



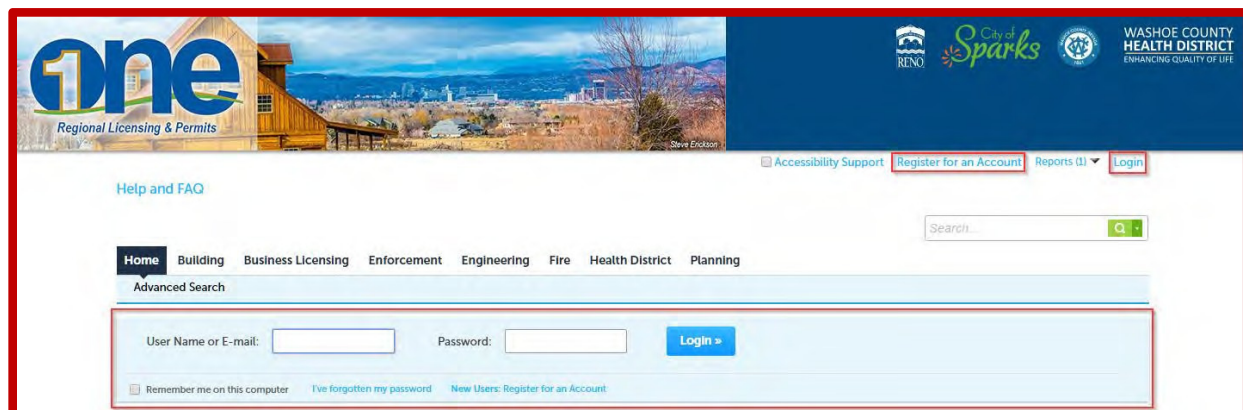
# Applying for Permits Online – Washoe County Environmental Health

## 1. Important Information

- This website supports several internet browsers. For the latest list, see the “Compatible Browsers” list at [www.onenv.info](http://www.onenv.info). Using other browsers may cause this site to not function as expected.
- You must be logged in to use this service.
- Fee Estimates and Partial Applications are automatically purged from the system 30 days after the initial request is made.
- VISA and MasterCard are the available payment options.
- Adobe Acrobat Reader is required for viewing and printing reports, receipts and permits. Go to [www.onenv.info](http://www.onenv.info) for a link to the most updated version.
- The examples used in this document reference submitting an application to Washoe County Environmental Health.
- For applications submitted online, there will be an opportunity to review the fee prior to completing your payment. Some applications require an initial review before fees are assessed. Please allow up to two business days for review. An email notification will be sent notifying that the application has been reviewed, appropriate fees assessed, and instructions to proceed with payment.
- Screen shots in this document are subject to change without notice. Even if the screen is different the general flow should be easy to follow.

## 2. Login to Account

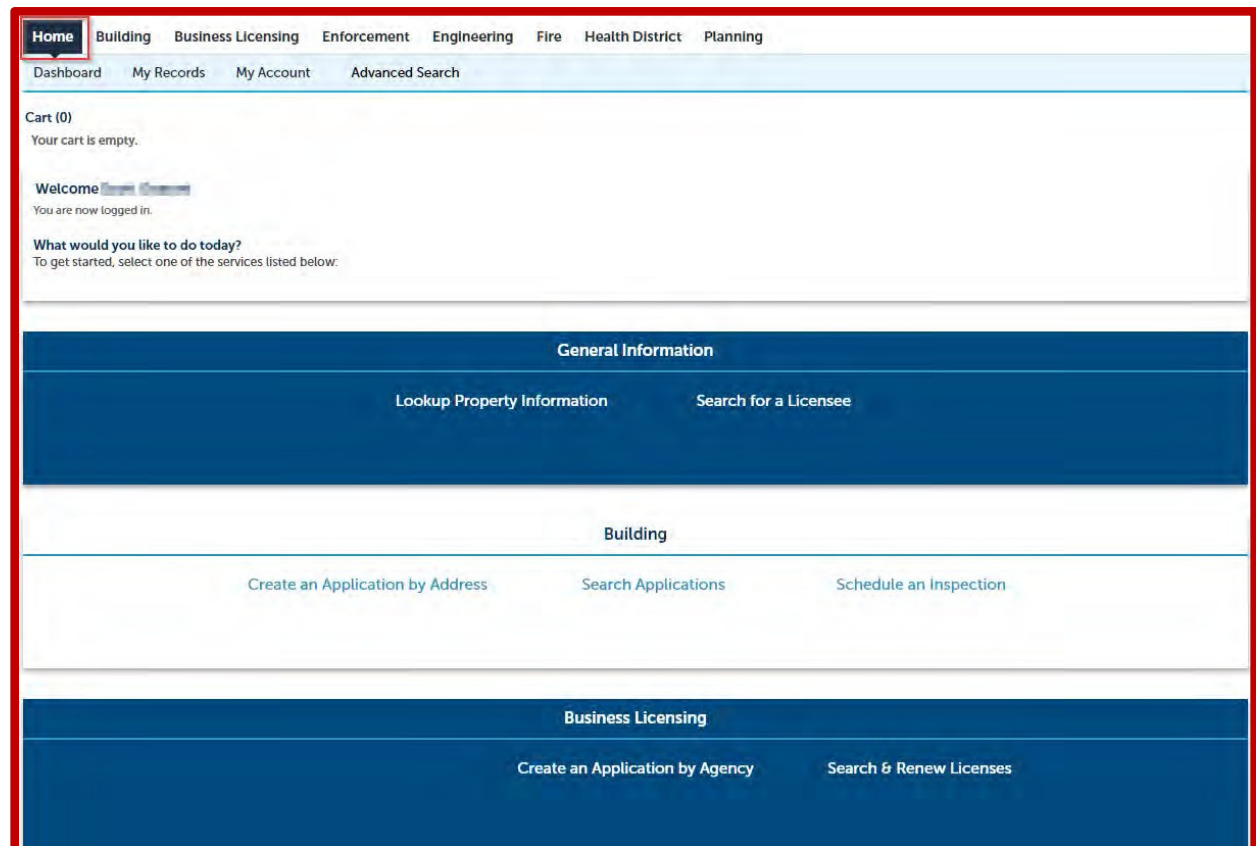
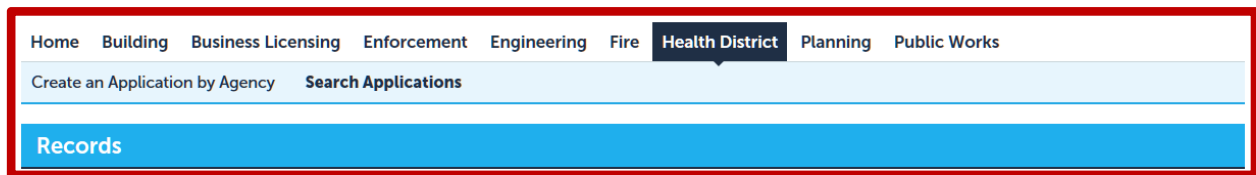
First-time users will need to register for an account. If you already have an account, find the login screen. If you do not have an account, click “New Users: Register for an Account”.



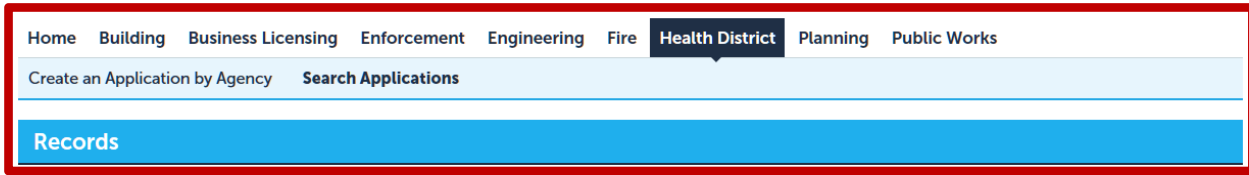
The screenshot shows the website's header with logos for 'one Regional Licensing & Permits', 'RENO', 'City of Sparks', and 'WASHOE COUNTY HEALTH DISTRICT'. Below the header is a navigation bar with links for 'Accessibility Support', 'Register for an Account', 'Reports (1)', and 'Login'. A search bar is located to the right of the navigation bar. Below the search bar is a menu with 'Home', 'Building', 'Business Licensing', 'Enforcement', 'Engineering', 'Fire', 'Health District', and 'Planning'. Underneath the menu is an 'Advanced Search' section. The main content area features a login form with two input fields: 'User Name or E-mail:' and 'Password:'. A blue 'Login >' button is positioned to the right of the password field. Below the input fields are three links: 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'.

### 3. Begin the Application Process

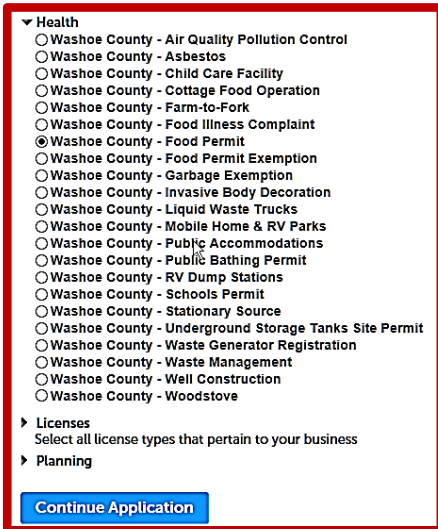
To create an application, you will need to know which area that you need the application from. Health encompasses Air Quality and Environmental Health. **Contact Environmental Health Services if you have questions on the type of permit to apply for: 775-328-2434 (option 4)**



Find the "Create an Application by Agency ..." button

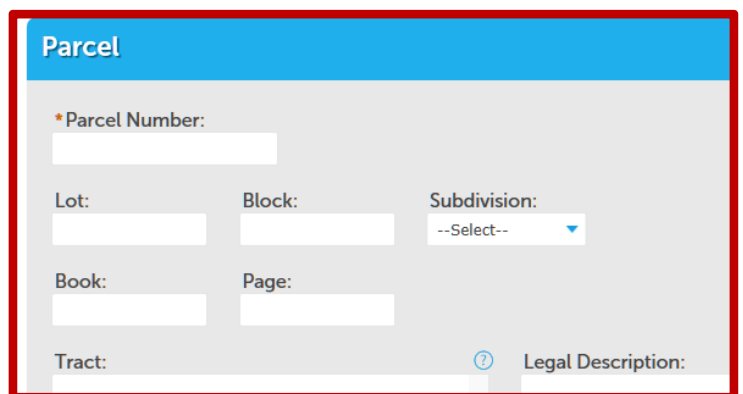
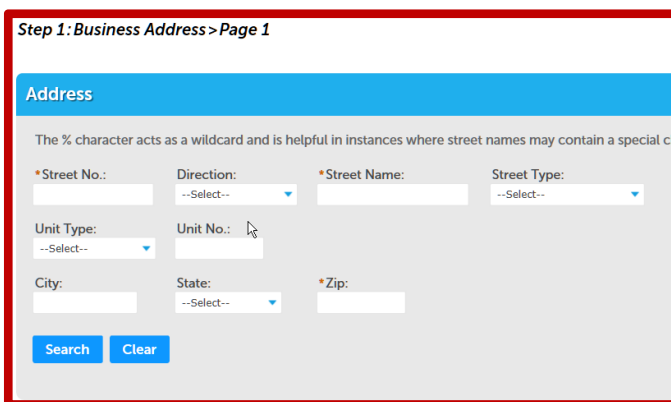


Depending on which type of permit you are applying for, you will need to select the Agency and expand the selection to locate the correct permit. Click on the permit name and the circle will darken confirming the permit type selected. Next click "Continue Application"



Depending on the type of application you selected you will need to fill out various fields.

1. Enter full address and click "Search."
2. Enter parcel number and click on "Search". To look up a parcel number, use the [Washoe County Assessor's website](#)

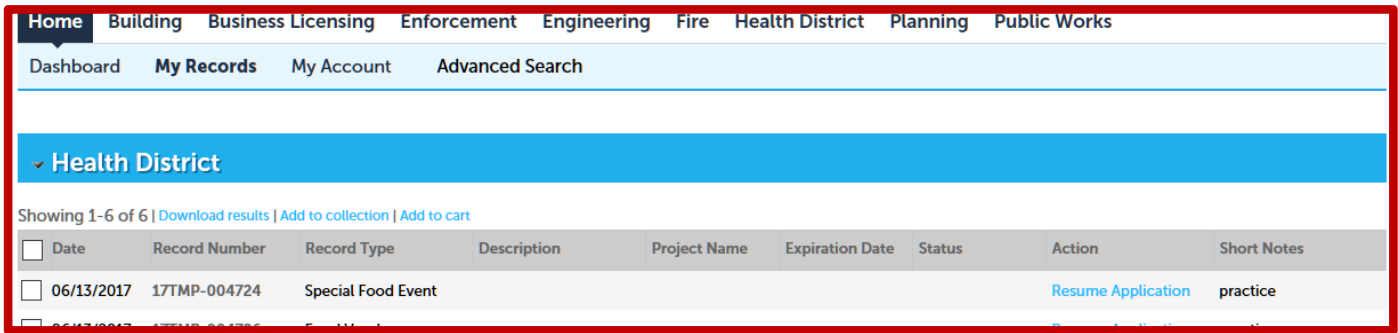


3. Click on "Continue Application"

**NOTE:** At any point in the application process you can click on "Save and resume later" to complete the application at another time. Your partially-completed application will be saved in your profile.



To resume an application you will need to login and click on "My Records" and find the application and click on "Resume Application"



The screenshot shows a navigation menu at the top with 'Home', 'Building', 'Business Licensing', 'Enforcement', 'Engineering', 'Fire', 'Health District', 'Planning', and 'Public Works'. Below this is a sub-menu with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The 'My Records' section is highlighted in blue. Below the header, it says 'Showing 1-6 of 6' with links for 'Download results', 'Add to collection', and 'Add to cart'. A table lists applications with columns: Date, Record Number, Record Type, Description, Project Name, Expiration Date, Status, Action, and Short Notes. The first row shows a record for 'Special Food Event' with a 'Resume Application' link and the word 'practice' in the Short Notes column.

#### 4. Track your Progress

Follow the line above the application to see your progress. (Note: This depiction will not necessarily appear like the one on your screen).



The screenshot shows a horizontal progress bar with five steps: 1 Apply, 2 Attachments, 3 Review, 4 Pay Fees, and 5 Record Issuance. The '1 Apply' step is highlighted in yellow, indicating the current progress.

#### 5. Add Contacts

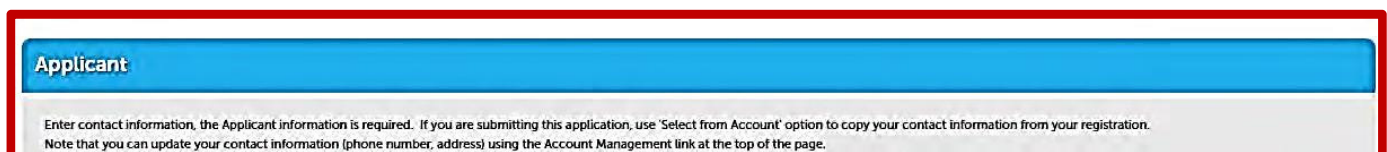
Depending on your application, you will be asked for contact info for several parties. A green check mark will signify that you have met the required criteria.



The screenshot shows the 'Contact List' page. It includes a header 'Contact List' and a sub-header 'To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.' Below this is a table with columns 'Required Contact Type' and 'Minimum'. The table lists: Applicant (1), Billing Contact (1), Business Name (1), and Business Owner (1). Each row has a green checkmark in the first column. Below the table are three buttons: 'Select from Account', 'Add New', and 'Look Up'. At the bottom, there is a green checkmark and the text 'Contact added successfully.'

#### 6. Add Applicants

This is required on some applications. This will help users and ONE track your application.



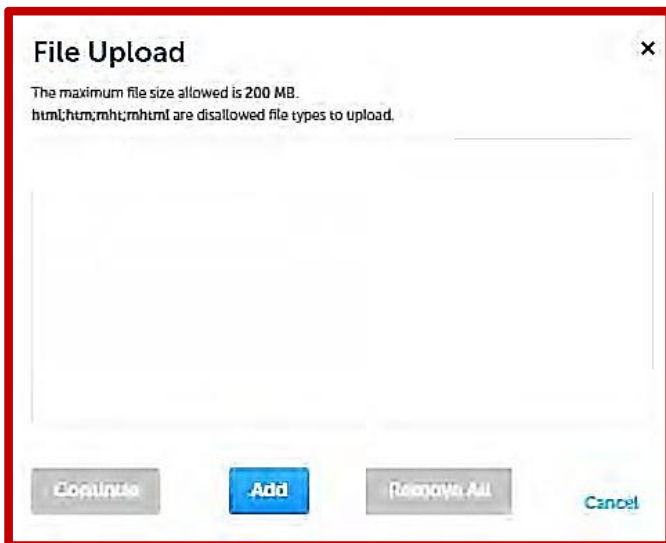
The screenshot shows the 'Applicant' page. It has a blue header with the word 'Applicant'. Below the header, there is a text block that reads: 'Enter contact information, the Applicant information is required. If you are submitting this application, use 'Select from Account' option to copy your contact information from your registration. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.'

## 7. Add Attachments

To add an attachment, click the word "Add" in the lower left corner. Some applications require attachments to proceed to the next screen.



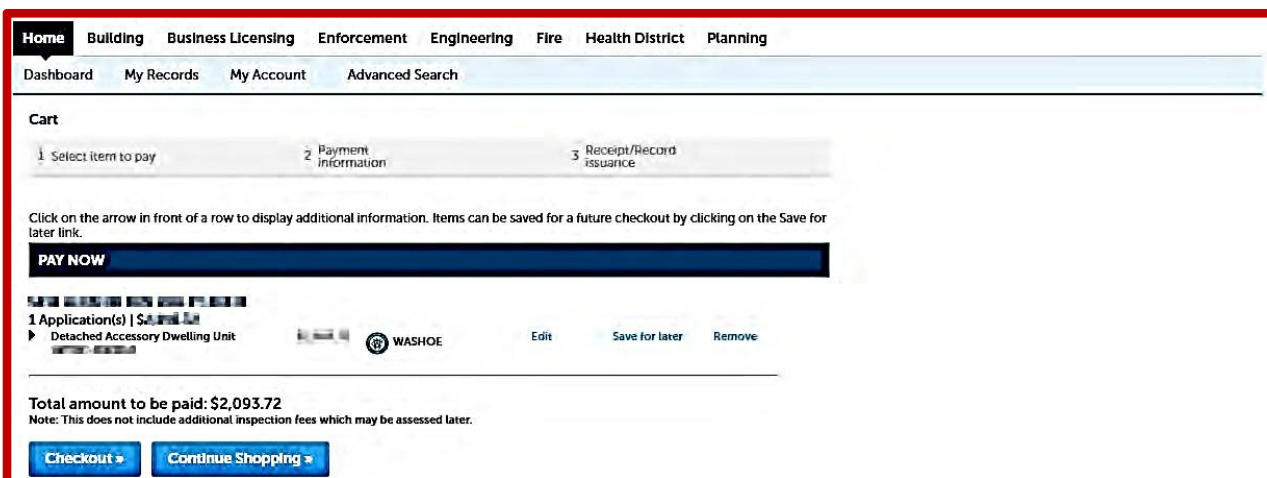
The screenshot shows a web interface titled "Attachments". At the top, it states: "The maximum file size allowed is 200 MB. html,htm,mht,mhtml are disallowed file types to upload." Below this is a table with columns: Name, Type, Size, Description, Document Status, Status Date, Upload Date, and Action. The table is currently empty with the text "No records found." below it. In the bottom left corner, there is a blue "Add" button. In the bottom right corner, there is a blue "Continue Application" button with a right-pointing arrow. At the very bottom left, there is an orange "Save and resume later" button.



The screenshot shows a "File Upload" dialog box. It contains the same text as the Attachments page: "The maximum file size allowed is 200 MB. html,htm,mht,mhtml are disallowed file types to upload." Below the text is a large empty rectangular area for file selection. At the bottom of the dialog, there are four buttons: "Close" (disabled), "Add" (active), "Remove All" (disabled), and "Cancel".

## 8. Review and Submit Application

Review all items before proceeding. Once reviewed, click "Submit."



The screenshot shows a web application's checkout page. At the top, there is a navigation menu with "Home" selected, and other options: Building, Business Licensing, Enforcement, Engineering, Fire, Health District, and Planning. Below the navigation is a secondary menu with "Dashboard", "My Records", "My Account", and "Advanced Search". The main content area is titled "Cart" and shows a three-step process: 1. Select item to pay, 2. Payment information, and 3. Receipt/Record issuance. Below this, there is a "PAY NOW" button. A list of items is shown, including "1 Application(s) | \$2,093.72" and "Detached Accessory Dwelling Unit" with a "WASHOE" logo. There are "Edit", "Save for later", and "Remove" options for the items. At the bottom, the "Total amount to be paid: \$2,093.72" is displayed, along with a note: "Note: This does not include additional inspection fees which may be assessed later." Two buttons are at the bottom: "Checkout" and "Continue Shopping".

Your application will be reviewed by Washoe County Environmental Health to ensure accuracy and correct fees are calculated. **Please allow up to 2 business days for review.** Once your application is reviewed, you will receive a confirmation email with instructions on how to proceed with payment to complete the application submittal process.