



Welcome to the Town of Stouffville’s Portal Help Page

Are you looking for help? We hope to answer some of your Frequently Asked Questions (FAQ) in the following pages. If you can’t find the answer to your question please use the following link to fill in a Help Request with Town Staff.

<https://forms.townofws.ca/Customer-Service-Forms/CityView-Support>

How Do I Register?

A screenshot of the Town of Whitchurch-Stouffville Web Portal registration page. The page title is "Town of Whitchurch-Stouffville Web Portal". Below the title is a navigation bar with links for "Sign In", "Portal Home", "Search for a Property", and "Portal Help". The main heading is "Welcome to the Town of Whitchurch-Stouffville Web Portal". Below this is a paragraph explaining the benefits of having an account. The "SIGN IN" section includes fields for "Email Address*" and "Password*", a "Forgot your password?" link, and a "Login" button. The "REGISTER A NEW ACCOUNT" section includes a link for "Register to create one" which is circled in red.

- Enter your email address; this becomes your Login ID
- Create a password and re-enter to confirm. Your password must be a minimum of 8 characters long.
- Click Next Step - Enter your contact information and complete the remaining contact information fields.



- Ensure to complete the “I am not a robot” field at the end by entering in the characters you see in the image and click submit.
- Once you complete these steps, you will receive an email to confirm your account. Click on the link with the message to validate your account.
- You can now sign-in to the web portal and begin to submit.

I registered by I did not receive a registration email. What should I do?

There are a couple of things to check:

- You should receive an email within 15 minutes of registering. However, sometimes emails can be delayed for reasons out of our control. Give it a couple of more minutes.
- Did you spell your email address correctly? If you are not sure, you could try registering again with the same email address. If we already have that email on file, you will see a message indicting “An account already exists for this username”.
- Check your junk folders. Sometimes messages end up in places we do not intend. If the suggestions above do not help, please contact us at <https://forms.townofws.ca/Customer-Service-Forms/CityView-Support>

I forgot my password – what should I do now?

From the Sign In page:

- Click the “Forgot your password?” link



Welcome to the Application and Permit Portal

With an account you will be able to do more with the Application and Permit Portal. This includes faster entry of information, and access to options not available to anonymous users.

SIGN IN ☺

Email Address:*

Password:*

Forgot your password?

REGISTER A NEW ACCOUNT ☺

If you do not have an account, please click on [Register](#) to create one.


Application and Permit Portal

[Sign In](#) [Portal Home](#) [Search for a Property](#) [Portal Help](#)

Reset Password

Please enter the email address for your account and click on the 'Reset Password' button. An email will be sent to that email address with a link that will allow you to change your password.

Email Address:*



Type the characters you see in the image above to continue:*

- Enter the email address associated with your Portal account.
- Click the “Reset Password” button.
- You will receive an email with a link to change your password.

What are the requirements for a building permit?

You can find information for building permit submittals and requirements on the Town's [Building and Renovating webpage](#)

What are the requirements for a Planning Application?



CityView Portal Help – FAQ and Planning

You can find information on the Town’s Planning Approvals process on our [Development and Land Use webpage](#).

*Note – Most planning act applications require a preconsultation as a first step. The Planning Act allows for applicants to consult with a Municipality prior to making formal applications. If you have not completed a preconsultation please contact the [redacted] and a number in it.

I registered; however, I didn’t receive my registration email. What are the next steps?

Please try these next steps:

- Please check your junk folder. Sometimes messages end up here.
- You should receive an email within 30 minutes of registering. Sometimes emails can be delayed for reasons out of our control. Please allow a bit more time.

My Session Expired?

Your session will expire if there has been no activity for a while. Any unfinished applications or transactions have been lost and you will need to start over from the beginning.

How do I see the items I have submitted?

You can see everything that you submitted to the portal, by signing in then clicking ‘My Items’.



Click expand all to view.

My Items

This page lists all the applications and other items in which you are a contact.


Expand All | Collapse All

MY BYLAW ENFORCEMENT AND BUILDING COMPLAINTS (1) ☺

Case Number ↕↑	Address ↕↑	Type ↕↑	Status ↕↑	Date Created ↕↑

Click on the application number. Then fill out the captcha characters to proceed.




Refresh
Type the characters you see in the image above to continue:*

You will see the status of your submission.

How do I upload documents and photos?

You can upload documents and photos that have the following extensions when you create a new permit, planning application, business licence or by-law complaint:

- PDF (Adobe Acrobat)
- JPG (photo or image)
- DWG
- CAD

Files in ex or zip format are NOT acceptable.

Submitted documents and photos must not exceed 120 MB in size.

If you are uploading documents or images in support of this case, please use the following conventions.

Recommended naming conventions:

- Avoid using non-alphanumeric characters in the filename.
- Avoid the use of non-friendly filenames (ex.k9dk38fj3.pdf)
- Example of filenames: Site plan, HVAC, EEDs, truss plans, floor plan, etc.

Once you have chosen the files you wish to upload, please click the 'Next Step' button located at the bottom of the page to complete your submission.

How can I check the status of an application?

Check into the portal, sign in and go to 'My Items'

Expand all or click on the small triangle '>' symbol for additional information. The status appears in the summary. All applications applied for will be listed with the reference number, status, and date.

Case Number	Address	Type	Status	Date Created
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How may I add additional detail requested to an application?

- Sign into the portal and click on 'My Items'



- Click the triangle next to the section you want to expand or click expand all.
- Click on the 'Add a revision' under the Reference number. It will walk you through the work details and ability to upload documents section, review to complete.

How can I download documents?

- Sign into the portal and click on 'My Items'
- Click the triangle next to the section you want to expand or click expand all.
- Click on the 'Reference number'. You will be able to review your application and view and download documents.

How may I make a payment?

- Sign into the portal and click on 'My Items'
- Click the triangle next to the section you want to expand or click expand all.
- Under the 'Reference number', click the 'Pay Fees'.
- Next 'Select all Fees' then 'Make a Payment'. Next you will be directed to a secure third-party payment screen. Complete payment.

How may I add contact or update contact information?

- Sign into the portal and click on 'My Items'
- Click the triangle next to the section you want to expand or click expand all.
- Click on the 'Add a revision' under the Reference number. It will walk you through the work details, ability to upload documents section, and contacts to review to complete.

Why can't we use credit cards on some items or over \$5,000?

Please note that credit card transactions are not accepted over \$5,000.00. There are some items indicated within the portal that credit cards are not accepted. Please contact Townhall for additional information and our accepted methods of payment.

How may I contact CityView Support?

If you require additional support, please fill out this online form.

<https://forms.townofws.ca/Customer-Service-Forms/CityView-Support>

CITYVIEW HOW TO

Stouffville is pleased to offer CityView – an online system to apply for and track your applications. This online system allows you to apply for and see the status and updates



of your application anywhere, at any time. Please use the screenshots below as a guide as well as a link to the support fillable form in the footer if you require support.

GETTING STARTED WITH CITYVIEW:

Creating and submitting application on CityView through Stouffville’s online portal is quick and easy. To do so, you’ll need to follow the few steps outlined below. Stouffville and CityView will instruct you how to complete and submit the application. Once submitted, it will be reviewed. Look out for communication through the portal back to keep your application on track with review and processing.

List for required documentation will change for each type of application and each unique property and proposal, but at a minimum:

- Site plan (Fully Dimensioned)
- Completed application form including the Owners Authorization, Commissioned Page Declaration Page, and Permission to Enter.

Most planning application types include the requirement of a Preconsultation with Town Planning Staff. Through this process you will be provided with a “Technical Materials Checklist” which forms the basis of what is required for a “Complete Application” as defined by the *Planning Act*.

STEP 1: Create a CityView Portal Account

- 1.1 On the bottom section of the “Sign In” page you will see a small “Register” link. Click this link the first time to create you CityView Portal Account.

- 1.2 Fill out the first page, your Email Address will become your Login ID for the System



Application and Permit Portal

Sign In Portal Home Search for a Property Portal Help

1 Create Account 2 Enter Contact Information 3 Registration Complete

Welcome to the Application and Permit Portal Registration

PLEASE ENTER YOUR EMAIL ADDRESS AND CHOOSE A PASSWORD ⓘ

NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.

Email Address (this is your Login ID)*

It is important that you provide a valid, working email address that you have access to, as it must be verified before you can use your account.

Confirm Email Address*

Please re-enter your valid email address.

Password (min. 8 characters)*

Confirm Password*

Cancel Next Step: Enter Contact Information

- 1.3 For the contact information, if you are a consultant, contractor, industry professional, this would be your own business information. The information related to the application you are completing will follow.

New Contact Information

Required information is indicated with an asterisk (*).

Full Name:*

Preferred Contact Method:*

--Select a value--

ADDRESS ⓘ

Search for address

Begin typing a street address or Roll Number above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list.

MAILING ADDRESS ⓘ

Copy from Address Above:

Street Address:*

Address Extra Line 1:

Address Extra Line 2:

City/Prov/Postal: *

Ontario

For property owners in Whitchurch-Stouffville, this would be your mailing address, this is not necessarily the address where you are doing work if it is a secondary property or a business address.



CityView Portal Help – FAQ and Planning

1.4 Confirm your account by following the instructions sent to your chosen Email Address.

STOUFFVILLE

Application and Permit Portal

Sign In Portal Home Search for a Property Portal Help

1 Create Account 2 Enter Contact Information 3 Registration Complete

Registration Complete & Pending Activation

Your new account was created successfully and is pending activation.

A confirmation email has been sent to kathryn.jones1983@gmail.com. Please allow up to 30 minutes for the email to arrive. Then click on the hyperlink contained in the email to activate your account.

Please note that credit card transactions are not accepted over the amount of \$5,000.00. There are some items indicated within the portal that credit card is not accepted. Please contact Townhall for additional information and or accepted methods of payment.

Personal information requested on this website is collected under the authority of section 11 of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (Ontario), as amended. The personal information you have provided will be used to administer and contact you regarding the above request. Questions about this collection should be directed to clerks@townofws.ca.

STEP 2: Sign In

Navigate to “Portal Home” For Planning Applications Select “Apply for Planning Permit”

On this page, registered users can complete a variety of actions including: apply for a permit, pay for a permit, request an inspection and submit by-law complaint and search for a property.

If you are a new user, please click on the 'Register' link above to create your account. Anonymous submissions are not allowed. If you require assistance, please visit the help page by clicking on the 'Portal Help' link above.

	Bylaw/Building Code Enforcement		Building Services
	Submit a New Complaint Case Search		Apply for a Building Permit Request an Inspection Application Search Upload Submittals
	Engineering and Public Works		Business License
	Engineering and Public Works Applications Request an Inspection Application Search Upload Submittals		Business License Registration Request an Inspection Application Search Upload Submittals
	Planning Department		Property Information
	Apply for a Planning Permit Application Search Upload Submittals		Search for a Property



STEP 3: Application Information

1 Project Description 2 Planning Types 3 Planning Details 4 Location 5 Contacts

6 Upload Files 7 Review & Submit 8 Submitted

Required information is indicated with an asterisk (*).

Choose the project type:*

Minor Variance

Project Descriptive Name:*

Minor Variance portal

Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments:*

Comments Minor Variance portal

Please add any additional comments about the project. Maximum 4000 characters

Cancel Next Step: Planning Types Save this Application for Later

**NOTE – The “Comments” section is where the system will pull your “Application Title” from. Suggested comments could be “Minor variance for Front Yard Setback at 123 Front Street.”*

STEP 4: Refine Application Type

This step asks for additional information on your application type. The Town’s Fees and Charges By-law in some cases has different fees for various subtypes of a Planning Application.

Planning Application – Planning Types

TMPPL2024000015

Required information is indicated with an asterisk (*).

PLANNING TYPES

Please choose the appropriate item(s) for your project.

Search for Planning types

- Minor Variance - All Other
- Minor Variance - Deferral (Applicant's Request)
- Minor Variance - More Than One Variance (Draft Plan of Subdivision)
- Minor Variance - Oak Ridge Moraine

Previous Step: Project Description Next Step: Planning Details Save this Application for Later

STEP 5: Choose a Location



Planning Application – Location of Project
TMPPL20240000015

Locations

[Find locations near me](#)
[Find location in map](#)

Search for an address:

Begin typing a street address or Roll Number above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list.

[Can't find address?](#)

There are various options for selecting the address of the planning application. If you begin to type an address within the Town of Whitchurch-Stouffville it will predict and provide options.

STEP 5: Contacts

The System should pre-populate your contact information from your account.

STEP 6: APPLICATION MATERIALS

For most planning applications, the first step is to complete a Preconsultation Application Process with Town Planning Staff. For this application type the minimum submission requirements are:

- Fully completed Application Form
- Fully Dimensioned Site Plan showing all existing and proposed structures.
- Covering Letter with an explanation of the proposal with as much information and detail as possible.



Planning Application - Upload Documents
TMPPL2024000001

Note: This step is optional. Documents may be uploaded at a later time from the Upload Submittals link located on the main page.

Guidelines For Electronically Submitting Documents:

- Submitted documents should be under 120MB in size.
- Accepted file extensions:
 - pdf, dwg, cad, jpg
- All plans shall be to scale.
- Recommended naming conventions:
 - Keep filename consistent.
 - Avoid the use of non-friendly filenames. (ex. k9dk38fj3.pdf)
 - Avoid inappropriate language in filenames.
- Submitted documents will be stamped at the conclusion of the review.
 - The stamp will be placed in the upper right hand corner of the document. It is recommended that this area, to the extent possible, be left blank so that no information is lost when the the stamp is applied.
- Please upload any/all materials as identified in your Preconsultation Checklist. If you have not yet completed a preconsultation with Town Staff, please contact developmenthelp@townofws.ca

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

CURRENT SUBMITTAL ☺

SUBMITTAL #1) PLANNING APPLICATION SUBMITTAL (04/18/2024) Print Requirement Items

Type	Status	Date Verified
There are no required submittal items.		

UPLOAD ADDITIONAL DOCUMENTS ☺

Select any documents you wish to provide:

Provide a short description of this set of documents:

Selecting the “Browse” button will allow you to either drag and drop or navigate to a location on your device to upload the materials related to your application.



CityView Portal Help – FAQ and Planning

For all applications other than a Preconsultation, please provide a copy of your technical report’s checklist for confirmation that all requested materials have been provided. This will streamline the confirmation of complete application process.

***Notes on documents and materials**

You can upload documents and photos that have the following extensions when you create a new application:

- PDF (Adobe Acrobat)
- JPG (photo or image)
- DWG
- CAD

Files in ex or zip format are NOT acceptable.

- Submitted documents and photos must not exceed 120 MB in size.
- If you are uploading documents or images in support of this case, please use the following conventions.
- Recommended naming conventions:
 - ◆ Avoid using non-alphanumeric characters in the filename.
 - ◆ Avoid the use of non-friendly filenames (ex.k9dk38fj3.pdf)
 - ◆ Example of filenames: Site plan etc.

STEP 7: Review and Submit

Once you have chosen the files you wish to upload, please click the ‘Next Step’ button located at the bottom of the page to complete your submission.

UPLOADED DOCUMENTS ⓘ

Name	Related Submittal Requirement
4_-_Site_Plan_&_Details_(sept_20_2023).pdf	Other / Miscellaneous


FEES ⓘ

Paid Fees	Amount	Paid	Owing	Date Paid
None	\$0.00	\$0.00	\$0.00	\$0.00

Outstanding Fees	Amount	Paid	Owing	Date Paid
Minor Variance or Permission Application	\$3,726.00	\$0.00	Not payable	Not Paid
Totals:	\$3,726.00	\$0.00	\$0.00	

Application(s) will not be processed until outstanding fees have been paid in full.
The Planning staff will review/confirm materials and contact applicant if additional fee is required.

Total Amount Payable Online: \$0.00


Refresh

Type the characters you see in the image above to continue.*

Reminder: If you have not uploaded documents to all of the submittal requirements then those documents can be provided at a later date by using the upload submittals link from the main page.



CityView Portal Help – FAQ and Planning

The applicable fees will show on your review page as well as the materials that you have uploaded. The fee is not yet payable, You will be contacted by a member of the Development Services Commission prior to the fee being payable either through the portal or at Town Hall.

*Note – If you want to save the application and come back to it at a later date, you can select the Save Application Button and complete the process at a later date.

Welcome Kathryn Jones
[Sign Out](#) [My Account](#) [My Items](#) [Portal Home](#) [Search for a Property](#) [Portal Help](#)

1 Project Description 2 Planning Types 3 Location 4 Contacts 5 Upload Files

6 Review & Submit 7 Submitted

Planning Application - Submitted

Project Number: PLMVO20241013

[Print This Page](#)

Thank you for your submission. Your Application has been received, but is not yet approved.

PLANNING INFORMATION ⓘ

Project Descriptive Name: Minor Variance - 111 Sandiford Drive
 Project Type: Minor Variance
 Application Types: Minor Variance - All Other
 Comments: Application to consider a minor variance for front yard setback at 111 Sandiford Drive.
 Locations: Address
 111 Sandiford Drive
 Property
 194400014635800
 Contacts: Property Owner
 Not shown for privacy reasons
 Applicant
 Kathryn Jones, Address:536 Millard Street, Phone:(647) 668-5017

MINOR VARIANCE - ALL OTHER ⓘ

No additional information was required for this planning type.

DOCUMENTS & IMAGES ⓘ

Date Uploaded	File Type	Name
04/18/2024		4_-_Site_Plan_&_Details_(Sept_20_2023)

Please print this page or record the application number for future reference. You will need it in order to view the status of your application online.

Please select a link below to access the Application and Permit Portal.

[Apply for a Planning Permit](#)
[View the status of my application](#)
[Portal Home](#)

Once you have submitted the application, the page above will be generated which has the information required to access your application in the future as well as the reference number which can be utilized if contacting Town Staff with questions etc.