



# Online Services Portal

TRAINING GUIDE

## Register and Log in

1. Navigate to <https://vaughan.stratawiseapp.com>



2. Click the register "**here**" link.

### Welcome to the City of Vaughan Online Services Portal

The City of Vaughan online portal is available 24 hours a day, 7 days a week, 365 days a year for you to submit the following applications:

- Mobile, A-frame and Feather Banner Sign Permits
- Zoning Certificates (for Licensing and Zoning Searches)
- Development Charge Estimates

\* Save time by submitting applications digitally through this portal, get automated emails as the application flows through the process and pay fees using a credit card online

For those that are here for the first time:

- Click [here](#) to register
- Review information for [Mobile, A-frame and Feather Banner Sign Permits](#)
- Review information for [Zoning Certificates \(for Licensing and Zoning Searches\)](#)
- Review information for [Development Charge Estimates](#)

For all inquiries please contact the City of Vaughan | Building Standards Department  
2141 Major Mackenzie Dr., Vaughan, ON L6A 1T1 | [buildingstandards@vaughan.ca](mailto:buildingstandards@vaughan.ca)

### Login or Register

Email

Password

Keep me logged in      [Forgot your password?](#)

Log in

First time here? [Click here to register.](#)

3. Enter your **Email**, **Password** and confirm the **“I’m not a robot”** box.

**Welcome to the City of Vaughan Online Services Portal**

To register an account, you will need to provide the following:


- Email address
- Password
- Email Confirmation

**Register**

Email

Password

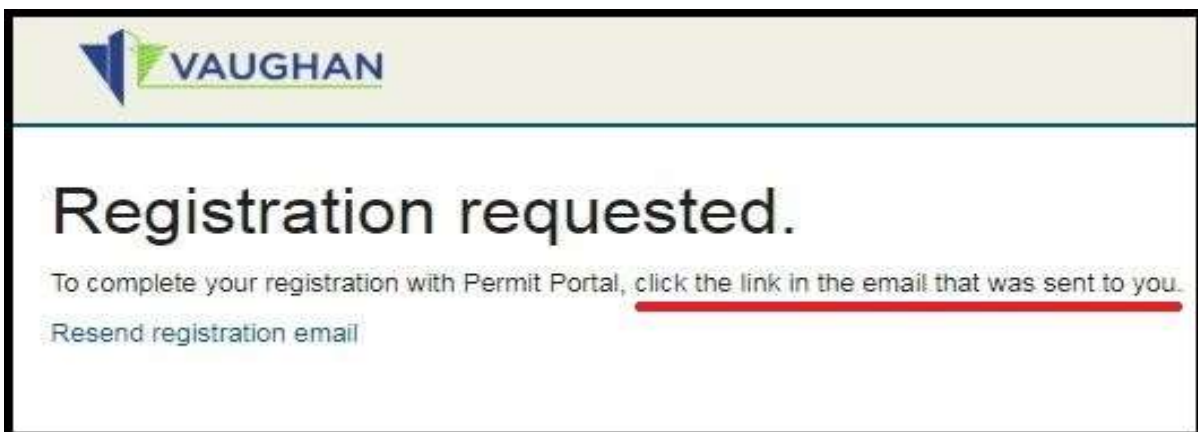
Confirm Password

I'm not a robot 

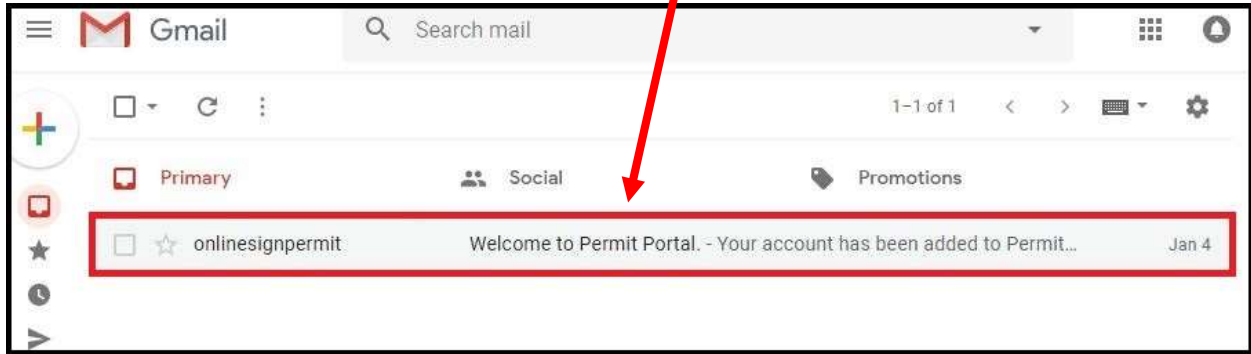
**Register**

Returning users click here to login.

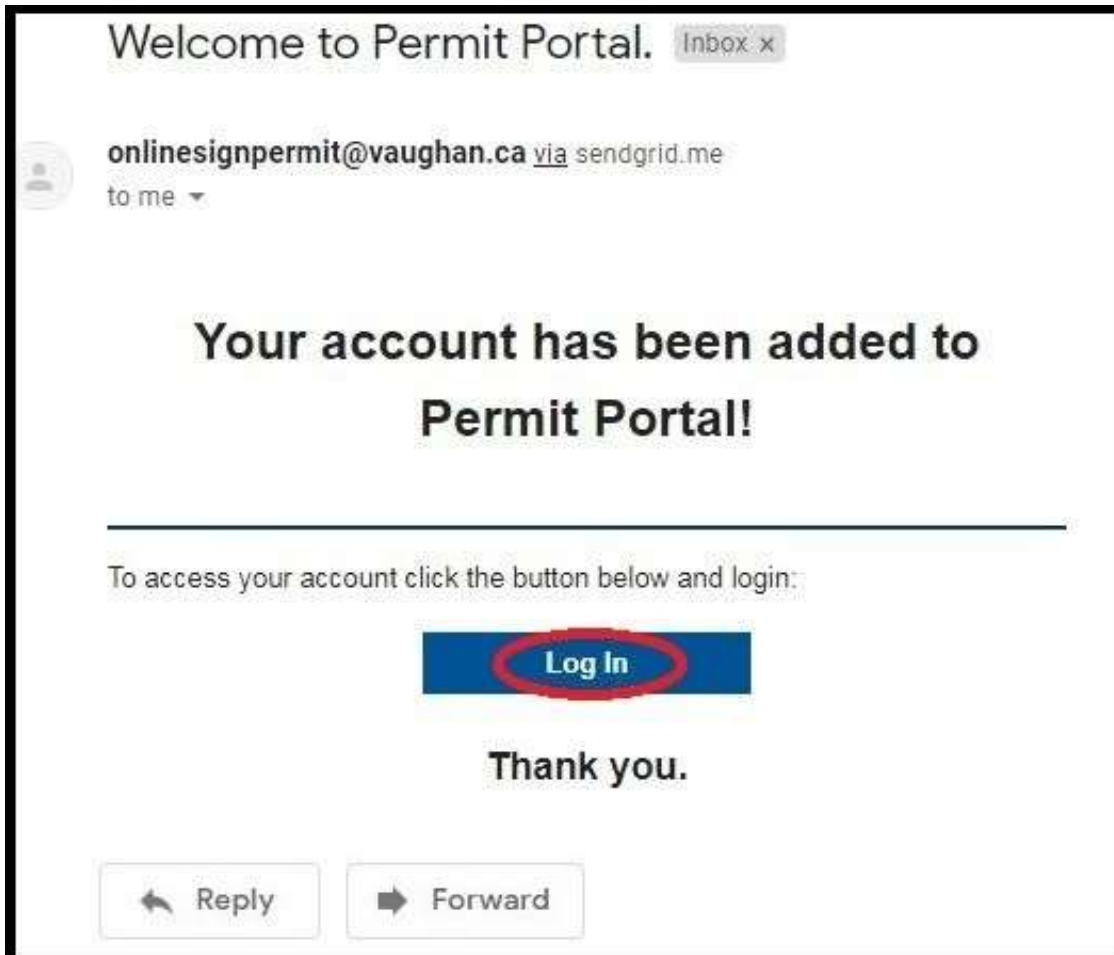
4. The **“Registration request”** email will be sent to you.



5. Navigate to your **email provider** (Gmail, Yahoo Mail, Hotmail, etc.) and check your Inbox for the registration email.



6. Open the registration email and click the “**Log in**” link to confirm your email.



## 7. Log in with your new credentials.

### Welcome to the City of Vaughan Online Services Portal

The City of Vaughan online portal is available 24 hours a day, 7 days a week, 365 days a year for you to submit the following applications:

- Mobile, A-frame and Feather Banner Sign Permits
- Zoning Certificates (for Licensing and Zoning Searches)
- Development Charge Estimates

\* Save time by submitting applications digitally through this portal, get automated emails as the application flows through the process and pay fees using a credit card online

For those that are here for the first time:

- Click [here](#) to register
- Review information for [Mobile, A-frame and Feather Banner Sign Permits](#)
- Review information for [Zoning Certificates \(for Licensing and Zoning Searches\)](#)
- Review information for [Development Charge Estimates](#)

For all inquiries please contact the City of Vaughan | Building Standards Department  
2141 Major Mackenzie Dr., Vaughan, ON L6A 1T1 | [buildingstandards@vaughan.ca](mailto:buildingstandards@vaughan.ca)

### Login or Register

Email

john.smith@gmail.com

Password

.....

Keep me logged in

[Forgot your password?](#)

Log in

First time here? [Click here to register.](#)

## Create a new Service Request

- Once logged in, click the **“Create ...”** button to submit new requests within this page or click the **“View My ...”** button to see a grid view of all requests submitted previously. New requests can be created from the grid view as well.

### City of Vaughan Online Services Portal

The City of Vaughan Portal is your connection to online City services. Submit and check status for **Mobile, A-Frame and Feather Banner Sign Applications, Zoning Certificates** and **Development Charge Estimates**.

🔍

Sign Permits
+ ☰

Use this service module to submit Mobile, A-frame or Feather Banner sign permits. Sign permit applications may take up to 3 business days for processing. Please click the "View My Sign Permits" button if you are a returning customer and would like to see the previously processed applications. 🏠

+ Create Mobile & A-Frame Sign Permits

☰ View My Mobile & A-Frame Sign Permits

Zoning Certificates
+ ☰

Use this service module to submit requests for Property Zoning Search or Licensing Zoning Clearance. Property owners may request zoning information for any property within the City of Vaughan. Please allow a minimum of 5 business days to process a request. Please click the "View My Zoning Certificates" if you are a returning customer and would like to see the previously processed applications. 🏢

+ Create Zoning Certificates

☰ View My Zoning Certificates

Development Charge Estimates
+ ☰

Use this service module to submit Development Charges Estimates. Development charges are fees paid for new developments, re-developments, change of use and expansions for residential and non-residential buildings or structures. Fees collected help pay for city growth-related infrastructure. Changing a building's use from residential to non-residential or from industrial to commercial may result in development charges. Please allow 3 to 5 business days to process a request. Please click the "View My Development Charge Estimates" if you are a returning customer and would like to see the previously processed applications. 🔍💰

+ Create Development Charge Estimates

☰ View My Development Charge Estimates