

Jefferson County Planning, Zoning & Building Department

Building Permit Application Guide – Cityworks Public Portal

Jefferson County utilizes the Cityworks Software System for managing building permits.

⚠ Important: You must use **Google Chrome** or **Mozilla Firefox** to access the public portal, this includes activation of your account.

🔑 [Public Portal Access](#)

Overview

Cityworks allows users to submit building permit applications directly through the system. In response to requests for a simplified, one-form process, our new system now provides customized applications for different permit types. It also automatically identifies and prompts you to upload the required documents based on your selected application type.

Account Registration

To use the portal, you must first register for an account.

- Anyone involved with the project (e.g., applicant, property owner, contractor) may register.
- After registering, you will receive an activation email.

👉 You must activate your account before submitting applications.

Password Requirements

- Must be 8–14 characters long
- Must include:
 - One uppercase letter
 - One lowercase letter
 - One number

- **Must not match your email, first name, or last name**

Starting the Application

Before logging into the portal, we recommend reviewing the appropriate Help Information Document for your project type:

👉 Help Information for [Building Permit Applications](#)

These document(s) outlines what information and documents you will need to gather before you start a building permit application. You are encouraged to print or save it for reference.

Determine Building Permit Jurisdiction, Category and Application Type

Before you sign into the public portal you must determine which type of building permit you require.

 [Guide to Determine Building Permit Application Jurisdiction, Category and Type](#)

Beginning the Application

Once signed in, you will see the main menu:

- To start a new permit, click + New Application and follow the prompts.
- To check the status of a submitted or draft permit, click the appropriate link.

Required Information

- Fields marked with a red asterisk (*) or underline are required.
- You cannot proceed to the next section until all required fields are completed.

Attachments:

- Required documents must be uploaded individually and in PDF format.
- Each attachment must be labeled using one of the required document types (e.g., Complete Set of Plans, Engineered Truss Design).
- If you label a document incorrectly, delete the label by backspacing, then reselect the correct one.

Application Details

Project Information:

- Name: Enter a project title (e.g., House for Charlie Brown).
- Location: Enter the County-assigned address or Parcel Number.

People Roles:

- Fill in all required contact roles (e.g., owner, applicant).
- To add additional individuals (e.g., co-owners), click Add Person and select their role.

Note: You cannot add the contractor directly. Upload the contractor license, and staff will add the contractor to avoid duplicates due to spelling inconsistencies.

Finalizing the Application

After completing the Attach Documents section (Section 4), click Next. Then click Submit to officially submit your application.

In-System Help

Look for the ⓘ icon next to field names—click it for helpful guidance.

Important:

- You must complete each DataGroup section before moving on.
- If you skip ahead, data from incomplete sections may not be saved.

Application Review Process

1. Initial Review: Staff checks for completeness. If information is missing, you will receive an email.
2. Invoice: You'll receive an invoice by email. You must pay the Plan Review Fee, GIS Fee, and Technology Fee before the application proceeds.
3. Full Review: The application undergoes zoning, floodplain, and plan reviews. If anything is missing or if additional information is required, you will be notified by email.

Checking Application / Inspection Status

You can log into the portal at any time to:

- View the status of your permit
- Check on inspections
- Request an inspection (if the permit was created in Cityworks)

 You may also call (208) 745-9220 to schedule inspections.

Pre-Existing Permits (Before Dec. 14, 2023)

Permits submitted before December 14, 2023 were not entered into Cityworks.

To request inspections for those permits, you must call (208) 745-9220. They cannot be accessed online.

Email Notifications

Emails from our Cityworks software system will come from:

Client_JeffersonCoID@cityworksonline.com

We recommend that you add this email address to your safe sender or spam filter to ensure important emails are not missed.

Do not send emails to this email address.