NOTICE: Permit Portal and Building Division Updates

BUILDING DEPARTMENT UPDATE – New "Authorized Agent Form"

An "Authorized Agent Form" is now available on our website at clallamcountywa.gov/1119/Building-Permits. This form is to be used when someone other than the parcel owner is applying for a Building Division permit/plan. We recommend incorporating this document into your standard submittal documents now, however, it will be ***required in these instances beginning January 1st, 2026***. This includes, but is not limited to, general contractors, HVAC installations, and Fire, Life, Safety permits/inspections.

When uploading it as an attachment, the document type should be designated as "Authorized Agent Form" from the dropdown menu. For more information about how to upload files to a permit, see our Upload Documents to an Existing Record guide.

BUILDING DEPARTMENT UPDATE – "Revision / Correction Submittal Form"

We have updated our "Revision / Correction Submittal Form" to align with the Permit Portal, and have also made it a fillable PDF! The form and instructions on how to fill it out are available through our website clallamcountywa.gov/1119/Building-Permits.

While we encourage you to start using the form now whenever a correction or revision is submitted, it will become ***required, effective December 1st, 2025***. Any revisions or corrections submitted on or after that date without the accompaniment of the form will not be reviewed until the form is submitted. This is to ensure that we have a full scope and understanding of the changes that are being proposed and identify the documents/sheets that are affected.

When uploading it as an attachment to an existing record, the document type should be designated as "Revision/Correction Submittal Form" from the dropdown menu. For more information about how to upload files to a permit, see our Upload Documents to an Existing Record guide.

Reminder*: A minimum Revision Fee will be invoiced upon receipt of a revision that is initiated by the permit holder (and is not in response to a plan review correction), and the revision will not be put in queue for plan review until this fee is paid. Any additional fees beyond the minimum will be assessed and invoiced after plan review is completed. Approved revisions will not be released until all associated fees are paid in full. For more information, please see CCC 5.100.310.*

PERMIT PORTAL – Anyone Can Request an Inspection

Changes have been made to allow any person signed into a CSS account (aka Permit Portal) to request an inspection on a building permit. This change was made so that sub-contractors could request inspections without needing to be added as a contact to the permit record. For more information, please see our "Inspections: Overview" guide.

NOTICE: Permit Portal and Building Division Updates

PERMIT PORTAL – *New Guides Available*

Based on feedback, new guides have been made available to help with using the Permit Portal, and are available on our website at clallamcountywa.gov/1823/Permit-Portal. Direct links to the new guides are here:

- Upload Documents to an Existing Record
- Adding a Contact to an Existing Record

If you would like to see a guide created for a specific item or process, please email your suggestion to amber.jannausch@clallamcountywa.gov.

PERMIT PORTAL – *Help Us Help You*

Have you encountered an error when using the Permit Portal? In order for us to best help you in resolving the issue, please document the error with screenshots and a narrative of what you were doing when the error occurred. This information allows us to better troubleshoot and resolve the error, especially if it's systemic.

For those who are computer savvy and would like to provide additional detail, sharing with us the "Developer Tools" output file when encountering an error allows the software analysts to dig in further to the root cause. See additional details at the end of this notice for that process. This is not an option for those using a mobile phone.

PERMIT PORTAL – *Unable to View Pictures from an Inspection – BUG*

Issue: There is a current software bug that causes logged in users to not be able to see inspection photos when they are linked to a case.

Workaround: If you believe that a photo was added to an inspection record (such as a correction notice), view the inspection without being logged in to CSS. You can access the inspection results by selecting the inspection from the Daily Routing list. For more information on accessing and viewing the Daily Routing, please see our "Inspections: Viewing Daily Inspection Routing" guide.

Fix: The next upgrade will resolve this issue, which we hope to implement by year end, 2025.

If you have any questions/comments about information contained in this notice, or feedback/suggestions about the Permit Portal, please reach out to amber.jannausch@clallamcountywa.gov or (360) 417-2595.

HELP US HELP YOU – Developer Tools

Google Chrome:
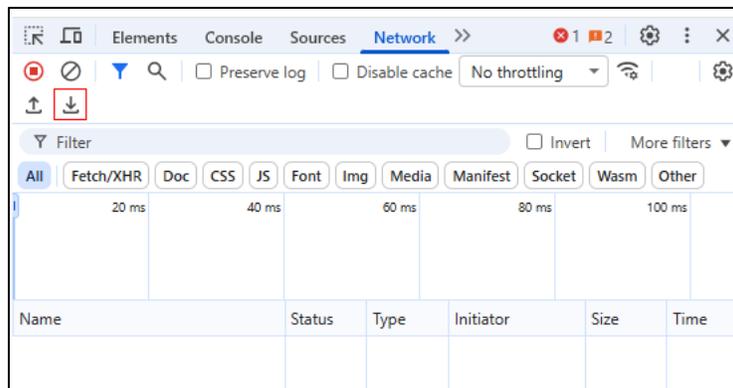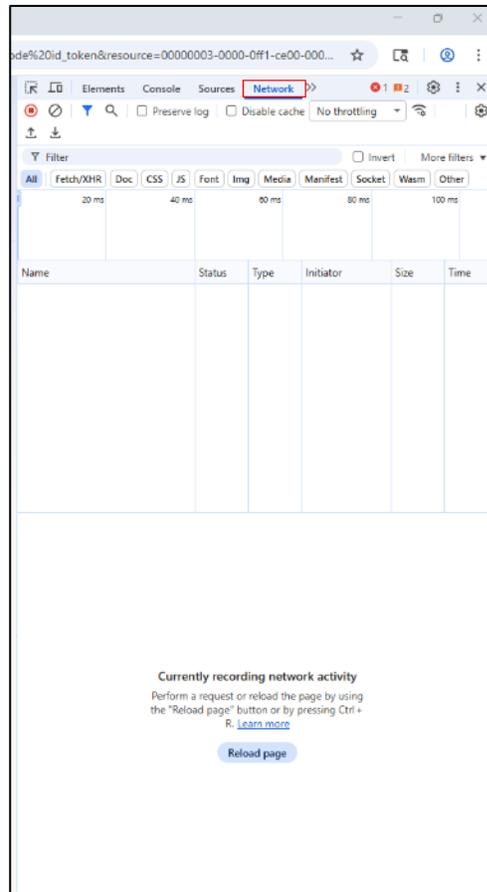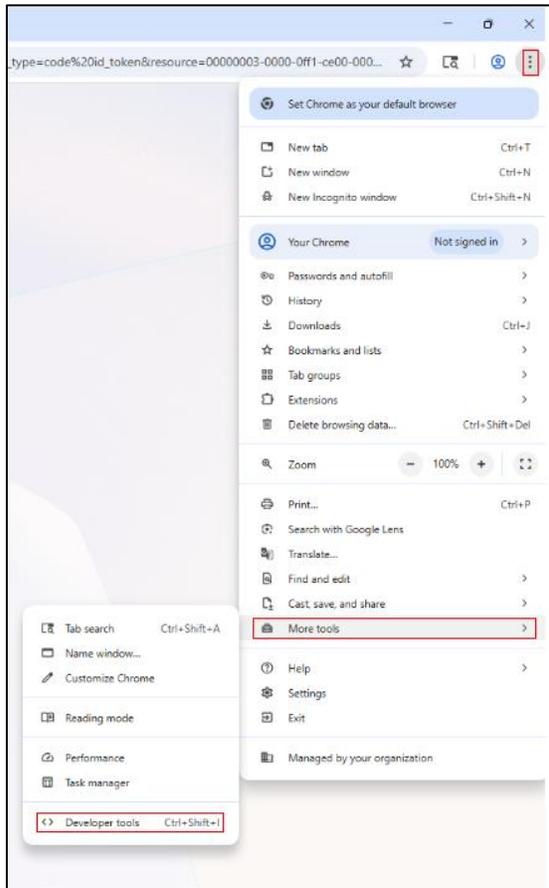
1. Open "Developer Tools" by typing CTRL+Shift+I, F12, or by opening your browser overflow menu, selecting "More Tools", and then "Developer Tools".
2. Select "Network"
3. Continue your activity until the error occurs.
4. Export the HAR file by clicking the "Export HAR" button. ⤓
5. Save the file and email to amber.jannausch@clallamcountywa.gov with any additional documentation and screenshots.

Microsoft Edge:
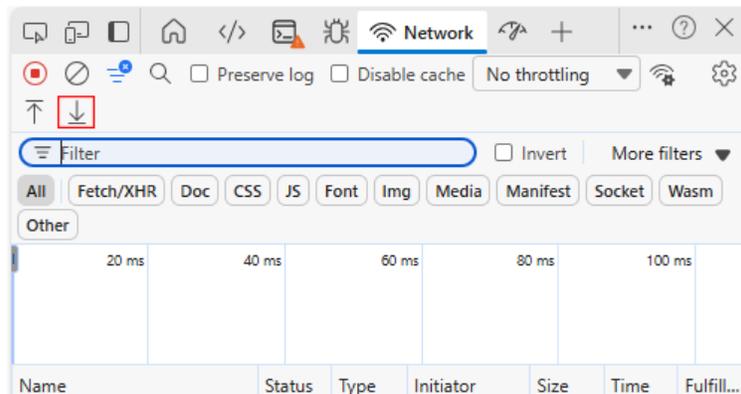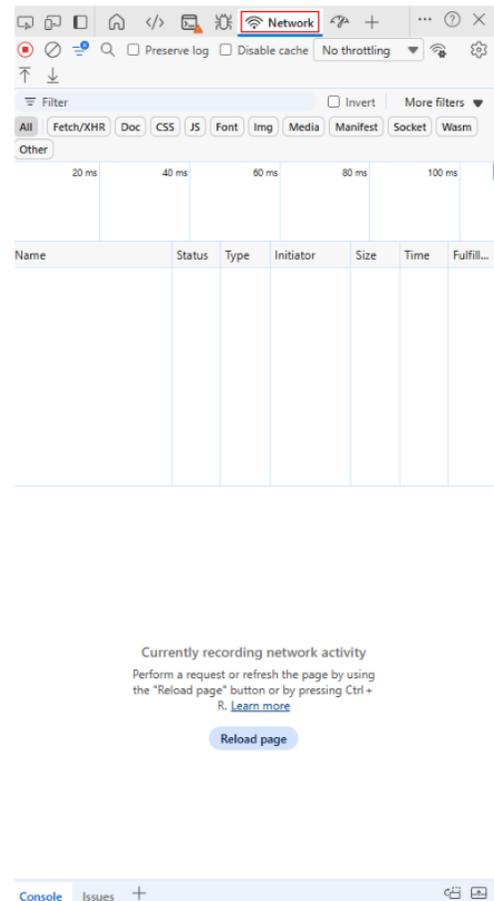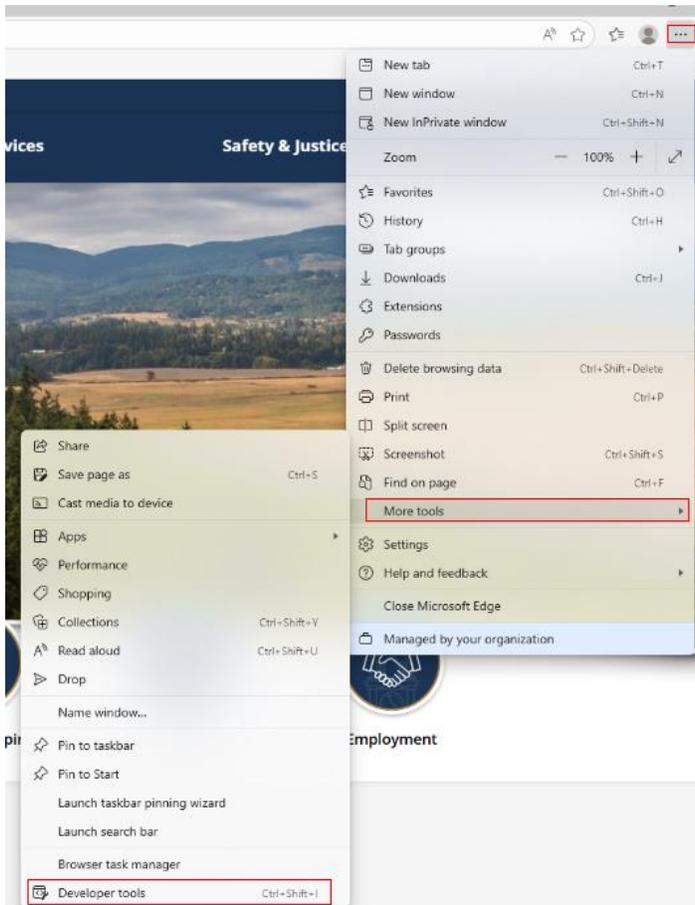
1. Open "Developer Tools" by typing CTRL+Shift+I, F12, or by opening your browser overflow menu, selecting "More Tools", and then "Developer Tools".
2. Select "Network"
3. Continue your activity until the error occurs.
4. Export the HAR file by clicking the "Export HAR" button. ↓
5. Save the file and email to amber.jannausch@clallamcountywa.gov with any additional documentation and screenshots.

Mozilla Firefox:

1. Open "Developer Tools" by typing CTRL+Shift+I, F12, or by opening your browser overflow menu, selecting "More Tools", and then "Developer Tools".
2. Select "Network".
3. Continue your activity until the error occurs.
4. Export the HAR file by clicking the "Network Settings" button ⚙ , and then select "Save All As HAR".
5. Save the file and email to amber.jannausch@clallamcountywa.gov with any additional documentation and screenshots.

NOTICE: Permit Portal and Building Division Updates