

# Wisconsin Department of Safety and Professional Services

<b>Mail To:</b>	<b>P.O Box 8935</b> <b>Madison, WI 53708-8935</b>	1400 E. Washington Avenue Madison, WI 53703
<b>FAX #:</b>	(608) 261-7083	E-Mail: <a href="mailto:web@dsps.wi.gov">web@dsps.wi.gov</a>
<b>Phone #:</b>	<b>(608) 266-2112</b>	Website: <a href="http://dsps.wi.gov">http://dsps.wi.gov</a>

## INDUSTRY SERVICES DIVISION

### FREQUENTLY ASKED QUESTIONS

#### FOR REQUESTING ELECTRONIC BUILDING PERMITS (ONE & TWO FAMILY DWELLINGS)

**Q: What do I need to complete the online building permit request process?**

**A:** To complete the permit request process, you will need the following information where required by the Municipality:

**1. Jurisdiction, Submitter, Project and Permit Type Information**

- Jurisdiction: City, Township, Village, County.
- Submitter Name, Address, City, Zip-code, Phone and Email.
- New, Alteration, Addition, Repair, Raze, Other Project Types.
- Construction, HVAC, Electric, Plumbing, Erosion Control, Other Permit Types.

**2. Owner and Contractors Information (If available)**

- Dwelling Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.
- Dwelling Contractor Qualifier Name, DSPS License Number, License Expiration Date, Phone and Email.
- HVAC Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.
- Electrical Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.
- Plumbing Contractor Name, DSPS License Number, License Expiration Date, Address, City, Zip-code, Phone and Email.

**3. Project Location Information (If available)**

- Lot, Building and Zoning.

**4. Project Information (If available)**

- Area, Occupancy, Construction Type, Stories, Electric, Walls, Use, HVAC Equip., Sewer, Water, Energy Source, Heat Loss and Est. Building Cost w/o Land.

**5. Electronic Signature**

**Q: I am a homeowner and want to general my own project; do I have to fill out the Dwelling Contract and Qualifier information?**

**A:** You will leave those areas blank. At step five you will check the box above your electronic signature which states "I vouch that I am or will be an owner-occupant of this dwelling for which I am applying for an erosion control or construction permit without a Dwelling Contractor Certification and have read the cautionary statement regarding contractor responsibility on the reverse side of the last ply of this form."

## Wisconsin Department of Safety and Professional Services

**Q: How long does it take to process my permit once I have completed the electronic process?**

**A:** Upon successfully completing the permit application on Online Building Permit System, the request is electronically been sent to the intended Municipality already. You will receive a confirmation email from Online Building Permit System upon Municipality approval. If you have any questions regarding the processing time of your permit, please contact the Municipality directly.

**Q: The Online Building Permit System cannot find my Municipality. What do I do?**

**A:** Municipality Clerk and Building Inspector needs to register with DSPS to utilize the Online Building Permit System. After successful registration, the Municipality will be then listed in Online Building Permit System. If you still cannot find your Municipality, please contact the Department of Safety and Professional Services at 608-266-2112 or [DSPSSBUDCTech@wisconsin.gov](mailto:DSPSSBUDCTech@wisconsin.gov) for assistance.

**Q: I am having trouble completing the permit application process through The Online Building Permit System. Who should I contact?**

**A:** If you have any issues or questions regarding the permit application filing process, please contact the respective Municipality Clerk and Building Inspector Office.

**Q: How do I confirm that my permit request was received by the Municipality?**

**A:** Once permit request has been filed with the respective Municipality, you will receive a receipt email from the Online Building Permit System. If you have any issues or questions regarding the permit, please contact the respective Municipality Clerk and Building Inspector Office. Please reference your Filing Number, which may be found in the email you received from the Online Building Permit System.

**Q: I submitted permit request but have not received any emails?**

**A:** Once permit request has been filed with the respective Municipality, you will receive a receipt email from the Online Building Permit System. Check your spam folder as emails may be automatically marked as spam.

**Q: I started the permit request process, but stopped before completing. How do I complete the request?**

**A:** To complete the permit request process, you must call the respective Municipality and ask for the filing link to be emailed to you. Please reference your Filing Number, which may be found in the email you received from the Online Building Permit System.

**Q: Where can I find my Filing Number or Confirmation Number?**

## Wisconsin Department of Safety and Professional Services

**A:** You may find your Filing Number in the Email you received and on Confirmation page from the Online Building Permit System.

**Q:** **I haven't received any emails from the Online Building Permit System. What do I do?**

**A:** Check your spam folder as emails may be automatically marked as spam. If you cannot find any emails from the Online Building Permit System, contact the Department of Safety and Professional Services at 608-266-2112 or [DSPSSBUDCTech@wisconsin.gov](mailto:DSPSSBUDCTech@wisconsin.gov). If possible, reference your Filing Number.

**Q:** **I am a Municipality Clerk or Building Inspector and would like to connect to the Online Building Permit System. Where do I get more information?**

**A:** For more information on how to connect to Online Building Permit System, please contact Division of Industry Services, at [DSPSSBUDCTech@wisconsin.gov](mailto:DSPSSBUDCTech@wisconsin.gov) or (608) 266-2112.