



Getting Started with Cloudpermit

The Town of The Blue Mountains is excited to announce the launch of its online Cloudpermit system, which will enhance and streamline the process of applying for building permits. This document provides a step-by-step guide to getting started with Cloudpermit.

For a complete list of support resources, browse Cloudpermit's [Applicant User Guide](#). You can also contact the [Town of The Blue Mountains Building Services](#) for assistance.

How to Create an Account

To get started with Cloudpermit, you will first need to create an account. Please note: You will need an email address to use the Cloudpermit System.

1. Visit the [Cloudpermit website](#) for users in Canada.
2. Below "Register for an account" click the **CREATE NOW** button.
 - o Enter your email address - This will be your Cloudpermit User ID.
 - o Click on the **Terms of Service** link and read the terms carefully.
 - o Once reviewed, select the **Yes, I agree to the Terms of Service** box.
 - o Click **Continue**.
3. Check your email inbox to verify the registration. **Check your Junk/Spam folder in case the email has been flagged.** If it has been more than 24 hours, you will need to request another registration email.
4. Click **Complete registration** in your email verification to finish creating your profile and password.

The next time you visit the site, you will log in using your email and password. For a more detailed walkthrough, review [Cloudpermit's guide](#).

How to Change Your Cloudpermit Password

You can change your password anytime through the Cloudpermit dashboard.

1. Once logged in, click on your username in the top right corner of the webpage. A drop-down menu will appear. Select **My profile** from the list.
2. In your "My profile" workspace, scroll down to the "Change password" section.



Getting Started with Cloudpermit

3. Enter both your old and new password. Please note: Cloudpermit will only accept passwords that are moderate or strong.
4. Click the "Change Password" button.
5. Your password has been updated. Use it the next time you log in to Cloudpermit.

For a more detailed walkthrough, review [Cloudpermit's guide](#).

How to Reset a Forgotten Password

If you forget your password, you can reset it from the Cloudpermit login page using your email.

1. Click the **Forgot your password?** link in your [Login view](#).
2. Enter the email address associated with your Cloudpermit account and click the **continue** button.
3. Check your email inbox. You will receive an email with a link to reset your password. Click the "Reset password" button or copy the provided link into your browser.
4. Follow the steps to create a new password for your account. Please note: Cloudpermit only accepts moderate and strong passwords. Do not use any parts of your name or surname in the password.
5. Click the **Reset and Log in** button.

For a more detailed walkthrough, review [Cloudpermit's guide](#).

How to Add Parties to an Application

You can add roles to your application in two ways:

- Option 1: Inviting a party via email
- Option 2: Adding a party manually

Use Option 2 if a party does not have an active email address or does not want to be digitally involved in the application.

Option 1: Inviting a Party via Email

1. Scroll to "Parties to the Application" section and click the **Add or Invite Party** button.
2. Input the party's email address into the email address text field.



Getting Started with Cloudpermit

3. Select roles from the drop-down list (invitee will act in role(s) of). Note that one party may have numerous roles. For example, one party may act as an Applicant, Payer, and Consultant, while another party may only be a Property Owner.
4. Select any additional permission(s) you may want to grant to your party.
 - **Modify Application:** The user may make changes and sign off the application.
 - **Add New Applications:** The user can initiate supplemental applications within the current project.
 - **Visibility of Fees & Payments:** The user can access the "Fees and Payments" section.
5. If you want to provide more information about the invitation, write a brief message to your invitee (optional).
6. Click the **Send Invite** button.

An email will be sent to the invitee. Until the invitee accepts your invitation in Cloudpermit, the invitation remains in the "Parties to the Application" section as a pending step.

Option 2: Adding a Party Manually

1. Scroll to the "Parties to the Application" section and select the "**Input details manually and add the party immediately**" option.
2. Fill in the blanks with the information from your invitee.
3. Select roles from the drop-down list (invitee will act in role(s) of). Note that one party may have numerous roles. For example, one party may act as an Applicant, Payer, and Consultant, while another party may only be a Property Owner.
4. Select the **Add** button.

An email will be sent to the invitee with instructions for creating a Cloudpermit account. However, the party will be considered active immediately regardless of there the invite is ignored, accepted, or declined.

How to Send a Message through Cloudpermit

Click [here](#) to watch a video tutorial showing how to message the Town of The Blue Mountains Building Department using the in-built Messaging functionality in Cloudpermit.



Getting Started with Cloudpermit

How to Access Cloudpermit Support

For a complete list of support resources, browse Cloudpermit's [Applicant User Guide](#) or view information on [managing your account settings](#).

You can also contact the [Town of The Blue Mountains Building Services](#) for assistance.

The Cloudpermit is supported on Chrome, Safari, and Firefox browsers.