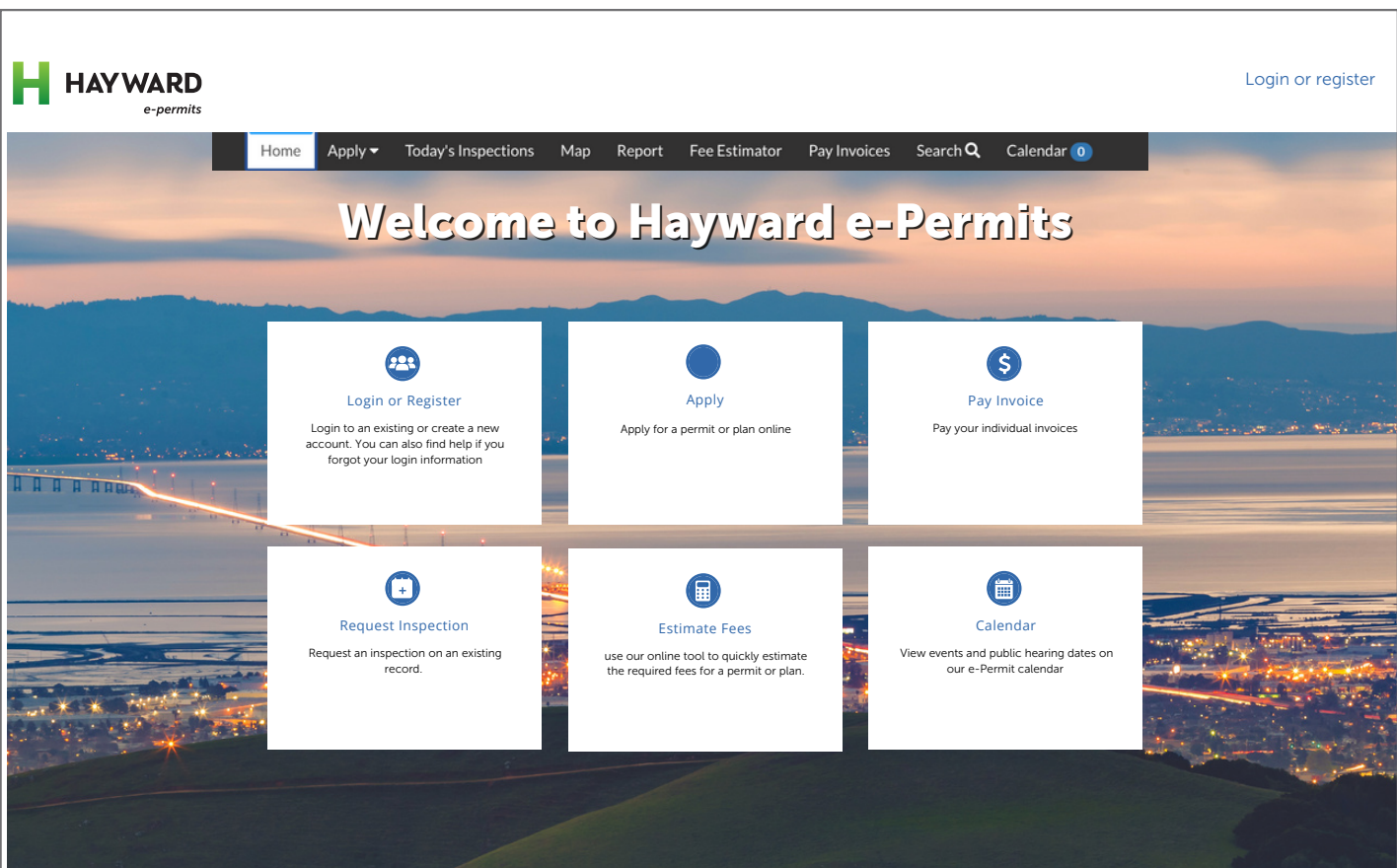




# What to do if you have a permit in progress

How to attach an existing permit to your e-Permits Portal account



# Helpful tips to get you started

Hayward e-Permits is an online version of our Permit Center that allows you to apply for permits, schedule inspections, make payments, and more. To make sure you get the most out of this new software, follow these helpful tips

## Check your web browser

Hayward e-Permits works best when using **Chrome** as your web browser.

## Clear your caches

The cache is something we all have on our computers. It stores data so that future requests for that data can be sent faster. To clear your cache in Chrome:

- Click the Tools menu (three dotted lines in the upper-right corner).
- Select More Tools.
- Select Clear Browsing Data
- Click the Advanced tab.
- Set the Time Range set to All Time.
- Check all boxes (except Passwords and other sign-in data and Autofill data.)
- Click Clear data.
- Close and re-open all Chrome windows to save your changes.

## Don't bookmark

As updates are made to the portal, old links can provide outdated information or not load properly. Refrain from bookmarking a particular permit submittal or case type in your browser.

## Need more help?

Contact our Hayward e-Permits help desk for additional help with registering for a new account, updating an existing application, navigating the portal, and more.

[e-permits@hayward-ca.gov](mailto:e-permits@hayward-ca.gov)



A permit in progress is any permit or project that was **NOT APPROVED OR COMPLETED** prior to the Dec. 5, 2022 launch of the e-Permits Portal



City of Hayward  
Development Services Dept.  
777 B Street Hayward, CA 94541  
510.583.4140

## PERMIT APPLICATION

BIN #:	PERMIT #:
DUE:	MASTER PERMIT #:

### APPLICANT PROJECT INFORMATION

Project Name	Re-roof	Valuation	\$ 43,000	Address	65000 Pennsylvania Street
Description	Remove gray shingles and replace with new composite roof				

PENDING

**ATTENTION MEMBERS OF HOMEOWNER'S ASSOCIATIONS (HOA):** with some limitations, HOA's may be able to restrict your ability to perform the work authorized by this permit. You may find more information at California Civil Code Sections 4131, 4132 and 4133. You may also wish to consult with your attorney regarding the enforceability of any restrictions or any restrictions that nothing in this permit authorizes you to violate. HOA's may also wish to consult with their attorney regarding the enforceability of any restrictions authorized by this permit.

**APPLICANT**

Name	Russell Hammond	Phone	510-555-5555	Email	stillwaterconstruction@abc.net
Address	1 Cent Lane, Hayward CA 94541				

**OWNER**

Name	Russell Hammond	Phone	510-555-5555	Email	stillwaterconstruction@abc.net
Address	1 Cent Lane, Hayward CA 94541				

**CONTRACTOR**

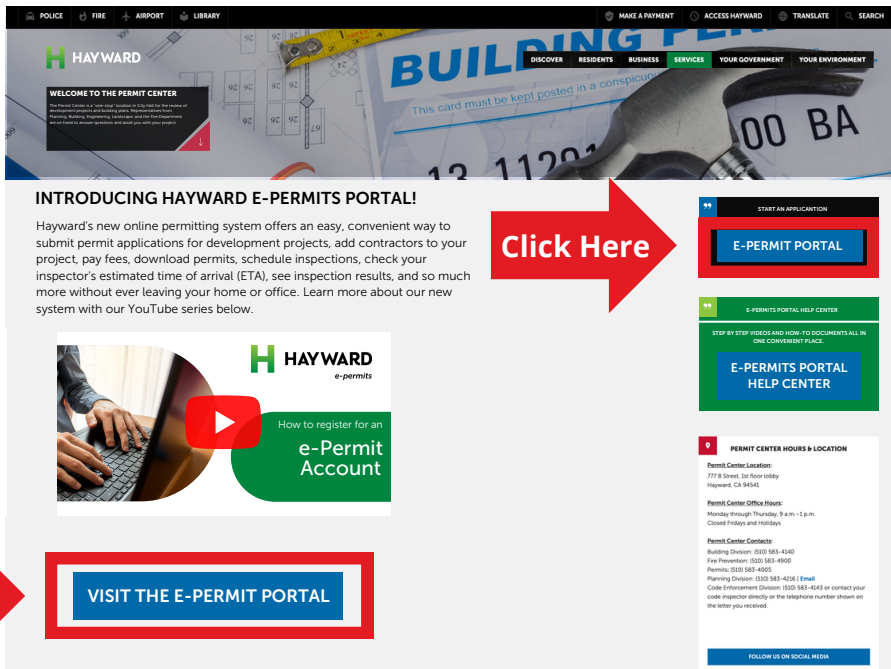
Name	William Miller	Phone	510-555-0000	Email	wmiller@rstone.com
Address	1973 Crowe Ave, Hayward CA 94544	City Business License #	867-53-09	Expiration Date	12/23/23

**OWNER-BUILDER AUTHORIZATION**

BY MY SIGNATURE BELOW, I am the property owner or authorized to act on the property owner's behalf. I have read this authorization and the information I have provided is correct.




Visit the Permit Center on our website, [www.hayward-ca.gov/permit-center](http://www.hayward-ca.gov/permit-center) and click one of the **E-PERMIT PORTAL** buttons




**INTRODUCING HAYWARD E-PERMITS PORTAL!**

Hayward's new online permitting system offers an easy, convenient way to submit permit applications for development projects, add contractors to your project, pay fees, download permits, schedule inspections, check your inspector's estimated time of arrival (ETA), see inspection results, and so much more without ever leaving your home or office. Learn more about our new system with our YouTube series below.



**Click Here**

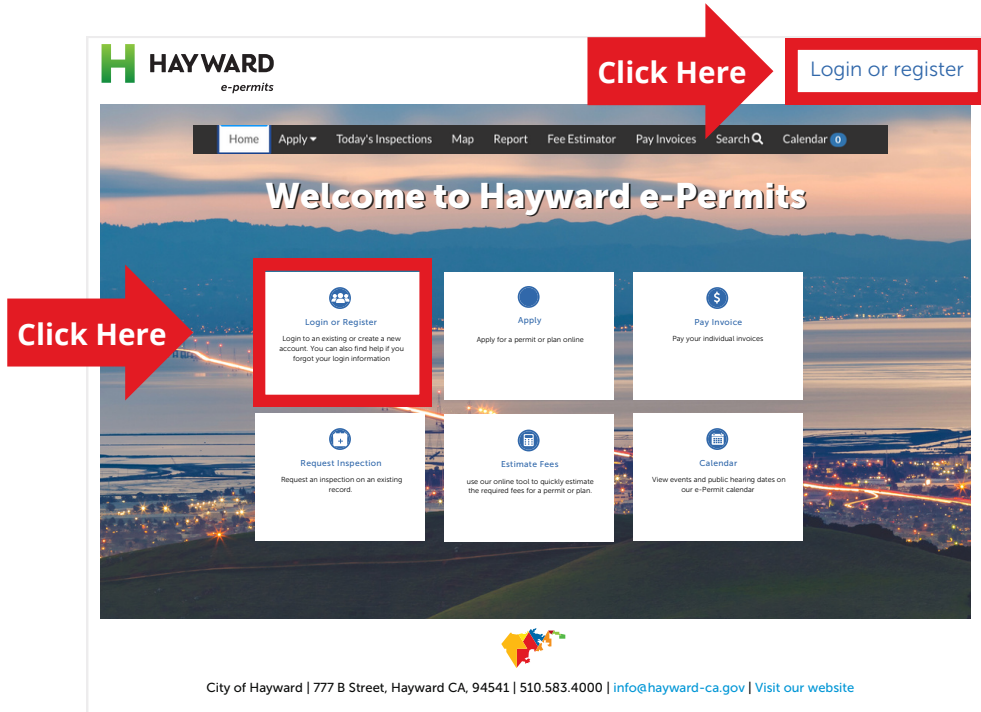


**Click Here**

**VISIT THE E-PERMIT PORTAL**

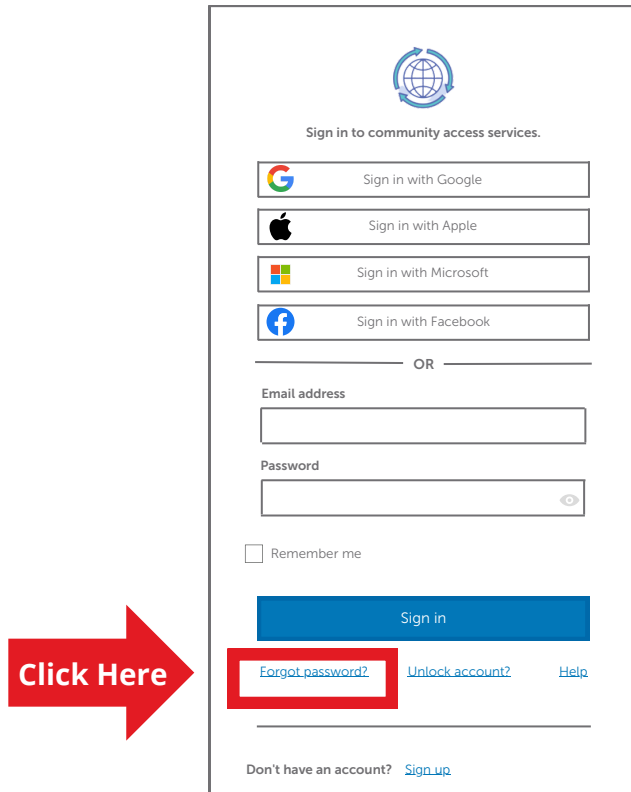
2

On the e-Permit Portal homepage, click one of the **LOGIN OR REGISTER** links

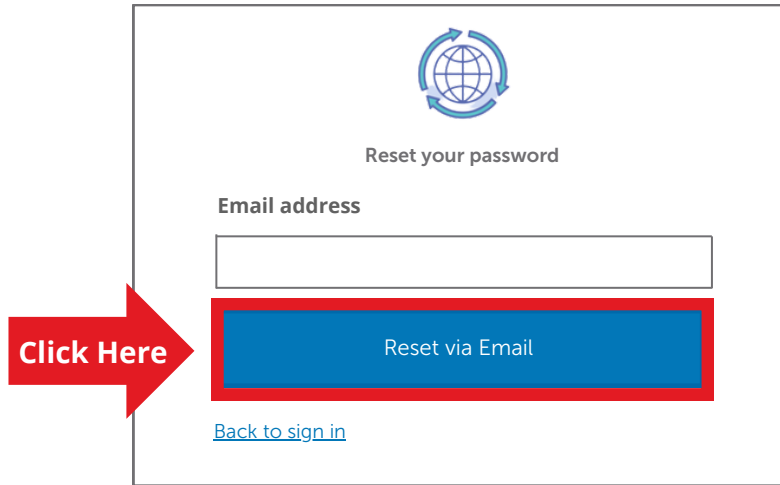


3

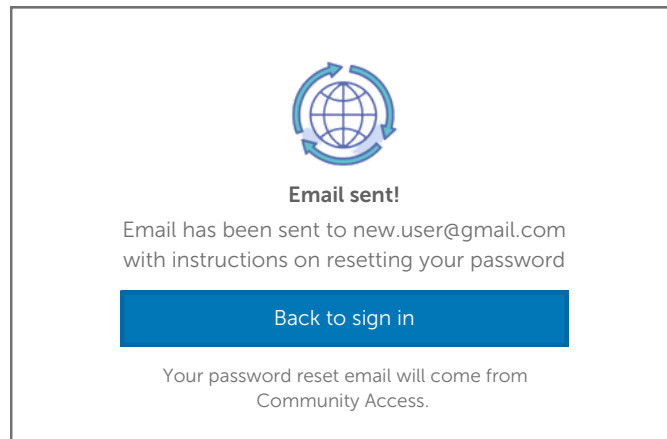
Scroll to the bottom of the page and click **FORGOT PASSWORD**



**4** Enter the email address you used to apply for your permit and click, **RESET VIA EMAIL**



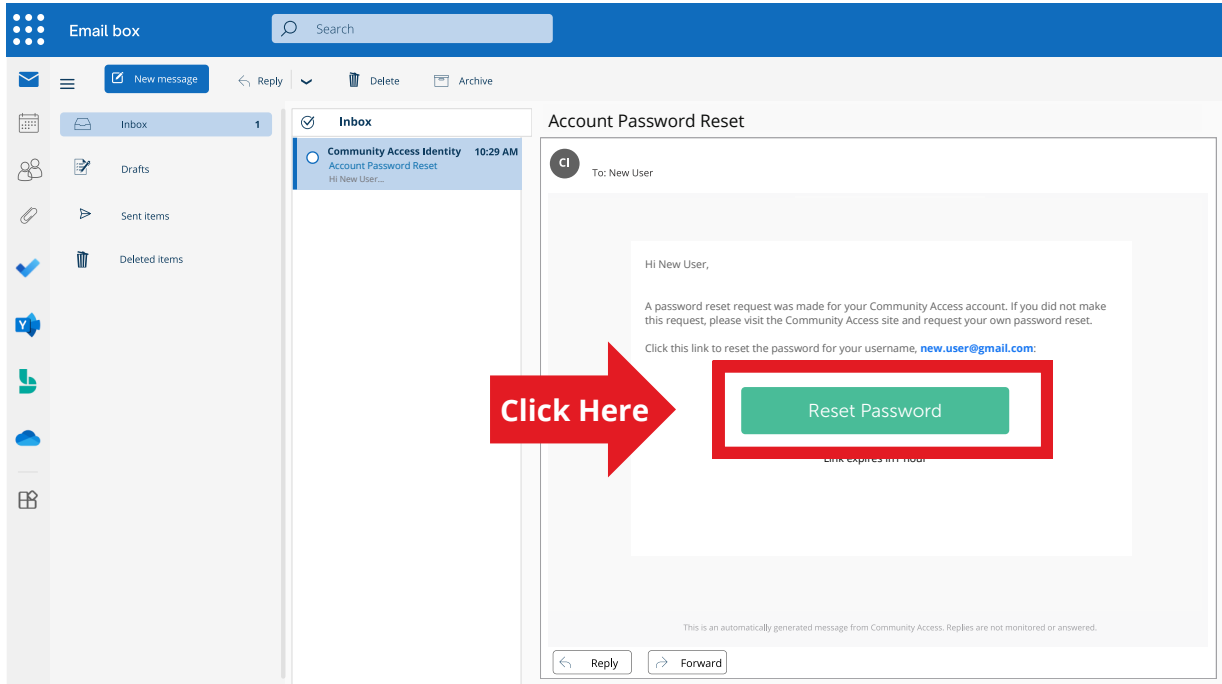
**5** Check your email for a message from **Community Access Identity**



**\*** If you don't see the message in your inbox, check your **Spam folder**

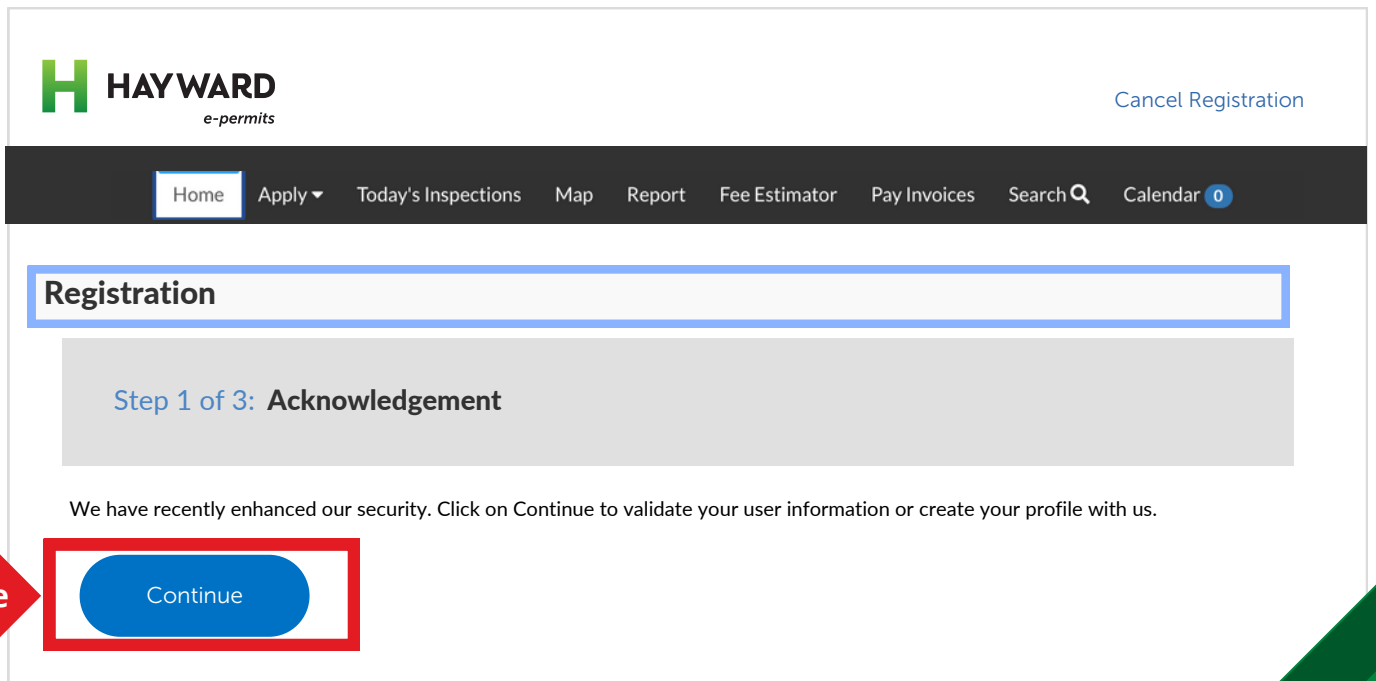
6

Click the link at the bottom of your email to reset your password and activate your account



7

To confirm your new account, click **CONTINUE**



# 8 Update your personal info and click **NEXT**

**HAYWARD**  
e-permits

Cancel Registration

Home Apply Today's Inspections Map Report Fee Estimator Pay Invoices Search Q Calendar

### Registration

Step 2 of 3: Personal Info

First Name  \*REQUIRED

Middle Name

Last Name

Company

\*Contact Preference

\*Email Address

Additional Contact Information

Business Phone

Home Phone

M

**Click Here**

# 9 The final step is to fill in your address info and click **SUBMIT**

**HAYWARD**  
e-permits

Cancel Registration

Home Apply Today's Inspections Map Report Fee Estimator Pay Invoices Search Q Calendar

### Registration

Step 3 of 3: Address

Country Type  \*REQUIRED

\*Address Line 1

Pre Direction

Address Line 2

Street Type

Post Direction

Unit or Suite

City

State

Postal Code

County

\*Address Type

**Click Here**



Your **ACCOUNT DASHBOARD** will open, on it you should see your permit in the **ACTIVE** tile

**HAYWARD e-permits** New User ▾ 0

Dashboard Home Apply ▾ My Work Today's Inspections Map Report Fee Estimator Pay Invoices Search 🔍 Calendar 📅

### My Permits

Attention <b>2</b>	Pending <b>0</b>	Active <b>1</b>	Recent <b>0</b>	Draft <b>0</b>
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[▶ View my permits](#)

### My Plans

Attention <b>0</b>	Pending <b>0</b>	Active <b>2</b>	Recent <b>0</b>	Draft <b>0</b>
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[▶ View my permits](#)

### My Inspections

Requested <b>0</b>	Scheduled <b>0</b>	Closed <b>0</b>
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[▶ View my permits](#)

### My Invoices

Current <b>0</b>	<b>\$0.00</b>
Past Due <b>0</b>	<b>\$0.00</b>
<b>Total</b> <b>0</b>	<b>\$0.00</b>

[▶ View my invoices](#)

### My Licenses

Draft <b>0</b>
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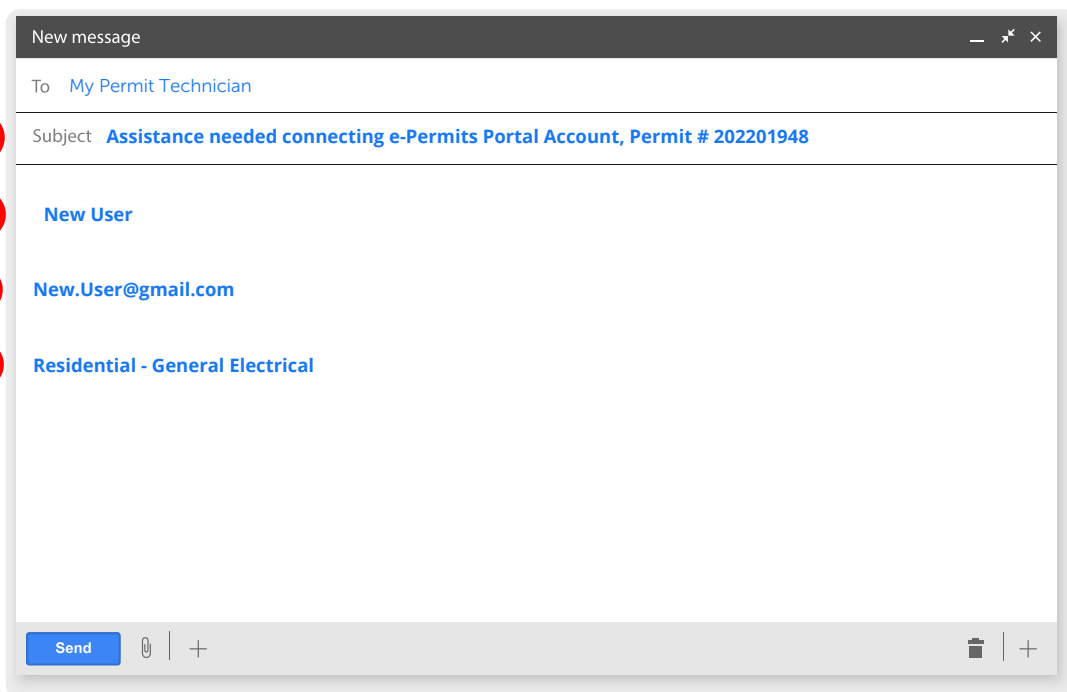
If your Dashboard is empty, a member of our Permit Center staff will have to manually connect your account





Email the Planner, Permit, Fire Prevention or Hazmat Technician who is working on your permit application with the following information:

1. In the subject line: "Assistance needed connecting e-Permits Portal Account", followed by your permit number
2. In the body of the email, include your first and last name
3. Your e-Permits Portal email address
4. Lastly, you can add any other information that may help your technician process your request, like the permit type.



### Need more help?

If you need help setting up your account or don't know which Planner or Technician to work with, email:

[e-permits@hayward-ca.gov](mailto:e-permits@hayward-ca.gov)