

eCLIPSE Registration for Attorneys & Design Professionals: FAQs

Registration FAQs

- **How do you register with more than one company/firm?**
 - If you have already registered in eCLIPSE under one firm/company's Commercial Activity License (CAL), but need to add another to your account, you will need to submit an amendment using the following steps:
 1. Log in to your eCLIPSE account.
 2. From your eCLIPSE homepage, scroll down until you find 'MY REGISTRATIONS' and click the gray box/line.
 3. On the 'Professional Registration' page, click 'Amend Application'.
 4. In the pop-up window, provide the necessary updated information, including the additional company/firm's CAL number and Proof of Employment or a statement of self-employment on company/firm letterhead.
 5. Once you have submitted the amendment, and L&I has reviewed and validated the information, your account will be updated.
- **What if I change companies/firms?**
 - If you change companies/firms, follow these steps to change your registration information:
 1. Log in to your eCLIPSE account.
 2. From your eCLIPSE homepage, scroll down until you find 'MY REGISTRATIONS' and click the gray box/line.
 3. On the 'Professional Registration' page, click 'Amend Application'.
 4. In the pop-up window, provide the necessary changes to your application, including the new company/firm's CAL number and revised Proof of Employment or a statement of self-employment on company/firm letterhead.
 5. Once you have submitted the amendment, and L&I has reviewed and validated the information, your account will be updated.
- **What if my email address or mailing address changes?**
 - To update your email and/or mailing address in eCLIPSE, follow these steps:
 1. Log in to your eCLIPSE account.
 2. From your eCLIPSE homepage, select 'Profile' from the header menu.
 3. Click the gray icon under 'My Information', then click 'Change Email' or 'Edit Address' (to update your mailing address).
 4. Once you've made the appropriate changes, click 'Save' to save the updated information.
- **How can I find my Commercial Activity License (CAL) Number?**
 - [Search for your CAL](#) by Business Name (or 'Doing Business As' name).
- **What if my company/firm has more than one CAL?**
 - If you are a registered attorney or design professional that works for more than one firm/company, you should submit the additional CAL number(s) via <https://www.phila.gov/311/form/Pages/default.aspx> so that it can be added to your eCLIPSE account.

Permit FAQs

- **How can I allow others in my company/firm to make a permit application my behalf?**
 - **THIS CAPABILITY IS COMING!** Once you (a.k.a., the Attorney of Record/Principal Architect) create your eCLIPSE account, apply for and have your Registration approved, you will then be able to grant eCLIPSE account access to your employee(s). The employee(s) will then be able to file/manage permit applications on your (the Attorney of Record/Principal Architect's) name.
- **Can I grant someone else in my company/firm the authority to manage the account?**
 - Yes. **THIS CAPABILITY IS COMING!**
- **Can I remove another user's access to my account?**
 - Yes. **THIS CAPABILITY IS COMING!**
- **How can I make sure my user and account email addresses are the same?**
 - If your email address changes for any reason (e.g., you leave your company/firm), be sure to update it in your eCLIPSE account using the following steps:
 1. Log in to your eCLIPSE account.
 2. From your eCLIPSE homepage, select 'Profile' from the header menu.
 3. Click the gray icon under 'My Information' then click 'Change Email' and enter your updated email address, then re-enter the same email address as confirmation.
 4. Then click 'Change Email' to save the updated information.
 5. An email will then be sent to your "new" email address (in addition to your "old" email address). In the body of the email, click 'Validate your account' to confirm the updated email address.
 6. You'll then be redirected back to eCLIPSE and prompted to enter your eCLIPSE password.
 7. Click 'Change Email' to finalize the change.
- **Who maintains access of the permit documents—the registered professional or the company/firm?**
 - The principal architect/attorney of record (a.k.a., the person who seals the documents) has ownership of the documents, including plans, permit records, and other associated approved documents. The associated company/firm does not retain the documents.
 - For changes to this arrangement, please submit a request via <https://www.phila.gov/311/form/Pages/default.aspx>.
- **Can I see permits on which I've been named?**
 - Yes. If you are registered, all permit applications either filed in your name or that you've been named on will be listed on your eCLIPSE homepage under 'MY PERMITS'.
- **Will I still be able to make application or obtain assistance at the L&I Permit and License Center?**
 - Yes. L&I will continue to provide services at the Permit and License Center located at the Concourse-level of the Municipal Services Building at 1401 JFK Blvd.