



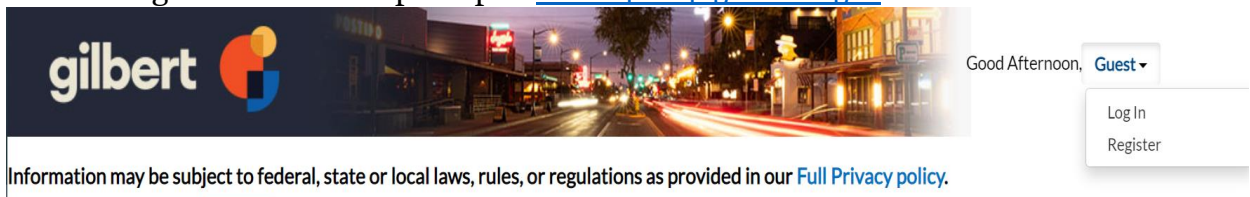
# Residential Permit Application Process

Website: [onestopshop.gilbertaz.gov](http://onestopshop.gilbertaz.gov)

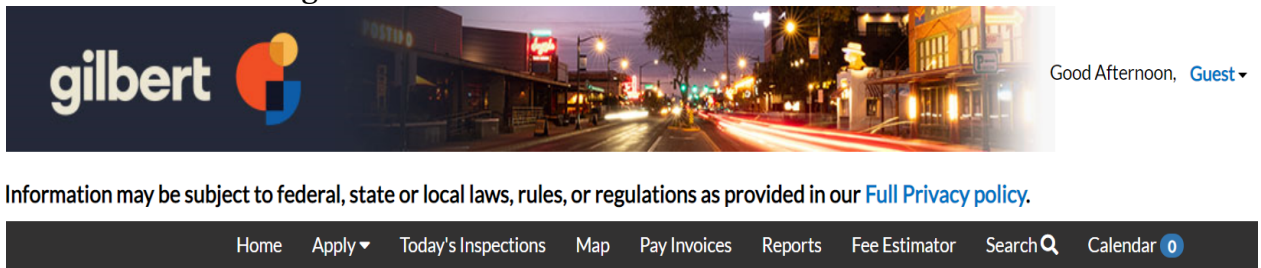
## New Application Process:

### Step 1: Prerequisite

1. Need to register on One Stop Shop at [onestopshop.gilbertaz.gov](http://onestopshop.gilbertaz.gov)



2. Select 'Guest' then register



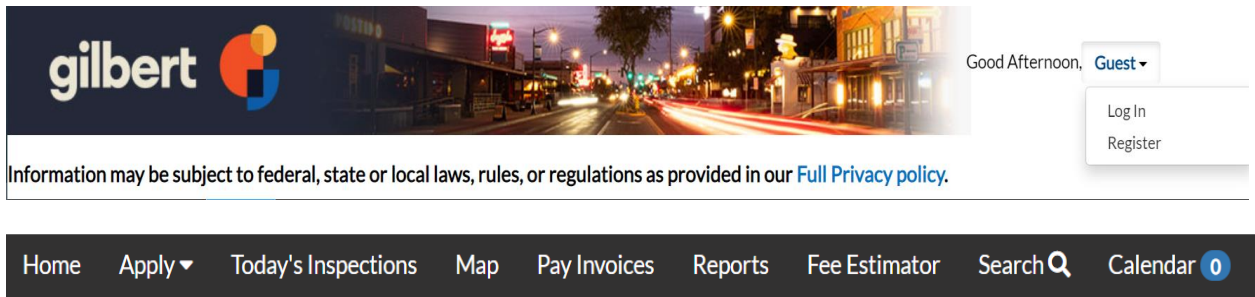
3. Check the box and put your email and select 'Next'

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

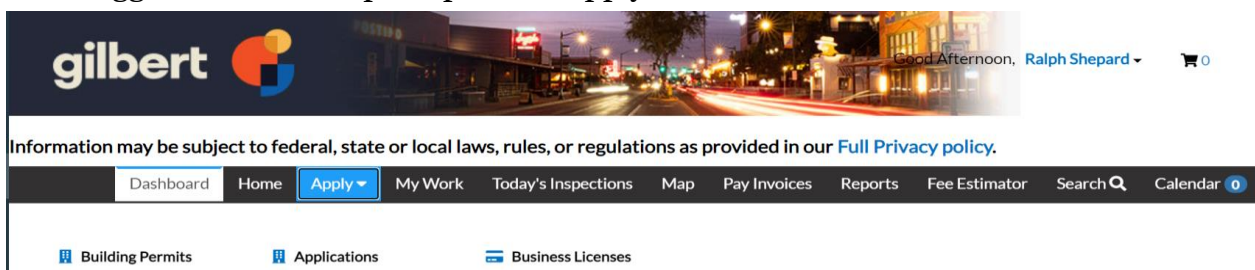
4. Follow the instructions in your email
5. Your instructions may be sent to your junk/spam folder. Please verify this has not happen prior to contacting the Town of Gilbert.

## **Step 2: Submit for Application**

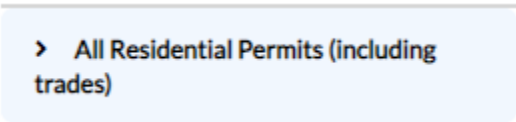
1. 'Log In' to One Stop Shop at [onestopshop.gibertaz.gov](http://onestopshop.gibertaz.gov)



2. Once logged into One Stop Shop select 'Apply'



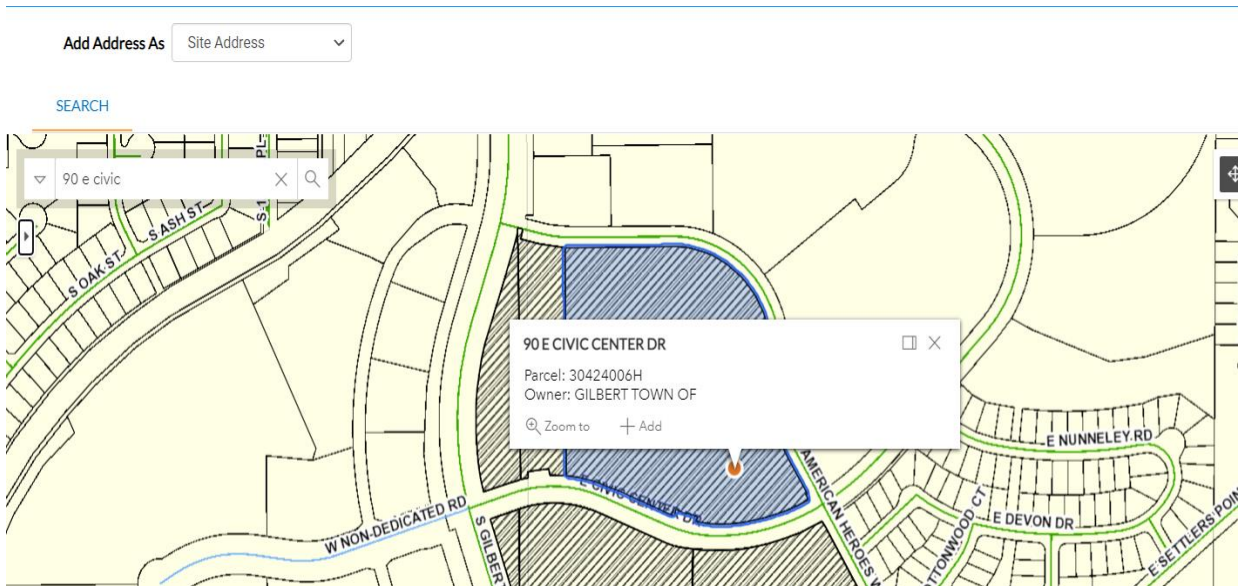
3. Under Building Permit select 'All Commercial Permits (Including Trades)'



4. The next page will look like this

The screenshot shows the Gilbert software interface. At the top is a navigation bar with the Gilbert logo and a user profile for Ralph Shepard. Below the navigation bar is a dark banner with a city street scene. A message states that information may be subject to federal, state or local laws, rules, or regulations as provided in our Full Privacy policy. A secondary navigation bar contains links for Dashboard, Home, Apply, My Work, Today's Inspections, Map, Pay Invoices, Reports, Fee Estimator, Search, and Calendar. A progress indicator shows six steps: 1. Locations (active), 2. Type, 3. Contacts, 4. Attachments, 5. Signature, and 6. Review and Submit. A red asterisk indicates that steps 5 and 6 are required. Below the progress indicator is the 'LOCATIONS' section, which includes 'Address/Parcel Search Tips' and a list of instructions: 'Please do not enter punctuation. (ie. 123 Main)', 'Do not include hyphens in parcel lookup', and 'Please enter ALL applicable parcel numbers in this step.' A blue card with a white plus sign and the text 'Add Location' is shown. At the bottom of the interface are three buttons: 'Create Template', 'Save Draft', and 'Next'.

5. Once you are on the map you can type the address or parcel number to lot that you are building this permit on



6. Then select the '+ Add' to add this to your permit

**LOCATIONS**

Address/Parcel Search Tips:

- Please do not enter punctuation. (ie. 123 Main)
- Do not include hyphens in parcel lookup
- Please enter ALL applicable parcel numbers in this step.

**Type: Site Address**  
 90 E CIVIC CENTER DR  
 Gilbert AZ 85296

**Main Address**

**Parcel Number**  
 30424006H

**Main Parcel**

[Remove](#)

[Create Template](#)

[Save Draft](#)
[Next](#)

7. Select 'Next'

**\*REQUIRED**

**APPLICATION DETAILS**

Enter name of project and a detailed description of work.

\* **Application Type** All Commercial Permits (Including Ti) ▼

\* **Description** Please provide a brief project description

[Back](#)
[Create Template](#)

[Save Draft](#)
[Next](#)

8. Within the text box next to Description 'Please provide a brief project description'

## 9. Select 'Next'

Apply for Application (Permit) - All Residential Permits (including trades)

\*REQUIRED



### CONTACTS

The 'CONTACTS' section displays an 'Applicant' card on the left and an 'Add Contact' button on the right. The applicant card shows a profile icon, the name 'Ralph Shepard (You)', the organization 'Town of Gilbert', and the address '90 CIVIC CENTER, GILBERT, AZ, USA, 85296'. The 'Add Contact' button is blue with a white plus sign and is positioned below a dropdown menu currently set to 'Owner'.

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

## 10. Please add contact under the dropdown for 'Owner'

[Back to Application](#)

### Add Contact

Add Contact As : Owner

[Search](#) [Enter Manually](#) [My Favorites](#)

Search

Sort [Relevance](#)

Favorite	First Name	Last Name	Address	Company	Action
	Ralph	Shepard	90 E CIVIC CENTER DR GILBERT AZ 85296	Town of Gilbert	<a href="#">Add</a>

## 11. Please search for owners' name and 'Add'

## 12. If owners name is not found select 'Enter Manually'

[Back to Application](#)

## Add Contact

Add Contact As : Applicant

Search

Enter Manually

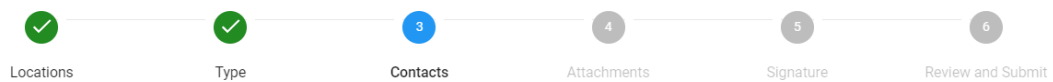
My Favorites

### Enter Manually

First Name	<input type="text" value="Owners First Name"/>
Last Name	<input type="text" value="Owners Last Name"/>
Company Name	<input type="text" value="Company name if it is a company"/>
Email	<input type="text" value="ownersemail@gmail.com"/>
Home Phone	<input type="text" value="(480) 555-1111"/>
Mobile Phone	<input type="text" value="(480) 555-1111"/>
Business Phone	<input type="text" value="(480) 555-1111"/>
	<input type="button" value="Submit"/>

13. Fill out all the information and then select 'Submit'

REQUIRED



### CONTACTS

<p><b>Applicant</b></p> <p>Ralph Shepard (You) Town of Gilbert 90 CIVIC CENTER, GILBERT, AZ, USA, 85296</p>	<p><b>Owner</b></p> <p>Owners First Name Owners Last Name Company name if it is a comp...</p> <p><input type="button" value="Remove"/></p>	<p>Applicant</p> <p>Add Contact</p>
---	--	-------------------------------------

Back

Create Template

Save Draft

Next

14. Select 'Next'

15. Attach all of your documents to the attachments.

\*REQUIRED

Locations Type Contacts Attachments Signature Review and Submit

Attachments

Uploaded via CSS

Project Narrative.pdf  
Size: 87.15 KB

Remove

click or drag files

Add Attachment

+

Supported: .pdf

Back Create Template Save Draft Next

16. Select 'Next'

\*REQUIRED

Locations Type Contacts Attachments Signature Review and Submit

SIGNATURE

I CERTIFY THAT I HAVE THE AUTHORITY TO SUBMIT THIS APPLICATION AND THAT THE INFORMATION PROVIDED IS CORRECT.

\* Please type your name as consent to electronically sign this application.

Ralph Shepard

Enable Type Signature

Ralph Shepard  
October, 07 2021

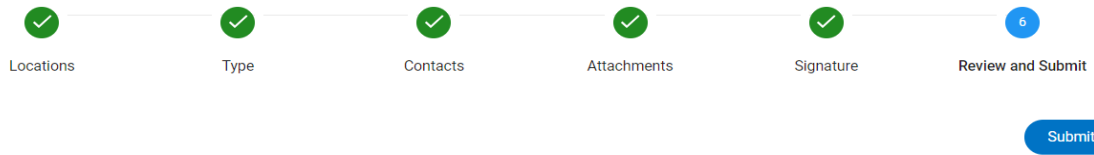
X

Clear

Back Create Template Save Draft Next

17. Type your name and sign in the box

18. Select 'Next'



Locations

Site Address 90 E Civic Center Dr., Gilbert, Arizona 85296

Parcel Number 30424006H

Basic Info

Type All Commercial Permits (Including Trades)  
 Description Please provide a brief project description  
 Applied Date 10/07/2021

Contacts

Applicant Ralph Shepard  
 Town of Gilbert  
 90 E CIVIC CENTER DR, GILBERT, AZ, USA, 85296

Owner Owners First Name Owners Last Name  
 Company name if it is a company

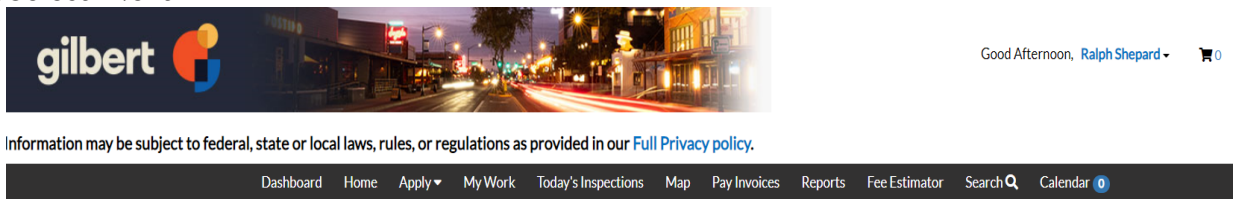
Attachments

Attachment Project Narrative.pdf

Back Create Template Save Draft Submit

19. Verify all the information is correct

20. Select 'Next'



✔ Your application was successfully submitted!

Thank you for your application! You will receive an email after our staff reviews your application with instructions to upload construction documents and pay any necessary fees as applicable. After the review of your application a new project number will be assigned for to you.

Continue to application

21. Select 'Continue to application'

22. You will get an **Application Number**



Application Number: MRAPP-000187-2021

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

Type:	All Residential Permits (including trades)	Status:	Submitted Online	Project Name:	
Applied Date:	10/08/2021	Assigned To:			
Completed Date:		District:	Gilbert		
Description:	Provide a Brief description				

- Locations
- Contacts
- Fees
- Attachments
- More Info

Locations

Sort Main

Type: Site Address  
US  
1306 E JUDE LN, Gilbert,  
AZ, 85298

Main Address

Parcel Number  
31334866

Main Parcel

- Once staff has verified the information from this **Application Number** you will receive an email with your **Permit Number**
- Your **Permit Number** will begin something like RESD-2021-00000, **or** RACC-2021-00000 **or** RMISC-2021-00000
- Once you have received your **Permit Number** then you can upload your required documents for your project.
- Once staff has verified the information from this **Application Number** you will receive an email with your **Permit Number**

### Step 3: Attaching required documents

- Once logged into One Stop Shop select 'Dashboard'



- This page will give you the information to the permits that may need attention, pending, active and recent permits

Information may be subject to federal, state or local laws, rules, or regulations as provided in our [Full Privacy Policy](#).

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Reports Fee Estimator Search Calendar

\*\*\*Please note: All online payments will be assessed a convenience fee in the amount of 3.1% of the total fees due.\*\*\*

My Permits

<p><b>Attention</b></p> <p><b>6</b></p> <p>Residential Building... 4</p> <p>Residential Building... 2</p>	<p><b>Pending</b></p> <p><b>36</b></p> <p>Residential Buidin... 7</p> <p>Residential Buidin... 6</p> <p>Other 23</p>	<p><b>Active</b></p> <p><b>4</b></p> <p>Residential Building... 3</p> <p>Residential Building... 1</p>	<p><b>Draft</b></p> <p><b>0</b></p>	<p><b>Recent</b></p> <p><b>13</b></p> <p>All Commercial Per... 3</p> <p>Commercial Buidin... 3</p> <p>Other 7</p>
---	--	--	-------------------------------------	---

[+View My Permits](#)

3. Select 'View My Permits'
4. On the next screen where it says 'Search' type in your Permit Number that you received in the email

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Reports Fee Estimator Search Calendar

My Work

MY INVOICES MY PERMITS

RESD-2021-00046

Display All Export to Excel

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">RESD-2021-00046</a>		1306 E JUDE LN Gilbert, AZ 85298	Residential Building - Custom	Recent, Pending	

5. Select your permit number

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Reports Fee Estimator Search Calendar

Permit Number: RESD-2021-00046




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

Type: Residential Building - Custom	Status: Under Review	Project Name:
Applied Date: 10/08/2021	Issue Date:	
District: Gilbert	Assigned To: <a href="#">Unassigned Bldg, Plan Review</a>	Expire Date:
Square Feet: 0.00	Valuation: \$0.00	Finalized Date:
Description: Provide a Brief description		

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

6. Select 'Attachments'
7. Attach required documents for your project

✓ The file upload was submitted successfully. ×

 Attachment <a href="#">Renewal_EIB_01_01_21.pdf</a> Uploaded: 10/07/2021 Notes: Uploaded via CSS	 Attachment <a href="#">DocumentViewer.pdf</a> Uploaded: 10/07/2021 Notes: Uploaded via CSS	 Attachment <a href="#">LCR-1036A.pdf</a> Uploaded: 10/07/2021 Notes: Uploaded via CSS
--	--	---

Submit

8. Then select 'Submit'
9. **Once you have submitted the documents you will not be allowed to upload any additional documents until staff has verified the documents.**
10. If additional documents are needed you will need to return to Step 3 number 1 and repeat the instructions.
11. Once no additional documents are needed, you will receive an email letting you know that an invoice is ready for you to pay. These fees are for the upfront fees which shall be paid prior to the review beginning.

# Plan Change/Revision Process:

## Step 1: Submitting for Plan Change/Revision

1. **Do not attach any documents to the existing permit.** This will cause a delay in reviewing your documents and confusion. Plan Change/Revision is to be used only if your permit has been approved and issued.
2. Only time you should attach documents to existing permit is if you are resubmitting for 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, etc. reviews.
3. Must sign to One Stop Shop at [onestopshop.gilbertaz.gov](http://onestopshop.gilbertaz.gov)
4. Once logged into One Stop Shop select 'Apply'

**Welcome to One Stop Shop**

**Business Licensing, Code Compliance, Inspections, Permitting and Planning**

Submitting any application requires registration. Upon completion of your registration, please allow one business day for approval and full access to your records.

- Search Public Records**  
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.
- Apply**  
This tool can be used to apply for a permit, plan or license.
- My Account**  
Click here to access your account information.

5. Select 'All'

**Application Assistant**

Search for application names and keywords

- All
- Trending
- My History
- Business Licenses
- Building Permits
- Applications

6. Scroll through the list of permit application to fine 'Plan Change/Revision Application'

**Plan Change / Revision Application**

Category Name: Plan Change

Description: Use this application to apply for ANY plan change/revisions to any existing permit that has already been issued. Note: The master permit number is required for all plan change/revisions.

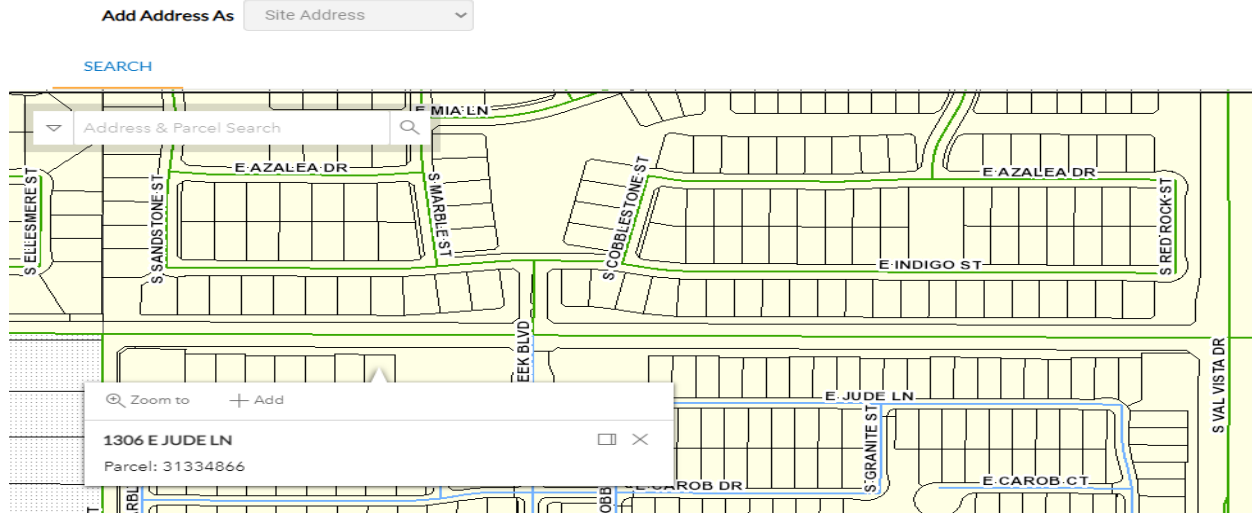
Apply

7. Select 'Apply'

8. Must select a location

The screenshot shows the Gilbert website interface. At the top, there is a navigation bar with the Gilbert logo and a user profile for Ralph Shepard. Below the navigation bar, a message states that information may be subject to federal, state or local laws, rules, or regulations as provided in our Full Privacy policy. The main navigation menu includes Dashboard, Home, Apply (with a dropdown arrow), My Work, Today's Inspections, Map, Pay Invoices, Reports, Fee Estimator, Search, and Calendar. A progress indicator shows six steps: 1. Locations (highlighted in blue), 2. Type, 3. Contacts, 4. Attachments, 5. Signature, and 6. Review and Submit. A red asterisk indicates that step 1 is required. Below the progress indicator, the 'LOCATIONS' section is displayed, including 'Address/Parcel Search Tips' and a list of instructions: 'Please do not enter punctuation. (ie. 123 Main)', 'Do not include hyphens in parcel lookup', and 'Please enter ALL applicable parcel numbers in this step.' A blue modal window titled 'Add Location' is shown, featuring a 'Site Address' dropdown menu and a large white plus sign. At the bottom of the page, there are three buttons: 'Create Template', 'Save Draft', and 'Next'.

9. Once you are on the map you can type the address or parcel number to lot that you are building this permit on



10. Then select the '+ Add' to add this to your permit

**REQUIRED**

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

**LOCATIONS**

**Type: Site Address**  
 1306 E JUDE LN Gilbert AZ  
 85298

Main Address

**Parcel Number**  
 31334866

Main Parcel

[Remove](#)

[Create Template](#)
[Save Draft](#) [Next](#)

11. Select 'Next'

12. Provide a description of the change

1 2 3 4 5 6  
 Locations Type Contacts More Info Attachments Review and Submit

**PERMIT DETAILS**

Please describe how your project has changed.

\* **Permit Type** Plan Change / Revision Appl

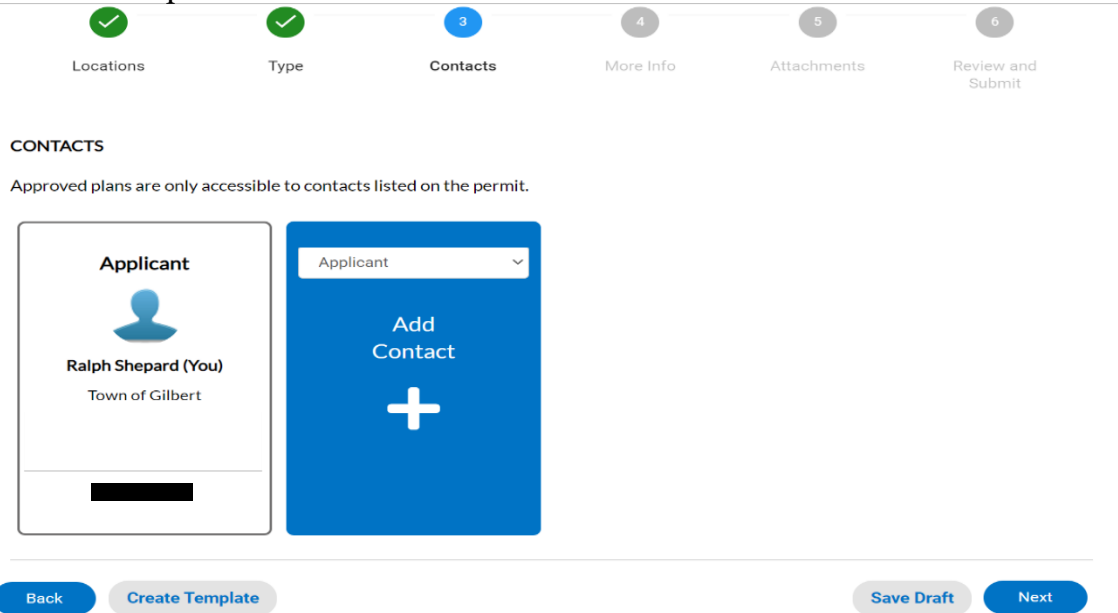
**Description**

Change Elevation D to Elevation B

[Back](#)
[Create Template](#)
[Save Draft](#) [Next](#)

13. Select 'Next'

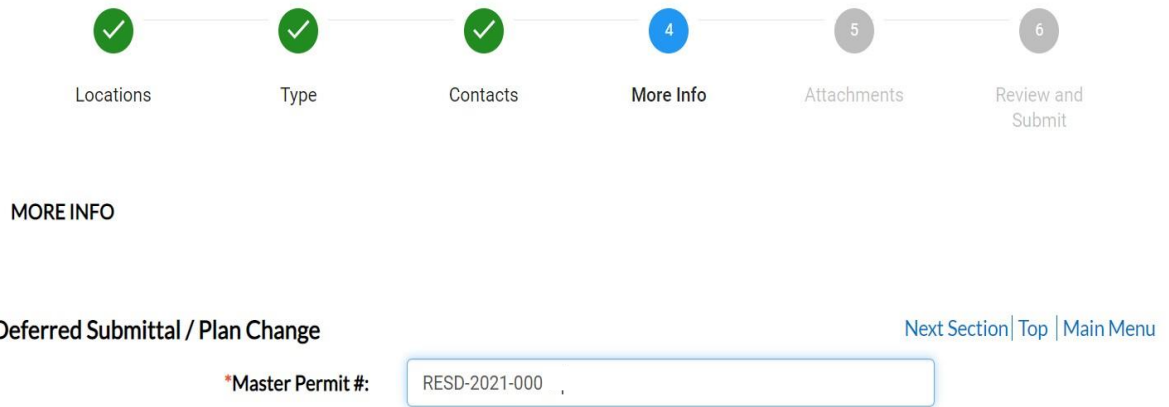
14. You must add the required contact information in



The image shows a progress bar with six steps: Locations (checked), Type (checked), Contacts (active), More Info, Attachments, and Review and Submit. Below the progress bar is the 'CONTACTS' section. It includes a note: 'Approved plans are only accessible to contacts listed on the permit.' There are two panels: one for the 'Applicant' (Ralph Shepard, Town of Gilbert) and another for 'Add Contact' with a plus sign. At the bottom are buttons for 'Back', 'Create Template', 'Save Draft', and 'Next'.

15. Select 'Next'

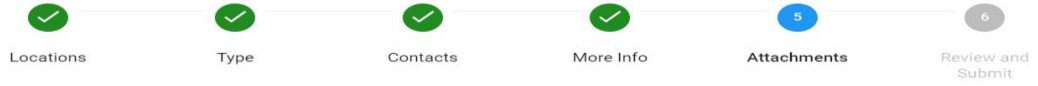
16. Place the permit number that you wish to make the changes in the 'Master Permit #:'



The image shows a progress bar with six steps: Locations (checked), Type (checked), Contacts (checked), More Info (active), Attachments, and Review and Submit. Below the progress bar is the 'MORE INFO' section. It includes a link for 'Deferred Submittal / Plan Change' and another for 'Next Section | Top | Main Menu'. There is a text input field for 'Master Permit #' with the value 'RESD-2021-000'.

17. Select 'Next' at the bottom of the page

18. Must attach the Documents that you have changes. Only attach the sheets that changes are being done.



**Attachments**

Detailed description of work to be done and construction drawing / plans must accompany your application. Lack of sufficient detail may delay processing of the request.



**Construction Docs - CSS**  
Site plan.pdf  
Size: 1.11 MB

[Remove](#)



**Project Narrative - CSS**  
Option sheet.pdf  
Size: 2.37 MB

[Remove](#)

Construction Docs - CS!

+

Add Attachment

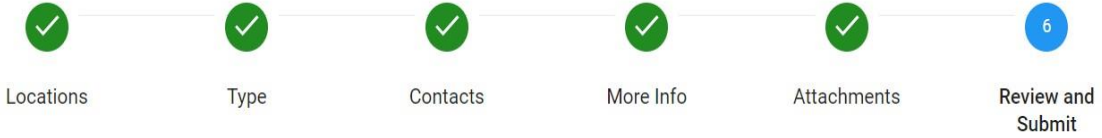
Supported: .pdf

[Back](#)
[Create Template](#)
[Save Draft](#)
[Next](#)

19. Select 'Next'

**Apply for Permit - Plan Change / Revision Application**

**\*REQUIRED**



[Submit](#)

**Locations**

Site Address      90 E Civic Center Dr., Gilbert, Arizona 85296

Parcel Number      30424006H

**Basic Info**

Type      Plan Change / Revision Application  
 Description      Change Elevation D to Elevation B  
 Applied Date      09/15/2021



Contacts

Applicant

Ralph Shepard  
[REDACTED]  
[REDACTED]

More Info

Deferred Submittal / Plan Change

[Next Section](#) | [Top](#) | [Main Menu](#)

Master Permit #: RESD-2021-000

GIS

[Previous Section](#) | [Top](#) | [Main Menu](#)

Flood Plain

Character Area

Overflight Area

School District

Subdivision Name

Attachments

Construction Docs - CSS

Site plan.pdf

Project Narrative - CSS

Option sheet.pdf

[Back](#)

[Create Template](#)

[Save Draft](#)

[Submit](#)

20. Verify everything is correct and select 'Submit'

21. Your application has been submitted for the Plan Change/Revision

22. You will get an **Application Number**

✓ Your permit application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly. ✕

Permit Number: PCAPP-00002-2021

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

<b>Type:</b>	Plan Change / Revision Application	<b>Status:</b>	Submitted Online
<b>Applied Date:</b>	09/15/2021	<b>Project Name:</b>	
<b>District:</b>	N/A	<b>Issue Date:</b>	
<b>Expire Date:</b>		<b>Assigned To:</b>	Unassigned Bldg, Plan Review
<b>Description:</b>	Change Elevation D to Elevation B	<b>Finalized Date:</b>	

Summary

Locations

Fees

Inspections

Attachments

Contacts

Sub-Records

More Info

23. Once staff has verified the information from the Plan Change/Revision this **Application Number will be closed**

24. Staff will add the required documents to your Master Permit Number for which you are requesting the Plan Change/Revision

25. You can follow the process of the Plan Change/Revision under your Master Permit Number