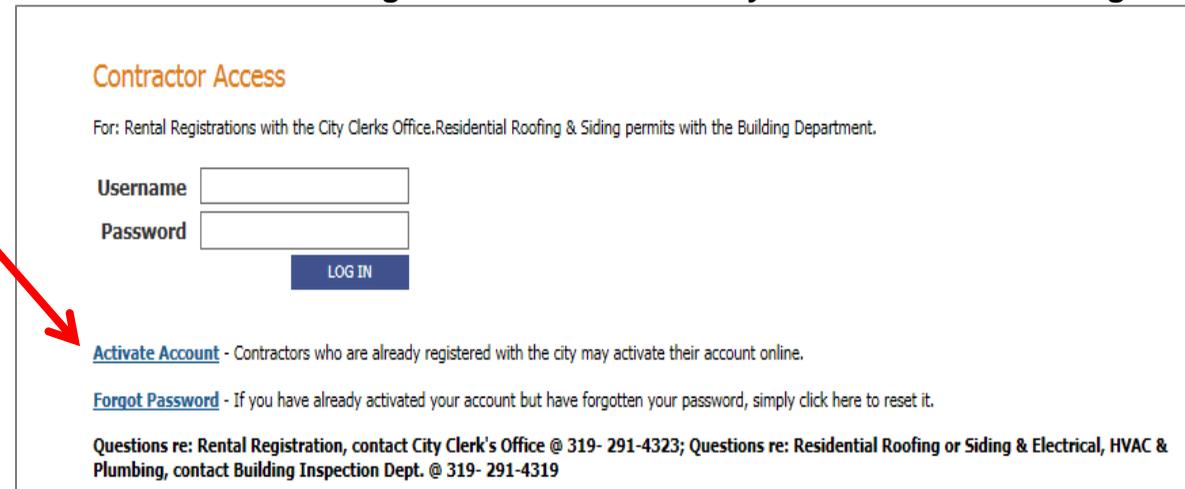


ONLINE REGISTRATION AND PAYMENT INSTRUCTIONS

1. Click on the online registration link on the City of Waterloo Rental Registration webpage. www.cityofwaterlooia.com/rental. This will take you to the log in page.



Contractor Access

For: Rental Registrations with the City Clerks Office. Residential Roofing & Siding permits with the Building Department.

Username

Password

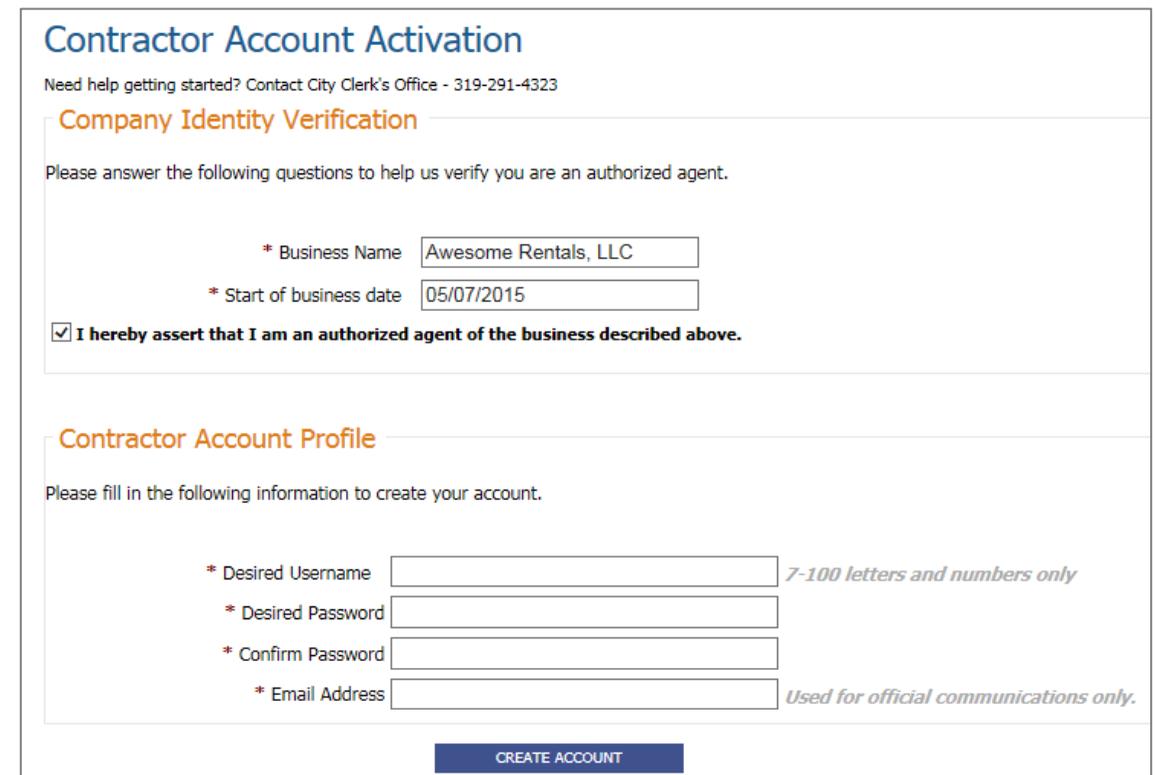
[Activate Account](#) - Contractors who are already registered with the city may activate their account online.

[Forgot Password](#) - If you have already activated your account but have forgotten your password, simply click here to reset it.

Questions re: Rental Registration, contact City Clerk's Office @ 319- 291-4323; Questions re: Residential Roofing or Siding & Electrical, HVAC & Plumbing, contact Building Inspection Dept. @ 319- 291-4319

2. HOW TO CREATE A NEW ACCOUNT

- Click on activate account to create a new account then complete the form.
- The business name must be typed exactly as it appears on the rental registration letter. This is because the business name is linked to the permit system.
- The start of business is the date that the landlord was first created in the permit system.
- Check the "I hereby assert that I am an authorized agent of the business described above".
- The username and password requires at least seven letters.
- The email field is required, as it will send the applicant notifications about permit status changes.
- Click on the create account button.
- Return to the permits website and enter the new log in information.



Contractor Account Activation

Need help getting started? Contact City Clerk's Office - 319-291-4323

Company Identity Verification

Please answer the following questions to help us verify you are an authorized agent.

* Business Name

* Start of business date

I hereby assert that I am an authorized agent of the business described above.

Contractor Account Profile

Please fill in the following information to create your account.

* Desired Username *7-100 letters and numbers only*

* Desired Password

* Confirm Password

* Email Address *Used for official communications only.*

3. HOW TO RESET A PASSWORD

Contractor Access

For: Rental Registrations with the City Clerks Office. Residential Roofing & Siding permits with the Building Department.

Username

Password

LOG IN

[Activate Account](#) - Contractors who are already registered with the city may activate their account online.

[Forgot Password](#) - If you have already activated your account but have forgotten your password, simply click here to reset it.

Questions re: Rental Registration, contact City Clerk's Office @ 319- 291-4323; Questions re: Residential Roofing or Siding & Electrical, HVAC & Plumbing, contact Building Inspection Dept. @ 319- 291-4319

- A. Go to the homepage and click forgot password then complete the form.
- B. The business name must be entered exactly as it appears on the letter.
- C. The start of business is the date that the landlord was first created in the permit system.
- D. Check the “I hereby assert that I am an authorized agent of the business described above”.
- E. The username and password requires at least seven letters.
- F. The email field is required, as it will send the applicant notifications about permit status changes.
- G. Click reset password.
- H. Return to the permits website and enter the new log in information.

City of Waterloo Permits
Powered by Tyler Technologies

Welcome Page

Reset Password

For security reasons, we do not send or display your password. Instead, we ask that you verify your identity and provide a new password.

Company Identity Verification

In order to reset your password we must first verify your identity. Please provide the following information.

* Business Name

* Start of business date

I hereby assert that I am an authorized agent of the business described above and have been authorized to act on its behalf.

Contractor Account Profile

* Current Username *7-100 characters (letters and numbers only)*

* New Password

* Confirm Password

RESET PASSWORD

4. HOW TO REQUEST A PERMIT

A. Log in to your account and click the Request Permit tab at the top of the page.

The screenshot shows the 'My Permits' page with a navigation bar at the top containing 'My Permits', 'Request Permit', 'Billing & Payment', and 'My Account'. A red arrow points to the 'Request Permit' tab. Below the navigation bar, the page title is 'My Permits'. A message states: 'Below is a list of the permits associated with your account. Click on a permit to get additional information, schedule inspections, or even make payments!'. There are two radio buttons: 'Show Active Only' (selected) and 'Show All'. Below this is a table with the following data:

Permit Number	Address	Description	Status
Rental Unit 2018-00010924	715 MULBERRY ST WATERLOO, IA 50703	Unit 2 of 2	Pending Payment
Rental Unit 2018-00010872	715 MULBERRY ST WATERLOO, IA 50703	Rental Registration	Pending Payment

B. This will open the permit request page. The form will auto populate with the phone number on file.

The screenshot shows the 'Request Permit' form. The navigation bar at the top is the same as in the previous screenshot. The page title is 'Request Permit'. The form contains the following fields:

- * Permit Type: Select Permit Type... (dropdown menu)
- * Worksite Address: Begin typing... (text input)
- * Description of Work Being Done: (text input)
- Description of Location: (text input)
- Comments/Additional Info: (text input)
- I have documents to include with this permit request
- Lot Number: (text input)
- Current Property Value: (text input)
- Estimated Improvement Value: (text input)
- Improvement Sq. Ft.: (text input)
- * Contact Email Address: (text input)
- Phone Number: (319) 291-4319 (text input)
- EXT.: (text input)

At the bottom of the form, there is a disclaimer: 'By submitting this permit request you are asserting that you are an authorized agent of Clark INC, Craig Clark. You must also read and agree to the [Terms and Conditions](#)'. Below the disclaimer is a blue button labeled 'CONTINUE...'.

5. HOW TO COMPLETE THE PERMIT REQUEST FORM.

- A. Under the permit type field, select Rental Unit.
- B. Under the worksite address field, enter the physical address of the rental unit.
- C. Under the description of work being done field, enter the unit you are registering out of the total number of units for that address.
Example: Unit 1 of 8, Unit 2 of 8, Unit 3 of 8, etc.
- D. Fill out all of the required fields on the form. An asterisk (*) indicates a required field.
- E. When finished, click the continue button at the bottom of the page. This will take you to the Billing and Payment page.

The screenshot shows a web interface for requesting a permit. At the top, there are navigation tabs: 'My Permits', 'Request Permit', 'Billing & Payment', and 'My Account'. The main heading is 'Request Permit'. The form is divided into two columns. The left column contains: a dropdown menu for '* Permit Type' with 'Rental Unit' selected (labeled A); a dropdown menu for '* Worksite Address' with '715 MULBERRY ST WATERLOO, IA 50703' selected (labeled B); a dropdown menu for '* Description of Work Being Done' with 'Unit 1 of 2' selected (labeled C); a text field for 'Description of Location'; and a text field for 'Comments/Additional Info'. Below these is a checkbox labeled 'I have documents to include with this permit request'. The right column contains: a text field for 'Lot Number'; a text field for 'Current Property Value'; a text field for 'Estimated Improvement Value'; a text field for 'Improvement Sq. Ft.'; a text field for '* Contact Email Address' with 'jane.doe@gmail.com'; a text field for 'Phone Number' with '(319) 291-4319' and an 'EXT.' field; a checkbox for 'Landlord Responsible Yard Waste'; a dropdown menu for 'Date of Last Inspection'; a checkbox for 'Tenant Responsible for Trash/Waste'; a dropdown menu for '* Tenant Name' with 'Joe Smith'; and a dropdown menu for '* Tenant Phone Number' with '319-291-4323'. At the bottom left, there is a disclaimer: 'By submitting this permit request you are asserting that you are an authorized agent of Clark INC, Craig Clark. You must also read and agree to the Terms and Conditions'. A blue button labeled 'CONTINUE...' with a red 'E' icon is at the bottom center.

6. BILLING AND PAYMENT

- A. To register multiple units, click on the Request Permit button at the bottom of the page. This will take you back to the request permit page.
- B. To pay with a check send payment to City of Waterloo, 715 Mulberry Street, Waterloo, IA 50703. Please include a listing of the rental unit permits you are paying for when you send the check.
- C. To pay by credit card, check the box next to the permits and click the complete payment button.

The screenshot shows a web interface with a dark blue navigation bar at the top containing the links: My Permits, Request Permit, Billing & Payment, and My Account. The main content area is titled "Billing & Payment" and features a section for "Selected Items".

The "Selected Items" section contains the following text: "The following items are selected to be paid during this transaction. You may also select additional items (below) to be included in this transaction."

<input checked="" type="checkbox"/>	2018-00010872 - Rental Unit		\$25.00
	Rental Unit Fee	\$25.00	
<input checked="" type="checkbox"/>	2018-00010924 - Rental Unit		\$25.00
	Rental Unit Fee	\$25.00	
		Permits Svc Fee	\$1.38
		Total	\$51.38

At the bottom of the "Selected Items" section, there are two buttons: "REQUEST PERMIT..." and "COMPLETE PAYMENT...". A red arrow points to the checked checkbox next to the second item.

Below the "Selected Items" section is a section titled "Additional Unpaid Items" with the text: "There are no unpaid permits."

7. PAYMENT INFORMATION.

A . Check the terms and conditions box then click the pay with credit card button.

B. This will open the billing information page. Complete the form and select make payment.

City of Waterloo Permits

Powered by Tyler Technologies

My Permits Request Permit Billing & Payment My Account

Payment Information

Payment Summary

2018-00010872 - Rental Unit		\$25.00
Rental Unit Fee	\$25.00	
2018-00010924 - Rental Unit		\$25.00
Rental Unit Fee	\$25.00	
	Permits Svc Fee	\$1.38
	Total	\$51.38

I have read and agree to the [Terms and Conditions](#) of this online payment

[Pay with Credit Card](#)

or [go back and make changes](#)

When you press "Pay With Credit Card" a popup will appear for you to enter your credit card information and pay.

BILLING INFORMATION

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Building Web:

Building Web SF:

Grand Total: 51.38

PAYMENT INFORMATION



Payment Method:

Staff will review the permit information and issue the permit once payment is received. You will receive an email notification when your permit status changes.