DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health

DPH Permits Portal for Plumbing Permits
- User Training Manual for Applicants

Privacy Information
This document may contain information of confidential and sensitive nature. This information should not be shared with persons other than those in your organization that need to access the system.

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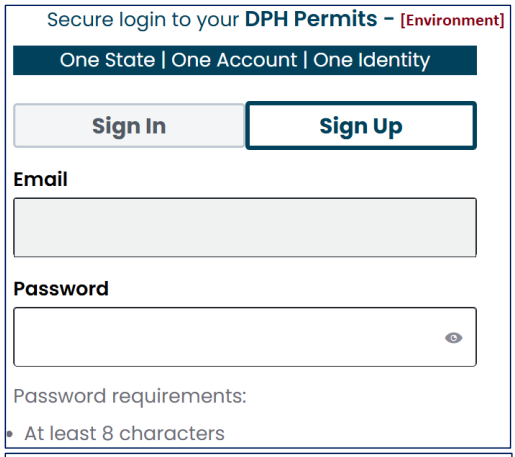
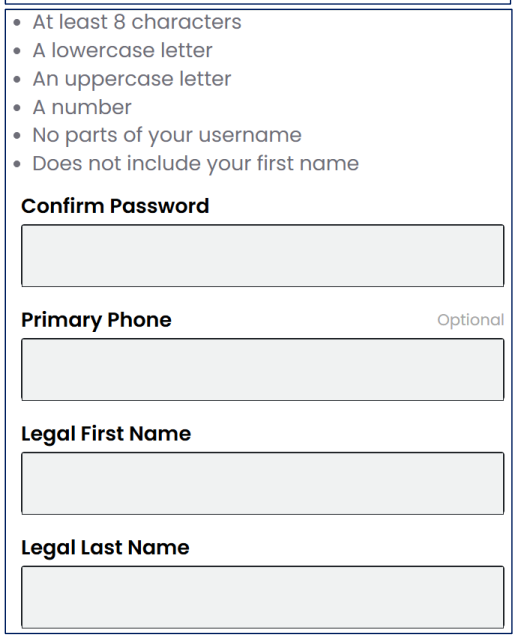
1. Getting started

User Registration

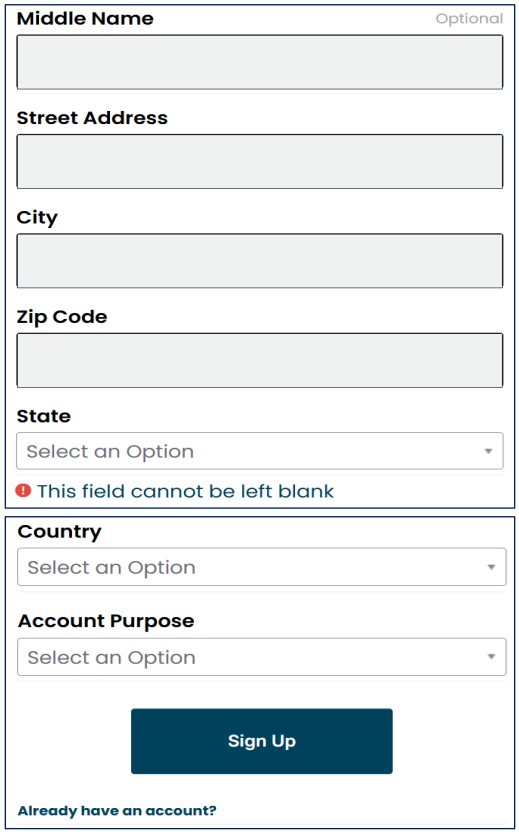
1. Click DPH Permits Login
2. User clicks the **Sign Up** tab in Secure login to your DPH Permits screen.
3. User enters a valid email address for verification. If you have received an invitation email, use that email.
4. User enters/creates a new password based on the instructions provided in the pop-up screen.



- User enters a valid email address for verification
- User enters/creates a new password based on the instructions provided on the screen



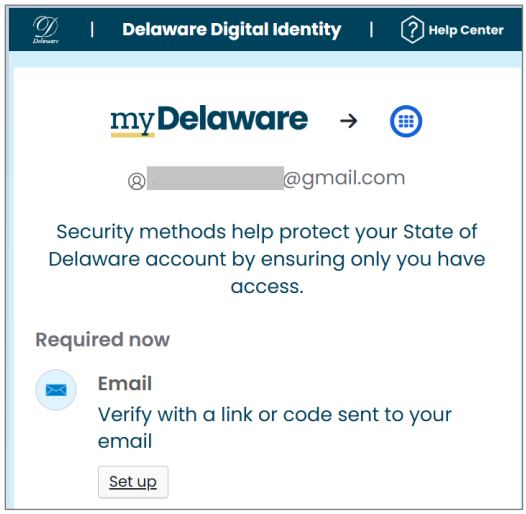
- User re-enters the new password again in Confirm Password field
- User enters value in Primary Phone field (Optional field)
- User enters value in in Legal First Name and Legal Last Name fields



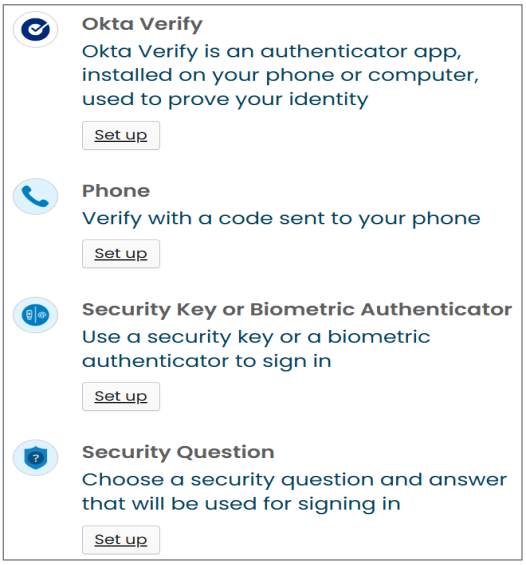
- User enters values in Middle Name (Optional), Street Address, City, Zip Code fields
- User selects value in State drop-down field

User selects values in Country and Account Purpose fields. For Account Purpose, select "For My Business" unless you are applying as an individual. Individuals that wish to apply for themselves can select "For Myself".

5. User clicks on **Sign Up** button at the bottom, after entering data in all the required fields in the screen.
6. After successful sign-up, the screen below is displayed.

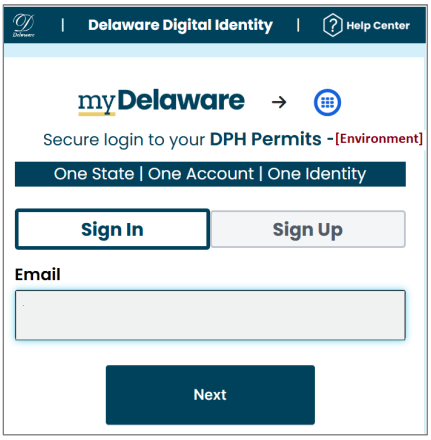


User to select one of the security access methods to verify login into DPH Permits portal by clicking on **Set up**. After **Set up** is clicked, an Account Activation email will be sent to you. Click **Activate Account** button in that email.



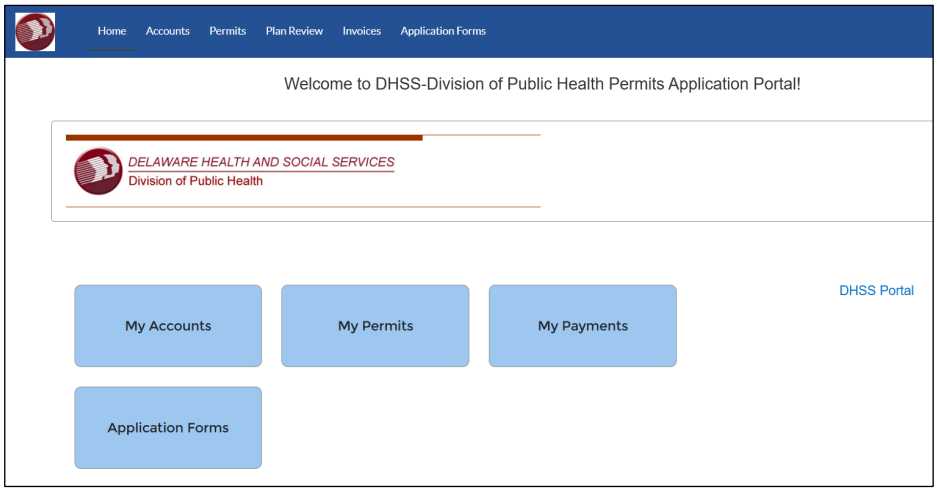
- User to select one of the security access methods to login into DPH Permits portal by clicking on the **Set up**.
- User clicks on **Continue** at the bottom of the screen after Verify method has been set up.
- User can set up multiple methods for verification later by logging back into https://my.delaware.gov/.
- The Okta Verify method will require you to download the Okta Verify authenticator app.

7. An Account Activation email will be sent to you. **Click Activate Account button in the email.**
8. Click **Continue** at the bottom of the Secure login to your DPH Permits screen. After sign-up has been completed, user will be taken to the home page of the DPH Permits portal.
9. For future logins, user clicks on **Sign In** button on Secure login to your DPH Permits screen.

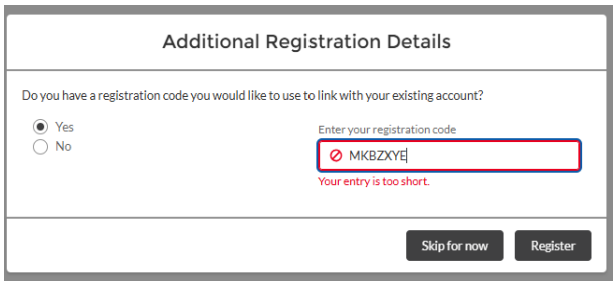


After entering login Email and Password, user receives secure verification code in one of the verification methods set up during registration (E.g. security code from e Email, Phone, or 'OKTA Verify' authentication app
Note: User can download 'OKTA Verify' authentication app, to receive the secured verification code if that option is chosen for verification.

10. Upon successful login, user launches DPH Permits portal and is taken to the home page.



11. If you have applied for permits in the past and we have your past permits in our system, we will send an Invitation Email to the email we have on file for you. In that Invitation Email, there will be a Registration Code that you can enter on the screen that is presented to you. If you did not receive the Invitation email, please contact one of our County Offices. This screen will look like the following.



When logging in for the first time you will see this screen. If you have a Registration Code, select **Yes** and enter the code here and click **Register**.

If you have never applied for a permit in the past with DPH, select **No** and enter all your account details on the screen presented to you and then click **Register.**

Accessing DPH Permits Portal

Pre-requisite**:**

1. User should be registered to use DPH Permits Portal
2. Download 'OKTA Verify' authentication app (If selected as the secured method to receive verify code. User can also use Email or Phone as the authentication method instead of OKTA Verify.
3. Ensure a stable internet connection and use a supported browser for the best portal experience.

Steps/Procedure to login

Launch the web browser.

Use the DPH Permits Portal URL.

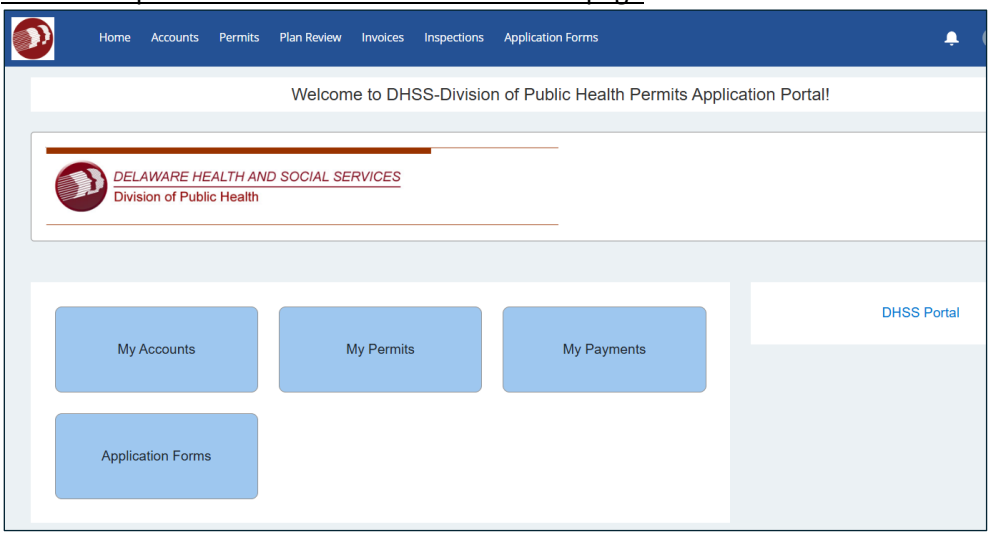
- URL – DPH Permits Login – This URL is to login directly into the DPH Permits Portal
- URL - My Delaware Dashboard – This URL will log you into your Delaware Dashboard where you can change settings such as your password and authentication verification methods.
- [Enter your User Id]
- [Enter your Password]
- User will be authenticated. User will be directed to use a verification method that was selected during Sign-Up and Registration. Depending on the secured method selected by user, user receives secured passcode from secure method like OKTA, Email etc. Enter the code in the field on the screen and click **Verify.**
- On successful login, user (Applicant) navigates to **DPH Permits Portal.**

2. DPH Permits Portal Home page for Plumbing Permit Application

On successful login, user navigates to **DPH Permits** Portal home page with the following fields.

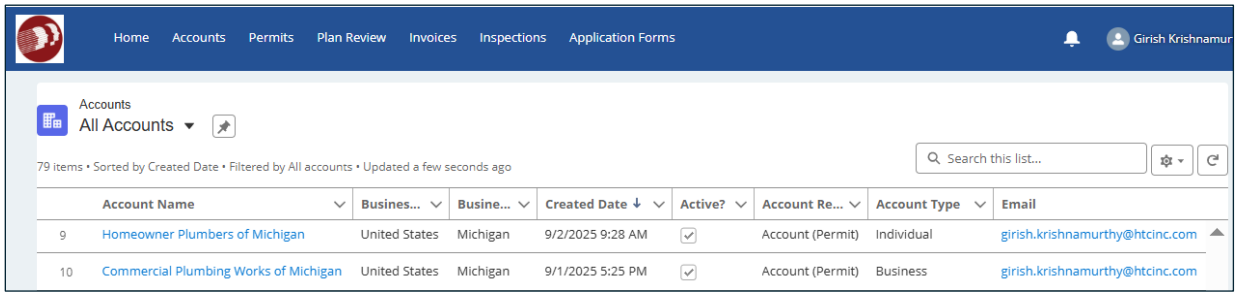
- Displays Menu options - Home, Accounts, Permits, Plan Review, Invoices and Applications Forms.
- Displays Welcome banner - Welcome to DHSS-Division of Public Health Permits Application Portal!
- Displays Delaware logo with the title.
- Displays following buttons - My Accounts, My Permits, My Payments and Application Forms.

2.1 Mock-up screens – DPH Permits Portal home page

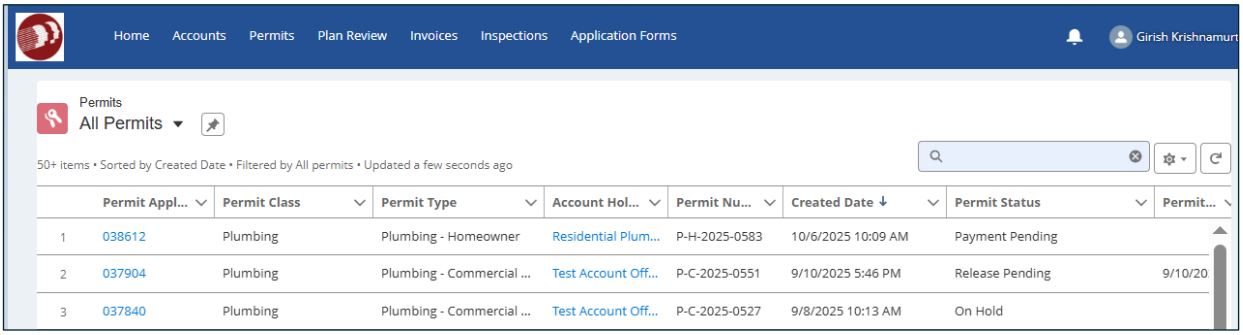


2.2 Menu options displayed on DPH Permits Portal home page

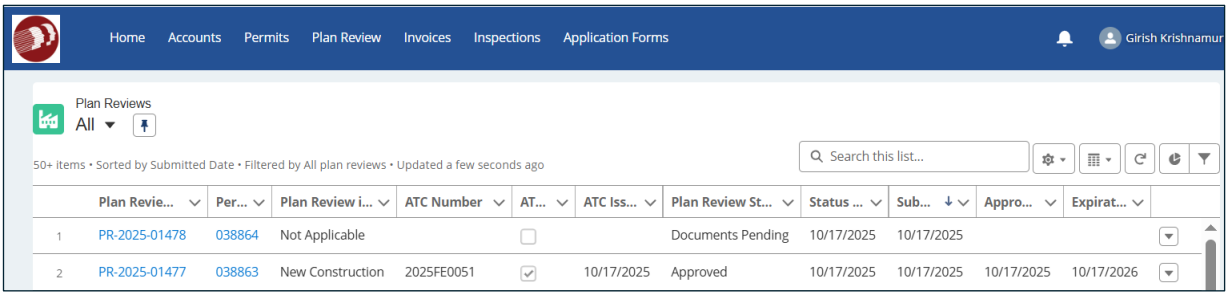
- **Home**: Displays DPH Permits portal Home page when user clicks on this menu tab.
- **Accounts:** Displays all the Accounts associated with the logged-in user, when this menu tab clicked. In most cases the user will only have one account.



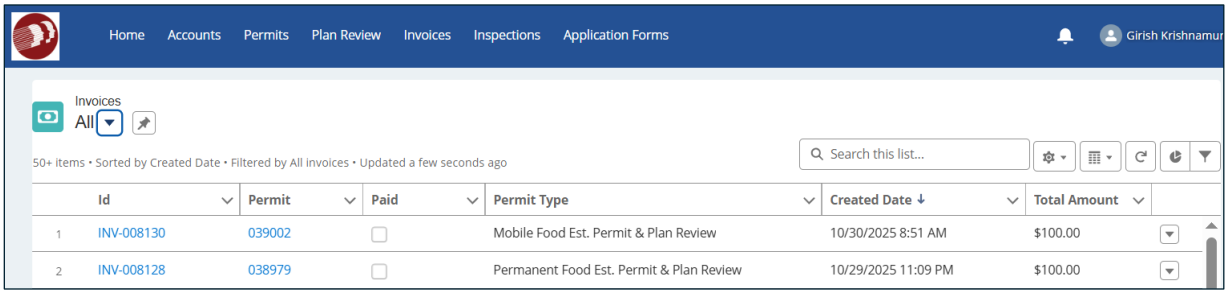
- **Permits**: Displays all the Permits associated with the logged-in user, when this menu tab clicked.



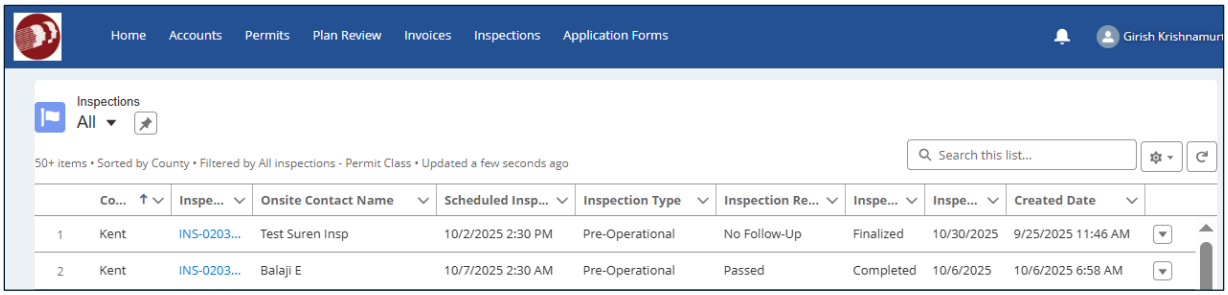
- **Plan Review**: Displays Plan Reviews for Permits associated with logged-in user, when this menu tab is clicked.



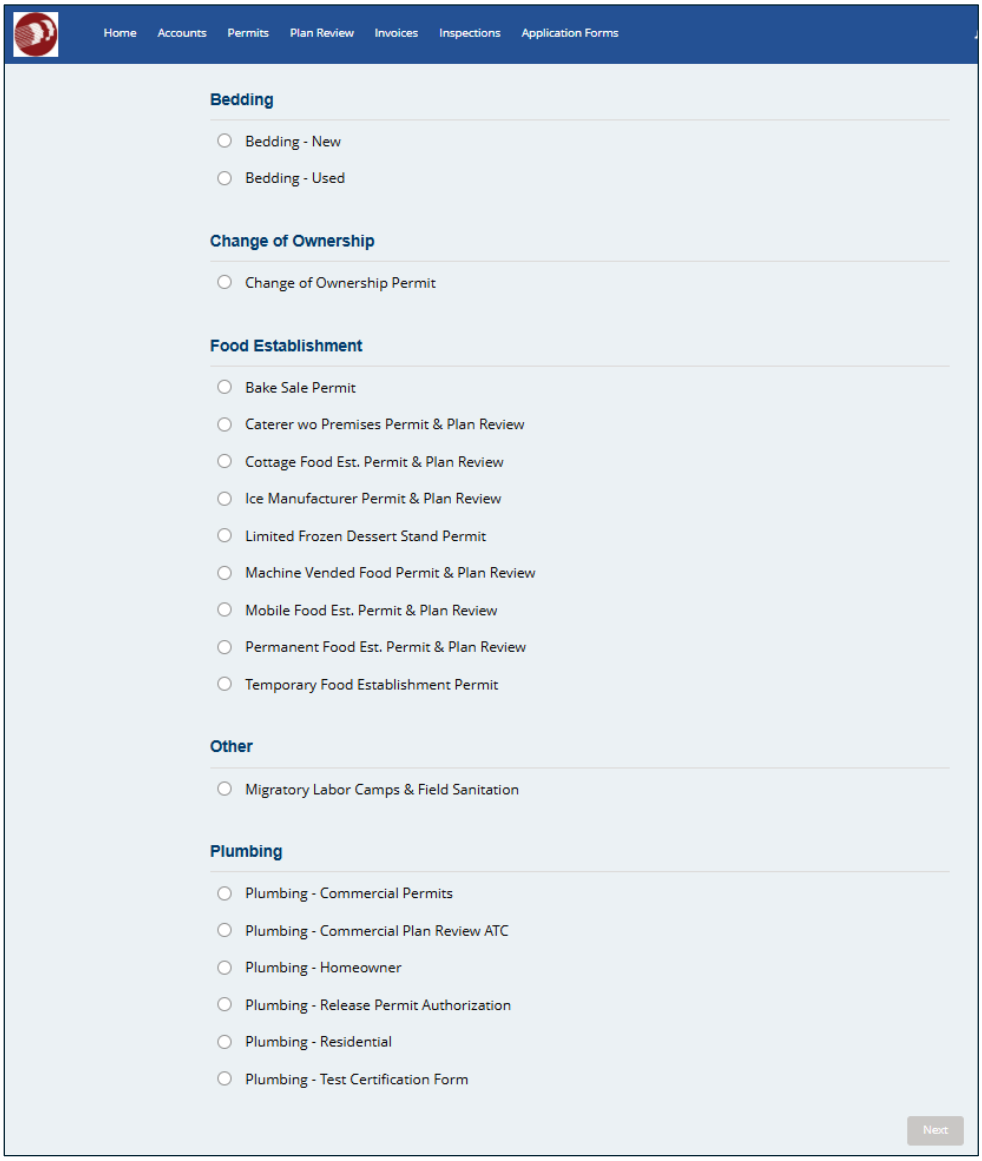
- **Invoices**: Displays all the Invoices generated for the submitted Permits, when this menu tab is clicked.



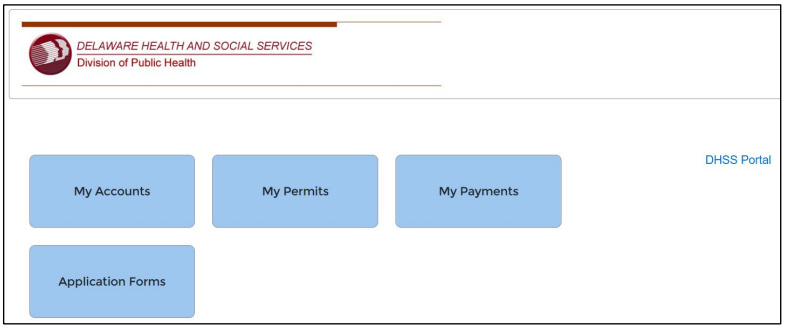
- **Inspections**: Displays all the Inspections requested for the submitted Permits, when this menu tab is clicked.



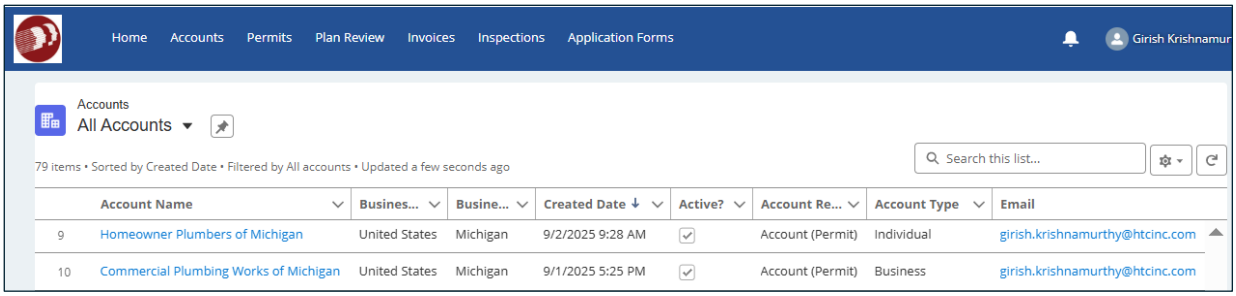
- **Application Forms**:
  Displays Permit applications for Online submission, when this menu tab clicked



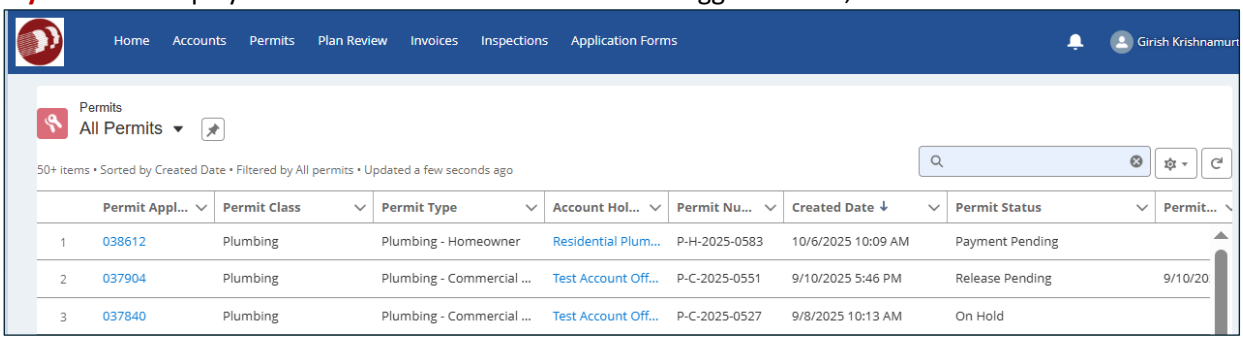
2.3 Buttons displayed on the DPH Permits Portal home page



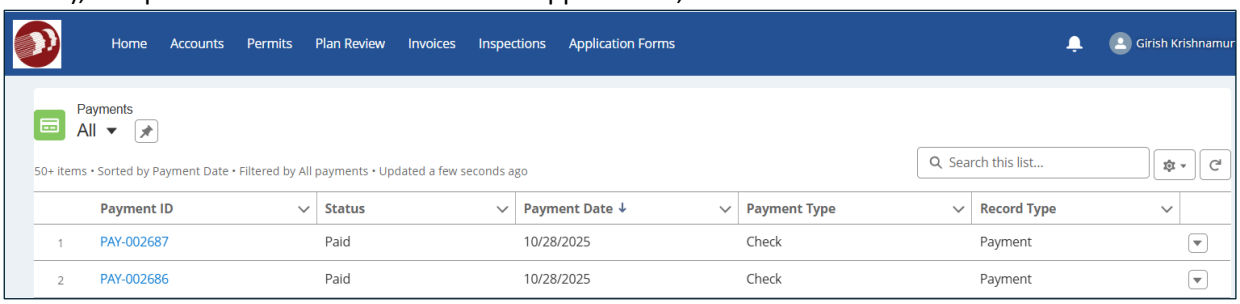
- **My Accounts**: Displays all the Accounts associated with the logged-in user, when this button is clicked. In most cases the user will only have one account.



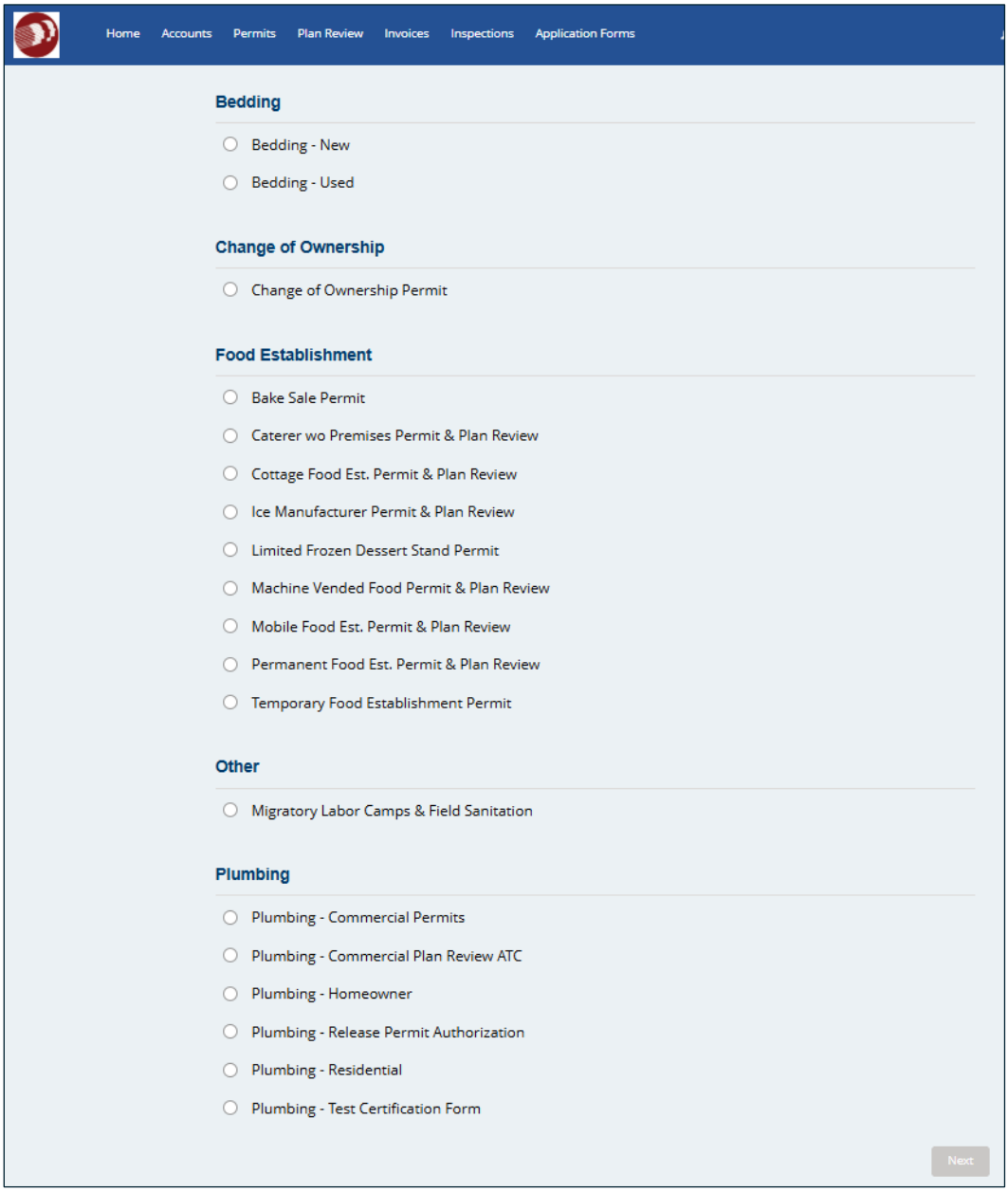
- **My Permits**: Displays all the Permits associated with the logged-in user, when this button is clicked.



- **My Payments**: Displays all the Online Payments (Go DE, CC, ACH), and Manual Payments (Check, Money Order), completed for the submitted Permit Applications, when this button is clicked.



- **Application Forms**:
  Displays Permit application forms for online submission, when this button is clicked.



3. DPH Permits Portal screens for Plumbing-Homeowner Permit application

3.1 Plumbing – Homeowner Permit Application

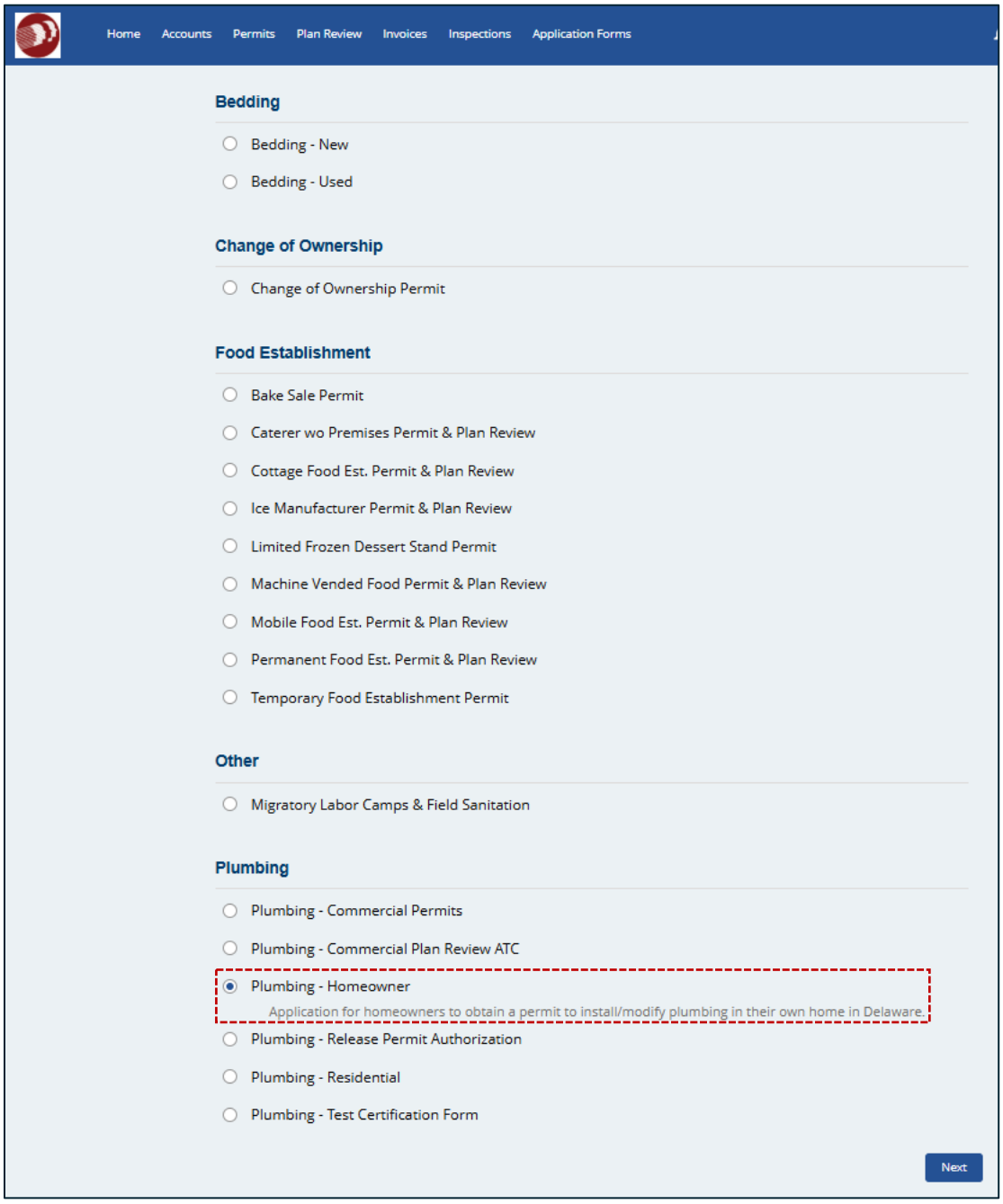
3.1a) Initiate "Plumbing-Homeowner" application & navigate to "Account Information" page

Navigation

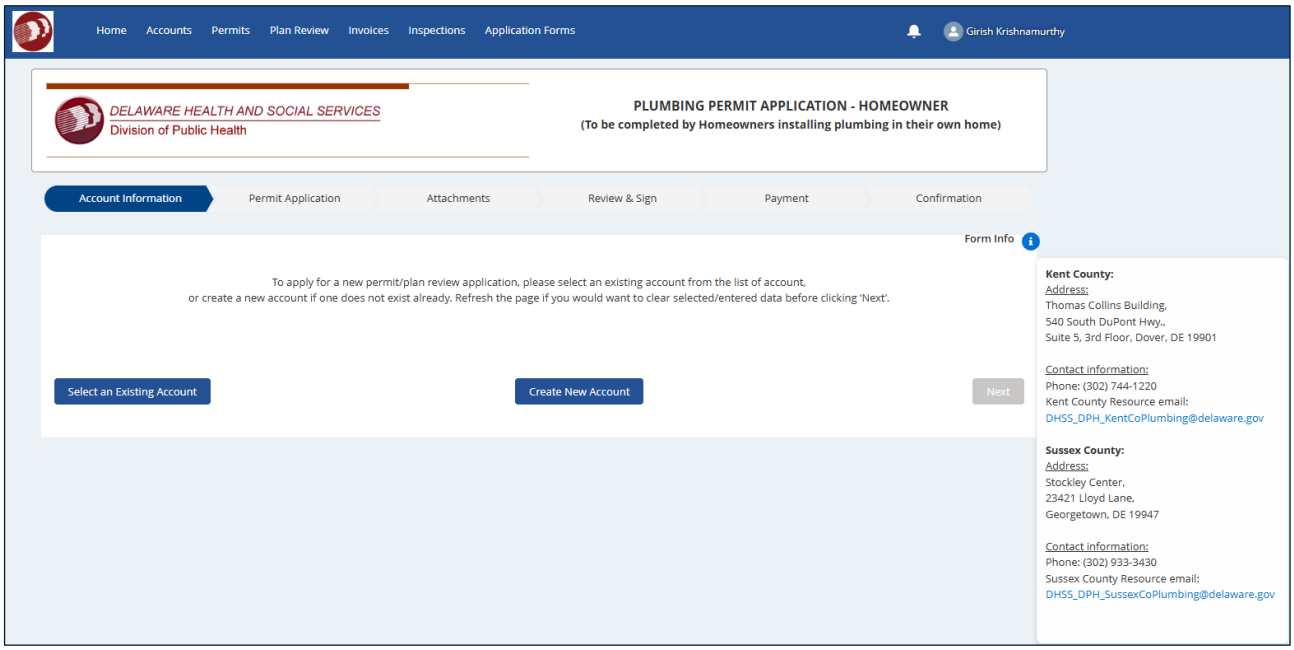
DPH Permit Portal -> **Application Forms** menu option -> Plumbing -> Plumbing - Homeowner **OR**
DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Homeowner

Action/Navigation

Step Description	Action/Navigation
User selects Plumbing - Homeowner radio button and clicks **Next** button	Account Information page



3.1b) Account Information page



Below details are displayed in all navigation tabs - Plumbing - Homeowner Permit application flow

1. Delaware "logo" and "title"
   DELAWARE HEALTH AND SOCIAL SERVICES
   Division of Public Health
2. Below Plumbing - Homeowner Application tile
   PLUMBING PERMIT APPLICATION - HOMEOWNER
   (To be completed by Homeowners installing plumbing in their own home)
   Page navigation tabs
   Account Information, Permit Application, Attachments, Review & Sign, Payment, Confirmation.
   With **Account Information** tab highlighted/selected.
3. Body of the page
   - Displays "Form Info" icon with Form information displayed by default
   Kent County:
   Address:
   Thomas Collins Building,
   540 South DuPont Hwy.,
   Suite 5, 3rd Floor, Dover, DE 19901
   Contact information:
   Phone: (302) 744-1220
   Kent County Resource email:
   DHSS_DPH_KentCoPlumbing@delaware.gov

   Sussex County:
   Address:
   Stockley Center,
   23421 Lloyd Lane,
   Georgetown, DE 19947
   Contact information:
   Phone: (302) 933-3430
   Sussex County Resource email:
   DHSS_DPH_SussexCoPlumbing@delaware.gov

Account Information page is displayed with the following fields, on initial load of the page:

Below statement in the center of Account Information page

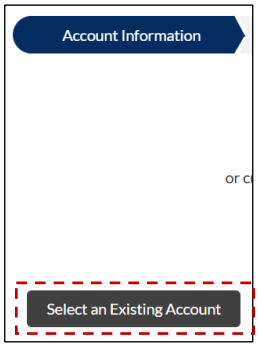
To apply for a new permit/plan review application, please select an existing account from the list of account, or create a new account if one does not exist already. Refresh the page if you would want to clear selected/entered data before clicking 'Next'.

Buttons/Footer information

- **Select an Existing Account** button, is enabled by default
- **Create New Account** button, is enabled by default
- **Next** button, is disabled by default
- Footer Information (bottom-right corner):
  Displays the Date in MM/DD/YYYY format (Date the form will be made available online)

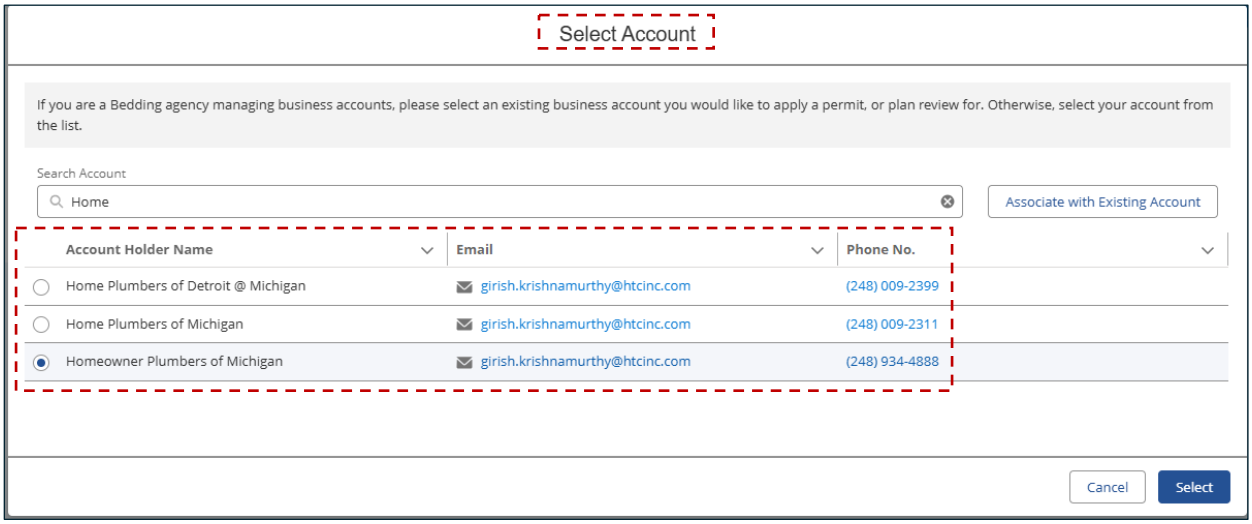
User Actions: Selecting existing account on Account Information page.

a) User clicks on **Select an Existing Account** button, which is enabled by default

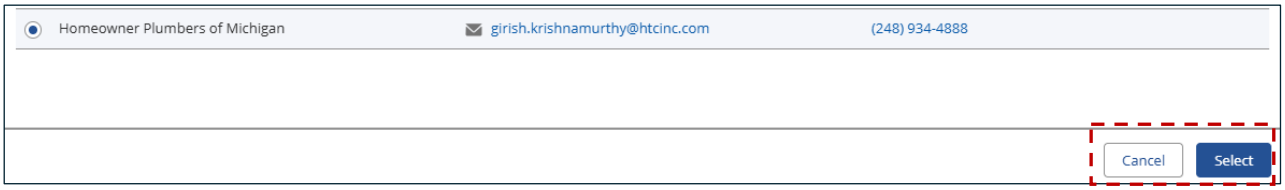


b) Displays the "Select Account" pop-up window on the "Account Information" page

- "Search Account" text box for the user to search & select an existing account
- List/Grid with the list of existing business account(s), displayed with Email & Phone number details. In most cases users will only have one account.
- **Associate with Existing Account** button is enabled
- **Cancel** button is enabled, by default
- **Select** button is disabled, by default
- '**X**' button on top-right corner of window will be present. When clicked, "Select Account" pop-up window is closed

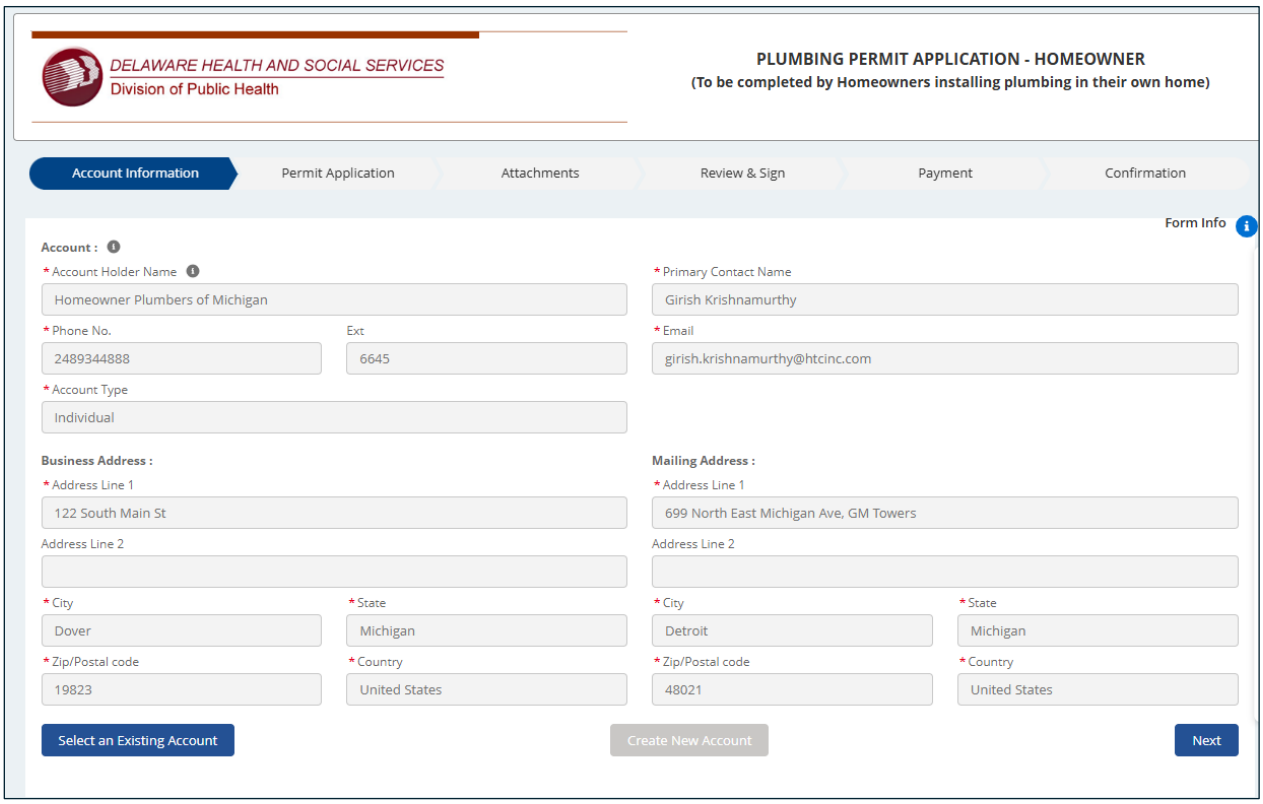


c) User selects one of the existing accounts by clicking on the radio button displayed next to it.
d) The **Select** button will be enabled



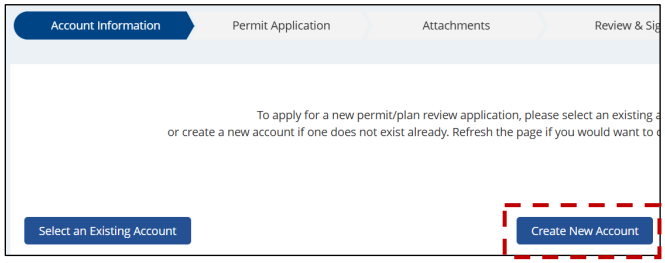
e) User clicks on the **Select** button on the "Select Account" pop-up window
- Select Account pop-up window is closed and user lands on "Account Information" page
- The existing selected account details are displayed on the "Account Information" page.

- **Select an Existing Account** button, is still enabled now
- **Create New Account** button, is disabled now
- **Next** button, is enabled now



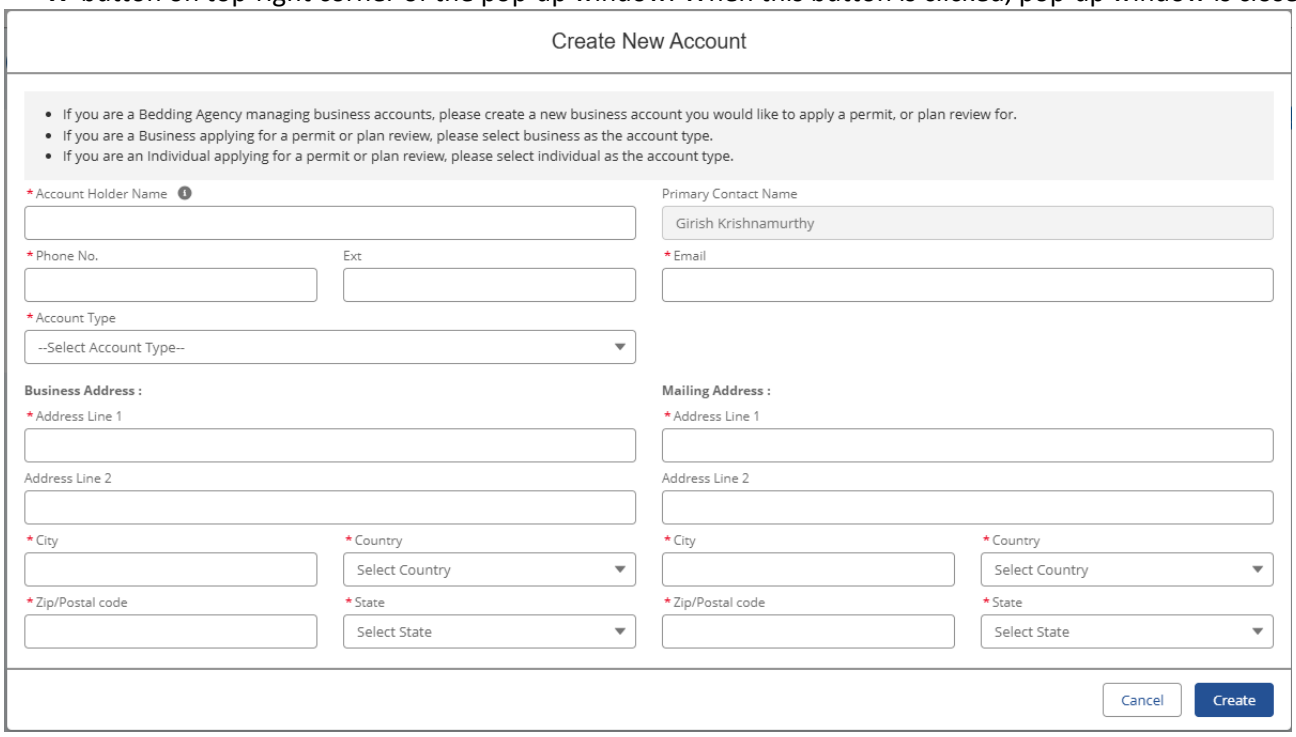
⇨User clicks on the **Next** button on Account Information page to navigate to Permit Application page
⇨User clicks on the **Previous** button on Permit Application page to navigate back to Account Information page

User Actions: For Creating New Account for Plumbing - Homeowner Permit application
If you wish to create a new account, follow these steps.
DPH Permit Portal -> **Application Forms** menu option -> Plumbing -> Plumbing - Homeowner -> Account Information page **OR**
DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Homeowner -> Account Information page
a) User clicks on **Create New Account** button, which is enabled by default



b) Displays the “Create New Account” pop-up window on the “Account Information” page

- Empty text box(s) are displayed with required (fields with red Asterix) and optional fields, to enter data
- Primary Contact Name text box field is auto populated with data from DPH Permit portal system
- Empty drop-down pick-list text boxes are displayed for the user to select drop-down options
- **Cancel** button is enabled, by default
- **Create** button is enabled & highlighted, by default
- **‘X’** button on top-right corner of the pop-up window. When this button is clicked, pop-up window is closed.



User enters data in the below fields on the “Create New Account” pop-up window

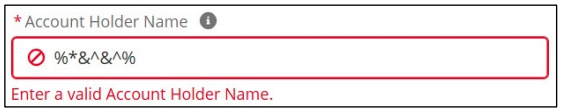
- **Account Holder Name**: Editable, required text field, accepts alpha numeric characters as input data. (Name of the Permit Holder)

Missing field value

If this field is left blank and user clicks on **Create** button on “Create New Account” pop-up window, an inline error message is displayed in red font below the field: Account Holder Name is a required field.

Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on “Create New Account” pop-up window an inline error message is displayed in red font below the field: Enter a valid Account Holder Name.



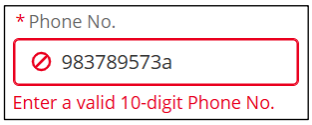
- **Primary Contact Name**: Non- editable text field with data auto populated from the DPH Permit system
- **Phone No.**: Editable required text field, accepts/allows 10-digit numeric values

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Phone No. is a required field.

Invalid field value

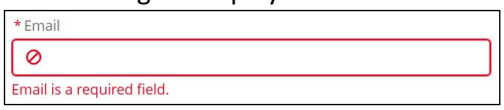
If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid 10-digit Phone No.



- **Ext**: Editable optional text field, accepts/allows numeric values
- **Email**: Editable required text field, accepts/allows valid email format (E.g. Mike@email.com)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Email is a required field.



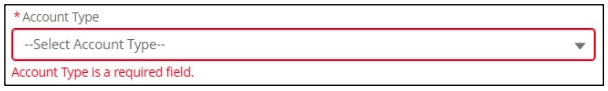
Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field:
Enter a valid email address, such as name@email.com.

Account Type: Editable/Selectable drop-down pick-list text box, required field (Individual, Business options)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Account Type is a required field.



Business Address & Mailing Address

- **Address Line 1**: Editable required text field, accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Address Line 1 is a required field.

- **Address Line 2**: Editable & Optional text field, accepts alphanumeric characters
- **City**: Editable required text field, accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: City is a required field.

- **Country**: Editable/Selectable drop-down pick-list box, required field

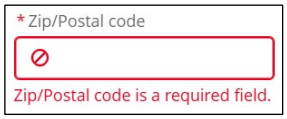
Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Country is a required field.

- **Zip/Postal Code**: Editable alphanumeric text field, allows all valid worldwide zip codes, with below conditions
  - If Country is United States, the Zip/Postal Code field should allow 5 digits only.
  - If Country is United States, the State is Delaware, Zip/Postal Code field 1st two digits to have 19 as value.
  - If Country is any other value other than United States, Zip/Postal Code field should allow alphanumeric values with maximum length of '9' digits.

Missing field value

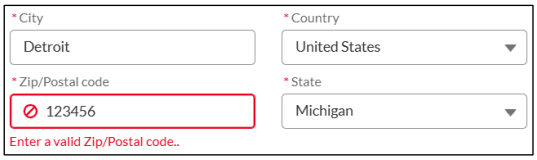
If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Zip/Postal code is a required field.



Invalid field value

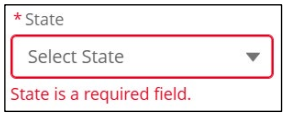
If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid Zip/Postal code.

⇨ When Country is United States, Zip/Postal Code accepts only 5-digit numerical code



- **State**: Editable/Selectable drop-down pick-list box, required field

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: State is a required field.

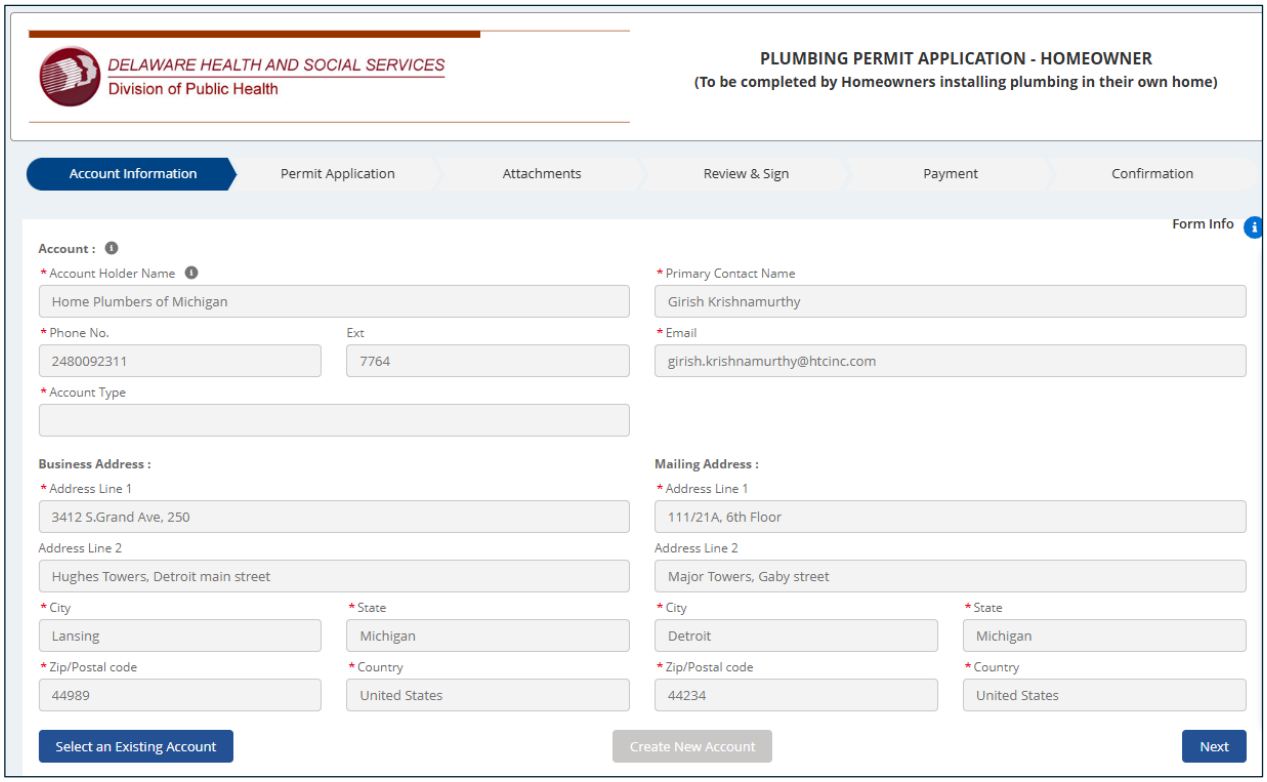


⇨ After entering valid data in all the required fields and drop-down selections, user clicks on the **Create** button in "Create New Account" pop-up window

- "Create New Account" pop-up window is closed and user lands on "Account Information" page
- Following toaster message is displayed on the Account Information page

- The newly created account details are displayed on the “Account Information” page
- **Select an Existing Account** button, is still enabled now
- **Create New Account** button, is disabled now
- **Next** button, is enabled now

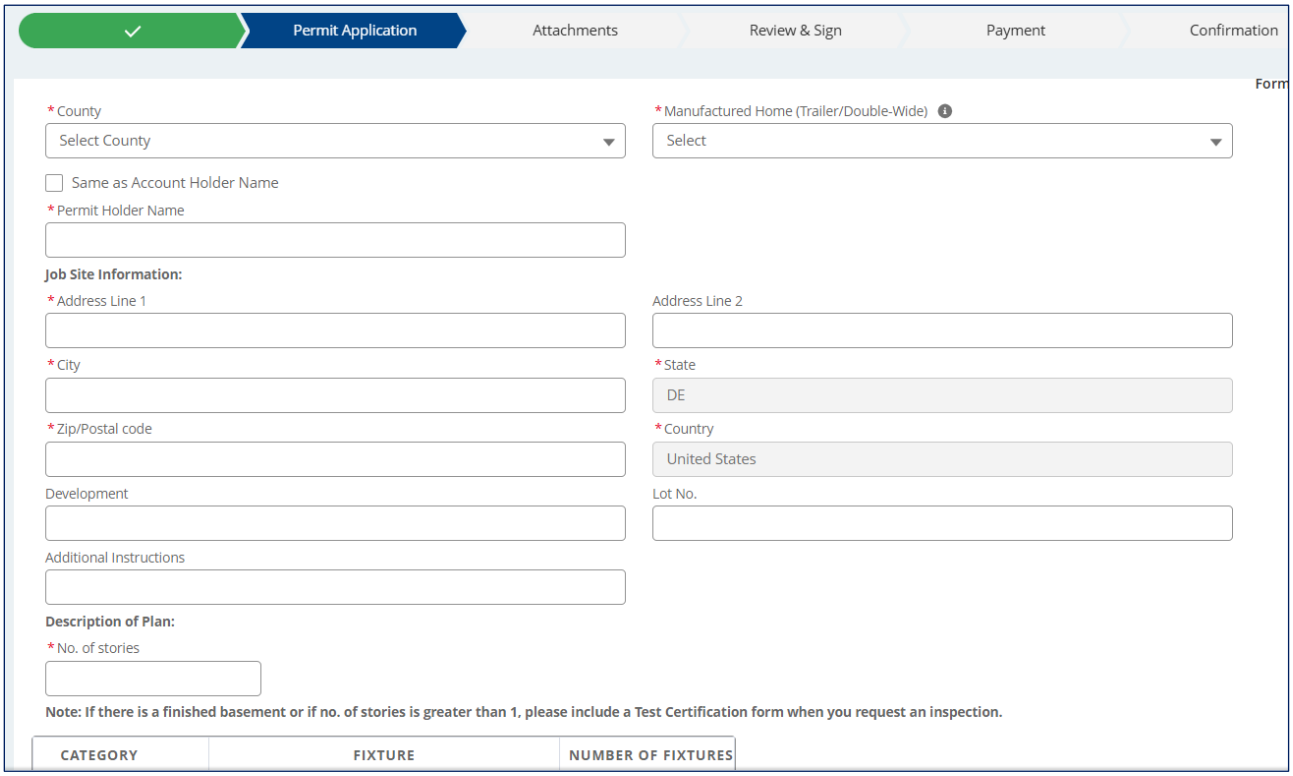
⇨ All the field values are non-editable now on Account information page and user clicks on the **Next** button on Account Information page to navigate to Permit Application page



⇨ User can click on the **Previous** button on Permit Application page to navigate back to Account Information page

⇨ User clicks on the **Next** button on the Account Information page to navigate to Permit Application page.

3.1c) Permit Application page



CATEGORY	FIXTURE	NUMBER OF FIXTURES
BATH	Water Closet (Toilet)	
	Lavatory (Hand Sink)	
	Bathtub	
	Shower	
	Bidet	
KITCHEN	Kitchen Sink	
	Dishwasher	
	Ice Maker	
UTILITIES	Washer (Clothes)	
	Utility Sink	
	Outside Hose Bib	
	Outside Shower	
	Water Conditioner	
	Water Heater	
	Bar Sink	
	Backflow Preventer	
OTHER		

Previous

Next

Permit Application page is displayed with the following fields, on initial load of the page:

- **County** Editable/Selectable drop-down pick-list box required field

  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: County is a required field.

  ⇨ If user selects "New Castle" option from the drop-down picklist, display the below pop-up message

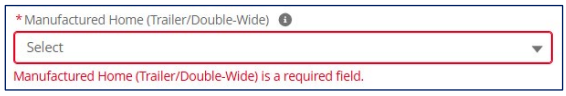
  User clicks **Cancel** button to close this pop-up window.

- **Manufactured Home (Trailer/Double-Wide)** Editable/Selectable drop-down pick-list box required field

  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

  Manufactured Home (Trailer/Double-Wide) is a required field.



- **Same as Account Holder Name** check box

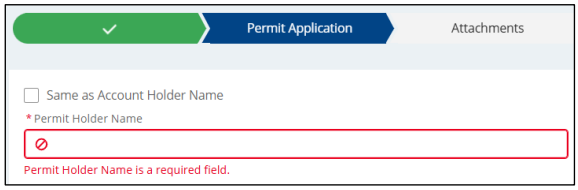
  - If this check box is selected, Permit Holder Name text field will be populated with Account Holder Name

  - If this check box is not selected, user can enter data manually in Permit Holder Name text field

- **Permit Holder Name**: Editable, required text field, Accepts alpha numeric characters as input data.

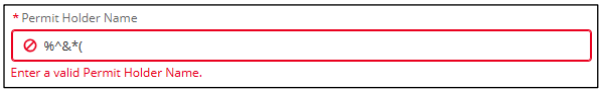
  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Permit Holder Name is a required field.



  Invalid field value

  If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Enter a valid Permit Holder Name.



- **Job Site Information:** Non-editable label

  - **Address Line 1**: Editable required text field, Accepts alphanumeric characters

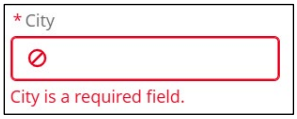
    Missing field value

    If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Address Line 1 is a required field.

- **Address Line 2**: Editable & Optional text field, accepts alphanumeric characters
- **City**: Editable required text field, Accepts alphanumeric characters

Missing field value

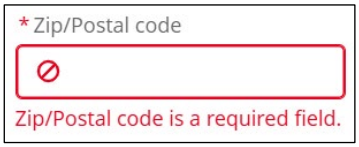
If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: City is a required field.



- **State**: non-editable required text field, with prepopulated data and is defaulted to DE.
- **Zip/Postal Code**: Editable Alphanumeric required text field, 5- digit zip code, restriction on 1st two digits to have '19' as value, since state is DE (Delaware)

Missing field value

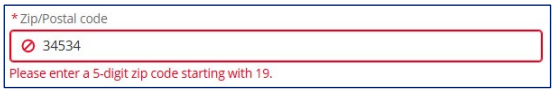
If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Zip/Postal code is a required field.



Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

Please enter a 5-digit zip code starting with 19.



- **Country**: non-editable required text field, with prepopulated data and is defaulted to United States.
- **Development**: Editable optional text field, accepts alpha-numerical data
- **Lot No.**: Editable optional text field, accepts alpha-numerical data
- **Additional Instructions**: Editable optional text field, accepts alpha-numerical data

- **Description of Plan:**
  - No. of stories: Editable required text field, accepts only number.

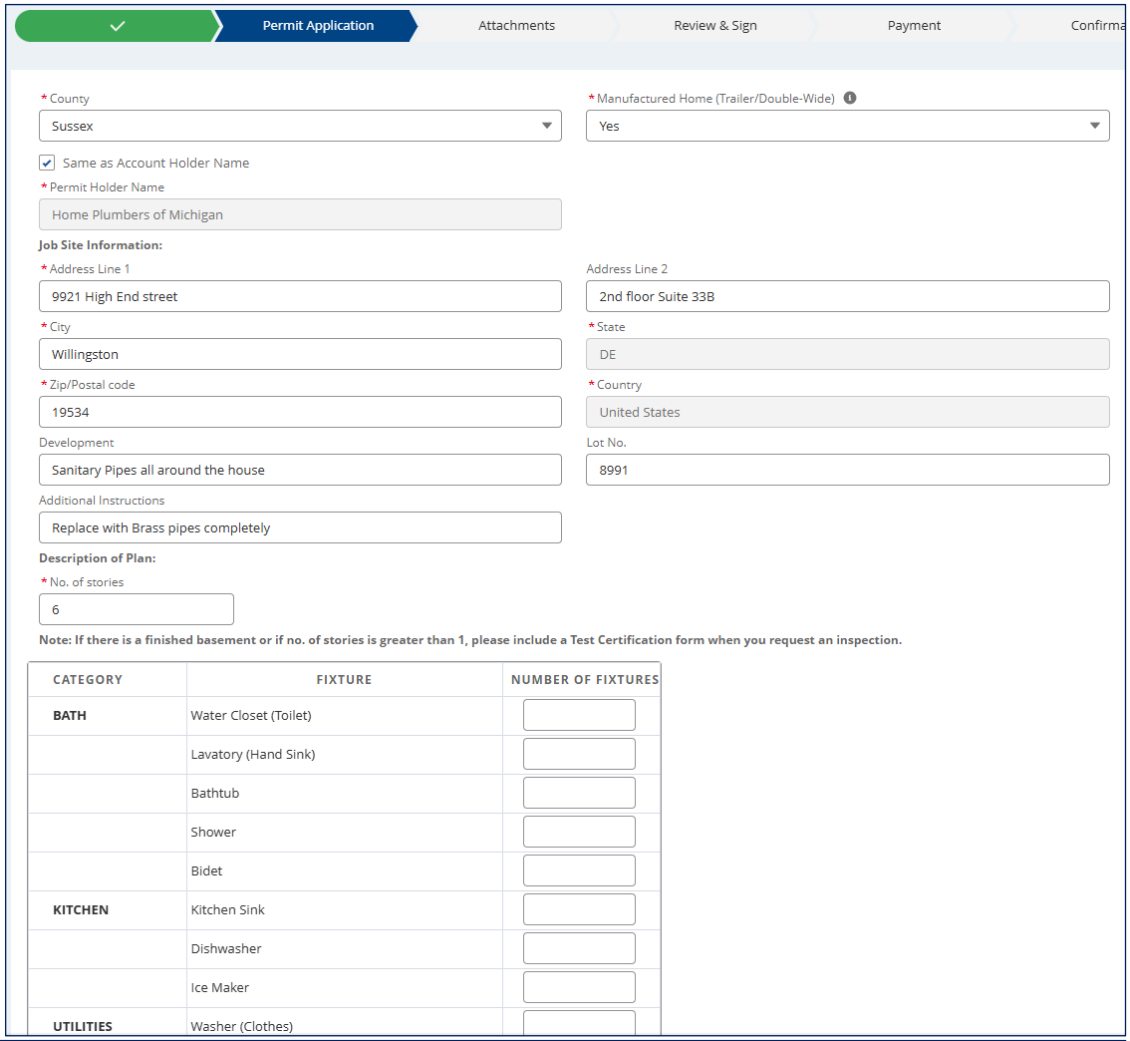
  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page an inline error message is displayed in red font below the field: No. of stories is a required field.

  - Note: If there is a finished basement or if no. of stories is greater than 1, please include a Test Certification form when you request an inspection message is displayed

  - **Previous** button, which is enabled by default
  - **Next** button, which is enabled and highlighted by default

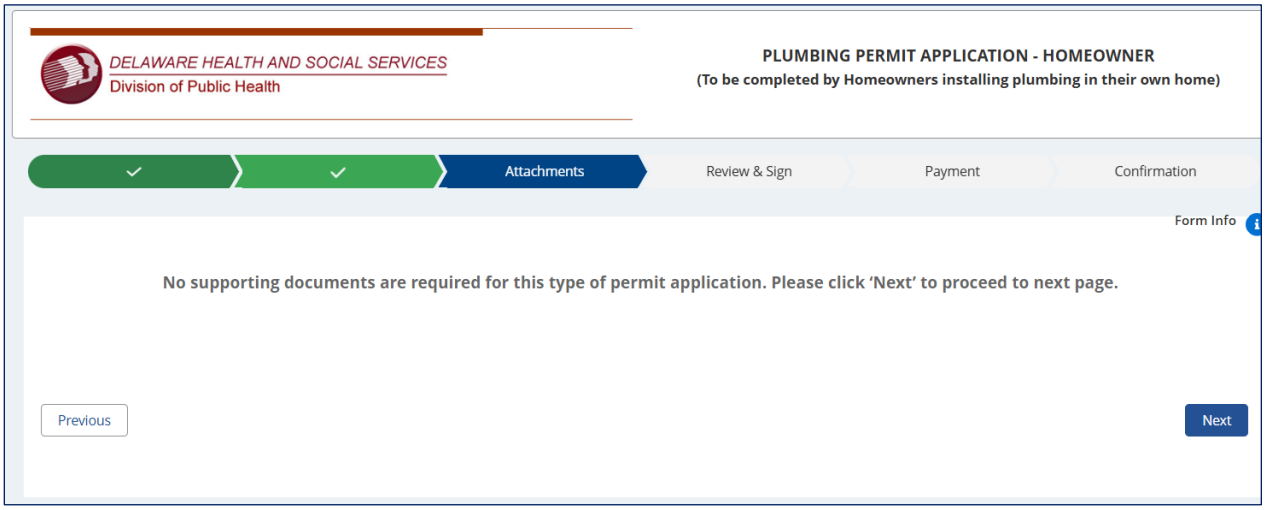
⇨ User enters valid data in all the required fields on Permit Application page



⇨ User clicks on the **Next** button on Permit Application page to navigate to “Attachments” page

3.1d) Attachments page

Attachments page is displayed below



Attachments page is displayed with the following fields, on initial load of the page:

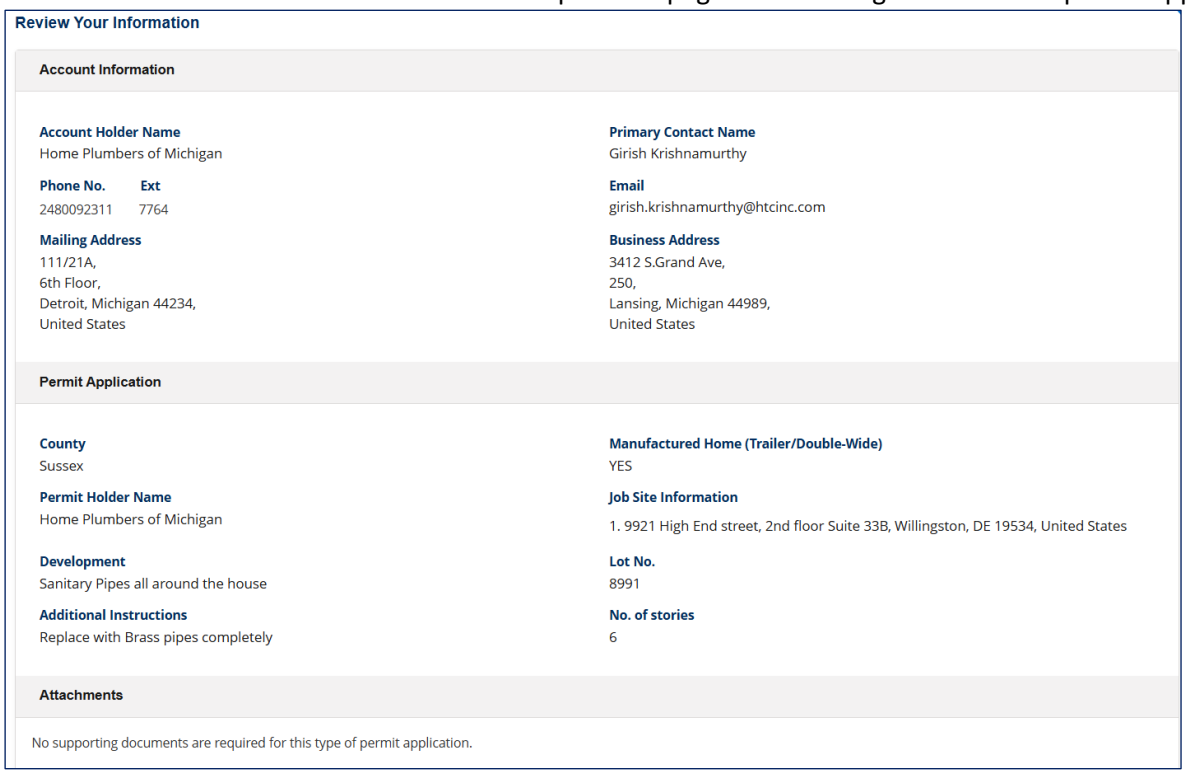
- No supporting documents are required for this type of permit application. Please click **Next** to proceed to next page. message is displayed on the page

- **Previous** button, is enabled by default
- **Next** button is enabled and highlighted by default

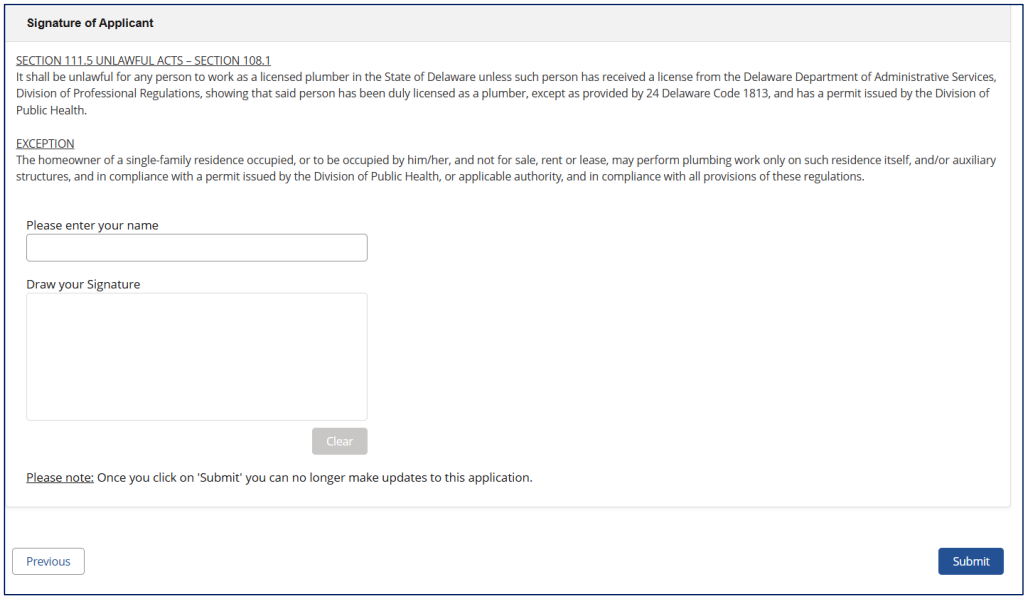
⇨ User clicks on the **Next** button on Attachments page to navigate to "Review & Sign" page
⇨ User clicks on the **Previous** button on Review & Sign page to navigate back to "Attachments" page

3.1e) Review & Sign page

⇨ User reviews the data which was entered in previous pages of Plumbing - Homeowner permit application



"Signature of Applicant" section is displayed with Statements and required fields for the user to enter data manually



Review & Sign page is displayed with the following fields, on initial load of the page:

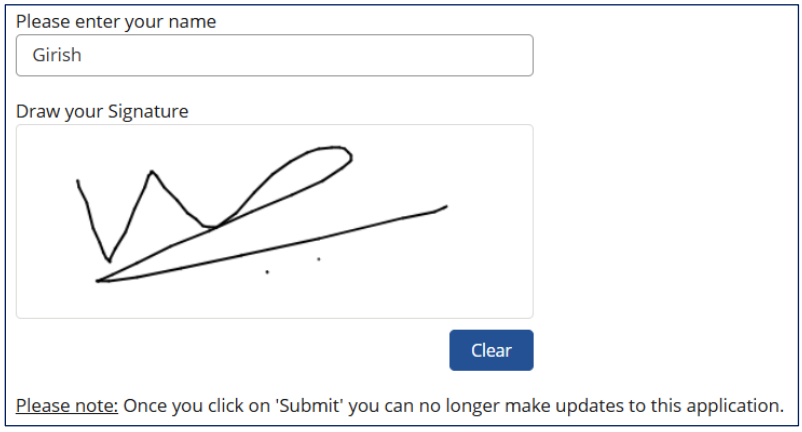
- **Please enter your name**: Editable, required text field, accepts alpha numeric characters as input data.
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Please enter your name is a required field.

- **Draw your Signature:** Editable, required text area field, Accepts user's digital signature
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Draw your Signature is a required field.
- **Clear** button, which is disabled by default
  After signature is entered by user and this **Clear** button is clicked, the entered signature is deleted.

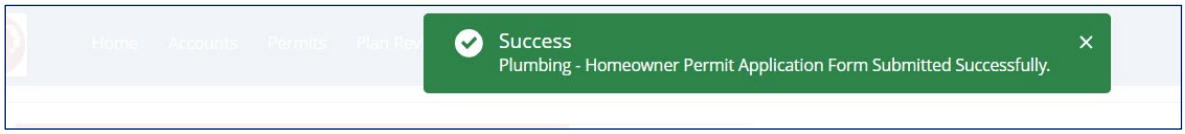
- Please note: Once you click on **Submit** you can no longer make updates to this application message displayed below **Clear** button

- **Submit** button, is enabled by default
- **Previous** button, is enabled by default

⇨ User enters Name and provides signature in the required fields



⇨ User clicks on **Submit** button on Review & Sign page, on successful submission, displays below message



⇨ User clicks on the **Previous** button on "Review & Sign" page to navigate back to "Attachments" page
⇨ User clicks on the **Next** button on the "Attachments" page to navigate to the "Review & Sign" page
⇨ "Review & Sign" page will retain all the entered/uploaded information, if previously added.
⇨ On successful submission, user navigates to Payment page.

Note: Once submitted and user moves to Payment page, user will not be able to navigate back to previous page or make any changes to the submitted Plumbing – Homeowner Permit Application

- ⇨ An Email notification is sent to the Primary Contact Email address with all Permit Application details, when user submits the Permit Application
- ⇨ The "Permit Application" PDF document will be attached to the email sent for the Primary Contact to view the Permit Application

[Sample Email Notification below]

Sandbox: Delaware Plumbing - Homeowner permit application received!

D

DPH_Permit_Portal <samuelraj.gottimukka@delaware.gov>
To Girish Krishnamurthy

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Permit Application-2025-11-01 081657Z.pdf
167 KB

Dear Girish Krishnamurthy,

We've received your Plumbing - Homeowner permit application form and it is under review. You will be notified if any additional information is required. Please feel free to check the status of your application at any time through our DPH Permits portal.

Below are the application details, and we've attached your application to this email for reference.

Plumbing - Homeowner permit application form details:

- Permit Application ID: 039053
- Permit Application Type: Plumbing - Homeowner
- Permit Holder Name: Home Plumbers of Michigan
- Primary Contact Name: Girish Krishnamurthy
- Submission Date: 11/1/2025

If you did not submit an online payment while applying for this permit, please mail the check/money order along with the printed application to the respective County Office address listed below.

Requests for inspection are now sent by e-mail.

Sussex County Office email is DHSS_DPH_SussexCoPlumbing@delaware.gov.

Kent County Office email is DHSS_DPH_KentCoPlumbing@delaware.gov.

For inspection requests or further assistance, please see contact details below for the respective County Office. Please include the permit number, permit holder name, type of inspection requested and information on how to access the property for an inspection request.

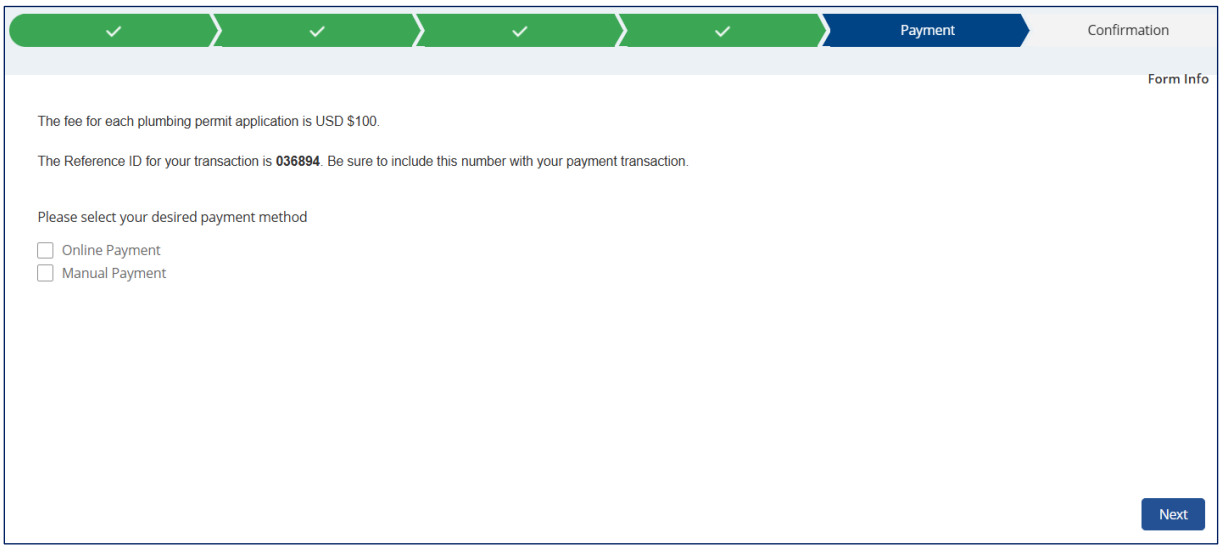
Kent County:
Thomas Collins Building, 540 South DuPont Hwy., Suite 5, 3rd Floor, Dover, DE 19901
Phone: (302) 744-1220
Email: DHSS_DPH_KentCoPlumbing@delaware.gov

Sussex County:
Stockley Center, 23421 Lloyd Lane, Georgetown, DE 19947
Phone: (302) 933-3430
Email: DHSS_DPH_SussexCoPlumbing@delaware.gov

Thank you for your cooperation!

Best regards,
Plumbing Program
State of Delaware Division of Public Health

3.1f) Payment page

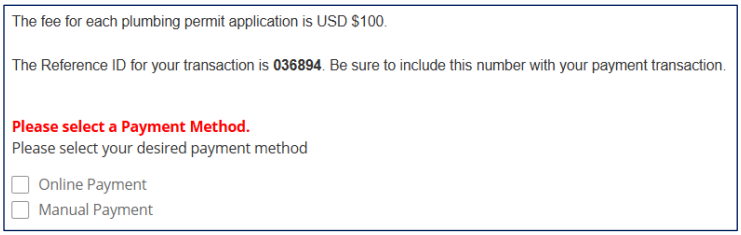


Payment page is displayed with the following fields, on initial load of the page:

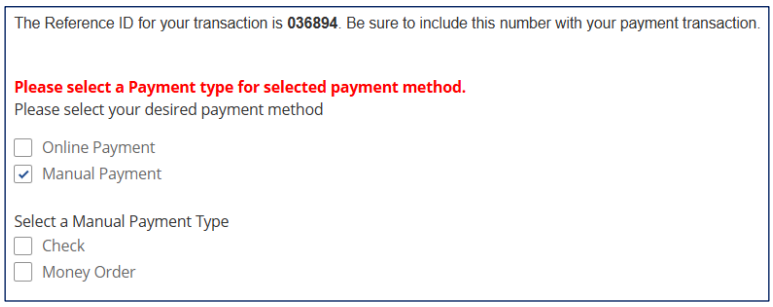
- The fee for each plumbing permit application is USD $100. message is displayed
- The Reference ID for your transaction is 036894. Be sure to include this number with your payment transaction. message is displayed
- Please select your desired payment method message is displayed
  - Online Payment checkbox, unselected by default
  - Manual Payment checkbox, unselected by default
- **Next** button, enabled by default

Field Validations

⇨ Below error message is displayed if user clicks **Next** button without selecting any of the Payment methods

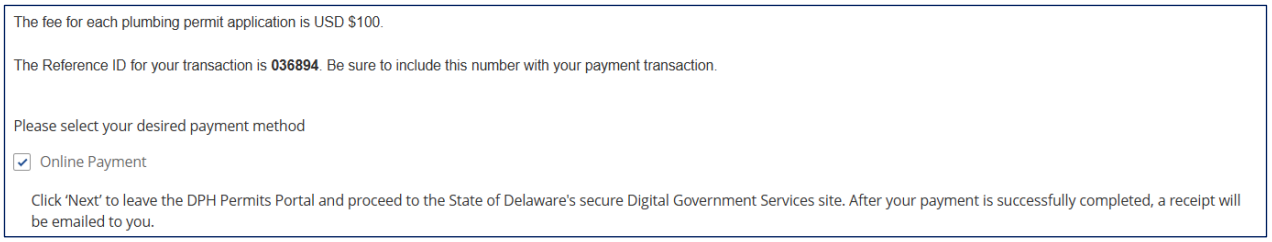


⇨ Below error message is displayed if user clicks **Next** button without selecting any of the Manual Payment methods

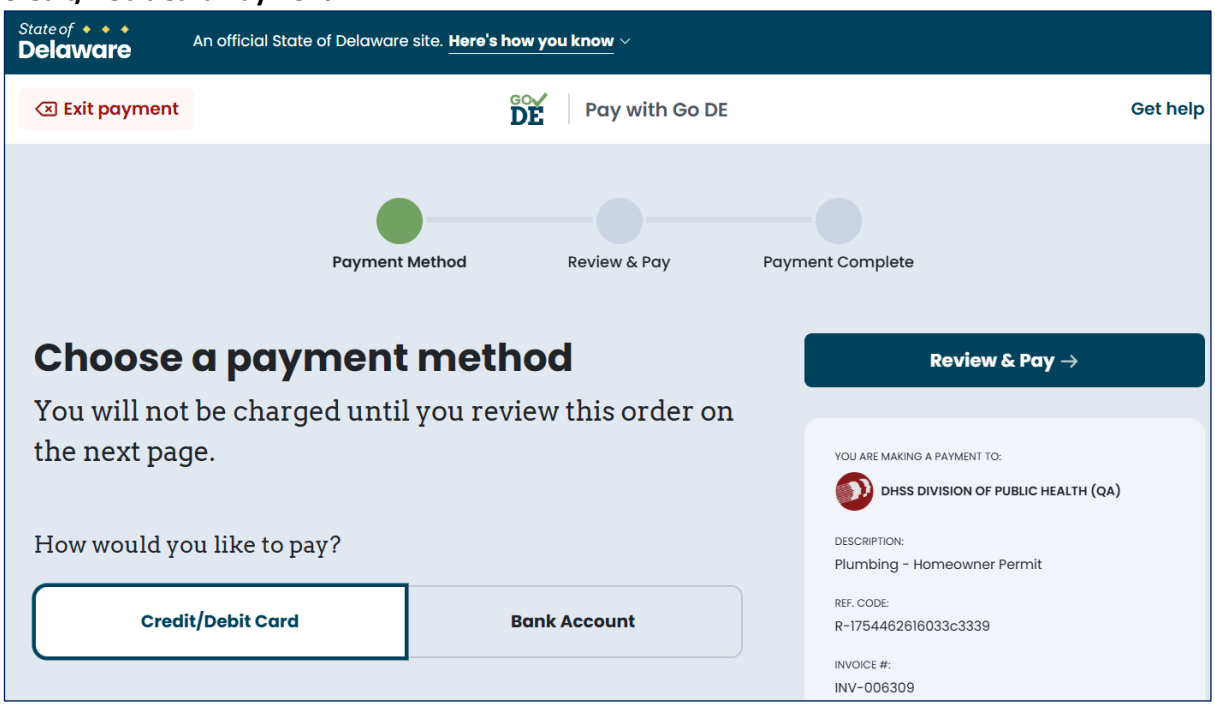


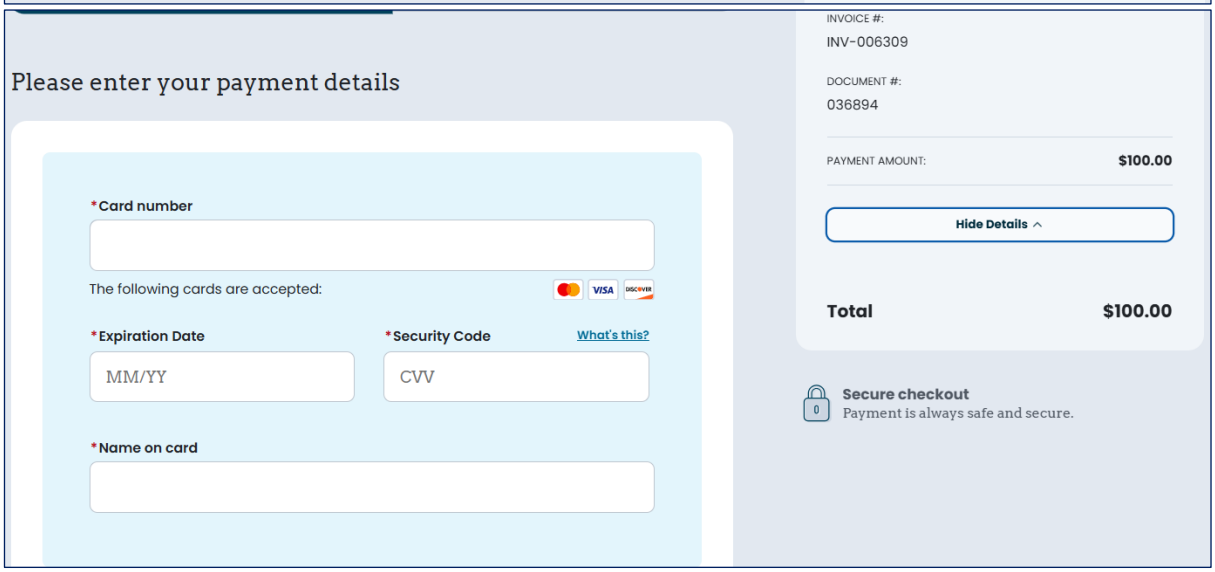
Online Payment (Integration with Go.DE system)

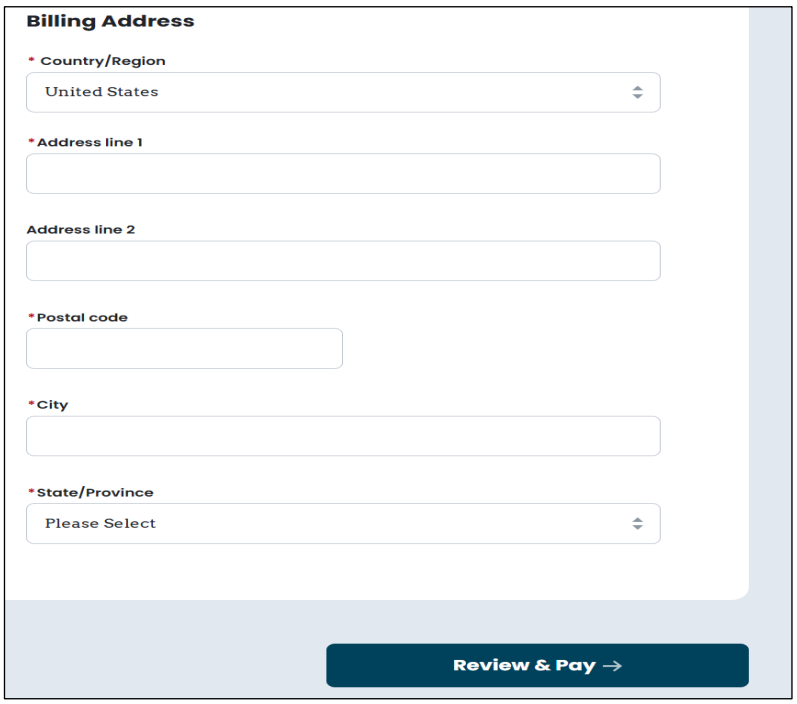
⇨ User clicks on Online Payment check box and clicks **Next** button, to make payments via State of Delaware's Go.DE payment system



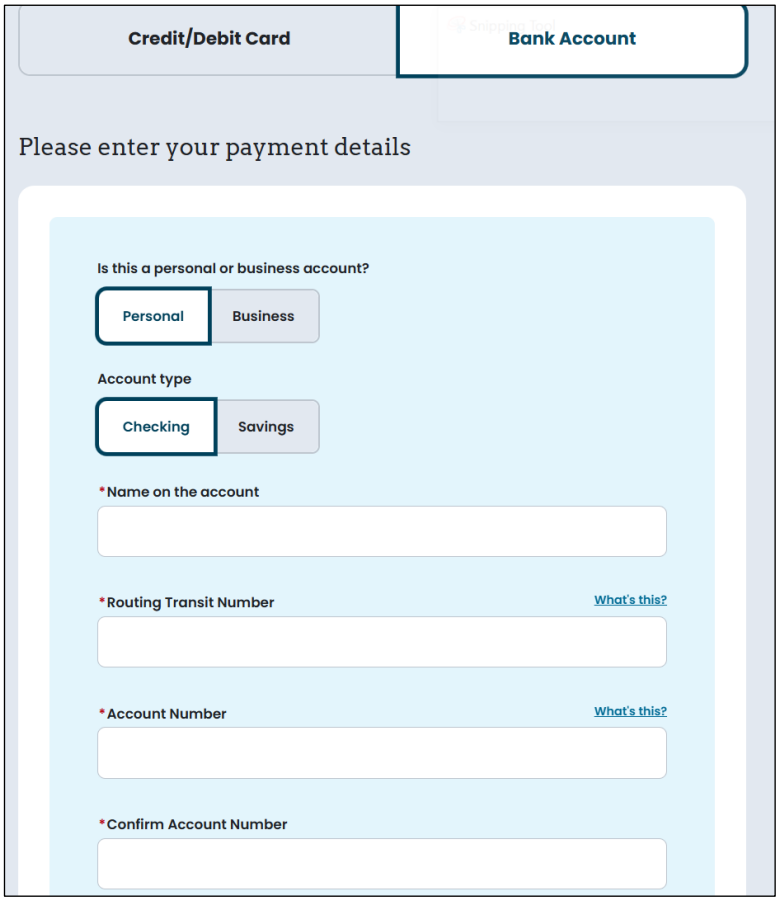
Credit/Debit Card Payment

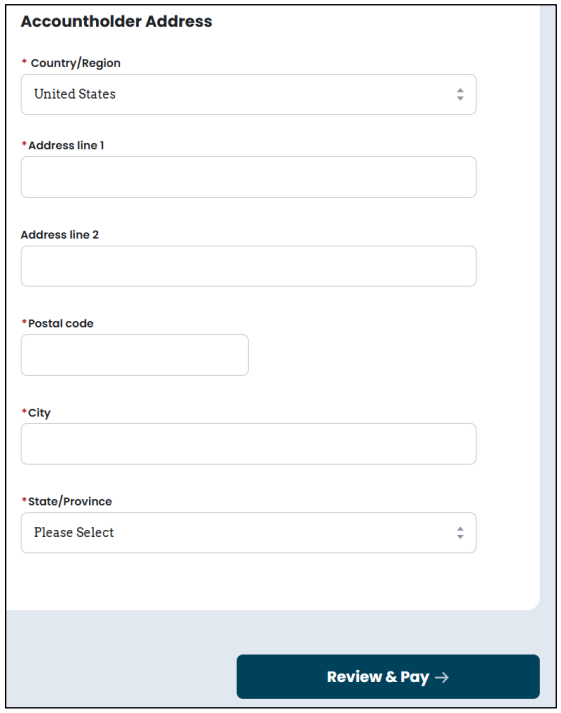




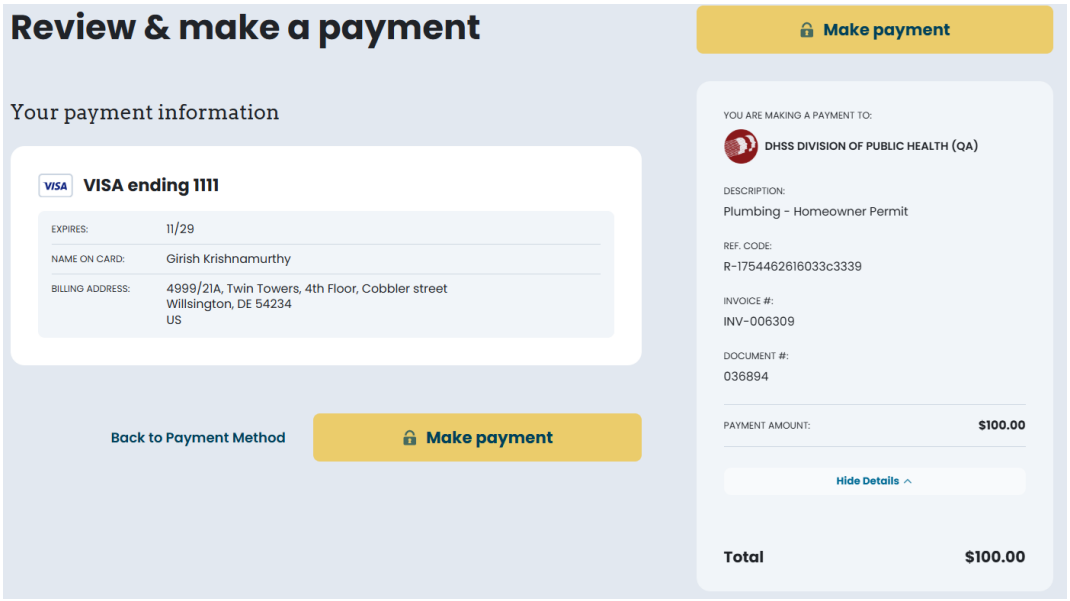


⇨ Bank Account Payment method

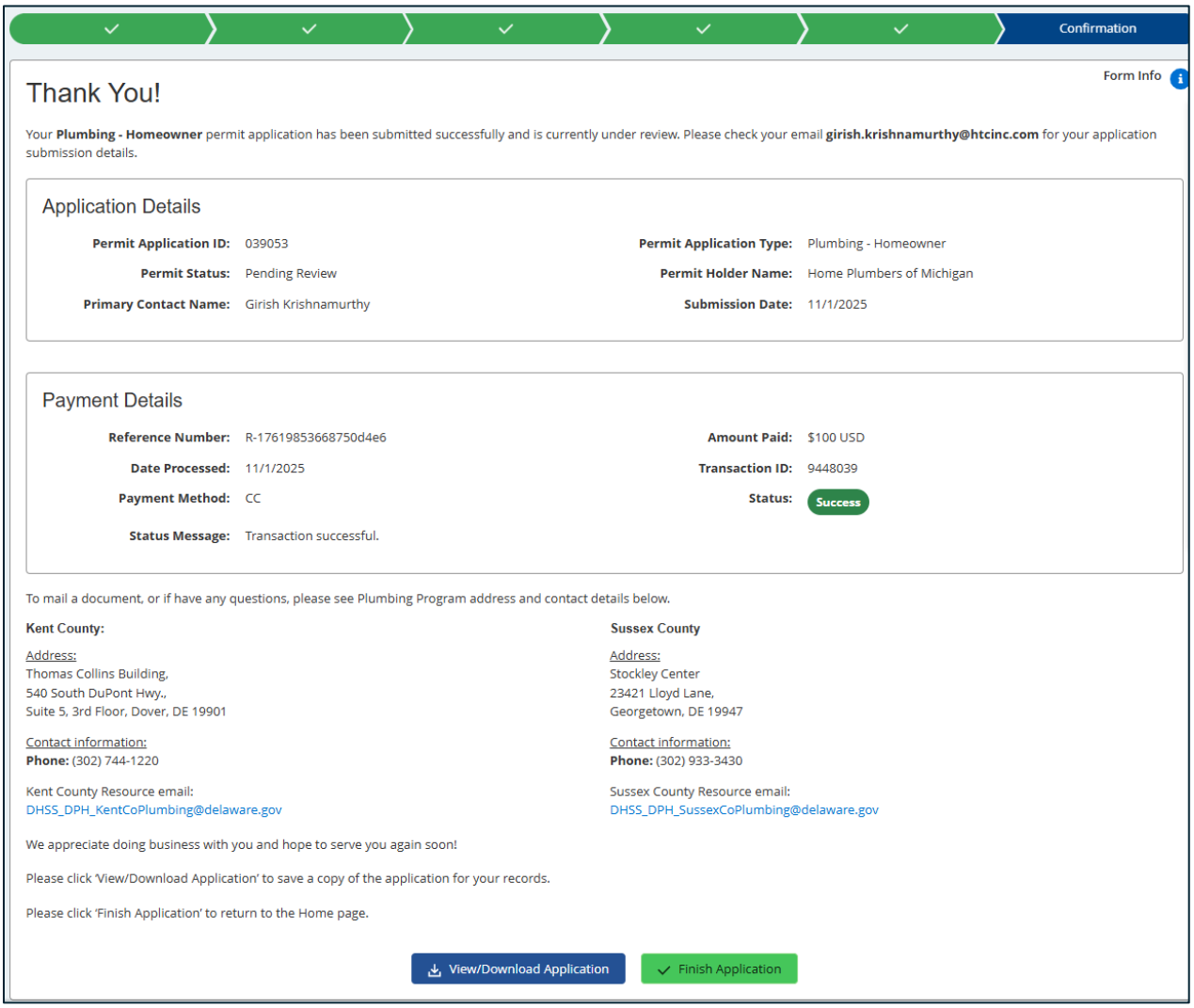




- ⇨ User clicks on Online Payment check box and clicks **Next** button on Payment page
- ⇨ User navigates to **Pay with Go DE** page.
- ⇨ Lists out two payment options under the field - How would you like to pay?
  - Credit/Debit Card
  - Bank Account
- ⇨ User selects Credit/Debit Card payment option
- ⇨ User enters data in Please enter your payment details section including **Billing Address**
- ⇨ Clicks on **Review & Pay** button.
- ⇨ User navigates to **Review & make a payment** page

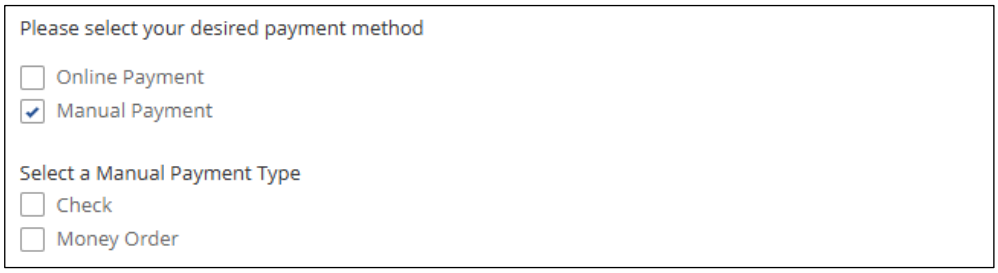


- ⇨ User clicks on **Make payment** button.
- ⇨ User navigates back to DPH Permits portal and lands on “Confirmation” page

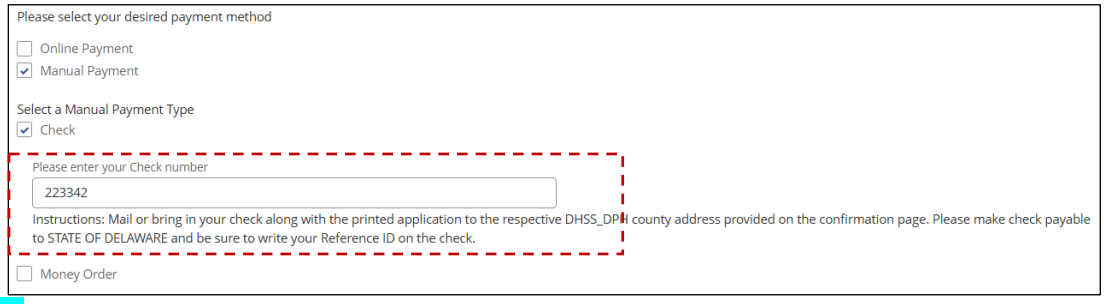


Manual Payments (Alternate payment option)

- ⇨ User clicks on Manual Payment check box, to make payments via Check or Money Order
- ⇨ Displays the below two checkboxes – Check, Money Order

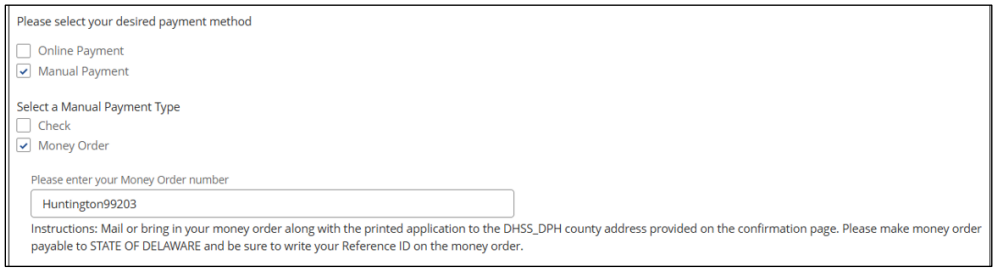


- ⇨ User clicks Check checkbox and enters data in "Please enter your Check Number" text field (field accepts numbers)
- ⇨ User clicks on **Next** button to navigate to immediate next page (Confirmation page) → **Step for Manual Payments only**



OR

⇨ User clicks Money Order checkbox and enters data in “Please enter your Money Order number” text field. (Field accepts alpha-numeric text data without spaces.)



⇨ User clicks on **Next** button to navigate to immediate next page (Confirmation page) → **Step for Manual Payments only**

⇨ **An email notification is sent to the Primary Contact Email address with all Permit Application details, when user submits/completes Online Payment for the Permit Application**

[Sample Email Notification below]

Sandbox: Payment Confirmation

T tech@breaklinedigital.com
To Girish Krishnamurthy

If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION: This email was sent from an external source. Be cautious of attachments and links.

GO DE | Pay with Go DE

Your payment receipt

Thank you for your payment.

Transaction details

DHSS DIVISION OF PUBLIC HEALTH (QA)

DESCRIPTION:	Plumbing - Homeowner Permit
TRANSACTION DATE:	11/1/2025 04:23:43 AM
TRANSACTION NUMBER:	305880515824
REFERENCE CODE:	R-17619853668750d4e6
INVOICE #:	INV-008191
DOCUMENT #:	039053
PAYMENT AMOUNT:	$100.00
PAYMENT METHOD:	VISA Visa ending in 1111
EXPIRES:	05/29
NAME ON CARD:	Girish Krishnamurthy
BILLING ADDRESS:	2999 Michigan Ave 3rd floor, Mason towers Detroit, MI 48091 US
RECEIPT:	View Receipt

Item details

Total	**$100.00**

GO DE
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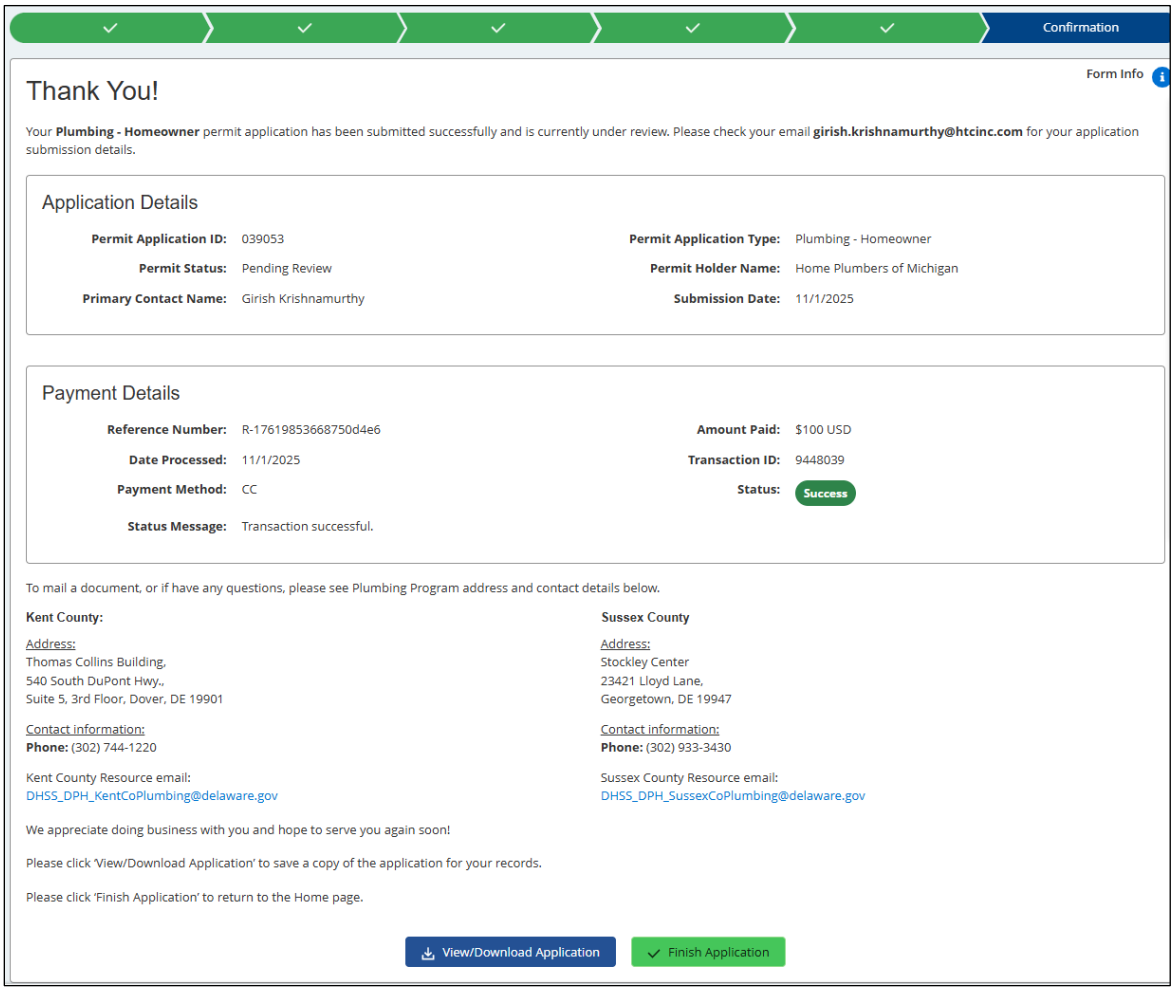
About Go DE Privacy Policy Help Center

3.1g) Confirmation page

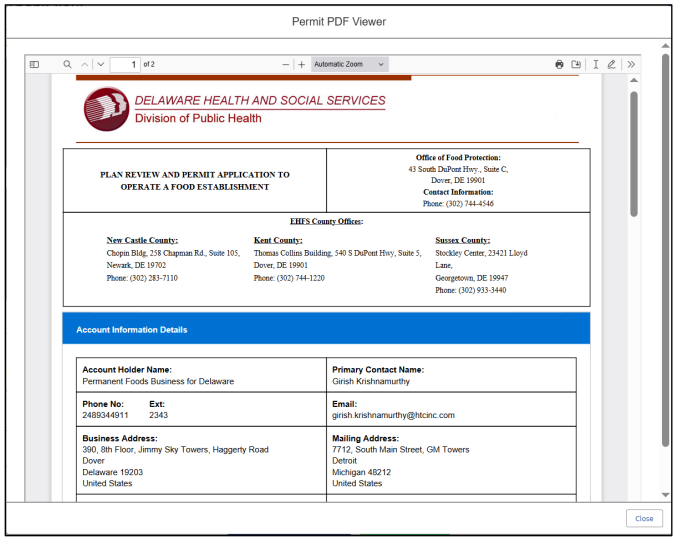
"Confirmation" page display for **Online Credit Card** Payment method



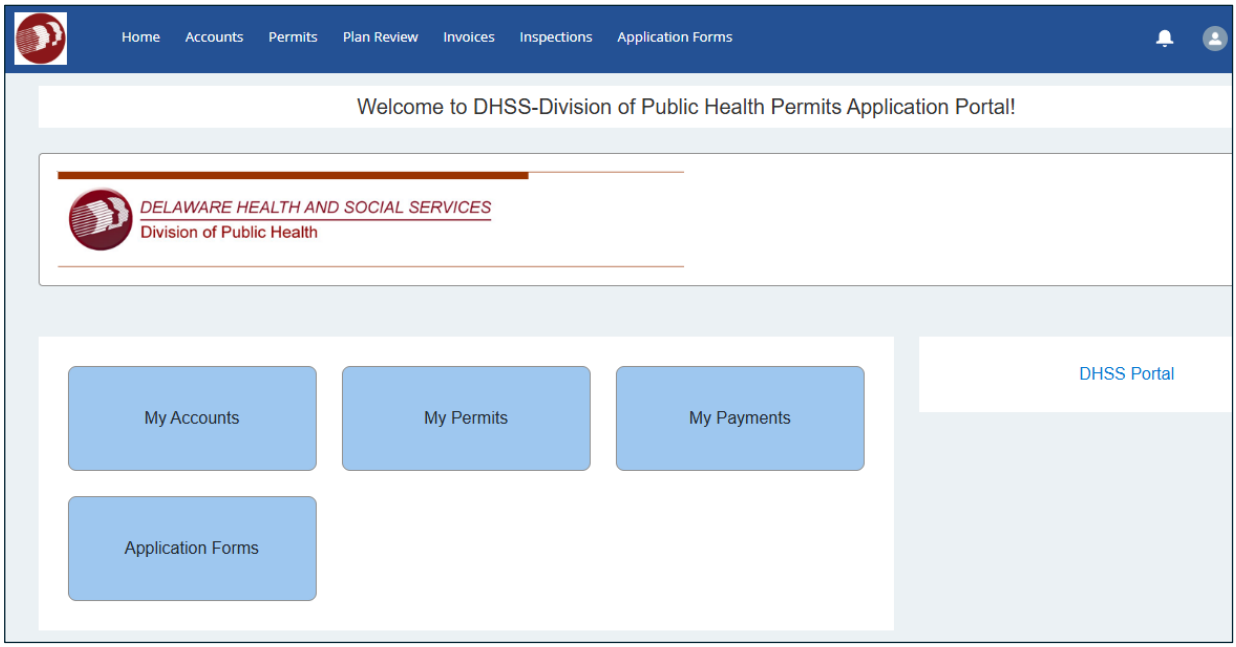
Confirmation page is displayed with the following fields, on initial load of the page:

- **View/Download Application** button for the user to view or save a copy of the Plumbing - Homeowner Permit Application submitted for processing. User clicks on **Close** button to close the PDF document.

Downloaded Sample document



- **Finish Application** button.
  When clicked, user navigates back to the DPH Permits Portal home page



4. DPH Permits Portal screens for Plumbing-Residential Permit application

4.1 Plumbing – Residential Permit Application

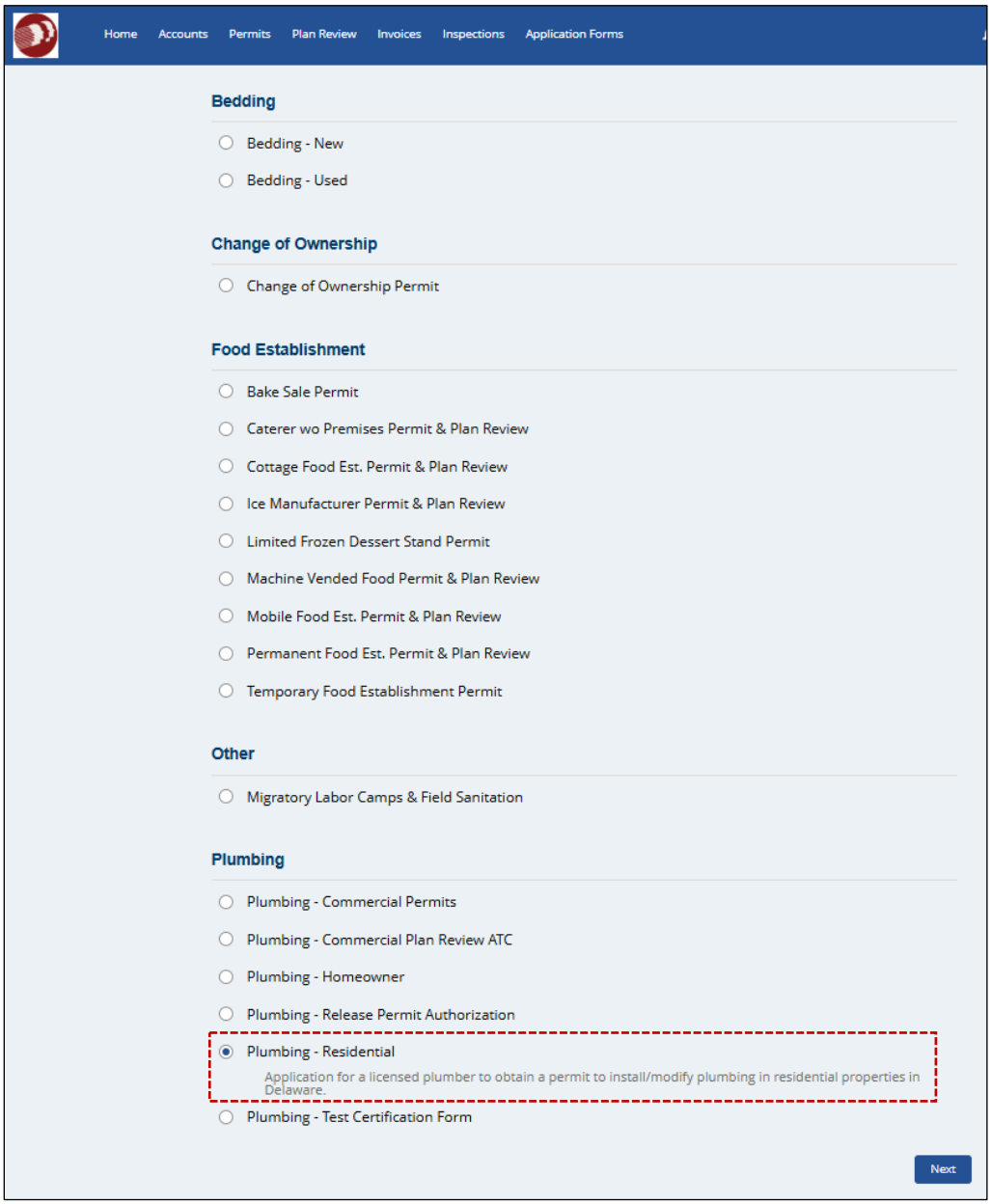
4.1a) Initiate "Plumbing-Residential" application & navigate to "Account Information" page

Navigation

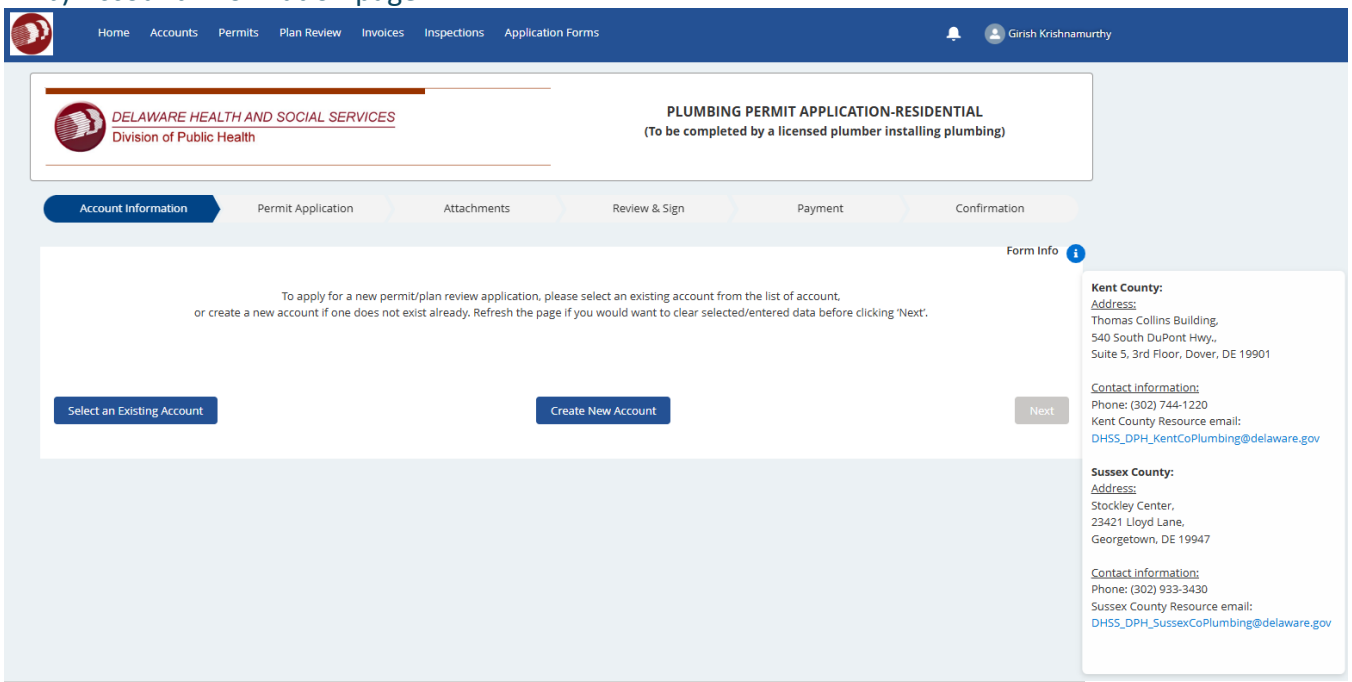
DPH Permit Portal -> **Application Forms** menu option -> Plumbing -> Plumbing - Residential **OR**
DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Residential

Action/Navigation

Step Description	Action/Navigation
User selects Plumbing - Residential radio button and clicks **Next** button	Account Information page



4.1b) Account Information page



Below details are displayed in all navigation tabs – Plumbing Residential application flow

4. Delaware 'logo' and 'title'
   DELAWARE HEALTH AND SOCIAL SERVICES
   Division of Public Health
5. Below Plumbing Permit Application tile
   PLUMBING PERMIT APPLICATION-RESIDENTIAL
   (To be completed by a licensed plumber installing plumbing)
6. Page navigation tabs
   Account Information, Permit Application, Attachments, Review & Sign, Payment, Confirmation.
   With **Account Information** tab highlighted/selected.
7. Body of the page
   - Displays 'Form Info' icon with Form information displayed by default

   Kent County:
   Address:
   Thomas Collins Building,
   540 South DuPont Hwy.,
   Suite 5, 3rd Floor, Dover, DE 19901

   Contact information:
   Phone: (302) 744-1220
   Kent County Resource email:
   DHSS_DPH_KentCoPlumbing@delaware.gov

   Sussex County:
   Address:
   Stockley Center,
   23421 Lloyd Lane,
   Georgetown, DE 19947

   Contact information:
   Phone: (302) 933-3430
   Sussex County Resource email:
   DHSS_DPH_SussexCoPlumbing@delaware.gov

Account Information page is displayed with the following fields, on initial load of the page:

Below statement in the center of Account Information page

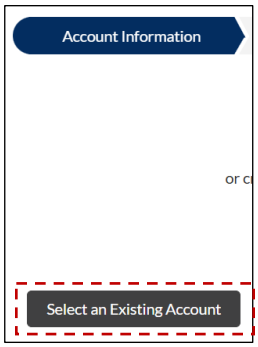
To apply for a new permit/plan review application, please select an existing account from the list of account, or create a new account if one does not exist already. Refresh the page if you would want to clear selected/entered data before clicking 'Next'.

Buttons/Footer information

- **Select an Existing Account** button, is enabled by default
- **Create New Account** button, is enabled by default
- **Next** button, is disabled by default
- Footer Information (bottom-right corner):
  Displays the Date in MM/DD/YYYY format (Date the form will be made available online)

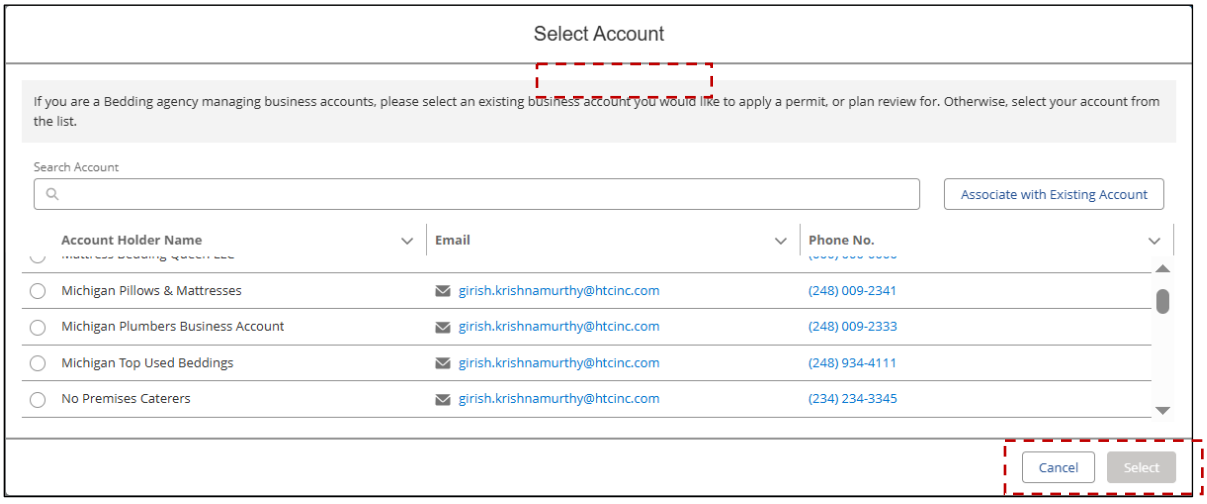
User Actions: Selecting existing account on Account Information page

a) User clicks on **Select an Existing Account** button, which is enabled by default



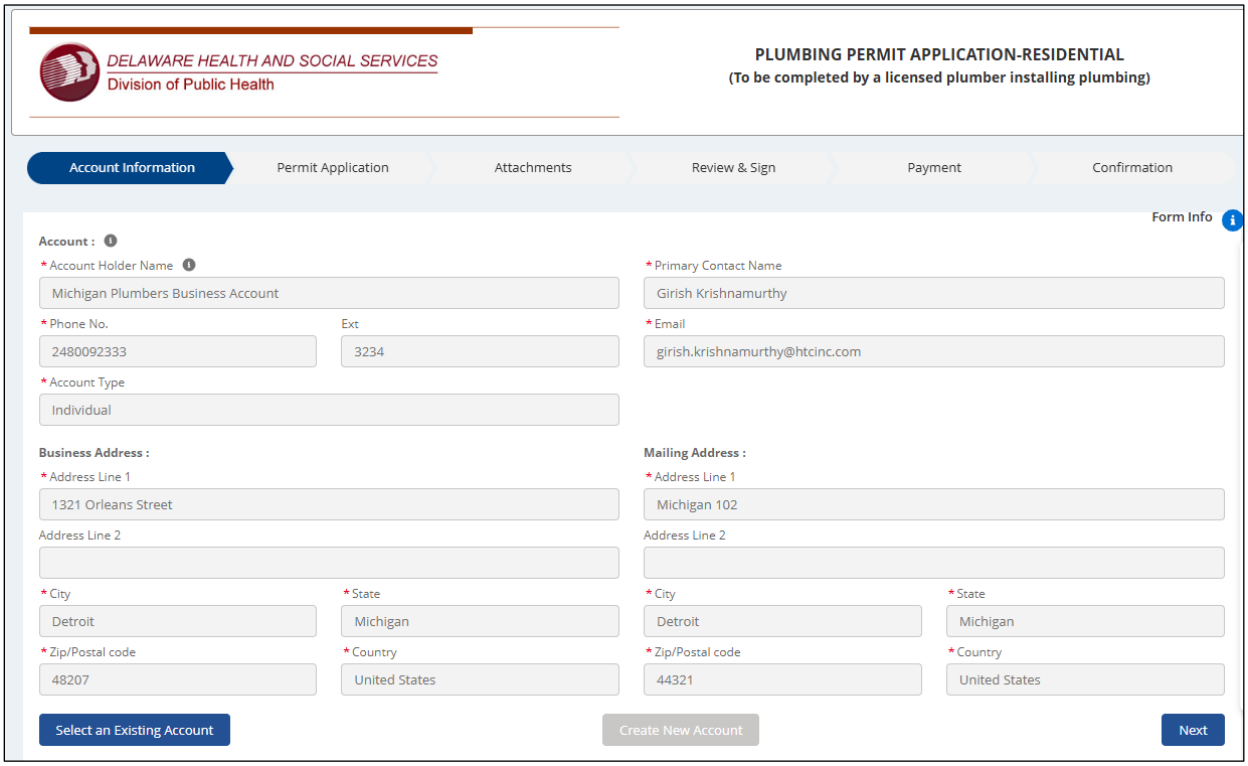
b) Displays the "Select Account" pop-up window on the "Account Information" page

- "Search Account" text box for the user to search & select an existing account
- List/Grid with the list of existing business account(s), displayed with Email & Phone number details
- **Cancel** button is enabled, by default
- **Select** button is disabled, by default
- **'X'** button on top-right corner of the pop-up window. When clicked, "Search Account" pop-up window is closed



c) User selects one of the existing accounts by clicking on the radio button displayed next to it.
d) The **Select** button will be enabled

e) User clicks on the **Select** button on the "Select Account" pop-up window
- Select Account pop-up window is closed and user lands on "Account Information" page
- The existing selected account details are displayed on the "Account Information" page.
- **Select an Existing Account** button, is still enabled now
- **Create New Account** button, is disabled now
- **Next** button, is enabled now



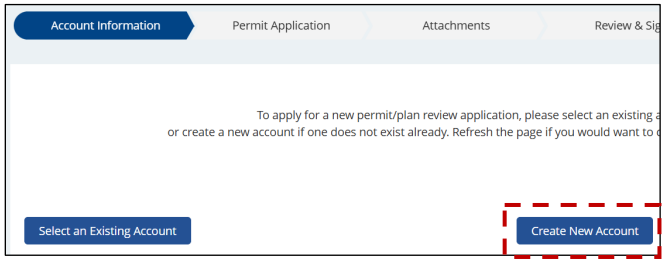
⇨User clicks on the **Next** button on Account Information page to navigate to Permit Application page
⇨User clicks on the **Previous** button on Permit Application page to navigate back to Account Information page

User Actions: Creating New Account for Plumbing – Residential permit application

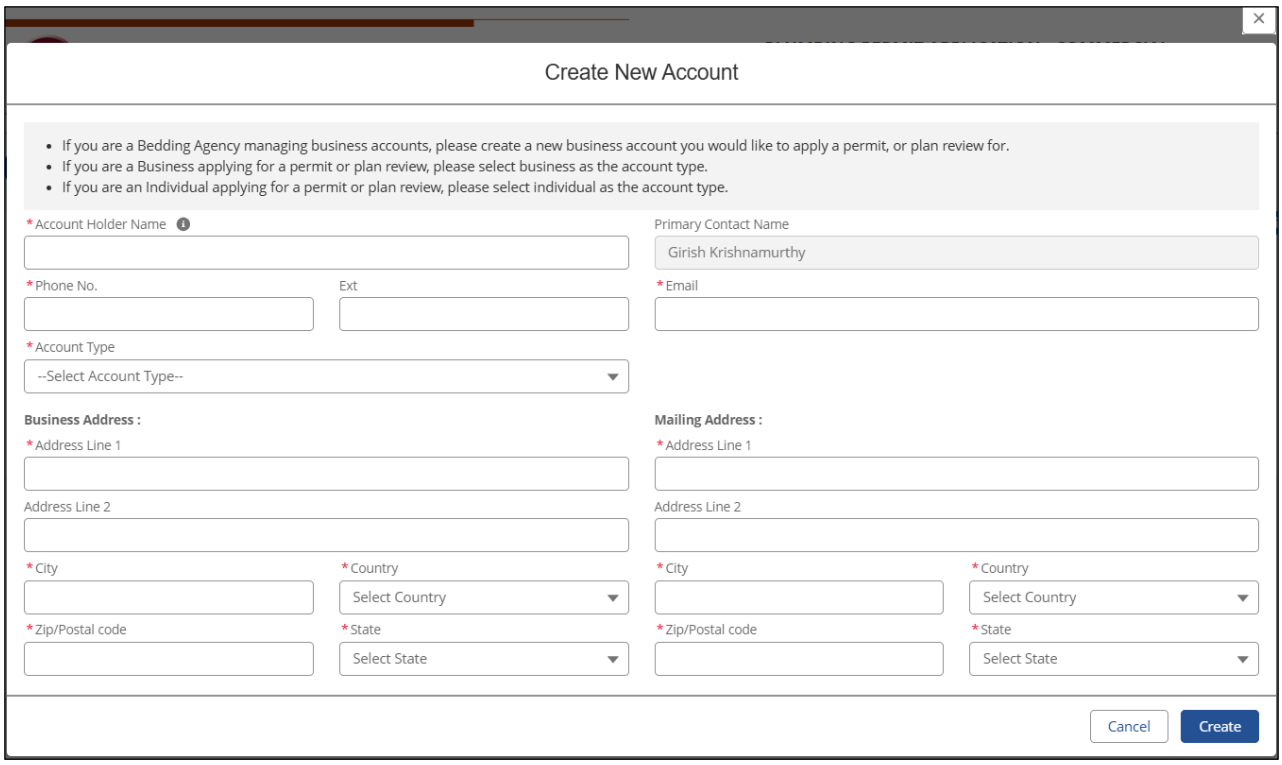
Navigation

DPH Permit Portal -> **Application Forms** menu option -> Plumbing -> Plumbing - Residential -> Account Information page **OR**
DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Residential -> Account Information page

a) User clicks on **Create New Account** button, which is enabled by default



b) Displays the "Create New Account" pop-up window on the "Account Information" page
- Empty text box(s) are displayed with required (fields with red Asterix) and optional fields, to enter data
- Primary Contact Name text box field is pre-populated with data
- Empty drop-down pick-list boxes are displayed for the user to select drop-down options
- **Cancel** button is enabled, by default
- **Create** button is enabled, by default
- **'X'** button on top-right corner of the pop-up window. When clicked, pop-up window is closed.



User enters data in the below fields on the "Create New Account" pop-up window

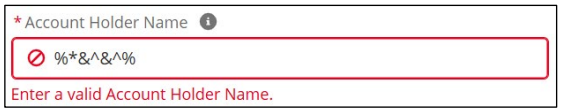
- **Account Holder Name**: Editable, required text field, accepts alpha numeric characters as input data. (Name of the Permit Holder)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Account Holder Name is a required field.

Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid Account Holder Name.



- **Primary Contact Name**: Non- editable text field with data prepopulated from the system
- **Phone No.**: Editable required text field, accepts/allows 10-digit numeric values

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Phone No. is a required field.

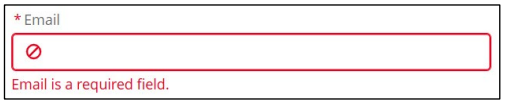
Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid 10-digit Phone No.

- **Ext**: Editable optional text field, accepts/allows numeric values
- **Email**: Editable required text field, accepts/allows valid email format (E.g. Mike@email.com)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Email is a required field.



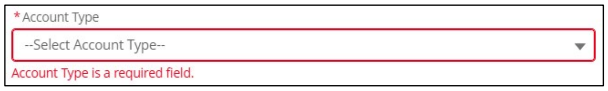
Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field:
Enter a valid email address, such as name@email.com.

Account Type: Editable/Selectable drop-down pick-list box, required field (Individual, Business options)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Account Type is a required field.



Business Address & Mailing Address

- **Address Line 1**: Editable required text field, accepts alphanumeric characters

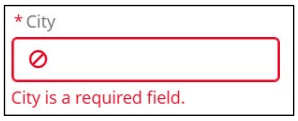
Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Address Line 1 is a required field.

- **Address Line 2**: Editable & Optional text field, accepts alphanumeric characters
- **City**: Editable required text field, accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: City is a required field.



- **Country**: Editable/Selectable drop-down pick-list box, required field

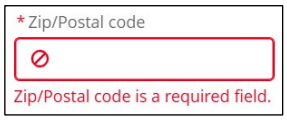
Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Country is a required field.

- **Zip/Postal Code**: Editable Alphanumeric text field, allows all valid worldwide zip codes, with below conditions
  - If Country is United States, the Zip/Postal Code field should allow 5 digits only.
  - If Country is United States, the State is Delaware, Zip/Postal Code field 1st two digits to have 19 as value.
  - If Country is any other value other than United States, Zip/Postal Code field should allow alphanumeric values with maximum length of '9' digits.

Missing field value

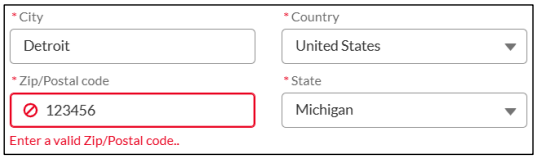
If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Zip/Postal code is a required field.



Invalid field value

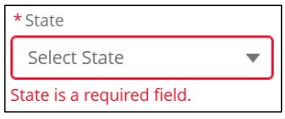
If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid Zip/Postal code.

⇨ When Country is United States, Zip/Postal Code accepts only 5-digit numerical code



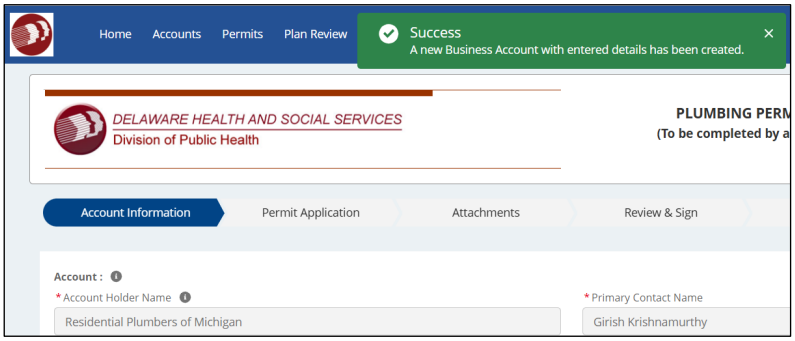
- **State**: Editable/Selectable drop-down pick-list box, required field

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: State is a required field.



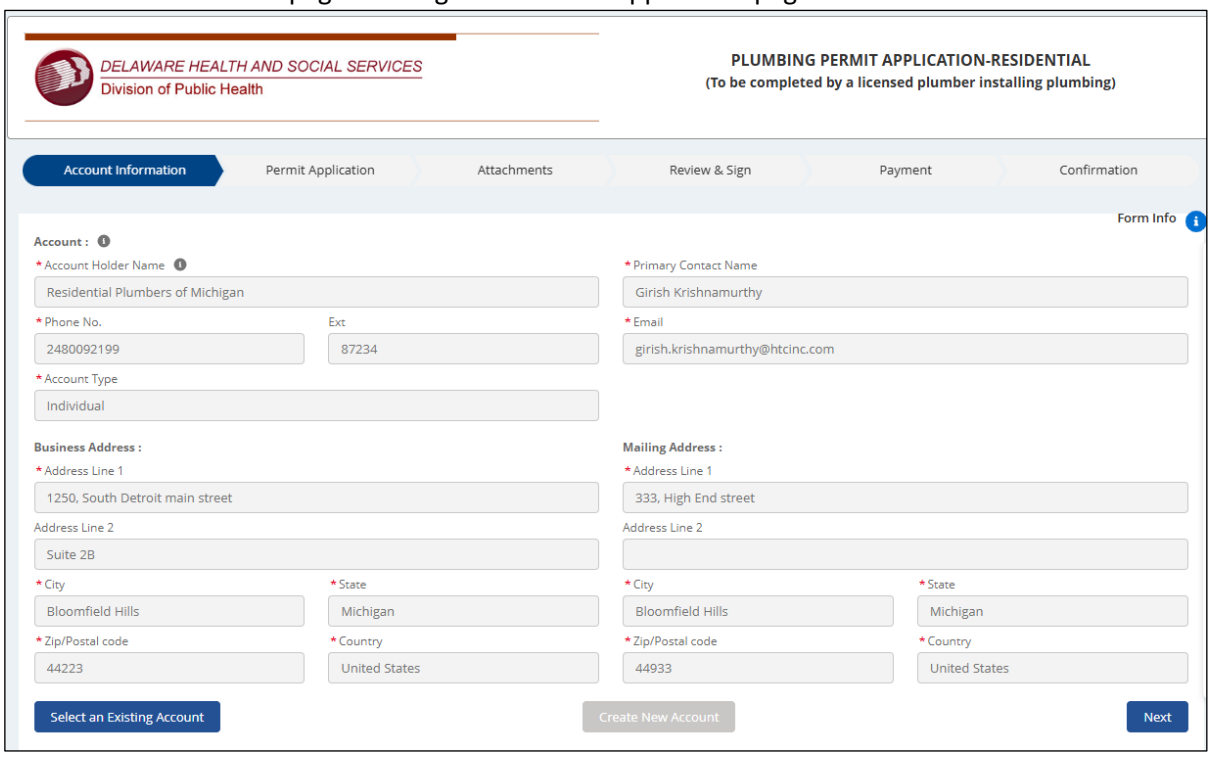
⇨ After entering valid data in all the required fields and drop-down selections, user clicks on the **Create** button in "Create New Account" pop-up window

- "Create New Account" pop-up window is closed and user lands on "Account Information" page
- Following toaster message is displayed on the Account Information page



- The newly created account details are displayed on the "Account Information" page
- **Select an Existing Account** button, is still enabled now
- **Create New Account** button, is disabled now
- **Next** button, is enabled now

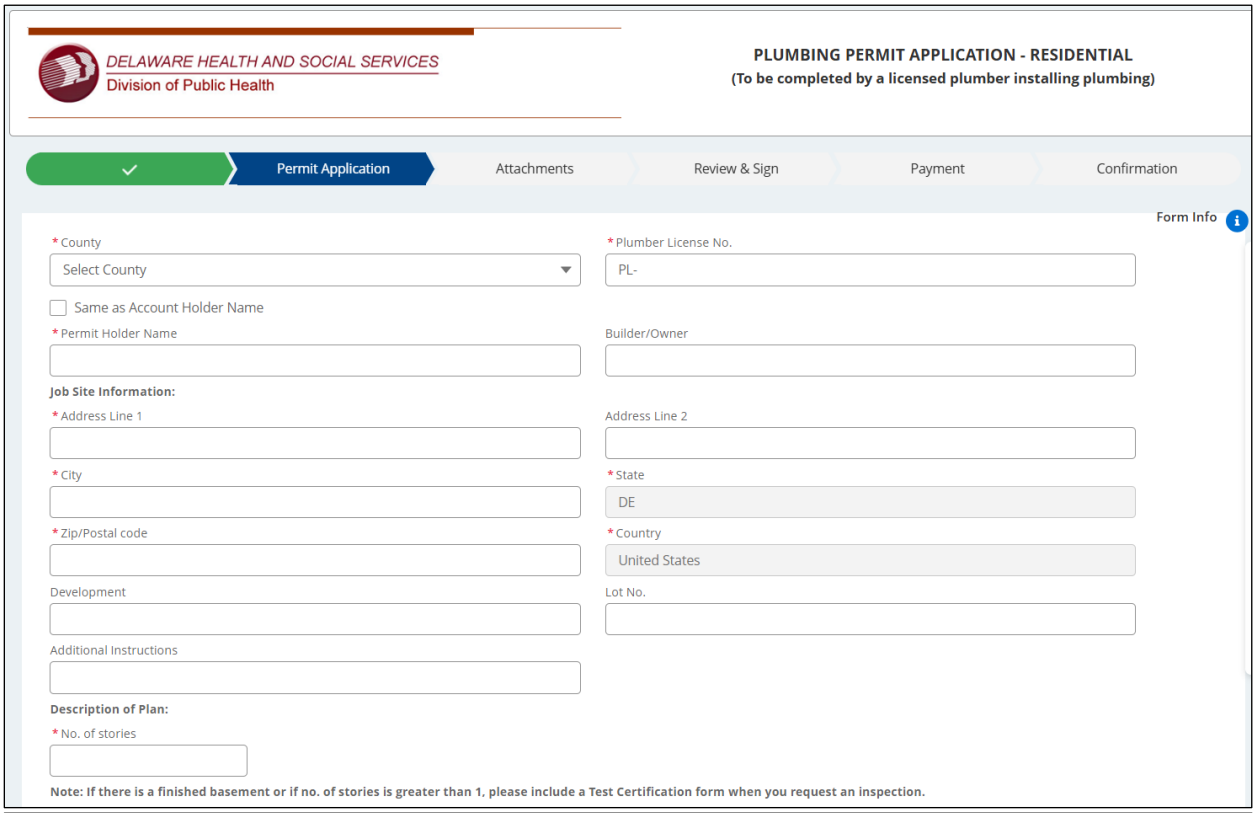
⇨ All the field values are disabled now on Account information page and user clicks on the **Next** button on Account Information page to navigate to Permit Application page

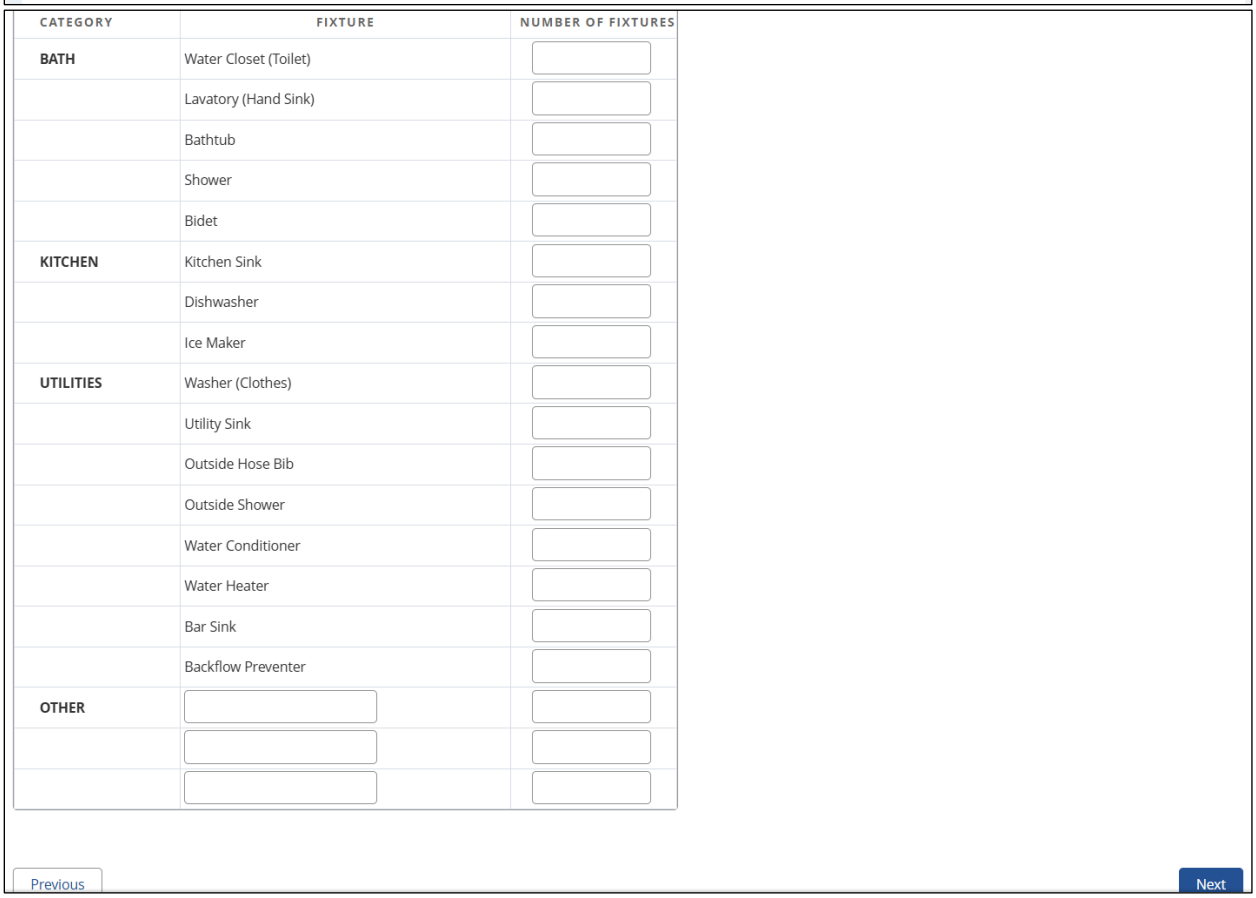


⇨ User clicks on the **Previous** button on Permit Application page to navigate back to Account Information page

⇨ User clicks on the **Next** button on Account Information page to navigate to Permit Application page

4.1c) Permit Application page





Permit Application page is displayed with the following fields, on initial load of the page:

- **County** Editable/Selectable drop-down pick-list box required field – Kent, Sussex, New Castle

  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: County is a required field.

  ⇨ If user selects 'New Castle' option from the drop-down picklist, displays the below pop-up message

  ⇨ User clicks **Cancel** button to close this pop-up window.

- **Plumber License No.:** Editable, required text field, accepts numbers as input data.

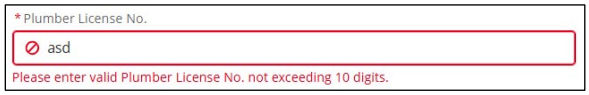
  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Plumber License No. is a required field.

  Invalid field value

  If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

  Please enter valid Plumber License No. not exceeding 10 digits.



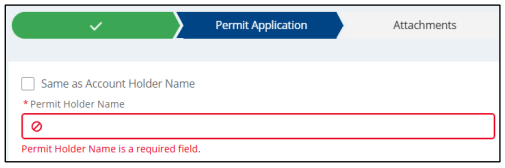
- **Same as Account Holder Name** check box

  - If this check box is selected, Permit Holder Name text field will be populated with Account Holder Name
  - If this check box is not selected, user can enter data manually in Permit Holder Name text field

- **Permit Holder Name**: Editable, required text field, accepts alpha numeric characters as input data.

  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Permit Holder Name is a required field.



  Invalid field value

  If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Enter a valid Permit Holder Name.

- **Builder/Owner**: Editable, optional text field, accepts alpha characters as input data.

  Invalid field value

  If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Enter a valid Builder/Owner name.

- **Job Site Information:** Non-editable label
  - **Address Line 1**: Editable required text field, accepts alphanumeric characters

    Missing field value

    If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Address Line 1 is a required field.

  - **Address Line 2**: Editable & optional text field, accepts alphanumeric characters
  - **City**: Editable required text field, accepts alphanumeric characters

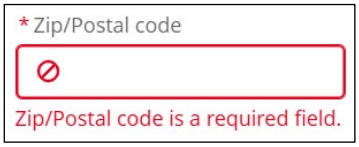
    Missing field value

    If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: City is a required field.

  - **State**: non-editable required text field, with prepopulated data and is defaulted to DE.
  - **Zip/Postal Code**: Editable numeric required text field, 5- digit zip code, restriction on 1st two digits to have '19' as value, since state is pre-populated as **DE** representing Delaware

    Missing field value

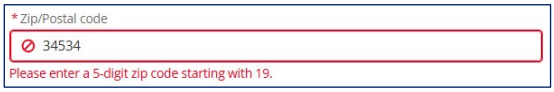
    If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Zip/Postal code is a required field.



    Invalid field value

    If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

    Please enter a 5-digit zip code starting with 19.



  - **Country**: non-editable required text field, with prepopulated data and is defaulted to **United States**.
  - **Development**: Editable optional text field, accepts alpha-numerical data
  - **Lot No.**: Editable optional text field, accepts alpha-numerical data
  - **Additional Instructions**: Editable optional text field, accepts alpha-numerical data

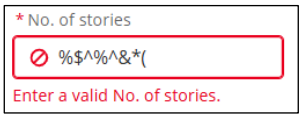
- **Description of Plan:**
  - No. of stories: Editable required text field, accepts only number.

    Missing field value

If this field is left blank and user clicks on **Next** button on "Permit Application" page an inline error message is displayed in red font below the field: No. of stories is a required field.

Invalid field value

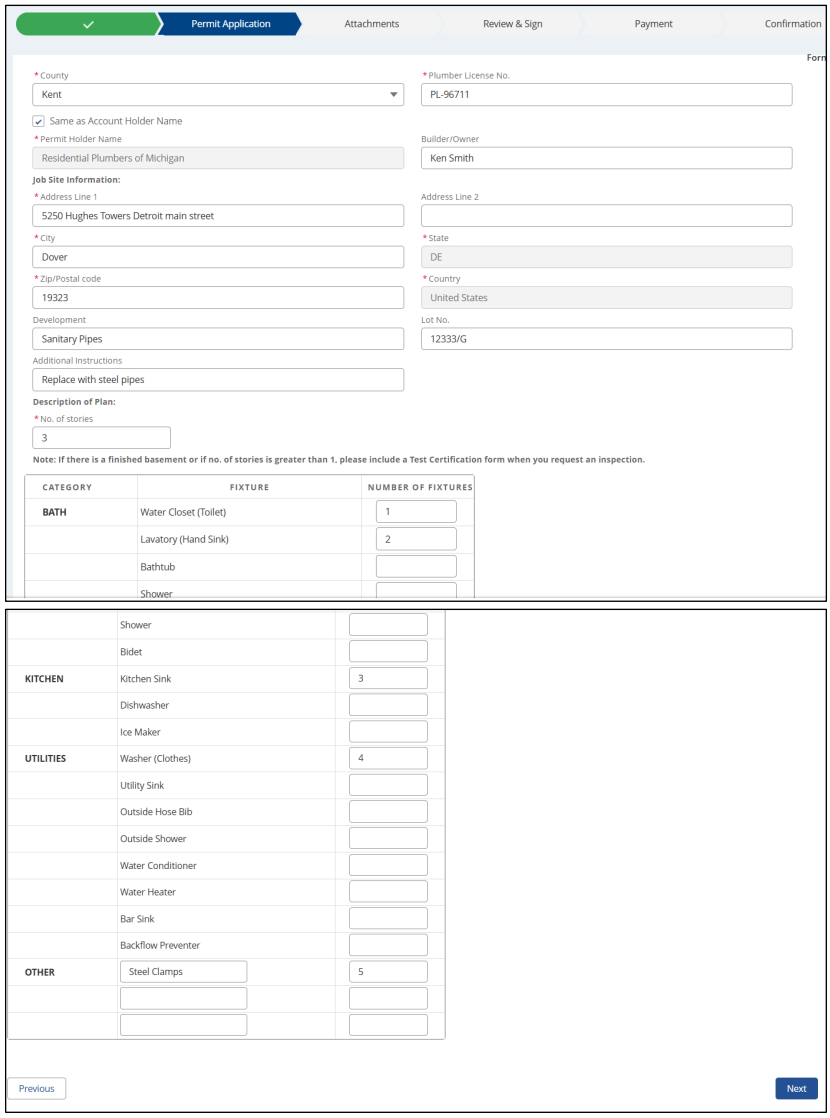
If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:
Enter a valid No. of stories.



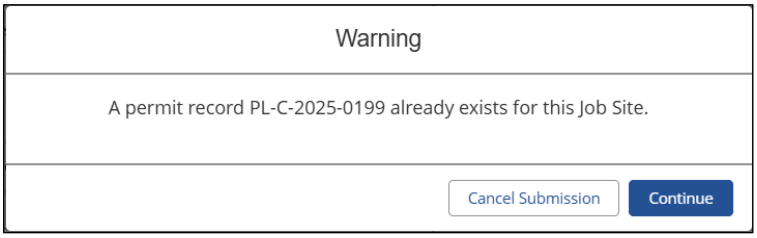
- Note: If there is a finished basement or if no. of stories is greater than 1, please include a Test Certification form when you request an inspection message is displayed

- **Previous** button, which is enabled by default
- **Next** button, which is enabled and highlighted by default

⇨ User enters valid data in all the required and non-required fields with an existing Jobsite address which has an existing Plumbing Permit application. Clicks **Next** button on Permit Application page



⇨ Displays the Warning pop-up message below with **Cancel Submission** and **Continue** buttons (Displays "Warning" pop-up message only if a Permit exists for the user entered Job site on this page)

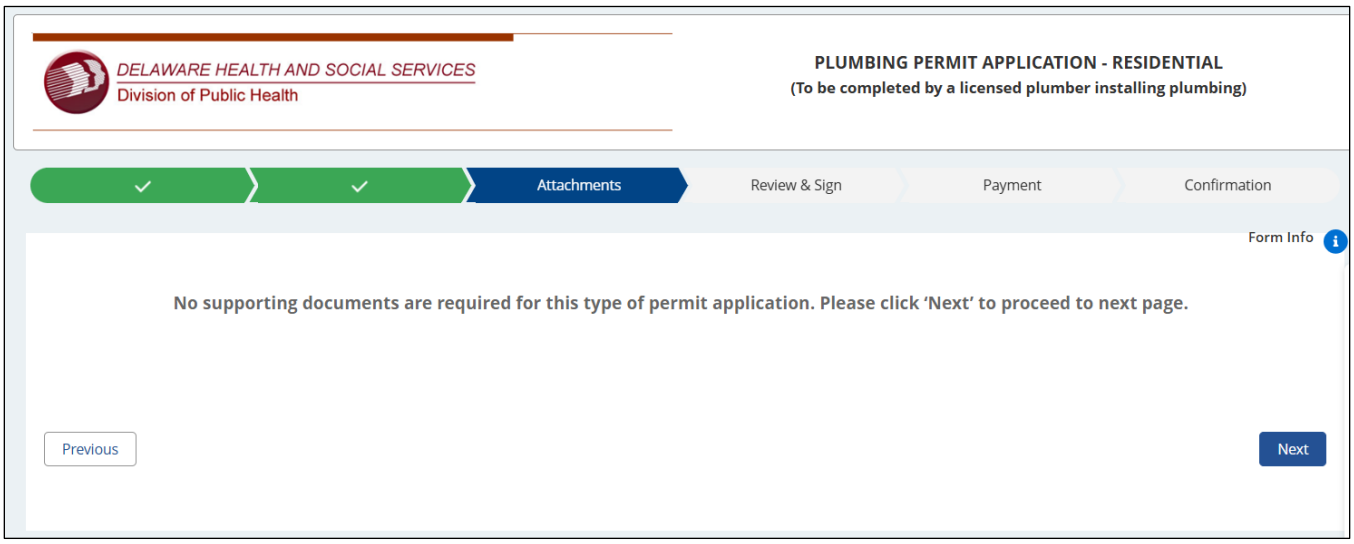


– **Cancel Submission** button: Upon clicking, user navigates back to Permit application page
– **Continue** button: Upon clicking, user navigates to "Attachments" page

If no warning pop-up message is displayed:

⇨ User clicks on the Next button on Permit Application page to navigate to "Attachments" page

4.1d) Attachments page



Attachments page is displayed with the following fields, on initial load of the page:

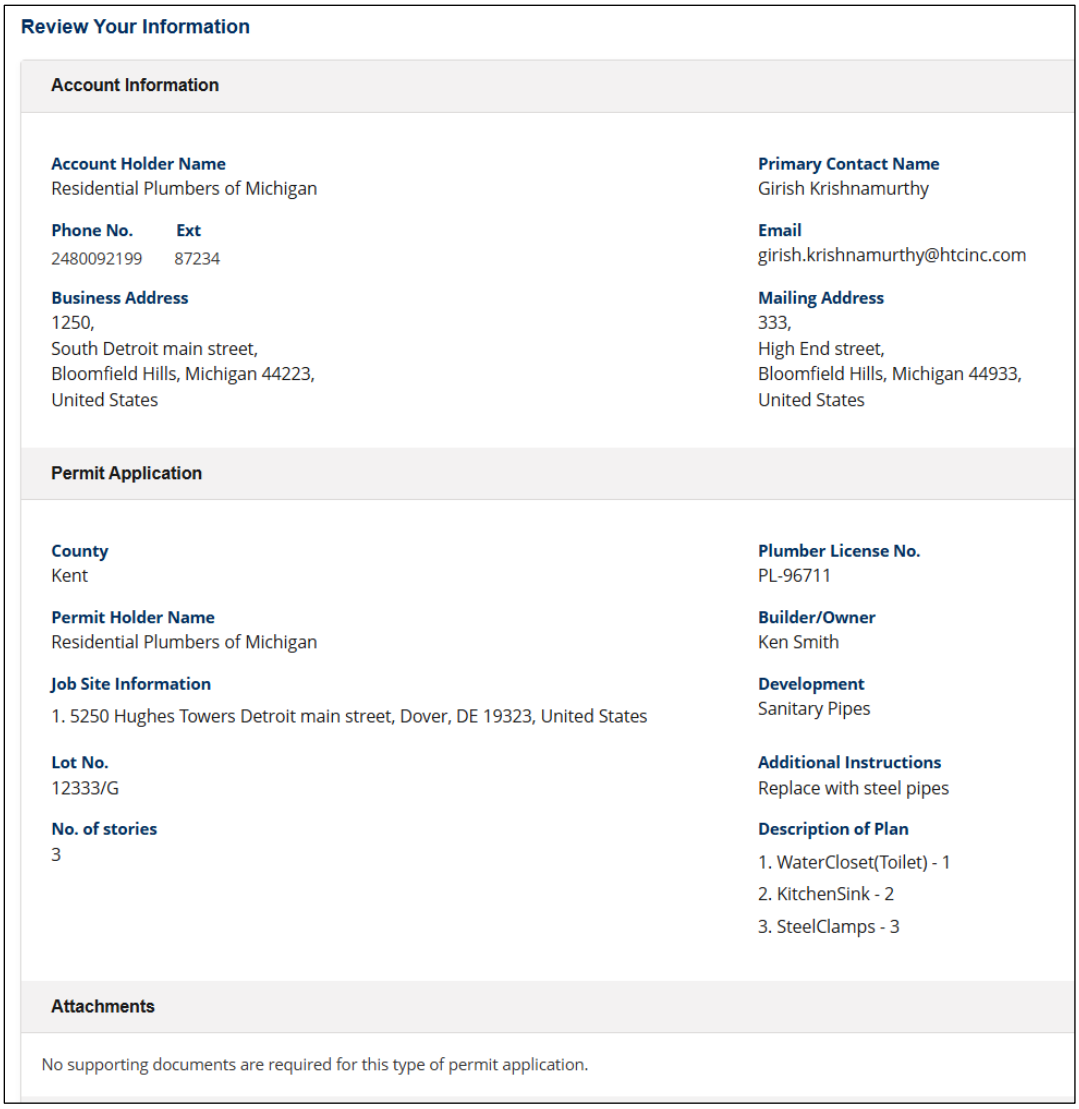
- No supporting documents are required for this type of permit application. Please click **Next** to proceed to next page. message is displayed on the page

- **Previous** button, is enabled by default
- **Next** button is enabled and highlighted by default

⇨ User clicks on the **Previous** button on "Review & Sign" page to navigate back to "Attachments" page
⇨ User clicks on the **Next** button on Attachments page to navigate to the "Review & Sign" page

4.1e) Review & Sign page

⇨ User reviews the data which was entered in previous pages of Plumbing - Residential permit application



Review Your Information

Account Information

Account Holder Name
Residential Plumbers of Michigan

Phone No. **Ext**
2480092199 87234

Business Address
1250,
South Detroit main street,
Bloomfield Hills, Michigan 44223,
United States

Primary Contact Name
Girish Krishnamurthy

Email
girish.krishnamurthy@htcinc.com

Mailing Address
333,
High End street,
Bloomfield Hills, Michigan 44933,
United States

Permit Application

County
Kent

Permit Holder Name
Residential Plumbers of Michigan

Job Site Information
1. 5250 Hughes Towers Detroit main street, Dover, DE 19323, United States

Lot No.
12333/G

No. of stories
3

Plumber License No.
PL-96711

Builder/Owner
Ken Smith

Development
Sanitary Pipes

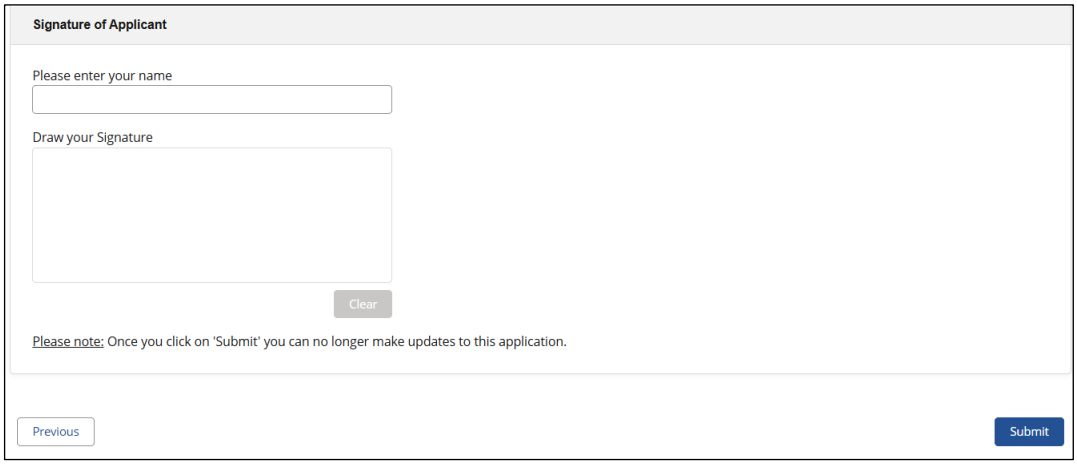
Additional Instructions
Replace with steel pipes

Description of Plan
1. WaterCloset(Toilet) - 1
2. KitchenSink - 2
3. SteelClamps - 3

Attachments

No supporting documents are required for this type of permit application.

⇨ "Signature of Applicant" section is displayed with required fields for the user to enter data manually



Signature of Applicant

Please enter your name

Draw your Signature

Clear

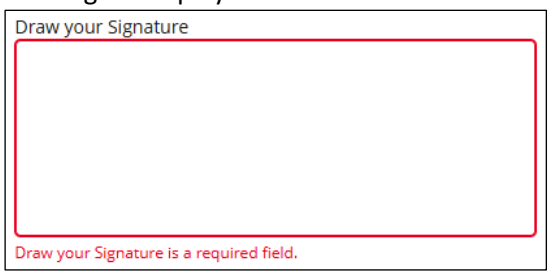
Please note: Once you click on 'Submit' you can no longer make updates to this application.

Previous Submit

Review & Sign page is displayed with the following fields, on initial load of the page:

- **Please enter your name**: Editable/required text field, accepts alpha numeric characters as input data.
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Please enter your name is a required field.

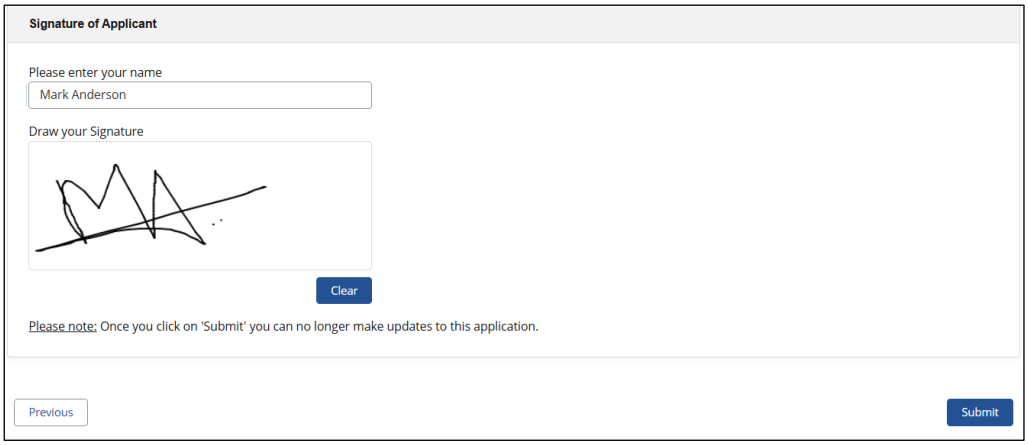
- **Draw your Signature:** Editable, required text area field, accepts user's digital signature (free form)
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Draw your Signature is a required field.



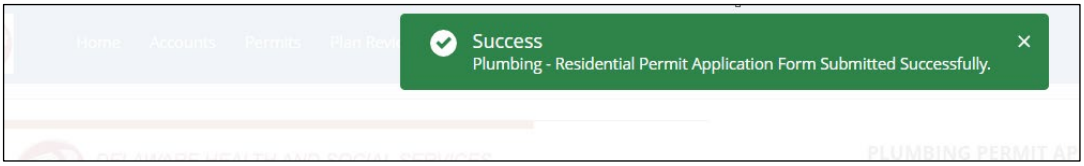
- **Clear** button, which is disabled by default
  - **Clear** button is enabled after user draws the signature
  - When **Clear** button is clicked, the entered signature is deleted.
- **Please note: Once you click on 'Submit' you can no longer make updates to this application** message displayed below **Clear** button

- **Submit** button, is enabled by default
- **Previous** button, is enabled by default

⇨ User enters Name and provides signature in the required fields and clicks **Submit** button



⇨ User clicks on **Submit** button on “Review & Sign” page, on successful submission, displays below message



⇨ User navigates to the Payment page.

Note: Once submitted and user moves to Payment page, user will not be able to navigate back to previous page or make any changes to the submitted Plumbing – Residential Permit Application

⇨ An Email notification is sent to the Primary Contact Email address with all Permit Application details, when user submits the Permit Application
[Sample Email Notification below]

Sandbox: Delaware Plumbing - Residential permit application received!

D DPH_Permit_Portal <samuelraj.gottimukka@delaware.gov>
To Girish Krishnamurthy

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Permit Application-2025-11-01 204419Z.pdf
167 KB

CAUTION: This email was sent from an external source. Be cautious of attachments and links.

Dear Girish Krishnamurthy,

We've received your Plumbing - Residential permit application form and it is under review. You will be notified if any additional information is required. Please feel free to check the status of your application at any time through our DPH Permits portal.

Below are the application details, and we've attached your application to this email for reference.

Plumbing - Residential permit application form details:

- Permit Application ID: 039054
- Permit Application Type: Plumbing - Residential
- Permit Holder Name: Residential Plumbers of Michigan
- Primary Contact Name: Girish Krishnamurthy
- Submission Date: 11/1/2025

If you did not submit an online payment while applying for this permit, please mail the check/money order along with the printed application to the respective County Office address listed below.

Requests for inspection are now sent by e-mail.

Sussex County Office email is DHSS_DPH_SussexCoPlumbing@delaware.gov.

Kent County Office email is DHSS_DPH_KentCoPlumbing@delaware.gov.

For inspection requests or further assistance, please see contact details below for the respective County Office. Please include the permit number, permit holder name, type of inspection requested and information on how to access the property for an inspection request.

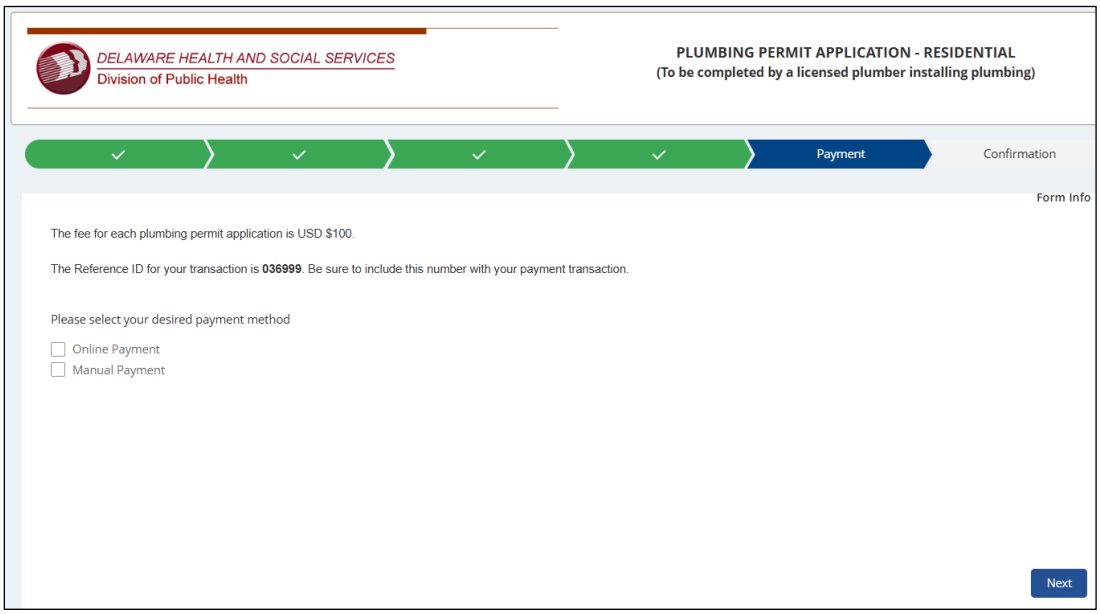
Kent County:
Thomas Collins Building, 540 South DuPont Hwy., Suite 5, 3rd Floor, Dover, DE 19901
Phone: (302) 744-1220
Email: DHSS_DPH_KentCoPlumbing@delaware.gov

Sussex County:
Stockley Center, 23421 Lloyd Lane, Georgetown, DE 19947
Phone: (302) 933-3430
Email: DHSS_DPH_SussexCoPlumbing@delaware.gov

Thank you for your cooperation!

Best regards,
Plumbing Program
State of Delaware Division of Public Health

4.1f) Payment page

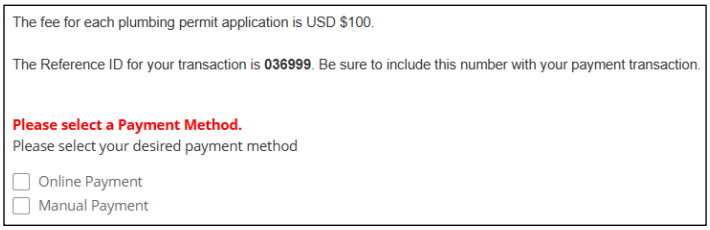


Payment page is displayed with the following fields, on initial load of the page:

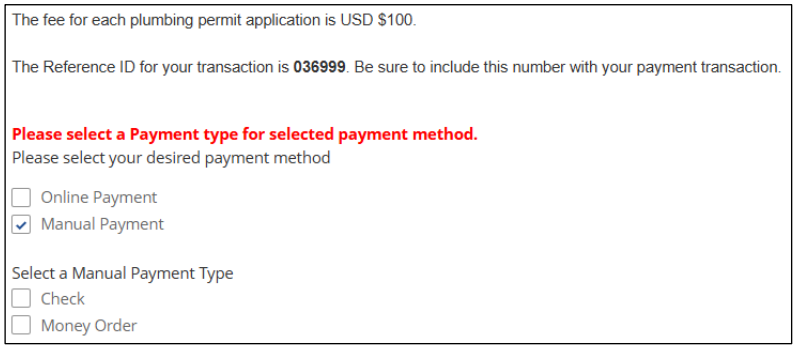
- The fee for each plumbing permit application is USD $100. message is displayed
- The Reference ID for your transaction is [Permit Application ID]. Be sure to include this number with your payment transaction. message is displayed
- Please select your desired payment method message is displayed
  - Online Payment checkbox, unselected by default
  - Manual Payment checkbox, unselected by default
- **Next** button, enabled by default

Field Validations

⇨ Below error message is displayed if user clicks **Next** button without selecting any of the Payment methods

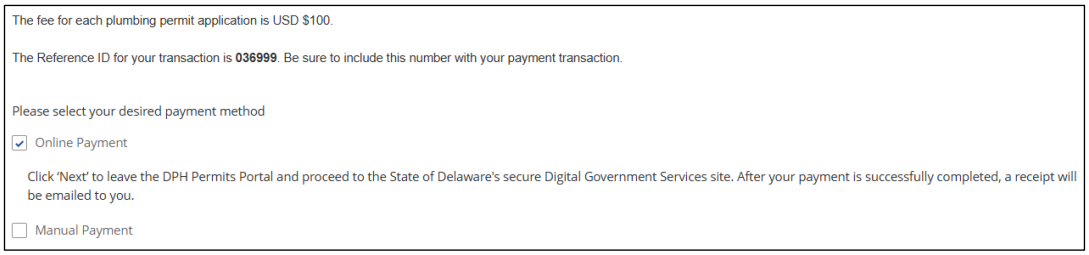


⇨ Below error message is displayed if user clicks **Next** button without selecting any of the Manual Payment methods

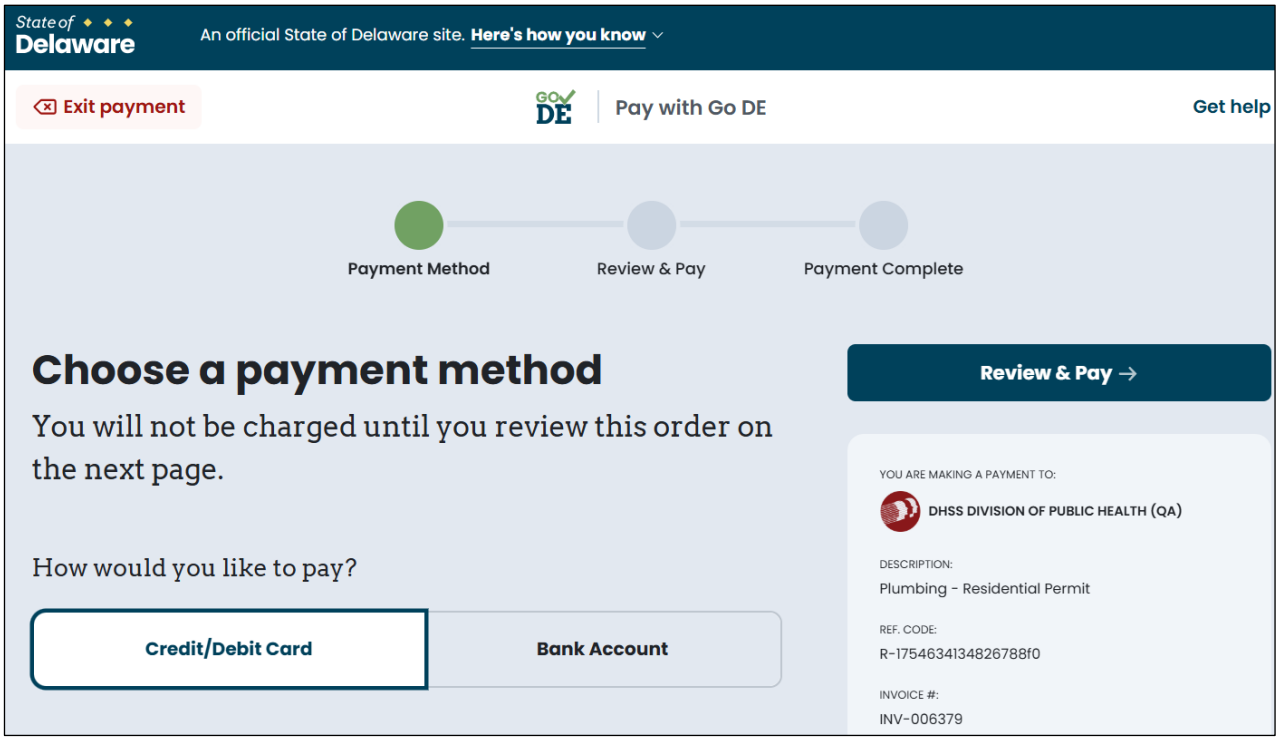


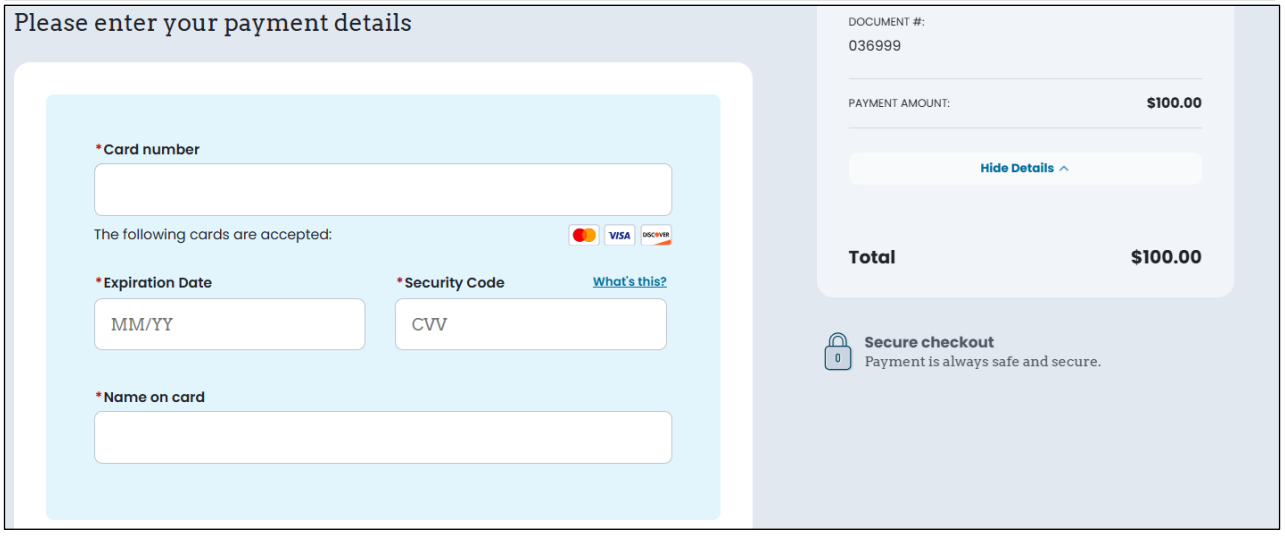
Online Payment (Integration with Go.DE system)

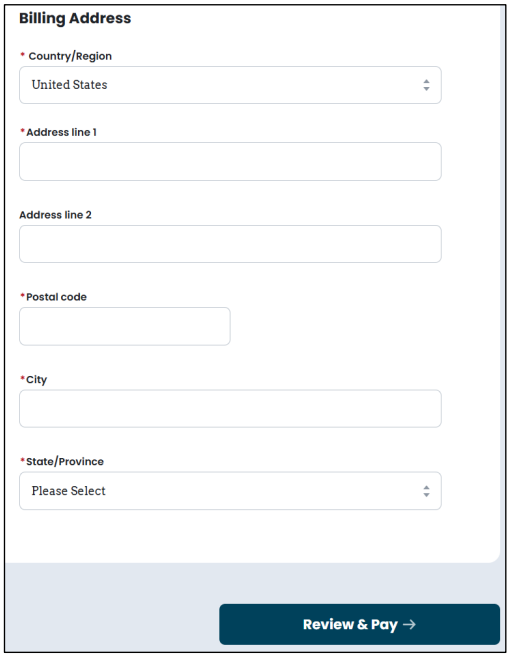
⇨ User clicks on Online Payment check box and clicks NEXT button, to make payments via State of Delaware's Go.DE payment system



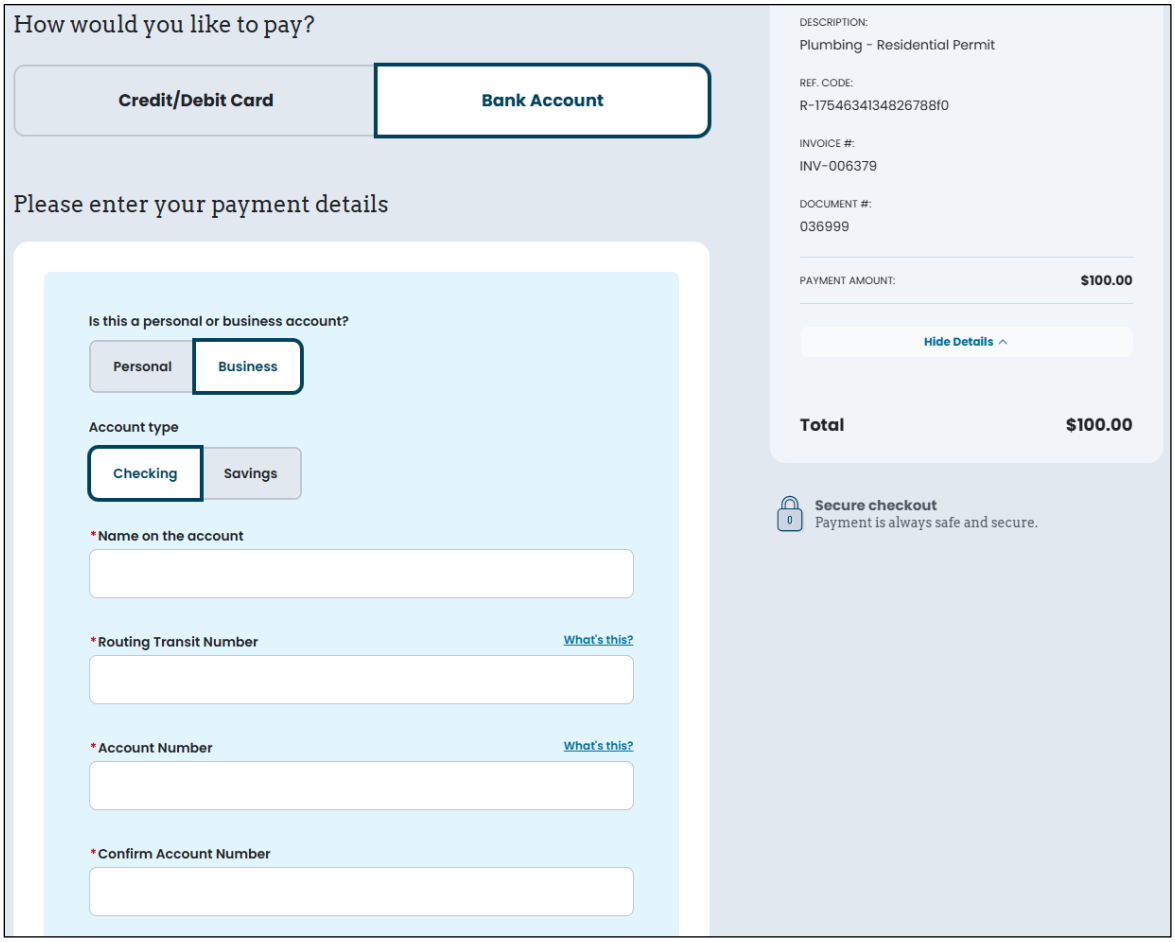
Credit Card Payment

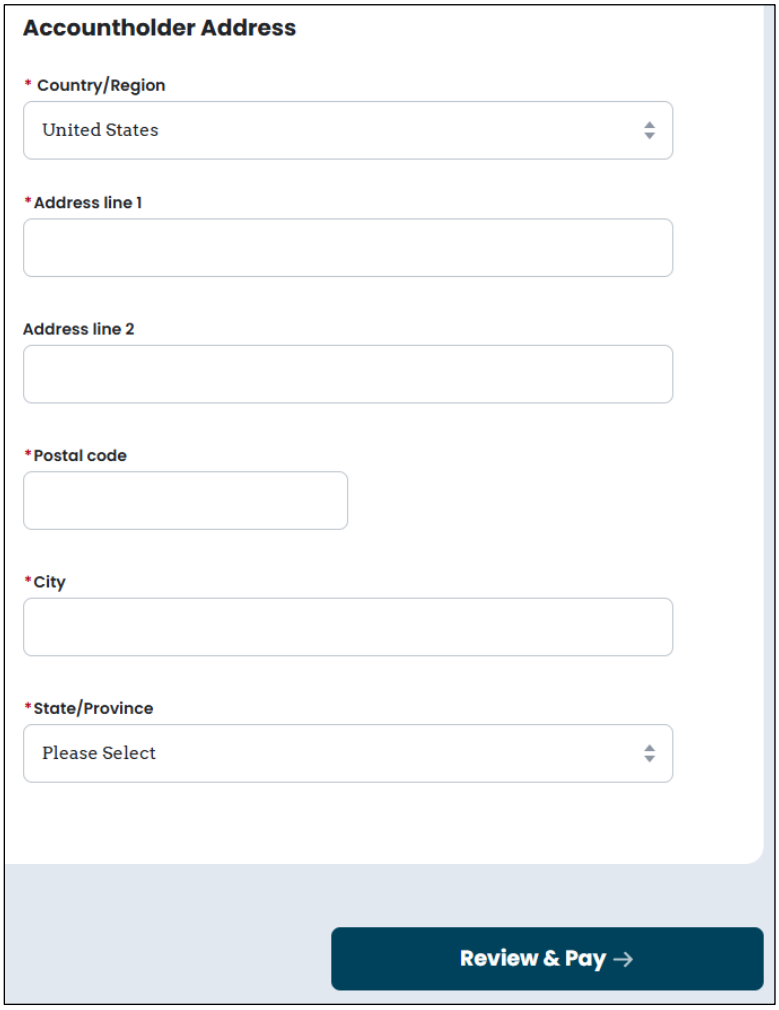




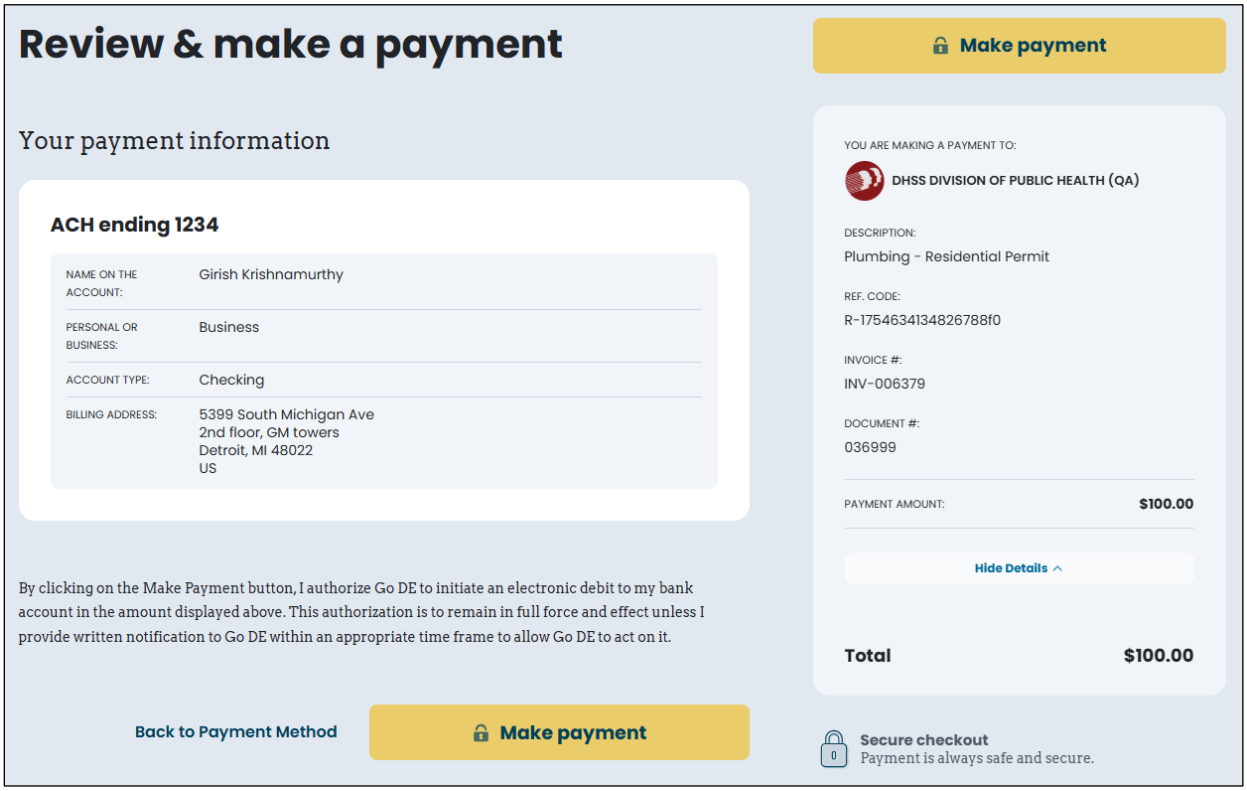


⇨ Bank Account Payment method



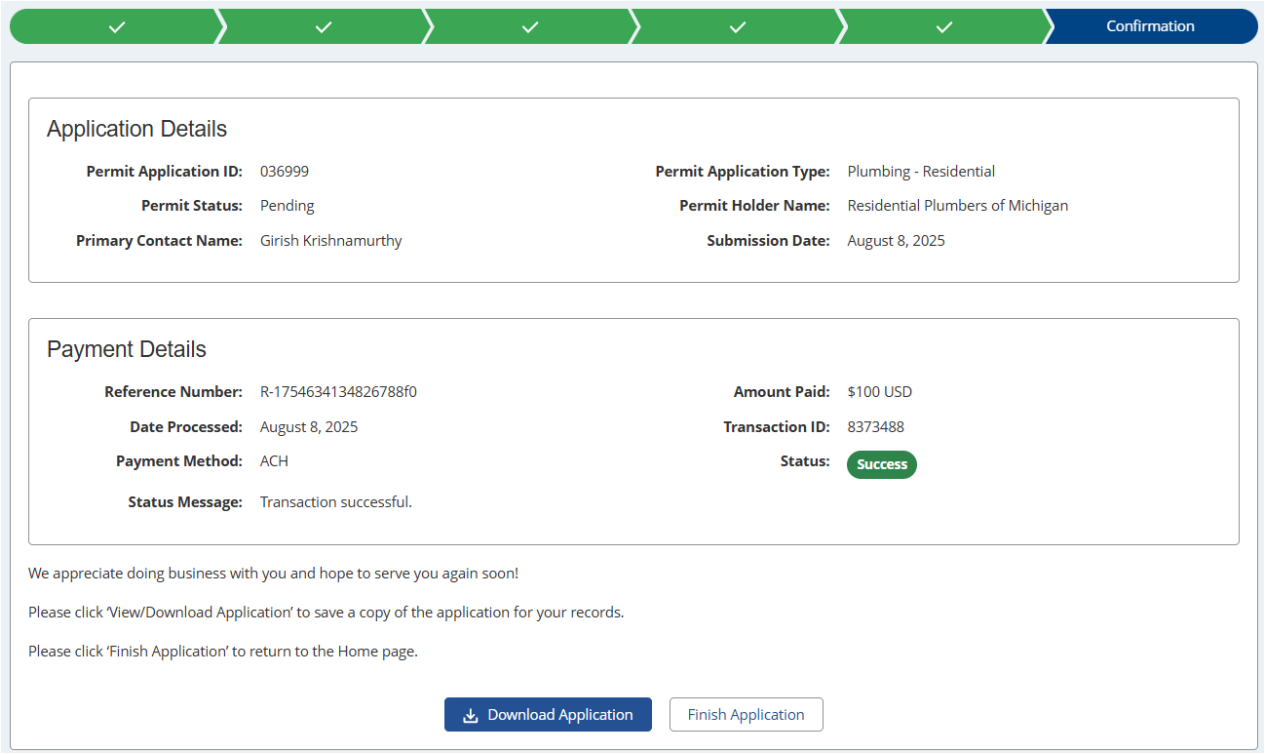


- ⇨ User clicks on Online Payment check box and clicks NEXT button on Payment page
- ⇨ User navigates to **Pay with Go DE** page.
- ⇨ Lists out two payment options under the field - How would you like to pay?
  - – Credit/Debit Card
  - – Bank Account
- ⇨ User selects 'Bank Account' payment option
- ⇨ User enters data in Please enter your payment details section including **Accountholder Address**
- ⇨ Clicks on **Review & Pay** button.
- ⇨ User navigates to **Review & make a payment** page



⇨ User clicks on **Make payment** button.

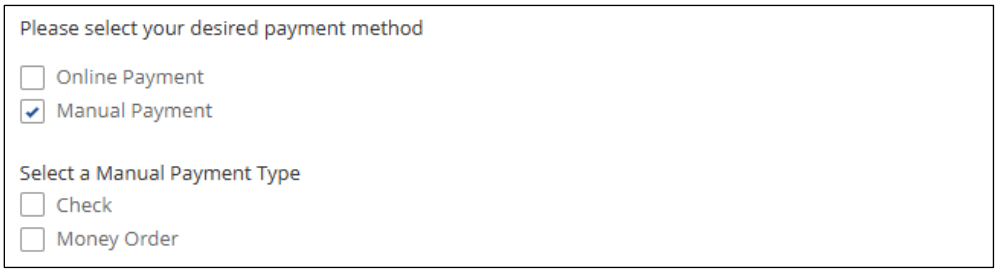
⇨ User navigates back to DPH Permits portal and lands on "Confirmation" page



Manual Payments (Alternate payment option)

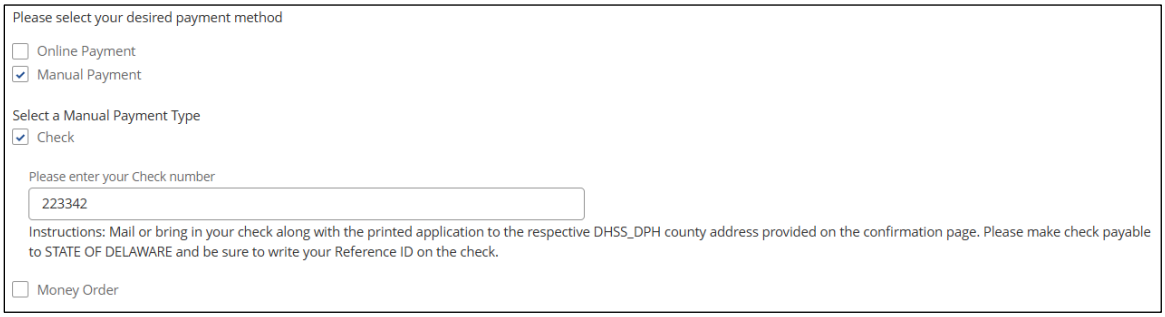
⇨ User clicks on Manual Payment check box, to make payments via Checks or Money Order

⇨ Displays the below two checkboxes – Check, Money Order



⇨ User clicks 'Check' checkbox and enters details in "Please enter your Check Number" field.

⇨ Field accepts only Numbers.

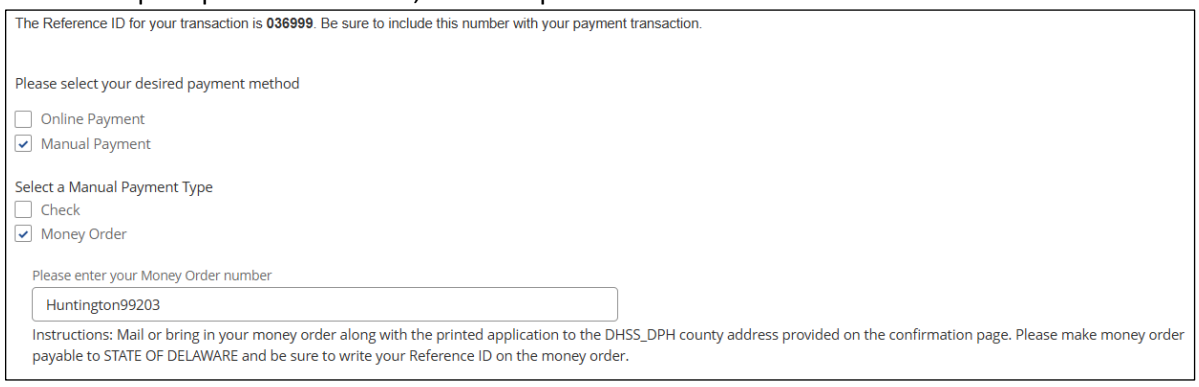


⇨ User clicks on **Next** button to navigate to Confirmation page (For Manual Payment)

OR

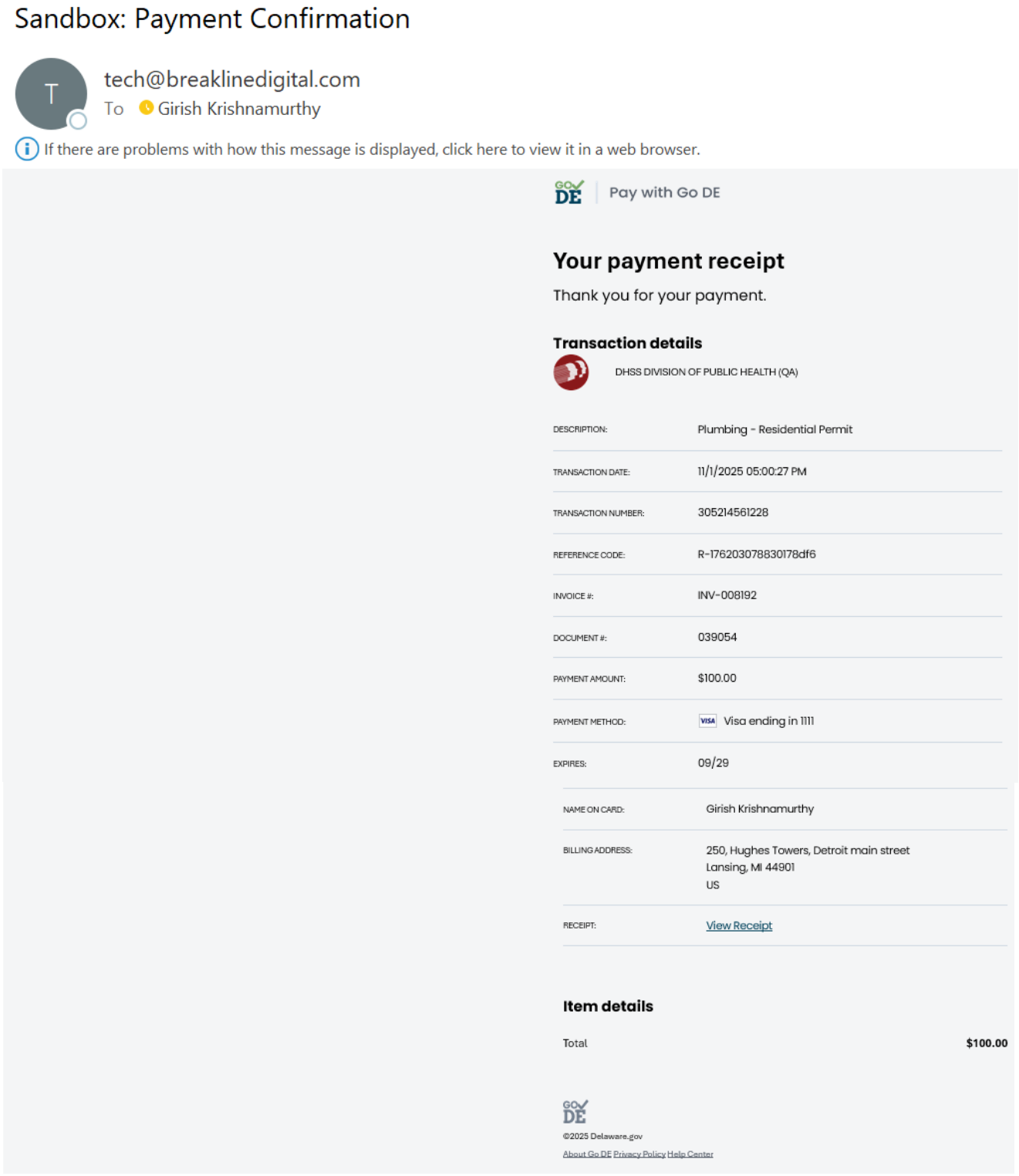
⇨ User clicks Money Order checkbox and enters details in "Please enter your Money Order number".

⇨ Field accepts alpha-numeric data, without spaces.



⇨ User clicks on **Next** button to navigate to Confirmation page (For Manual Payment)

⇨ **An Email notification is sent to the Primary Contact Email address with all Permit Application details, when user submits/completes Online Payment for the Permit Application**
[Sample Email Notification below]



Sandbox: Payment Confirmation

T tech@breaklinedigital.com
To Girish Krishnamurthy

If there are problems with how this message is displayed, click here to view it in a web browser.

GO DE | Pay with Go DE

Your payment receipt

Thank you for your payment.

Transaction details

DHSS DIVISION OF PUBLIC HEALTH (QA)

DESCRIPTION:	Plumbing - Residential Permit
TRANSACTION DATE:	11/1/2025 05:00:27 PM
TRANSACTION NUMBER:	305214561228
REFERENCE CODE:	R-176203078830178df6
INVOICE #:	INV-008192
DOCUMENT #:	039054
PAYMENT AMOUNT:	$100.00
PAYMENT METHOD:	VISA Visa ending in 1111
EXPIRES:	09/29
NAME ON CARD:	Girish Krishnamurthy
BILLING ADDRESS:	250, Hughes Towers, Detroit main street Lansing, MI 44901 US
RECEIPT:	View Receipt

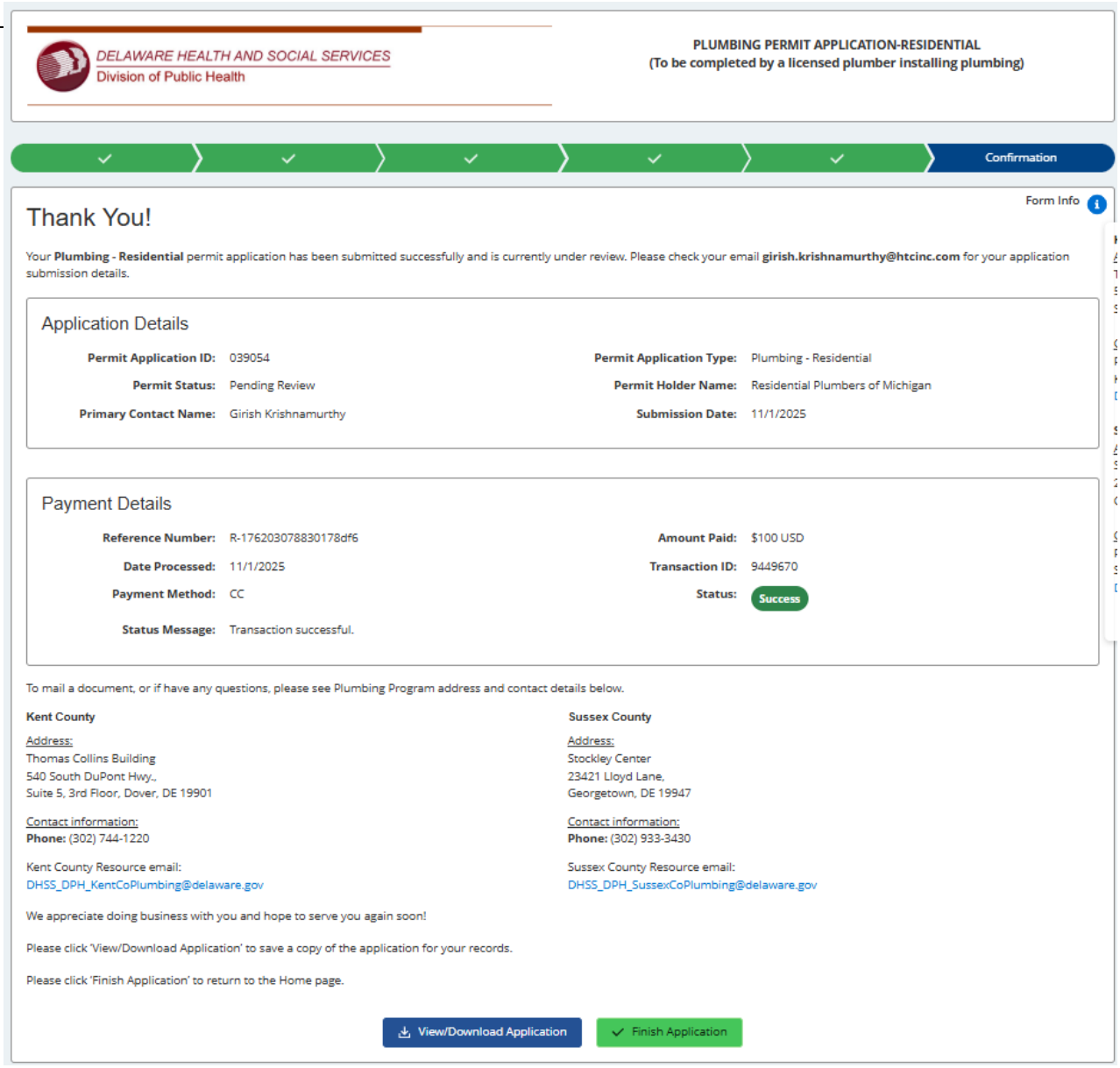
Item details

Total	**$100.00**

GO DE
©2025 Delaware.gov
About Go DE Privacy Policy Help Center

4.1g) Confirmation page

Confirmation' page display includes Payment Details section along with Application Details section (Page displayed below for Online Payment)



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health

PLUMBING PERMIT APPLICATION-RESIDENTIAL
(To be completed by a licensed plumber installing plumbing)

Confirmation

Form Info

Thank You!

Your **Plumbing - Residential** permit application has been submitted successfully and is currently under review. Please check your email **girish.krishnamurthy@htcinc.com** for your application submission details.

Application Details

Permit Application ID:	039054	**Permit Application Type:**	Plumbing - Residential
Permit Status:	Pending Review	**Permit Holder Name:**	Residential Plumbers of Michigan
Primary Contact Name:	Girish Krishnamurthy	**Submission Date:**	11/1/2025

Payment Details

Reference Number:	R-176203078830178df6	**Amount Paid:**	$100 USD
Date Processed:	11/1/2025	**Transaction ID:**	9449670
Payment Method:	CC	**Status:**	Success
Status Message:	Transaction successful.		

To mail a document, or if have any questions, please see Plumbing Program address and contact details below.

Kent County

Address:
Thomas Collins Building
540 South DuPont Hwy.,
Suite 5, 3rd Floor, Dover, DE 19901

Contact information:
Phone: (302) 744-1220

Kent County Resource email:
DHSS_DPH_KentCoPlumbing@delaware.gov

Sussex County

Address:
Stockley Center
23421 Lloyd Lane,
Georgetown, DE 19947

Contact information:
Phone: (302) 933-3430

Sussex County Resource email:
DHSS_DPH_SussexCoPlumbing@delaware.gov

We appreciate doing business with you and hope to serve you again soon!

Please click 'View/Download Application' to save a copy of the application for your records.

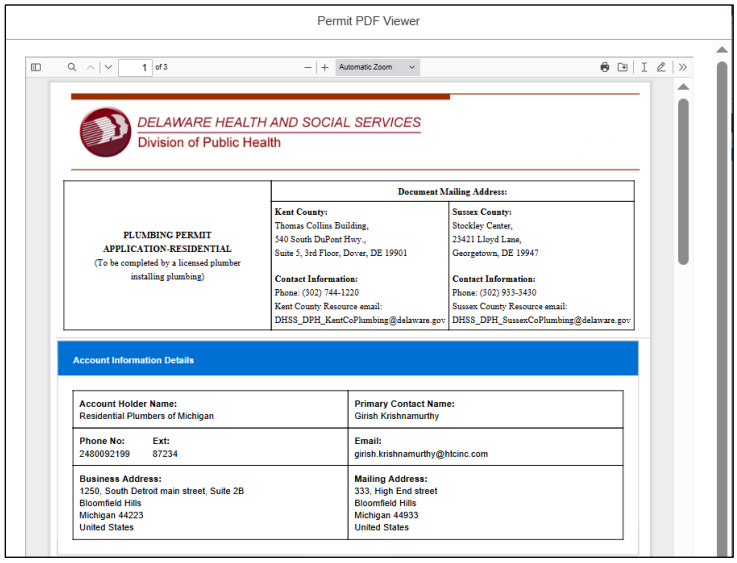
Please click 'Finish Application' to return to the Home page.

View/Download Application | Finish Application

Confirmation page is displayed with the following fields, on initial load of the page:

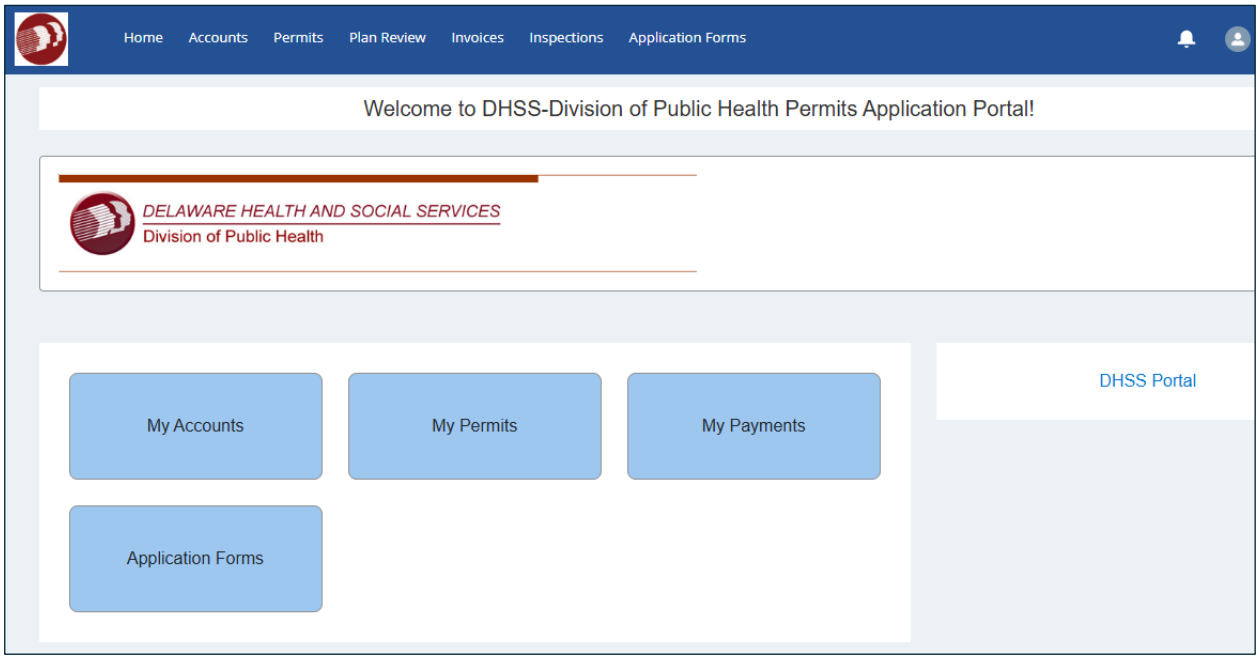
- **View/Download Application** button for the user to view or save a copy of the Plumbing - Residential Permit Application submitted for processing

Downloaded Sample document



- **Finish Application** button.

When clicked, user navigates back to the DPH Permits Portal home page



5. DPH Permits Portal screens for Plumbing - Commercial Plan Review ATC application

5.1 Plumbing – Commercial Plan Review ATC Application

A permit applicant or permit holder shall submit prepared plans and specifications for review and approval, including payment of any required fees and obtain ATC (Approval to Construct) ID by submitting Plumbing – Commercial Plan Review ATC, before submitting the Plumbing – Commercial Permits application.

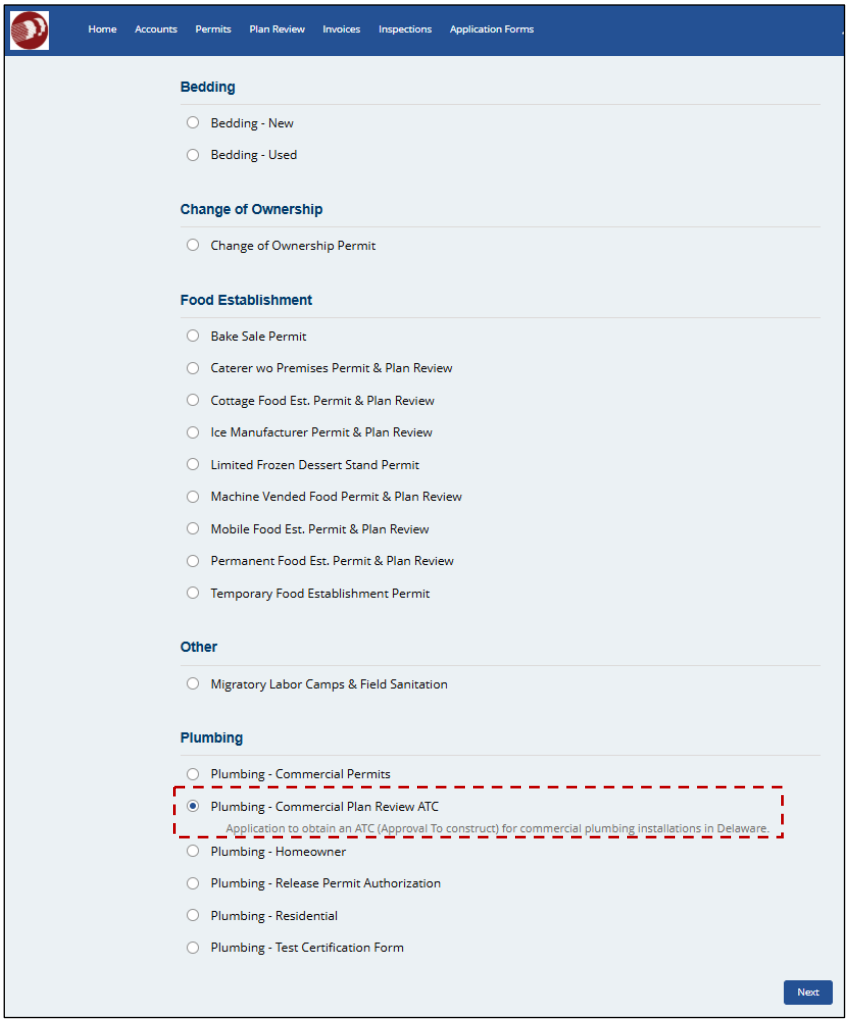
5.1a) Initiate "Plumbing- Commercial Plan Review ATC" & navigate to "Account Information" page

Navigation

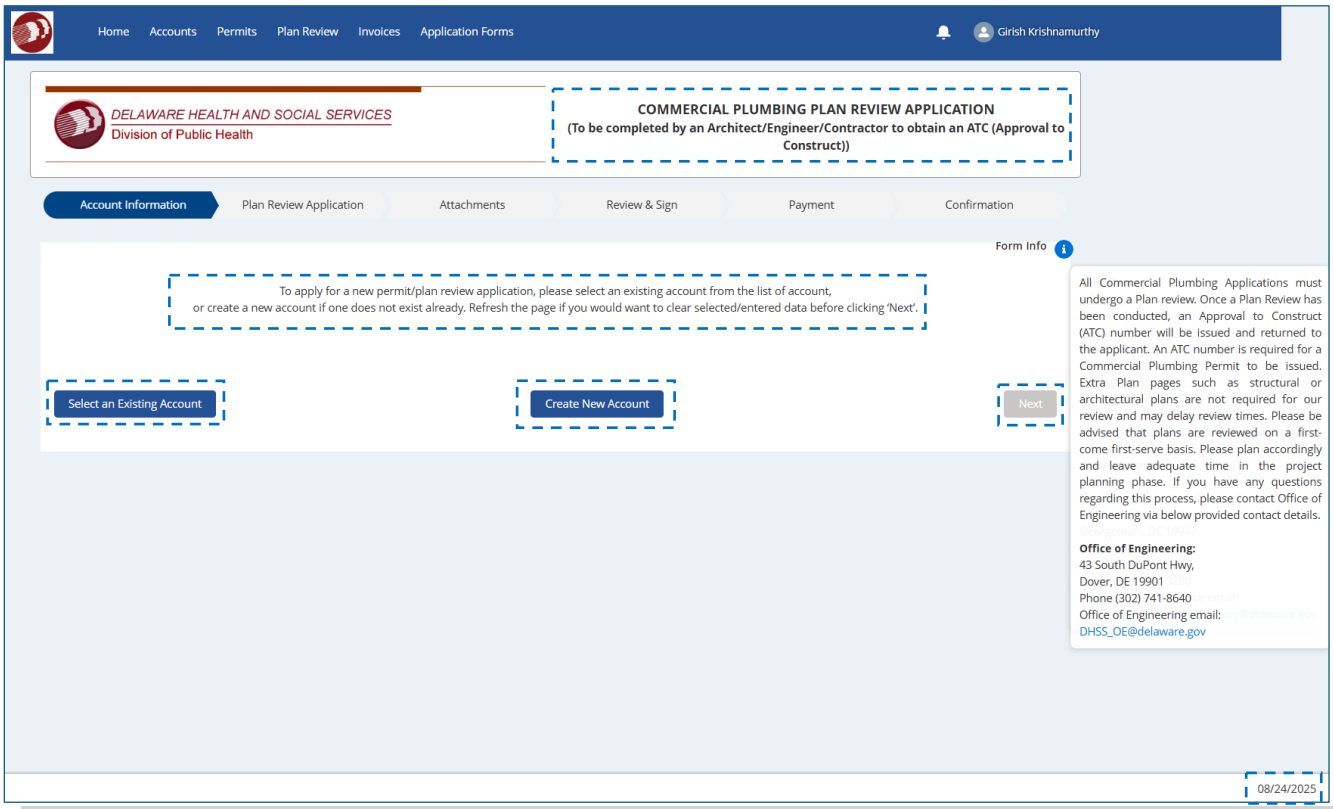
DPH Permit Portal -> **Application Forms** menu -> Plumbing -> Plumbing - Commercial Plan Review ATC **OR**
DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Commercial Plan Review ATC

Action/Navigation

Step Description	Action/Navigation
User selects Plumbing - Commercial Plan Review ATC radio button & clicks **Next** button	Account Information page



5.1b) Account Information page



Below details are displayed in all Page navigation tabs in Commercial Plumbing Plan Review Application flow

1. Delaware 'logo' and 'title'
   DELAWARE HEALTH AND SOCIAL SERVICES
   Division of Public Health
2. Below Plumbing - Commercial Application tile
   COMMERCIAL PLUMBING PLAN REVIEW APPLICATION

(To be completed by an Architect/Engineer/Contractor to obtain an ATC (Approval to Construct))

3. Page navigation tabs
   Account Information, Plan Review Application, Attachments, Review & Sign, Payment, Confirmation.
   With '**Account Information** tab highlighted/selected.
4. Body of the page
   - Displays 'Form Info' icon with Form information displayed by default

   All Commercial Plumbing Applications must undergo a Plan review. Once a Plan Review has been conducted, an Approval to Construct (ATC) number will be issued and returned to the applicant. An ATC number is required for a Commercial Plumbing Permit to be issued. Extra Plan pages such as structural or architectural plans are not required for our review and may delay review times. Please be advised that plans are reviewed on a first-come first-serve basis. Please plan accordingly and leave adequate time in the project planning phase. If you have any questions regarding this process, please contact Office of Engineering via below provided contact details.

   Office of Engineering:
   43 South DuPont Hwy,
   Dover, DE 19901
   Phone (302) 741-8640
   Office of Engineering email:
   DHSS_OE@delaware.gov

Account Information page is displayed with the following fields, on initial load of the page:

Below statement in the center of Account Information page

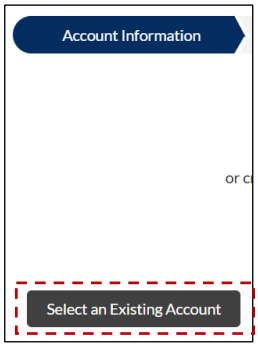
To apply for a new permit/plan review application, please select an existing account from the list of account, or create a new account if one does not exist already. Refresh the page if you would want to clear selected/entered data before clicking **Next**.

Buttons/Footer information

- **Select an Existing Account** button, is enabled by default
- **Create New Account** button, is enabled by default
- **Next** button, is disabled by default
- Footer Information (bottom-right corner):
  Displays the Date in MM/DD/YYYY format (Date the form will be made available online)

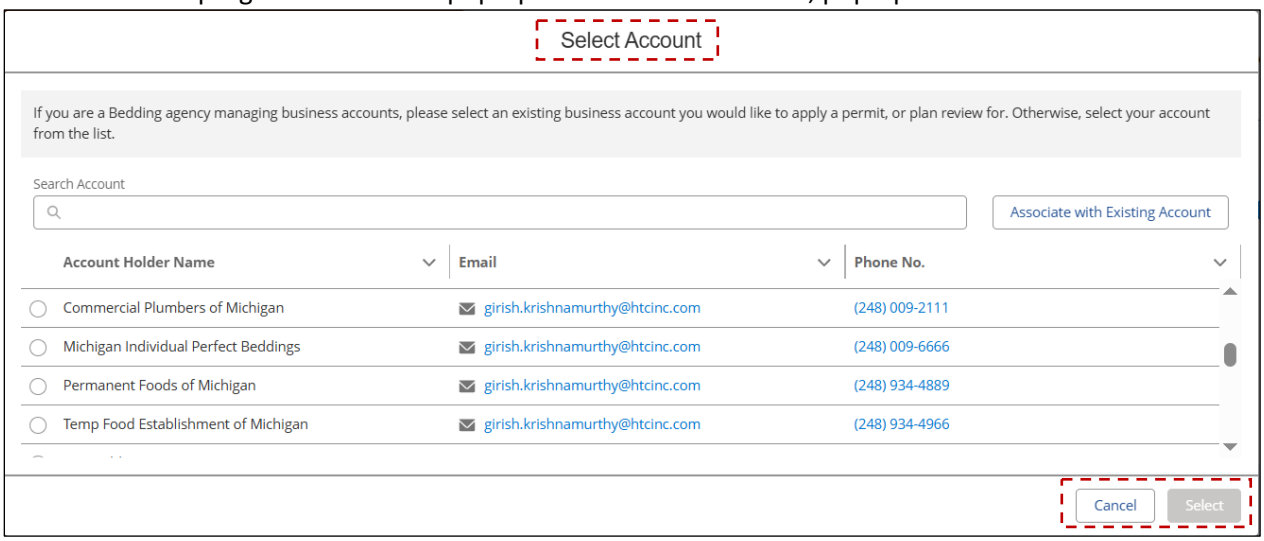
User Actions: Selecting existing account, for Commercial Plumbing Plan Review Application

a) User clicks on **Select an Existing Account** button, which is enabled by default



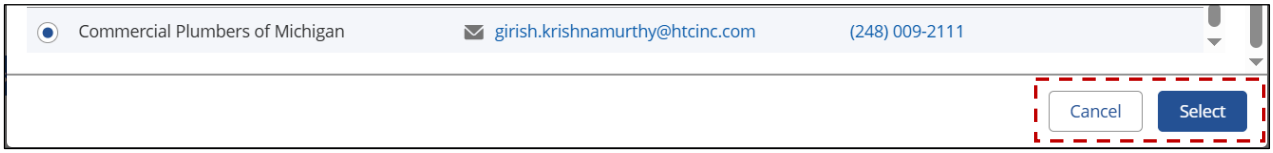
b) Displays the "Select Account" pop-up window on the "Account Information" page

- "Search Account" text box for the user to search & select an existing account
- List/Grid with the list of existing business account(s), displayed with Email & Phone number details
- **Cancel** button is enabled, by default
- **Select** button is disabled, by default
- **'X'** button on top-right corner of the pop-up window. When clicked, pop-up window is closed



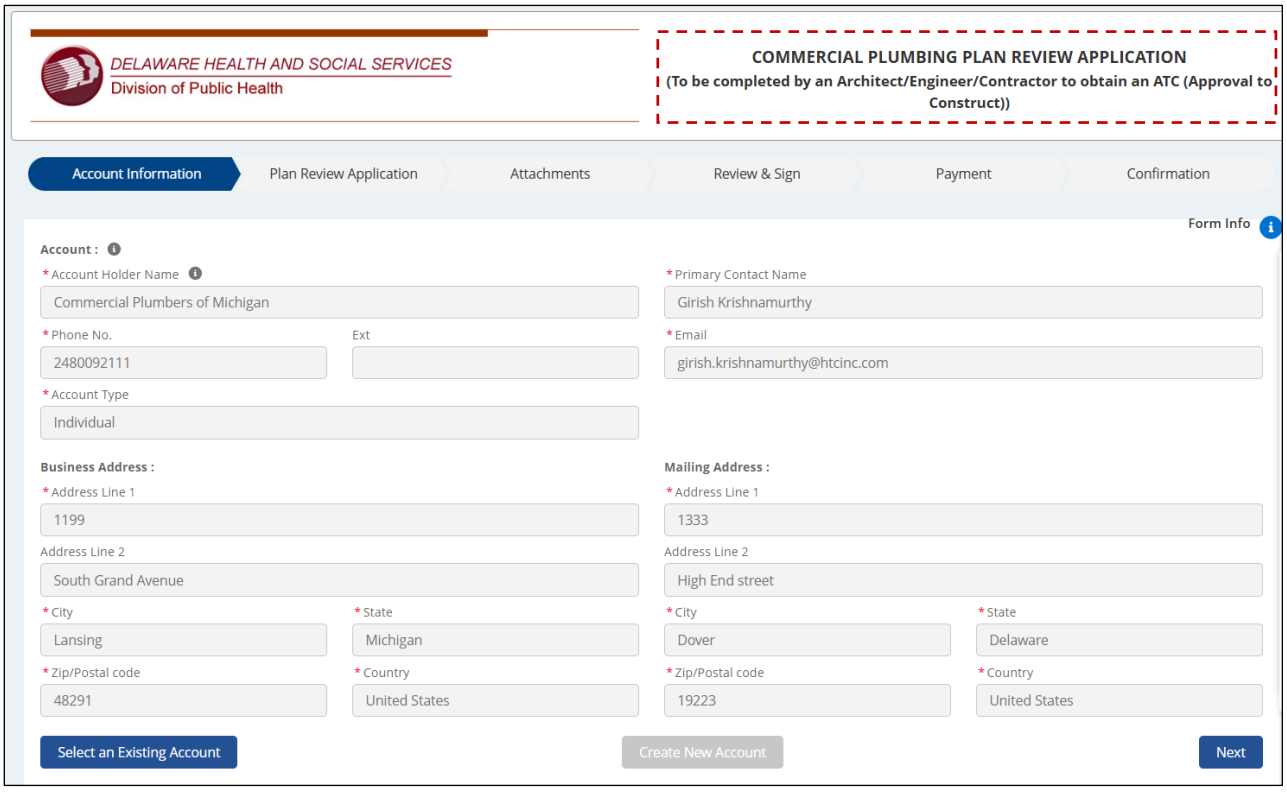
c) User selects one of the existing accounts by clicking on the radio button displayed next to it.

d) The **Select** button will be enabled



e) User clicks on the **Select** button on the "Select Account" pop-up window

- Select Account pop-up window is closed and user lands on "Account Information" page
- The existing selected account details are displayed on the "Account Information" page.
- **Select an Existing Account** button, is still enabled now
  - **Create New Account** button, is disabled now
  - **Next** button, is enabled now



⇨User clicks on the **Next** button on Account Information page to navigate to Plan Review Application page

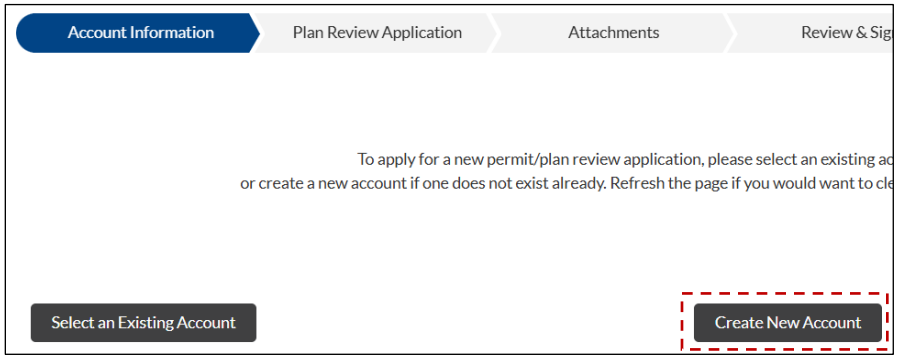
⇨User clicks on the **Previous** button on Plan Review Application page to navigate back to Account Information page

User Actions: Creating New Account for Commercial Plumbing Plan Review Application

Application Forms menu option -> Plumbing -> Plumbing - Commercial Plan Review ATC -> Account Information page **OR**

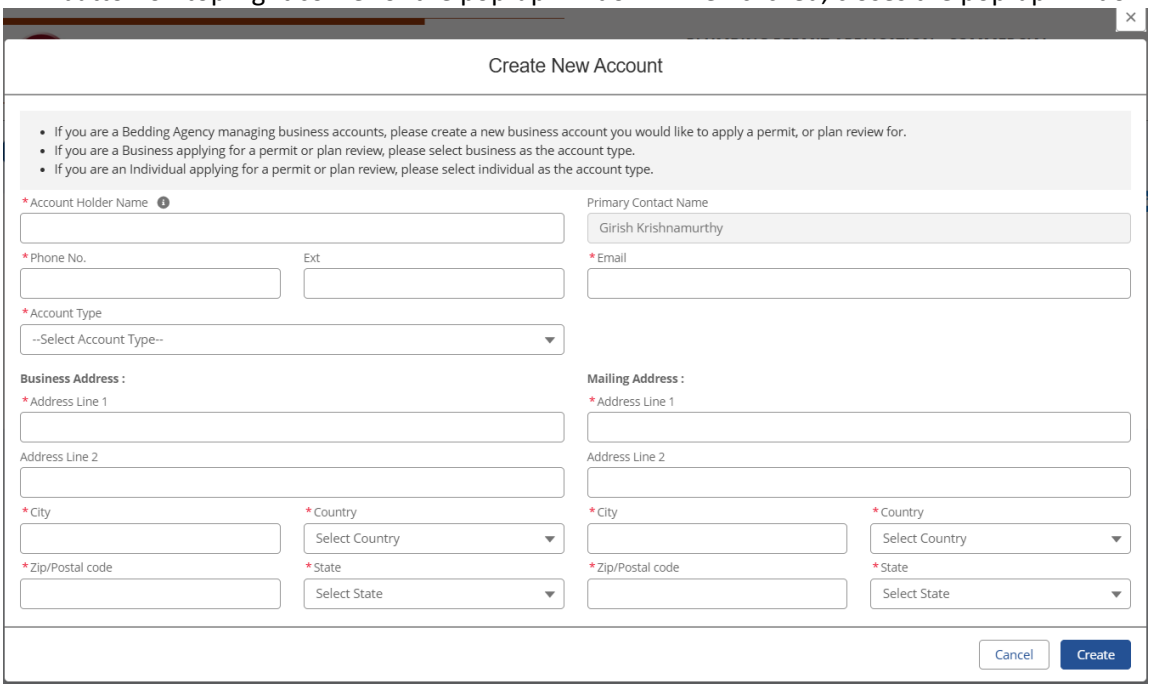
Application Forms button -> Plumbing -> Plumbing - Commercial Plan Review ATC -> Account Information page

a) User clicks on **Create New Account** button, which is enabled by default



b) Displays the "Create New Account" pop-up window on the "Account Information" page

- Empty text box(s) are displayed with required (fields with red Asterix) and optional fields, to enter data
- Primary Contact Name text box field is pre-populated with data
- Empty drop-down pick-list boxes are displayed for the user to select drop-down options
- **Cancel** button is enabled, by default
- **Create** button is enabled, by default
- **'X'** button on top-right corner of the pop-up window. When clicked, closes the pop-up window



User enters data in the below fields on the "Create New Account" pop-up window

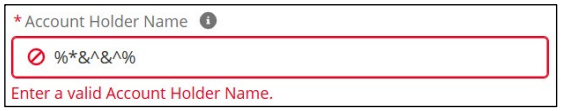
- **Account Holder Name**: Editable, required text field, accepts alpha numeric characters as input data. (Name of the Permit Holder)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Account Holder Name is a required field.

Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid Account Holder Name.



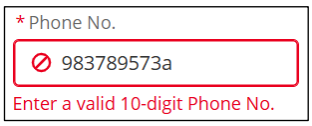
- **Primary Contact Name**: Non- editable required text field with data prepopulated from the system
- **Phone No.**: Editable required text field, accepts/allows 10-digit numeric values

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Phone No. is a required field.

Invalid field value

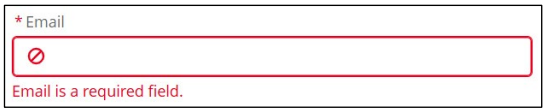
If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid 10-digit Phone No.



- **Ext**: Editable optional text field, accepts/allows numeric values
- **Email**: Editable required text field, accepts/allows valid email format (E.g. Mike@email.com)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Email is a required field.



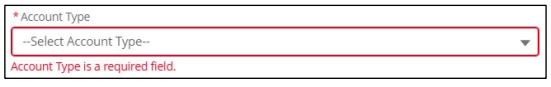
Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field:
Enter a valid email address, such as name@email.com.

Account Type: Editable/Selectable drop-down pick-list box, required field (Individual, Business options)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Account Type is a required field.



Business Address & **Mailing Address**

- **Address Line 1**: Editable required text field, accepts alphanumeric characters

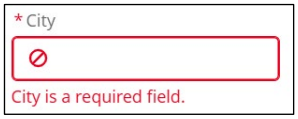
Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Address Line 1 is a required field.

- **Address Line 2**: Editable & optional text field, accepts alphanumeric characters
- **City**: Editable required text field, accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: City is a required field.



- **Country**: Editable/Selectable drop-down pick-list text box, required field

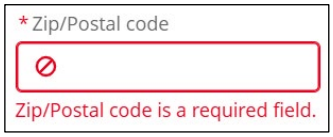
Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Country is a required field.

- **Zip/Postal Code**: Editable alphanumeric text field, allows all valid worldwide zip codes, with below conditions
  - If Country is United States, the Zip/Postal Code field should allow 5 digits only.
  - If Country is United States, the State is Delaware, Zip/Postal Code field 1st two digits to have 19 as value.
  - If Country is any other value other than United States, Zip/Postal Code field should allow alphanumeric values with maximum length of '9' digits.

Missing field value

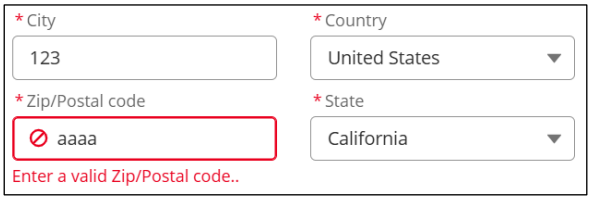
If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Zip/Postal code is a required field.



Invalid field value

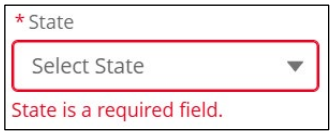
If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid Zip/Postal code.

⇨ When Country is United States, Zip/Postal Code accepts only 5-digit numerical code



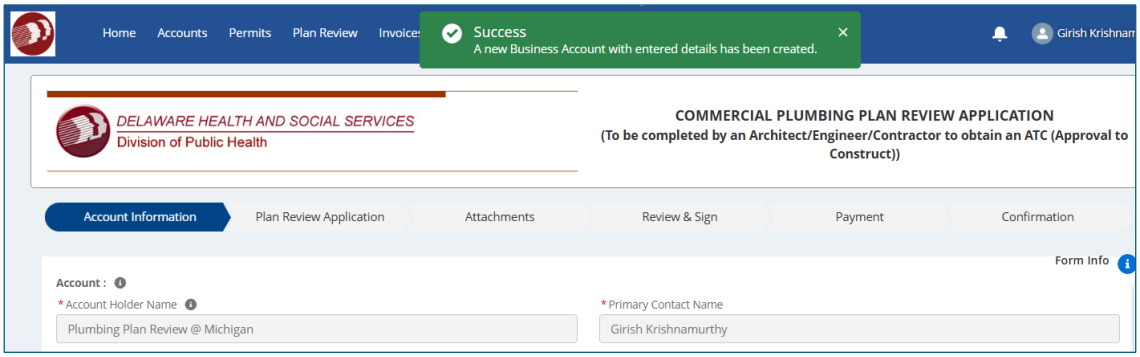
- **State**: Editable/Selectable drop-down pick-list box required field

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: State is a required field.

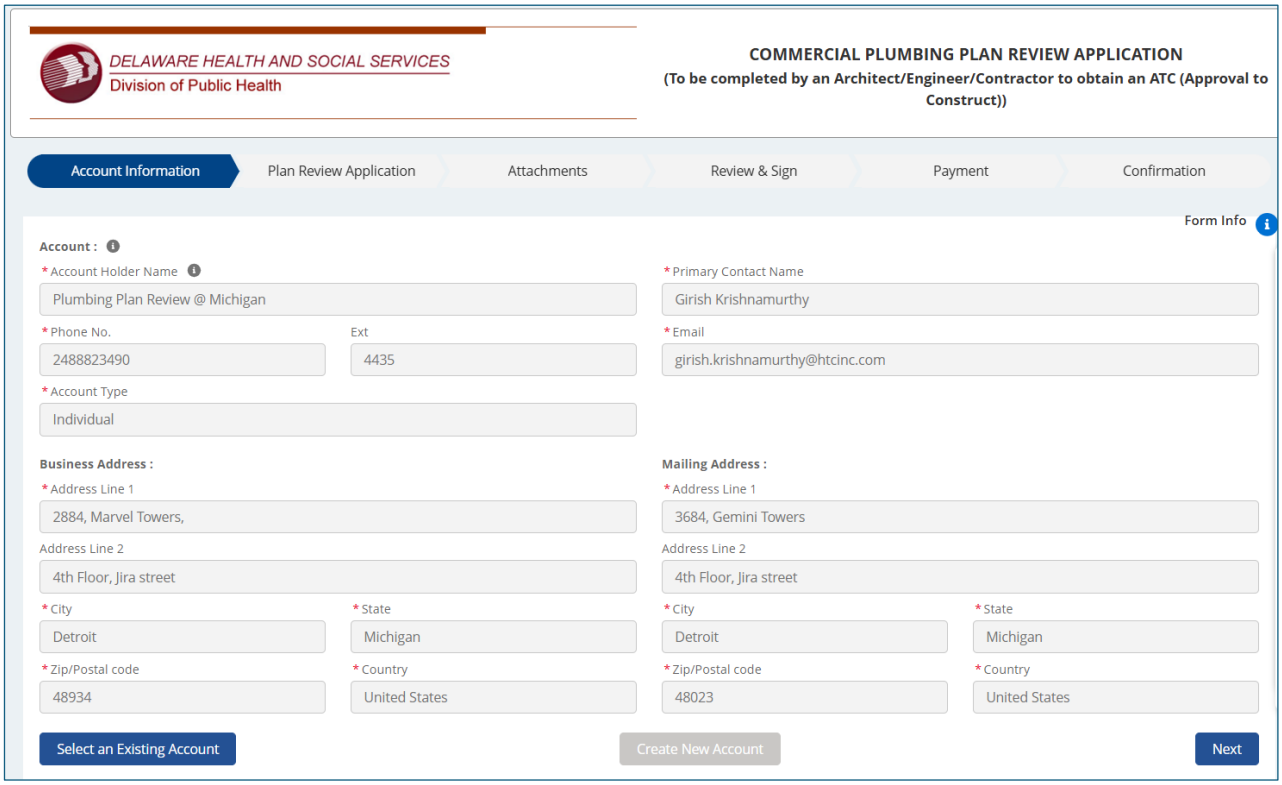


⇨ After entering valid data in all the required fields and drop-down selections, user clicks on the **Create** button in "Create New Account" pop-up window

- "Create New Account" pop-up window is closed and user lands on "Account Information" page
- Following toaster message is displayed on the Account Information page



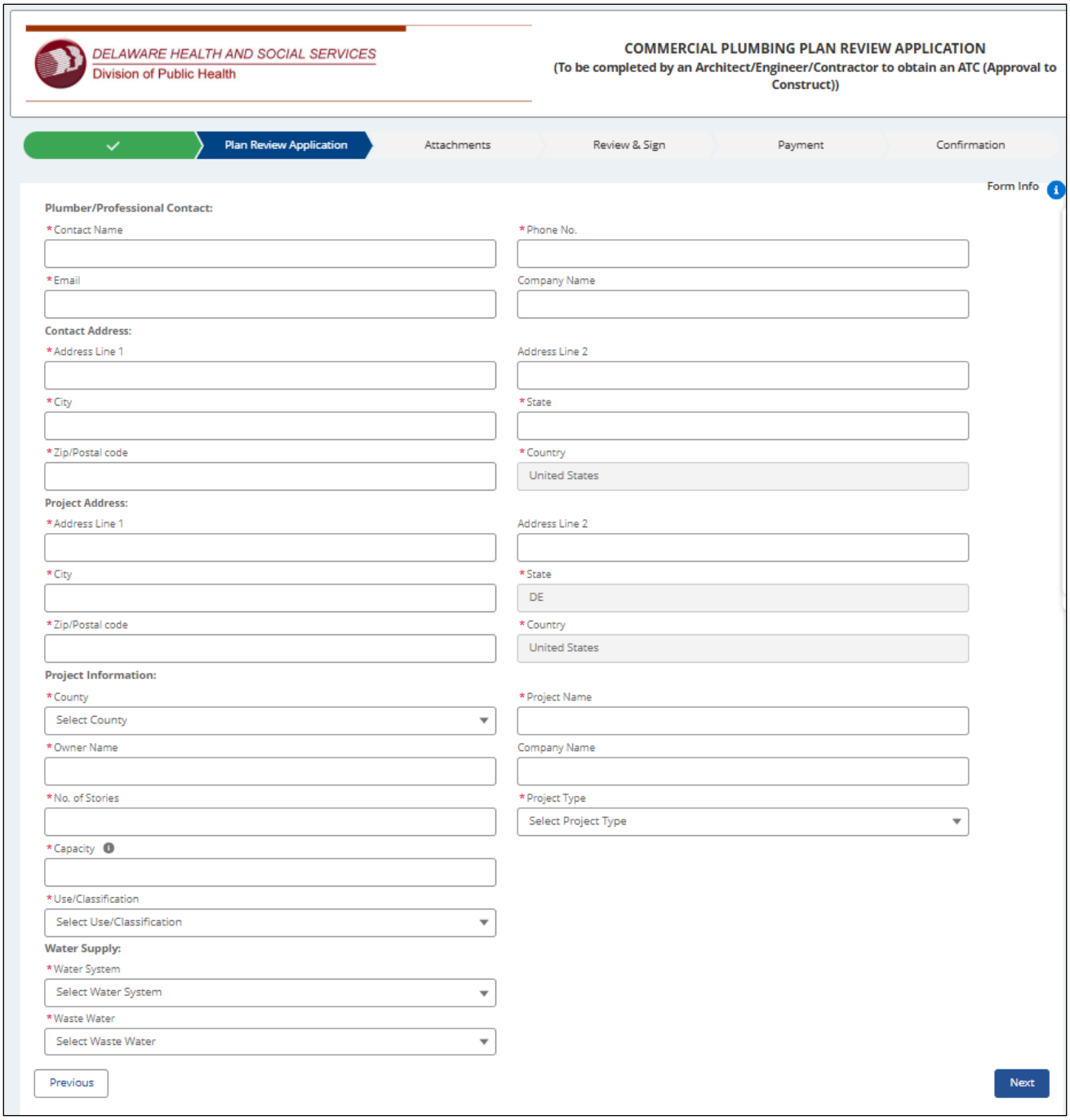
- The newly created account details are displayed on the "Account Information" page
- **Select an Existing Account** button, is still enabled now
- **Create New Account** button, is disabled now
- **Next** button, is enabled now



⇨ User clicks on the **Next** button on Account Information page to navigate to "Plan Review Application" page

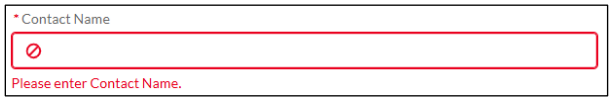
⇨ User clicks on the **Previous** button on Plan Review Application page to navigate back to Account Information page

5.1c) Plan Review Application page



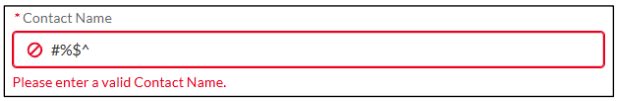
Plan Review Application page is displayed with the following fields, on initial load of the page:

- **Plumber/Professional Contact:** Non-editable label
  - Contact Name: Editable, required text field, accepts alpha numeric characters as input data.
    Missing field value
    If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please enter Contact Name.



Invalid field value

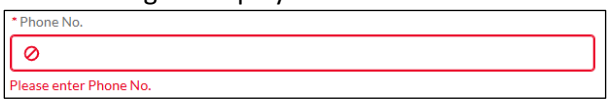
If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please enter a valid Contact Name.



- Phone No.: Editable required text field, accepts/allows 10-digit numeric values

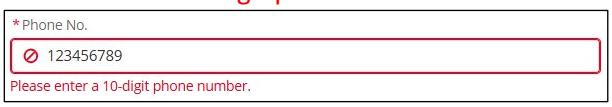
Missing field value

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please enter Phone No.



Invalid field value

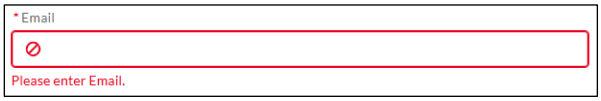
If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field:
Please enter a 10-digit phone number.



- Email: Editable required text field, accepts/allows valid email format (E.g. Mike@email.com)

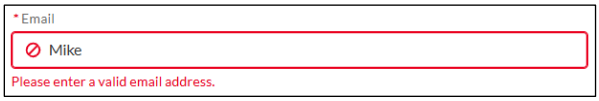
Missing field value

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please enter Email.



Invalid field value

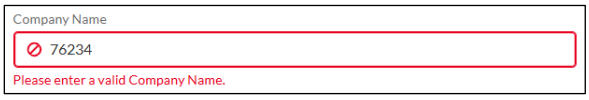
If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please enter a valid email address.



- Company Name: Editable, optional text field accepts alpha characters as input data.

Invalid field value

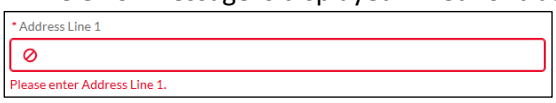
If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field:
Please enter a valid Company Name.



- **Contact Address:** Non-editable label
  - Address Line 1: Editable required text field, accepts alphanumeric characters

Missing field value

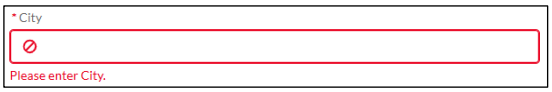
If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, an inline error message is displayed in red font below the field: Please enter Address Line 1.



  - Address Line 2: Editable & optional text field, accepts alphanumeric characters
  - City: Editable required text field, Accepts alphanumeric characters

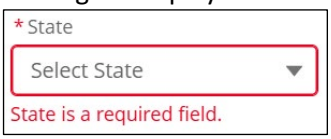
Missing field value

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, an inline error message is displayed in red font below the field: Please enter City.



– State: Editable/required text field, accepts alphanumeric characters

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, an inline error message is displayed in red font below the field: Please enter State.

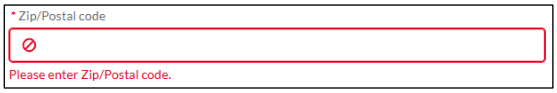


– Zip/Postal Code: Editable alphanumeric text field, allows all valid worldwide zip codes, with below conditions

○ If Country is United States, the Zip/Postal Code field should allow 5 digits only.

Missing field value

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, an inline error message is displayed in red font below the field: Please enter Zip/Postal code.

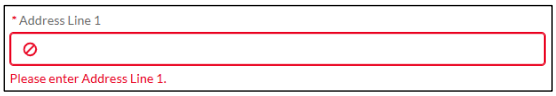


– Country: Non-Editable/required text field and pre-populated with 'United States' as data

- **Project Address:** Non-editable label
  – Address Line 1: Editable required text field, accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, an inline error message is displayed in red font below the field: Please enter Address Line 1.

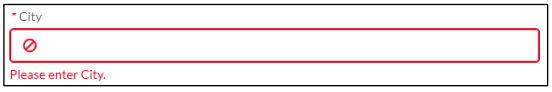


– Address Line 2: Editable & optional text field, accepts alphanumeric characters

– City: Editable required text field, Accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, an inline error message is displayed in red font below the field: Please enter City.

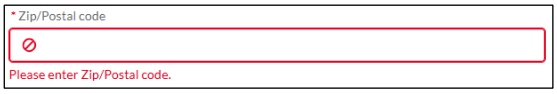


– State: Non-Editable/required text field, prepopulated with 'DE' as data

– Zip/Postal Code: Editable /required text field, accepts numbers. Since Country is United States and the State is Delaware, Zip/Postal Code field allows 5 digits only with 1st two digits to have 19 as value.

Missing field value

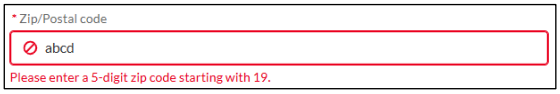
If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, an inline error message is displayed in red font below the field: Please enter Zip/Postal code.



Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page an inline error message is displayed in red font below the field: Please enter a 5-digit zip code starting with 19

⇨ When Country is United States, Zip/Postal Code accepts only 5-digit numerical code



– Country: Non-Editable/required text field and pre-populated with 'United States' as data

- **Project Information:** Non-editable label
  - County: Editable/Selectable drop-down pick-list box required field – Kent, Sussex

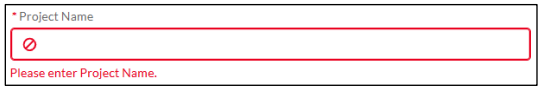
    Missing field value

    If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please select a value for County.

  - Project Name: Editable, required text field, accepts alpha characters as input data.

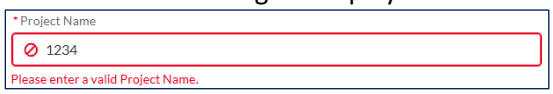
    Missing field value

    If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please enter Project Name.



    Invalid field value

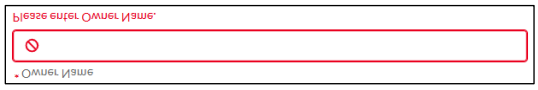
    If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page an inline error message is displayed in red font below the field: Please enter a valid Project Name.



  - Owner Name: Editable, required text field, accepts alpha characters as input data.

    Missing field value

    If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please enter Owner Name.



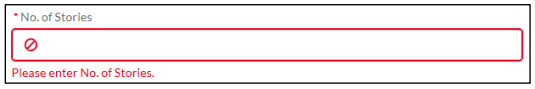
    If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page an inline error message is displayed in red font below the field: Please enter a valid Owner Name.

  - Company Name: Editable, required text field, accepts alpha characters as input data.

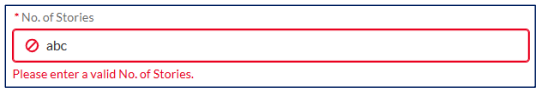
    If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page an inline error message is displayed in red font below the field: Please enter a valid Company Name.
  - No. of Stories: Editable, required text field, accepts numbers as input data.

    Missing field value

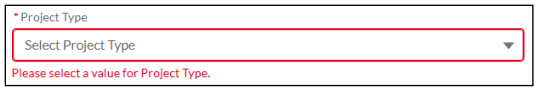
    If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please enter No. of Stories.



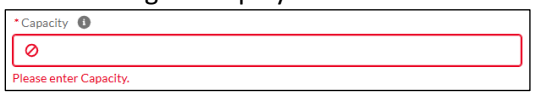
    If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page an inline error message is displayed in red font below the field: Please enter a valid No. of Stories.



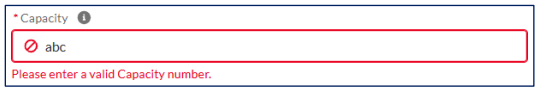
- Project Type: Editable/Selectable drop-down picklist required field
  Missing field value
  If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please select a value for Project Type.



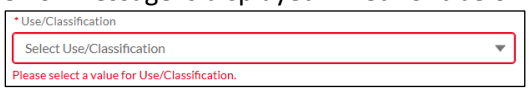
- Capacity: Editable, required text field, accepts numbers as input data.
  Missing field value
  If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please enter Capacity.



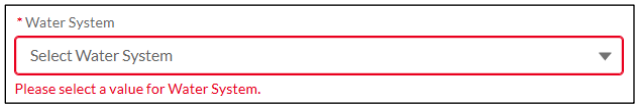
  If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page an inline error message is displayed in red font below the field: Please enter a valid Capacity number.



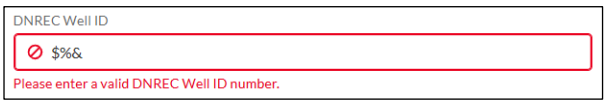
- Use/Classification: Editable/Selectable drop-down picklist required field
  Missing field value
  If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please select a value for Use/Classification.



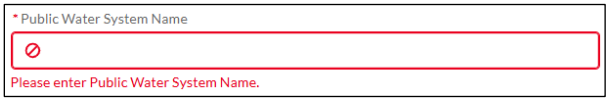
- **Water Supply:** Non-editable label
  - Water System: Editable/Selectable drop-down picklist required field – Onsite Well, Public Water System.
    Missing field value
    If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please select a value for Water System.



    - If Onsite Well option is selected, 'DNREC Well ID' text box field is displayed
      DNREC Well ID: Editable, optional text field, accepts numbers as input data.
      Invalid field value
      If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field:
      Please enter a valid DNREC Well ID number.



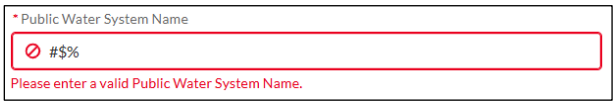
    - If Public Water System option is selected, 'Public Water System Name' text box field is displayed
      Public Water System Name: Editable, required text field, accepts numbers as input data.
      Missing field value
      If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please enter Public Water System Name.



Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field:

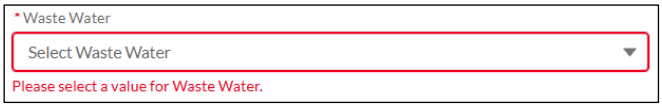
Please enter a valid Public Water System Name.



– Waste Water: Editable/Selectable drop-down pick-list box, required field – Onsite Septic, Public Sewer

Missing field value

If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then inline error message is displayed in red font below the field: Please select a value for Waste Water.

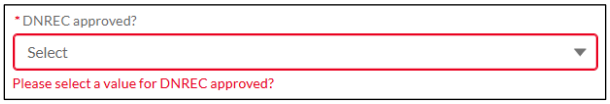


- If Onsite Septic option is selected, 'DNREC approved?' field is displayed

  DNREC approved?: Editable/Selectable drop-down pick-list box, required field – Yes, No

  Missing field value

  If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please select a value for DNREC approved?

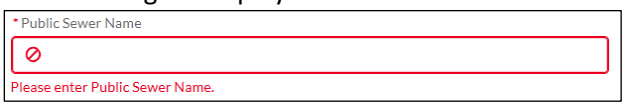


- If Public Sewer option is selected, 'Public Sewer Name' text box field is displayed

  Public Water System Name: Editable, required text field, Accepts alpha characters as input data.

  Missing field value

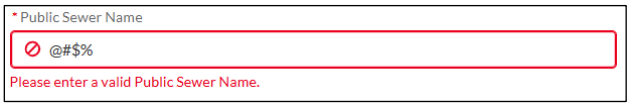
  If this field is left blank and user clicks on **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field: Please enter Public Sewer Name.



  Invalid field value

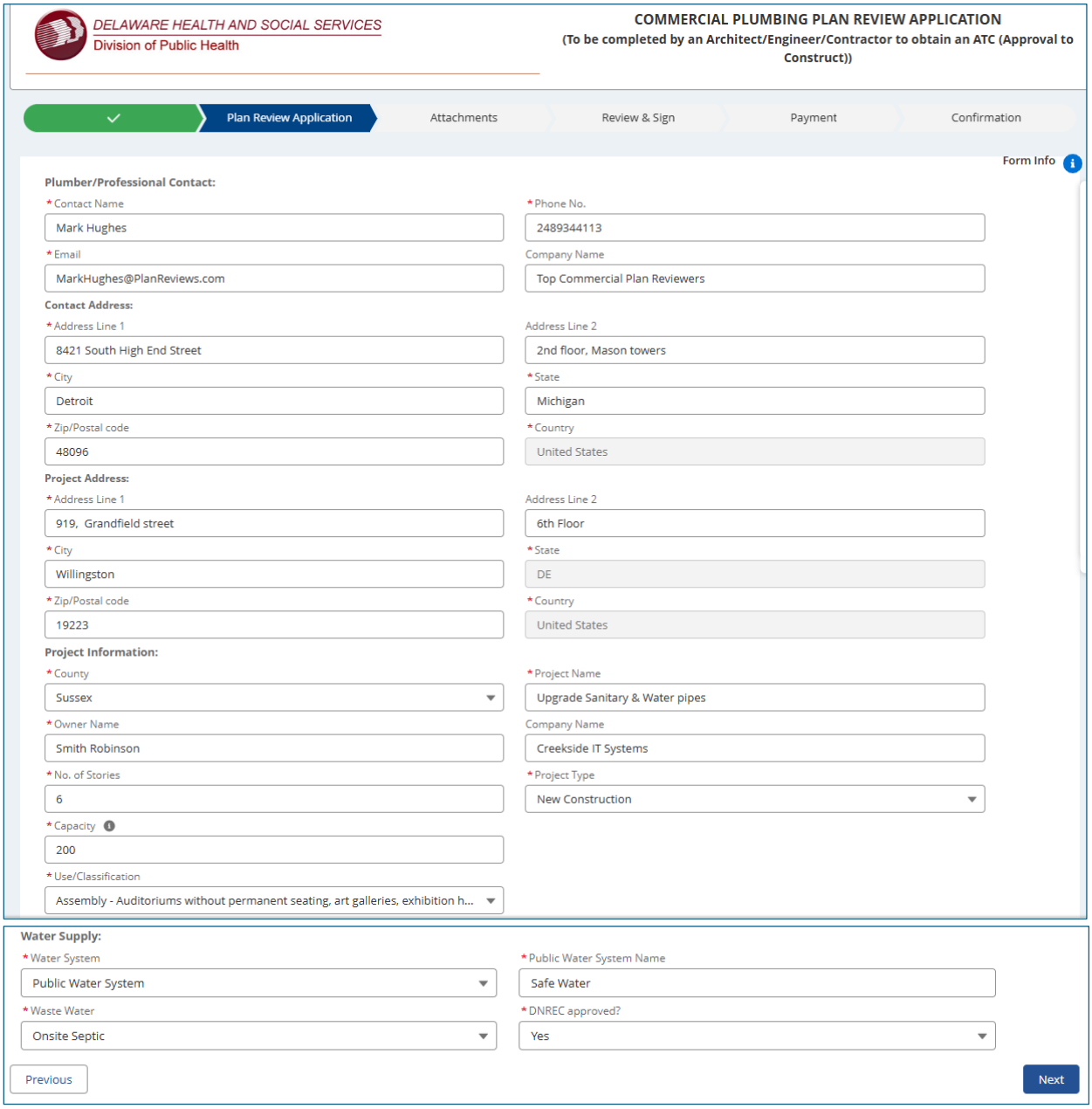
  If an invalid value is entered in this field and user clicks **Next** button on "Plan Review Application" page, then an inline error message is displayed in red font below the field:

  Please enter a valid Public Sewer Name.

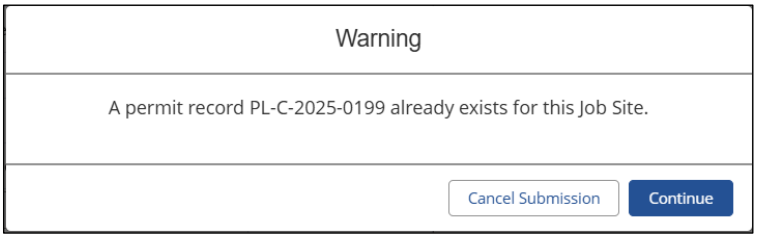


- **Previous** button, which is enabled by default
- **Next** button, which is enabled and highlighted by default

⇨ User enters valid data in all the required and non-required fields with an existing Jobsite address which has an existing Plumbing Permit application. Clicks **Next** button on Plan Review Application page



⇨ Displays the Warning pop-up message below with **Cancel Submission** and **Continue** buttons (Displays "Warning" pop-up message only if a Permit exists for the user entered Project Address on this page)



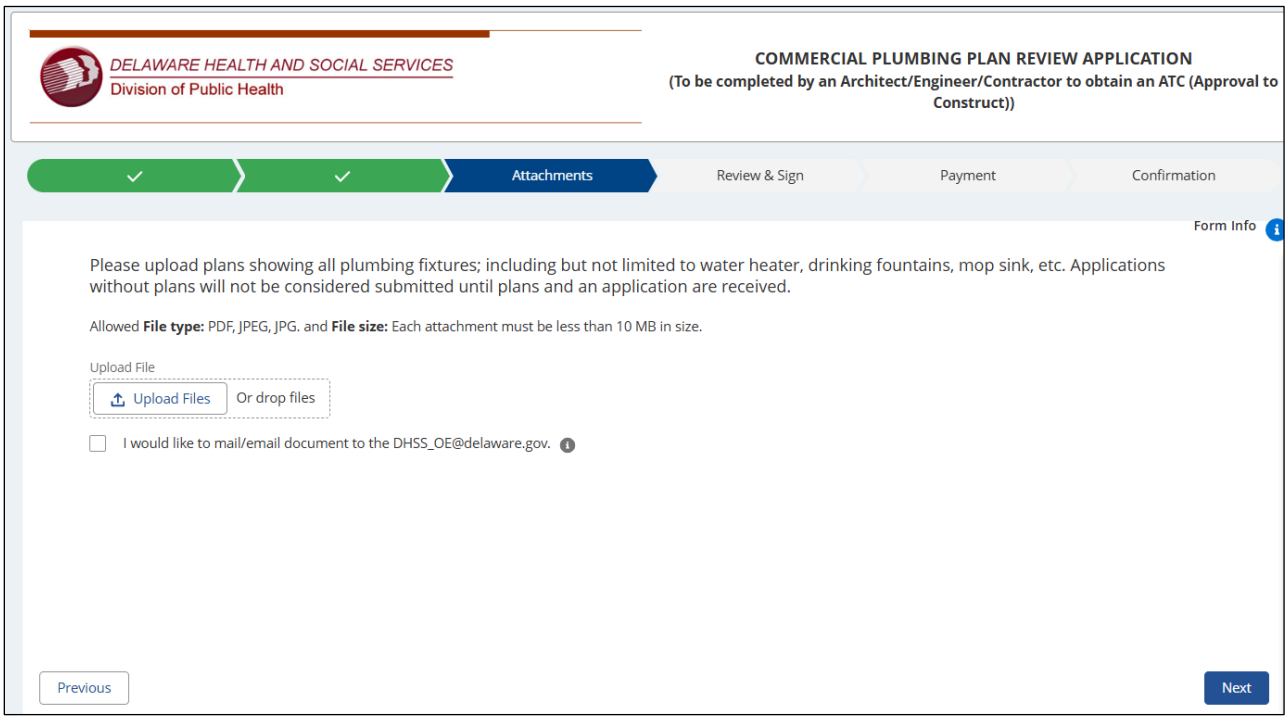
– **Cancel Submission** button: Upon clicking, user navigates back to Plan Review application page

– **Continue** button: Upon clicking, user navigates to "Attachments" page

⇨ User clicks on the **Next** button on Plan Review Application page to navigate to "Attachments" page

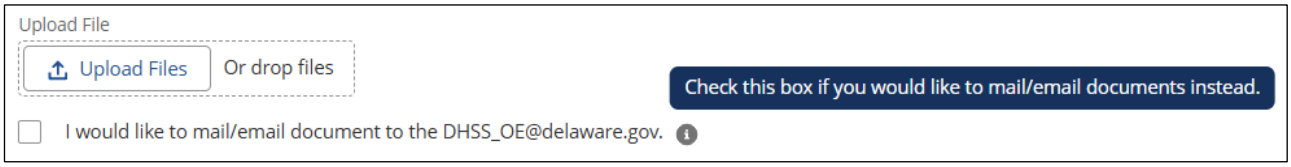
⇨ User clicks on the **Previous** button on Attachments page to navigate back to "Plan Review Application" page

5.1d) Attachments page

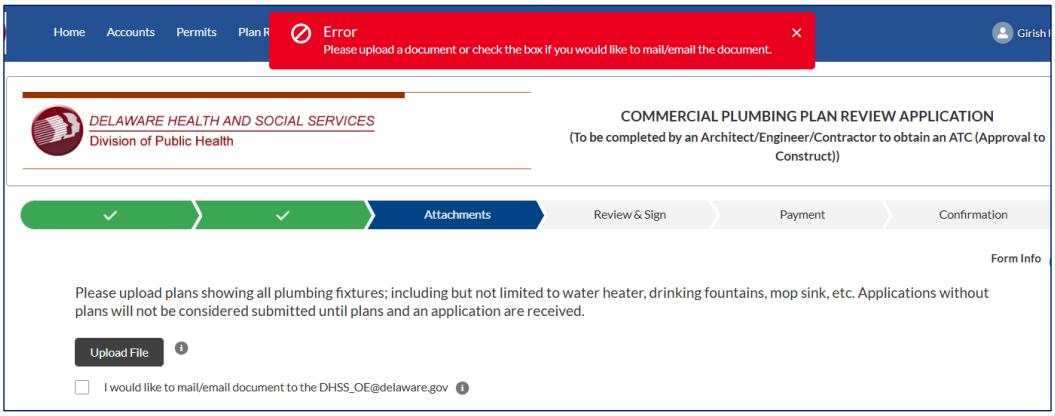


Attachments page is displayed with the following fields, on initial load of the page:
Please upload plans showing all plumbing fixtures; including but not limited to water heater, drinking fountains, mop sink, etc. Applications without plans will not be considered submitted until plans and an application are received.
Allowed **File type:** PDF, JPEG, JPG. and **File size:** Each attachment must be less than 10 MB in size.

- I would like to mail/email document to the DHSS_OE@delaware.gov checkbox along with the tool tip icon. When user clicks on tool tip icon, message is displayed

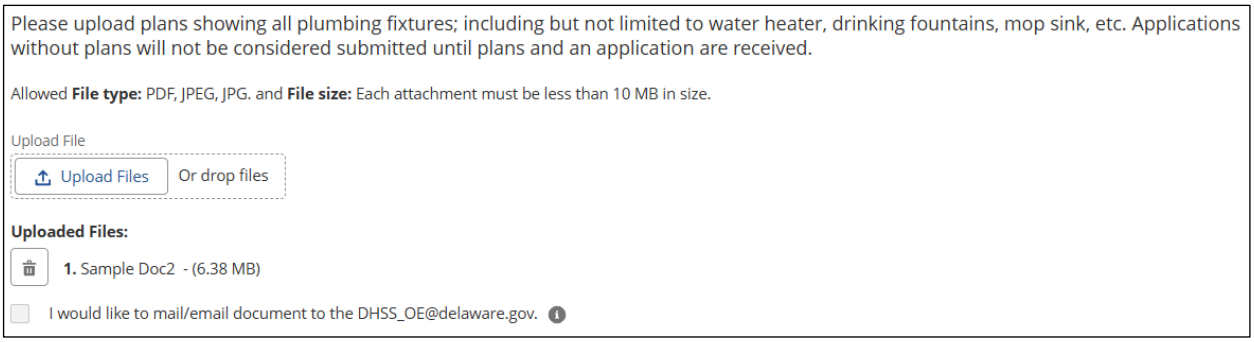


⇨ If user does not upload the documents using Upload File button or does not select the I would like to mail/email document to the DHSS_OE@delaware.gov checkbox and clicks **Next** button, a toaster error message below is displayed on the Attachments page

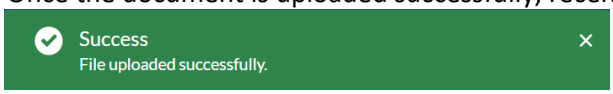


Uploading documents as attachments

⇨ User uploads the documents using the **Upload Files** button



⇨ Once the document is uploaded successfully, receives the below floating message on Attachments page:



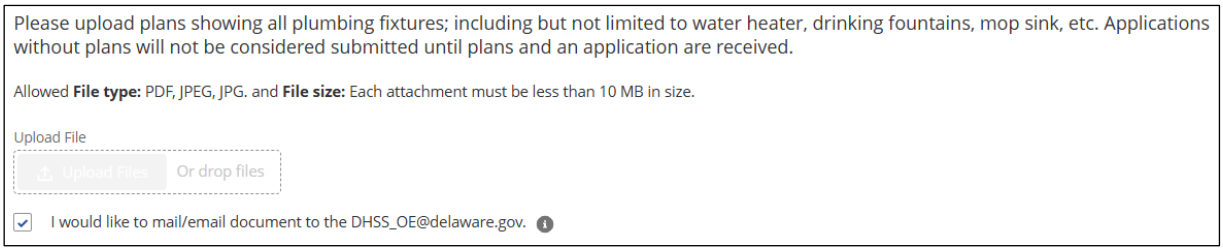
- I would like to mail/email document to the DHSS_OE@delaware.gov checkbox is disabled

⇨ User can delete the uploaded file by clicking on the 'Delete' icon displayed next to the uploaded file. Once deleted, below floating message is displayed on Attachments page.

- I would like to mail/email document to the DHSS_OE@delaware.gov checkbox will be enabled now

Mailing or Emailing documents

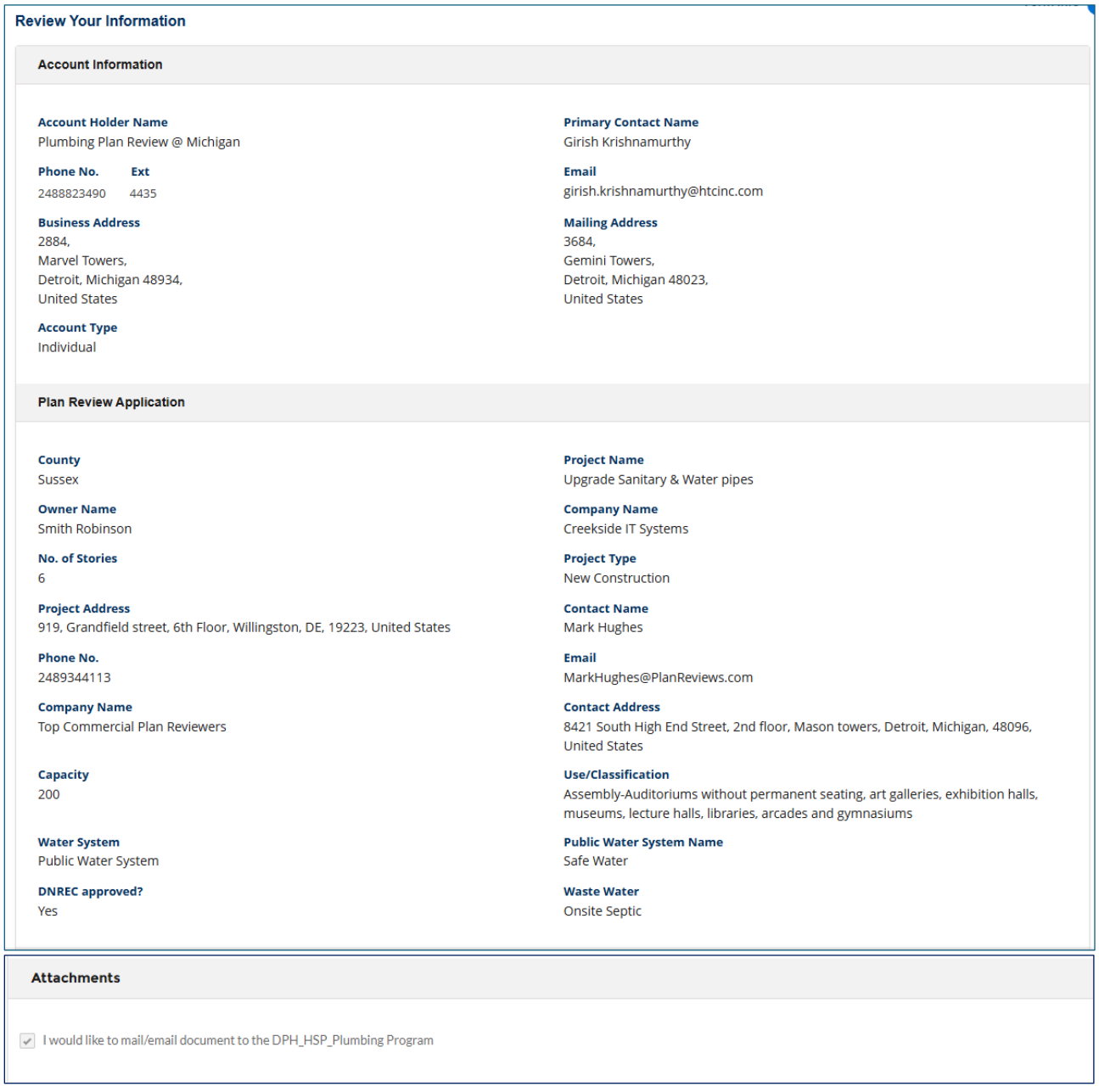
⇨ User does not upload documents and selects the I would like to mail/email document to the DHSS_OE@delaware.gov checkbox. **Upload File** button will be disabled now.



⇨ User clicks on the **Next** button on Attachments page to navigate to "Review & Sign" page

5.1e) Review & Sign page

⇨ User reviews the data which was entered in previous pages of Plumbing - Commercial Plan Review ATC Application



Review Your Information

Account Information

Account Holder Name
Plumbing Plan Review @ Michigan

Phone No. **Ext**
2488823490 4435

Business Address
2884,
Marvel Towers,
Detroit, Michigan 48934,
United States

Account Type
Individual

Primary Contact Name
Girish Krishnamurthy

Email
girish.krishnamurthy@htcinc.com

Mailing Address
3684,
Gemini Towers,
Detroit, Michigan 48023,
United States

Plan Review Application

County
Sussex

Owner Name
Smith Robinson

No. of Stories
6

Project Address
919, Grandfield street, 6th Floor, Willingston, DE, 19223, United States

Phone No.
2489344113

Company Name
Top Commercial Plan Reviewers

Capacity
200

Water System
Public Water System

DNREC approved?
Yes

Project Name
Upgrade Sanitary & Water pipes

Company Name
Creekside IT Systems

Project Type
New Construction

Contact Name
Mark Hughes

Email
MarkHughes@PlanReviews.com

Contact Address
8421 South High End Street, 2nd floor, Mason towers, Detroit, Michigan, 48096, United States

Use/Classification
Assembly-Auditoriums without permanent seating, art galleries, exhibition halls, museums, lecture halls, libraries, arcades and gymnasiums

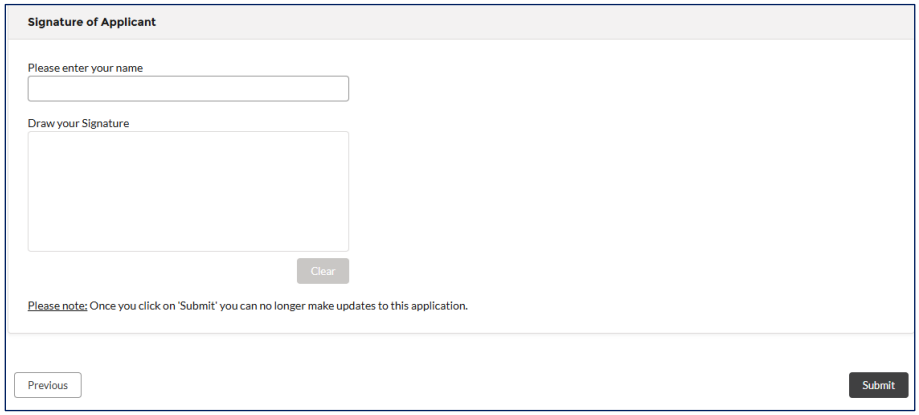
Public Water System Name
Safe Water

Waste Water
Onsite Septic

Attachments

☑ I would like to mail/email document to the DPH_HSP_Plumbing Program

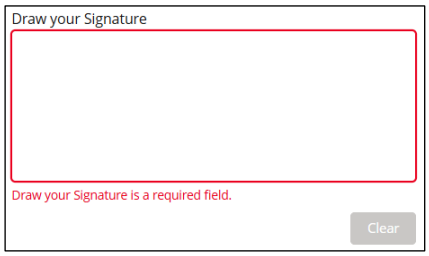
⇨ "Signature of Applicant" section is displayed with required fields for the user to enter data manually



Review & Sign page is displayed with the following fields, on initial load of the page:

- **Please enter your name**: Editable, required text field, accepts alpha characters as input data.
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Please enter your name is a required field.

- **Draw your Signature:** Editable, required text area field, accepts user's digital signature
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Draw your Signature is a required field.

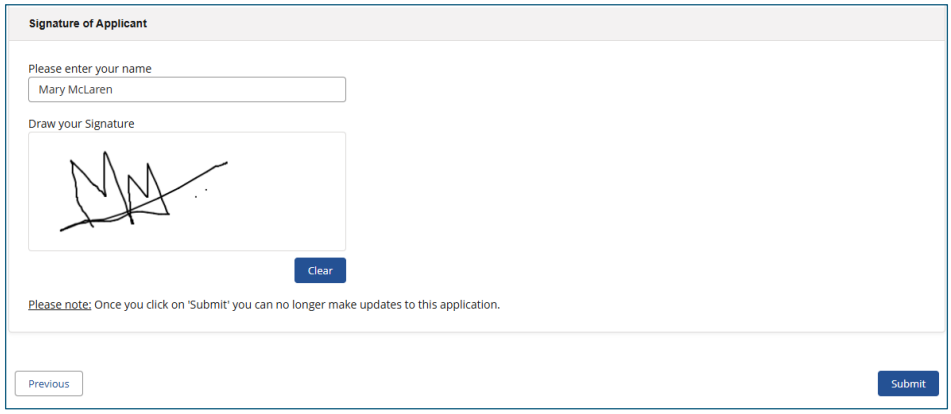


- **Clear** button, which is disabled by default
  After signature is entered by user and if this **Clear** button is clicked, the entered signature is deleted.

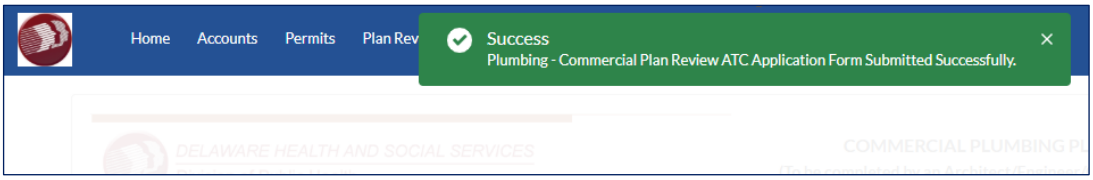
- Please note: Once you click on '**Submit**' you can no longer make updates to this application message displayed below **Clear** button

- **Submit** button, is enabled by default
- **Previous** button, is enabled by default

⇨ User enters Name and provides signature in the required fields and clicks **Submit** button



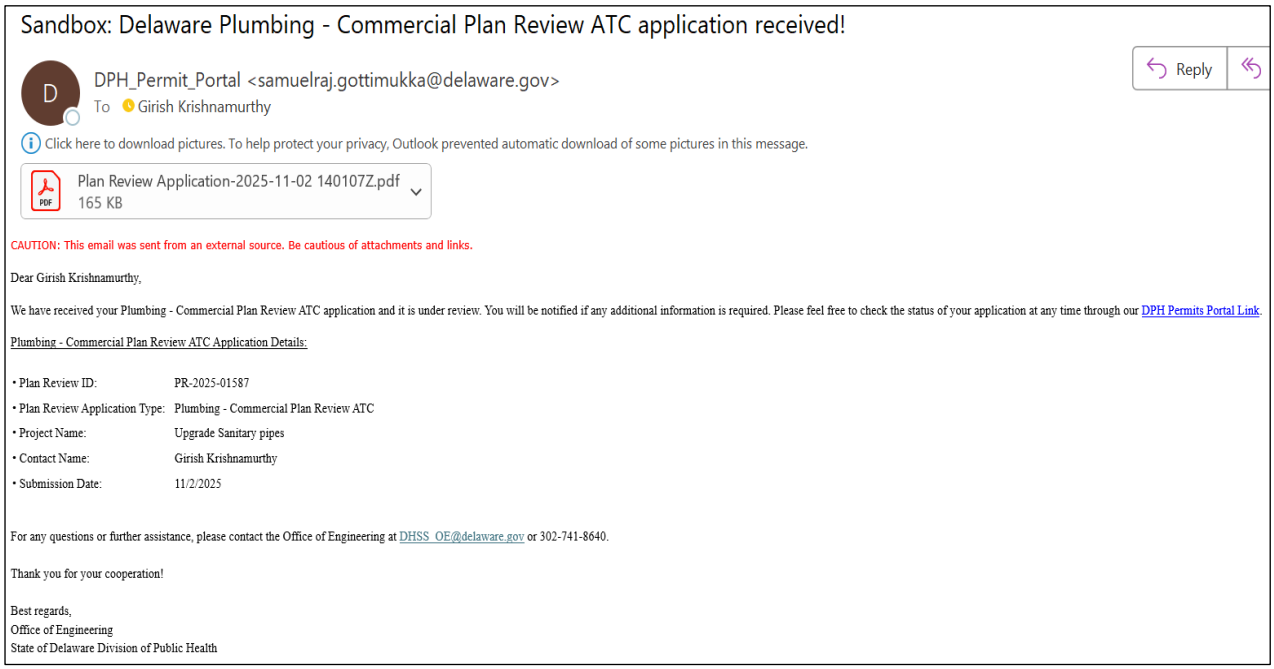
⇨ User clicks on **Submit** button on Review & Sign page. On successful submission, displays below message



⇨ User navigates to the Payment page.

Note: Once submitted and user moves to Payment page, user will not be able to navigate back to previous page or make any changes to the submitted Plumbing - Commercial Plan Review ATC Application

⇨ An Email notification is sent to the Primary Contact Email address with all Permit Application details, when user submits the Permit Application
[Sample Email Notification below]



Sandbox: Delaware Plumbing - Commercial Plan Review ATC application received!

Reply

D

DPH_Permit_Portal <samuelraj.gottimukka@delaware.gov>
To Girish Krishnamurthy

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Plan Review Application-2025-11-02 140107Z.pdf
165 KB

CAUTION: This email was sent from an external source. Be cautious of attachments and links.

Dear Girish Krishnamurthy,

We have received your Plumbing - Commercial Plan Review ATC application and it is under review. You will be notified if any additional information is required. Please feel free to check the status of your application at any time through our DPH Permits Portal Link.

Plumbing - Commercial Plan Review ATC Application Details:

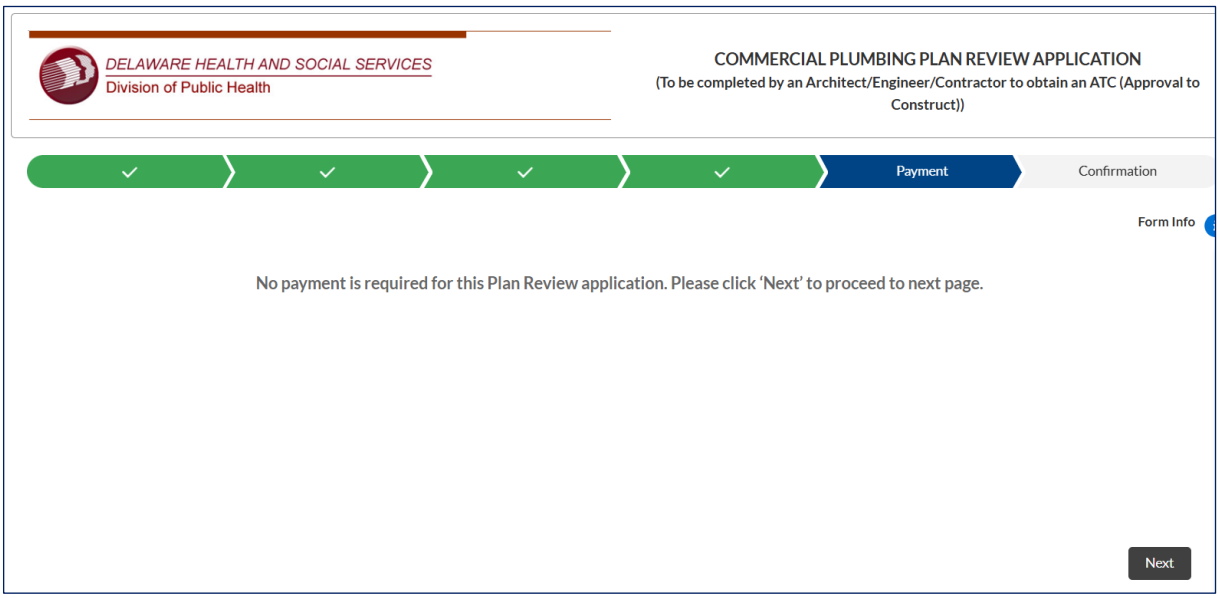
• Plan Review ID:	PR-2025-01587
• Plan Review Application Type:	Plumbing - Commercial Plan Review ATC
• Project Name:	Upgrade Sanitary pipes
• Contact Name:	Girish Krishnamurthy
• Submission Date:	11/2/2025

For any questions or further assistance, please contact the Office of Engineering at DHSS_OE@delaware.gov or 302-741-8640.

Thank you for your cooperation!

Best regards,
Office of Engineering
State of Delaware Division of Public Health

5.1f) Payment page

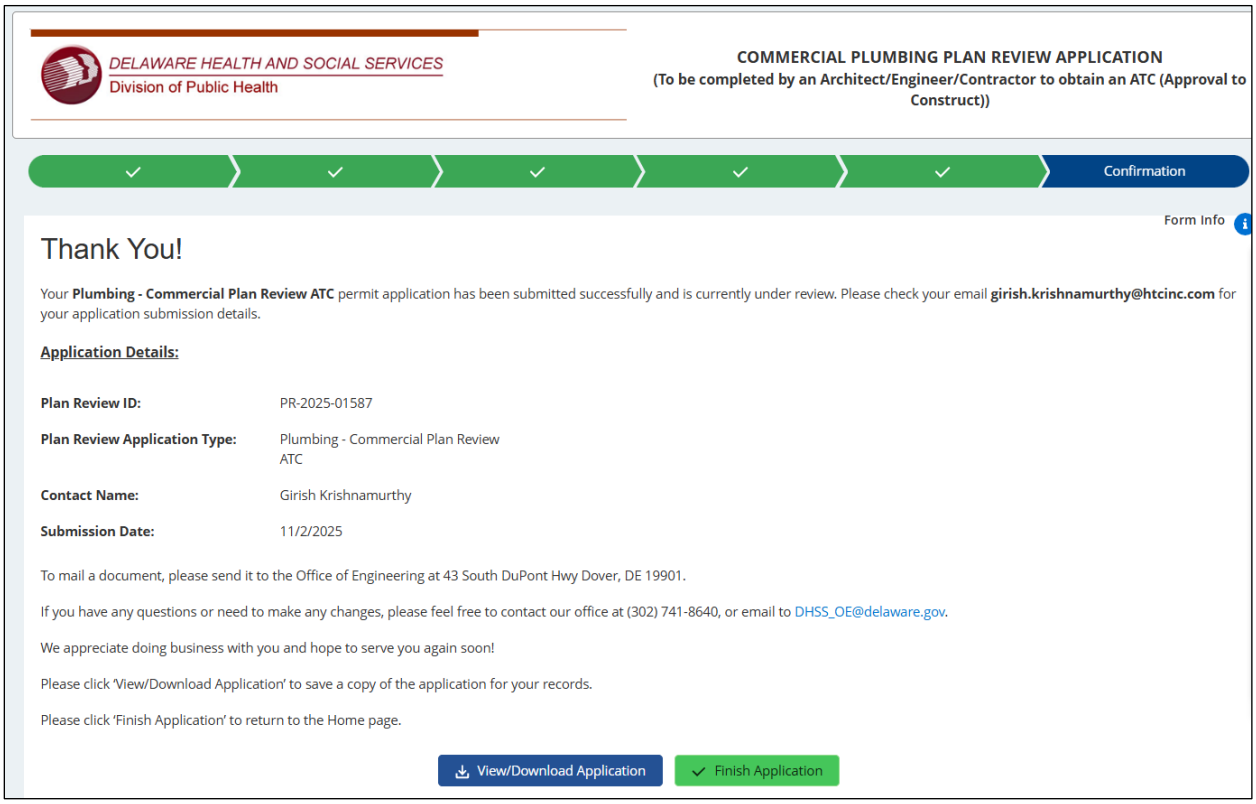


Payment page is displayed with the following fields, on initial load of the page:
No payment is required for this Plan Review application. Please click **Next** to proceed to next page.

⇨ **Next** button, enabled by default

5.1g) Confirmation page

Confirmation' page displays for Plumbing - Commercial Plan Review ATC Application (Sample screen)

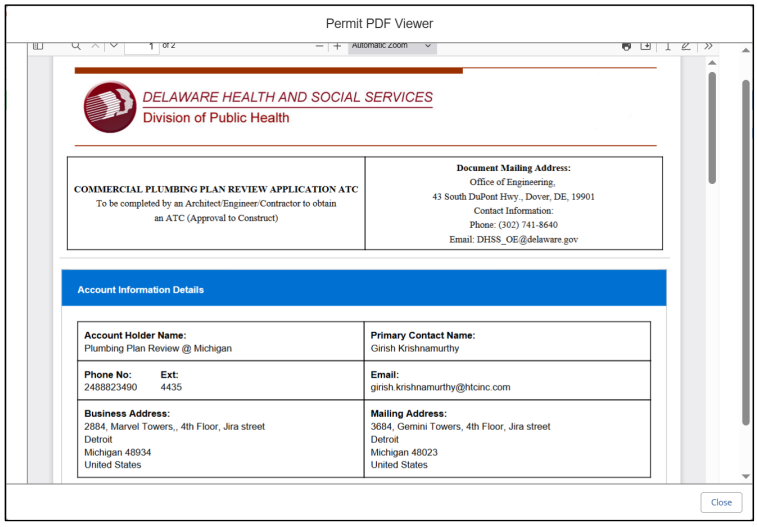


Plan Review ID: E.g. PR-2025-01587 ➔ This Plan Review ID will be reviewed and approved by DPH Staff. Once approved, an ATC (Approval to Construct) number will be issued for this Plan Review ID, which will be used for submitting **Plumbing – Commercial Permits Application**

Confirmation page is displayed with the following fields, on initial load of the page:

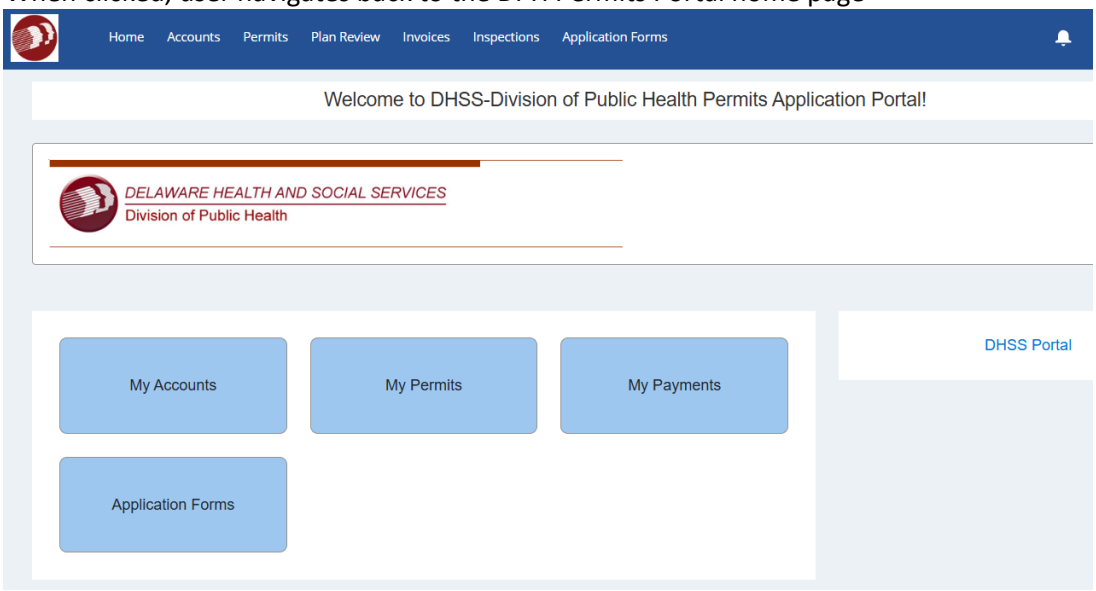
- **View/Download Application** button for the user to view or save a copy of the Plumbing - Commercial Plan Review ATC Application submitted for processing.

Downloaded Sample document



⇨ User clicks **Close** button to close this PDF document

- **Finish Application** button.
  When clicked, user navigates back to the DPH Permits Portal home page



5.1h) Tasks performed by DPH Staff on DPH Permit CRM portal to approve and issue ATC ID

- DPH Staff user reviews and approves the submitted **COMMERCIAL PLUMBING PLAN REVIEW APPLICATION** for the Plan Review ID: [E.g. PR- PR-2025-01587]
- DPH Staff user reviews & approves the Plan Review
- After approval, an Approval to Construct (ATC) ID is generated
- Applicant can use this issued ATC ID and submit Plumbing – Commercial Permit application

6. DPH Permits Portal screens for Plumbing-Commercial Permit application

6.1 Plumbing – Commercial Permit Application

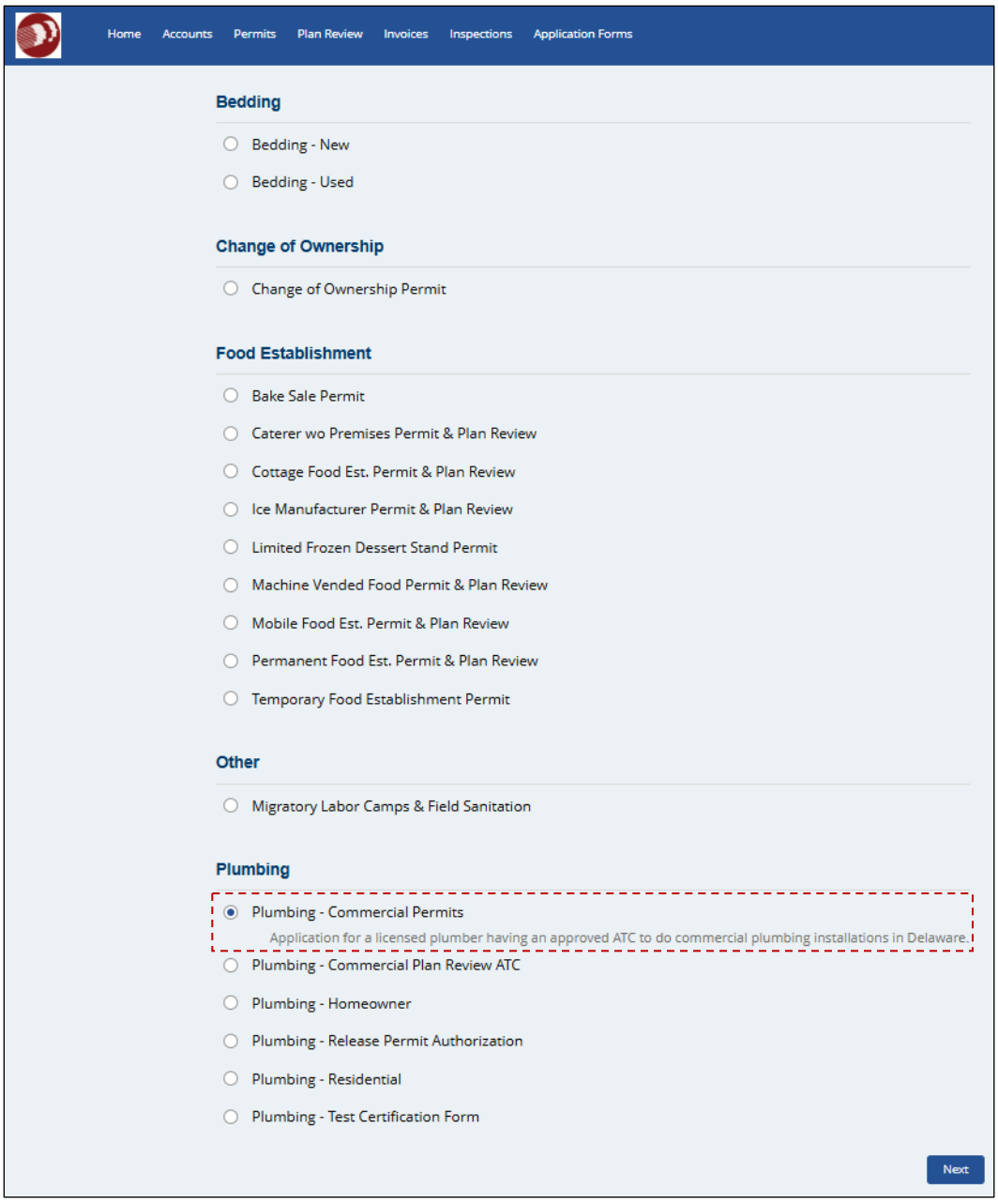
6.1a) Initiate "Plumbing – Commercial" permit application & navigate to "Account Information" page

Navigation

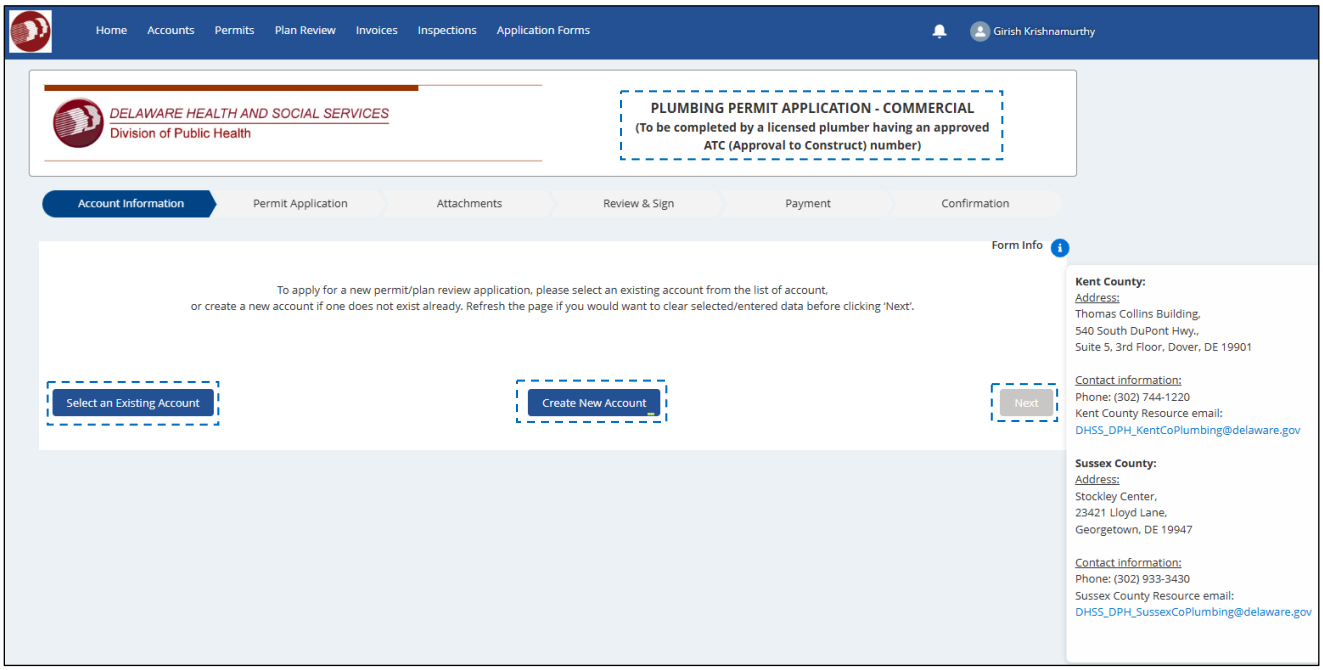
DPH Permit Portal -> **Application Forms** menu -> Plumbing -> Plumbing - Commercial Permits **OR**
DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Commercial Permits

Action/Navigation

Step Description	Action/Navigation
User selects Plumbing - Commercial Permits radio button and clicks **Next** button	Account Information page



6.1b) Account Information page



Below details are displayed in all Page navigation tabs in Plumbing - Commercial Permits application flow

1. Delaware 'logo' and 'title'
   DELAWARE HEALTH AND SOCIAL SERVICES
   Division of Public Health
2. Below Plumbing - Commercial Application tile
   PLUMBING PERMIT APPLICATION - COMMERCIAL

(To be completed by a licensed plumber having an approved ATC (Approval to Construct) number)

3. Page navigation tabs
   Account Information, Permit Application, Attachments, Review & Sign, Payment, Confirmation.
   With '**Account Information**' tab highlighted/selected.
4. Body of the page
   - Displays 'Form Info' icon with Form information displayed by default

Kent County:
Address:
Thomas Collins Building,
540 South DuPont Highway,
Suite 5, 3rd Floor, Dover, DE 19901

Contact information:
Phone (302) 744-1220
Kent County Resource email:
DHSS_DPH_KentCoPlumbing@delaware.gov

Sussex County:
Address:
Stockley Center,
23421 Lloyd Lane,
Georgetown, DE 19947

Contact information:
Phone: (302) 933-3430

Sussex County Resource email:
DHSS_DPH_SussexCoPlumbing@delaware.gov

Account Information page is displayed with the following fields, on initial load of the page:

Below statement in the center of Account Information page

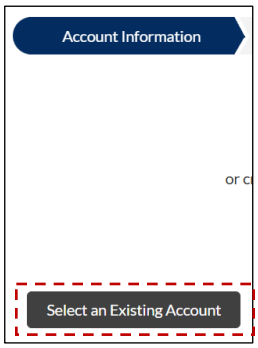
To apply for a new permit/plan review application, please select an existing account from the list of account, or create a new account if one does not exist already. Refresh the page if you would want to clear selected/entered data before clicking **Next**.

Buttons/Footer information

- **Select an Existing Account** button, is enabled by default
- **Create New Account** button, is enabled by default
- **Next** button, is disabled by default
- Footer Information (bottom-right corner):
  Displays the Date in MM/DD/YYYY format (Date the form will be made available online)

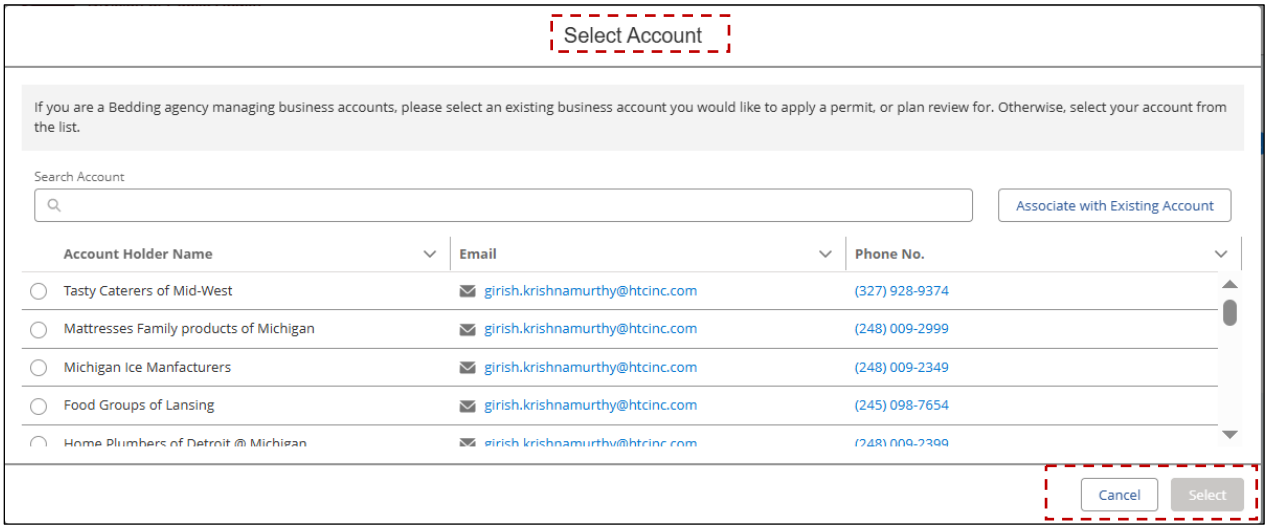
User Actions: Selecting existing account, from DPH Permits portal for Plumbing – Commercial Permits

a) User clicks on **Select an Existing Account** button, which is enabled by default



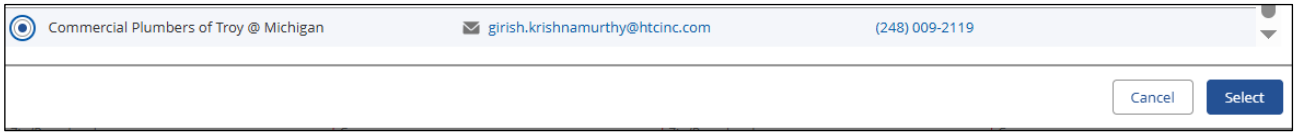
b) Displays the "Select Account" pop-up window on the "Account Information" page

- "Search Account" text box for the user to search & select an existing account
- List/Grid with the list of existing business account(s), displayed with Email & Phone number details
- **Associate with Existing Account** button is enabled
- **Cancel** button is enabled, by default
- **Select** button is disabled, by default
- **'X'** button on top-right corner of the pop-up window. When clicked, pop-up window is closed



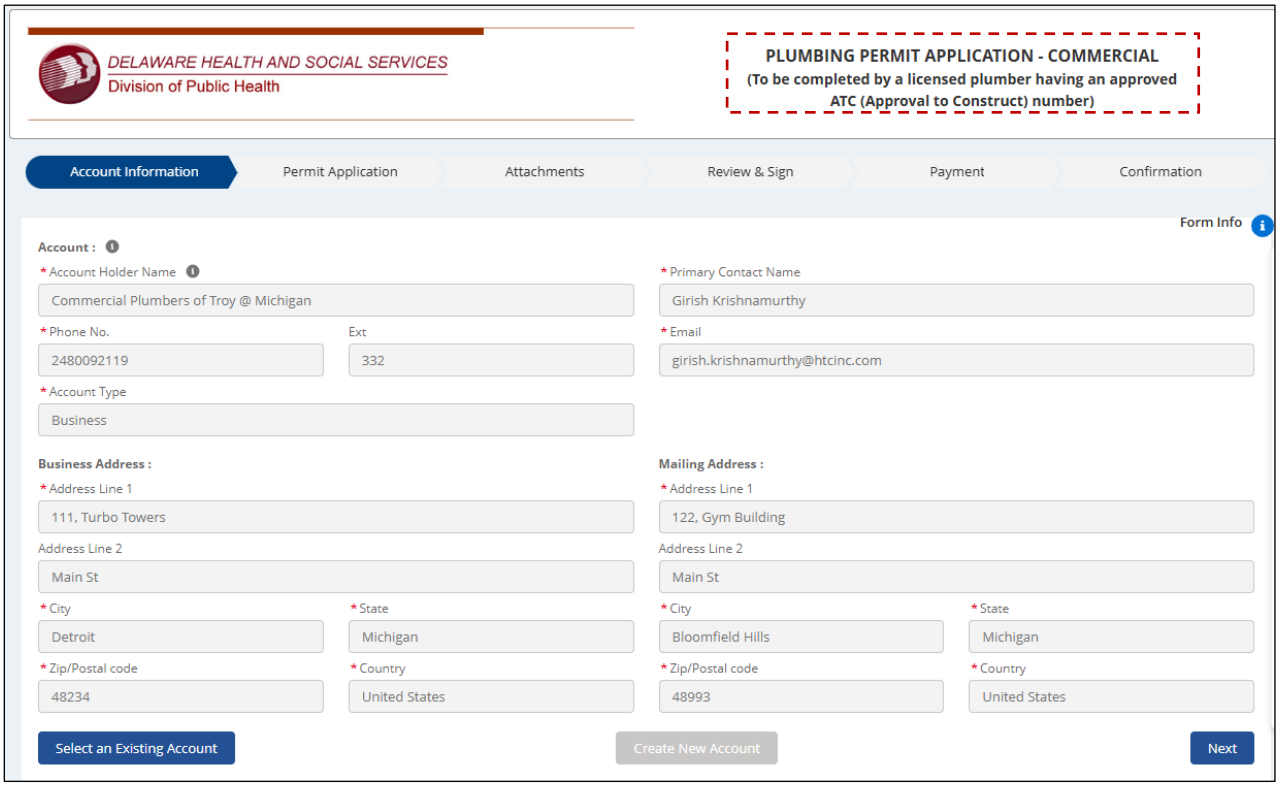
c) User selects one of the existing accounts by clicking on the radio button displayed next to it.

d) The **Select** button will be enabled



e) User clicks on the **Select** button on the "Select Account" pop-up window

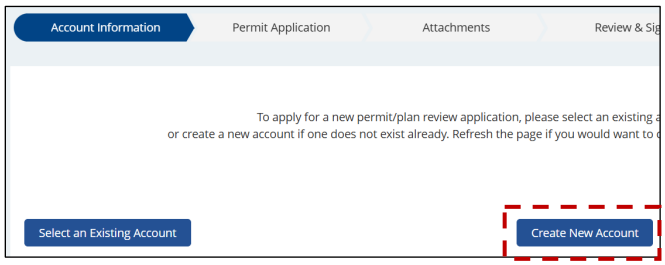
- Select Account pop-up window is closed and user lands on "Account Information" page
- The existing selected account details are displayed on the "Account Information" page.
- **Select an Existing Account** button, is still enabled now
- **Create New Account** button, is disabled now
- **Next** button, is enabled now



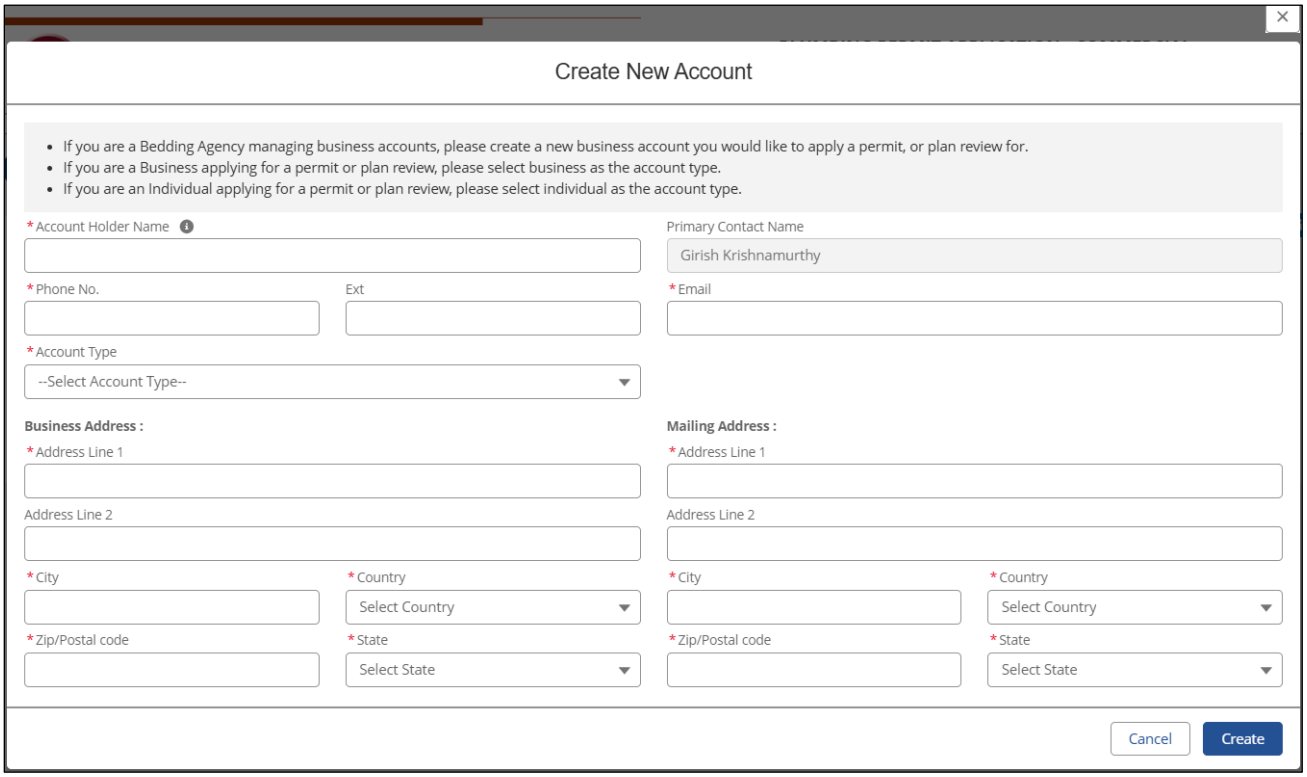
⇨User clicks on the **Next** button on Account Information page to navigate to Permit Application page

User Actions: Creating New Account for Plumbing - Commercial Permits application
Application Forms menu -> Plumbing -> Plumbing - Commercial -> Account Information page **OR**
Application Forms button -> Plumbing -> Plumbing – Commercial -> Account Information page

a) User clicks on **Create New Account** button, which is enabled by default



b) Displays the "Create New Account" pop-up window on the "Account Information" page
- Empty text box(s) are displayed with required (fields with red Asterix) and optional fields, to enter data
- Primary Contact Name text box field is pre-populated with data
- Empty drop-down pick-list boxes are displayed for the user to select drop-down options
- **Cancel** button is enabled, by default
- **Create** button is enabled, by default
- **'X'** button on top-right corner of the pop-up window. When clicked, pop-up window is closed.



User enters data in the below fields on the "Create New Account" pop-up window

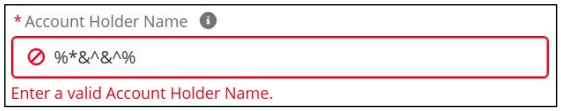
- **Account Holder Name**: Editable, required text field, accepts alpha numeric characters as input data. (Name of the Permit Holder)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Account Holder Name is a required field.

Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid Account Holder Name.



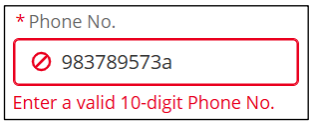
- **Primary Contact Name**: Non- editable required text field with data prepopulated from the system
- **Phone No.**: Editable required text field, accepts/allows 10-digit numeric values

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Phone No. is a required field.

Invalid field value

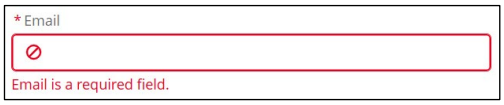
If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid 10-digit Phone No.



- **Ext**: Editable optional text field, accepts/allows numeric values
- **Email**: Editable required text field, accepts/allows valid email format (E.g. Mike@email.com)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Email is a required field.



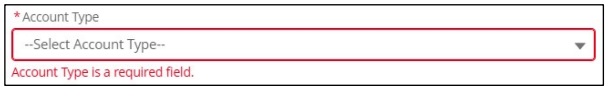
Invalid field value

If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field:
Enter a valid email address, such as name@email.com.

Account Type: Editable/Selectable drop-down pick-list box, required field (Individual, Business options)

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Account Type is a required field.



Business Address & Mailing Address

- **Address Line 1**: Editable required text field, accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Address Line 1 is a required field.

- **Address Line 2**: Editable & optional text field, accepts alphanumeric characters
- **City**: Editable required text field, accepts alphanumeric characters

Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: City is a required field.

- **Country**: Editable/Selectable drop-down pick-list box, required field

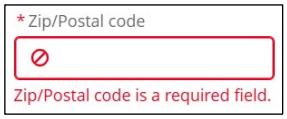
Missing field value

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Country is a required field.

- **Zip/Postal Code**: Editable alphanumeric text field, allows all valid worldwide zip codes, with below conditions
  - If Country is United States, the Zip/Postal Code field should allow 5 digits only.
  - If Country is United States, the State is Delaware, Zip/Postal Code field 1st two digits to have 19 as value.
  - If Country is any other value other than United States, Zip/Postal Code field should allow alphanumeric values with maximum length of '9' digits.

Missing field value

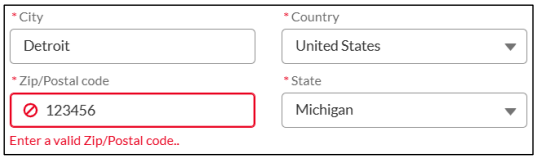
If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: Zip/Postal code is a required field.



Invalid field value

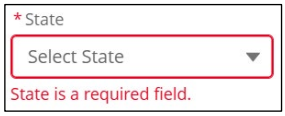
If an invalid value is entered in this field and user clicks **Create** button on "Create New Account" pop-up window an inline error message is displayed in red font below the field: Enter a valid Zip/Postal code.

⇨ When Country is United States, Zip/Postal Code accepts only 5-digit numerical code



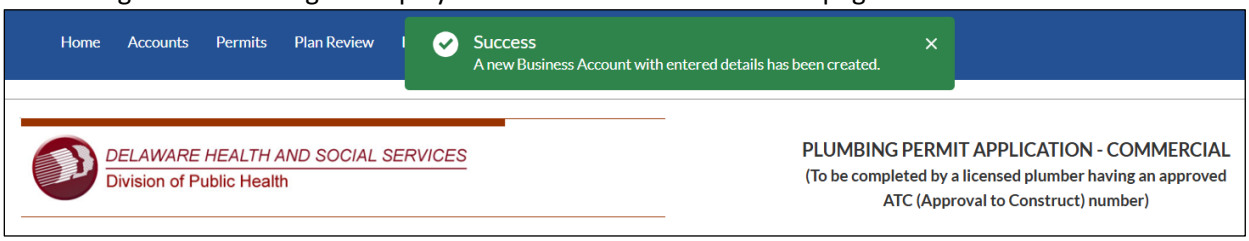
- **State**: Editable/Selectable drop-down pick-list box required field

If this field is left blank and user clicks on **Create** button on "Create New Account" pop-up window, an inline error message is displayed in red font below the field: State is a required field.



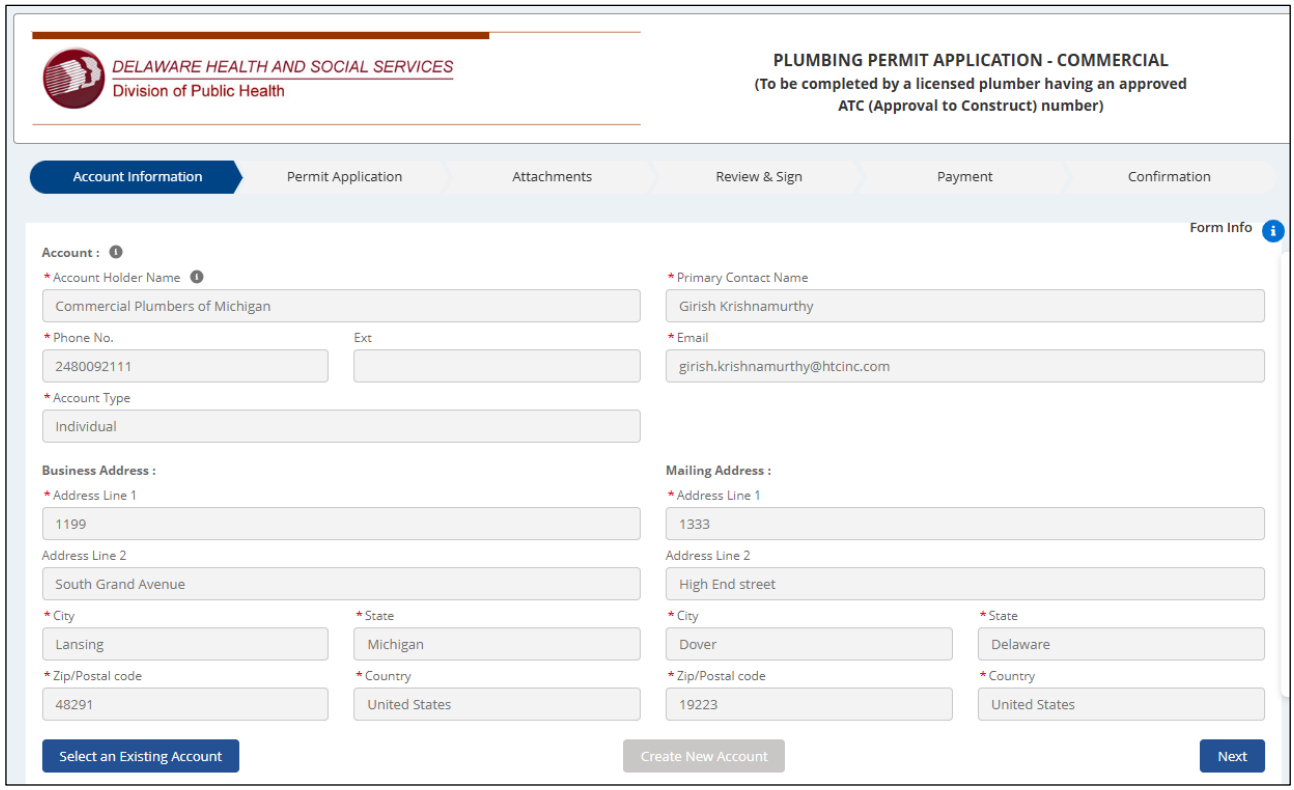
⇨ After entering valid data in all the required fields and drop-down selections, user clicks on the **Create** button in "Create New Account" pop-up window

- "Create New Account" pop-up window is closed and user lands on "Account Information" page
- Following toaster message is displayed on the Account Information page



- The newly created account details are displayed on the "Account Information" page
- **Select an Existing Account** button, is still enabled now

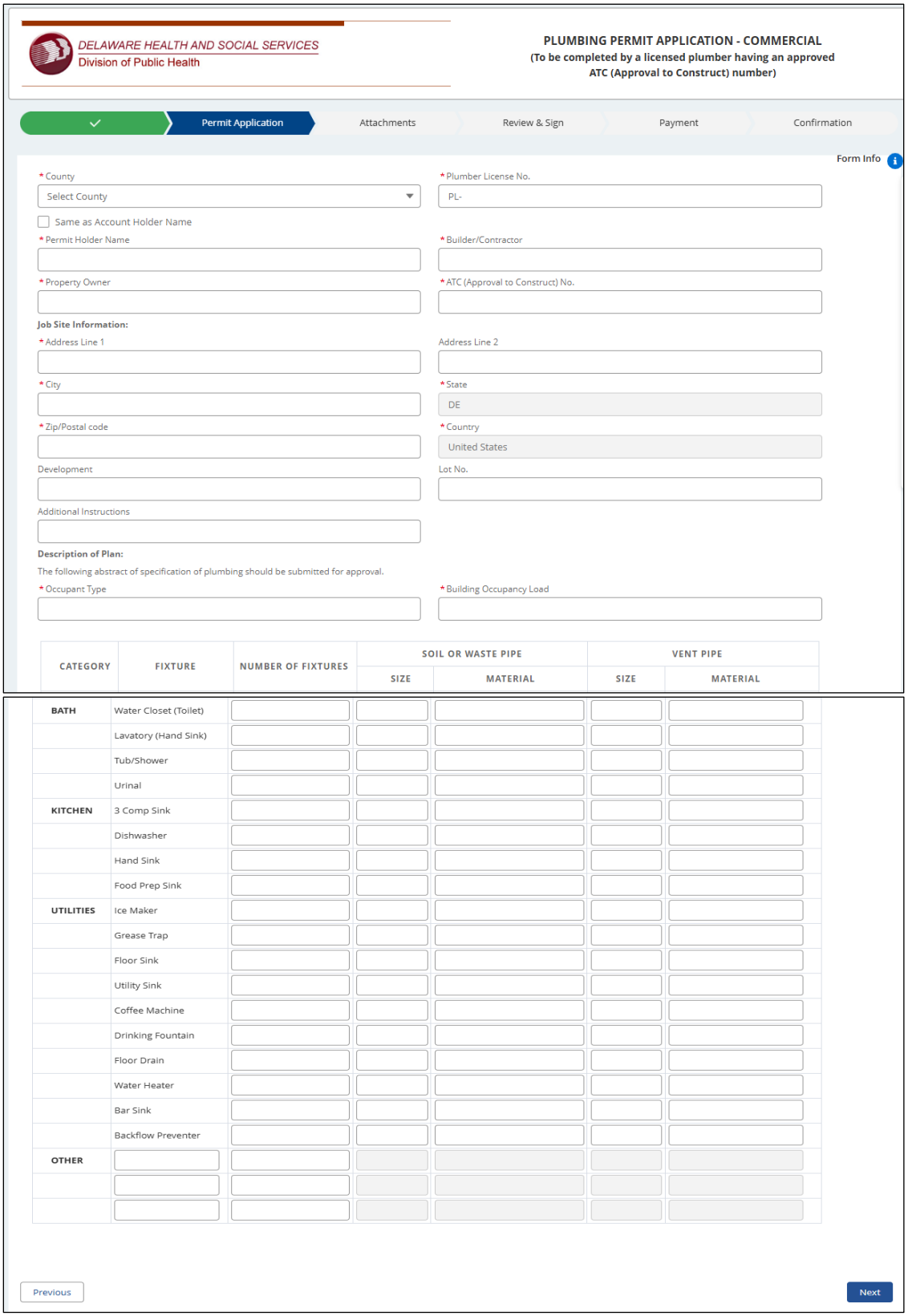
- **Create New Account** button, is disabled now
- **Next** button, is enabled now



⇨ User clicks on the **Next** button on Account Information page to navigate to Permit Application page

⇨ User clicks on the **Previous** button on Permit Application page to navigate back to Account Information page

6.1c) Permit Application page



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health

PLUMBING PERMIT APPLICATION - COMMERCIAL
(To be completed by a licensed plumber having an approved ATC (Approval to Construct) number)

✓ | Permit Application | Attachments | Review & Sign | Payment | Confirmation

Form Info

* County: Select County
* Plumber License No.: PL-

Same as Account Holder Name

* Permit Holder Name
* Builder/Contractor
* Property Owner
* ATC (Approval to Construct) No.

Job Site Information:

* Address Line 1
Address Line 2
* City
* State: DE
* Zip/Postal code
* Country: United States
Development
Lot No.
Additional Instructions

Description of Plan:

The following abstract of specification of plumbing should be submitted for approval.

* Occupant Type
* Building Occupancy Load

CATEGORY	FIXTURE	NUMBER OF FIXTURES	SOIL OR WASTE PIPE		VENT PIPE	
			SIZE	MATERIAL	SIZE	MATERIAL
BATH	Water Closet (Toilet)					
	Lavatory (Hand Sink)					
	Tub/Shower					
	Urinal					
KITCHEN	3 Comp Sink					
	Dishwasher					
	Hand Sink					
	Food Prep Sink					
UTILITIES	Ice Maker					
	Grease Trap					
	Floor Sink					
	Utility Sink					
	Coffee Machine					
	Drinking Fountain					
	Floor Drain					
	Water Heater					
	Bar Sink					
	Backflow Preventer					
OTHER						

Previous | Next

Permit Application page is displayed with the following fields, on initial load of the page:

- **County** Editable/Selectable drop-down pick-list box required field – Kent, Sussex, New Castle

  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: County is a required field.

  ⇨ If user selects 'New Castle' option from the drop-down picklist, displays the below pop-up message

  ⇨ User clicks **Cancel** button to close this pop-up message window.

- **Plumber License No.:** Editable, required text field, accepts numbers as input data.

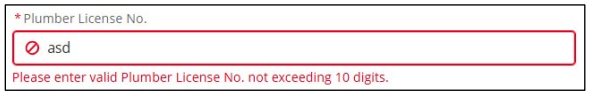
  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Plumber License No. is a required field.

  Invalid field value

  If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

  Please enter valid Plumber License No. not exceeding 10 digits.



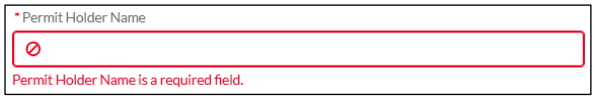
- **Same as Account Holder Name** check box

  - If this check box is selected, Permit Holder Name text field will be populated with Account Holder Name
  - If this check box is not selected, user can enter data manually in Permit Holder Name text field

- **Permit Holder Name**: Editable, required text field, accepts alpha numeric characters as input data.

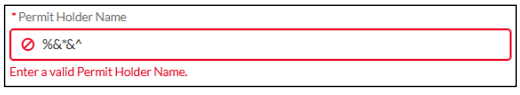
  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Permit Holder Name is a required field.



  Invalid field value

  If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Enter a valid Permit Holder Name.

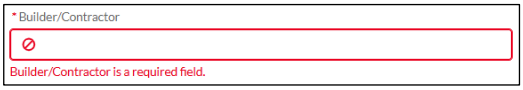


- **Builder/Contractor**: Editable, required text field, accepts alpha characters as input data.

  Missing field value

  If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error

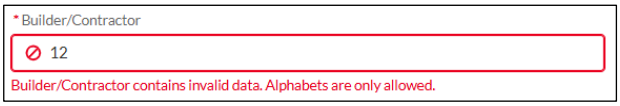
message is displayed in red font below the field: Builder/Contractor is a required field.



Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

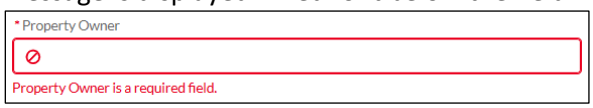
Builder/Contractor contains invalid data. Alphabets are only allowed.



- **Property Owner:** Editable required text field, accepts alpha characters

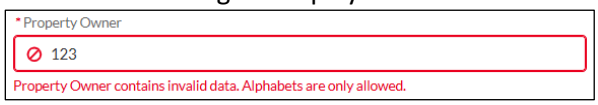
Missing field value

If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Property Owner is a required field.



Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:



- **ATC (Approval to Construct) No.:** Editable required text field, accepts alphanumeric characters

⇨ User to enter ATC ID issued for submitted Plumbing - Commercial Plan Review ID

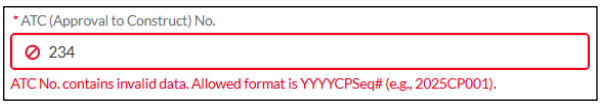
Missing field value

If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: ATC (Approval to Construct) No is a required field.

Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

ATC No. contains invalid data. Allowed format is YYYYCPSeq# (e.g., 2025CP001).



- **Job Site Information:** Non-editable label
  - **Address Line 1**: Editable required text field, accepts alphanumeric characters

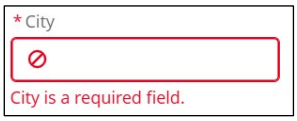
Missing field value

If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Address Line 1 is a required field.

  - **Address Line 2**: Editable & optional text field, accepts alphanumeric characters
  - **City**: Editable required text field, accepts alphanumeric characters

Missing field value

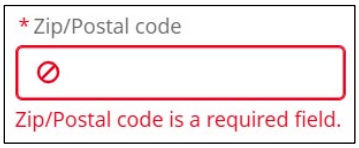
If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: City is a required field.



- **State**: Non-editable required text field, with prepopulated data and is defaulted to DE.
- **Zip/Postal Code**: Editable numeric required text field, 5- digit zip code, restriction on 1st two digits to have '19' as value, since state is pre-populated as DE representing Delaware

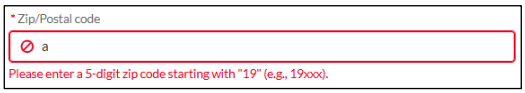
Missing field value

If this field is left blank and user clicks on **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field: Zip/Postal code is a required field.



Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:
Please enter a 5-digit zip code starting with "19" (e.g., 19xxx).



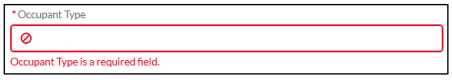
- **Country**: Non-editable required text field, with prepopulated data and is defaulted to United States.

- **Development**: Editable optional text field, accepts alpha-numerical data
- **Lot No.**: Editable optional text field, accepts alpha-numerical data
- **Additional Instructions**: Editable optional text field, accepts alpha-numerical data

- **Description of Plan:**
  - Occupant Type: Editable required text field, accepts alpha characters data.

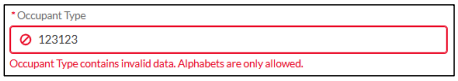
Missing field value

If this field is left blank and user clicks on **Next** button on "Permit Application" page an inline error message is displayed in red font below the field: Occupant Type is a required field.



Invalid field value

If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:
Occupant Type contains invalid data. Alphabets are only allowed.



  - Building Occupancy Load: Editable required text field, accepts only number.

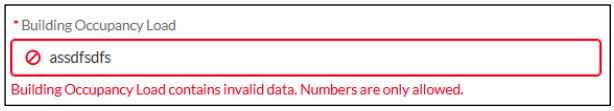
Missing field value

If this field is left blank and user clicks on **Next** button on "Permit Application" page an inline error message is displayed in red font below the field: Building Occupancy Load is a required field.

Invalid field value

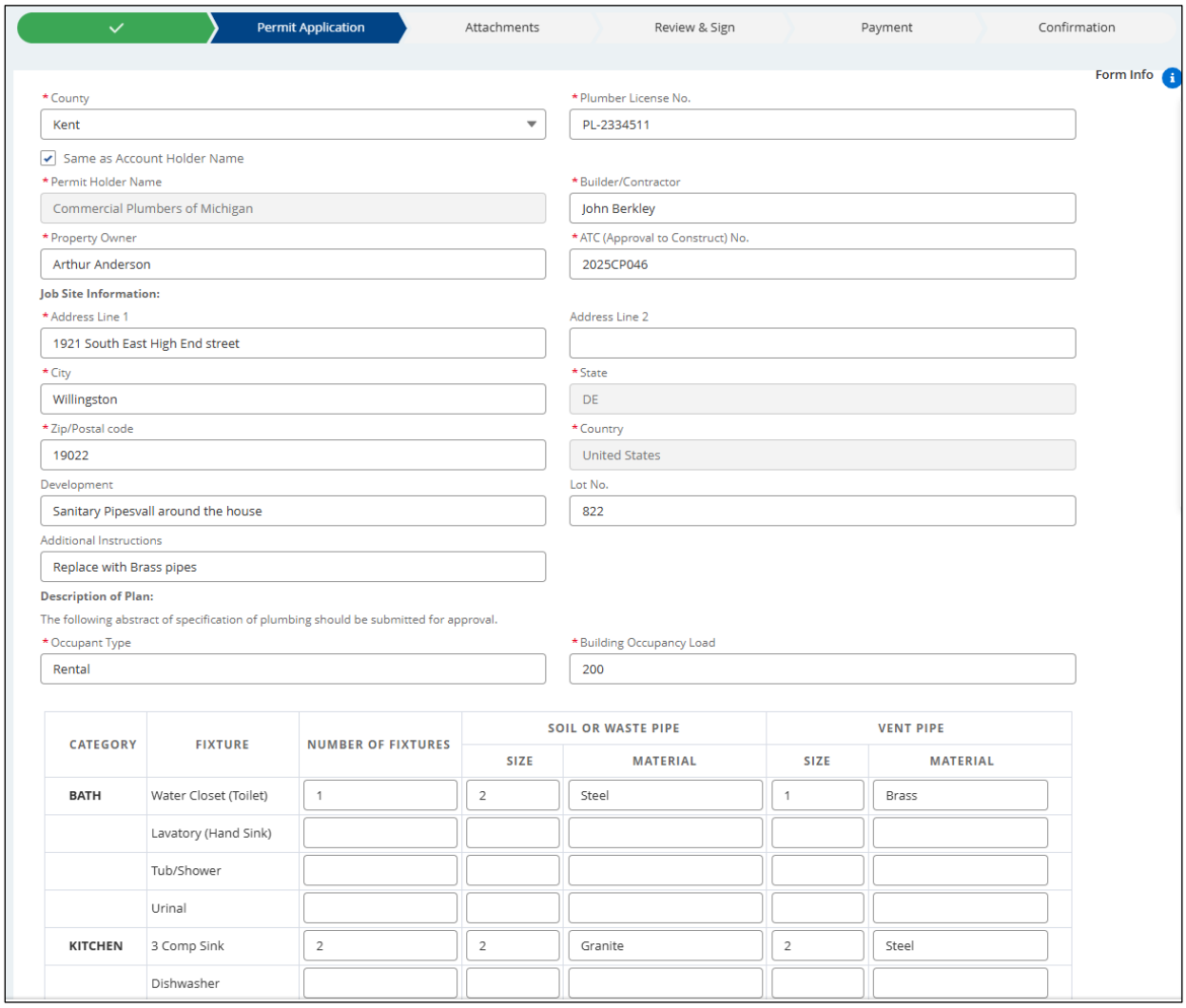
If an invalid value is entered in this field and user clicks **Next** button on "Permit Application" page, then an inline error message is displayed in red font below the field:

Building Occupancy Load contains invalid data. Numbers are only allowed.

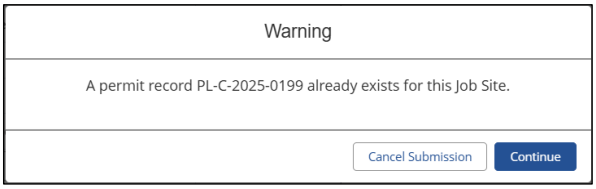


- **Previous** button, which is enabled by default
- **Next** button, which is enabled and highlighted by default

⇨ User enters valid data in all the required and non-required fields with an existing Jobsite address which has an existing Plumbing Permit application.



⇨ Displays the Warning pop-up message below with **Cancel Submission** and **Continue** buttons (Displays "Warning" pop-up message only if a Permit exists for the user entered 'Job Site Information' on this page) (Below pop-up message is just an example)

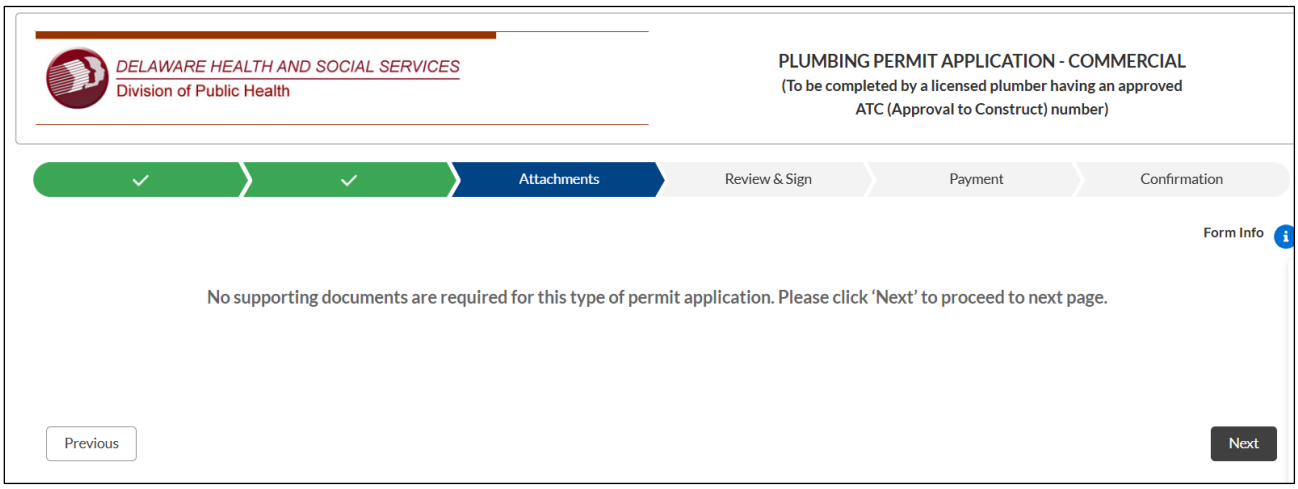


- **Cancel Submission** button: Upon clicking, user navigates back to Permit application page
- **Continue** button: Upon clicking, user navigates to “Attachments” page

- If not warning alert messages are displayed,

⇨ User clicks on the Next button on Permit Application page to navigate to “Attachments” page

6.1d) Attachments page



Attachments page is displayed with the following fields, on initial load of the page:

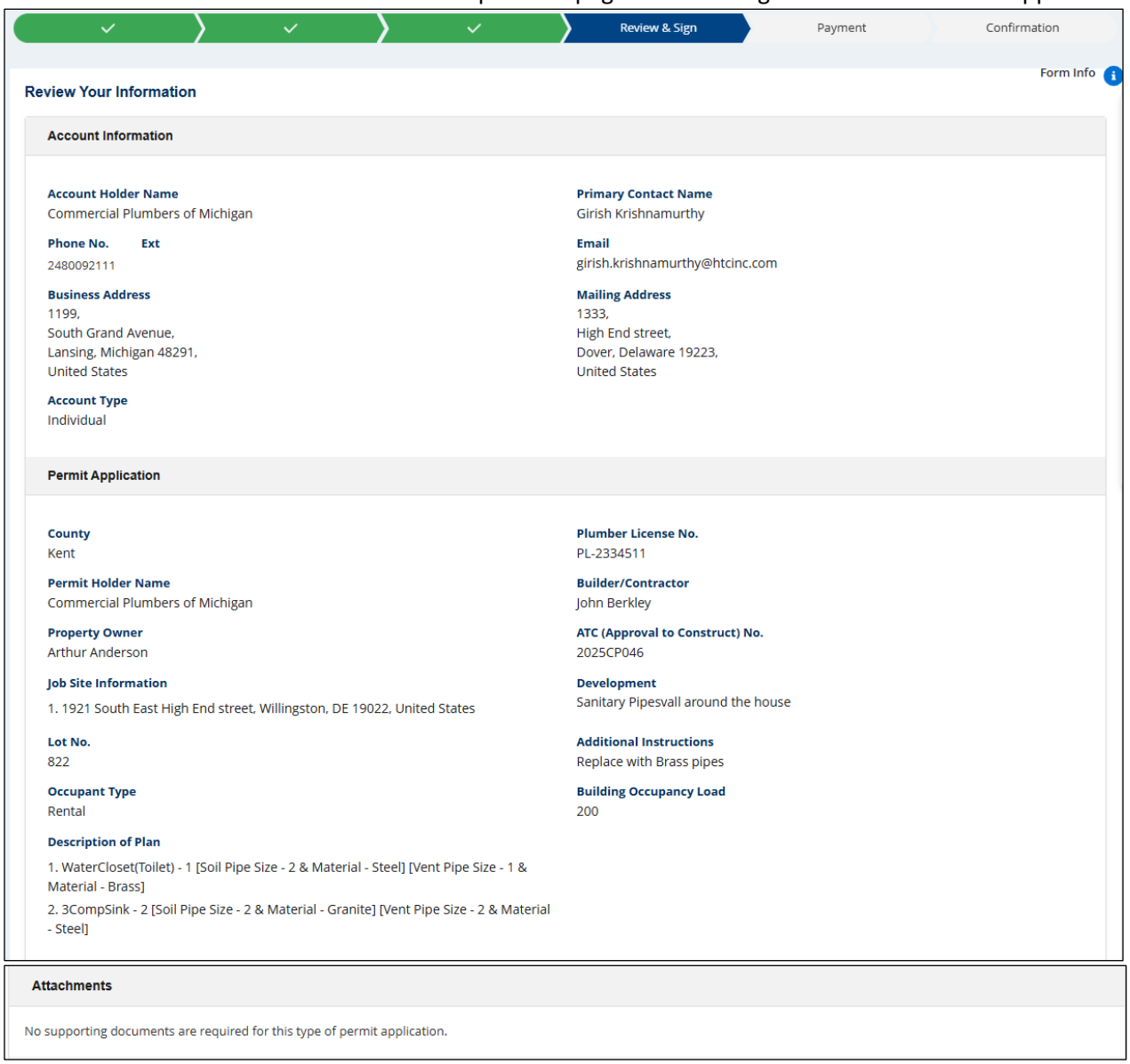
- No supporting documents are required for this type of permit application. Please click **Next** to proceed to next page. message is displayed on the page

- **Previous** button, is enabled by default
- **Next** button is enabled and highlighted by default

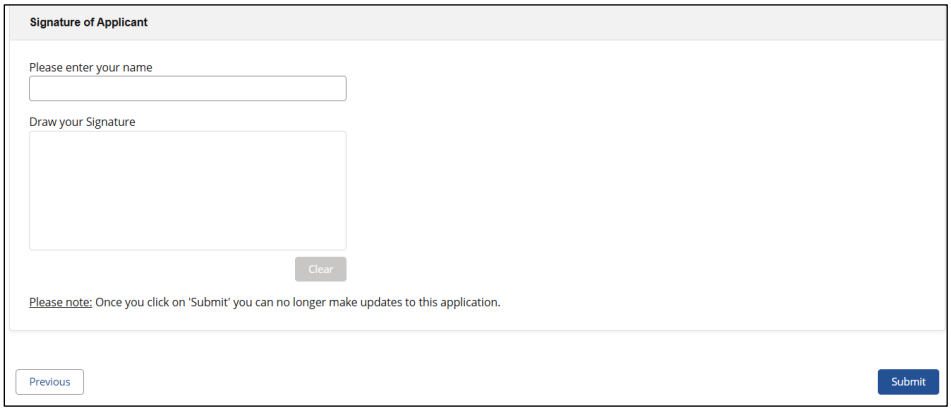
⇨ User clicks on the **Next** button on Attachments page to navigate to "Review & Sign" page

6.1e) Review & Sign page

⇨ User reviews the data which was entered in previous pages of Plumbing - Commercial Permits application

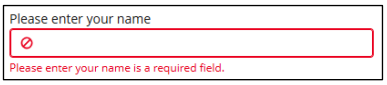


⇨ “Signature of Applicant” section is displayed with required fields for the user to enter data manually

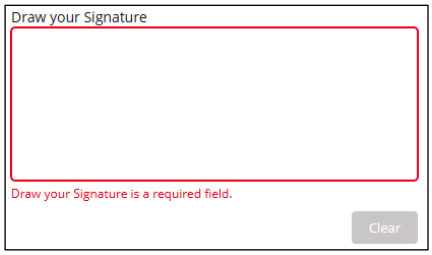


Review & Sign page is displayed with the following fields, on initial load of the page:

- **Please enter your name**: Editable, required text field, accepts alpha characters as input data.
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Please enter your name is a required field.



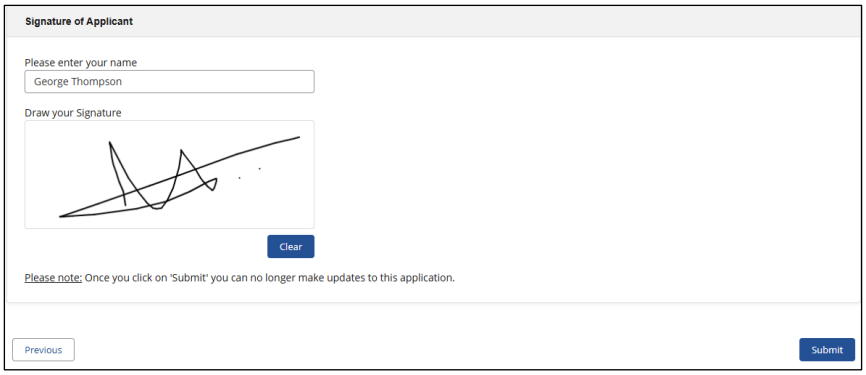
- **Draw your Signature:** Editable, required text area field, accepts user's digital signature (free form)
  Missing field value
  If this field is left blank and user clicks on **Submit** button on "Review & Sign" page, then an inline error message is displayed in red font below the field: Draw your Signature is a required field.



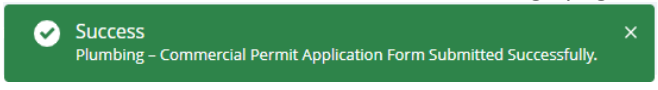
- **Clear** button, which is disabled by default
  After signature is entered by user and this **Clear** button is clicked, the entered signature is deleted.
- Please note: Once you click on '**Submit**' you can no longer make updates to this application message displayed below **Clear** button

- **Submit** button, is enabled by default
- **Previous** button, is enabled by default

⇨ User enters Name, provides signature in the required fields and clicks **Submit** button



⇨ User clicks on **Submit** button on Review & Sign page, on successful submission, displays below message



⇨ User navigates to the Payment page.

Note: Once submitted and user moves to Payment page, user will not be able to navigate back to previous page or make any changes to the submitted Plumbing – Commercial Permits Application

⇨ An Email notification is sent to the Primary Contact Email address with all Permit Application details, when user submits the Permit Application
[Sample Email Notification below]

Sandbox: Delaware Plumbing - Commercial Permits permit application received!

D

DPH_Permit_Portal <samuelraj.gottimukka@delaware.gov>
To Girish Krishnamurthy

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Permit Application-2025-11-02 204127Z.pdf
171 KB

Dear Girish Krishnamurthy,

We've received your Plumbing - Commercial Permits permit application form and it is under review. You will be notified if any additional information is required. Please feel free to check the status of your application at any time through our DPH Permits portal.

Below are the application details, and we've attached your application to this email for reference.

Plumbing - Commercial Permits permit application form details:

- Permit Application ID: 039055
- Permit Application Type: Plumbing - Commercial Permits
- Permit Holder Name: Commercial Plumbers of Michigan
- Primary Contact Name: Girish Krishnamurthy
- Submission Date: 11/2/2025

If you did not submit an online payment while applying for this permit, please mail the check/money order along with the printed application to the respective County Office address listed below.

Requests for inspection are now sent by e-mail.

Sussex County Office email is DHSS_DPH_SussexCoPlumbing@delaware.gov.

Kent County Office email is DHSS_DPH_KentCoPlumbing@delaware.gov.

For inspection requests or further assistance, please see contact details below for the respective County Office. Please include the permit number, permit holder name, type of inspection requested and information on how to access the property for an inspection request.

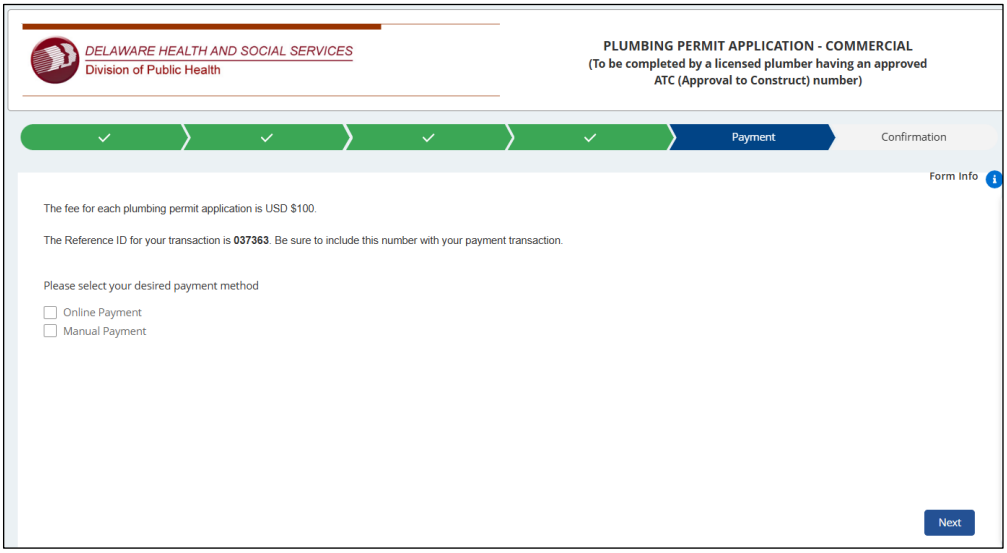
Kent County:
Thomas Collins Building, 540 South DuPont Hwy., Suite 5, 3rd Floor, Dover, DE 19901
Phone: (302) 744-1220
Email: DHSS_DPH_KentCoPlumbing@delaware.gov

Sussex County:
Stockley Center, 23421 Lloyd Lane, Georgetown, DE 19947
Phone: (302) 933-3430
Email: DHSS_DPH_SussexCoPlumbing@delaware.gov

Thank you for your cooperation!

Best regards,
Plumbing Program
State of Delaware Division of Public Health

6.1f) Payment page



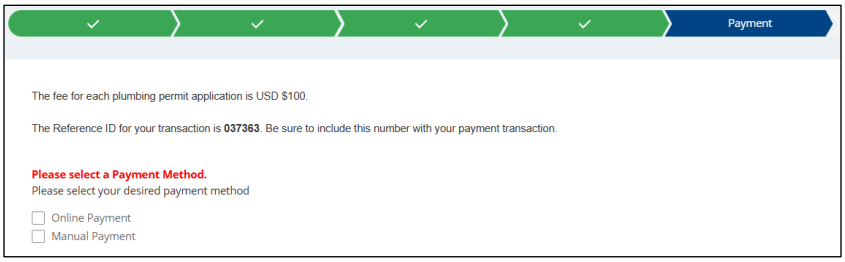
Payment page is displayed with the following fields, on initial load of the page:

- The fee for each plumbing permit application is USD $100. message is displayed
- The Reference ID for your transaction is [Permit Application ID]. Be sure to include this number with your payment transaction. message is displayed

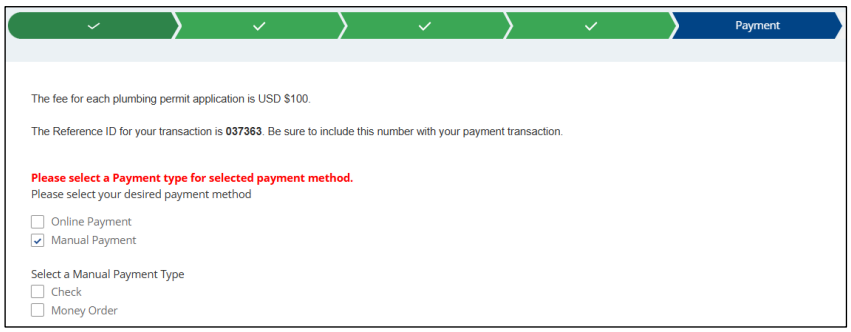
- Please select your desired payment method message is displayed
  - Online Payment checkbox, unselected by default
  - Manual Payment checkbox, unselected by default
- **Next** button, enabled by default

Field Validations

⇨ Below error message is displayed if user clicks **Next** button without selecting any of the Payment methods

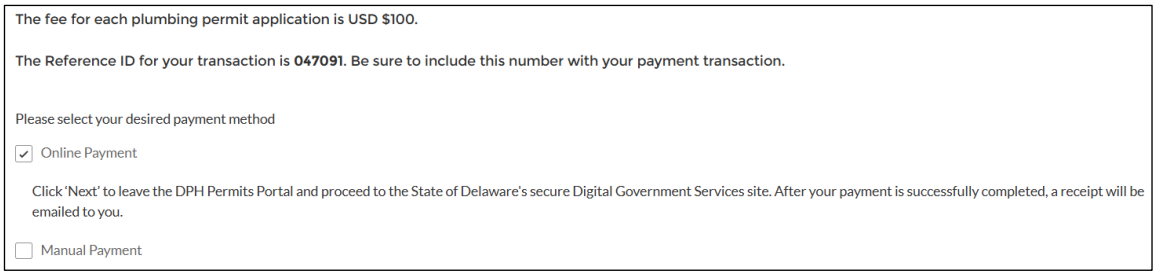


⇨ Below error message is displayed if user clicks **Next** button without selecting any of the Manual Payment methods

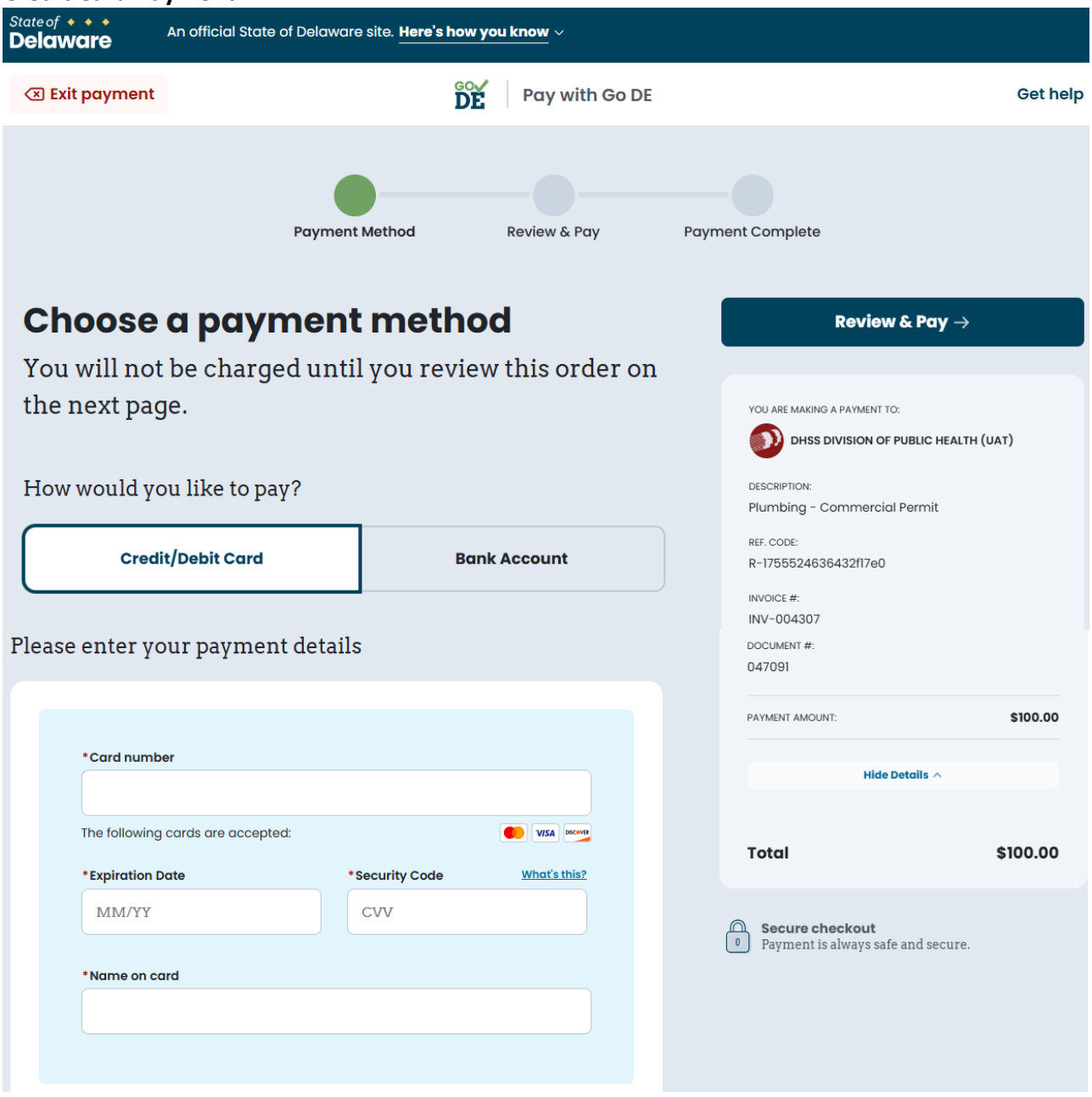


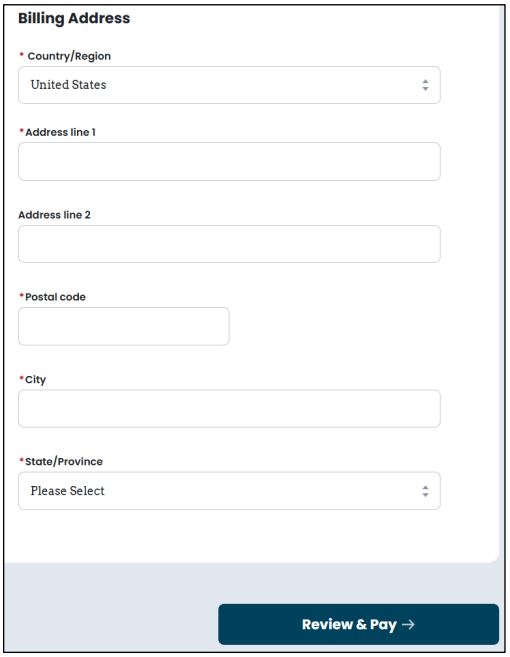
Online Payment (Integration with Go.DE system)

⇨ User clicks on Online Payment check box and clicks NEXT button, to make payments via State of Delaware's Go.DE payment system

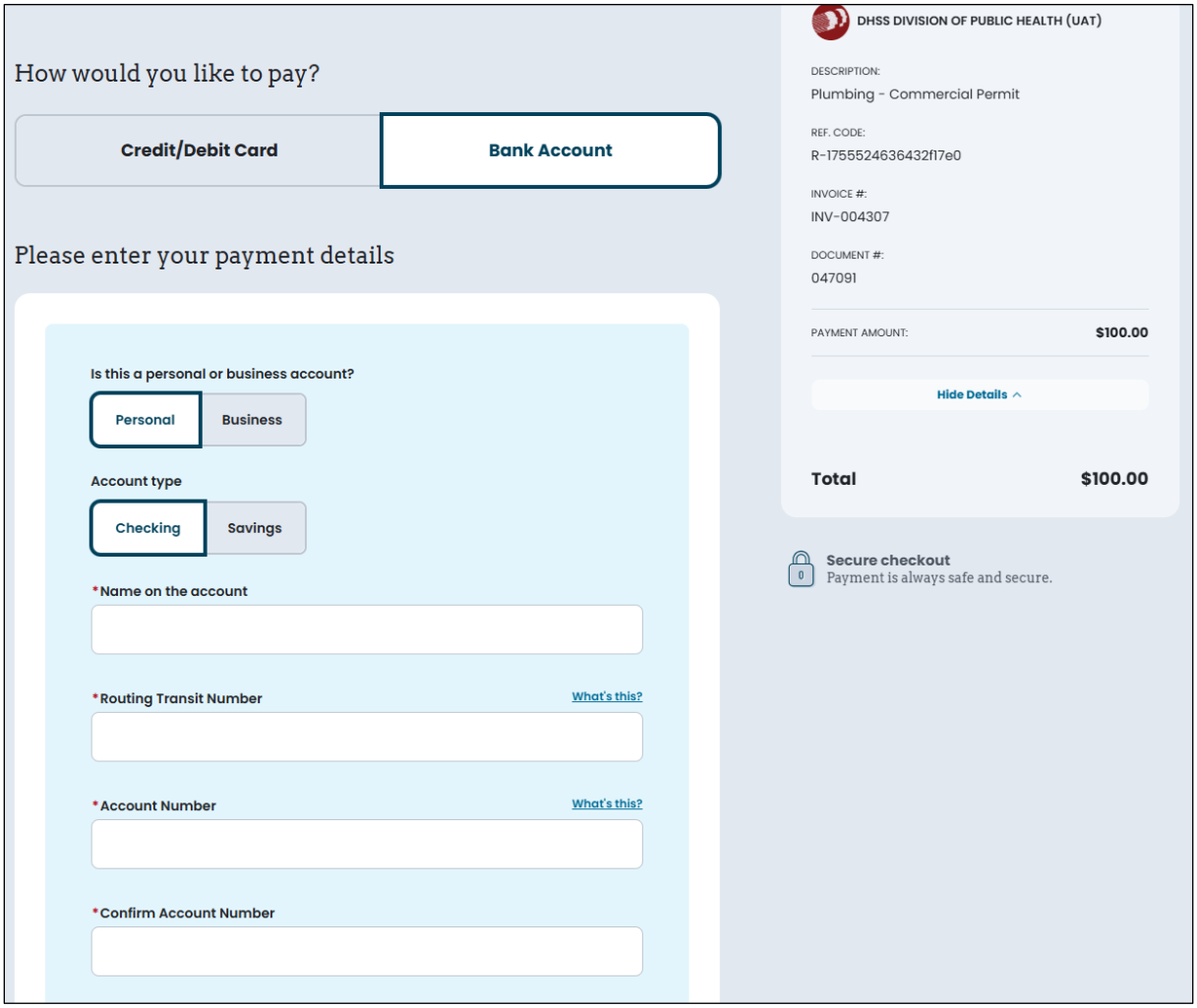


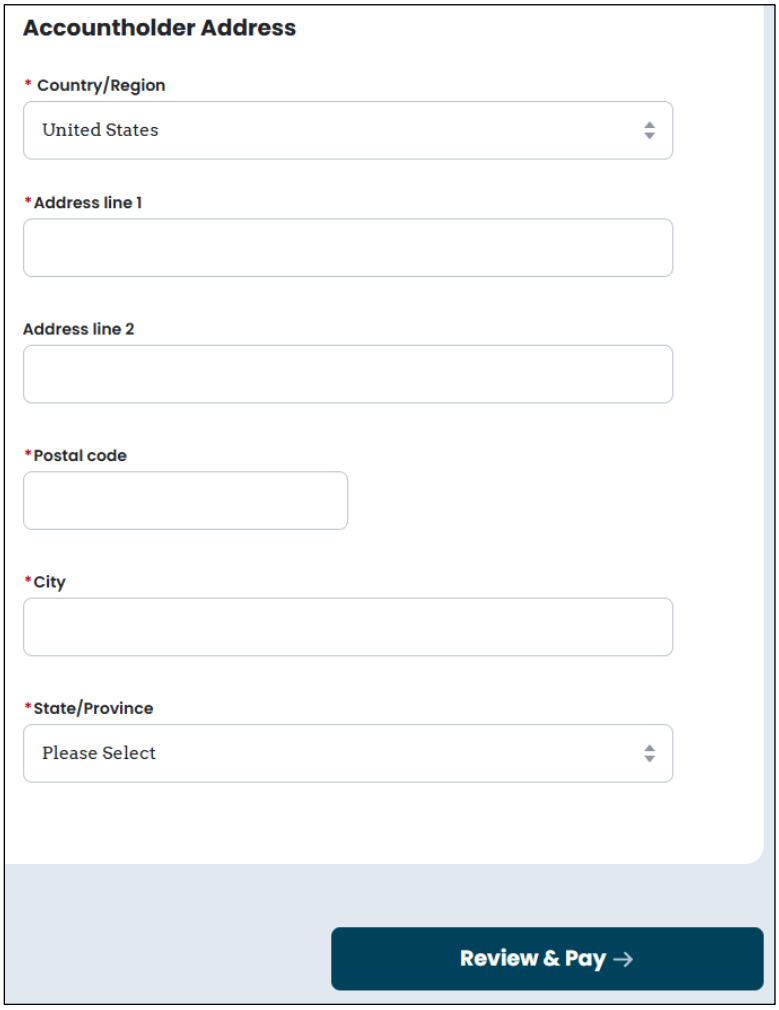
Credit Card Payment





Bank Account Payment method

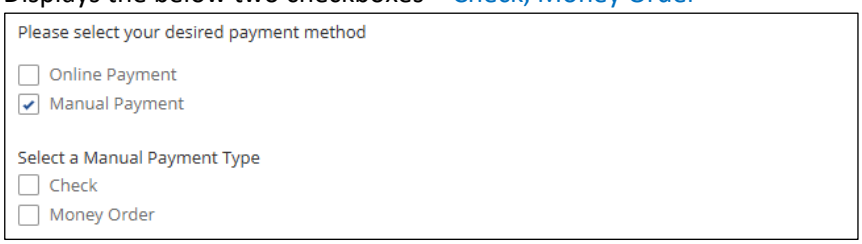




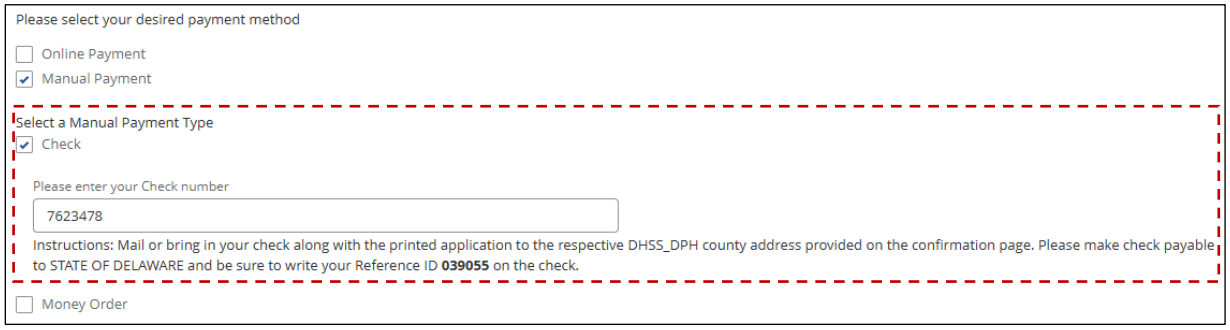
- ⇨ User clicks on Online Payment check box and clicks NEXT button on Payment page (DPH Permits Portal)
- ⇨ User navigates to **Pay with Go DE** page.
- ⇨ Lists out two payment options under the label - How would you like to pay?
  - – Credit/Debit Card button
  - – Bank Account button

Manual Payments (Alternate payment option)

- ⇨ User clicks on Manual Payment check box, to make payments via Checks or Money Order
- ⇨ Displays the below two checkboxes – Check, Money Order



- ⇨ User clicks 'Checkbox' checkbox and enters details in "Please enter your Check Number" field.
- ⇨ Field accepts only Numbers.

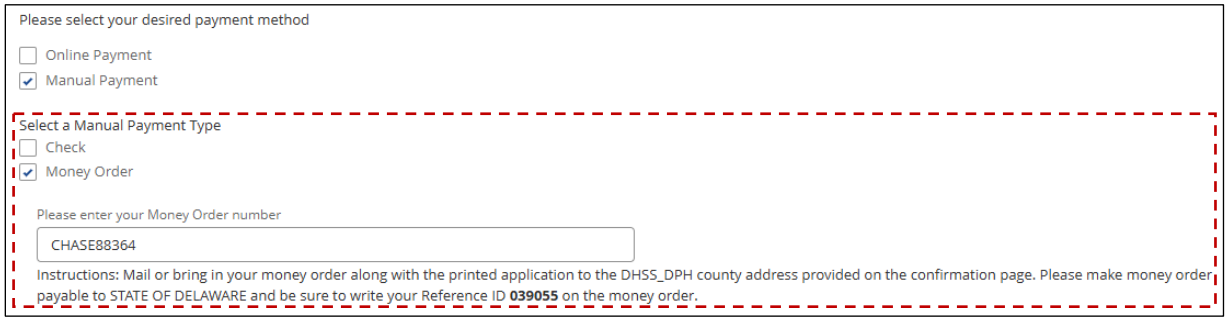


⇨ User clicks on **Next** button to navigate to Confirmation page (For Manual Payment)

OR

⇨ User clicks Money Order checkbox and enters details in “Please enter your Money Order number”.

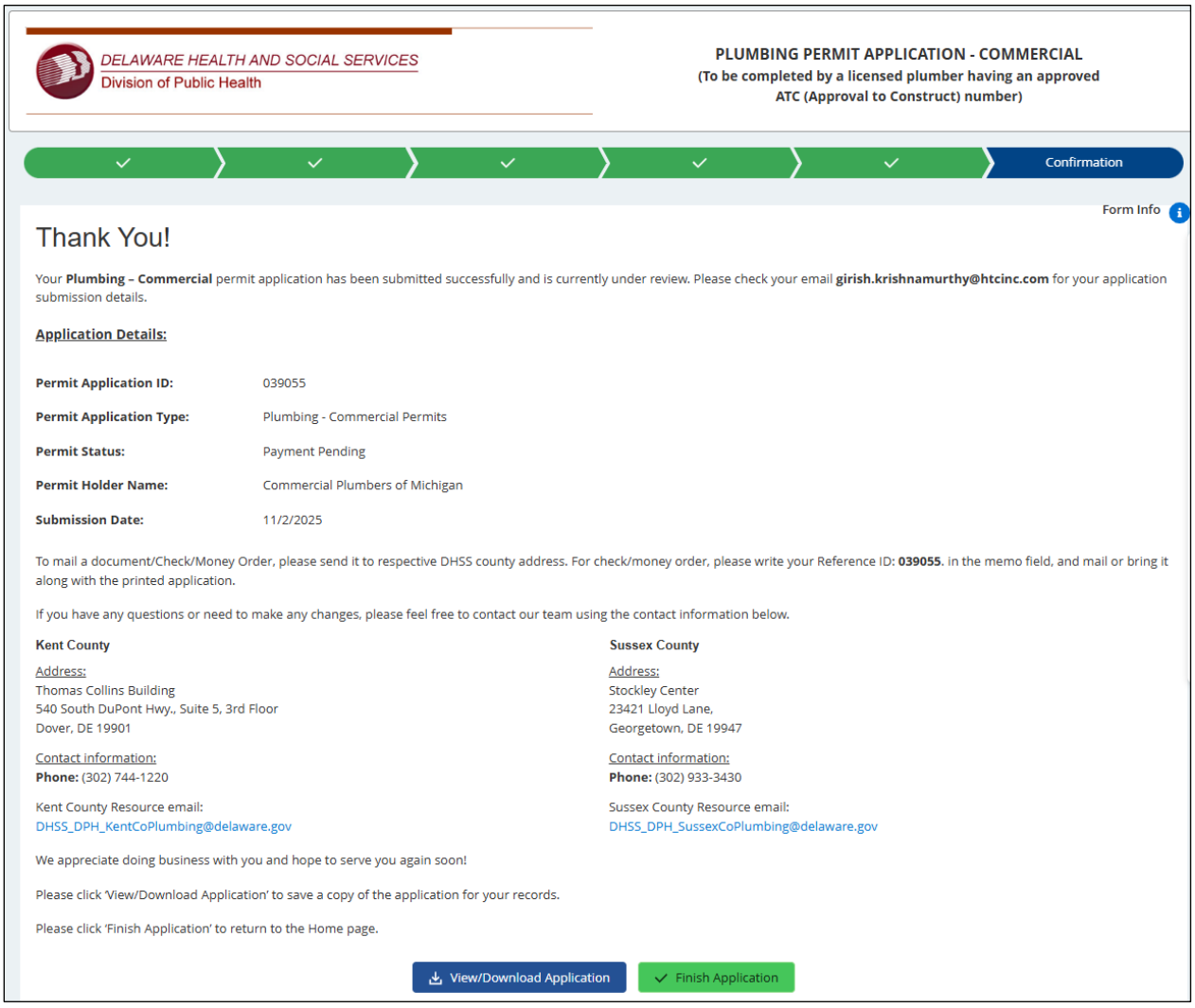
⇨ Field accepts alpha-numeric data, without spaces.



⇨ User clicks on **Next** button to navigate to Confirmation page (For Manual Payment)

6.1g) Confirmation page

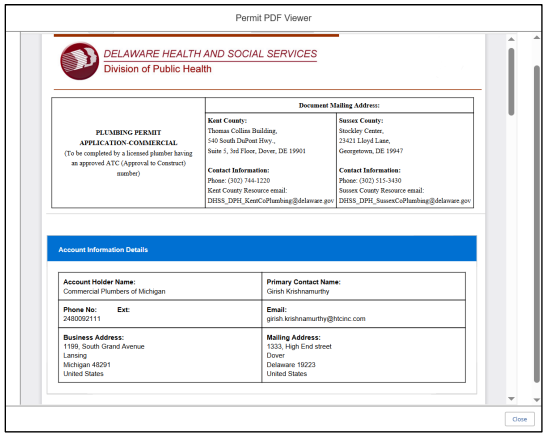
"Confirmation" page display for completed Manual Payment method



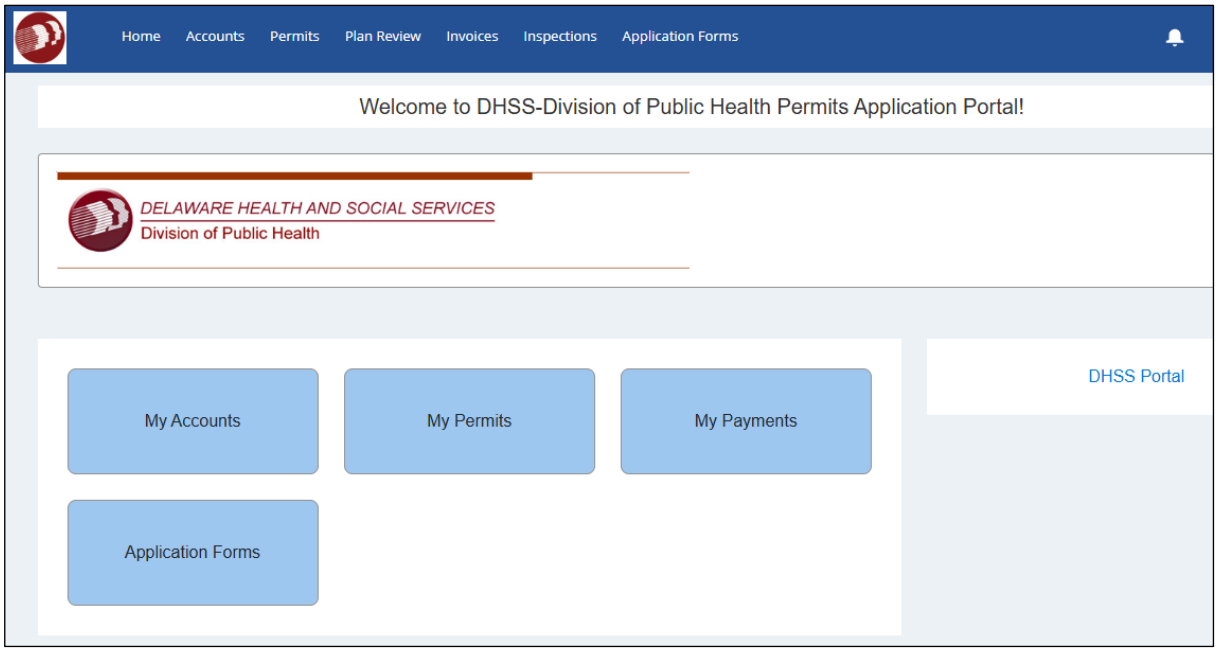
Confirmation page is displayed with the following fields, on initial load of the page:

- **View/Download Application** button for the user to view or save a copy of the Plumbing - Commercial Permit Application submitted for processing. User clicks on **Close** button to close the PDF document.

Downloaded Sample document



- **Finish Application** button.
  When clicked, user navigates back to the DPH Permits Portal home page



7. DPH Permits Portal screens for Plumbing - Test Certification Form

7.1 Plumbing - Test Certification Form

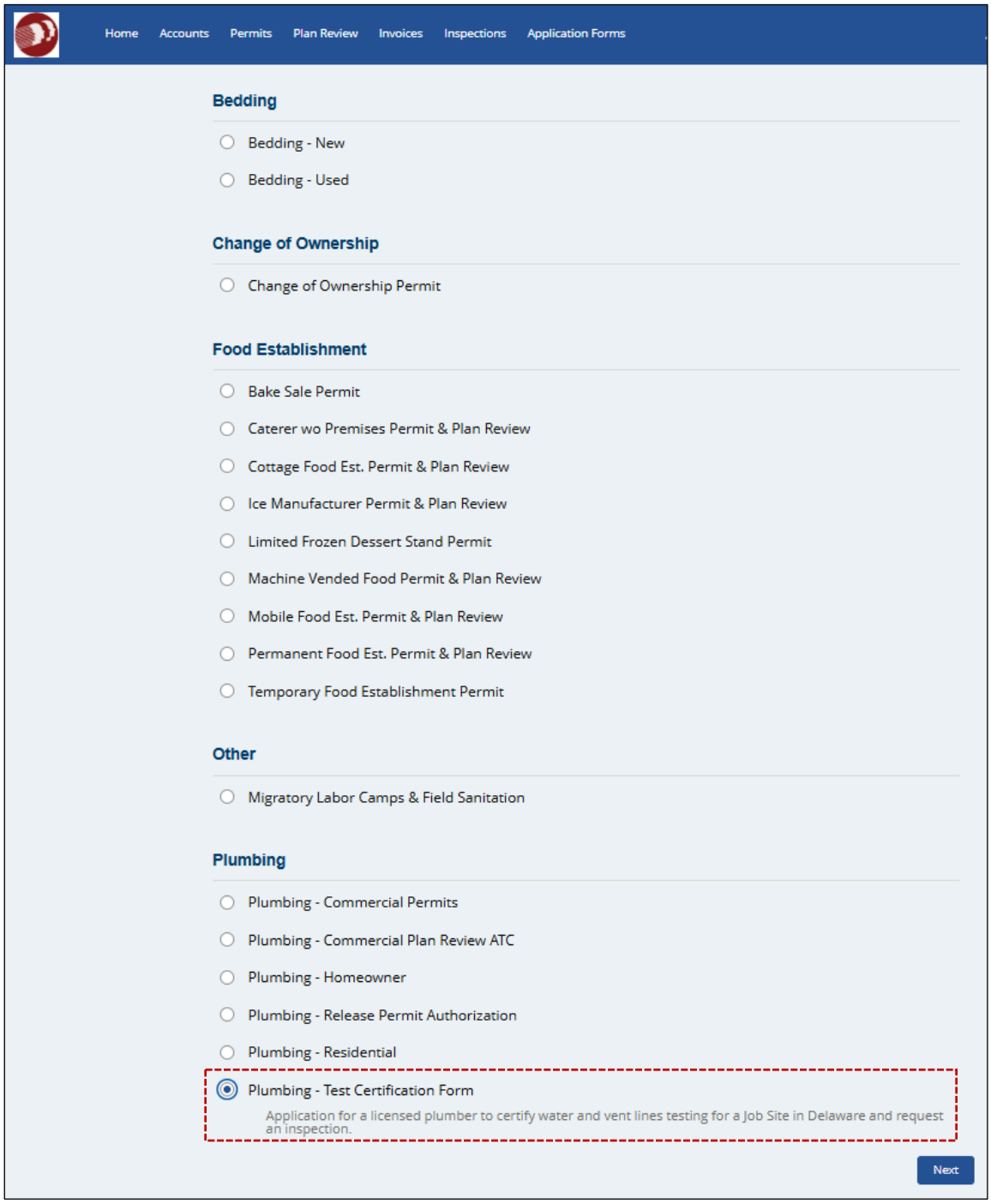
7.1a) Initiate "Plumbing - Test Certification Form" & submission

Navigation

DPH Permit Portal -> **Application Forms** menu -> Plumbing -> Plumbing - Test Certification Form

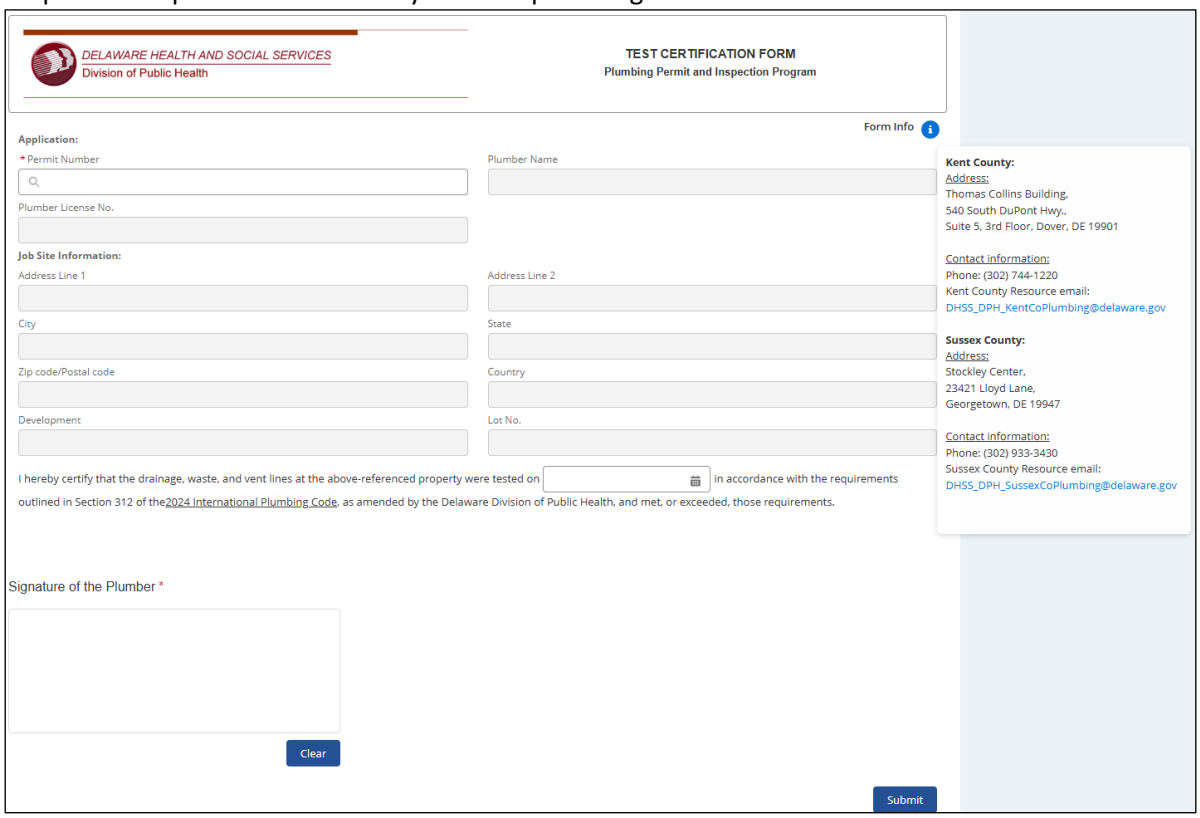
OR

DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Test Certification Form



7.1b) Plumbing - Test Certification Form

Plumbing must be visible to pass the inspection, and the property will not be able to obtain a certificate of occupancy without passing the plumbing inspection. All plumbing must have their tests on at the time of inspection or plumber must certify that the plumbing was tested and documented on Test Certification Form



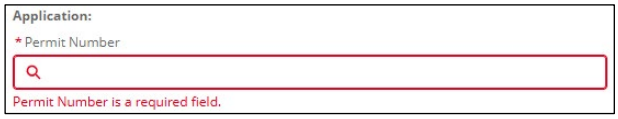
Field Validations:

Application: Non-editable label

- Permit Number: Editable required look-up text field.

  Missing field value

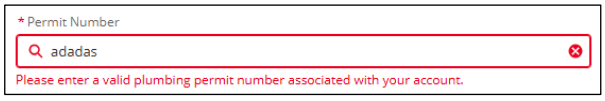
  If this field is left blank and user clicks **Submit** button on "Test Certification Form" page, an inline error message is displayed in red font below the field: Permit Number is a required field.



  Invalid field value

  If an invalid value is entered in this field and user clicks **Submit** button on "Test Certification Form" page an inline error message is displayed in red font below the field:

  Please enter a valid plumbing permit number associated with your account.



- Plumber Name: Non-editable text field, will be prefilled with data based on entered Permit Number
- Plumber License No.: Non-editable text field, will be prefilled with data based on entered Permit Number

Job Site Information: Non-editable text field

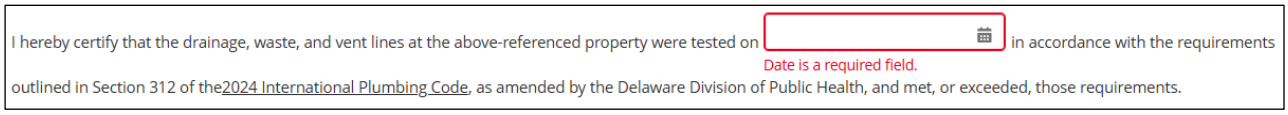
- Address Line 1: Non-editable text field, will be prefilled with data based on entered Permit Number
- Address Line 2: Non-editable text field, will be prefilled with data based on entered Permit Number

- City: Non-editable text field, will be prefilled with data based on entered Permit Number
- State: Non-editable text field, will be prefilled with data based on entered Permit Number
- Zip code/Postal code: Non-editable text field, will be prefilled with data based on entered Permit Number
- Country: Non-editable text field, will be prefilled with data based on entered Permit Number
- Development: Non-editable text field will be prefilled with data based on entered Permit Number
- Lot No.: Non-editable text field, will be prefilled with data based on entered Permit Number

- Date field: Editable Date field with Date picker, for the user to enter or select date

  Missing field value

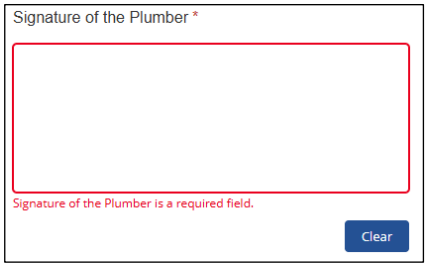
  If this field is left blank and user clicks **Submit** button on "Test Certification Form" page, an inline error message is displayed in red font below the field: Date is a required field.



- Signature of the Plumber: Editable, required text area field, accepts user's digital signature (free form)

  Missing field value

  If this field is left blank and user clicks on **Submit** button on "Test Certification Form" page, an inline error message is displayed in red font below the field: Signature of the Plumber is a required field.



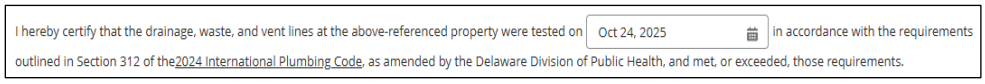
- **Clear** button is enabled by default
  - After signature is entered by user and if this **Clear** button is clicked, the entered signature is deleted.
- **Submit** button is enabled by default

⇨ User looks-up & selects a Permit Number in Permit Number field for which "Test Certification Form" needs to be submitted

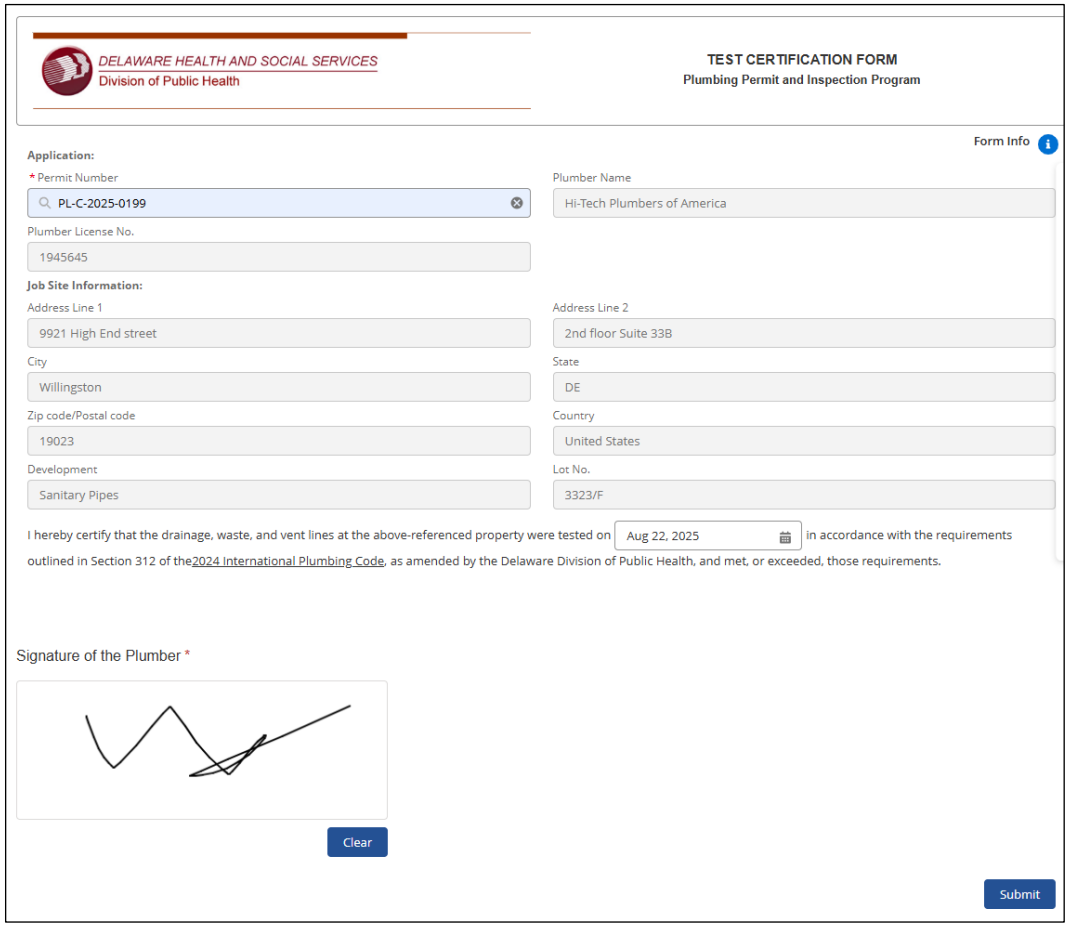
⇨ All fields below will be auto populated from DPH Permits portal, based on the selected Permit Number
- Plumber Name
- Plumber License No.

Job Site Information:
- Address Line 1
- Address Line 2
- City
- State
- Zip code/Postal code
- Country
- Development
- Lot No.

⇨ User enters/selects the date in the date picker field, in Mon DD, YYYY format

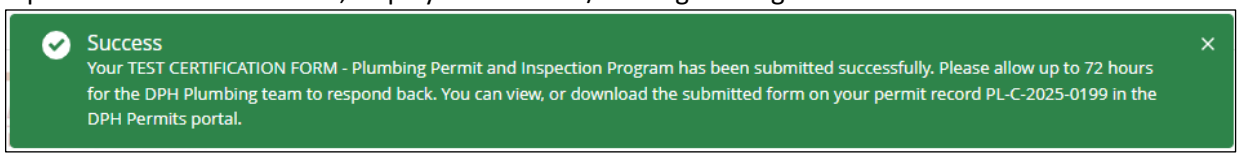


⇨ User provides Signature in “Signature of the Plumber” field

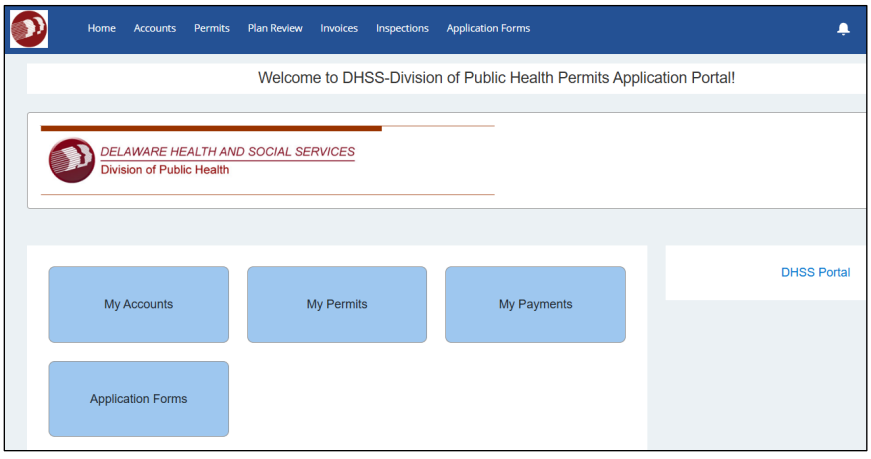


⇨ User clicks the **Submit** button to submit the “Test Certification Form” for the entered Permit Number.

⇨ Upon successful submission, displays the toaster/floating message



⇨ User navigates to DPH Permits home page



8. DPH Permits Portal screens for Plumbing - Release Permit Authorization form

8.1 Plumbing - Release Permit Authorization form

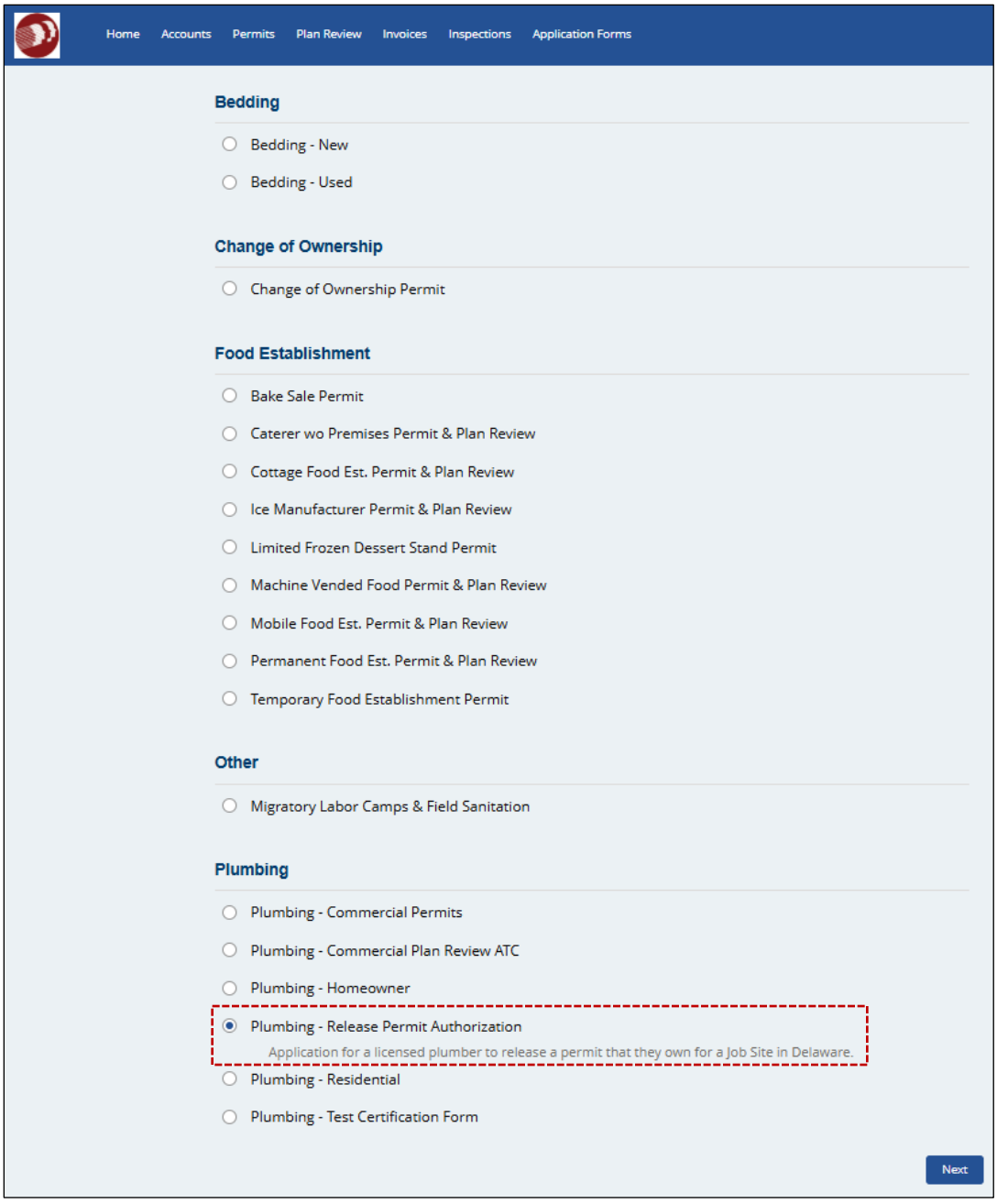
8.1a) Initiate "Plumbing - Test Certification Form" application & submission

Navigation

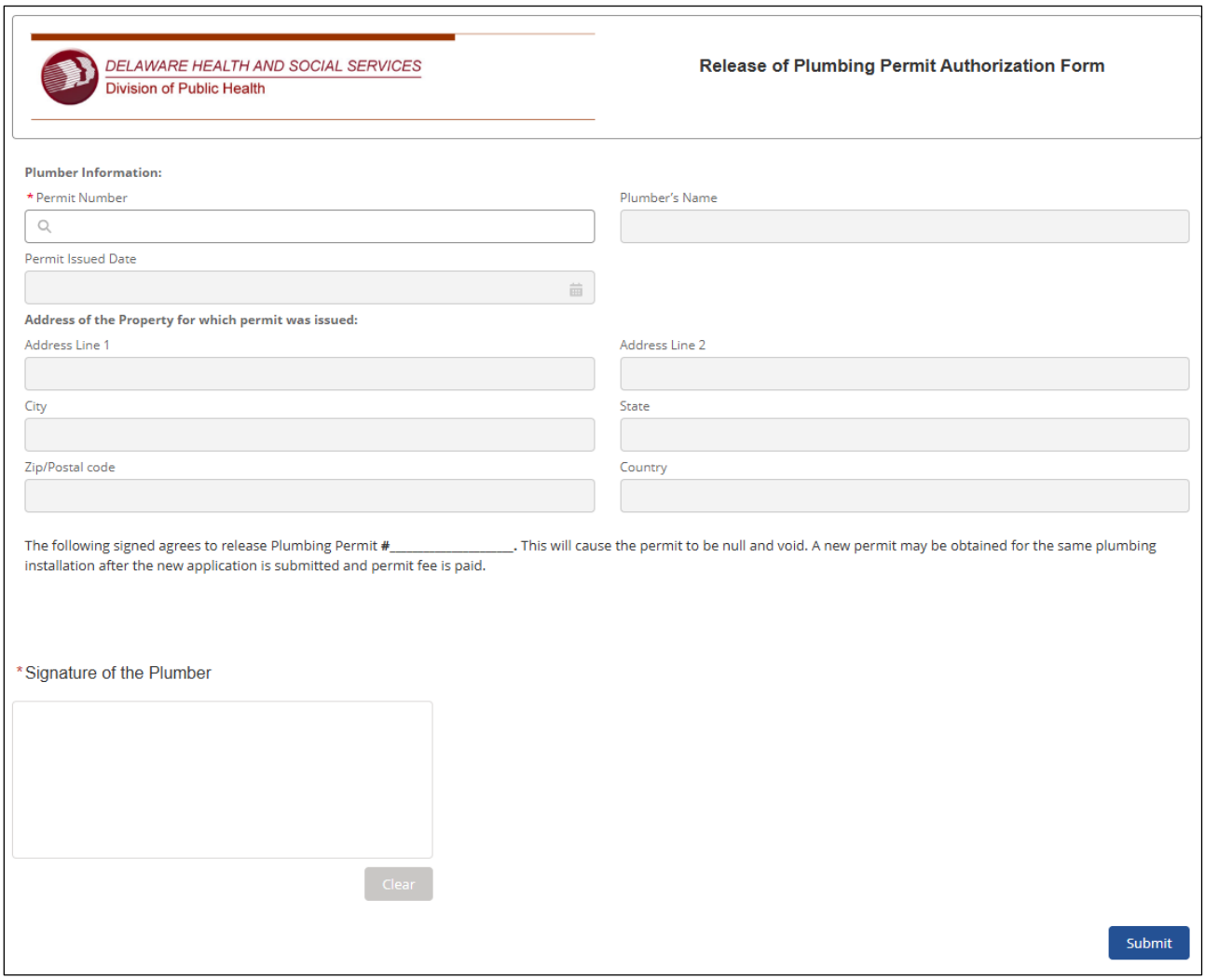
DPH Permit Portal -> **Application Forms** menu -> Plumbing -> Plumbing - Test Certification Form

OR

DPH Permit Portal -> **Application Forms** button -> Plumbing -> Plumbing - Test Certification Form



8.1b) Release of Plumbing Permit Authorization Form



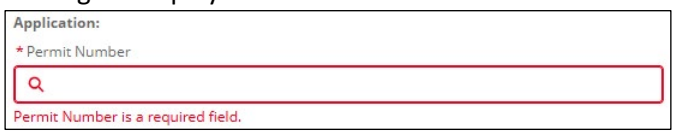
Field Validations:

Application:

– Permit Number: Editable required searchable text field, Accepts/allows alpha-numeric values

Missing field value

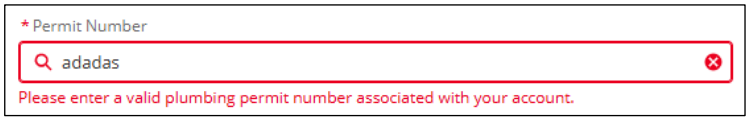
If this field is left blank and user clicks **Submit** button on "Test Certification Form" page, an inline error message is displayed in red font below the field: Permit Number is a required field.



Invalid field value

If an invalid value is entered in this field and user clicks **Submit** button on "Test Certification Form" page an inline error message is displayed in red font below the field:

Please enter a valid plumbing permit number associated with your account.



- Plumber Name: Non-editable text field, will be prefilled with data based on the entered Permit Number
- Permit Issued Date.: Non-editable text field, will be prefilled with data based on the entered Permit Number
-

Address of the Property for which permit was issued:

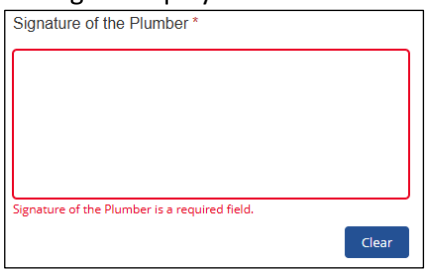
- Address Line 1: Non-editable text field, will be prefilled with data based on entered Permit Number
- Address Line 2: Non-editable text field, will be prefilled with data based on entered Permit Number
- City: Non-editable text field, will be prefilled with data based on entered Permit Number
- State: Non-editable text field, will be prefilled with data based on entered Permit Number
- Zip code/Postal code: Non-editable text field, will be prefilled with data based on entered Permit Number
- Country: Non-editable text field, will be prefilled with data based on entered Permit Number

- Plumbing Permit #: Non-editable field, will be prefilled with data based on entered Permit Number

- Signature of the Plumber: Editable, required text area field, Accepts user's digital signature

  Missing field value

  If this field is left blank and user clicks on **Submit** button on "Test Certification Form" page, an inline error message is displayed in red font below the field: Signature of the Plumber is a required field.



- **Clear** button, which is enabled by default
  After signature is entered by user and if this **Clear** button is clicked, the entered signature is deleted.
- **Submit** button, is enabled by default

⇨ User looks-up the Permit Number in Permit Number field for which "Release of Plumbing Permit Authorization Form" needs to be submitted

⇨ All the fields below will be prefilled based on the selected/entered Permit Number

- Plumber Name
- Permit Issued Date

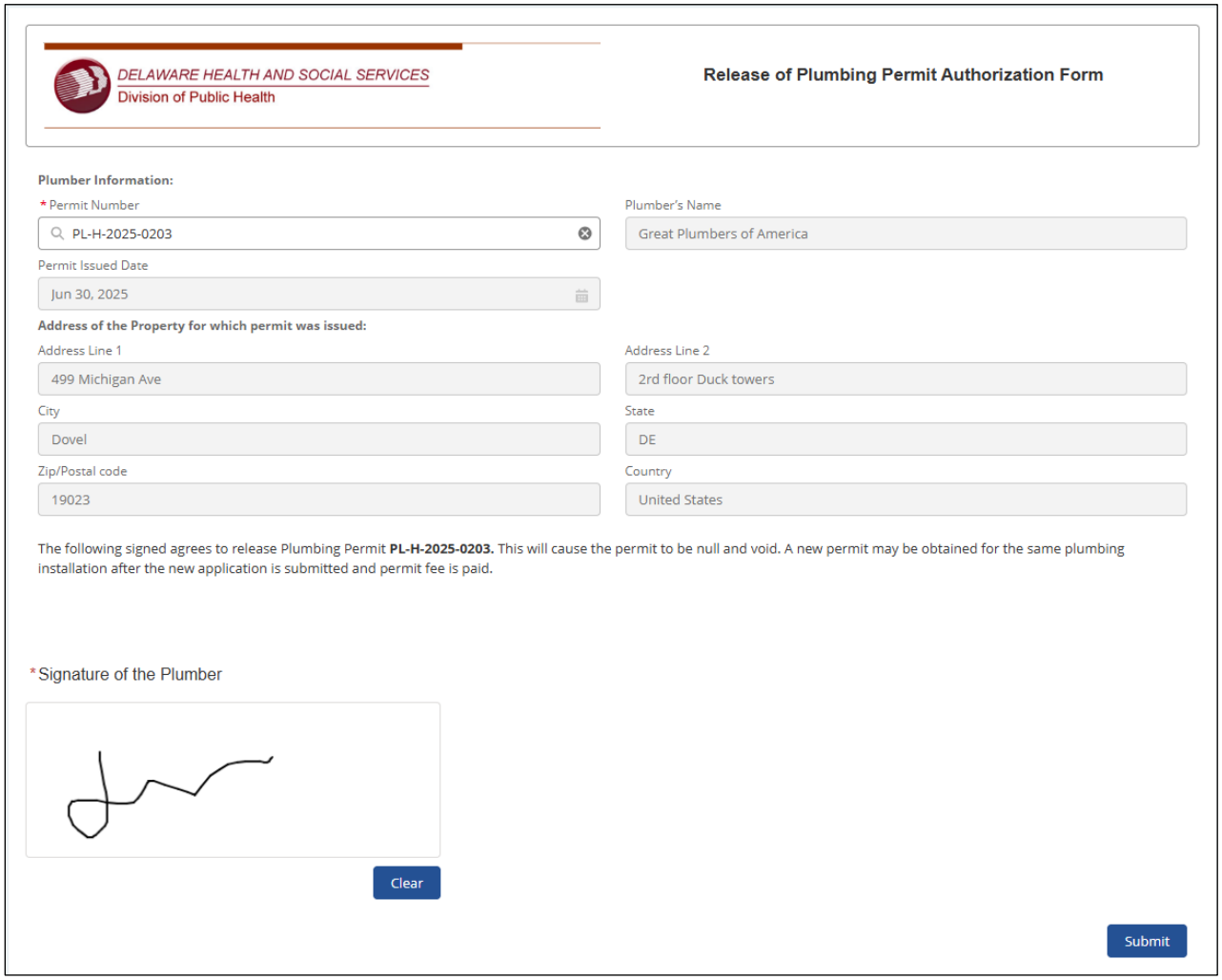
Address of the Property for which permit was issued:

- Address Line 1
- Address Line 2
- City
- State
- Zip code/Postal code
- Country

⇨ Plumbing Permit is prefilled based on the Permit Number

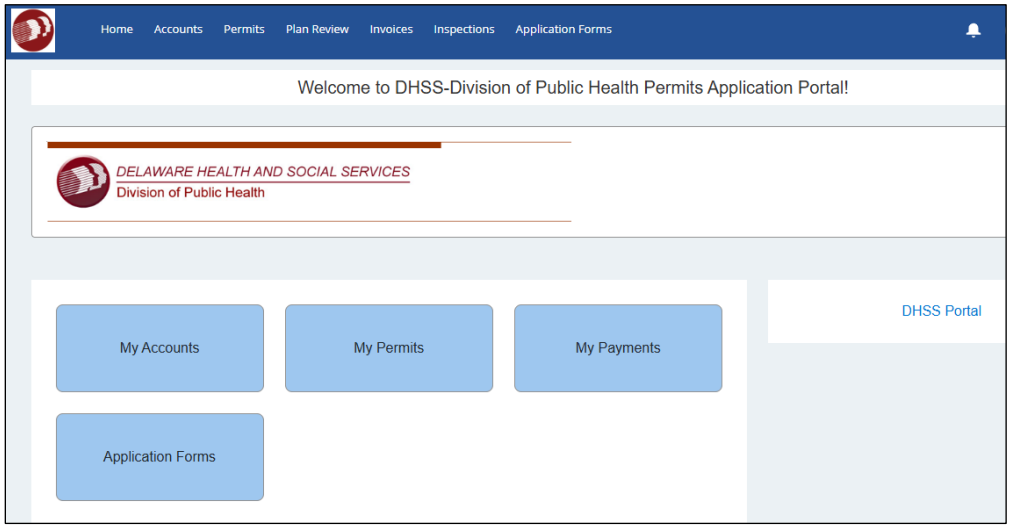
The following signed agrees to release Plumbing Permit **PL-H-2025-0203.** This will cause the permit to be null and void. A new permit may be obtained for the same plumbing installation after the new application is submitted and permit fee is paid.

⇨ User provides Signature in "Signature of the Plumber" field



⇨ User clicks the **Submit** button to submit the "Release of Plumbing Permit Authorization Form" for the entered Permit Number.

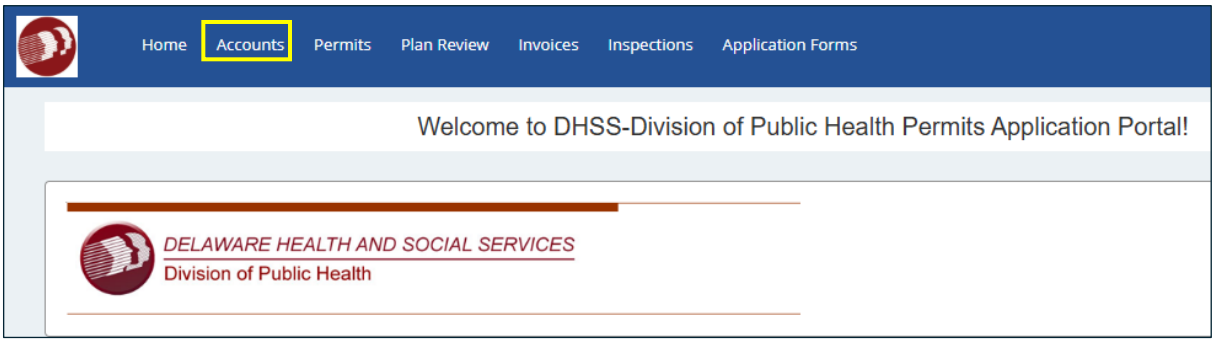
⇨ User navigates to DPH Permits home page



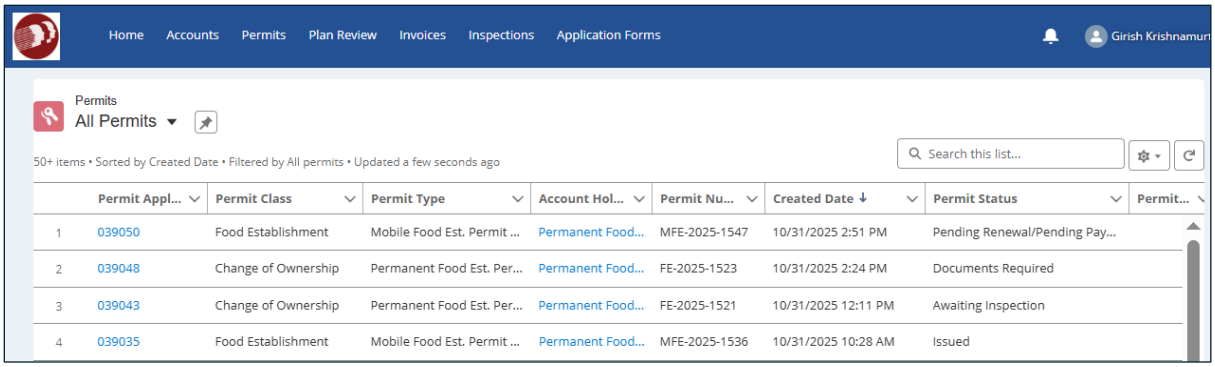
9. DPH Permits Portal functionality - Additional screens for FE Permits

9.1 Viewing *Permits* on DPH Permits Portal home Page

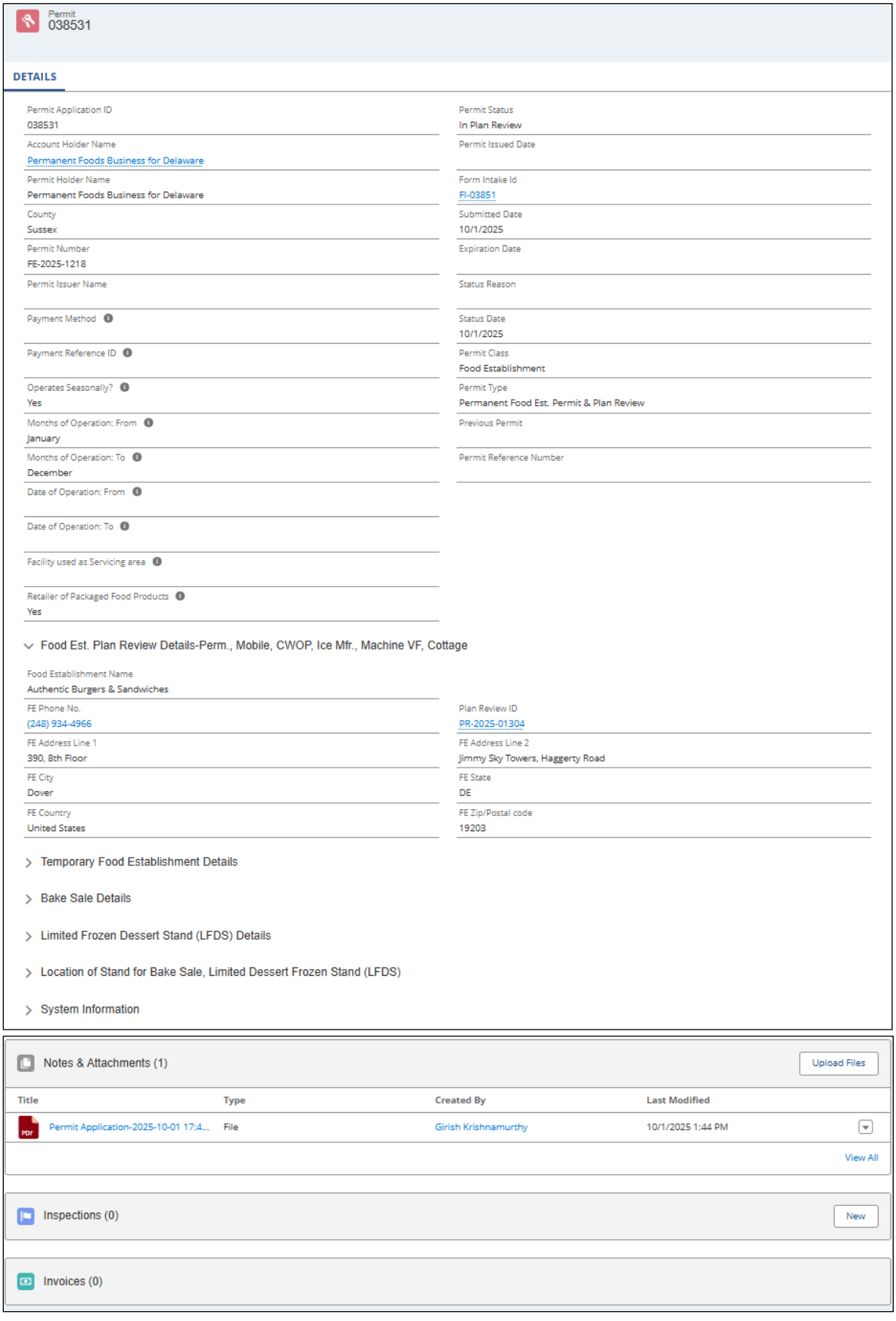
⇨ On the Home page, user clicks on the 'Permits' menu, displayed on top of the page



⇨ Displays the list of Permits on Permits List View page, associated with the logged-in user



⇨ User clicks on Permit Application Id displayed as hyperlink on Permits List View page.
⇨ Displays 'Permit' Application details page along with 'Notes & Attachments' & 'Invoices' section



Permit
038531

DETAILS

Permit Application ID: 038531
Permit Status: In Plan Review
Account Holder Name: Permanent Foods Business for Delaware
Permit Issued Date:
Permit Holder Name: Permanent Foods Business for Delaware
Form Intake Id: FI-03851
County: Sussex
Submitted Date: 10/1/2025
Permit Number: FE-2025-1218
Expiration Date:
Permit Issuer Name:
Status Reason:
Payment Method:
Status Date: 10/1/2025
Payment Reference ID:
Permit Class: Food Establishment
Operates Seasonally?: Yes
Permit Type: Permanent Food Est. Permit & Plan Review
Months of Operation: From: January
Previous Permit:
Months of Operation: To: December
Permit Reference Number:
Date of Operation: From:
Date of Operation: To:
Facility used as Servicing area:
Retailer of Packaged Food Products: Yes

Food Est. Plan Review Details-Perm., Mobile, CWOP, Ice Mfr., Machine VF, Cottage

Food Establishment Name: Authentic Burgers & Sandwiches
FE Phone No.: (248) 934-4966
Plan Review ID: PR-2025-01304
FE Address Line 1: 390, 8th Floor
FE Address Line 2: Jimmy Sky Towers, Haggerty Road
FE City: Dover
FE State: DE
FE Country: United States
FE Zip/Postal code: 19203

Temporary Food Establishment Details

Bake Sale Details

Limited Frozen Dessert Stand (LFDS) Details

Location of Stand for Bake Sale, Limited Dessert Frozen Stand (LFDS)

System Information

Notes & Attachments (1) — Upload Files

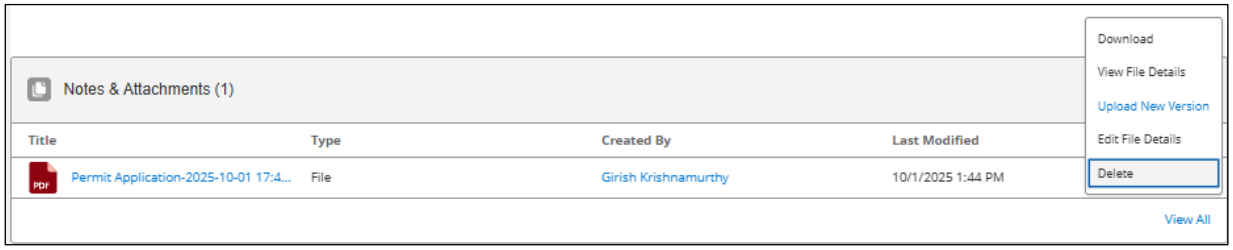
Title	Type	Created By	Last Modified
Permit Application-2025-10-01 17:4...	File	Girish Krishnamurthy	10/1/2025 1:44 PM

View All

Inspections (0) — New

Invoices (0)

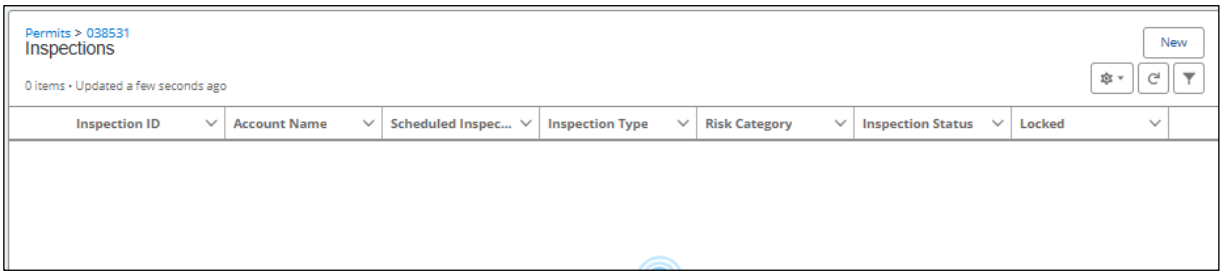
Notes & Attachments section



- ⇨ Users can upload new documents by clicking on **Upload Files** button
- ⇨ The Permit Application document is available in PDF format in this section
- ⇨ By clicking on the drop-down arrow displayed for the Permit Application PDF document, users have the following options with the document:
  - Download: By clicking, user can download the selected PDF document
  - View File Details: By clicking, user can view the PDF document
  - Upload New Version: By clicking, user can upload new version of the PDF document
  - Edit File Details: By clicking, user can edit the selected PDF document
  - Delete: By clicking, user can delete the selected PDF document
- ⇨ 'View All' hyperlink: By clicking this hyperlink, users can view all the PDF documents associated with this Permit Application

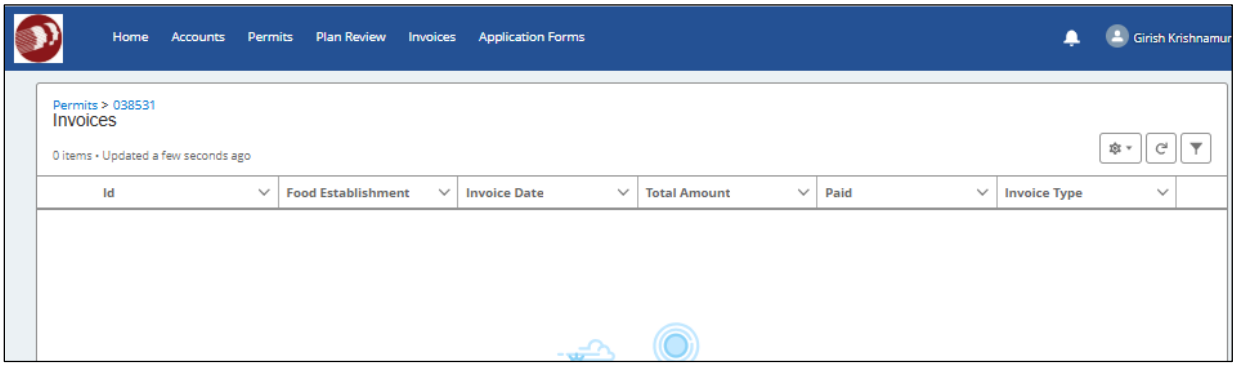
Inspection section

- ⇨ Displays Inspection results for the selected Permits application
- ⇨ Displays **Inspections** page when user clicks on **Inspections** hyperlink displayed in Inspections section as header



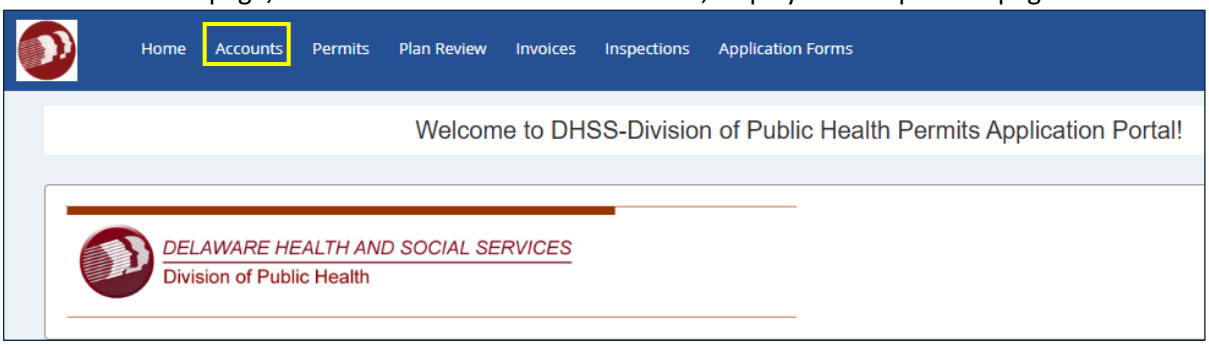
Invoices section

- ⇨ Displays Invoice generated for the selected Permits application fee.
- ⇨ Displays **Invoices** page when user clicks on **Invoice** hyperlink displayed in Invoices section as header

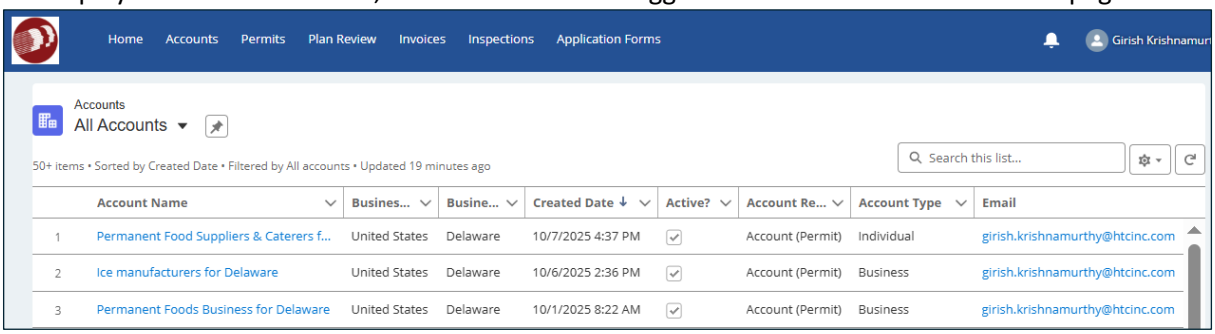


9.2 Viewing *Accounts* on DPH Permits Portal Home Page

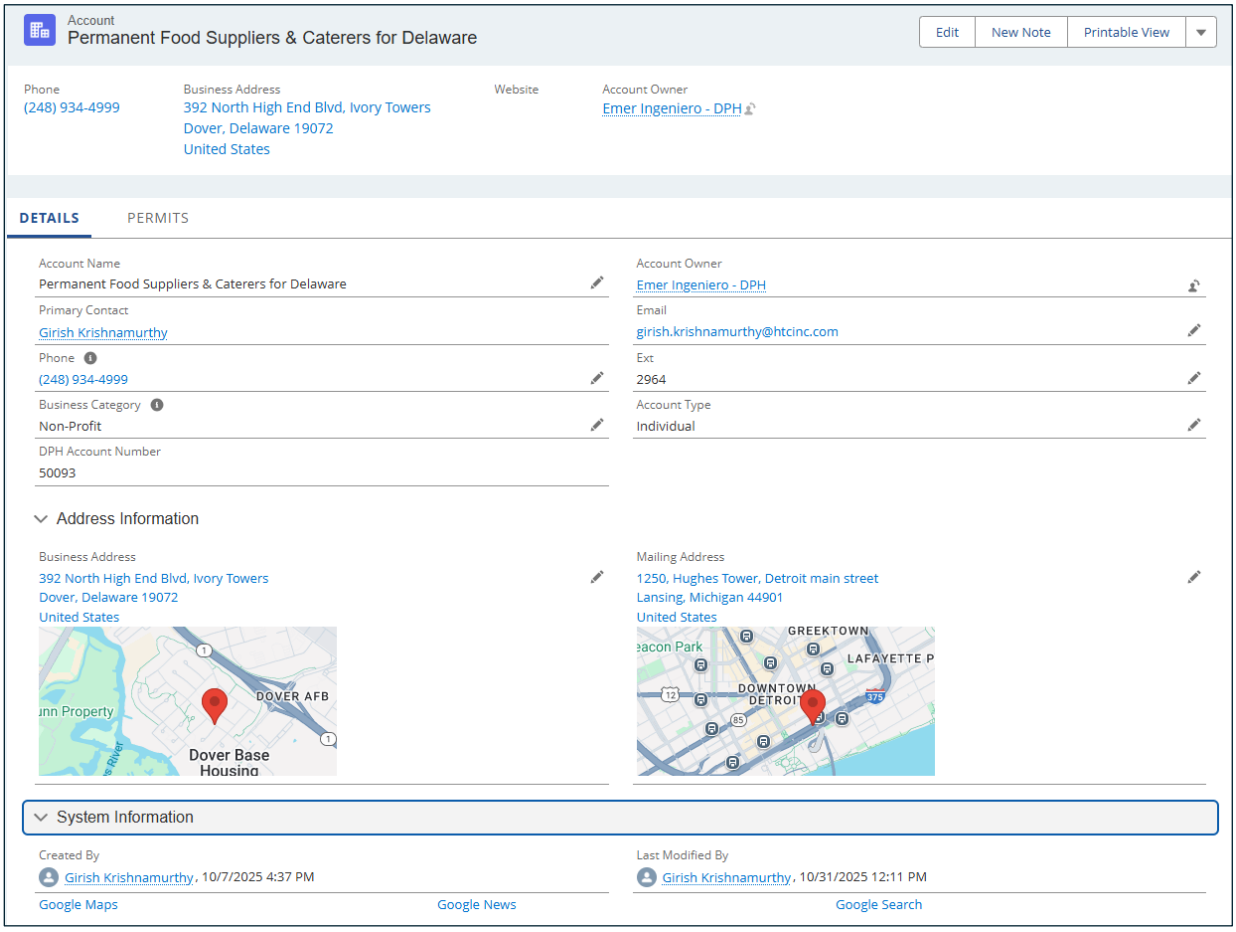
⇨ On the Home page, user clicks on the "Accounts" menu, displayed on top of the page



⇨ Displays the list of Accounts, associated with the logged-in user on Accounts List View page



⇨ User clicks on an Account Name hyperlink to display Account detail page



Sections displayed on Accounts detail page.

- Section: **DETAILS** tab

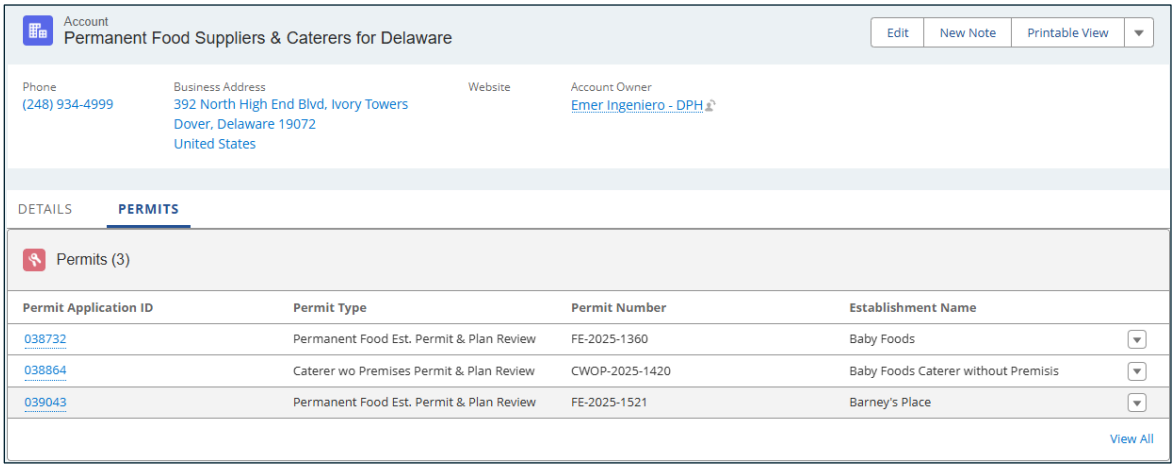
  By default, "DETAILS" tab is selected

  - "DETAILS" tab displays Account details page of the selected Account including Address information, System information

- Section: PERMITS tab

  - Displays Permits section

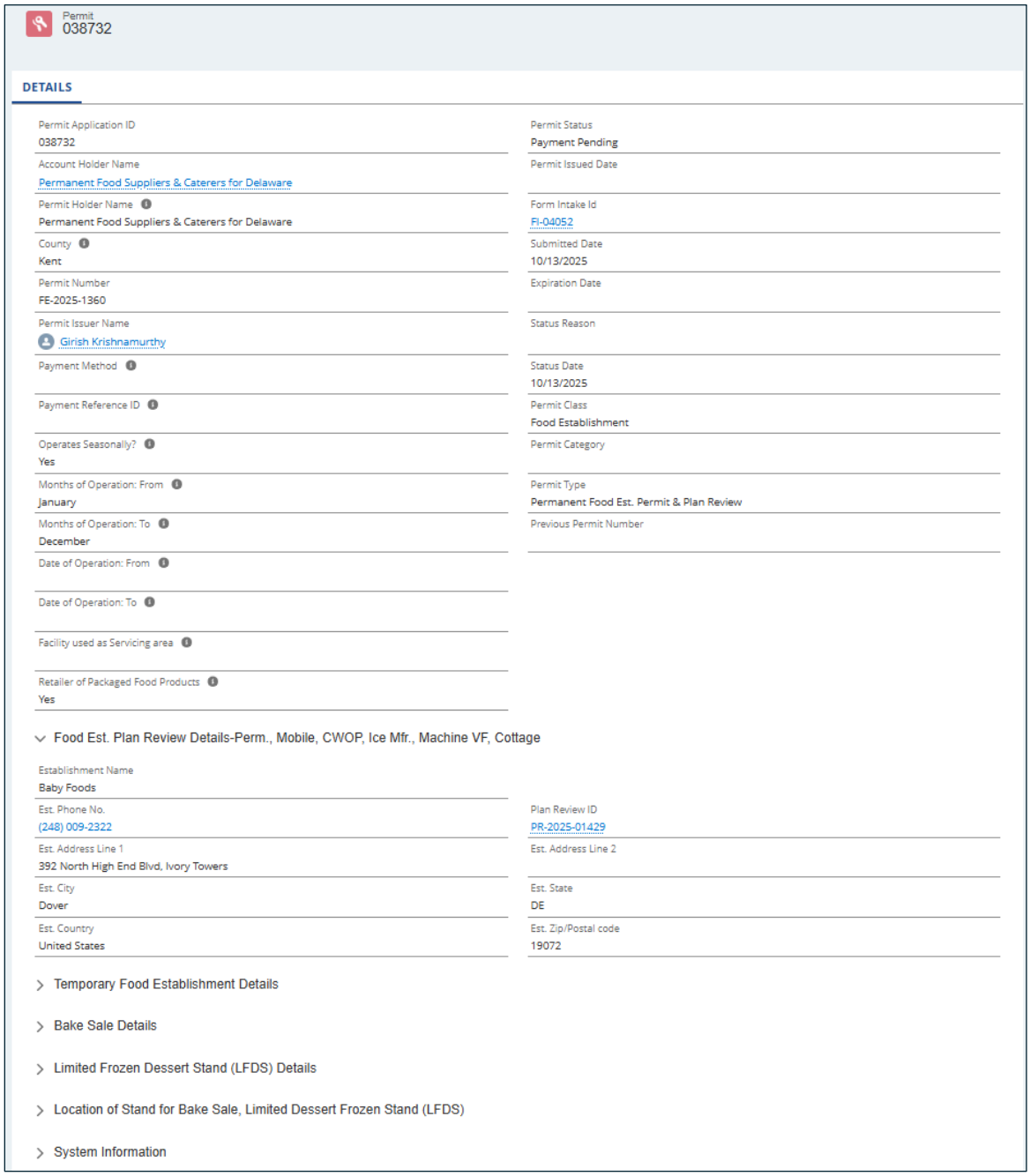
⇨ User clicks on "Permits" tab to display associated Permits

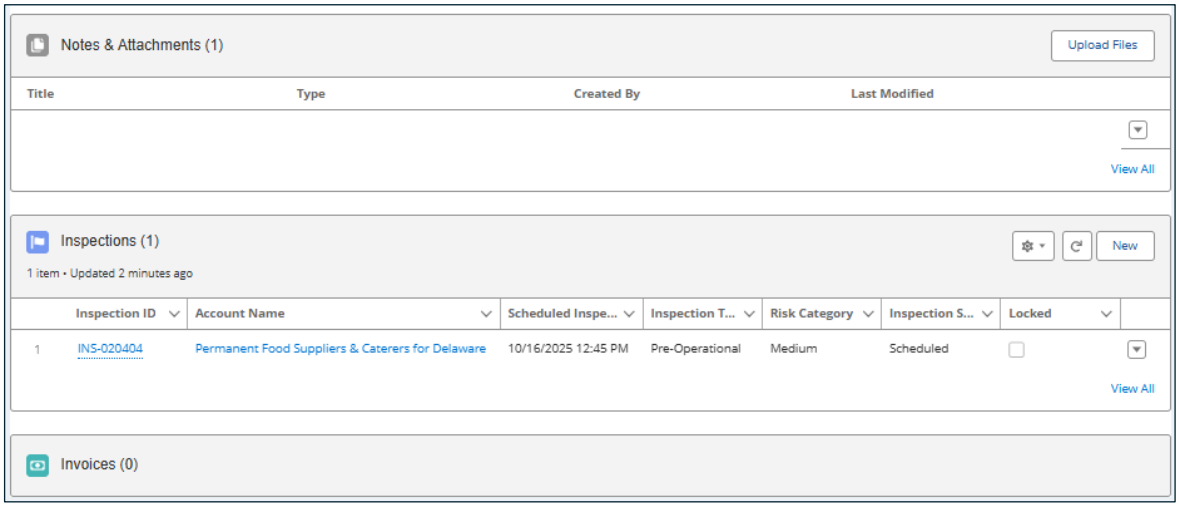


Permits section in PERMITS tab:

- ⇨ Displays the Permits associated with the Account, along with Permit Application ID as hyperlink
- ⇨ '**View All**' hyperlink: By clicking this hyperlink, users can view all the Permits associated with this Permit Application
- ⇨ User clicks on Permit Application ID displayed as hyperlink in Permits tab on Account detail page
  - Displays **Permit** detail page with Permit Details, System Information, Notes & Attachments, Inspections and Invoices section

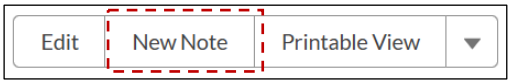
⇨ User clicks on the Permit Application ID displayed as hyperlink, to display Permits-detail page



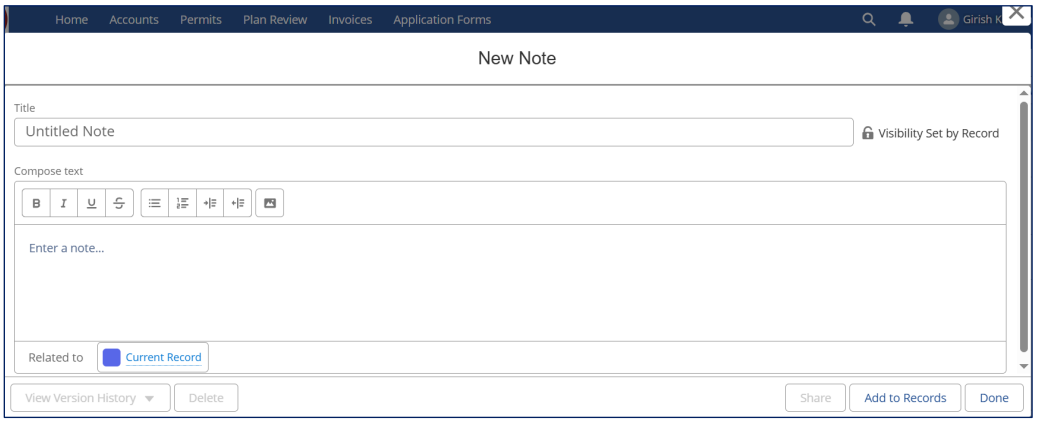


⇨ User navigates back to Account detail view page.

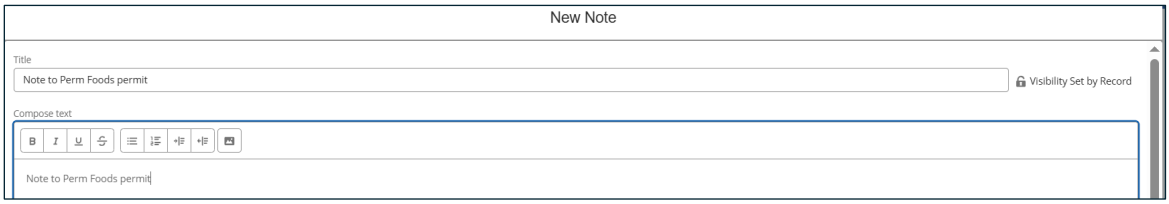
⇨ User can add a Note to this Account by clicking on **New Note** button, displayed on top of the page



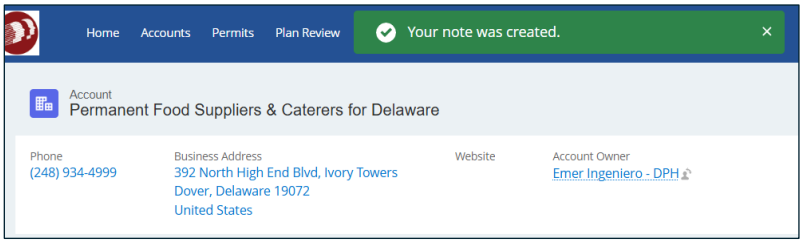
⇨ Displays "New Note" pop-up screen



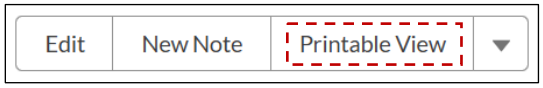
⇨ User enters data and clicks **Done** button and entered data is auto saved.



⇨ Displays the message below on Account detail page



⇨ User clicks on the **Printable View** button on the Account detail page

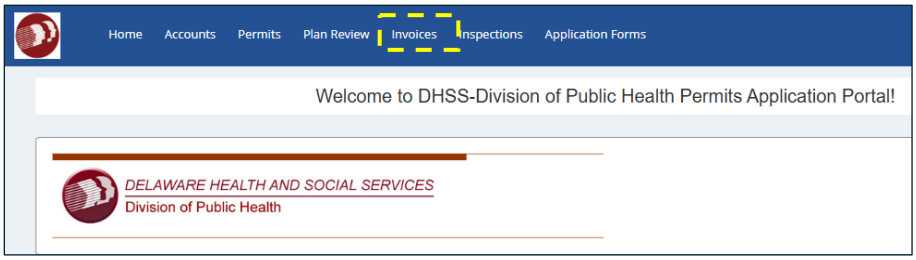


⇨ Displays below screen in a new browser window

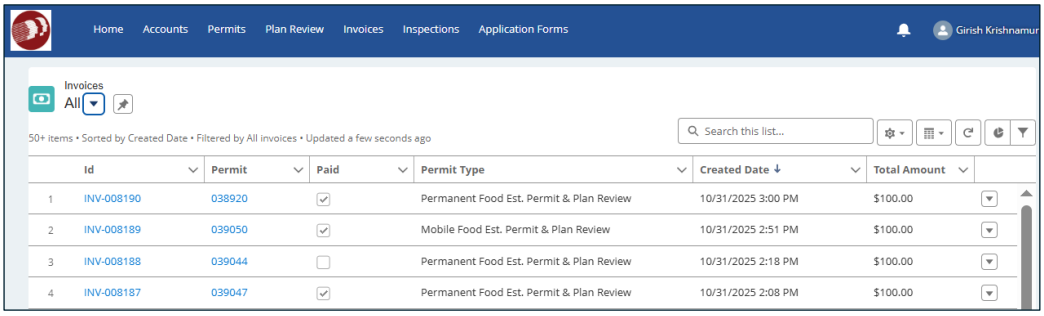
- Close Window: Upon clicking, Account browser window in Printable View is closed
- Print this page: Upon clicking launches Printer window option to print the page
- Expand All: Expands all the sections displayed on the page.
- Collapse All: Collapses all the sections displayed on the page.

9.3 Viewing Permit *Invoices* on DPH Permits Portal Home Page

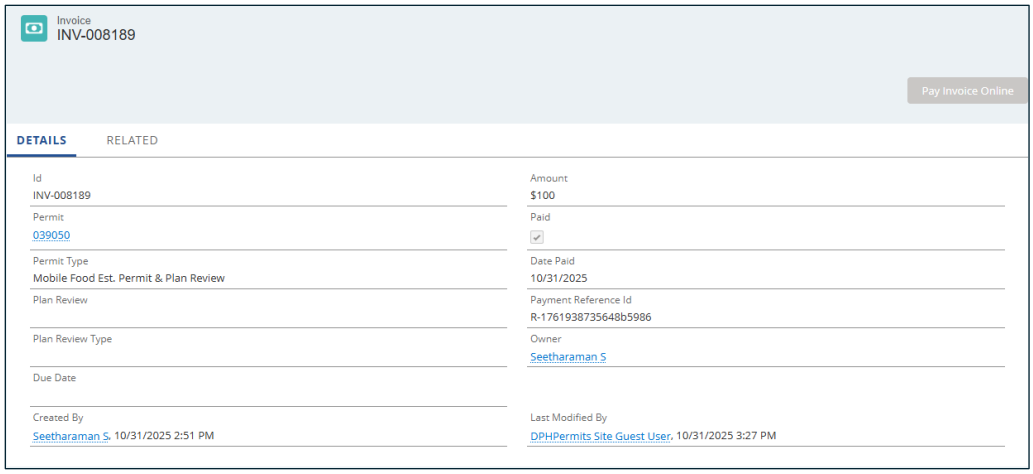
⇨ User clicks on “Invoices” menu option from home page



⇨ Displays the list of Invoices in the Invoice list view page, displayed below

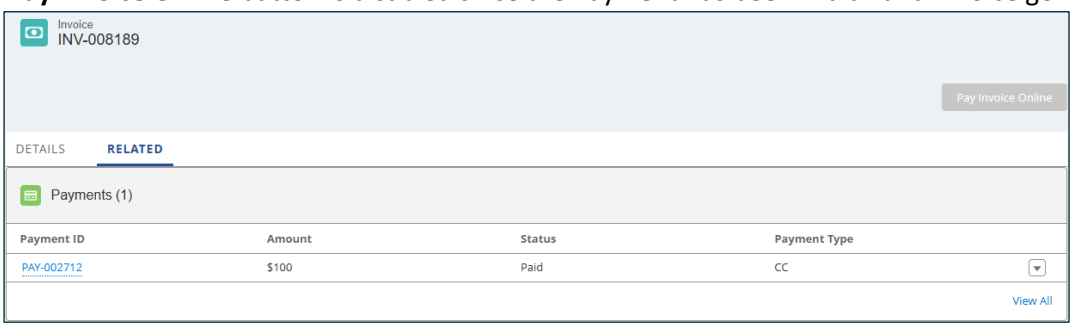


⇨ User clicks on an Invoice ID displayed as hyperlink on Invoices Page (‘Paid’ selected checkbox record) – Invoice for which payment has been completed (Paid) with “DETAILS” & “RELATED” tabs



RELATED tab

⇨ **Pay Invoice Online** button is disabled since the Payment has been “Paid” and Invoice generated

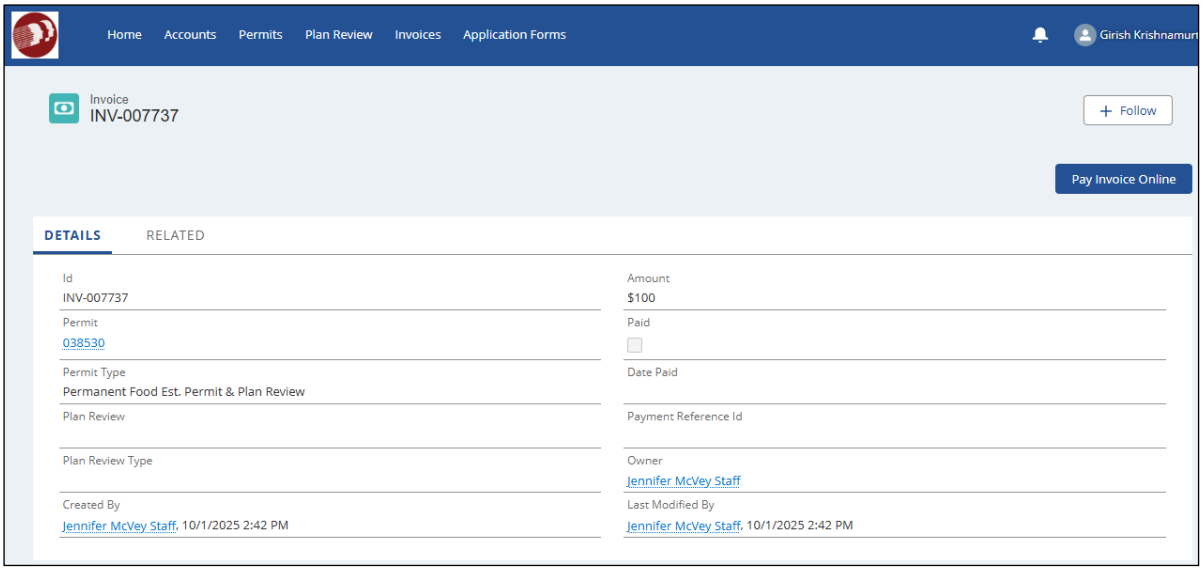


Invoices – Payments not completed (unpaid)

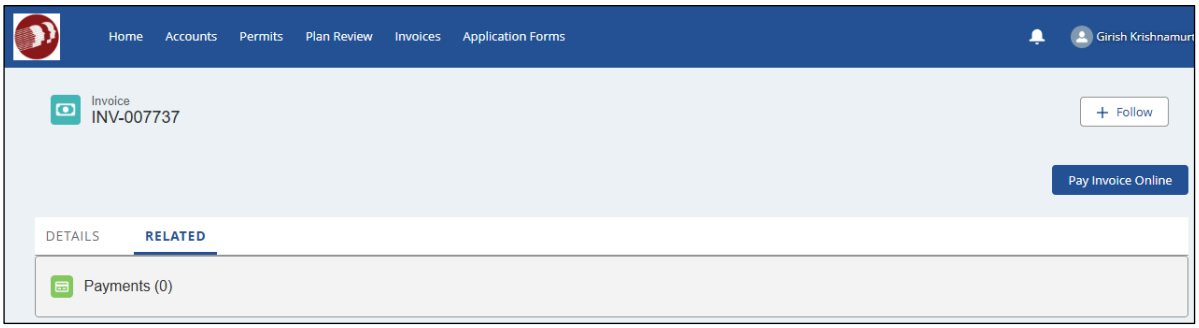
⇨ User navigates back to Invoices All List-View page and clicks on an Invoice ID displayed as hyperlink on Invoices Page (“Paid” unselected checkbox record)

– Invoice for which payment is not completed (Not Paid) with “DETAILS” & “RELATED” tabs

– **Pay Invoice Online** button is disabled since the Payment has not been “Paid”

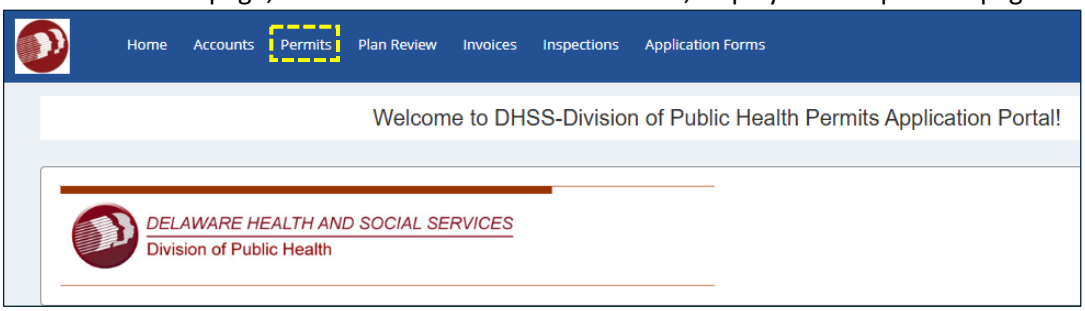


RELATED tab

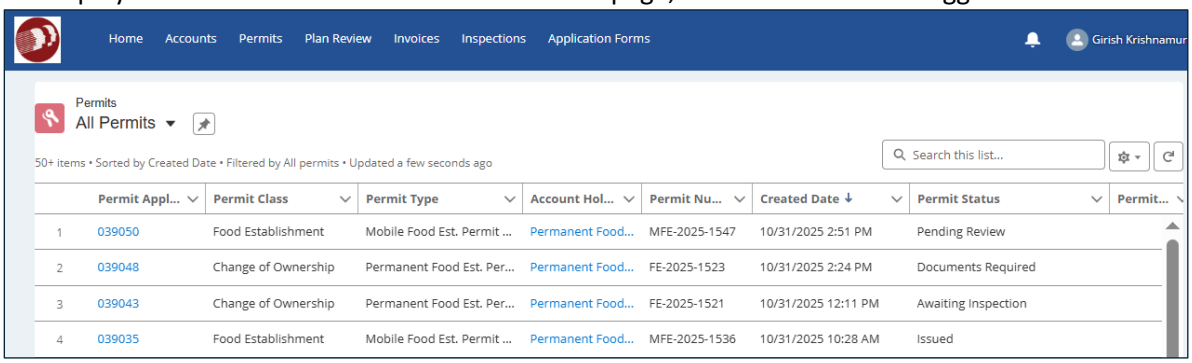


9.4 Viewing Permit *Statuses* on DPH Permits Portal Home Page

⇨ On the Home page, user clicks on the “Permits” menu, displayed on top of the page

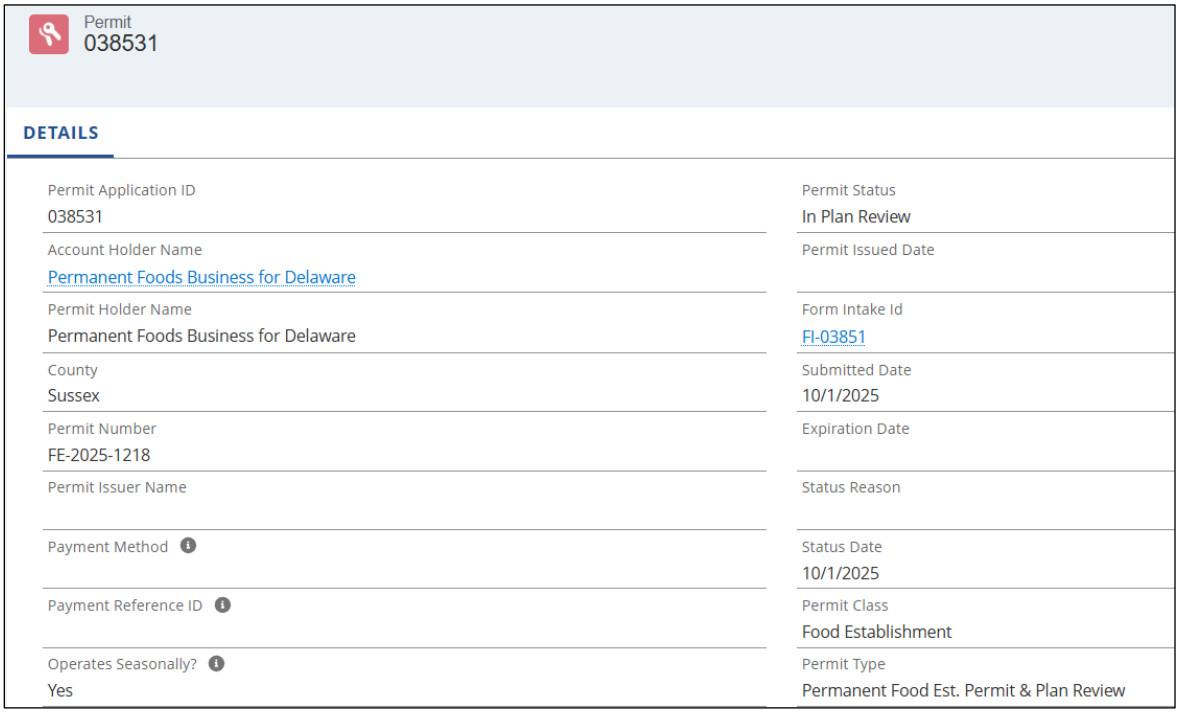


⇨ Displays the list of Permits on Permits List View page, associated with the logged-in user

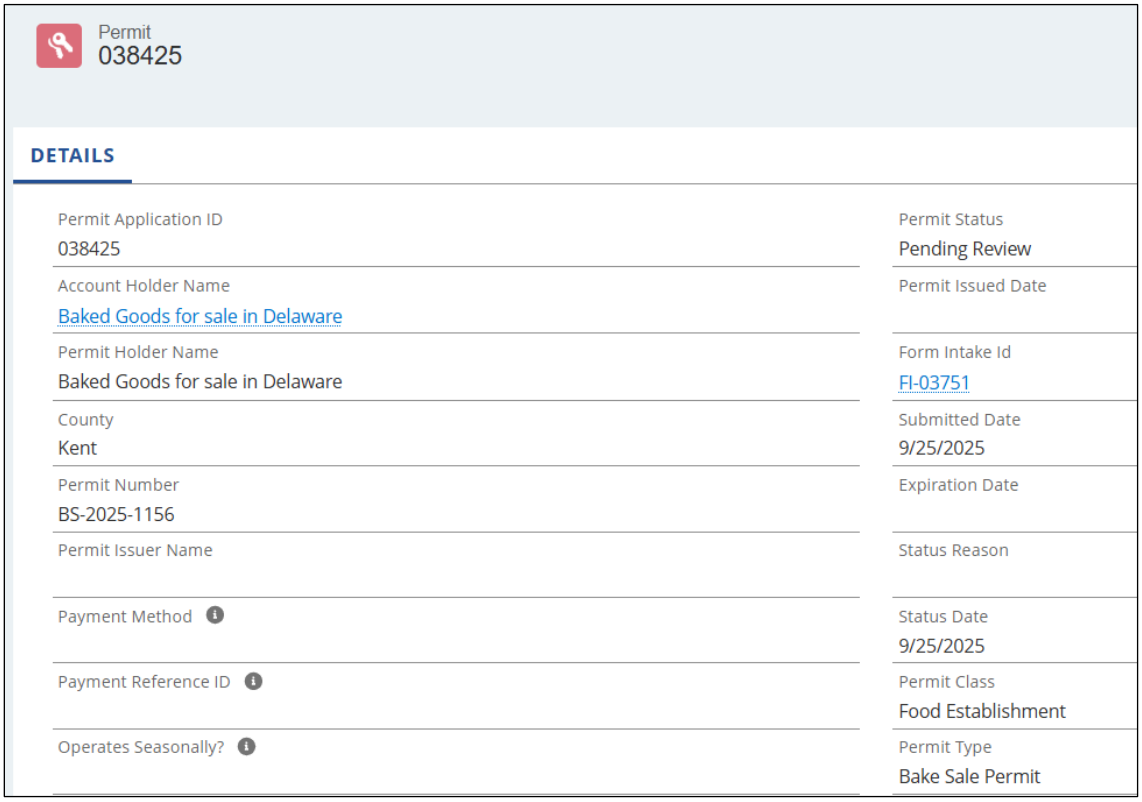


⇨ User clicks on Permit Application Id displayed as hyperlink on Permits List View page.
⇨ Displays “Permit” Application details page

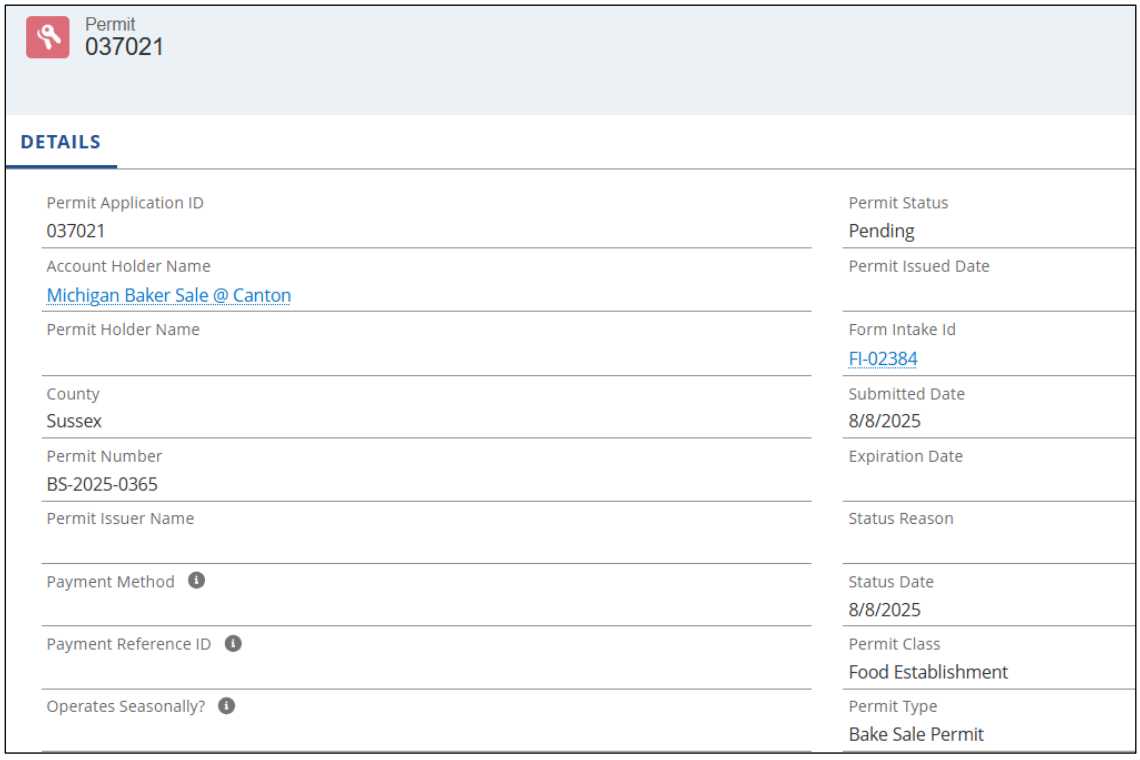
⇨ Permit in **In Plan Review** status.



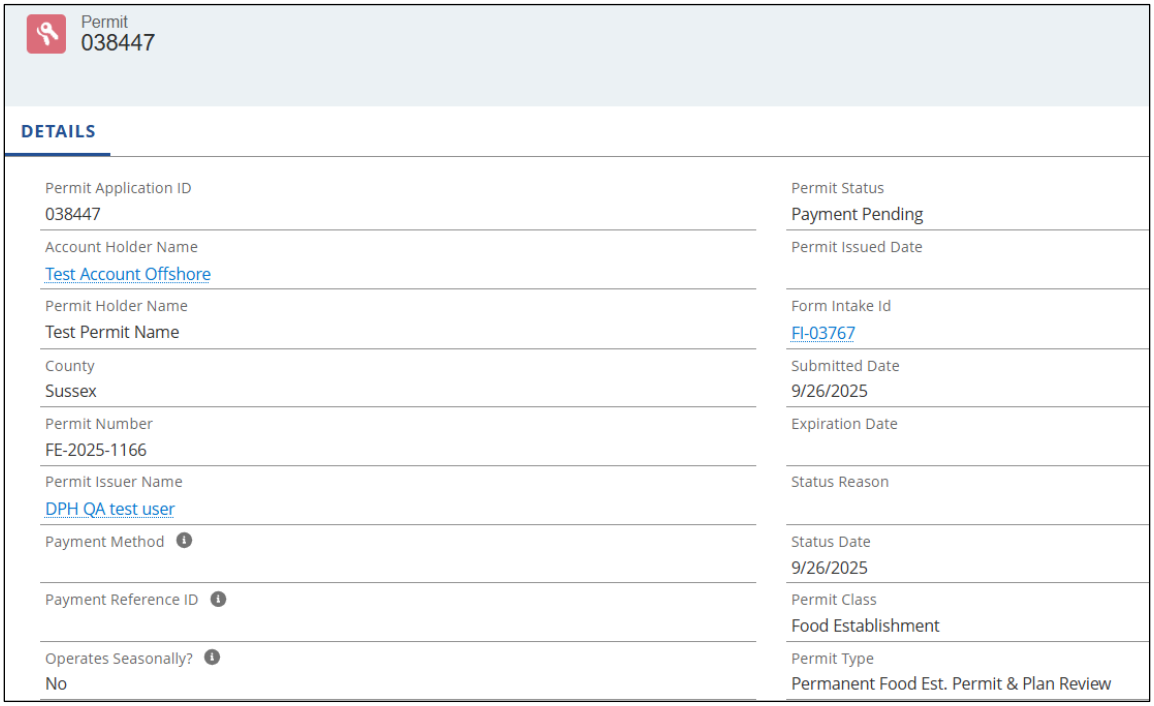
⇨ Permit in **Pending Review** status.



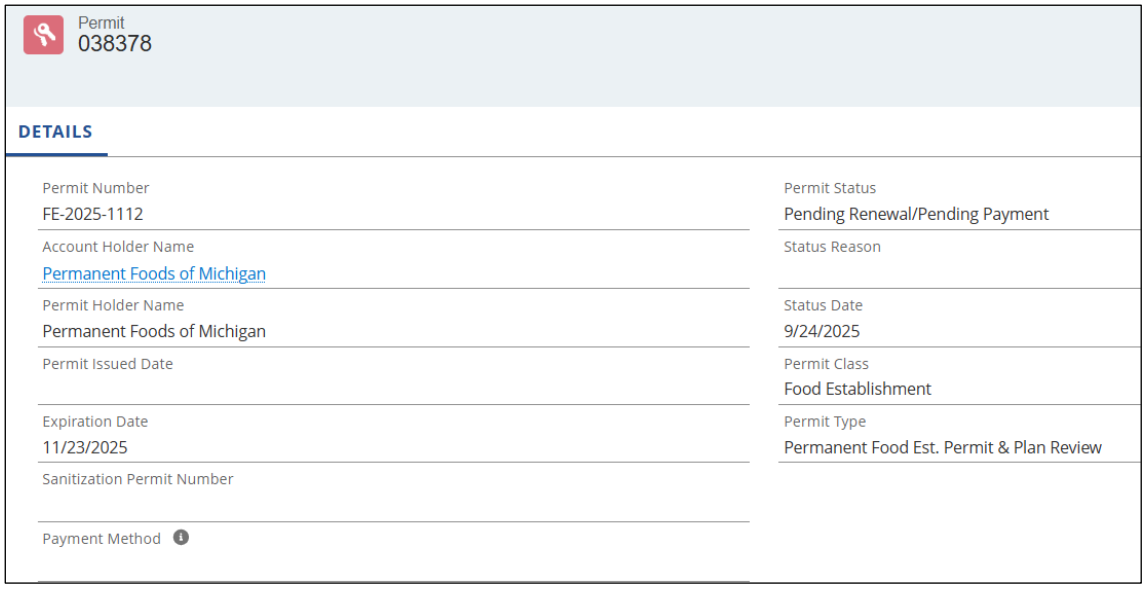
⇨ Permit in **Pending** status.



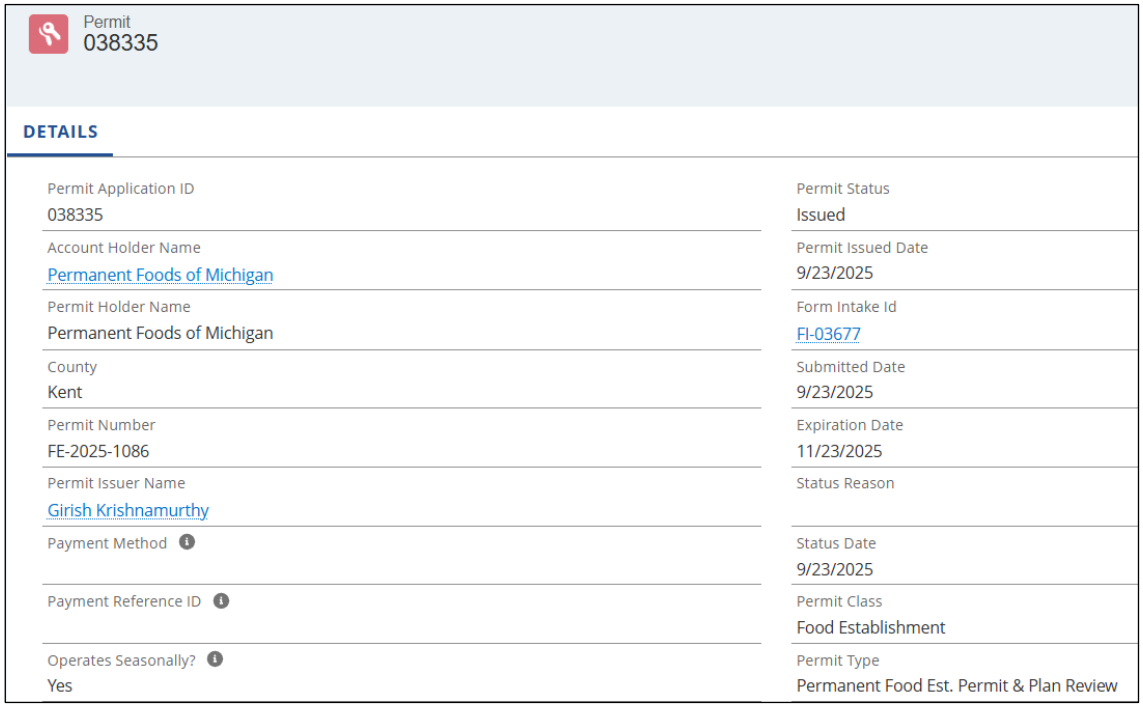
⇨ Permit in **Payment Pending** status.



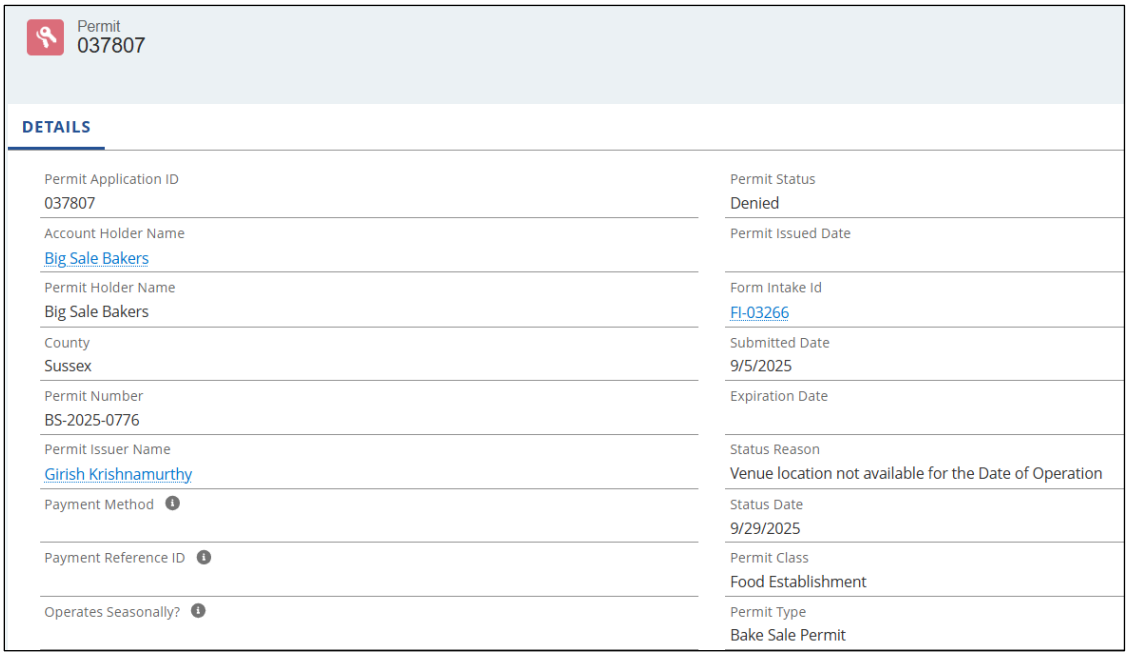
⇨ Permit in **Pending Renewal/Pending Payment** status.



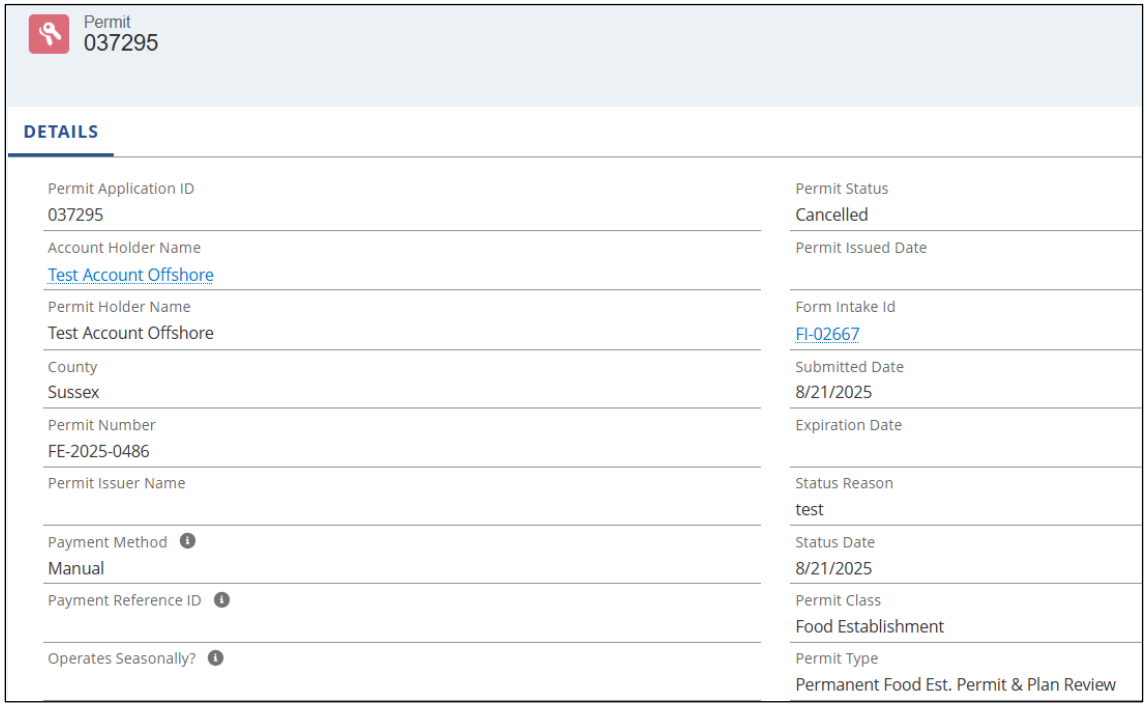
⇨ Permit in **Issued** status.



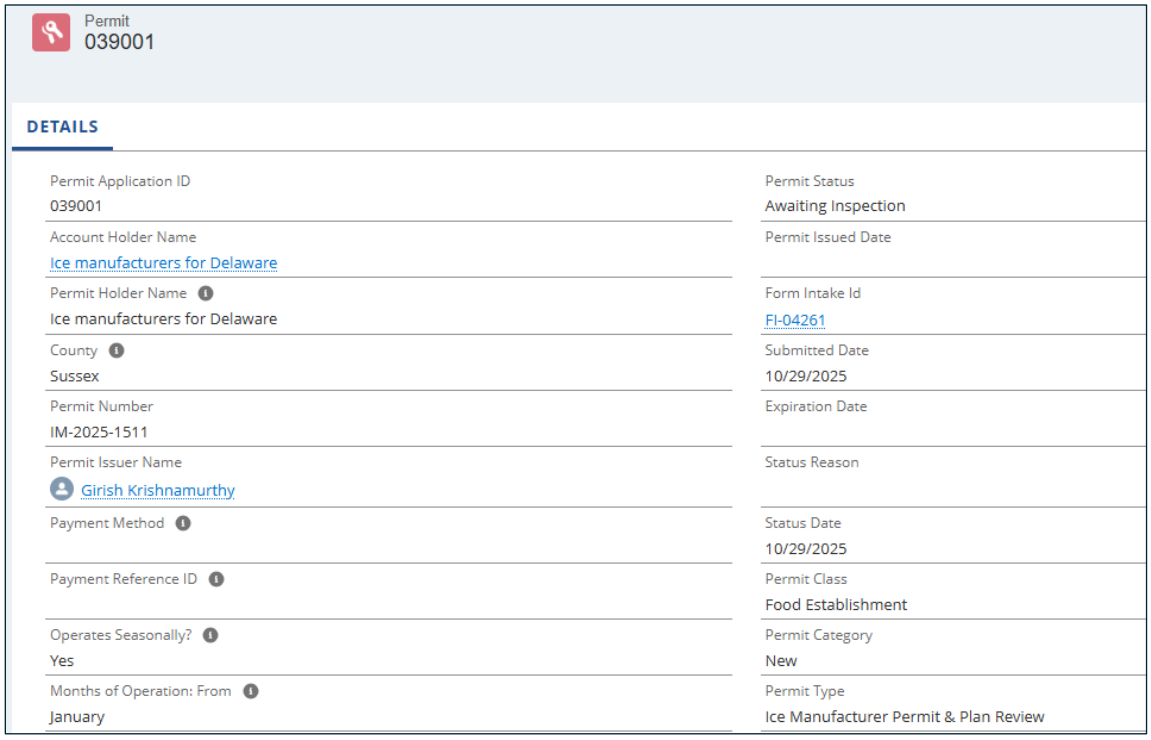
⇨ Permit in **Denied** status.



⇨ Permit in **Cancelled** status.

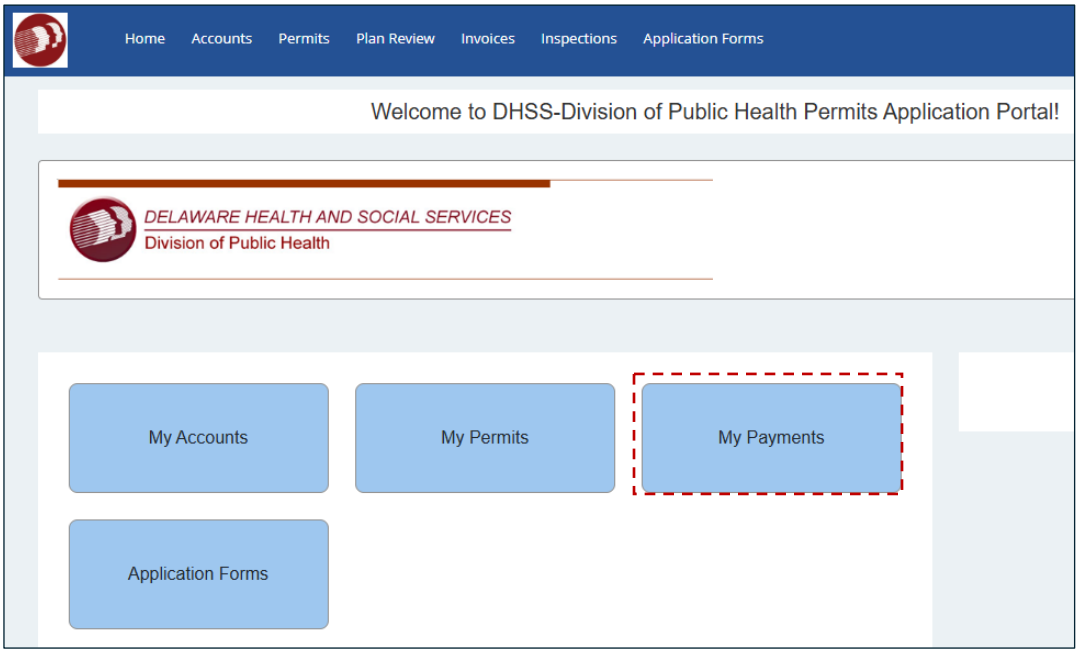


⇨ Permit in **Awaiting Inspection** status.

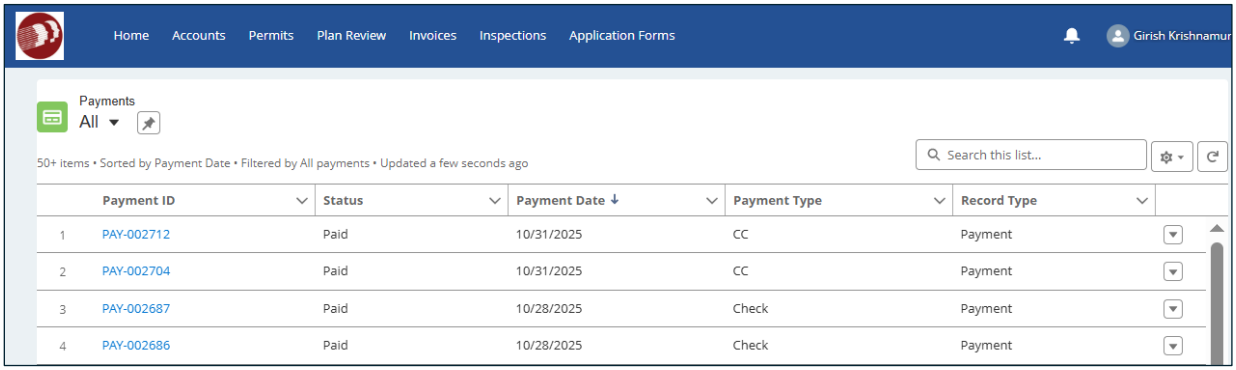


9.5 Viewing Permit *Payments* on DPH Permits Portal home page

⇨ User clicks on "My Payments" button on the home page.



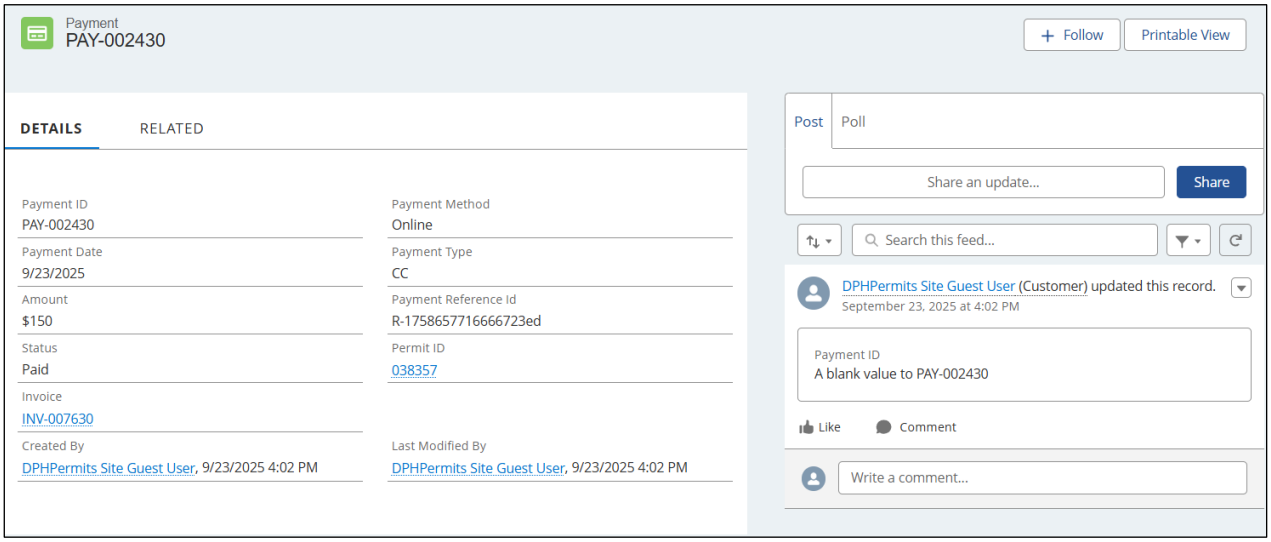
⇨ Displays the list of "Paid" Permits along with Payment Type on Payments page.



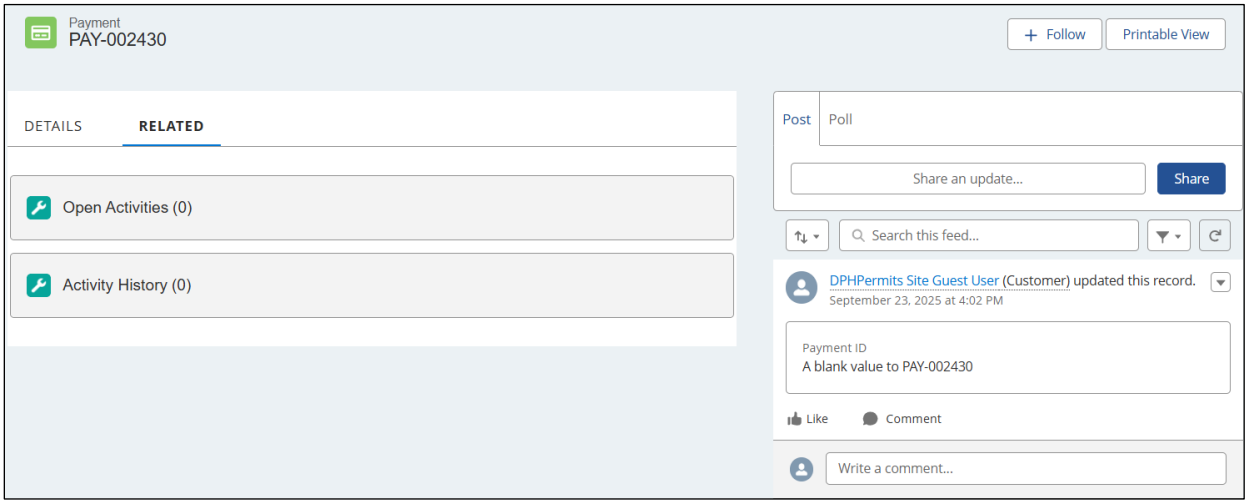
Payment Type: This column displays the type of Payment made for the submitted Permit Application

- Online Payment method (E.g., CC → Credit Card, ACH → Bank Account, Velocity)
- Manual Payment method (E.g., Check or Money Order)

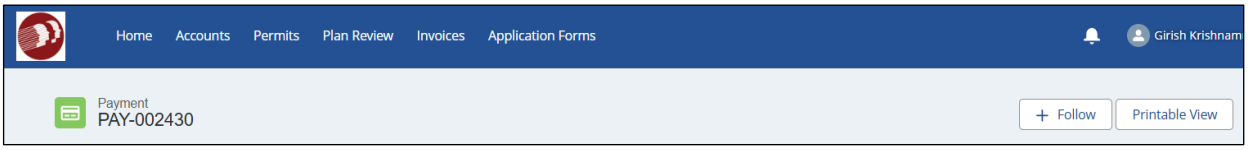
⇨ When user clicks on a Payment record in Payment ID column which is displayed as hyperlink, the below Payment detail page is displayed, with "DETAILS" tab is displayed, by default.



⇨ RELATED tab in Payment detail page



⇨ User clicks on **Printable View** button on Payment page.

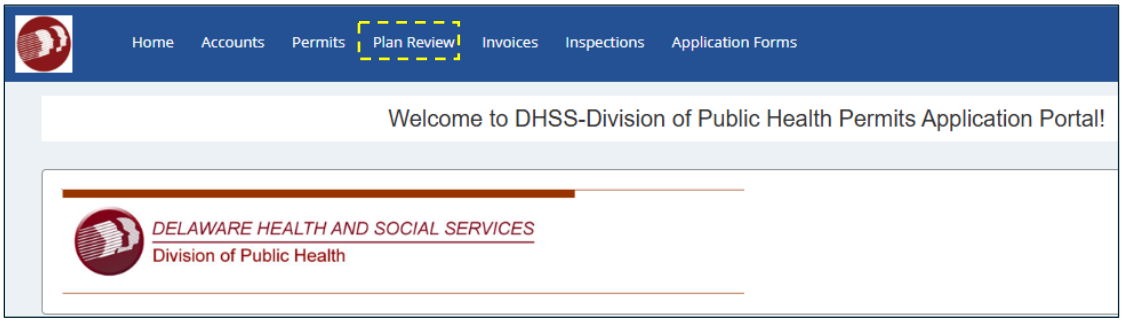


⇨ Displays below page for the selected Payment, with two links on top-right corner of the page.

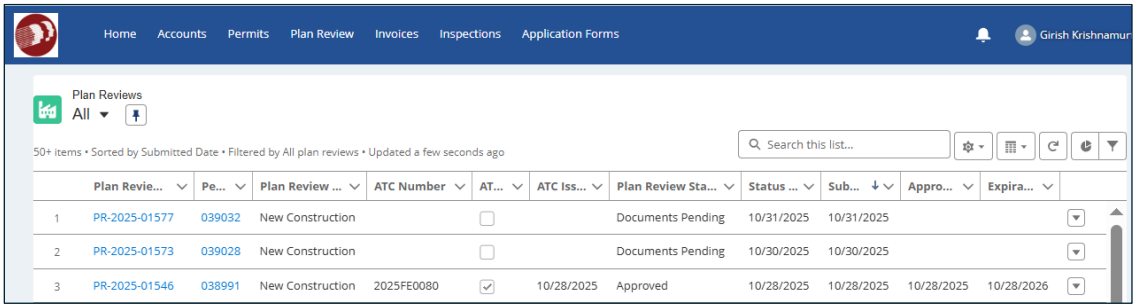
- Close Window link: Upon clicking, Payment browser window in "Printable View" is closed.
- Print this page link: Upon clicking, it opens a printer window option to print the selected page.

9.6 Viewing Permit *Plan Review* on DPH Permits Portal home page

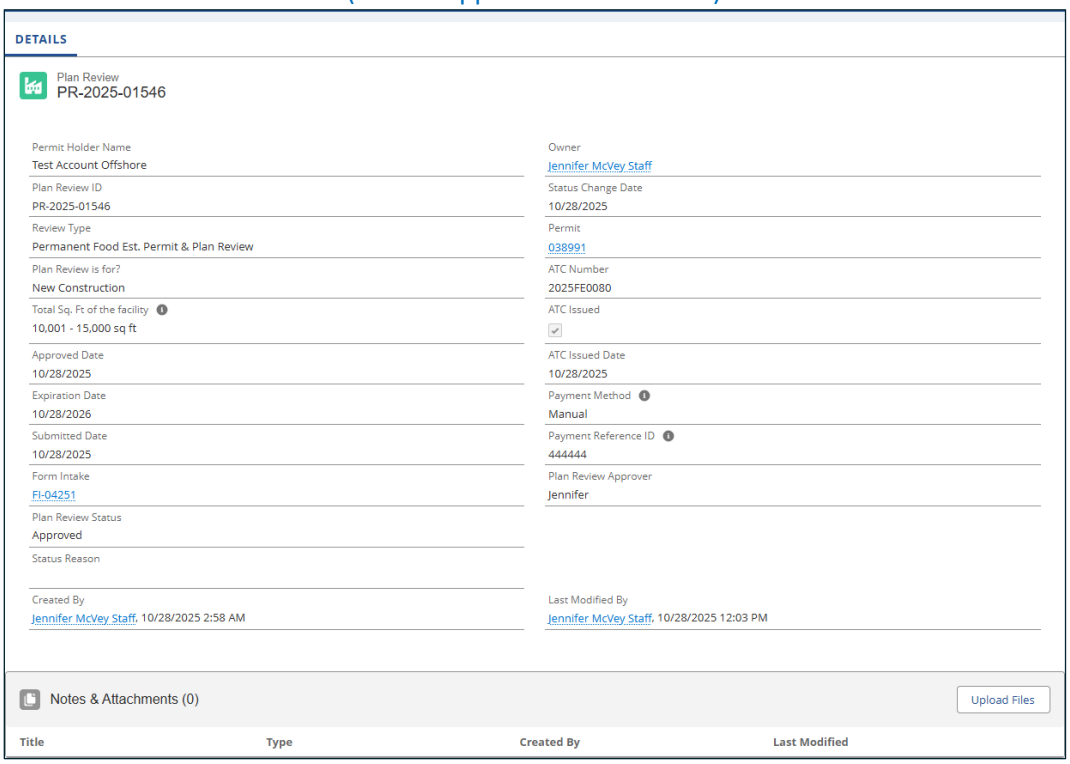
⇨ User clicks on "Plan Review" menu option on the home page.



⇨ Displays the list of "Plan Reviews" on Plan Reviews – list view page.



⇨ Displays below "Plan Review" detail record page when user clicks on an approved Plan Review ID Plan Review **PR-2025-01302** (Permit Application ID: 038528)



⇨ Plan Reviews are reviewed & approved by DPH Staff for the submitted Permit

⇨ An ATC number is generated once the Plan Reviews are Approved