



Tucson Development Center Online - TDC

TFD Customer Self Service User Guide: How to Create an Account & View Your Dashboard

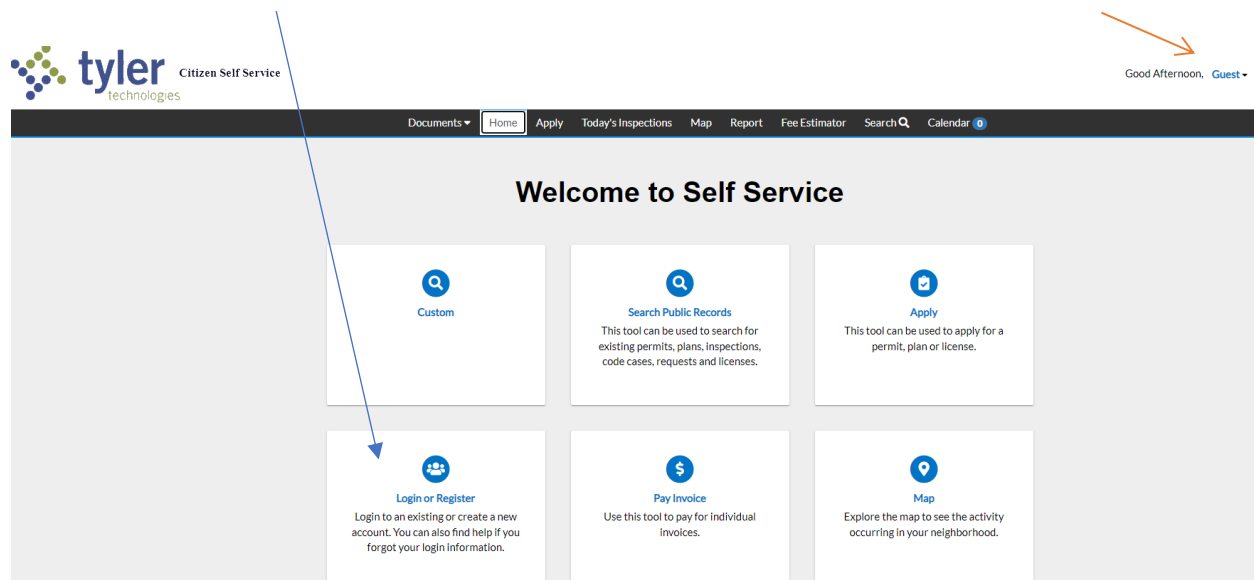


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REGISTERING ON TDC Online

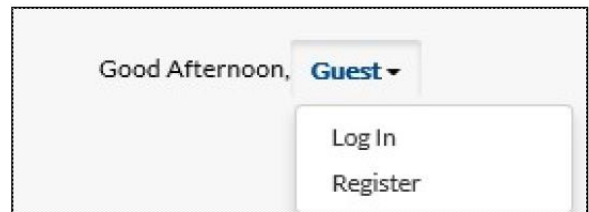
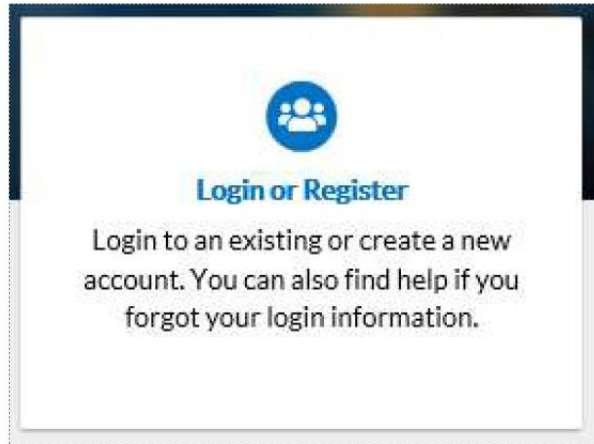
1. To **create** and **manage** your permits, **YOU MUST** register on the TDC. The link is provided in the 'Corrective Action' of your 'Violation' requiring an Operational Permit.
2. To register, the user can click on the **Login or Register** box or tap the word **Guest (top right)**, and select the tile **Register**.



3. This will bring up a page that requires an email address. Once a valid email address is typed in the field and the **Next** button is clicked, a message will direct the user to check the email entered, to complete their registration.
4. Once that has been completed, they will be directed to a login page. This Login will be used each time you visit your personal **Home Page and Dashboard**, so be accurate. Remember your **Username** and **Password** you created for future log-ins.

LOGGING INTO TDC ONLINE (FUTURE USE)

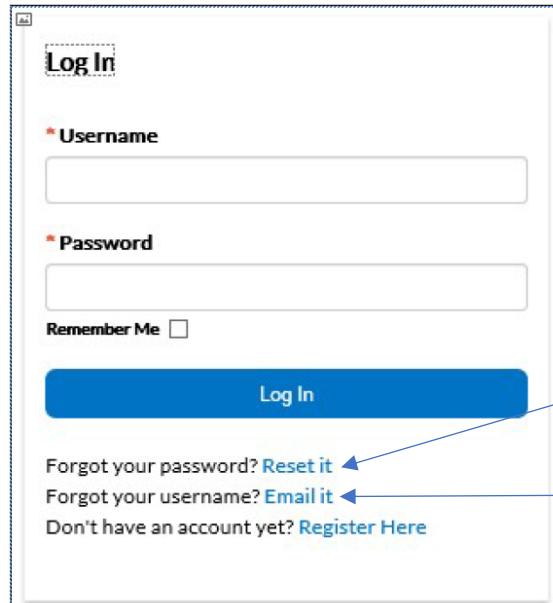
1. Having **Registered**, next time you visit the website (TDC Online) you will be asked your **Username** and **Password** which you created when Registering. Then you will be sent to your Dashboard.



Follow the steps below to login to TDC Online:

1. Navigate to the URL - <https://tdc-online.tucsonaz.gov/#/home> to access your Tucson Development Center Online (TDC) site.
2. Enter your **Username** and **Password** in the fields provided.
3. Mark the **Remember me** checkbox to have the system remember your credentials.
4. Click **Log In**. TDC validates your login and, if it is valid, opens to your **Home Page** and **Dashboard** with the functions you are authorized to access.

Logging in as a Registered User, but forgot your Username/Password.



The screenshot shows a login form titled "Log In". It contains two input fields: "Username" and "Password", both marked with a red asterisk. Below the password field is a "Remember Me" checkbox. A blue "Log In" button is positioned below the checkbox. Underneath the button are three links: "Forgot your password? [Reset it](#)", "Forgot your username? [Email it](#)", and "Don't have an account yet? [Register Here](#)". Blue arrows point from the "Email it" link to the "Log In" button and from the "Reset it" link to the "Email it" link.

1. If you have forgotten your Username, click the [Email It](#) option below the **Log In** button.
2. You will be redirected to a **Forgot Username** page.
3. Fill in a valid email address in the field and click Submit.
4. An email will be sent your **Username** in it.
5. Then you can return to the login page and click **Log In** and input it.
6. Then hit [Submit](#).



The screenshot shows the "Forgot Username" page. It features a single input field labeled "Email" with a red asterisk. Below the field is a blue "Submit" button.

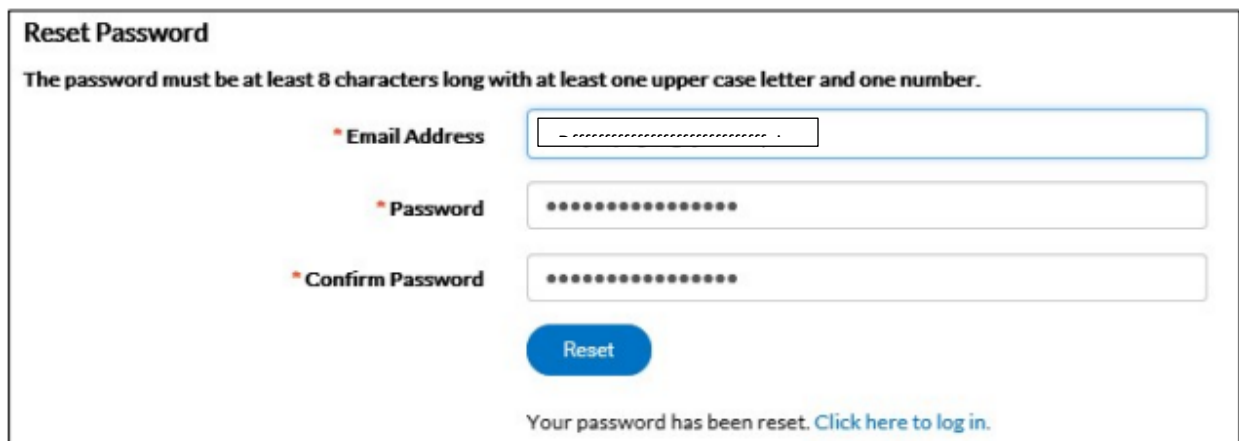
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7. If you have forgotten your **Password**, click the [Reset It](#) option below the **Log In** button.
8. Fill in a valid email address in the field and click **Submit**. An email will be sent with directions on resetting your Password



The screenshot shows a form titled "Forgot Password" with a red asterisk next to the label "Email". Below the label is a text input field. Underneath the input field is a blue button labeled "Submit".

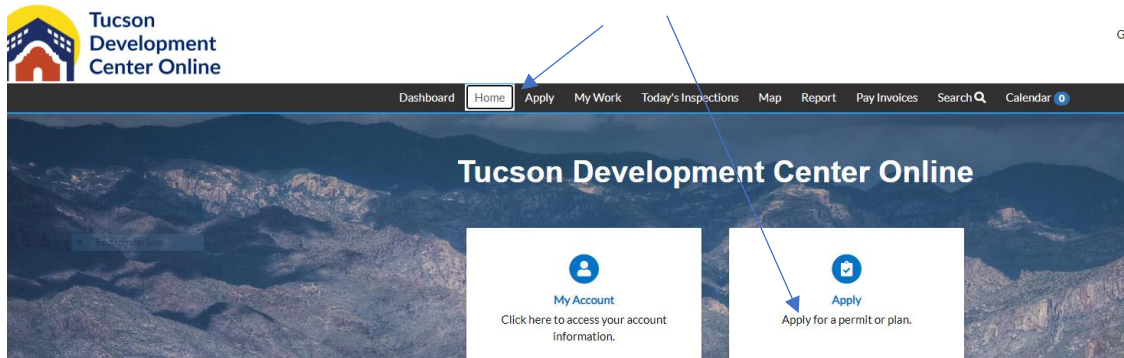
3. Open the email and click **Reset**.
4. You will be redirected to a TDC window where a new password can be entered and confirmed. Once confirmed, it has been reset, and you can log in.



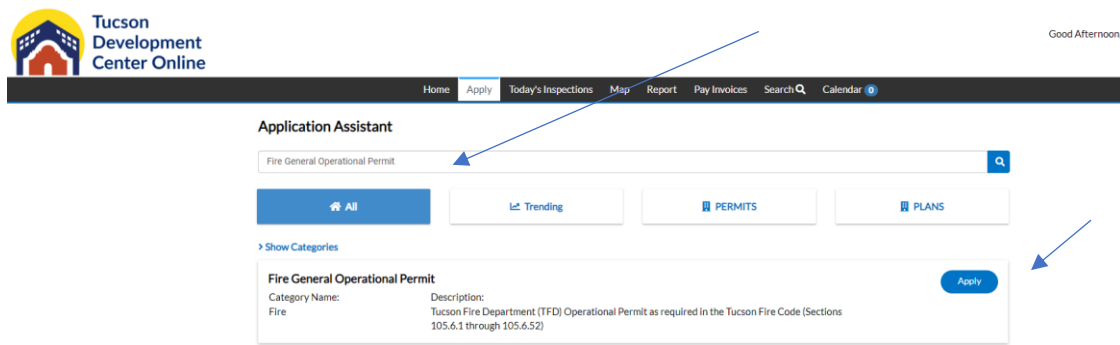
The screenshot shows a form titled "Reset Password" with a red asterisk next to the label "Email Address". Below the label is a text input field. Underneath the input field are two more text input fields, one labeled "Password" and one labeled "Confirm Password", both with red asterisks. Below these fields is a blue button labeled "Reset". At the bottom of the form, there is a message: "Your password has been reset. [Click here to log in.](#)"

APPLYING FOR A PERMIT (basics)

- After **Registering/Logging** into your **Home Page**, Choose **Apply** from the menu bar at the top of the page, where you can also click the large white tile titled '**Apply**' found there. You can also do this from the **Dashboard tab**.



- Note the permit type required (Fire State Licensed Facilities or Fire General Operational Permit). Also, have your 'Notice of Violation' number (top right of your Report) and your Inspector's name or MA #.
- The **Application Assistant** will open.
- Type in **Fire** in the Search Bar and a drop down menu of all Fire Permits will open.
- Scroll through and click on the **correct** permit type (Please read permit descriptions carefully).
- Click **Apply** on the permit.



(Continue)

- Follow directions carefully/accurately, clicking **Next** after each page (tab) is filled in completely.
- **Note:** In the **Attachments** tab, at least one document **must** be attached in order for the permit application to be accepted. If no documents are 'required' for the permit, upload any document (a piece of letterhead or even a blank document).
- At the last tab (**Review and Submit**) review the application details.
- After review, click **Submit**.
- Click **Continue to the permit**. This is where you can track the permit's progress and pay fees after review is complete. **(Permit will NOT be ISSUED until after all violations are abated)**



Good Afternoon,

Permit Number: TF-FOP-1022-00261

Permit Details | Tab Elements | Main Menu

Type:	Fire General Operational Permit	Status:	Submitted - Online	Project Name:	
Applied Date:	10/24/2022	Issue Date:			
District:	Ward 6	Assigned To:		Expire Date:	
Finalized Date:					
Description:	ewwtg				

- Summary
- Locations
- Fees
- Attachments
- Contacts
- Sub-Records
- More Info

<p>Progress</p> <p>0% Completed</p> <p> <input checked="" type="radio"/> Completed <input type="radio"/> In Progress <input type="radio"/> Not Started </p>	<p>Workflow</p> <ul style="list-style-type: none"> <input type="radio"/> Review <input type="radio"/> Verify Fees and Issue Invoice <input type="radio"/> Verify Fees Paid <input type="radio"/> Issue Permit <input type="radio"/> Fire Code Case 	<p>Available Actions</p> <p> No Actions</p>
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THE DASHBOARD

My Permits



[View My Permits](#)

My Plans



[View My Plans](#)

My Inspections



[View My Inspections](#)

My Invoices



[View My Invoices](#)

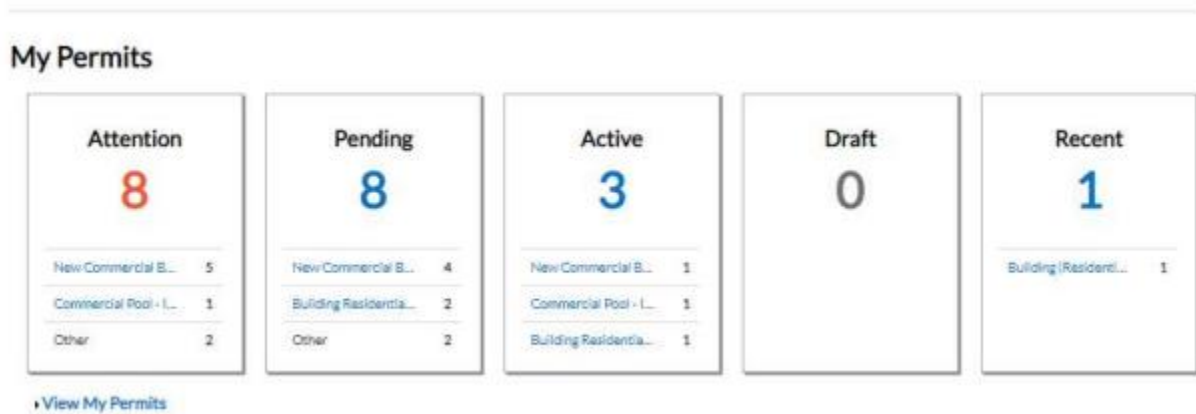
TDC provides the ability for users to see a visual representation of aggregated data on the dashboard. Users can see data for permits, plans, inspections, and invoices. Users can click on the Draft circles to access saved drafts; users can also add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the logged in user.

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Follow the steps below to use the dashboard:

1. Click **Draft** in the **Permits** section to view saved Permit application drafts.
2. Click the appropriate status card in the **Permits** section to view a list of the corresponding Permits. Beneath each status is a breakdown of the Permit Types. Click **View My Permits** to view all Permits.
3. Click the appropriate status in the **Inspections** section to view a list of the corresponding Inspections. Beneath each status is a breakdown of the Inspection Types. Click **View My Inspections** to view all Inspections.
4. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the **My Invoices** section to add the corresponding Invoices to the Shopping Cart. Click **View My Invoices** to view all Invoices.

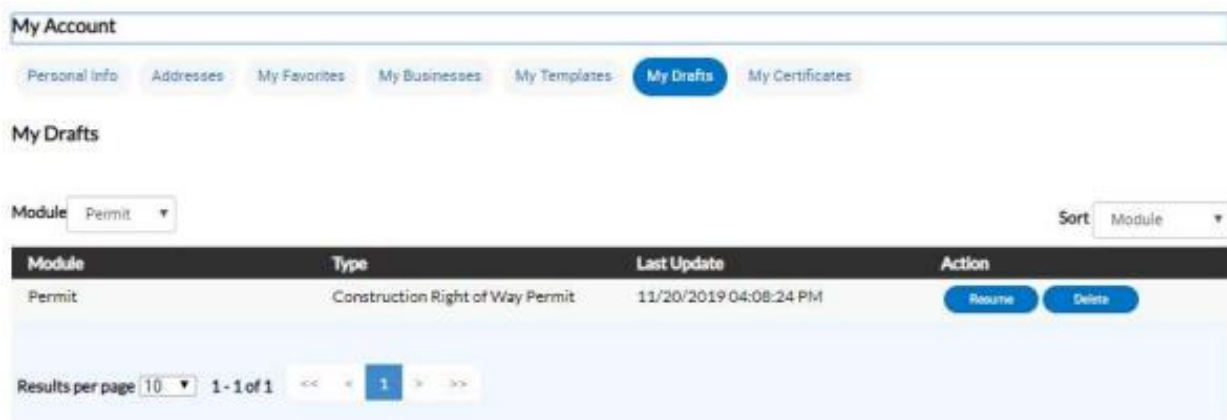
TRACKING PERMITS



- **Attention:** By clicking on the **Attention** status from the Dashboard, you will be given a list of all Permit Numbers that have been applied for that have a status of Attention, Project name, Address attached to the Permit, Type, Status, and the Reason that the Permit needs the citizen's attention. Criteria for the Attention status is: Active holds, unpaid fees, failed reviews (submittals), failed inspections, file resubmissions, and does not have a completed status.
- **Pending:** By clicking on the **Pending** status from the Dashboard, you will be given the list of all permit numbers that have been applied for that have a status of Pending, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Pending status; no issue date, final date, nor an expire date.

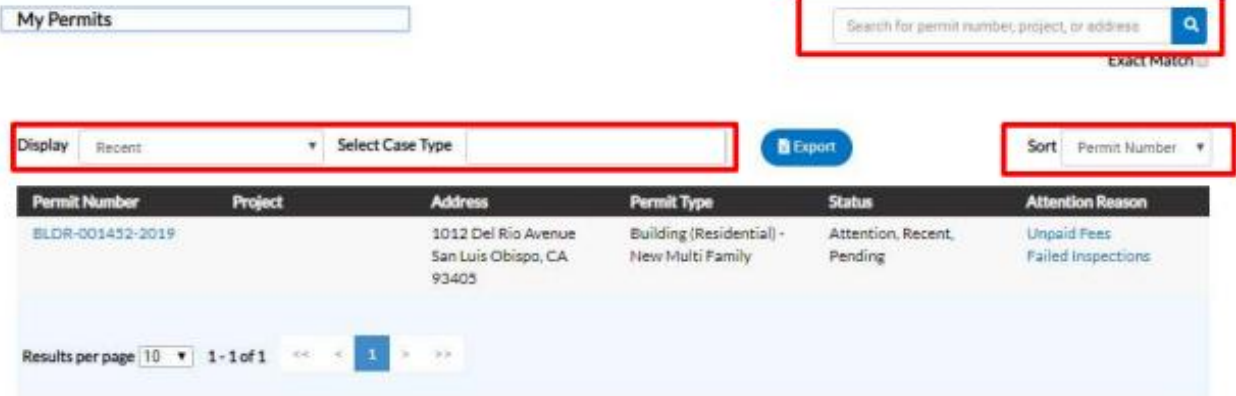
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- **Active:** By clicking on the **Active** status from the Dashboard, you will be given the list of all permit numbers that have been applied for that have a status of Active, Project name, Address attached to the Permit, Type, Status and Reason. Criteria for the Active status: either has a status of issued or has an issued date and does not have a completed status.
- **Draft:** By clicking on the **Draft** status from the Dashboard, you will be given the list of all Permits and Plans that have been saved, but not submitted for review. These drafts may be incomplete and action may resume at any point in time. They may also be deleted from this screen if they are no longer needed.



- **Recent:** By clicking on the **Recent** status from the Dashboard, you will be given the list of all Permit Numbers that have been applied in the last 30 days.

(Continue)



- **Display:** This dropdown box allows the citizen a way to organize and select one Status to view.
- **Select Case Type:** This field will allow the citizen to type in a specific Case Type and suggestions will show in a dropdown.



- **Sort:** This dropdown box allows the citizen a way to sort by **Permit Number**, or **Address**.
- **Search Box:** This box allows the citizen a way to search by **Permit Number**, or **Address** by typing in the information in the box and clicking on the magnifying glass icon.

INVOICES

My Invoices

Current		
0	\$0.00	Add To Cart
Past Due		
5	\$296.60	Add To Cart
<hr/>		
Total		
5	\$296.60	Add To Cart

[View My Invoices](#)

TDC's users are able to access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic shopping cart. TDC's integrated electronic shopping cart allows citizens to view, add, and pay invoices, and displays single or multiple cases associated with each invoice.

[Back](#)

Shopping Cart

Total \$296.60
[Check Out](#)

Invoice: INV-00000395	Description: NONE
Due Date: 03/13/2019	Billing Contact: Tyler (Goss, Christy)

Case Number	Project	Case Address	Amount Due
BLDC-000718-2019		900 Del Rio Avenue San Luis Obispo CA 93405	\$1.65

\$1.65
[Remove](#)
[Top | Main Menu](#)

(Continue)

- 1. Current:** By clicking on the **Add To Cart** oval to the right of Current invoices, the citizen will be able to access the Shopping Cart screen where all current invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click Remove to the right of the invoice. To checkout, click on the Check Out oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).
- 2. Past Due:** By clicking on the **Add To Cart** oval to the right of Past Due invoices, the citizen will be able to access the Shopping Cart screen where all past due invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click Remove to the right of the invoice. To checkout, click on the Check Out oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).
- 3. Total:** By clicking on the **Add To Cart** oval to the right of Total invoices, the citizen will be able to access the Shopping Cart screen where all invoices are listed. The citizen may access the Invoice by clicking on the Invoice Number or they may access the Case by clicking on the Case Number. To remove an Invoice from the Shopping Cart, the citizen may click Remove to the right of the invoice. To checkout, click on the Check Out oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

INSPECTION STATUS (Fire Construction Permits)

My Inspections



[View My Inspections](#)

- 1. Requested:** By clicking on the **Requested** status from the Dashboard, you will be given a list of all Inspection Case Numbers that have a status of Requested, Address attached to the Inspection, Inspection Type and Requested Date.
- 2. Scheduled:** By clicking on the **Scheduled** status from the Dashboard, you will be given a list of all Inspection Case Numbers that have a status of Scheduled, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.
- 3. Closed:** By clicking on the **Closed** status from the Dashboard, you will be given a list of all Inspection Case Numbers that have a status of Closed, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.