

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.

Hold Permit Issuance

A **'hold permit issuance'** does not typically require a file to be uploaded (with the exception of proof of demo posting).

Once the issue has been resolved, the customer must always notify L&I through the [Online Permit Services form](#) and select the *'permit issuance hold'* option to resolve the hold.

The most common 'hold permit issuance' is a result of (but not limited to):

- The contractor has not yet been named (and affirmed their association) on the project.
- The contractor must resolve his license issue (through his license); approve association; or resolve tax issues.

Hold Permit Completion

A **'hold permit completion'** usually (but not always) involves a file upload.

Refer to *'Resolve a Hold'* on page 2 for step by step instructions on resolving a hold.

The most common 'hold permit completion' is a result of (but not limited to):

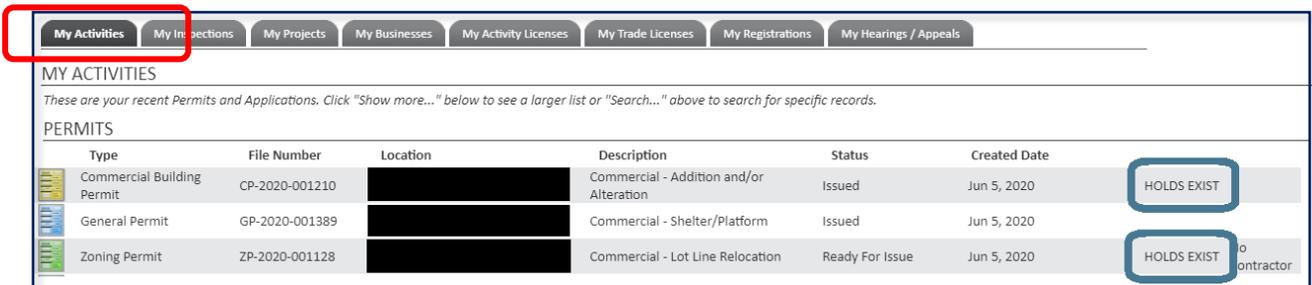
- One (1) or more Special Inspection related documentation has not yet been provided / uploaded (i.e. Special Inspection final compliance report, outstanding special inspection category, etc.)

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.



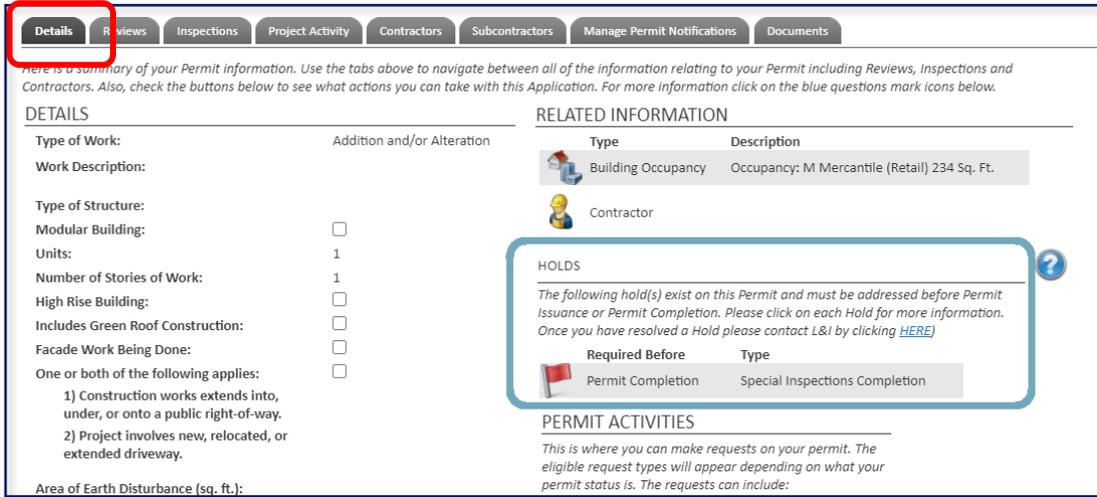
The screenshot shows the 'MY ACTIVITIES' section of the eCLIPSE portal. A red box highlights the 'My Activities' tab in the navigation menu. Below the menu, the 'PERMITS' section is displayed with a table of recent permits. Each row in the table includes a permit icon, type, file number, location, description, status, and created date. A 'HOLDS EXIST' notification is shown in a blue box to the right of each permit row.

Type	File Number	Location	Description	Status	Created Date	Notification
 Commercial Building Permit	CP-2020-001210	[REDACTED]	Commercial - Addition and/or Alteration	Issued	Jun 5, 2020	HOLDS EXIST
 General Permit	GP-2020-001389	[REDACTED]	Commercial - Shelter/Platform	Issued	Jun 5, 2020	
 Zoning Permit	ZP-2020-001128	[REDACTED]	Commercial - Lot Line Relocation	Ready For Issue	Jun 5, 2020	HOLDS EXIST

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.



Here is a summary of your Permit information. Use the tabs above to navigate between all of the information relating to your Permit including Reviews, Inspections and Contractors. Also, check the buttons below to see what actions you can take with this Application. For more information click on the blue questions mark icons below.

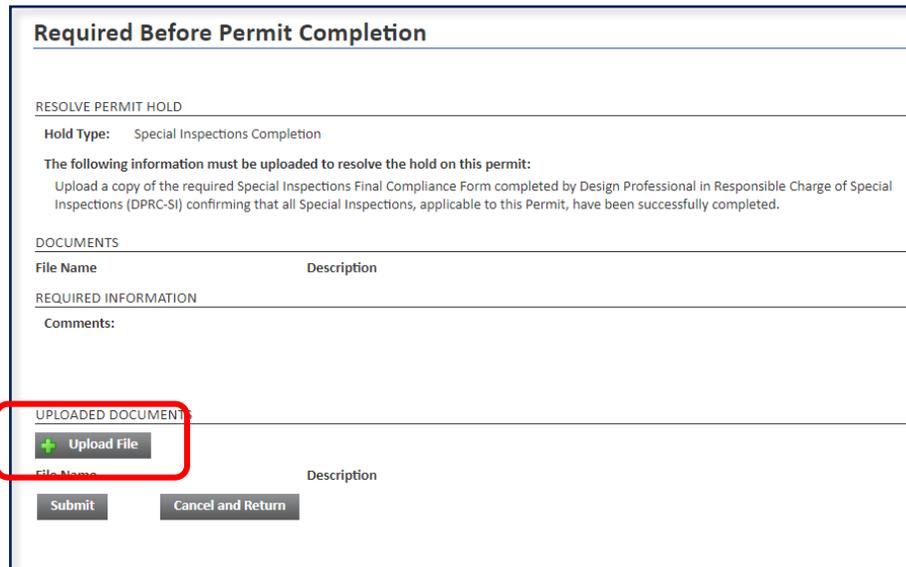
DETAILS		RELATED INFORMATION	
Type of Work:	Addition and/or Alteration	Type	Description
Work Description:		Building Occupancy	Occupancy: M Mercantile (Retail) 234 Sq. Ft.
Type of Structure:		Contractor	
Modular Building:	<input type="checkbox"/>	HOLDS	
Units:	1	The following hold(s) exist on this Permit and must be addressed before Permit Issuance or Permit Completion. Please click on each Hold for more information. Once you have resolved a Hold please contact L&I by clicking HERE	
Number of Stories of Work:	1	Required Before	Type
High Rise Building:	<input type="checkbox"/>	Permit Completion	Special Inspections Completion
Includes Green Roof Construction:	<input type="checkbox"/>	PERMIT ACTIVITIES	
Facade Work Being Done:	<input type="checkbox"/>	This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:	
One or both of the following applies:	<input type="checkbox"/>		
1) Construction works extends into, under, or onto a public right-of-way. 2) Project involves new, relocated, or extended driveway.			
Area of Earth Disturbance (sq. ft.):			

Resolve the hold(s):

Step 1: On the *Resolve Permit Hold* page, click the '*Upload File*' button to upload the required documents.

Step 2: Once all required documents are uploaded with descriptions, click '*Submit*'.

Step 3: Check your eCLIPSE account often for updates



Required Before Permit Completion

RESOLVE PERMIT HOLD

Hold Type: Special Inspections Completion

The following information must be uploaded to resolve the hold on this permit:
 Upload a copy of the required Special Inspections Final Compliance Form completed by Design Professional in Responsible Charge of Special Inspections (DPRC-SI) confirming that all Special Inspections, applicable to this Permit, have been successfully completed.

DOCUMENTS

File Name	Description
REQUIRED INFORMATION	
Comments:	
UPLOADED DOCUMENTS	
<div style="border: 1px solid black; padding: 2px; display: inline-block;">  </div>	
File Name	Description
<div style="display: flex; justify-content: space-between;"> <div>Submit</div> <div>Cancel and Return</div> </div>	

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

L&I Permit and License Center

1401 John F. Kennedy Blvd., Municipal Services Building, Public Service Concourse
 Open 8 a.m. to 3:30 p.m., Monday through Friday. Offices close at noon on the last Wednesday of each month.