



Township of
Leeds and the
Thousand Islands

How to Guide for Submitting an Online Building Permit Application

Step 1 Complete all necessary documents including, but not limited to the building permit application form, the plot plan, construction details etc. Scan each document and save it in a pdf format.

Step 2 Go to the Citywide Portal for online submission:
<https://citywideportal.com/auth/login>

Step 3 To register a new account, click "Don't have an account? Click to Signup".

Enter your email address and create a safe password.

- Go to your email account.
- Click on the Email from Citywide Portal Account Verification.
- Click Verify.
- Once verified, you can login to the portal.

Or

For Returning Clients enter your email address and your password and click Login.

Note: Staff encourage you to create an account so you can monitor the status of your building permit application process. An account also allows you to track your previous application submissions. If you submit your application as a guest, you will not be able to interact through the portal.

Step 4 On the landing page, please select Building Permits.

Step 5 If this is your first time logging in, you will be prompted to complete your profile. Required Information:

- Name
- Address Information
- Contact information
- Professional Information
- Once Complete, click Update Profile
- Click the Home button to start an application and click Building Permits

If you have previously logged in, then you will be taken to the Building Application Dashboard. On the right side of the page, please select New Application.

Step 6 Confirm Your Municipality

- Choose Province – Ontario
- Choose Municipality – Township of Leeds and the Thousand Islands
- Click Apply

Step 7 New Project

- Enter the Project Name (Type of Project is recommended)
- Enter the Project Description (Brief description of what you are proposing)
- Click Next

Step 8 Location

- Enter the civic address in the text field or select it on the map.
- Click Next

Note: For a vacant lot, please email a copy of your application to Staff as you will not be able to proceed past this step.

Sept 9 Contacts

- Click on the pencil on the right side of the page
- Enter your name, phone number, email address and role regarding the application (i.e. owner, applicant etc.). Check all that apply.
- If you are an agent, not the owner, leave new roles unselected and applicant will automatically be applied to it.
- Add as many contacts as you would like the permit to be associated with.
- Click Next.

Step 10 Application Type

- From the down arrow, choose your application type (i.e. new accessory building, demo deck, alter single family dwelling.)
- Enter the Estimated Project Value. The value is required to include labour and materials.
- Enter Work Area. This is the square footage of the new construction. By entering it into the ft2 field, it will auto populate into the m2 field.
- Click Next

Step 11 Attachments

- Upload all applicable attachments.
- Click Upload
- Drag and drop the attachment into the box. Enter a file name and description.
- Click Add Attachment
- Repeat until all attachments are uploaded. The next button will appear when all required documents are uploaded.

Step 12 Final Summary

- Review the information and ensure it is correct. Click Submit.

Step 13 Email Notification

Once you have submitted your application, you will receive a notification email advising that the permit application has been received. Please see the 'How to Guide to Review Your Building Permit Submission' for further information.