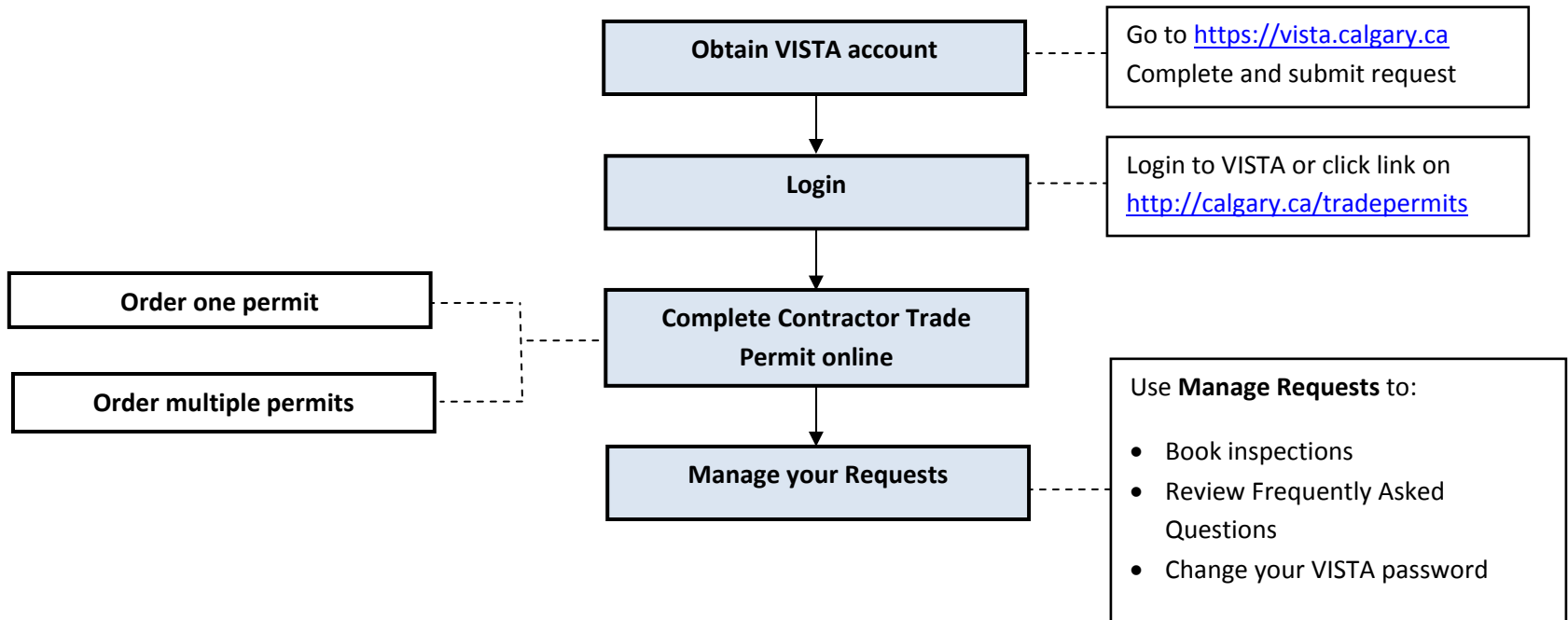


## Contractor Trade Permit online Overview



**NOTE:**

To request and pay for trade permits online, you must:

- Be a registered as a City Qualified Tradesman (CQT)
- Have a business license or be associated with a Licensed Contractor
- Have a valid credit card number

For more information about becoming a CQT or obtaining a business license, please visit [Calgary.ca](http://Calgary.ca) or call 403.268.5311.  
You can still request and pay for permits by mailing your request, or by going to City Hall to pay in person.

## Obtain VISTA Account

---

You must have a current VISTA account to request and pay for trade permits online. If you have a VISTA account, go to the VISTA login page follow the *Order a Single Permit* or *Order Multiple Permits* procedures.

To obtain a VISTA account:

1. Go to VISTA: <https://vista.calgary.ca/>
2. Click the **New User** link. The **Registered User Account Application form** will open.
3. Click the checkboxes beside the types of applications you will make using your VISTA accounts.
4. Click **Continue**.
5. Complete all the fields on the form.
6. Click **Send**. The window will change to show that your request has been sent. If you get an error message, call 3-1-1.

It will take 2-3 business days for your account request to be processed. You will receive an email giving you a temporary password and instructions for activating your VISTA account. After you receive this email, you can complete your permits online.

**NOTE:** Remember, it will take a few business days to activate your VISTA account. If you need a permit before your account is active, you must go to City Hall. When you check in at the Customer Service desk, you will be given a form to complete that resembles the fields on the online system. You can also obtain the **Contractor's (Electrical, Plumbing, HVAC, or Gas) Permit Application** from the Calgary.ca website.

## Login

---

You can access DBA Services online through two different websites. You can either click the link from the Calgary.ca/tradepermits (<http://calgary.ca/tradepermits>) website or click the **Sign in here** link on the VISTA website (<https://vista.calgary.ca/>).

To login:

1. Enter your User ID and password in the appropriate fields.
2. Change your temporary password if this is the first time you are logging into VISTA.

**To change your password:**

- a. Scroll down the left-side navigation to find **Change Password** under **Account**.
- b. Enter your current password.
- c. Enter the new password.
- d. Confirm the new password.
- e. Click **Submit**.

You can now login and change your password. Use the *Order a Single Permit* or *Order Multiple Permits* procedures to obtain your permit(s).

## Order One Permit

---

If you only need to order one permit, use this procedure:

1. Login to VISTA.
2. Click **Add New Request** in the left-side navigation. If a login screen opens, complete it using your VISTA login information.
3. Click **Add Request**.
4. Use the drop down arrow to select **Trade Permit** in the **Service Category** field. When other online services are available, this list will expand to include additional online services.
5. Use the drop down arrow to select the Service Type based on the form the contractor completed. The types of Services shown will be different for each contractor. The list will be populated based on the kinds of permits for which they are qualified.
6. Click **Next**. The Permit you selected in the **Service Type** field will open.

**NOTE:** Each field with a \* must be complete. If you do not complete a mandatory field, you will receive an error message and you will have to fix it before you can checkout.

7. Complete the **Job Address** fields. Use the tab key to move between the fields. Use Tab to move between the field and the drop-down arrows to select from the options. Remember to put your street (crescent, grove, road, etc.) in the **Street** field.
8. Complete all the fields in the form. If you miss a mandatory field, you will receive an error message and will be directed to return to the screen to fix it. The fields in the form will depend on the permit you are requesting. Some of the fields that are important to complete that are consistent between permits are:
  - a. **Description:** Include as much information in the Description field as possible. This information is used by the inspector to locate the work area.
  - b. **Charge Working without a permit fee:** If an inspector has discovered that you were working without a permit, he/she probably told you that you have to pay the **Working without a permit fee**. If this is the case, click this box and your fee will be adjusted accordingly. Only check this box if you have been told to pay the additional fee.
  - c. **Email:** After you complete your permit, you will receive an email confirming your permit and providing you with more details about your permit (when and how to request an inspection) when you provide your email. The City will not use your email address for any purpose other than to send you information about your permit. If you do not have an email address, click the **No CQT Email Address** checkbox and the email field will be greyed out. However, if you do not have an email address, you will not receive information by email if this box is checked (and there is no procedure to mail this information at this time). Remember to enter your email address twice or you will get an error.
  - d. **On-Site Contractor Contact:** If the contractor on the site is the CQT listed on the permit, click the **On-site contractor same as CQT** checkbox. The onsite contact fields will become greyed out.

9. Click **Next**. If there are any errors, they will appear in red type. When there are no errors, the form will change to include the **Declaration** statement.
10. Read the **Declaration** statement.
11. Click the **Declaration** checkbox if you agree with the content and proceed with your permit. If you do not agree and do not check the box, you will not be able to proceed with the permit and you should click **Logout** at the bottom of the screen.
12. Review the information in the form to ensure it is correct.
13. Click **Add to Cart**. The permit will be added to the shopping cart for payment. The **Order Summary** page will open. It contains information about the requested permit: Item Id number, Service Type, Job Address and CQT name, fee amount.

**NOTE:** It is at this point in the process that you will either click **Checkout** to pay for and complete this permit, OR click **Add Request** or use the **Copy, Edit, and Delete** icons to add another permit or change the current permit.

**Copy:** Create a copy of the permit you just created, but the address will be blank.

**Edit:** Change details on the permit.

**Delete:** Eliminate the permit you just created. You may realize that you have already have that permit.

14. Click **Print** at the bottom of the screen if you want, but you will be able to print the final version.
15. Click **Checkout** to pay for your permit. The **Cart ID** and the cost of your permit will auto-populate in the top of the form and will be greyed out.
16. Select the credit card type you will use.
17. Enter your credit card number and your name in the appropriate fields.
18. Use the drop-down arrows to select the expiry date of your credit card.
19. Click **Pay** when all the fields are complete. If your credit card was accepted, the description will state that the permit has been issued and include a permit number. The total will change from **Total Owing to Total Paid**.
20. Click **Print** to print a copy of your completed permit.
21. Click **Logout** if this is the only permit you have to complete. If you need to order additional permits, click **Add Request** and begin the process again (read *Order Multiple Permits*).

**NOTE:** If you click **Logout** before you have completed the permit, all of your information will be deleted. The system **will not save** the information from this session.

Also, the system has a **30 minute time-out** length. If you leave your computer with the system open for longer than 30 minutes without entering information, , it is possible that you will be locked out. If this happens, you will have to re-enter your permit information; none of it will be saved.

## Order Multiple Permits

---

You can request multiple permits using different functions in the system. You can **copy** the first permit if you need the same type of permit at different addresses. You can use **Add Request** to add different permit types to the same order (for example, you need one electrical permit and one fire alarm permit and want to pay for them at the same time). This procedure begins and ends the same as the procedure to order a single permit.

**NOTE:** If you proceed to the checkout before ordering all your permits, you will have to pay for the ones in your cart and return to the DBA Services website to create the additional permits.

### Same permit type, different address on the same receipt

Use this procedure if you are doing commercial jobs with multiple suites or locations at one address (for example, multiple sites in a shopping mall where you would change the suite numbers for each permit).

1. Follow steps 1-12 on the *Order Single Permit* procedure, ensuring that you change the address fields.
2. On the **Order Summary** page, click the **Copy** icon. A copy of the first permit is created. The details in the copied permit are identical except the address fields are blank.
3. Enter the address for the new permit.
4. Modify the description field accordingly in the new permit .
5. Proceed with the remaining steps (15-21) of the *Order one perm*t procedure to finalize the payments or go to the **Order Summary** page and click the **Copy** icon again to create the same permit again.

### Different permit types on different receipts

Use this procedure to order additional permits on different receipts. This procedure is helpful if you need to separate the permits for your customer' s invoices or your book-keeping entries.

1. Follow steps 1-20 on the *Order One Permit* procedure.
2. Click **New Cart** to add another permit.
3. Click **Add Request** to add another permit.
4. Follow steps 4-21 on the *Order One Permit* procedure to obtain and process payment for the new permit. If you want additional permits of the same type on this receipt, click the **Copy** icon and follow the **Same permit type, different address on the same receipt** procedure.

## Manage Requests

---

When you are logged into VISTA, you can use the **Manage Requests** function to:

- View all your permits. This feature is useful if you need to check if you have ordered certain permits. You will avoid duplicating permits by checking this tab if you are unsure if you have the permit already.
- Book inspections. When you need to book inspections for your jobs, use this feature to book your inspections online. You can only use this online feature if you have created your permits online. If you obtained your permit from City Hall, you will have to call 3-1-1 to book your inspections.
- Change your password. When you first get your VISTA account information, you will receive a temporary password. Use this function to change your password.

## Allowable Permit Types Reference Chart

**NOTE:** Homeowner's permits are in green to indicate that they are not online at this time.

Discipline	Allowable Permit Type(s)	City Trade Qualification Type
Electrical	1 Contractor's Electrical Permit	Master Electrician (Electrical)
	2 Contractor's Fire Alarm (Electrical) Permit	Master Electrician (Electrical)
	3 Contractor's Sign Installation (Electrical) Permit	Master Electrician (Electrical)
		Sign Installation Technician (Electrical)
	4 Contractor's Annual Electrical Permit	Master Electrician (Electrical)
		Journeyman Electrician (Electrical)
	5 Contractor's Communications (Electrical) Permit	Master Electrician (Electrical)
Journeyman Electrician (Electrical) Communications Technician (Electrical)		
6 Contractor's Photovoltaic System (Electrical) Permit	Master Electrician (Electrical)	
	7 Homeowner's Electrical Permit	Homeowner
Plumbing	8 Contractor's Plumbing Permit	Journeyman Plumber (Plumbing)
	9 Contractor's Hydronic (Plumbing) Permit	Journeyman Plumber (Plumbing)
	10 Contractor's CCCD (Plumbing) Permit	Journeyman Plumber (Plumbing)
		CCCD Installer (Plumbing)
	11 Contractor's PSTS (Plumbing) Permit	Private Sewage Technician (Plumbing)
	12 Contractor's Solar Thermal (Plumbing) Permit	Journeyman Plumber (Plumbing)
	13 Homeowner's Plumbing Permit	Homeowner
14 Homeowner's PSTS (Plumbing) Permit	Homeowner	
Gas	15 Contractor's Gas Permit	Journeyman Gasfitter (Gas)
	16 Contractor's Gas Meter Relocate (Gas) Permit	Journeyman Gasfitter (Gas)
	17 Contractor's Furnace Replacement (Gas) Permit	Journeyman Gasfitter (Gas)
Journeyman Sheet Metal Worker (Mechanical)		
Gas Fireplace	18 Contractor's Gas Fireplace Installation Permit	Journeyman Gasfitter (Gas)
		Gas Fireplace Installer (Gas)
		Journeyman Sheet Metal Worker (Mechanical)
	19 Homeowner's Gas Fireplace Installation Permit	Homeowner
Mechanical	20 Contractor's HVAC (Mechanical) Permit	Journeyman Sheet Metal Worker (Mechanical)
	21 Contractor's AFE (Mechanical) Permit	AFE Installer (Mechanical)
	22 Contractor's Georexchange (Mechanical) Permit	Georexchange Installer (Mechanical)
	23 Contractor's Solar Air (Mechanical) Permit	Journeyman Sheet Metal Worker (Mechanical)
Other	Single Construction Permit (SCP) - Quick Trench Installation	Quick Trench Installer (Other)



## Discipline-City Trade Qualification Reference Chart

**NOTE:** Homeowner's permits are in green to indicate that they are not online at this time.

Discipline	City Trade Qualification Type		Allowable Permit Type(s)				
Electrical	1	Master Electrician	Contractor's Electrical Permit				
			Contractor's Fire Alarm (Electrical) Permit				
			Contractor's Sign Installation (Electrical) Permit				
			Contractor's Annual Electrical Permit				
			Contractor's Communications (Electrical) Permit				
Electrical	2	Journeyman Electrician	Contractor's Annual Electrical Permit				
			Contractor's Communications (Electrical) Permit				
			3	Sign Installation Technician	Contractor's Sign Installation (Electrical) Permit		
					4	Communications Technician	Contractor's Communications (Electrical) Permit
							Homeowner
Plumbing	5	Journeyman Plumber	Contractor's Plumbing Permit				
			Contractor's Hydronic (Plumbing) Permit				
			Contractor's CCCD (Plumbing) Permit				
			Contractor's Solar Thermal (Plumbing) Permit				
			6	CCCD Installer	Contractor's CCCD (Plumbing) Permit		
Plumbing	7	Private Sewage Technician	Contractor's PSTS (Plumbing) Permit				
			Homeowner	Homeowner's Plumbing Permit			
			Homeowner	Homeowner's PSTS (Plumbing) Permit			
Gas	8	Journeyman Gasfitter	Contractor's Gas Permit				
			Contractor's Gas Meter Relocate (Gas) Permit				
			Contractor's Furnace Replacement (Gas) Permit				
			Contractor's Gas Fireplace Installation Permit				
Gas Fireplace	9	Gas Fireplace Installer	Contractor's Gas Fireplace Installation Permit				
			Homeowner	Homeowner's Gas Fireplace Installation Permit			
Mechanical	10	Journeyman Sheet Metal Worker	Contractor's HVAC (Mechanical) Permit				
			Contractor's Furnace Replacement (Gas) Permit				
			Contractor's Gas Fireplace Installation Permit				
			Contractor's Solar Air (Mechanical) Permit				
Mechanical	11	Geoexchange Installer	Contractor's Geoexchange (Mechanical) Permit				
			12	AFE Installer	Contractor's AFE (Mechanical) Permit		
Other	13	Quick Trench Installer			Single Construction Permit (SCP) - Quick Trench Installation		