



CITY SERVICES AT YOUR FINGERTIPS



How to Apply for Permit Guide

COMPASS KC is a web portal where you can apply and search for permits, request inspections, search plans, code cases, and licenses, as well as pay fees online (more online options will be added as they become available). You can access the City of Kansas City's COMPASS KC web portal from kcmo.gov.

Though any person may access public information in COMPASS KC, bona fide 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 COMPASS KC, 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 such as a tablet or smartphone.

Current COMPASS KC Guides

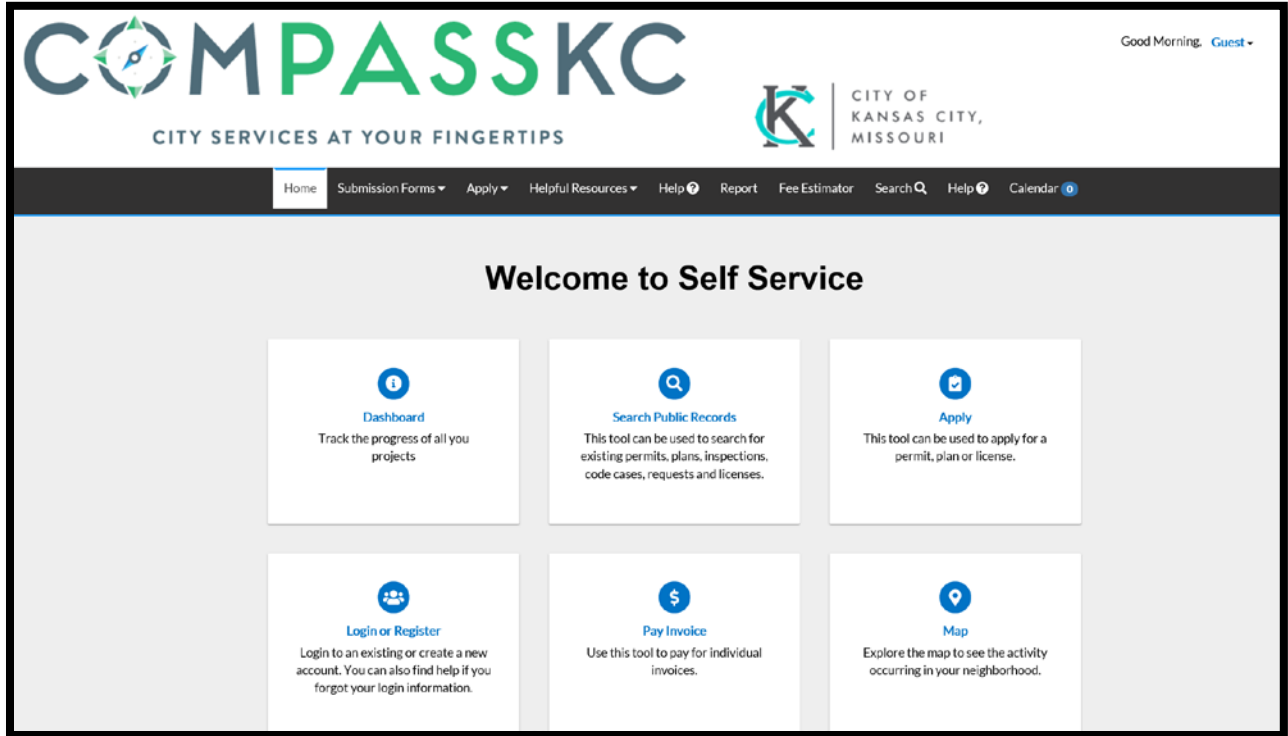
<https://www.kcmo.gov/city-hall/departments/city-planning-development/compass-kc-the-new-permitting-system>

- **Inspection Requests & Status:** Inspections may be requested online (**not all departments offer this option at this time. If the option does not appear contact the specific department for clarification**), 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:** Any customer who has created an account may apply for building, burn, special event, etc. as well as pay for permit fees online. Pay fees online for permits.
- **How to Submit Plans:** Customers will submit electronic plans. Check on status, review comments, resubmit plan revisions, pay fees online for plans.
- **How to Register:** Customers can establish an account to complete online applications.
- **How to Search:** Search existing permits, plans, code cases, inspections.
- **Licensing module:** Coming Soon

[Already a Registered Compass User - Skip to Page 5 for instructions to Apply for a Permit.](#)

COMPASS KC Home

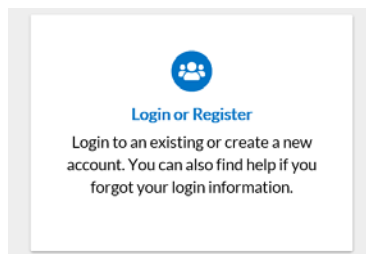
There is no fee for this online service.



Setting Up Your Account

For a full range of services, it will be necessary to set up an account. (see Registration guide for detailed instructions)

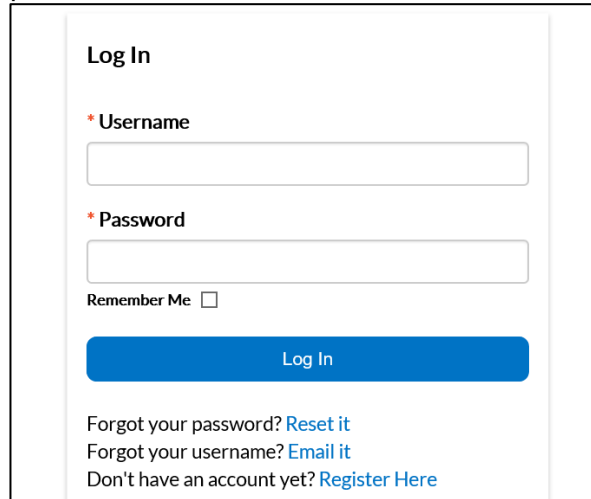
Log in to COMPASS KC



1. Enter your **username** and **password**.
2. Mark the **Remember me** checkbox to have the system remember your credentials.
3. Click **Log In**.

Recover Log in credentials

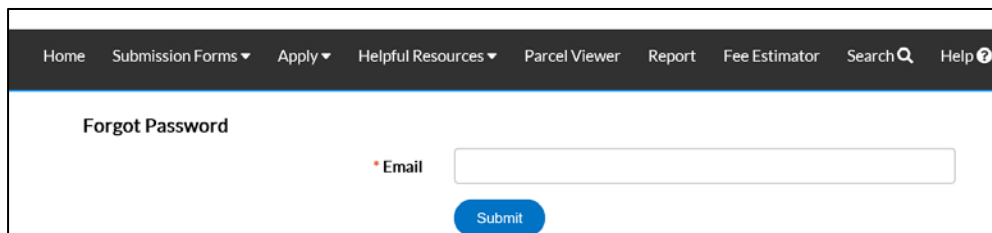
1. Select the **Log in** option on the **Home** screen.



The screenshot shows a 'Log In' form with the following elements:

- Title: **Log In**
- Field: *** Username** (text input)
- Field: *** Password** (text input)
- Field: **Remember Me** (checkbox)
- Button: **Log In** (blue)
- Links: [Forgot your password? Reset it](#), [Forgot your username? Email it](#), [Don't have an account yet? Register Here](#)

2. Select “**Forgot Your Password? Or Forgot your username?**”.
3. This page will be redirected to a Forgot Password/Username screen.

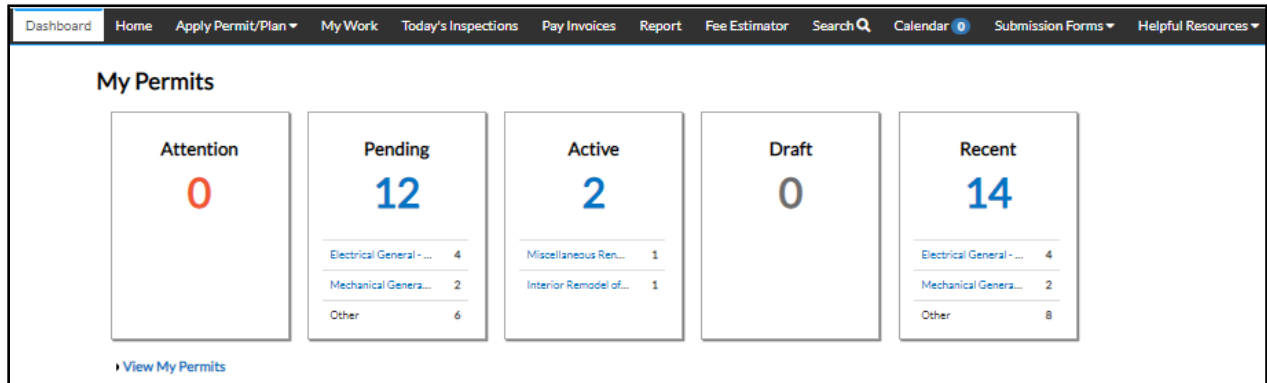


The screenshot shows the 'Forgot Password' screen with the following elements:

- Navigation bar: Home, Submission Forms, Apply, Helpful Resources, Parcel Viewer, Report, Fee Estimator, Search, Help
- Title: **Forgot Password**
- Field: *** Email** (text input)
- Button: **Submit** (blue)

4. Enter your account email address.
5. Click **Submit**.
6. An email will be sent to the address that was given.
7. Open the email and click **Reset**.
8. You will be redirected to a COMPASS KC window where a new password or username can be entered and confirmed.

Dashboard

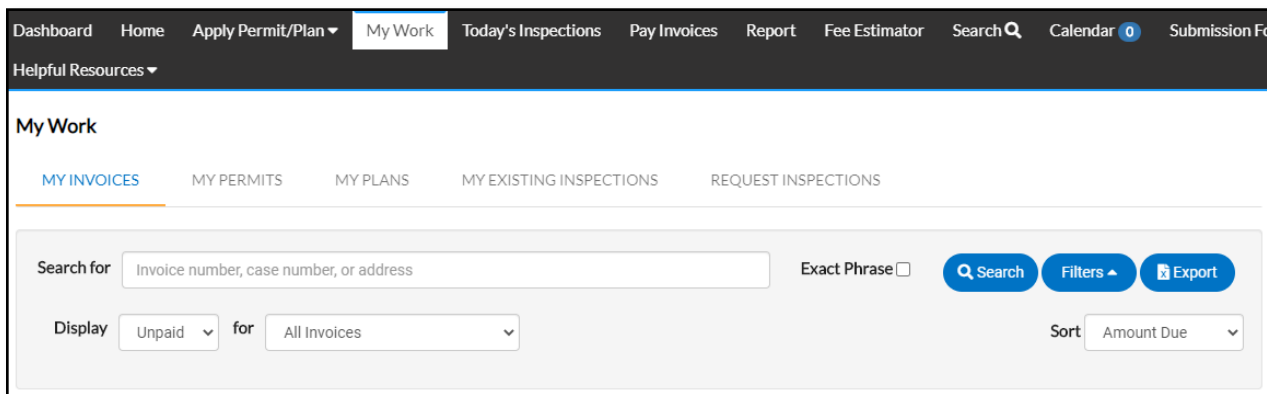


COMPASS KC provides the ability for users to see a visual representation of aggregated data on the dashboard. Users can see data for permits, plans, inspections, and invoices. Users can click on the icons to access projects/case information. The dashboard and the My Work sections displays data that is contextual to the logged in user.

Navigation of the dashboard icons:

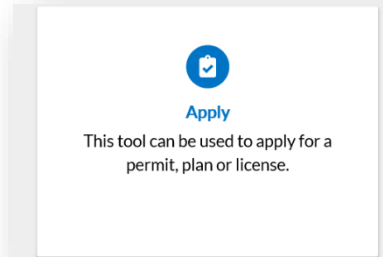
1. Click **Attention** icon to view listing of cases that require additional action.
2. Click **Pending** icon to view listing of cases that require additional action or that are under review.
3. Click **Active** icon to view listing of cases that are in active status.
4. Click **Draft** icon to view saved applications in draft status.
5. Click **Recent** icon to view the cases that have been recently applied for.
6. Click **View My Permits** to view a list of the corresponding Permits. Each case will list Type and status. To view detail on a specific case, click on the corresponding number on the left-hand side of screen.

Case information can be accessed directly under the My Work tab:







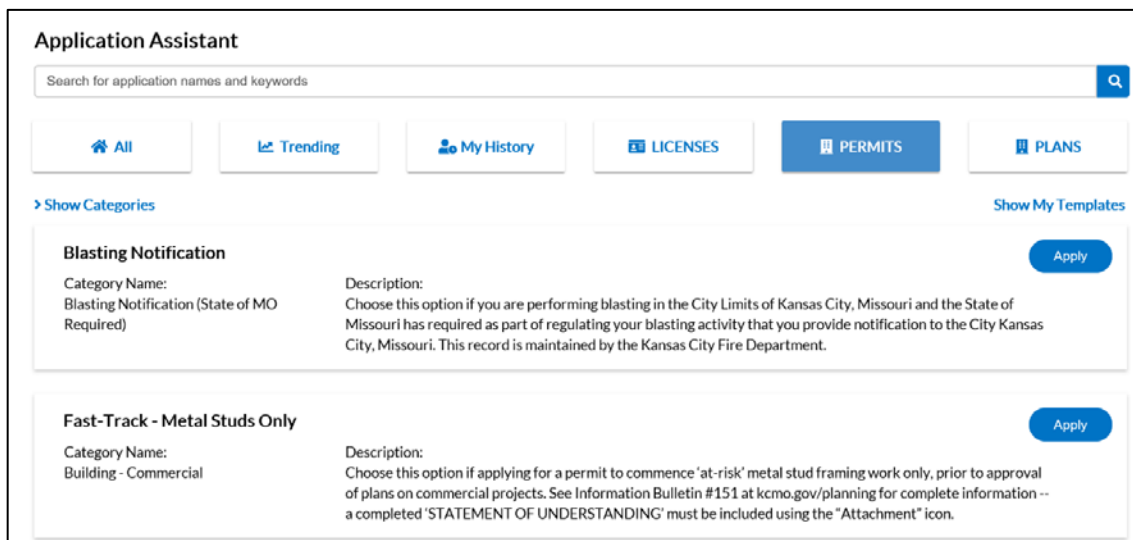
Applying for a Permit

1. Registered users will click **Apply** menu to see available application types.



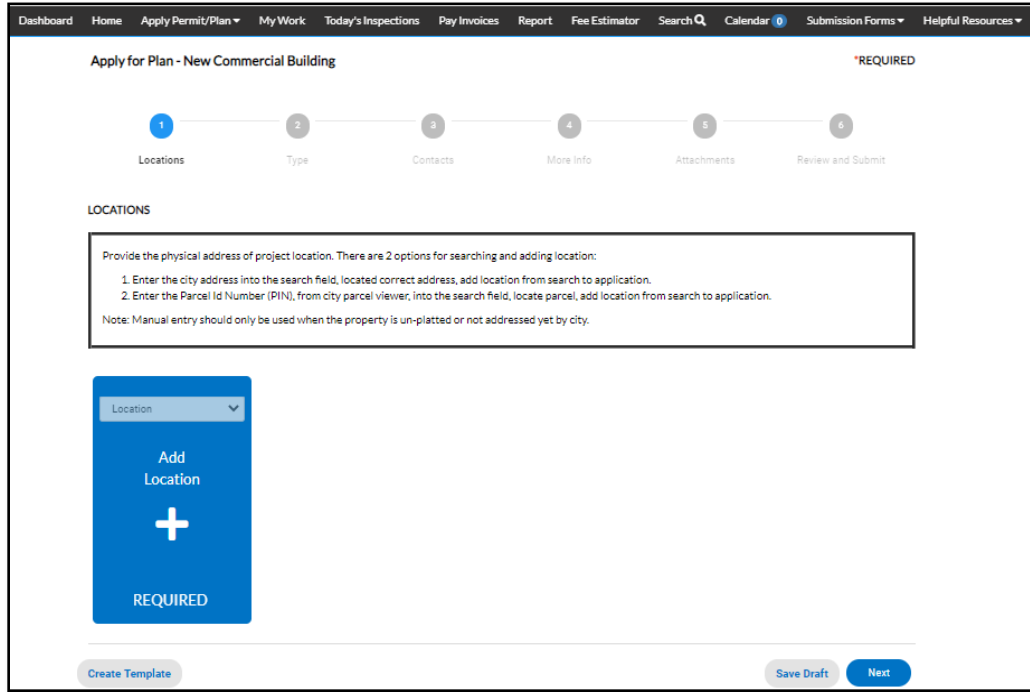
The Application Assist screen will appear(below). To search for the types of permits applications there are multiple options:

- Type the name of the application in the search for application names and keywords and select search 
- Select the Permits tab  to view full list of all applications types. Scroll through options and click Apply  next to the desired application.
- Scroll through all applications types either by using the "All" tab or by selecting Show Categories option  (located under the tabs).
- Trending tab lists the top applications throughout the City.
- My History tab displays application types applied for by logged in applicant.



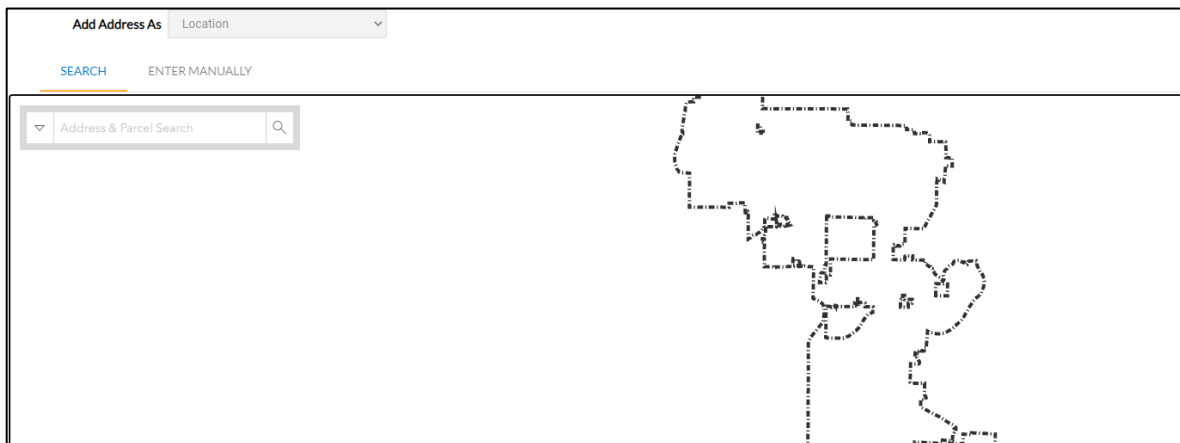
Note to begin application select the Apply icon to the right of the application type.

- The **Apply for Permit** screen will open, **Type** of application chosen will default at the top of screen. (*) denotes Required field for the application type. An application progress bar is located under the application type. Additional instructions provided on adding locations in text box above icon.

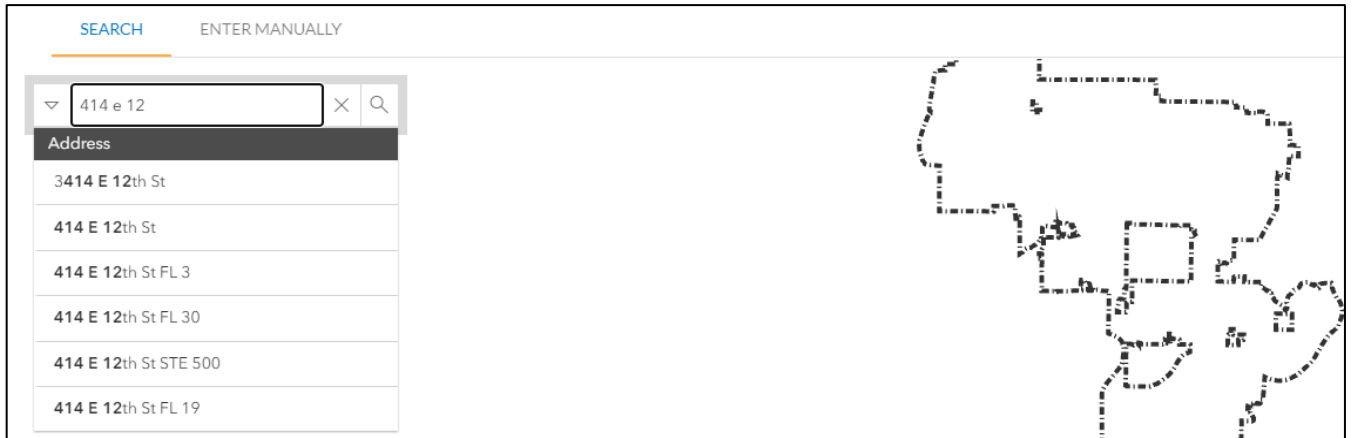


- Add Location:** Select on the **+** in the center of the **Add Location** card. The **Add Location** screen will appear.
- Enter the full address and click **on** the magnifying glass.

Tip: When entering the address, do not use periods. Write E instead of East, and St instead of Street. Please include "th", "nd" and "rd" to the end of numbered streets. Example: 123 NE Maple Ave or 508 W 23rd Rd.



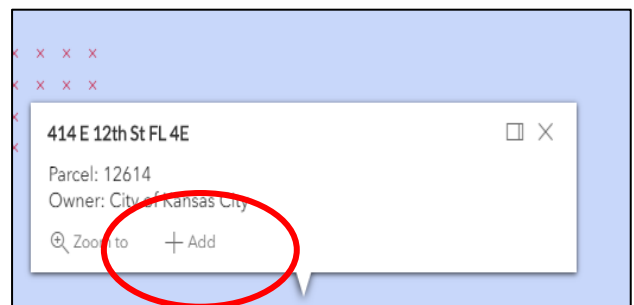
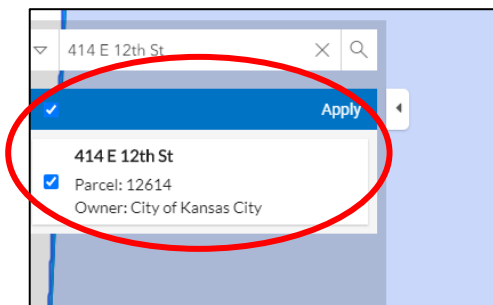
5. A list of addresses containing the search criteria will appear below the search field.



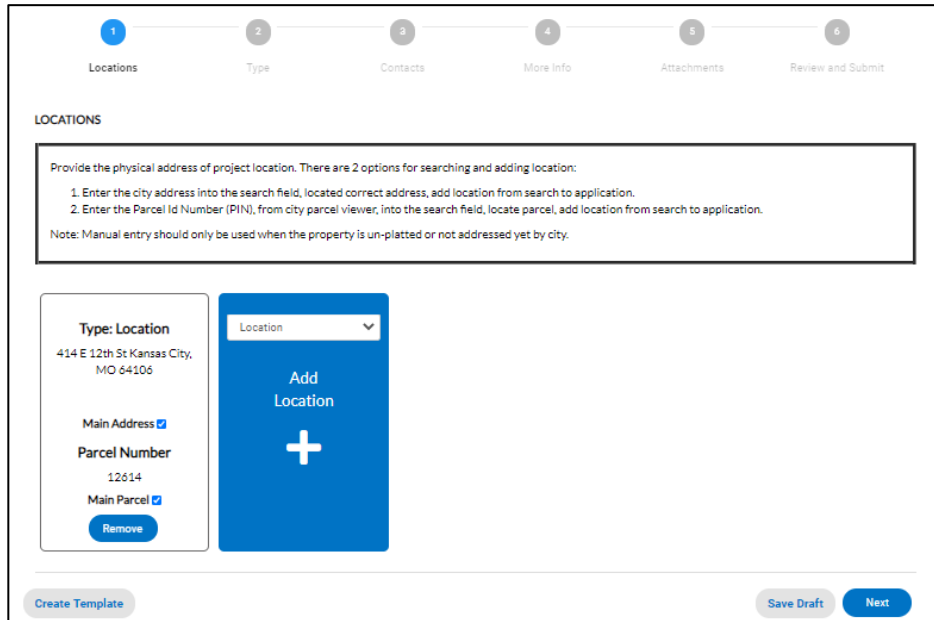
6. Select the address to add to the application. The map (on right) will zoom to the location.



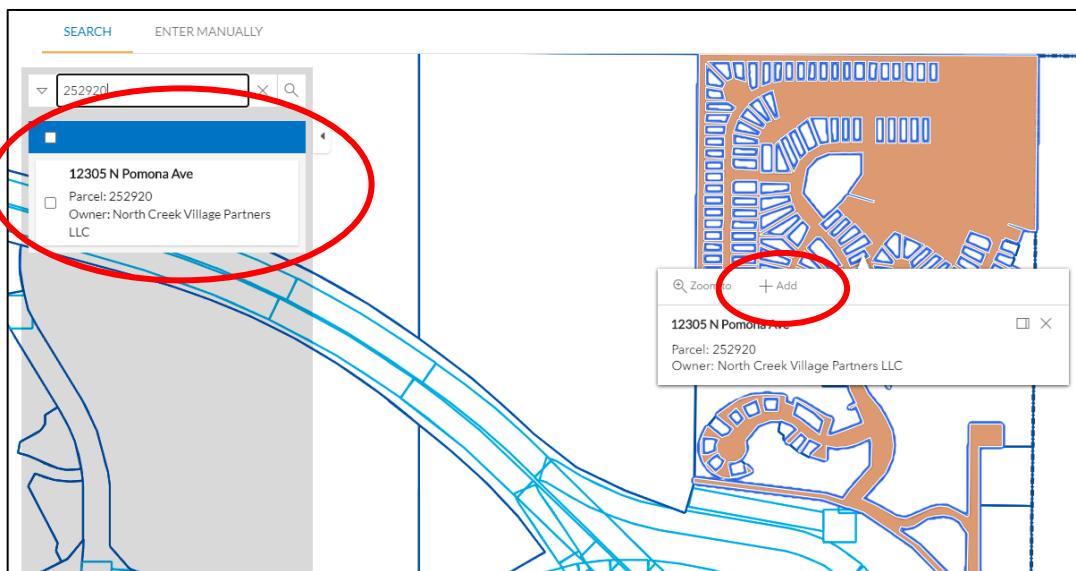
7. Select the box to the left of correct address and select **Apply** in the upper left-hand corner **OR** select the **+ Add** option from the address information located on the map.



8. Location will be attached to application. Select the **Next** option at the bottom of screen. If the wrong address was added select remove and then repeat the Add location process to add the correct address.

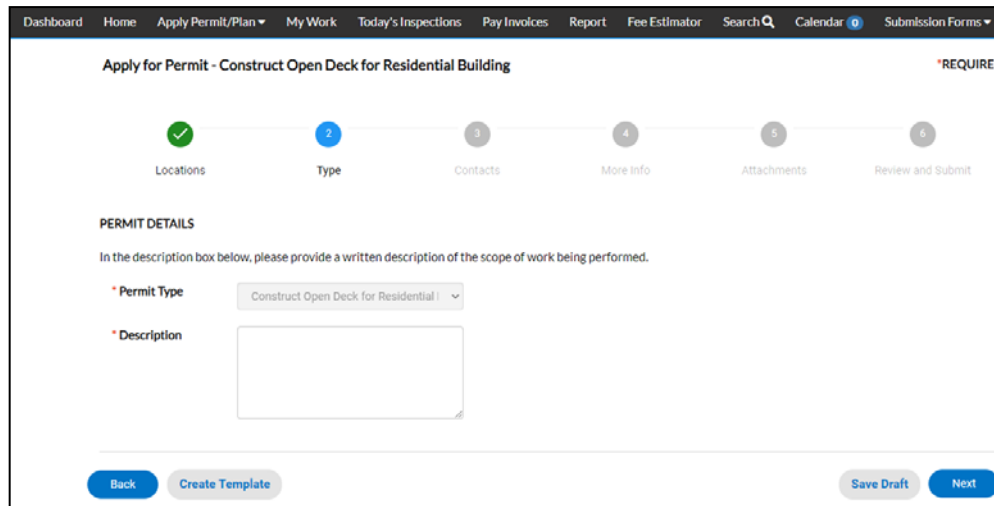


9. If a location address has not been assigned by City staff, OR if the application requires Parcel Identification Number (PIN) enter the PIN number into the search bar. *NOTE: City PIN's can be found by using the City's parcel viewer.*



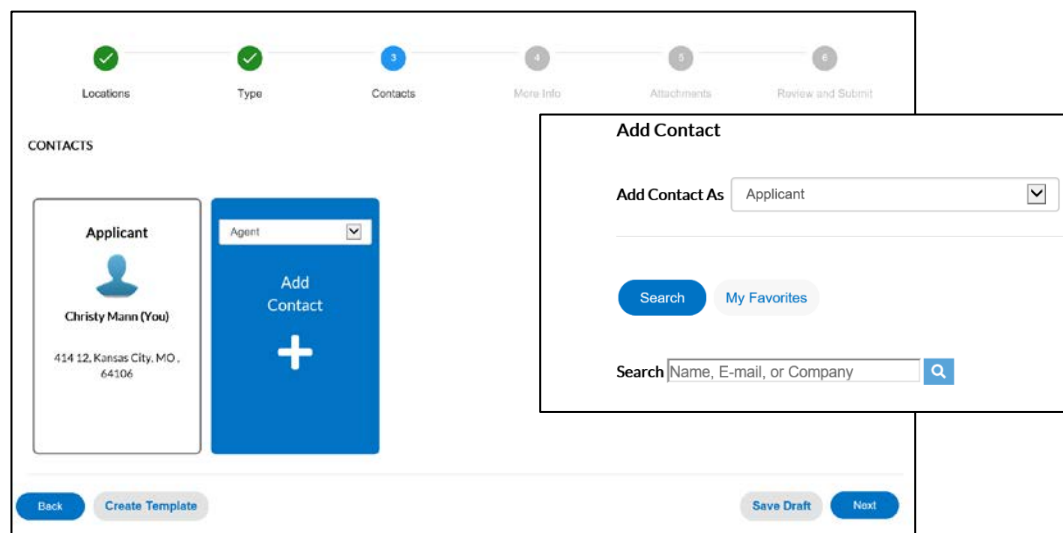
10. If Address is not located in using search function, choose **Enter Manually**. Add in the complete address for the location. The street number, street name, city and postal code are required. Select **Submit**. **Note: Manual entry should only be used when the property is un-platted or not addressed yet by city. Inaccurate addressing delays processing.**

11. **Description:** Enter a description of the work in this field. Select **Next** option at the bottom of screen.



12. **Contacts:** The registrant's contact information will default to the first Contact card listed. If there are additional contacts that need to be added to the Permit that is being applied for, select the **Add Contact +** icon. **Note:** frequently used contacts can be saved to **My Favorites**.

13. Choose from the dropdown box the contact type. In the search box, type in Name, Email, or Company name and click the magnifying glass to search the Contacts in COMPASS KC for an existing contact. If the person, email or company is an existing contact click **Add** to add the contact to the application. If contact does not exist in Contacts, have the contact register in Compass prior to adding to application.



14. If additional Contacts are **required** by application type, they must be added to move to the next step. After all contacts are added select the **Next** option at the bottom of screen.

15. The **More Information** page will appear. These fields are customized by the System Administrator. Supply information as requested for the application type you have selected. Required items are denoted in red fields. After all information for application is entered, select the **Next** option at the bottom of screen.

MORE INFO

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

Please review each item below and enter appropriate information. If you are not able to select a response that you feel best represents your situation, please contact us at (816) 513-1500. Thank you for applying online.

*Accept?

▼

Accept? is required.

I HEREBY CERTIFY THAT I AM THE AUTHORIZED AGENT OF THE PERMITTEE AND AFFIRM THE ABOVE STATEMENTS AS TRUE AND CORRECT, AND AGREE TO COMPLY WITH THE PROVISIONS OF THE KANSAS CITY BUILDING & REHABILITATION CODE AND OTHER APPLICABLE ORDINANCES AND LAWS. WHERE ASBESTOS-CONTAINING MATERIALS MAY BE PRESENT, THE UNDERSIGNED ACKNOWLEDGES RESPONSIBILITY TO COMPLY WITH ALL REQUIREMENTS OF ORDINANCE CHAPTER 8, AIR QUALITY. VERIFICATION OF AVAILABILITY OF UTILITY SERVICE IS THE RESPONSIBILITY OF THE APPLICANT, AND MAY IMPACT FINAL APPROVAL OF THE PERMITTED WORK. NO COMBUSTIBLE CONSTRUCTION MAY OCCUR PRIOR TO THE AVAILABILITY OF FIRE HYDRANTS WITH WATER SUPPLY AS REQUIRED BY ORDINANCE CHAPTER 28, FIRE CODE. DEBRIS DISPOSAL SHALL BE IN ACCORDANCE WITH ORDINANCE CHAPTER 62. THIS PERMIT IS SUBJECT TO EXPIRATION IN ACCORDANCE WITH KCBRC SECTION 18-19. By clicking/selecting the "I Accept" in the "Accept?" box above and hitting "Finish" at the end of this submission process, I understand and agree that I am

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

1. Select the **Add Attachment +** card to browse documents located on applicant’s computer. **Please use unique names INCLUDING date for all attachments.** Repeat the steps, until all required documents are attached (Certain Permit types may have **required** documents that must be attached in order to save.)
2. Documents attached will appear in the **Attachment** field. Continue to add attachments by selecting Add Attachment for each attachment needed, select the **Next** option at the bottom of screen.

Apply for Permit - Construct Open Deck for Residential Building *REQUIRED

✔
Locations

✔
Type

✔
Contacts

✔
More Info

5
Attachments

6
Review and Submit

Attachments

Provide ALL documents required for the associated permit. Please use descriptive and unique file names. For information on specific requirements, see INFORMATION BULLETIN 100 located at kcmo.gov/IB

click or drag files

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, docx, doc, xls, xlsx, text, docx, zip, csv, rtf, odt, ddt

Attachments

📄

Uploaded via CSS

Title report 112019.pdf
Size: 33.24 KB

Remove

click or drag files

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, docx, doc, xls, xlsx, text, docx, zip, csv, rtf, odt, ddt

17. **Review and Submit** screen will appear. Review all application information including the attachments before submitting application. Complete applications aid in approval turn arounds. If the application is complete select the **Submit** option

The screenshot shows a progress bar at the top with six steps: Locations, Type, Contacts, More Info, Attachments, and Review and Submit. The first five steps have green checkmarks, while the sixth step has a blue circle with the number '6'. A blue 'Submit' button is located to the right of the progress bar. Below the progress bar, there are three sections: 'Locations', 'Basic Info', and 'Contacts'. The 'Locations' section contains 'Location: 414 E 12th St 64106' and 'Parcel Number: 12614'. The 'Basic Info' section contains 'Type: Electrical Reconnect - Residential', 'Description: request reconnect of electrical service to house receiving upgraded electrical equipment.', and 'Applied Date: 11/20/2019'. The 'Contacts' section is currently empty.

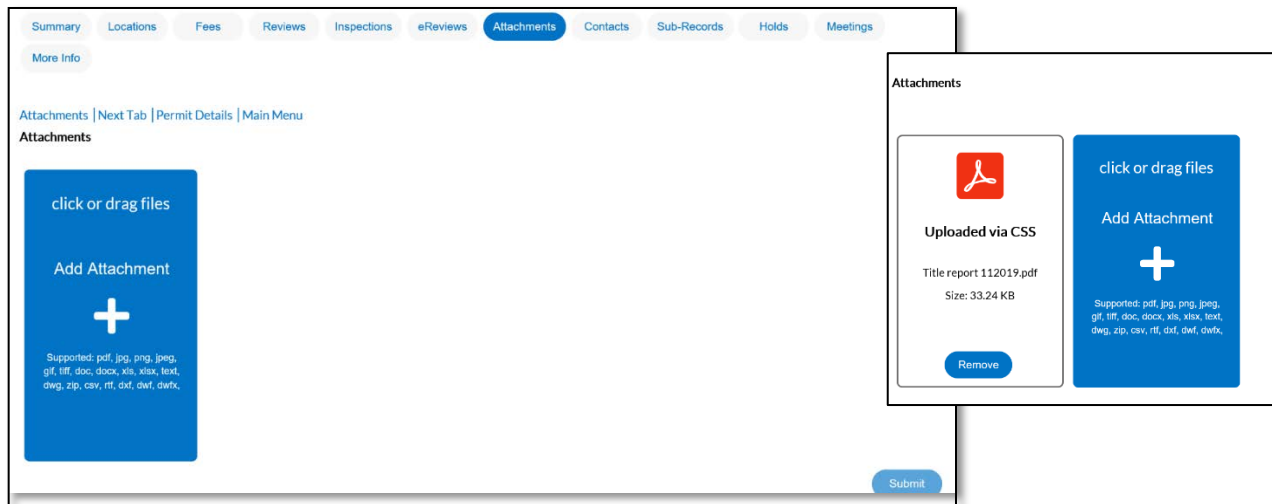
18. If the application is not complete select **Save Draft**: The citizen may click on the Draft status circle on the **Dashboard** to resume their Permit.

19. The application status notification will appear at the top of the screen. The system will automatically generate a Permit 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 direction on next steps in the process.

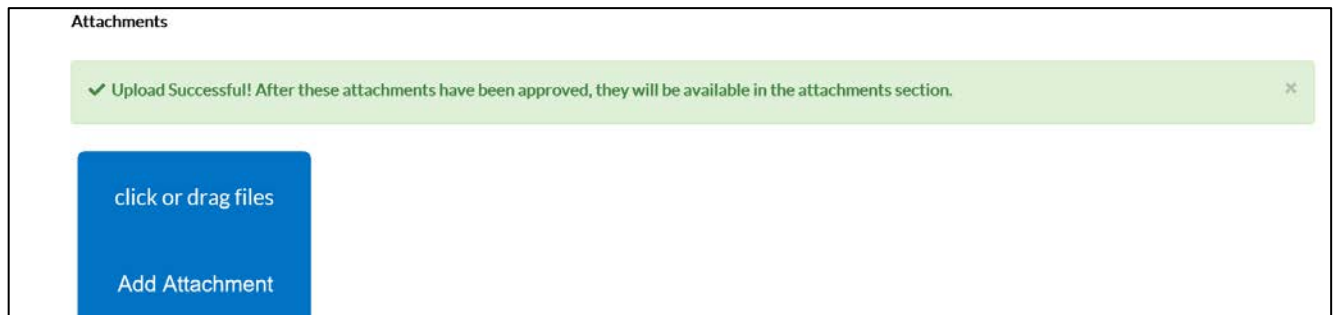
The screenshot shows a green notification banner at the top stating 'Your permit application was submitted successfully.' Below the banner, the permit number 'CPER-2019-01112' is displayed. A navigation bar contains tabs for Summary, Locations, Fees, Reviews, Inspections, eReviews, Attachments, Contacts, Sub-Records, Holds, and Meetings. The 'Summary' tab is highlighted with a red circle. Below the navigation bar, there are three main sections: Progress (0% Completed), Workflow, and Available Actions. The Progress section shows a donut chart with 0% completed and a legend for Completed, In Progress, and Not Started. The Workflow and Available Actions sections are currently empty.

How to Upload Additional Documents if requested

1. Log in to Compass KC with your credentials.
2. Locate the Permit number from dashboard. From the details page open the **Attachments** details tab. Click on the **Add Attachment +** card to browse documents located on applicant's computer. **Please use unique names INCLUDING date for all attachments.** The applicant may select to insert or drag files into the Add Attachment card. When all additional attachments are added select the submit option at the bottom of the screen.



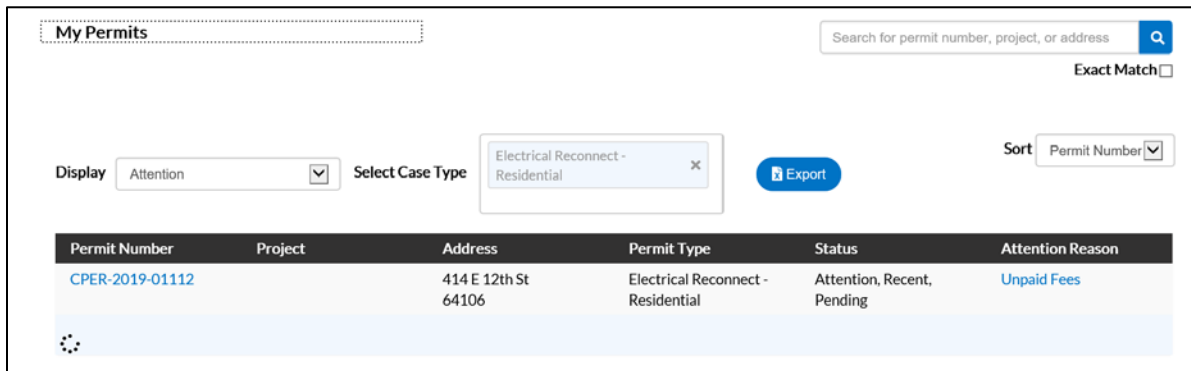
If uploaded is successful you will receive the following message:



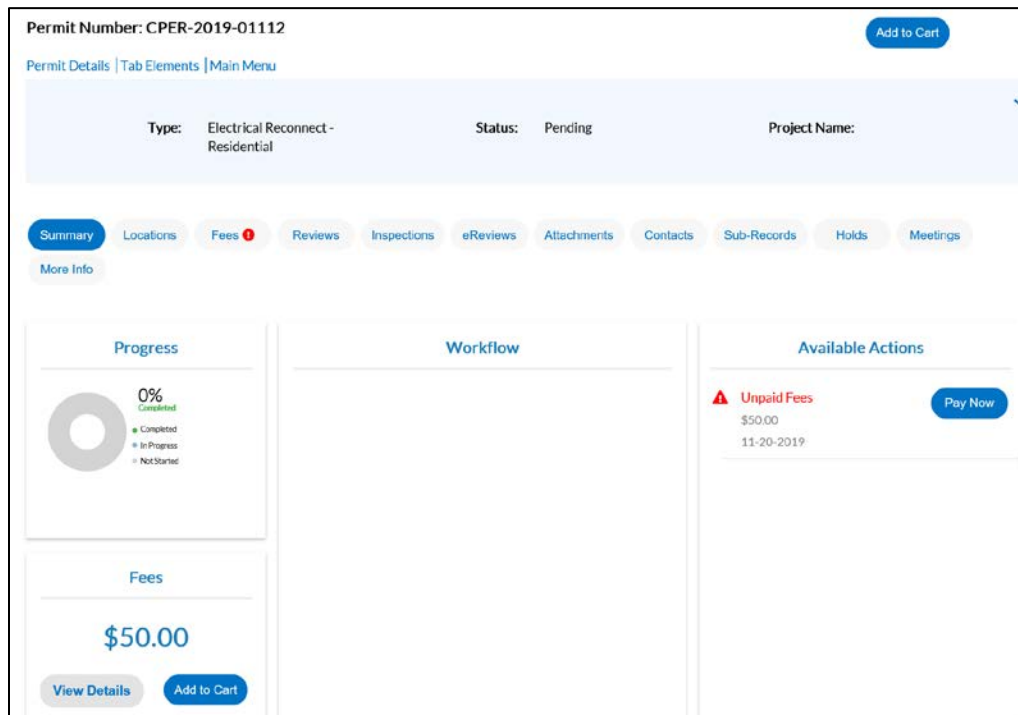
Paying Fees

To Pay Fees on a Permit the citizen will need to wait until the application submitted has been approved. The case manager will build invoice for fees and a notification is sent to the contacts on the case.


1. From the Dashboard Navigate into the Attention section of My Permits and select the permit requiring payment.



2. Click on the Permit Number to open the case details.



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

Invoice Number: 00168973 

Invoice Status: Due Invoice Date: 11/20/2019 Invoice Due Date: 11/20/2019

Invoice Total: \$50.00 Invoice Description: CPER-2019-01112

Primary Fees Misc Fees Payments Attachments Contacts

Primary Fees Sort: Fee Name ▾

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
CPPU - Electrical Reconnect Application Fee	\$50.00	\$50.00	CPER-2019-01112	Permit	

Results per page: 10 ▾ 1 - 1 of 1 << < 1 > >>

[Pay Now](#)


- From this screen you can review the invoice information, print invoice using the Print icon at the top of invoice. When ready to pay select Pay Now option at the bottom of the screen.

Make A Payment - Payment Information - Missouri : Kansas City

[Cart Information](#) [Payment Information](#)

[Payment Information](#) [Shopping Cart](#)

Please select your Payment Method


Credit Card 

Name on Card:

Card Number:

Expiration Month: 11 ▾


Expiration Year: 2019 ▾

Security Code: 

Card Postal Code:

Amount Due: \$ 50.00

Payment: \$ 50 .00

eCheck 

[Cancel Transaction](#)

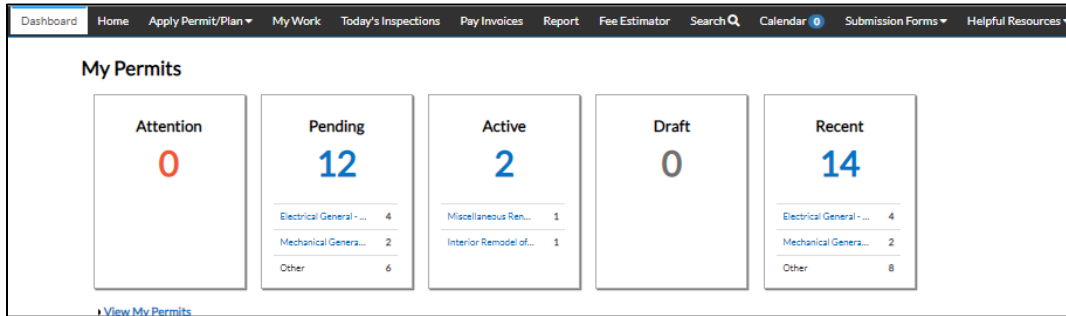
[Next Step: Review Payment](#)

- Select the payment method, eCheck or credit card, to make payment. Click the Review Payment option when completed.
- Follow on screen instruction to complete the transaction before exiting.

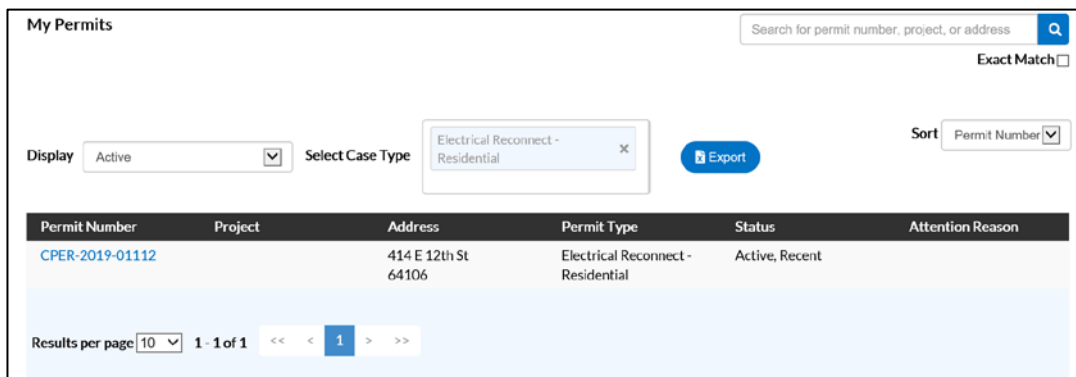
Printing Permits

After payment is received the case manager will attach the final permit and a notification is sent to the contacts on the case (this process happens overnight).

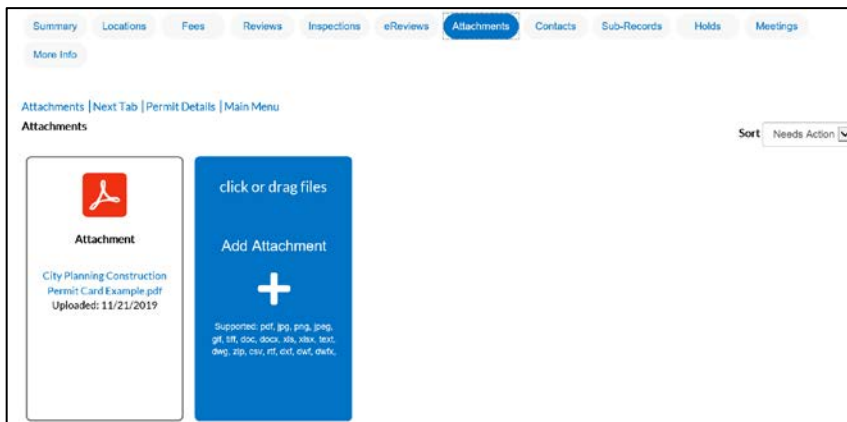
1. From the **Dashboard** Navigate into the **Active** section of My Permits and select the permit.



2. Select the Permit number to open the case details.



3. Select the **Attachments** tab, the Permit will be located here. Click on the attachment to open permit and print for posting at the work location.



Assistance

If you require assistance with COMPASS KC, send an email to compasskc@kcmo.org