



**Q. How do I create an account to apply for permits online?**

**A.** Click [here](#) to access the Citizen's Access Portal – User Guide.

**Q. Which permits can be applied for online?**

**A.** BNS currently accepts all permit types for submittal online via the [Citizen's Access Portal](#).

**Q. Can I upload revisions to existing online permit cases?**

**A.** Yes. Click here for [help](#) with uploading documents.

**Q. Can I still submit physical plans and permit applications?**

**A.** Yes. If you do not wish to apply for permits online, BNS accepts all permit types for review via drop-off submittal.

**Q. Where can I find the newly revised Sign Ordinance (Chapter 744, Article 9)?**

**A.** The newly revised Sign Ordinance can be found [here](#).

**Q. Who can I speak to if I need to check on the status of a permit?**

**A.** You can always check on the status of a permit submittal by calling 317-327-8700 or emailing [PermitQuestions@indy.gov](mailto:PermitQuestions@indy.gov). In addition to the upcoming lobby changes, permit submittals will now be assigned to individual plan reviewers. Once you have received review comments you may contact the plan reviewer directly to discuss any outstanding holds, conditions or the status of your project.

**Q. Can I make an appointment?**

**A.** BNS is currently in the process of creating appointment-based consultations. If you have questions pertaining to a project that is currently in review, you may request to meet with your plan reviewer after receiving review comments. If you have questions prior to submission, you may still come in to our lobby to discuss your pre-submittal with a reviewer.

**Q. What do I do if I receive a Stop Work Order for exceeding the scope of my permit or for failure to obtain a permit?**

**A.** You may come in to our lobby to discuss the nature of the violation, to discuss an amendment (if applicable) and to help you determine which permits will be required.

**Department of Business & Neighborhood Services**

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | [www.indy.gov/bns](http://www.indy.gov/bns)  
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing – 327-8401  
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696