

November 2020
BUILDING DIVISION

GUIDE TO REGISTERING FOR ONLINE BUILDING PERMIT APPLICATIONS

DISCLAIMER: We are accepting MySurrey portal online applications for subdivision lots only. Existing lots that have not been subdivided (infills, demo/re-builds) cannot be accepted at this time. Visit surrey.ca/building to learn how to apply for demolition, infill and commercial permits.

Registering for Online Building Permit Applications:

To apply for building permits online, you will need an Access Code to use the system.

To receive your **Access Code** for the [MySurrey Portal](#), contact the Planning & Development Customer Service Counter Call Centre: **604-591-4086**.

You will be asked to provide the following information:

- First Name
- Last Name
- Organization Name (if applicable)
- Email Address
- Mailing Address
- Phone Numbers (Cellphone and Telephone)

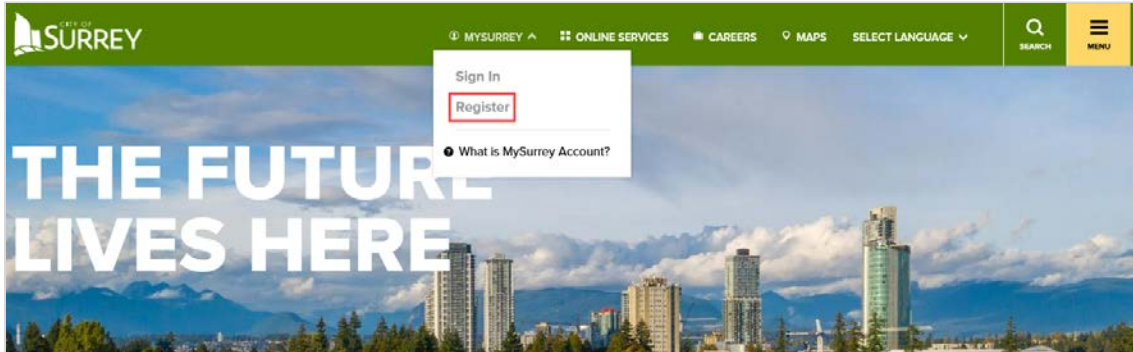
Once you have your access code, your MySurrey account can be created and connected as below.

Refer to the following pages for how to access your MySurrey Portal for the first time.

Note: Customers who have a Registered User Number for Building Inspection Requests will still need to contact the Planning & Development Customer Service Counter Call Centre to enable your account and receive an access code.

Accessing Your MySurrey Portal Account for the First Time

1. Go to surrey.ca and click on MySurrey at the top of the page. Click on Register.



2. The screen below will appear. Click **Sign Up**.

A screenshot of the 'MySurrey Account' registration form. The form is titled 'MySurrey Account' and has a close button (X) in the top right corner. It is divided into two sections: 'Sign In to an Existing Account' and 'Don't Have an Account?'. The 'Sign In' section includes fields for 'Email' (containing 'jsmith@surrey.ca') and 'Password' (with a 'Forgot password?' link), a 'Stay signed in' checkbox, and a 'Sign In' button. The 'Don't Have an Account?' section includes a description of the account benefits, a list of services (View and complete your transactions, Monitor your request activity details, Manage your News & Updates subscription), and a 'Sign Up' button. The 'Don't Have an Account?' section is highlighted with a red border.

3. This prompts another screen where personal information can be entered. Please note that most fields are mandatory.

4. The password below will be you login password going forward. Do **NOT** share your password with anyone.
5. Read the consent agreement box and check it. Once done, click **Sign Up**.

Create an Account ✕

First Name	Last Name
<input style="width: 100%;" type="text" value="Test"/> ✓	<input style="width: 100%;" type="text" value="User"/> ✓
Email	Phone Number - <i>Optional</i>
<input style="width: 100%;" type="text" value="[Redacted]"/> ✓	<input style="width: 100%;" type="text" value="604- 259-8914"/>
Password	
<input style="width: 100%;" type="password" value="....."/>	
Confirm Password	
<input style="width: 100%;" type="password" value="....."/> ✓	

By creating an account, I consent to the use of my personal information as described [here](#)

By clicking "Sign Up" I agree to the [Terms of Service](#).

6. Once you have clicked the Sign Up button, a verification link is sent to your email as shown below:

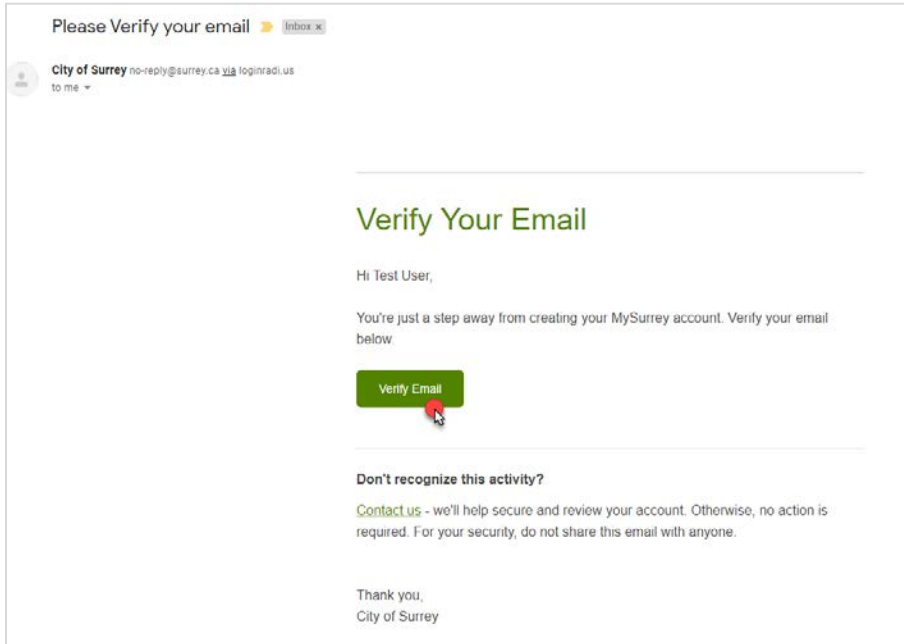
A verification link has been sent to your email. ✕

Check Your Email

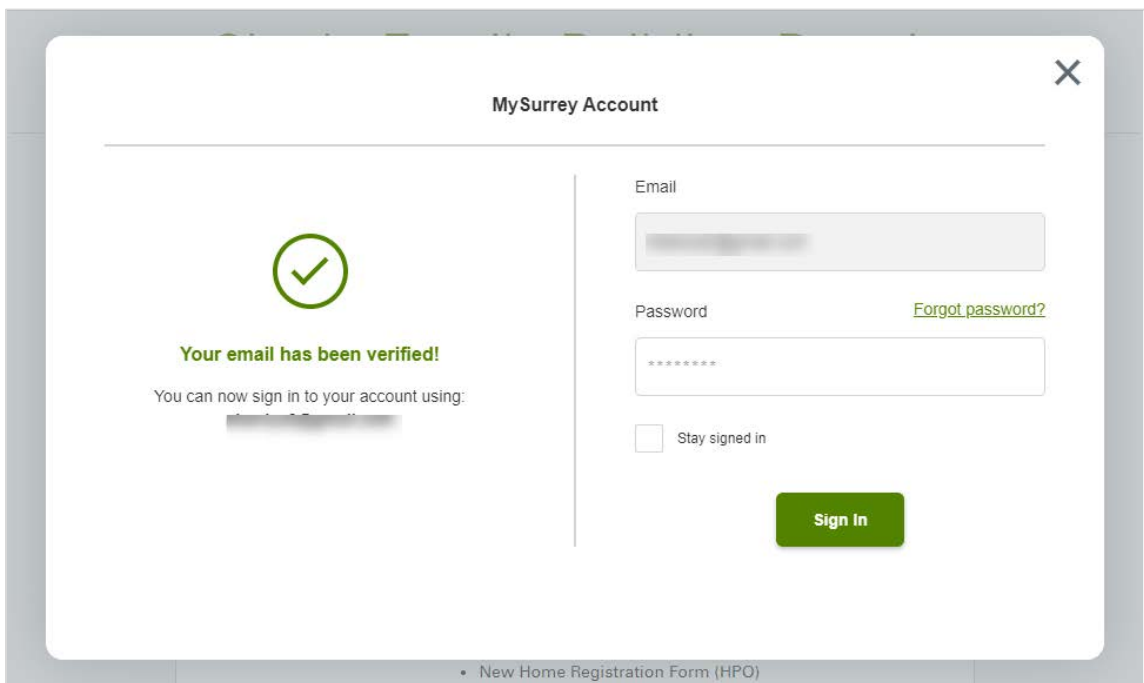
A verification link has been sent to your email. Open the link sent to:

[Resend Verification Link](#)

7. You will receive an email from City of Surrey for verification. If you do not see the email within a couple of minutes, check your spam and junk folders. Click **Verify Email** to continue the registration process.



8. By clicking **Verify Email**, you will be directed to the page below. Enter the Portal password (refer to steps 4 and 5).



9. A one-time **Registration** screen (see below) will prompt you to enter the **Access Code** provided by City of Surrey staff. Click **Submit**.

✕

Access Code

To use the Single Family Dwelling Permit service, you need an access code. If you do not have one or need more information, please [click here](#).

Enter Access Code

Submit

Congratulations – you are now able to apply for building permits online!

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