



# Cloudpermit

## Troubleshooting, Tips and Tricks

### 1. City Selection

1 Select city

New York

East Aurora

Aurora

East Aurora

Town of Canandaigua

2 Select type of application

Town properties, includes West Falls

Village properties

A screenshot of a web application's city selection interface. It shows two dropdown menus. The first dropdown menu is set to "New York" and is open, showing a list of municipalities: "East Aurora", "Aurora", "East Aurora", and "Town of Canandaigua". The "East Aurora" option is highlighted in blue. Red arrows point from text annotations to the "Aurora" and "East Aurora" options in the dropdown. The annotation "Town properties, includes West Falls" points to the "Aurora" option. The annotation "Village properties" points to the "East Aurora" option.

\*\*\* sometimes mailing address is different than the municipality your property is actually in. Please know what municipality yours is in and choose the correct option!

Not sure? Check your tax bill.

## 2. Finding the location or using the map

Category Project **Location** Summary

### Location for the application

Select a property for the application. Search by address or point to a location on the map. If the subject land consists of more than one property, additional properties are added later.

East Aurora, New York

Q 0

Address  
0

Property details  
PIN: 175.08-4-2.1  
Secondary ID:  
Municipal ID: 1424011750800004002100

you can also zoom in on the map to choose a location

When typing in the project/property address, a list of properties will pop up here to choose from

CANCEL BACK NEXT →

### 3. Required information

Information that is required will be red until complete.

The screenshot displays a 'Building Permit' application page for '0, East Aurora, Town of Aurora and East Aurora'. It includes fields for PIN (175.08-4-2.1), Permit number (-), Secondary ID, Municipal ID (1424011750800004002100), and Submitted date (2023-06-13, 10:54 a.m.). The application is currently in the 'DRAFT' phase (1/5 steps), with the next step being 'SUBMITTED'. Under 'REQUIRED TASKS', 'Parties', 'Application', and 'Attachments' are marked with red exclamation marks, while 'Fees & Payments' is marked with a white circle. A red oval highlights the 'Parties' task and its associated instructions: 'Add required application parties: Property owner, General contractor, Applicant', 'Make sure you have filled in all required form fields.', and 'Application needs to be signed off before submission.'. Below this, the 'PARTIES TO THE APPLICATION' section is visible, with a red arrow pointing to a red exclamation mark icon. A button 'ADD OR INVITE PARTY' is also present.

Look for the circled "!"; if it is red then something is not complete

\*\*\* Refer to this list if you think the application is complete but the "submit application" button is gray and cannot click on it

# 4. Parties to the application

## REQUIRED TASKS

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parties	Application	Attachments	Fees & Payments

- ⓘ Add required application parties: General contractor
- ⓘ Make sure you have filled in all required form fields.
- ⓘ Application needs to be signed off before submission.

You need to complete required tasks to continue to the next phase.

## ⓘ PARTIES TO THE APPLICATION

ADD OR INVITE PARTY ⊕ Close ^

Town of Aurora  
Not invited

Applicant  
Property owner

+1 1234567890

### Edit party

Added on 2023-06-13

REMOVE PARTY 🗑️

CLOSE ✕

First name *	Last name *	Street address *	Unit number
Town of	Aurora	575 Oakwood Ave	Apartment, suite, etc.
ZIP code *	Municipality *	State *	Corporation or partnership
14052	East Aurora	NY	Your Company
Mobile phone *	Other phone	Email address	
+1 1234567890	+1 (123) 456-7890	mail@example.com	

Invitee will act in role(s) of

APPLICANT ✕ PROPERTY OWNER ✕

Select role(s) \*

- Select -

- Select -
- Agent
- Architectural registered professional
- Coordinating registered professional
- General contractor
- Tenant

Required:  
property owner  
applicant  
general contractor

**TIPS:** You can select multiple roles for 1 person (ie. if you are the homeowner, applicant and doing the work yourself as "general contractor").

If you haven't chosen a contractor, mark yourself as contractor then make a note in the application that you will choose a contractor later.

If you are the contractor applying on behalf of the homeowner then mark yourself as applicant and general contractor.

## 5. Required Attachments (ie. drawings and other documents)

If the circled "!" is red then an attachment is missing

required attachments appear like this:

ATTACHMENTS

Close ^

Required attachments

green=good!

red=missing

ADD REQUIRED ATTACHMENT +

Drawing

1

Survey

0

Drag and drop files here or  
[click here](#) to select files from your computer.

You can upload multiple attachments at the same time. Maximum individual file size is 100 MB. Allowed file types are PDF, image, Microsoft Office, OpenOffice and ZIP. ZIP files have to be uploaded individually

TIPS:

We narrowed down required attachments per project type so if we are asking for it then it is required.

Choose the document type from the drop down menu.

You can choose multiple document types per file (ie. if multiple document types are in 1 file)

If you don't have a particular required document: Please call our office to discuss and we will give you further direction in order to submit the application.

ATTACHMENTS

Required attachments

ADD REQUIRED ATTACHMENT +

Drawing

0

Survey

0

Application.pdf (433.2 KB)

Type

Drawing number

Description

- Select -

Architectural Plan set (signed by a NYS licensed architect or engineer)

Asbestos Survey

Blower Door Test Results

CC

Clerk Receipt

No attachments

# 6. Application sign off

TO DASHBOARD | Home / Test / 0

MORE ACTIONS ▾ SIGN OFF APPLICATION ✎

**Building Permit**  
0, East Aurora, Town of Aurora and East Aurora  
Accessory structures and buildings

SHOW MAP 🗺️ HIDE FULL DATA ✕

Assigned to Unassigned ▾

Show messages

<b>PIN</b> 175.08-4-2.1	<b>Permit number</b> -	<b>Secondary ID</b>	<b>Municipal ID</b> 1424011750800004002100	<b>Submitted</b> 2023-06-13, 10:54 a.m. EDIT ✎
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APPLICATION > WORK & CONSTRUCTION

CURRENT STEP: DRAFT **1/5** NEXT STEP: SUBMITTED

**REQUIRED TASKS**

Parties	Application	Attachments	Fees & Payments
✓	✓	✓	○

Application needs to be signed off before submission.

You need to complete required tasks to continue to the next phase.

When all of the required tasks are green then click the purple sign off button on the top right of the page

## 6. Application sign off continued...

### DECLARATION

Close ^

### APPLICANT

I, Town of Aurora, acknowledge that all statements contained in this application are true to the best of my knowledge and belief, and that the work will be performed in the manner set forth in this application and in the plans and specifications filed herewith. Note: False statements made herein are punishable as a Class A misdemeanor pursuant to 210.45 of the Penal Law.

Note! Because the Applicant is not invited as a party, sign-off on behalf of the Applicant must be done by uploading an authorization letter.

Signer  
Town of Aurora

1.  3. 

1. Click the "download form" button
2. Download and sign the form
3. Upload the signed form

ⓘ Application needs to be signed off by the Applicant

### DECLARATION

Close ^

### APPLICANT

I, Town of Aurora, acknowledge that all statements contained in this application are true to the best of my knowledge and belief, and that the work will be performed in the manner set forth in this application and in the plans and specifications filed herewith. Note: False statements made herein are punishable as a Class A misdemeanor pursuant to 210.45 of the Penal Law.

 Uploaded by **Jennifer Calkins** with an authorization letter from **Town of Aurora** 2023-06-13, 11:23 a.m. [Remove](#)

 [Application.pdf](#)



Once the signed form has been uploaded, the application can be submitted.



← Click the "submit application" button

# 7. Technical troubleshooting and support



Cloudpermit 

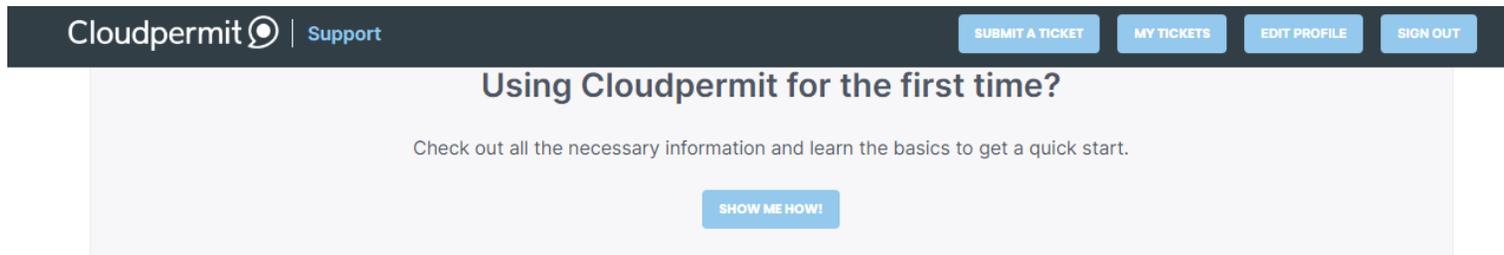
My dashboard

If you are having technical difficulties click on the "support" button on the top right of the webpage

Support Messages

GO TO WORKSPACE

CREATE A NEW APPLICATION 



Cloudpermit  | Support

SUBMIT A TICKET MY TICKETS EDIT PROFILE SIGN OUT

### Using Cloudpermit for the first time?

Check out all the necessary information and learn the basics to get a quick start.

SHOW ME HOW!

## Knowledge base

Explore How-To's and learn best practices from our knowledge base.

<b>Account settings</b> This folder includes articles for creating your Cloudpermit account, and managing your data and password.	<b>Product Features</b> This folder contains feature descriptions for the Cloudpermit products.	<b>Applicant User Guide</b> This user guide includes product support articles for applicants.
<b>Municipal Authority User Guide</b> This user guide is for municipal staff only.	<b>Release Notes - Cloudpermit's latest and greatest improvements.</b> We are currently upgrading our Release notes experience so stay tuned for the improvements!	

Click on the "applicant user guide for additional information and how-to!