

## Customer associations in eCLIPSE Information Sheet

### Background:

There are four types of associations customers may need to do with their accounts in eCLIPSE. Each type of association is outlined below with specific details.

### 1. Associate with a trade license

This association grants an individual full access to a license. Once granted, it cannot be removed. The access to the trade license can only be removed by retiring the eCLIPSE user account. As such, it is typically only granted to employees of the contractor who use the eCLIPSE user account exclusively on behalf of the company.

- **Why do I want to do this?**

Associating with a trade license will allow the user to:

- Renew their trade license.
- Amend their license
- Update their insurance.

- **Refer to the [How-to Guides](#) and [FAQ's](#) available on the website [www.phila.gov/li](http://www.phila.gov/li).**

- Renew their license
- Amend their license
- Update their insurance

### 2. Associate with a company

This level of access is appropriate for employees who are responsible for maintaining the company license.

- **Why do I want to do this?**

Any individual completing license and permit applications on behalf of a contractor, design professional, or attorney must be associated with a company license in order to:

- Apply for a permit application.
- Schedule inspections.
- Affirm contractor association to a permit.

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- Refer to the [How-to Guides](#) and [FAQ's](#) available on the website [www.phila.gov/li](http://www.phila.gov/li).
  - Apply for a permit application
  - Schedule inspections - Request an inspection through eCLIPSE or by calling (215) 255-4040.
  - Associating with a company (contractor) account.
- **When would I not need to do this?**
  - You don't need to associate with a company license if you are a licensed expeditor or an employee of the building owner or tenant.
  - All design professionals, attorneys and PA home improvement contractors must associate their PA license or registration in eCLIPSE before applying however they will have limited access to permit applications they are named on.

### 3. [Associate with a permit](#)

This will grant an individual full online access to a permit. This level of access is appropriate if several people need access or an owner wants to track permit progress.

- **Why do I want to do this?**

Associating with a permit will allow the user to:

  - Add a co-applicant.
  - File an appeal.
  - Submit an application to amend a permit.
  - Answer questions as a design professional.
- Refer to the [How-to Guides](#) and [FAQ's](#) available on the website [www.phila.gov/li](http://www.phila.gov/li).
  - [Add a co-applicant](#)
  - File an appeal
  - Submit an application to amend a permit

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### 4. Affirming association with a permit

- **Why do I want to do this?**

If the permit submission was made by an applicant other than a contractor, the named contractors must affirm their association with the permit.

- **When do I want to do this?**

The named contractor must affirm their association with the permit as soon as they receive the confirmation email to do so. A 'hold issuance' will be placed on the permit until this association is affirmed and may delay permit issuance.

- **Refer to the [How-to Guides](#) and [FAQ's](#) available on the website [www.phila.gov/li](http://www.phila.gov/li).**

- Contractor affirms association with a permit

- **When would I not need to do this?**

If the contractor is the applicant submitting the application, they do not have to affirm association to the permit.

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### Questions? Need Assistance?

Call 311 (215-686-8686, if outside Philadelphia) or submit an [online help form](#).