



THE HUB
ONLINE PORTAL

HOW TO SUBMIT PLANS

La Quinta
— GEM of the DESERT —

 **tyler**
technologies



How to Submit Plans

The HUB Online Portal is an online web portal where you can apply and search for permits, request inspections, search plans, code cases, and licenses, as well as pay fees. You can access the City of La Quinta's The HUB Online Portal at www.laquintaca.gov/HUBOnlinePortal.

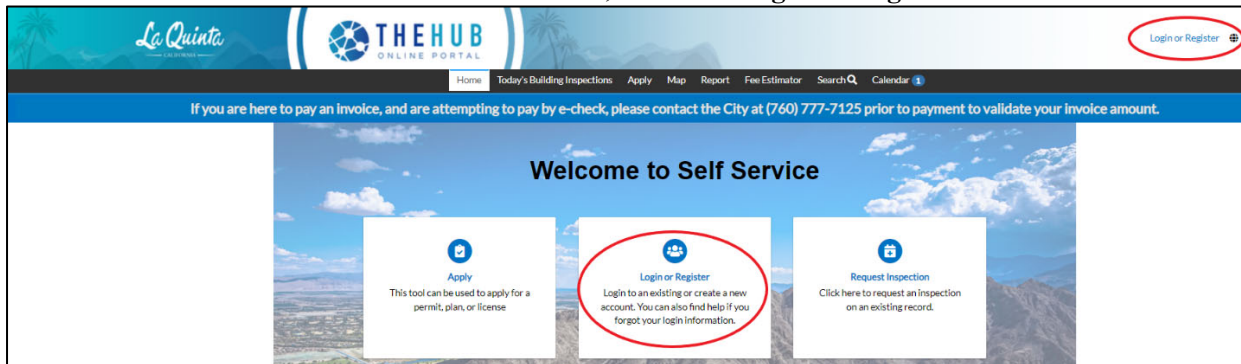
Though any person may access public information in The HUB Online Portal, professional account holders such as contractors, developers, and owners, will have expanded access in order to conduct business necessary to their trade or profession. By establishing an account and creating a login to The HUB Online Portal, customers have access to tools which allow them to conduct financial transactions, apply for permits, access records, and submit service requests of various types related to their project, all from a desktop computer or mobile device.

Current The HUB Online Portal Guides

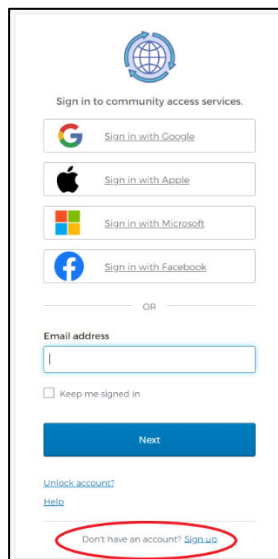
- **Inspection Requests & Status:** Inspections may be requested online, providing both the City and customer with a record of the request. Customers can review the status of scheduled and completed inspections in real-time.
- **How to Apply for Permits:** Customers with a registered account may apply for building, burn, special event, etc. permits as well as pay for permit fees online.
- **How to Submit Plans:** Customers will submit electronic plans, check on the status, review comments, resubmit plan revisions, and pay fees online for all plans.
- **How to Register:** Customers can establish an account to complete online applications.

Login to your Account

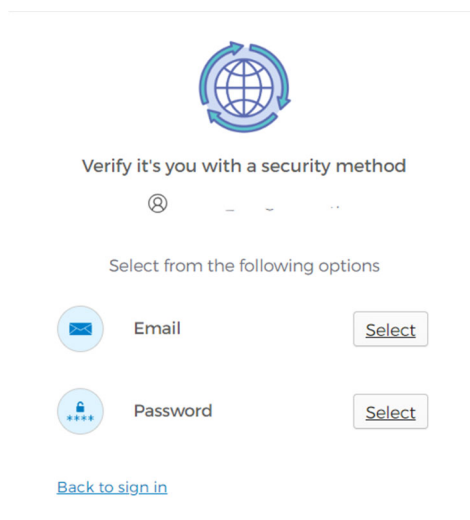
1. From The HUB Online Portal home screen, select the **Login or Register** icon.





2. The Login screen will appear, enter your email, and click next.




3. Select how you would like to verify yourself. You can either sign in using a verification email or a password.




4. If you selected password enter your password and click verify.



Verify with your password



Password



Verify

[Forgot password?](#)

[Verify with something else](#)

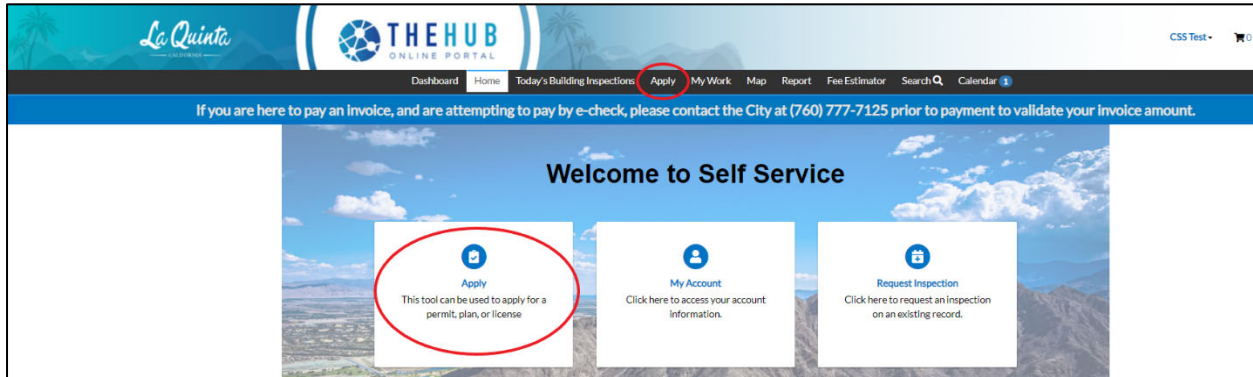
[Back to sign in](#)

5. Once you are successfully Verified you will be logged into our system and can apply for permits or look at your active permit information.

Submitting a Plan Application

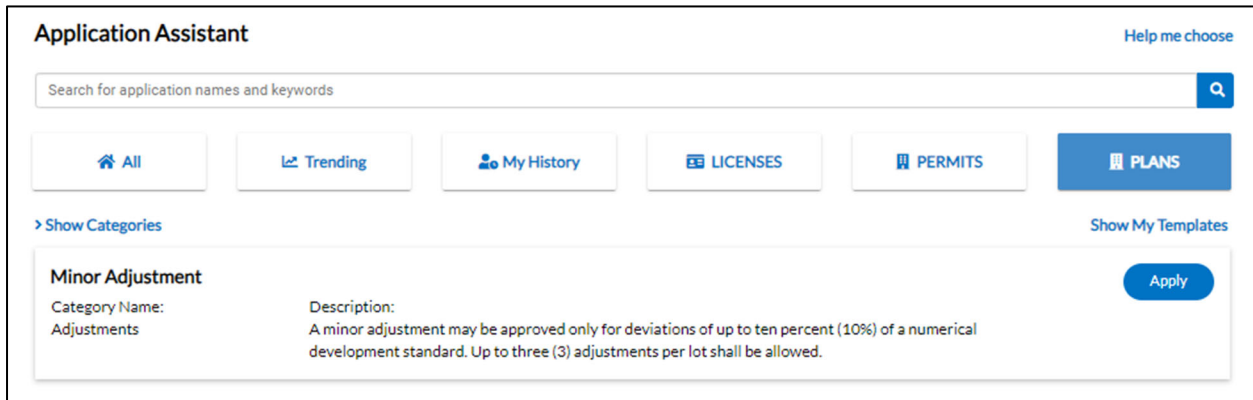
Registered users can apply for Plans on The HUB Online Portal.

1. Select **Apply** to see the available application types.



The **Application Assistant** screen will appear (below). There are multiple options to search for the types of Plan applications:

- Type the name of the application or enter keywords in the search bar and click the magnifying glass to search.
- Select the “PLANS” tab to view a list of all available application types.
- Scroll through all application types by using the “All” tab or by selecting Show Categories option (located under the tabs).
- The Trending tab lists the top applications throughout the City.
- The My History tab displays application types previously applied for by the logged-in applicant.



2. To begin the application, select **Apply** to the right of the application type.

- The **Apply for Plan** screen will open. The **Type** of application chosen will default at the top of the screen. (*) denotes a required field for the application type. An application progress bar is located under the application type.

Apply for Plan - Minor Adjustment *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

LOCATIONS

Please search for and select the address on which your project is located

Location

Add Location

+

Create Template Save Draft Next

- Select the + in the center of the **Add Location** card. The **Add Location** screen will appear. Additional instructions for adding locations will appear in the text box above the icon.
- Enter the address of the location you are applying for and click on the magnifying glass. Addresses containing the search criteria will start to auto-populate below the search field. If a location address has not been assigned by City staff, please contact Design and Development at (760)777-7125 for assistance.
Tip: When entering the address, do not use periods or dashes. Write E instead of East, and St instead of Street. Example: 78495 Magenta Dr

Add Address As Location

SEARCH

78495

Address

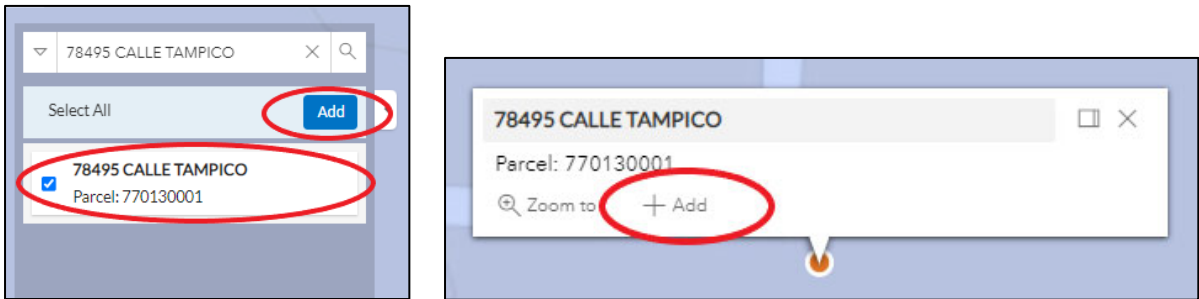
- 78495 MAGENTA DR
- 78495 CALLE TAMPICO
- 78495 COYOTE CANYON CT
- 78495 VIA SEVILLA

6. If a location address has not been assigned by City staff, or if the application requires **Parcel Number** enter the parcel number into the search bar and follow the next steps.

7. Select the **address** or **parcel** to add to the application. The map will zoom to the location.



8. Select the box to the left of the correct address and select **Add** in the upper left-hand corner or select the “+ Add” option from the address information located on the map.



9. The selected location will be attached to the application. Select **Next** at the bottom of screen to proceed. If the wrong address was added, select **Remove** and then repeat the process to add the correct address.



10. Enter a brief description of the work in the **Description** field text box and any other required information. Select **Next** at the bottom of the screen.

Apply for Plan - Minor Adjustment *REQUIRED

Progress: 1 (Locations) ✓, 2 (Type) ●, 3 (Contacts), 4 (More Info), 5 (Attachments), 6 (Signature), 7 (Review and Submit)

PLAN DETAILS

Please provide a brief description of the project

* Plan Type: Minor Adjustment

* Description: Relocation of mechanical equipment to side yard within the setback area.

Buttons: Back, Create Template, Save Draft, Next

11. The registrant's contact information will default to the first contact card listed. If additional contacts are required by application type, they must be added to move to the next step. To add additional contacts, select the **Add Contact** + icon. After all contacts are added, select **Next** at the bottom of screen.

Pro Tip: Frequently used contacts can be saved to **My Favorites**.

Progress: 1 (Locations) ✓, 2 (Type) ✓, 3 (Contacts) ●, 4 (More Info), 5 (Attachments), 6 (Signature), 7 (Review and Submit)

CONTACTS

Please add any additional contacts that will participate on this project, such as submitting documents, paying invoices, and checking status.

Applicant: CSS Test (You), 78459 Calle Tampico, La Quinta, CA, 92253

Owner: Add Contact (REQUIRED)

Owner: Add Contact

Add Contact Modal: Add Contact As: Engineer, Search: Name, E-mail, or Company

Buttons: Back, Create Template, Save Draft, Next

12. The **More Information** page will appear. Enter information as requested for the application type you have selected. Required items have red fields. After all the information for the application is entered, select **Next** at the bottom of screen.

13. The **Add Attachments** page appears:

- a. Select the **Add Attachment** + card to browse documents located on the applicant's computer. Some Permits may require documents that must be attached to save.
Note: Please use unique file names, including the date, for all attachments.
- b. Documents attached will appear in the **Attachment** field. Continue to add attachments by selecting **Add Attachment** for each attachment needed. Select **Next** at the bottom of the screen once all attachments have been added.

Attachments

Please attach plans and items as requested along with any other supplemental information that will need to be reviewed for approval of your project, the more complete and accurate information provided will allow staff to process your application appropriately. For more detailed information on attachment submittal requirements, please go to the Planning Application website here:
Planning Division Submittal Requirements

Plan Set Add Attachment + Supported: .pdf **REQUIRED**

Site Photos Add Attachment + Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff **REQUIRED**

Select Type Add Attachment + Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf...

Back Create Template Save Draft Next

14. The **Signature** screen will appear. After reading the statement, type your name in the text box to consent to electronically sign the application. Use your mouse to draw your signature on the last box. Select **Next** at the bottom of the screen once both signatures have been completed.

SIGNATURE

AGREEMENT
By agreeing to the following, I hereby certify that I am:

1. An authorized representative of the property owner of the property or properties subject to the development application, or;
2. I am the property owner of the property or of properties subject to the development application, and;
3. I will comply with the rules and Municipal Codes related to the permit application I am submitting, and;
4. I have fulfilled my responsibilities under the Covenants, Conditions and Restrictions (CC&R's) recorded against the property and/or any other requirements of the Homeowner's Association (HOA) or Property Management Association the property is located within.

INSTRUCTIONS
I certify that I will carefully read the Instructions for the permit application, which are located directly next to the PERMIT TYPE selection on the following page.

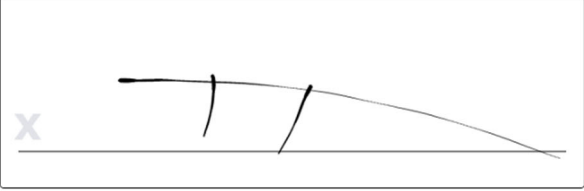
MISREPRESENTATION(S)
I understand that any misrepresentation(s) submitted on my permit application may result in the revocation or cause the delay in processing of my application.

PLEASE READ
There are many permit types available through this system, be sure to select the correct one for the desired project, if you do not see what you are looking for please give us a call (760) 777-7125 or send us an email customercenter@laquintaca.gov prior to submitting the application.

* Please type your name as consent to electronically sign this application.

Enable Type Signature

CSS Test
August, 08 2023



15. **Review and Submit** screen will appear. Review all application information including the attachments before submitting the application. Complete applications aid in approval turnaround times. When the application is complete, select the **Submit** button.

Locations

Type

Contacts

More Info

Attachments

Signature

7

Review and Submit

Locations

Location	78495 CALLE TAMPICO , LA QUINTA, CA 92253
Parcel Number	770130001

Basic Info

Type	Minor Adjustment
Description	Relocation of mechanical equipment to side yard within the setback area.

16. If the application is not complete, select **Save Draft** to save the application. The applicant can click on the Draft status circle on the **Dashboard** to resume the Plan application.

17. The application status notification will appear with a confirmation that the application was successfully submitted. Select **Continue to plan** to view the plan details.

Dashboard
Home
Today's Building Inspections
Apply
My Work
Map
Report
Fee Estimator
Search
Calendar

Your application was successfully submitted!

Thank you for your submission. Your application has been received.

Fees

\$465.35

18. The system will automatically generate a **Plan Number** assigned to the case. Applicants can review information details of the application by selecting the tabs on the case. Once the application is reviewed and found complete, notifications will be sent to the contacts on the case with directions on the next steps in the process.

Plan Number: MA2023-0006 Add to Cart

Plan Details | Tab Elements | Main Menu

Type:	Minor Adjustment	Status:	Submitted - Online	Project Name:	
Applied Date:	08/08/2023	Expiration Date:		Completion Date:	
District:	City of La Quinta	Assigned To:			
Description:	Relocation of mechanical equipment to side yard within the setback area.				

Summary | Locations | Fees | Attachments | Contacts | Sub-Records

Progress

0% Completed

Workflow

- Initial Review & Fees Paid
- Planning Standard Review

Available Actions

▲ Unpaid Fees
\$465.35
09-07-2023 Pay Now

Paying Fees

To Pay Fees on a Plan, the applicant will need to wait until the application submitted has been approved. The case manager will build an invoice for fees and a notification will be sent to the contacts.

1. From the **Dashboard**, navigate to the **Attention** section of **My Plans** and select the plan requiring payment. Select the Plan Number, with Unpaid Fees, to open the case details.

Plan Number	Project	Address	Plan Type	Status	Attention Reason
CRBC-2019-40092		414 E 12th St 64106	New Commercial Building	Attention, Recent, Pending	Resubmit File
CRBC-2019-40103		8911 NE 101st St 64157	New Commercial Building	Attention, Recent, Pending	Failed Reviews
CRBC-2019-40111		414 E 12th St 64106	New Commercial Building	Attention, Recent, Pending	Unpaid Fees Failed Reviews

2. From the Plan details, navigate to the **Available Actions** or the **Fees** sections to pay fees.

3. Select the **Fees** tab, note the red dot on the Fees tab (action required). Additionally, under **Available Actions** section, there is a **Pay Now** option and under the **Fees** section there is an **Add to Cart** option. Applicants can use either option to pay invoices. Click the Pay Now button.

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
CPPU - BLD [Commercial] Review Fee	\$43.00	\$43.00	CRBC-2019-40111	Plan	

- From this screen you can review the invoice information and print the invoice using the Print icon at the top of invoice. When ready to pay, select the Pay Now option at the bottom of the screen.
- Select the payment method, eCheck or credit card, to make payment. Select Review Payment when completed.

Make A Payment - Payment Information - Missouri : Kansas City

Cart Information | Payment Information

Payment Information | Shopping Cart

Please select your Payment Method

Credit Card

eCheck

Check Type: Personal

Account Type: Checking

Name on Check: _____

Routing Number: _____

Confirm Routing Number: _____

Account Number: _____

Confirm Account Number: _____

Amount Due: \$ 43.00

Payment: \$ 43 . 00

Next Step: Review Payment

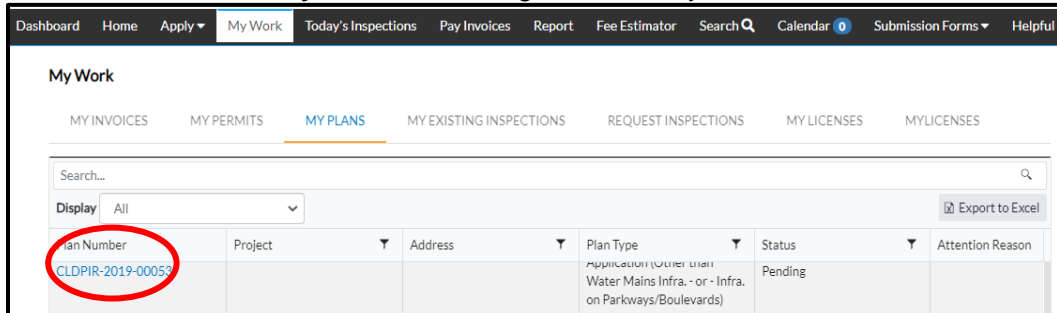
Cancel Transaction

EnerGov Payments	\$43.00
Subtotal	\$43.00
Projected Card Fee	\$1.11
Projected eCheck Fee	\$0.50

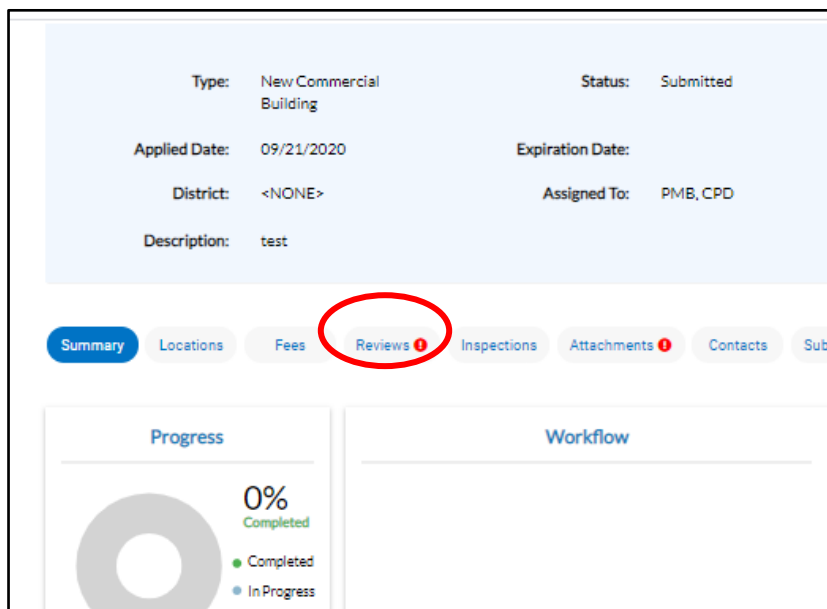
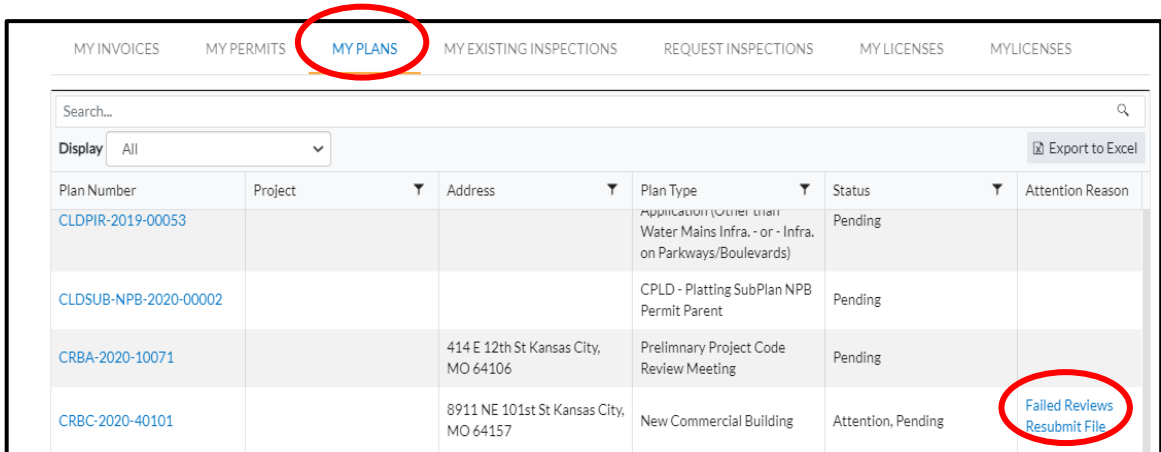
- Follow the on-screen instructions to complete the transaction before exiting.

Reviewing plan comments and Resubmitting Revised Plans - How to Upload Additional Documents

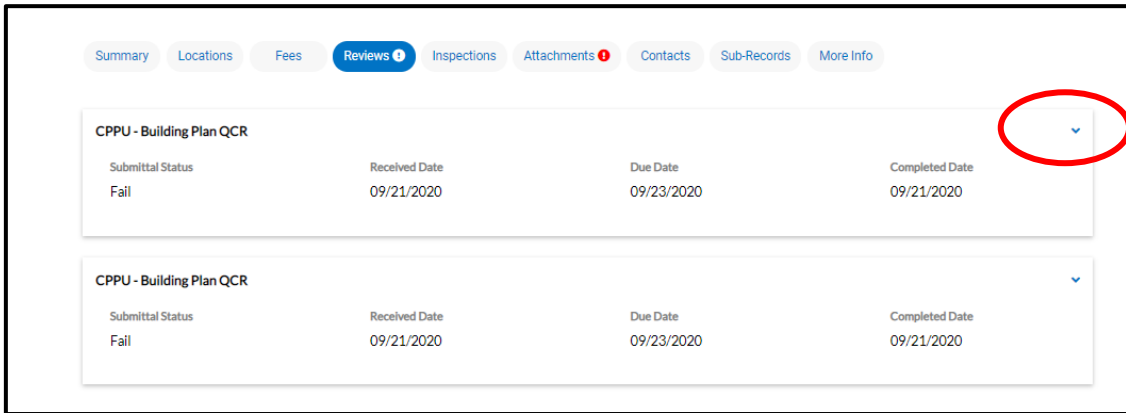
1. From the **Dashboard** or the **My Work** tab, navigate to the My Plans section.



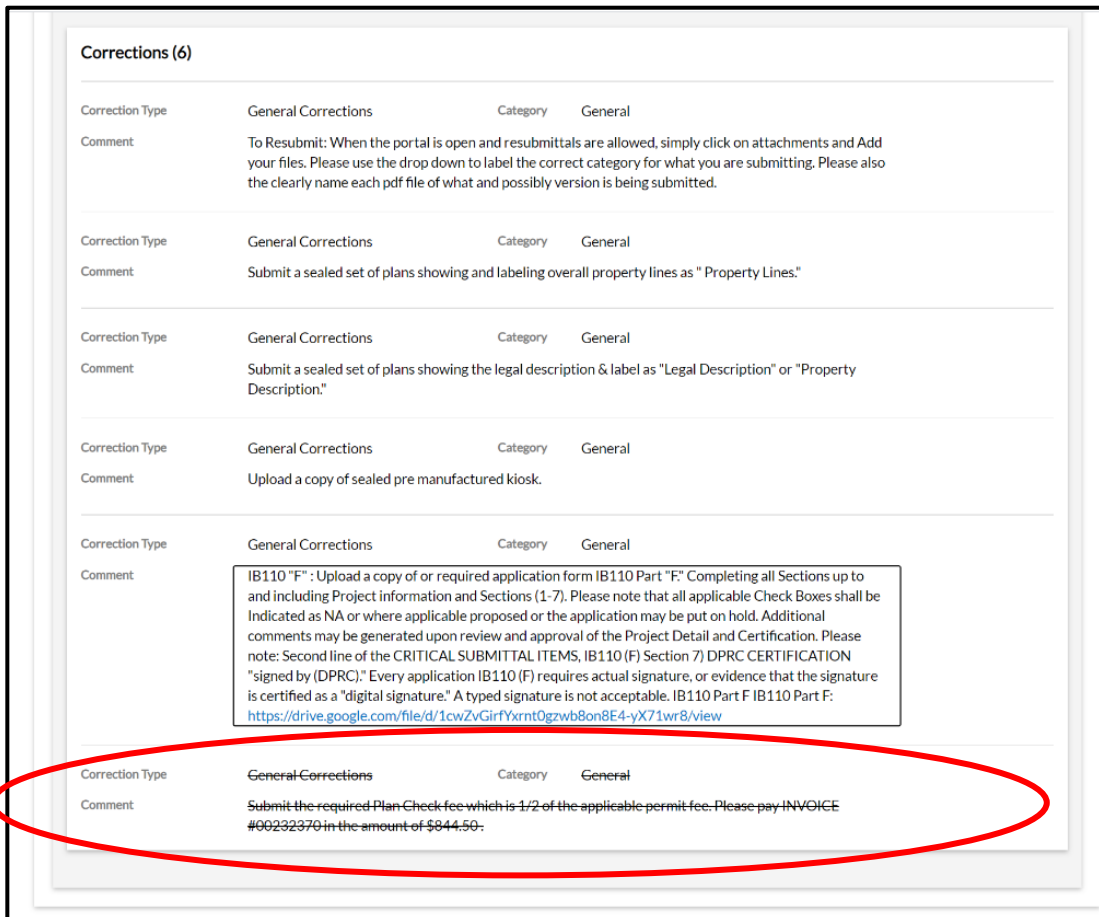
2. Locate plan number, select the **Failed Reviews** link under Attention Reason column to review plan comments. Additionally, plan review comments can be accessed from the details page by selecting the **Reviews** tab (the red dot means there are items that need attention on the case).



- Under each review, use the down arrow on the right to expand or close a comments section. Review all corrections and comments made by each reviewer. Items listed in the comments will need to be addressed in the resubmittal documents.

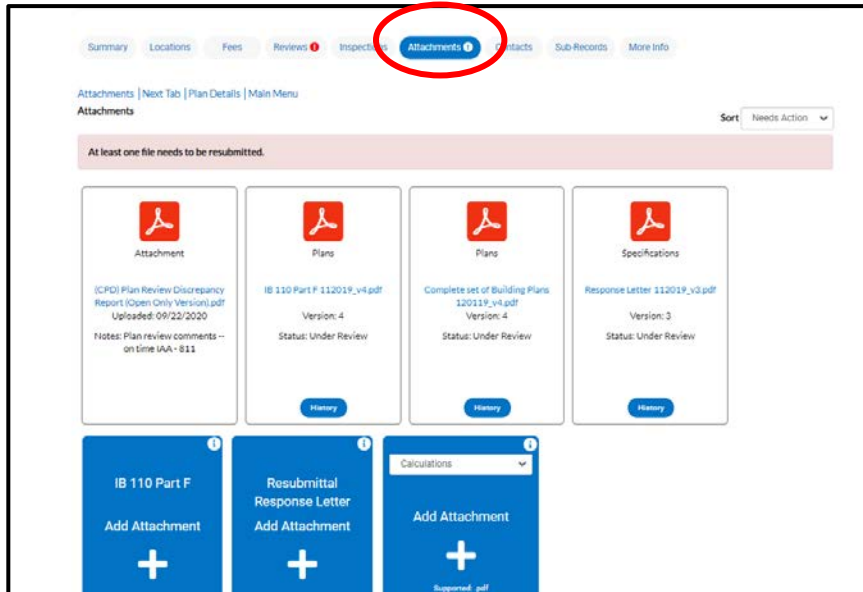


- Corrections will appear with type, category, and comments. If plans have been reviewed multiple times, the corrections that have been addressed will be lined out in the corrections tab (as shown at the bottom of screen below).



Address all corrections and complete the required resubmittal letter prior to resubmitting documents.

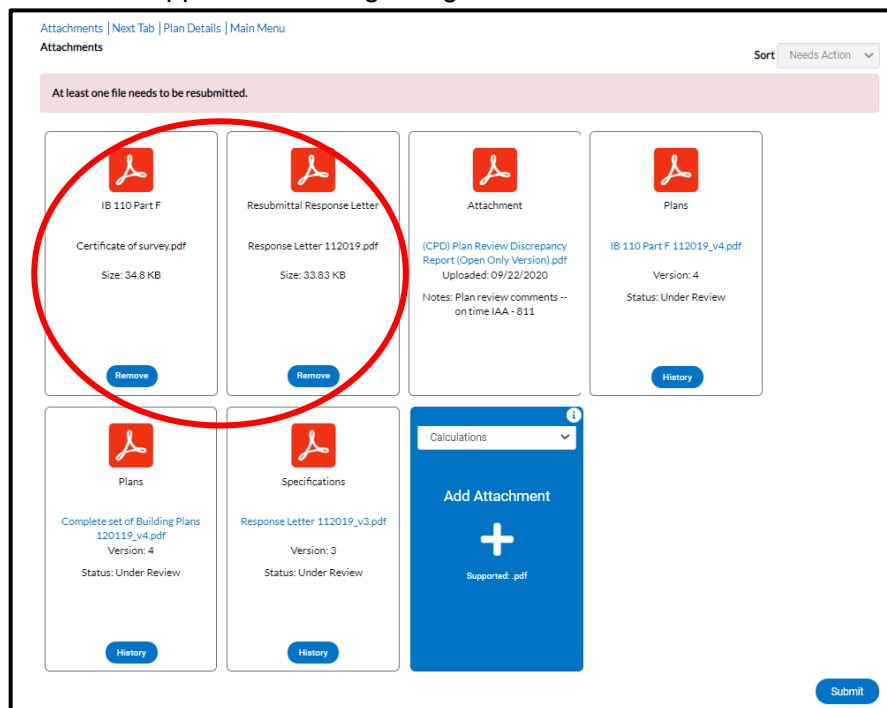
5. To attach documents to the case, navigate to the **Attachments** tab. All attachments previously submitted and the Plan Review Discrepancy report will appear.



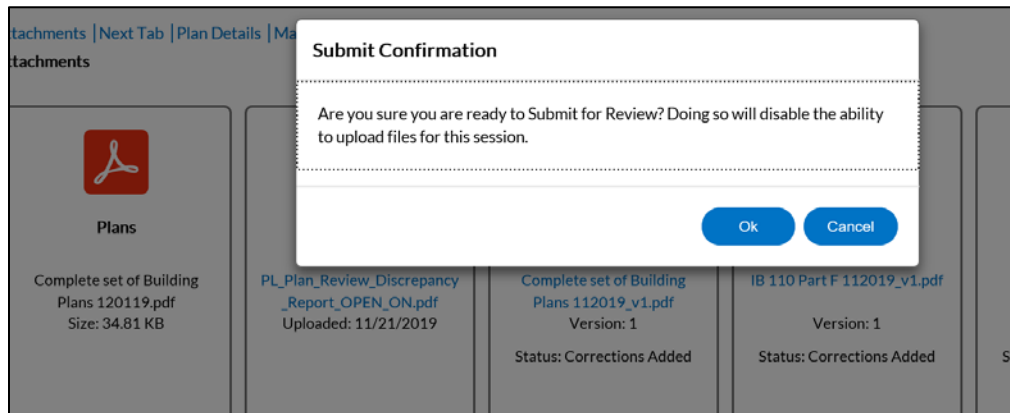
6. Select the drop-down to choose the type of the document you are attaching, then select **Add Attachment +** card to browse documents located on the applicant's computer.

Note: Do not change the name of documents when resubmitting, change the DATE to denote the document is a resubmittal.

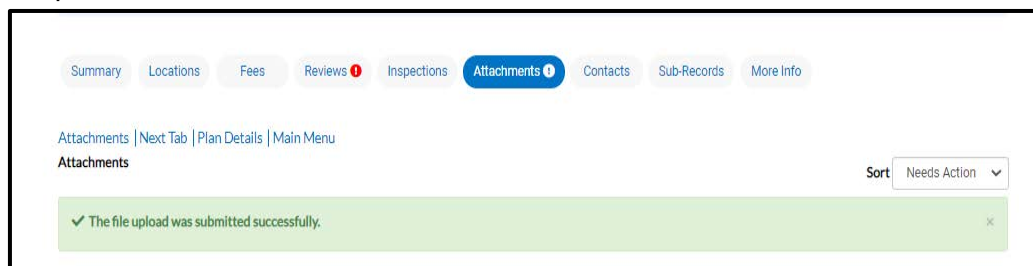
7. The new documents will appear at the beginning of the list of attachments.



- Upload additional documents as needed. When all documents are uploaded, select **Submit** at the bottom of the screen.
- A Submit confirmation screen will appear. If ready to submit, select **Ok**.
Note: Once submitted, the case will again be locked until the review is completed.



- If uploading is successful, you will receive the following message: A notification will be sent when review has been completed.



Approved Plans

Final stamped approved plans will be located under the **Attachments** tab.

Assistance

If you require technical assistance with The HUB Online Portal, select the **Site Issues** link at the bottom of the Home page to email detailed issues to the support team. You can also email the HUB Customer Center at CustomerCenter@laquintaca.gov.

