

How to Apply

Before Getting Started

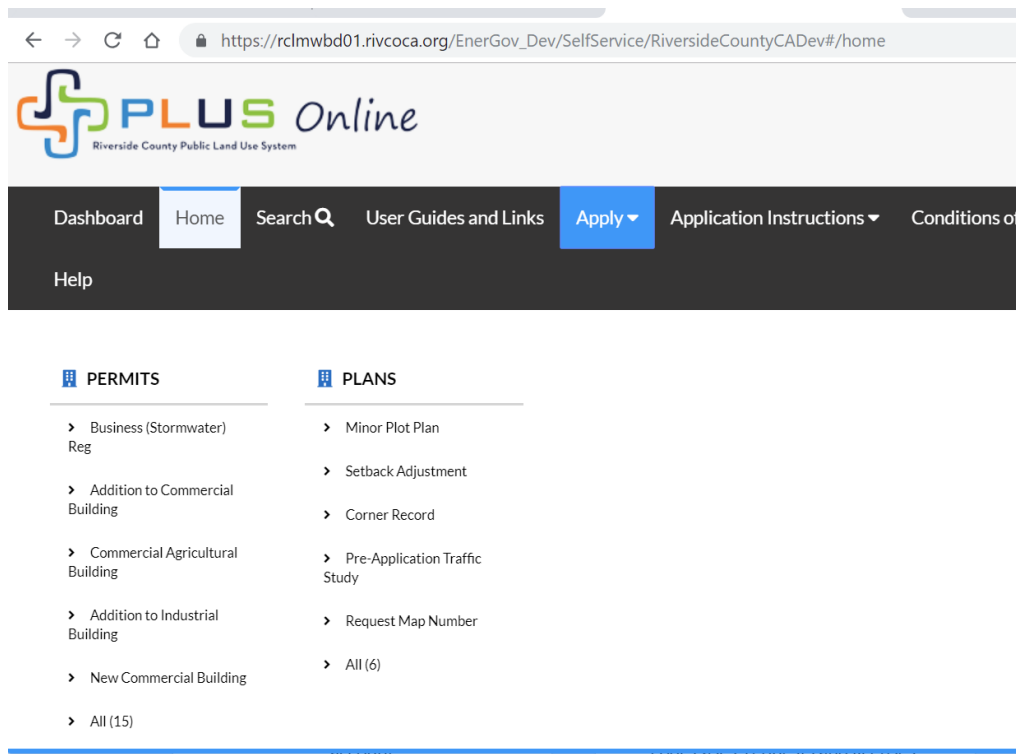
These instructions will walk you through the online application process. If you have difficulties, please explore our [PLUS Online Help Page](#) or email PLUSAssist@RivCo.org for further assistance.

The following items need to be completed prior to starting the application process:

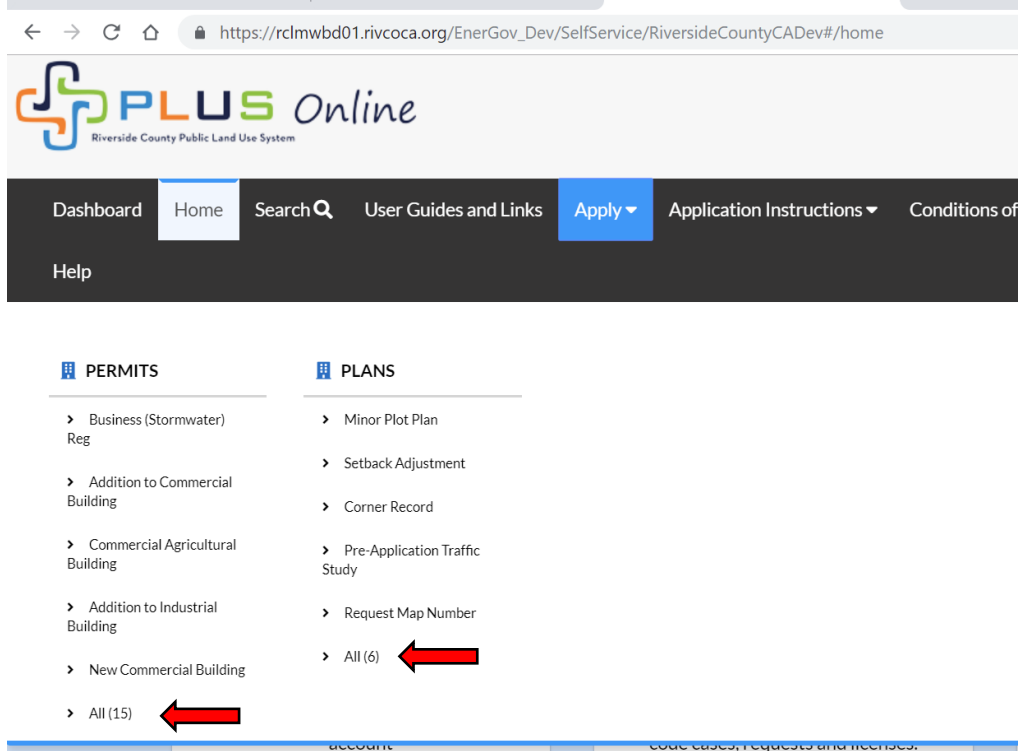
- Register for a PLUS Online account, see [How to Register](#). (You only need to do this once)
- Review case/permit type instructions for the permit or plan you are applying for, see [How to Apply](#).
- Look up Assessor's Parcel Number(s) (APN) for the property(s) included in the application. This information can be found using the [Map My County](#) tool, or on your property tax or grant deed documents.

Getting Started

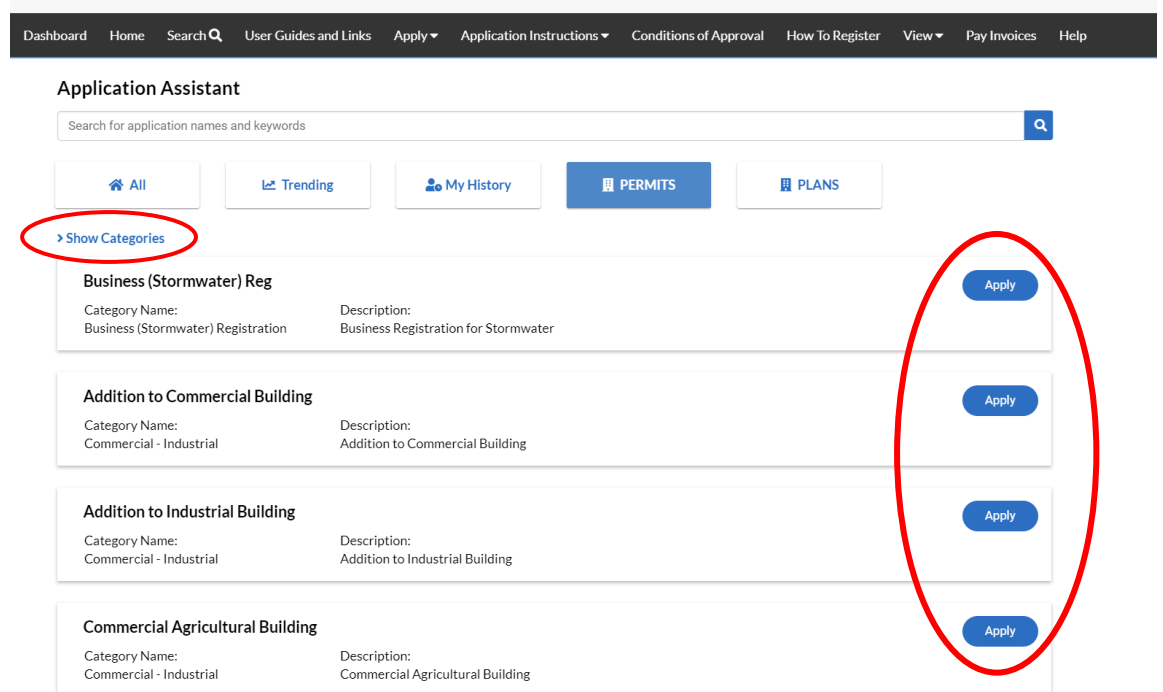
1. Login to PLUS Online using your login credentials.
2. Click the **Apply** option on the top menu bar. This will give you options, as shown below.



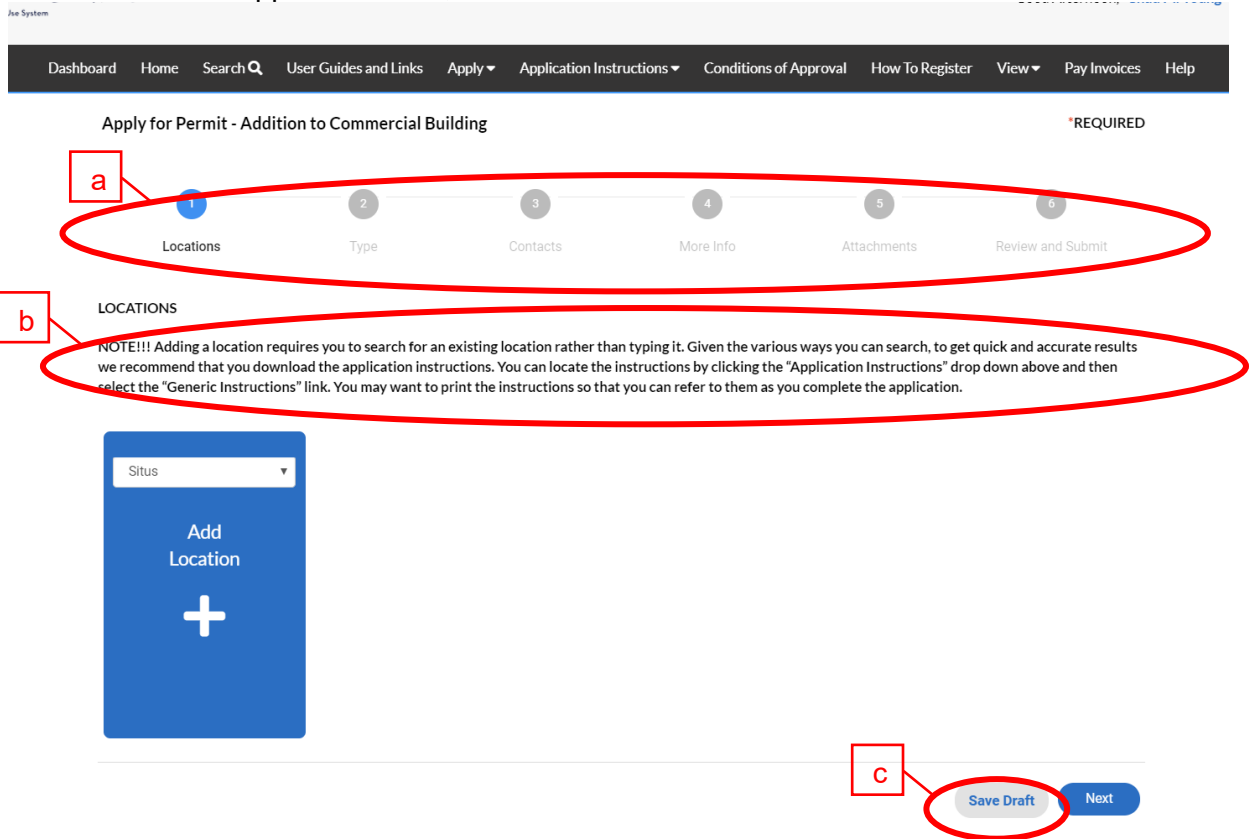
3. . Click on the case/permit type or click the **All** link to show more options.



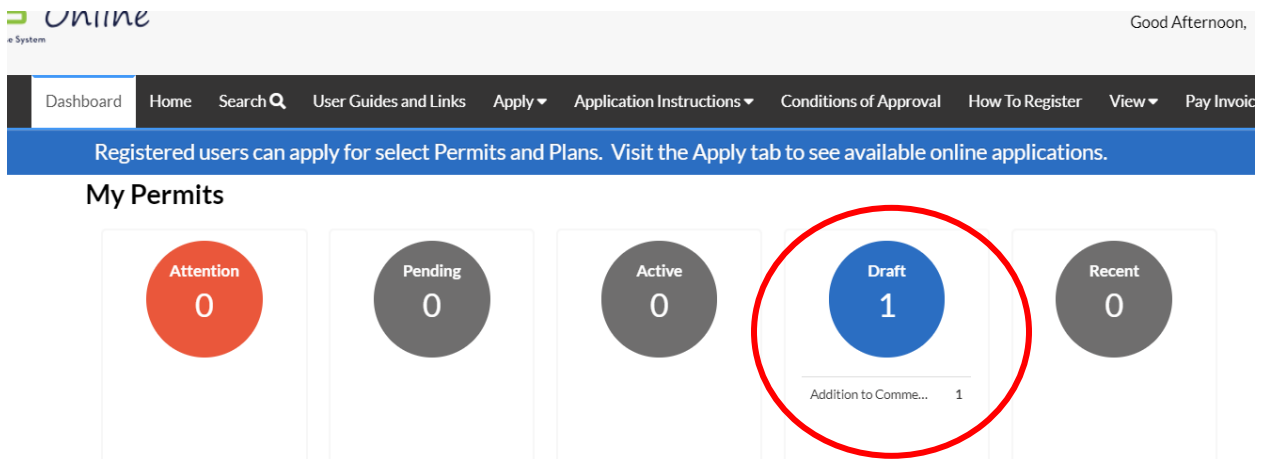
4. To search by category in the Permits screen, click Show Categories.
5. Click on the Apply button (right side) for the case/permit type you are applying for.



6. On the **Locations** screen you will find:
 - a. Progress Bar, which indicates your progress through the application process.
 - b. Helpful hints for completing the application process.
 - c. **Save Draft Button** – If for any reason, you need to stop and come back to the application later, click the **Save Draft** button.

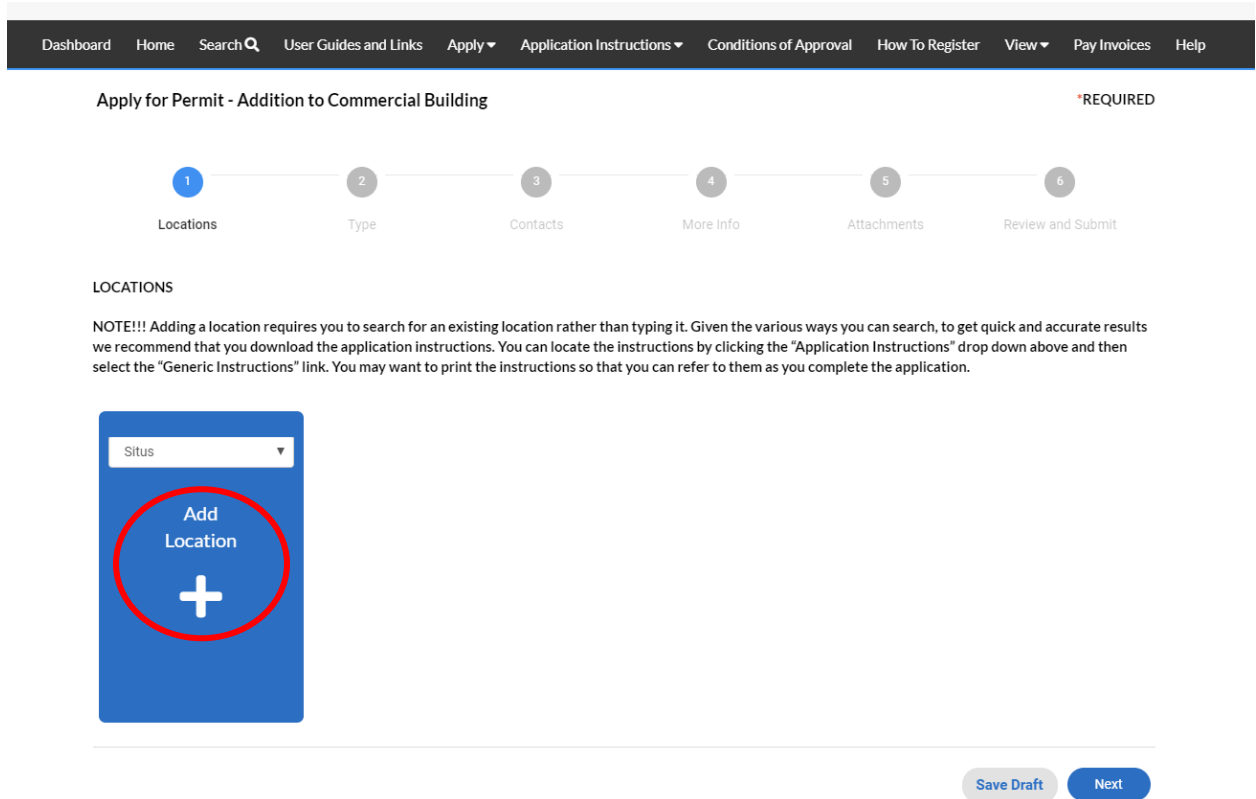


7. If you use the **Save Draft** button, when you are ready to resume work on your application, go to your Dashboard by clicking the Dashboard option on top menu bar. Click the **Draft** bucket, to view and resume your application.

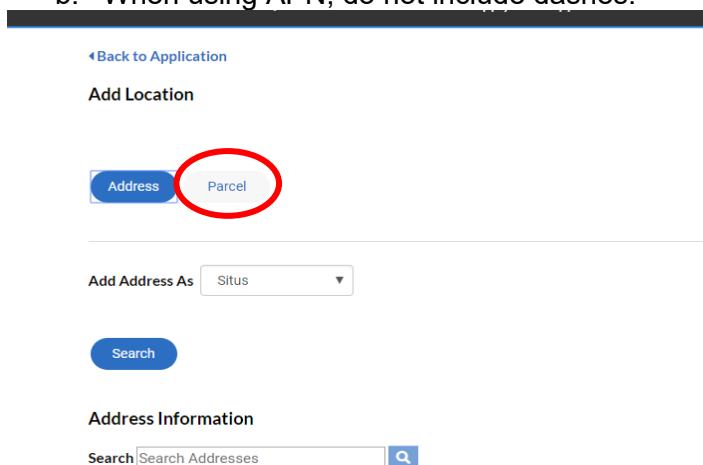


Locations Screen - Using Assessor's Parcel Number (APN)

1. The Locations screen allows you to associate the appropriate parcel/lot(s) for the Plan or Permit application. Click the **Add Location** file.



2. Start by selecting how you would like to search for the property, Address or Parcel. Follow the prompts to add the address or Assessor's Parcel Number (APN), click Search
 - a. If you do not know the APN, skip ahead to the next section of this document, titled [Locations Screen - Using Mailing Address](#)
 - b. When using APN, do not include dashes.



3. Click the **Action** box to the right to select the parcel number.
4. Click **Search Associated Addresses** button.
5. If the search did not return a result, verify that the APN is correct.

Add Location

Address Parcel

Parcel Information

Search

Parcel Number	Section	Township	Range	Action
289350026				<input checked="" type="checkbox"/>

Results per page 1 - 1 of 1 << < 1 > >>

6. The addresses associated with the parcel you selected will appear.
 - a. Click the **Action** box to the right of the correct address.
 - b. Click the **Add Selected** button.

Add Location

Address Parcel

Parcel Information

Search

Parcel Number	Section	Township	Range	Action
289350026				<input checked="" type="checkbox"/>

Results per page 1 - 1 of 1 << < 1 > >>

Associated Addresses

Associated Addresses for Parcel - #289350026

Address	Action
16411 ROCKY GLEN RD	<input checked="" type="checkbox"/>

Results per page 1 - 1 of 1 << < 1 > >>

- As you can see the Parcel has been added to the Plan/Permit and appears as a clear tile. If you need to attach additional parcels, simply click the blue **Add Location** tile and repeat the steps above. When finished adding parcels, click the **Next** button to proceed to the **Type** screen.

Apply for Permit - Addition to Commercial Building

*REQUIRED



LOCATIONS Added Parcel

NOTE!!! Adding a location requires you to search for an existing location rather than typing it. Given the various ways you can search, to get quick and accurate results we recommend that you download the application instructions. You can locate the instructions by clicking the "Application Instructions" drop down above and then select the "Generic Instructions" link. You may want to print the instructions so that you can refer to them as you complete the application.

Parcel Number
289350026

Main Parcel

Remove

Situs

+

Add Location

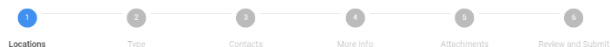
Use to attach additional parcels

Save Draft Next

Locations Screen - Using Mailing Address

If you do not know your Assessor's Parcel Number (APN)

- You will use this screen to associate the Plan or Permit with the appropriate lot(s). First, click the blue **Add Location** tile.



LOCATIONS


NOTE!!! Adding a location requires you to search for an existing location rather than typing it. Given the various ways you can search, to get quick and accurate results we recommend that you download the application instructions. You can locate the instructions by clicking the "Application Instructions" drop down above and then select the "Generic Instructions" link. You may want to print the instructions so that you can refer to them as you complete the application.






Situs

+

Add Location

Save Draft Next

- The easiest way to find an address is to search using only the street numbers, and not the street name. For the example below, we are searching for 23435 Rolling Meadows Dr. We entered "23435" into the search field and clicked the  search button to see results. The example search returned 7 results. Go ahead and click the add button to the right of the correct address.

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Add Location








Address Parcel

Add Address As

Search

Address Information

Search 

Address	Action
23435 BEECH ST	
23435 EVENING SNOW	
23435 GERBERA ST	
23435 PRESIDIO HILLS DR	
23435 RHEA DR	
23435 ROLLING MEADOWS	
23435 SYCAMORE CREEK AVE	

Results per page 1 - 7 of 7 << < 1 > >>

- The parcel should now be added to the Plan/Permit. It appears as a clear tile in the locations screen. If you need to attach additional parcels, simply click the blue **Add Location** tile and repeat the steps above. If you are finished adding parcels, simply click the **Next** button and proceed to the **Type** screen.

Locations

Type

Contacts

More Info

Attachments

Review and Submit

LOCATIONS

Added Parcel

NOTE!!! Adding a location requires you to search for an existing location rather than typing it. Given the various ways you can search, to get quick and accurate results we recommend that you download the application instructions. You can locate the instructions by clicking the "Application Instructions" drop down above and then select the "Generic Instructions" link. You may want to print the instructions so that you can refer to them as you complete the application.

Type: Situs
23435 ROLLING
MEADOWS, PERRIS, CA, ,

Main Address

Parcel Number
289350027

Main Parcel

Remove

Situs

Add Location

+

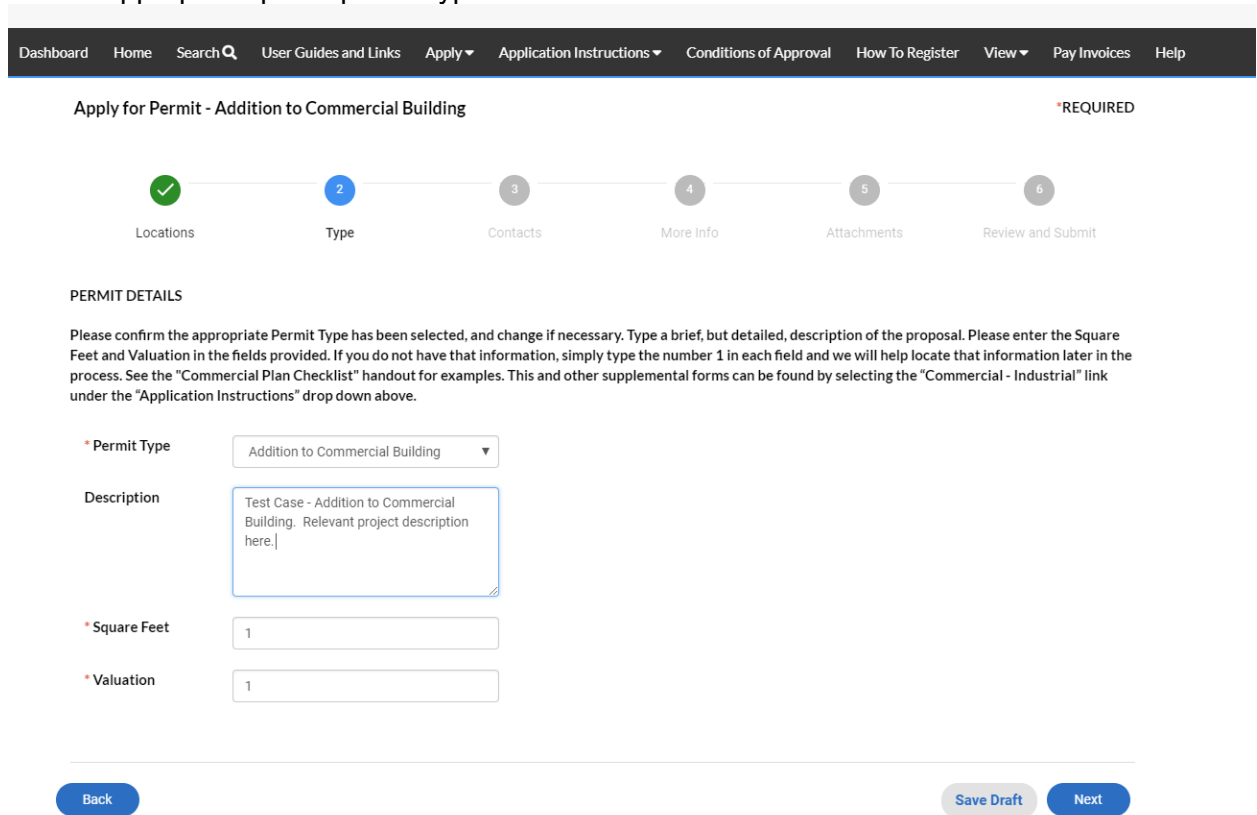
Use to attach additional parcels

Save Draft

Next

Type Screen

1. Review the Type Screen to ensure you have selected the appropriate Plan / Permit type.
 - a. To change the plan / permit type, click on the drop down arrow and select the appropriate plan / permit type.



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Apply for Permit - Addition to Commercial Building *REQUIRED

Locations
 Type
 Contacts
 More Info
 Attachments
 Review and Submit

PERMIT DETAILS

Please confirm the appropriate Permit Type has been selected, and change if necessary. Type a brief, but detailed, description of the proposal. Please enter the Square Feet and Valuation in the fields provided. If you do not have that information, simply type the number 1 in each field and we will help locate that information later in the process. See the "Commercial Plan Checklist" handout for examples. This and other supplemental forms can be found by selecting the "Commercial - Industrial" link under the "Application Instructions" drop down above.

* Permit Type

Description

* Square Feet

* Valuation

[Back](#)
[Save Draft](#)
[Next](#)

2. Enter the project description in the description field. See case type instructions for more details on what to enter.
3. Enter the Square Footage in the Square Feet field. (* indicates required field)
4. Enter the Valuation in the Valuation field. (* indicates required field)
5. If you do not have the information, type the number "1" in each field and we will help you locate that information later in the process.
 - a. Please note that not all applications have a Square Feet and Valuation field. Fill out the fields that appear on the screen.
6. Click **Next** to proceed to the **Contacts** screen.

Contacts Screen


1. The contact screen allows you to associate contacts such as the property owner, applicant, agent, etc. to the plan or permit.

*NOTE: It is important to note that the individual submitting the online application, is automatically designated as the Applicant. The applicant is the **official billing contact** for the case. If you are not the official billing contact, please add the appropriate person as a second applicant. We will correct the record later in the process. If you do not add a second Applicant, then it is assumed that you are the official billing contact*

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*REQUIRED


Apply for Permit - Addition to Commercial Building



CONTACTS

To have the best user experience online, contacts should be added in a precise way. If done correctly it will allow you and others associated with the application to more easily navigate and use PLUS Online. If you have not downloaded the application instructions, they can be found by clicking the "Application Instructions" drop down above and then select the "Generic Instructions" link. Please note, as the Applicant you will be the official billing contact, unless you add an additional Applicant below.

Applicant



Chad M. Young (You)
1978
4080 Lemon, Riverside, CA.,
92501

After Hours Contact

+

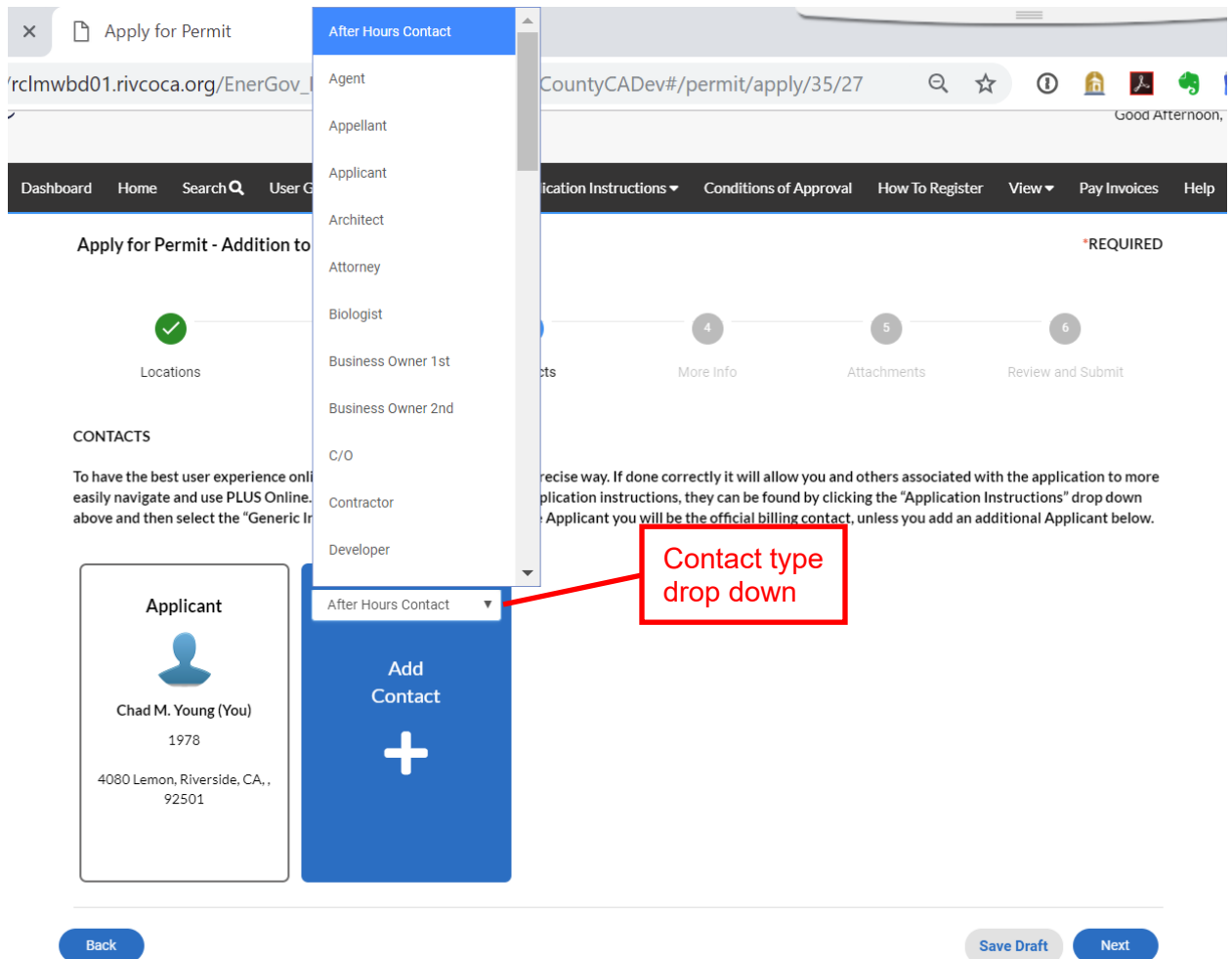
Add Contact

Back

Save Draft


Next

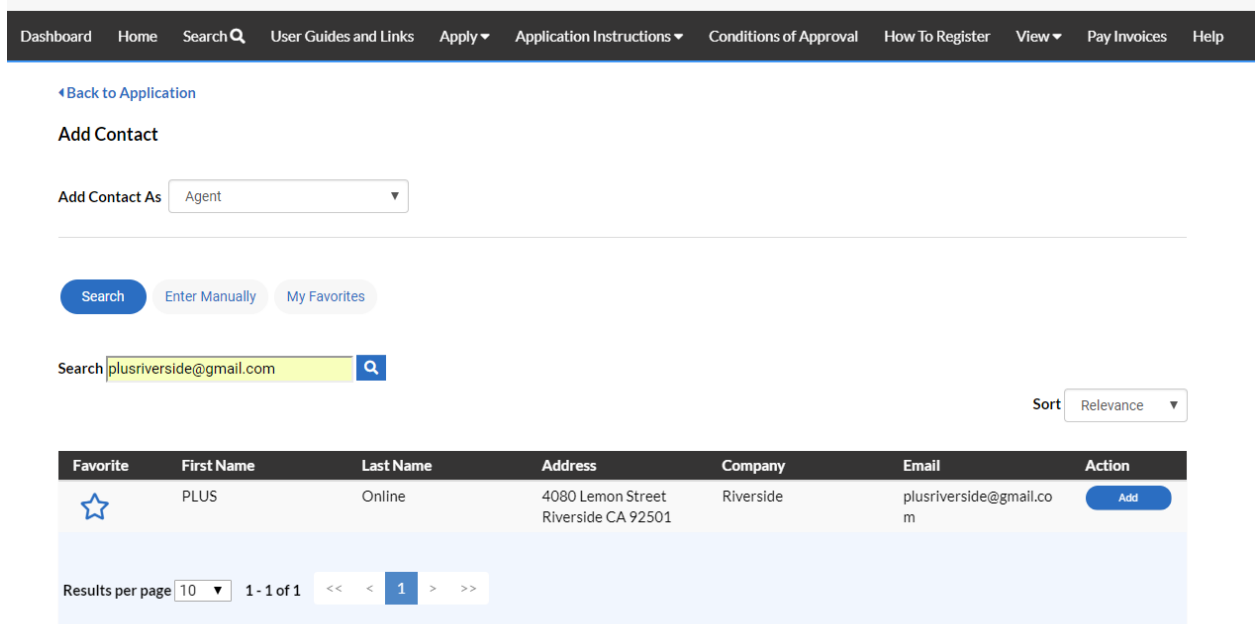
2. To add a new contact, Click the Arrow on the blue Add Contact tile.
 - a. Select contact type from the list. Click add Contact







The screenshot shows the 'Apply for Permit' process in PLUS Online. A dropdown menu is open over the 'Add Contact' button, listing various contact types. A red box highlights the 'After Hours Contact' option, with a red arrow pointing to it and the text 'Contact type drop down'. The background shows the 'Apply for Permit - Addition to' page with a progress bar and a 'Back' button.

3. PLUS Online has a database of contacts available to search. You can search by name, email address or company. *This is a very important step, to minimize duplication and error.*
 - a. We recommend that you start by the individuals email address first. If that does not yield any results, then try using their name or company.

4. Enter the email address in the Search box. Click Search  button.
 - a. If you are unable to find contact with email address search, then follow the same steps using the contact name or company name.




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Add Contact

Add Contact As



Search  plusriverside@gmail.com

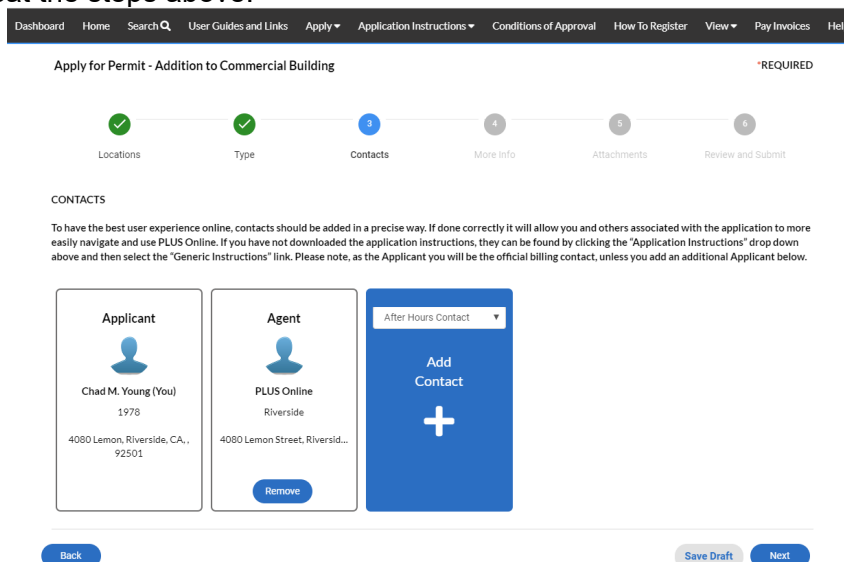
Sort





Favorite	First Name	Last Name	Address	Company	Email	Action
	PLUS	Online	4080 Lemon Street Riverside CA 92501	Riverside	plusriverside@gmail.com	

Results per page 1 - 1 of 1 << < 1 > >>







If you were unable to find the contact using the search option above, continue to step 8 for instructions on manually adding contacts.

5. To save contacts for future use, click on the blue star next to the contact . The star will turn solid  indicating that the contact has been added to your favorites.
6. Click the Add button to add the contact to the plan or permit. The contact appears as a clear tile in the Contacts screen. If you need to attach additional contacts, simply repeat the steps above.



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Apply for Permit - Addition to Commercial Building *REQUIRED

Locations  Type  Contacts  More Info  Attachments  Review and Submit 

CONTACTS


To have the best user experience online, contacts should be added in a precise way. If done correctly it will allow you and others associated with the application to more easily navigate and use PLUS Online. If you have not downloaded the application instructions, they can be found by clicking the "Application Instructions" drop down above and then select the "Generic Instructions" link. Please note, as the Applicant you will be the official billing contact, unless you add an additional Applicant below.

Applicant





Chad M. Young (You)
1978
4080 Lemon, Riverside, CA, ...
92501

Agent







PLUS Online
Riverside
4080 Lemon Street, Riversd...



After Hours Contact 

Add Contact



7. If you are unable to find the contact using the search option above, continue to step 8 for instructions on manually adding contacts. If you are finished adding contacts, click the **Next** button. (Skip ahead to the [More Info Screen](#) instructions).
8. Click the **Enter Manually** button
 - a. Enter the contact information in the fields provided. Click the **Submit** button.

[← Back to Application](#)

Add Contact

Add Contact As

[Search](#) **Enter Manually** [My Favorites](#)

Enter Manually

First Name	<input type="text" value="Harry"/>
Last Name	<input type="text" value="Potter"/>
Company Name	<input type="text" value="Hogwarts"/>
Email	<input type="text" value="harry.potter@hogwarts.edu"/>
Home Phone	<input type="text" value="1313131313"/>
Mobile Phone	<input type="text"/>
Business Phone	<input type="text"/>

Submit

- The contact appears as a clear tile in the **Contacts** screen. If you need to attach additional contacts, simply repeat the steps above. If you are finished adding contacts, click the **Next** button.





Apply for Permit - Addition to Commercial Building

*REQUIRED



CONTACTS

To have the best user experience online, contacts should be added in a precise way. If done correctly it will allow you and others associated with the application to more easily navigate and use PLUS Online. If you have not downloaded the application instructions, they can be found by clicking the "Application Instructions" drop down above and then select the "Generic Instructions" link. Please note, as the Applicant you will be the official billing contact, unless you add an additional Applicant below.

<p>Applicant</p>  <p>Chad M. Young (You) 1978 4080 Lemon, Riverside, CA, , 92501</p>	<p>Agent</p>  <p>PLUS Online Riverside 4080 Lemon Street, Riversid...</p> <p>Remove</p>	<p>Contractor</p>  <p>Harry Potter Hogwarts</p> <p>Remove</p>	<p>After Hours Contact ▾</p> <p>Add Contact</p> 
--	---	---	---

Back

Save Draft

Next

More Info Screen

1. The More Info Screen is designed to auto-fill some data and requires some data fields to be completed, for certain permit types.
 - a. Please enter data in all required fields (required fields are red).
 - b. **DO NOT** enter data in the non-required fields on this page. (Non-required fields will auto populate after your application is initially processed and paid).
 - c. Click the **Next** button.

Apply for Permit - Addition to Commercial Building

*REQUIRED



MORE INFO

Please fill out all required fields (required fields are red). DO NOT fill out any of the non-required fields on this page. Non-required fields will auto populate after your application is initially processed and paid. Proceed to the next screen by clicking the "Next" button below.

Financials

[Next Section](#) | [Top](#) | [Main Menu](#)

Case Balance

Set ID

Set Balance

Last Payment Date 

Case Details

[Previous Section](#) | [Top](#) | [Main Menu](#)

Bluebeam Number

[Back](#)

[Save Draft](#)

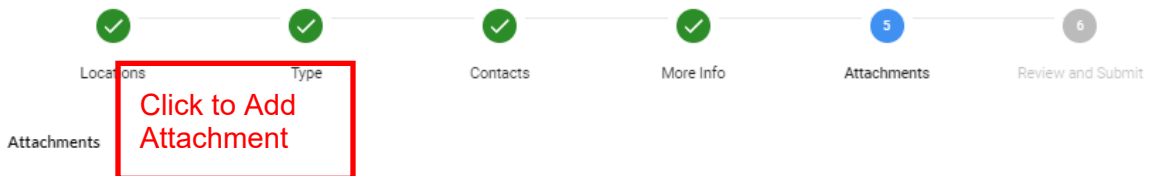
[Next](#)

Attachments Screen

1. Ensure you have gathered all relevant digital files prior to uploading the attachments. Each of the required attachments has its own blue tile
 - a. If you do not have one or more of the required attachments, you can click the **Save Draft** button at the bottom of the screen and come back to the application later.
2. Click on the appropriate blue tile to upload the corresponding exhibit / attachment.
 - a. In the example below, we will be attaching the “Authorization of Agent” form.

Apply for Permit - Addition to Commercial Building

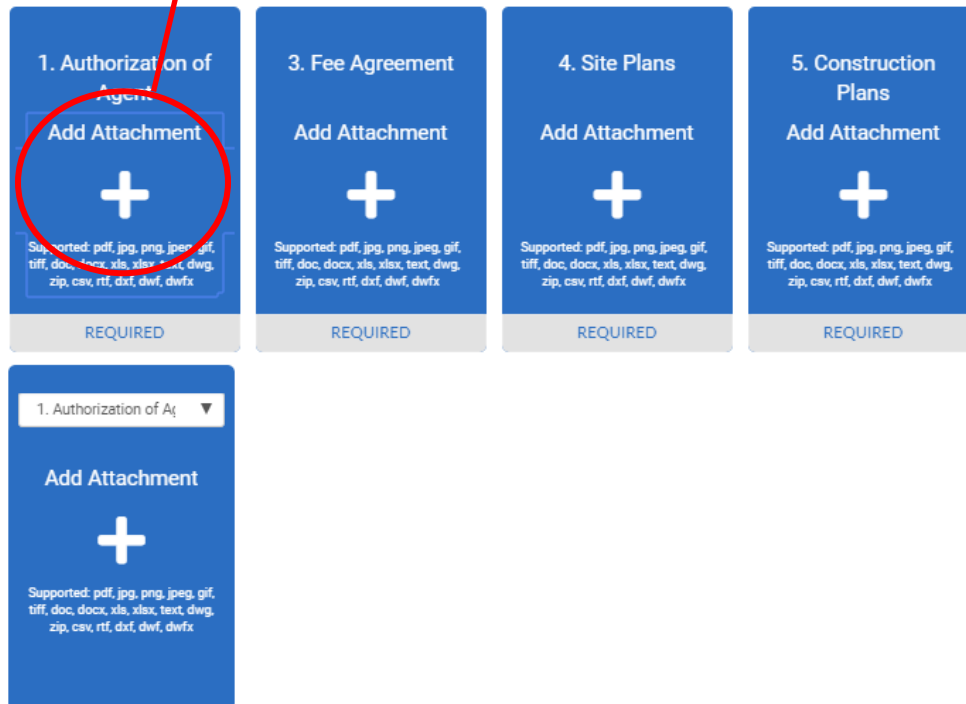
*REQUIRED



Locations Type Contacts More Info Attachments Review and Submit

Click to Add Attachment

Please use the blue boxes below to upload any required attachments and exhibits. If you need further clarification regarding what exactly is required, you can click on the "Application Instructions" drop down above and select the "Commercial - Industrial" link. You will find additional support documentation under "Addition to Commercial Building".



1. Authorization of Agent
Add Attachment
Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx
REQUIRED

3. Fee Agreement
Add Attachment
Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx
REQUIRED

4. Site Plans
Add Attachment
Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx
REQUIRED

5. Construction Plans
Add Attachment
Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx
REQUIRED

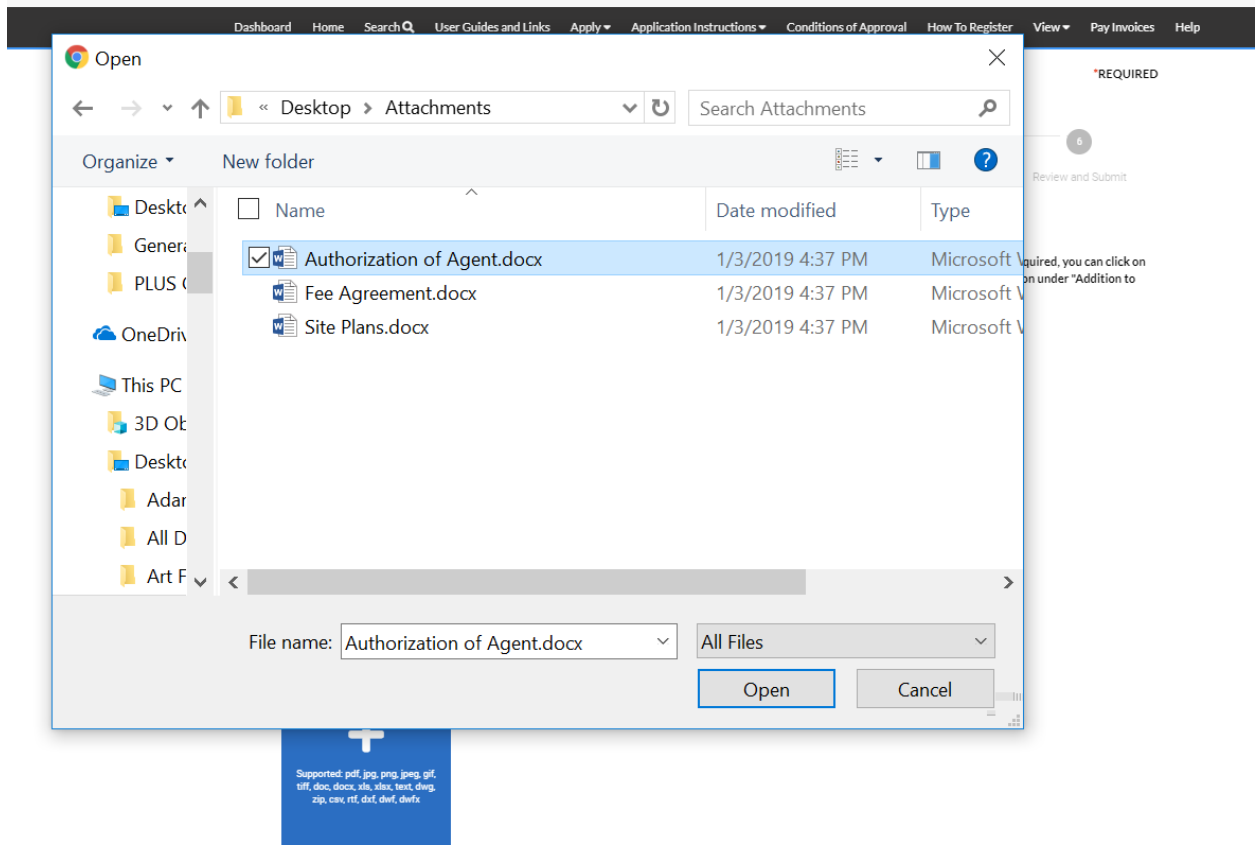
1. Authorization of Agent
Add Attachment
Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx

Back

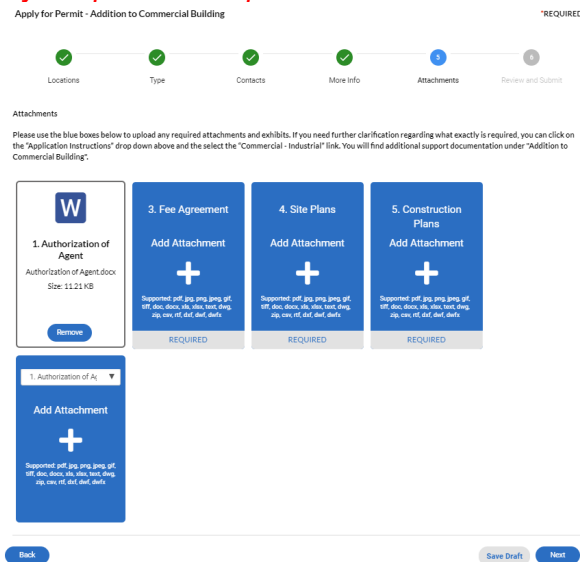
Save Draft

Next


3. Locate the appropriate file on your computer and click the **Open** button to attach.




4. The attachment appears as a clear tile in the **Attachments** screen.
 - a. If you need to attach additional documents, simply repeat the steps above.
5. If you are finished adding attachments, click the **Next** button to proceed to the **Review and Submit** screen.
 - a. *Make sure you upload all required attachments before clicking next.*





Review and Submit Screen


1. This screen provides a summary of the information you entered. Review and verify everything is correct.
 - a. If you find any errors, use the **Back** button  at the bottom of the page to go back and make corrections.
 - b. If everything is correct, click the **Submit** button.


*REQUIRED



Locations


Type


Contacts


More Info


Attachments


Review and Submit

[Submit](#)

Locations

Situs	23435 ROLLING MEADOWS , PERRIS, CA. ,
Parcel Number	289350027

Basic Info

Type	Addition to Commercial Building
Description	Test Case - Addition to Commercial Building. Relevant project description here.
Square Feet	1
Valuation	1
Applied Date	01/03/2019

Contacts

Applicant	Chad M. Young 1978 4080 Lemon , Riverside, CA. , 92501
Agent	PLUS Online Riverside 4080 Lemon Street , Riverside, CA. , 92501
Contractor	Harry Potter Hogwarts

More Info

Financials

Case Balance	\$0.00	Next Section Top Main Menu
Set ID		
Set Balance	\$0.00	
Last Payment Date		

Case Details

Bluebeam Number		Previous Section Top Main Menu
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Attachments


1. Authorization of Agent	Authorization of Agent.docx
3. Fee Agreement	Fee Agreement.docx
4. Site Plans	Site Plans.docx
5. Construction Plans	PLUS Logo.pdf

[Back](#)

[Save Draft](#)

[Submit](#)

2. Once your application has been successfully submitted you should see the screen below. TLMA will process your application and contact you if we have any questions or notify you via email that you are able to login and pay fees.
 - a. Please note that once you click submit, it may take a few minutes for your attachments to upload.

 **Your permit was successfully created!**

You have successfully submitted your application. We will begin reviewing your application as soon as possible. If we have any questions regarding your application, we will contact you at the email provided. Once we have verified that the application is complete and have assessed all applicable fees, we will notify you that you can proceed with an online payment. If you have any questions, contact us by clicking the Help link in the menu above. Please make sure you reference your case number in all emails and correspondence.

[Continue to permit](#)

Fees

\$0.00

[View Details](#) [Add to Cart](#)

Suggested Applications

Addition to Commercial Building		Apply
Category Name:	Description:	
Commercial - Industrial	Addition to Commercial Building	