Citizen Portal Access User Guide

CITY OF ONTARIO SOUTHERN CALIFORNIA

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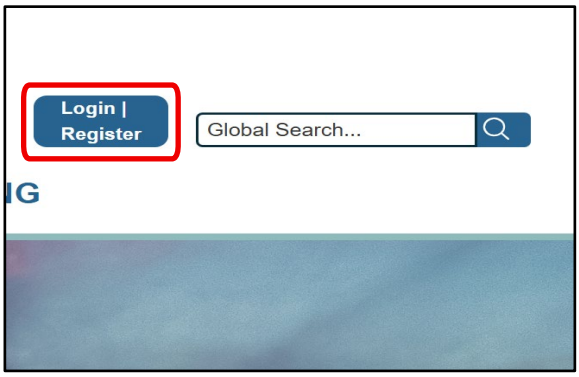
Citizen Portal Access User Guide

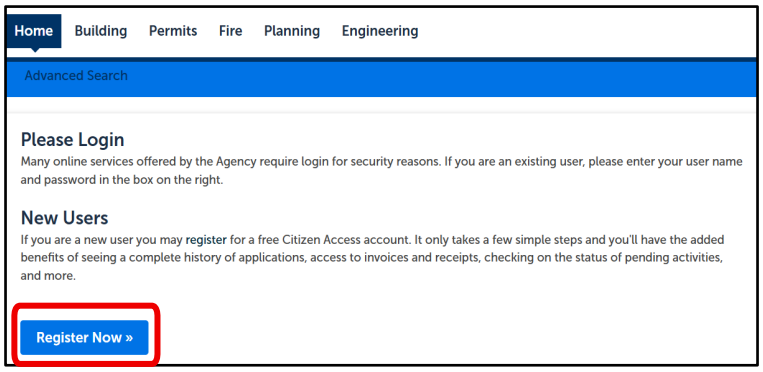
Overview

The City of Ontario Online Permitting Online Portal is available 24 hours a day, 7 days a week to look up permits, apply for permits, land use entitlements pay permit fees, and create service requests. Basic access is available without an account, however, for more robust access and to apply for permits, you must set up an account.

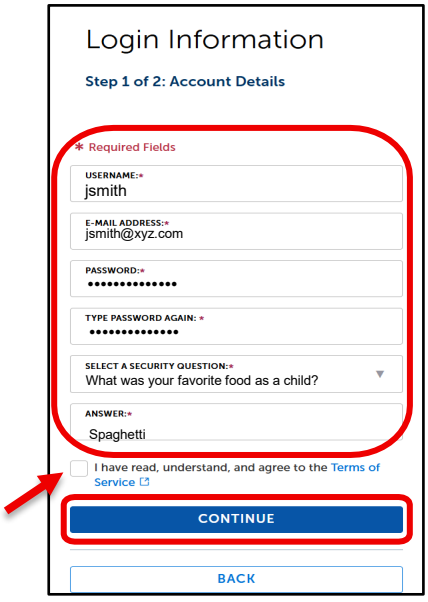
Create an Account

4. Go to the **City of Ontario Permitting Online Portal.** In the top right corner, click **Login | Register.**
5. Click **Register Now >>**



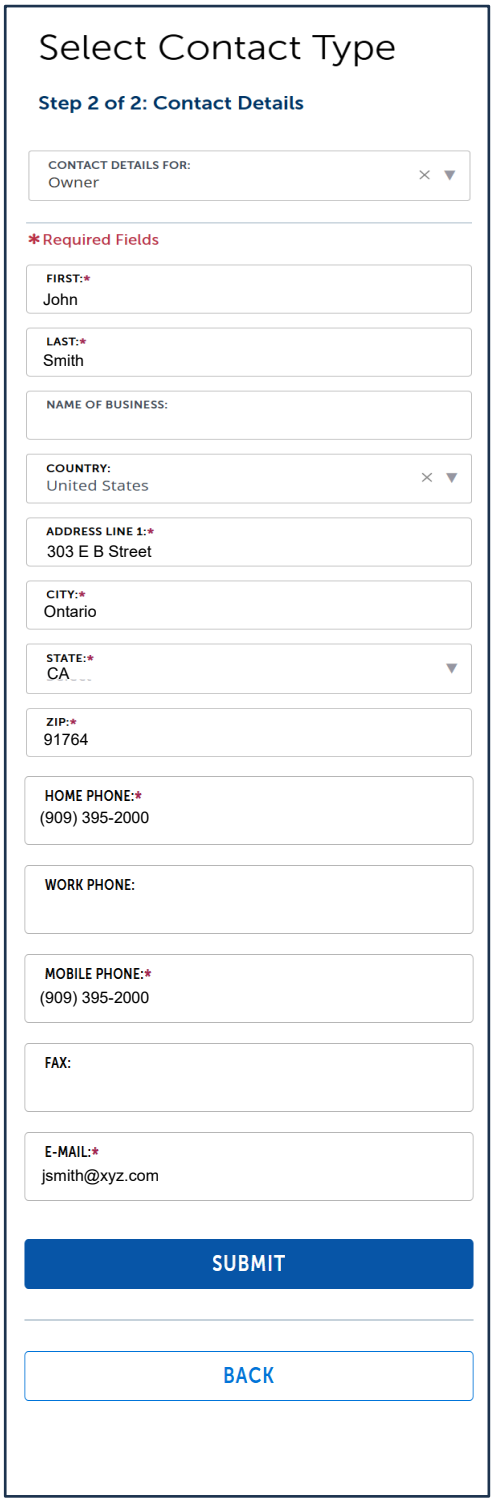


1. You will be asked to provide the following information to open an account:
   - Choose a username and password
   - Contact Information
2. Read the Account Registration screen and check the box stating that you have read and accepted the terms.
3. Click **Continue.**



Create an Account (continued)

6. Select Contact Type from the drop down
7. Add additional Contact Information such as phone number and street address.
8. Once your contact information is completed, click **Submit**
9. A confirmation screen will show that you've successfully created your account.

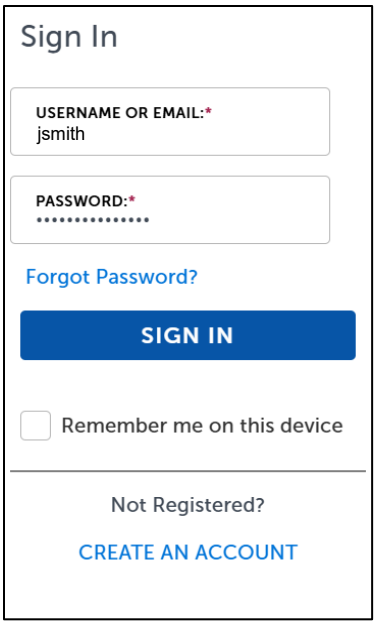


Citizen Portal Access User Guide

Login

1. Click **Login | Register** in the top right corner of the screen.
2. Enter your email address or your username.
3. Type your password.
4. Click **Sign In.**

If you forget your password, click the **Forgot Password?** link at the bottom of the screen and follow the prompts.

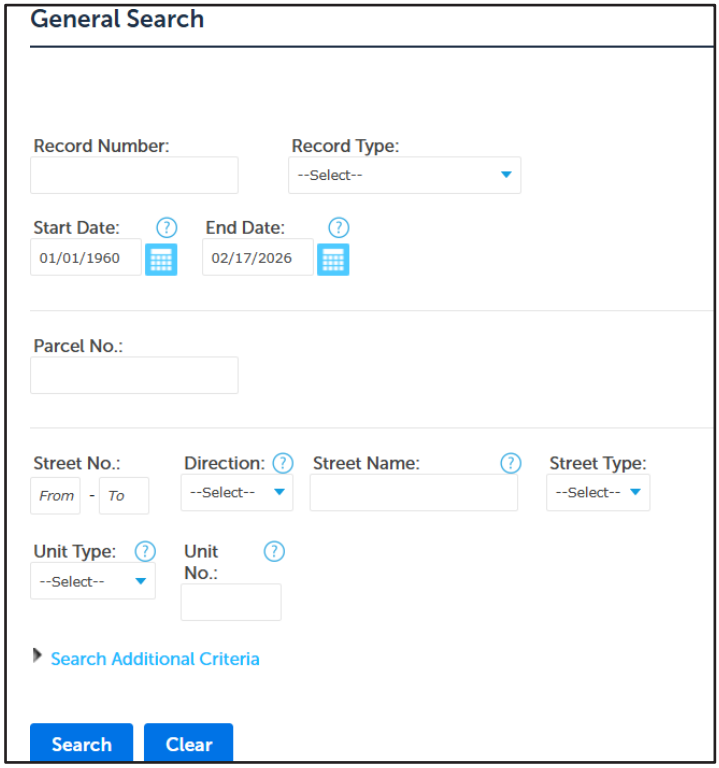


Search for a Record

2. From the Home screen, select the type of permit you would like, click **Search Record.**

Your list of permit or entitlement applications will be listed. Scroll down the screen to the **General Search** fields.

1. In the **General Search** section, enter information into any of the available fields, and click **Search**.

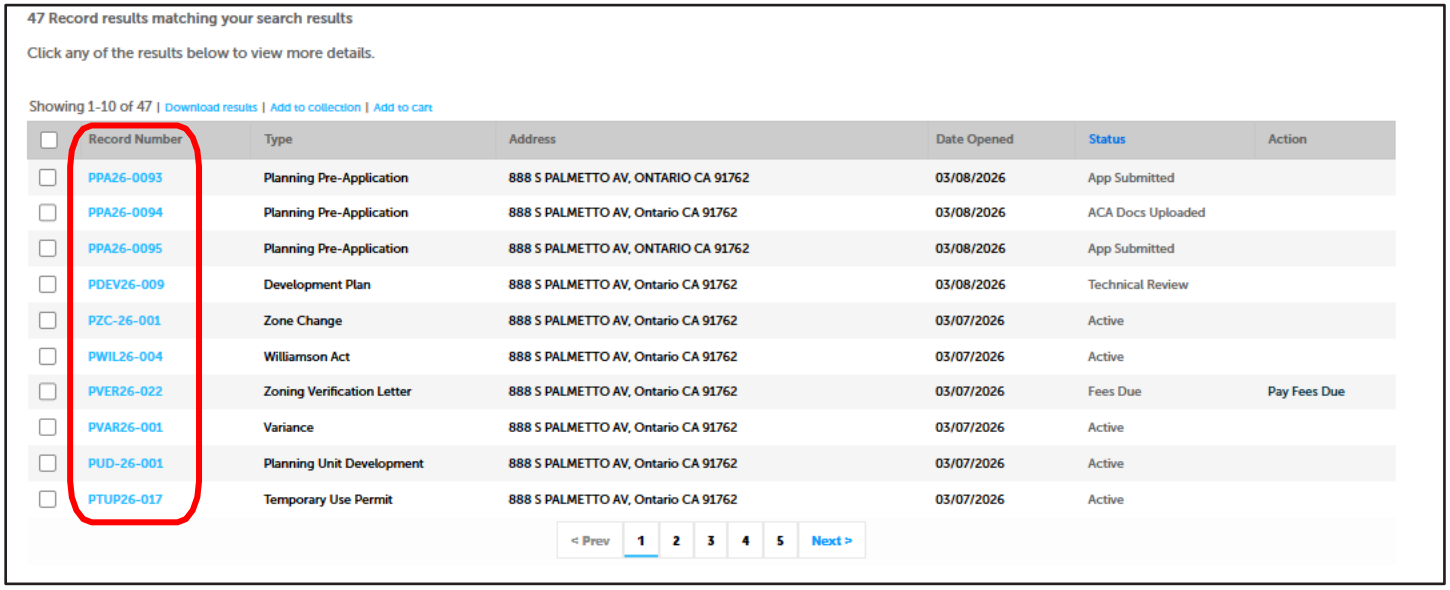


Note the following:
Start Date and **End Date** fields will limit searches to that date range. Delete the **Start Date** to search for permits from any time up until today.

Parcel Numbers must not include any dashes. Also, if the parcel number begins with a zero, this must be removed when searching.

Search for a Record (continued)

3. Click the record number of the records for which you would like to view additional details.



47 Record results matching your search results

Click any of the results below to view more details.

Showing 1-10 of 47 | Download results | Add to collection | Add to cart

Record Number	Type	Address	Date Opened	Status	Action
PPA26-0093	Planning Pre-Application	888 S PALMETTO AV, ONTARIO CA 91762	03/08/2026	App Submitted	
PPA26-0094	Planning Pre-Application	888 S PALMETTO AV, Ontario CA 91762	03/08/2026	ACA Docs Uploaded	
PPA26-0095	Planning Pre-Application	888 S PALMETTO AV, ONTARIO CA 91762	03/08/2026	App Submitted	
PDEV26-009	Development Plan	888 S PALMETTO AV, Ontario CA 91762	03/08/2026	Technical Review	
PZC-26-001	Zone Change	888 S PALMETTO AV, Ontario CA 91762	03/07/2026	Active	
PWIL26-004	Williamson Act	888 S PALMETTO AV, Ontario CA 91762	03/07/2026	Active	
PVER26-022	Zoning Verification Letter	888 S PALMETTO AV, Ontario CA 91762	03/07/2026	Fees Due	Pay Fees Due
PVAR26-001	Variance	888 S PALMETTO AV, Ontario CA 91762	03/07/2026	Active	
PUD-26-001	Planning Unit Development	888 S PALMETTO AV, Ontario CA 91762	03/07/2026	Active	
PTUP26-017	Temporary Use Permit	888 S PALMETTO AV, Ontario CA 91762	03/07/2026	Active	

< Prev 1 2 3 4 5 Next >

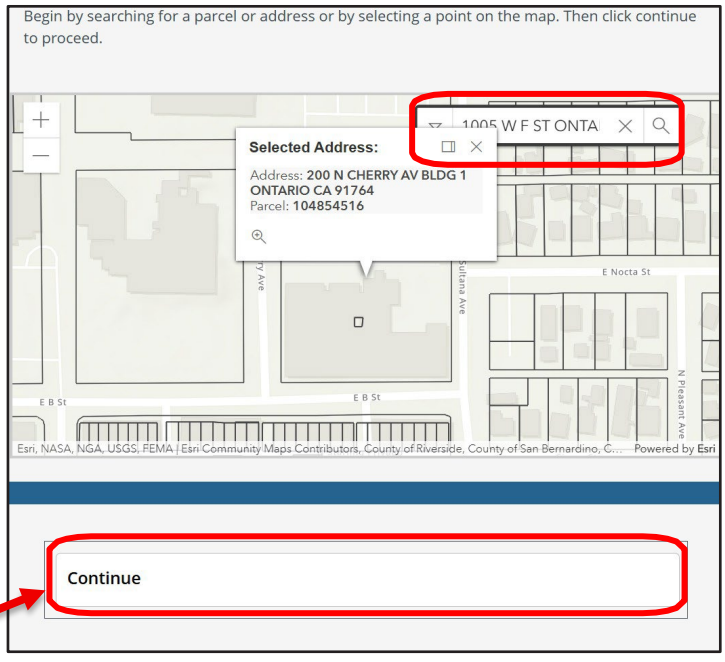
Submit an Application

1. Log in to your **Permitting Online Portal account**. (See **Create an Account** on page 2 if you do not have an account.)
2. From the **Home** screen, or the tab of the department you will be submitting to, click **Create an Application**.

Submit an Application (Continued)

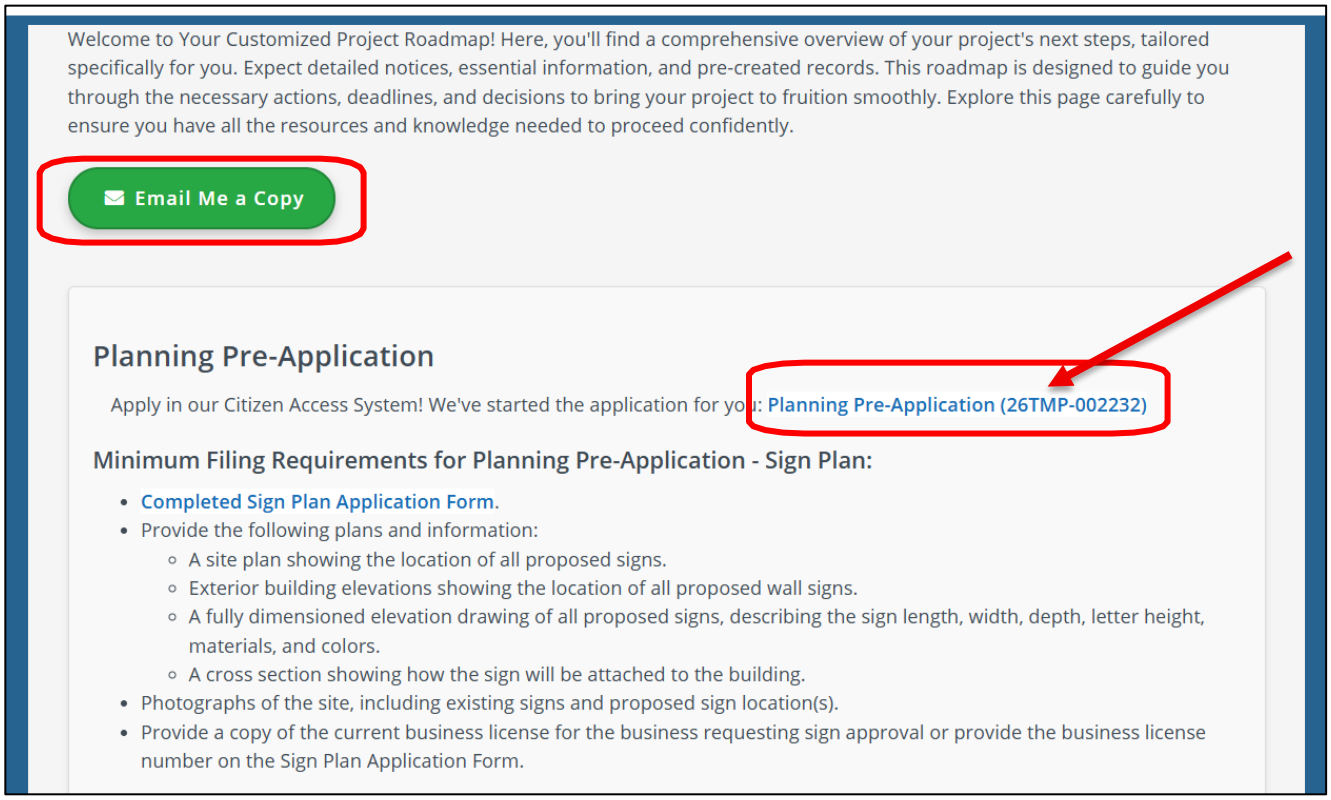
3. Select the type of permit you would like to fil out.
   (For this tutorial, we will be selecting **Planning**)

4. Next, you'll need to select a location associated with the application. In the search bar on the top right, enter **Street No** and **Street Name** or the **Parcel Number** (without dashes) and click **Enter**. You can also search through the map and select the area you would like. Click **Continue**.



Submit an Application (continued)

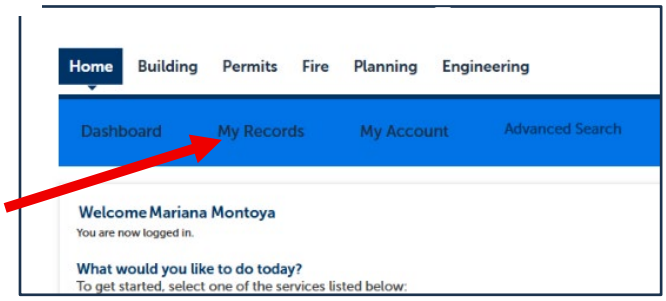
5. After answering a few questions, users will be provided a Customized Project Roadmap, which includes a list of minimum filing requirements for the application that was selected. This information may be sent via email by clicking on the green button below. To proceed with formally submitting an application, click your generated TMP number as shown below to provide the necessary minimum filing requirements.



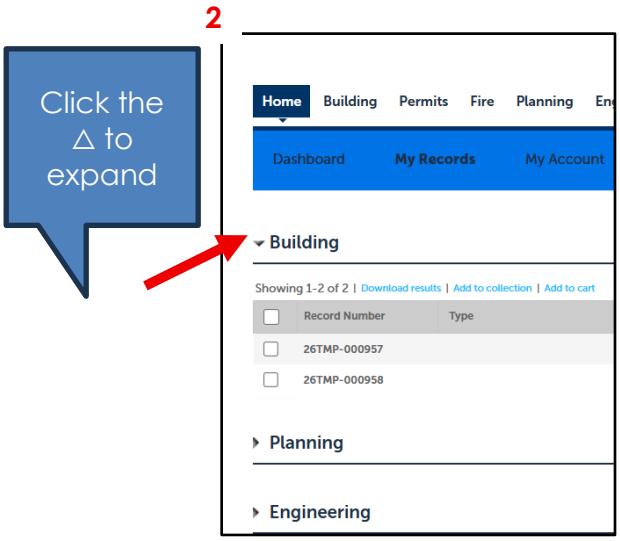
View "My Records"/ Status

1. To view your records, click the **Home** tab, then click **My Records.** Expand the category of records you would like to view. Click the **Records Number** to view all application details.

1

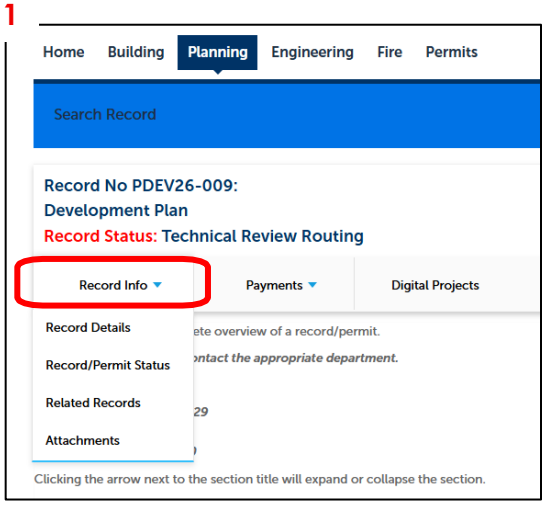


2

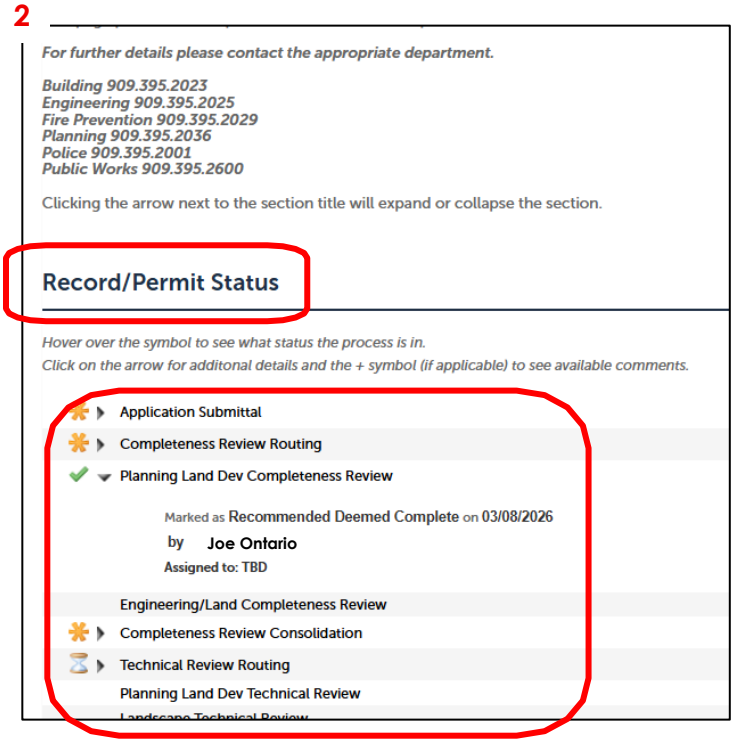


2. To view the status of a record, select **Record Info**. Then, in the dropdown menu, click **Record/Permit Status**. Status related details relating to the review of an application will be provided in this section of the portal.

1



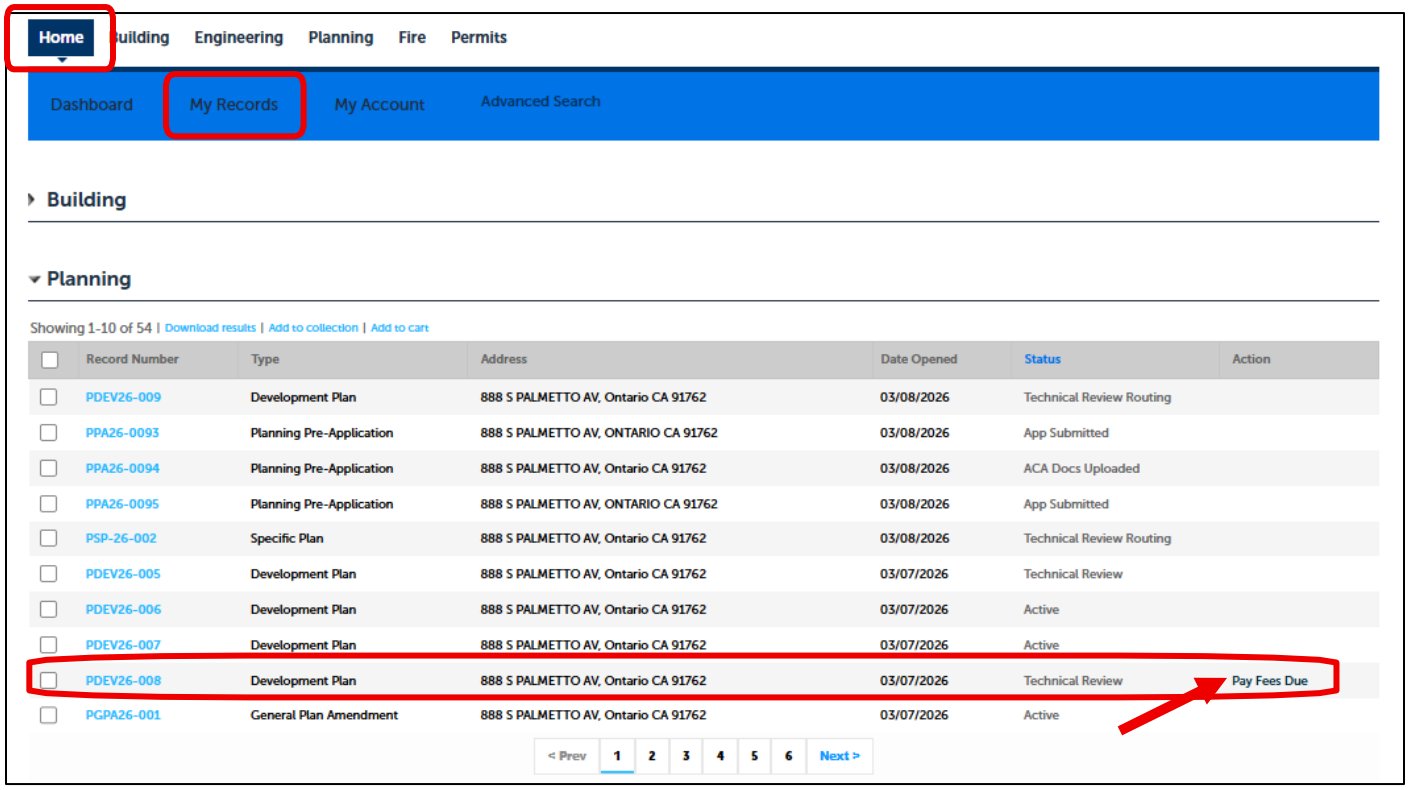
2



Pay a Fee

Once an application has been submitted and reviewed by a city staff member, a link will appear in the **Actions** column to allow you to pay a fee for an application using credit.

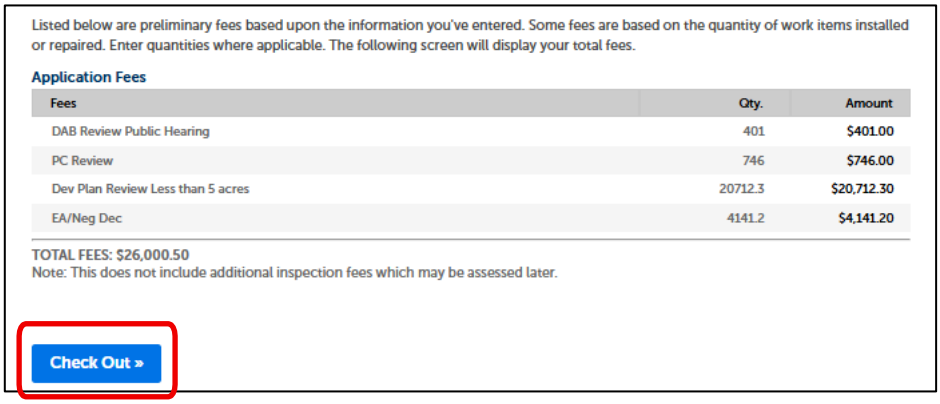
1. To view and/or pay a fee, from the **Home** screen, click **My Records.** Expand the category of records you would like to view. In the action column, choose **Pay Fees Due.**



2. Review the fees and click **Check Out.**

3. Click **Pay Now**, then complete the billing information. All fields with an asterisk are required.

4. Complete **Payment**



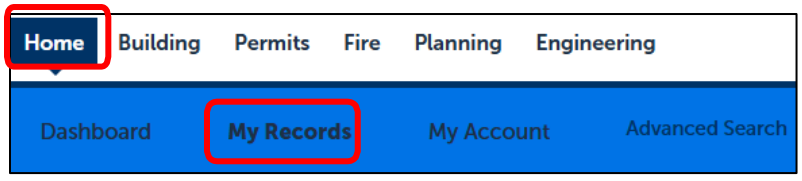
Downloading or Uploading Documents to an Application

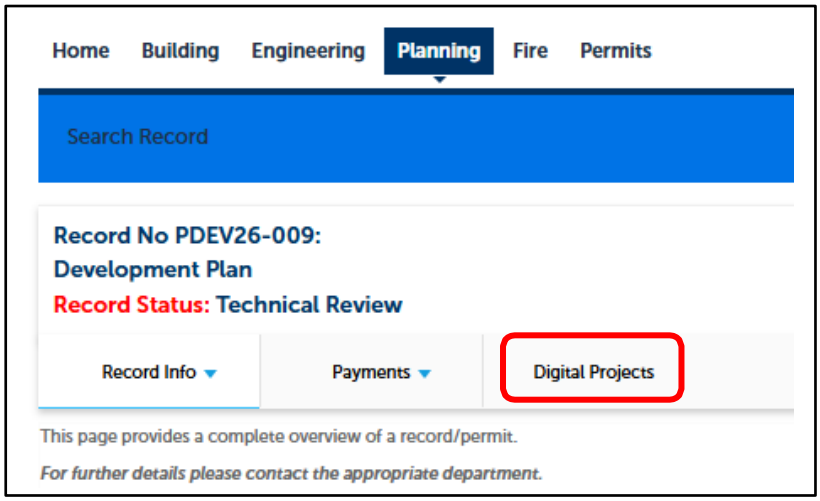
Downloading

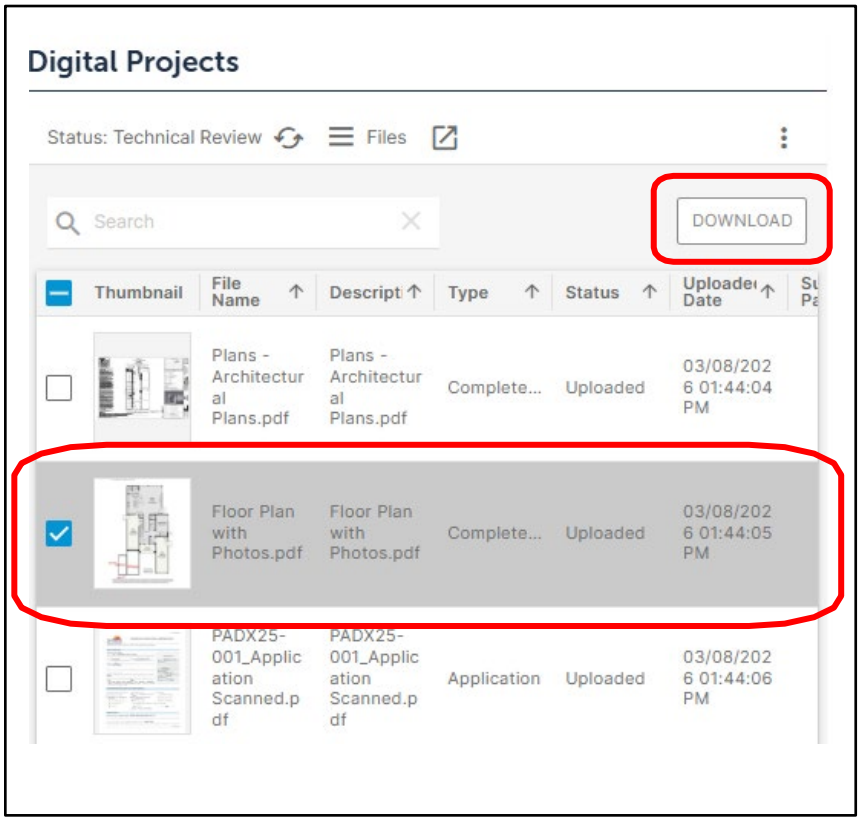
1. Find the application for which you would like to add documents. You can Search for it with Permit number or go to **Home** and choose **My Records.** Click on the **Records Number** to open it.

2. Click **Digital Projects**.

3. To download a document, select the document(s) you wish to download and press the **download** button near the upper righthand corner of the screen.







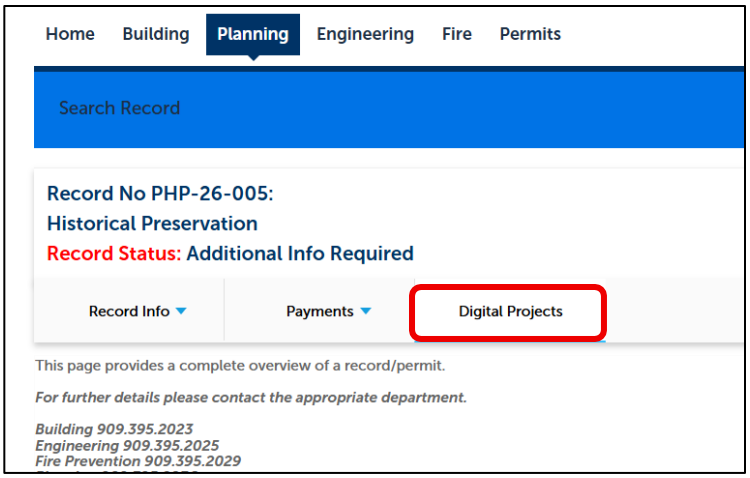
Downloading or Uploading Documents to an Application (Continued)

Uploading

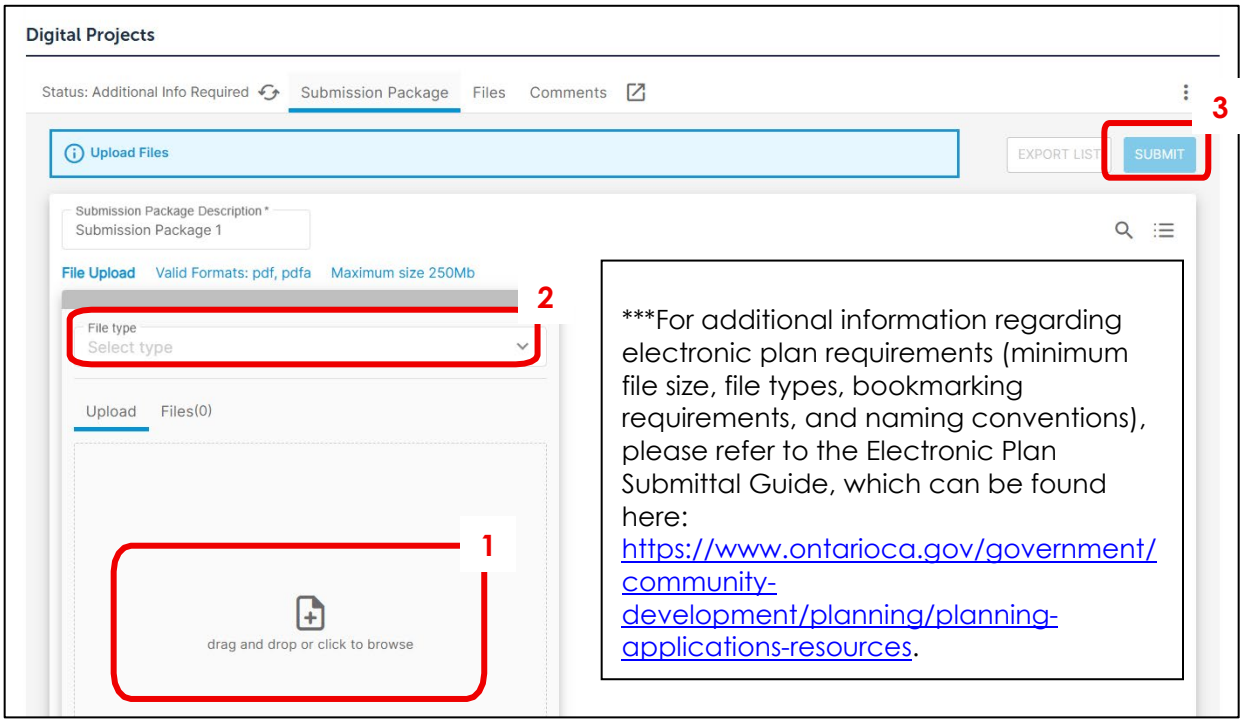
Throughout the review process, applicants may need to upload additional or revised documents in response to comments received from staff. The following steps will assist users in uploading documents to their existing record.

1. Upon receiving an email stating *Additional Info Required* or *Corrections Required*, users will need to log in to the Portal and navigate to **Digital Projects** while in the subject record.

   *****If your project is in a review status, users will be unable to upload and will need to wait until the current review cycle is complete to upload documents.**



2. Next, **drag and drop or click to browse** your documents as directed in the image below. After uploading your documents, select the appropriate **file type** (i.e. 'Complete Set of Plans', 'Study/Report', etc.). Once the file type is selected, click **Submit** to forward your documents to the reviewing department.



***For additional information regarding electronic plan requirements (minimum file size, file types, bookmarking requirements, and naming conventions), please refer to the Electronic Plan Submittal Guide, which can be found here: https://www.ontarioca.gov/government/community-development/planning/planning-applications-resources.