



Electronic/On-line Submittals

PINAL COUNTY COMMUNITY DEVELOPMENT DEPARTMENT
BUILDING SAFETY DIVISION
P.O. BOX 2973, FLORENCE, AZ. 85132
85 N FLORENCE ST, STREET, 1ST FLOOR
(520) 866-6442 FAX (520) 866-6517
www.pinalcountyz.gov
www.citizenaccess.pinalcountyz.gov

What types of projects/permits can I apply for on-line and what are their ECD's*?

**Estimated Completion Date (ECD); The turnaround time from date of submittal to permit issuance*

- **Building Standard Plans** (Applicable to Arizona licensed contractors only): ECD 20 business days
- **Building Standard Permits** (Applicable to Arizona licensed contractors only; Permits issued from approved building standard plans): ECD 15 business days with a submittal cap of 2 applications per subdivision per day
- **Commercial/Tenant Improvement Permit**: ECD varies depending on type of project
- **Mechanical, Plumbing, & Electrical Permits (MPE)**: Submittal cap of 2 applications per applicant per day
- **Pool/Spa Permit**: ECD 10 business days
- **Single Family Residence Permit** (new construction only): ECD 20 business days
- **Solar Permit**: Submittal cap of 3 applications per applicant/contractor per day. ECD 10 business days
- **Detached Structures, Additions, & Small Remodel** ECD 10 business days
- ○ **Signs** ECD 10 business days
- **Walls and Fences** 10 business days

*** Effective 1/19/2022: Due to current workload the estimated completion date may be extended for an additional 10 working days.**

What information do I need to submit my project electronically?

All documents below must be submitted in PDF format / Do not use dashes in parcel# when applying.

- **An architectural site plan** (drawn to engineers scale) uploaded separately from construction drawings.
- **Completed Owner Authorization Form** [Property Owner Authorization Form](#)
- **Construction Documents/Drawings** & any other supporting documents such as structural calculations, engineering, etc. specific to your project
- **RES Check report or Manual J & S.** See link to obtain your RES Check Report.

<https://www.energycodes.gov/rescheck>

Once you have these documents, you are ready to create your User Account on the Pinal County Citizen Access Portal.
<https://citizenaccess.pinalcountyz.gov>

How do I pay for my Plan Review and Building Permit Fees on-line?

When fees are due, you will receive an email directing you to log-in to your User Account/Pinal County Citizen Access Portal to make payment. Payment can be made by credit card or electronic check. Your receipt is available immediately for your records and can also be accessed through your User Account/Pinal County Citizen Access Portal.

<https://citizenaccess.pinalcountyz.gov>

How will I receive my approved construction drawings and permit?

Once approved and all fees have been paid, you will receive an email stating that your construction drawings and permit are ready to print or download.

How do I schedule an inspection?

All inspections are scheduled through our automated inspection line at 520-866-6299. You must have a valid permit number to schedule an inspection. Click the appropriate link below for further instructions:

Residential Inspection Brochure [Residential Bulletin](#)

Commercial Inspection Brochure [Commercial Bulletin](#)

BASIC INSTRUCTIONS TO SUBMITTING USING THE ON-LINE SERVICES

****SPECIFIC TO SUBMITTING FOR USE OF BUILDING PERMITS****

Go to pinal.gov

At the top of the website click on "Online Services"

Under the menu "Submit/Request..." click on ePlan Review/ ePermitting

You are now at the Pinal County On-line Service. See below for instructions.

REGISTER FOR AN ACCOUNT (for first time users)

1. The upper right hand corner you will see in light blue the words "Register for An Account" click here.
2. Click in the box that says "I have read and accepted the above terms." Click on "Continue Registration".
3. Fill in all fields that show a red asterisk *. Under Contact Information click on the blue button that says "add new" Click on the down arrow at the field "Type" and from this list choose "Project Contact" then click on "Continue"
4. Fill in all fields with a red asterisk *. First and Last name, address, city, state, and zip code. Click on "Continue".
5. Click "Continue" again once you have entered your information.
6. Click on "Continue Registration"

You now have created your account to use for on-line services. Click on "Login" in the upper right-hand corner.

APPLYING FOR A BUILDING PERMIT

1. Log into your account.
2. In the middle of the screen you will see headings that say Home, Air Quality, Building, Planning, and Public Works. You want to click on "Building"
3. In the middle of the page underneath where it says "Building" you will have two choices.."Create an Application" or "Search Applications". Click on "Create an Application" to submit.
4. Click on the box next to where it reads "I have read and accepted the above terms." Then click on "Continue Application"
5. Here is where you will choose the correct application type you are applying for. Please be sure to read the descriptions of the different application we offer so that you choose the correct one. If you should choose the incorrect application type, the application will be voided and you will be asked to reapply.
6. Click on the arrow next to where is says "Building" this will open up the menu to choose your application.
7. Choose the application you are submitting for and click on "Continue Application"
8. The first section of the application submittal process will be the "APO" this is the address, parcel, and property owner information. Every field with a red asterisk * is a required field. There are also "?" marks next to

some of the fields for you to be able to click on to assist you with what is being asked for in that particular field.
WE PREFER FOR YOU TO ENTER YOUR APPLICATION IN "ALL CAPS"

9. In the address field, please be sure to search for the address. For example, if the address is 1234 Smith St. Just type in at the "Street No." field the site number of 1234 then click on the blue "Search" button. An address list will pop up. Choose the correct address from the list. Scroll to the bottom of the screen and then click on the blue "Select" button. The address and the parcel number will populate into the fields. If you do not have an address then you will need to search by the parcel number. Go to the field that says "Parcel Number" enter in the parcel number with no dashes and click on the blue "select" button.

10. Next you will enter in the Licensed Professional. You will click on the blue "Add New" button. All fields with a red asterisk * are required fields. From the drop down menu for "License Type" you will choose either "contractor" or "out to bid" (if you are waiting to secure a builder) or perhaps you are going to act as your own contractor then you would choose "owner builder". If you are choosing "owner builder" you will need to enter a "0" in the "ROC license" field and then proceed to type in your first and last name, address, city, state, zip code, and phone number. You will then click on "save and close" If you are choosing "out to bid" then you will just click on "save and close" If you are choosing "contractor" then you will enter in the "ROC license" field the 6 digit ROC license number (please do not put in anything other than the license number that is issued from the Arizona Registrar of Contractors) You will then put in the contact information for the contractor. Please enter the contact's first and last name, name of the Business, address, city, state, zip code, and phone number. Then click on "Save and Close"

11. Next under Applicant, you will click on "select from account" to enter in the contact information you created when you registered for your account. You will just need to add the phone number and email address and then click on "continue" or you can click on "add new" and enter a different person as the contact. Please keep in mind that all emails regarding the processing of the permit will be sent to the contact that registered for the account.

12. Type in the Property Owner information, name, address, city, state, zip code, and phone number. Click on "Continue Application"

13. Next Section is the "APPLICATION INFORMATION" All fields with a red asterisk * is a required field. In the field "Existing Use" list what is currently on the property. Example: SINGLE FAMILY RESIDENCE, MANUFACTURED HOME. In the "Proposed Use" field type in the description of what you are applying for. Example: BUILDING A CARPORT. Next put in the square footage. If square footage does not apply to your project then just leave the "0" in the field. Part of County is a required field. Please choose what direction you are at in the County. If you are not sure, please just take a guess and we will correct on our end if necessary. Fill in all fields that are pertinent to the project. If they are not pertinent bypass that field. Click on "Continue Application"

14. Next Section is "Attachments" this is where you will upload your site plan, construction documents, and any other documentation specific to this submittal. Please upload the site plan and construction documents as separate uploads. All uploads need to be in PDF format and any AUTO cad comments removed. To upload a document click on "Add" then at the File Upload screen, click on "Add" you will then choose your document from your where you have the document stored. Once you have selected your documents you will click on "continue" You will then click in the field "Type" and choose "Building Safety Plans" Next you will add in a description of what you have uploaded. Example: Site Plan or Plans...etc. Once you have added all your attachments you will click on "save" and then click on "continue application"

15. You are now at “Review” this is your opportunity to review all the information you have entered and if you need to edit any information this is your chance to do so. If you are confident with what you have entered, you will scroll to the bottom of the page and click on the box where it says “By checking this box, I agree to the above certification.” Next click on “continue application”

16. If you have entered everything that is required, you will now have successfully have created a permit submittal. See below the address the permit number in light blue.

***Your submittal has now been received by Community Development and will begin the review process. Any communication regarding your permit submittal will be through email. Your emails will come from a no-reply email address. Please keep an eye out for emails and check your spam or junk folders if they are not coming to your inbox.

HOW DO I PRINT MY PERMIT CARD AND APPROVED DOCUMENTATION

1. Log in to your account
2. Click on “Building”
3. Click on your permit number listed under “Record Number”. Scroll all the way to the bottom of the page and click on the blue button “Print Permit”.
4. To print your approved plans you will scroll back to the top of the page and click on the arrow next to the menu that says “Record Info”. This will open up the menu, and you will click on “Attachments-Upload Documents, Print Approved Plans, View Redlines”. This will bring you to the list of your approved plans. You will be able to print your plans to have on site for the inspector.

HOW DO I UPLOAD ADDITIONAL INFORMATION IF NEEDED OR VIEW MY REDLINES.

1. Log into your account.
2. Click on “Building”
3. Click on your permit number listed under “Record Number”. Click on the arrow next to the menu that says “Record Info”. This will open up the menu, and you will click on “Attachments-Upload Documents, Print Approved Plans, View Redlines”. Here you can view your redlines if needed. Redlines are plans that have been marked up by the Plans Examiner requesting corrections to your plans.
4. To upload any additional documentation you will follow the steps in #3 and then click on the blue button “Add”. At the File Upload click on “Add” then choose your files to upload to the permit. Once you upload your documents, we will be notified in Building Safety.