How to resolve a ‘Hold’ in eCLIPSE:
Hold Permit Completion / Hold Permit Issuance
How-To Guide

Background:
Users of the online eCLIPSE portal for permitting and inspections may occasionally see a notification appear next to their permit. Necessary steps to resolve the issue and upload any required documents must be taken. Refer to the Description of holds and resolution table for more details.

What is the difference between “hold permit completion” and “hold permit issuance”?
The most common ‘hold permit completion’ is a result of (but not limited to):
- One (1) or more Special Inspection related documentation has not yet been provided / uploaded (i.e. Special Inspection final compliance report, outstanding special inspection category, etc.)

The most common ‘hold permit issuance’ is a result of (but not limited to):
- The contractor has not yet confirmed their association with the project.

Locate the hold(s):

Step 1: On the Home page of your account, click on the ‘My Activities’ tab.
NOTE: Under the ‘Permits’ section, a ‘Holds Exist’ notification will appear to the right-hand side of each permit that has a hold.

Step 2: Click on the ‘Holds Exist’ notification to access the permit details page.

Step 3: On the permit details page click the ‘Details’ tab.
NOTE: On the ‘Details’ tab, one or more holds will be listed under the ‘Holds’ section.
Step 4: Click on each Hold for more information.

Resolve the hold(s):

Step 1: On the ‘Details’ tab, click on the ‘Hold’ you wish to resolve (refer to Step 5 above).

Step 2: On the Resolve Permit Hold page, click the ‘Upload File’ button to upload the required documents.

Step 3: Once all required documents are uploaded with descriptions, click ‘Submit’.

NOTE: The Department staff will not receive notification that the hold condition has been satisfied unless contacted directly. Once the required information is submitted in eCLIPSE, you must notify the staff by completing the ‘Online Permit Services form’ and select the ‘permit issuance hold’ option.

Step 4: Check your eCLIPSE account often for updates.

Questions? Call 311 or (215) 686-8686 (if outside Philadelphia) or submit a permit-related question online via permit help.