# User Help Guide

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Register for a new account

1. Access the STREAM website by going to stream.a2gov.org

2. Access the registration process either by expanding the “Guest” drop-down menu in the top-right corner, or by selecting the Login or Register tile located on the home page.

3. From the Log In screen, click the Register Here option at the bottom of the page.

4. Click the Checkbox to the left of – Please Acknowledge that the information entered is correct and valid.

5. Enter a valid email address and click Next. This will generate an email to your email address.
6. Once you have received the email, click on the Confirm link.
   a. **Note:** If you don’t see the email within a few minutes, check your spam folder. All emails from us will come from energov@a2gov.org or stream@a2gov.org.

7. Enter a **Username** to be utilized for logging into STREAM
   a. **Note:** The username can be your email address but does not have to be.

8. Enter a **Password**, **Confirm the Password**, and click **Next**

9. **IS THIS YOU?** At this stage, if STREAM identifies a pre-existing account with your same email address, you will see a message asking if that account is you. If so, click **Continue** to connect to that account.
10. Enter all required fields (*marked by a red asterisk*) and click Next

11. Enter your address, and click Submit

You have Successfully registered for your STREAM account and will be redirected to your Dashboard
Log In Issues

1. Access the STREAM website by going to stream.a2gov.org

2. If you are not currently logged in, you will see that you are referred to as a Guest in the top-right corner of the screen.
   
   a. If you are already logged in, you will see your account name in that corner instead of Guest.

3. Click the down-arrow next to the word “Guest” to see the options to either Login or Register

4. The log in page has three help options below the blue log in button: receive an email reminder of your username, reset your password, or register for a new account. The instructions under step 5 below will help you understand which option to choose based on your error message.
5. Troubleshooting your Login Issue
   a. If you receive an error message when attempting to log into the online system, it might mean...
      i. The username entered was incorrect
      ii. The password entered was incorrect
      iii. You might not be registered yet
   b. Click close on whichever warning you have received
   c. We recommend you begin your troubleshooting with your username:
      i. Select Forgot your username? Email it
      ii. Enter your email address and click Submit. You will receive an email within 5-10 minutes with your requested information. Please check your spam folder if you are not seeing this email.
      iii. If you receive an email with a different username than what you typed in, you
can now proceed to log in with the corrected username. You may still need to request a password reset if you have also forgotten your password.

iv. If you receive an email with the same username you typed in, you can now eliminate the username as a problem. Proceed to the Forgot your password? Reset it option next.

d. If you do not receive an email within 5-10 minutes:
   
i. Please check your spam folder to see if the email accidentally went there instead of your inbox.

   ii. You may have originally registered using a different email address. If you have any other email address you’d like to try to check for, use the Forgot your username? Email it prompt for that email address as well.

   iii. You might not have completed the process of setting up your account when you first created it. Please follow the steps to register for a new account, and keep an eye out for an “Is this you?” message along the way to connect you to your existing account.

   iv. You might not have an account yet. If you ask for a forgotten username or password but your email address is not affiliated with a login, then no email will send. Please follow the steps to register for a new account.

   v. Note that some organizations have spam filters that might prevent emails from STREAM from reaching your inbox. If you are expecting an email from STREAM and not seeing it, please add stream@a2gov.org to your address book and alert your IT team (if applicable) to ensure this email is not being flagged as spam.
Navigating and Drawing on the Map

1. Access the STREAM website by going to stream.a2gov.org. It is best to log in before you begin work.

2. You can either click on the Map tile from the home screen, or use the menu bar at the top of the screen to select “Map”

![STREAM Website Screenshot](image)

Searching the Map

3. You will now be inside a fully integrated Ann Arbor GIS map. You can use your mouse to navigate the map or you can type an address or parcel in the Address & Parcel search field in the top left corner (labeled a in the image below). This field will also allow partial information of the address.

   a. Note: All prefix and suffix info on an address should be abbreviated with NO punctuation. Ex: 123 S Main St Apt 4

![Mapping Features Screenshot](image)

b
4. Click enter on your keyboard, or on the magnifying glass icon with your mouse to begin search. All matching results will be listed in the left pane below the search field. The map will also auto-zoom to the first address in the results.

![Image showing the search results and map zoom]

5. To see information related to a specific address or parcel, click on the address in the left pane results bar to expand more info about that address. This will specifically list any records associated with that address or parcel, if any exist.

![Image showing expanded address information]

Use the filter icon at the top right of the Records pane to filter the results by date range and record type.
Three ways to apply using address/parcel results in the map

6. In the left pane results bar, you can use the checkbox next to any/all address results you want to include in an application, and an Apply button will appear for you to select:

7. To apply for a case from the map view of the address result, click on the “+Apply” button on the address label (labeled c in the image below).

8. If you want to create an application from multiple addresses, use the square Dock logo on each address label to dock any/all addresses you need (labeled d in the image above).

Troubleshooting: If you are not seeing the address search results pane, or the bubble on an address to apply, please check your browser’s zoom to ensure you are not zoomed in or out, as this can result in these fields not appearing on your screen.
**Map Drawings/Spatial Representations**

9. From the main map screen, use your search tools or mouse to zoom in on the area you plan to work. It is best to locate this area on the map *prior* to drawing.

10. Next, hover over the icons in the top right corner to explore your drawing tools (labeled b in the image below)

11. Select the desired tool you’d like to use to draw a point, line, polygon, rectangle, or circle on the map (hover over each icon to see which one is which).

12. Once you have selected your drawing tool, you will be able to draw on the map. **Drawing Tips:**
   a. Any drawings you make during this session will stay on the map as long as you are present in the map.
   b. Any parcels that are overlapped or intersected by your drawings will highlight automatically.
   c. Drawings are made using single-clicks, not click-and-drag. Each single click will create a new anchor point in your shape, and a double-click will complete your drawing.
   d. If you begin a drawing and need to undo a click, you can use ctrl-z on your keyboard to go back a step. There is also a back-arrow logo in the drawing tools toolbar at the top right of the screen.
   e. If you begin a drawing and need to abandon/start over, use the escape key on your keyboard.
- **Transform Tool:** After you’ve made a drawing, use the transform tool to select your drawing and make adjustments as needed by grabbing and dragging any anchor points.

- **Applying from your drawing:** Once your drawing/s are complete, use the pointer arrow tool to select your shape/s and the option to apply with this shape will appear in the top right corner.

- **Note:** Multiple disconnected polylines or shapes can be selected for a single application, by holding down the Shift key on your keyboard while selecting your desired drawings.

g. **Point Tool:** With the point icon selected, you can click on the map to mark the point you need. If that point is on an existing address or parcel, that parcel’s information will appear in the left sidebar for you to find associated records and apply from that address. If the point is not associated with an existing address or parcel, you can use the pointer arrow to select the point, and the option to apply with this shape will appear in the top right corner.

- **Polyline tool:** With the polyline icon selected, you can click on the map to denote the beginning of your line, single clicks for each anchor point, and a double-click to end your line. It is best to only click where you need an anchor point in your line – do not draw by dragging your mouse across the map. For example, the line below was drawn using 3 clicks, then a final double-click to end the drawing:
h. **Polygon tool:** With the polygon icon selected, you can click on the map to denote the first corner of your shape, single clicks for each corner or turning point, and a double-click to end your shape. For example, the black polygon below was drawn with a starting click at Wright & Long Shore Drive, a second click at Long Shore & Pontiac, a third click at Pontiac & Howley, a fourth click at the end of the Howley court dead end, and a 5th click back at the beginning.

*Because this shape is overlapping with an existing address/parcel, it has automatically been highlighted in blue so we are aware of this overlap.*

- **Transform Tool:** Once you’ve drawn your polygon, you can use the transform tool to select your line and make adjustments as needed by
grabbing and dragging any anchor points (as you transform the shape, more anchor points will automatically be added to the shape to allow you to grab and move them)

i. Square and Circle tools: The Circle and Square tools can be helpful shortcuts for drawing shapes. With either of these tools selected, single-click on the map where you would like your square or circle to appear. A default sized square or circle will then appear on the map, and will be immediately ready for you to reshape as desired using the anchor points (similar to the transform tool).

• Depending on how much you transform the shape, you could theoretically create a shape that no longer resembles a square or circle.

Using your drawings to begin an application

13. Once your drawing is complete, you can use the transform tool to select your drawing. An “Apply with this shape” option will appear on the screen as a pop-up bubble from your drawing:
14. Multiple disconnected points, lines, or shapes can be selected for a single application, by holding down the Shift key on your keyboard while selecting your desired drawings. In the case of multiple selections, the “Apply with these shapes” option may appear as a pop-up bubble like above, or may appear in the top-right taskbar (below):
Applying for a Permit, Plan, or License

15. Access the STREAM website by going to stream.a2gov.org. It is best to log in before you begin your application process.

16. You can either click on the Apply tile from the home screen or use the Apply drop-down menu at the top of the page to access the Application Assistant.
   a. Note: The drop-down menu works best if you know whether you are applying for a license, permit, or plan. The Apply tile will bring you to a general search for all categories if you are unsure.

17. You will now be in a search screen where you can find the application you are interested in. You can use the search bar to find your application by keyword, use the category buttons to narrow down the suggested results by category, or click on the “Show Categories” link to expand a sidebar of categories to assist with your search.
   a. Generally, the search bar will be the fastest and easiest method to use.
18. Once you have found the application you want to apply for, click on the blue “Apply” button to begin.

19. If you are not already logged in, you will be prompted to do so now. If you do not already have an account, please click the link to Register Here. If you have forgotten your username or password, follow these steps to troubleshoot.

20. **Application Progress Bar.** Once you are logged in, you will be brought to the first step of the application. A progress bar can be found at the top of the screen to show you how far along you are in the application process, with your current step highlighted in blue:
21. **Application save options.** At the bottom of the application page, you have three options: Create Template, Save Draft, or Next.

   a. **Save Draft:** At any point during your application you can click on the “Save Draft” button in the bottom right corner to save your work and come back later. Your draft will be waiting for you in the “Saved Work” page under your name in the top right corner of the website.

   b. **Create Template:** At any point in the application process, you can click on the “Create Template” button in the bottom left corner. This is not recommended at any stage beyond step 2 or it can result in error messages or a frozen application.

22. The **Locations** screen has the option to add one or more addresses to this application. Please read the instructional text carefully, as some applications require the location of the work to be done while others want the applicant’s address, for example.

   a. When you are ready to add your address, click on the plus (+) sign in the location tile to proceed.
23. Clicking on the plus sign will open a view of the Ann Arbor map. From this page you can either use the search pane to search for your address or parcel, or you can use the map to create a drawing to represent the area of work. Note that not all applications accept map drawings in lieu of an address/parcel.

a. All Ann Arbor addresses should already exist in our search tools. If you are trying to add a non-Ann Arbor business or billing address you must first change the “Add Address As” drop-down menu to Billing, Mailing, or Shipping Address to unlock the manual entry option.

b. If you cannot find an Ann Arbor address in our system, please contact our GIS manager at sjharrod@a2gov.org.

c. If your address is not in Ann Arbor, you can manually add an outside address by first editing the “Add Address As” drop-down menu at the top left corner of the map screen to reflect your new address type. Billing, Mailing, or Shipping address types all allow for manual entry.
Note: Ann Arbor Addresses MUST be selected from the Search tool, and NEVER added manually.

24. Once you click on the magnifying glass to search for your address or parcel, results will appear in the left pane below the search bar, as well as on the map. You can either select “Add” from the map bubble above the address, or check the box next to your address and select “Apply.”

If your address is not found, please contact our GIS Manager at sjharrod@a2gov.org
25. Once you’ve selected “Add” or “Apply” for your address, you will be returned to the Locations step of your application, with that address populated. At this point you can add more locations if needed, or click “Next” to proceed.

26. Some, but not all, applications require information at the (step 2) Type screen. You only need to fill out fields marked with a red asterisk.

27. The Contacts page will contain a tile for every contact type that is required for this application, as well as one at the end for any additional/optional contacts.
In this example, there are two required contact type. You can use the drop-down menu on the vacant tile to see what other optional contact types may be added if desired.

a. For most applications, you will automatically be added as an applicant, but if there are additional contacts needed (contractor, electrician, owner, etc) they can be added here.

b. Use the plus (+) sign button on each contact tile to add that corresponding contact. This will open a search screen where you can either search for an existing record or manually add a new record.

- The same name may be added for multiple contact types if applicable (i.e. applicant is also the contractor or property owner).

- **Always search for an existing record before adding a new record.** For example, you already have an account (you are currently logged into it) so you should never manually add more copies of yourself. Search for and select your name.

- If you frequently use the same contact/s for your applications, you can star them as a favorite. Once you’ve starred a contact, you will find them in the “My Favorites” menu for future applications.
• After searching for a contact and confirming they do not already have an account, you can go to the “Enter Manually” screen to create their account.
  • When manually adding a contact, you will receive an error message if their email address is already in use. This is your clue to search for them in the search bar rather than manually adding a new account.
  • Manually added contacts require at least one phone number. Once you have filled out one of the phone numbers, the other two will no longer be required.

In this example, the gmail account I’ve entered is already affiliated with a contact. I
should return to the search screen to find that existing record rather than creating a new account.

28. The **More Info** page will look very different based on what you are applying for. This is where we collect all fields specifically related to this license/permit/plan type. You must fill out all fields with a red asterisk. Make sure you scroll all the way to the bottom of the page.

   a. **Note:** Some of these fields may impact how your fees generate so please ensure that you fill this information out as accurately as possible.
29. The **Attachments** page, like the contacts page, will include a tile for every attachment type that is required, as well as one at the end for any additional/optional attachments.

30. Some, but not all, applications require a **Signature** page at this point in the process. This includes an e-signature tool that helps you sign the agreement that accompanies the application.

   a. Note: You must type your name in the field to consent to electronically sign. You may then draw your signature in the box, OR you can toggle on the “Enable Type Signature” tool, at which point you type your name again to e-sign.

31. You are now at the **Review and Submit** page, where you can review your information is all accurate, and submit your application:
32. Once you click Submit, you will be brought to a success page that your application was submitted, and you can then continue to your application dashboard to view details and track progress:

Your application was successfully submitted!

Continue to permit

By clicking on “continue to permit,” you will be brought to your permit dashboard, where you can monitor your review progress and permit status, fees, inspections, and subpermits.
Example Permit Dashboard with no balance due:

Permit Number: BLCK21-0014

<table>
<thead>
<tr>
<th>Type</th>
<th>Block Party</th>
<th>Status</th>
<th>Submitted - Online</th>
<th>Project Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVR Number</td>
<td>100525</td>
<td>Applied Date</td>
<td>08/12/2021</td>
<td></td>
</tr>
<tr>
<td>District</td>
<td></td>
<td>Assigned To</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finalized Date</td>
<td></td>
<td>Expire Date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Description:

Example License Dashboard with fees due:
33. Use the “Add to Cart” button to put your fees in your cart and check out

34. The Check Out button will bring you to a secure payment gateway, where you can enter
You have Successfully submitted your application through the STREAM portal!

You will receive an email confirmation of your application, and another once your application is issued.

You can continue to monitor the status of your application by logging into STREAM and viewing your application dashboard.
Utilizing Templates for Common Applications

Application Templates are reusable drafts that you may reuse when applying for the same Case Type and Workclass.

1. Start at the apply screen and choose the application type that you’d like to create a template with. Click “Apply”

2. If you are not already logged into your account, you will be prompted to do so now.

3. At the first step of the application (Locations step), click on “Create Template” at the bottom of the page.
4. A pop-up window will ask you to name your template. This name is for your use only, so give it a descriptive name that will work well for you.

5. Once the Template name has been saved, a popup will appear telling you that your save has been successful and offering to go to your templates. At this stage say “Ok” to continue creating your template.
6. You will now be able to click through all pages of the application. Unlike a typical application, no fields are required while making a template, so you can skip any/all fields that you do not need on your template.
   a. Even if a field is red with an asterisk, it will not enforce as required while you are making a template.
   b. This includes contacts, and attachments are not permitted on templates at all.
7. When you reach the final page of the template you will be able to review and save your work. Rather than a Submit button, you are simply saving the template.
8. Once you hit save, you can either navigate to your Templates or hit Ok to stay on this page. At this point you are done with the template creation process and can leave this page.
9. Your saved templates can be found under **My Account > Saved Work** drop down menu at the top right corner, or if you open **My Account** you can navigate to the **My Templates** button.

10. From this page, you may **Use, Update or Delete** the template by clicking the applicable button.
STREAM Dashboard Overview

1. Access the STREAM website by going to **stream.a2gov.org**

2. If you are not logged in, you will not see a Dashboard option in the horizontal menu bar:

3. Once you log in, the Dashboard option will appear in the menu bar:

4. Your Dashboard will include information pertaining to your applications.
   a. Please note that past applications applied to via our former system, Trakit, can still be found at **https://etrakit.a2gov.org/**
5. The Dashboard page is divided into five main sections: Permits, Plans, Inspections, Invoices, and Licenses:
6. My Permits and My Plans sections are broken down into the same tiles:
   a. Attention – Permits/Plans that require your attention
   b. Pending – Permits/Plans that have just been applied for, and are still under review
   c. Active – Permits/Plans that have been issued
      i. You can request inspections on these permits
      ii. Inspections that may have failed could be found here, also
      iii. Find your documents that can be printed
   d. Recent – All recent Permits/Plans that you have applied for

   ![My Permits and My Plans](image)

7. My Inspections section is broken down in the following order:
   a. Requested – Shows all your Inspections that you have requested
   b. Scheduled – Once the Inspector has scheduled an Inspection, it will move from the requested section to this section.
   c. Closed – Once the Inspection is completed, it will move to this section.

   ![My Inspections](image)

   ![My Invoices](image)
8. My Invoices section is broken down in the following order:
   a. Current – Invoice amounts that are currently due will show here
   b. Past Due – Invoice amounts that are past due will show here
   c. Total – Invoice amounts for both current and past due will show here

   ![My Invoices Table]

9. My Licenses section is for any Professional Licenses that you applied for and is broken down in the following order:
   i. Each License will be listed out in its own tile. The large number in blue (309) indicates the number of days until the license expires.

   ![My Licenses Diagram]
Paying Invoices

1. Access the STREAM website by going to stream.a2gov.org
   a. Invoices must be paid by a logged in registered user:
      i. If you have a login already, make sure you are logged in.
      ii. If you do not have a login, you can Register for a new account
       1. If your email address is affiliated with a case in our system, please register using the same email address and it will connect your account contents.
   b. Please note that all online payments are processed through a secure payment processor. All email receipts will come from mygovpay@persolvent.com.

Finding and Paying Invoices that are affiliated with your account
If you are the billing contact for this invoice, you will have a few extra places to search for and pay the invoice once you are logged into STREAM.

2. MY WORK: On the home screen, you can navigate to the My Work option in the horizontal toolbar. Inside the My Work screen, you will find downloadable lists of your invoices and cases and can filter them by status if needed. From here, you can either navigate to your permit/license that needs payment or open the invoice directly. Note that this screen will only display invoices for which you are the billing contact.

3. YOUR ACCOUNT: From any screen in the STREAM website, you can see your account name in the top right corner, with a black drop-down arrow to the right of your name. If you click on that drop-down, you will see all of your options to manage your profile, including “My Invoices.” Note that this screen will only display invoices for which you are the billing contact.
4. **YOUR DASHBOARD**: On the home screen, you can navigate to the Dashboard option in the horizontal toolbar, or click on the “Pay Invoices” tile on the home screen. Either way will bring you to your dashboard:

![Dashboard Image]

a. Once you are in your dashboard, you can either navigate to your permit/license that needs payment, or you can scroll all the way to the bottom of the screen to find all current/due invoices and add them to your cart:

![Invoice Table Image]
Finding and Paying Invoices that are not on your account

NOTE: To pay an invoice online that is not affiliated with your account, you cannot utilize the My Work, My Invoices, or My Dashboard screens. Below are two recommended methods depending on whether or not you know the Invoice Number.

1. Access the STREAM website by going to stream.a2gov.org
   a. Invoices must be paid by a logged in registered user:
      i. If you have a login already, make sure you are logged in.
      ii. If you do not have a login, you can Register for a new account
          1. If your email address is affiliated with a case in our system, please register using the same email address and it will connect your account contents.

2. Option 1: You know the Invoice Number:
   a. Once you are logged in, from the Home Page click the middle tile Pay Invoice

   ![STREAM Website]

   b. Once there, you will be able to enter the entire Invoice Number and click “Search”

   ![Invoice Search]

   Note: You must type the whole Invoice Number, including the “INV,” for example, “INV-000030668.”

   c. Once you have entered a valid unpaid invoice number into the search and have clicked on the search icon, you will see your digital invoice. (See below)
      i. If no unpaid invoice is found, please confirm your invoice number is correct
and that it has not already been paid in full.

**Invoice Search**

![Invoice summary and Add To Cart button](image)

- **d.** If the search has found your invoice, it will open the Invoice summary and you can add it to your cart.

  ![Invoice details](image)

- **e.** You will be directed to a secure payment page and can then complete your payment.

3. **Option 2: You do not know the Invoice Number:**

   - **a.** Once you are logged in, navigate to the Search page by either clicking “Search” in the top navigation bar, or the “Search Public Records” tile from the home page.

   - **b.** In the Search screen you can search by case number (Permit, License, or Plan Number) or by address.

     - **i.** If you need to further filter your search results, edit the “All” drop-down menu to narrow your search by case type. Doing so will open a new “Advanced Search” menu that you can use to add more filters to your search:
c. Once you have found your case number, click on the title URL to open the case dashboard.

d. Once you are inside the case dashboard, you will see that there are unpaid fees on the case and can add them to your cart:
You will be directed to a secure payment page and can then complete your payment.

Printing an Invoice
For some businesses, you may need to print a copy of your invoice to submit to accounts payable, for example. To do so, find the invoice using any of the methods above and click on the Invoice Number to open the Invoice Dashboard.

1. If you found the invoice from “My Work,” “My Invoices,” or “Invoice Search,” click on the invoice number to jump directly there.
2. If you found the invoice from the case number, go to the Fees tab and then click on the invoice number to open the Invoice screen:
Permit Number: ELECC21-0001

Type: Electrical (Commercial) • Non-Commercial, EV Charging Station
Applied Date: 09/29/2021
District: Ward 1
Square Feet: 0.00
Description: Voided example application

Status: Issued
Issue Date: 09/29/2021
Assigned To: Oostendorp, Anna
Expire Date: 11/30/2023
Valuation: $0.00
Finalized Date:

Fee Summary

Total Fees: $225.00  Paid Fees: $0.00  Unpaid Fees: $225.00

Remaining Fees

<table>
<thead>
<tr>
<th>Fee</th>
<th>Invoice</th>
<th>Computed</th>
<th>Amount Due</th>
</tr>
</thead>
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<tr>
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<td>$15.00</td>
</tr>
<tr>
<td>ELEC - Inspection Fee</td>
<td>INV-00040858</td>
<td>$35.00</td>
<td>$35.00</td>
</tr>
</tbody>
</table>

Results per page: 10  1-3 of 3  <<  <<  < 1 > >>
3. Once you open the Invoice it will bring you to the invoice screen, where you can use the print icon to print the invoice document, or click on the “Pay Now” button in the bottom right corner to begin payment:
Viewing Your Application Details and Attachments in STREAM

Note that any and all contacts listed on the application should be able to see the application in their STREAM Dashboard, by logging into their STREAM account using the same email address affiliated with the application.

1. Ensure you are logged into your STREAM account at stream.a2gov.org
2. Click on Dashboard in the Navigation menu bar along the top of the page
   a. Note: You can also go to My Work to find your existing applications, it’s just a matter of personal preference which screen is easier for you to navigate.

3. In your Dashboard, click on the tile that corresponds to the application type and status that matches the application you want to look at today (i.e. is it a recent or active application?)
   a. Note, you can also open the full list of all of your Permits, Plans, or Inspections using the “View My Permits/Plans/Inspections” links below each section’s tiles.
4. Once you’ve opened the list of applications, you can click on the permit/plan number to open that application.

5. After you have clicked on the Permit Number, you will be launched into the Permit dashboard screen. This is where you will see all of your application’s current details including status, fees due, inspection information, and attachments.

6. Under Attachments, you will be able to see all attachments that are available for online view.
   a. Note that some attachments are not visible online by default until reviewed by staff and flagged for online visibility.
   b. Plans under review will not be visible online until all reviewers have completed their review, at which point the applicant can see any markups made on the plans, respond to markups, and resubmit a new plan if need be. See “Review Comments and Resubmit Information” for more details.
c. To open the attachment, click on the **Blue Document Name** on the attachment.

If this application type allows for you to add more attachments, you will see a blue tile that allows you to do so. Note that you must use the drop-down menu to select what type of attachment you are uploading before it will allow you to click on the plus-sign to add a file.
Once you’ve added a file to this page, a “Submit” button will appear in the bottom right corner of the page. Please make sure to click on that button or the new attachment will not save to the application.
Request an Inspection in STREAM

1. Use the directions above to access your application Dashboard in STREAM

2. In the Available Actions section of the Permit Dashboard screen, you will see a list of inspections that you are able to request

3. Once you have located the Inspection you need to Request, click on the Request button to the right of the Inspection

4. After the page loads, it will launch you into the Request Inspection area
5. Click on the **Calendar** to the right of the **Requested Date** section and choose the date you want the inspection completed on.

6. If you have any Comments/Gate Code, please place those in the comment section, these fields are not required.

7. Click on the **Submit** button.

8. Once you have hit submit, you will receive a confirmation screen that your request was completed.

9. At the point, you can close out or hit the **Back** button at the top of the Request Inspection area to return to the Permit Dashboard.
10. Back to the Permit dashboard screen, you can see that the Inspection you requested is no longer in the **Available Action** section, and in the Workflow, the Inspection is now **Blue** and says “Requested.”
Review Comments and Resubmit Information

1. Ensure you are logged into your STREAM account at stream.a2gov.org

2. Click on Dashboard

3. In your Dashboard, click on the tile that corresponds to the application type and status that matches the application you want to look at today (i.e. is it a recent or active application?)
   a. Note, you can also open the full list of all of your Permits, Plans, or Inspections using the “View My Permits/Plans/Inspections” links below each section’s tiles.
   b. *Attention—Permits/Plans that currently require your attention will be copied to the Attention section for easy access (i.e., resubmittal, failed inspection.)

My Permits

![My Permits Table]

My Plans

![My Plans Table]
4. Once you open your list of Permits/Plans, you will see the status of each and can click on the permit number to open the full permit dashboard. However, if the application has been flagged to have a file resubmitted, you can jump directly to that screen by clicking on the **Resubmit File** link in the red square:

![Permit Dashboard Screenshot](image1)

5. This resubmit file link will jump you to the Attachments screen in the Permit dashboard. If the file has been flagged for resubmit, you have a few options for next steps:

   a. To download a copy of the file with Staff comments, click the **blue file name**, as highlighted by the **red square**

   b. To resubmit files, click the **Resubmit** button, as highlighted by the **orange square**

   c. If there are previous versions of the document click on the **History** button, as highlighted by the **purple square**

![Attachments Screen](image2)
6. After clicking the **Resubmit** button, you may be asked to respond to staff markup notes
   a. To respond to a markup, click the **Respond** button, seen below in red
      i. A text box will appear under the markup where you may enter a response
7. After responding, click the **Next** button, seen below in purple

8. Once you have clicked Next, you will have a chance to see who reviewed your Permit/Plan
9. Click the **blue** arrow
10. Click **Acknowledge**, then **Next**
11. Click **Select File** button
   a. A file browser will open
      i. Locate the new file on your computer, click **Open** on the file browser
12. After selecting the new file to upload, click the **Submit** button
Don’t see your issue? Contact us for help!

For any questions not addressed in the user help guide above, please contact us for assistance. Please note that the appropriate contact information depends on your application type so please use the table below to find your match.

<table>
<thead>
<tr>
<th>Application Type</th>
<th>Department</th>
<th>Phone Number</th>
<th>Email Address</th>
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<tbody>
<tr>
<td>Annexation</td>
<td>Planning Department</td>
<td>734-794-6265</td>
<td><a href="mailto:planning@a2gov.org">planning@a2gov.org</a></td>
</tr>
<tr>
<td>Auctioneer</td>
<td>Clerks Office</td>
<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<tr>
<td>Banner Permits</td>
<td>Clerks Office</td>
<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<td>Block Party Permits</td>
<td>Clerks Office</td>
<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
</tr>
<tr>
<td>Building Board of Appeals</td>
<td>Building Services</td>
<td>734-794-6263</td>
<td><a href="mailto:Building@a2gov.org">Building@a2gov.org</a></td>
</tr>
<tr>
<td>Building Permits</td>
<td>Building Services</td>
<td>734-794-6000 x48162</td>
<td><a href="mailto:Building@a2gov.org">Building@a2gov.org</a></td>
</tr>
<tr>
<td>Building Services Registration/Contractor Certifications</td>
<td>Building Services</td>
<td>734-794-6263</td>
<td><a href="mailto:Building@a2gov.org">Building@a2gov.org</a></td>
</tr>
<tr>
<td>Certificate of Occupancy</td>
<td>Building Services</td>
<td>734-794-6263</td>
<td><a href="mailto:Building@a2gov.org">Building@a2gov.org</a></td>
</tr>
<tr>
<td>Certified Rental</td>
<td>Rental Housing Services</td>
<td>734-794-6264</td>
<td><a href="mailto:RentalHousing@a2gov.org">RentalHousing@a2gov.org</a></td>
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<td>Charitable Solicitation</td>
<td>Customer Service</td>
<td>734-794-6320</td>
<td><a href="mailto:Customerservice@a2gov.org">Customerservice@a2gov.org</a></td>
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<tr>
<td>Code Cases</td>
<td>Chris MacFarland</td>
<td>734-794-6000 x42657</td>
<td><a href="mailto:cmacfarland@a2gov.org">cmacfarland@a2gov.org</a></td>
</tr>
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<td>Commercial Applicator of Pavement Sealant</td>
<td>Clerks Office</td>
<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<td>734-794-6263</td>
<td><a href="mailto:Building@a2gov.org">Building@a2gov.org</a></td>
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<tr>
<td>Design Review Board</td>
<td>Jeff Kahan, City Planner</td>
<td>734-794-6000 x42614</td>
<td><a href="mailto:jkahan@a2gov.org">jkahan@a2gov.org</a></td>
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<tr>
<td>Dog Licenses</td>
<td>Clerks Office</td>
<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<tr>
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<tr>
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<td>734-794-6263</td>
<td><a href="mailto:Building@a2gov.org">Building@a2gov.org</a></td>
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<td>Historic District Certificate of Appropriateness</td>
<td>Planning Department</td>
<td>734-794-6265</td>
<td><a href="mailto:hdc@a2gov.org">hdc@a2gov.org</a></td>
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<tr>
<td>Housing Board of Appeals</td>
<td>Debra Williams</td>
<td>734-794-6000 x42198</td>
<td><a href="mailto:dewilliams@a2gov.org">dewilliams@a2gov.org</a></td>
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<tr>
<td>Land Division</td>
<td>Planning Department</td>
<td>734-794-6265</td>
<td><a href="mailto:planning@a2gov.org">planning@a2gov.org</a></td>
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<td>Manufactured Fertilizer</td>
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<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<tr>
<td>Marijuana Facility – All types</td>
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<td>734-794-6140</td>
<td><a href="mailto:CityClerk@a2gov.org">CityClerk@a2gov.org</a></td>
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<td>Portable Sign Permits</td>
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<td>734-794-6320</td>
<td><a href="mailto:Customerservice@a2gov.org">Customerservice@a2gov.org</a></td>
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<tr>
<td>Public or Charter School</td>
<td>Planning Department</td>
<td>734-794-6265</td>
<td><a href="mailto:planning@a2gov.org">planning@a2gov.org</a></td>
</tr>
<tr>
<td>Reserve Parking Lane</td>
<td>Right of Way Inspector</td>
<td>734-794-6415</td>
<td><a href="mailto:BNollar@a2gov.org">BNollar@a2gov.org</a></td>
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<tr>
<td>Rezoning</td>
<td>Planning Department</td>
<td>734-794-6265</td>
<td><a href="mailto:planning@a2gov.org">planning@a2gov.org</a></td>
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<td>Service</td>
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<td>Right of Way Inspections</td>
<td>Brian Nollar</td>
<td>734-794-6415</td>
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<td>Sign Permits</td>
<td>Chris Cheng</td>
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<td><a href="mailto:ccheng@a2gov.org">ccheng@a2gov.org</a></td>
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<td>Site Plans</td>
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<td>Short Term Rental</td>
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<td>Special Event Permit</td>
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<td>734-794-6000 x 42198</td>
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<td>Street Vacation</td>
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<td>Zoning Compliance Permits</td>
<td>Jon Barrett, Zoning Coordinator</td>
<td>734-794-6000 x42654</td>
<td><a href="mailto:jbarrett@a2gov.org">jbarrett@a2gov.org</a></td>
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<td>Zoning Board of Appeals</td>
<td>Jon Barrett, Zoning Coordinator</td>
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