NEW PROCEDURE IMPLEMENTATION FOR OpenGov SOFTWARE

FOR ALL APPLICATIONS, INSPECTION REQUESTS OR CODE-RELATED COMPLAINTS

Since 2021, the Building & Codes Division started using the online program, OpenGov, to serve the public better. This program allows you to submit Code Enforcement complaints, building permit applications, and building inspection requests via the online portal at any time.

Because of this change, we will no longer accept permit applications or building inspection requests via phone or email. However, Code Enforcement complaints may still be submitted in person or over the phone during our normal business hours of 8:00 am till 4:30 pm Monday - Friday, holidays excluded.

All users must create an account on OpenGov before submitting any requests, complaints, or applications. To help with this process, a step-by-step informational tab is located at the bottom of the portal's home page (Help, Links, Guides & Other Information). The instruction guide is also included in this document.

http://eastridgetn.viewpointcloud.com

For those who still need assistance setting up an account or submitting a request, our team can help either in person at City Hall or by calling (423)867-7711

As always, if you have any questions, please let us know and we will be happy to help.

1. Signing Up, Creating a Profile & Accessing Your Information

Signing up on ViewPoint Cloud and Creating a Profile:

How to sign up:

1. Go to https://eastridgetn.viewpointcloud.io/

2. In the upper right corner, click Log In and select Sign Up.

3. Enter your email address and what you'd like your password to be. Passwords must meet the following criteria:

- 8 characters
- 1 upper case
- 1 lower case
- 1 digit

4. Click Log On.

5. You can then proceed with applying for a permit. During your first application, you'll be prompted to complete your profile.

Accessing Your Profile & Records:

To access your profile:

1. Log in to your ViewPoint Cloud account.

2. Hover over your icon in the upper right corner.

3. Click on Your Profile.

In your Profile, you can:

Add a profile picture
Review your Active and Complete Records
Set your email preferences
Update your contact information
View your Inbox (active tasks, due fees, etc.)
Set your email notification preferences

2. Applying for a Permit & Paying Fees

Applying for a Permit

Start an Application:

First, you must have a profile. Please see **1. Signing Up, Creating a Profile, & Accessing Your Information** for more information.

To navigate to a specific application, click on **Explore** next to the Department or Category name. Then click **Select** next to the type of permit. Lastly, click **Start** to start the application. At that time, you'll be prompted to log in (if you already logged in) and can apply for your permit or license.

Saving Drafts:

Applications can be saved as Drafts and completed at a later time. To save your application, click on Save and Exit on the upper right side of the form.

To return to that Draft:

1. Go to your Profile
2. In the Active Records section, click on the Record. All Draft records will be labeled 'Draft.'

Paying a Fee:

When a fee is due, you'll be notified automatically via email.

To pay:

1. In the email notification, click on **Pay Online**. You can also go to the site, view your profile, and click on the Record in your Inbox.
2. In the Permit Fee step on the Record page, you'll see an overview of the fees and you'll be able to pay automatically with a credit card or e-check.
3. Click on **Pay** to pay the fee then follow the prompts to enter and submit your payment details.

3. Receiving Your Permit or Other Document

Receiving your Permit, License, or Other Document:

When a plan review, permit, license, certificate of occupancy, certificate of completion, or any other document is issued, the applicant will be notified automatically via email.

To Print Your Document:

In the email, click on the **Print** button. This will take you to the Record page. You can also log in to the Eastridgetn.viewpointcloud.com site, go to your profile using the My Account button, and click on the Record.

On the Record page, click on the Document Issuance step and click **Print** (toward the bottom right of the preview).

