



# City of San Fernando

---

## *Online Permit Counter (OPC) Reference Guide*

This document is intended to provide support on the use of the Online Permit Counter (OPC), which can be accessed through the City of San Fernando website. OPC allows home owners, contractors and general public conducting business in the City of San Fernando to view and track details of various permits, licenses and building cases online with a free user account. The portal user account email must be associated with the permit, license or a building case in order to access project details and request inspections.

## Table of Contents

Introduction .....	2
Create an Account .....	4
Login .....	5
Home Page.....	8
My Records (Permits, Licenses, Planning Cases).....	8
View Permit Detail.....	9
Request Inspection .....	11
Cancel Inspection .....	13
View Inspection Results .....	14
Apply for Electrical, Plumbing, Mechanical and/or ROOF Permits.....	15
My Profile .....	27
Change Contact Info .....	27
Change Password .....	27
Contact Us.....	28
Terminology .....	28
Button Index.....	28
Questions .....	28

## Introduction

The Online Permit Counter (OPC) allows home owners, contractors and general public conducting business in the City of San Fernando to view and track details of various permits, licenses and planning cases online with a free user account. The portal user account email must be associated with the permit, license or a planning case in order to access project details and request inspections. General property information can be accessed on the [City of San Fernando](#) by Permit Number, Site Address or a Parcel Number.

The OPC provides the following online services:

- ☐ Check Permit and Plan Check status
- ☐ Check Inspection Results
- ☐ Review Project related financial data

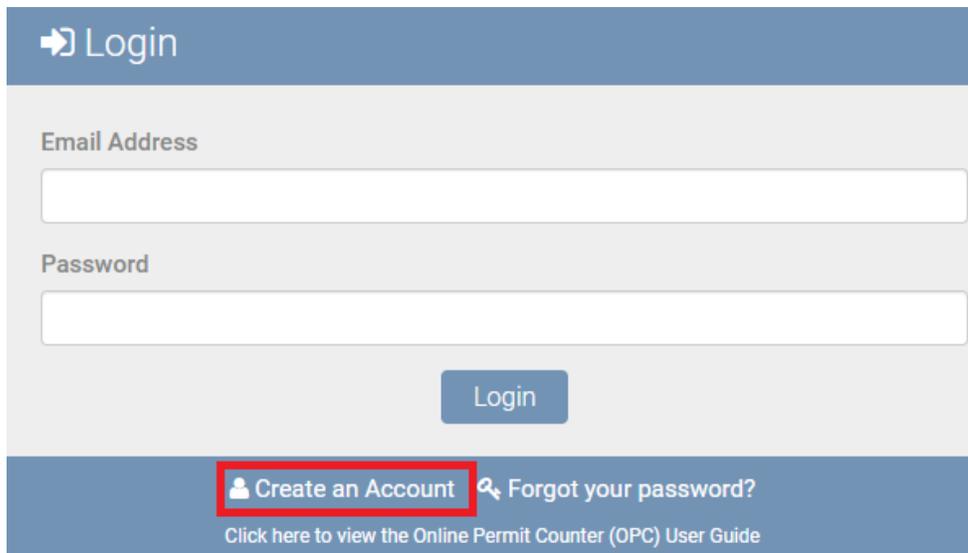
San Fernando licensed contractors and home owners will have access to the following additional services:

- Free Online user registration
- Apply for a Permit online (Add / Edit).
- View list of permits that were under the user.
- Save permits in pending permits.
- View Inactive Permits.
- Request for Inspection.
- View Inspection Status.
- Cancel Inspections.
- Email notification etc.
- Online Payment using trusted payment gateway (govPayNow).
- Print the Permit information that is applied online by the users.
- Print Building Permit that is applied online by the users after the permit status is been changed to 'PC Approved / Permit Issued'

## Create an Account

Open your Internet browser and in the address bar type ([Online Permit Counter \(OPC\) link](#)). You may also access the website link from the [Online Services](#) tab via [City of San Fernando website](#).

1. Click on **Create an Account** link at the bottom of the login box.



The screenshot shows a login interface with a blue header containing a right-pointing arrow and the word "Login". Below the header are two input fields: "Email Address" and "Password". A blue "Login" button is centered below the password field. At the bottom of the form, there are two links: "Create an Account" (with a user icon) and "Forgot your password?" (with a magnifying glass icon). The "Create an Account" link is highlighted with a red rectangular box. Below these links is a small text link: "Click here to view the Online Permit Counter (OPC) User Guide".

2. Enter your account information. Select the appropriate *Account Type*. Note that the contractor license details will be automatically populated from the "Contractor State License Board" after user enters the license number.  
All required fields are marked with a red \* asterisk.

## Account Registration

Applicant Type *	Contractor ▼
License Number *	12345
License Expiration Date *	
First Name *	First Name
Last Name *	Last Name
Company Name	
Address *	Address
City *	San Fernando
State *	CA ▼
Zip *	12345
Email Address *	email@sfcity.org
Phone Number *	123-456-789
Ext	
Work Phone	
Ext	
Mobile Number	

Please confirm that you have read and accept our [Privacy Policy](#) and [Terms of Service](#).

Required fields are marked with an asterisk\*

Cancel

Submit

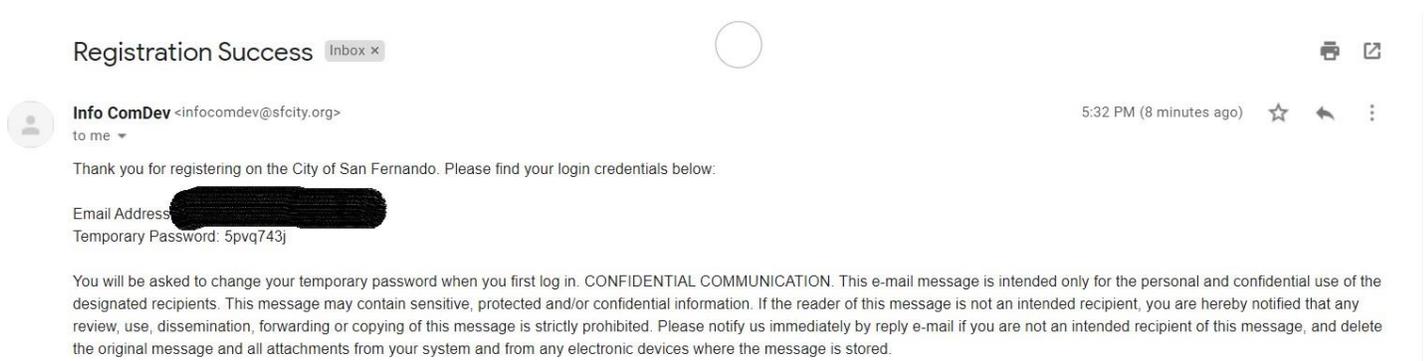
3. Review the Privacy Policy and Terms of Service at the bottom of the Account Registration form and click **Submit**.

You should now see the following message, indicating to check your email for login instructions and temporary password.

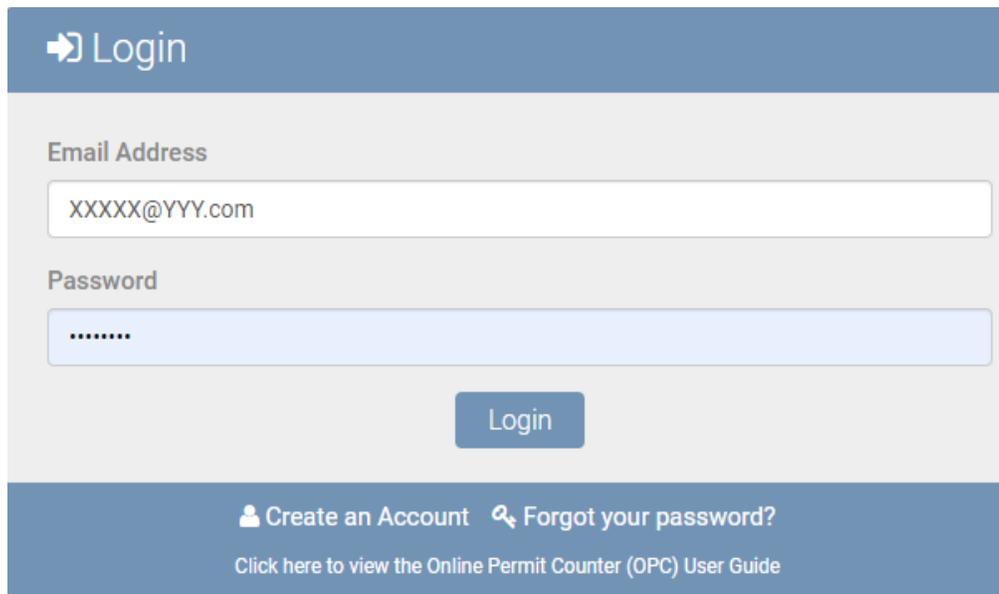
The screenshot shows a login page with a blue header containing a right-pointing arrow icon and the word "Login". Below the header, a green message reads: "Thank you, [REDACTED] for registering on City of San Fernando's eGov Portal. A temporary password will be emailed to your registered email address." There are two input fields: "Email Address" and "Password". Below the fields is a blue "Login" button. At the bottom, there are links for "Create an Account", "Forgot your password?", and "Click here to view the Online Permit Counter (OPC) User Guide".

## Login

To login for the first time, copy your temporary password from your email received from [No-Reply-infocomdev@sfcity.org](mailto:No-Reply-infocomdev@sfcity.org) then click on the link to go to the [login](#) page.

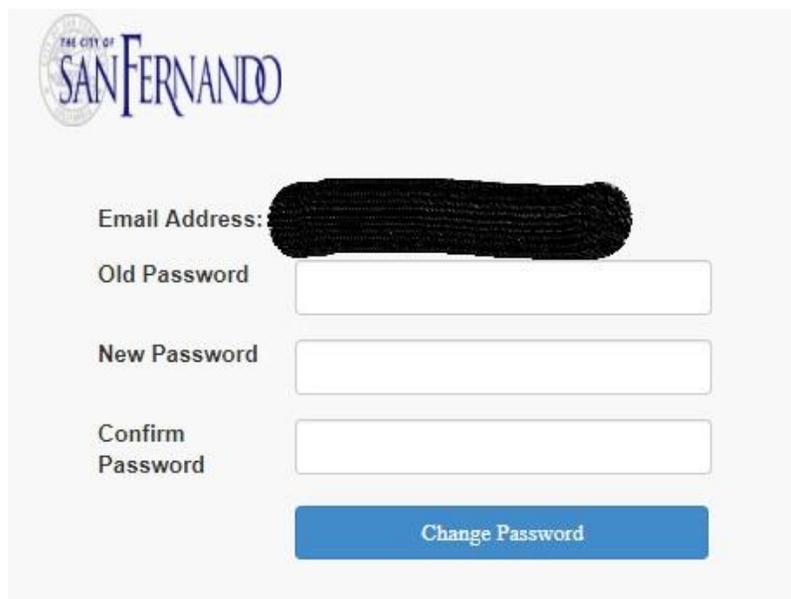


Next, enter your email address and your temporary password and click **Login**.



The login form features a blue header with a white arrow icon and the text "Login". Below the header, there are two input fields: "Email Address" containing "XXXXX@YYY.com" and "Password" containing seven dots. A blue "Login" button is positioned below the password field. At the bottom, a blue footer contains the links "Create an Account" and "Forgot your password?", along with a link to the "Online Permit Counter (OPC) User Guide".

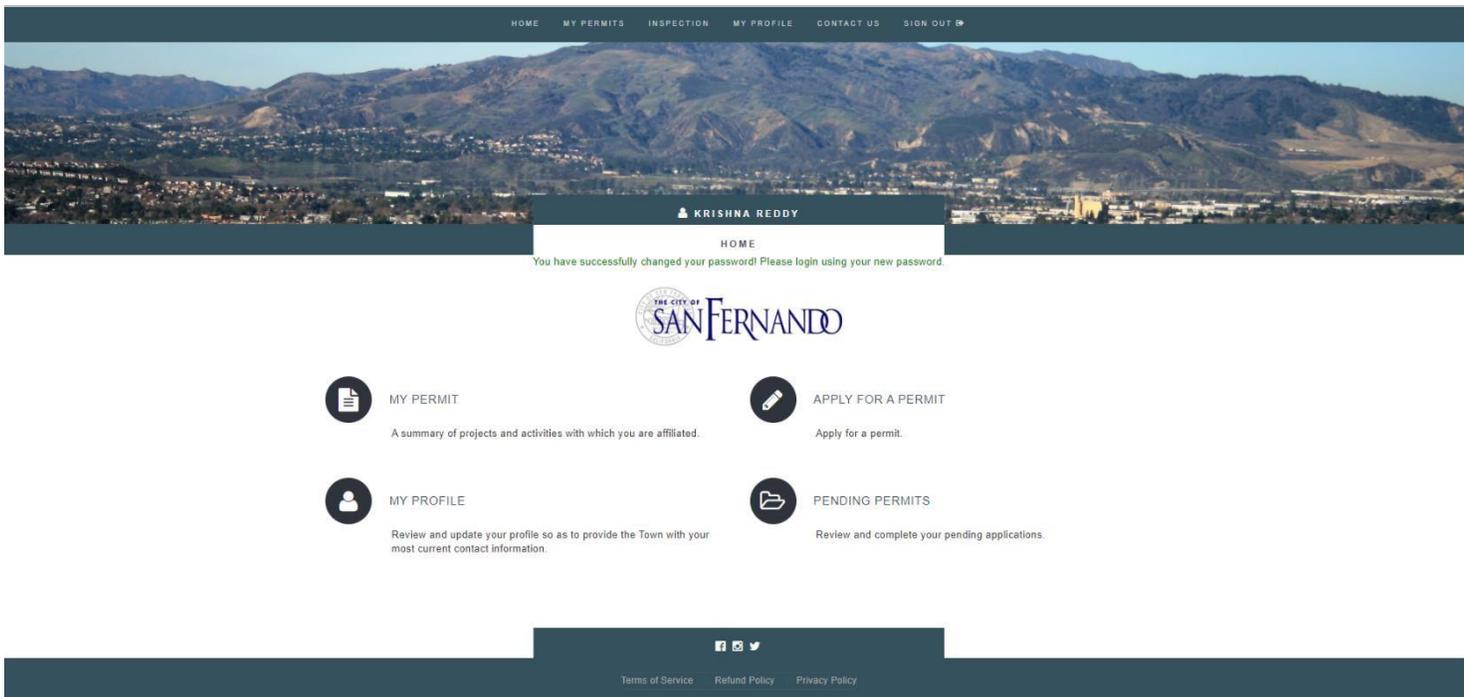
The system will take you to **Change Password** section where you will need to enter your temporary password as your current password then enter a new password of your choosing. Click **Change Password**, then log back in with your new password.



The "Change Password" form is set against a light gray background and features the City of San Fernando logo at the top left. It includes four input fields: "Email Address" (with a blacked-out value), "Old Password", "New Password", and "Confirm Password". A blue "Change Password" button is located at the bottom center of the form.

## Home Page

After successfully login in, you will see the City of San Fernando Online Permit Counter (OPC) home page, where you will have access to Permits/Licenses/Cases linked to your email. **Note, in order to access permits, licenses and planning cases, your email address must be associated with the permits, licenses and cases in the City's Electronic Permitting and Licensing system.**



## My PERMITS

Click on the MY PERMITS menu and select the appropriate link to view the list of activities that are associated with your Online eGOV Portal user account email. **Note** that for security reasons, we are only allowing access to a record if the contact on the original record has the same email as the City of San Fernando Online Permit Counter (OPC) user email. To view the permit list, click on the **ACTIVE PERMITS** link.



All active permits associated with City of San Fernando Online Permit Counter (OPC) account/email will be listed chronologically grouped by the permit type.

 **MY ACTIVE PERMIT(S)**

Permit Number	Permit Type	Address	Status	Apply Date	Payment
BS1904011	Building	<a href="#">111 ALEXANDER ST</a>	In Progress	11/20/2019	
BS1904012	Building Administration	<a href="#">112 ALEXANDER ST</a>	In Progress	11/20/2019	
BS1904013	Building Combo	<a href="#">111 ALEXANDER ST</a>	In Progress	11/20/2019	
BS1904014	Demolition	<a href="#">111 ALEXANDER ST</a>	In Progress	11/20/2019	
BS1904015	Building	<a href="#">11434 AMBOY AVE</a>	In Progress	11/20/2019	
BS1904016	Apartment Inspection Program	<a href="#">600 ARROYO AVE</a>	In Progress	11/20/2019	
BS1904017	Building	<a href="#">1135 AVIATION PL</a>	In Progress	11/20/2019	
BS1904018	Apartment Inspection Program	<a href="#">614 ARROYO AVE</a>	In Progress	11/20/2019	
BS1904019	Building	<a href="#">625 ARROYO AVE</a>	In Progress	11/20/2019	
BS1904020	Building Administration	<a href="#">604 CELIS ST</a>	In Progress	11/20/2019	
BS1904021	Building Combo	<a href="#">300 CHATSWORTH DR</a>	In Progress	11/20/2019	

**View Permit Detail**

To view permit details, click on the address hyperlink from MY ACTIVE PERMIT(S) page.

## VIEW PERMIT

### 111 ALEXANDER ST

PERMIT DETAIL			
			<a href="#">Back</a> <a href="#">PRINT ACTIVITY</a>
Permit #	BS1904011	Permit Type	Building
Sub Type		Permit Status	In Progress
Description	test		
Applied Date	11/20/2019	Issue Date	
Completion Date		Expiration Date	
Valuation	100.00	Address	111 ALEXANDER ST
Created By	Krishna Edge		

FINANCE MANAGER		
	Activity	Total
Fees	\$0.00	\$0.00
Payment	\$0.00	\$0.00
Balance Due	\$0.00	\$0.00

PEOPLE MANAGER		
People Name	People Type	Address
Krishna Edge	Applicant	Bangalore, BNGLR, CA
fds	Owner	111 Alexander St

The portal users can also upload all the documents which are relevant to permit or inspection.

COMMENTS	
Date	Comment

PLAN CHECK COMMENTS	
Date	Comment

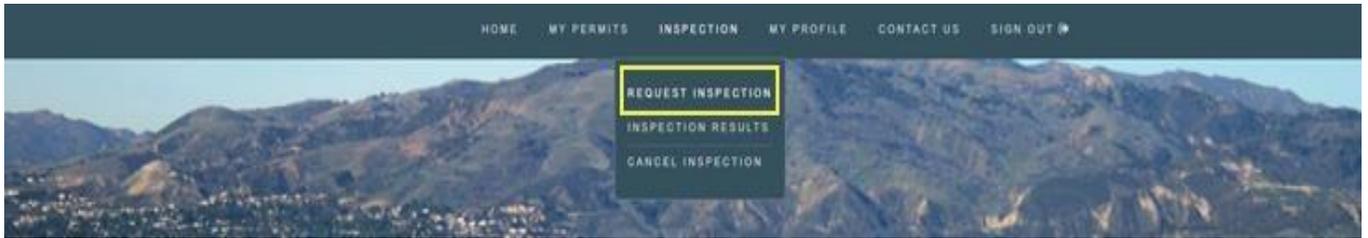
ADD ATTACHMENTS	
<b>Description*</b> (Type, Size, Height of Construction and Proposed Use)	<input type="text"/>
<b>File Name*</b>	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/>

ATTACHMENTS			
Name	Description	Size	Date

## Request Inspection

To request an inspection, users can click on the “Inspections” link from the main menu then click on “Request Inspection” sub menu.



Select the permit number, Inspection type(s), Inspection Action code, requested inspection date, requested inspection time and enter additional comments and click on Schedule Inspection Request.

### INSPECTION REQUEST

Permit Number(Example :BS1034556)

Inspection Type   
Insulation  
Drywall

Inspection Action Code

Requested Inspection Date

Requested Inspection Time

This inspection request establishes a 30 minute Building Inspection appointment. Describe the inspection requested and provide any necessary information to the San Fernando Building Inspection:

Although every effort will be made to accommodate all required appointments, the City of San Fernando reserves the right to reschedule or cancel appointments due to incomplete permit information and unforeseen circumstances. In no event shall the City be liable for any incidental, indirect, special or consequential damages, resulting from rescheduling or cancellation.

## Cancel Inspection

To cancel a scheduled inspection, you may click on the CANCEL INSPECTION from INSPECTION menu.



Select the address and permit number, then check the inspection(s) to be canceled and click “Cancel Inspection(s)”

### CANCEL INSPECTION

ACTIVITY				
Activity Number	Type	Status	Description	Address
	Building	In Progress	test	111 ALEXANDER ST .

INSPECTIONS					
	Date	Inspection	Inspector	Action	Time (Minutes)
<input checked="" type="checkbox"/>	11/27/2019	Lath	bsadmin bsadmin	Request For Inspection	50
<input checked="" type="checkbox"/>	11/27/2019	Drywall	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/27/2019	Insulation	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Drywall	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Insulation	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Lath	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Drywall	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Insulation	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Lath	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Drywall	bsadmin bsadmin	Request For Inspection	50
<input type="checkbox"/>	11/26/2019	Insulation	bsadmin bsadmin	Request For Inspection	50

[Cancel Inspection\(s\)](#)

## View Inspection Results

To view inspection results, click on the INSPECTION menu and select inspection results. After that enter the permit number then we can see inspection results like below.

### Q INSPECTION RESULTS

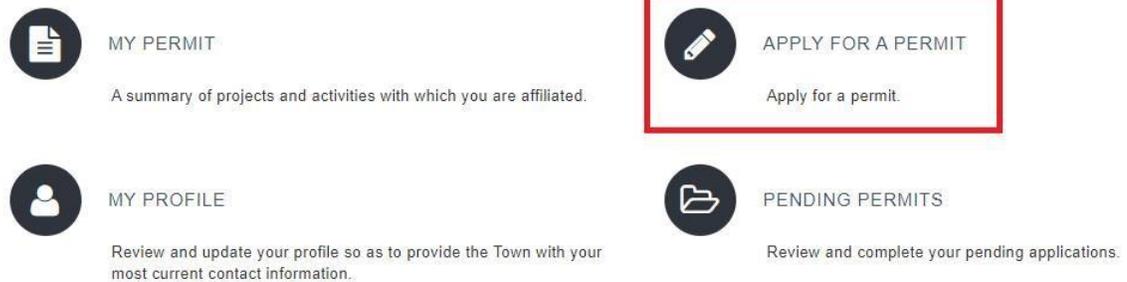
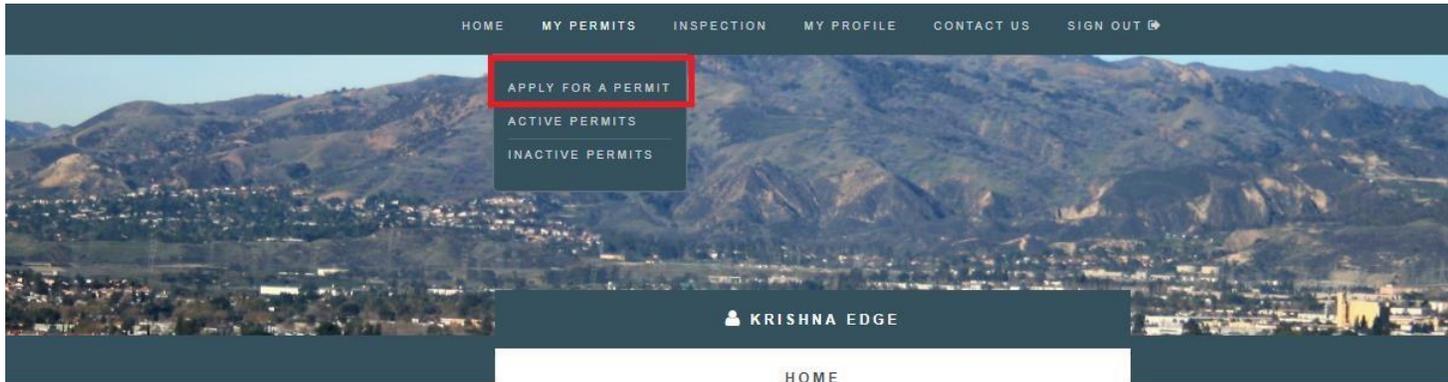
Inspection Type : Insulation			
Permit Number	[REDACTED]	Entry Date	11/20/2019
Inspection Type	Insulation	Inspection Date	11/27/2019
Inspection Status	Request For Inspection	Inspection Time	10:00 AM - 12:00 PM
Comments	11/27/2019 : sdjkahd Requested by Online Public Scheduler		

Inspection Type : Drywall			
Permit Number	[REDACTED]	Entry Date	11/20/2019
Inspection Type	Drywall	Inspection Date	11/27/2019
Inspection Status	Request For Inspection	Inspection Time	10:00 AM - 12:00 PM
Comments	11/27/2019 : sdjkahd Requested by Online Public Scheduler		

Inspection Type : Lath			
Permit Number	[REDACTED]	Entry Date	11/20/2019
Inspection Type	Lath	Inspection Date	11/27/2019
Inspection Status	Request For Inspection	Inspection Time	10:00 AM - 12:00 PM
Comments	11/27/2019 : sdjkahd Requested by Online Public Scheduler		

## Apply for Electrical, Plumbing, Mechanical and/or ROOF Permits

In the Home screen, go to MY PERMITS and click on APPLY FOR PERMIT or in the home page body there is a link APPLY FOR PERMIT click on it. Please check the screenshot below for better understanding.



In the Address tab, you will now be asked to enter the address that will be associated with this permit. Please enter a Street Name and a Street Number. *If needed*, select a Unit and Street Mod. Select **Next** when ready to proceed.

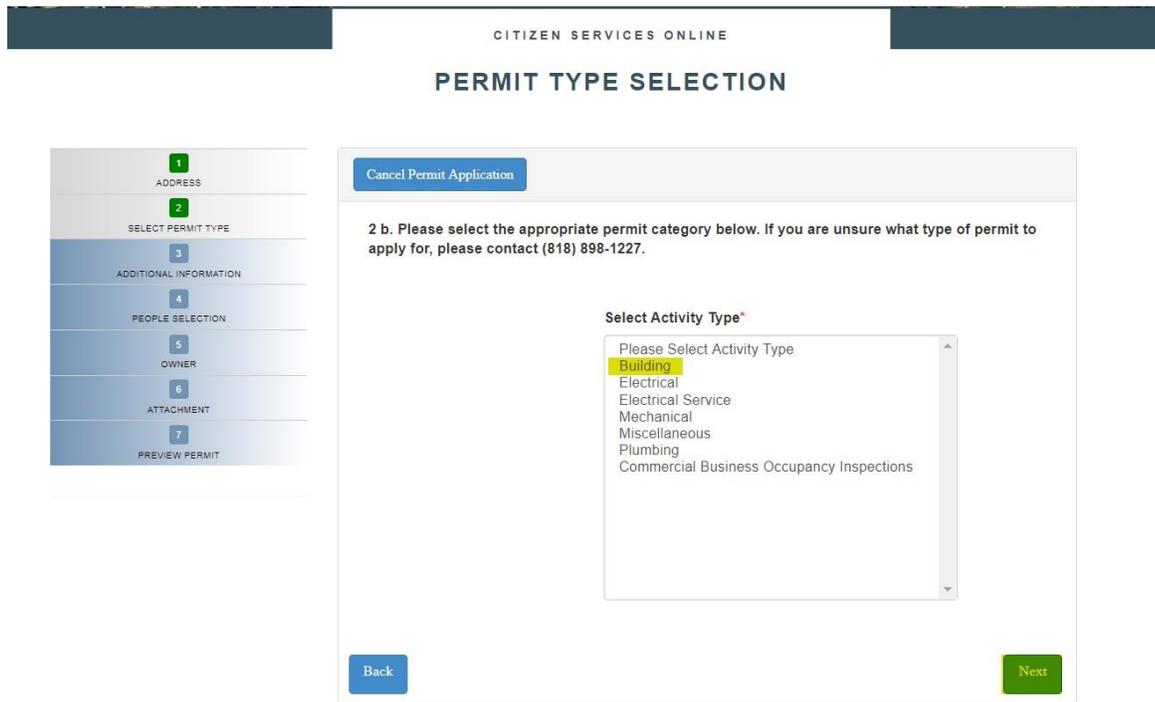
### ADDRESS

Now we can get MODULE TYPE SELECTION screen where we can select type of permit.



After selecting 'Building permit' click on Next button.

In PERMIT TYPE SELECTION page, user can select the category of permit.



After selecting Activity Type click on Next button.

In the Additional Information tab, please enter the required information. Select **Next** when ready.

**NOTE: All fields marked with a red asterisk (\*) are required before proceeding.**

### ADDITIONAL INFORMATION

Cancel Permit Application

3. Please enter the information requested below.

Estimated cost of construction (Valuation): 100

Permit Description\* (Type, Size, Height of Construction and Proposed Use) describe about permit

Back Next

If any people associated with this project, user can search and add them in the below screen and click on Next.

### PEOPLE SELECTION

Cancel Permit Application

4. If there are other people associated with this project, eg. Engineers, Architects, or Attorneys, please search for them in the database below. If there are not, please select "Next".

Select People Type Agent

4a. Please use the keyword search below to search by name or by email address for a person registered with the City of San Fernando

Search: Search

Back Next

People Name	People Type	Address
Krishna Edge	Applicant	Bangalore, BNGLR, CA. 56001

Please enter the legal owner of the property details below and click on Next.

## OWNERSHIP CONFIRMATION

1  
ADDRESS

2  
SELECT PERMIT TYPE

3  
ADDITIONAL INFORMATION

4  
PEOPLE SELECTION

5  
OWNER

6  
ATTACHMENT

7  
PREVIEW PERMIT

Cancel Permit Application

5. Who is the legal owner of the property at which this activity is being conducted?

Other

Back
Next

Please add the description and upload attachments needed for permit purpose and click on Next.

## ADD ATTACHMENTS

1  
ADDRESS

2  
SELECT PERMIT TYPE

3  
ADDITIONAL INFORMATION

4  
PEOPLE SELECTION

5  
OWNER

6  
ATTACHMENT

7  
PREVIEW PERMIT

Cancel Permit Application

Use this upload feature to submit all relevant plans (including a site plan) or supporting documents for the application in PDF format.

Multiple files may be uploaded one at a time. All attachments should be in PDF form with individual files being less than 20mb in size.

Attachment names and files should be numbers and letters only. No symbols (i.e. #,@,\*, etc.).

Description\*

File Name\*

No file chosen
 Upload

Back
Next

**Attachments**

File Name	Description	Delete
A-173927-Permits By Activity Type Report (7).pdf	Adding attachment	✕

Verify the details below and click on submit permit application button, if details are proper and final to submit the permit application.

### PREVIEW PERMIT DETAILS

- 1  
ADDRESS
- 2  
SELECT PERMIT TYPE
- 3  
ADDITIONAL INFORMATION
- 4  
PEOPLE SELECTION
- 5  
OWNER
- 6  
ATTACHMENT
- 7  
PREVIEW PERMIT

[Cancel Permit Application](#)

Address	753 Amboy Ave		
Permit Type	Building	Sub Type	
Valuation	100	Applied Date	11/25/2019
Description	describe about permit		
People	Krishna Edge , Property owner		

[Back](#)
[Submit Permit Application](#)

**You have now successfully applied for a permit!**

Once after clicking on submit permit, label message will be displayed as 'Permit Submitted Successfully' and user will receive mail as well.

## My Profile

### Change Contact Info

To change contact information, click on MY PROFILE from the main menu then click on the EDIT button.

#### MY PROFILE

CONTACT
CHANGE PASSWORD
CONTACT US

CONTACT <span style="float: right;"><a href="#" style="background-color: #28a745; color: white; padding: 2px 5px;">EDIT</a></span>			
First Name	Krishna	Last Name	Edge
Company Name	<div style="background-color: black; width: 100px; height: 15px;"></div>	Address	<div style="background-color: black; width: 100px; height: 15px;"></div>
City	<div style="background-color: black; width: 100px; height: 15px;"></div>	State	CA
Zip	<div style="background-color: black; width: 100px; height: 15px;"></div>		
Phone Number	982-372-3232	Ext	
Work Phone		Ext	
Mobile Number		Applicant Type	Contractor

## Change Password

Click on the CHANGE PASSWORD tab under MY PROFILE page to change password.

### MY PROFILE

CONTACT

CHANGE PASSWORD

CONTACT US

CHANGE PASSWORD



Email Address: 

Old Password

New Password

Confirm Password

## Contact Us

[CONTACT](#)[CHANGE PASSWORD](#)[CONTACT US](#)

### CONTACT US

**General Information :**

communitydevelopmentstaff@sfcity.org  
info@sfcity.org

**Office Hours :**

Monday - Thursday: 7:30 am - 5:30 pm  
Friday: 8:00 am - 5:00 pm

**City Hall Address:**

117 Macneil Street  
San Fernando, CA 91340  
Phone: (818) 898-1200  
Fax: (818) 361-7631  
Email: info@sfcity.org

For questions and comments, select the “Contact Us” link located on the main menu or in My Profile. The link will redirect you to the City of San Fernando message form.

### Terminology

- 🔍 Activity – permits
- 🔍 Activity Status – permit status
- 🔍 Applied Date – the date for which the activity was first recorded
- 🔍 Description –scope of work, additional activity details,
- 🔍 Sub Type – a sub category within the activity type

### Questions

If you have further questions, comments, suggestions or need technical support, please contact:  
Community Development Department

117 Macneil Street  
San Fernando, CA 91340  
Phone: (818) 898-1200  
Fax: (818) 361-7631  
Email: info@sfcity.org