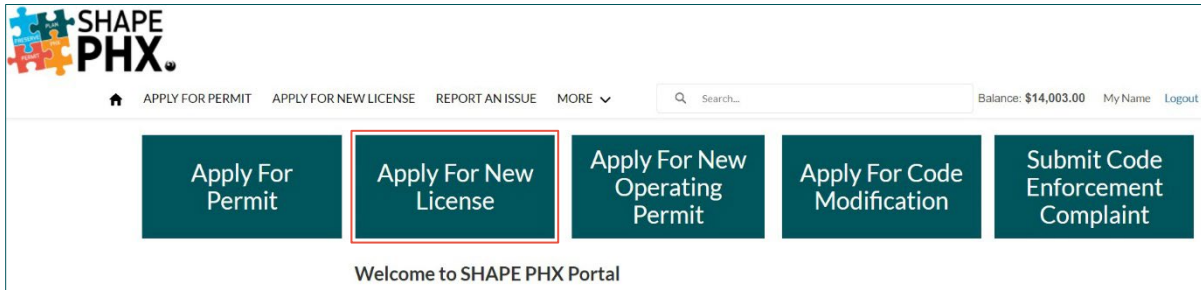
File History

Back

Title	Size	Submission Request	Milestone	Last Modified

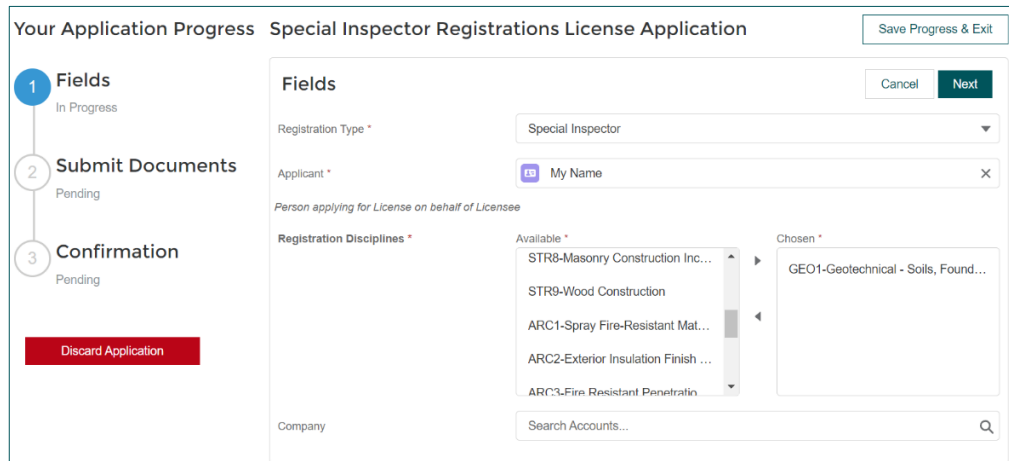
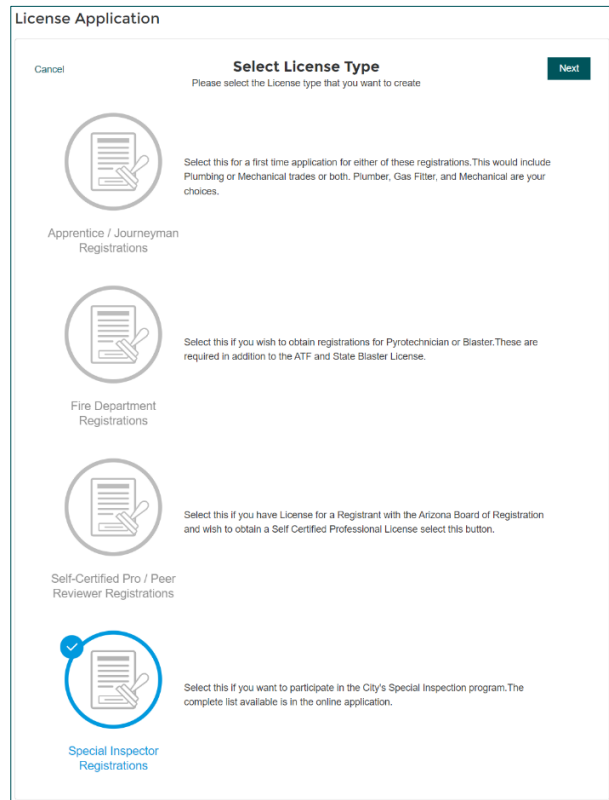
Special Inspector Registrations

To begin your Special Inspector Registration, click [Apply for New License](#).



This will take you to the **Select License Type** menu, where you chose Special Inspector Registrations.

The **Registration Type** field is first and comes pre-populated with Special Inspector. The next field also comes pre-populated with the name of the *Registered User*. You can click on the X next to the name to clear the field to enter a different name if you are submitting applications for someone else at your company.



Following the name are the **Registration Disciplines**³. There are 20 to choose from:

Structural

- STR1 – Structural – Special Cases Wall Panels, Curtain Walls and Veneers
- STR2 – Structural – High Strength Bolting
- STR3 – Structural – Welding
- STR4 – Structural – Cold-Formed Steel & Trusses Spanning 60’ or Greater
- STR5 – Structural – Reinforced Concrete
- STR6 – Structural – Pre-stressed / Precast Concrete Construction
- STR7 – Structural – Post-Installed Structural Anchors in Concrete
- STR8 – Structural – Masonry Construction Including Veneer
- STR9 – Structural – Wood Construction

Geo-Technical

- GEO1 – Geotechnical – Soils, Foundations, Piles

Architectural

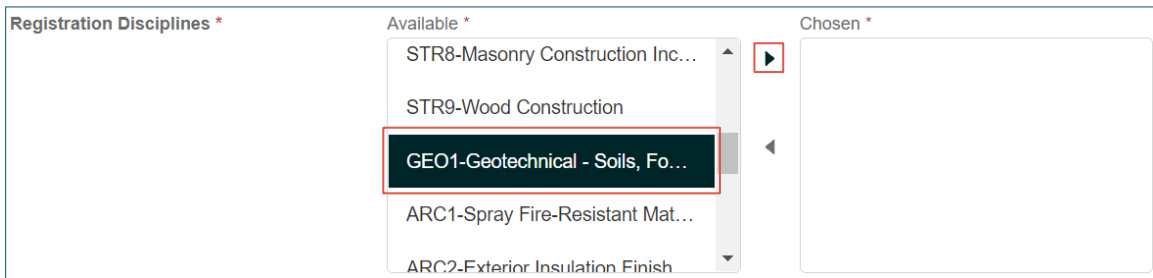
- ARC1 – Architectural – Spray Fire-Resistant Materials
- ARC2 – Architectural – Exterior insulation and finish system (EIFS)
- ARC3 – Architectural – Fire-Resistant Penetrations and Joints
- ARC4 – Architectural – Impervious Moisture Barriers (Future Enhancement)

Mechanical

- MEC1 – Mechanical – Smoke Control
- MEC2 – Mechanical – Duct Smoke Detectors
- MEC3 – Mechanical – Fire and Smoke Dampers
- MEC4 – Mechanical – Installation of Grease Duct Enclosure, Other Cases
- MEC5 – Mechanical – Medical Gas and Vacuum Systems

Electrical

- ELE1 – Electrical – Electrical as Allowed Per Code



For **Registration Disciplines**, highlight the applicable discipline(s) and click the arrow pointing to the right to move the discipline from **Available** to **Chosen**. To remove a discipline from **Chosen** to **Available**, highlight that discipline and click the left-pointing arrow. For this example, we have selected GEO1 – Geotechnical – Soils, Foundations, Piles.

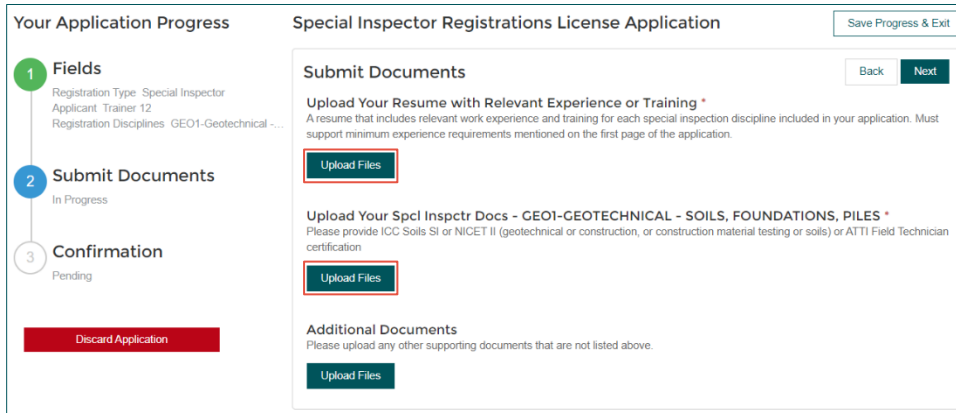
If a **Company** is sponsoring or is related to the application, you can type in a portion of the name and search the system for the account associated with that **Company** to enter it in the final field.

³ See [Appendix C](#) for more information about these codes and disciplines.

Once all the information has been entered, click the Next button in the upper right-hand corner of the form.

For an application to be considered complete, PDD requires documents to be uploaded for verification by staff to process the registration. Contact staff for additional information at pdd.inspections@phoenix.gov.

The next step in the process is to **Submit Documents**.

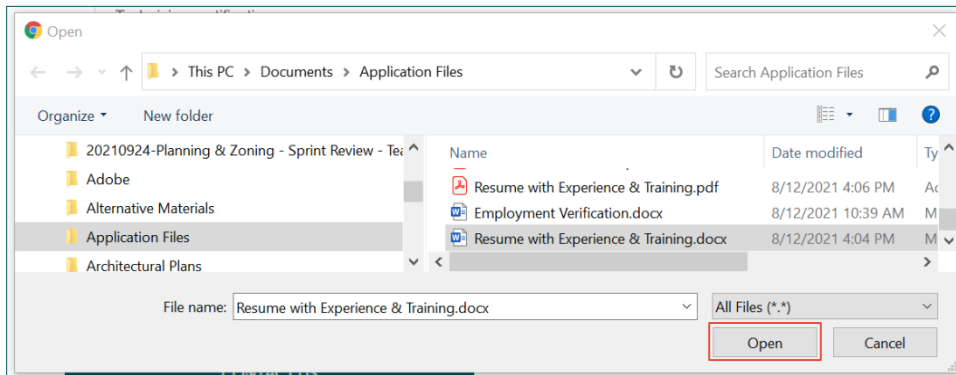


The red asterisk (*) indicates fields which are required, in this case:

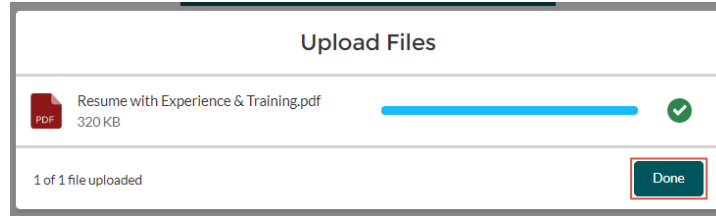
- **Upload Your Resume with Relevant Experience or Training***
- **Upload Your Spcl Inspctr Docs - GEO1-GEOTECHNICAL - SOILS, FOUNDATIONS, PILES***

A document must be uploaded to all fields with the red asterisk (*) for the application to be submitted at the end of the process. Click on the Upload Files button.

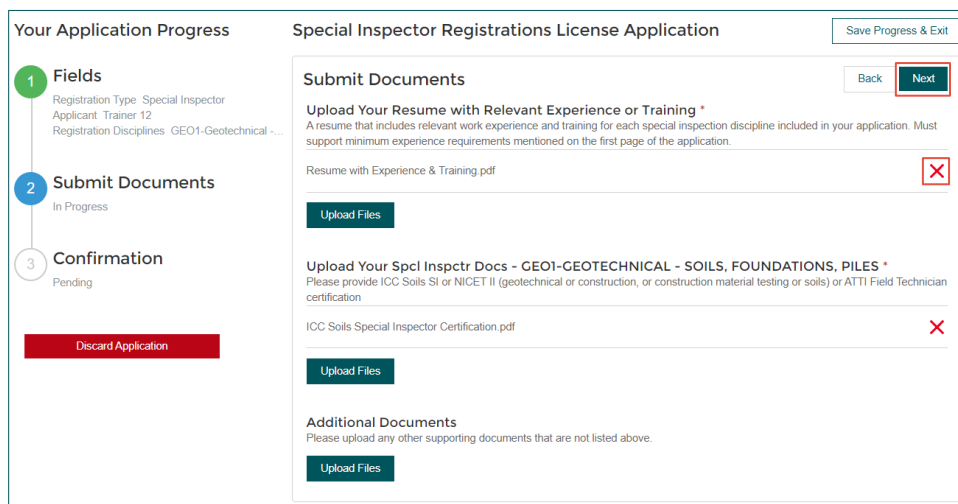
A window will open on your computer so that you can navigate to the location where you have the documents stored. Select the files that you wish to upload and click Open.



A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click *Done*.



The name of the document will appear on the screen under *Upload Your Resume with Relevant Experience or Training*. If you have uploaded the wrong document, simply click the red X on the right-hand side of the screen to delete the document and start the process again.



Proceed with the same process for all the required documents. Once you have uploaded the documents, click Next to move on to Confirmation.

This is an opportunity for you to review all the details in one place to be certain that all the information is accurate.

Check the information and if it needs to be updated, click the Edit button next to the section in which the information is located. Once all the information has been verified, click Submit License Application.

An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act.

Check the box* and click on the I Agree button.

The Portal will give you a message asking you to wait while the application is being submitted, and then return with the confirmation that your application has been submitted and is being processed.


Your License Application number will display on the screen. In the case of our example, SI-00177.

Confirmation

Your License Application has been submitted and is now being processed.
Your reference number is SI-00177.

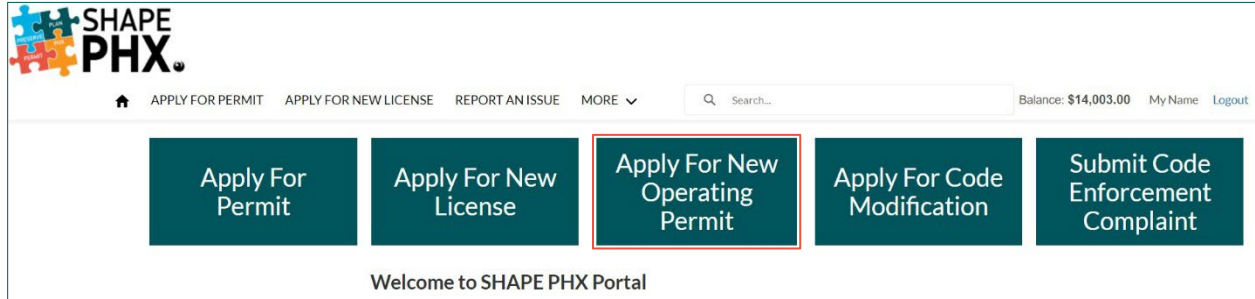
[Back To Home](#)

Clicking [Back to Home](#) will take you to the SHAPE PHX Portal home, where you can find the list of your **In-Progress Licenses** at the bottom of the page.

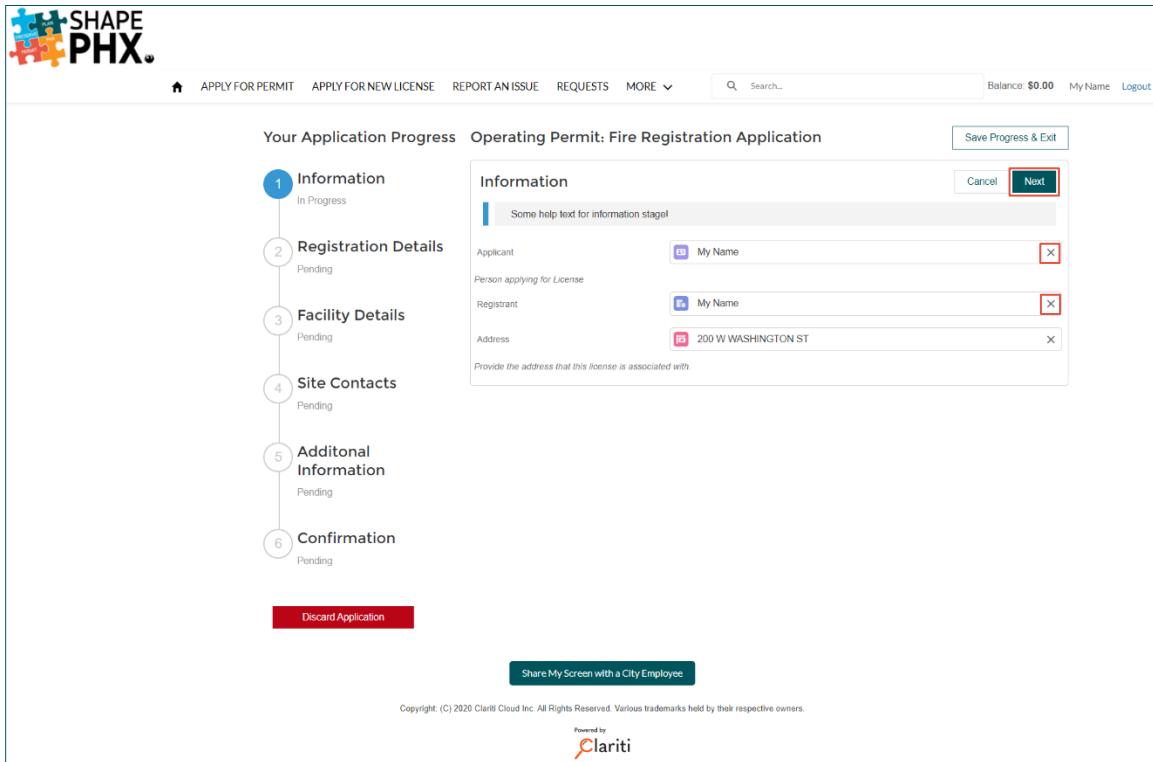
In-Progress Licenses						
	SI-00177	My Name	Special Inspector	created 10/4/2021	Submitted	View

Apply for New Operating Permit

To submit an application for a Fire Department Operating Permit, click on **Apply for New Operating Permit**. Contact Fire Prevention for additional information regarding Fire Operating Permits at pdf.prevention@phoenix.gov.



The **Information** page comes pre-populated with the Registered User's name in both the **Applicant** and **Registrant** fields.



You can click on the X next to the name to clear the field to enter a different name if you are submitting applications for someone else at your company.

Click **Next** to proceed to the **Registration Details**.

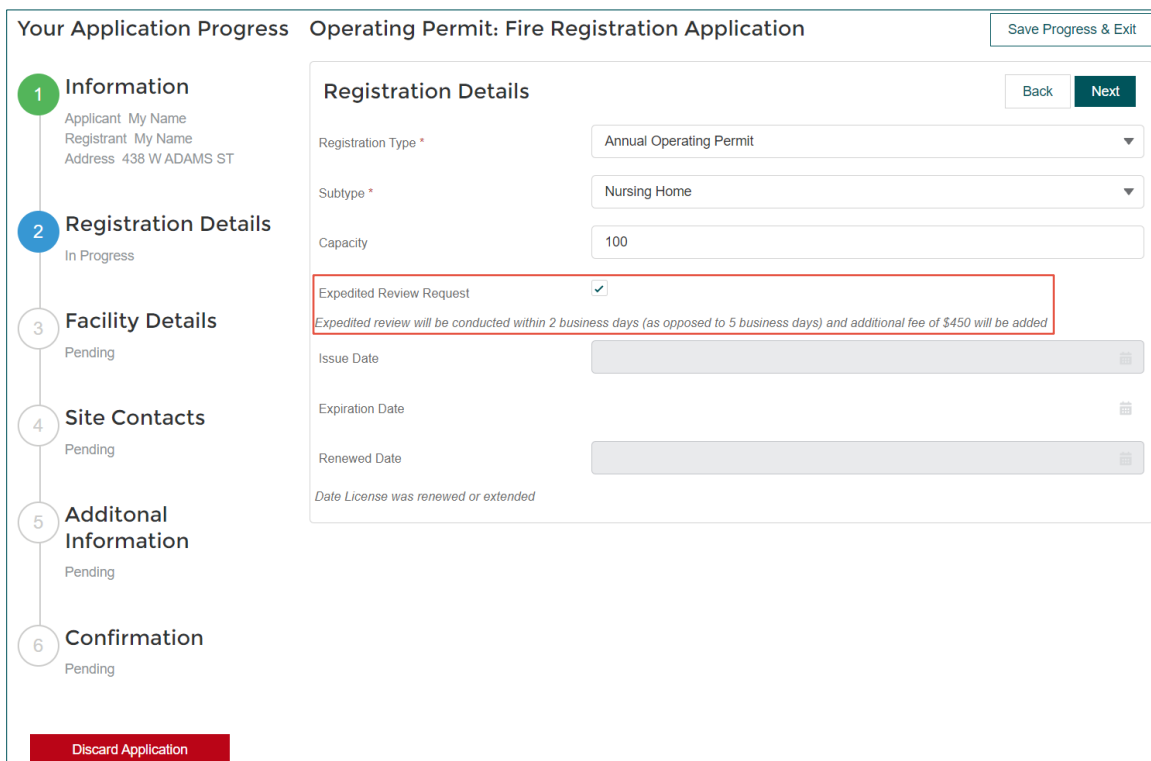
Observe that some fields have a red asterisk (*) after them. These are the required fields and must be completed before you click Next to move on to the next stage, **Facility Details**. For **Registration Details**, the required fields are **Registration Type*** and **Subtype***.

Registration Type* is currently pre-populated with Annual Operating Permit.

Select one of the 11 **Subtypes***:

- Hospital
- Medical Facility
- Nursing Home
- Correctional Facility
- FP Day Care / Child Care
- GRP Home / Behavioral Health
- Assisted Living
- Juvenile Group Home
- Developmentally Disables Group Home
- Educational Facilities Grades K-12
- Mall

Add the **Capacity** of the facility in the next field.



Your Application Progress Operating Permit: Fire Registration Application Save Progress & Exit

1 Information
Applicant My Name
Registrant My Name
Address 438 W ADAMS ST

2 Registration Details
In Progress

3 Facility Details
Pending

4 Site Contacts
Pending

5 Additional Information
Pending

6 Confirmation
Pending

Registration Details Back Next

Registration Type * Annual Operating Permit

Subtype * Nursing Home

Capacity 100

Expedited Review Request
Expedited review will be conducted within 2 business days (as opposed to 5 business days) and additional fee of \$450 will be added

Issue Date

Expiration Date

Renewed Date

Date License was renewed or extended

Discard Application

You may submit an **Expedited Review Request** by checking the **Expedited Review Request** box.

Click Next to continue to the **Facility Details**.

Enter the **Name of Facility**, the **Facility Address***, the **Square Footage**, the **DHS License Number**, the **Owner of Facility***, check the box if this is an **Ownership Change**, and add the **Owner Phone**. Once the information has been entered, click Next to move on to Site Contacts.

The screenshot shows the 'Operating Permit: Fire Registration Application' interface. On the left, a progress bar indicates the current step is '3 Facility Details' (In Progress), with previous steps '1 Information' and '2 Registration Details' completed, and subsequent steps '4 Site Contacts' (Pending), '5 Additional Information' (Pending), and '6 Confirmation' (Pending). The main form area is titled 'Facility Details' and includes the following fields:

- Name of Facility: [Text Input]
- Facility Address *: [Search Addresses...]
- Square Footage: [0]
- DHS License Number: [Text Input]
- Owner of Facility *: [Search Accounts...]
- Ownership Change:
- Owner Phone: [Text Input]

Navigation buttons include 'Save Progress & Exit', 'Back', and 'Next'.

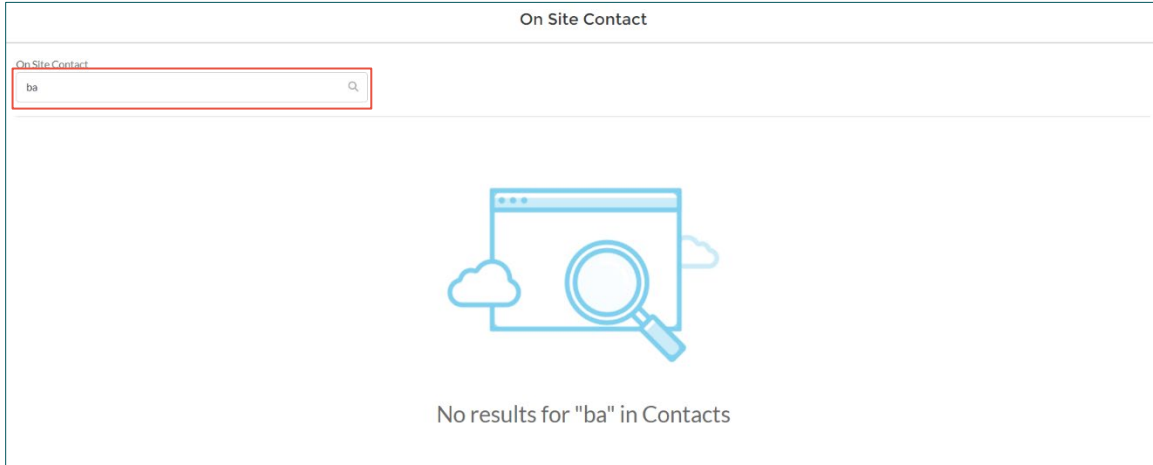
There are three required fields on Site Contacts. They are: **On-Site Contact***, **Contact for Inspection***, and **Email***.

The screenshot shows the 'Operating Permit: Fire Registration Application' interface at the 'Site Contacts' step. The progress bar now highlights '4 Site Contacts' as 'In Progress'. The main form area is titled 'Site Contacts' and includes the following fields:

- On Site Contact *: [Search Contacts...]
- Contact For Inspection *: [Search Contacts...]
- On Site Phone: [Text Input]
- Email *: [Text Input]
- On Site Fax: [Text Input]

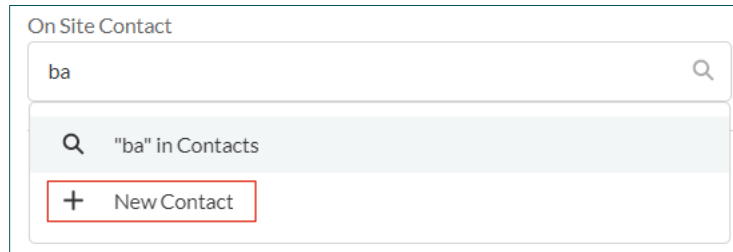
Navigation buttons include 'Save Progress & Exit', 'Back', and 'Next'. The 'Facility Details' section on the left shows the information entered in the previous step, including Facility Address, Owner of Facility, and Name of Facility.

Enter the **On-Site Contact*** and the **Contact for Inspection*** by searching for the name. To do a name search, enter at least two characters of the first or last name. When system offers to Show All Results for... the search term, click on it. If there are **Contacts** in the system that meet your search criteria, they will be displayed. If not, you will see this message:



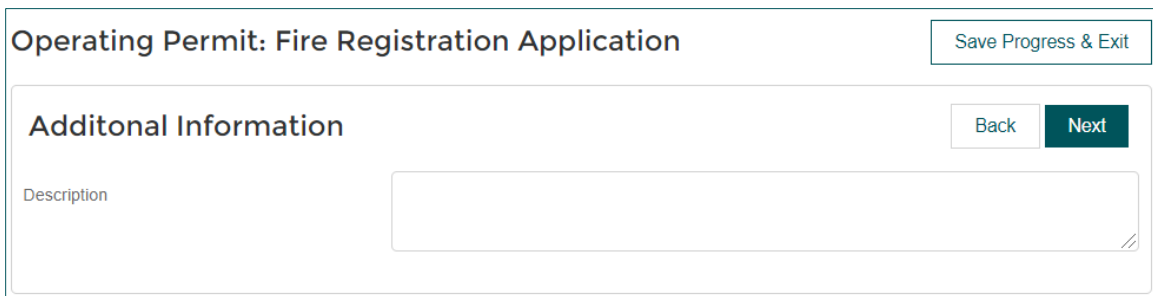
The screenshot shows a search interface titled "On Site Contact". A search box contains the text "ba". Below the search box, there is a large magnifying glass icon over a computer monitor, with the text "No results for 'ba' in Contacts" centered below it.

By clicking on the search box (with the magnifying glass), you can either enter another term, or add a **New Contact**.



The screenshot shows the same search interface as above, but with a dropdown menu open below the search box. The dropdown menu contains a search icon, the text "ba" in Contacts, and a button with a plus sign and the text "New Contact".

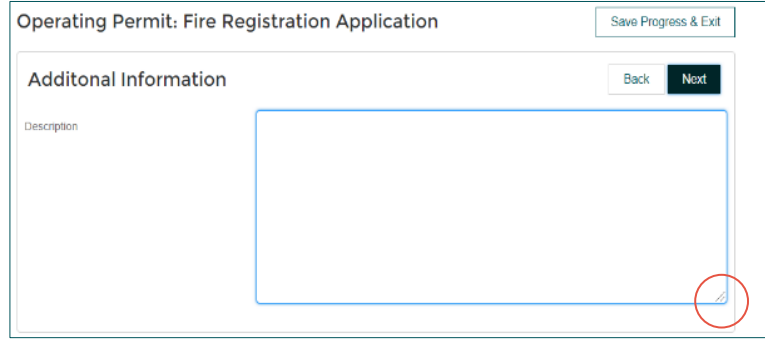
Add the **On-Site Phone** and **Email*** address and click Next to move on to the **Additional Information**.



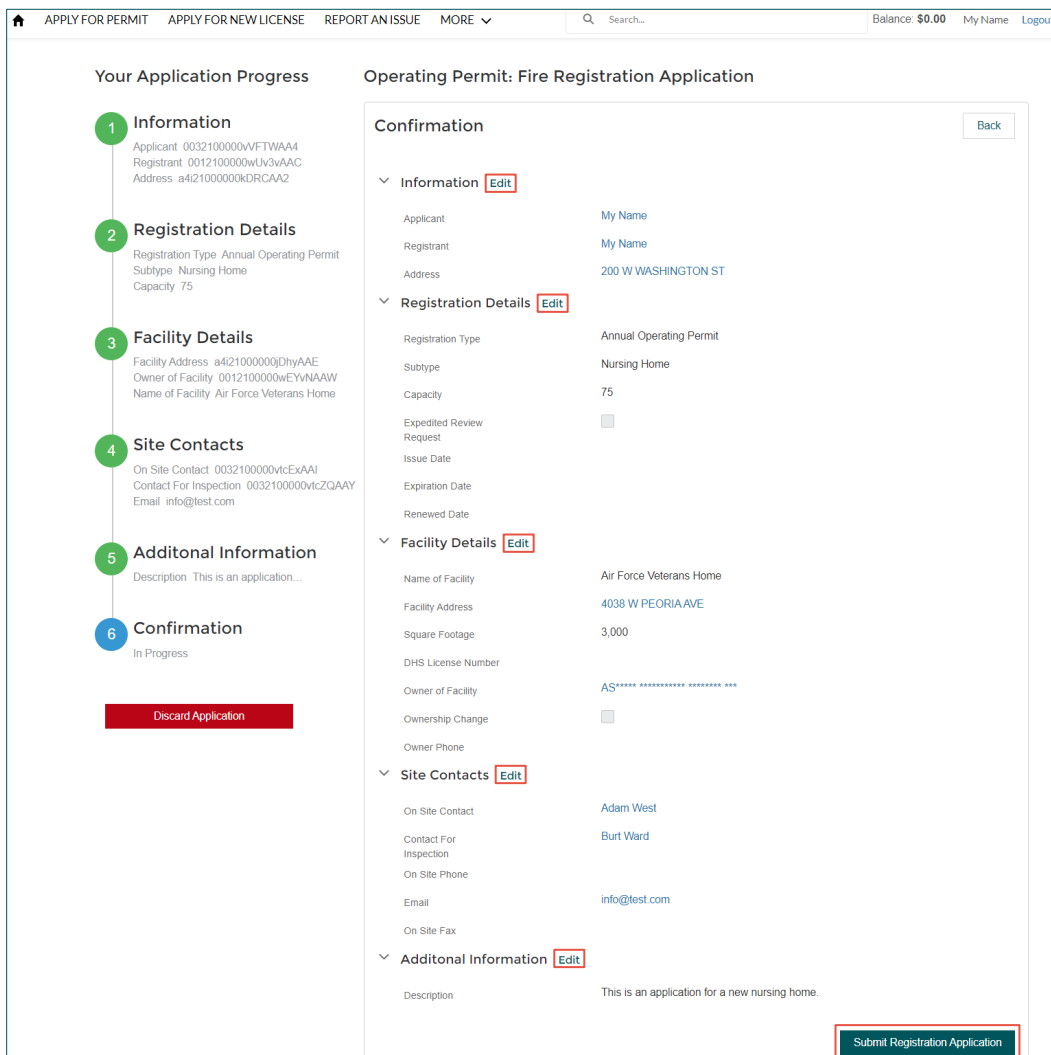
The screenshot shows a form titled "Operating Permit: Fire Registration Application". In the top right corner, there is a button labeled "Save Progress & Exit". Below the title, there is a section titled "Additional Information". In the top right corner of this section, there are two buttons: "Back" and "Next". Below the "Additional Information" section, there is a text area labeled "Description" with a large empty box for input.

Enter any additional information in the **Description** box. This could include property access information, such as "Be certain to ring the bell," "Dog on Property," a requested time for the inspection or COVID-19 protocols for accessing the site.

To enlarge the text box, grab the two lines on the lower right-hand corner of the box with your mouse pointer and drag it. This allows you to review the full text that you input even if it exceeded the size allotted in the original box.

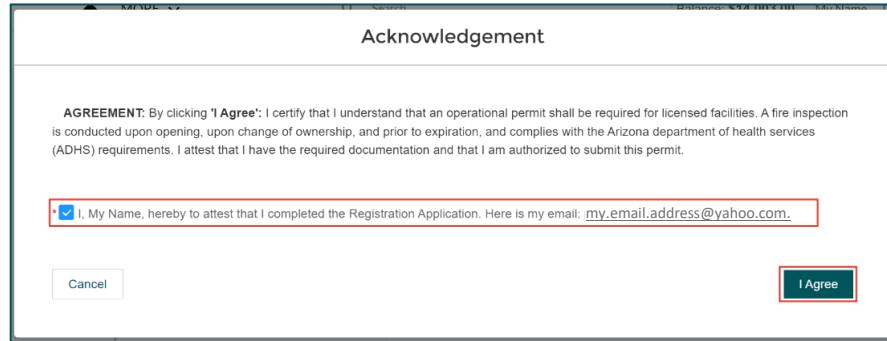


Once the information has been entered, click *Next* to move on to *Confirmation*. This is an opportunity for you to review all the details in one place to be certain that all the information is accurate.



Verify the information and if it needs to be updated, click the *Edit* button next to the section in which the information is located. Click *Submit Registration Application*.

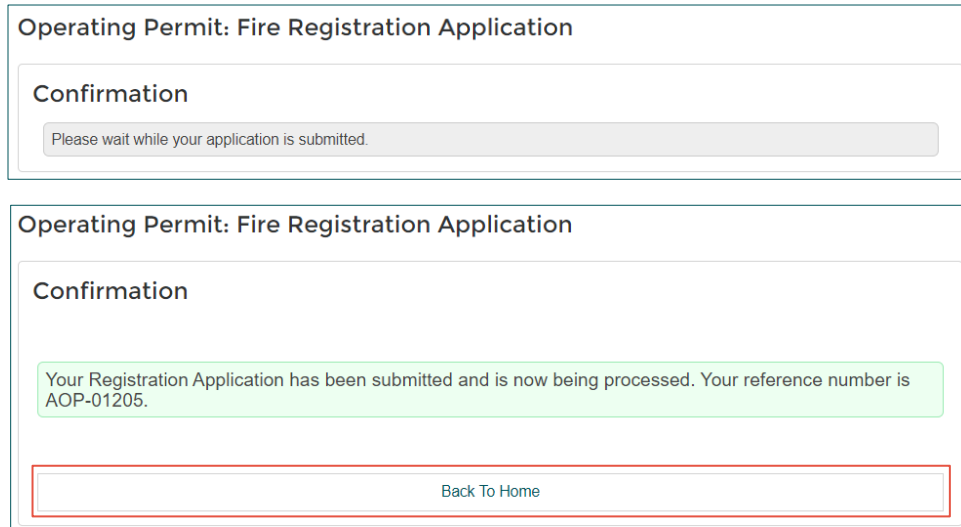
The system will ask you to attest to the requirement of the license, the inspection, and that you are authorized to submit the permit application.



The screenshot shows a web form titled "Acknowledgement". It contains an "AGREEMENT" section with text explaining that by clicking "I Agree", the user certifies they understand the permit requirements and have the necessary documentation. Below this is a checkbox that is checked, with the text "I, My Name, hereby to attest that I completed the Registration Application. Here is my email: my.email.address@yahoo.com.". At the bottom of the form are two buttons: "Cancel" and "I Agree".

Check the box* and click on the I Agree button.

The Portal will give you a message asking you to wait while the application is being submitted, and then return with the confirmation that your application has been submitted and is being processed.



The first screenshot shows a "Confirmation" message: "Please wait while your application is submitted." The second screenshot shows a "Confirmation" message: "Your Registration Application has been submitted and is now being processed. Your reference number is AOP-01205." Below this message is a "Back To Home" button.

Your Fire Registration Application number will display on the screen. In the case of our example, AOY-01205.

Clicking *Back to Home* will take you to the SHAPE PHX Portal home page, where you can find the list of your *In-Progress Registrations* at the bottom of the page.

Paying Fees Online

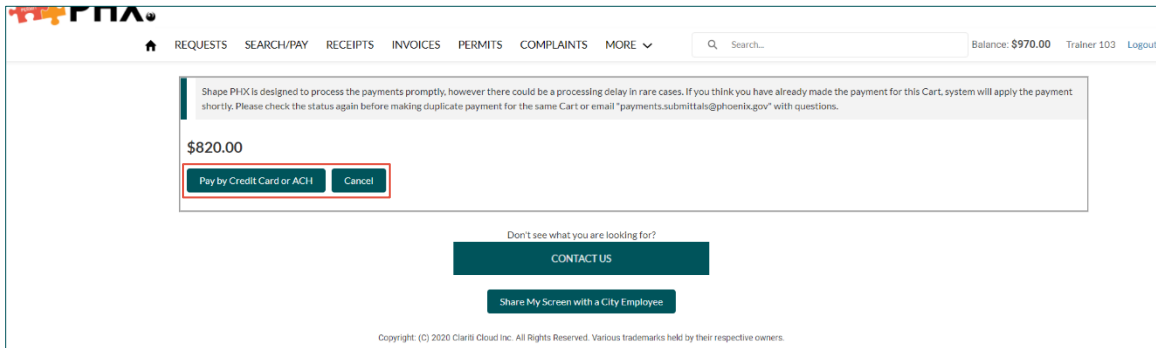
Now that you have submitted the application, you can pay for it by clicking **Pay Now**.

In-Progress Registrations					
	AOP-01203	Annual Operating Permit	created 8/12/2021	Pending	Continue Manage Sharing
	AOP-01204	Annual Operating Permit	created 8/12/2021	Pending	Continue Manage Sharing
	AOP-01205	Annual Operating Permit	created 8/12/2021	Submitted	Pay Now View

This will take you to **My Cart**. If there are multiple items in the cart, you can click on the check boxes **1** to select the ones that you want to pay. In our example here, there is only one fee to be paid. Note that the account balance shows on the upper right-hand corner of the screen **2**. This will include all the outstanding fees for the account. When the fees that you wish to pay are listed in the cart, click **Proceed to Checkout** **3**.

The screenshot shows the 'My Cart' page on the SHAPE PHX website. At the top right, the account balance is \$970.00 (2). The cart contains one item: 'Operating Permit: Fire Registration: AOP-05715 (View Registration)'. Below this, there are two checked items: 'Facility Permit Application Fee - Hospital or Nursing Home' for \$370.00 and 'Expedited Review Fee - Fire' for \$450.00. The subtotal for these two items is \$820.00 (3). A 'Proceed to Checkout' button is visible below the cart items. A 'My Summary' box on the right shows the total for the selected items as \$820.00. A 'CONTACT US' button is located at the bottom of the page.

You will be taken to a screen which will give you the choice to pay the fees using Credit Card or ACH Pay⁴, or Cancel the transaction. When you click the payment button, you will be directed to the secure city of Phoenix payment site to enter your credit card or banking information.



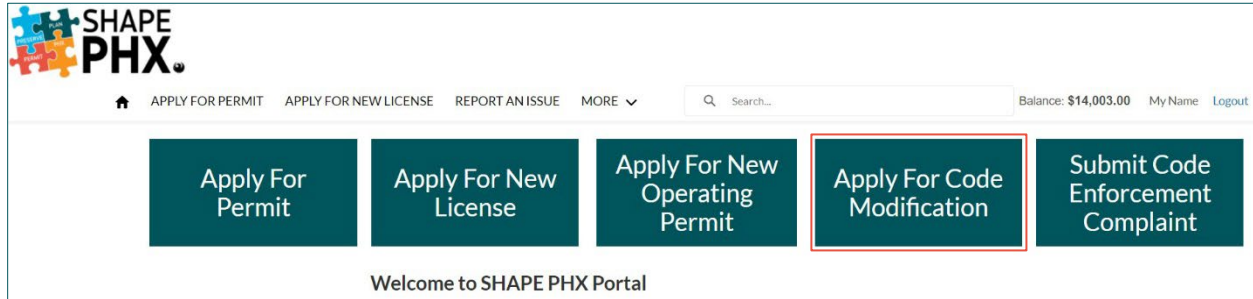
1 Enter Payment Information and 2 then select the Payment Method for your Debit Card, Credit Card, or Bank Account and 3 click the blue Continue button. Follow the rest of the prompts on the site to complete your transaction.

See the section, [Paying Fees Online](#) for other ways to make a payment.

⁴ An ACH payment, or Automated Clearing House payment, is an electronic money transfer between banks from a savings or checking account.

Apply for Code Modification

To submit a request for a Code Modification, click [Apply for Code Modification](#).



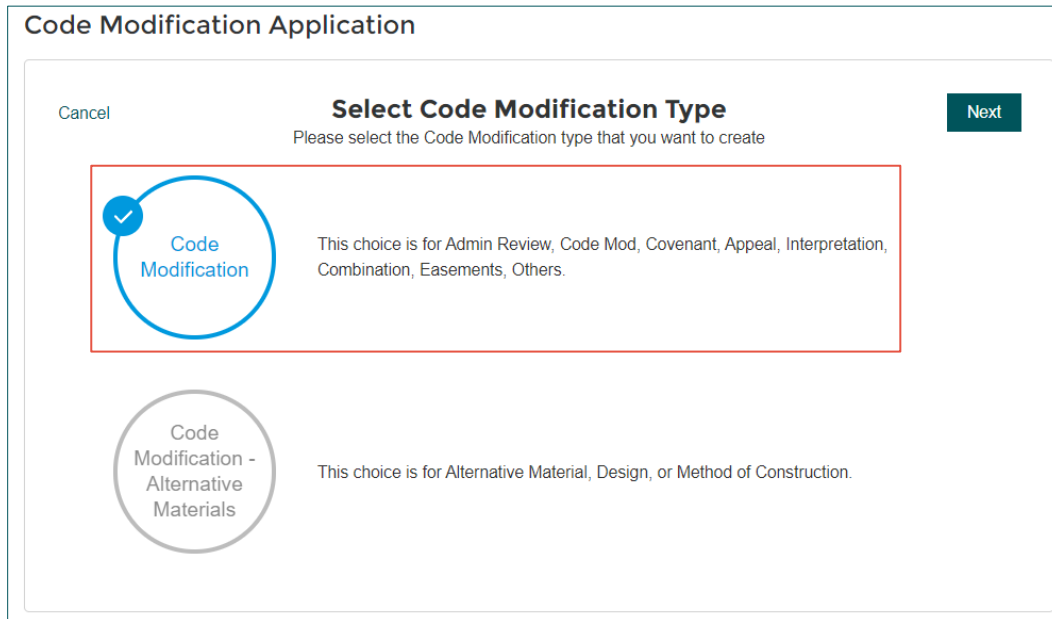
There are two options:

- **Code Modification:** This choice is for Admin Review, Code Mod, Covenant, Appeal, Interpretation, Combination, Easements, Others.
- **Code Modification – Alternative Materials:** This choice is for Alternative Material, Design, or Method of Construction.

Select the appropriate type to move forward with your application.

Code Modification

Selecting Code Modification will take you to the *Application Details* page.



You will see that some fields have a red asterisk (*) after them. These are the required fields and must be completed before you click *Next* to move on to the next stage. On the **Application Details** page for the *Code Modification Application*, the **Applicant*** is the only required field. The more information that is provided, however, the better PDD staff will be able to assist you.

The **Applicant*** and **Account** fields are first and comes pre-populated with *Registered User's* details. You can click on the X next to the name to clear the field to enter a different name if necessary.

Enter the **Address** with which the application is associated and click Next to move on to the **Project Details**.

On the **Project Details** page, there are several fields that require information.

Project Details

The first field on the **Project Details** page, **Application Type***, has eight options:

- Code Modification
- Administrative Review by Building Official
- Interpretation
- Lot Combination
- Building Code Covenant
- Non-Build Easement
- Utility Easement
- Appeal to Development Advisory Board

The **Applicant relationship to Project** field has the following eight options

- Owner
- Owner's Agent
- Developer
- Contractor
- Architect
- Engineer
- Manufacturer
- Other

List the members of PDD staff with whom you have discussed your project under **Staff Members familiar with Project**.

The **Occupancy Classification*** is also a required field. The options in the drop-down menu are:

- R-3
- R-4
- U
- A-1
- A-2
- A-3
- A-4
- A-5
- B
- E
- E-1
- F-1
- F-2
- H-1
- H-2
- H-3
- H-4
- H-5
- I-1
- I-2
- I-3
- M
- R-1
- R-2
- S-1
- S-2

The next four fields are text fields, specifically: **Description of Requirement***, **Code Sections***, **Relief or Remedy Requested***, and **Factual or Legal Basis for modification***.

Your Application Progress
Code Modification Application
Save Progress & Exit

1 Application Details
Applicant My Name
Account My Name
Address 438 W ADAMS ST

2 Project Details
In Progress

3 Related Records
Pending

4 Submit Documents
Pending

5 Confirmation
Pending

Discard Application

Project Details

Back Next

Application Type * ▼
Interpretation

Applicant relationship to Project ▼
Architect

Staff Members familiar with Project
Charlie Watts ⌵

Occupancy Classification * ▼
S-1

Description of Requirement *

IBC Section 412.3.6.2 requires the introduction of firewalls when the aircraft hangar group determined from NFPA 409, type of construction, and area exceeds the tabulated limits. There is a fire barrier-created fire area for NFPA 409 purposes and a fire wall-created fire area for IBC purposes that are tallied separately. In some scenarios, these two tabulated limits align, and in some scenarios, they do not. For those scenarios where the limits differ, NFPA 409 requires the introduction of fire barriers to reduce the fire area up until the point that the IBC Table 412.3.6 limit is exceeded. Once that limit is exceeded, further increases in the area require the introduction of firewalls. This can provide the designer with the option of either moving the aircraft hangars to a stricter grouping in accordance with NFPA 409 or introducing firewalls and maintain a less strict grouping.

Code Sections *
(F) 412.3.6.2, 2018, 901.4.3 2018 PFC

Relief or Remedy Requested *

This project is a new building. IBC Section 706.1 notes that where firewalls separate occupancies that are required to be separated by a fire barrier, the most restrictive requirement of each shall apply. We're currently a Group III Hangar and because of it, we're required to have firewalls versus fire barriers as it's the most stringent by the IBC. In the IBC Section 412.3.6.2, we'd need 2-hour firewalls.

In the 2018 commentary under 412.3.6 Group, III hangars are exempt from providing fire suppression unless one or more of the hazardous operations listed in Section 412.3.6.1 occur within the hangar. If these hangars were operated by a fixed base operator a Group II Hangar could be used and it would be exempt from foam requirement. This is because the hangar is essentially a parking garage for transient aircraft.

Factual or Legal Basis for modification *

In our case, we're not storing transient aircraft, but in practice, we are just parking our aircraft with no work or fuel in planes or hazardous operations we're pretty much the same use. If that would be the case, we could go to Group II hangars and all three would fall under the 30,000 SF area for Group II hangars and not have any firewalls or barriers, except for the ancillary uses. The 2018 IFC also states under 901.4.3 that fire areas shall be separated by fire barriers. The NFPA 409, Section 5.2.1 also states that fire areas shall be separated by fire barriers. It seems impractical to require minimal use of just parking an aircraft in a hangar, which should indicate a fire barrier for fire areas, especially when both the NFPA 409 and 2018 IFC indicate that a fire barrier is acceptable. If there were hazardous operations, it made sense to have firewalls. We're the least restrictive use for a hangar and we'd meet the intent of the code with 2-hour fire barriers.

TIP: In some cases, you may need to enlarge the text box to see all the information that you have entered. To do so, grab the two lines on the lower right-hand corner of the box with your mouse pointer and drag it. This allows you to review the full text that you input even if it exceeded the size allotted in the original box.

Enter the information in the following fields:

- **Description of Requirement***: Describe the requirement specified by the section indicated
- **Code Sections***: List the Building Code Section(s) from which you are seeking relief.
- **Relief or Remedy Requested***: State the precise relief, remedy or result requested
- **Factual or Legal Basis for modification***: Enter the factual and/or legal basis for the appeal, interpretation, or modification. If a modification is requested include the reason(s) why the proposed modification of the code meets the intent of the code.

TIP: You can save your work between pages by clicking on the Save Progress & Exit button in the upper right-hand corner of the screen.

When you are ready to resume your work, go to the **Portal Home** page, scroll to the bottom where your applications are listed and click Continue.

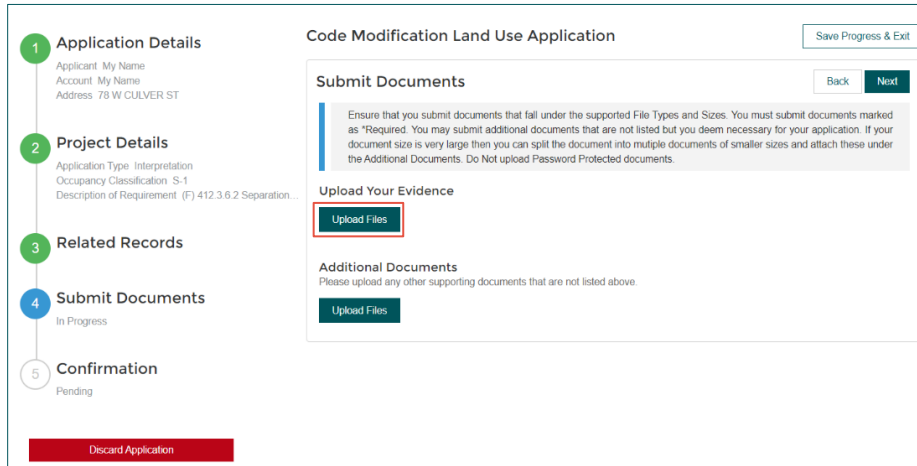
Applications				
No Location		CMOD-21-00297	created 10/4/2021	In Progress Continue
No Location		CMOD-21-00295	created 9/28/2021	In Progress View

On the **Related Records** page, specify the **Project**, **Primary Permit**, or **Primary Inspection** numbers associated with the Code Modification request, if you have the information.

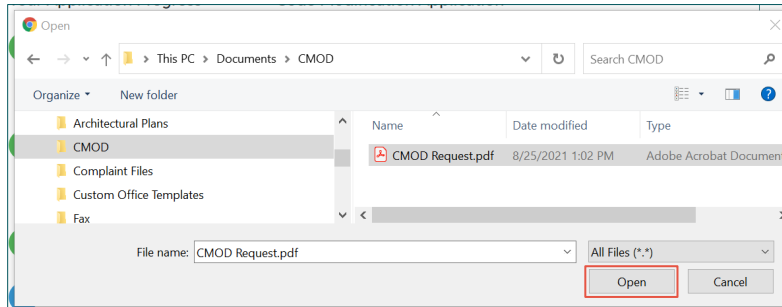
- **Project:** Project Associated to Code Modification requests
- **Primary Permit:** The number of the Primary Permit Associated to Code Modification request, (e.g., CTR-102102321).
- **Primary Inspection:** The number (e.g., INS-00027419) of the Inspection associated with the Code Modification that you are requesting.

Each of these fields is a search field, so you can search based on a partial or complete number. Click Next after you have entered what information you have.

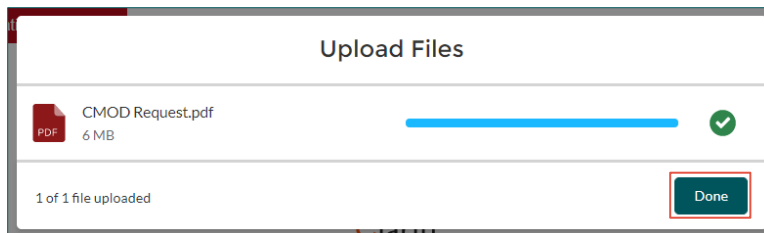
After you have completed the forms, you can **Upload Your Evidence** and **Additional Documents** on the Submit Documents page. Under **Upload Your Evidence**, click Upload Files.



A window will open on your computer so that you can navigate to the location where you have the documents stored. Select the files that you wish to upload and click Open.



A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click Done.



The process is the same for **Additional Documents**.

The name of the document will appear on the screen under **Upload Your Evidence**. If you have uploaded the wrong document, simply click the red **X** on the right-hand side of the screen to delete the document and start the process again.

When you have upload all of your documents, click **Next**.

Next, the **Confirmation** screen to review the information on your application.

If all the information is accurate, click **Submit Code Modification Application**.

Your Application Progress

- 1 Application Details
Applicant: My Name
Account: My Name
Address: 438 W ADAMS ST
- 2 Project Details
Application Type: Interpretation
Occupancy Classification: S-1
Description of Requirement: IBC Section 412.3.6.2...
- 3 Related Records
- 4 Submit Documents
In Progress
- 5 Confirmation
Pending

Discard Application

[Save Progress & Exit](#)

Code Modification Application

[Back](#) [Next](#)

Submit Documents

Ensure that you submit documents that fall under the supported File Types and Sizes. You must submit documents marked as "Required." You may submit additional documents that are not listed but you deem necessary for your application. If your document size is very large then you can split the document into multiple documents of smaller sizes and attach these under the Additional Documents. Do Not upload Password Protected documents.

Upload Your Evidence

CMOD Request.pdf X

Upload Files

Additional Documents

Please upload any other supporting documents that are not listed above.

Upload Files

Your Application Progress

- 1 Application Details
Applicant: My Name
Account: My Name
Address: 438 W ADAMS ST
- 2 Project Details
Application Type: Interpretation
Occupancy Classification: S-1
Description of Requirement: IBC Section 412.3.6.2...
- 3 Related Records
- 4 Submit Documents
1 of 1 Documents Uploaded
- 5 Confirmation
In Progress

Discard Application

[Back](#)

Code Modification Application

Confirmation

Application Details [Edit](#)

Applicant: My Name
Account: My Name
Address: 438 W ADAMS ST

Project Details [Edit](#)

Application Type: Interpretation
Applicant relationship to Project: Architect
Staff Members familiar with Project: Charlie Watts
Occupancy Classification: S-1
Description of Requirement: IBC Section 412.3.6.2 requires the introduction of firewalls when the aircraft hangar group determined from NFPA 409, type of construction, and area exceeds the tabulated limits. There is a fire barrier-created fire area for NFPA 409 purposes and a fire wall-created fire area for IBC purposes that are tallied separately. In some scenarios, these two tabulated limits align, and in some scenarios, they do not. For those scenarios where the limits differ, NFPA 409 requires the introduction of fire barriers to reduce the fire area up until the point that the IBC Table 412.3.6 limit is exceeded. Once that limit is exceeded, further increases in the area require the introduction of firewalls. This can provide the designer with the option of either moving the aircraft hangars to a stricter grouping in accordance with NFPA 409 or introducing firewalls and maintain a less strict grouping.

Code Sections: (F) 412.3.6.2, 2018, 901.4.3 2018 PFC

Relief or Remedy Requested: This project is a new building. IBC Section 706.1 notes that where firewalls separate occupancies that are required to be separated by a fire barrier, the most restrictive requirement of each shall apply. We're currently a Group III Hangar and because of it, we're required to have firewalls versus fire barriers as it's the most stringent by the IBC. In the IBC Section 412.3.6.2, we'd need 2-hour firewalls.
In the 2018 commentary under 412.3.6 Group, III hangars are exempt from providing fire suppression unless one or more of the hazardous operations listed in Section 412.3.6.1 occur within the hangar. If these hangars were operated by a fixed base operator a Group II Hangar could be used and it would be exempt from foam requirement. This is because the hangar is essentially a parking garage for transient aircraft.

Factual or Legal Basis for modification: In our case, we're not storing transient aircraft, but in practice, we are just parking our aircraft with no work or fuel in planes or hazardous operations we're pretty much the same use. If that would be the case, we could go to Group II hangars and all three would fall under the 30,000 SF area for Group II hangars and not have any firewalls or barriers, except for the ancillary uses. The 2018 IFC also states under 901.4.3 that fire areas shall be separated by fire barriers. The NFPA 409, Section 5.2.1 also states that fire areas shall be separated by fire barriers. It seems impractical to require minimal use of just parking an aircraft in a hangar, which should indicate a fire barrier for fire areas, especially when both the NFPA 409 and 2018 IFC indicate that a fire barrier is acceptable. If there were hazardous operations, it made sense to have firewalls. We're the least restrictive use for a hangar and we'd meet the intent of the code with 2-hour fire barriers.

Related Records [Edit](#)

Project: Primary Permit
Primary Inspection

Submit Documents [Edit](#)

Your Evidence: CMOD Request.pdf

Submit Code Modification Application

An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act.

Acknowledgement

AGREEMENT: By clicking 'I Agree': I hereby certify I am acting on the owner's behalf and the information contained in this application is correct and accurate to the best of my knowledge. I have read the Code Modification Guidelines and acknowledge the Code Modification being submitted is complete and contains all required information as outlined in the Guidelines. I understand if the Code Modification is deficient, it will not be accepted for review by the city of Phoenix. Once the Code Modification has been accepted by the city of Phoenix, I am responsible for paying the applicable fees before any review will begin.

I, My Name, hereby to attest that I completed the Code Modification Application. Here is my email: my.email.address@yahoo.com.

Check the box* and click on the I Agree button.

The Portal will give you a message asking you to wait while the application is being submitted,

Code Modification Application

Confirmation

Please wait while your application is submitted.

and then return with the confirmation that your application has been submitted and is being processed. Your permit number will display on the screen. In the case of our example, CMOD-21-00288.

Code Modification Application

Confirmation

Your Code Modification Application has been submitted and is now being processed. Your reference number is CMOD-21-00288.

Clicking Back to Home will take you to the SHAPE PHX Portal home, where you can find the list of your permits at the bottom of the page.

Applications			
No Location	CMOD-21-00288	created 9/28/2021	In Progress <input type="button" value="View"/>

Once you have submitted the application, no changes can be made to it until PDD Staff has completed a review and responded with comments. Click View to see the application where you can request revisions.

You can review the information that you submitted, or [Request Revision](#) by clicking on the button on the top of the screen. This will allow you to submit corrected or additional material. Clicking [Next](#) shows you the [File History](#).

Your Application Progress

- 1 Application Details
In Progress
- 2 File History

Request revision

Code Modification Application

Save & Exit

Application Details

Cancel
Next

Application Details

Applicant

Account

Address

My Name

My Name

438 W ADAMS ST

Project Details

Application Type

Applicant relationship to Project

Staff Members familiar with Project

Occupancy Classification

Description of Requirement

Interpretation

Architect

Charlie Watts

S-1

IBC Section 412.3.6.2 requires the introduction of firewalls when the aircraft hangar group determined from NFPA 409, type of construction, and area exceeds the tabulated limits. There is a fire barrier-created fire area for NFPA 409 purposes and a fire wall-created fire area for IBC purposes that are tallied separately. In some scenarios, these two tabulated limits align, and in some scenarios, they do not. For those scenarios where the limits differ, NFPA 409 requires the introduction of fire barriers to reduce the fire area up until the point that the IBC Table 412.3.6 limit is exceeded. Once that limit is exceeded, further increases in the area require the introduction of firewalls. This can provide the designer with the option of either moving the aircraft hangars to a stricter grouping in accordance with NFPA 409 or introducing firewalls and maintain a less strict grouping.

Code Sections

Relief or Remedy Requested

(F) 412.3.6.2, 2018, 901.4.3 2018 PFC

This project is a new building. IBC Section 706.1 notes that where firewalls separate occupancies that are required to be separated by a fire barrier, the most restrictive requirement of each shall apply. We're currently a Group III Hangar and because of it, we're required to have firewalls versus fire barriers as it's the most stringent by the IBC. In the IBC Section 412.3.6.2, we'd need 2-hour firewalls.

In the 2018 commentary under 412.3.6 Group, III hangars are exempt from providing fire suppression unless one or more of the hazardous operations listed in Section 412.3.6.1 occur within the hangar. If these hangars were operated by a fixed base operator a Group II Hangar could be used and it would be exempt from foam requirement. This is because the hangar is essentially a parking garage for transient aircraft.

Factual or Legal Basis for modification

Related Records

Project

Primary Permit

Primary Inspection

Submit Documents

Your Evidence

CMOD Request.pdf

Your Application Progress

- 1 Application Details
Number CMOD-21-00288
Status Administrative Review
- 2 File History

Request revision

Code Modification Application

Save & Exit

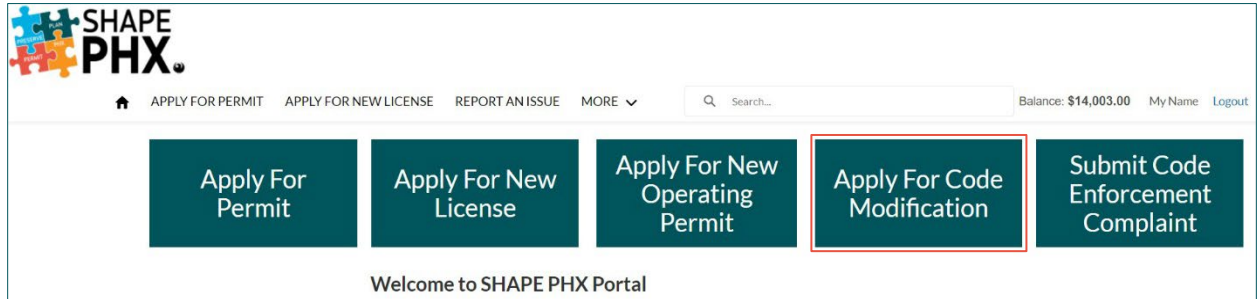
File History

Back

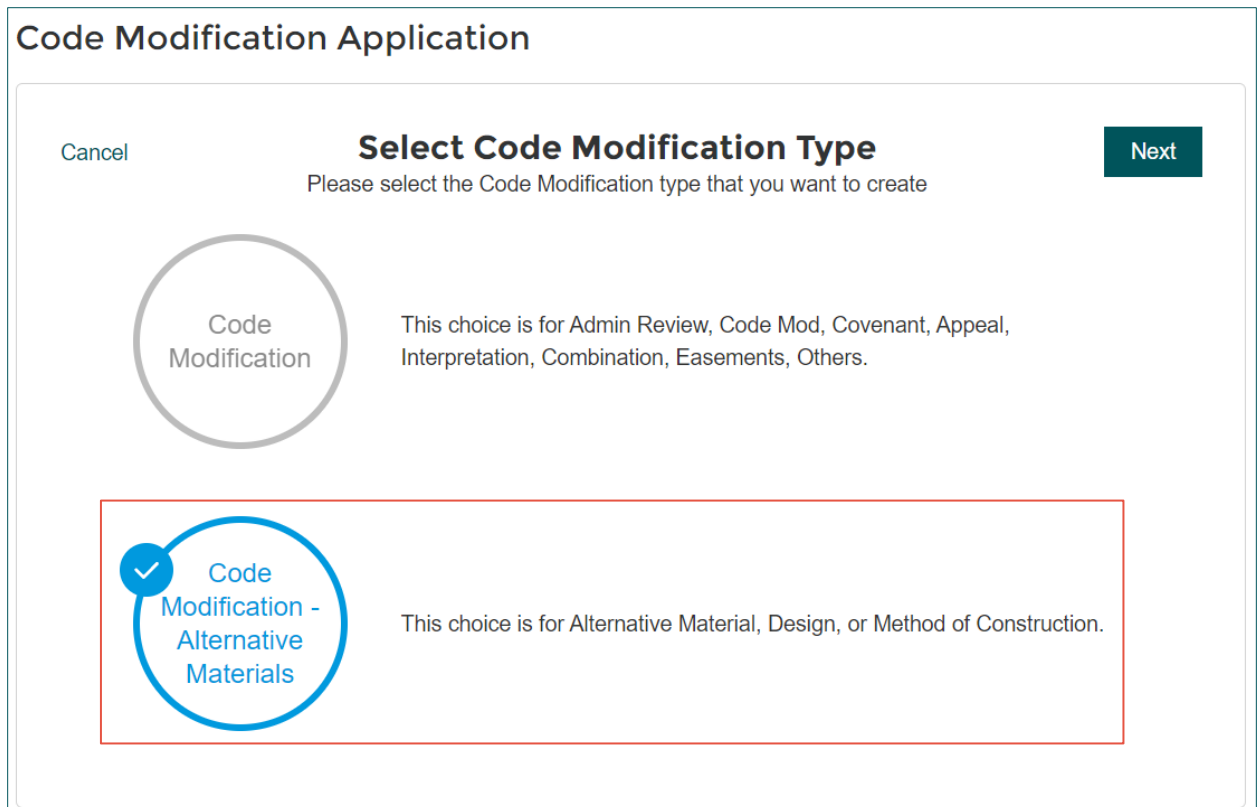
Title	Size	Submission Request	Milestone	Last Modified

Code Modification – Alternative Materials

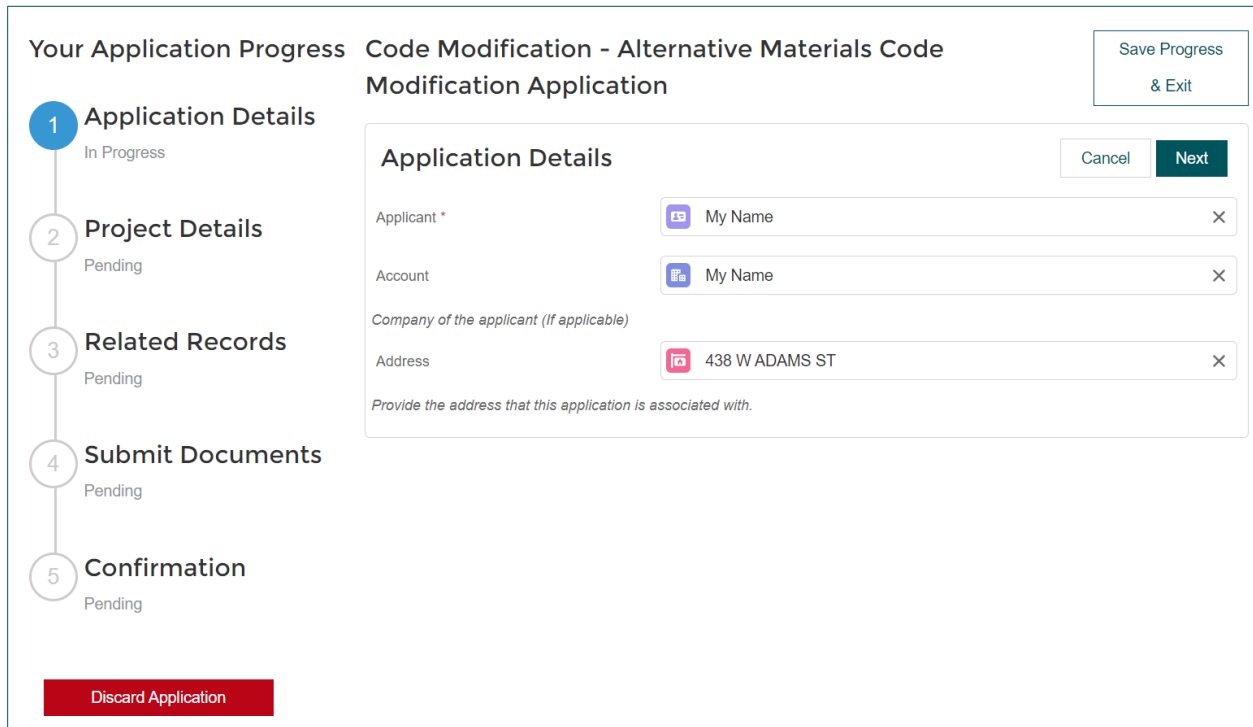
To submit a request for a Code Modification – Alternative Materials, click [Apply for Code Modification](#).



Selecting Code Modification – Alternative Materials will take you to the [Application Details](#) page.

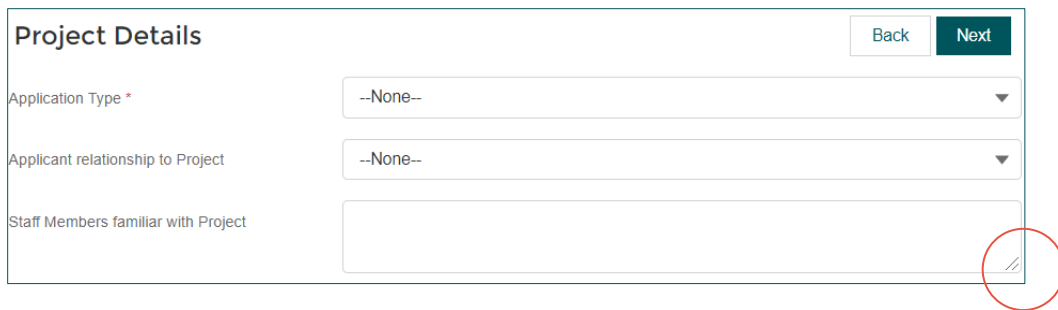


On the **Application Details** page, the **Applicant*** and **Account** fields are pre-filled with the User's name. Click on the X to change this information. If the **Address** for the project is known, fill in that information and click **Next**.



The **Project Details** are next.

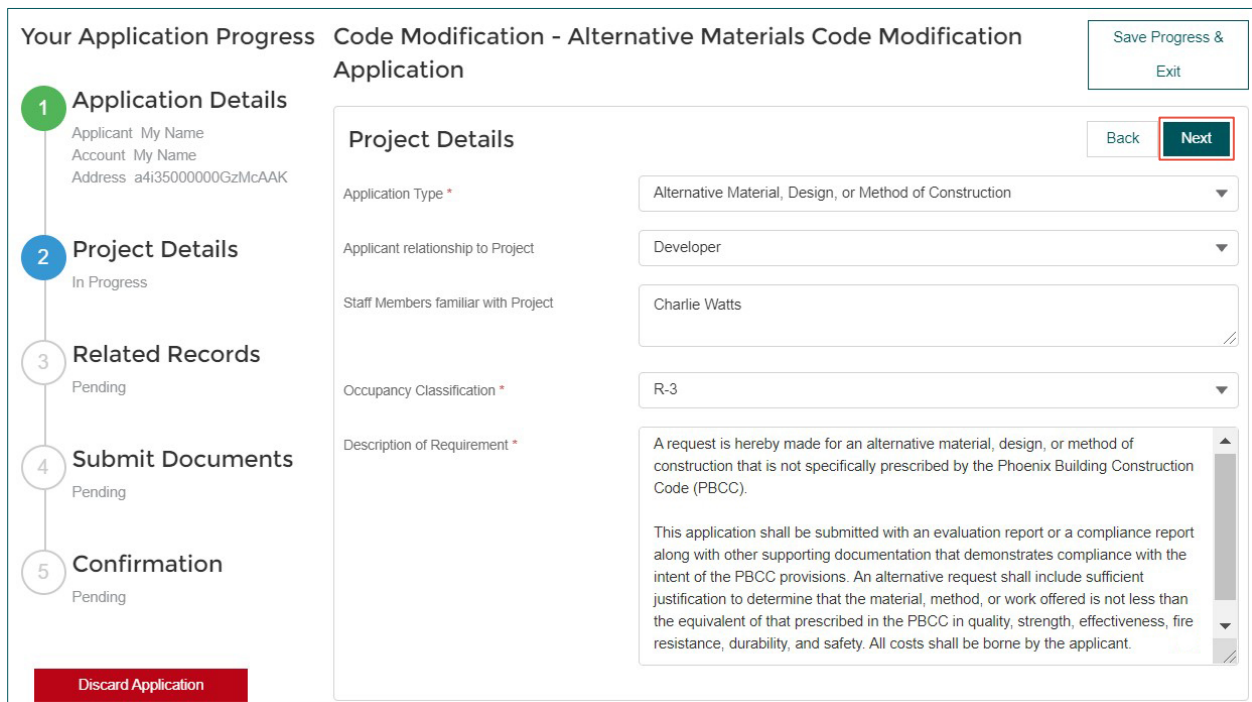
TIP: In some cases, you may need to enlarge the text box to see all the information that you have entered. To do so, grab the two lines on the lower right-hand corner of the box with your mouse pointer and drag it. This allows you to review the full text that you input even if it exceeded the size allotted in the original box.



The **Project Details** page has the following five fields, three of which are required*.

- **Application Type***: This is pre-filled with *Alternative Material, Design, or Method of Construction*.
- **Applicant relationship to Project**: The options are: Owner, Owner’s Agent, Developer, Contractor, Architect, Engineer, Manufacturer, and Other.
- **Staff Members familiar with Project**: List the names of PDD Staff members with whom you have discussed the project prior to submittal of the Code Modification Request.
- **Occupancy Classification***:

▪ R-3	▪ A-2	▪ B	▪ F-2	▪ H-4	▪ I-3	▪ S-1
▪ R-4	▪ A-3	▪ E	▪ H-1	▪ H-5	▪ M	▪ S-2
▪ U	▪ A-4	▪ E-1	▪ H-2	▪ I-1	▪ R-1	
▪ A-1	▪ A-5	▪ F-1	▪ H-3	▪ I-2	▪ R-2	
- **Description of Requirement*** Describe the *Requirement* from which you are requesting relief.



The screenshot shows a web application interface for a Code Modification request. On the left is a progress bar with five steps: 1. Application Details (Completed), 2. Project Details (In Progress), 3. Related Records (Pending), 4. Submit Documents (Pending), and 5. Confirmation (Pending). A 'Discard Application' button is at the bottom left. The main content area is titled 'Code Modification - Alternative Materials Code Modification Application'. It features a 'Project Details' section with the following fields:

- Application Type ***: A dropdown menu with 'Alternative Material, Design, or Method of Construction' selected.
- Applicant relationship to Project**: A dropdown menu with 'Developer' selected.
- Staff Members familiar with Project**: A text input field containing 'Charlie Watts'.
- Occupancy Classification ***: A dropdown menu with 'R-3' selected.
- Description of Requirement ***: A text area containing a request for an alternative material, design, or method of construction not prescribed by the Phoenix Building Construction Code (PBCC). Below the text area is a note: 'This application shall be submitted with an evaluation report or a compliance report along with other supporting documentation that demonstrates compliance with the intent of the PBCC provisions. An alternative request shall include sufficient justification to determine that the material, method, or work offered is not less than the equivalent of that prescribed in the PBCC in quality, strength, effectiveness, fire resistance, durability, and safety. All costs shall be borne by the applicant.'

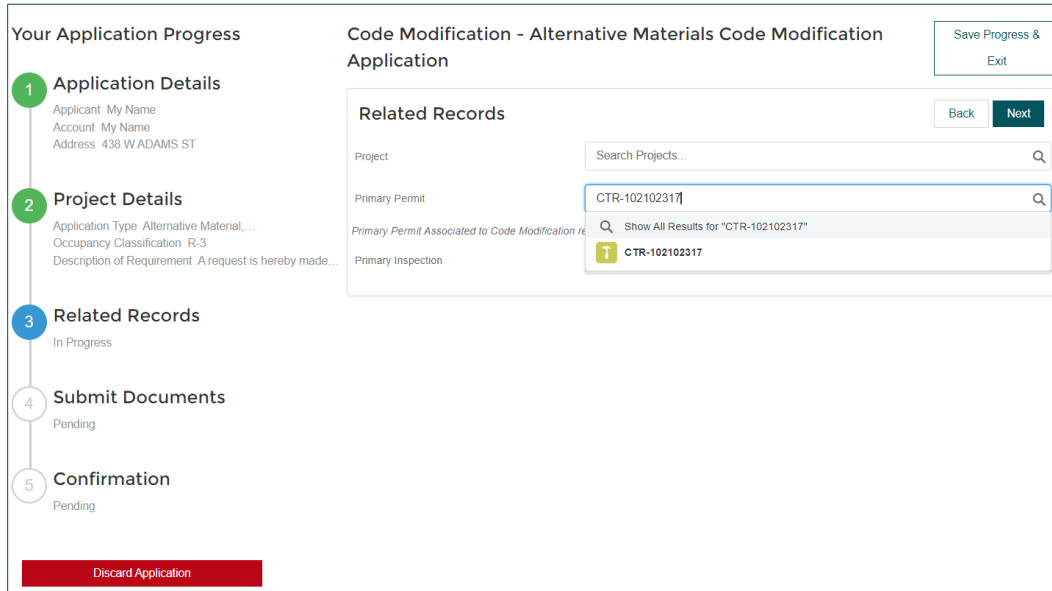
 Navigation buttons include 'Save Progress & Exit' at the top right, 'Back' and 'Next' (highlighted with a red box) below the form, and 'Discard Application' at the bottom left.

Once you have entered your information, click Next.

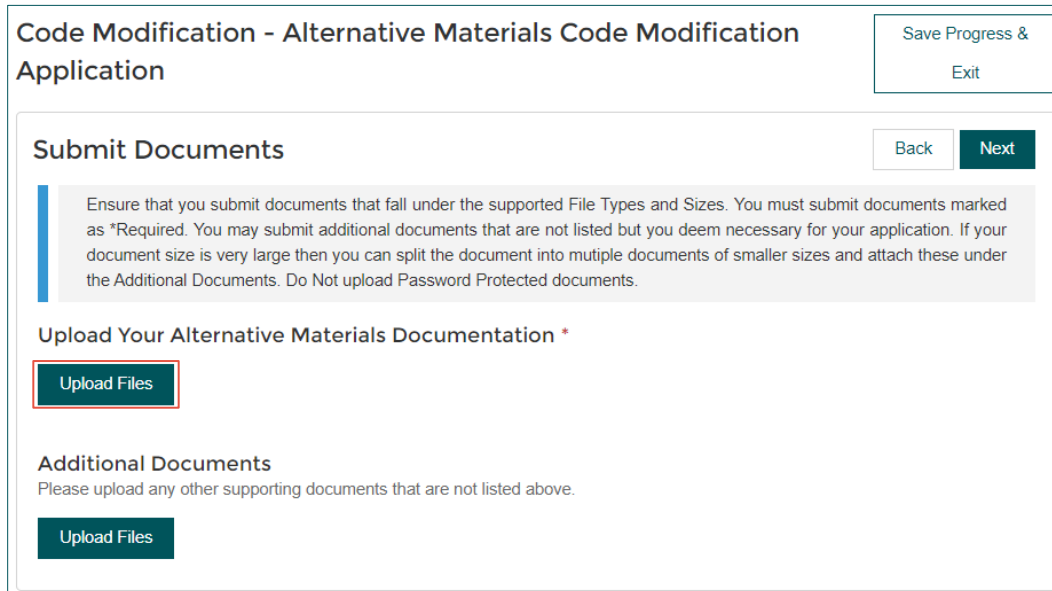
On the **Related Records** page, specify the **Project**, **Primary Permit**, or **Primary Inspection** numbers associated with the Code Modification request, if you have the information.

- **Project**: Project Associated to Code Modification requests
- **Primary Permit**: The number of the Primary Permit Associated to Code Modification request, (e.g., CTR-102102317).
- **Primary Inspection**: The number (e.g., INS-00027419) of the Inspection associated with the Code Modification that you are requesting.

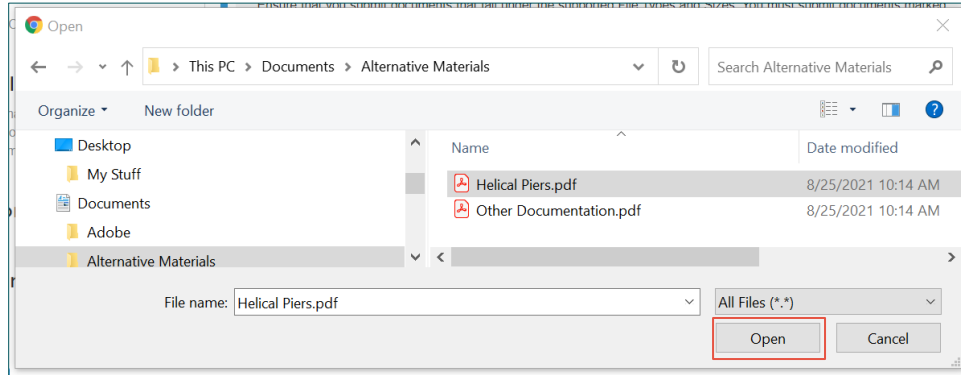
Each of these fields is a search field, so you search based on a partial or complete number. Click Next after you have entered what information you have.



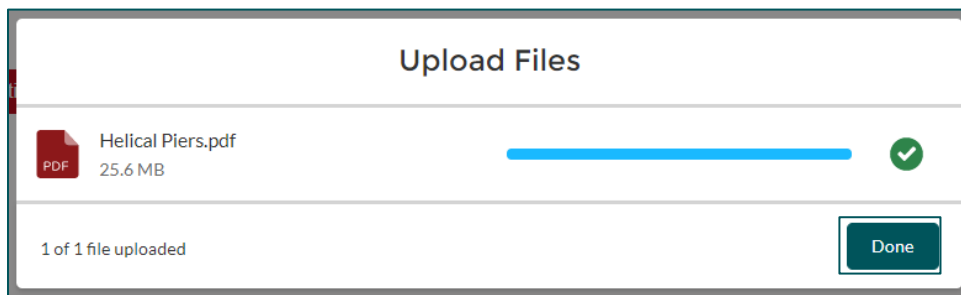
After you have completed the forms, you will need to upload the **Alternative Materials Documentation** on the **Submit Documents** page. Click Next.



Under **Upload Your Alternative Materials Documentation***, click Upload Files. A window will open on your computer so that you can navigate to the location where you have the documents stored. Select the files that you wish to upload and click Open.

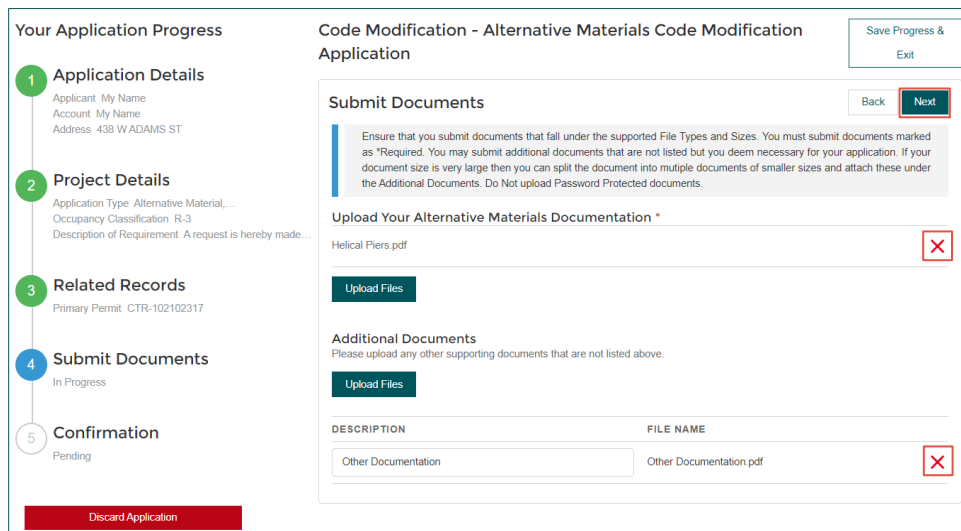


A dialog box will appear and display the upload progress. Once the upload is complete and the green checkmark appears, click Done.



The process is the same for **Additional Documents**.

The name of the document will appear on the screen under **Upload Your Alternative Materials Documentation***. If you have uploaded the wrong document, simply click the red X on the right-hand side of the screen to delete the document and start the process again. Click Next when you are satisfied with the documentation you have uploaded.



Next, the Confirmation screen to review the information on your application.

Your Application Progress

- 1 **Application Details**
Applicant My Name
Account My Name
Address 438 W ADAMS ST
- 2 **Project Details**
Application Type Alternative Material...
Occupancy Classification R-3
Description of Requirement A request is hereby made...
- 3 **Related Records**
Primary Permit CTR-102102317
- 4 **Submit Documents**
2 of 2 Documents Uploaded
- 5 **Confirmation**
In Progress

Discard Application

Code Modification - Alternative Materials Code Modification Application

Back

Confirmation

Application Details Edit

Applicant My Name

Account My Name

Address 438 W ADAMS ST

Project Details Edit

Application Type Alternative Material, Design, or Method of Construction

Applicant relationship to Project Developer

Staff Members familiar with Project Charlie Watts

Occupancy Classification R-3

Description of Requirement A request is hereby made for an alternative material, design, or method of construction that is not specifically prescribed by the Phoenix Building Construction Code (PBCC).

This application shall be submitted with an evaluation report or a compliance report along with other supporting documentation that demonstrates compliance with the intent of the PBCC provisions. An alternative request shall include sufficient justification to determine that the material, method, or work offered is not less than the equivalent of that prescribed in the PBCC in quality, strength, effectiveness, fire resistance, durability, and safety. All costs shall be borne by the applicant.

Related Records Edit

Project

Primary Permit CTR-102102317

Primary Inspection

Submit Documents Edit

Your Alternative Materials Documentation *

Helical Piers.pdf

Additional Documents

DESCRIPTION	FILE NAME
Other Documentation	Other Documentation.pdf

Submit Code Modification Application

If all the information is accurate, click [Submit Code Modification Application](#).

An acknowledgement box will appear, asking you to attest to the fact that the information is accurate, and you have the proper authority to act.

Acknowledgement

AGREEMENT: By clicking 'I Agree': I hereby certify I am acting on the owner's behalf and the information contained in this application is correct and accurate to the best of my knowledge. I have read the Code Modification Guidelines and acknowledge the Code Modification being submitted is complete and contains all required information as outlined in the Guidelines. I understand if the Code Modification is deficient, it will not be accepted for review by the city of Phoenix. Once the Code Modification has been accepted by the city of Phoenix, I am responsible for paying the applicable fees before any review will begin.

My Name, hereby to attest that I completed the Code Modification Application. Here is my email: my_email.address@yahoo.com.

Check the box* and click on the I Agree button.

The Portal will give you a message asking you to wait while the application is being submitted,

Code Modification - Alternative Materials Code Modification Application

Confirmation

Please wait while your application is submitted.



and then return with the confirmation that your application has been submitted and is being processed. Your permit number will display on the screen. In the case of our example, CMOD-21-00293.

Code Modification - Alternative Materials Code Modification Application

Confirmation

Your Code Modification Application has been submitted and is now being processed. Your reference number is CMOD-21-00293.

Clicking Back to Home will take you to the SHAPE PHX Portal home, where you can find the list of your permits at the bottom of the page.

Applications				
No Location		CMOD-21-00295	created 9/28/2021	In Progress View
No Location		CMOD-21-00293	created 9/28/2021	In Progress <input type="button" value="View"/>

Once you have submitted the application, no changes can be made to it until PDD Staff has completed a review and responded with comments. Click View to see the application where you can request revisions.

You can review the information that you submitted, or [Request Revision](#) by clicking on the button on the top of the screen. This will allow you to submit corrected or additional material.

Your Application Progress

- 1 **Application Details**
In Progress
- 2 **File History**

Request revision

Code Modification - Alternative Materials Application

Save & Exit

Application Details

Cancel
Next

Application Details

- Application Details

Applicant	My Name
Account	My Name
Address	438 W ADAMS ST
- Project Details

Application Type	Alternative Material, Design, or Method of Construction
Applicant relationship to Project	Developer
Staff Members familiar with Project	Charlie Watts
Occupancy Classification	R-3
Description of Requirement	A request is hereby made for an alternative material, design, or method of construction that is not specifically prescribed by the Phoenix Building Construction Code (PBCC). This application shall be submitted with an evaluation report or a compliance report along with other supporting documentation that demonstrates compliance with the intent of the PBCC provisions. An alternative request shall include sufficient justification to determine that the material, method, or work offered is not less than the equivalent of that prescribed in the PBCC in quality, strength, effectiveness, fire resistance, durability, and safety. All costs shall be borne by the applicant.
- Related Records

Project	
Primary Permit	CTR-102102317
Primary Inspection	
- Submit Documents

Your Alternative Materials Documentation *

Helical Piers.pdf

Additional Documents

DESCRIPTION	FILE NAME
Other Documentation	Other Documentation.pdf

Clicking [Next](#) shows you the [File History](#).

Your Application Progress

- 1 **Application Details**
Number CMOD-21-00293
Status Administrative Review
- 2 **File History**

Request revision

Code Modification - Alternative Materials Application

Save & Exit

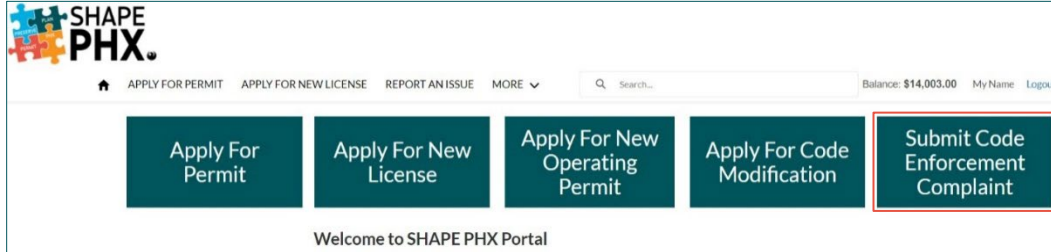
File History

Back

Title	Size	Submission Request	Milestone	Last Modified

Submit Code Enforcement Complaint

All Code Enforcement Complaints require a Portal Account. To start, click **[Submit Code Enforcement Complaint](#)**.



The **[Complaint Form](#)** will be displayed.

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

* Address ⓘ

* What type of complaint are you reporting?

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

* Is this regarding a Residential or Commercial property?

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

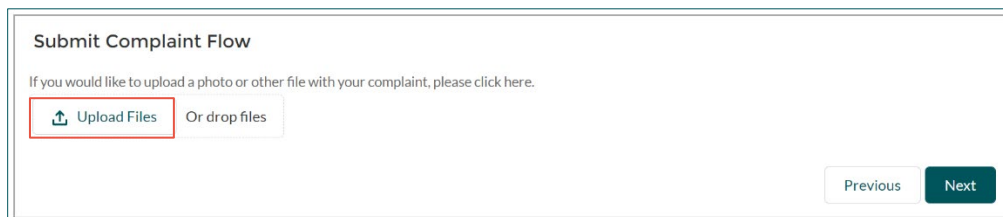
* Please describe your complaint.

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

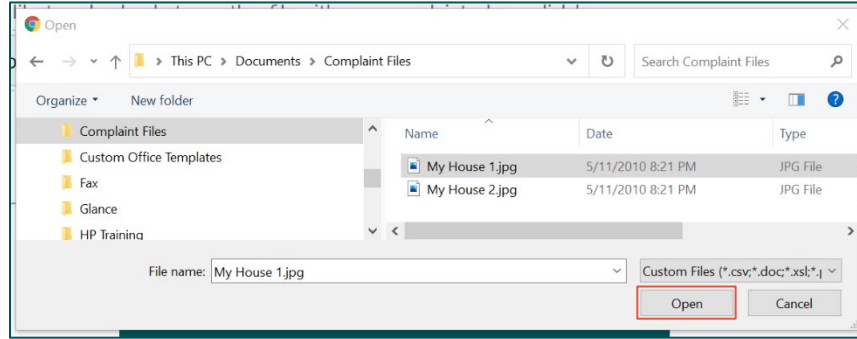
- **Request Reason*** – This field is prepopulated with Complaint.
- **Address*** – Enter the address for which you are submitting the complaint. The Portal searches for the right address as you type, starting after the first two characters have been entered. It narrows down the possibilities until the correct one displays. You also can click **Show All Results for ...** and select one from the list that is provided by the system.

- **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
- **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.

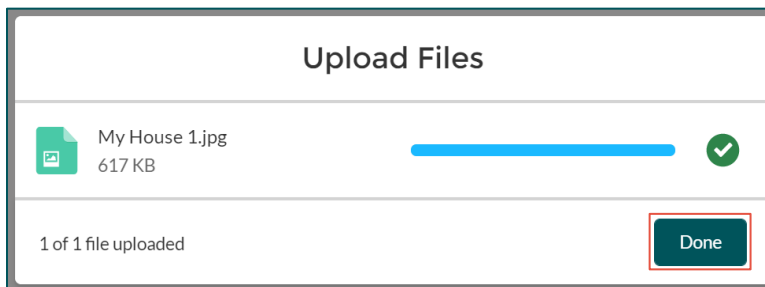
After you have completed the form, click Next. The system will ask if you would like to upload photos or other files to go along with your complaint. You can do so by dragging and dropping the files into the space or by clicking **Upload Files**.

A screenshot of a web form titled "Submit Complaint Flow". Below the title, it says "If you would like to upload a photo or other file with your complaint, please click here." There are two buttons: "Upload Files" (with an upload icon) and "Or drop files". At the bottom right, there are "Previous" and "Next" navigation buttons. The "Upload Files" button is highlighted with a red box in the original image.

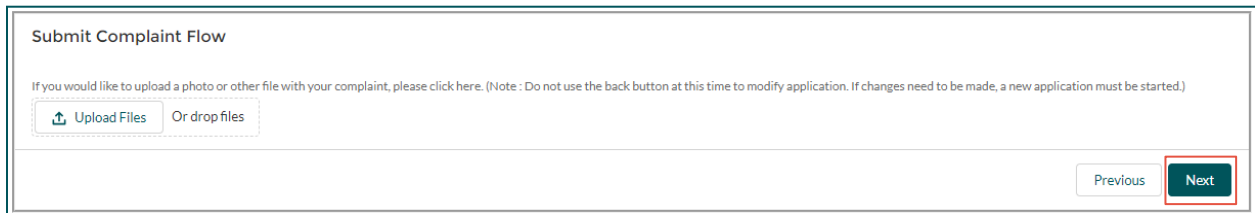
The system will take you to the files on your computer where you can select the files to upload.



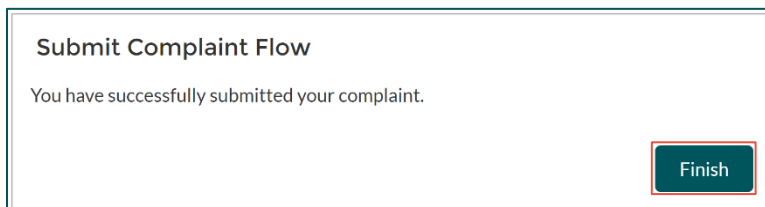
After you have selected the file and clicked Open, the system will display you a dialog box showing you the progress of the upload. When it is complete, you will see a green check mark. Click Done.



Once all the files and photos have been uploaded, click Next.



You will receive confirmation that your complaint has been successfully completed. Click Finish to complete the process.



The information that you submitted will be displayed on the screen.

Type	Non-Permitted Construction	Status	Investigation in Progress
Subtype	Active Construction	Assigned Department	
Address	438 W ADAMS ST	Escalation Status	
Location Description		Reason For Closure	
Description	It has been reported that they are building a second-story addition without a permit.	Validated Date / Time	
Property Type	Commercial	Closed Date	
		Number	C2021-000202

Files (1)

Name	Type	Action
My House 1	JPG	Download

No related lists to display

To track the status of complaints, use the Search... box at the top of the portal homepage.

[Home](#)
[APPLY FOR PERMIT](#)
[APPLY FOR NEW LICENSE](#)
[MORE](#)

Balance: \$975.00
My Name
[Logout](#)

Type in the address for the property, and the property information, Complaints, Permits and Violations, if any, will be displayed on the screen.

SHAPE PHX Digital Support

[Home](#)
[REQUESTS](#)
[SEARCH/PAY](#)
[RECEIPTS](#)
[INVOICES](#)
[PERMITS](#)
[MORE](#)

Balance: \$1,220.00
Trainer 103
[Logout](#)

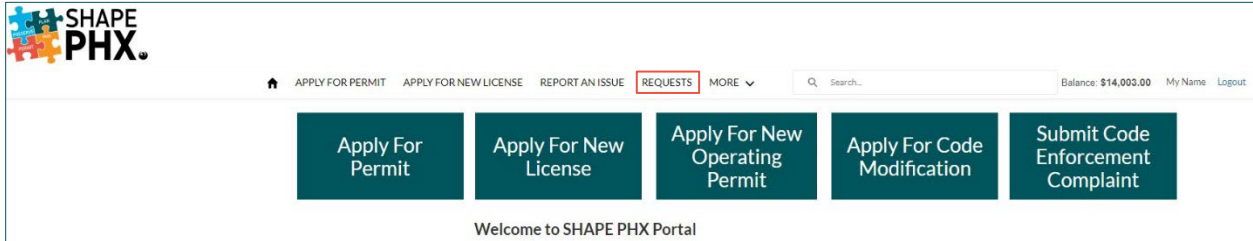
- > Information
- > AFP/BMR Status

Complaints (2)			
Number	Type	Subtype	Status
22-000756	Non-Permitted Construction	Active Construction	Closed
C2022-000319	Grading & Drainage	Flooding	Closed

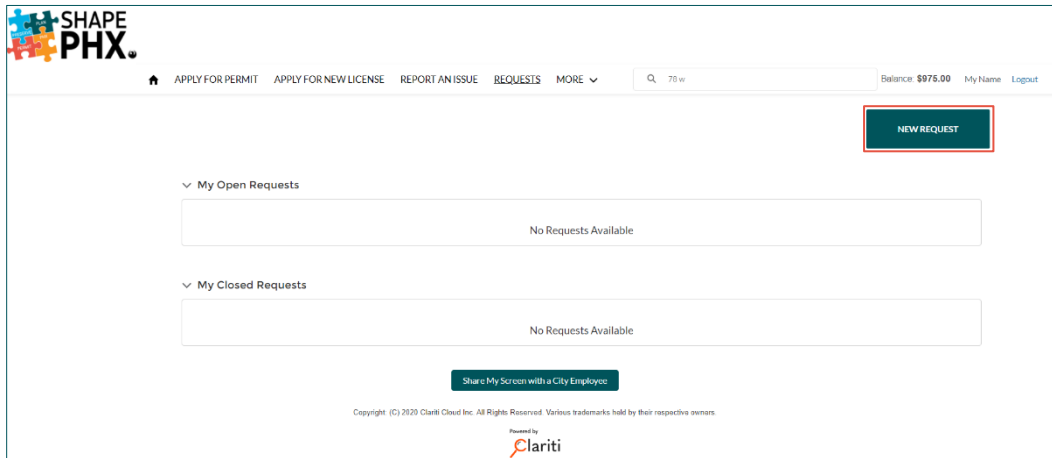
[View All](#)

Requests

If you would like *Application Assistance* or a *Plan Review Meeting*, click on **Requests** from the Home Screen.



From the **Requests** screen, you will be able to see your *Open Requests*, your *Closed Requests*, and submit new ones. To do so, click the **New Request** button.



The **Submit Request** form will appear on the screen. There are 12 fields, two of which are required*.

SUBMIT REQUEST

* Type ⓘ

Project Address

Permit

* Preferred Response Method

Preferred Meeting Date/Time 1st Choice
 Date Time

Preferred Meeting Date/Time 2nd Choice
 Date Time

* Request Description

Project Description

Milestone

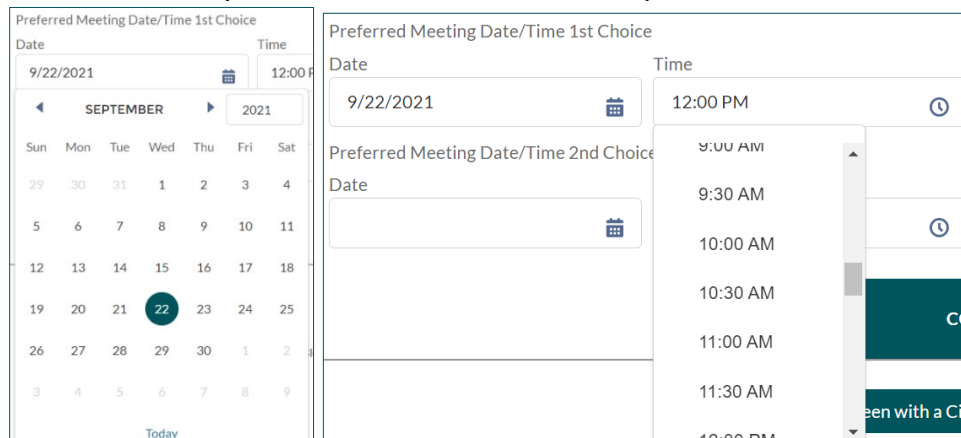
Best time to Call

Phone Number

Do you already have Bldg Plans?

The fields are:

- **Type*** – Specify which type of request you are submitting:
 - Application Assistance Request
 - Plan Review Meeting
- **Request Description*** – Describe your request.
- **Project Address** – Enter the address for which you are submitting the complaint. The Portal searches for the right address as you type, starting after the first two characters have been entered. It narrows down the possibilities until the correct one displays. You also can click **Show All Results for ...** and select one from the list that is provided by the system.
- **Project Description** – Describe the project that is the subject of the request.
- **Permit** – If there is already a permit associated with this request, enter the number here. Just like with the address, the system will narrow down the options as you type the number in, starting with the prefix, e.g., CTR-102104... will show you five permit that match that information, if your permit is in the group, select it. If not, keep typing until the number is complete or the number is available for you to select. Since this is not a require field, if there is not a permit associated with the project at this time, the field can be left blank.
- **Milestone** – Milestones are required steps in the permit process. Search for a milestone using [Appendix D, SHAPE PHX Permit Milestones](#) as a reference.
- **Preferred Response Method*** – **How would you like the consultation to take place?**
 - Email ○ In-person meeting
 - Phone ○ Virtual Meeting
- **Best time to Call** – If you are requesting a phone call, what is the best time to call?
- **Preferred Meeting Date/Time 1st Choice (Date & Time) & Preferred Meeting Date/Time 2nd Choice (Date & Time)** – Provide options for the meeting that you are requesting. City staff will accommodate these times if possible based on staff availability and previously scheduled meetings. To do so, click on the **Date** box, and use the arrows by the month to change the month, and then click on the date to select it. The year can also be changed by click on the box and selecting the appropriate year from the selections. To select a time, click on the **Time** box, and scroll through the provided times and select the one that you would like. Do the same for your **2nd Choice**.




- **Phone Number** – Enter the phone number at which you can be reached.
- **Do you already have Bldg Plans?** – Have plans already been drawn up for the project, preliminary or otherwise? (Yes or No)

Provide as much information as you have regarding your project to better enable staff to assist you.

Once you have completed the information, click the [Confirm](#) button at the bottom of the form. The request will be given a number, in this case [REQ21-00673](#), and the information about the request will be on displayed on the screen.

If you wish to reschedule or cancel *this* meeting, click [Manage Schedule](#) and select the appropriate button on the dialog box that is displayed. The system will either ask you to select new **Preferred Meeting Dates** or verify that you are sure that you want to cancel the meeting.

Follow the prompts to complete the task.



Request
REQ21-00673

Manage Schedule

Status	Type	Requested By
Submitted	Application Assistance Request	My Name

Type ⓘ

Application Assistance Request

▼ Request Details

Milestone

Permit [CTR-102104093](#)

Project Address [101 E CORONADO RD](#)

Requested By [My Name](#)

Request Description I would like assistance with this application.

Project Description abc

Do you already have Bldg Plans? Yes

▼ Contact Details

Preferred Response Method Virtual meeting

Phone Number 602-362-4368

Best time to Call

Preferred Meeting Date/Time 1st Choice 9/22/2021, 10:00 AM

Preferred Meeting Date/Time 2nd Choice 9/7/2021, 1:00 PM

▼ System Information

Number REQ21-00673

Manage Schedule

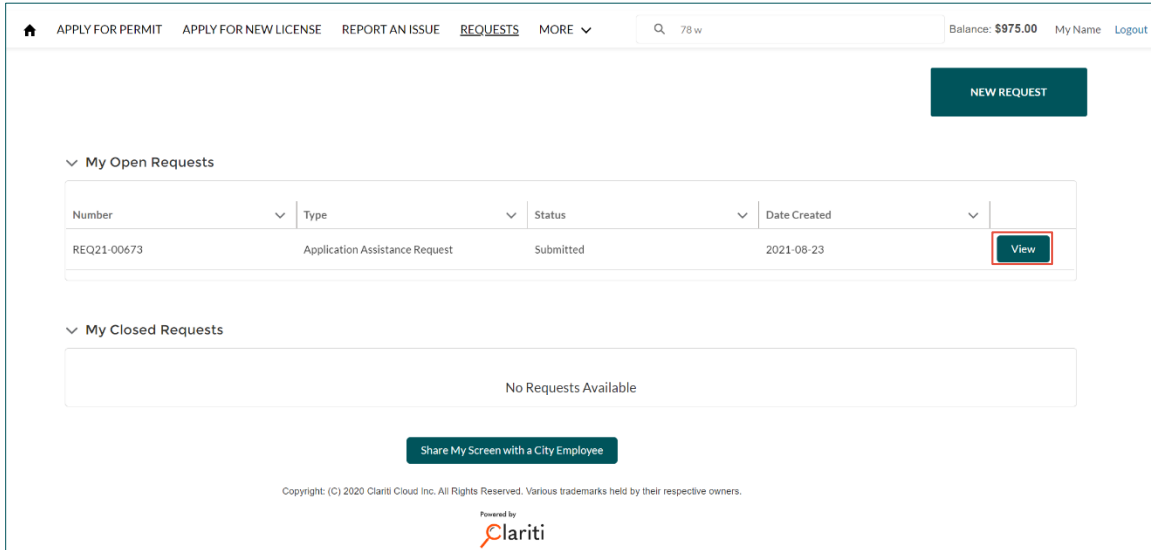
Reschedule/Cancellation

Reschedule a Meeting

Cancel a Meeting

Next

Back on the *Requests* page, you will now see your *Open Request* listed.

A screenshot of a web application interface for 'Requests'. The top navigation bar includes links for 'APPLY FOR PERMIT', 'APPLY FOR NEW LICENSE', 'REPORT AN ISSUE', 'REQUESTS', and 'MORE'. A search bar contains '78 w'. The user's balance is '\$975.00' and their name is 'My Name'. A 'Logout' link is present. A 'NEW REQUEST' button is in the top right. Below is a section for 'My Open Requests' with a table containing one row: 'REQ21-00673', 'Application Assistance Request', 'Submitted', and '2021-08-23'. A 'View' button is highlighted with a red box. Below this is a section for 'My Closed Requests' with the text 'No Requests Available'. At the bottom, there is a 'Share My Screen with a City Employee' button, a copyright notice for Clariti Cloud Inc., and the Clariti logo.

Number	Type	Status	Date Created	
REQ21-00673	Application Assistance Request	Submitted	2021-08-23	View

To see the information on this Request, click [View](#). This will take you to the screen shown above and allow you to *Manage Schedule*.

More

This drop-down list provides access to the items within your account,

Invoices

There are two categories for invoices: My Outstanding Invoices and My Invoices. Invoices are related to Elevators, Annual Facilities Permits, and Building Maintenance Registrations.

The screenshot shows the 'More' dropdown menu with the following items: APPLY FOR PERMIT, APPLY FOR NEW LICENSE, REPORT AN ISSUE, **INVOICES**, and MORE. A search bar contains '78 w'. The account balance is \$975.00. Under the 'INVOICES' section, there are two expandable categories: 'My Outstanding Invoices' and 'My Invoices'. Each category has a table with columns: Number, Invoice Date, Total, and Outstanding.

Receipts

To access receipts for your projects, choose **Receipts**.

The screenshot shows the 'More' dropdown menu with the following items: APPLY FOR PERMIT, APPLY FOR NEW LICENSE, REPORT AN ISSUE, **RECEIPTS**, and MORE. A search bar contains '78 w'. The account balance is \$975.00. Under the 'RECEIPTS' section, there is an expandable category 'My Receipts' with a table containing the following data:

Number	Effective Date	Payment Gateway Transactio...	Payment Method	Amount	
R-0876544	Aug 11, 2021	giwbbYeXrQIMoLG		\$900.00	Receipt
R-0876545	Aug 11, 2021	fP8R9QV8IGuAnHT		\$900.00	Receipt

The screenshot shows the 'Receipt' details page. A 'Back' button is at the top left. The receipt details are as follows:

Receipt	
Amount	\$900.00
Change	
Amount Used	\$0.00
Amount Rejected	
Amount Refunded	
Receipt Paid By	My Name
Payment Method	
Comments	
Created By	My Name , 8/12/2021, 7:15 PM

Additional details on the right side of the page:

- Number: R-0876544
- Void Reason:
- Credit Card Last 4 Digits:
- Amount Remaining: \$900.00
- Payment Gateway Transaction Number: giwbbYeXrQIMoLG
- Card Type:
- Last 4 Digits:
- Last Modified By: [My Name](#), 8/12/2021, 7:15 PM

At the bottom, there are two sections: 'Fee Payment Allocations (0)' and 'Payments (0)'.

Search/Pay

There are many ways to make a payment online through the SHAPE PHX Customer Portal. The *Search/Pay* form is one of them.

Select the information to Search by:

- Invoice #
- Permit #
- Application #
- Registration #

Next, enter the information in the adjacent text box, e.g., *Permit #* and QPR-202100568, and click Search.

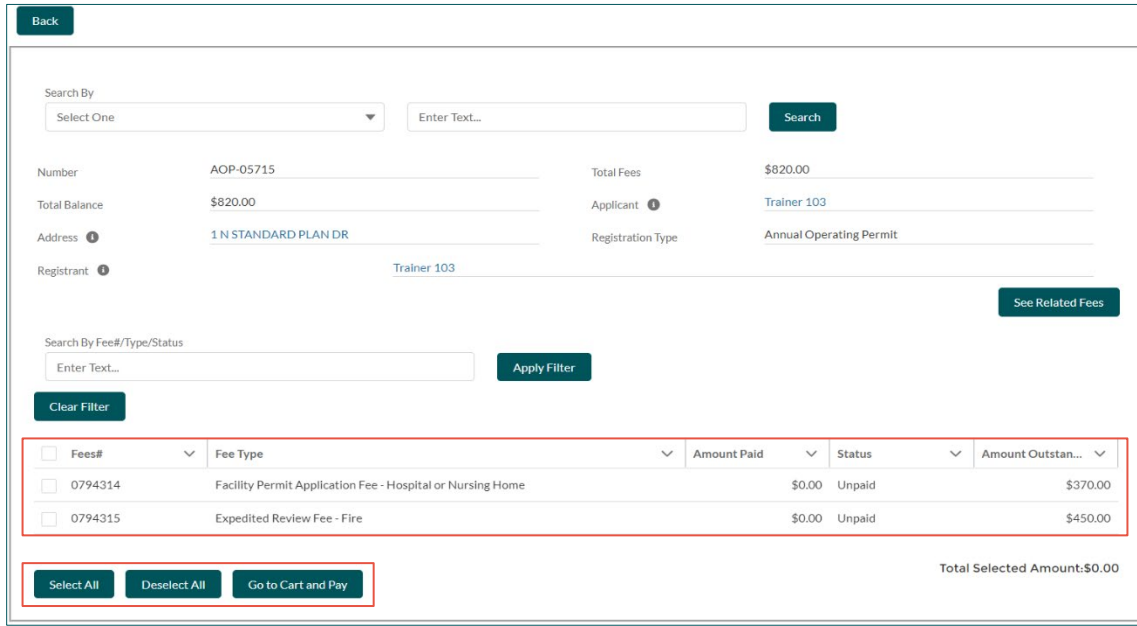
The information about the *Permit* will be displayed. The form will display the address of the permit, the date submitted, the total fees, and the total balance due. If this is not the permit for which you are looking, click the Back button, and try another search.

Number	QPR-202100568	Submitted Date	8/20/2021
Permit Type	Quick Permit	Total Fees	\$75.00
Total Balance	\$75.00	Applicant	My Name
Address	2514 N 13TH ST		

If this is the correct permit, click See Related Fees to begin the payment process. The form will expand to show the fees related to the permit.

The itemized fees are now listed at the bottom of the form. You can select individual fees by clicking on the check box next to that row. 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#.

If you select all the *Fees* by mistake, you can click Deselect All and then go in and select the individual rows that you wish to pay at this time.

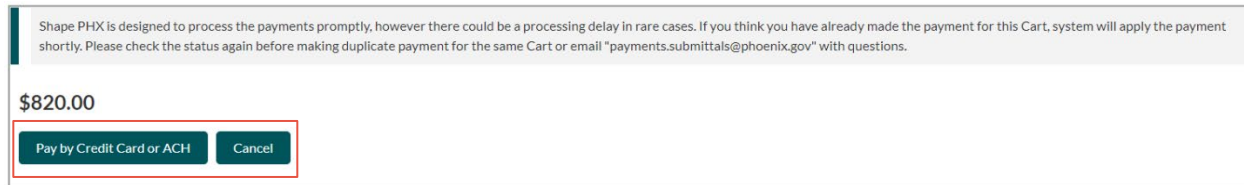


The screenshot shows a web interface for selecting fees. At the top, there is a 'Back' button. Below it, a search section includes a 'Search By' dropdown menu, an 'Enter Text...' input field, and a 'Search' button. The main area displays account information: Number (AOP-05715), Total Fees (\$820.00), Total Balance (\$820.00), Applicant (Trainer 103), Address (1 N STANDARD PLAN DR), and Registrant (Trainer 103). A 'See Related Fees' button is located on the right. Below this is another search section for 'Search By Fee#/Type/Status' with an 'Enter Text...' input, 'Apply Filter', and 'Clear Filter' buttons. A table lists two fees:

<input type="checkbox"/>	Fees#	Fee Type	Amount Paid	Status	Amount Outstan...
<input type="checkbox"/>	0794314	Facility Permit Application Fee - Hospital or Nursing Home	\$0.00	Unpaid	\$370.00
<input type="checkbox"/>	0794315	Expedited Review Fee - Fire	\$0.00	Unpaid	\$450.00

At the bottom, there are three buttons: 'Select All', 'Deselect All', and 'Go to Cart and Pay'. A 'Total Selected Amount:\$0.00' is displayed on the right.

Once the *Fees* have been selected, click Go to Cart and Pay. This will take you to your payment cart.



The screenshot shows a payment cart interface. At the top, a message states: "Shape PHX is designed to process the payments promptly, however there could be a processing delay in rare cases. If you think you have already made the payment for this Cart, system will apply the payment shortly. Please check the status again before making duplicate payment for the same Cart or email 'payments.submittals@phoenix.gov' with questions." Below this, the total amount is displayed as "\$820.00". At the bottom, there are two buttons: "Pay by Credit Card or ACH" and "Cancel".

Here you will have the choice to Pay by Credit Card or ACH⁵, or Cancel the transaction. When you click the appropriate payment button, you will be directed to the secure city of Phoenix payment site to enter your credit card or banking information.

⁵ An ACH payment, or Automated Clearing House payment, is an electronic money transfer between banks from a savings or checking account.

1 Enter Payment Information, 2 select your Payment Method, and then 3 click the blue Continue button. Follow the rest of the prompts on the site to complete your transaction.

For more information about making payments online, see the section [Paying Fees Online](#) in this Guide.

Licenses

This will show all the licenses for your account in the following categories:

- In-Progress Licenses
- Licenses with Actions Required
- Historical Licenses
 - Cancelled
 - Expired
- Licenses Shared with Me

Registrations

This will show all the Registrations for your account in the following categories:

- In-Progress Registrations
- Historical Registrations
 - Cancelled
 - Expired
- Registrations with Actions Required
- Registrations Shared with Me

Permits

This will show all the Permits for your account in the following categories:

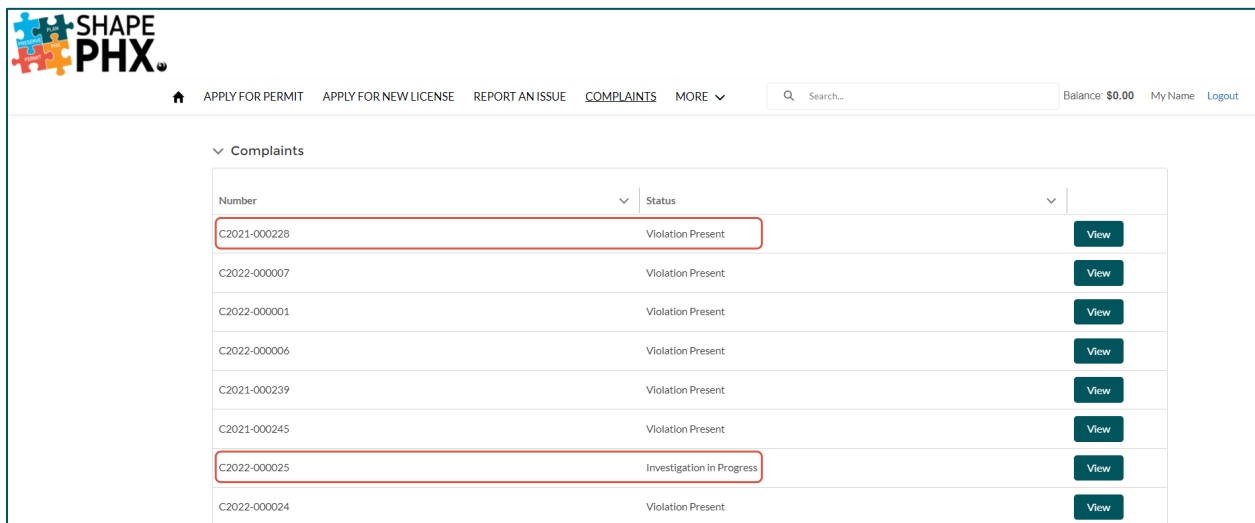
- In-Progress Permits
- Historical Permits
 - Cancelled
 - Expired
- Permits with Actions Required
- Permits Shared with Me

Applications

This will show all the Applications for your account. Currently, that is limited to Code Modifications. For future releases, it will include other categories.

Complaints

This will show you the complaints that you have submitted, e.g., C2022-000025, as well as active complaints, e.g., C2021-000228, so that you can track the progress of the investigation.








The screenshot shows the SHAPE PHX website interface. At the top left is the logo. A navigation bar contains links: APPLY FOR PERMIT, APPLY FOR NEW LICENSE, REPORT AN ISSUE, COMPLAINTS (highlighted), and MORE. On the right of the navigation bar is a search bar, a balance indicator (\$0.00), and user information (My Name, Logout). Below the navigation bar, a dropdown menu is open for 'Complaints'. It displays a table with the following data:

Number	Status	View
C2021-000228	Violation Present	View
C2022-000007	Violation Present	View
C2022-000001	Violation Present	View
C2022-000006	Violation Present	View
C2021-000239	Violation Present	View
C2021-000245	Violation Present	View
C2022-000025	Investigation In Progress	View
C2022-000024	Violation Present	View

Requesting Inspections

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.

Permits with Actions Required						
	CTR-102102207	100 W NORTH LN	Construction and Trades Residential	created 8/26/2021	Issued	View Request Inspection Request Revision
	CVR-152100202	2548 W COOLIDGE ST	Civil	created 8/25/2021	Issued	View Request Inspection Request Revision
	QPR-202100207	1501 W ROMA AVE	Quick Permit	created 8/24/2021	Pending Payment	Pay Now View
	CVR-152100197	1254 E JOAN DE ARC AVE	Civil	created 8/23/2021	Draft	Continue Manage Sharing
	CTR-102102168	8745 W MACKENZIE DR	Construction and Trades Residential	created 8/23/2021	Pending Payment	View

To begin, click [Request Inspection](#). The list of inspections appropriate for your *Permit* is on the screen. To request the *Inspection*, click [Schedule](#).

CVR-152100202				
Request Inspection				
Inspection Type	Number	Inspection Code	Status	
Job Meeting	INS-00027419	502	Pending	Schedule
Final Inspection/Project Engineering	INS-00027420	599	Pending	Schedule
Solid Waste Dept Assistance	INS-00027421	547	Pending	Schedule
Final Walk Through	INS-00027422	590	Pending	Schedule
Warranty Work (Original Contractor)	INS-00027423	595	Pending	Schedule
Complaint	INS-00027424	505	Pending	Schedule
Work W/O Permit	INS-00027425	506	Pending	Schedule
Unsafe Condition	INS-00027426	507	Pending	Schedule
Information	INS-00027427	508	Pending	Schedule
Research	INS-00027428	511	Pending	Schedule
In Progress Inspection	INS-00027429	512	Pending	Schedule
Traffic Control	INS-00027430	515	Pending	Schedule
Field Status Check	INS-00027431	519	Pending	Schedule

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, check the *Request Remote Video Inspection* box.

Once the information has been entered, click *Save*.

The system will confirm that your request has been received.

CVR-152100202

Your inspection request has been submitted
You will be notified by email once they have been scheduled.

[View Inspections](#)

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. The inspection request that was just submitted is shown below.

Scheduled Inspections							
Inspection Type	Request Source	Number	Status	Preferred Date	Site Contact Na...	Phone Number	Email Address
Misc Project Engine...	Portal	INS-00027418	Requested	Sep 3, 2021	My Name	602-362-4368	my.email.address@y...
Job Meeting	Portal	INS-00027419	Requested	Sep 3, 2021	My Name	602-362-4368	my.email.address@y...

Electronic Plan Review

With the new SHAPE PHX portal, online users will now have the capability to:

- Upload plans and associated documents while completing the application process
- Upload plans as a single, multi-page PDF file.
- Use a simplified file naming convention
- Check plan status from the “Permits” section on the portal homepage
- Recall an application submitted in error or to upload additional information.⁶

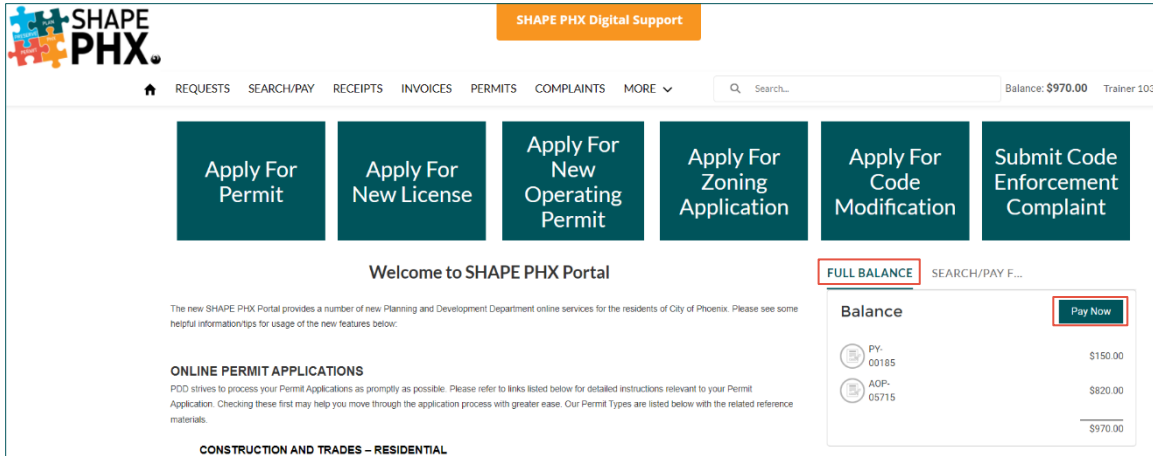
For more additional EPR information, we recommend you view the [EPR Submittal Requirements, Preparation and FAQ Guide](#).

⁶ Only applicable if the application has not been processed.

Paying Fees Online

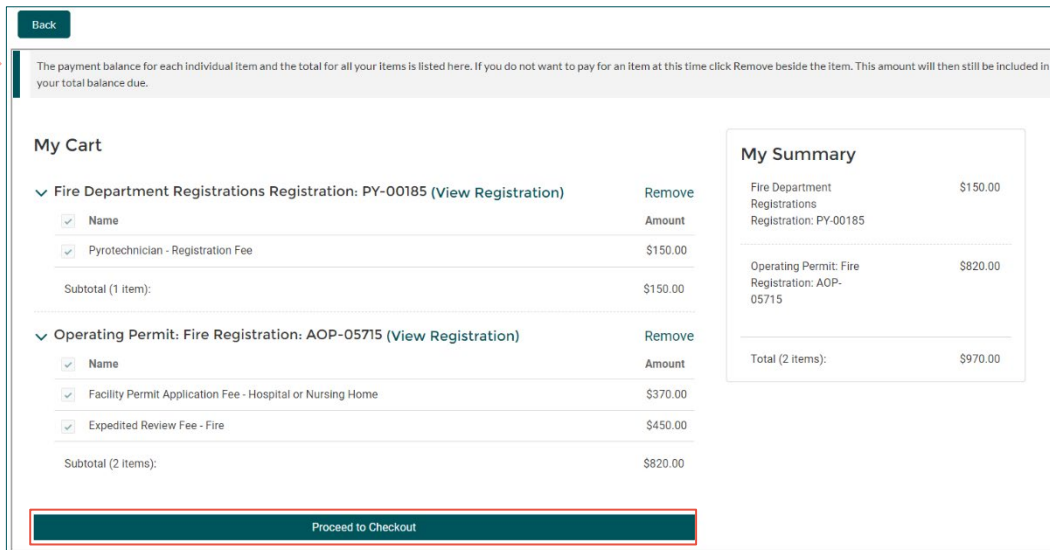
Home Screen

There are several ways to make payments for your applications on the Portal. From the Home Screen, you can click on the Pay Now button to pay the full balance for all permits, licenses, etc.



This will take you to My Cart where the fees will be itemized. The form states:

The payment balance for each individual item and the total for all your items is listed here. If you do not want to pay for an item at this time, click Remove beside the item. This amount will then still be included in your total balance due.



After you have made any necessary changes, click [Proceed to Checkout](#) to select your method of payment, and be directed to the secure city of Phoenix payment site to continue processing your payment.

Shape PHX is designed to process the payments promptly, however there could be a processing delay in rare cases. If you think you have already made the payment for this Cart, system will apply the payment shortly. Please check the status again before making duplicate payment for the same Cart or email "payments.submittals@phoenix.gov" with questions.

\$970.00

Pay by Credit Card or ACH
Cancel

To make payment for One Fee/Item click on [Search/Pay F...](#)

SHAPE PHX Digital Support

[REQUESTS](#)
[SEARCH/PAY](#)
[RECEIPTS](#)
[INVOICES](#)
[PERMITS](#)
[COMPLAINTS](#)
[MORE](#)

Q Search...

Balance: \$970.00 Trainer 103

Apply For Permit

Apply For New License

Apply For New Operating Permit

Apply For Zoning Application

Apply For Code Modification

Submit Code Enforcement Complaint

Welcome to SHAPE PHX Portal

The new SHAPE PHX Portal provides a number of new Planning and Development Department online services for the residents of City of Phoenix. Please see some helpful information/tips for usage of the new features below:

ONLINE PERMIT APPLICATIONS

PDD strives to process your Permit Applications as promptly as possible. Please refer to links listed below for detailed instructions relevant to your Permit Application. Checking these first may help you move through the application process with greater ease. Our Permit Types are listed below with the related reference materials.

CONSTRUCTION AND TRADES – RESIDENTIAL

FULL BALANCE
SEARCH/PAY F...

Balance Pay Now

PY-00185	\$150.00
AOP-05715	\$820.00
	\$970.00

Select the information to **Search by** one of the options in the drop-down menu:

- Invoice #
- Permit #
- Application #
- Registration #

FULL BALANCE
SEARCH/PAY F...

Search By

Registration #

AOP-05736

Search

Next, enter the information in the adjacent text box, e.g., *Permit #* and AOP-05715, and click [Search](#).

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.

Back

Search By

Select One

Enter Text...

Search

Number: AOP-05736

Total Balance: \$700.00

Address: 8415 N 12TH ST

Registrant: Trainer 61

Total Fees: \$700.00

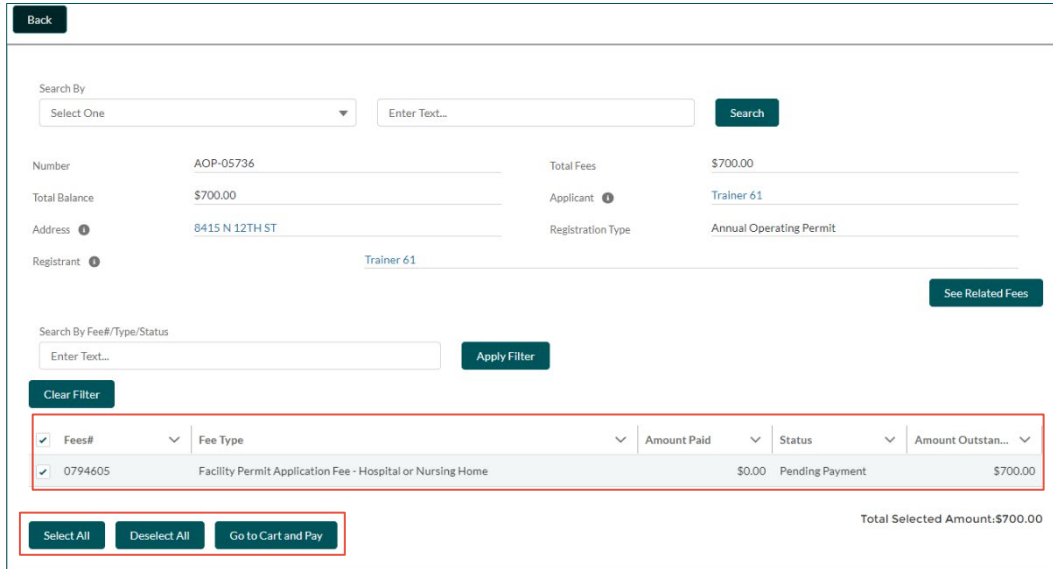
Applicant: Trainer 61

Registration Type: Annual Operating Permit

See Related Fees

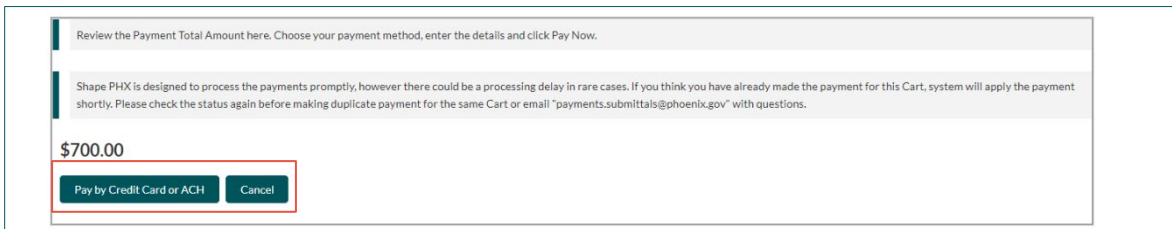
The form will expand to show the fees related to the permit and the itemized fees are now listed at the bottom of the form. You can select individual fees by clicking on the check box next to that row. If there are more than one, you can select all of them by clicking on the Select All button or by clicking on the check boxes next to each fee number.

If you select all the *Fees* by mistake, you can click Deselect All and then go in and select the individual rows that you wish to pay at this time.



The screenshot shows a web interface for selecting fees. At the top, there is a 'Back' button. Below it is a search section with a 'Search By' dropdown menu (set to 'Select One'), an 'Enter Text...' input field, and a 'Search' button. The main section displays details for a permit: Number (AOP-05736), Total Fees (\$700.00), Total Balance (\$700.00), Applicant (Trainer 61), Address (8415 N 12TH ST), Registrant (Trainer 61), and Registration Type (Annual Operating Permit). There is a 'See Related Fees' button. Below this is another search section for fees, with 'Search By Fee#/Type/Status' and an 'Apply Filter' button. A table of fees is shown with columns: Fees#, Fee Type, Amount Paid, Status, and Amount Outstan... The table contains one row: 0794605, Facility Permit Application Fee - Hospital or Nursing Home, \$0.00, Pending Payment, \$700.00. At the bottom, there are buttons for 'Select All', 'Deselect All', and 'Go to Cart and Pay'. A 'Total Selected Amount: \$700.00' is displayed on the right.

Once the *Fees* have been selected, click Go to Cart and Pay.



The screenshot shows a payment review screen. At the top, it says 'Review the Payment Total Amount here. Choose your payment method, enter the details and click Pay Now.' Below this is a disclaimer: 'Shape PHX is designed to process the payments promptly, however there could be a processing delay in rare cases. If you think you have already made the payment for this Cart, system will apply the payment shortly. Please check the status again before making duplicate payment for the same Cart or email "payments.submittals@phoenix.gov" with questions.' The total amount is displayed as '\$700.00'. At the bottom, there are two buttons: 'Pay by Credit Card or ACH' and 'Cancel'.

Here you will have the choice to Pay by Credit Card or ACH⁷ or Cancel the transaction. When you click the payment button, you will be directed to the secure city of Phoenix payment site to enter your credit card or banking information.

⁷ An ACH payment, or Automated Clearing House payment, is an electronic money transfer between banks from a savings or checking account.

Permits

You can scroll down to the bottom of the of the Home Screen to see your Permits. Any permits that have a balance due will show Pending Payment and the **Pay Now** button.

In-Progress Permits

QPR-202301448 1 N STANDARD
PLAN DR

Quick Permit created 7/24/2023 Pending Payment

Repairs,
Replacements

Pay Now [View](#)

You will be directed to **My Cart**, to review the fees. Click **Proceed to Checkout** to select your payment method.

Back

The payment balance for each individual item and the total for all your items is listed here. If you do not want to pay for an item at this time click Remove beside the item. This amount will then still be included in your total balance due.

My Cart

✓ Quick Permit: QPR-202301448 ([View Permit](#)) Remove

<input checked="" type="checkbox"/> Name	Amount
<input checked="" type="checkbox"/> Residential Permit Fee	\$159.00
<hr/>	
Subtotal (1 item):	\$159.00

My Summary

Quick Permit: QPR-202301448 \$159.00

Total (1 item): \$159.00

Proceed to Checkout

Here you will have the choice to **Pay by Credit Card or ACH**⁸ or **Cancel** the transaction. When you click the payment button, you will be directed to the secure city of Phoenix payment site to enter your credit card or banking information.

Shape PHX is designed to process the payments promptly, however there could be a processing delay in rare cases. If you think you have already made the payment for this Cart, system will apply the payment shortly. Please check the status again before making duplicate payment for the same Cart or email "payments.submittals@phoenix.gov" with questions.

\$159.00

Pay by Credit Card or ACH

Cancel

⁸ An ACH payment, or Automated Clearing House payment, is an electronic money transfer between banks from a savings or checking account.

Registrations

Just like with *Permits*, you can find your Registrations at the bottom of the Home Screen, and any that have a balance due will show Pending Payment and the *Pay Now* button.

In-Progress Registrations					
	AOP-05711	Annual Operating Permit	created 7/5/2023	Pending	Continue Manage Sharing
	AOP-05715	Annual Operating Permit	created 7/12/2023	Submitted	Pay Now View

You will be directed to *My Cart*, to review the fees. Click *Proceed to Checkout* to select your payment method.

The payment balance for each individual item and the total for all your items is listed here. If you do not want to pay for an item at this time click Remove beside the item. This amount will then still be included in your total balance due.

My Cart

- ✓ Operating Permit: Fire Registration: AOP-05715 (View Registration)
Remove

Name	Amount
✓ Facility Permit Application Fee - Hospital or Nursing Home	\$370.00
✓ Expedited Review Fee - Fire	\$450.00
Subtotal (2 items):	\$820.00

My Summary

Operating Permit: Fire Registration: AOP-05715	\$820.00
Total (1 item):	\$820.00

Proceed to Checkout

The next step is to select *Pay by Credit Card or ACH*⁹ or *Cancel* the transaction.

Shape PHX is designed to process the payments promptly, however there could be a processing delay in rare cases. If you think you have already made the payment for this Cart, system will apply the payment shortly. Please check the status again before making duplicate payment for the same Cart or email "payments.submittals@phoenix.gov" with questions.

\$820.00

Pay by Credit Card or ACH
Cancel


When you click the payment button, you will be directed to the secure city of Phoenix payment site to enter your credit card or banking information.

⁹ An ACH payment, or Automated Clearing House payment, is an electronic money transfer between banks from a savings or checking account.

City of Phoenix Payment Site


As you can see there are several ways to access the Cart to make payments through the Portal. Look for a [Pay Now](#) button or link to get started with the payment process.

All online payments are made through the secure city of Phoenix payment site. After electing which items to pay, and selecting your method of payment, you will be directed to the secure site to **1** [Enter Payment Information](#), **2** select the [Payment Method](#) and enter information for your eCheck/Bank Account, Debit Card, or Credit Card. After all information has been entered, **3** click the blue [Continue](#) button. Follow the rest of the prompts on the site to complete your transaction.


City of Phoenix

One Time Payment
Payment Information

[English](#) | [Español](#)


Enter Payment Information **1**

All fields are required unless labeled as optional.

First Name

Last Name

ZIP Code

Email

Middle Name

Optional


Daytime Phone Number


Pay this Amount \$ 1379.00


Cart Number: X-2023-07-24_03-43-40

Cart Description: X-2023-07-24_03-43-40

Payment Method **2**

 eCheck / Bank Account

 Debit Card

 Credit Card

3 Continue

Cancel

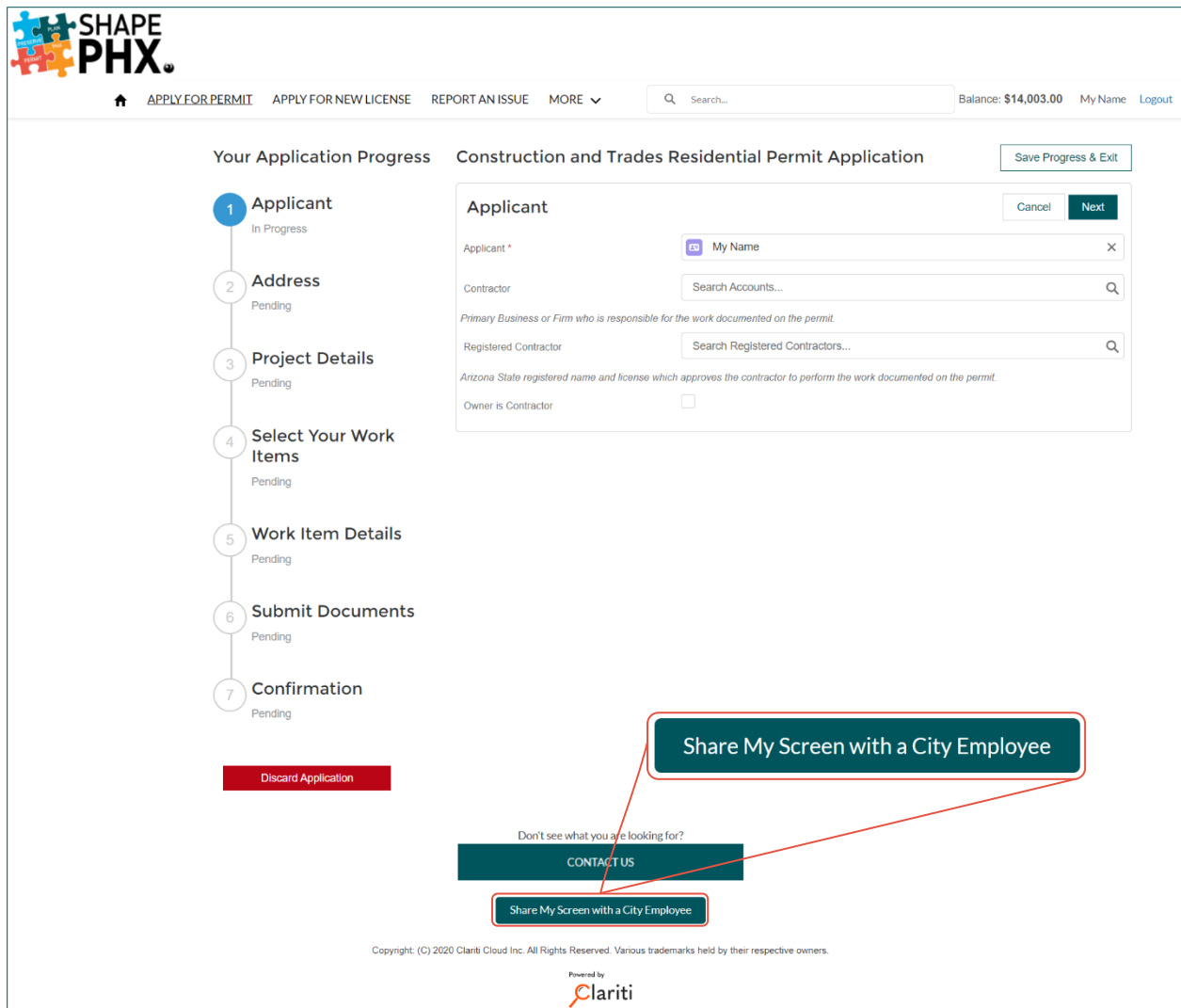
J.P.Morgan

[Privacy Policy](#) | [Privacy Notice to California Residents](#) | [Website Conditions of Use](#) | [Payment Authorization Terms](#)

Share My Screen with a City Employee

To assist Portal Users with their applications and other interactions with the site, SHAPE PHX includes a feature that allows the user to share what they are seeing on their Portal screen with a city of Phoenix employee.

On each of the screens within the Portal, you will see a button that says *Share My Screen with a City Employee*. If you are having difficulty with SHAPE PHX or have a question regarding the process, call the Planning & Development Department (PDD) at 602-262-7811. When you have reached a member of PDD staff, describe the problem and they may ask if you would like to Share your Screen or you can request the option.



The screenshot displays the SHAPE PHX portal interface. At the top, there is a navigation bar with links for 'APPLY FOR PERMIT', 'APPLY FOR NEW LICENSE', 'REPORT AN ISSUE', and 'MORE'. A search bar and user information (Balance: \$14,003.00, My Name, Logout) are also present. The main content area shows the 'Your Application Progress' for a 'Construction and Trades Residential Permit Application'. The progress steps are: 1. Applicant (In Progress), 2. Address (Pending), 3. Project Details (Pending), 4. Select Your Work Items (Pending), 5. Work Item Details (Pending), 6. Submit Documents (Pending), and 7. Confirmation (Pending). A 'Discard Application' button is located below the progress list. The 'Applicant' step is expanded, showing a form with fields for 'Applicant *' (My Name), 'Contractor' (Search Accounts...), and 'Registered Contractor' (Search Registered Contractors...). A 'Share My Screen with a City Employee' button is highlighted with a red box and a callout line. Another 'Share My Screen with a City Employee' button is located at the bottom of the page, below a 'CONTACT US' button. The footer includes copyright information and the Clariti logo.

When you click on the “Share My Screen with a City Employee” button, a message will appear explaining how the system works.

The screen sharing application that the city is using is powered by Glance. It allows city staff to look at your screen with you, but not manipulate it. Sometimes it’s difficult to explain to the person on the phone what you’re seeing on your screen. Glance allows you to show staff

exactly what you are seeing, so that they can answer your questions or help you resolve the problem.

Here's how it works:

- 1) You (a registered user who is logged in to the SHAPE PHX Portal) calls PDD Communications at 602-262-7811.
- 2) PDD staff directs you to the co-browse button on their screen.
- 3) A message appears 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.)
- 4) You provide the PDD Staff member the code number provided by the system.
- 5) A secure co-browsing session will be launched.
- 6) PDD staff can only see the browsing session on the Portal User's screen and highlight areas of the screen but cannot control it.
- 7) PDD staff cannot see the Portal User's screen if the user navigates away from SHAPE PHX or phoenix.gov.
- 8) The Portal User can end the session at any time by clicking on the STOP SHOWING button.

2

Share My Screen with a City Employee

3

Show SHAPE PHX Portal?

Click "Accept" to allow a city staff member to view your SHAPE PHX Portal. The city staff member will not be able to control your screen. You can end the session at any time by clicking "Stop Sharing".

Accept

Decline

4

g

STOP SHOWING

Please give the city staff member this code:

2231

POWERED BY GLANCE

Share My Screen gives you the assistance you need and helps both you and PDD staff identify and resolve the matter more quickly.

Conclusion

The city of Phoenix Planning & Development Department is very excited about the SHAPE PHX and the many ways that it will improve the way we do business. We are especially proud to present the online portal which is available 24/7, allowing users to perform the following functions from any location:

- Submit applications
- Check plan review status
- Communicate with staff
- Request meetings with staff
- Upload documents
- Use a modernized, integrated Electronic Plan Review via Bluebeam®
- Request inspections
- Pay fees online
- And more!

Stay tuned for updates on the future releases of SHAPE PHX, which includes commercial permits, planning applications and hearings.

We hope that this guide has been helpful to you. Please don't hesitate to contact us if you have any questions about SHAPE PHX at shapephx@phoenix.gov.

SHAPE PHX Customer Portal Guide Appendices



Appendix A – SHAPE PHX Glossary of Terms

ACCOUNT: Companies or individuals registered in SHAPE PHX that do business with the Planning & Development Department (PDD), often with CONTACTS associated with them. E.g., an architectural firm with architects, technicians, and the office manager registered as CONTACTS associated with the ACCOUNT.

APN: *SEE ASSESSOR PARCEL NUMBER*

APPLICANT: A person applying for a PERMIT or license. After applying, an applicant can also make a request (e.g., meeting, INSPECTION, review, etc.)

ASSESSOR PARCEL NUMBER: The Assessor Parcel Number (APN), sometimes known as the Tax Parcel Number, is an identification number that is assigned to a parcel of land by the responsible government.

CONTACT: An individual REGISTERED USER of SHAPE PHX who may or may not be associated with an ACCOUNT.

CUSTOMER PORTAL: Web access point for SHAPE PHX to be used by city customers. People with accounts can accomplish the actions the portal was designed for that their security access allows. Without an account, (i.e., for UNREGISTERED USERS) it is mostly a search tool. This only provides access to PDD.

FIELD LEVEL HELP: Custom help text that you can see when you hover a mouse over the help icon adjacent to a field.

FINAL REVIEW: A review of a project before a PERMIT is issued based on approved plans and payment of fees.

INSPECTION: A testing of something against standards established by the site. An inspection can be to determine the integrity of a building, to verify that a service request has been completed, etc.

IVR: Interactive Voice Response. Phone system used by customers to request INSPECTIONS.

LETTER: Built from a template to pull together information and then emailed and or sent via US Postal Service (USPS). Can be modified by the USER in SHAPE PHX.

LICENSE: A license is granted to an individual or facility. Types of licenses include journeyman, apprentice, Self-Certified Professionals, Peer Review, Special Inspector, Pyro, Blaster and AFP/BMR (Annual Facilities Permit/Building Maintenance Registration).

MILESTONES: Milestones are required steps in the support process. They're metrics that represent service levels to provide to each of your customers. Milestones in SHAPE PHX include: Admin Review, Plan Review, Final Review (only when permit final review outcome is "Action Required" - otherwise final review is part of Plan Review Milestone), and Self-Certified Audit.

OBJECT: An object allows you to store information in SHAPE PHX. The object is the overall definition of the type of information you are storing. For example, a Permit or an Inspection is an Object in SHAPE PHX. For each object, your organization will have multiple records that store the information about specific instances of that type of data. Also known as Records.

OPERATING PERMIT: A PERMIT that is generated to track a required annual INSPECTION of a system, piece of equipment, or facility in order to remain in operation.

PERMIT: An authorization to begin construction. It is either created after completion of a PLAN REVIEW or, for limited scopes of work, it could be issued over the counter (or online) without a PLAN REVIEW.

PERMIT CATEGORIES: Permit Categories describe what the customer is applying for or submitting to PDD. The permit categories in SHAPE PHX are Clearance, Complaint, Equipment, Inspection, License, Permit, and Review.

PICKLIST: A list of options available for a specific field in a SHAPE PHX RECORD OBJECT, for example, the Industry field for accounts. Users can choose a single value from a list of options rather than type an entry directly in the field.

PICKLIST VALUES: Selections displayed in a drop-down list for a particular field. Some values come predefined by the SHAPE PHX team, and other values can be changed or defined by an administrator.

PLAN SUBMISSION TYPE: When you create a PERMIT the first action taken is to select the “plan submission type,” e.g., Construction and Trades, Civil, Pool.

PROPERTY OWNER: The property owner of record according to Maricopa County Records and/or the owner on the application submitted to staff.

QUICK PERMIT: A permit that can be purchased online because it does not require plans to be submitted and reviewed. Examples include water heater replacements, repipe waterline for bathroom(s), gas line repair, or an upgrade to electrical service. Currently, these are the online permits.

RECORD: An entry in the database for a particular data item, e.g., a PERMIT, PLAN REVIEW, or receipt of payment. A record is a single instance of a SHAPE PHX OBJECT.

REGISTERED USER: External user of SHAPE PHX, such as an architect, contractor, or property owner, who uses SHAPE PHX to submit applications, view the status of said applications, or request meetings or INSPECTIONS. They can create plan submissions, apply for a license, pay fees, or request INSPECTIONS.

UNREGISTERED USER: A USER who can access the SHAPE PHX CUSTOMER PORTAL via the unregistered user license associated with SHAPE PHX. Their access to OBJECTS and data is controlled by public access settings on the unregistered user profile. For example, an unregistered user can view a verified complaint, but cannot create a request for an enforcement action. Sometimes called a guest user.

USER: A person granted permission by the city of Phoenix to access information on the city's network and for a limited number of programs/applications.



SHAPE PHX Customer Portal Guide Appendices

WORK ITEMS: Items available from a list of options that will define the description of the work and also assist in creating the fees for the PERMIT.

WORK TYPES: The method used to add fees to the PERMIT while at the same time describing the work the PERMIT covers.

Appendix B – SHAPE PHX Sequence Numbers

A lot of things have changed with the implementation of SHAPE PHX. The permit now includes the Plan Review, so there is no longer a separate number for that part of the process. The system also has fewer permit types than KIVA. Here is a list of the abbreviates for the Permits, Licenses, and other Objects that you may encounter in SHAPE PHX. (

PREFIX	DEFINITION	OBJECT TYPE	NUMBER FORMAT
N/A	Bond	Bond	{000000}
12	Citation Approved (the number 12 is required by the court's interface)	Citation	12{000000}
AFP	Annual Facilities Program	License	AFP-{00000}
AFPF	Annual Facilities Program	Detail	AFPF-{00000}
AOP	Master Registration, Annual Operating Permit	License	AOP-{00000}
APP	Apprentice	License	APP-{00000}
AZSB	AZ Board State License	Detail	AZSB-{00000}
BL	Blaster	License	BL-{00000}
BMR	Building Maintenance Registration	License	BMR-{00000}
BN	Cash Bond	Deposit	BN-{000000}
C	Complaint	Complaint	C{yyyy}-{000000}
CITA	Citation	Citation	CITA{yy}-{000000}
CLD	Class Details	Detail	CLD-{00000}
CM	Comment	Comment	CM-{000000}
CMOD	Code Modification	Application	CMOD-{yy}-{00000}
CTC-11	Construction & Trades Residential; Residential Sales/Construction Office	Permit	CTC-11{yy}{00000}
CTR-10	Construction & Trades Residential; Residential	Permit	CTR-10{yy}{00000}
CVC-16	Civil; Residential Sales/Construction Office	Permit	CVC-16{yy}{00000}
CVR-15	Civil; Residential	Permit	CVR-15{yy}{00000}
DEP	Deposit	Deposit	DEP-{000000}
DMC-31	Demolition; Residential Sales/Construction Office	Permit	DMC-31{yy}{00000}
DMR-30	Demolition; Residential	Permit	DMR-30{yy}{00000}
ELC-41	Elevator; Residential Sales/Construction Office	Permit	ELC-41{yy}{00000}
ELR-40	Elevator; Residential	Permit	ELR-40{yy}{00000}
ENC-46	Energy System; Residential Sales/Construction Office	Permit	ENC-46{yy}{00000}

PREFIX	DEFINITION	OBJECT TYPE	NUMBER FORMAT
ENR-45	Energy System; Residential	Permit	ENR-45{yy}{00000}
EST-50	Estimate; Estimate	Permit	EST-50{yy}{00000}
ESTC-52	Draft; Estimate; Residential Sales/Construction Office	Permit	ESTC-52{yy}{00000}
ESTR-51	Draft; Estimate; Residential	Permit	ESTR-51{yy}{00000}
EXD	Exam Details	Detail	EXD-{00000}
GC	Grandfather	Credit	GC-{00000}
INS	Inspection	Inspection	INS-{00000000}
IT	Item	Item	IT-{00000000}
JOB	Inspection Job (from Skedulo)	Inspection	JOB-{0000}
JY	Journeyman	License	JY-{00000}
OP-E	Elevator Operating Permit	License	OP-E-{00000}
P-17	Placeholder for Permits that do not have a type assigned yet	Permit	P-17{yy}{00000}
PR	Peer Reviewer	License	PR-{00000}
PR-12	Pool; Residential	Permit	PR-12{yy}{00000}
PY	Payment	Payment	PY-{000000}
PY	Pyrotechnician	License	PY-{00000}
QPR-20	Quick Permit; Residential ¹⁰	Permit	QPR-20{yy}{00000}
R	Receipt	Receipt	R-{0000000}
R-17	Registration for Users	License	R-17{yy}{00000}
REF	Refund Request	Request	REF{yy}-{000000}
REQ	Request	Request	REQ{yy}-{00000}
RF	Bulk Refund	Credit	RF-{00000}
RRF	Receipt Refund	Receipt Refund	RRF{yy}-{000000}
RVW	Review	Review	RVW{yy}-{00000}
SCP	Self-Certified Professional	License	SCP-{00000}
SI	Special Inspector	License	SI-{00000}
SPC-22	Standard Plan; Residential Sales/Construction Office	Permit	SPC-22{yy}{00000}
SPR-21	Standard Plan; Residential	Permit	SPR-21{yy}{00000}
T	Temporary Number for Equipment	Equipment	T-{000000}
T	Transaction	Transaction	T-{000000000}
TR	Trust Account	Deposit	TR-{000000}
TT	Time Tracking	Detail	TT-{000000}
VI	Permit Violation	Violation	VI-{0000000}

¹⁰ Quick Permits are same as the online permits in KIVA.

Appendix C – Portal Codes for Special Inspector Registrations

Portal Code	Discipline (Code Section)	Required Inspections	Required Certifications
STR1	Structural (1705.1.1)	Special Cases Wall panels, curtain walls and veneers	ICC Commercial Building Inspector or ICC Residential Building Inspector or ICC Fire Inspector
STR2	Structural (1705.2)	Steel High Strength Bolting	ICC Structural Steel and Bolting SI
STR3	Structural (1705.2.2.1)	Steel Welding	AWS, CWI or ICC Structural Welding Special Inspector
STR4	Structural (1705.2.2.1.1) (1705.2.2.2) (1705.2.4)	Structural cold-formed steel, cold-formed steel trusses spanning 60' or greater	ICC Commercial Building Inspector or ICC Residential Building Inspector
STR5	Structural (1705.3)	Reinforced Concrete	ICC Reinforced Concrete SI or ACI Concrete SI
STR6	Structural (1705.3)	Pre-stressed / Precast Concrete Construction	ICC Reinforced Concrete SI or ACI Concrete SI and ICC Pre-stressed SI or PTI Level 1&2 Un-bonded PT Inspector
STR7	Structural (1705.3)	Post-installed structural anchors in concrete	ICC Reinforced Concrete SI or ACI Concrete SI or Manufacturers approved installer
STR8	Structural (1705.4)	Masonry construction including veneer	ICC Structural Masonry SI
STR9	Structural (1705.5)	Wood Construction	ICC Commercial Building Inspector or ICC Residential Building Inspector
GEO1	Geotechnical (1705.6) (1705.7) (1705.8) (1705.9)	Soils, Driven deep foundations, Cast-in-place deep foundations, Helical piles foundations	ICC Soils SI or NICET II (geotechnical or construction, or construction material testing or soils) or ATTI Field Technician
ARC1	Architectural (1705.14)	Spray fire-resistant materials Mastic and intumescent fire-resistant coatings	ICC Spray-applied Fireproofing SI or ICC Fire Inspector
ARC2	Architectural (1705.16)	Exterior insulation and finish system (EIFS)	AWCI EIFS Inspector
ARC3	Architectural (1705.17)	Fire-resistant Penetrations and Joints	UL or FM firestop examination
ARC4	Architectural (1705.1.1 item 3)	Impervious Moisture Barriers	Validated Training Program Attendee Evaluation from a training program that is validated by SWR
MEC1	Mechanical	Smoke control	Nationally Recognized Certification in air balance, smoke control, life safety or mechanical inspections. Recognized organizations include ICC, IAPMO, AABC, NEBB, TABB, NFPA, OSHA, IFC and CSP. Other organizations will be considered.
MEC2	Mechanical (1705.18)	Duct smoke detectors	ICC or IAPMO Commercial Mechanical Inspector or SI working for AABC or

Portal Code	Discipline (Code Section)	Required Inspections	Required Certifications
			NEBB certified testing agency, TABB Life Safety Level 2 Technician
MEC3	Mechanical (1705.18)	Fire and smoke dampers	ICC or IAPMO Commercial Mechanical Inspector or SI working for AABC or NEBB certified testing agency, TABB Life Safety Level 2 Technician
MEC4	Mechanical (1705.18)	Installation of grease duct enclosure Other cases	ICC or IAPMO Commercial Mechanical or Inspector Factory trained technician Product Specific
MEC5	Mechanical (1705.20)	Medical Gas and Vacuum Systems	ANSI/ASSE Standard 6030 certified firm
ELE1	Electrical	Ground fault performance tests, Switchboards, panelboards, motor control centers and other equipment rated 1000A or more, or over 600V, Transformers rated 100 KVA or more 1-phase or 300 KVA or more 3-phase, Conductors for equipment rated 1000A or more, or over 600V, Emergency and standby power systems	ICC Electrical Commercial Inspector or IAEI Commercial Electrical Inspector or ICC Electrical Plan Review or NETA Level III or IV Certified Technician and an employee of a NETA accredited testing agency

This table is based on information in the [Special Inspector Application](#).

Appendix D – SHAPE PHX Permit Milestones, Release 1

Milestone	Associated Workflow Steps
Pre-Administrative Review	EPR File Plan Check Flood Plain Review Historic Preservation Review
Administrative Review	Confirm Water Flow Test Site Plan Admin Review Civil Admin Review Hillside Admin Review Zoning Admin Review
Final Administrative Review	Residential Final Admin Review
Plan Review	Residential Plan Review Elevator Plan Review Electrical Plan Review Accessibility Plan Review Street Lighting Plan Review Mechanical & Plumbing Plan Review Design Review Plan Review Fire Prevention Plan Check Grading and Drainage Plan Review Structural Plan Review Floodplain Plan Check Plot Plan Review Residential Standard Plan
Final Review	Residential Final Review