
PERMIT PORTAL

User Guide

Table of Contents

1.0	General Information	
1.1	System Overview -----	2
1.2	Contact Information -----	2
2.0	Getting Started	
2.1	Web Portal Location -----	2
2.2	Creating an Account -----	2
2.3	Logging On -----	4
2.4	Resetting Your Password -----	4
3.0	Using the System	
3.1	Navigation -----	4
3.2	Viewing Permits -----	5
3.3	Adding a Permit -----	5
3.4	Editing a Permit -----	7
3.5	Deleting a Permit -----	7

1.0 General Information

1.1 System Overview

Permit Portal is a website where staff from municipalities in the Red Deer 9-1-1 Emergency Communications Centre (ECC) dispatch area can enter fire permit information for display on 9-1-1 Emergency Dispatcher workstations.

When fire permit information is entered on Permit Portal, it automatically sends the data to the Computer-Aided Dispatch (CAD) software used by the dispatchers and displays the location of the burn on the CAD map, along with its related information.

It is a value-added service that enables the Red Deer ECC to provide first responders with first-hand information regarding controlled burns in their response areas.

1.2 Contact Information

For any questions or issues with this web portal, please contact:

The City of Red Deer
9-1-1 Emergency Communications Centre
4340 32 St
Red Deer, AB T4N 6Z7

Toll Free: 1 (844) 356-2324
Email: reddeer911@reddeer.ca

2.0 Getting Started

2.1 Web Portal Location

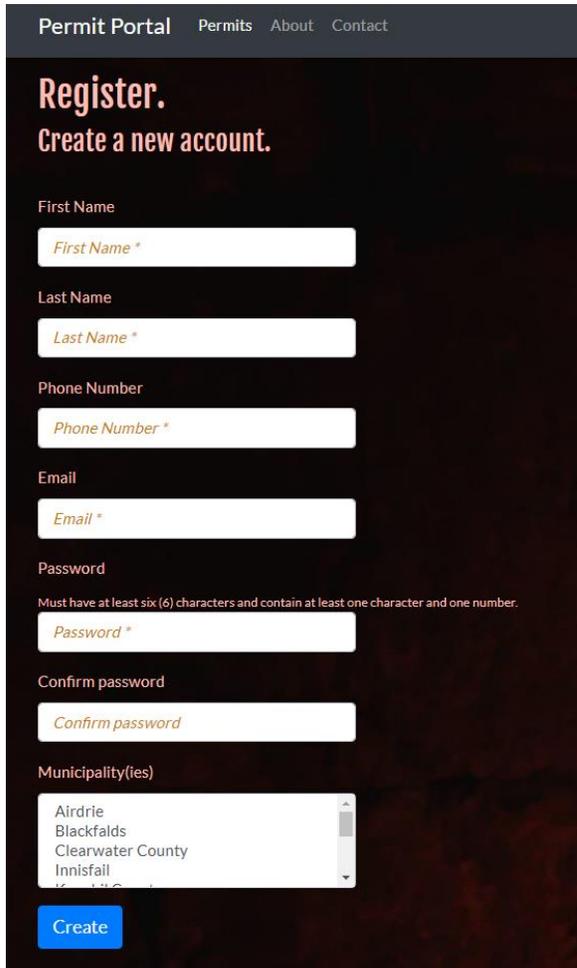
Permit Portal can be accessed at <https://firepermits.reddeer.ca>.

Only authorized users can use Permit Portal. To become an authorized user, you have to be an employee of any municipality in the Red Deer 9-1-1 ECC dispatch area and will need to register for an account.

2.2 Creating an Account

Open Permit Portal in a web browser. You will be directed to the login page.

Click on **Register as a new user.**

The image shows a registration form titled "Register. Create a new account." on a dark background. At the top, there is a navigation bar with "Permit Portal" and links for "Permits", "About", and "Contact". The form fields are: "First Name" (placeholder "First Name *"), "Last Name" (placeholder "Last Name *"), "Phone Number" (placeholder "Phone Number *"), "Email" (placeholder "Email *"), "Password" (placeholder "Password *") with a note "Must have at least six (6) characters and contain at least one character and one number.", "Confirm password" (placeholder "Confirm password"), and a "Municipality(ies)" dropdown menu with options: "Airdrie", "Blackfalds", "Clearwater County", "Innisfail", and "Red Deer". A blue "Create" button is at the bottom.

Enter your name, phone number, email, password, and municipality to create a new account.

Your password must have at least six (6) characters and must contain at least one letter, number, and special character (e.g., #, !, ?).

The list of municipalities allows you to select which municipality you will be entering permits for. Select one by clicking it on the list. If you are going to be entering fire permits for multiple municipalities, hold the **CTRL button + click** to select multiple items on the list.

Click **Create**.

An email will be sent to your email address in order for you to verify your registration. Please take note that if you are not using a known municipal email account (e.g., @reddeer.ca, @kneehillcounty.com) and are using a free/public email address such as Google mail, an administrator at the City of the Red Deer will have to manually approve your registration before it can be completed.

2.3 Logging On

Permit Portal Permits About Contact Register Log in

Log in.

Log in with your credentials or register for a new account

Email

The Email field is required.

Password

The Password field is required.

Remember me?

Log In

[Register as a new user](#)

[Forgot your password?](#)

© 2018 - The City of Red Deer

Enter your username and password in the login page to log in to your account. Please remember that your login session will expire and you will automatically be logged off if you are inactive for a number of hours, and your account will be disabled if it's not logged into for 6 months.

You may click the **Remember me?** check box in order to save your credentials for future logins.

2.4 Resetting Your Password

If you have forgotten your password, click the **Forgot your password?** link on the login page. You will be asked to enter your email address in order to reset your password.

Follow the instructions in the email you receive to retrieve your password.

3.0 Using the System

3.1 Navigation

There are links at the top of your screen to help you navigate around **Permit Portal**.

Permits – list of active permits for your municipality

About – information about Permit Portal

Contact – contact information for the City of Red Deer 9-1-1 Emergency Communications Centre

Help – system user guide

3.2 Viewing Permits

Logging in automatically gives you a view of all active permits you have access to. These are permits with future expiry dates that you or someone from your municipality might have previously entered. You can edit or delete any of these permits. Once a permit has expired, it will automatically be removed from the list.

To view the details of a specific permit, click the turquoise **Details** button.



You may also search for permits using the **Search** functionality. Simply enter any search parameter in the search box and all permits that match will be displayed on the list.

Search:

The screenshot shows the 'Permits' interface. At the top left is a '+ Add Permit' button. Below it is a 'Permits Information' section with a 'Show 10 entries' dropdown, a search box, and a 'Column visibility' dropdown. The main part of the interface is a table with the following columns: Permit Number, Holder Name, Holder Phone, Start Date, End Date, Substance Being Burned, Address, and Actions. The table contains four rows of permit data. At the bottom, there is a 'Showing 1 to 4 of 4 entries' indicator and a pagination control with 'Previous', '1', and 'Next' buttons.

Permit Number	Holder Name	Holder Phone	Start Date	End Date	Substance Being Burned	Address	Actions
121212	Jane Doe	7801234567	05/06/2018	13/06/2018	Hay	NE 18 30 1 W4	[Edit] [Details] [Delete]
121212	Jean Grey	1234567890	05/06/2018	07/06/2018	Smores	125 CARIBOU CR RED DEER	[Edit] [Details] [Delete]
121212	Scott Summers	7801231234	05/06/2018	22/06/2018	Wood	39 VAN SLYKE WY RED DEER	[Edit] [Details] [Delete]
123456	John Doe	4031234567	05/06/2018	08/06/2018	Grass	4340 32 ST RED DEER	[Edit] [Details] [Delete]

3.3 Adding a Permit

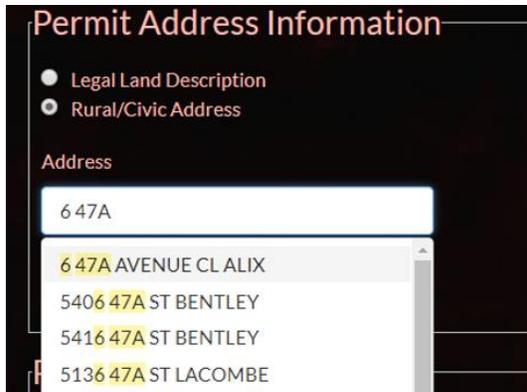
To add a permit, click the **Add Permit** button.

A page where permit information can be entered will open.

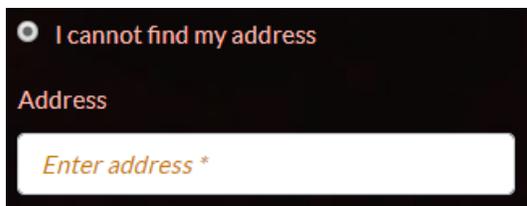
Enter your permit address information, first by selecting whether the address of the permit is a **Legal Land Description** or a **Rural/Civic**.



After you have picked the desired option, start typing your address on the text box provided. A list of available addresses will come up after you have entered four (4) characters or more. Pick the correct address from the list by clicking on it.



If your address cannot be found on the list, select **I cannot find my address** and type the address directly in the text box provided.



Addresses entered this way may not map on the dispatch side so only use this feature if it is absolutely necessary.

Please see the list below for examples of how valid addresses are listed in the system.

Legal Land Descriptions

- SE 12 40 17 W5
- NE 31 29 4 W4
- SE 1 24 8 W4

Rural/Civic Addresses

- 33080 RGE RD 14
- 5406 47A ST
- 8 TWP RD 272 NW

Fill in the rest of the permit information. The following fields are required:

- Permit Number
- Start Date
- End Date
- Permit Holder Name
- Permit Holder Phone
- Substance Being Burned
- Municipality

After filling up the form, click **Add**.

3.4 Editing a Permit

To edit a permit, click the yellow **Edit** button.



Update the record accordingly and click **Save**.

3.5 Deleting a Permit

To delete a permit, click the red **Delete** button.



A confirmation message will pop up. Click **Confirm**.