City of Glendale

City Licensing, Inspection, and Permits Portal (CLIPP) Reference Guide

This document is intended to provide support on the use of the City Licensing, Inspection, and Permits Portal (CLIPP), which can be accessed through the City of Glendale website. The City Licensing, Inspection, and Permits Portal (CLIPP) allows home owners, contractors and general public conducting business in the City of Glendale to view and track details of various permits, licenses and planning cases online with a free user account. The portal user account email must be associated with the permit, license or a planning case in order to access project details and request inspections.
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Introduction
The City Licensing, Inspection, and Permits Portal (CLIPP) allows home owners, contractors and general public conducting business in the City of Glendale to view and track details of various permits, licenses and planning cases online with a free user account. The portal user account email must be associated with the permit, license or a planning case in order to access project details and request inspections. General property information can be accessed on the City of Glendale Property Portal by Permit Number, Site Address or a Parcel Number.

The City Licensing, Inspection, and Permits Portal (CLIPP) provides the following online services:

- Check Permit and Plan Check status
- Check Inspection Results
- Review Project related financial data

California licensed contractors and homeowners will have access to the following additional services:

1. Request Inspections for Building and Fire Permits
2. Cancel Inspections
3. Add Subcontractor to Issued Permits
Create an Account
Open your Internet browser and in the address bar type https://csi.glendaleca.gov/CLIPP. You may also access the website link from the Online Services tab via City of Glendale website.
1. Click on Create an Account link at the bottom of the login box.

2. Enter your account information. Select the appropriate Account Type. Note that the contractor license details will be automatically populated from the “Contractor State License Board” after user enters the license number. All required fields are marked with a red * asterisk.
3. Review the terms of use described in the Disclaimer section at the bottom of the Account Information form and click Submit.

You should now see the following message, indicating to check your email for login instructions and temporary password.
Login
To login for the first time, copy your temporary password from your email received from No-Reply-CLIPP@glendaleca.gov then click on the link to go to the login page.

Next, enter your email address and your temporary password and click Login.

The system will take you to the “My Profile” page Change Password section where you will need to enter your temporary password as your current password then enter a new password of your choosing. Click Change Password, then log back in with your new password.
Home Page
After successfully login in, you will see the CLIPP home page, where you will have access to Permits/Licenses/Cases linked to your email. Note, in order to access permits, licenses and planning cases, your email address must be associated with the permits, licenses and cases in the City’s Electronic Permitting and Licensing system. California licensed contractors and homeowner will have access to REQUEST INSPECTION feature.

My Records (Permits, Licenses, Planning Cases)
Click on the MY RECORDS menu and select the appropriate link to view the list of activities that are associated with your CLIPP user account email. Note that for security reasons, we are only allowing access to a record if the contact on the original record has the same email as the CLIPP user account email. To view the permit list, click on the ACTIVE PERMITS link.
All active permits associated with your CLIPP account email will be listed chronologically grouped by the permit type.

### MY ACTIVE PERMIT

<table>
<thead>
<tr>
<th>Address</th>
<th>Permit Number</th>
<th>Type</th>
<th>Sub Type</th>
<th>Status</th>
<th>Issued</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1600 SANTA BARBARA AVE</td>
<td>BE1009128</td>
<td>Building Permit</td>
<td>Dwelling/Duplex</td>
<td>Issued</td>
<td>REPLACE (10) WINDOWS AND (6) SLIDING GLASS DOORS ALL WINDOWS AND SLIDING DOORS TO BE TEMPERED.</td>
<td></td>
</tr>
<tr>
<td>1627 GARDENA AVE</td>
<td>BE1522652</td>
<td>Building Permit</td>
<td>Dwelling/Duplex</td>
<td>Issued</td>
<td>REPLACE EXISTING ALUMINUM WINDOWS (10) IS OUT FRAME WINDOWS, A SINGLE HUNG PICTURE SINGLE KEEPING SEALS &amp; FRAMES</td>
<td></td>
</tr>
<tr>
<td>576 SOUTH ST UNIT 1</td>
<td>BE1509561</td>
<td>Building Permit</td>
<td>Alternative</td>
<td>Issued</td>
<td>REPLACE 2 EXISTING WINDOWS</td>
<td></td>
</tr>
<tr>
<td>576 SOUTH ST UNIT 12A</td>
<td>BE1509569</td>
<td>Building Permit</td>
<td>Alternative/Condo</td>
<td>Issued</td>
<td>REPLACE TWO EXISTING WINDOWS</td>
<td></td>
</tr>
<tr>
<td>576 SOUTH ST UNIT 16</td>
<td>BE1509564</td>
<td>Building Permit</td>
<td>Apartment/Condo</td>
<td>Issued</td>
<td>REPLACE EXISTING WINDOWS AND PATIO DOOR (3) WINDOWS AND 1 PATIO DOOR</td>
<td></td>
</tr>
<tr>
<td>576 SOUTH ST UNIT 16</td>
<td>BE1509583</td>
<td>Building Permit</td>
<td>Alternative/Condo</td>
<td>Issued</td>
<td>REPLACE EXISTING ALUMINUM WINDOWS AND PATIO DOOR (5) WINDOWS AND 1 PATIO DOOR</td>
<td></td>
</tr>
<tr>
<td>214 SYLVANIA CT</td>
<td>BE1509584</td>
<td>Building Permit</td>
<td>Alternative</td>
<td>Issued</td>
<td>REPLACE EXISTING WINDOWS WITH RETRO FIT (4) WINDOWS (10 WINDOWS AND 1 PATIO DOOR)</td>
<td></td>
</tr>
</tbody>
</table>

### View Permit Detail

To view permit details, click on the permit number or the address.

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How to Renew a Contractor Business License

In the Home screen, click the Renew Online module. It will display the type of permits/licenses you can renew. Click on the corresponding license.

SELECT PERMIT/LICENSE TYPE

1. Select Permit-License type to be renewed.

BUILDING

- A - General Engineer License
- B - General Contractor License
- C - Specialty Contractor License

COMMUNITY DEVELOPMENT

- Dog License

Note: Please do not use browser back button.

After proceeding, in the Search screen, you will see the Contractor State License available for renewal selected. If you do not see this, you can manually enter your City issued Contractor Business License Number and click search. Select Next when ready to proceed.

SEARCH

2. Search and Select City issued Contractor Business License Number.

Search...

Search by City issued Permit-License number or State License number (for Contractor City Business License Renewal).

Note: Please do not use browser back button.
In the Applicant Information tab, confirm all information is correct before proceeding. You can modify any of the fields, if needed. Select **Next** when ready to proceed.

**APPLICANT INFORMATION**

In the Applicant Information tab, confirm all information is correct before proceeding. You can modify any of the fields, if needed. Select **Next** when ready to proceed.

**ADDITIONAL INFORMATION**

Confirm information listed in the Additional Information tab and select **Next** to proceed.

*Note: Please do not use browser back button.*
Before proceeding to our secure payment page, review all information on the Permit/License Review tab. After verifying information, proceed to the payment page by clicking on the **Continue To Pay** button.

![PERMIT/LICENSE REVIEW](image)

**Note:** Please do not use browser back button.
Please enter your Credit Card/Debit Card information and select the **Pay With Your Credit Card** button.

You have now successfully renewed your Contractor Business License!

**Add Subcontractor (Contractors Only)**

To add a subcontractor to a permit, click on **ADD SUBCONTRACTOR** link and search a contractor who is registered with the City of Glendale by name or an email address and click Next.

Select the contractor and click **ADD**. Note that the subcontractor added to the permit will be notified via email, which will indicate the addition and show steps on how to create an online CLIPP account.
View and Print Invoices/Receipts
To view invoices and receipts related to the permit, click on the Invoices or Receipts link.

You may print a copy of an invoice by clicking on the PRINT button from the INVOICE VIEW page.

Request Inspection (Contractors Only)
To request an inspection you may click on the “Inspections” link from the main menu then click on “Request Inspection” link or while you view the permit details, you may click on the REQUEST INSPECTION link.
Select the address and the permit number, then select the Inspection type(s) and date, enter additional comments and click Submit Inspection Request. Note that by default “Send Inspection Updates by email” box will be checked, which will allow you to receive inspection updates via email. If you choose not to receive any email notifications regarding inspector name, time, and inspection status, you will need to uncheck this box.

Cancel Inspection (Contractors Only)

To cancel a scheduled inspection you may click on the CANCEL INSPECTION icon from the home page.
Select the address and the permit number, then check the inspection(s) to be canceled and click “Cancel Inspection(s)"

View Inspection Results
To view inspection results click on the Inspections section from the VIEW PERMIT page. To read detail comments click on the View Comment link to read the inspection comments.
How to Apply for Electrical, Plumbing, Mechanical and/or ROOF Permits

In the Home screen, click the Apply Online module. It will display the type of permits you can apply for. Click on the corresponding permit, listed below Building.

In the Search Address tab, you will now be asked to enter the address that will be associated with this permit. Please enter a Street Number and a Street Name. If needed, select a Unit and Street Mod. Select Next when ready to proceed.

In the Applicant Information tab, confirm all information is correct before proceeding. You can modify any of the fields, if needed. Select Next when ready to proceed.
In the Additional Information tab, please go ahead and enter the required information. Select Next when ready.

**NOTE:** All fields marked with a red asterisk (*) are required before proceeding.

In the Attachment Information tab, upload any required documents for the selected permit. From the dropdown menu of Description, individually select each document and upload the file. When ready, select Next.
In the Permit/License Review tab, confirm all the entered information is correct. After verifying information, proceed to the payment page by clicking on the **Continue To Pay** button.
In the Permit/License Review tab, please read the Declaration entirely and accept terms accordingly. Select **Accept/Submit** when ready to proceed to payment page.
Please enter your Credit Card//Debit Card information and select the **Pay With Your Credit Card** button.

![](image)

You have now successfully applied for a permit!

**How to Apply for a Dog License**

In the Home screen, click the **Apply Online** module. It will display the type of permits/licenses you can apply for. Click on **Dog License**, listed below Community Development.

**SELECT PERMIT/LICENSE TYPE.**
In the Search Address tab, you will now be asked to enter the address that will be associated with this Dog License. Please enter a Street Number and a Street Name. If needed, select a Unit and Street Mod. Select **Next** when ready to proceed.

In the Applicant Information tab, confirm all information is correct before proceeding. You can modify any of the fields, if needed. Select **Next** when ready to proceed.
In the Additional Information tab, please go ahead and enter the required information. Make sure to select the checkbox after reading the agreement at the end of the page. Select **Next** when ready.

**NOTE:** All fields marked with a red asterisk (*) are required before proceeding.

### ADDITIONAL INFORMATION

| 3. Additional Information |  
| --- | --- |
| Dog’s Name* | Boxer |
| Birth Year | 2004 |
| Gender | Male |
| Color | Beige Mix |
| Spayed/Neutered | Yes |
| Date of Birth | 01/01/2017 |
| Rabies Vaccination Date* | 01/07/2017 |
| Rabies Vaccination Exp.* | 01/07/2018 |

### FEE NAME | FEE AMOUNT
--- | ---
Altered | $50.00
Unaltered | $45.00
Animal License 3 Year - Dog License/Unaltered | $61.00
Altered (3 Yr.) | $50.00

*For qualifying low income seniors. Please contact Licensing at (818) 937-8300 for eligibility information.

I certify that my pet has a current rabies vaccination that was administered in the United States and will remain vaccinated during the license period. Making a false declaration regarding the vaccinating of an animal may result in a criminal and/or civil citation.

**Note:** Please do not use browser back button.
In the Attachment Information tab, upload the 2 required documents for a Dog License: Proof of Spay/Neuter and Rabies Certificate. From the dropdown menu of Description, individual select each document and upload the file. When ready, select Next.

In the Permit/License Review tab, confirm all the entered information is correct. After verifying information, proceed to the payment page by clicking on the Continue To Pay button.
Please enter your Credit Card/Debit Card information and select the **Pay With Your Credit Card** button.

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**Review Your Order**

- **Total Amount**: USD 50.00

*Return to Edgesoft Inc DMM00900 Payment Page*

**Pay With Your Credit Card**

- **Cardholder Name**
- **Credit Card Number**
- **Expiration Date (MM/YY)**

*Pay With Your Credit Card*

Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.

We respect your privacy. We will pass your name, address or e-mail address on only to the merchant.

Secure Payment provided by First Data Corp.

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You have now successfully applied for a Dog License!

**How to Renew a Dog License**

In the Home screen, click the **Renew Online** module. It will display the type of permits/licenses you can apply for. Click on **Dog License**, listed below Community Development.

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1. Select Permit/License type to be renewed.

**BUILDING**

- A - General Engineer License
- B - General Contractor License
- C - Specialty Contractor License

**COMMUNITY DEVELOPMENT**

- Dog License

*Note*: Please do not use browser back button.
After proceeding, in the Search screen, you will see the Dog License available for renewal selected. If you do not see this, you can manually enter your city issued invoice number and click search. Select **Next** when ready to proceed.

![Search screen](image)

**SEARCH**

In the Applicant Information tab, confirm all information is correct before proceeding. You can modify any of the fields, if needed. Select **Next** when ready to proceed.

![Applicant information](image)

**APPLICANT INFORMATION**

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In the Additional Information tab, please go ahead and verify information listed. If any changes need to be made, please do so on this page. Make sure to select the checkbox after reading the agreement at the end of the page. Select **Next** when ready.

**NOTE:** All fields marked with a red asterisk (*) are required before proceeding.

In the Attachment Information tab, upload the 2 required documents for a Dog License: Proof of Spay/Neuter and Rabies Certificate. From the dropdown menu of Description, individual select each document and upload the file. When ready, select **Next**.
In the Permit/License Review tab, confirm all the entered information is correct. After verifying information, proceed to the payment page by clicking on the Continue To Pay button.

Please enter your Credit Card//Debit Card information and select the Pay With Your Credit Card button.

You have now successfully renewed your Dog License!
My Profile

Change Contact Info
To change contact information click on MY PROFILE from the main menu then click on the EDIT button.

Change Password
Click on the CHANGE PASSWORD tab under MY PROFILE page to change password.
Contact Us

For questions and comments, select the “Contact Us” link located on the main menu. The link will redirect you to the City of Glendale message form.

Terminology

- Activity – permits, licenses, planning cases
- Activity Status – permit, license, planning case status
- Applied Date – the date for which the activity was first recorded
- Description – scope of work, additional activity details,
- Sub Type – a sub category within the activity type

Button Index

- ▼ – Collapsed menu
- ▶ – Expanded menu

Questions

If you have further questions, comments, suggestions or need technical support, please contact:
Community Development Department
633 E. Broadway Rm. 103
Glendale, CA 91206
Phone: (818) 548 - 3200