

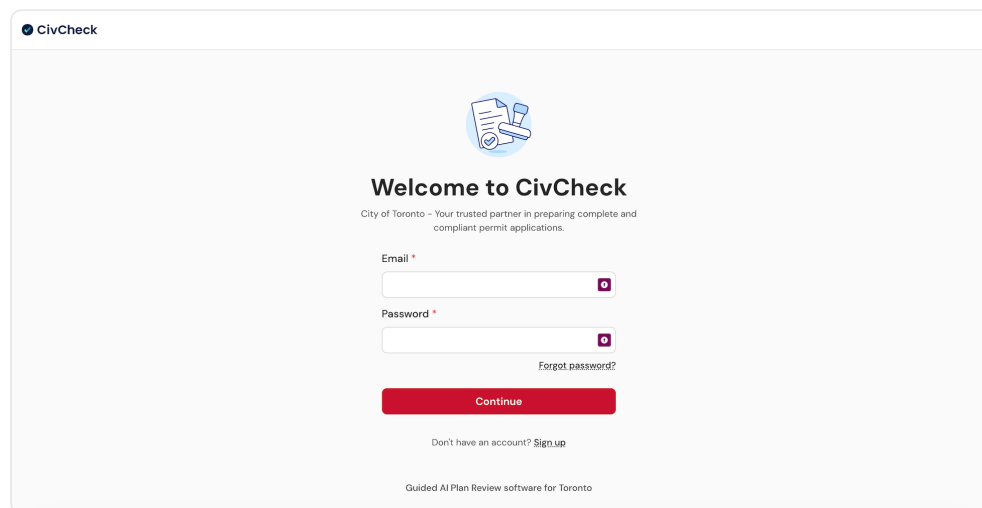
Toronto Applicant User Guide

Introduction to CivCheck

CivCheck is a Guided AI Pre-Check solution that improves the accuracy and completeness of applications before they enter the city's official review process. By identifying issues upfront, the platform reduces back-and-forth and helps applications move through review faster.

Note: This process does not replace official review, and using it does not guarantee a permit. CivCheck is an early screening tool.

Account Creation

The image shows a web browser window displaying the CivCheck login screen. At the top left of the window is the CivCheck logo. In the center, there is a blue circular icon containing a document and a checkmark. Below this icon, the text "Welcome to CivCheck" is displayed in bold. Underneath, a smaller line of text reads "City of Toronto - Your trusted partner in preparing complete and compliant permit applications." The login form consists of two input fields: "Email *" and "Password *", each with a red asterisk and a small red eye icon to the right. Below the password field is a link that says "Forgot password?". A prominent red button labeled "Continue" is positioned below the form. At the bottom of the form area, there is a link that says "Don't have an account? Sign up". The footer of the page within the browser window reads "Guided AI Plan Review software for Toronto".

Login screen

1. Visit the CivCheck website at <https://app-ca.civcheck.ai/login/Toronto>.
2. Select the link "Sign up".
3. A screen called "Create your account" will appear. Fill in the requested information.
4. Your account will be created. Return to the main CivCheck screen and log in.

Pre-Check an Application

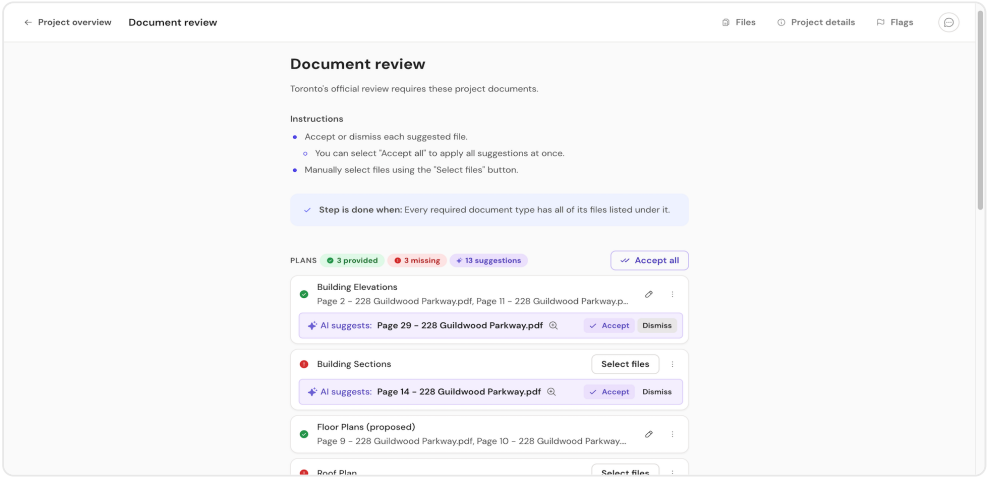
1. SET UP PRE-CHECK

Get real-time feedback on your application before you submit. CivCheck helps identify missing or incomplete information upfront, reducing back-and-forth and creating a faster path to approval.

- 1. Log in and create the project. CivCheck saves your progress automatically.
- 2. Continue through the project setup steps: upload and sort files, identify key documents, answer questions, and review file formatting.

2. COMPLETE "DOCUMENT REVIEW"

CivCheck determines which permit documents the city requires for each application type. Provide project files for each listed document. CivCheck's AI may suggest files.



Document review screen

SITUATION	ACTION
AI suggestion is correct.	Select "Accept" to apply it.
AI suggestion is incorrect.	Select "Dismiss", then manually select the correct files.
A project file needs to be added.	Click "Select files" and select file pages.
You want to flag a document for later.	Flag the document. Only you can view flags.
You believe a document does not apply to your project.	Add a comment for the city staff, who will make a determination. City staff might still require the document.

3. COMPLETE "INTAKE REVIEW"

This step helps you verify the application's completeness, and sometimes includes completeness checks done during plan review.

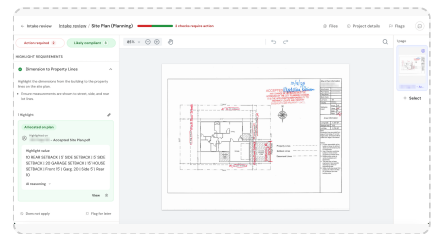
Ensure that each check's requirements are met. Here is a summary of the different ways you can resolve a check:

SITUATION	ACTION
Your project has the asked-for information.	Add or edit highlight on plan.
Project does not have the information, and it should.	Revise and replace project files, then highlight the information on plan.
You don't think this check applies to your project.	Select "Does not apply" and write a comment for city staff. City staff will determine if the check is required for your project.
The information is correct.	No edits necessary.
The information is incorrect.	Edit highlight or revise plans.

GREEN CHECKS: VERIFY ACCURACY

These checks have green checkmarks next to them and appear under "Likely compliant". CivCheck's AI is confident that the project meets these checks.

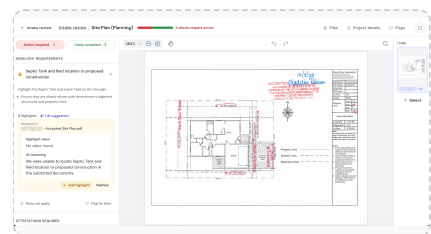
Review any highlighted information to ensure it passes the check. You can edit or delete highlights, as needed.



YELLOW CHECKS: REVIEW FINDINGS AND ASSESS

These checks have yellow caution symbols next to them. The AI is not confident that the project meets check requirements.

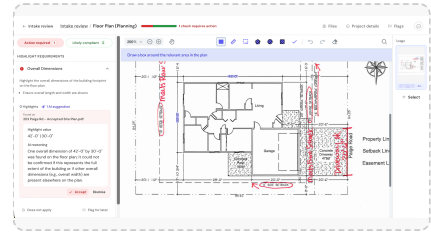
Review any found values and reasoning, then assess project files. You can highlight your plans or revise project files, as needed.



RED CHECKS: REVIEW PROJECT

These checks have red exclamation point symbols next to them. The AI assessed that the project likely did not meet check requirements.

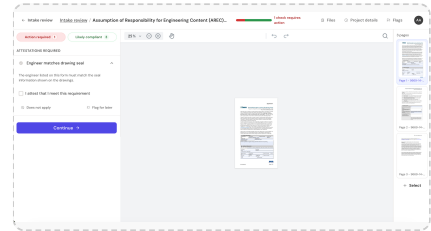
Review any found values and reasoning, then assess project files. You can highlight your plans or revise project files, as needed.



ATTESTATION CHECKS: MANUALLY CHECK OFF

CivCheck's AI does not evaluate these checks.

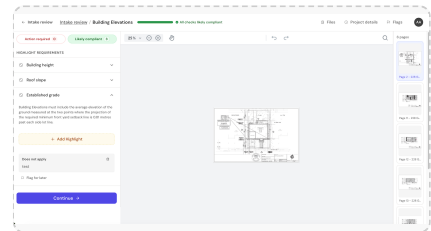
Check the box to manually confirm that your project meets the stated requirement. Revise your files, if necessary.



"DOES NOT APPLY": CITY WILL REVIEW

If you mark an intake check as not applying to your project, this status will apply. It has a grey slashed circle next to the check.

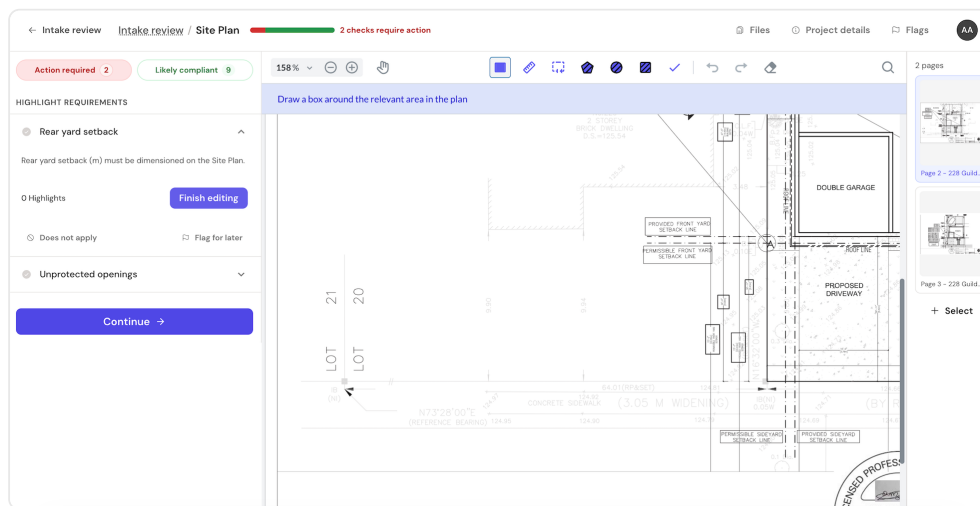
City staff will assess your project and determine if the check is required.



HOW TO HIGHLIGHT INFORMATION ON PLAN

You may need to highlight information on plan to demonstrate compliance to plan reviewers.

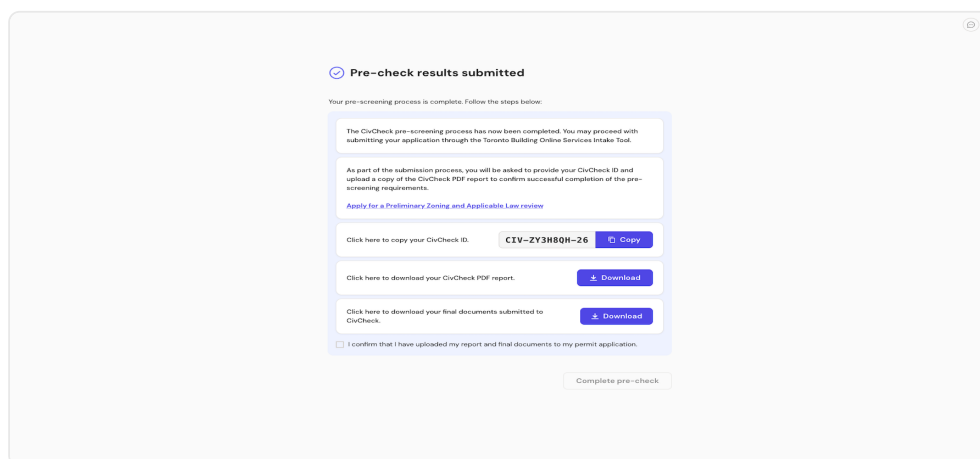
1. Open a check.
2. If the highlight tool is not already selected, click "+ Highlight".
3. Click and drag on plan to create a highlight. You can delete or edit a highlight, as needed. To add highlights to another page, select a file page from the menu on the right. Each highlight will be listed on the left side of the screen.
4. When you are finished, select "Save". CivCheck will save your work automatically.



Highlighting information on plan

4. SUBMIT PRE-SCREEN

Once all checks have requested information or are marked as not applicable, you can submit the pre-check.



Submittal screen

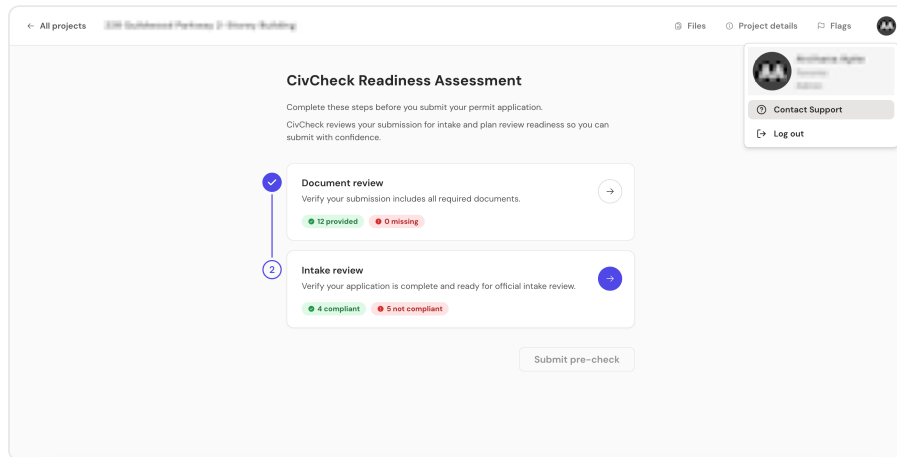
1. On the main project dashboard, select the "Submit pre-check" button.
2. Double-check that your application materials are correct. You cannot edit the CivCheck pre-check after submitting it.
3. Copy the project ID.
4. Download the final project files submitted to CivCheck and the CivCheck PDF report.
5. Submit the pre-check on CivCheck.

Note: Submitting on CivCheck does not officially submit your permit to the city. It only submits the pre-check results. You must still create an application using the city's standard process.

Get Support

The CivCheck Support website answers common questions about using CivCheck. To access it:

1. Select your initials in the top-right corner. A dropdown menu opens.
2. Select "Contact Support". The CivCheck Support website will open.
3. Search for your question or browse articles.



The "Contact Support" menu is accessible from any page.

If you still have questions about completing your pre-check, contact the city for assistance.