

Develop 901 Citizen Portal: Frequently Asked Questions FAQ's

Updated December 2020

Construction, planning and development permitting services provided by the Division are now available online via Develop901.com and the Memphis and Shelby County's Citizen Access Portal located at <https://aca-prod.accela.com/SHELBYCO/Default.aspx>. The Division understands the public may have questions about these new online services and how to use the Develop 901 Citizen Portal. Please see a list of questions and answers on the following pages. This document will be expanded and refreshed as updates are available.

Q1. What is the Develop 901 Citizen Portal, and how can I use it?

The Develop 901 Citizen Portal, available at <https://aca-prod.accela.com/SHELBYCO/Default.aspx>, is the Memphis and Shelby County's new citizen permit portal. Users can create a **Develop 901 Citizen Portal** account by selecting "Register for an Account." Once an account is created, users can log in to their account and perform the following actions.

- Submit a new permit request for planning and building permits and schedule building inspections.
- Track the status of a permit.
- Submit plans and documents for a project.
- Pay permit fees.
- Request revisions to issued permits.

Q2. What are the benefits of submitting my permit request online?

Using the Develop 901 Citizen Portal to submit a permit request is quick and convenient. Users can submit their request from home any time of the day. Every step of the permit process can be completed online including payment of fees, submittal of plans and documents, and scheduling of building inspections. Applicants can also see all their permit requests in one place (under "My Records") and track the status of each.

Q3. Who can I contact for help with the Citizen Portal?

Please call (901) 222-8354 for technical support.

Q4. I am having trouble creating an application.

- Business and Contractors licenses must be current to create an application.
- Insurance and bond credentials must be current to create an application.
- Contractors with several license classifications; i.e., electrical, building, plumbing, and mechanical, must make sure to attach all license types to their account.

Q5. How do I search for an application?

To search “Planning” cases or to retrieve “Construction Enforcement” records, please follow these steps:

1. Select the Login button at the top of the Develop 901 Citizen Portal homepage.
2. Choose your application category (Planning or Construction Enforcement).
 - For Planning, click “**Search Cases**”.
 - For Construction Enforcement, click “**Search Applications**” to pay or view an existing record.

Q6. How do I request a new permit online?

For new permit requests, applicants should log in to their Develop 901 Citizen Portal account and select “Create an Application” in the Planning or Construction Enforcement section or “Apply for a License, Sign, Elevator” in the Licenses, Signs, & Elevator section. Tips for successfully submitting an Application are located at the top of the webpage. **Note:** When applying for a permit, all red asterisks indicate information is required in this field.

Q7. Do I have to submit my permit request online?

No. Permit requests do not need to be submitted online. The Construction Enforcement Department within the Division of Planning and Development is open Monday through Friday from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m. If someone chooses to visit the Construction Enforcement Office, please note that the Division is following Shelby County’s regulations regarding the COVID-19 pandemic. Visitors are required to wear a face covering. If entering the Service counter in City Hall, visitors must also check their temperature at a Temperature Check Station and complete a COVID-19 screening. Also, only a certain number of visitors can enter at one time, staffing is limited, and safety measures are in place to help maintain social distancing. As a result of all of these safety measures, wait times may be longer.

Q8. What happens after I submit my online permit request?

Department staff will then follow up with the applicant with questions about the request and a list of missing submittal documents, if any. If payment is received, the request will be processed for review.

Q9. I submitted my online permit request. When will I be contacted?

Staff aims to contact applicants within one week after the permit request has been made. Applicants are welcome to contact staff at any time to check the status of the review or with questions. When contacting staff about their Develop 901 Citizen Portal project, applicants should refer to the record number to facilitate a quicker response. To inquire about a permit request, applicants can contact staff as follows:

- Planning Permits: 901-636-6619
- Building Permits: 901-222-8300

Q10. Will online permits be processed in the same timeframe as those submitted in person?

Due to Shelby County's regulations and safety protocols regarding the COVID-19 pandemic, the number of persons staff has been able to serve as been severely limited. Because of this, the Division has had to work quickly to bring permitting services online to continue to receive, process, and issue permit requests. Due to the quick transition of bringing these services online, staff is still adapting to managing these online permit services. Because staff is not reviewing the applications before they are submitted, additional time is required after they are submitted to review them for completeness, and communicate with applicants about missing submittal items. The Division apologizes for these delays and is working to find more efficient ways to process online requests.

Q11. Can I pay for my permit online?

Yes. Permit fees can be paid by an applicant by logging into their Develop 901 Citizen Portal account. Select the **Construction Enforcement**, i.e., Building or **Licenses, Signs & Elevator** tab depending on your application type. Select **"Search Applications"**. Locate the application you would like to pay. Click on the **Pay Fees Due** link in the *Action* column next to the application you would like to pay. Total fees will be itemized based on the scope of work outlined in your application. Click **"Checkout"** to begin the payment process. You will choose your method of payment, accept the credit card use terms and conditions, and enter the details needed to process your transaction. If your payment is accepted, you will be given a payment confirmation message and the option to view a Receipt. After payment is received and the permit has been issued, inspections should be requested using the instructions provided and the permit number in your email.

Q12. How do I schedule an inspection?

To schedule an inspection online using the Develop 901 Citizen Portal, please follow these steps:

1. Choose **"Schedule an Inspection"** from the "Construction Enforcement" application menu or the "Licenses, Signs & Elevators" menu.
2. Find your record in the list. Confirm it is your record. Click the record number to open. Find the inspection you would like to schedule in the list. Select **"Actions"**. Follow the prompts to request a date. To request an inspection not in the list, select **"Schedule or Request an Inspection"** in green in the Upcoming section.
3. To schedule an inspection using the Interactive Voice Response (IVR) System, you need your permit number. Dial **901-222-8400** and follow the recorded prompts.

Q13. I am having trouble performing a license lookup?

- When performing a state license look up, you must include an alpha character in front of the five-digit license number, i.e., B12345
- When performing a local license look up, you must include the alpha character and all preceding zeroes before the number.
- Contractors with several license classifications, i.e., electrical, building, plumbing, and mechanical, must make sure to attach all license types to their account.

Q14. I can't seem to upload my plans?

When uploading plans, you must select the designated document group and the correct document name in order for the document to upload (i.e. Document Group: BLDG_COM_NEW, Document name: Project Construction Plans).

Q15. I don't understand the difference in the permit applications. Is there a reference chart?

Please see the permit applications on the Develop901 website at:

<https://www.develop901.com/constructionenforcement/applyPermitOnline>