

# GETTING STARTED

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MyCity is a secure, all-in-one, online service that allows residents and businesses to access information about their City of New Westminster accounts, including booking inspections and inspections results. It is easy to use and all information is protected by private access codes.

To get started, you will need your permit number and access code, which can be found on the permit that you signed.

For more information, please contact us at [mycity@newwestcity.ca](mailto:mycity@newwestcity.ca)



## 24- HOUR INSPECTION REQUEST SERVICE

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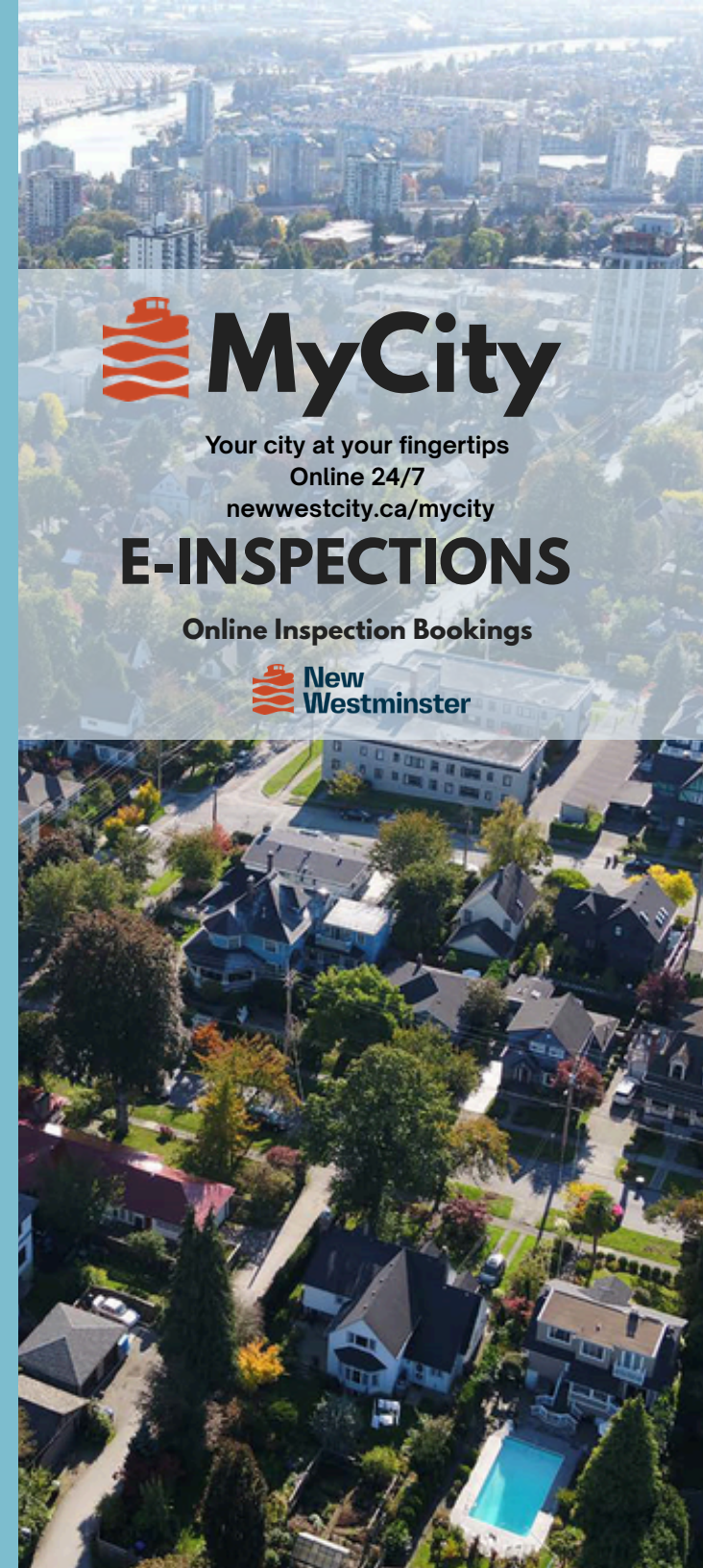
Please ensure your request is made prior to 2:00 pm on the business day before the inspection is required.

### GENERAL INFORMATION

- All work being inspected must be submitted and ready prior to inspection
- Required documents must be submitted to the Building Division prior to 2:00 pm on the Business Day before the inspection date.
- Any omitted information may result in an inspection not being scheduled and delay in construction
- Work must not proceed past any of the required inspections listed without prior authorization
- The Street address and building permit card must be posted in a visible location on site.
- The approved building permit drawings and all prior inspection notices must be on site for all inspection

### INSPECTION RESULTS

From the “task screen” you can also view the progress of your permit and the inspection results



Your city at your fingertips  
Online 24/7  
[newwestcity.ca/mycity](http://newwestcity.ca/mycity)

## E-INSPECTIONS

Online Inspection Bookings



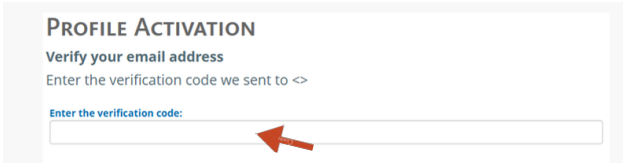
# 1 Access MyCity at [www.newwestcity.ca/mycity](http://www.newwestcity.ca/mycity)

You will need to **create a MyCity account** if you **do not** have an existing account already. You will only need to complete this step once.



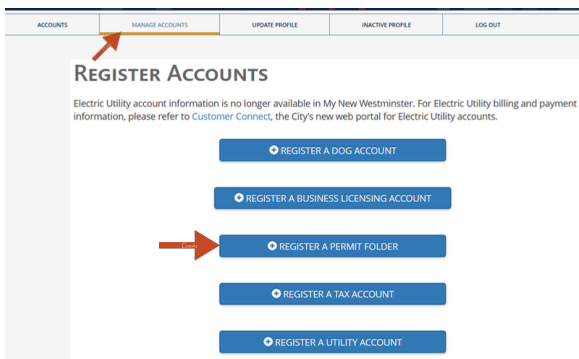
# 2 Once you have registered for a mycity account,

you will receive a verification code sent to the email address registered with your account. You will need to enter the verification code on the page shown below to complete your registration and to activate you account. See email sample below



# 3 Log in to your MyCity Account,

then click on **Manage Accounts** and click on **REGISTER A PERMIT FOLDER**.



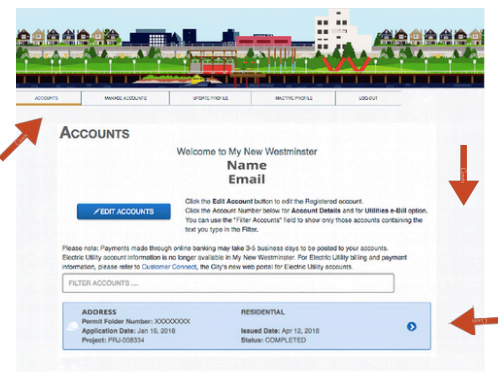
# 4 Register your permit to your MyCity account

using the **Permit Number** and **Access Code** printed at the top of your permit. You will only need to register your permit once. You do not need to register each time you book an inspection.



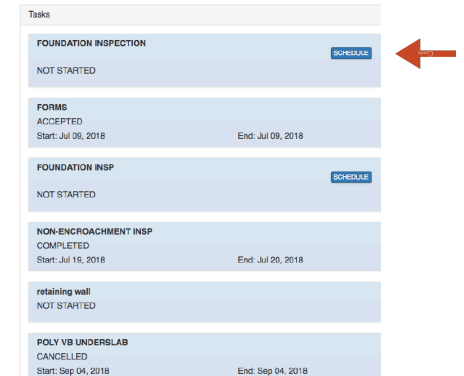
# 5 Click on Accounts

and scroll to the bottom until you locate the permit that you have registered and for which you would like to book an inspection. Once you have located the permit, click on the small blue arrow to book inspection.



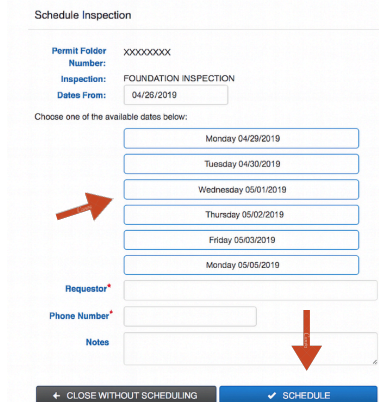
# 6 Scroll down the page and under TASKS,

locate the type of inspection you wish to book. Once you have located the inspection, click on the **schedule button**



# 7 Select the date of when you would like to book your inspection

fill in the contact details and any notes for inspectors. Once done, click **SCHEDULE**. Your inspection is now booked.



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