



Engineering Division Online Permit Portal

HOW TO NAVIGATE ONLINE PERMIT PORTAL AND APPLY FOR A PERMIT

Once you have signed into the Online Permit Portal, you will see a navigation toolbar at the top. The dashboard on the portal homepage is where you can select the department you are applying for a permit with. You may also check the status of a permit, pay fees, or upload any submittals.

WEST HARTFORD PUBLIC PORTAL

Welcome [REDACTED]

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Search for a Property](#)

- **My Account** – Allows you to change your address and contact numbers, link to a business or contractor account, change your account password, subscribe to notifications, or view notification history.
- **My Items** – Allows you to view list of permit applications, check the status of a permit application, view pending fees, and add supplemental application information.
- **My Shopping Cart** – Review and pay permit fees.
- **Portal Home** – Returns you to Portal homepage.
- **Search for a property** – Allows you to enter property addresses and search existing locations within the jurisdiction.



BUILDING DIVISION

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[Status and Fees](#)
[Upload Submittals](#)



ENGINEERING DIVISION

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ZONING DIVISION

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CONTRACTOR REGISTRATION

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[Renew a Business License](#)



PROPERTY INFORMATION

[Search for a Property](#)

APPLY FOR AN ENGINEERING PERMIT

Please note the following when applying for a permit in our online portal:

- Required information is marked with a red asterisk.
- Blue question marks next to fields provide additional information about the current selection.
- Users can logon and work on the permit over a period of time. Information is saved after each visit so users can pick-up where they previously left off.



PERMIT APPLICATION - DESCRIPTION AND TYPE

TMPPR20220000114

Required information is indicated with an asterisk (*).

Choose the application type:*

Please categorize the nature of the work being done:*

Please describe the work being done:*

Provides additional information

Limit 4000 characters

PERMIT APPLICATION STEPS

Step 1: Application Type

Select the application type (Driveway or Right of Way) from the drop-down menu provided. You will also be required to categorize the work being done, provide a description of the work being done, enter a valid CBYD number, and provide a proposed start date.

Step 2: Permit Type (not applicable)

Step 3: Work Items

Select the appropriate work items provided. (Only applies to Right of Way applications.)

Step 4: Description of Work (not applicable)

Step 5: Location

Enter the address where work is being done.

For utility work in roadways, select the Location Type "Road Segment" and search for the correct address range or segment. If you do not see an appropriate address range in the list, use the "Can't find address?" hyperlink to manually enter the address range.

Step 6: Contacts

The applicant and property owner will auto populate. The contractor name must also be added to the contacts list. Click on the "Choose Contractor from Address Book" and start typing in the Contractor's business name until it populates. You may add additional contacts as needed.

Step 7: Upload Files

Upload required documents as outlined. Follow "Guidelines for Electronically Submitted Documents" to ensure that documents are formatted properly for uploading. If documents are not received in a format that can be processed correctly, the application review will be delayed.

- For Driveway applications, a plot plan or Google Maps-type image showing the property boundary should be used. The image should have a markup of the driveway and any proposed changes clearly identified and dimensioned.
- For Right of Way applications, please attach engineering plans (if available) or a sketch.

Step 8: Review & Submit

Review your completed application and answer YES to the acknowledgement statement at the bottom, fill in the CAPTCHA and submit your application. You will then be prompted to pay for your permit online.

Step 9: Pay Fees

Submit online payment via Google Pay, credit/debit card, or EFT (e-check). Cash payments are also acceptable, but must be made in-person by visiting Town Hall during normal business hours, within two (2) business days of submitting the permit.

The permit application submission is now complete.