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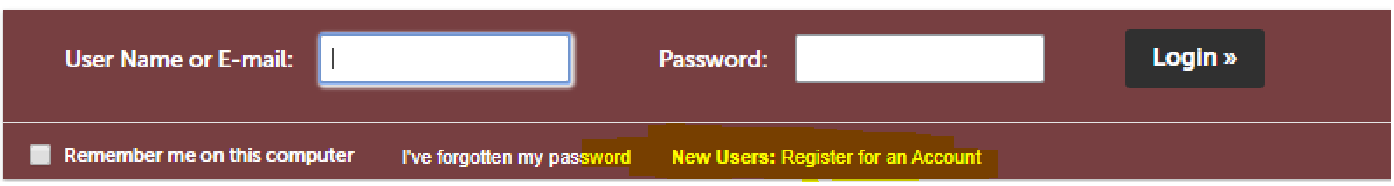
Registration Instructions

NOTE: THIS IS NOT A MOBILE APP. You must access SimpliCITY via a computer/laptop only.

HELPFUL HINT: if your screen does not show items (example: "Add to Cart") as this instruction shows, correct your screen resolution to recommended setting so that that portion of the webpage can be seen.

As a registered user, SimpliCITY offers you the ability to make online payments to existing invoices and to create collections to preferred projects. Using a credit card or checking account to pay an existing invoice is only a mouse click away, 24 hours a day, 7 days a week through the City of Moreno Valley's website.

1) Click on link: www.moval.org/simplicity (or www.moval.org, select "Quick Links" tab and SimpliCITY box)
2) In the top right-hand corner, select "New Users: Register for an Account" (Note: if you have already successfully registered, log in using that User Name & Password you created and select the Login button)



3) Check the "**I have read and accepted the above terms**" box, and then click **Continue Registration.**
4) Complete the required fields in the **Login Information**, and then click **Add New** under Contact Information. Complete the required fields, and then click **Continue**.
5) If no previous account is found, a notice at the top of the webpage screen will appear stating "The information you entered is not found". Click **Continue** to create a new account.

   NOTE: if you are registered at a different jurisdiction using that same email, sometimes it thinks you already have an account with the City of Moreno Valley. Contact our office if you know you haven't created an account but may have an account elsewhere. You can also use a different email instead.
6) Click **Continue** at the bottom of the webpage to create a new account.
7) Click **Continue Registration**, a green checkmark will appear stating "Your account is successfully registered". If you get an error, please refer to Note in step 5.
8) Select **Login Now** and enter your **User Name** (or Email) and **Password**, and then click **Login**.
9) You will be taken to the **Dashboard** within SimplCITY, where you can add records to pay or add to custom collections. The **Home** tab is where you can search for those records.

On-Line Applications

1) Contact either permitcounter@moval.org or 951.413.3350 to discuss proposal and submittal requirements. Formal plan submittals are no longer accepted through this email. It is only for answering questions.

2) Once you are ready to submit, you must be already registered on SimpliCITY (see page 1).
   a. Your application must include all related documents as required (see below), including any notarized letters of authorization or owner/builder verification form
   b. Only PDF format allowed, 150MB max per file (multiple files accepted)
   c. Use consistent File Name Standards for each attachment using the following method:
      Address(or APN)_short description.PDF
      EXAMPLES:
      - Plans: 12345Main_Plans.PDF
      - Documents: APN123456789_specs.PDF **or** 12345Main_calcs.PDF **or** 12345Main_letter.PDF

3) When your application is deemed complete and processed, the application number (BAP#) will automatically change to an official record number for payment processing. City Staff will make contact when payment is due.

4) The following are building applications/plan reviews that are being processed exclusively through our SimpliCITY on-line application process:

Residential…

➢ **Water heaters –** standard tank replacement (same location, no documents needed) **OR** Tankless conversion (must upload Manufacture specs, Floor plan, Schematic drawing)	➢ **Mechanical** (e.g. HVAC/AC/Furnace/Condensor replacement) - Must upload completed CF1R form, and floor plan (if relocating)
➢ **Solar** - Must upload plans, checklist, MVU release, specs, calcs)	➢ **Window/Door replacement** - Must upload site plan, completed window handout
➢ **Plumbing permit** – Must upload site plan showing location & description of work	➢ **Electrical permit** (MSP upgrade, new subpanel, etc.) – Must upload site plan showing location & description of work.
➢ **Patio Covers** – Using city standard design – Must upload dimensioned site plan w/ setbacks, city standard w/ design information circled	➢ **Patio Covers** – Using ICC or IAPMO design – Must submit dimensioned site plan w/ setbacks, ICC/IAPMO plan w/ design information circled and highlighted for your specific design
➢ **Re-roof** (includes tile re-lay work) – Must upload roof calcs if tile is > 6lbs	➢ **Pool/Spa construction** – Must submit dimensioned site plan, specs, calcs
➢ **Pool/Spa Demolition**	➢ **Other Minor Residential Construction** - Must upload detailed floor plan, elevation, etc.
➢ **Revisions to any of these permits** – must submit copy of previously approved stamped set w/ new plans and other documents depending on original permit.	

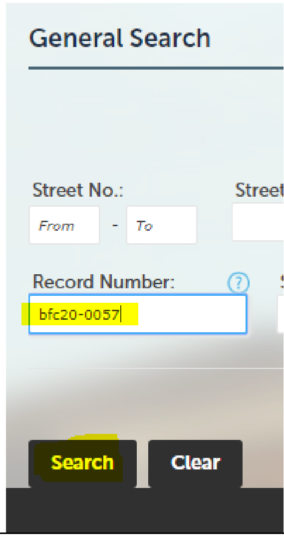
Commercial…

➢ **Wall Signs** (after Planning approval) – Must attach Planning approved plans	➢ **Demolition permit** – Must submit asbestos report, AQMD 10 day Notice, and copy of BSR or BNV assessment report
➢ **Certificate of Occupancy/Change of Owner (CofO)** for new business (no changes to use nor construction) – Must submit completed CofO packet, detailed floor plan/layout and dimensions, and site plan	

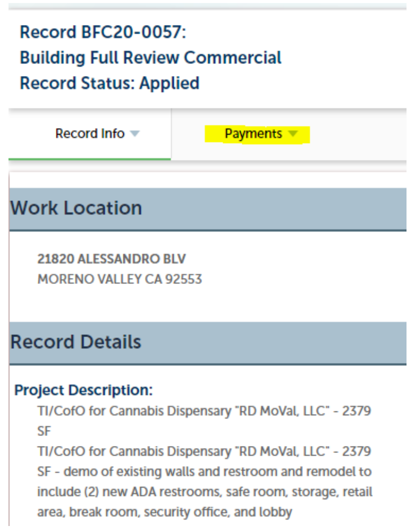
5) **For all other permit applications not listed above, a hardcopy plan submittal will be required. The plan uploading with your application is only for determining fee assessment. Digital Plan Review is not yet in place. Once the application is processed and a record # is created, The Building Dept. will contact you with the fees due AND how to schedule a drop off appointment of submittal.**

On-Line Payment / Add to Cart Tool

1) **Once created, search for your RECORD NUMBER (always include the dash)**
   Hint: don't enter address with record #.
   Note: the first 3 characters are always letters, so it would be an letter O, not zero



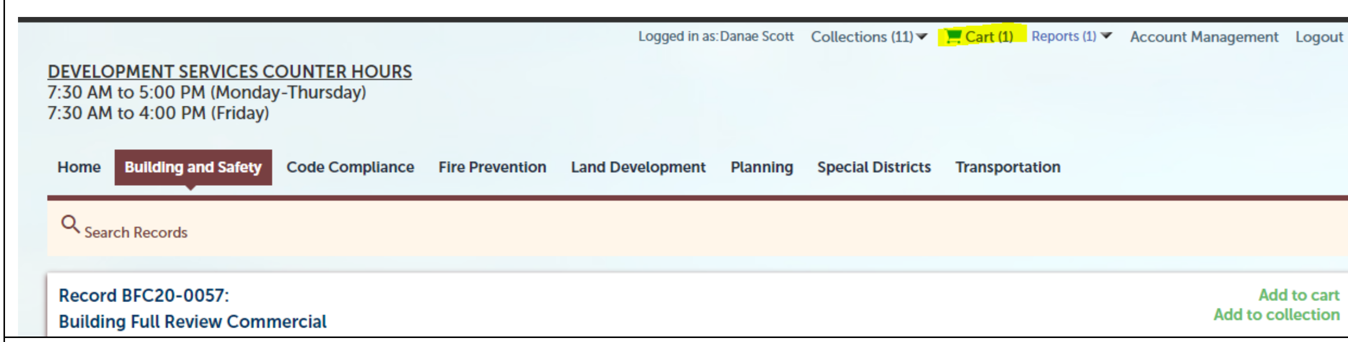
2) **Once you're in the correct record, click on PAYMENT tab, and then FEES in that pull down menu.**



3) **Click ADD TO CART on the far right of screen.**

Note: If you do not see this, see Helpful Hint on page 1.

4) **Click CART icon at the top to proceed with payment.**

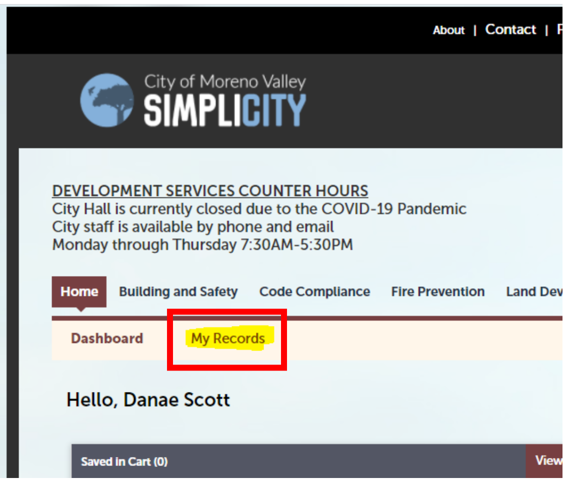


5) **The system will route you to a specific payment portal to pay with MasterCard or Visa only. When required, see Uploads/Attachment section for submitting proof of payment for Staff to move to the next step.**

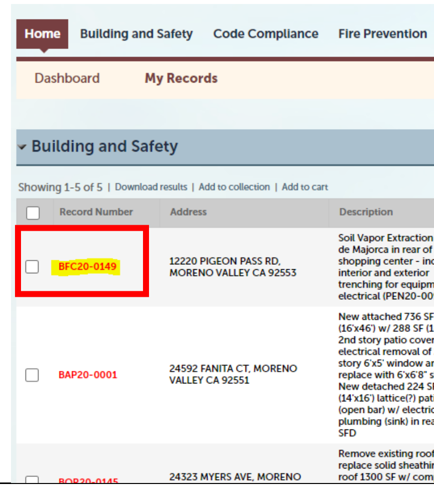
Uploads/Attachments to your Record

1) **When required by the Building Dept. to upload documents (e.g. receipt, plans, specs, calcs, signed permits, owner/builder form, notarized letter, CofO packets, etc.), this must be done via SimpliCITY as well.**

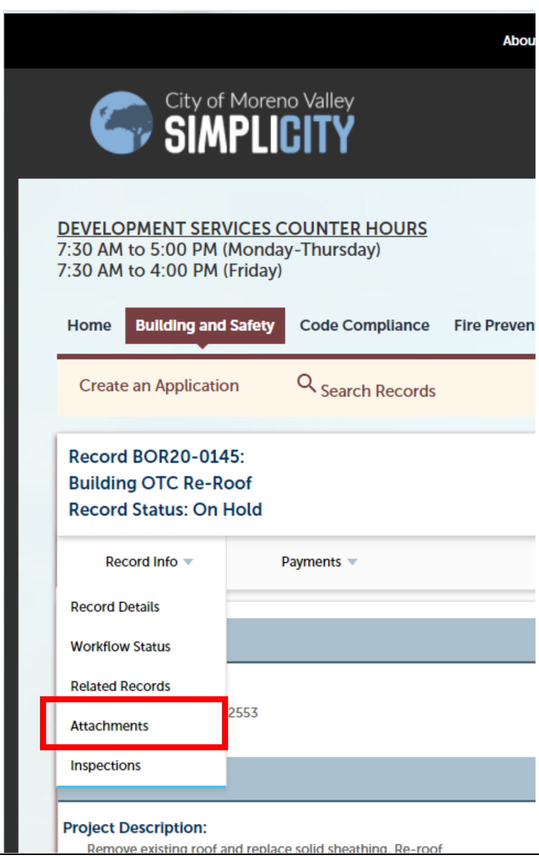
2) **After logging into SimpliCITY, from your Dashboard page, click on MY RECORDS.**



3) **Click on the record # that you need to attach the applicable documents to open that record.**



4) **From the record main screen, under RECORD INFO drop down menu, click on ATTACHMENTS**

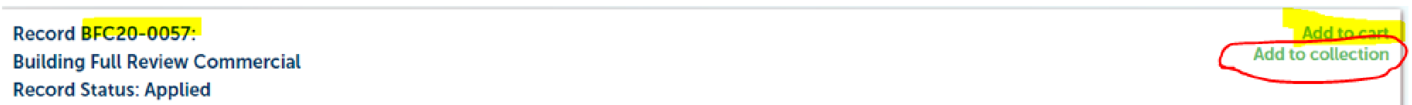


5) **Click the add button and follow directions to add the applicable documents**

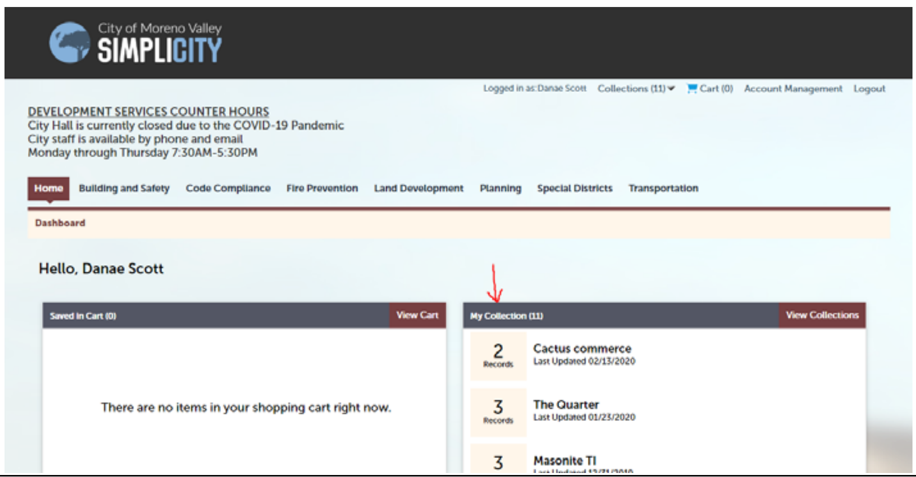
Project Management / Add to Collection Tool

1) To save time by trying to find your permit number(s) for your project, type in your record # and click the ADD TO COLLECTION.   This is an excellent project management tool.

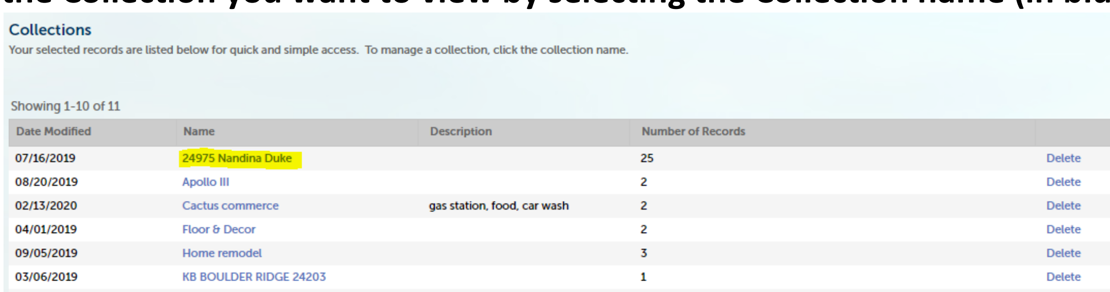
   This allows you to create your own custom collection of record #'s. You can add any Land, Planning, Fire, or Building records to your custom collection that you can name or add additional records to one of your existing collections.



2) You can access these records easily from your DASHBOARD (example below).



3) Click on VIEW COLLECTIONS on the far right to see the list of your collections. Click on the Collection you want to view by selecting the Collection name (in blue)

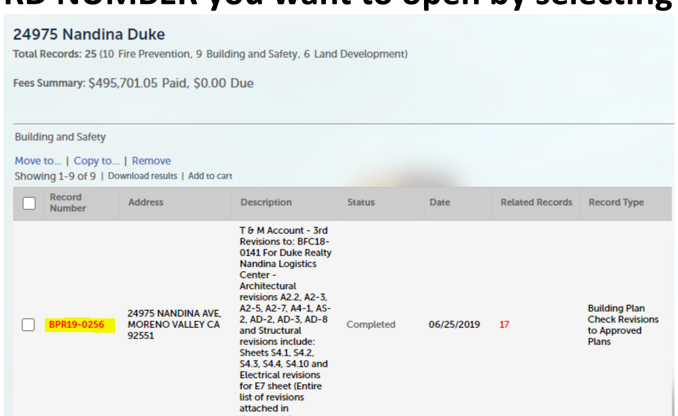

Collections

Your selected records are listed below for quick and simple access. To manage a collection, click the collection name.

Showing 1-10 of 11

Date Modified	Name	Description	Number of Records	
07/16/2019	24975 Nandina Duke		25	Delete
08/20/2019	Apollo III		2	Delete
02/13/2020	Cactus commerce	gas station, food, car wash	2	Delete
04/01/2019	Floor & Decor		2	Delete
09/05/2019	Home remodel		3	Delete
03/06/2019	KB BOULDER RIDGE 24203		1	Delete
12/31/2019	Masonite TI		3	Delete

4) Click on the RECORD NUMBER you want to open by selecting it (permit #'s in red).


24975 Nandina Duke

Total Records: 25 (10 Fire Prevention, 9 Building and Safety, 6 Land Development)

Fees Summary: $495,701.05 Paid, $0.00 Due

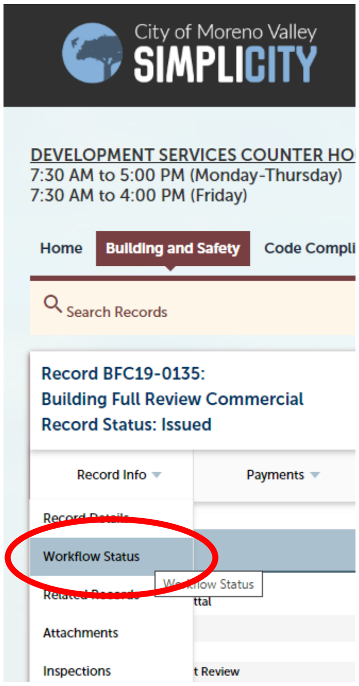
Building and Safety

Move to... | Copy to... | Remove

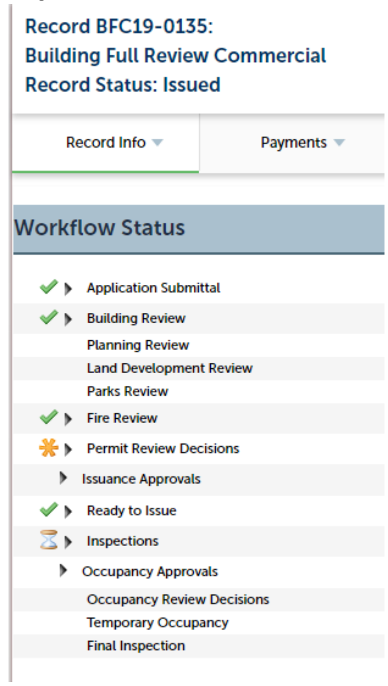
Showing 1-9 of 9 | Download results | Add to cart

	Record Number	Address	Description	Status	Date	Related Records	Record Type
	BPR19-0256	24975 NANDINA AVE, MORENO VALLEY CA 92551	T & M Account - 3rd Revisions to: BFC18-0141 For Duke Realty Nandina Logistics Center - Architectural revisions A2.2, A2-3, A2-5, A2-7, A4-1, AS-2, AD-2, AD-3, AD-8 and Structural revisions include: Sheets S4.1, S4.2, S4.3, S4.4, S4.10 and Electrical revisions for E7 sheet (Entire list of revisions attached in documents)	Completed	06/25/2019	17	Building Plan Check Revisions to Approved Plans

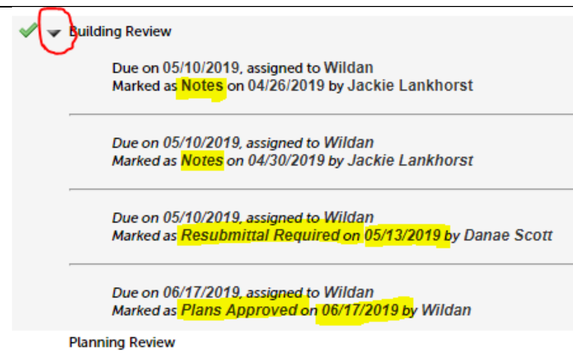
5) Once you're in the record you want, click on RECORD INFO, then WORKFLOW STATUS.



6) The green checkmarks mean that task is completed. An hourglass means that is in process.

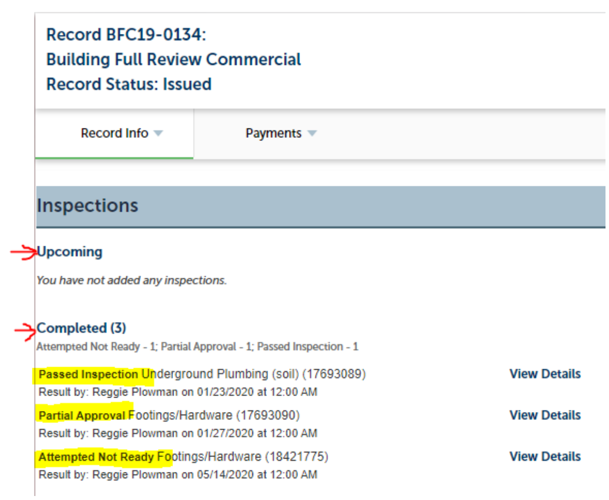


7) The black triangle arrows next to the icons allow you to expand or collapse the task to view additional information such as estimated due date, plan check status.



8) Once the permit is issued, you can easily view the inspections that have taken and what inspections are scheduled by selecting RECORD INFO, then INSPECTIONS

9) This will allow you to track if inspections have been scheduled and what their status is.



With this valuable project management tool, you will know exactly which department to contact directly, without having to contact the Building Dept. for status. You can contact those departments with open folders. You can track the status of your project 24/7.

A listing of department and utility contacts can easily be found toward the bottom of the following webpage: http://www.moval.org/city_hall/developer_zone.shtml

If you have any problems with log in, please contact our Department via email or phone at 951-413-3350 or permitcounter@moval.org .