City of Post Falls Community Development Portal
(How to login and submit an application)

https://postfallsid.portal.opengov.com/

Home Screen

Discover Online Services
Choose below to browse services by department

- Building Department
  - Commercial Building Permit, Demolition Permit + 5 more

- Business Licensing
  - Business License

- Engineering Department
  - Subdivision Construction Plan Review, Construction Improvement Agreement + 5 more

How may we help?
Access service information and apply online – all from here.

Search Database (Public Access)

Log in with Existing Account

Create New Account

Browse applications by name

Browse applications by department
(Planning Dept. applications available, but not shown in picture)
1. Click on the type of application.
   (Planning applications are also available, just not shown in this picture)

2. Select which type of application.
3. Click Apply Online (Mechanical permit shown as example only)

![Apply Online button](image)

4. Fill out your contact information.
   Note: If you are already logged in, this information will auto populate. If you are not logged in, it will prompt you to log in (or create an account, if you don’t have one).

   Click “Next” to move on to the next step.

![Contact Information form](image)

5. **Location.** Search for the job location. Once you type in the street number it will start searching for anything with those numbers.

   Click the “Choose Location” button next to the job address. If a suite number is not showing up, you will have an option later to type in a suite/apartment/unit number.

![Search for Location](image)
6. The property information will auto populate. Verify information, click “Next” at the bottom to move on to the next step.

7. Application Details. Fill out and click “Next” to move on to the next step.
8. **Property Owner Information.** Fill out and click “Next” to move on to the next step.

9. **Contractor Information.** Fill out and click “Next” to move on to the next step. **Contractors:** You will need to fill out this information on every application.
10. Enter number of fixtures/equipment. Click “Next” to move on to the next step. **There may be multiple “Steps” with different questions at this phase depending on what type of application you are applying for.**

11. Application Certification. Check the box to agree to the statement.
   The Digital Signature box will pop-up.

12. Digital Signature. Type in your full legal name, click “Sign”.

13. **Application Certification.** You will see your full name as your digital signature. You can choose to clear it and retype or click “Next” to move on to the next step.

14. **Attachments.** If you need to attach plans or documents for review, click “Add Attachment” and select the file(s) to upload. If no review is required, click “Next” to move on to the next step.
15. Confirm your submission. Review all of the information on your application for completeness and accuracy before it is submitted.

Any information can be updated by clicking on the “Edit...” link in the corresponding section. It will take you back to that step, edit the information to be corrected, click “Next” to advance through the steps to get back to the Confirmation step. All subsequent steps will still have all the information you filled out.

16. Confirmation complete. Once all of the information on your application is correct, click “Confirm and Submit” to submit your application.
Application Submitted - It will now be reviewed for completeness by City staff in the order received.

- The applicant will receive an email from "City of Post Falls, ID <noreply@viewpointcloud.com>" (such as the one show here) to let you know the application has been submitted.
- The applicant (and any Guests) will receive an email notification when fees are available to be paid, when the permit is issued, when inspections are scheduled, inspection results, and when any documents such as a Certificate of Occupancy is available to be printed.

Below is the screen you will see after your application is submitted. You have several options at this point.

- Message the application reviewer - with any important information you were unable to input on the application.
- Click on “My Account” at the top, to go to your Dashboard screen.
- Click on “Your Submission” in the left margin, to review the information on the application you just submitted.
- Click on “Attachments” in the left margin, to add files.
- Click on “Guests” in the left margin, to invite other parties to your permit. All guests will need to have a Post Falls Citizens Service account in order to be added to the permit. All guests will be able to do everything you would be able to do on the permit as far as upload files, schedule inspections and send messages to the reviewer.

**Contractors:** You can add people such as project managers or technicians to the permits as guests so they will receive inspection results. However, they will also receive notifications for ALL activities on the permit, including when fees are due, when it’s issued, etc.
If you click on the “View Details” button in the email, it will take you to the “Applications” section of your dashboard which will show you all of you submitted applications by date.

When the application is reviewed, if there are any comments, you will receive a message through portal that corrections are required. You will also get an email in your inbox letting you know action is required. Please log in and reply to the message or correct the items on your application. DO NOT REPLY to the email, it is a “noreply” email address and no one will receive it.

Once the application is reviewed and approved. The fees will be invoiced and you will receive an email that fees are ready to be paid.