

ABQ-PLAN User Guide

Welcome to ABQ-PLAN
Albuquerque's Planning Logistics and Networking

- Apply**
This tool can be used to apply for a permit, plan or license.
- My Account**
Click here to access your account information.
- Pay Invoice**
Use this tool to pay for individual invoices.
- Map**
Explore the map to see the activity occurring in your neighborhood.
- Public Records Request**
Find or request public records at the City of Albuquerque.
- City of Albuquerque Website**
The homepage of the City of Albuquerque

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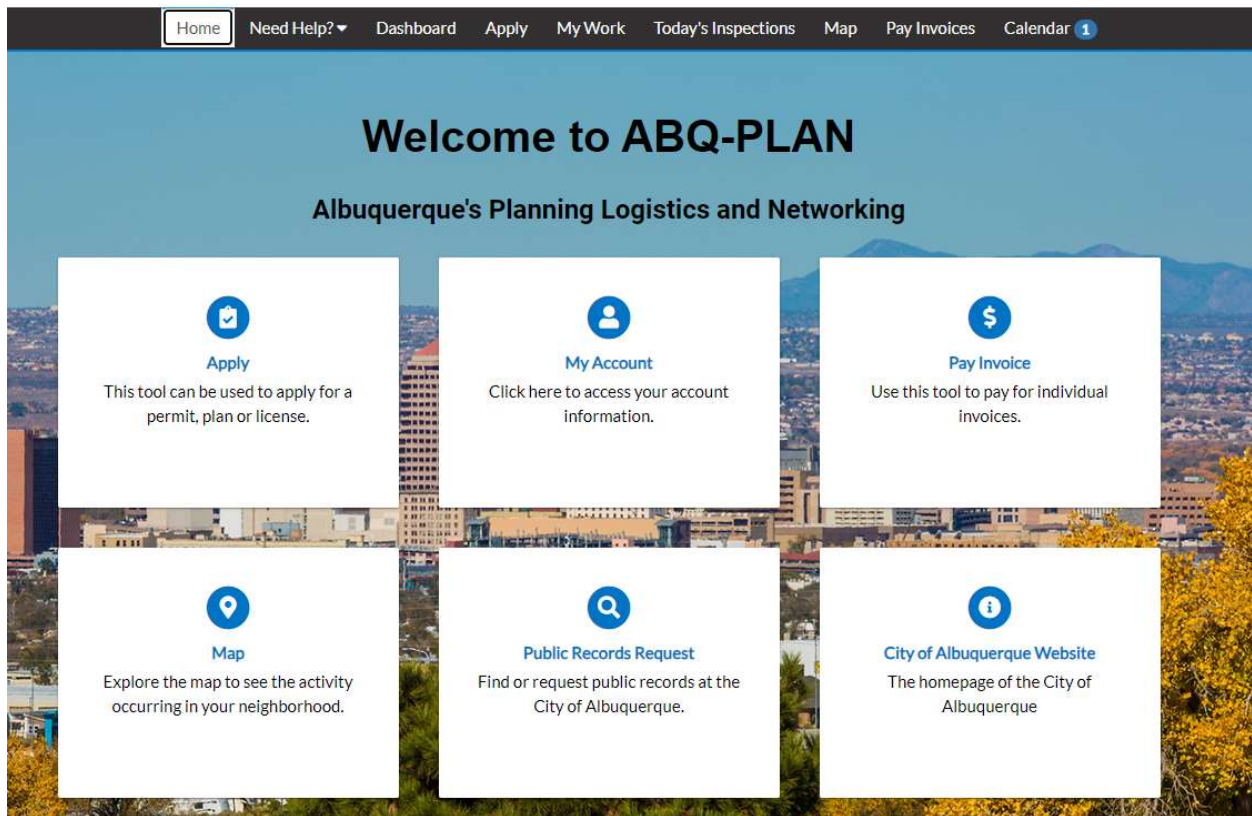
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Overview

This guide describes how public users and registered users access **ABQ-PLAN**'s customer portal. **ABQ-PLAN** allows customers to apply for permits, plan, business registration, and other application types. Customers can search for parcels, projects, construction projects; renew licenses, and schedule inspections.

Home Page, Main Menu Bar

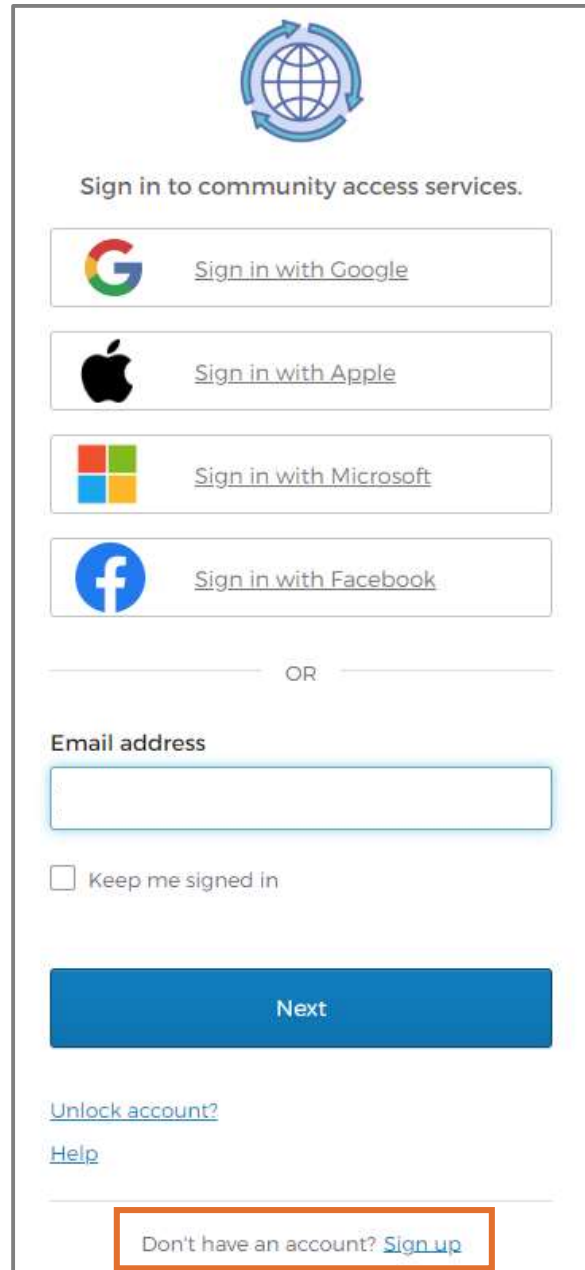
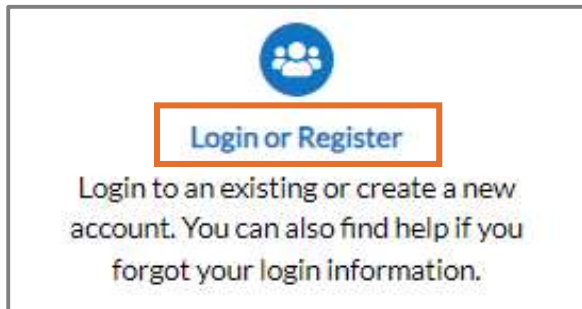
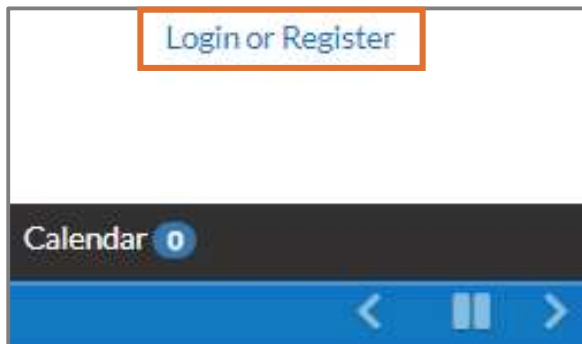
At [ABQ-PLAN \(tylerhost.net\)](http://ABQ-PLAN.tylerhost.net), customers may view the Home, Apply, Map, Pay Invoices, Search, Calendar, and/or Help options in the menu. The Home page also may display Search Public Records, Apply, Login or Register, Pay Invoices, Map, Calendar, Request Inspection, and/or Estimate Fees menu cards.



Register

To register for **ABQ-PLAN**:


1. Navigate to [ABQ-PLAN \(tylerhost.net\)](http://tylerhost.net)
2. Click **Login or Register** in the top right corner of the Home page.
3. Or click the **Login or Register card** on the Home page.
4. Click a sign-in option:
 - a. **Sign in with Google.**
 - b. **Sign in with Apple.**
 - c. **Sign in with Microsoft.**
 - d. **Sign in with Facebook.**
5. If not registered, click **Sign up**.



Create an Account

The browser displays the **Sign up** page.

1. Type:
 - a. An **Email** address;
 - b. **First name**;
 - c. **Last name**;
 - d. **Mobile phone** number; and
 - e. **Password**;
2. Click **Sign Up**.



Sign up

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

Sign Up

[Already have an account?](#)

Confirm Account

The customer receives a confirmation email.

1. Open the **email**.
2. Click **Confirm**.

You are receiving this automated e-mail based on a user registration request that we received for the Civic Access tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)


Complete Registration

The browser displays the **ABQ-PLAN** Registration steps.

1. Type a **Username**, **Password**, and **Confirm Password**. The username may default to the email used to register; if not, type the email address as the username.
2. Complete the CAPTCHA.
3. Click **Next**.

Registration

Step 2 of 4: Login information

I'm not a robot 
reCAPTCHA
Privacy - Terms

* Username

* Password

* Confirm Password

Email @gmail.com

[Next](#)

NOTE Required fields are noted with a red asterisk.

Personal Info

1. Type the **required information** on the Personal Info step.
2. Select a **Contact Preference** in the dropdown.
3. Click **Next**.

Registration

Step 3 of 4: Personal Info

*REQUIRED

* First Name
First Name is required.

Middle Name

* Last Name
Last Name is required.

Company

* Contact Preference --Select Contact Preference--

* Email Address @gmail.com

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

Back Next

NOTE Required fields are noted with a red asterisk.

Address

1. Type **Address** information.
2. Click **Submit**.

The browser displays the **ABQ-PLAN** Home page.

Registration

Step 4 of 4: Address

* Address *REQUIRED

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

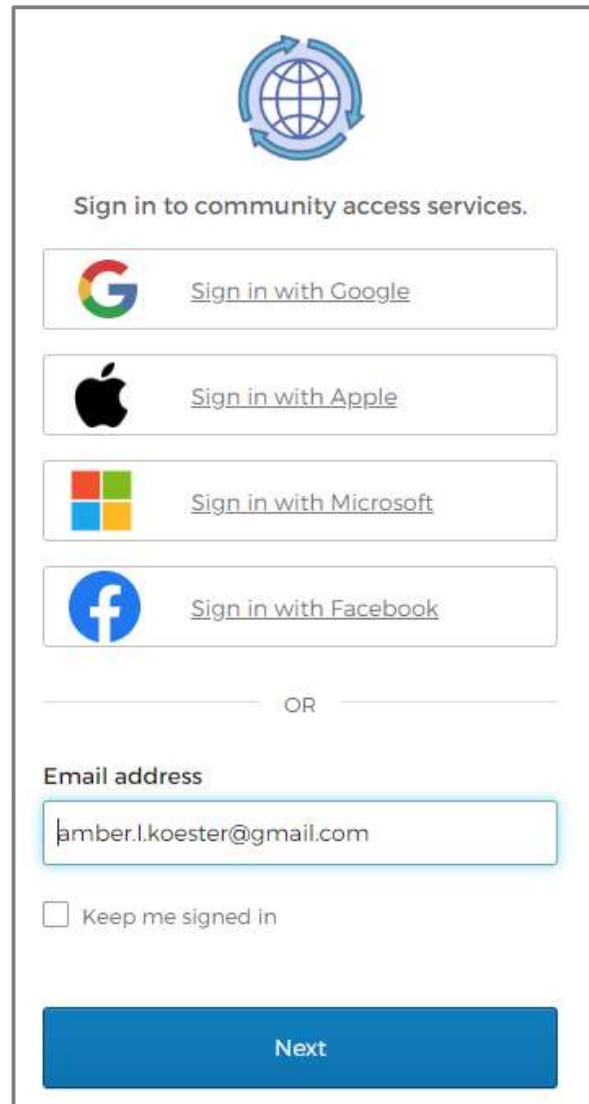
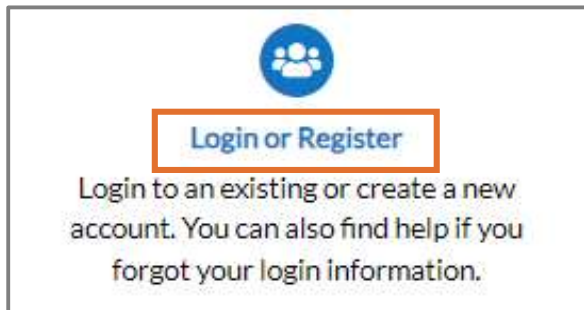
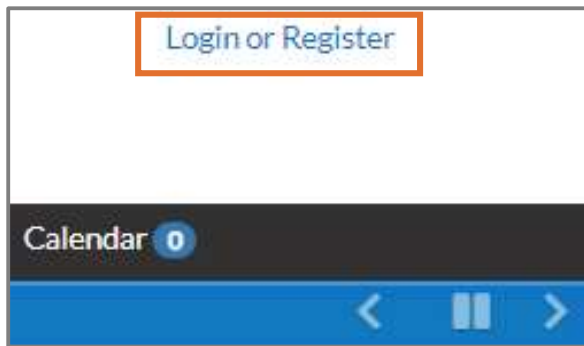
Back Submit

NOTE Required fields are noted with a red asterisk.

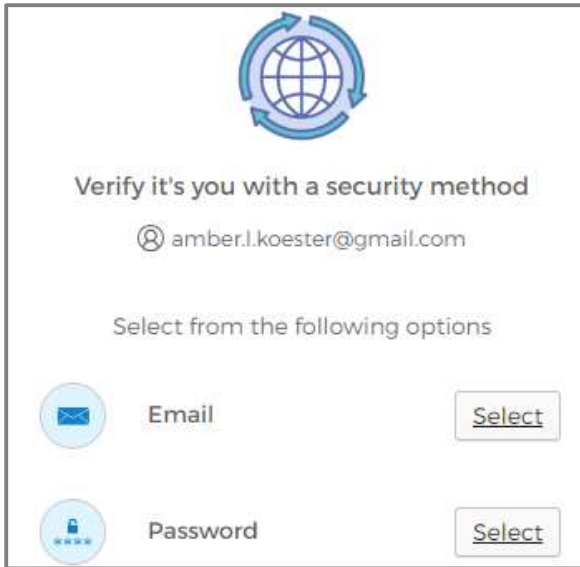
Log in

To log in to **ABQ-PLAN** if already registered:

1. Navigate to [ABQ-PLAN \(tylerhost.net\)](http://ABQ-PLAN.tylerhost.net).
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register card** on the page.
4. Click a **sign-in option** and follow the steps:
 - a. Sign in with Google.
 - b. Sign in with Apple.
 - c. Sign in with Microsoft.
 - d. Sign in with Facebook.
5. Or if previously registered:
 - a. Type an **Email address**.
 - b. Click **Next**.



c. Click **Select** next to the Email or Password option.



Verify it's you with a security method

amber.l.koester@gmail.com

Select from the following options

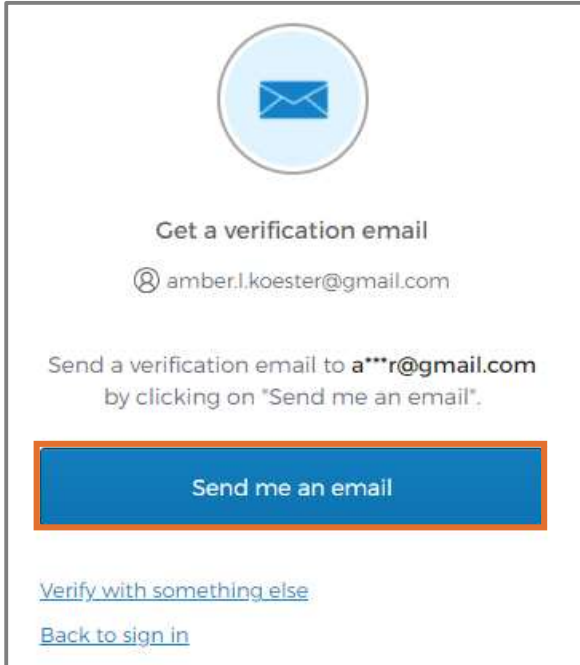
Email

Password

Email Option

1. Click **Send me an email**.
2. Type the **code** from the email.
3. Click **Verify**.

The browser displays the **ABQ-PLAN** Home page.



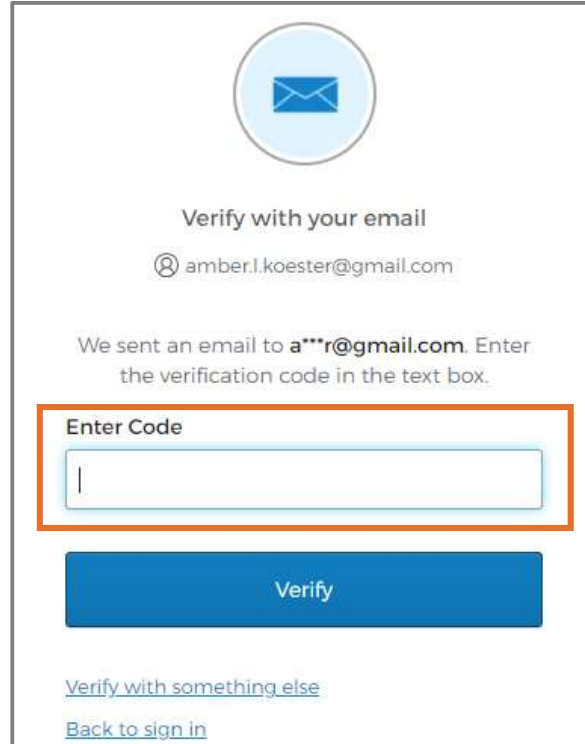
Get a verification email

amber.l.koester@gmail.com

Send a verification email to a***r@gmail.com by clicking on "Send me an email".

[Verify with something else](#)

[Back to sign in](#)



Verify with your email

amber.l.koester@gmail.com

We sent an email to a***r@gmail.com. Enter the verification code in the text box.

Enter Code

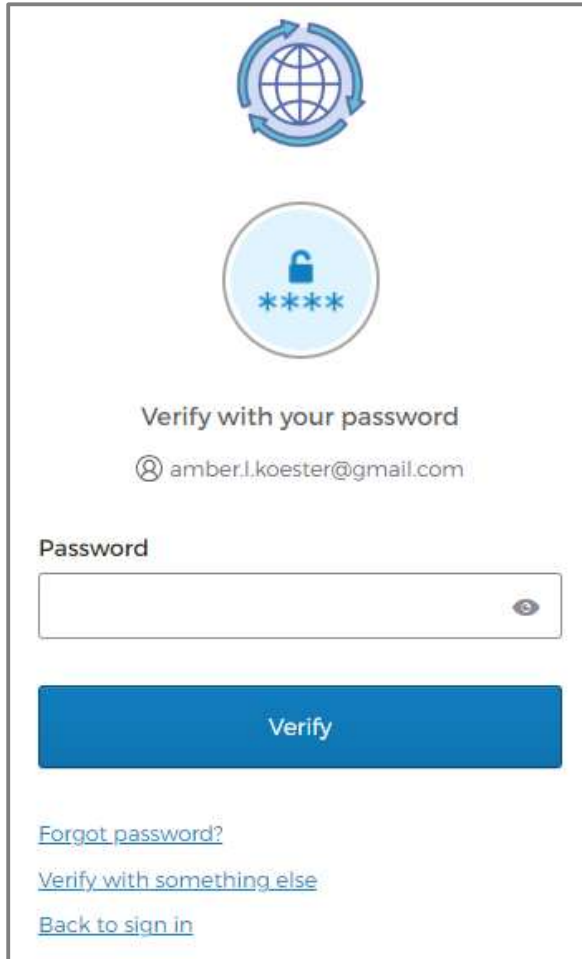
[Verify with something else](#)

[Back to sign in](#)

Password Option

1. Type the **Password**.
2. Click **Verify**.

The browser displays the **ABQ-PLAN** Home page.




The screenshot shows a password verification interface. At the top, there is a blue circular icon with a globe and two arrows. Below it is another blue circular icon with a padlock and four asterisks. The text "Verify with your password" is centered. Below that, the email address "amber.l.koester@gmail.com" is displayed with a small circular icon to its left. A "Password" label is positioned above a text input field. To the right of the input field is a small eye icon. Below the input field is a large blue button labeled "Verify". At the bottom, there are three links: "Forgot password?", "Verify with something else", and "Back to sign in".


Forgotten Password


To reset a forgotten password:


1. Type the **Email address** used during registration.
2. Click **Next**.
3. Click **Select** next to **Password**.




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)


 [Sign in with Facebook](#)

OR

Email address

Keep me signed in


Next




Verify it's you with a security method

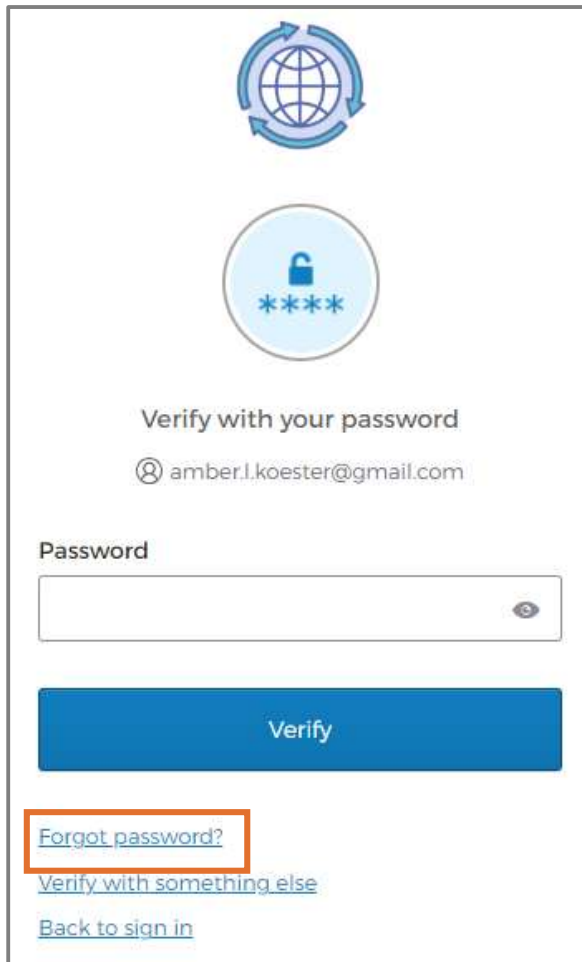
@ amber.l.koester@gmail.com

Select from the following options

 **Email** [Select](#)

 **Password** [Select](#)

4. Click **Forgot password**.
5. Click **Send me an email**.

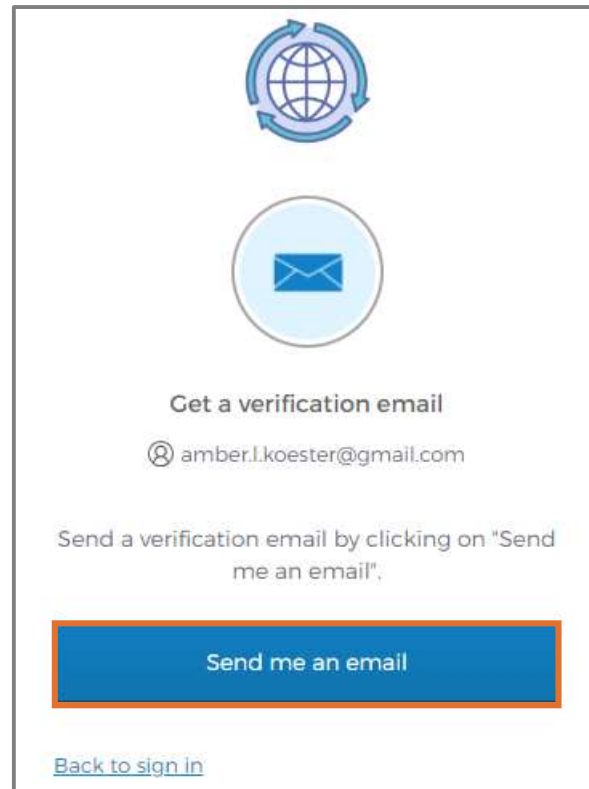


The screen displays a globe icon with circular arrows at the top. Below it is a circular icon containing a padlock and four asterisks. The text reads "Verify with your password" followed by the email address "amber.l.koester@gmail.com". A "Password" label is positioned above a text input field with a toggle eye icon. A blue "Verify" button is located below the input field. At the bottom, there are three links: "Forgot password?" (highlighted with an orange box), "Verify with something else", and "Back to sign in".

Verify with your password

amber.l.koester@gmail.com

Password



The screen displays a globe icon with circular arrows at the top. Below it is a circular icon containing an envelope. The text reads "Get a verification email" followed by the email address "amber.l.koester@gmail.com". Below this, it says "Send a verification email by clicking on 'Send me an email'". A blue button with the text "Send me an email" is highlighted with an orange border. At the bottom, there is a link "Back to sign in".

Get a verification email

amber.l.koester@gmail.com

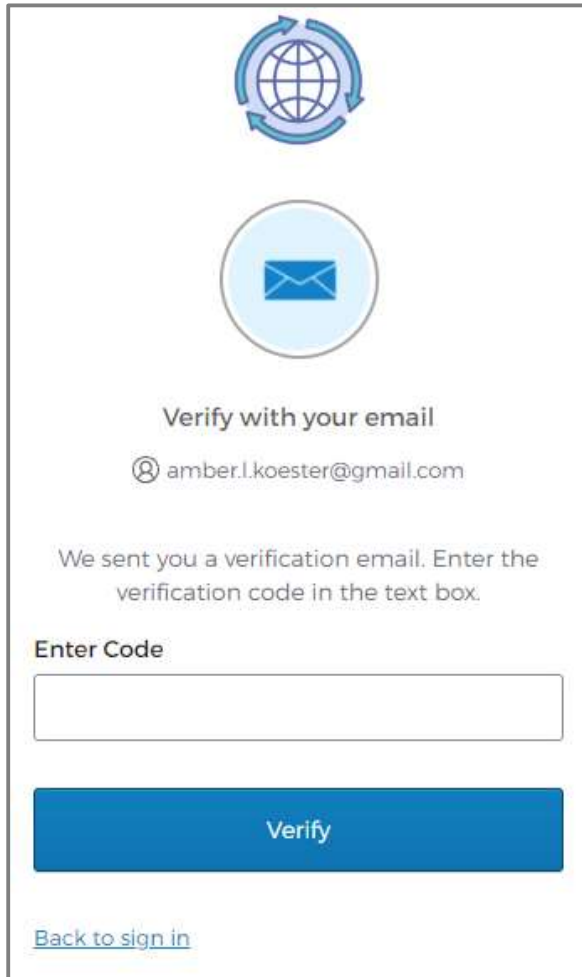
Send a verification email by clicking on "Send me an email".

Send me an email

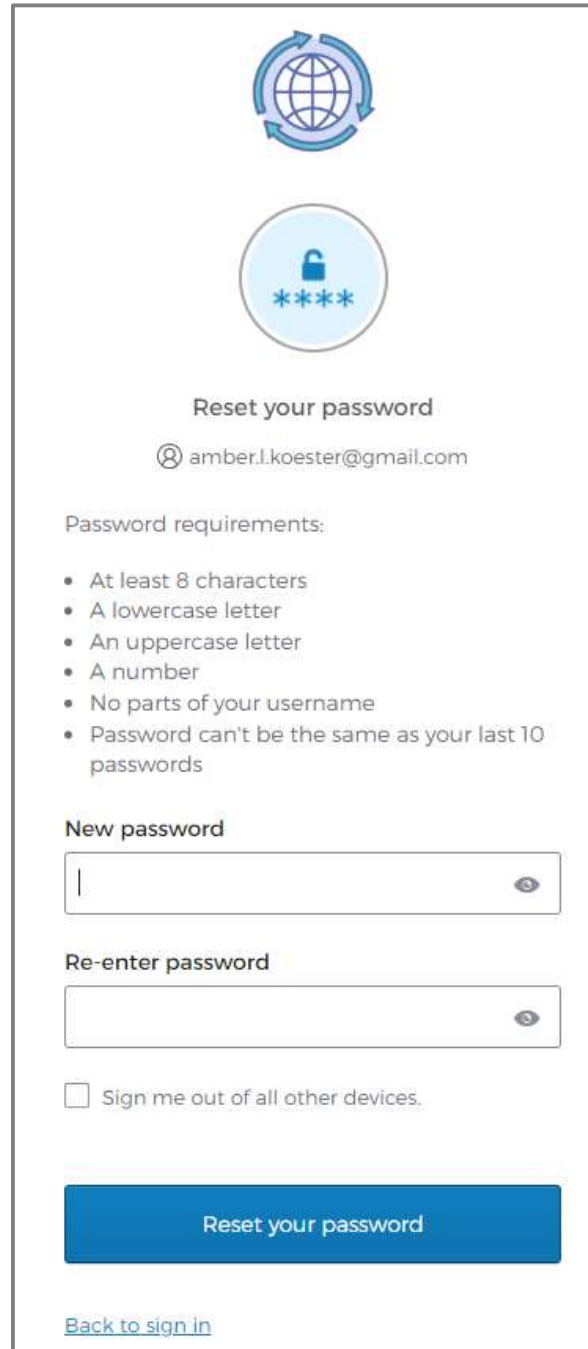
[Back to sign in](#)

6. Type the **code** from the email.
7. Click **Verify**.
8. Type the **New password**.
9. Re-enter the **password**.
10. Click **Reset your password**.

The browser displays the **ABQ-PLAN** Home page.



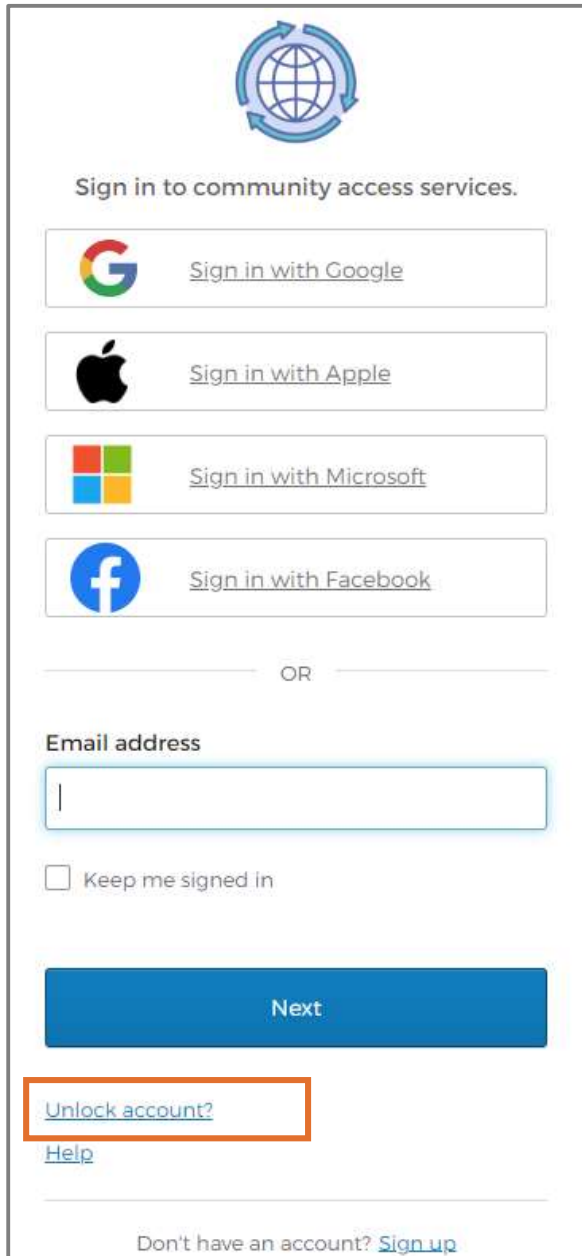
The screenshot shows a verification screen. At the top is a globe icon with circular arrows. Below it is a circular icon containing an envelope. The text reads "Verify with your email" followed by the email address "amber.l.koester@gmail.com". A message states: "We sent you a verification email. Enter the verification code in the text box." There is a text input field labeled "Enter Code" and a blue "Verify" button. A link "Back to sign in" is at the bottom.




The screenshot shows a password reset screen. At the top is a globe icon with circular arrows. Below it is a circular icon containing a padlock and "****". The text reads "Reset your password" followed by the email address "amber.l.koester@gmail.com". Under "Password requirements:" is a list of rules: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", and "Password can't be the same as your last 10 passwords". There are two password input fields: "New password" and "Re-enter password", each with a visibility toggle. A checkbox "Sign me out of all other devices." is present. A blue "Reset your password" button is at the bottom. A link "Back to sign in" is at the very bottom.


Unlock Account


1. To unlock an account, click **Unlock account**.
2. Type the **Email address**.
3. Click **Select**.
4. Click **Send me an email**.




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

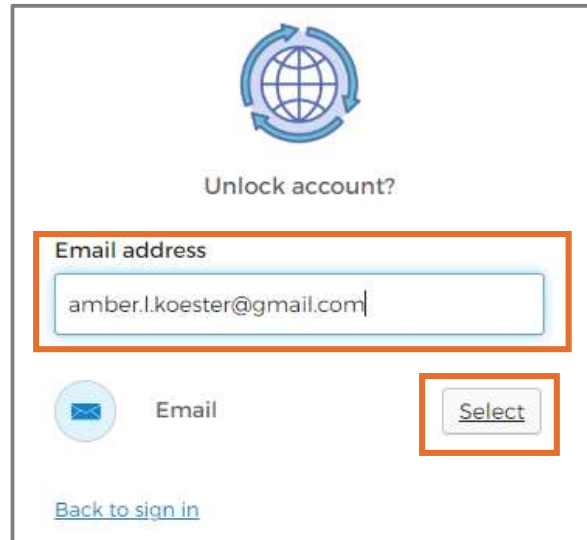
Keep me signed in

[Next](#)

[Unlock account?](#)


[Help](#)

Don't have an account? [Sign up](#)

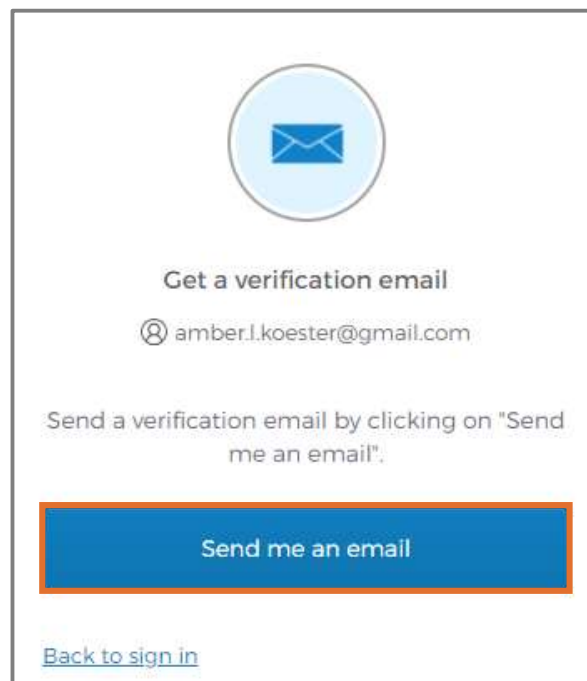



Unlock account?

Email address


 Email [Select](#)

[Back to sign in](#)





Get a verification email

 amber.l.koester@gmail.com



Send a verification email by clicking on "Send me an email".

[Send me an email](#)


[Back to sign in](#)

5. Type the **code** from the email.
6. Click **Verify**.

The browser displays a success message and then the **ABQ-PLAN** Home page.



Verify with your email

 amber.l.koester@gmail.com

We sent you a verification email. Enter the verification code in the text box.

Enter Code

Verify

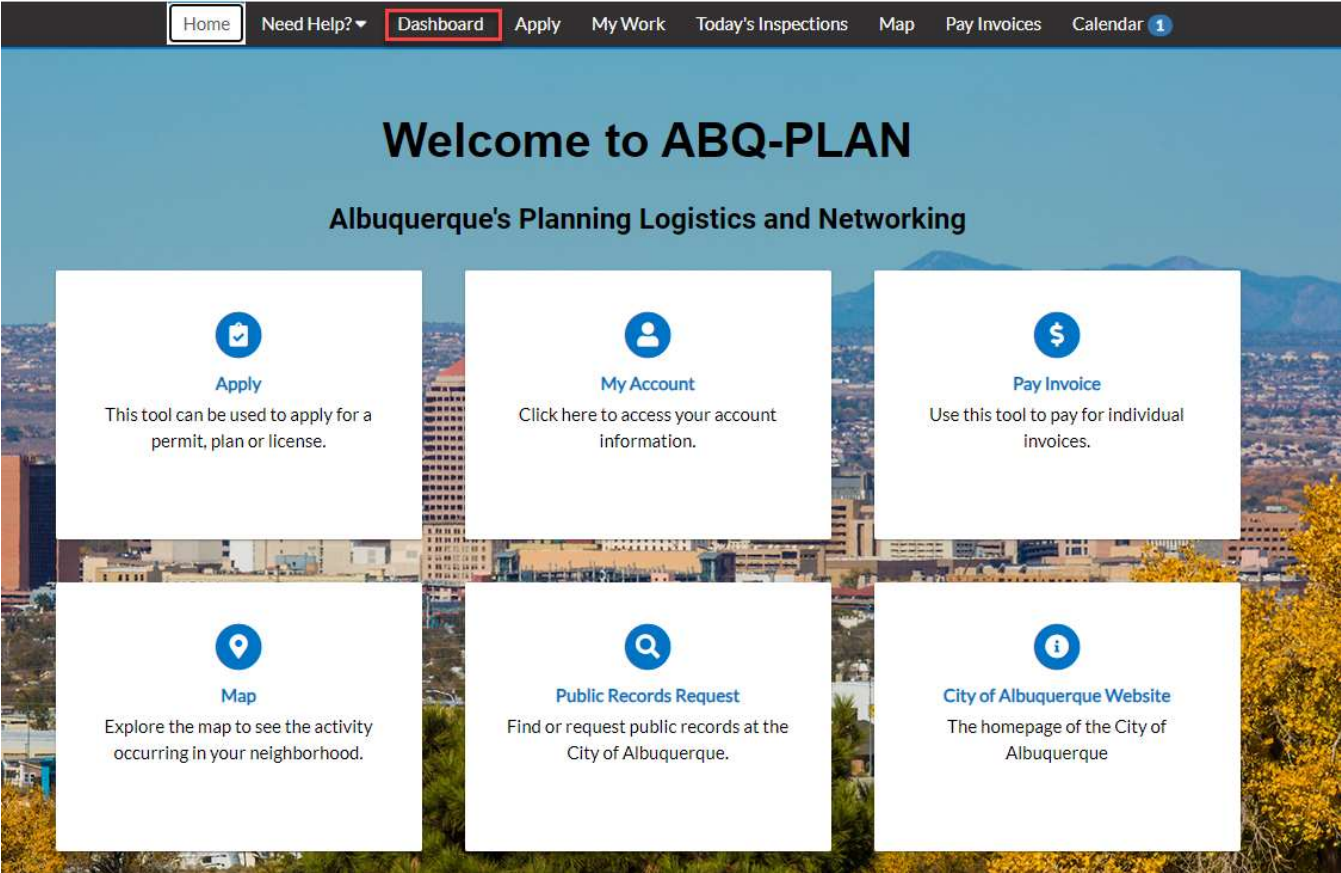
[Back to sign in](#)

Dashboard

The **ABQ-PLAN** Dashboard allows customers to view a visual representation of aggregated data. Customers can access saved drafts of submissions and add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the registered user. The menu items on the Dashboard are configurable as to where they appear on the Dashboard and may show additional custom options set up by a jurisdiction.

To access the Dashboard:

1. Log in as a **registered user**.
2. Click **Dashboard** in the menu on the **ABQ-PLAN** Home page.



The browser displays the Dashboard.

My Permits

<p>Attention</p> <p>58</p> <table border="1"> <tr><td>Building (Resident...</td><td>21</td></tr> <tr><td>Building (Non-Resi...</td><td>13</td></tr> <tr><td>Other</td><td>24</td></tr> </table>	Building (Resident...	21	Building (Non-Resi...	13	Other	24	<p>Pending</p> <p>99+</p> <table border="1"> <tr><td>Building (Resident...</td><td>37</td></tr> <tr><td>Building (Non-Resi...</td><td>21</td></tr> <tr><td>Other</td><td>57</td></tr> </table>	Building (Resident...	37	Building (Non-Resi...	21	Other	57	<p>Active</p> <p>50</p> <table border="1"> <tr><td>Building (Resident...</td><td>16</td></tr> <tr><td>Building (Non-Resi...</td><td>9</td></tr> <tr><td>Other</td><td>25</td></tr> </table>	Building (Resident...	16	Building (Non-Resi...	9	Other	25	<p>Recent</p> <p>99+</p> <table border="1"> <tr><td>Building (Resident...</td><td>42</td></tr> <tr><td>Building (Non-Resi...</td><td>19</td></tr> <tr><td>Other</td><td>57</td></tr> </table>	Building (Resident...	42	Building (Non-Resi...	19	Other	57	<p>Draft</p> <p>0</p>
Building (Resident...	21																											
Building (Non-Resi...	13																											
Other	24																											
Building (Resident...	37																											
Building (Non-Resi...	21																											
Other	57																											
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Other	25																											
Building (Resident...	42																											
Building (Non-Resi...	19																											
Other	57																											

[View My Permits](#)

My Plans

<p>Attention</p> <p>6</p> <table border="1"> <tr><td>Planned Unit Devel...</td><td>2</td></tr> <tr><td>Land Use - Special U...</td><td>1</td></tr> <tr><td>Other</td><td>3</td></tr> </table>	Planned Unit Devel...	2	Land Use - Special U...	1	Other	3	<p>Pending</p> <p>4</p> <table border="1"> <tr><td>Site Plan - New</td><td>4</td></tr> </table>	Site Plan - New	4	<p>Active</p> <p>1</p> <table border="1"> <tr><td>Planned Unit Devel...</td><td>1</td></tr> </table>	Planned Unit Devel...	1	<p>Recent</p> <p>4</p> <table border="1"> <tr><td>Site Plan - New</td><td>3</td></tr> <tr><td>Planned Unit Devel...</td><td>1</td></tr> </table>	Site Plan - New	3	Planned Unit Devel...	1	<p>Draft</p> <p>0</p>
Planned Unit Devel...	2																	
Land Use - Special U...	1																	
Other	3																	
Site Plan - New	4																	
Planned Unit Devel...	1																	
Site Plan - New	3																	
Planned Unit Devel...	1																	

[View My Plans](#)

My Inspections

<p>Requested</p> <p>31</p> <table border="1"> <tr><td>Footing</td><td>4</td></tr> <tr><td>Foundation W...</td><td>4</td></tr> <tr><td>Other</td><td>23</td></tr> </table>	Footing	4	Foundation W...	4	Other	23	<p>Scheduled</p> <p>71</p> <table border="1"> <tr><td>Footing</td><td>11</td></tr> <tr><td>Foundation W...</td><td>9</td></tr> <tr><td>Other</td><td>51</td></tr> </table>	Footing	11	Foundation W...	9	Other	51	<p>Closed</p> <p>55</p> <table border="1"> <tr><td>Footing</td><td>13</td></tr> <tr><td>Business Regi...</td><td>6</td></tr> <tr><td>Other</td><td>36</td></tr> </table>	Footing	13	Business Regi...	6	Other	36
Footing	4																			
Foundation W...	4																			
Other	23																			
Footing	11																			
Foundation W...	9																			
Other	51																			
Footing	13																			
Business Regi...	6																			
Other	36																			

[View My Inspections](#)

My Invoices

Current	2	\$4,300.00	Add To Cart
Past Due	29	\$59,864.00	Add To Cart
Total	31	\$64,164.00	Add To Cart

[View My Invoices](#)

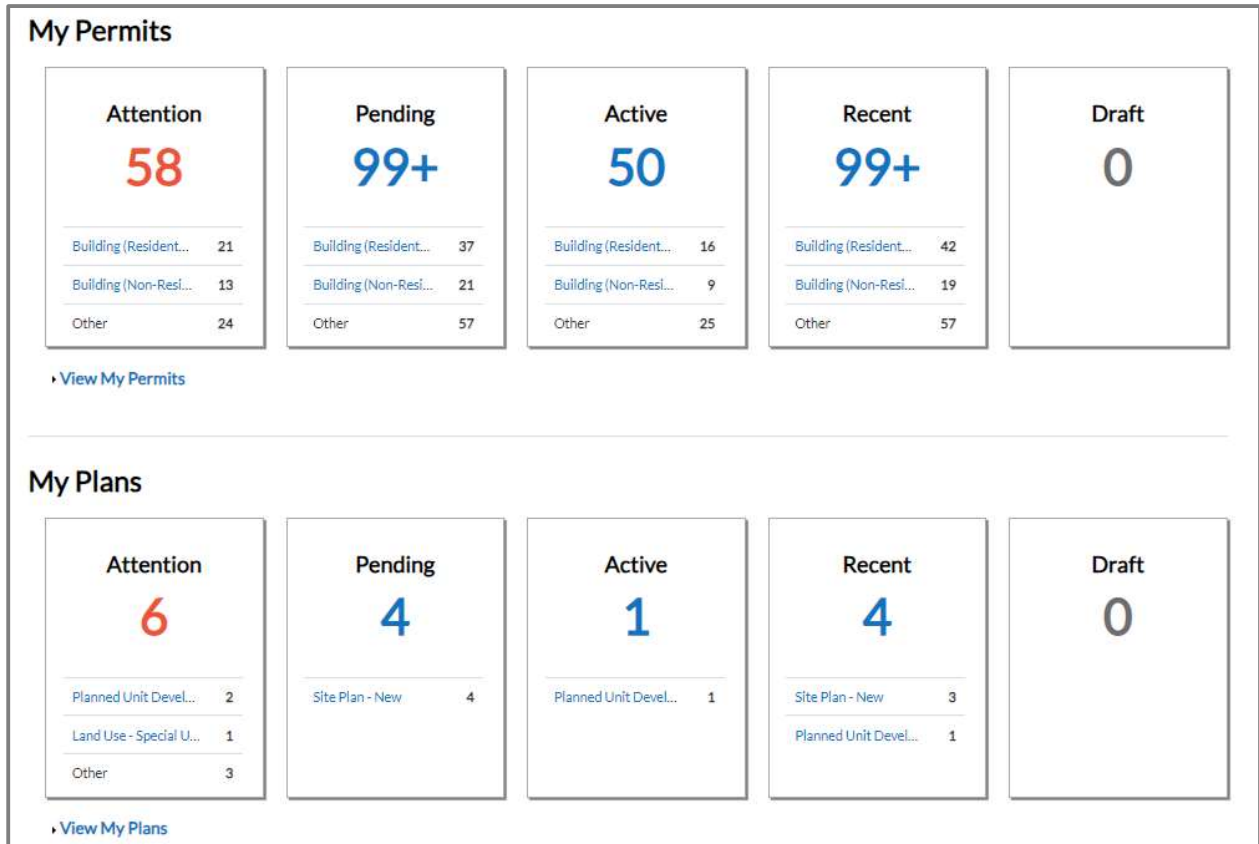
My Licenses

<p>Expired</p> <p>33</p> <p>DAYS</p> <p>Test Business</p> <p>No. HOME-000072-2023</p> <p>Type Home Business - Pho...</p> <p>Renew</p>	<p>Expires in</p> <p>255</p> <p>DAYS</p> <p>PBG Construction, Tim Taylor</p> <p>No. CON-000001-2020</p> <p>Type Contractor - General</p> <p>Renew</p>	<p>Expires in</p> <p>296</p> <p>DAYS</p> <p>Yellow Rose Florist</p> <p>No. RETL-000052-2023</p> <p>Type Retail - Florist</p> <p>Renew</p>	<p>Expires in</p> <p>304</p> <p>DAYS</p> <p>Test Co.</p> <p>No. RETL-000060-2023</p> <p>Type Tobacco License</p> <p>Renew</p>	<p>Draft</p> <p>0</p>
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[View My Licenses](#)

To use the Dashboard:

1. Click **Draft** in the My Permits or My Plans section to view saved permit or plan application drafts.
2. Click the desired **status card** in the My Permits section to view a list of the corresponding permits. Beneath each status is a breakdown of the permit types.
 - a. Click **View My Permits** to view all permits.
3. Click the desired **status card** in the My Plans section to view a list of the corresponding plans. Beneath each status circle is a breakdown of the plan types.
 - a. Click **View My Plans** to view all plans.



4. Click the desired **status card** in the **My Inspections** section to view a list of the corresponding inspections. Beneath each status is a breakdown of the inspection types.
 - a. Click **View My Inspections** to view all inspections.
5. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the My Invoices section to add the corresponding invoices to the shopping cart.
 - a. Click **View My Invoices** to view all invoices.
6. Click **Renew** in the **My Licenses** section to renew the license.
 - a. Click **View My Licenses** to view all licenses.

My Inspections

Requested	Scheduled	Closed
31	71	55
Footing 4	Footing 11	Footing 13
Foundation W... 4	Foundation W... 9	Business Regi... 6
Other 23	Other 51	Other 36

[View My Inspections](#)

My Invoices

Current 2	\$4,300.00	Add To Cart
Past Due 29	\$59,864.00	Add To Cart
Total 31	\$64,164.00	Add To Cart

[View My Invoices](#)

My Licenses

<p>Expired</p> <p style="font-size: 2em; color: blue;">33</p> <p>DAYS</p> <p style="font-size: 0.8em;">Test Business</p> <p style="font-size: 0.8em;">No. HOME-000072-2023</p> <p style="font-size: 0.8em;">Type Home Business - Pho...</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Expires in</p> <p style="font-size: 2em; color: blue;">255</p> <p>DAYS</p> <p style="font-size: 0.8em;">PBG Construction, Tim Taylor</p> <p style="font-size: 0.8em;">No. CON-000001-2020</p> <p style="font-size: 0.8em;">Type Contractor - General</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Expires in</p> <p style="font-size: 2em; color: blue;">296</p> <p>DAYS</p> <p style="font-size: 0.8em;">Yellow Rose Florist</p> <p style="font-size: 0.8em;">No. RETL-000052-2023</p> <p style="font-size: 0.8em;">Type Retail - Florist</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Expires in</p> <p style="font-size: 2em; color: blue;">304</p> <p>DAYS</p> <p style="font-size: 0.8em;">Test Co.</p> <p style="font-size: 0.8em;">No. RETL-000060-2023</p> <p style="font-size: 0.8em;">Type Tobacco License</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Draft</p> <p style="font-size: 2em; color: blue;">0</p>
--	--	--	--	--

[View My Licenses](#)

My Permits

1. Click the **Attention card** to view a list of all permit applications that need the customer's attention. The list displays on the **My Work** page with each project name, address attached to the permit, type, status, and the reason that the permit needs the customer's attention. These permits may have active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, or do not have a completed status.
2. Click the **Pending card** to view a list of all permit applications with a pending status. The list displays on the **My Work** page with each project name, address attached to the permit, type, and status. These permits do not have an issue date, final date, or an expiration date.
3. Click the **Active card** to view a list of all permits with an active status. The list displays on the **My Work** page with each project name, address attached to the permit, type, and status. These permits have been issued or have an issued date but are not complete.
4. Click the **Recent card** to view a list of all permits applied for in the last 90 days.
5. Click the **Draft card** to view a list of all permits saved by the customer, but not submitted for review. These drafts may be incomplete, and action may resume at any point.

My Permits

Attention

5

Building (Residentia... 2

Building (Non-Resid... 1

Other 2

Pending

6

Building (Residentia... 4

Building (Non-Resid... 1

Building (Non-Resid... 1

Active

2

Building (Residentia... 2

Recent

8

Building (Residentia... 4

Building (Residentia... 2

Other 2

Draft

1

Electrical (Residenti... 1

[View My Permits](#)

6. Click **Delete** to delete any drafts no longer needed.

Saved Work

MY TEMPLATES **MY DRAFTS**

My Drafts

Module Permit ▼ Sort Module ▼

Module	Type	Last Update	Action
Permit	Electrical (Residential) - New Construction	02/06/2023 02:24:53 PM	Resume Delete

Results per page 10 ▼ 1 - 1 of 1 << < 1 > >>

7. Type **criteria** in the **My Work** page search box and press **enter** on the keyboard to filter results. Or view the results as they display when they meet the criteria.

My Work

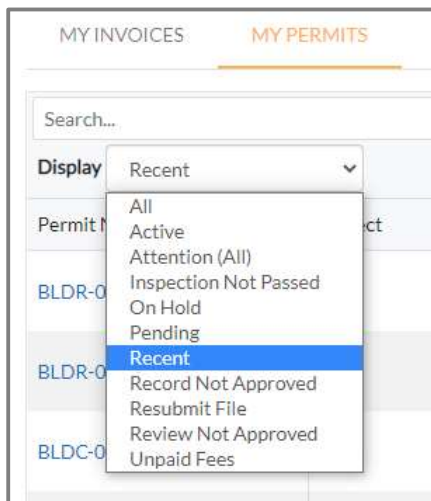
MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS MY LICENSES

non-residential Export to Excel

Display: All Records: Updated In: Last 120 Days

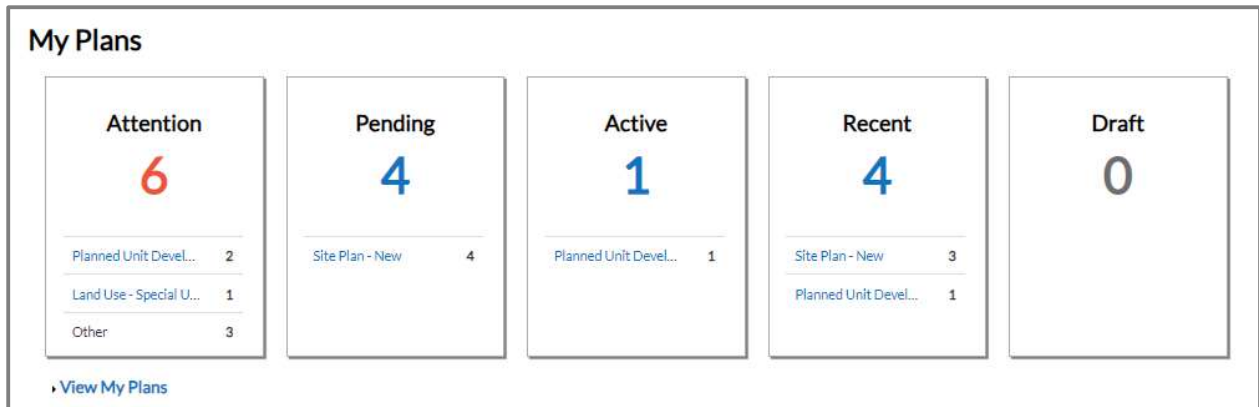
Permit Number	Project	Address	Permit Type	Status	State
BLDC-000300-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDC-000139-2022		2400 Clifton Ct Naperville, I...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)

8. Select a **status** in the dropdown to further filter the view.



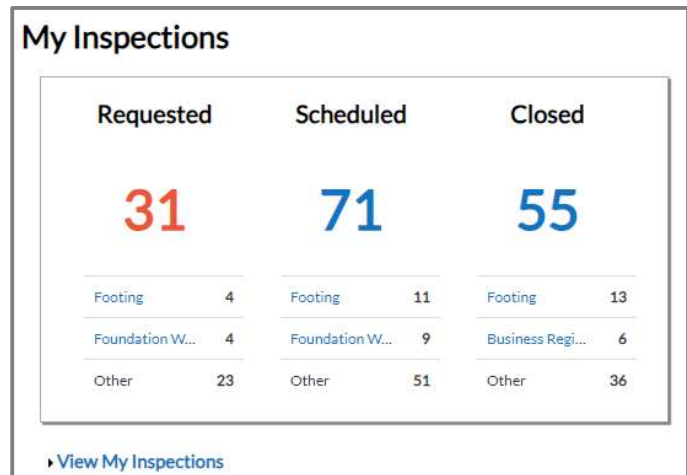
My Plans

1. Click the **Attention card** to view a list of all plans with active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and an unsuccessful status. The plans display on the **My Work** page with each project name, address, type, status, and the reason that the plan needs the customer's attention.
2. Click the **Pending card** to view a list of all plans with an unsuccessful, fail, on hold, or cancelled status. The plans display on the **My Work** page with each project name, address, type, and status.
3. Click the **Active card** to view a list of all the plans with an active status. The plans display on the **My Work** page with each project name, address, type, and status.
4. Click the **Draft card** to view a list of all the plans saved by the customer, but not submitted for review. Drafts may be incomplete, and action may resume at any point. Customers may delete drafts if they are no longer needed.
5. Click the **Recent card** to view a list of all plans applied for in the last 90 days.



My Inspections

1. Click the **Requested** card to view a list on the **My Work** page of inspections that have a requested status (e.g., has not been given a scheduled date for the inspection). The list displays the inspection type, address, and case number.
2. Click the **Scheduled** card to view a list on the **My Work** page of inspections that have a scheduled status. The list displays the inspection type, address, case number, and scheduled date.
3. Click the **Closed** card to view a list on the **My Work** page of inspections that have a closed status. These inspections are complete. The list displays the inspection type, address, and case number.



My Invoices

The My Invoices section allows **ABQ-PLAN** customers to access paid, voided, or unpaid invoices through the Dashboard and add them to an electronic shopping cart. Customers can view, add, pay, or remove invoices from the cart, which displays single or multiple cases associated with each invoice.

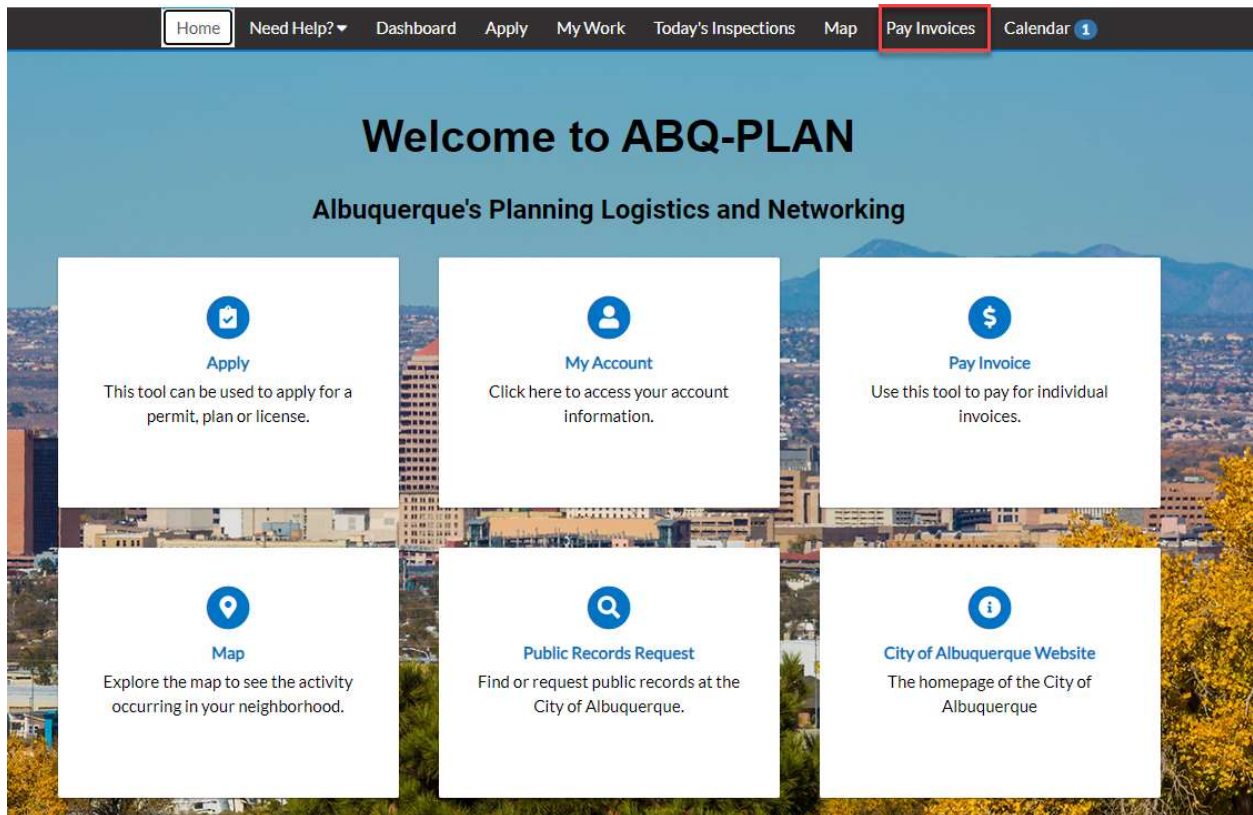
1. Click **Add To Cart** to the right of Current to view all current invoices.
2. Click **Add To Cart** to the right of Past Due to view all past due invoices.
3. Click **Add To Cart** to the right of Total to view all invoices.
4. Click the **Invoice Number** to view the invoice.
5. Click the **Case Number** to view the case.
6. Click **Remove** to remove an invoice from the shopping cart.
7. Click **Check Out** to display a payment page and complete the payment for the invoice(s).
8. You will be launched to a payment processor and, once you have completed payment, you will be returned by to the **ABQ-PLAN** site.

My Invoices		
Current 4	\$39,460.80	Add To Cart
Past Due 1	\$1,072.50	Add To Cart
Total 5	\$40,533.30	Add To Cart

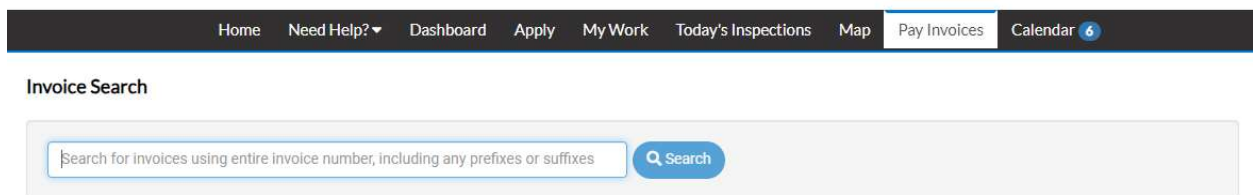
[View My Invoices](#)

Shopping Cart			
			Total \$1,072.50
			Check Out
Invoice: INV-00000154		Description: BLDR-000209-2022	
Due Date: 01/15/2023			
Case Number	Project	Case Address	Amount Due
BLDR-000209-2022		1234 Chalet Rd Naperville IL 60563	\$1,072.50
			\$1,072.50
			Remove
			Top Main Menu
			Total \$1,072.50
			Check Out

Note: It is possible to pay an invoice *without* being logged into **ABQ-PLAN**. Simply navigate to the [ABQ-PLAN \(tylerhost.net\)](http://ABQ-PLAN.tylerhost.net) and, without logging in, select **Pay Invoices**.



ABQ-PLAN will present an invoice search screen where the customer can search for an invoice to pay.



My Licenses

ABQ-PLAN customers can access licenses through the **My Licenses** section on the Dashboard, which displays the days until the licenses expire and includes licenses that are up for renewal.

1. Click a **company name** to view the business details.
2. Click a **license number** to view the license details.
3. Click **Renew** on any card to begin the license renewal process. If a card does not display a Renew button, the license cannot be renewed at this time.
4. Click the **View My Licenses** to view all licenses on the **My Work** page.

The screenshot shows a dashboard titled "My Licenses" with five columns. The first four columns represent licenses with their expiration status and details, while the fifth column shows the draft count.

Expired	Expires in	Expires in	Expires in	Draft
33 DAYS	255 DAYS	296 DAYS	304 DAYS	0
Test Business	PBG Construction, Tim Taylor	Yellow Rose Florist	Test Co.	
No. HOME-000072-2023	No. CON-000001-2020	No. RETL-000052-2023	No. RETL-000060-2023	
Type Home Business - Pho...	Type Contractor - General	Type Retail - Florist	Type Tobacco License	
Renew	Renew	Renew	Renew	

[View My Licenses](#)

The **My Work** page displays information about the case type.

5. Click a **License Number** to view the license details.
6. Click **Renew** to begin the license renewal process. The license cannot be renewed at this time if a row does not display a Renew button.
7. Click a **Name** to view the business details. This name may be different from the Doing Business As (DBA) name.

Other columns display the:

- **DBA name**, which may differ from the name of the actual business in **ABQ-PLAN**.
- **Address** of where the license is held.
- **Status** of the license. Names may vary by jurisdiction (e.g., expired, issued, in review, submitted).
- **License Type** for which the customer applied.
- **Applied** date when the customer applied for the license.

My Work

[MY INVOICES](#)
[MY PERMITS](#)
[MY PLANS](#)
[MY EXISTING INSPECTIONS](#)
[REQUEST INSPECTIONS](#)
[MY LICENSES](#)
[PROJECTS](#)

Search... [Export to Excel](#)

License Number	Renew	Name	DBA	Address	Status	Type	Applied
CONT-000029-20...		Sunil Ojha		3412 Keller Ln Naperville, IL...	Submitted	Contractor - General	09/13/2023
BUS-000081-2023	Renew	PBG Construction	PBG Construction	1124 Kings Point Ct Naperv...	Issued	Business Registration - Cons...	09/13/2023
BUS-000079-2023		Harbors Barbers		344 Green Valley Dr Naperv...	Submitted - ...	Business Registration - Servi...	08/25/2023
000008-2020	Renew	PBG Construction	PBG Construction	35 S Washington St Napervi...	Issued	Business Registration - Cons...	08/24/2023
HOME-000072-2...	Renew	Test Business			Issued	Home Business - Photograp...	08/16/2023
RETL-000060-2023	Renew	Test Co.		1233 Haverhill Cr Napervill...	Issued	Tobacco License	08/02/2023
REST-000056-2023		Hulk's Hoagies		1212 Andria Ct Naperville, I...	Submitted - ...	Restaurant - Full Service	08/01/2023
BUS-000053-2023		Yellow Rose Flor...	Yellow Rose Flor...	349 Green Valley Dr Naperv...	Submitted	Business Registration - Retail	07/25/2023
RETL-000052-2023	Renew	Yellow Rose Flor...	Yellow Rose Flor...	349 Green Valley Dr Naperv...	Issued	Retail - Florist	07/25/2023
CONT-000013-20...		PBG Construction			Submitted - ...	Contractor - General	07/21/2023
SRVC-000051-20...		TW Rental		340 Green Valley Dr Naperv...	Submitted - ...	Service - Barber	07/21/2023
SRVC-000050-20...		Corgi Cyber Sec...		1011 Book Ct Naperville, IL ...	Submitted	Service - Gas Station	07/18/2023

Showing 16 records.

Apply with Application Assistant

The Application Assistant offers a guided way to apply for licenses, permits, and plans. This guide uses a permit as an example application, but the process is similar for other applications. To use the Application Assistant:

1. Click **Apply** in the menu on the **ABQ-PLAN** Home page.
2. Click on **Help me choose** on the top right corner of the screen.

The Application Assistant displays tabs for all, trending, my history (when logged in), license, permit, and plan application types.

3. Click **All** to choose from all types of permit, plan, and license applications available in **ABQ-PLAN**.
4. Click **Show Categories** to select a category and narrow the results.
5. Click **Hide Categories** to collapse the category list.

6. Click **Trending** to choose from the City’s current most common application types.
7. Click **My History** to choose an application type for which the customer has previously applied. This tab displays only for registered users.
8. Click **LICENSES** to choose a type of license, which includes professional and business licenses.
9. Click **PERMITS** to choose a type of permit.
10. Click **PLANS** to choose a type of plan.

Application Assistant Help me choose

Search for application names and keywords Q

All
Trending
My History
LICENSES
PERMITS
PLANS

[Show Categories](#)
[Show My Templates](#)

Building (Residential) - Addition Apply

Category Name: Residential Building Description: Select this to apply for a Residential Building Addition Permit.

Building (Residential) - New Single Family Apply

Category Name: Residential Building Description: Select this to apply for a New Single Family Building Permit.

Contractor - General Apply

Category Name: Contractor Description: Contractor License - General

11. Type **key words** to search for application types. As the customer types, **ABQ-PLAN** displays common results.
12. Select the **desired result** in the list.

Application Assistant

electrical

- Contractor - **Electrical**
- Electrical** (Non-Residential) - Alteration
- Electrical** (Non-Residential) - New Construction

Step 1: Location

To add the location for the case:

1. Select the **type of address** on the Add Location card. The card may display a default address type (e.g., Location).
2. Click **add** on the Location card to add a location.

Apply for Permit - Building (Non-Residential) - Alteration *REQUIRED

1 Locations 2 Type 3 Contacts 4 More info 5 Attachments 6 Signature 7 Review and Submit

LOCATIONS

Please select or add the location of your project.

Location

Add Location

+

REQUIRED

Create Template Save Draft Next

ABQ-PLAN displays the Map page. Customers can search for an address, manually type an address, or draw a spatial collection (if configured). For more information, please refer to the [Using the Map section](#).

Search for an Address

1. Click the **arrow** to expand the search box.
2. Select **All**, **Address**, or **Parcels** to filter the results. The default is All.

Add Address As Location

Back to Application

SEARCH ENTER MANUALLY

Addresses & Parcel Search

All

Address

Parcels

3. Or type an **address, parcel number, or partial address** or **parcel number**.
4. Click **search** or press **enter** on the keyboard.
5. Or click **Use current location**.



ABQ-PLAN displays:

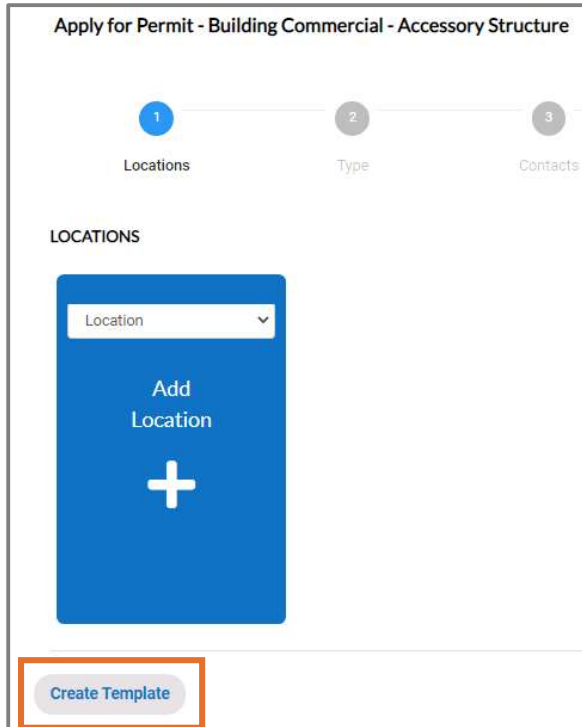
- Results specific to the criteria.
 - A pin on the map with a popup listing parcel and owner information, allowing the customer to zoom to the location or add a case. The parcel owner may not display, if configured.
6. Mark the desired **Address**.
 - a. Click **Add** in the search results to add a case at this location.
 7. Or click **Add** in the popup on the map to add a case at this location.
 8. Click **Next**.



Application Templates

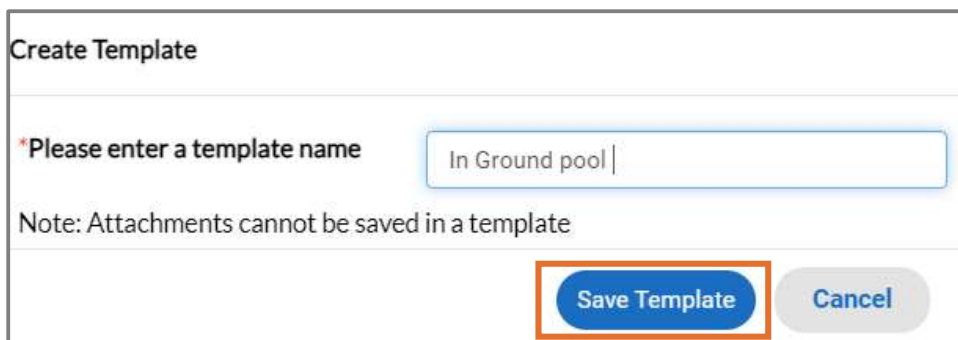
Customers can create application templates or drafts on the Location step, which can be reused when applying for the same case type and work class. For example, this is convenient way for contractors who repeatedly submit the same type of permit or plan to start an application.

1. Click **Create Template** on the Location step of an application.



ABQ-PLAN displays a Create Template popup.

2. Type the **name** of the template.
3. Click **Save Template**.



NOTE Required fields are noted with a red asterisk. Customers cannot add attachments to a template.

Once the customer saves the template, **ABQ-PLAN** displays a success message.

4. Click **Go to My Templates**.
5. Or click **OK**.
 - a. Click the **user's name** to access the My Account information.
 - b. Click **Saved Work**.

ABQ-PLAN displays the My Templates tab on the Saved Work page.

6. Click **Use** on the row with the desired template to use the template for an application.

ABQ-PLAN displays the Location step if the customer selects an application and clicks use.

7. Click **Update** to modify the template.
8. Click **Delete** to remove the template from **ABQ-PLAN**.
 - a. Click **Yes** to confirm.

Saved Work

MY TEMPLATES MY DRAFTS

My Templates

Module All

Sort Template Name

Module	Template Name	Type	Last Update	Action
Permit	In Ground pool	Pool (Residential) - In Ground	02/16/2023 10:35 AM	Use Update Delete
Permit	New Residential Home	Building (Residential) - New Single Family	02/09/2023 01:36 PM	Use Update Delete

Step 2: Type

ABQ-PLAN displays the application type. To add case details:

1. Type a **Description**.
 - a. Click the **corner** to expand the field and enter a large amount of text.
2. Type **Square Feet** and/or **Valuation** if desired.
3. Click **Next**.

Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

Progress: 1. Locations (checked), 2. Type (active), 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, 7. Review and Submit

PERMIT DETAILS

Please enter the requested details about your project.

Note: Fields with an asterisk(*) are required.

* Permit Type: Building (Non-Residential) - New Cons

Description:

Square Feet:

Valuation:

Buttons: Back, Create Template, Save Draft, Next

NOTE Required fields are noted with a red asterisk.

Step 3: Contacts

ABQ-PLAN populates the registered user's contact information as the first contact on permit and plan applications. The customer must add the first contact for other types of records. Customers can add more contacts if desired.

If a contact card is outlined in red and labeled Required, the customer must add the contact type to the application.


Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

Locations Type **Contacts** More Info Attachments Signature Review and Submit

CONTACTS

Please select or add any contacts you would like attached to this permit.

Applicant



Kathy LaPaglia (You)

2530 Sever Rd.,
Lawrenceville, GA, 30043

Select Type

Add Contact

+

Back Create Template Save Draft Next


To add contacts:

1. Select the **contact type** if the card displays the Select Type dropdown.
2. Click **add** (the plus button) to search for a contact or manually enter contact information.

CONTACTS

Please select or add any contacts you would like attached to this perm

Applicant



Kathy LaPaglia (You)

2530 Sever Rd.,
Lawrenceville, GA, 30043

Select Type

Select Type

- Applicant
- Architect
- Contractor
- Developer
- Owner
- Owner/Builder

+

3. Type a full or partial **Name, email, or Company name**.
4. Click **search**.

Add Contact

Add Contact As Contractor ▾

Search
Enter Manually
My Favorites

Search 🔍

5. Click **add** to add the contact to the application if the person or company is an existing contact or their email address is connected to an existing contact.
6. Click **Enter Manually** the contact does not exist in the system. **ABQ-PLAN** displays the button only if configured by the Planning Department.
 - a. Type the **required information**.
7. Click the **star** to add the contact as a favorite to easily locate it in the future in My Favorites.
8. Click **Next** after adding all case contacts.

Search
Enter Manually
My Favorites

Search 🔍

Sort Relevance ▾

Favorite	First Name	Last Name	Address	Company	Email	Action
★	Tim	Taylor	35 S Washington Naperville IL 60540	PBG Construction	pbg@tylerdemo.net	Add

Step 4: More Info

The More Info step displays fields defined by the Planning Department that vary based on configuration. The customer cannot edit this information after submitting the application. Jurisdiction users may edit the information in **ABQ-PLAN**. To add information:

1. Type **information** or mark applicable **boxes**.
2. Click **Next**.

Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

Locations Type Contacts **More Info** Attachments Signature Review and Submit

MORE INFO

Please provide additional details about your project below.

Note: Fields with an asterisk(*) are required.

General Building | Top | Main Menu

Construction Type	<input type="checkbox"/>	VB
	<input type="checkbox"/>	VA
	<input type="checkbox"/>	IV
	<input type="checkbox"/>	IIIA
	<input type="checkbox"/>	IIIB
	<input type="checkbox"/>	IIA
	<input type="checkbox"/>	IIB
	<input type="checkbox"/>	IA
	<input type="checkbox"/>	IB
	<input type="checkbox"/>	Not Applicable

NOTE Required fields are noted with a red asterisk.

Step 5: Attachments

The Attachments step allows customers to upload files related to the application. To attach files:

1. Select the **file type** if the card displays the Select Type dropdown.
2. Click **add** on each card to attach files. **ABQ-PLAN** displays REQUIRED on a card if the Planning Department requires a certain file type (e.g., building plans, blueprints, driver's license).
3. Locate and select the **file** on the computer or server.
4. Click **Open** or drag and drop the document.
5. Click **Next** after all files have been uploaded.

Attachments

Please upload all applicable files for review.

Complete Building Plan (Building,...

Add Attachment

+

Supported: .pdf

REQUIRED

Select Type

Add Attachment

+

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

Step 6: Signature

The Signature step allows the customer to consent electronically for the application.

1. Type the **applicant's name** in the first field.
2. Toggle on **Enable Type Signature**.
3. Type the **name** again and **ABQ-PLAN** populates the signature field.
4. Or leave the **Enable Type Signature** toggled off and draw the **signature** in the signature field.
5. Click **Next**.

The screenshot shows a progress bar at the top with seven steps: Locations, Type, Contacts, More Info, Attachments, Signature (highlighted with a blue circle and the number 6), and Review and Submit (highlighted with a grey circle and the number 7). Below the progress bar, the 'SIGNATURE' section contains a consent statement: "By providing my first and last name below, I affirm that the facts stated by me are true, I understand any misrepresentation or fraudulent statement is grounds for automatic dismissal of this application and/ or revocation of the license. I understand that all signs displayed on my premise must be permitted by the Community Development Agency. I further understand that my business must be operated in compliance with all applicable state, federal & local laws, ordinances & regulations, & that the granting of this occupation tax certificate or payment of this occupation tax does not waive the right of any federal, state or local entity to regulate & enforce such laws, ordinances & regulations. I understand that all decisions of the Building Division may be appealed to the Review Board." Below this is a red asterisk and the instruction: "* Please type your name as consent to electronically sign this application." There are two input fields, both containing "Kathy LaPaglia". The first is a simple text box, and the second is preceded by a toggle switch labeled "Enable Type Signature" which is turned on. Below the input fields is a large signature box. The top left corner of this box contains "Kathy LaPaglia" and "February, 09 2023". The main area of the box shows a handwritten signature "Kathy LaPaglia" in black ink on a white background. At the bottom of the form are five buttons: "Back", "Create Template", "Save Draft", and "Next".

NOTE Required fields are noted with a red asterisk.

Step 7: Review and Submit

1. Review the application including uploaded attachments, more info fields, and estimated fees (if configured to display).
2. Click **Save Draft** if the information is incomplete and/or to finish the application later.
 - a. Click the **Draft status circle** on the Dashboard to resume the application.
3. Click **Submit** if the application is complete and accurate.

The screenshot shows a web form for reviewing and submitting an application. At the top, there is a list of building types with checkboxes: R-2 Multi-Family, R-2.1 Residential Care Facilities, R-3 1 & 2 Family Dwellings, R-3.1 Res. Care Facility < 6 Clients, R-4 Res. Care Facility >6 Clients, S-1 Storage, Mod Hazard, S-2 Storage, Low Hazard, and U Utility/Misc Structures. Below this list are three input fields labeled "Number of Stories", "Seating Capacity", and "Proposed Use". Underneath these fields is an "Attachments" section showing two files: "Complete Building Plan (Building, Electrical etc)" and "Office Plans - LEVEL 02 FLOOR PLAN_v1.pdf". At the bottom of the form, there are four buttons: "Back", "Create Template", "Save Draft", and "Submit". The "Save Draft" and "Submit" buttons are highlighted with orange boxes.

Success Page

Once the application is submitted, **ABQ-PLAN** will display a success message or immediately display the record based on configuration.

1. Click **Add to Cart** in the Fees section for fees that **ABQ-PLAN** has automatically invoiced. The customer will also receive an invoiced emailed to them.

The screenshot shows a success page with a green checkmark icon and the text: "Your application was successfully submitted!". Below this, it says: "Your application has been submitted successfully! We are currently reviewing your application for completeness and will notify you if additional information is needed." There is a "Continue to permit" button. On the right side, there is a "Fees" summary box with a total of "\$825.00" and two buttons: "View Details" and "Add to Cart". The "Add to Cart" button is highlighted with an orange box.

Request Inspections

Customers can request an inspection through **ABQ-PLAN** after the permit issuance. This guide uses a permit as an example for requesting an inspection, but the process is similar for other records. Customers must be registered users and a contact associated with the case. Inspection requests interact with the inspection-related data on the dashboard.

To request an inspection:

- 1. Click **Dashboard** in the menu.
- 2. Click the **Active card** in the My Permits section.

ABQ-PLAN displays the **My Work** page and active permits by default.

- 3. Click the **Permit Number** of the desired permit for which you would like to request an inspection.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-000308-2023		1214 Cheshire Av Naperville...	Building (Residential) - New Single Family	Issued	Active, Recent
BLDR-000184-2022		1500 Tulane Dr Naperville, I...	Building (Residential) - New Single Family	Issued	Active, Attention, Recent (Unpaid Fees)

NOTE Customers also can request inspections through the **My Work** REQUEST INSPECTIONS tab. For more information, please refer to the [Request Inspections section](#).

ABQ-PLAN displays the permit.

- 4. Click the **Inspections** tab.

Permit Number: BLDR-000308-2023

Permit Details | Tab Elements | Main Menu

Type:	Building (Residential) - New Single Family	Status:	Issued	Project Name:	
IVR Number:	100364	Applied Date:	01/31/2023	Issue Date:	01/31/2023
District:	East	Assigned To:	Lopez, Spencer	Expire Date:	07/31/2023
Square Feet:	2,800.00	Valuation:	\$350,000.00	Finalized Date:	
Description:					

Summary | Locations | Fees | Reviews | **Inspections** | Attachments | Contacts | Sub-Records | More Info | Public Comments

5. Mark **Action** on the row for the desired inspection. Customers may request more than one inspection at the same time.
6. Click **Request Inspection**.

Request Inspections

Description	Reinspection	Action
Foundation Wall Inspection	No	<input type="checkbox"/>
Concrete Slab Inspection	No	<input type="checkbox"/>
Floor Framing Inspection	No	<input type="checkbox"/>
Wall Framing Inspection	No	<input type="checkbox"/>
Final Building Inspection	No	<input type="checkbox"/>
Final Fire Inspection	No	<input type="checkbox"/>

[Request Inspection](#)

NOTE If the case workflow is not complete in **ABQ-PLAN** up to the inspection step (based on the priority), **ABQ-PLAN** does not display the Action settings.

ABQ-PLAN displays the Request Inspections page.

7. Click the **calendar** and select a **date** for the inspection.

Request Inspections (1)

1 #BLDR-000308-2023

Inspection Type: Foundation Wall Case Type: Building (Residential) - New Single Family

Address: 1214 Cheshire Av Naperville, IL 60540

* Requested Date 

Comments/Gate Code

8. Type **comments or a gate code** as desired.
9. Click **Submit**.

Comments/Gate Code

ABQ-PLAN displays the inspection information and a green checkmark if it is successfully requested.

1 Case #BLDR-000308-2023


Inspection Type: Foundation Wall

Case Type: Building (Residential) - New Single Family

Address: 1214 Cheshire Av Naperville, IL 60540

Requested Date: 02/10/2023

Comments/Gate Code: Call ahead so contractor can meet you.
Tim Taylor - 112-234-1234



10. Click **Back** to navigate back to the case details.

ABQ-PLAN displays the requested inspection in the Existing Inspections section.

11. Click **Cancel Inspection** to cancel the inspection.

Once scheduled by the Planning Department, **ABQ-PLAN** does not display the Cancel Inspection button.

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info Public Comments

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort: Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000343-2023	Foundation Wall Inspection	Requested	02/10/2023			Cancel Inspection

Results per page 10 ▾ 1 - 1 of 1 << < 1 > >>

Pay Fees

To view or pay fees, the fees must be invoiced first by the Planning Department.

- 1. Navigate to the **desired record**.
- 2. Click the **Fees tab**.

Permit Number: BLDR-000308-2023 

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Building (Residential) - New Single Family	Status:	Issued	Project Name:	
IVR Number:	100364	Applied Date:	01/31/2023	Issue Date:	01/31/2023
District:	East	Assigned To:	Lopez, Spencer	Expire Date:	07/31/2023
Square Feet:	2,800.00	Valuation:	\$350,000.00	Finalized Date:	
Description:					

[Summary](#) | [Locations](#) | **[Fees](#)** | [Reviews](#) | [Inspections](#) | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [More Info](#) | [Public Comments](#)

- a. Click **Add To Cart** to add the invoice to the electronic shopping cart.

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Fee Summary

Total Fees:	\$50.00	Paid Fees:	\$0.00	Unpaid Fees:	\$50.00	Add To Cart
-------------	---------	------------	--------	--------------	---------	------------------------------------

- 3. Or navigate to **My Invoices** on the Dashboard.
- 4. Click **Add To Cart** in the My Invoices section on the Dashboard to add invoices to the electronic shopping cart.

My Invoices

Current		
5	\$40,285.80	Add To Cart
Past Due		
1	\$1,072.50	Add To Cart
Total		
6	\$41,358.30	Add To Cart

[View My Invoices](#)

NOTE Customers can add both Current and Past Due invoices to the electronic shopping cart from the My Invoices section on the Dashboard.

Invoices

Customers can access paid, voided, or unpaid invoices through the Dashboard and the various menus as well as add invoices to the electronic Shopping Cart from a record or the **My Work** menu.

To view invoice information:

1. Mark an **Invoice Number(s)** on the **MY INVOICES** tab of **My Work**.

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS MY LICENSES

Search... Export to Excel

Add To Cart Display Unpaid for All Invoices

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address
<input type="checkbox"/>	INV-00000154	\$1,072.50	01/15/2023	Invoiced, Past Due	BLDR-000209-2022	1234 Chalet Rd Naperville, I...
<input type="checkbox"/>	INV-00000251	\$250.00	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
<input type="checkbox"/>	INV-00000252	\$2,961.75	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
<input type="checkbox"/>	INV-00000253	\$2,000.00	03/01/2023	Due	RZNE-000055-2023	1125 Kings Point Ct Naperv...
<input type="checkbox"/>	INV-00000254	\$34,249.05	03/01/2023	Due	BLDC-000300-2023	1122 S Charles Av Napervill...
<input type="checkbox"/>	INV-00000287	\$825.00	03/11/2023	Due	BLDC-000336-2023	1012 95th St Naperville, IL ...

2. Or click an **Invoice number(s)** in the Remaining Fees section of the Fees tab of the case.

Summary Locations **Fees** Inspections Attachments Contacts Sub-Records More Info Public Comments

Fee Summary | Remaining Fees | Paid Fees | Next Tab | Permit Details | Main Menu

Fee Summary


Total Fees: \$34,249.05 Paid Fees: \$0.00 Unpaid Fees: \$34,249.05 Add to Cart

Remaining Fees Sort Fee

Fee	Invoice	Computed	Amount Due
Building Permit Fee (Non-Residential)	INV-00000254	\$20,757.00	\$20,757.00
Building Plan Review Fee	INV-00000254	\$13,492.05	\$13,492.05

ABQ-PLAN displays the invoice.

3. Click **print** to print or save the invoice as a PDF.
4. Click **Primary Fees** to view the Fee Name, Fee Total, Amount Due, Case Number, Case Type, and Notes for all fees associated with the invoice.
5. Click **Misc Fees** to view the Fee Name, Fee Total, Paid Amount, and Amount Due for all miscellaneous fees associated with the invoice.
6. Click **Payments** to view the Receipt Number, Status, Transaction Type, Payment Type, Payment Amount, and Payment Date for any payments associated with the invoice.
7. Click **Attachments** to view the File Name and Added Date for all files attached to the invoice.
8. Click **Contacts** to view the Company name, First Name, Last Name, Title, and Email for all contacts associated with the invoice.
9. Click **Add to Cart** to add the invoice to the **Shopping Cart**.
10. Click **Pay Now** to make a payment.

Invoice Number: INV-00000254 [Pay Now](#) 

Invoice Total: \$34,249.05
Status: Due Invoice Date: 01/30/2023 Due Date: 03/01/2023
Description: BLDC-000300-2023 - Created during online application in Civic Access

[Primary Fees](#) [Misc Fees](#) [Payments](#) [Attachments](#) [Contacts](#)

Primary Fees Sort: Fee Name ▼

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Building Permit Fee (Non-Residential)	\$20,757.00	\$20,757.00	BLDC-000300-2023	Permit	
Building Plan Review Fee	\$13,492.05	\$13,492.05	BLDC-000300-2023	Permit	

Manage a Review

Customers can submit electronic plans through **ABQ-PLAN** for the Planning Department to review. Once submitted, and the Planning Department has reviewed the plans, the customer may receive an email or need to log into **ABQ-PLAN** to review failed or approved reviews. To view review results that need attention:

1. Click **Dashboard** in the menu.
2. Click the **Attention card** in the desired section.

ABQ-PLAN displays a list of the cases that need attention, listed by module.

3. Click the **Review Not Approved** link under the **State** column.

The screenshot shows the 'My Work' dashboard with three tabs: 'MY INVOICES', 'MY PERMITS' (selected), and 'MY EXISTING INSPECTIONS'. Below the tabs is a search bar and an 'Export to Excel' button. A 'Display' dropdown menu is set to 'Attention (All)'. The main table has columns for Permit Number, Project, Address, Permit Type, Status, and State. The 'State' column for the first two rows has a dropdown menu open, showing options like 'Attention, Recent, Pending (Review Not Approved, Resubmit File)'. The third row shows 'Submitted - Onl...' in the Status column and 'Attention, Recent, Pending (Unpaid Fees)' in the State column.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-000157-2023		1122 Cheshire Av Naperville...	Building (Residential) - Addition	In Review	Attention, Recent, Pending (Review Not Approved, Resubmit File)
BLDR-000149-2023		1222 Cheshire Av Naperville...	Building (Residential) - Addition	In Review	Attention, Recent, Pending (Unpaid Fees, Review Not Approved, Resubmit File)
BLDR-000153-2023		1122 Thunderbird Ln Naper...	Building (Residential) - New Single Family	Submitted - Onl...	Attention, Recent, Pending (Unpaid Fees)

The application displays the type of review, the status, received, due, and completed dates. If there are corrections or comments from reviewers, **ABQ-PLAN** displays a dropdown arrow next to each review.

Corrections

1. Click the **arrow** to read the corrections or comments.

Permit Number: BLDR-000157-2023

Permit Details | Tab Elements | Main Menu

Type:	Building (Residential) - Addition	Status:	In Review	Project Name:	
IVR Number:	100187	Applied Date:	02/10/2023	Issue Date:	
District:	Blank	Assigned To:	Thompson, Tyler	Expire Date:	
Square Feet:	300.00	Valuation:	\$45,000.00	Finalized Date:	

Summary Locations Fees **Reviews 1** Inspections Attachments 1 ⚠️ Contacts Sub-Records More Info Public Comments

Building Review (Residential)

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	02/10/2023	02/27/2023	02/10/2023

1 Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

2. Click **Respond** to **ABQ-PLAN** to the correction, if configured.
3. Click **Update Responses** if finished responding.

1 Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

Due Date	Completed Date
02/27/2023	02/10/2023

Comment
See corrections for additional things needed upon resubmittal of plans.

Corrections (2)

Correction Type	Electrical Valuation	Category	General Correction	Respond
Corrective Action	Complete a "Certification of Construction Valuation" form.			
Comment	Electrical Certification of Valuation			
<input type="text" value="Type response here"/>				
Correction Type	Signed Plans	Category	General Correction	Respond
Corrective Action	Have all plans signed and reattach.			
Comment	All sheets of the final plans shall bear the signature of the person who prepared the plans.			

Update Responses

NOTE The response is visible in **ABQ-PLAN** to the person who created the correction in version two of the review. It displays in the next review for the subsequent submittal.

Each review in red must be acknowledged to move to the next step to submit new plans.

4. Click **Acknowledge**.
5. Click **Next**.

Reviews

All reviews in red must be acknowledged before continuing.

Building Review (Residential)

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	02/10/2023	02/27/2023	02/10/2023

Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

Due Date	Completed Date
02/27/2023	02/10/2023

Comment

See corrections for additional things needed upon resubmittal of plans.

Corrections (2)

Correction Type	Electrical Valuation	Category	General Correction	Hide Response
Corrective Action	Complete a "Certification of Construction Valuation" form.			
Comment	Electrical Certification of Valuation			
Will attach or email it in.				

Correction Type	Signed Plans	Category	General Correction	Respond
Corrective Action	Have all plans signed and reattach.			
Comment	All sheets of the final plans shall bear the signature of the person who prepared the plans.			

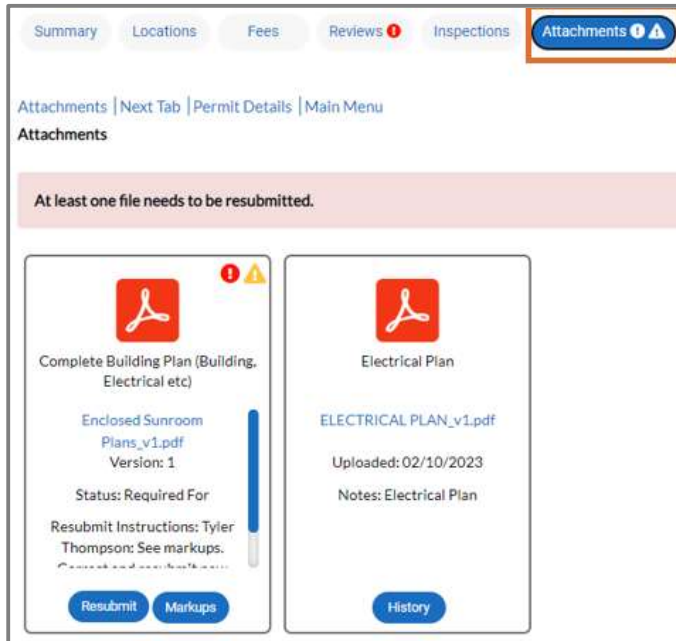
Acknowledge

[Back](#) [Next](#)

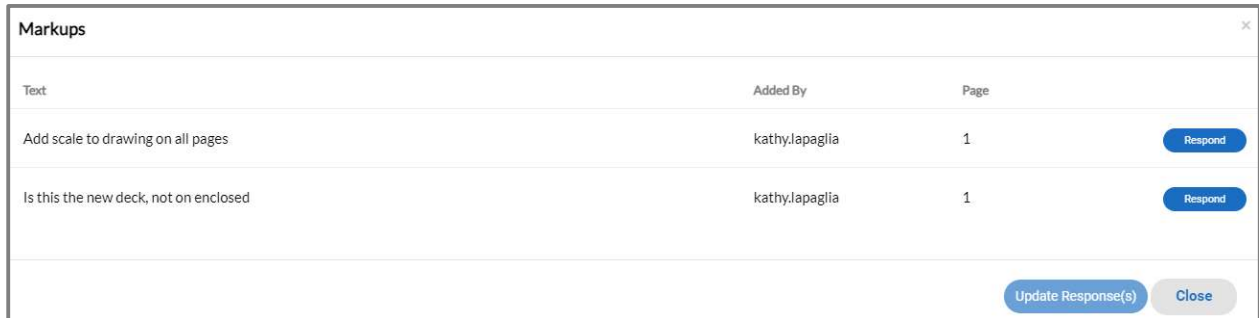
Attachments

ABQ-PLAN displays an alert on the Attachments tab if the Planning Department failed any electronic files and the customer is required to resubmit the files.

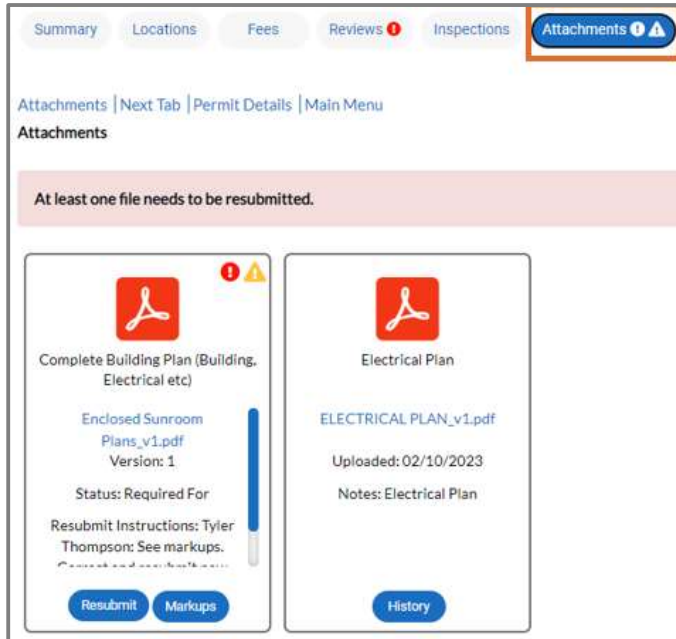
1. Click **Attachments**.
2. Click **Markups** on the desired card to view text markups.



3. Click **Respond** to respond to the markups, if configured.
4. Click **Close** when done responding.

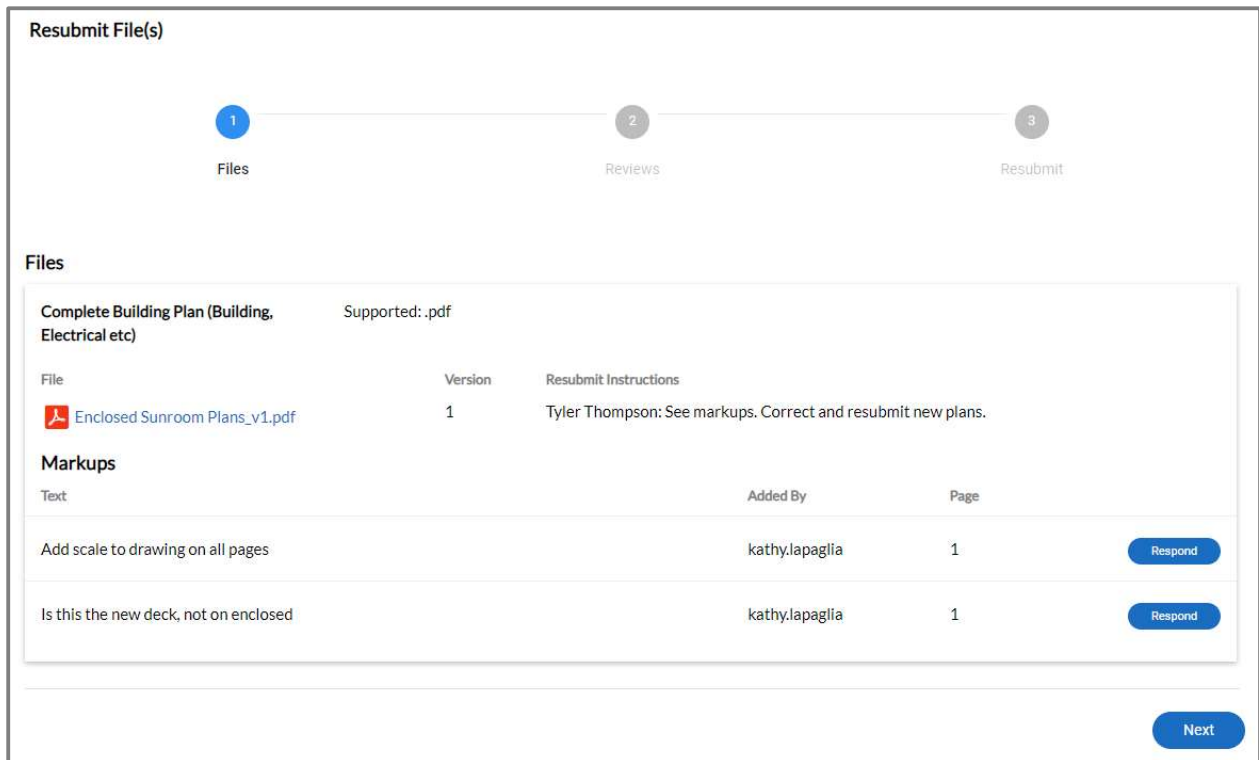


- Click the **file name** to open the PDF and view the markups.
- Click **Resubmit** to upload the corrected file(s).



ABQ-PLAN displays the file(s) that need to be resubmitted.

- Click **Next**.



8. Click **Select File** and choose the new version of the file.
9. Click **Submit**.

Resubmit File(s)

Files ✓ Reviews ✓ Resubmit 3

Resubmit

Complete Building Plan (Building, Electrical etc)			Cancel
Previous File	New File	Size:	
Enclosed Sunroom Plans_v1.pdf	Floor Plans_color_v2.pdf	114.94 KB	


Back Submit


10. Click **History** on the Attachments tab to view the history of the submitted files.

Summary Locations Fees Reviews 1 Inspections **Attachments**

Attachments | Next Tab | Permit Details | Main Menu

Attachments


Complete Building Plan (Building, Electrical etc)
Floor Plans_color_v2.pdf
Version: 2
Status: Awaiting Review
[History](#)


Electrical Plan
ELECTRICAL PLAN_v1.pdf
Uploaded: 02/10/2023
Notes: Electrical Plan
[History](#)

My Work

1. Click **My Work** in the menu to access invoices, permits, plans, inspections, and licenses.

ABQ-PLAN displays tabs only if the customer related records.

Invoice Number	Amount Due	Due	Status	Case Number	Address
INV-00000154	\$1,072.50	01/15/2023	Invoiced, Past Due	BLDR-000209-2022	1234 Chalet Rd Naperville, IL...
INV-00000251	\$250.00	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, IL...
INV-00000252	\$2,961.75	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, IL...
INV-00000253	\$2,000.00	03/01/2023	Due	RZNE-000055-2023	1125 Kings Point Ct Naperville, IL...
INV-00000254	\$34,249.05	03/01/2023	Due	BLDC-000300-2023	1122 S Charles Av Naperville, IL...
INV-00000287	\$825.00	03/11/2023	Due	BLDC-000336-2023	1012 95th St Naperville, IL...

My Permits

To view details of a permit:

2. Click **MY PERMITS**.
3. Type a **permit number, project name, or address**.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-000298-2023		1234 Chalet Rd Naperville, IL...	Building (Residential) - Addition	In Review	Attention, Recent, Pending (Unpaid Fees, Review Not Approved)
BLDR-000308-2023		1214 Cheshire Av Naperville, IL...	Building (Residential) - New Single Family	Issued	Active, Recent
BLDC-000336-2023		1012 95th St Naperville, IL...	Building (Non-Residential) - New Construction	Submitted - Onli...	Attention, Recent (On Hold, Unpaid Fees)
BLDC-000335-2023		1122 S Charles Av Naperville, IL...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

ABQ-PLAN displays records that meet the criteria.

4. Click the **Display** dropdown to select and filter the list by the **State** of the permit.
5. Click the **Records** and **In** dropdowns to filter further.

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS MY LICENSES

1122 Export to Excel

Display All Records Updated In Last 120 Days

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending
BLDC-000300-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDR-000138-2022		1122 Starlite Ct Naperville,...	Building (Residential) - Addition	Submitted	Recent, Pending

6. Click **filter** in a column to filter the list by additional options.
7. Click the **column header** to sort the list by that column.

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS MY LICENSES

Search... Export to Excel

Display All Records Updated In Last 120 Days

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000139-2022		2400 Clifton Ct Naperville, L...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

8. Click a **permit number** to open the record.

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS MY LICENSES

Search... Export to Excel

Display All Records Updated In Specified Range

Start Date 1/22/2023 End Date 2/10/2023

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000139-2022		2400 Clifton Ct Naperville, l...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

9. Select the **number of records** to display on each page in the Results per page dropdown.
10. Click the **page navigation arrows** to move between pages of records.

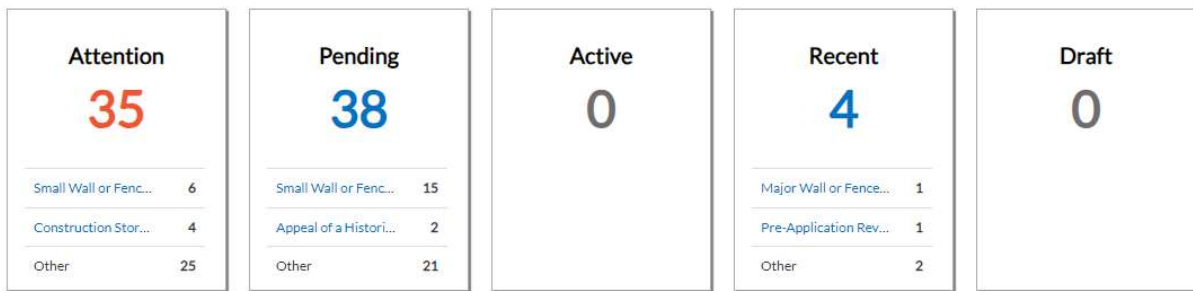
Results per page 10 1 - 1 of 1 << < 1 > >>

My Plans

To view details of a plan:

1. Click **MY PLANS**.
2. Click the **Active card** to view a list of all permits with an active status. The list displays on the **My Work** page with each project name, address attached to the permit, type, and status. These permits have been issued or have an issued date but are not complete.
3. Click the **Recent card** to view a list of all permits applied for in the last 90 days.
4. Click the **Draft card** to view a list of all permits saved by the customer, but not submitted for review. These drafts may be incomplete, and action may resume at any point.

My Plans



[View My Plans](#)

5. Click **Delete** to delete any drafts no longer needed.

Saved Work

MY TEMPLATES MY DRAFTS

My Drafts

Module: Sort:

Module	Type	Last Update	Action
Permit	Electrical (Residential) - New Construction	02/06/2023 02:24:53 PM	<input type="button" value="Resume"/> <input type="button" value="Delete"/>

Results per page: 1 - 1 of 1 << < 1 > >>

6. Type **criteria** in the **My Work** page search box and press **enter** on the keyboard to filter results. Or view the results as they display when they meet the criteria.

My Work

MY INVOICES MY PERMITS **MY PLANS** MY BUSINESS REGISTRATIONS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search... Export to Excel

Display All Records Updated In Last 1 Year

Plan Number	Project	Address	Plan Type	Status	State
SWF-2023-00094		1600 2ND ST NW Albuquerque...	Small Wall or Fence Permit	Fees Paid	Pending
SWF-2023-00021		600 2ND ST NW Albuquerque...	Small Wall or Fence Permit	Fees Paid	Pending

7. Select a **status** in the dropdown to further filter the view.

MY INVOICES MY PERMITS **MY PLANS**

Search...

Display All Records Updated

Plan Number Project Address Plan Type Status State

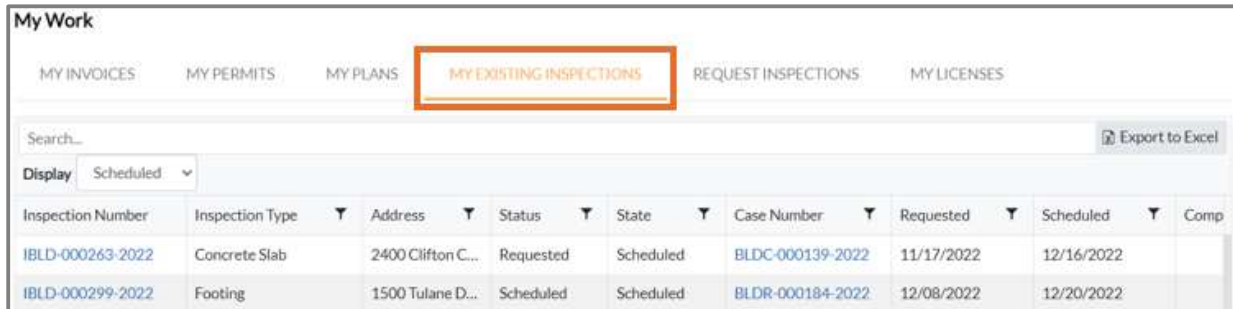
- All
- Active
- Attention (All)
- Inspection Not Passed
- On Hold
- Pending
- Recent
- Record Not Approved
- Resubmit File
- Review Not Approved
- Unpaid Fees

NOTE: Not all plan data is available to all customers.

My Existing Inspections

To view details of a requested or scheduled inspection:

1. Click **MY EXISTING INSPECTIONS**.
2. Follow [steps 3-8](#) in the My Permits section to locate an inspection.



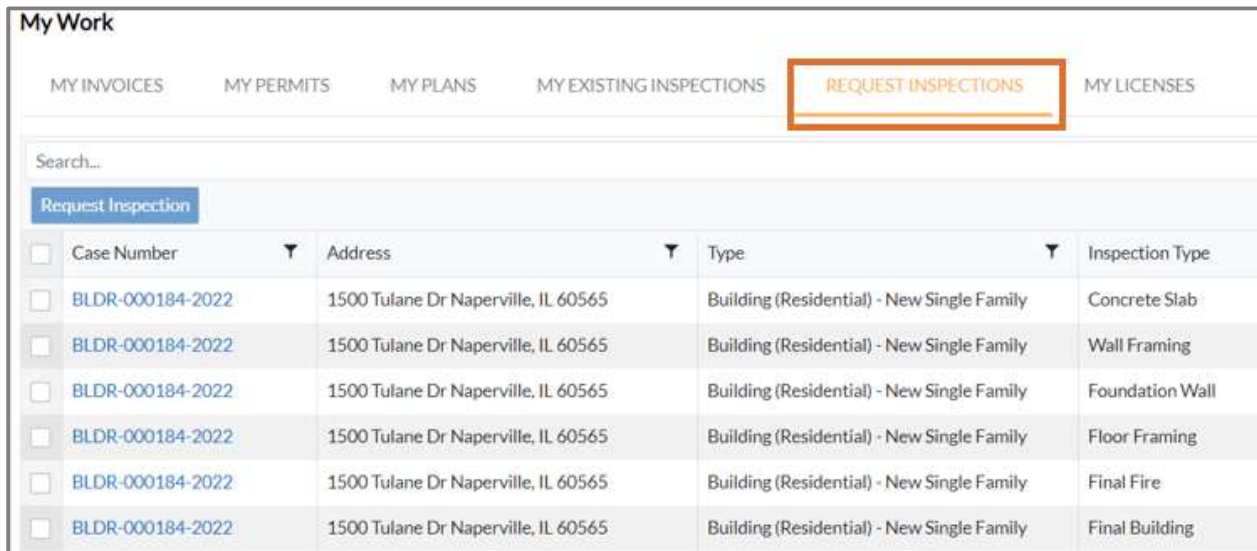
Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
IBLD-000263-2022	Concrete Slab	2400 Clifton C...	Requested	Scheduled	BLDC-000139-2022	11/17/2022	12/16/2022	
IBLD-000299-2022	Footing	1500 Tulane D...	Scheduled	Scheduled	BLDR-000184-2022	12/08/2022	12/20/2022	

Request Inspections

Customers can request inspections through **ABQ-PLAN**. Customers must be registered users and a contact associated with the case. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

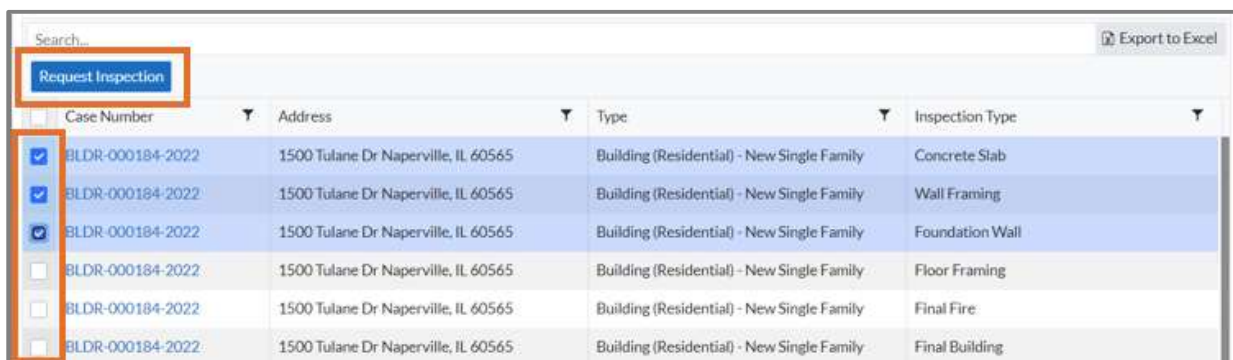
To view details of requested inspections:

1. Click **REQUEST INSPECTIONS**.
2. Follow [steps 3-8](#) in the My Permits section to locate an inspection.



<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Concrete Slab
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Wall Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Foundation Wall
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Floor Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Fire
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Building

3. Click a **Case Number** to open the associated record.
 - a. Follow [steps 4-9](#) in the Request Inspections section.
4. Or mark the **desired case(s)** for which inspections are needed.
 - a. Click **Request Inspection**.
 - b. Follow [steps 7-9](#) in the Request Inspections section.



<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Concrete Slab
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Wall Framing
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Foundation Wall
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Floor Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Fire
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Building

Today's Inspections

To view inspections schedule for a specific day:

1. Click **Today's Inspections** in the menu. Today's Inspections displays in the menu only if configured by the Planning Department.
2. Type a **case number**, **inspection type** or **address** to locate a specific inspection.
3. Click **search**.

4. Click the **calendar** to select an inspection due date or type the **date** to narrow the list.
5. Mark **Exclude Completed** to have the results not include inspections that complete.
6. Click **Export** to save the list to your computer.

7. Click the **sort** dropdown to sort the inspections within the search.

Manage an Inspection

1. To navigate to an **inspection**:
 - a. Click the **Inspections** tab on the parent record.
 - b. Search for a **specific inspection**.
 - c. Click a **specific inspection** in a results list.
2. Click the **Inspection Number** to view the inspection details.

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order
FOOD-000235-2022	FOOD-000039-2022	Operational Permit	Retail Food	10 W Bauer Rd Naperville IL 60563	Biron, Heidi	04:00 PM	04:00 PM	Scheduled	0
IPLM-000163-2020	PLMC-000123-2020	Permit	Final Plumbing	1033 W Jefferson Av Naperville IL 60540	Lopez, Spencer	04:00 PM	04:00 PM	Scheduled	0
FOG-000239-2022	INDWA-000135-2022	Permit	Fat/Oil/Grease Interceptor Inspection	1033 W Jefferson Av Naperville IL	Kesler, Matt	04:00 PM	04:00 PM	Scheduled	0

3. Click **Location, Contacts, Checklist, Fees, Attachments, Previous Inspections** (if configured), and **More Info** (if configured) to view inspection information.

Inspection Number: IFIRE-000013-2019

[Inspection Details](#) | [Tab Elements](#) | [Main Menu](#)

Inspection Type:	Final Fire	Requested Date:	06/03/2019		
Inspection Status:	Scheduled	Scheduled Date:	01/24/2024	Scheduled Time:	05:00 PM
Permit Number:	BLDC-000055-2019	Completed Date:		Completed Time:	
Inspector Name:	Matt Kesler				
Main Address:	1404 Sunnybrook Naperville,IL 60540				

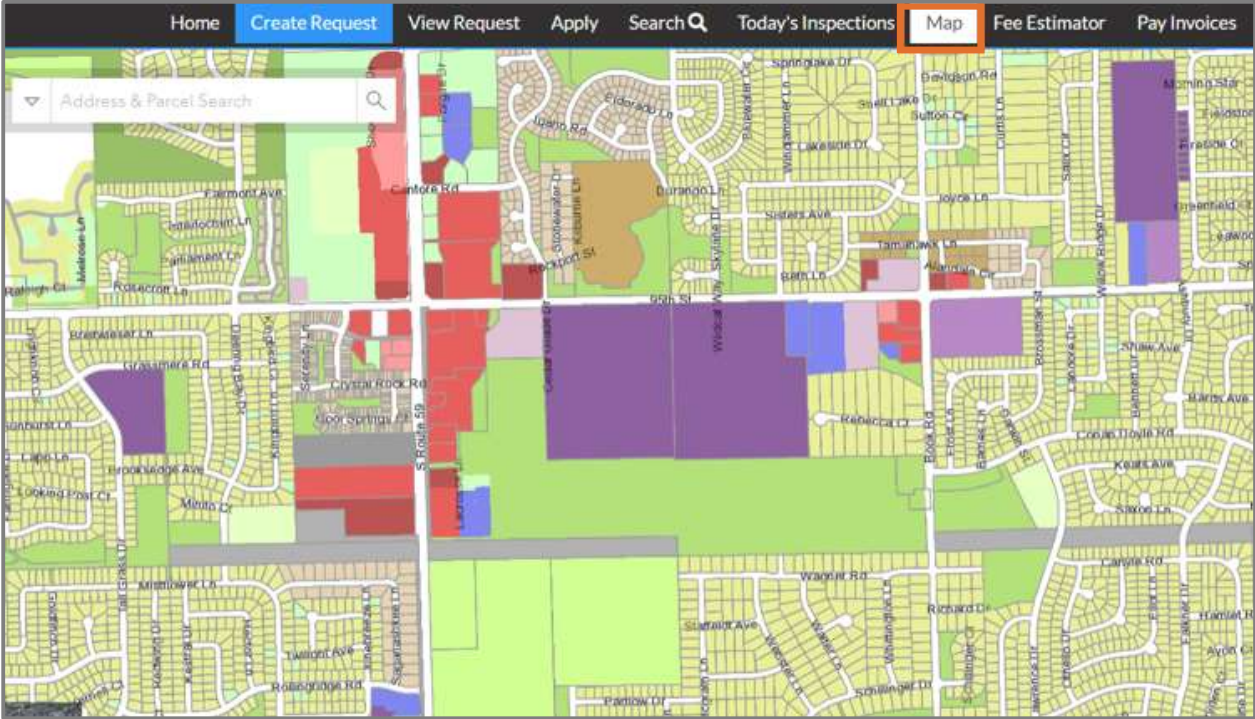
[Locations](#) [Contacts](#) [Checklist](#) [Fees](#) [Attachments](#)

Map

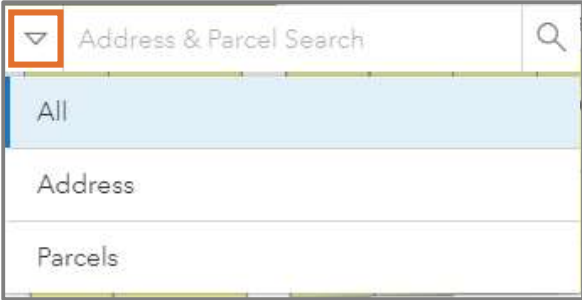
ABQ-PLAN integrates with the Planning Department’s GIS information to allow for searches, pinned results, submitting applications, and more.

To use the **ABQ-PLAN** map:

- 1. Click **Map** on the menu.

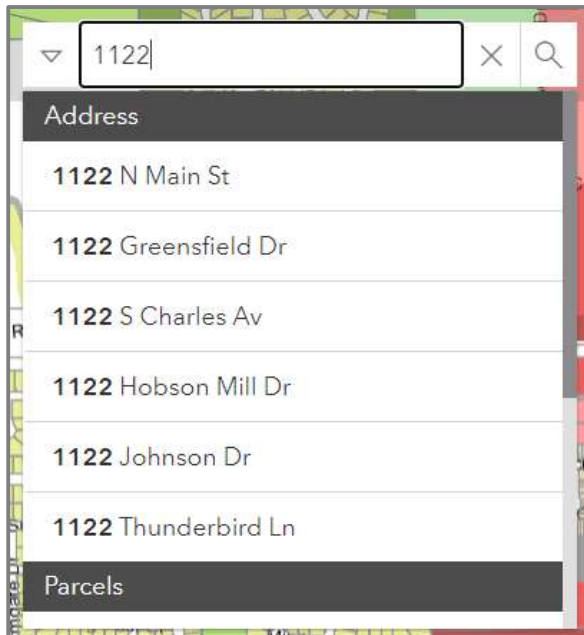


- 2. Click the **arrow** to select a search option. Choices are All as the default, Address, and Parcels.

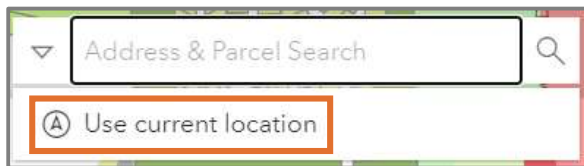


4. Type a partial or full **address** or a **parcel number**.

ABQ-PLAN displays results.

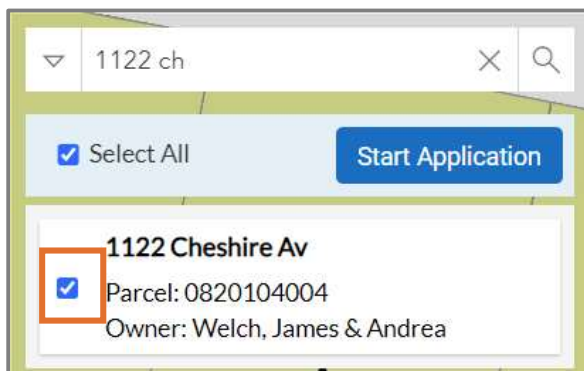


5. Click **Use current location** to use the current location.

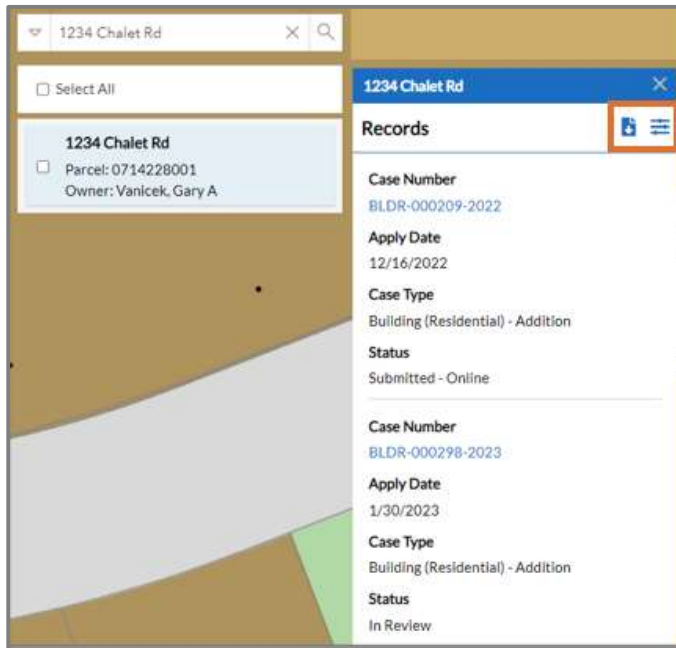


6. Mark the **box** to select an address.

ABQ-PLAN displays the **Start Application** button. For more information, please refer to [Search For an Address section](#).



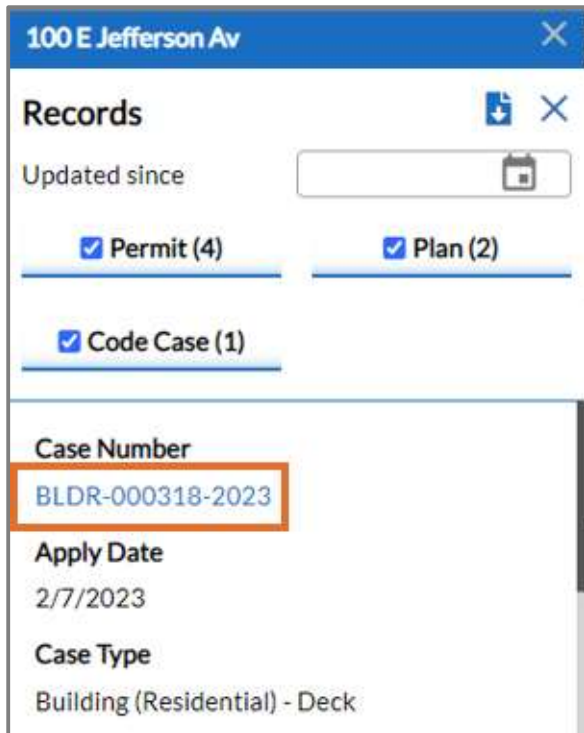
7. Click in the **box** of the desired address or parcel to view records related to the location.
8. Click **download** to save the results to the computer.
9. Click **more options** to view the calendar.



10. Click the **calendar** to select a date since the records have been updated.

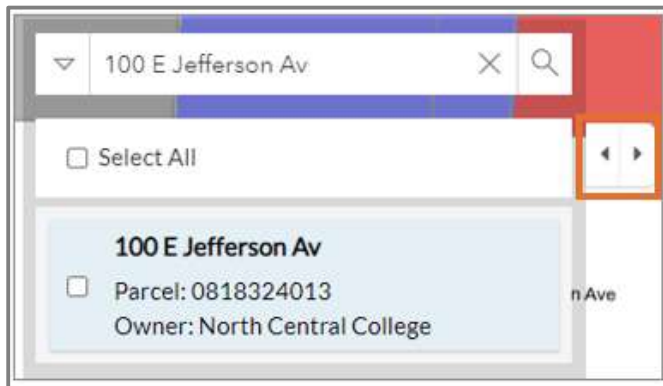


11. Click the **Case Number** to view information about the record.



ABQ-PLAN display case details in another browser tab.

12. Click the **left arrow** to collapse the record information box and view the full map.



13. Click the **X** to clear the location information and start a new search.



Create a Spatial Collection

Spatial collections, also known as features, allow customers to create a record based on a location or feature, such as a parade route, without using an address or parcel. Customers can create spatial collections in the Maps tab and can apply right from the map.

1. Select any of the **map tools** to draw an area.
2. Select the desired **point, line, polygon, rectangle, or circle** tool.



3. Click once on each **desired turn** of the line in the shape.
4. **Double click** to close the shape.



5. Click **transform** to modify the shape's size.

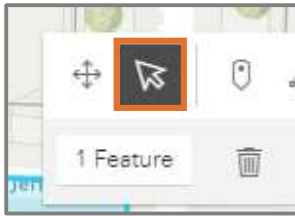


ABQ-PLAN displays a box around the feature.

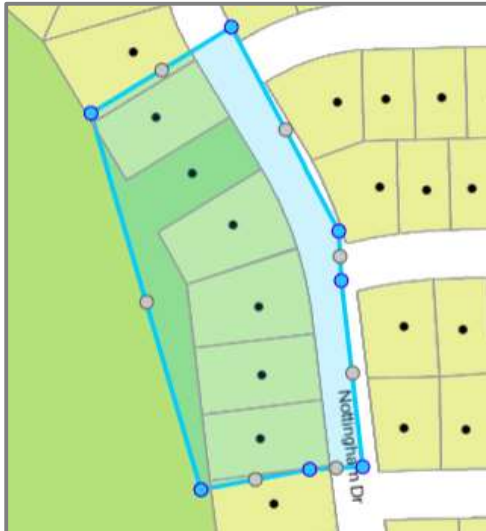
- a. Move the **white squares** into the desired positions.



6. Click **reshape** to reshape the feature.



a. Move the **circles** into the desired positions.



7. Click **outside the shape** once the modification is complete.

8. Click **Apply with this shape** to apply for a case using this area as the location.



NOTE Applying with a spatial collection may not be an option for all jurisdictions or all application types.

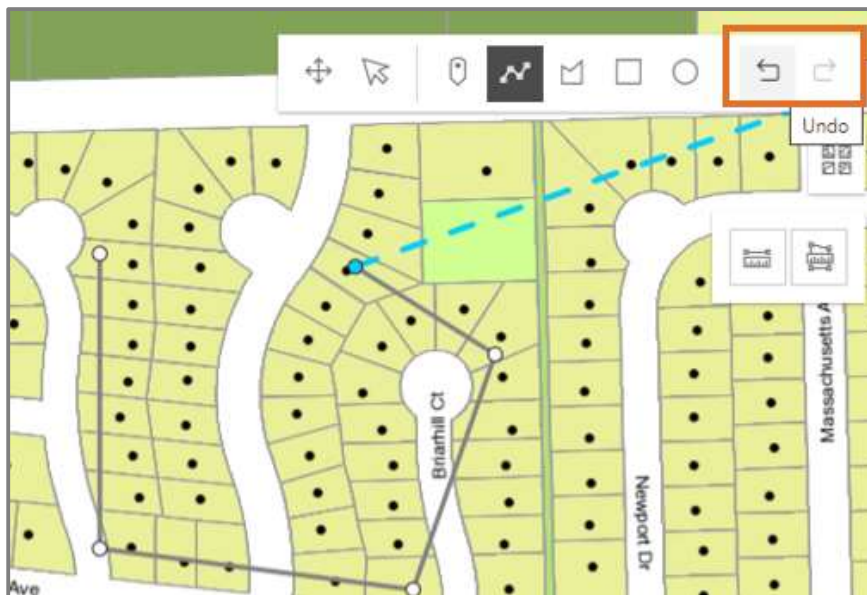
9. Select a **shape** on the map to delete it.

ABQ-PLAN displays a delete button under the tools.

10. Click **delete**.



11. Click **undo** or **redo** while drawing a polygon to change a line of the shape. To use undo and redo, the polygon must not be a closed shape yet.



12. Click the **base map widget** to toggle between an aerial view and other map views. Map widgets do not display for all jurisdictions. They display based on configuration.



13. Click other **widgets** below the map tools to switch between views. Map widgets do not display for all jurisdictions. They display based on configuration.



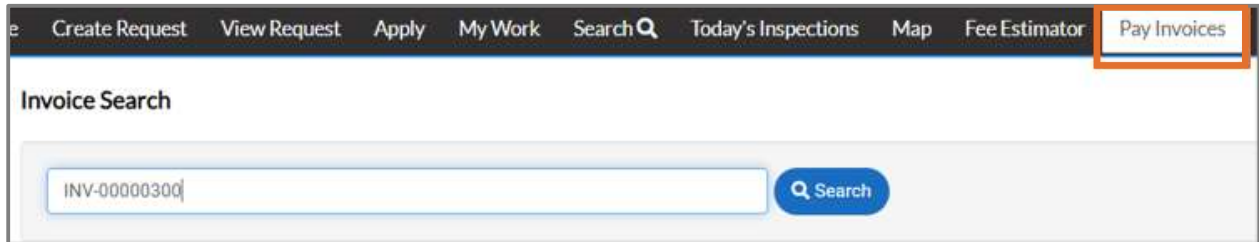
14. Click **home** to return to the default map view.
15. Click **plus** or **minus** to zoom in and out on the map.
- Or double click the **left mouse button**.
 - Or use the **roller ball** on the mouse.



Pay Invoices

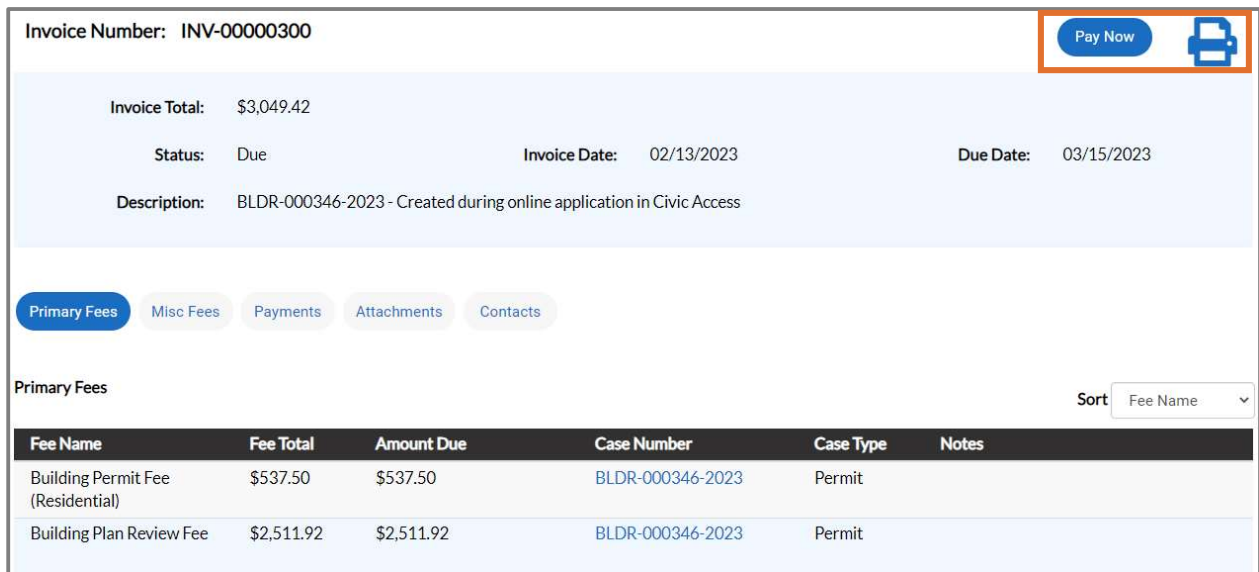
To view invoices:

1. Click **Pay Invoices** on the **ABQ-PLAN** Home.
2. Type the full unpaid invoice **number** (e.g., INV-000024).
3. Click **Search**.



ABQ-PLAN displays the Invoice Number page.

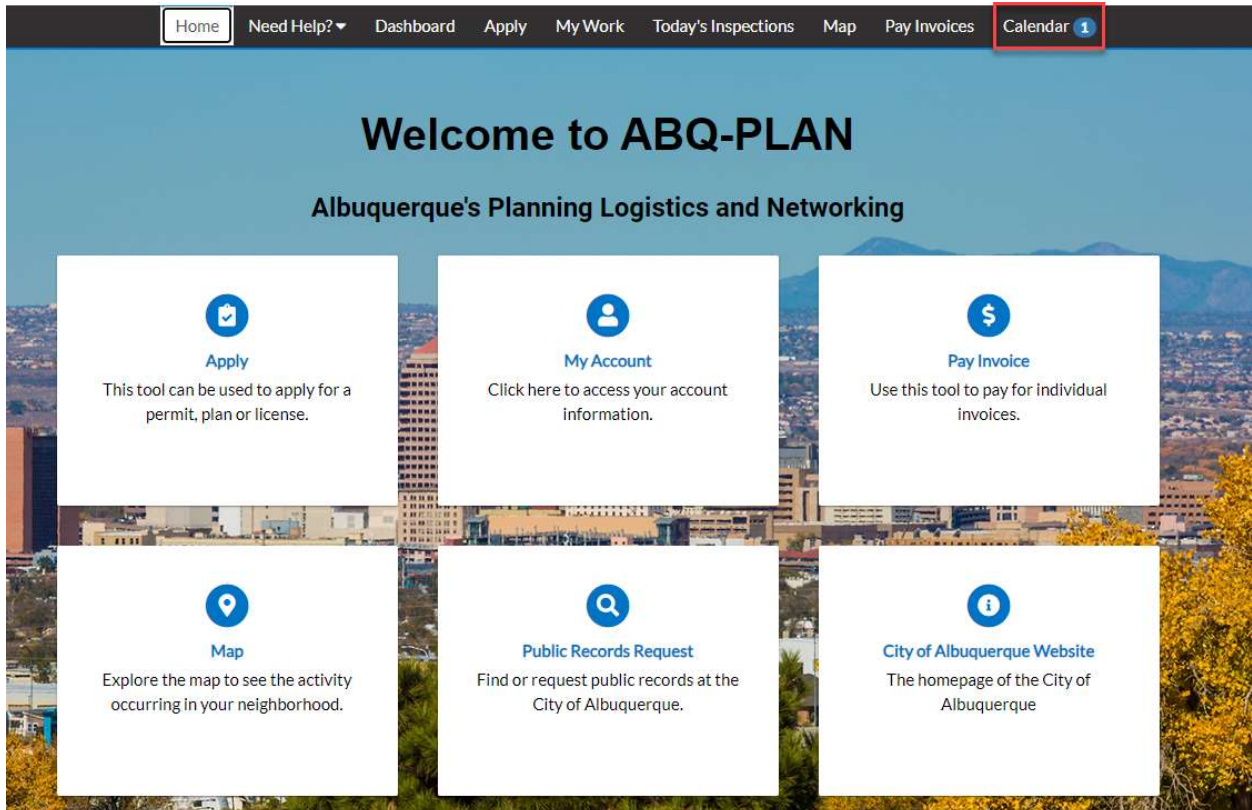
4. Click **Pay Now** to pay the invoice.
5. Click **print** to print the invoice.



Calendar

The calendar displays public hearings, public meetings, and holidays based on **ABQ-PLAN** configuration. These categories are visible to all customers, not just registered users. If logged in, customers also can view scheduled inspections, expiration dates for plans and permits, and invoice due dates. To view the calendar:

1. Click **Calendar** in the menu on the **ABQ-PLAN** Home page.
2. Or click the **Calendar card**.



3. Click an **event** on the calendar to display event details.
4. Click **Close** to close the event details box.

Calendar Events

December 2023

Month Week Day

< Today >

Filter By

- Public Hearings
- Public Meetings
- Holidays Closed

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1	2
3	4	5	6 Pre-Application Meeting	7	8	9
10	11	12 Planning Commission	13	14	15	16
17	18	19	20	21	22	23

Hearing Details

Hearing Type
Pre-Application Meeting

Subject
Pre-Application Meeting

Status
Scheduled

Case Number
SP-000055-2023

Case Type
Site Plan - New

Location
Conference Room 256

Start Time
09:00 am MST

End Time
10:00 am MST

Case Class
New

Assigned To
Spencer Lopez

Comments
Please bring all required documents to meeting and be on time.

Close

Appendix A: Accessibility

ABQ-PLAN and **ABQ-PLAN** Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments. Customers also can view **ABQ-PLAN** in different languages if configured by the Planning Department.

ChromeVox

ChromeVox is a browser extension for Chrome on Windows and Mac OS X, which operates as an alternative page reader for online content. Chrome Vox speaks the content of the page, plays audio indicators for page load progress and objects on the page, and provides a way to navigate all web content from the keyboard. To use this feature:

1. Download **ChromeVox** at <http://www.chromevox.com/installing.html>.
2. Install **Chrome Vox** to use the speak-to-read feature in **ABQ-PLAN**.

Google Translate

Customers can view **ABQ-PLAN** information in different languages if configured by the Planning Department. This function uses Google Translate.

1. Click the **globe** at the top of the Home page.



2. Select a **language** in the dropdown to view **ABQ-PLAN** menus and text in the desired language.

