



## More Information Requested (MIR) Guide

This guide demonstrates how to complete a permit application "More Information Request" (MIR) from the City of Edmonton. A request for additional information may follow various development and building review stages.

### Step 1 - Review the email requesting more information

When information is requested by city staff, you are advised by email as in this example; click "Project's Documents" to access the job to learn what more information is required.



#### More Information Requested for 7645 - 123 STREET NW (123456789-002)

1 message

Firstname.lastname@edmonton.ca <Firstname.lastname@edmonton.ca>  
To: Firstname.lastname@edmonton.ca

Mon, Mar 23, 2020 at 8:02 AM

More information is required to proceed with your permit application 123456789-002:

**7645 - 123 STREET NW**

**Notes by city staff** (This may be the list of changes required, or there may be further detail in the Project - Documents Tab)

#### Required Information

Revise Item 1 & 2

**Click here to access your project**

Go to the **Project's Documents** to provide the required information.

### Step 2 - Access your project through the Self Serve portal

Click "Project's Documents" in the email; your self serve account will require log-in.

**Note:** Click "forgot username and/or password?" on the login screen if you are unable to log in. If trouble persists, email [eservices@edmonton.ca](mailto:eservices@edmonton.ca) for assistance.

When logged in, you see the project "Summary" tab below; click "Update Information".



**7654 - 123 STREET NW**

Project:123456789-001

**More Information Required**

**Update Information**

**Click here to provide requested information**

## Step 3 - Review the project “Documents” and Download Markups

“Update Information” opens the “Documents” tab, and you see this project’s MIR summary:

**Note: Document files** are pdf files that may contain one or many pages of plans or specifications--drawings, documents or details--to be loaded in this More Information Request transaction.

- **Markups** are city staff comments/indications on the drawings, including permit stamp for use of permit holder, constructor and inspectors.
- **Changemarks** mandate a change to the drawings.



### 7654 - 123 STREET NW

Project:123456789-001

#### Correction Checklist

Preview of items needing revision

Note: This section may or may not be included. This depends on whether city staff are providing a mark up

File Name	Review	Correction	Corrected
ARCH PLAN SET.pdf	Plans Examination Revl...	Item 1 This area needs revision because it is not up to code. Please review 9.9.9.9 ...	<input type="checkbox"/>
ARCH PLAN SET.pdf	Plans Examination Revl...	Item 2 This corner is not ok. The travel distance is too long	<input type="checkbox"/>

#### Comments





Provide comments to explain and/or to confirm the information requested:

#### Application Documents

Click here to download the markup (if applicable)

Exclamation mark indicates changemarks

Info sign indicates markups only (no changemark)

File Name	Document Type	Comments	Markups
- (3) Existing Documents			
<input type="checkbox"/> ARCH PLAN SET.pdf	Plans and Drawings (Architectural Drawings)		<input type="checkbox"/>  
<input type="checkbox"/> EVAC + APP.pdf	Plans and Drawings (Fire Rescue Services)		<input type="checkbox"/>
<input type="checkbox"/> plotplan.pdf	Plans and Drawings (Site Plan)		<input type="checkbox"/>  

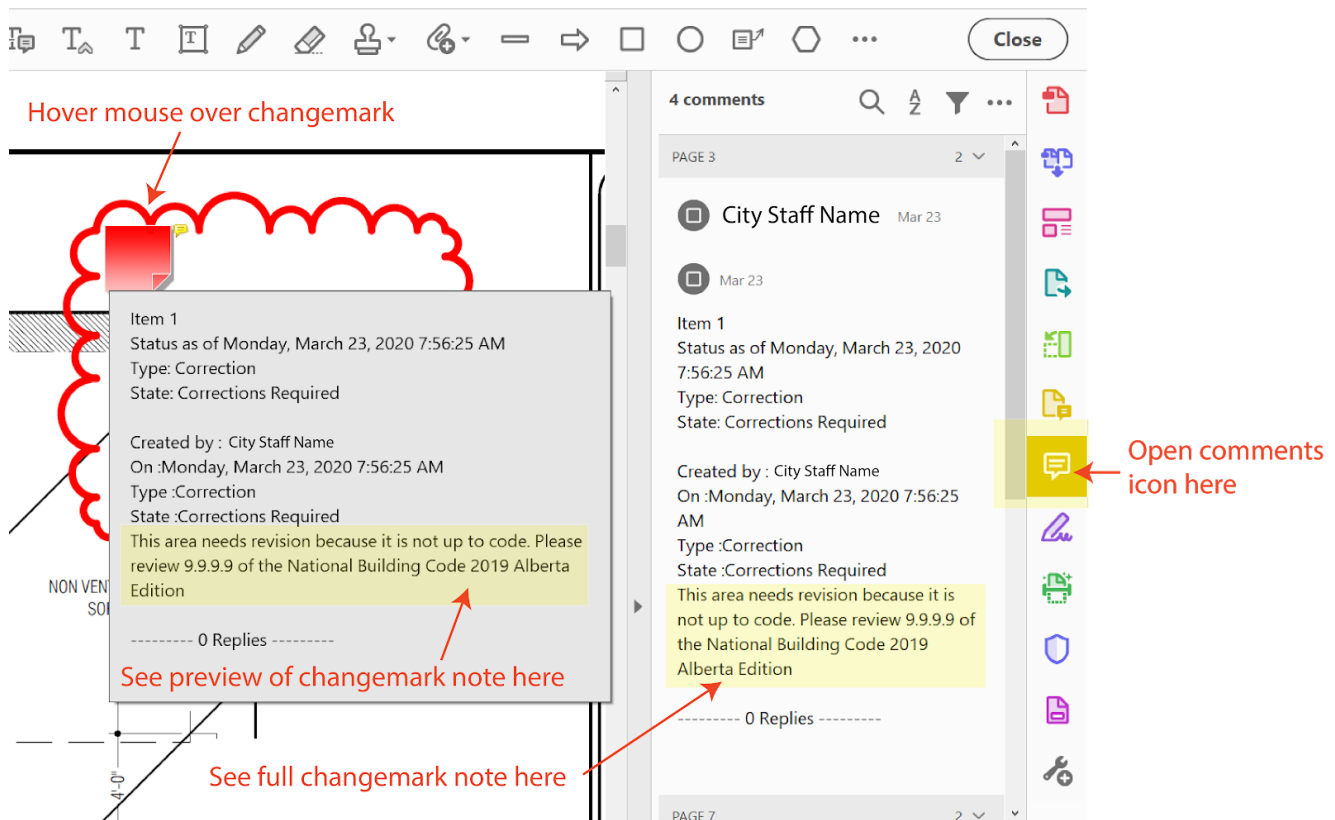
## Step 4 - Review Changemarks (if applicable)

Download each Application Document that has Markups indicated in the right-hand column, and open to review using Acrobat Reader or any similar program that supports PDF file.

Markups denoted by the amber triangle contain changemarks. Scroll through the document and hover the mouse over each changemark to see a preview of the city staff’s changemark note. In order to view full changemark notes, open “comments” icon in the side panel on the right hand window.

**Note:** A changemark may appear as a cloud (see below), text highlight, text strikethrough, highlight, arrow, etc.

[see image on next page...]



## Step 5A - Upload New Version of a Document File

**Note:** Use this procedure **only** if providing the **same document file, with the same number of pages**, and the **only** changes made are the revisions at the Changemarks. Please indicate all changes with revision clouds, or city staff must perform additional operations to determine what has changed on this New Version.

Click the box beside the 'Existing Documents' name, and an "Upload New Version" button appears.

File Name	Document Type	Comments	Markups
1 item selected			
		<a href="#">+ Upload New Version</a>	<a href="#">Exclude Document</a>
- (3) Existing Documents			
<input checked="" type="checkbox"/> ARCH PLAN SET.pdf	Plans and Drawings (Architectural Drawings)		
<input type="checkbox"/> EVAC + APP.pdf	Plans and Drawings (Fire Rescue Services)		
<input type="checkbox"/> plotplan.pdf	Plans and Drawings (Site Plan)		

Click "Upload New Version", then select the 'New Version' revised file from your computer.

**Note:** To remove previously submitted documents, click "Exclude Document", located next to "Upload New Version". Do **not** "exclude" earlier versions of the same document file you are uploading here, instead "Upload New Version" as described in this step on the next page.

The file will automatically be marked as "Version 2" (or subsequent), as shown below.  
Insert comments you feel are useful to assist the city staff on the same line as the 'New Version' file.

[see image on next page...]

File Name	Document Type	Comments	Markups
<b>(1) New Version</b>			
<input type="checkbox"/> ARCH PLAN SET.pdf	Version 2 Plans and Drawings (Architectural Drawings)	Add comment	
<b>(2) Existing Documents</b>			
<input type="checkbox"/> EVAC + APP.pdf	Plans and Drawings (Fire Rescue Services)		
<input type="checkbox"/> plotplan.pdf	Plans and Drawings (Site Plan)		

## Step 5B - Upload a New Document file

**Note:** Use this procedure to **provide a new file not previously submitted.**

Click "Upload Files" and select a 'New Document' file from your computer.

File Name	Document Type	Comments	Markups
<b>(1) New Version</b>			
<input type="checkbox"/> ARCH PLAN SET.pdf	Version 2 Plans and Drawings (Architectural Drawings)	Add comment	
<b>(2) Existing Documents</b>			
<input type="checkbox"/> EVAC + APP.pdf	Plans and Drawings (Fire Rescue Services)		
<input type="checkbox"/> plotplan.pdf	Plans and Drawings (Site Plan)		

After uploading, New Document files appear as "New" at the top of the table, as shown below.

File Name	Document Type	Comments	Markups
<b>(1) New Documents</b>			
<input type="checkbox"/> A001 - A900.pdf	New	Add comment	
<b>(1) New Version</b>			
<input type="checkbox"/> ARCH PLAN SET.pdf	Version 2 Plans and Drawings (Architectural Drawings)	Add comment	
<b>(2) Existing Documents</b>			
<input type="checkbox"/> EVAC + APP.pdf	Plans and Drawings (Fire Rescue Services)		
<input type="checkbox"/> plotplan.pdf	Plans and Drawings (Site Plan)		

Then select the 'Document Type' from the drop-down menu, as shown below.

Insert 'Comments' you feel are useful to assist city staff on the same line as the New Document file.

[see image on next page...]

Upload Files  **Group by:**  Type **Filter by:**  Markups

File Name	Document Type	Comments	Markups
<b>(1) New Documents</b>			
<input type="checkbox"/> A001 - A900.pdf <span style="float: right; background-color: #90EE90; padding: 2px;">New</span>		Add comment	
<b>(1) New Version</b>			
<input type="checkbox"/> ARCH PLAN SET.pdf <span style="float: right; background-color: #ADD8E6; padding: 2px;">Version 2</span>		Add comment	
<b>(2) Existing Documents</b>			
<input type="checkbox"/> EVAC + APP.pdf			
<input type="checkbox"/> plotplan.pdf			

- Application Documents
- Additional Documents
- Plans and Drawings
  - Architectural Drawings
  - Site Plan
  - Structural Drawings
  - Mechanical Drawings
  - Electrical Drawings
  - Landscape Drawings

## Step 6 - Submit 5A New Version files and 5B New Document files

Review and check all MIR items have been addressed, then click "Corrected" in the 'Correction Checklist'. Insert comments you feel are useful to assist city staff in the 'Comments' box.

Click "Submit" at the bottom of the project MIR summary; city staff are automatically notified.

**Note:** Please address all MIR; submitting partial information may result in further delay in permit processing.

**Note:** There is no need to call or email the city staff after submitting the MIR.

**Note:** You **must** click "Submit" or we will not be notified that you've provided new information.

ARY
DOCUMENTS
DETAILS

### 7654 - 123 STREET NW

Project:123456789-001

#### Correction Checklist

File Name	Review	Correction	Corrected
ARCH PLAN SET.pdf	Plans Examination Revi...	<b>Item 1</b> This area needs revision because it is not up to code. Please review 9.9.9.9 ...	<input checked="" type="checkbox"/>
ARCH PLAN SET.pdf	Plans Examination Revi...	<b>Item 2</b> This corner is not ok. The travel distance is too long	<input checked="" type="checkbox"/>

**Comments**

Provide comments to explain and/or to confirm the information requested:

Item 1 & 2 have been corrected.

**Application Documents**

Upload Files  **Group by:**  Type **Filter by:**  Markups

File Name	Document Type	Comments	Markups
<b>(1) New Documents</b>			
<input type="checkbox"/> A001 - A900.pdf <span style="float: right; background-color: #90EE90; padding: 2px;">New</span>	Plans and Drawings (Architectural Drawings)	Add comment	
<b>(1) New Version</b>			
<input type="checkbox"/> ARCH PLAN SET.pdf <span style="float: right; background-color: #ADD8E6; padding: 2px;">Version 2</span>	Plans and Drawings (Architectural Drawings)	Add comment	
<b>(2) Existing Documents</b>			
<input type="checkbox"/> EVAC + APP.pdf	Plans and Drawings (Fire Rescue Services)		
<input type="checkbox"/> plotplan.pdf	Plans and Drawings (Site Plan)		

Submit