

CITY OF EVANSTON

HOW TO CREATE AN APPLICATION IN THE CITIZEN PORTAL

SELECTING A PERMIT TYPE

Once logged into the Citizen Portal you will see this landing page. Click on the “Home” tab to begin.

Welcome to the City of Evanston Citizen Portal.
Once logged in, click on the HOME tab to begin.

The screenshot shows the top navigation bar with 'Home' highlighted in a dark blue box and 'Building' in a light blue box. Below the navigation bar is a light blue menu with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search' with a dropdown arrow. The main content area has a blue header with 'My Collection (0)' and 'View Collections'. The center of the page displays the message: 'You do not have any collections right now.' At the bottom, there is a blue bar with 'Work in progress' and a circular arrow icon, and 'View All Records'.

Once on the home page, click on “Create an Application”:

Welcome to the City of Evanston Citizen Portal.
Once logged in, click on the HOME tab to begin.

The screenshot shows the top navigation bar with 'Home' highlighted in a dark blue box and 'Building' in a light blue box. Below the navigation bar is a light blue menu with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search' with a dropdown arrow. The main content area has a blue header with 'Welcome Evanston Resident' and 'You are now logged in.' Below this is the heading 'What would you like to do today?' followed by the text: 'To schedule inspections call 847-448-4311 or select one of the services listed below to get started:'. There are two columns of services. The first column is titled 'Building' and has a yellow button labeled 'Create an Application' with the text 'Search Permit Applications' below it. The second column is titled 'Contractor Information' and has the text 'Search for a Licensed Contractor' below it.

Check the box to accept the terms and then hit "Continue Application":

Home **Building**

Create an Application Search Permit Applications

Online Application

Welcome to Evanston's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

While the City of Evanston attempts to keep its Web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City as a result of updates and corrections.

I have read and accepted the above terms.

Continue Application »

Click on the arrow to the left of the "Over the Counter Permits" filter to display the available applications types and select the type needed. Then click "Submit Application":

Select a Record Type

Choose one of the following available record types

Search

OVER THE COUNTER PERMITS

Submit Application »

Select a Record Type

Choose one of the following available record types. F

Search

▼ OVER THE COUNTER PERMITS

- AC REPLACEMENT EXISTING LOCATION ?
- ELECTRICAL
- ELECTRICAL - TEMPORARY
- HVAC - FURNACES, BOILERS
- INTERIOR DRAIN TILE
- PLUMBING
- ROOFING ?
- SIDING AND GUTTERS ?
- TUCKPOINTING / MASONRY
- WINDOW REPLACEMENT ?

Submit Application »

PROPERTY INFORMATION

Here is the best way to find the address and automatically populate the rest of the property form.

In the Address Section. Enter the Street No. and Street Name and hit enter or click on "Search". **Do not include the street type in the street name or the address will not be found.** If you do not search, it will not automatically populate the parcel number and you will have to find it manually:

Address

Enter the street number and street name and hit "Search". This will automatically populate the parcel and owner information. You can manually update the owner information if it is not correct.

Do not include the street type in the street name or the address will not be found.

* Street No.: * Street Name:

The results will automatically populate the remaining fields and show a completed form:

Address

Enter the street number and street name and hit "Search". This will automatically populate the parcel and owner information. You can manually update the owner information if it is not correct.

Do not include the street type in the street name or the address will not be found.

* Street No.: * Street Name:

Parcel

Parcel number is required. By using the street address search function you will automatically populate the parcel. If you need more information visit [About My Place](#) and search the address for more property details.

If a Local Historic District or Landmark Status is shown, a Certificate of Appropriateness (COA) will be required for all exterior work. Use the link below and attach the COA in the document section of the application. The COA must be attached in order to accept your application.
[Minor Work COA \(Roofing, Tuckpointing, etc\)](#) [Windows/Door COA](#)

* Parcel Number: Block: Parcel Area:

Local Hist. District:

Landmark:

Owner

Owner name and email address are required. Manually update the owner information if it is not populated with the correct information.

* Owner Name: 

Address Line 1:

Please note: Not all owner information is up to date in our database and may need to be changed. The current Owner Name and Email are required and can be updated manually.

Owner

Owner name and email address are required. Manually update the owner information if it is not populated.

* Owner Name: ?

Address Line 1:

Address Line 2:

City: State: Zip:

Phone:

* E-mail:

Click "Submit Application" to continue.

Owner

Owner name and email address are required. Manually update the owner information if it is not populated with the correct information.

* Owner Name: ?

Address Line 1:

Address Line 2:

City: State: Zip:

Phone:

* E-mail:

CONTACTS ASSOCIATED WITH THE PROJECT

For applicant, click on “Select from Account Select from Account” to select yourself or the owner and hit “Continue” to add.

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Step 2: PEOPLE > APPLICANT

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account

Look Up

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the next step.
Showing 1-2 of 2

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Applicant	Evanston Resident
<input type="radio"/> Associated Owner		CITY OF EVANSTON

Continue

Discard Changes

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact added successfully.

Evanston Resident
evanstonresident@cityofevanston.org
Primary phone:111-111-1111
Secondary Phone:
Other Phone:
Fax:
[Edit](#) [Remove](#)

For 24 Hour Emergency Contact, click on “Select from Account” to select yourself or the owner. Click on “Add New” if you have an employee working on location that you would like to add.

24 Hour Emergency Contact

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account

Add New

Submit Application

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the next step.
Showing 1-2 of 2

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Applicant	Evanston Resident
<input type="radio"/> Associated Owner		CITY OF EVANSTON

Continue

Discard Changes

If you click “Add New” the First Name, Last Name and Primary Phone fields are required for the contact hit “Continue” to add the contact. Click on “Submit Application” to continue once added by either method.

Contact Information

Evanston Resident 2

Name of Business:

Address Line 1:

City: State: Zip:

* Primary Phone: Secondary Phone: Other Phone:

E-mail:

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address
No records found.		

Continue Clear Discard Changes

24 Hour Emergency Contact

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ Contact added successfully.

Evanston Resident
evanstonresident@cityofevanston.org
Primary phone:111-111-1111
Secondary Phone:
Other Phone:
Fax:
[Edit](#) [Remove](#)

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address
No records found.		

Submit Application

The next application page is for the contractor. To begin, click on “Look Up”.

Step 2: PEOPLE > CONTRACTOR

All contractors must be registered with the City of Evanston. The easiest way to find a contractor is by entering their City of Evanston registration number and leaving the rest of the search fields blank. Then hit “Look Up”.

Contractor

Look Up

The best way to find the contractor is with the registration number. This is not the state license number and each contractor can find their number on their current registration.

ONLY enter the City of Evanston registration number as shown with the dash (ex. 21XXXX-0000). **Do not** select a registration type. Leave every other search field **blank**. Once entered, hit the enter button or click “Look Up” and it will automatically pull the contractor information in from our system. Do the same for a General Contractor if it is applicable to the project. Then click on “Submit Application” to continue.

If you do not know the registration type, you can search by Registration Type or Business Name. Try each individually but not at the same time. If you search by Registration Type, it will give you our entire directory alphabetically for that type. If you search by Business Name, use a keyword to find all business with that word included. For instance, if you search Evanston, it will list all companies with the word Evanston in the name.

If contractor information is not populated, the registration may have expired. Visit the [Building and Inspection Services webpage](#) to register or renew. Contact permidesk@cityofevanston.org to confirm.

Look Up Registered Professional

SEARCH BY THE REGISTRATION NUMBER FIRST
EXAMPLE: 20LIC-0000

If you do not know the registration number, you can search by Type or Business Name, however, only search by one field at a time.

Registration Type: Registration Number:
Business Name:

Look Up Clear Discard Changes

;

Contractor

✔ Licensed professional added successfully.

AMER BIJEDIC
BOS BUILDERS & CONSTRUCTION INC
Registration Type: GC COMMERCIAL
Registration Number: 20LIC-0001
Address: SKOKIE 60077
[Edit](#) [Remove](#)

General Contractor (if applicable)

Look Up

Submit Application

PROJECT INFORMATION

The next portion of the application will differ depending on the permit type. All application types will ask for a “Scope of Work”. Enter a brief description, specific details are not needed. Then complete any other requested information pertaining to the permit type.

Required documents are necessary for most permit types and will be listed in red under this section. To attach a document click “Add”:

REQUIRED DOCUMENTS

Reminder, if a Local Historic District or Landmark Status is shown under your parcel information, a Certificate of Appropriateness (COA) will be required for all exterior work. Use the link below and attach the COA in the document section of the application. The COA must be attached in order to accept your application if it falls into one of these statuses.
[Minor Work COA \(Roofing, Tuckpointing, etc.\)](#) [Windows/Door COA](#)

The maximum file size allowed is 500 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.
This application type requires you to submit the following types of documents.

SIGNED CONTRACT OF WORK - SHOWING TOTAL COST OF PROJECT

Subject to the collected information, you may be required to submit additional documents prior to approval.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Submit Application

Save and resume later

Then click “Add” again to browse your documents. Browse available documents and attach the one that is required and hit “Open”. The pop-up box may look slightly different depending on the browser being used. Documents **must** be submitted in pdf file format.

File Upload

The maximum file size allowed is 500 MB.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Continue **Add** Remove All Cancel

Open

TEST DOCS

Organize New folder

This PC

- COA.JPG
- TEST BUILDING PLANS.pdf
- TEST COA.pdf
- TEST PLAT OF SURVEY.pdf
- TEST SIGNED CONTRACT.pdf
- TEST ZONING ANALYSIS.pdf

Google Drive File

File name: TEST SIGNED CONTRACT.pdf

All Files (*.*)

Open Cancel

In some cases, more than one document may be required. Once a document has been opened, the pop-up will show which file has already been selected to be uploaded. You will then click “Add” to find your second document or “Continue” to move on.

File Upload ✕

The maximum file size allowed is 500 MB.
 ade; adp; bat; chm; cmd; com; cpl; exe; hta; htm; htmx; ins; isp; jar; js; jse; lib; lnk; mde; mht; mhtml; msc; msp; mst; php; pif; scr; sct; shb; sys; vb; vbe; vbs; vxd; wsc; wsf; wsh are disallowed file types to upload.

TEST SIGNED CONTRACT.pdf 100%

Continue
Add
Remove All
Cancel

After the documents have been uploaded, specify which document is being attached using “Type” and then click on “Save”. If the type is not selected or it doesn’t match the required type, it will not allow you to submit.

REQUIRED DOCUMENTS

Reminder, if a Local Historic District or Landmark Status is shown under your parcel information, a Certificate of Appropriateness (COA) will be required for all exterior work. Use the link below and attach the COA in the document section of the application. The COA must be attached in order to accept your application if it falls into one of these statuses.
[Minor Work COA \(Roofing, Tuckpointing, etc.\)](#) [Windows/Door COA](#)

The maximum file size allowed is 500 MB.
 ade; adp; bat; chm; cmd; com; cpl; exe; hta; htm; htmx; ins; isp; jar; js; jse; lib; lnk; mde; mht; mhtml; msc; msp; mst; php; pif; scr; sct; shb; sys; vb; vbe; vbs; vxd; wsc; wsf; wsh are disallowed file types to upload.
 This application type requires you to submit the following types of documents.

SIGNED CONTRACT OF WORK - SHOWING TOTAL COST OF PROJECT

Subject to the collected information, you may be required to submit additional documents prior to approval.

Name	Type	Size	Latest Update	Action
No records found.				

*Type: Remove

--Select--

OTHER

SIGNED CONTRACT OF WORK - SHOWING TOTAL COST OF PROJECT

100%

Description:

Save
Add
Remove All

Submit Application
Save and resume later

It will then show the document has been saved successfully at the top of the application page:

The attachment(s) has/have been successfully uploaded.
 It may take a few minutes before changes are reflected.

TUCKPOINTING / MASONRY

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Step 3: GENERAL INFORMATION > INFORMATION

Scroll to the bottom of the page to click “Submit Application” and move to the final review.

Certificate of Appropriateness (COA) for Historic District or Landmark Status Structures

A COA is a required document for any exterior work on a building with a Historic District or Landmark status. At the beginning of the application in the property information, the parcel information will show if the project falls within one of these statuses.

Parcel

Parcel number is required. By using the street address search function you will automatically populate the parcel. If you need more information visit [About My Place](#) and search the address for more property details.

If a Local Historic District or Landmark Status is shown, a Certificate of Appropriateness (COA) will be required for all exterior work. Use the link below and attach the COA in the document section of the application. The COA must be attached in order to accept your application.
[Minor Work COA \(Roofing, Tuckpointing, etc.\)](#) [Windows/Door COA](#)

* Parcel Number:	Block:	Parcel Area:
<input type="text" value="11-07-118-001-0000"/>	<input type="text" value="3004"/>	<input type="text" value="0"/>
Local Hist. District:		
<input type="text" value="Not Within"/>		
Landmark:		
<input type="text" value="NO"/>		
<input type="button" value="Search"/>	<input type="button" value="Clear"/>	

If your project does fall into one of these statuses, the COA must be attached in the document section or your application will not be accepted. Visit the [Historic Preservation webpage](#) for the COA documents or the links are also provided in the Required Documents section of the online application:

REQUIRED DOCUMENTS

Reminder, if a Local Historic District or Landmark Status is shown under your parcel information, a Certificate of Appropriateness (COA) will be required for all exterior work. Use the link below and attach the COA in the document section of the application. The COA must be attached in order to accept your application if it falls into one of these statuses.

[Minor Work COA \(Roofing, Tuckpointing, etc.\)](#) [Windows/Door COA](#)

The maximum file size allowed is 500 MB.
ade;adp;bat;chm;cmd;com;cp;exe;hta;htm;html;ins;isp;jar;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;scf;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.
This application type requires you to submit the following types of documents.

SIGNED CONTRACT OF WORK - SHOWING TOTAL COST OF PROJECT

Subject to the collected information, you may be required to submit additional documents prior to approval.

Name	Type	Size	Latest Update	Action
TEST SIGNED CONTRACT.pdf	SIGNED CONTRACT OF WORK - SHOWING TOTAL COST OF PROJECT	181.60 KB	01/04/2021	Actions ▾

Add the document the same as instructed above. In this case, select "Other" for the "Registration Type" and put Certificate of Appropriateness in the "Description".

* Type:

File:
TEST COA.pdf
100%

Description:

Click "Submit Application" When all documents have been saved and added.

REVIEW PRIOR TO FINAL SUBMISSION

Review your application to ensure that all information has been entered correctly. Click on “Edit” in any section to update any information. Then click on “Submit Application” at the top or bottom of the review page to submit your completed application. You must hit “Submit Application” one final time for your submission.

Home **Building**

Create an Application Search Permit Applications

ROOFING

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Step 4 : Review

[Submit Application](#) [Save and resume later](#)

PLEASE REVIEW, THIS IS NOT THE FINAL PAGE. YOU MUST HIT "SUBMIT APPLICATION" TO FINISH.

Record Type

ROOFING

Address [Edit](#)

2100 RIDGE AVE
EVANSTON IL 60201

Parcel [Edit](#)

Parcel Number: 11-07-118-001-0000
Block: 3004
Parcel Area: 0
Local Hist. District: Not Within
Landmark: NO

Owner [Edit](#)

CITY OF EVANSTON
-- 00000
evanstonresident@cityofevanston.org

Applicant [Edit](#)

Evanston Resident
2100 Ridge
Evanston, IL 60201

Primary Phone: 111-111-1111
E-mail: evanstonresident@cityofevanston.org

24 Hour Emergency Contact [Edit](#)

A permit number will then be generated. This is **NOT** your permit. The applicant will receive an email with an invoice and the link to pay when your permit is ready to be issued. Once paid, your permit will be emailed to you within 24 hours excluding weekends and holidays.

ROOFING

1 APO	2 PEOPLE	3 GENERAL INFORMATION	4 Review	5 Record Issuance
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 Thank you.

This screen only confirms that your application has been submitted.

Staff will review your information and ensure that all necessary documentation has been included. Our staff may be in contact if anything else is needed. Once everything is approved, you will receive an email when your invoice has been generated and your permit is ready to be issued. You can see the current status of your application under the "My Records" tab.

Please allow up to two weeks for your permit to be processed.

Thank you for using our online services.
Your Record Number is 21ROOF-0002.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

HOW TO VIEW THE STATUS OF A SUBMITTED APPLICATION

Once you have submitted an application it will then show up under the “My Records” tab. When you are logged in you can click on this tab and it will show the permits that have been submitted.

The screenshot shows the user interface of the City of Evanston's citizen portal. At the top, there is a navigation bar with a 'Home' button and a 'Building' dropdown menu. Below this is a secondary navigation bar with tabs for 'Dashboard', 'My Records' (highlighted in yellow), 'My Account', and 'Advanced Search'. Under the 'Building' dropdown, there is a section titled 'Building' with a sub-header 'Showing 1-1 of 1 | Add to collection'. Below this is a table with the following data:

<input type="checkbox"/>	Date	Permit Number	Address	Status	Permit Type	Action
<input type="checkbox"/>	01/04/2021	21ROOF-0002	2100 RIDGE AVE, EVANSTON IL 60201	Pending Payment	ROOFING	

Here are the statuses that will be shown and their meaning:

Pending Addl Info – The application was missing required information to process the permit. An email was sent to the applicant requesting the necessary information.

Review – The application has been accepted and being reviewed by staff.

Pending Payment – The permit is ready to be issued and the applicant was sent an email with an invoice and a link to pay. Once paid, the permit will be emailed to the applicant within 24 hours excluding weekends and holidays.