



*Building a Safer Idaho*

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July 21, 2009

To: Licensed contractors and permit holders  
From: Janice Foster, Deputy Administrator-Administration  
Re: Resolution of online application issues and user orientation seminars

A major issue discovered after the recent launch of our online Customer Access System involved the address search/address entry aspects of the system. We know this has caused our customers some frustration and inconvenience but I am pleased to tell you that with help from our software vendor, we have arrived at what we hope will be a permanent workable solution.

We have defined a step-by-step procedure for entering an address in the online permit application. This procedure is described on the back of this letter and has been posted in the "What's New" section on the right-hand side of our website at [dbs.idaho.gov](http://dbs.idaho.gov). If, after following the procedures outlined on the reverse, you are still having difficulty, you may call the DBS Help Line at 1-800-955-3044.

To help our customers become more comfortable and proficient with the online system, DBS has scheduled a series of orientation seminars at locations around the state. The dates, times and venues for these seminars in July and August appear below. Others will follow in September and October.

July 27<sup>th</sup> – 6:30 p.m. To 7:30 p.m.  
**Twin Falls**  
Red Lion Canyon Springs  
1357 Blue Lakes Boulevard

July 28<sup>th</sup> – 6:30 p.m. To 7:30 p.m.  
**Idaho Falls**  
Holiday Inn Express  
2270 Channing Way

August 12<sup>th</sup> – 6:30 p.m. To 7:30 p.m.  
**Coeur d'Alene**  
Best Western  
506 Apple Way

August 13<sup>th</sup> – 6:30 p.m. To 7:30 p.m.  
**Sandpoint**  
Quality Inn  
807 N. 5<sup>th</sup> Avenue

We are confident that by using the tips listed on the back of this letter and taking advantage of the orientation seminars, you will find the online application process to be by far the easiest, fastest and most convenient way to obtain a permit.

Sincerely,

Janice Foster  
Deputy Administrator-Administration

The address entry procedure described below should be used when you arrive at the permit application page after having logged on.

### **ENTERING AN ADDRESS IN DBS ONLINE PERMIT APPLICATION**

- In **Step 1** of the **Address Section**, choose “**Click here to search.**”
- When prompted to **Enter City Name** select a city from the menu.
- When prompted to enter in **Street Name** select a street name from the menu.
- If the address you seek is on the list, choose that address by clicking on **Select Address.**
- Once address is accepted, continue with the permit application process.

### **IF THE CITY, STREET NAME OR ADDRESS IS NOT ON THE LIST**

- If, at any step in the application process your information is not found, choose **cancel** and return to the main screen (Step 1).
- You may now enter your address information by typing in the spaces provided.
- **Confirm** information in Step 5 and proceed to payment.



**[dbs.idaho.gov](http://dbs.idaho.gov)**

If you are still unable to enter an address and be issued a permit after following the steps above, please call the DBS Help Line for assistance at 1-800-955-3044.



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