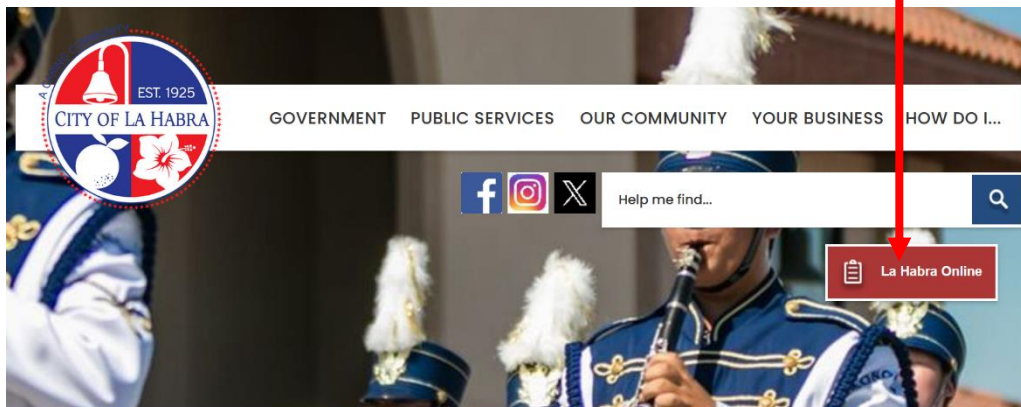


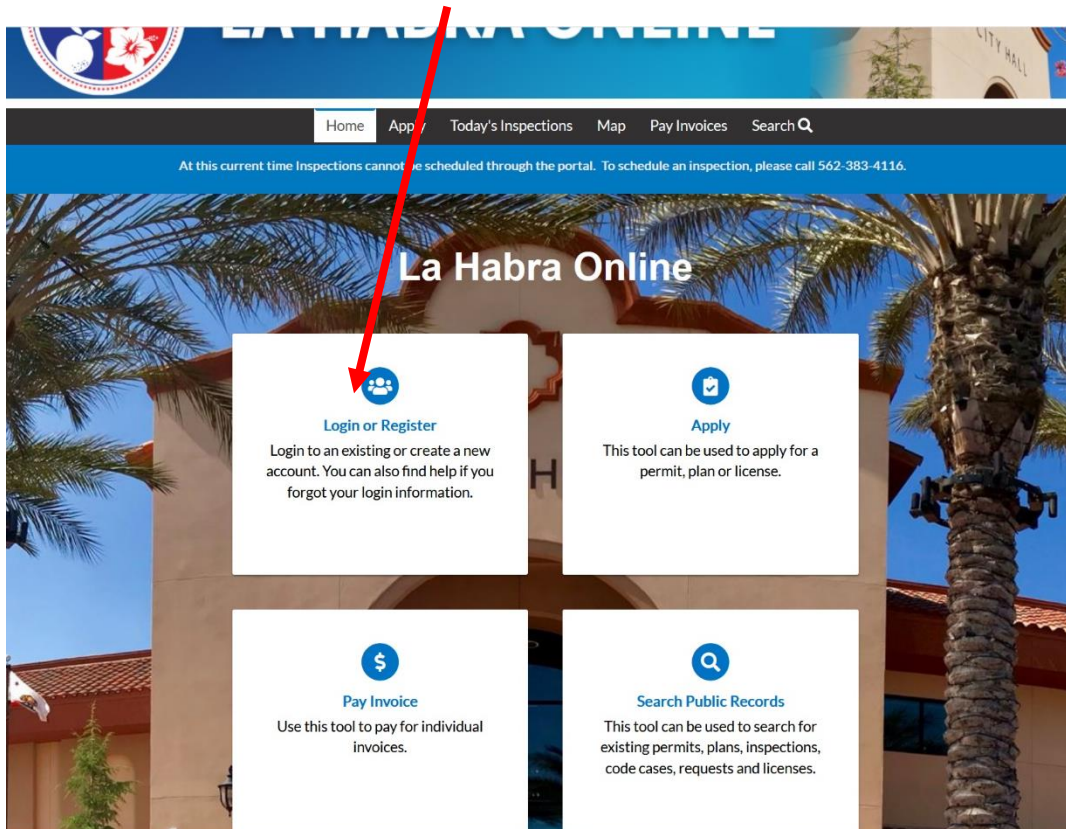
# HOW TO SUBMIT AN APPLICATION THROUGH THE CITY'S PORTAL

## REGISTRATION

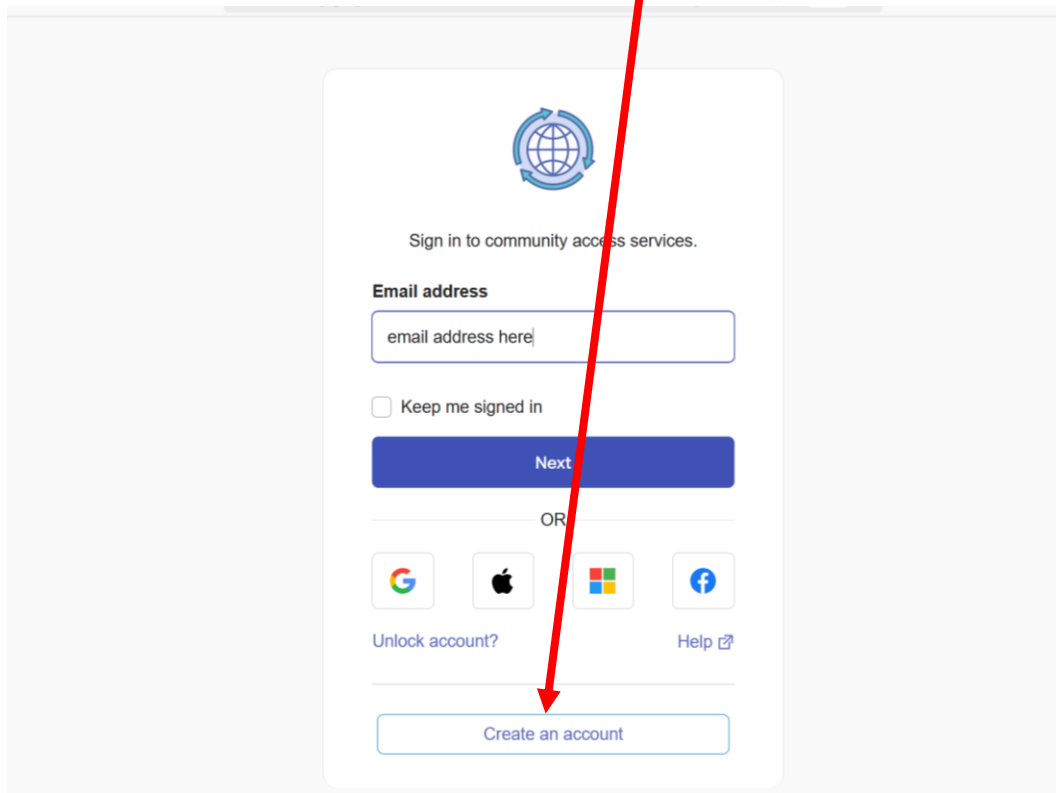
1. Go to the City's website: [www.lahabracaca.gov](http://www.lahabracaca.gov)
2. On the home screen look for the La Habra Online icon. Please click on it.



3. If this is your first time using La Habra Online, you will need to create an account. Please click on the Login or Register link.

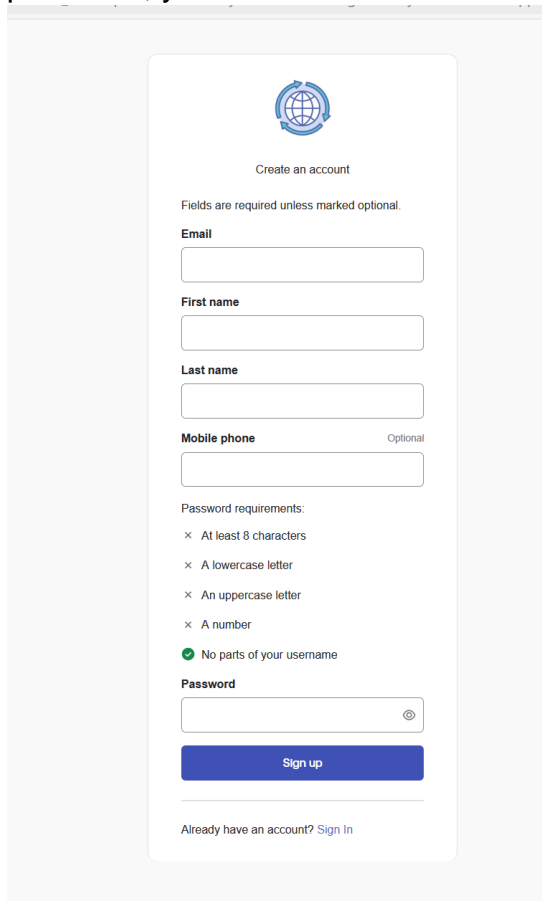


4. To create an account, click on “Create an Account”



The screenshot shows a login interface with a globe icon at the top. Below the icon, the text reads "Sign in to community access services." There is a label "Email address" above a text input field containing the placeholder "email address here". Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. Underneath the "Next" button is the text "OR". Below "OR" are four social media icons: Google, Apple, Microsoft, and Facebook. Below the icons are two links: "Unlock account?" and "Help" with an external link icon. At the bottom of the form is a button labeled "Create an account". A red arrow points from the top of the page down to the "Create an account" button.

5. Fill in the required information. Once you provide your information and create a password, you will be asked to confirm your email with a code.



The screenshot shows the account creation page. At the top is a globe icon and the text "Create an account". Below this is the instruction "Fields are required unless marked optional." There are four input fields: "Email", "First name", "Last name", and "Mobile phone" (with "Optional" written next to it). Below the input fields are "Password requirements:" listed as follows: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "No parts of your username" (which has a green checkmark next to it). Below the requirements is a "Password" input field with a toggle icon. A blue button labeled "Sign up" is at the bottom of the form. At the very bottom, there is a link: "Already have an account? Sign In".

- Once you verify your code, you have the option to secure your account. This is optional.

Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

**Google Authenticator**

Enter a temporary code generated from the Google Authenticator app.

[Set up →](#)

**Okta Verify**

Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity

[Set up →](#)

**Phone**

Verify with a code sent to your phone

[Set up →](#)

[Continue](#)

[Back to sign in](#)

- Once your registration is complete you will see this screen below. Click on “Continue”

[Cancel Registration](#)

Home Apply Today's Inspections Map Pay Invoices Search

**Registration**

Step 1 of 3: Acknowledgement


We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

[Continue](#)

## 8. Review your information and fill in the required fields (marked with \*)

lead-Onl X La Habra, CA - Official Wel X Registration X Jun 16, 2025 City Council - La Habra X 200 E Whittier Blvd - Goog X My Drive - Google Drive X

ost.net/apps/selfservice#/register



NE

Home Apply Today's Inspections Map Pay Invoices Search

### Registration

Step 2 of 3: Personal Info

\*REQUIRED

First Name

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information


\* Business Phone

\* Home Phone

\* Mobile Phone

Back Next

## 9. Enter your address and click on "Submit" when you finish.



ONLINE

Home Apply Today's Inspections Map Pay Invoices Search

### Registration

Step 3 of 3: Address

\*REQUIRED

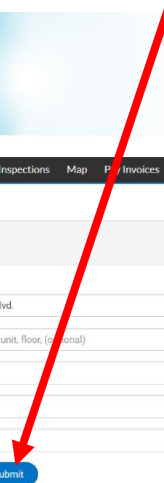
\* Address

City

State

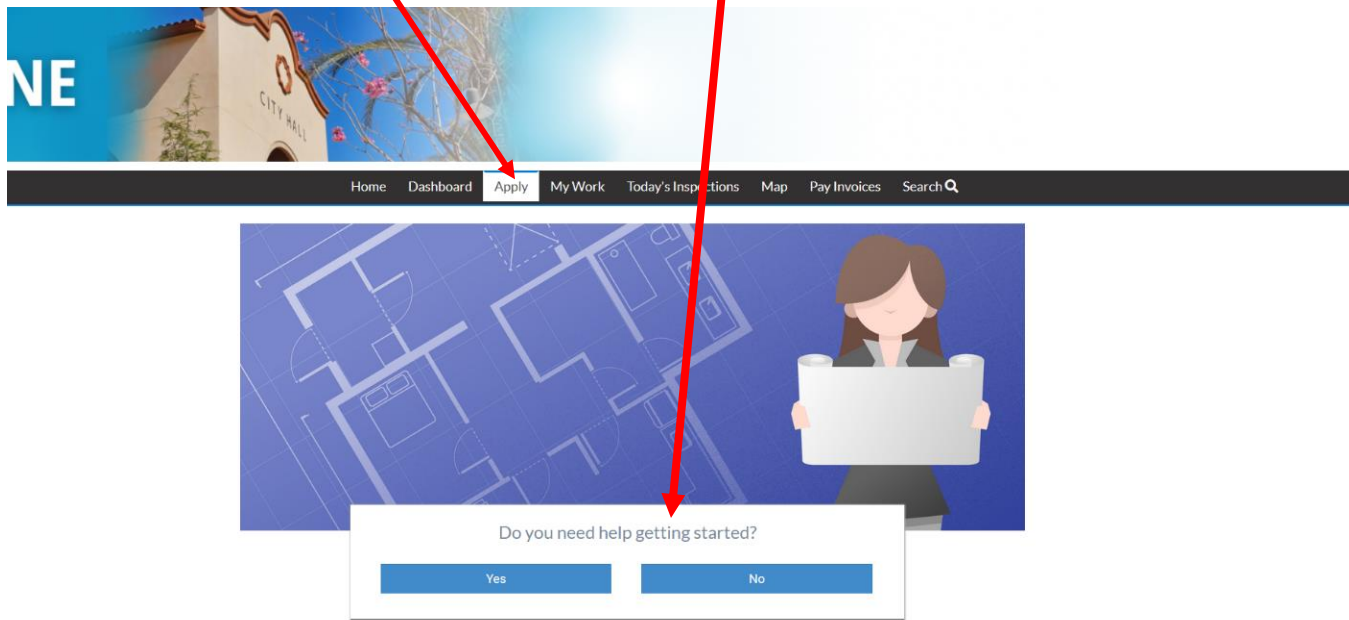
Postal Code

Back Submit

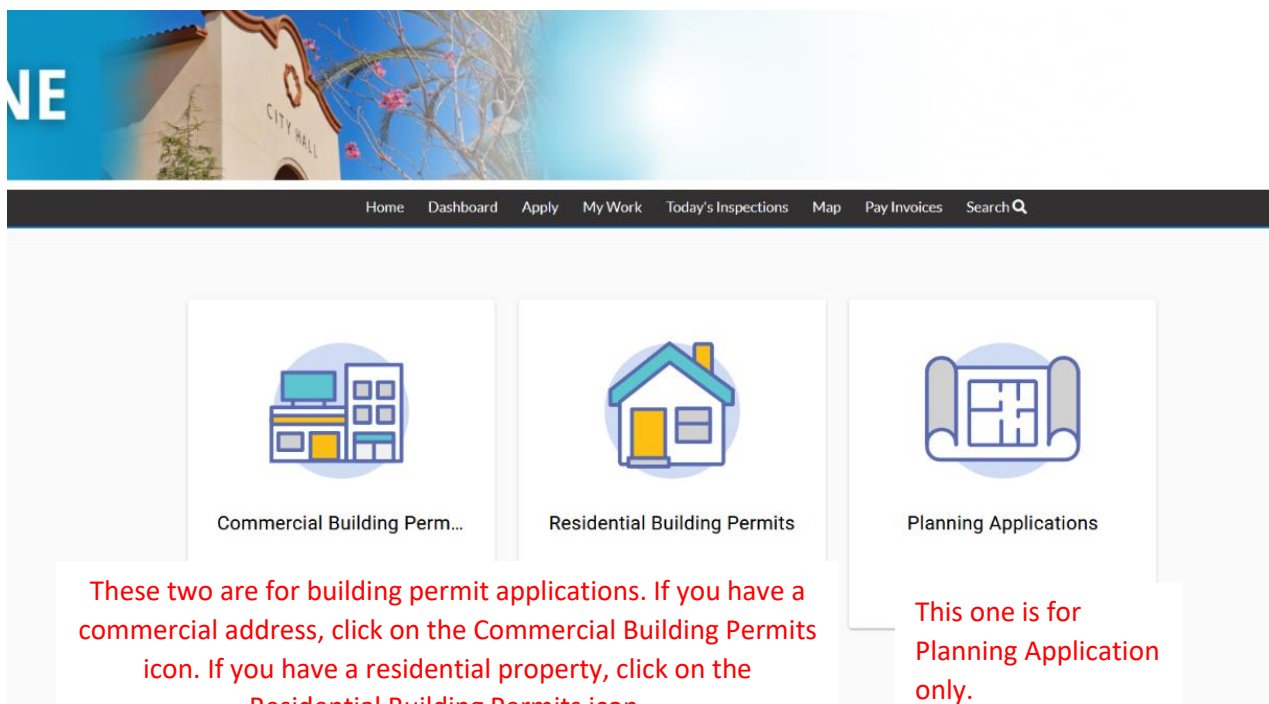


## SUBMIT AN APPLICATION

10. Click on Apply and pick if you want help getting started.

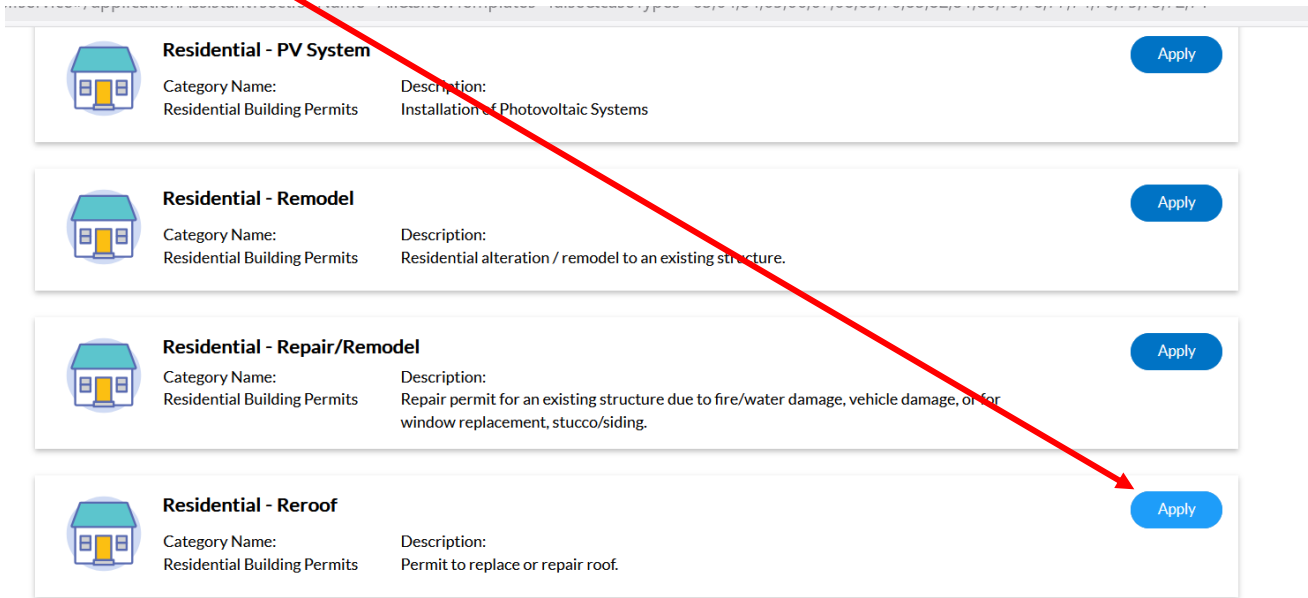


11. Now you can choose what kind of application you want to submit.



Click on the icon that corresponds to the type of application you want to submit (you have three choices). Then in the next screen pick from the category for the specific type of permit (for Building and Safety) or application (for Planning) you need to submit.

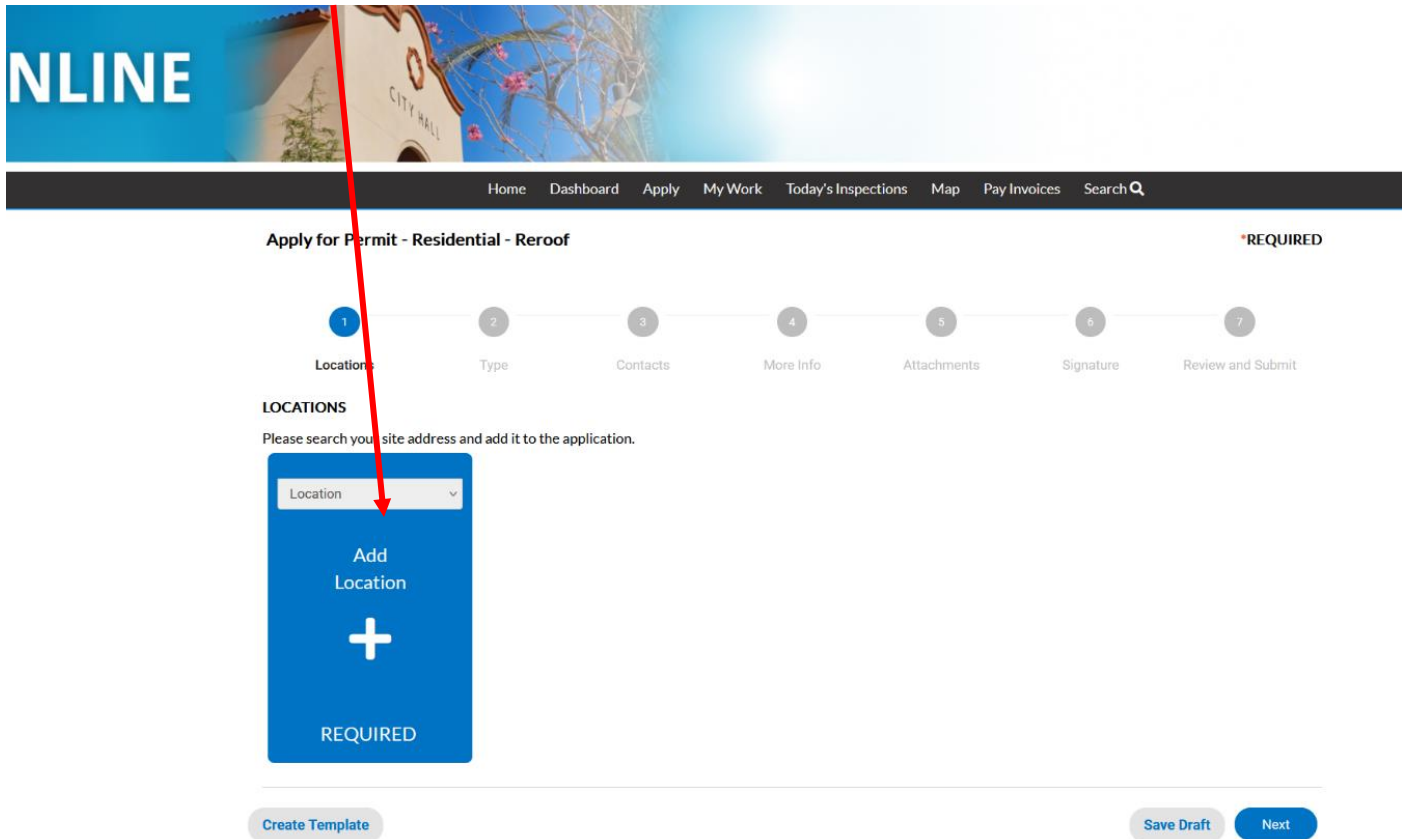
12. In this example, we have a house (Residential Building Permits) and we want to reroof it. Scroll through the options, find the Residential-Reroof icon and click on “Apply”.



The screenshot shows a list of four permit categories, each with a house icon, category name, description, and an 'Apply' button. A red arrow points from the top left to the 'Apply' button of the 'Residential - Reroof' category.

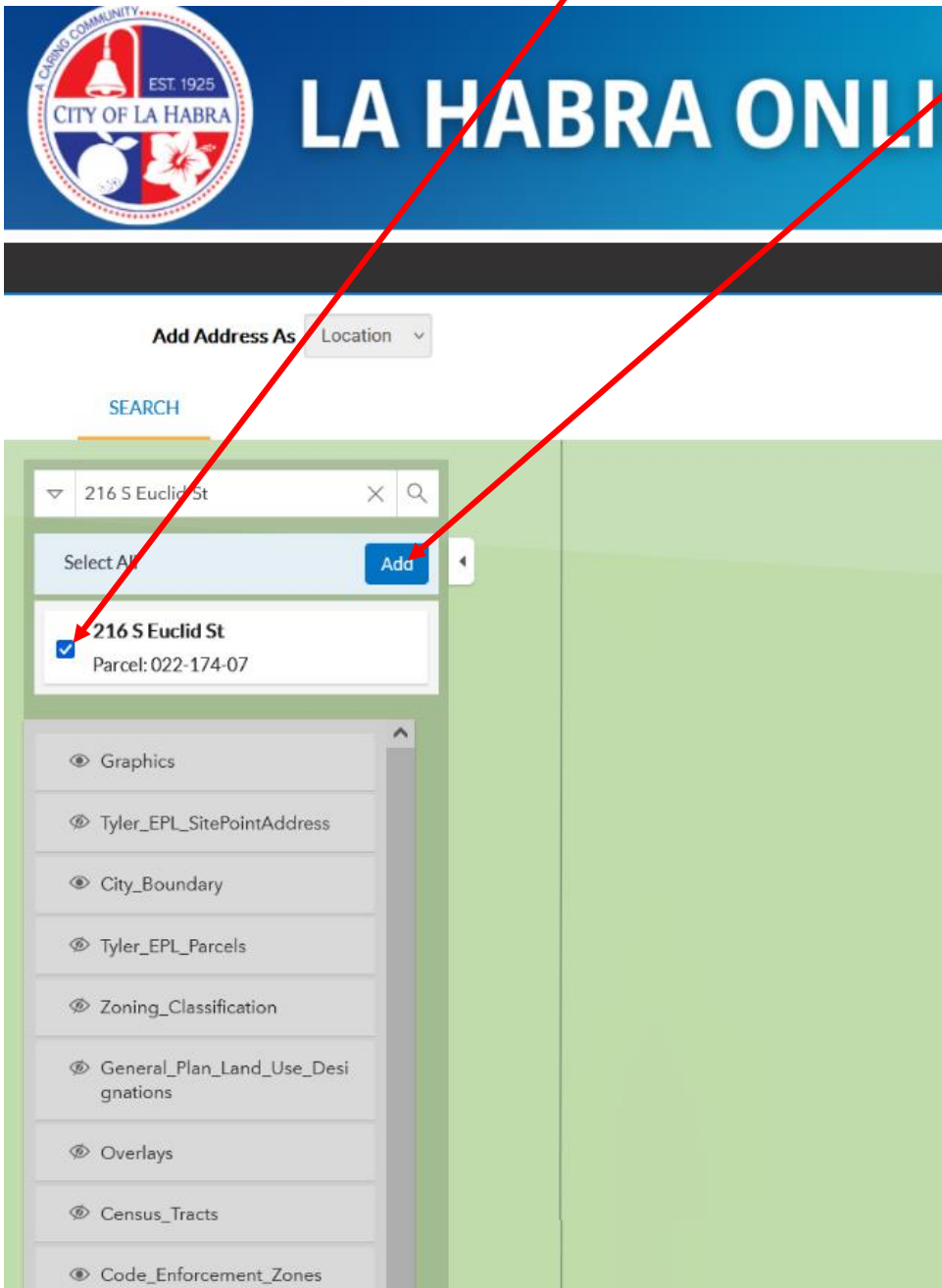
Category Name	Description	Action
Residential - PV System	Installation of Photovoltaic Systems	Apply
Residential - Remodel	Residential alteration / remodel to an existing structure.	Apply
Residential - Repair/Remodel	Repair permit for an existing structure due to fire/water damage, vehicle damage, or for window replacement, stucco/siding.	Apply
Residential - Reroof	Permit to replace or repair roof.	Apply

13. Next add the address of where the work is taking place. Click on the “Add Location” icon.



The screenshot shows a web application interface for applying for a permit. The header includes 'ONLINE' and navigation links: Home, Dashboard, Apply, My Work, Today's Inspections, Map, Pay Invoices, Search. The main heading is 'Apply for Permit - Residential - Reroof' with a 'REQUIRED' indicator. A progress bar shows seven steps: 1. Locations (active), 2. Type, 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, 7. Review and Submit. Below the progress bar, the 'LOCATIONS' section prompts the user to search for a site address. A blue modal box is open, showing a search input field with a dropdown arrow, an 'Add Location' button, a plus sign icon, and the word 'REQUIRED' at the bottom. A red arrow points from the 'Add Location' button in the modal to the 'Add Location' button in the main interface. At the bottom, there are 'Create Template', 'Save Draft', and 'Next' buttons.

14. The format for all addresses is: Number **Directional** Street Name  
For this example we are using **216 South Euclid Street**. To find the address, we type in **216 S Euclid St (you have to have the directional)**. Once we find our address, click in the box next to the address and then click on "Add".



15. Now click on the “Next” icon and continue to fill in items 2-7.

**E**

Home Dashboard Apply My Work Today's Inspections Map Pay Invoices Search

Apply for Permit - Residential - Reroof \*REQUIRED

1 2 3 4 5 6 7

Locations Type Contacts More Info Attachments Signature Review and Submit

**LOCATIONS**

Please search your site address and add it to the application.

**Type: Location**  
216 S EUCLID ST La Habra,  
CA 90631

**Main Address**

**Parcel Number**  
022-174-07

**Main Parcel**

Remove

Create Template Save Draft Next

If you get stuck or have questions, please contact staff for assistance.

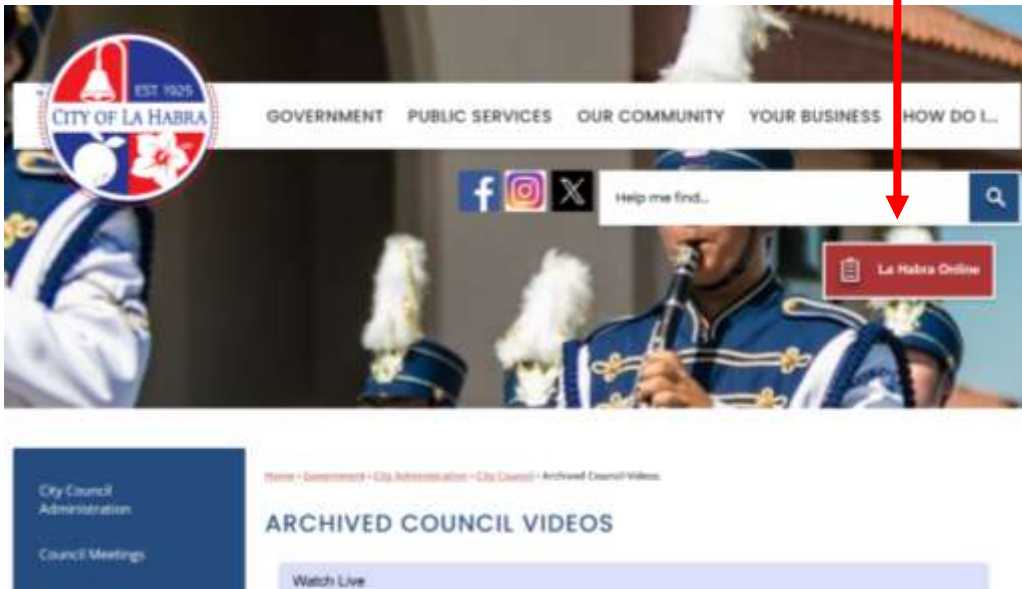
For permit applications and plan check applications, please contact Building and Safety at (562) 383-4116. Visit their [website](#) for helpful links and forms.

For banner permits, special event permits and all other entitlement applications, please contact Planning at (562) 383-4100. Visit their [website](#) for helpful links and forms.

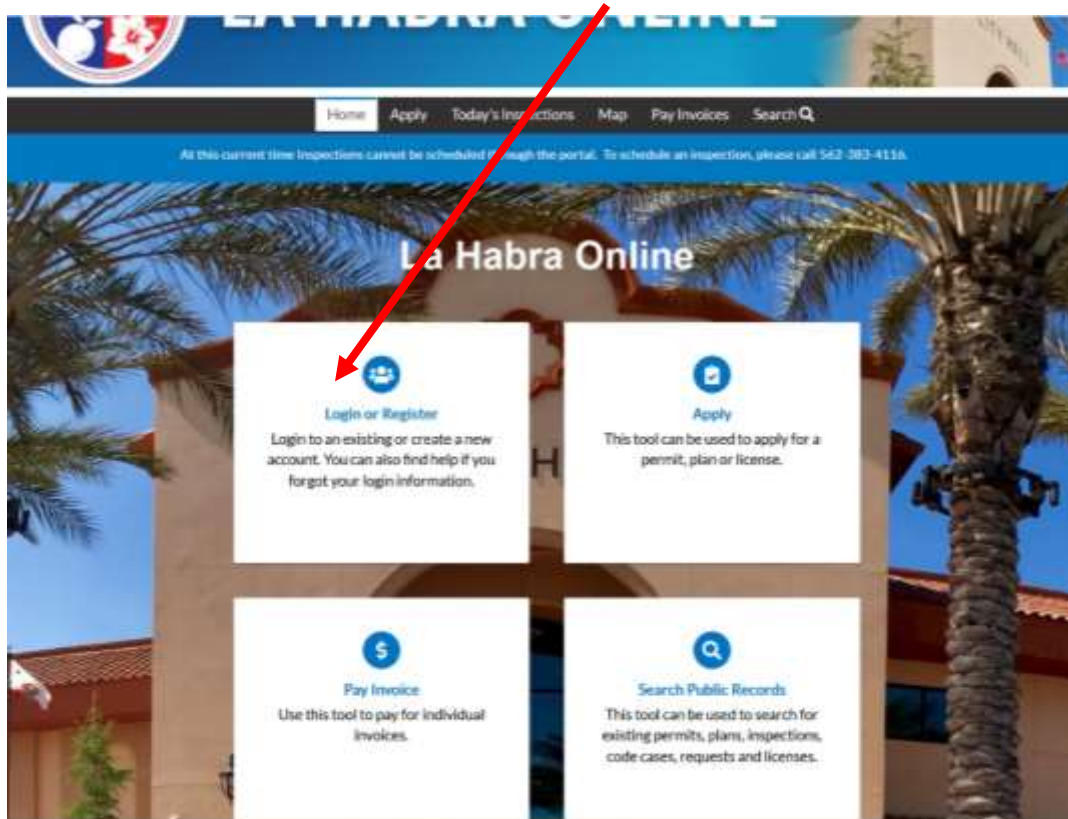
# CÓMO SOMETER UNA APLICACIÓN USANDO NUESTRO PORTAL EN LÍNEA

## REGISTRACIÓN

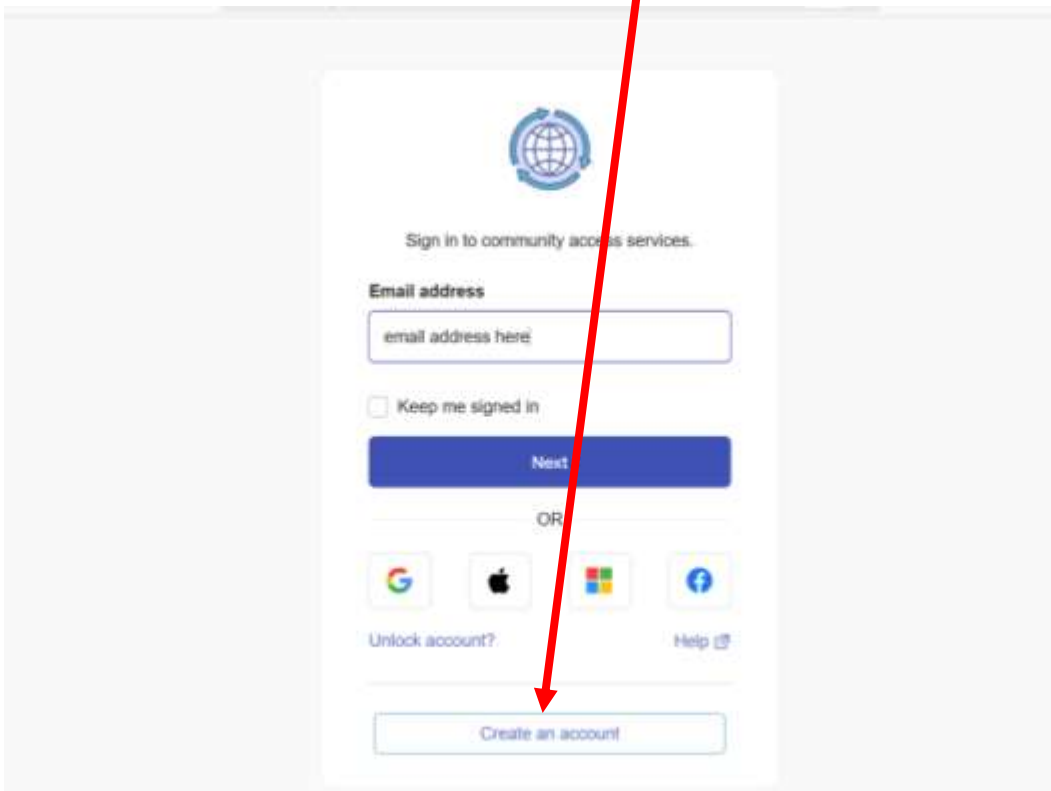
1. Vayan a nuestra página: [www.lahabraca.gov](http://www.lahabraca.gov)
2. En la pantalla de inicio busquen el ícono de La Habra Online. Haga clic en el ícono.



3. Si es su primera vez usando La Habra Online tendrá que crear una cuenta. Favor de hacer clic en el enlace de Login or Register.



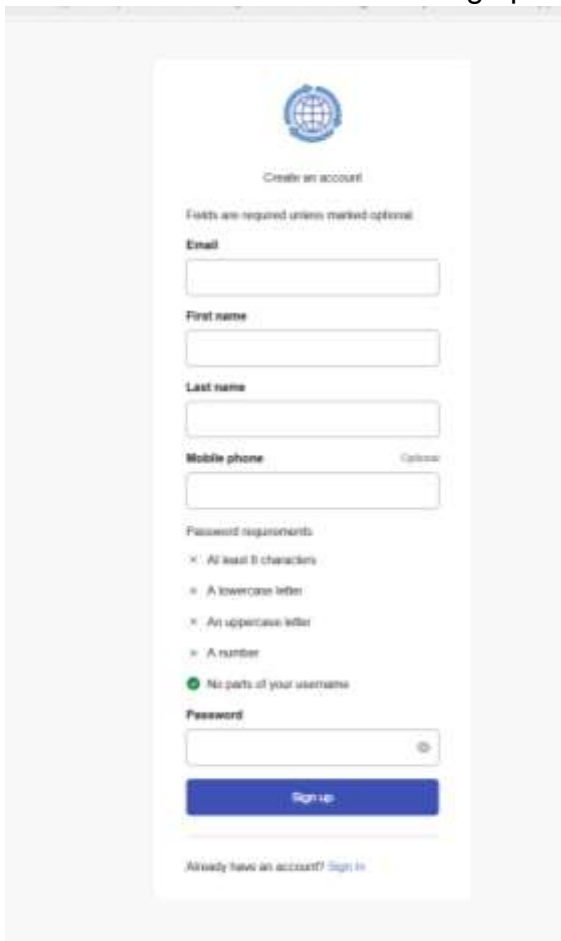
4. Para crear su cuenta, haga clic en "Create an Account"



The image shows a login page with the following elements:

- Logo at the top center.
- Text: "Sign in to community access services."
- Form field: "Email address" with placeholder text "email address here".
- Checkbox: "Keep me signed in".
- Button: "Next".
- Text: "OR".
- Social login icons: Google, Apple, Microsoft, Facebook.
- Links: "Unlock account?" and "Help".
- Button: "Create an account" (highlighted by a red arrow).

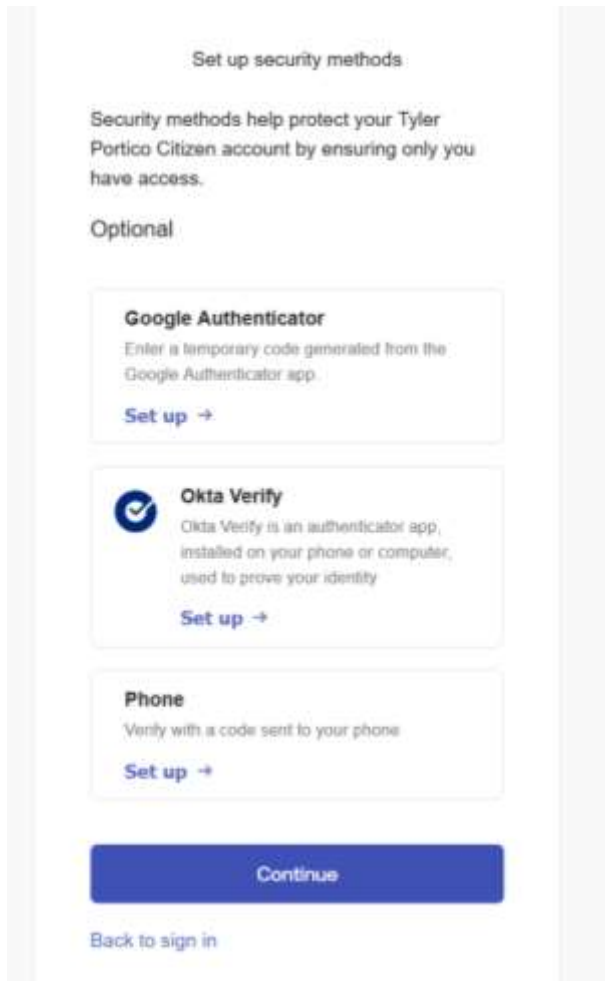
5. Complete la información requerida. Después de proveer su información y crear su contraseña se le enviará un código para que confirme su correo electrónico.



The image shows the account creation page with the following elements:

- Logo at the top center.
- Text: "Create an account".
- Text: "Fields are required unless marked optional".
- Form fields: "Email", "First name", "Last name", "Mobile phone" (with "Optional" text).
- Section: "Password requirements" with a list of requirements:
  - ✖ At least 8 characters
  - ✖ A lowercase letter
  - ✖ An uppercase letter
  - ✖ A number
  - ✔ No parts of your username
- Form field: "Password" with a visibility toggle.
- Button: "Sign up".
- Text: "Already have an account? Sign in".

- Al verificar su código tendrá la opción de asegurar su cuenta. Este paso es opcional.



- Una vez completado su registraci3n podr3 ver esta pantalla. Haga clic en "Continue"



8. Revise su información y complete los campos requeridos (marcados con \*)

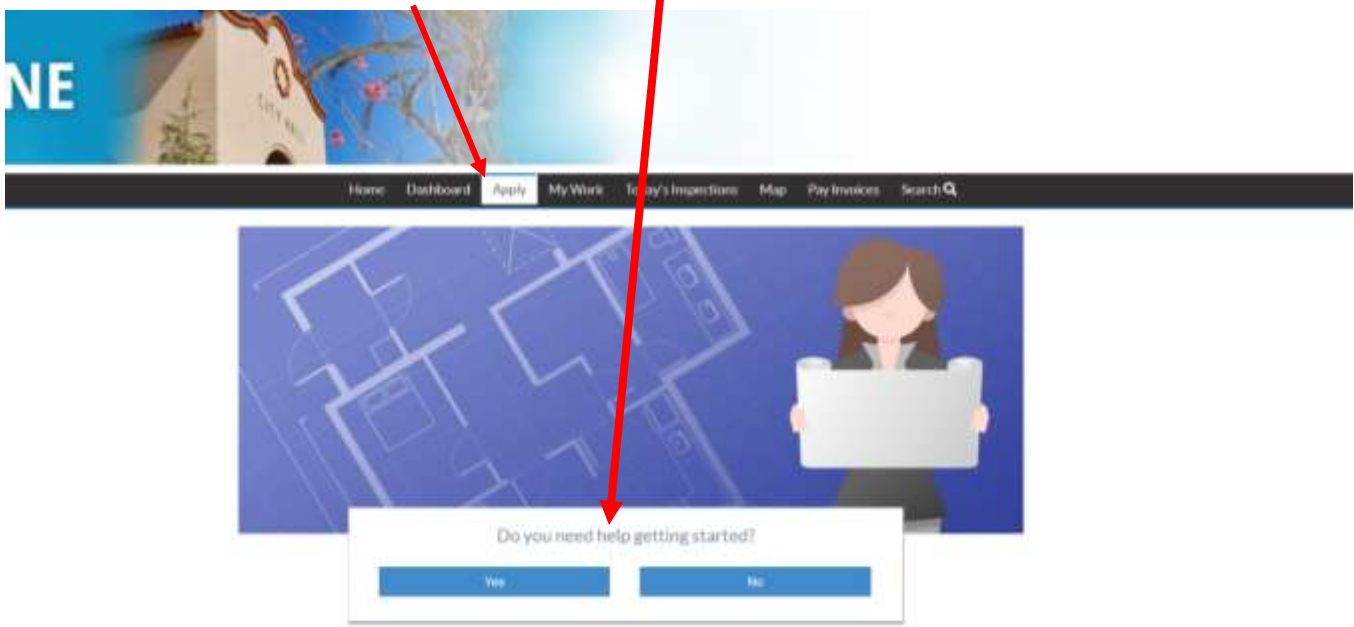
The screenshot shows a web browser window with several tabs open. The active tab is 'Registration'. The browser address bar shows 'city.net/apps/selfservice#/register'. The page header features a navigation menu with 'Home', 'Apply', 'Today's Inspections', 'Map', 'Pay Invoices', and 'Search'. The main content area is titled 'Registration' and 'Step 2 of 3: Personal Info'. The form includes the following fields: 'First Name' (marked with a red asterisk and 'REQUIRED'), 'Middle Name', 'Last Name', 'Company', '\* Contact Preference' (a dropdown menu), '\* Email Address', and 'Additional Contact Information' which includes '\* Business Phone', '\* Home Phone', and '\* Mobile Phone'. At the bottom of the form are 'Back' and 'Next' buttons.

9. Introduzca su dirección y haga clic en "Submit" cuando termine.

The screenshot shows the same web browser window, now on 'Step 3 of 3: Address'. The form fields are: '\* Address' (with '1100 La Habra Blvd' entered), 'Apartment, Suite, Unit, Box, etc.' (empty), 'City' (with 'La Habra' entered), 'State' (with 'CA' selected in a dropdown), and 'Postal Code' (with '91701' entered). A red arrow points from the text above to the 'Submit' button. At the bottom are 'Back' and 'Submit' buttons.

## SOMETER UNA APLICACIÓN

10. Haga clic en Apply y escoja si quiere asistencia.

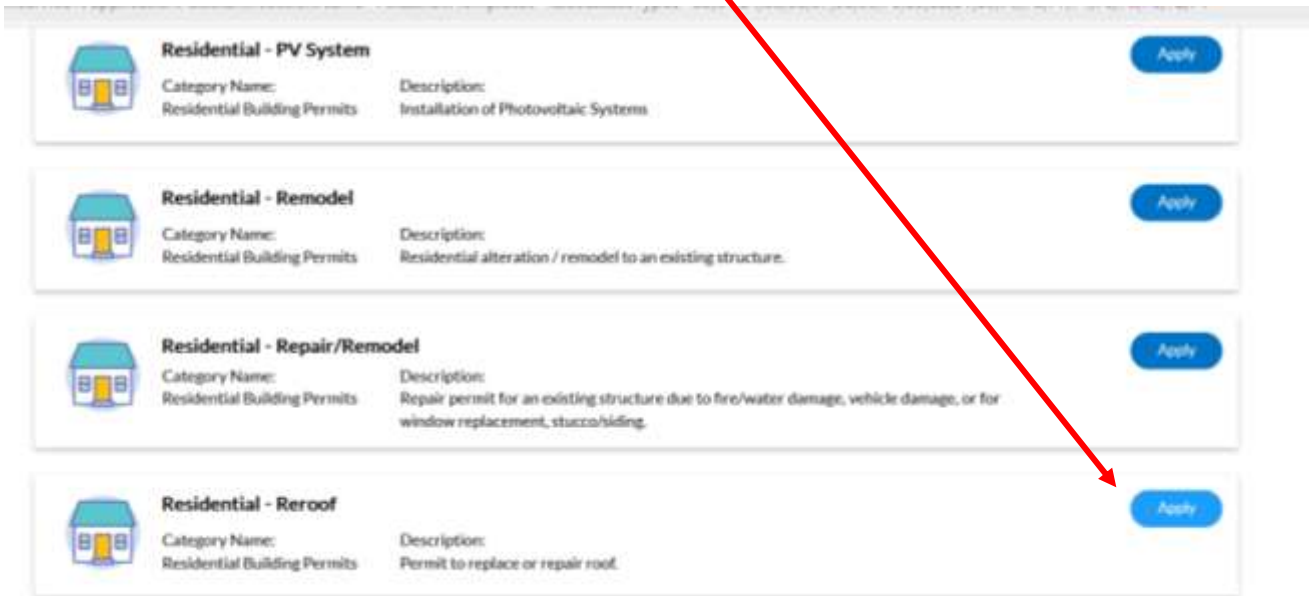


11. Ahora puede elegir que tipo de aplicación quiere someter.

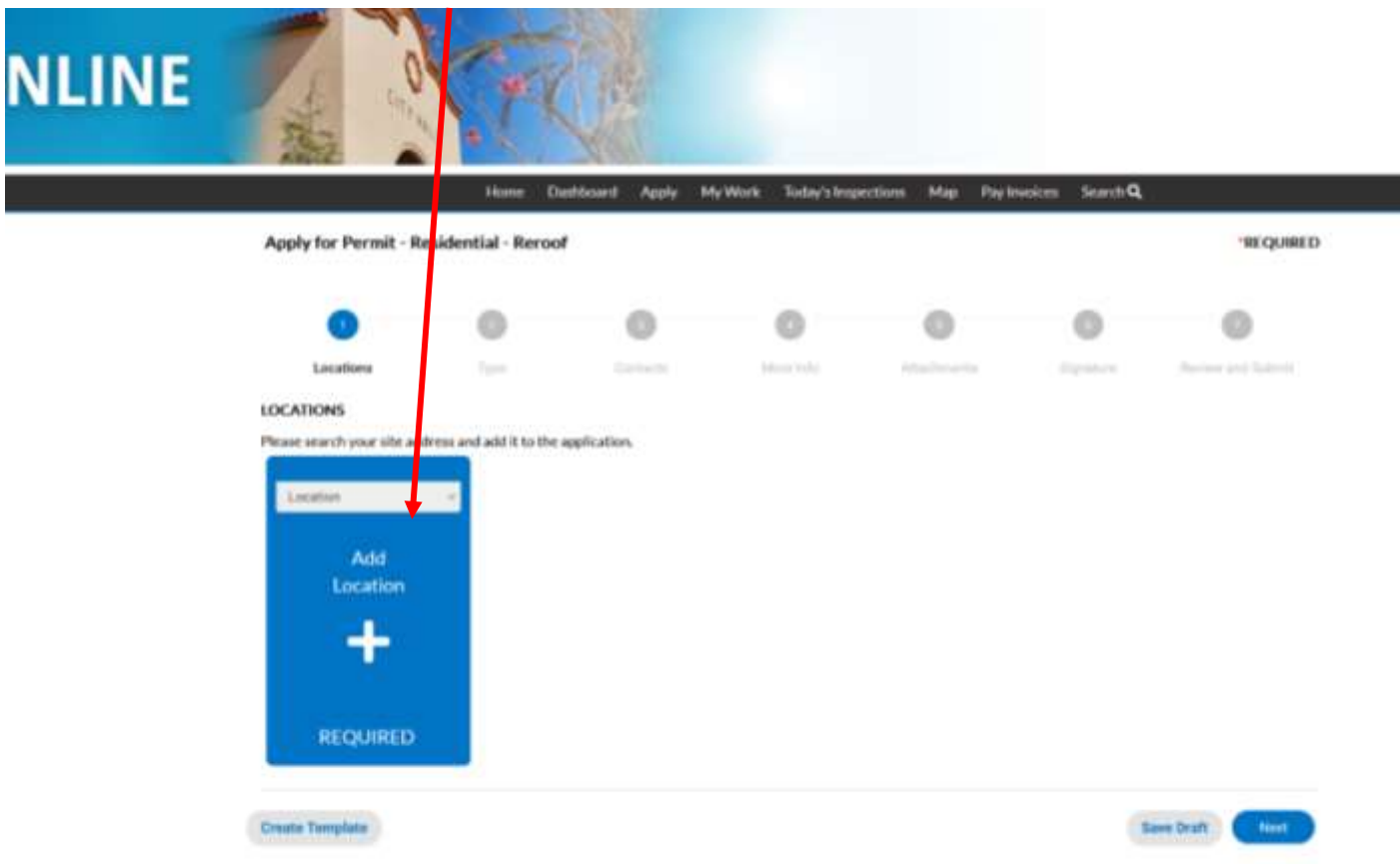


Haga clic en el icono que corresponde al tipo de aplicación que usted requiere (tiene tres opciones). Luego, en la siguiente pantalla, seleccione la categoría para el tipo específico de permiso (Departamento de Construcción y Seguridad) o aplicación (Departamento de Planificación) que quiere someter.

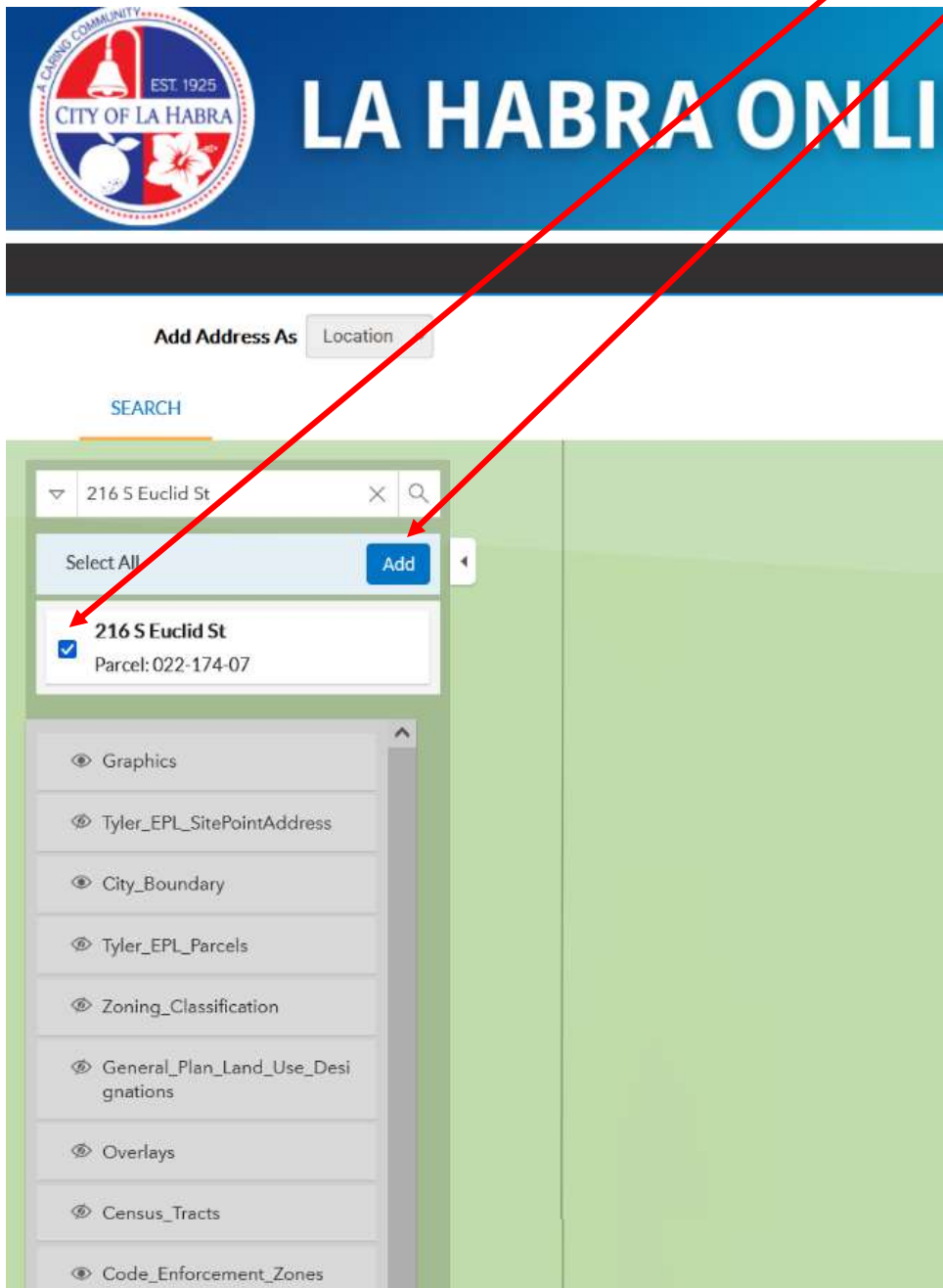
12. Para este ejemplo, tenemos una casa (Residential Building Permits) y queremos ponerle un nuevo techo. Desplácese por las opciones, encuentre el icono de Residential-Reroof y haga clic en “Apply”.



13. A continuación, añada la dirección donde se realizará la obra. Haga clic en el ícono “Add Location”.



14. El formato para todas las direcciones es: Número **Direccional** Nombre de la Calle  
En este ejemplo, usamos **216 South Euclid Street**. Para encontrar la dirección, escribimos **216 S Euclid St** (es necesario tener el direccional). Una vez que encontremos nuestra dirección, haga clic en el cuadro junto a la dirección y luego en “Add”.



15. Ahora haga clic en el icono “Next” y continúe completando los pasos 2 a 7.

The screenshot shows a web application interface for applying for a permit. The title is "Apply for Permit - Residential - Reroof". The interface includes a navigation bar with links: Home, Dashboard, Apply, My Work, Today's Inspections, Map, Pay Invoices, and Search. Below the navigation bar is a progress bar with seven steps: 1. Locations, 2. Type, 3. Contacts, 4. More info, 5. Attachments, 6. Signature, and 7. Review and Submit. A red arrow points to the "Next" button at the bottom right of the form. The "Next" button is highlighted in blue, while the "Save Draft" button is greyed out. The "Locations" section is active, showing a search for a site address and a list of results. The first result is "Type: Location" with the address "216 S EUCLID ST La Habra, CA 90631". Other details include "Main Address" (checked), "Parcel Number" (022-174-07), and "Main Parcel" (checked). A "Remove" button is visible below the result. At the bottom left, there is a "Create Template" button. At the bottom right, there are "Save Draft" and "Next" buttons.

Si tiene alguna duda, comuníquese con el personal para obtener ayuda.

Para solicitar permisos de construcción y solicitudes de revisión de planos, comuníquese con el Departamento de Construcción y Seguridad al (562) 383-4116. Visite su sitio [web](#) para obtener enlaces y formularios útiles.

Para obtener permisos para pancartas, permisos para eventos especiales y cualquier otra solicitud de derechos, comuníquese con el Departamento de Planificación al (562) 383-4100. Visite su sitio [web](#) para obtener enlaces y formularios útiles.