

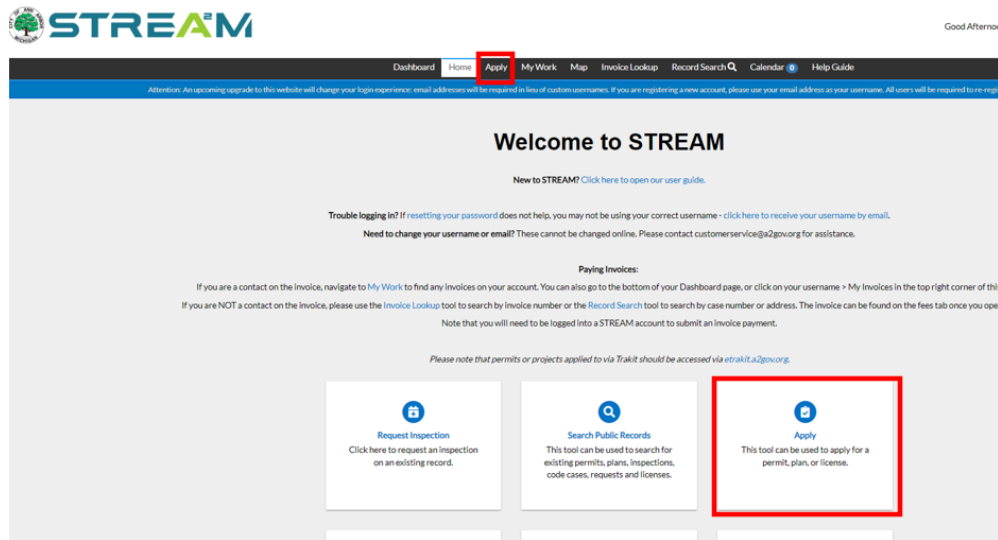
Applying for a Permit, Plan, or License

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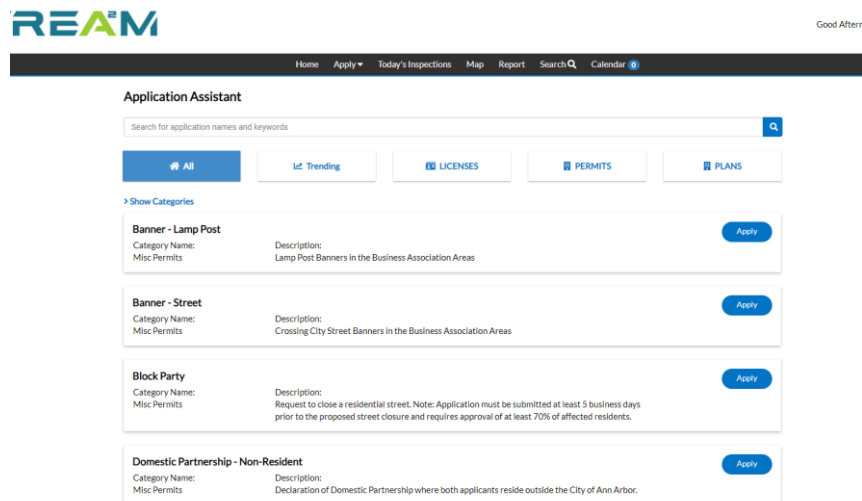
Finding and Launching Your Application

1. Access the STREAM website by going to stream.a2gov.org. It is best to log in before you begin your application process.
2. You can either click on the Apply tile from the home screen or the Apply menu at the top of the page to access the Application Assistant.



3. You will now be in a search screen where you can find the application you are interested in. You can use the search bar to find your application by keyword, use the category buttons to narrow down the suggested results by category, or click on the “Show Categories” link to expand a sidebar of categories to assist with your search.

- a. **Generally, the search bar will be the fastest and easiest method to use.**



4. Once you have found the application you want to apply for, click on the blue “Apply” button to begin.

Application Assistant

block Q

[All](#) [Trending](#) [LICENSES](#) [PERMITS](#) [PLANS](#)

[Show Categories](#)

Block Party	Apply
Category Name: Misc Permits	Description: Request to close a residential street. Note: Application must be submitted at least 5 business days prior to the proposed street closure and requires approval of at least 70% of affected residents.

5. If you are not already logged in, you will be prompted to do so now.
 - a. If you have issues logging in or registering, please see the help guide for the Login and Registration Process

Standard Application Step-by-Step

1. **Application Progress Bar.** Once you are logged in, you will be brought to the first step of the application. A progress bar can be found at the top of the screen to show you how far along you are in the application process, with your current step highlighted in blue:



2. **Application save options.** At the bottom of the application page, you have three options: Create Template, Save Draft, or Next.
 - a. **Save Draft:** At any point during your application you can click on the “Save Draft” button in the bottom right corner to save your work and come back later. Your draft will be waiting for you in the “Saved Work” page under your name in the top right corner of the website.
 - Once you click Save Draft you will be brought back to Step 1 of the application.
 - b. **Create Template:** At any point in the application process, you can click on the “Create Template” button in the bottom left corner. **This is not recommended at any stage beyond step 2 or it can result in error messages or a frozen application.**

Step 1: Locations

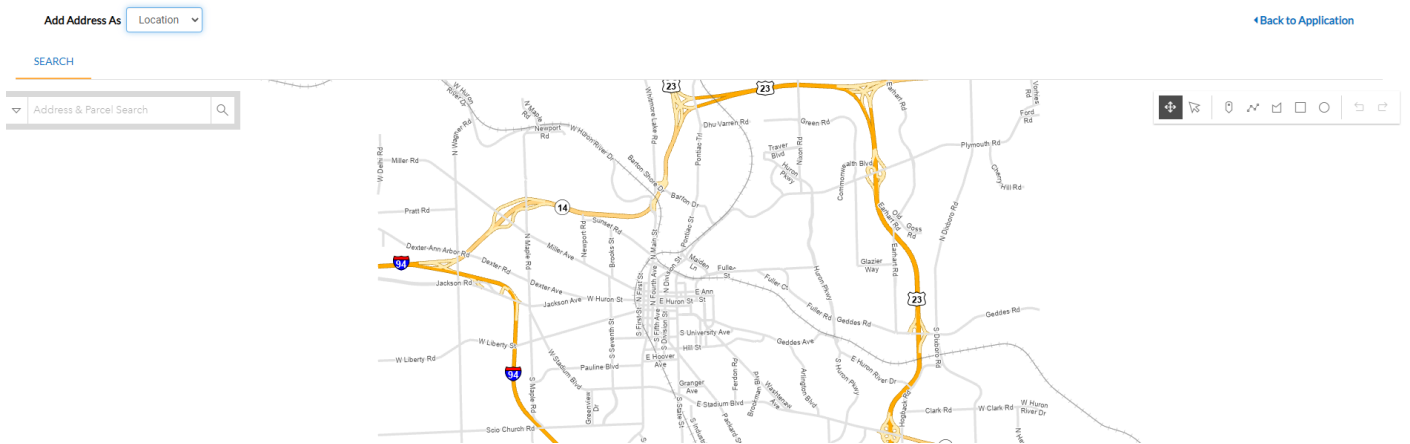
Add One or More Locations on the Locations step of the application. Please read the instructional text carefully, as some applications require the location of the work to be done while others want the applicant's address, for example.

The screenshot shows a progress bar at the top with seven steps: 1. Locations (highlighted), 2. Type, 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, and 7. Review and Submit. Below the progress bar, the heading 'LOCATIONS' is followed by the instruction: 'Please add the property address (Including unit number) or the parcel number where the work is being done.' A note states: 'If the address entered is within Ann Arbor but cannot be found by the search feature, please contact the GIS Manager at sjharrod@a2gov.org. Ann Arbor addresses should never be manually added.' The main content area features a blue tile with a 'Location' dropdown menu, the text 'Add Location', a large white plus sign, and the word 'REQUIRED' at the bottom. At the bottom of the page, there are three buttons: 'Create Template', 'Save Draft', and 'Next'.

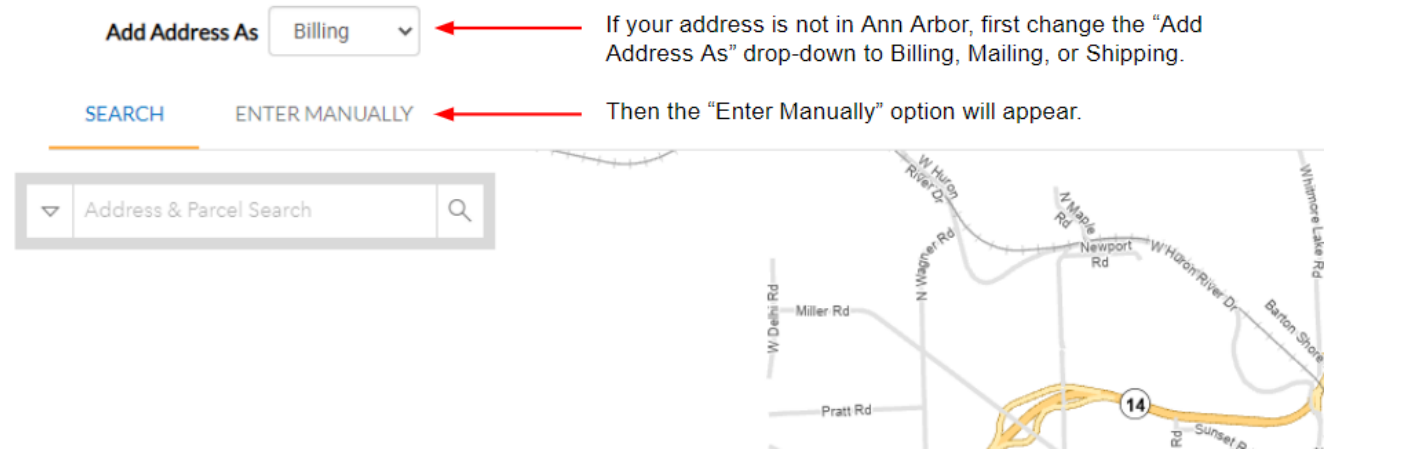
1. When you are ready to add your address, click on the plus (+) sign in the location tile to proceed

This screenshot shows the 'LOCATIONS' step of the application. The progress bar at the top has '1. Locations' highlighted and '2. Type' as the next step. Below the progress bar, the heading 'LOCATIONS' is followed by a warning message: 'Address of applicant - If your address does not appear using the search you are not eligible to apply for a license with the Ann Arbor City Clerk'. The main content area features a blue tile with a 'Location' dropdown menu, the text 'Add Location', a large white plus sign, and the word 'REQUIRED' at the bottom.

- a. Clicking on the plus sign will open a view of the Ann Arbor map. From this page you can either use the search pane to search for your address or parcel, or you can [use the map to create a drawing to represent the area of work](#). Note that not all applications accept map drawings in lieu of an address/parcel.



- b. All Ann Arbor addresses should already exist in our search tools. If you are trying to add a non-Ann Arbor business or billing address you must first change the “Add Address As” drop-down menu to Billing, Mailing, or Shipping Address to unlock the manual entry option.
- c. If you cannot find an Ann Arbor address in our system, please contact our GIS manager at sjharrod@a2gov.org.
- d. If your address is not in Ann Arbor, you can manually add an outside address by first editing the “Add Address As” drop-down menu at the top left corner of the map screen to reflect your new address type. Billing, Mailing, or Shipping address types all allow for manual entry.



Add Address As Billing ▾

SEARCH ENTER MANUALLY

Enter Manually

Enter Address

* Street Number

Pre Direction

Street Name

Street Type

Post Direction

Unit Or Suite

City

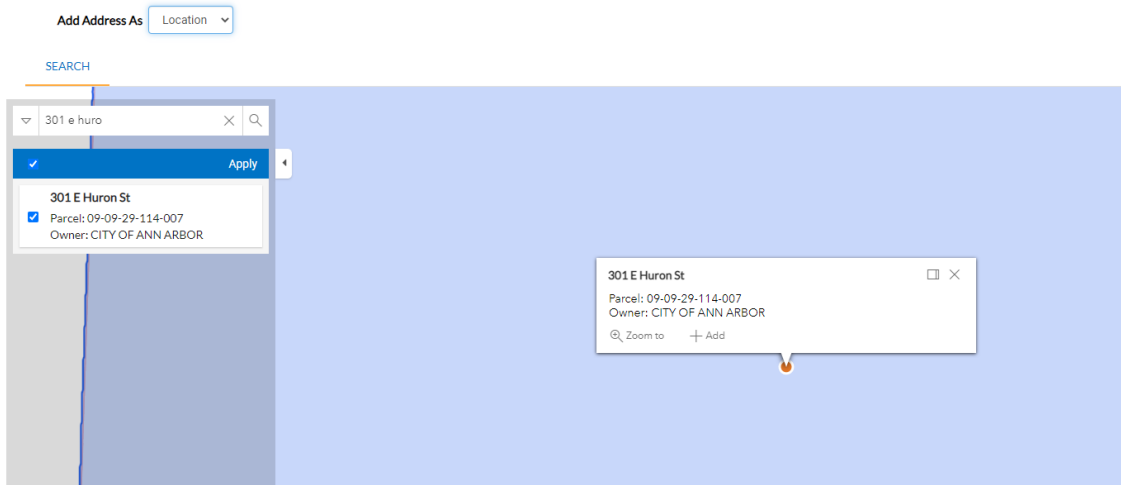
State

Postal Code

County

Note: Ann Arbor Addresses MUST be selected from the Search tool, and NEVER added manually.

- e. Once you click on the magnifying glass to search for your address or parcel, results will appear in the left pane below the search bar, as well as on the map. You can either select “Add” from the map bubble above the address, or check the box next to your address and select “Apply.”



If your address is not found, please contact our GIS Manager at sjharrod@a2gov.org

- 2. Once you’ve selected “Add” or “Apply” for your address, you will be returned to the Locations step of your application, with that address populated. At this point you can add more locations if needed or click “Next” to proceed.



LOCATIONS

Address of applicant - If your address does not appear using the search function, do not proceed as the address is located outside the City of Ann Arbor city boundaries, and you are not eligible to apply for a license with the Ann Arbor City Clerk's Office. If you have questions or feel this is an error please contact our office at 734-794-6140.

<p>Type: Location 1954 Mc Intyre Dr., Ann Arbor, MI 48105</p> <p>Main Address <input checked="" type="checkbox"/></p> <p>Parcel Number 09-09-22-400-021</p> <p>Main Parcel <input checked="" type="checkbox"/></p> <p>Remove</p>	<p>Location</p> <p>Add Location</p> <p>+</p>
--	--

[Create Template](#)

[Save Draft](#) [Next](#)

Step 2: Type

Type: Some, but not all, applications require information at the (step 2) **Type** screen. This screen reviews the case type you are applying for (please confirm this is correct before you proceed) and may also prompt you to fill out a Description, Valuation, and Square Feet.



PERMIT DETAILS

No additional information is required on this screen, press the next button to move to the next section of the application.

* Permit Type

Description

[Back](#) [Create Template](#)

[Save Draft](#) [Next](#)

Step 3: Contacts

The **Contacts** page will contain a tile for every contact type that is required for this application, as well as one at the end for any additional/optional contacts.

For most applications, you will automatically be added as an applicant, but if there are additional contacts needed (contractor, electrician, owner, etc) they can be added here

Apply for Permit - Domestic Partnership - Resident *REQUIRED

Locations Type **Contacts** More Info Attachments Review and Submit

CONTACTS

Enter Both Partner's Full Legal Names, Addresses, and Contact Information. Note the Names will appear as entered on the Domestic Partnership Certificate.

Partner 1
Anna Simmons (You)
1111 Test

Partner 2
Add Contact
+

Partner 1
Add Contact
+

REQUIRED

Back Create Template Save Draft Next


In this example, there are two required contact type. You can use the drop-down menu on the vacant tile to see what other optional contact types may be added if desired.







1. Use the plus (+) sign button on each contact tile to add that corresponding contact. This will open a search screen where you can either search for an existing record or manually add a new record.
 - a. The same name may be added for multiple contact types if applicable (i.e. applicant is also the contractor or property owner).
 - b. **Always search for an existing record before adding a new record.** For example, you already have an account (you are currently logged into it) so you should never manually add more copies of yourself. Search for and select your name.
 - c. If you frequently use the same contact/s for your applications, you can star them as a favorite. Once you've starred a contact, you will find them in the "My Favorites" menu for future applications.

Add Contact

Add Contact As : Master Electrician

[Search](#) [Enter Manually](#) [My Favorites](#)

Search 

Favorite	First Name	Last Name
	Jeffrey	Simmons
	Taylor	Simmons
	Mike	Simmons
	Richard	Simmons
	Anna	Simmons
	Tom	Fitzsimmons

Manually adding a contact and how to handle "Email is already in use" message

2. After searching for a contact and confirming they do not already have an account, you can go to the "Enter Manually" screen to create their account.
 - a. When manually adding a contact, you will receive an error message if their email address is already in use. This is your clue to search for them in the search bar rather than manually adding a new account.
 - b. Manually added contacts require at least one phone number. Once you have filled out one of the phone numbers, the other two will no longer be required.

Add Contact As : Master Electrician

[Search](#) [Enter Manually](#) [My Favorites](#)

Enter Manually

First Name

Last Name

Company Name

Email
Email is already in use, please enter a different one.

* Home Phone
Home Phone is required.

* Mobile Phone

* Business Phone

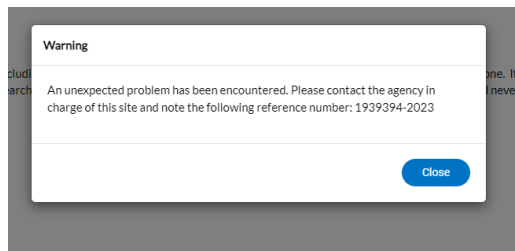
[Submit](#)

- c. In this example, the gmail account entered is already affiliated with a contact. This means you should return to the search screen to find that existing record rather than creating a new account.

Error Messages on the Contacts Page

There are three common errors that could happen from the Contacts step of your application. They are:

1. Contact does not have the required certifications.
 - a. This means that the permit type you are trying to apply for requires that one or more contact on the application has a certification or license flagged on their account.
 - b. If you manually added your contacts, that will guarantee this message as manually added contacts are not already in our system and have not yet been verified/flagged.
 - c. **Solution:** Please ensure you have searched for existing records for all of your contacts. If you are still getting the error, please contact your contractor to ensure that they have completed their Building Services Registration with our office in order to get their license/s on file.
2. Email is already in use. Please use a different one.
 - a. This means that the contact you are trying to manually add to the system probably already has an existing account.
 - b. **Solution:** Please go to the Search page and search for them to find their account rather than creating a duplicate record.
3. Warning: An unexpected problem has been encountered. Please contact the agency in charge of this site and note the following reference number.
 - a. Most often, this error will happen if you are using a draft or template and it is out of date with current application requirements (for example, if you began your draft or template a month ago and we have since updated required contacts for this permit type). It can also happen if you have a contact affiliated with your application who has since been merged.
 - b. **Solution:** We periodically clear out existing drafts and templates in the system to reduce the risk of these error occurring, but if it happens to you please try the following:
 - i. Remove all contacts from your case and re-add them.
 - ii. Restart your application without a draft or template.



Step 4: More Info

The **More Info** page will look very different based on what you are applying for. This is where we collect all fields specifically related to this license/permit/plan type. Think of this page as the replacement of the paper forms you would have filled out before online applications.

Tips to keep in mind while filling out this page:

1. You must fill out all fields with a red asterisk. Make sure you scroll all the way to the bottom of the page.
2. Some of these fields may impact how your fees generate so please ensure that you fill this information out as accurately as possible.
3. Some of these fields will require that you f

Apply for Permit - Block Party *REQUIRED

Locations Type Contacts **More Info** Attachments Review and Submit

MORE INFO

General Info [| Top | Main Menu](#)

*Name of Street to close off
Name of Street to close off is required.

*From Intersection of
From Intersection of is required.


*To Intersection of
To Intersection of is required.

*Event Date

Rain Date

Step 5: Attachments

The **Attachments** page, like the contacts page, will include a tile for every attachment type that is required, as well as one at the end for any additional/optional attachments.



Locations ✓ Type ✓ Contacts ✓ More Info ✓ Attachments 5 Review and Submit 6

Attachments

Please attach the **Notification of Street Closing for Block Party**, signed by a minimum of 70% of the affected residents. If utilizing tents or other obstructions or planning to cook or barbecue in the street attach a detailed diagram including the location of obstructions, proposed fire lane and hydrant locations.

Notification of Street Closing for Block Party

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, dwg, zip, csv, rtf, dxf, dwf

REQUIRED

Notification of Street Cl

Add Attachment

+


Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, dwg, zip, csv, rtf, dxf, dwf

Back Create Template Save Draft Next

Step 6: Signature

Some, but not all, applications require a **Signature** at this point in the process. This includes an e-signature tool that helps you sign the agreement that accompanies the application.

- Note: You must type your name in the field to consent to electronically sign. You may then draw your signature in the box, OR you can toggle on the “Enable Type Signature” tool, at which point you type your name again to e-sign.



Locations ✓ Type ✓ Contacts ✓ More Info ✓ Attachments ✓ Signature 6 Review and Submit 7

SIGNATURE

I understand the the restrictions on the permit and am submitting this application in compliance with Chapter 107 (Animals) of the Code of the City of Ann Arbor.

* Please type your name as consent to electronically sign this application.

Enable Type Signature

Anna Simmons
August, 12 2021

X Draw Signature Here

Clear

Step 6 or 7: Review and Submit

Review and Submit: This page is your final chance to review your information is accurate before submitting your application:

Apply for Permit - Block Party *REQUIRED

Progress: ✓ Locations ✓ Type ✓ Contacts ✓ More Info ✓ Attachments 6 Review and Submit

[Submit](#)

Locations


Location	1954 Mc Intyre Dr, Ann Arbor, MI 48105
Parcel Number	09-09-22-400-021

Basic Info

Type	Block Party
Description	
Applied Date	08/12/2021

Success!

Once you click Submit, you will be brought to a **Success Page** that your application was submitted, and you can then continue to your application dashboard to view details and track progress:

 **Your application was successfully submitted!**

[Continue to permit](#)

You have Successfully submitted your application through the STREAM portal!

- You will receive an email confirmation of your application, and another once your application is issued.
- *By clicking on "continue to permit," you will be brought to your permit dashboard, where you can monitor your review progress and permit status, fees, inspections, and sub-permits.*

Proceed to Dashboard

Once your application is submitted, you can continue to monitor the status of your application by logging into STREAM and viewing your case dashboard.

Learn more in the Monitor and Manage Your Work help guide.

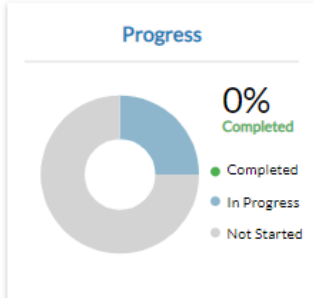
Example Permit Dashboard with no balance due:

Permit Number: BLCK21-0014

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Block Party	Status:	Submitted - Online	Project Name:	
IVR Number:	100525	Applied Date:	08/12/2021	Issue Date:	
District:		Assigned To:		Expire Date:	
Finalized Date:					
Description:					

- Summary
- Locations
- Fees
- Reviews
- Inspections
- Attachments
- Contacts
- Sub-Records
- More Info



Fees

\$0.00

[View Details](#)

- ### Workflow
- Application Review [Clerks | Permits & Licenses] - Started - Scheduled for 08/13/2021
 - Plan Review [Block Party]
 - Issue Permit
 - Confirm All Fees Paid & Close Permit

Available Actions

No Actions

Example License Dashboard with fees due:

License Number: CONT22-████

Add to Cart

- License cannot be printed at this time. License has unpaid fees.
- License cannot be printed at this time. License has not been issued.

[License Details](#) | [Tab Elements](#) | [Main Menu](#)

License Details

License Holder:	████	License Type:	Building Services Registration - Plumbing	Applied Date:	09/29/2022
District:	Ward 1	Period Start Date:		Expiration Date:	
Issued By:	Administrator, System	Status:	Fees Due		
Description:	Contractor Registration				

Fees

Attachments

Contacts

Holds

More info

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Fee Summary

Total Fees: \$15.00

Paid Fees: \$0.00

Unpaid Fees: \$15.00

Add to Cart

Remaining Fees

Sort Fee

Fee	Invoice	Computed	Amount Due
CL - Plumbing Contractor Registration	INV-000-████	\$15.00	\$15.00

Results per page 10 1 - 1 of 1 << < 1 > >>

Paid Fees

Sort Fee