

# QUICK REFERENCE GUIDE

## **eCONNECT ONLINE PERMIT SYSTEM**



([www.rctops.org](http://www.rctops.org))

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## INTRODUCTION

### eConnect Online Permit System

**RCTOPS** is the City of Rancho Cucamonga's Telephone and Online Permit System. This system allows the customers to use the phones or computers to access the information about, and services for, all of your development and construction permits 24 hours a day, seven days a week.

**RCTOPS** provides the customers more access to up-to-date plan check, permit and inspection information, and inspection services without having to come to City Hall. In addition, customers can initiate simple "no plans" permits online to expedite the process.

With the Online Permit System, you can become a registered user and you can:

- Schedule an inspection and check inspection results;
- Review Planning Case Status Information;
- Review Parcel information;
- Start online permit applications for simple projects.

Within this Online Permit System, you will also find information and instructions on how to use the system in the Help Section.

We welcome you to our new Rancho Cucamonga Telephone and Online Permit System (**RCTOPS**). If you would like more information, you can visit [www.RCTOPS.org](http://www.RCTOPS.org). We would like to hear your comments about the system. Please send comments to Trang Huynh, Building & Safety Official [thuynh@ci.rancho-cucamonga.ca.us](mailto:thuynh@ci.rancho-cucamonga.ca.us), (909) 477-2710 ext. 4248.

## HELPFUL HINTS

### List of Permit/Case Types:

- BPR - The letter assigned to a Building project when plans are submitted for three buildings or homes submitted on a single set of plans.
- DRC - Any Planning case that is not a subdivision.
- PMT - Building or Fire permit case when plans are submitted for review and permit issuance. The case number will become the permit number when the plans are approved and permit is issued.
- ROW - Right-of-Way Engineering case. Construction/Encroachment permit. The type of permit gives permission to do work in the City's right-of-way property.
- SUBTT - Subdivision Tentative Tract Map Planning case.
- SUBTPM - Subdivision Tentative Parcel Map Planning case.

## CHECK STATUS OF CASE/PERMIT OR PLAN CHECK

You can check the status of your Case or Plan Check in this section. You will need to enter either a:

- Case/Permit number
- Project number
- Name of the Person associated with that case/permit
- Street number and Street name
- Parcel Number
- Project Location (ROW cases only)

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Note 1: All users including registered and non-registered are allowed to access Check Status of Case/Permit or Plan Check Menu. Login ID is not required.

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## STEPS TO CHECK STATUS OF CASE/PERMIT OR PLAN CHECK

1. Go to <http://www.rctops.org>
2. Under the Permits Online section, click on **Check Status of Case/Permit or Plan Check** link.
3. Next, type in your **Case Number** and click **Search**.

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Note 2: You can also search under your Last Name, First Name, Street Number, Street Name, Parcel Number, or Project Number.

Examples; PMT2005-99999, ROW2005-99999, DRC2005-99999, SUBTT2005-12345, SUBTPM12345, BPR2006-00001

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4. In the Case Matching Your Search screen, click on the link under the Case Number or Project Description.

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Note 3: If no items were found to match the search conditions you specified, enter new conditions and try again.

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5. Next is the Case Detail Information screen. In this screen, you may find the status of the case/permit **Activities** (type of inspections, notes, date of inspection requested, date of inspection scheduled/due, or date of inspection completed, disposition, etc), **Fees** (fee items, fee amount, and fee amount due), and **Case Conditions**.

## VIEW LAND PARCEL INFORMATION

You can check the Land Parcel Information in this section. You will need to enter either a:

- Parcel number
- Street number
- Street name

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Note 1: All users including registered and non-registered are allowed to access Check Status of Case/Permit or Plan Check Menu. Login ID is not required.

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## STEPS TO VIEW PARCEL INFORMATION

1. Go to <http://www.rctops.org>
2. Under the Permits Online section, click on **View Land Parcel Information** link
3. Fill in the **Parcel Number** then click **Search**.

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Note 2: You can also search by Street Number or Street Name or leave blank.  
If your parcel number is an 8-digit number, please add "0" in front

Example: 020835273, 020835273-0000

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4. In the **Parcel Matching Your Search screen**, click on the link under the Parcel Number.

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Note 3: If no records were found for the request, check the spelling of your request, or try altering your search criteria.

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5. Next is the **Parcel Information** screen. You may find the parcel number and address, the **General** information containing legal description and lot size, and the **Case/Permits** information containing description and the status of the application that associated with this parcel record.
6. Next, you may click on the Case/Permits link to view the case information detail.

## NEW USER REGISTRATION

You have to be a registered user to be able to use extended features of the online permits services such as request inspections, start new applications, and review applications. Required sections are indicated by a red asterisk \*. If you are not a licensed contractor, please select “Applicant” or “Owner” as the role type. Your email address will be your Login ID once the registration is submitted.

### STEPS FOR NEW USER REGISTRATION

1. Go to <http://www.rctops.org>
2. Under the **New User** section, click on **New User Registration** link
3. Enter the **User Information** as required and click **Next**.

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#### Note 1: **Role Type Descriptions**

- If you are a *licensed contractor*, please select Architect, Consultant, Contractor, Engineer, Landscape Architect, or Sub-Contractor as the Role Type.
- If you are *not a licensed contractor*, please select Applicant or Owner as the Role Type.

Public (License not required): This role type gives you access to the same features as un-registered user.

Owner (License not required): Register under this role type if you are an Owner. License information is optional during the registration process.

Applicant (License not required): Register under this role type if you are not an Owner. License information is optional during the registration process

Architect: Register under this role type if you are an Architect. Provide your license information during the registration process

Consultant: Register under this role type if you are a Consultant. Provide your license information during the registration process

Contractor: Register under this role type if you are a Contractor. Provide your license information during the registration process

Engineer: Register under this role type if you are an Engineer. Provide your license information during the registration process

Landscape Architect: Register under this role type if you are a Landscape Architect. Provide your license information during the registration process

Sub-Contractor: Register under this role type if you are a Sub-Contractor. Provide your license information during the registration process

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4. If you registered as a “Public” role type user, you are done and you will be automatically logged in and can start using the online service with restricted features.

5. Other role type users will be prompted to enter **People Record, Contact Information**, and License **Information**.

For Owner and Applicant role type users, please select "License Not Req." under the License Type. For others, please provide the License Information.

Once submit your registration, you will be automatically logged in and can start using the permit online services.

## SCHEDULE AN INSPECTION

You have to be a registered user to use this feature. You will need to enter one or more of the following information:

- Case/Permit number
- Project number
- Name of the Person associated with that case/permit
- Street number and Street name

### STEPS TO SCHEDULE AN INSPECTION

1. Go to <http://www.rctops.org>
2. Enter the **Email Address** and **Password** to logon.

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Note 1: **Forgot your password?**

While we cannot look up your password, we can reset it for you.

Send an email to [rctops@cityofrc.com](mailto:rctops@cityofrc.com) and send a message that includes your Online Permit Username.

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3. Once logged in, click on **Schedule an Inspection**.
4. Next, type in your **Case/Permit Number** and click on **Search**.

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Note 2: You can also search under your Last Name, First Name, Street Number, Street Name, Parcel Number, or Project Number.

Examples; PMT2005-99999, ROW2005-99999, DRC2005-99999, SUBTT2005-12345, SUBTPM12345, BPR2006-00001

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5. Next, **verify your case information** and click on the link.

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Note 3: If no items were found to match the search conditions you specified, enter new conditions and try again.

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6. Click on **Request an Inspection For This Case**.

7. Click on the type of inspection you would like to schedule from a list of available inspection types.

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Note 4: Example: Framing/Roofing, Underground Conduit, Water Heater, Access Ramp, and Asphalt. Some types of inspections are not allowed unless all fees have been paid.

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8. Fill in **Inspection Date** and preferred **Inspection Time**.

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Note 5: Schedule cutoff time is 4:30 p.m. Inspection can only be scheduled 4 days in advance. Staff will try to accommodate the time of day requested. However, the time of day is not guarantee.

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9. Print out the **inspection summary** for your record.

10. Next, click on **Schedule Another Inspection On This Case, Work on Another Case, or Log Out**.

## START A NEW APPLICATION

The steps involved in starting an online application are: Select the appropriate application, fill in the necessary information, and submit the application. Once you submit the application, the applicant will receive an Application ID that can be used to reference that application.

The application will be reviewed by the staff within 1-2 business days. After reviewing the application, the staff will determine whether to Accept, Reject, or Return the application for further information. Upon Accepted, rejected, or returned the application, an email will be generated to the applicant automatically.

To complete the process and obtain the permit, the applicant must come to City Hall to sign and pay the fee.

## STEPS TO START A NEW APPLICATION

1. Go to <http://www.rctops.org>
2. Enter the **Email Address** and **Password** to logon.

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Note 1: **Forgot your password?**

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3. Once logged in, click on **Start a New Application**.
4. **Select an application form** from the list.
5. **Read** and **accept** the disclaimer to continue.
6. Follow the instruction and **complete the application** as required by each type of the application.
7. Once completed, **review** and **submit** the application.
8. **Done**.

EXHIBIT A

