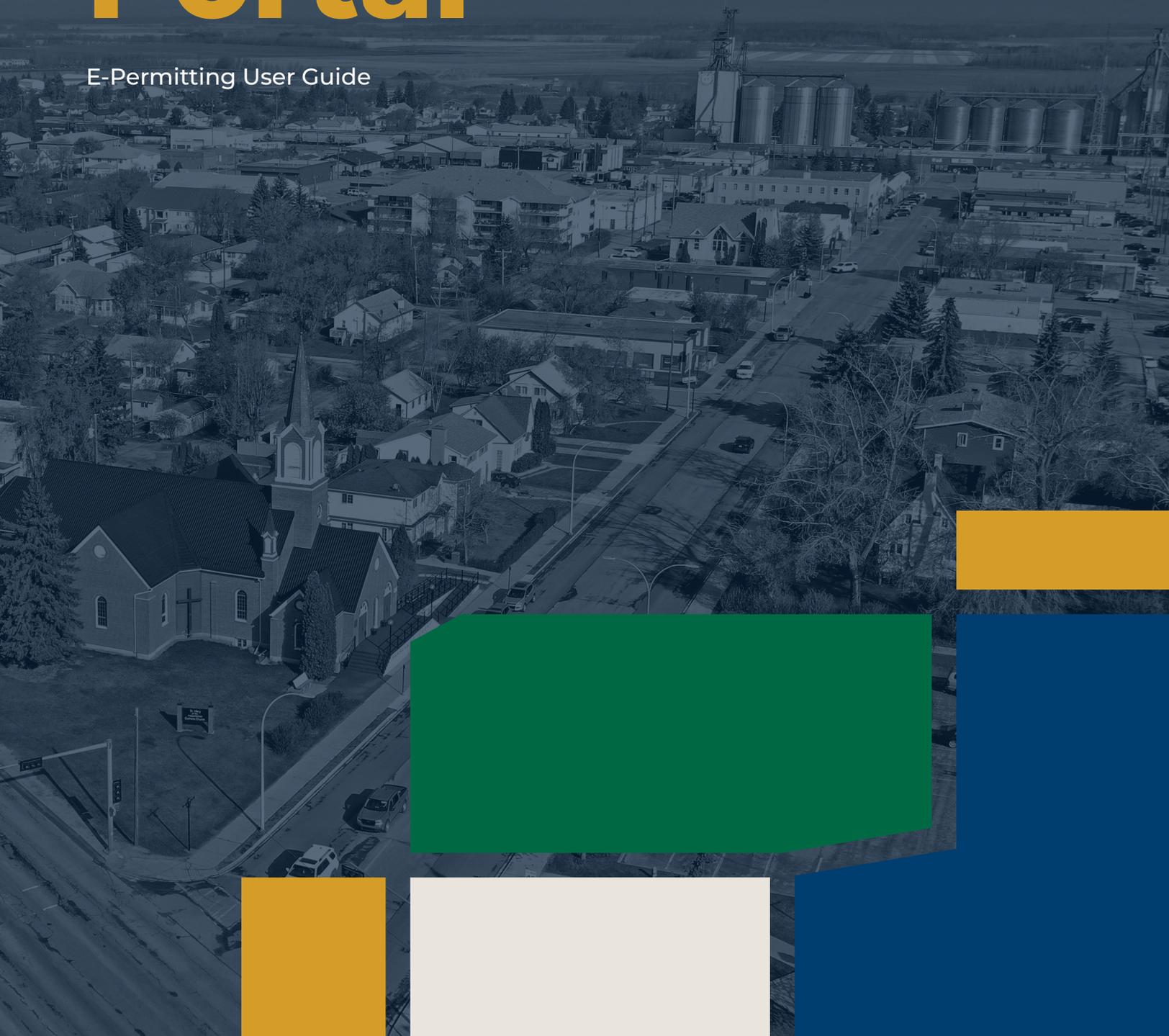


TOWN OF  
**Westlock**

# PSD CityWide Portal

E-Permitting User Guide



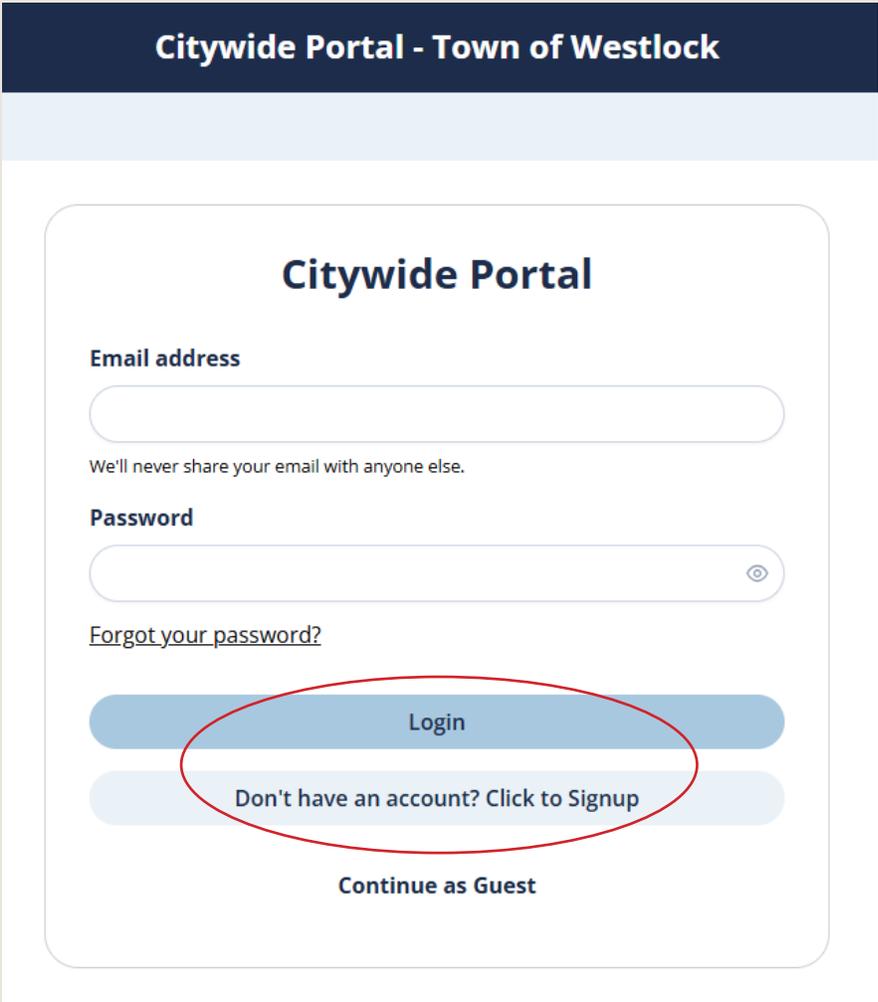
# E-Permitting User Guide

This guide provides step-by-step instructions on how to apply for a permit application online using the PSD CityWide portal. It covers the process of logging in or registering for a new account, submitting an application, and checking on the status of your submitted application.

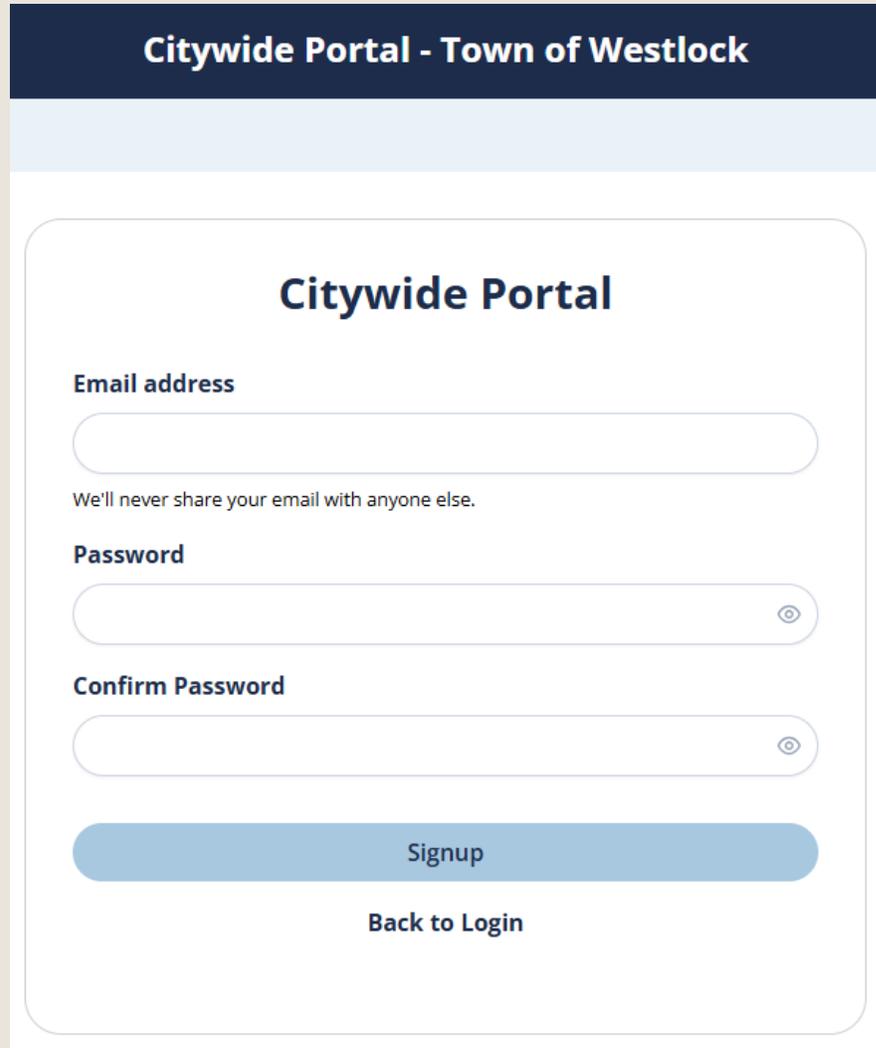
**Need additional assistance with PSD CityWide?**  
Contact Planning & Development at 780-349-4444 or [planning@westlock.ca](mailto:planning@westlock.ca).

## Logging In and/or Registering for a New Account

- 1 Go to PSD CityWide at <https://citywideportal.com/login>.
- 2 If you don't have an account, click "Click to Signup". If you have an account, enter your email and password, and click "Login", then skip to step 5.



- 3 Enter your email address and create a password. Click "Signup".



The screenshot shows the 'Citywide Portal - Town of Westlock' signup page. It features a dark blue header with the text 'Citywide Portal - Town of Westlock'. Below the header is a light blue horizontal bar. The main content area is a white rounded rectangle with the title 'Citywide Portal' in bold. It contains three input fields: 'Email address', 'Password', and 'Confirm Password'. Each field has a small eye icon to its right. Below the input fields is a blue 'Signup' button and a 'Back to Login' link.

**Citywide Portal - Town of Westlock**

**Citywide Portal**

**Email address**

We'll never share your email with anyone else.

**Password**

**Confirm Password**

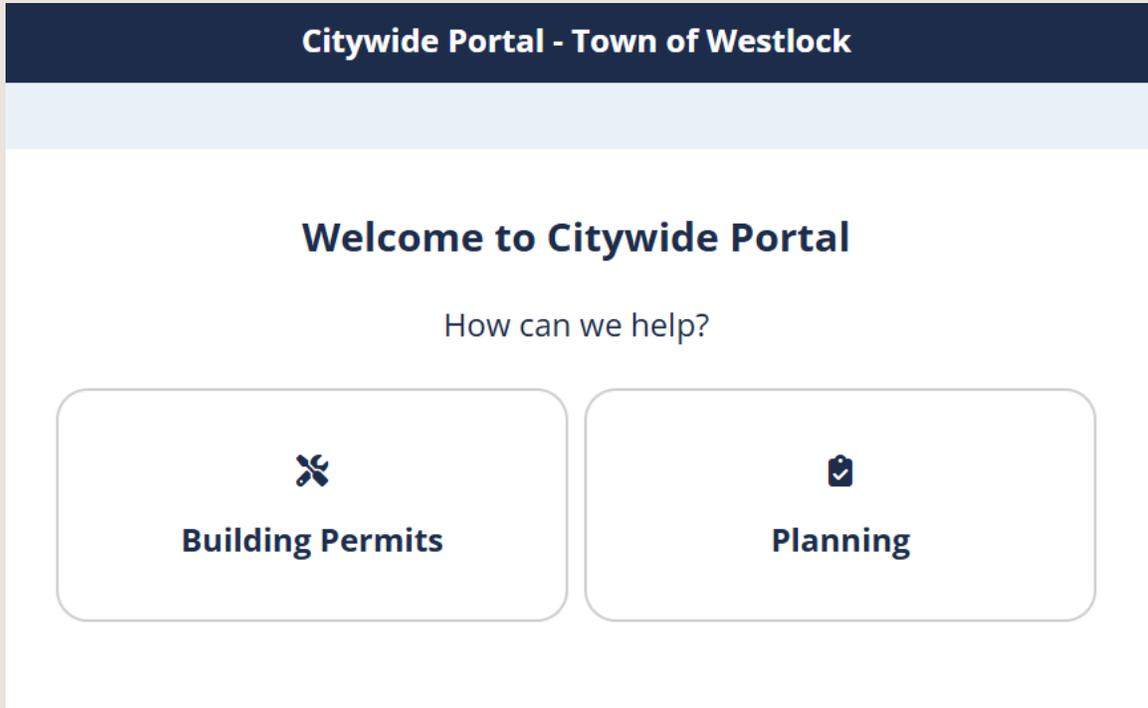
**Signup**

**Back to Login**

- 4 Once your account is created, enter your email and password, then click "Login" to log onto the system.

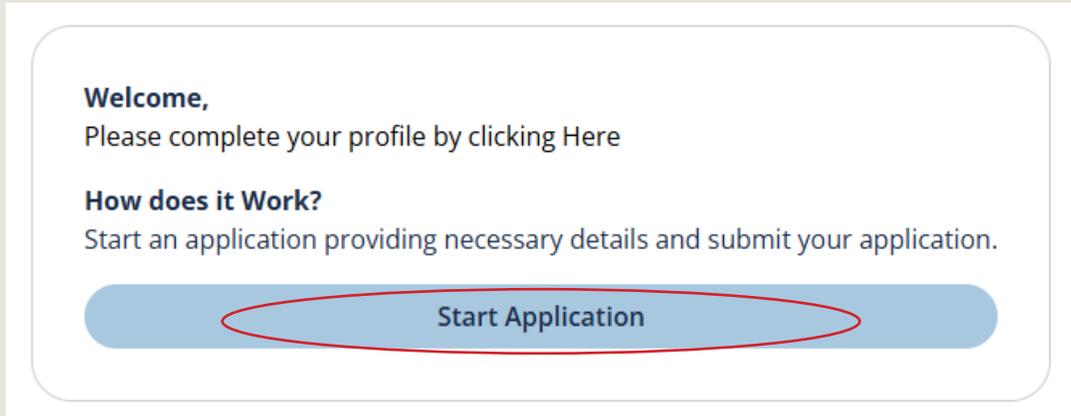
## Submitting an Application

- 5 Select "Building Permits" or "Planning" depending on the type of permit you are applying for. The example below, will go through the process of applying for a Building Permit. The table below shows the types of permits available for online applications under each module.



<b>Building Permits</b>	<b>Planning</b>
Building Permit	Development Permit
Electrical Permit	Sign Development Permit
Gas Permit	
Plumbing Permit	

- 6 Click "Start Application." If you haven't completed your profile, you will be directed to do so before you submit your application.



- 7 PSD Citywide is available in a number of different communities. Please confirm that you are submitting the application to the "Town of Westlock". Click "Canada" for Country, "Alberta" for Province, and "Town of Westlock" for Municipality. Finally, to proceed, click "Apply".

The screenshot shows a form titled "Confirm Your Municipality" with a close button (X) in the top right corner. Below the title is the instruction "Please confirm your municipality to continue your application". There are three dropdown menus: "Country \*" with "Canada" selected, "Province \*" with "Alberta" selected, and "Municipality \*" with "Town of Westlock" selected. A green "Apply" button is located at the bottom right of the form.

8 Fill out the required fields, including the name of your project. Then, click "Next".

Citywide Portal - Town of Westlock

Home > Building Permit Dashboard > Permit Builder

### Permit Builder

Project Details | Location | Contacts | Application Type | Attachments | Final Summary

#### New Project

**Project Name \***  
i.e New Build Southwell 0/2048

**Project Description**  
Enter a Description 0/2048

< Back Quit Save **Next** >

9 Click into the "Address" field, then type in the address of your property. Click on the address in the dropdown that matches your address. You can also select your property by clicking on the map.

Permit Builder

Project Details | **Location** | Contacts | Application Type | Attachments | Final Summary

#### Location

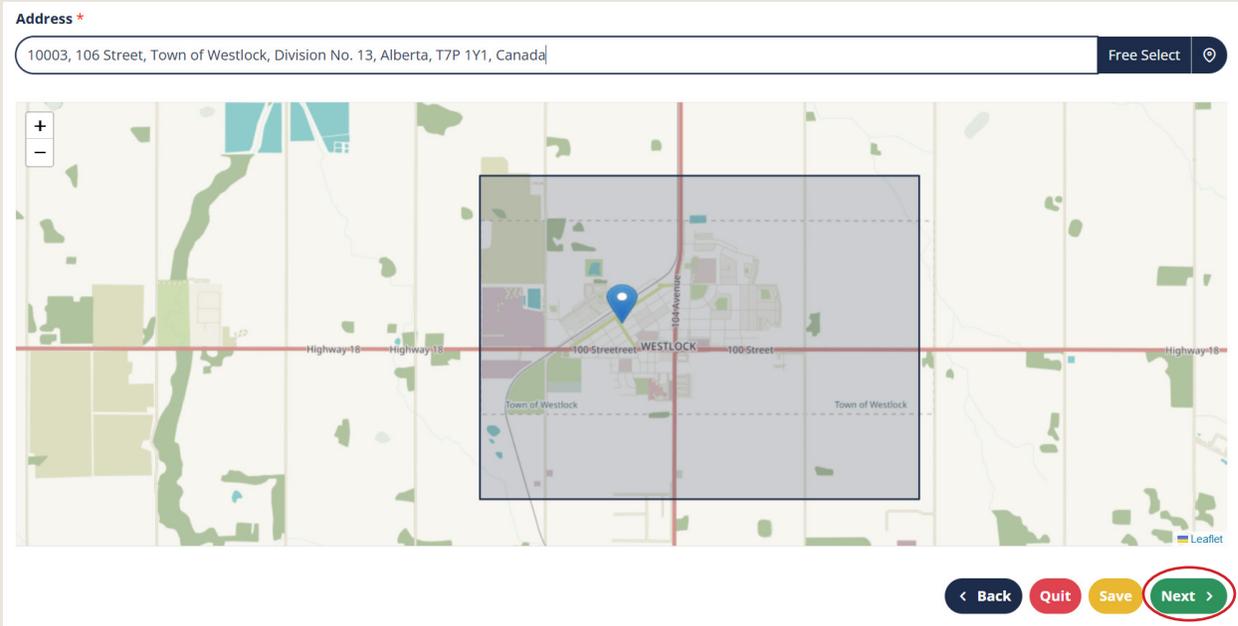
Select a property for the application. Search by address or point to a location on the map.

**Address \***  
10003 106 Street Free Select

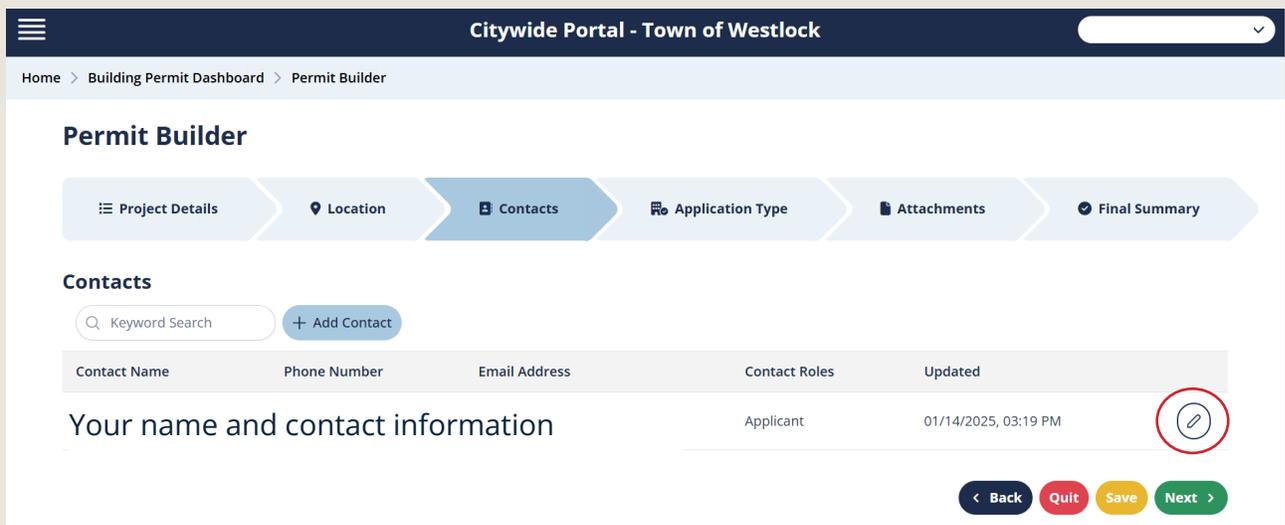
10003, 106 Street, Town of Westlock, Division No. 13, Alberta, T7P 1Y1, Canada

Map showing the location of the property in Westlock, Alberta.

10 Once you've selected your property, click "Next".



11 Your name will automatically be added to the contact list. You can edit this field by **clicking** on the pen icon to assign different roles (e.g. owner, applicant, payer, builder/designer, etc.). You can also add additional contacts to the file and assign roles for each person.



- 12 Click “New Roles” to assign your role to your contact information. You can select more than one role (e.g. if you are the owner and the applicant). Once you’ve selected your roles, click “Edit” to save.

**Edit Contact**

**Name and Corporation**

Full Name \*  
Danielle Pougher

**Address**

Street Address  
Box 12, Site 9, R.R.1

**Contact Information**

Phone Number \*      Extension      Email Address \*  
780-686-4447      123      dpougher@westlock.ca

**Edit Roles**

New Roles \*  
Select Roles

Selected Roles  
Applicant

Cancel Edit

- 13 You can also add any other contacts to your application - click “Add Contact”. You can add as many contacts as needed and assign their various roles. These roles and contact information will be used to send updates and notifications about your application.

**Permit Builder**

Project Details    Location    **Contacts**    Application Type    Attachments    Final Summary

**Contacts**

Keyword Search    + Add Contact

Contact Name	Phone Number	Email Address	Contact Roles	Updated	
Your name and contact information			Applicant	01/14/2025, 03:19 PM	

- 14 Once you've added all the required contacts and their information, click "Next" to proceed.

The screenshot shows the 'Permit Builder' interface in the 'Citywide Portal - Town of Westlock'. The breadcrumb trail is 'Home > Building Permit Dashboard > Permit Builder'. The 'Permit Builder' section has a progress bar with steps: Project Details, Location, Contacts (highlighted), Application Type, Attachments, and Final Summary. Below the progress bar is the 'Contacts' section, which includes a 'Keyword Search' input, an '+ Add Contact' button, and a table with columns: Contact Name, Phone Number, Email Address, Contact Roles, and Updated. A single contact is listed with the name 'Your name and contact information', role 'Applicant', and update time '01/14/2025, 03:19 PM'. At the bottom right, there are four buttons: 'Back', 'Quit', 'Save', and 'Next'. The 'Next' button is circled in red.

- 15 Click "Select Application Type" - a dropdown will appear. You can either scroll through the list to select your application type or you can search for the application type in the search bar. Click on the application type most appropriate for your application. In the example that follows, a "Building Permit" is selected.

The screenshot shows the 'Permit Builder' interface in the 'Citywide Portal - Town of Westlock'. The breadcrumb trail is 'Home > Building Permit Dashboard > Permit Builder'. The 'Permit Builder' section has a progress bar with steps: Project Details, Location, Contacts, Application Type (highlighted), Attachments, and Final Summary. Below the progress bar is the 'Application Type' section, which includes a note: 'The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.' Below the note is a 'Type \*' dropdown menu with the text 'Select Application Type' and a search icon. The dropdown is circled in red. Below the dropdown is a search bar and a list of application types: Building Permit, Electrical Permit, Gas Permit, and Plumbing Permit.

**16** Once you've selected an application type, work fields will populate. **Complete** the fields as they pertain to your project. Required fields are indicated by a red asterisk (\*). For all other fields, only complete them if they apply to your application.

The screenshot shows a navigation bar with six steps: Project Details, Location, Contacts, Application Type (highlighted), Attachments, and Final Summary. Below the navigation bar, the 'Application Type' section is displayed. It includes a title, a descriptive sentence, and several input fields: 'Type \*' (a dropdown menu with 'Building Permit' selected), 'Project Type ⓘ \*' (a dropdown menu with 'Construction Type' selected), 'Construction Value (Labor + Materials) \*' (a text input field with '\$0.00'), 'Number of Stories ⓘ' (a text input field with '0'), and 'Main Floor Area ⓘ \*' (a text input field with '0').

**17** Once you've completed the applicable fields, scroll to the bottom and click "Next".

The screenshot shows a single text input field labeled 'Year of Manufacture ⓘ' with the value '0'. At the bottom right of the form, there are four navigation buttons: 'Back', 'Quit', 'Save', and 'Next >'. The 'Next >' button is circled in red, indicating it is the next step to take.

**18** Upload the required documents. If you don't have them available, you can save your application and navigate back to this page and upload them at a later date.

**Important** - your application will not be deemed complete until all required documents are submitted.

**Permit Builder**

Project Details > Location > Contacts > Application Type > Attachments > Final Summary

**Attachments**

Keyword Search [Upload] [Download All]

Document Type(s)	Name	Description	Attachment Type	Updated
Application Form			None	[Upload]
Site Plan			None	[Upload]
Elevation Drawings			None	[Upload]

[Back] [Quit] [Save] [Next]

**19** You'll be prompted to review your application. Ensure your details are correct - should you want to edit anything, you can click "Back" to navigate back between tabs.

You can also save your application and come back once you are ready to submit.

**Permit Builder**

Project Details > Location > Contacts > Application Type > Attachments > Final Summary

**Final Summary**

Please ensure your selections are correct before continuing.

Elevation Drawings	None	[Upload]
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[Back] [Quit] [Save] [Submit]

- 20** Once you are ready to submit your application, **read** through the Declaration at the bottom of the tab, then **type or draw** your signature. **Type** in your current location (ie. Westlock) into the "Place" field. Lastly, **click** "Submit" to send your application.

**Declaration**

The Permit holder hereby certifies that this installation will be completed in accordance with the Alberta Safety Codes Act & Regulations. Section 25(1) of the Permit Regulations AR 204/2007 of the Safety Codes Act RSZ 20000, Chapter S-1 states "A permit expires if the undertaking to which it applies: (a) Is not commenced within 90 days from the date of issue of the permit, (b) is suspended or abandoned for a period of 120 days. This permit expires after 90 days if work has not started and an extension has not been requested. Please note that a one-time ninety (90) day extension can be considered when applied for in writing prior to a permit expiry date. Issuance of a permit and the examination of plans and specifications shall not be construed to be authority to violate any of the provisions of the safety codes act or pursuant regulations. The applicant grants permission for necessary inspections to be conducted with the submission of the application.

**Type Signature** **Draw Signature**

Date  
2025-01-15

Place

< Back Quit Save **Submit** >

- 21** Once your application is submitted, you will receive an email indicated that it has been received, as well as a link to take you directly back to the application page.

- 22** The Town's Planning & Development department will be notified that your application has been submitted and will start their review process. Staff will follow up with you regarding any fees owing, your payment options, and if any additional information is required.