



CITY SERVICES AT YOUR FINGERTIPS



How to Apply for Contractor Professional Certification License Guide

COMPASS KC is a web portal where you can apply for and search plans, request inspections, apply for and search permits, code cases, and licenses, as well as pay fees online. 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, account holders, such as contractors, developers, and owners, will have expanded access 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 plans, 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

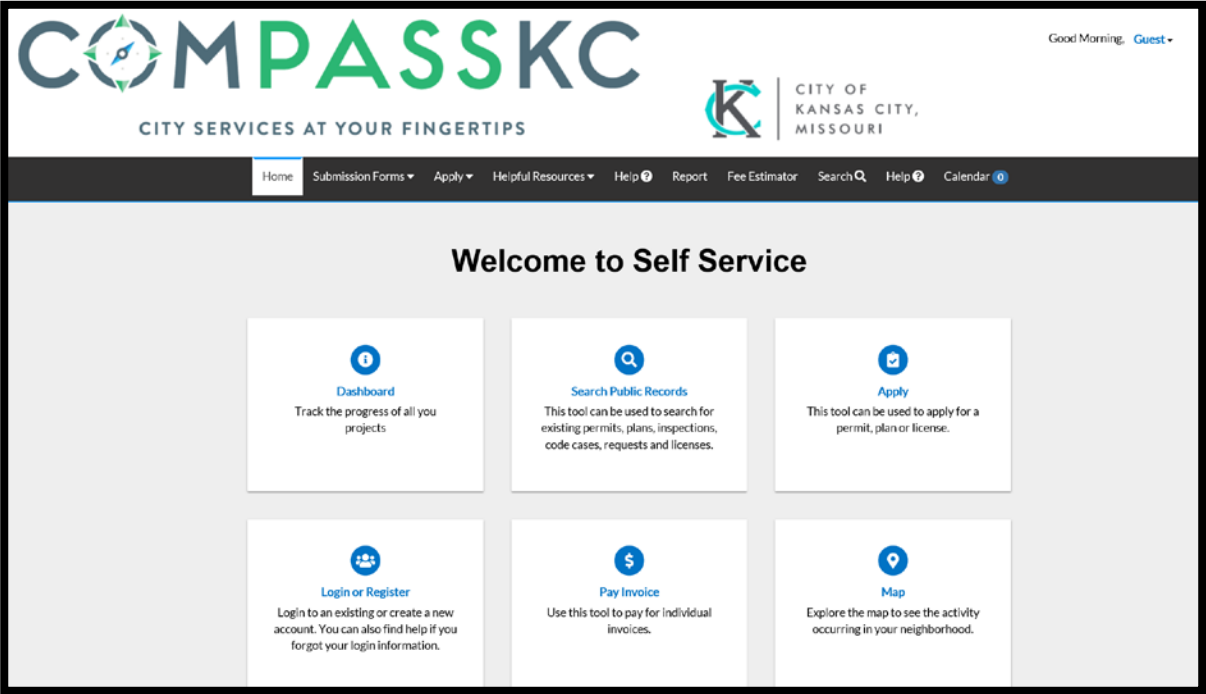
<https://www.kcmo.gov/city-hall/departments/city-planning-development/compass-kc-the-new-permitting-system>

- **Licensing module:** Customers can submit electronic applications and manage licenses required to perform work or business within the city.
- **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.

[Already a Registered Compass User - Skip to Page 5 for instructions to Submitting a Plan application.](#)

COMPASS KC Home

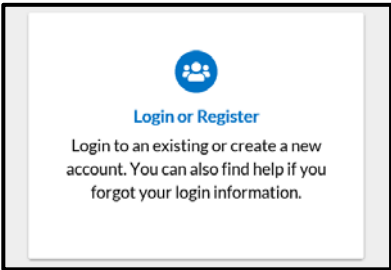
There is no fee for this online service.



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)

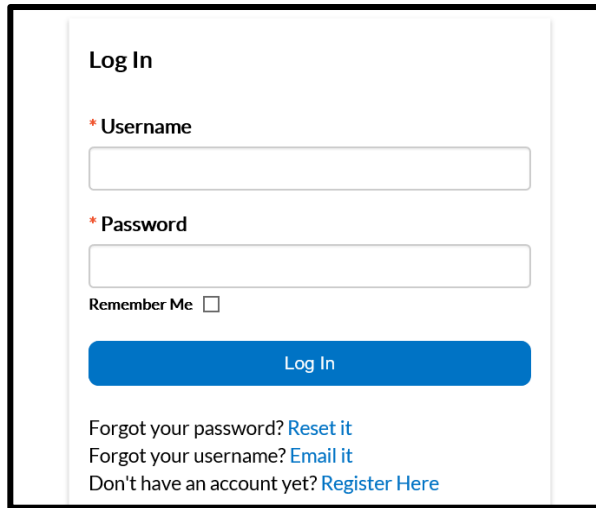
Log in to COMPASS KC



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

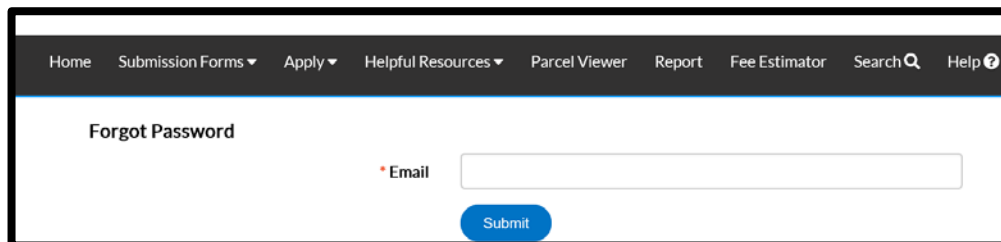
1. Select the **Log In** option on the **Home** screen.



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

- Title: **Log In**
- Field: *** Username** (text input)
- Field: *** Password** (password input)
- Checkbox: **Remember Me**
- 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' form 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

My Licenses

Expires in
999+
DAYS

Christy Mann
No. CLCQ-018272-2021
Type Demolition Supervis...

Expires in
999+
DAYS

Christy Mann
No. CLCQ-018269-2021
Type Journeyman Plumber

Draft
3

Demolition Contract... 1
Demolition Contract... 1
Mechanical Supervis... 1

[View My Licenses](#)

COMPASS KC provides the ability for users to see a visual representation of data on the dashboard. Users can see data for plans, inspections, invoices, and licenses. 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 for My Licenses:

1. **Active License** icons display current licenses including license number, type, and expiration status.
2. Click **Draft** icon to view saved applications placed in draft status.
3. Click **View My Licenses** to view a list of the corresponding Licenses. Each case will list Type and Status. To view detail on a specific license, select the corresponding number on the left-hand side of screen.

License information can also be accessed directly under the **My Work** tab:

Dashboard Home Apply **My Work** Today's Inspections Pay Invoices Report Fee Estimator Search Q Calendar Submission Forms Helpful Resources

My Work

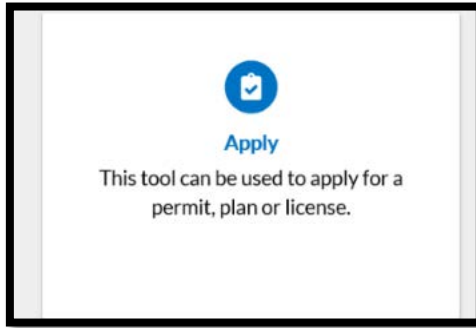
MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS **MY LICENSES** MYLICENSES

Search... Export to Excel

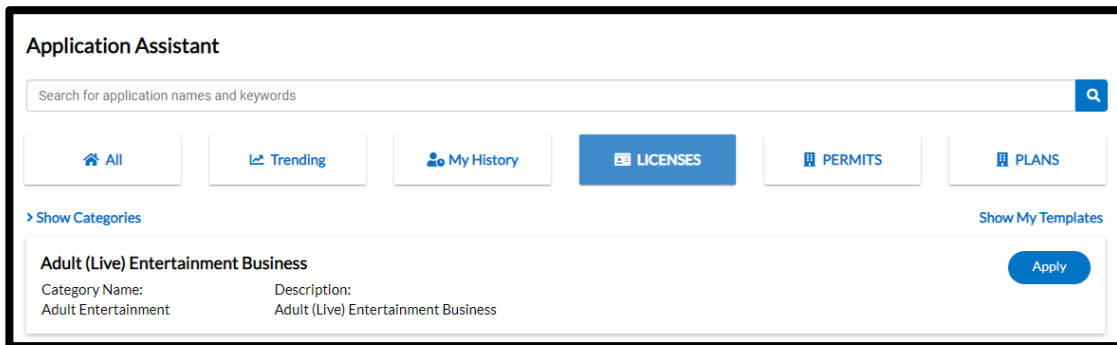
License Number	Renew	Name	DBA	Address	Status	Type	Applied
CLCQ-018266-2021		Christy Mann		414 E 12th St Kansas City, MO 64106	UNDER REVIEW	Residential Building Supervisor	03/16/2021
CLCQ-018269-2021		Christy Mann		414 E 12th St Kansas City, MO 64106	Active	Journeyman Plumber	03/22/2021
CLCQ-018272-2021		Christy Mann		414 E 12th St Kansas City, MO 64106	Active	Demolition Supervisor Class I	03/25/2021
CLCQ-018273-2021		Christy Mann		414 E 12th St Kansas City, MO 64106	NEW APPLICANT	Electrical Supervisor	03/25/2021




Submitting a Contractor Professional License Application

1. Registered users will log into personal Compass KC account and from the home screen select the **Apply** icon to view available application types. **Note: The Qualified Individual must be the logged into Compass KC to apply for Professional Certifications.**

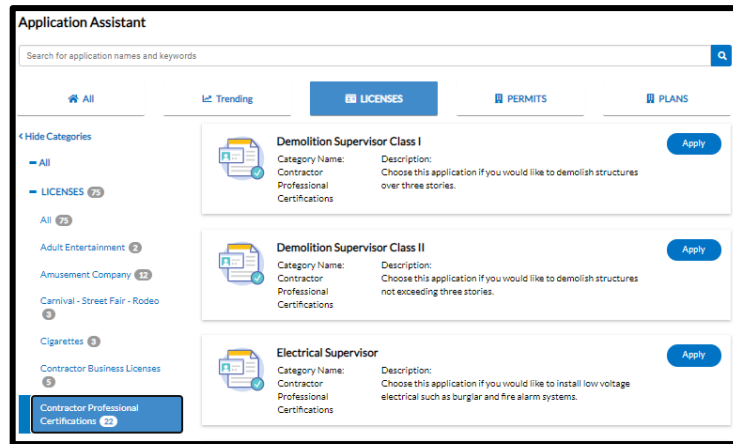


2. The Application Assist screen will appear (as shown below). To search for the types of License applications there are multiple options as outlined below:

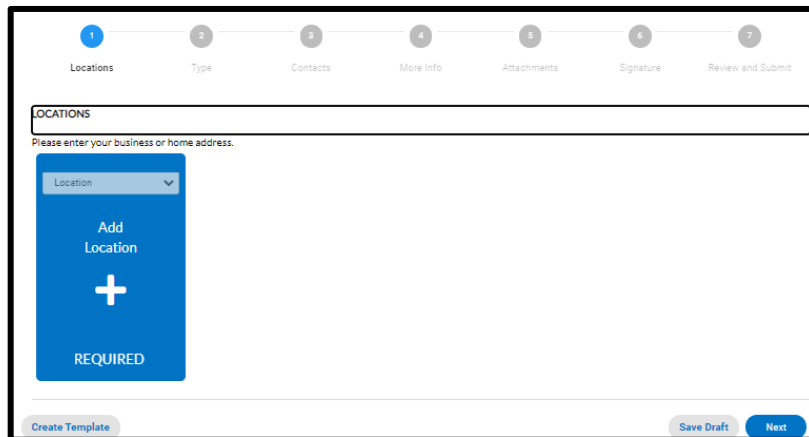


- Type the name of the application in the search for application names and keywords and select search 
- Select the Licenses tab  to view full list of all applications types. Scroll through options and click Apply  next to the desired application.
- Trending tab lists the top applications throughout the City.
- My History tab displays application types applied for by logged in applicant.

- Select Show Categories option [> Show Categories](#) (located under the tabs). This option will allow you to narrow results specific to the types of license categories. Select category on the left to view applications available.

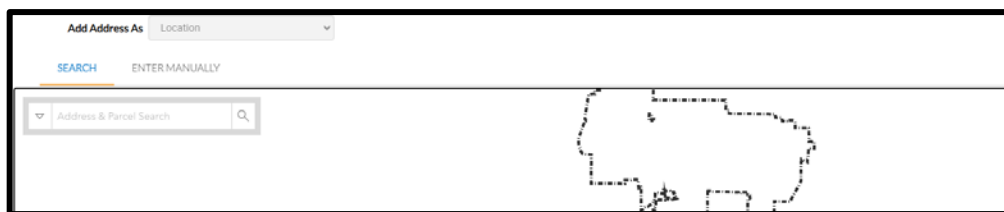


3. The **Locations** screen will open, the application progress bar is located under the application type. **Add Location:** Select on the **+** in the center of the **Add Location** card.



4. The **Add Address As** screen will appear. Enter the current address of the Qualified Individual. Enter the address in the search field and click on the magnifying glass to the right.

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.



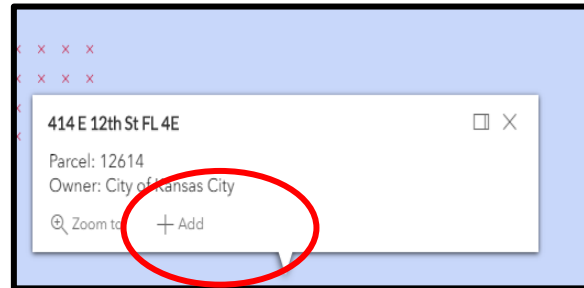
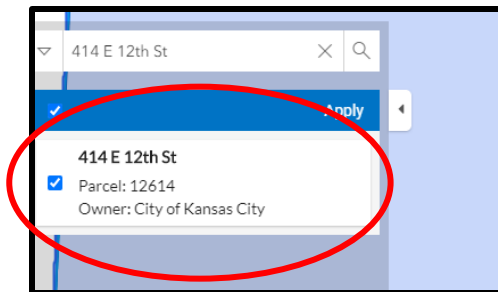
5. A list of addresses containing the search criteria will appear below the search field.



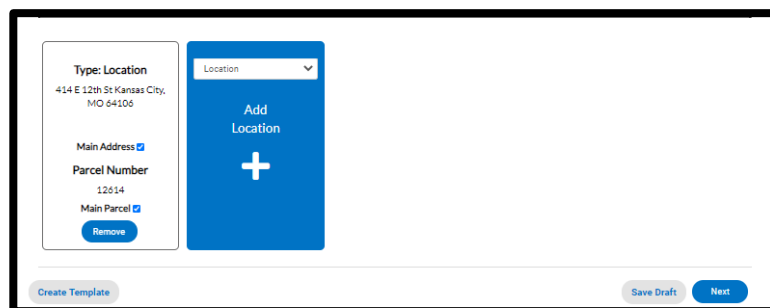
6. Select the address to add to the application. The map (on right) will zoom to the location.



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.

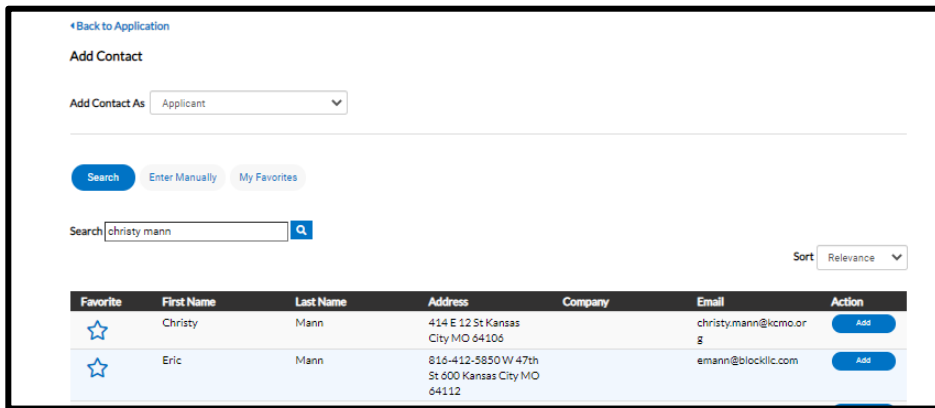


- License Details:** License Type and License Holder will default to details screen. Description field is not a required field however if additional information needs to be provided please provide in this field. Select the **Next** option at the bottom of screen.

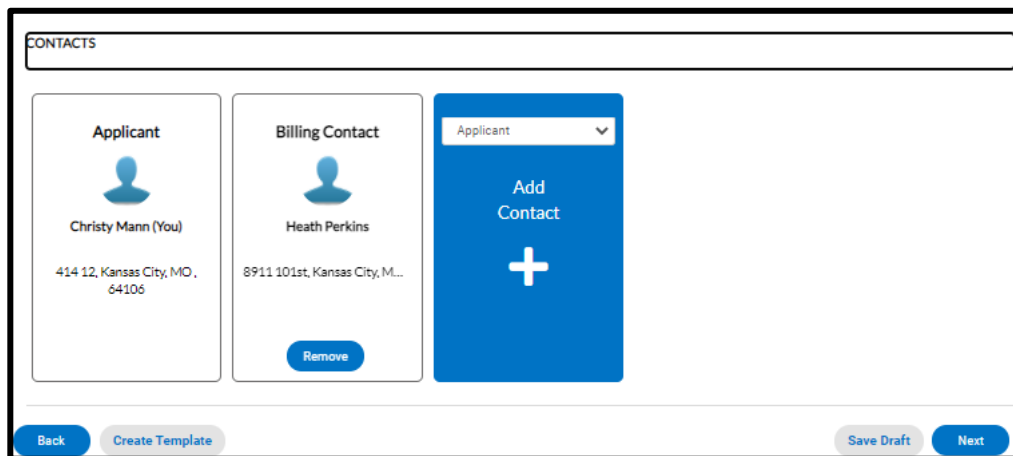
- The **Contact** screen will appear. The applicant (License Holder) will automatically default to the applicant applying for the license.

- To add additional contacts, choose from the **Add Contact As** dropdown box the contact type.
- In the search box, type in Name, Email, or Company name and select the magnifying glass to search the Contacts in COMPASS KC for an existing contact, click **Add** to add the contact to the application. *NOTE: If contact does not exist in Contacts, have the contact register in Compass.*

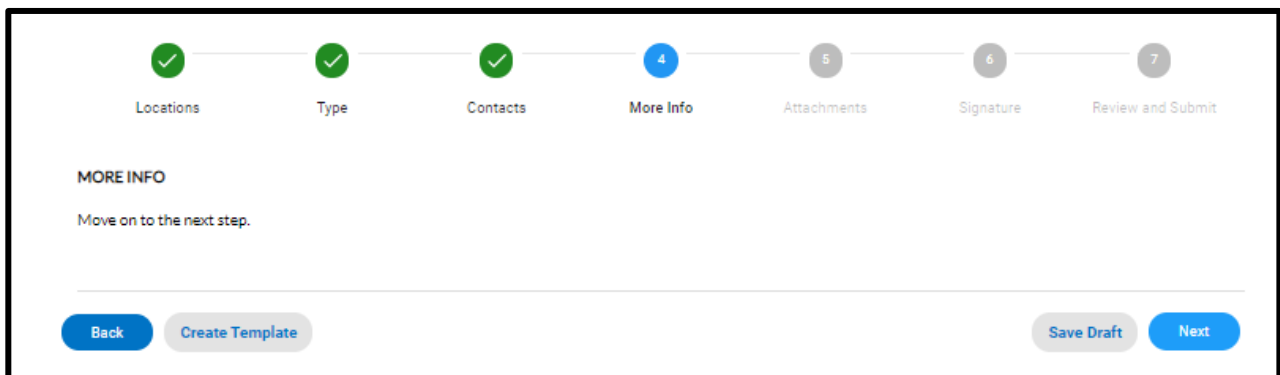
13. Search results will appear at the bottom of screen. To select the contact, click the Add icon to the right of contact name. Frequently used contacts can be saved to **My Favorites** by clicking on the star to the left of contact name.



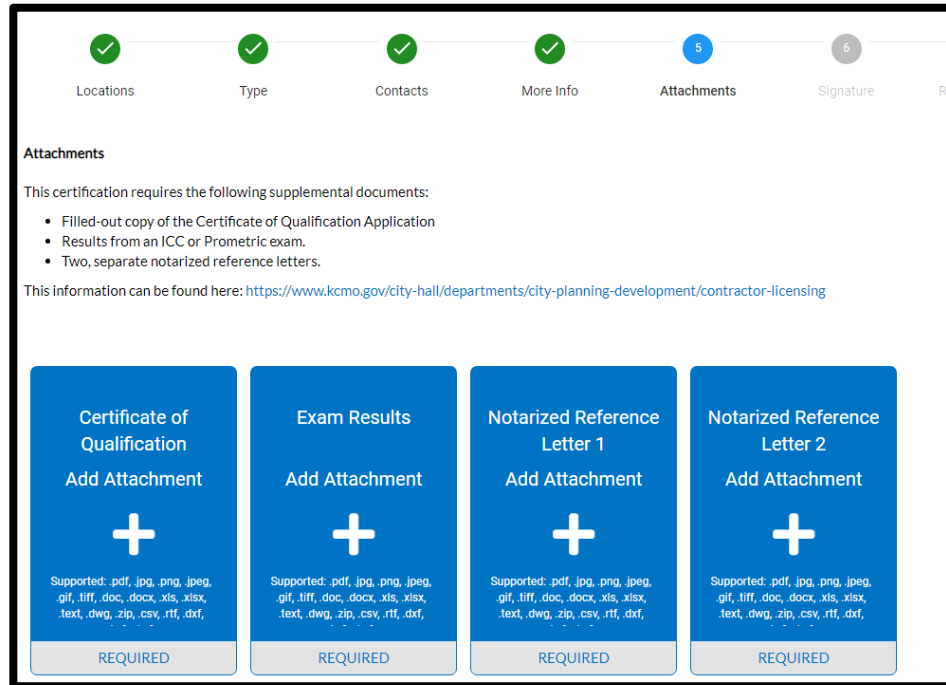
14. Selected additional contact now appears on application. If additional Contacts are needed for the application, they must be added here. After all contacts are added, select the **Next** option at the bottom of screen.



15. The **More Information** page will appear. Additional information is not required for this type of application, select the **Next** option at the bottom of screen.



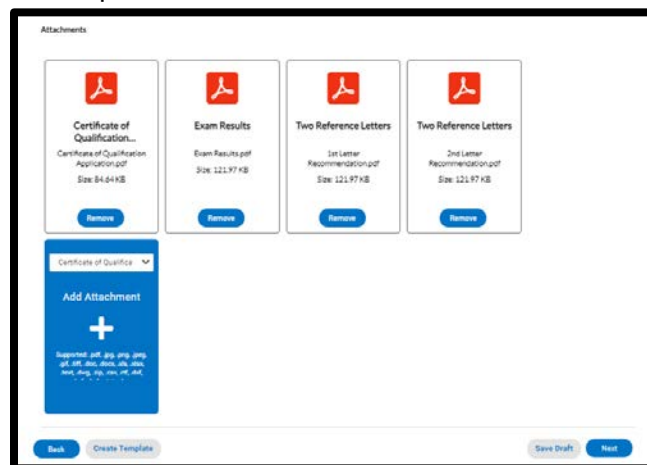
16. The **Add Attachments** page appears. Copies of supplemental documents can be located by following the information link found on this page.



Note: the attachments denoted as “REQUIRED” are documents that must be attached prior to submitting application. Application can be saved to draft and completed upon applicant obtaining required documents.

17. Select the **Add Attachment +** card to browse documents located on applicant’s computer. **Please use unique names INCLUDING current date for all attachments added.** (e.g. Certificate of Qualification Application Mann 03-25-21)

18. Repeat the steps, until all required documents are attached.



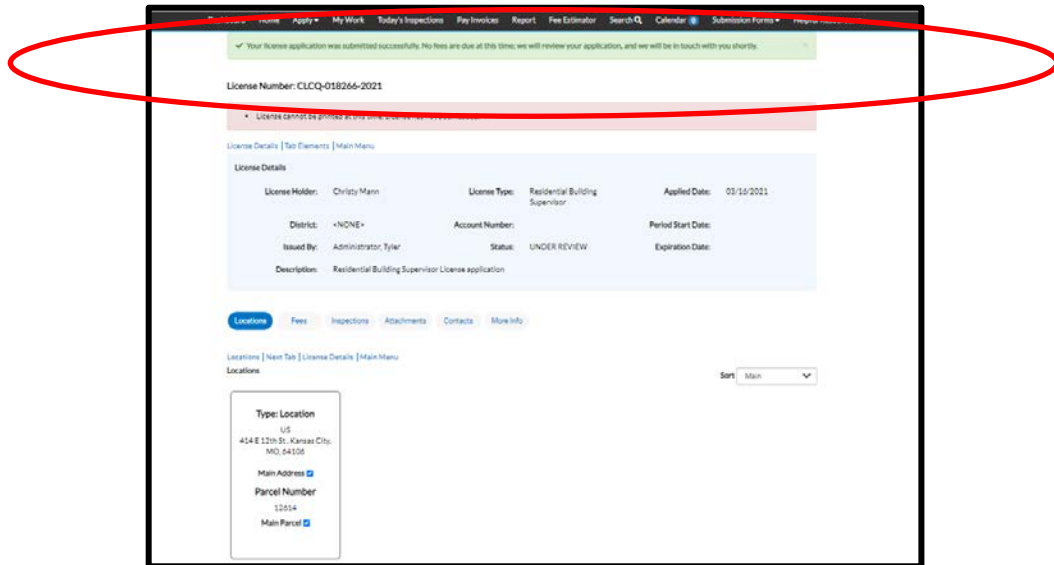
Documents attached will appear on the Attachments screen. To remove attachment, select the **Remove** option at the bottom of item to remove. Select the **Next** option at the bottom of screen.

19. **Signature** screen appears. Type your name into the consent field.

20. Select the Enable Type Signature button, Type name into to field beside button, the signature line will now populate signature below as it is typed. Select the **Next** option at the bottom of screen.

21. **Review and Submit** screen will appear. Review all application information, including the attachments, before submitting application. If the application is complete select the **Submit** option.

22. If the application is not complete select **Save Draft**: The applicant may click on the Draft status circle on the **Dashboard** to resume their application.
23. The application status notification will appear at the top of the screen. The system will automatically generate a License Number. Applicants can review information details of the application by selecting the tabs on the details screen. When 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.



24. All information provided during the application process is now stored under the corresponding tabs. Attachments uploaded are now found under the Attachments tab and show a status of Under Review. Case is locked until review is completed.

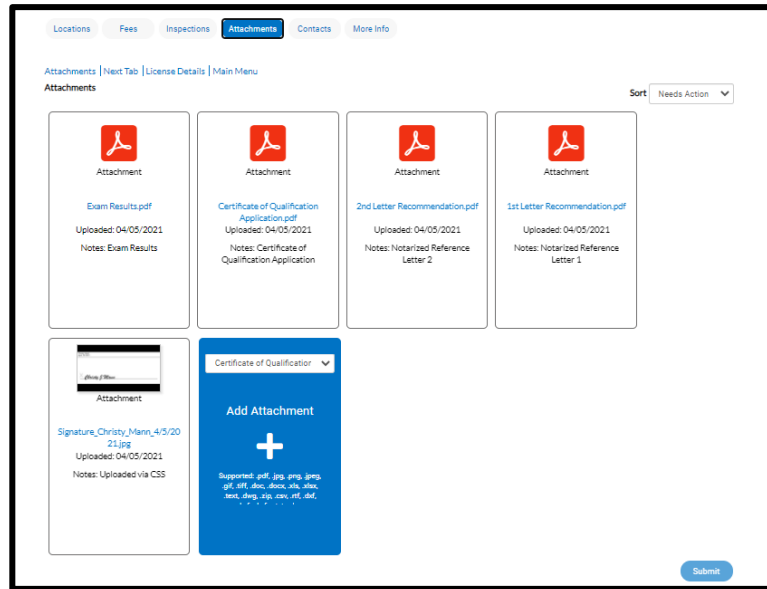
How to Upload Additional or Revised Documents

1. When a supporting document or application document requires resubmittal applicants will receive a phone call with specific instructions on items that needed to be resubmitted. When ready to resubmit, applicant will then Log into Compass KC and select the **My Work Tab**. Navigate to the **My Licenses** tab. Select the license number to open.

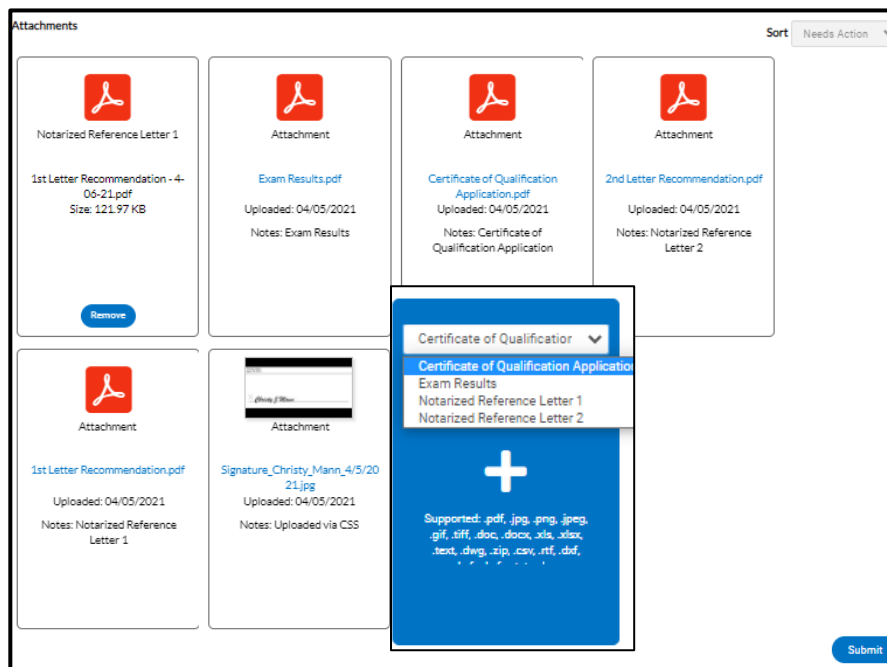
The screenshot shows the "My Work" section of the web application. The "MY LICENSURES" tab is selected. Below the navigation bar, there is a search bar and an "Export to Excel" button. The main content is a table with the following columns: License Number, Renew, Name, DBA, Address, Status, Type, and Applied. The table contains three rows of license information:

License Number	Renew	Name	DBA	Address	Status	Type	Applied
CLCQ-018266-2021		Christy Mann		414 E 12th St Kansas City, MO 64106	Denied	Residential Building Supervisor	03/16/2021
CLCQ-018269-2021		Christy Mann		414 E 12th St Kansas City, MO 64106	Active	Journeyman Plumber	03/22/2021
CLCQ-018272-		Christy Mann		414 E 12th St Kansas City,	Active	Demolition Supervisor Class I	03/25/2021

- In the License detail screen, navigate to the **Attachment** tab. All documents previously submitted will appear. To add attachment, select the add **attachment icon** at the bottom of screen.



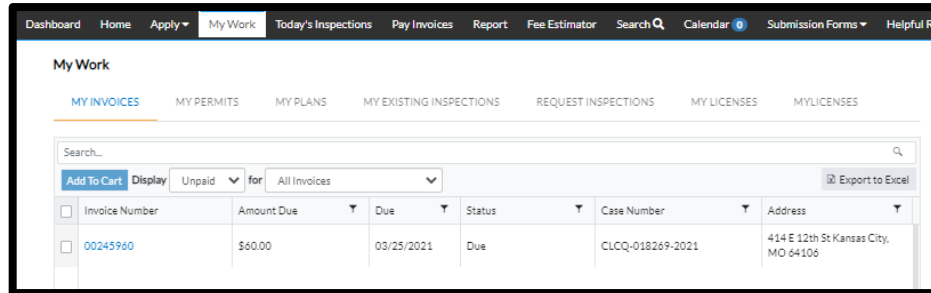
- From the drop-down box, select the document to be attached. Attach document from files. Note: Do not change the name of the original document but add the current date to denote the change. New document will appear at the begin of attachments. After all documents have been uploaded, select **Submit** to complete.



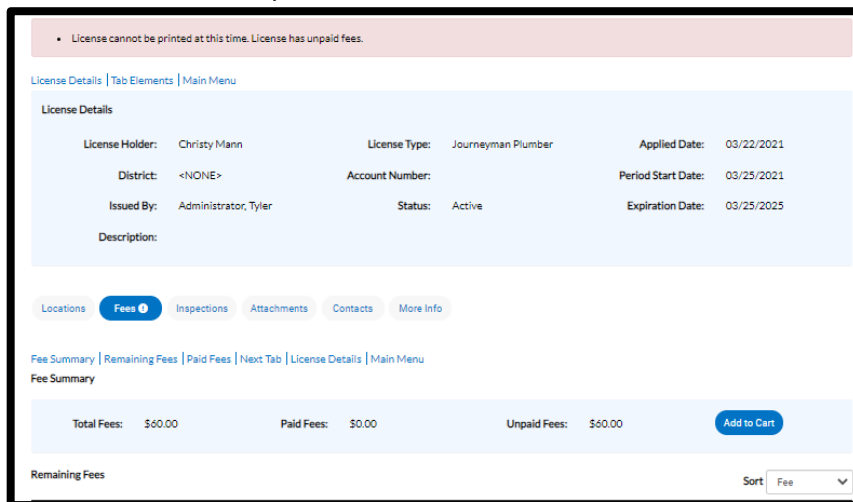
Paying Fees

To Pay Fees the applicant will need to wait until the application submitted has been approved. An invoice will be created for fees and a notification is sent to the contacts on the case.

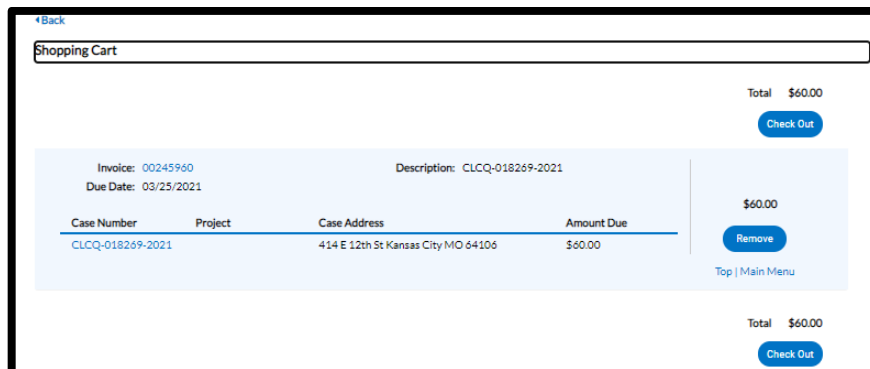
1. From the **Dashboard** navigate to the **My Work** tab and select the **Invoices** section. Select the Invoice to add to cart.



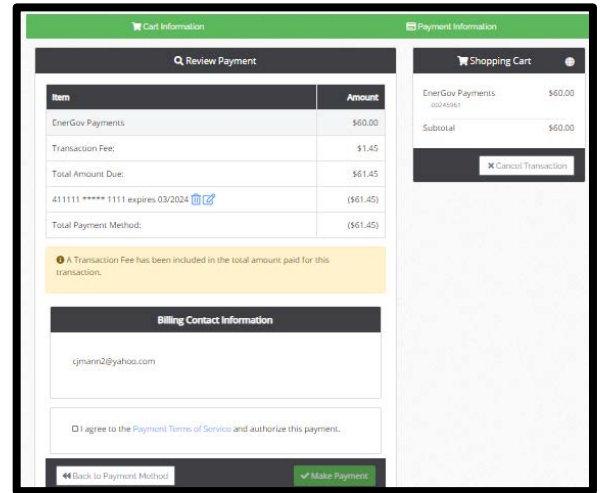
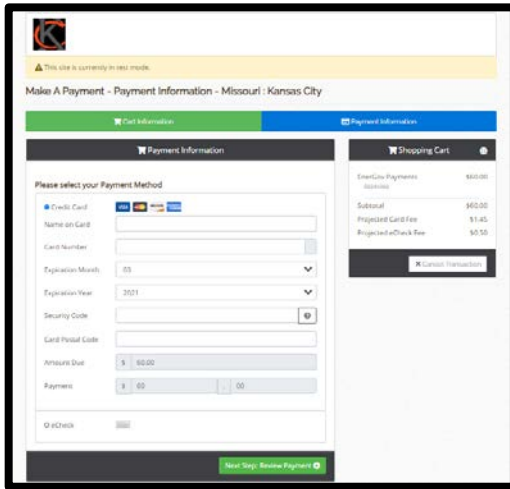
2. The License details page will open. Select the **Fees** tab, note the red dot on the Fees tab (denotes action required), select **Add to Cart** option.



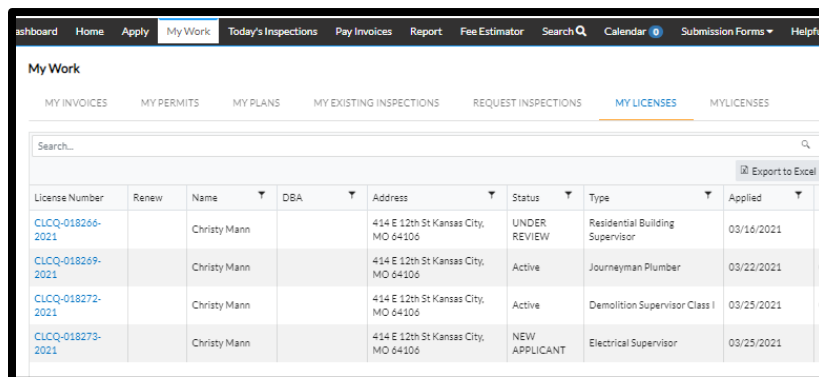
3. In the Shopping Cart, select Check Out.



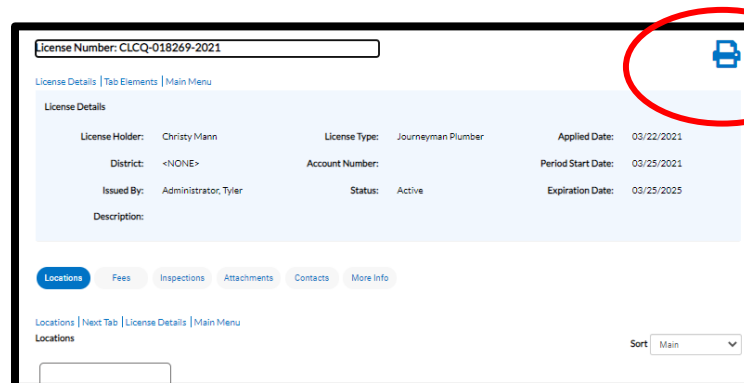
- Select the payment method, eCheck or credit card, to make payment. Follow on screen instructions to complete payment. Select Review Payment option when completed. Review payment details, agree to terms and authorize, and then select Make Payment.



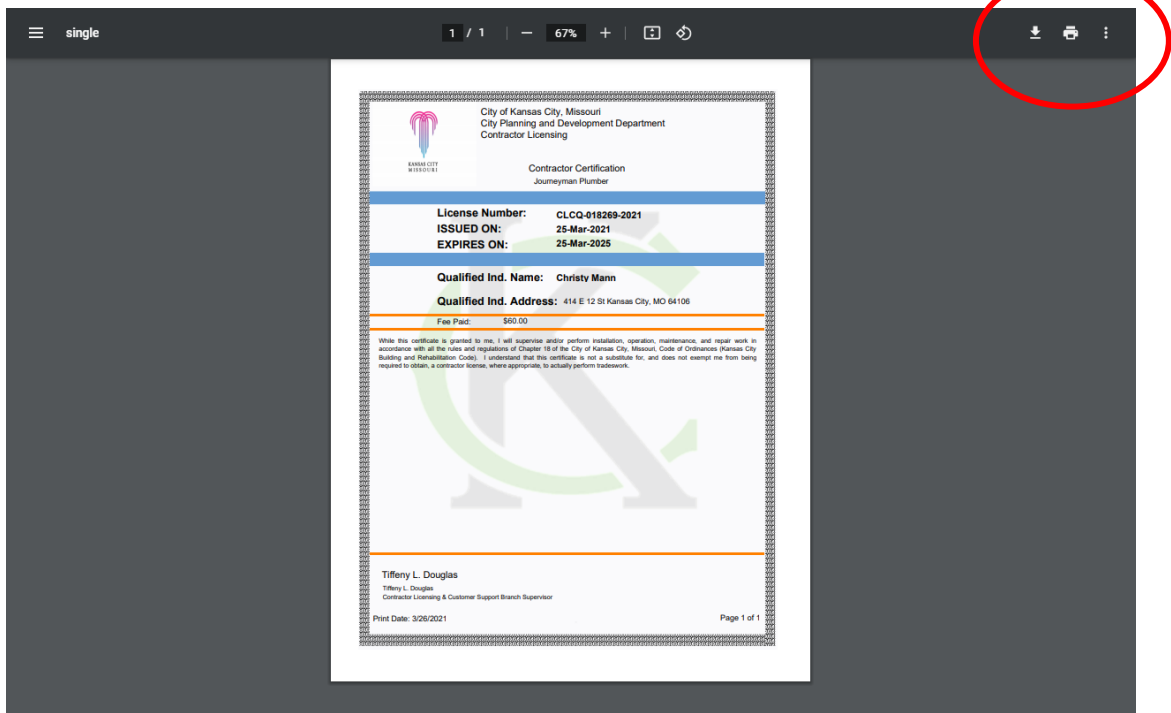
- When payment is received, you will receive an email notification with a copy of the license attached. Additionally, you can navigate to the License section of either the Dashboard or the My Work tab in Compass KC. Select the License number to view detail.



- From the License detail screen click on the printer icon located at the top right of the screen.



7. The license will appear. Applicant can now download and save or print the license.



Assistance

If you require technical assistance with COMPASS KC, select the **Site Issues** link at the bottom of Home page to email detailed issues to support team.

