

Information for L&I customers during COVID-19 emergency: FAQs

Getting your permit if you applied on paper

Did you submit your permit application and plans on paper BEFORE City buildings were closed?

L&I is continuing to review paper permit applications and plans.

- Learn how to pay for and print your permit online if you filed on paper.
- Additional information about moving your permit application forward if you filed on paper.

1. I filed on paper. How can I receive a billing statement?

Please follow these steps:

- a) Create an eCLIPSE account.
- b) If you are a design professional, register your license in eCLIPSE.
- c) Notify L&I staff that you have completed these steps by filling out the [Request for online invoice form](#).

2. I filed on paper. How can I pay for my permit?

Once you have received a billing statement, you can pay through your online account.

Please **do NOT mail a check**; L&I cannot process checks at this time.

Please follow these steps:

- a) Log in to your [eCLIPSE](#) account.
- b) In the blue header bar, click 'Pay'.
- c) Select the check box next to the permit that requires payment.
- d) Click 'Submit & Pay Selected'.
- e) In the payment portal, follow the on-screen instructions to complete your payment.
- f) Notify L&I once you have paid.

3. I filed on paper. My permit is ready to issue. How can I get a copy?

You can retrieve your permit through your eCLIPSE account. Please follow the steps below.

- a) Log in to your [eCLIPSE](#) account.
- b) Scroll down to the 'My Activities' section and locate your permit in the list.
- c) Open your permit and select the 'Download Permit' option on the righthand side of the page.

4. I applied on paper and my permit has been approved. How do I receive a copy of my approved plans?

After you have paid for your permit, you can [make an appointment](#) to pick up your plans at MSB. You MUST have an appointment and follow safety instructions to be allowed to pick up your plans at the MSB.

For additional information, refer to [L&I's blog post about permit applications that were filed on paper](#).

5. I applied on paper and need to submit additional information or corrected plans. Can I submit the information or corrected plans through eCLIPSE?

You have two options:

- a) You can remain on paper and submit your additional information to the L&I Permit and License Center at the Municipal Services Building. You must first [make an appointment](#).
- b) You can resubmit electronically but must upload all original permit documents. To gain necessary permit access and functionality you must submit the [Submission of Revised Plans Form](#).