City of Corpus Christi

Development Services

Rhythm User Guide

June 2023

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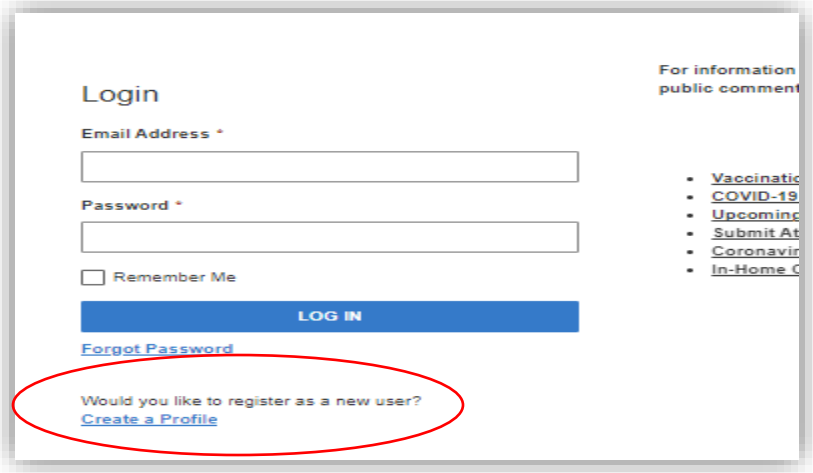
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Rhythm

Welcome to the online permit application portal. Through this portal, you may apply for a permit, view existing permit information, upload, and download documents, pay fees, view review comments, schedule and see inspections results, print permit card and all other City issued documents. First time users will need to apply for an online account at Home - CIVICS (infor.com).



Register for an online account

Users that have not previously registered with a Dynamic Portal account should register for a Rhythm account. If you were previously registered, you should've received an email to reset your new Rhythm account password. Users that have not received the email should call Development Services at 361-826-3240.

Steps to register

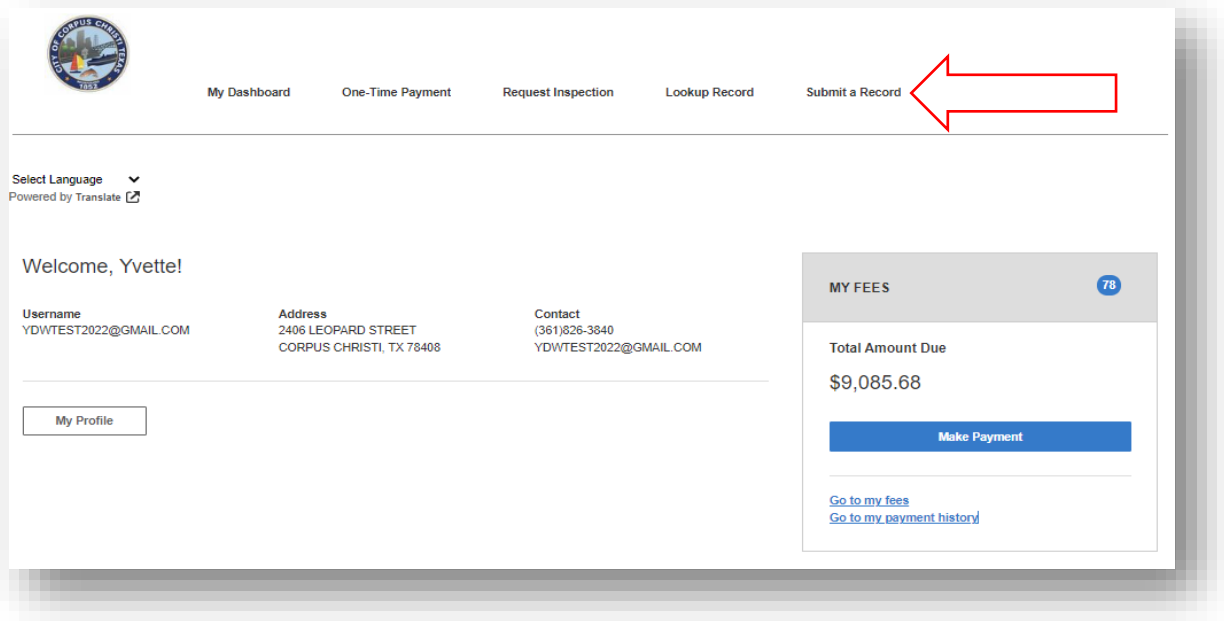
1. At the bottom left under "Would you like to register as a new user?" click on "Create a Profile" to register for an online account.
2. Enter the email address you would like to use that will be associated with this account. If a company, you will need to use the email address used to create your license with the City of Corpus Christi.
3. Select either individual or company. If you are a company, you will enter the email used to create your license with the City of Corpus Christi. Please contact Development Services at 361-826-3240 if you need to verify the email address before completing the remainder of the steps for registration.
4. For individuals, enter your contact information to be used with your submittals includes First name, Last name, Address 1, City, State, Zip Code, and Mobile Phone. If a company, enter Business Name, Address 1, City, State, Zip Code, and Mobile Phone.

5. Click continue
6. Create and confirm password.
7. Select a security question and provide the answer.
8. Click continue and your account will be successfully created. The email used will be your username.

Submit a Permit/Application

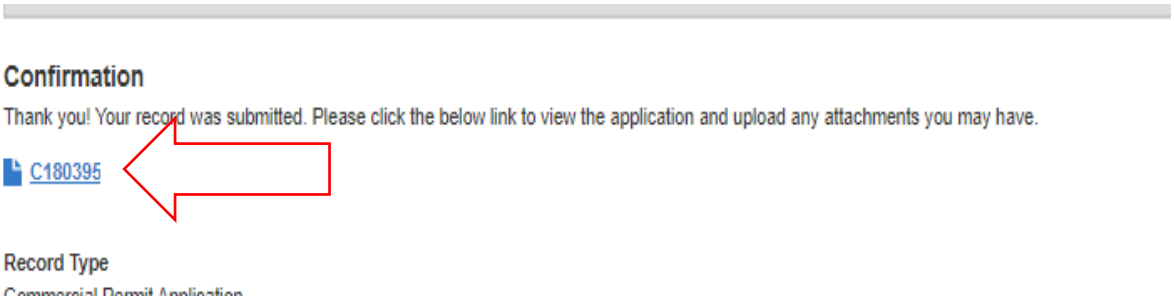
The following permits/applications are available online!

- Commercial Permits
- Residential Permits
- Roof/Siding Permits
- Electrical Permits
- Mechanical Permits
- Plumbing Permits
- Certificate of Occupancy
- COO Name Change
- Demolition
- General Repair
- Addendum Applications
- Driveway/Sidewalk
- Early Assistance Meetings
- Easement Dedications
- Plat Applications
- Public Improvements
- Zoning Applications



Steps to submit

1. From the main dashboard select “Submit a Record.”
2. Select the permit or application you would like to submit from the drop down menu.
3. All fields with an * must be completed to move a permit or application along the process.
4. Applicants associated with the permit should be added using “Additional Applicant Information” on page 5.
5. Project or property address should be added using “Add Primary Site” starting on page 8.
6. Once all information is added you will click on save and continue.
7. A permit confirmation page will generate allowing you to review your entries. If corrections need to be made click on the back button to correct. If the permit or application is correct select submit.
8. Documents should be uploaded for the application or permit create. To do this you will need to click on the permit or application number under confirmation as shown below and follow the steps starting on page 10.

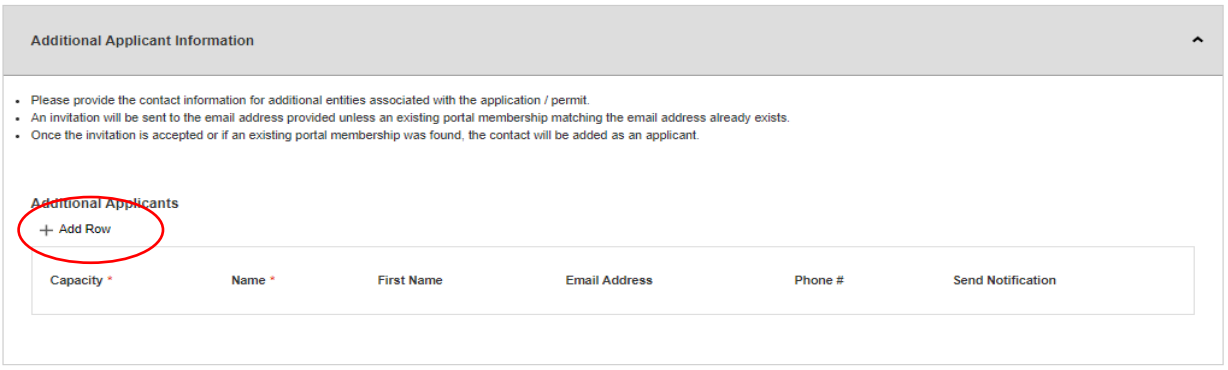


Add Applicants

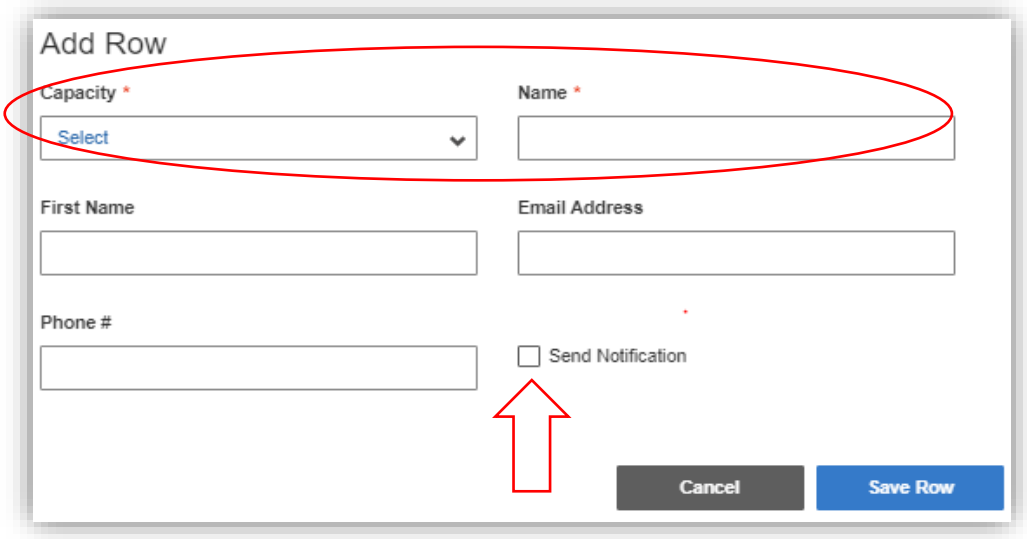
Applicants associated with the permit can been added while the permit is being created or after. Applciants are those associated with the project in any capacity.

When the permit/application is being created

1. To add an applicant click “add row” as shown below.



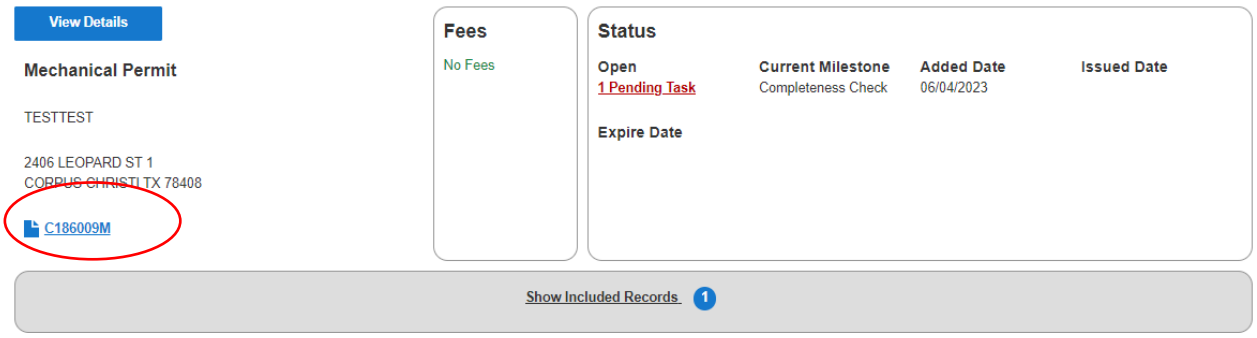
2. Select the applciatns capacity and enter their name and any other information you have for them. The minimum required to add an applicant is their capacity for this permit/application and name.
3. If you would like to notify the applicant that they have been added to permit created click send notification.



4. If the applicant is not an existing contact in our system, Development Services staff will create their user account and provide steps on creating an online account.
5. If the applcant is licensed or registered with Development Services, staff will associate them and ensure they have access to the permit/application.

After the permit has been submitted

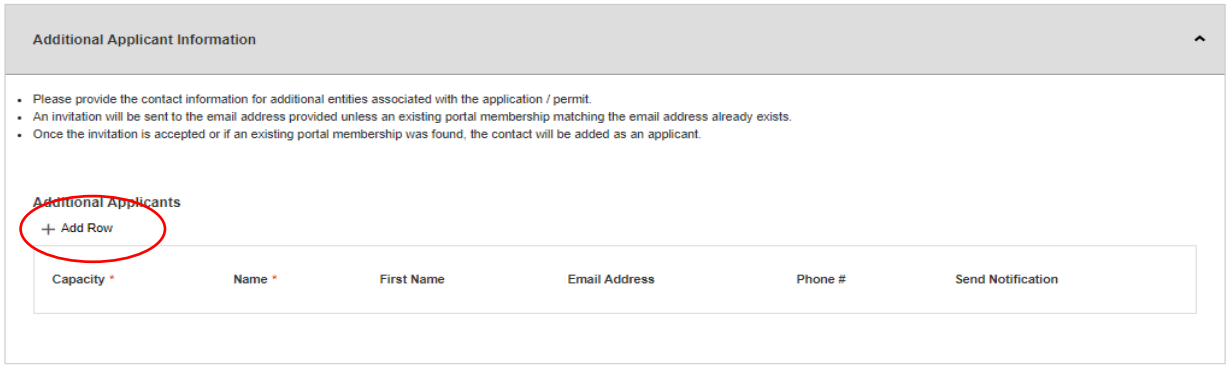
1. From the dashboard you will click on the permit number hyperlink under “My Projects” to enter the permit/applcation.



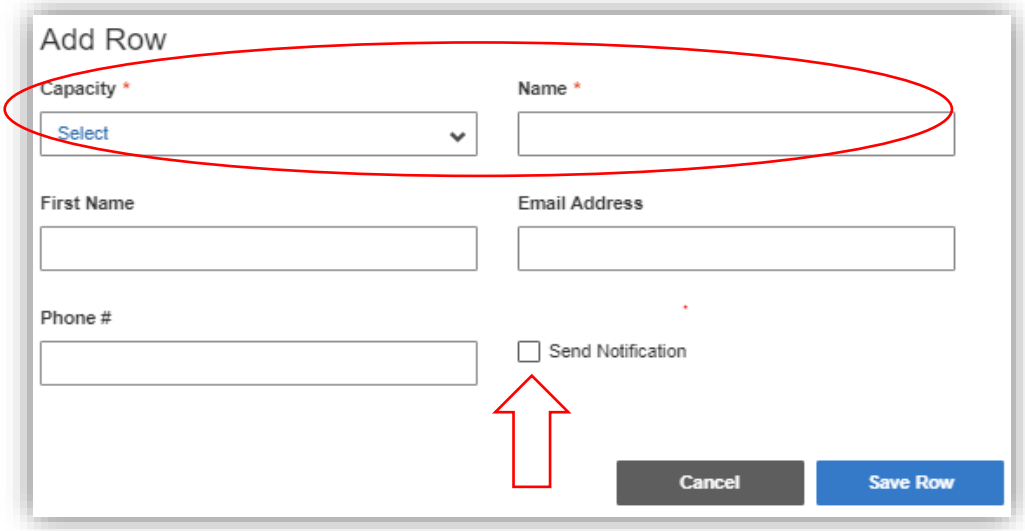
2. Click on “edit” on the Additonal Applicant Information banner.



3. To add an applicant click “add row” as shown below.



4. Select the applciatns capacity and enter their name and any other information you have for them. The minimum required to add an applicant is their capacity for this permit/application and name.
5. If you would like to notify the applicant that they have been added to permit created click send notification.

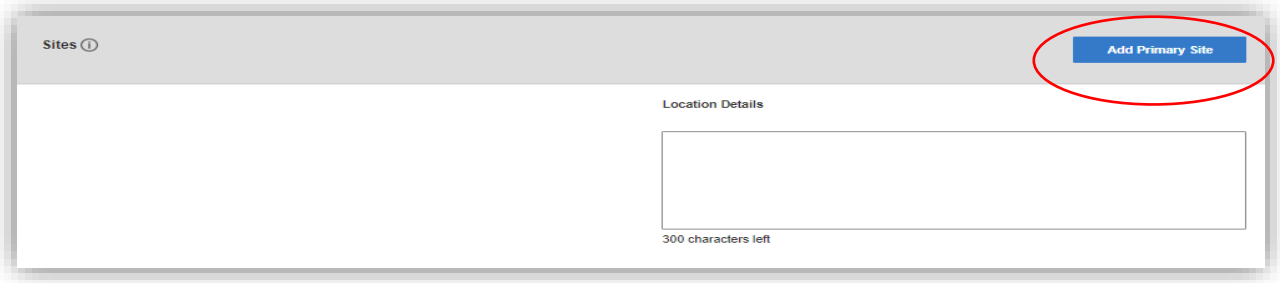


6. If the applicant is not an existing contact in our system, Development Services staff will create their user account and provide steps on creating an online account.
7. If the applcant is licensed or registered with Development Services, staff will associate them and ensure they have access to the permit/application.

Add Primary Site

By address

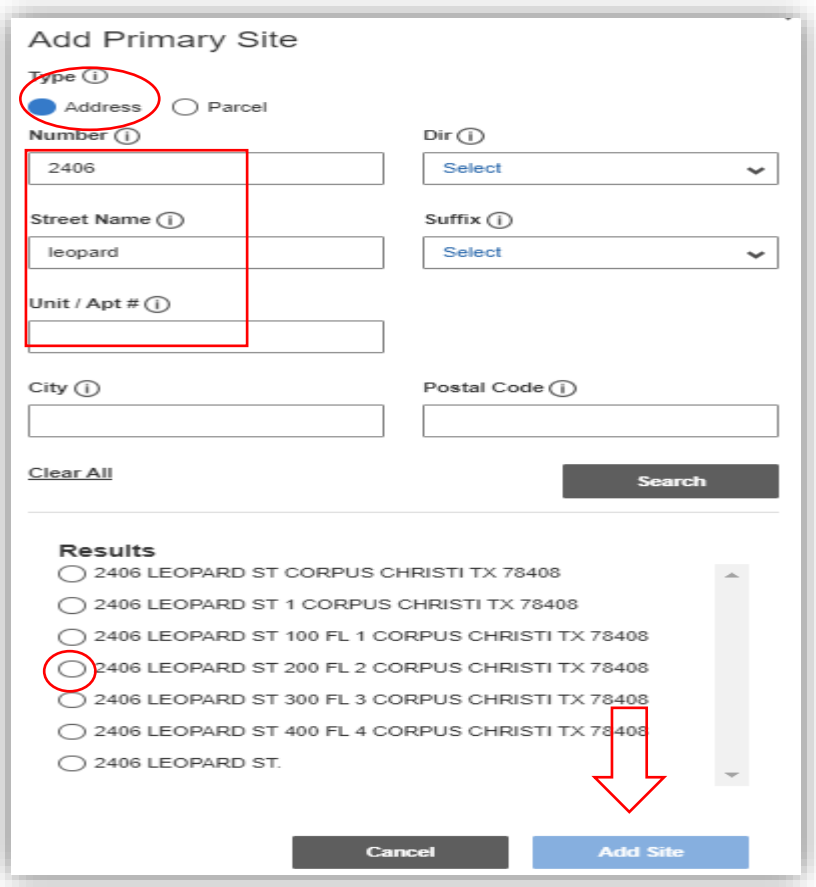
1. Click on Add Primary Site



2. Lookup address by street number and name. The system will look for variations of the address entered and provide address under the results.

3. Select the address you need to submit for.

4. Click add site

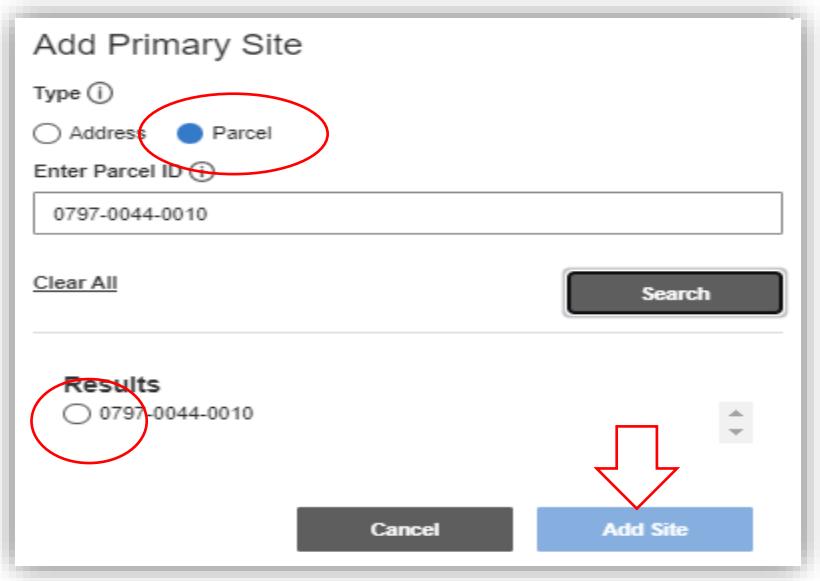


By Parcel

1 . Lookup address by street number and name. The system will look for variations of the address entered and provide address under the results.

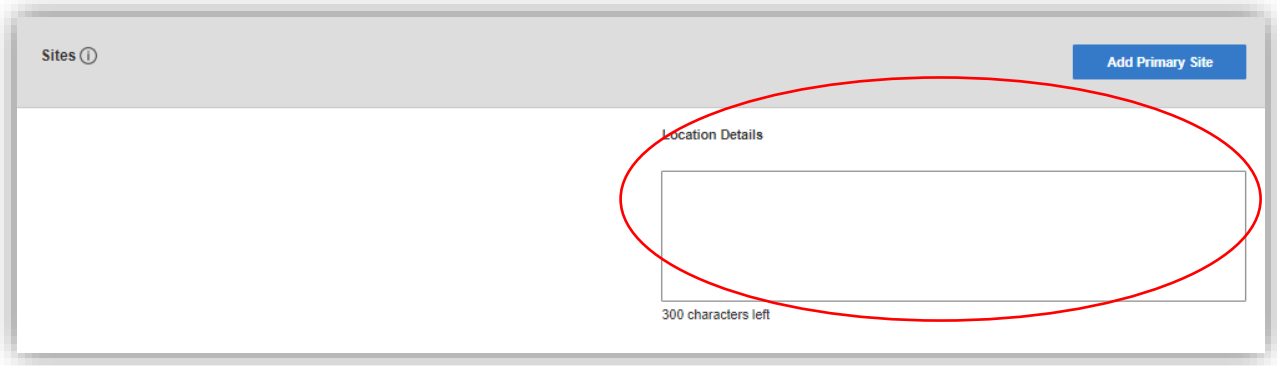
2. Select the address you need to submit for.

3. Click add site



Unable to locate address/parcel

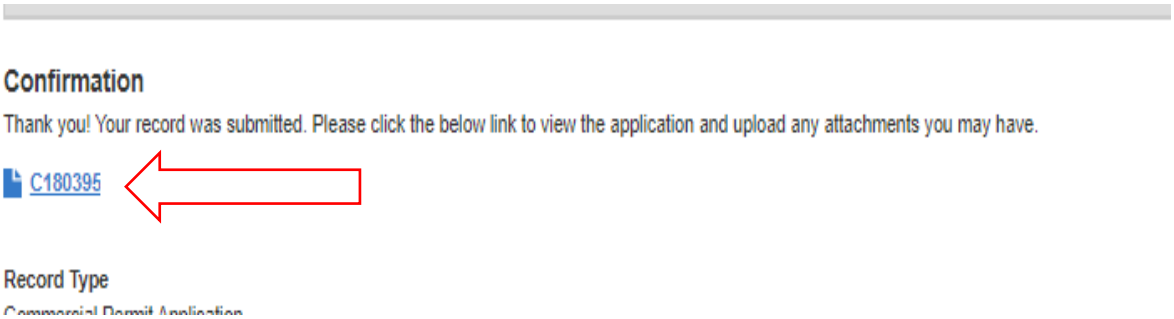
If you are unable to locate the address or parcel by search or if the unit number is not available in the system please enter the address or parcel number in “location details” and we will locate the address or parcel for you.



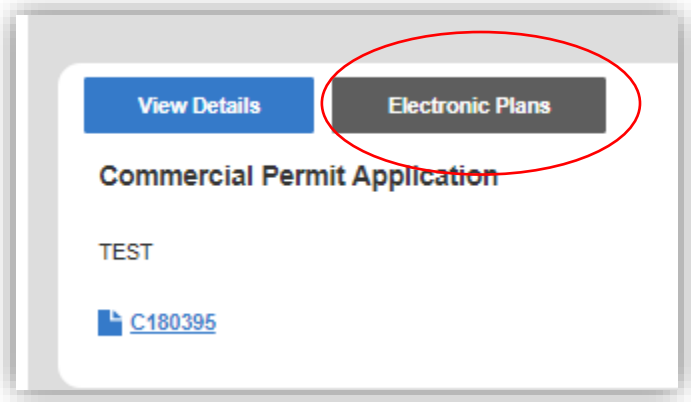
Upload Documents

Documents can only be uploaded once the permit has been submitted. You will need to click on the permit/application number hyperlink to access the permit and upload documents. The following rules should be noted prior to uploading for successful document uploads.

- Only PDF files are accepted for calculations, reports, and other supporting documentation.
- Files saved in PDF should be optimized. (Optimized drawings are compressed and reduce the size of the file)
- Flat files are required and layers are not supported.
- PDF packages and portfolios are Not accepted.
- PDF's must NOT require a password in order to be viewable or searchable.
- Vector PDF and JPEG files will be acceptable for drawings.
- Document should be bookmarked using file naming conventions required for submittal in attachment A.
- Bookmarked document must not be nested. (Nested documents are sequenced files in adobe).



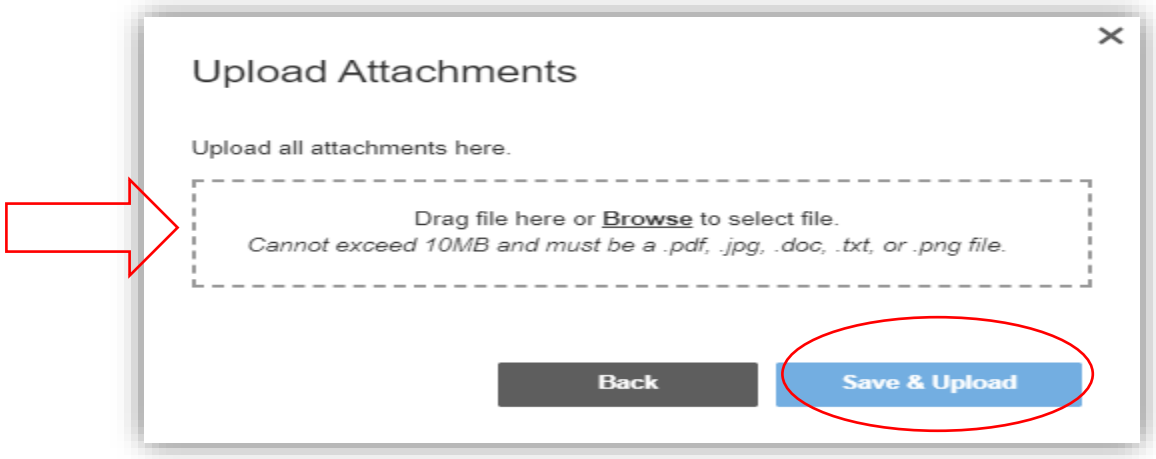
Plans will be uploaded under "electronic plans" midway down the page. You can also access the plans portal for uploads under "My projects" on the dashboard.

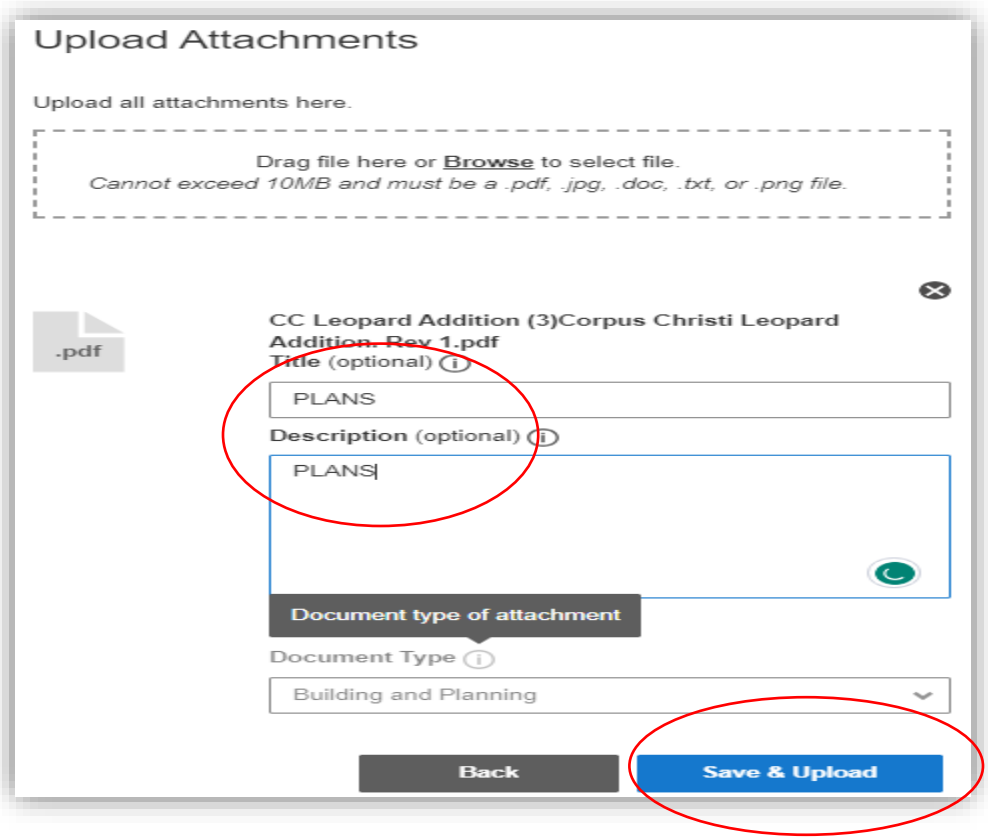


1. Scroll down to attachments.

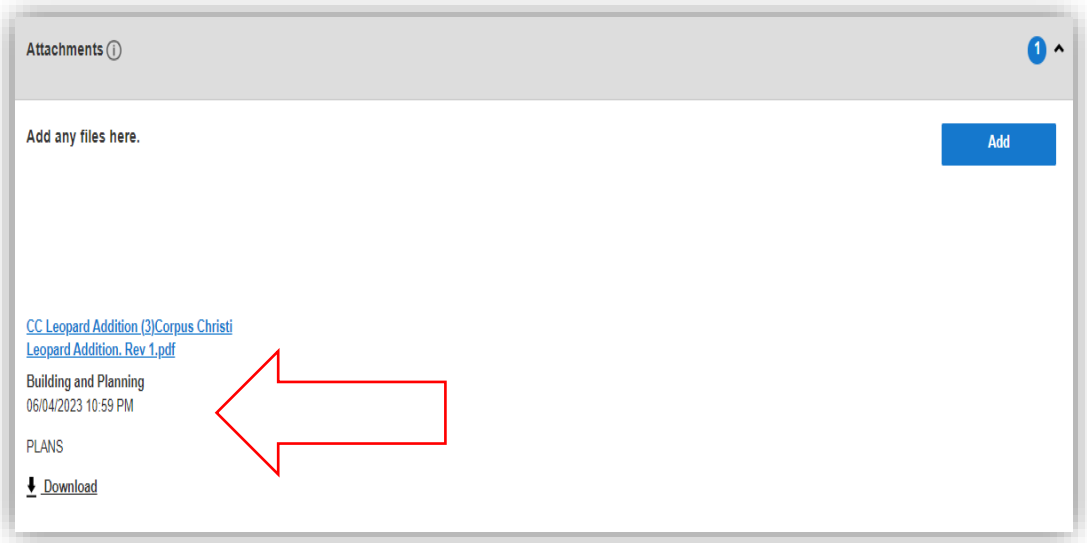


2. Click Add
3. To upload you will need to drag and drop the file needing to be uploaded.





4. Save to Upload



5. Add any additional files by repeating steps 2-4.

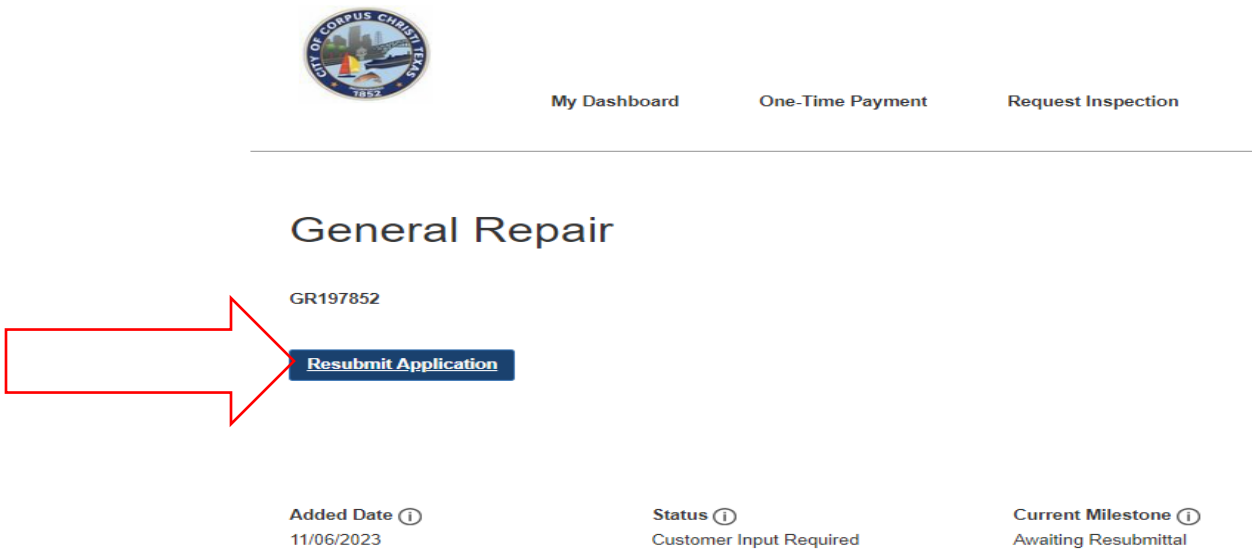
Files attached to the permit will be shown in attachments and can be downloaded.

Revision Upload and Resubmittal

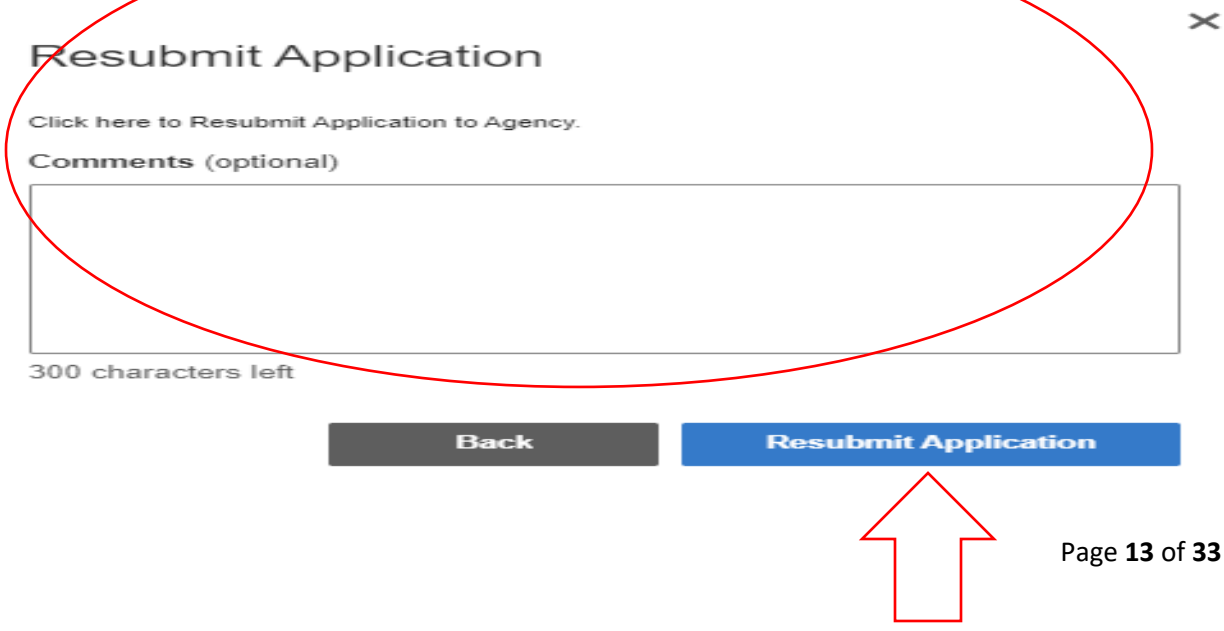
Revisions should be added as an attachment following established naming conventions with no special characters (#@$&) following the steps on 10-12 above. Please note the following:

- Photo attachments need to be converted to PDF prior to upload as we are unable to open if the file is not saved as PDF.
- If the attachment is over 250MB it will need to upload as separate attachments. Plans and documents separated is preferred.

Once all revisions have been uploaded you will need to click on “resubmit” at the top of the application page.



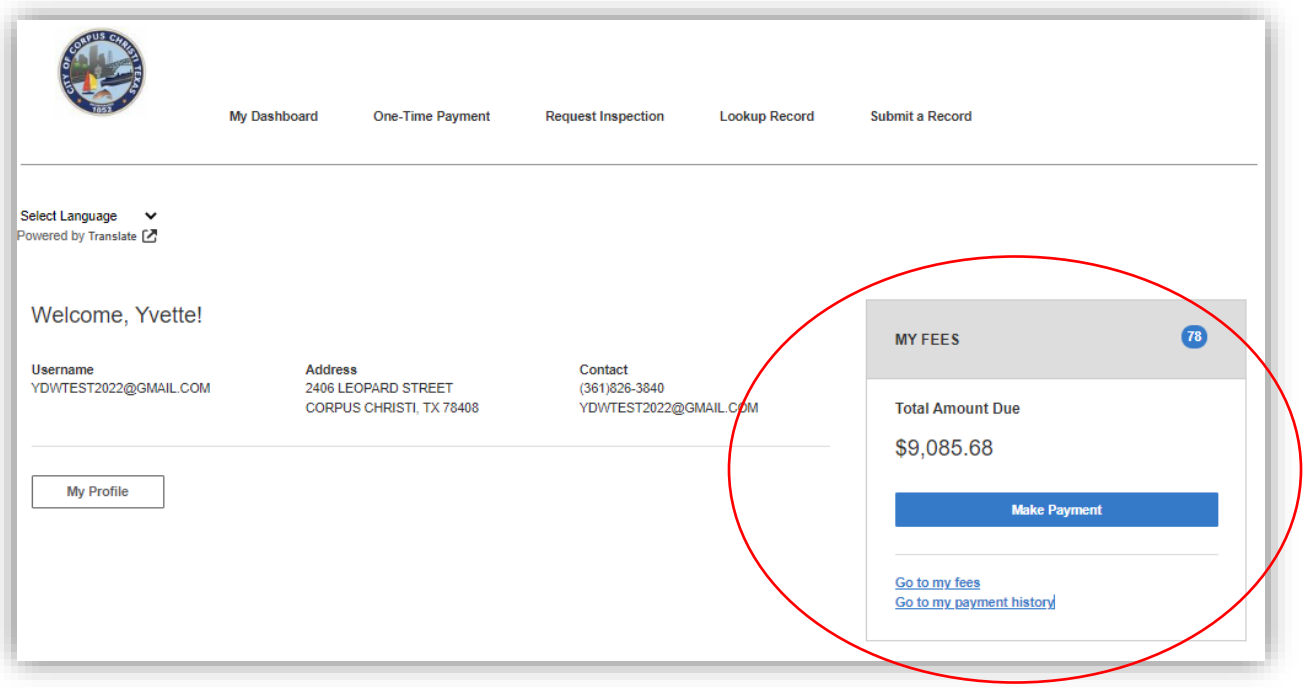
After clicking “Resubmit Application” it will bring up another prompt where you can add a response to staff and then click “Resubmit Application” again to send it back to staff for review.



Pay Fees

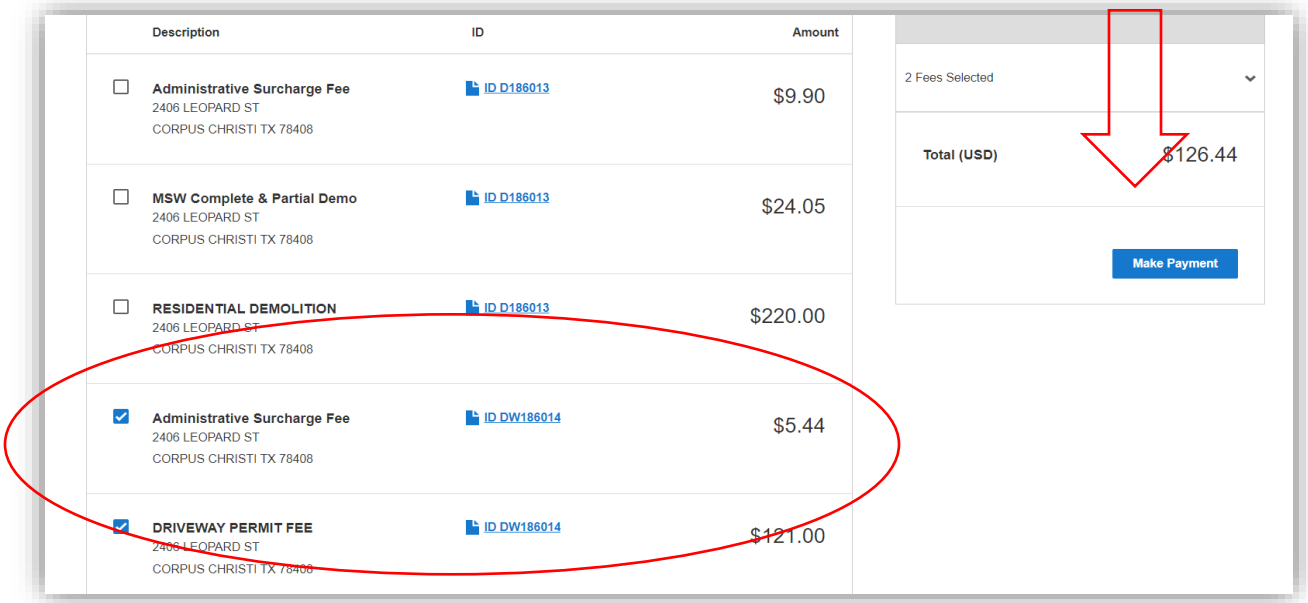
Fee payment can be made from the main dashboard, from the permit or application, or using one-time payment with the permit/application number.

From the Dashboard

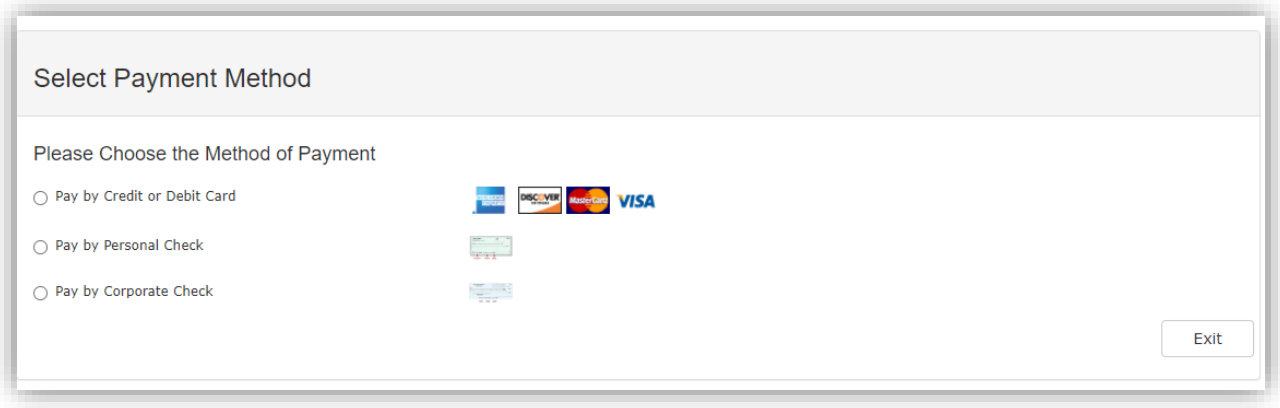


1. Select the fees you wish to make payment on.

2. Click “make payment”

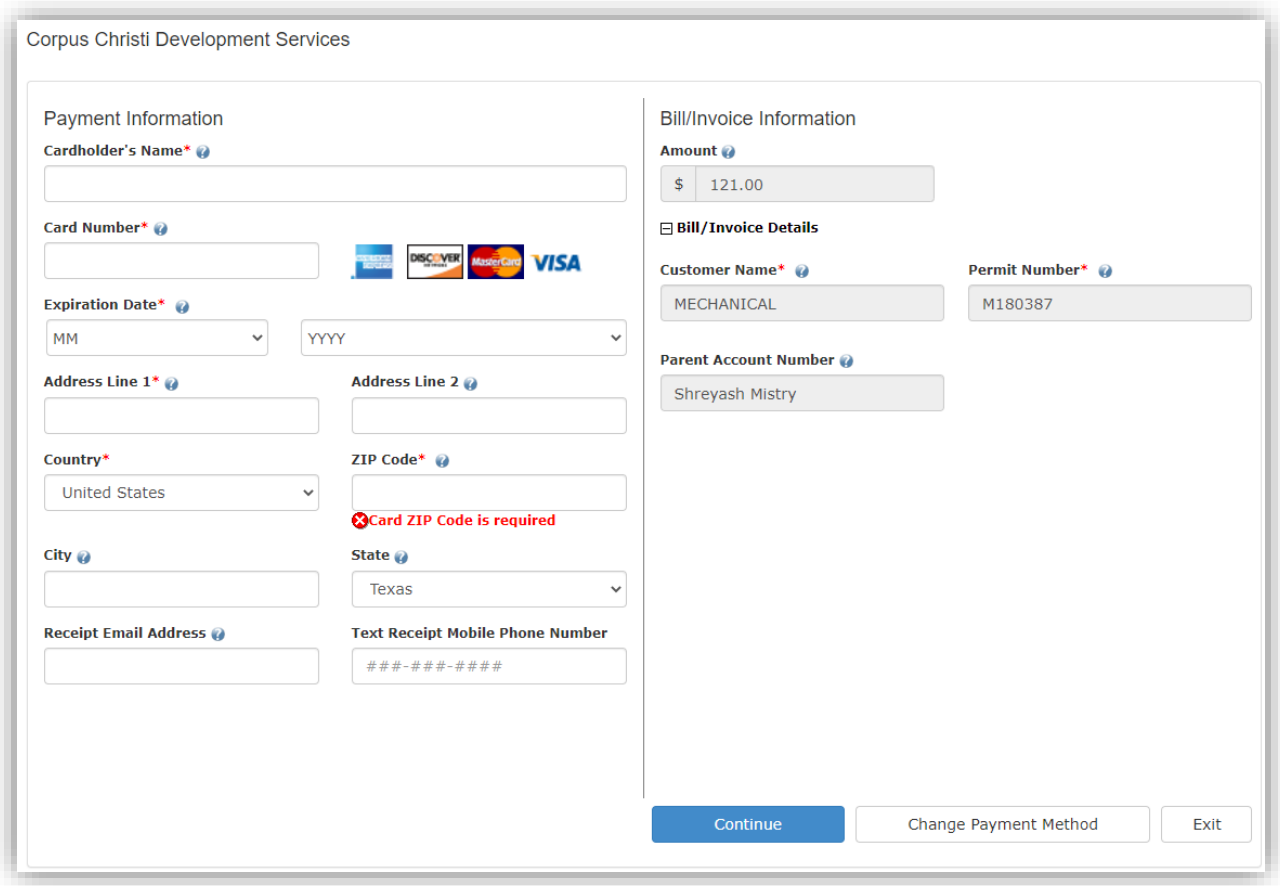


3. Select payment method

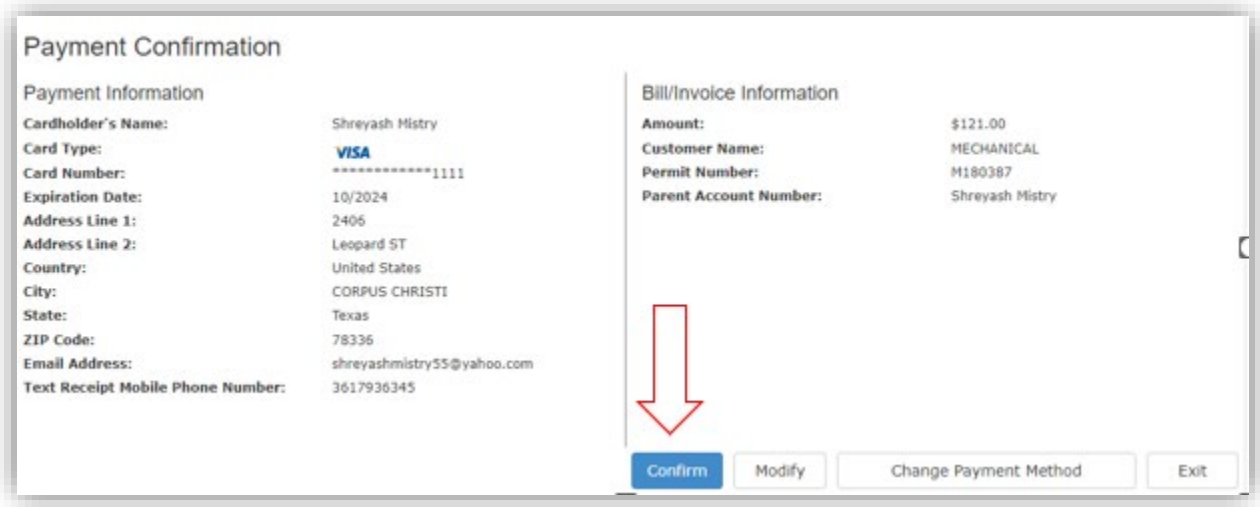


4. Enter payment and billing information

5. Enter email and/or telephone number for a receipt and/or notification to be sent.

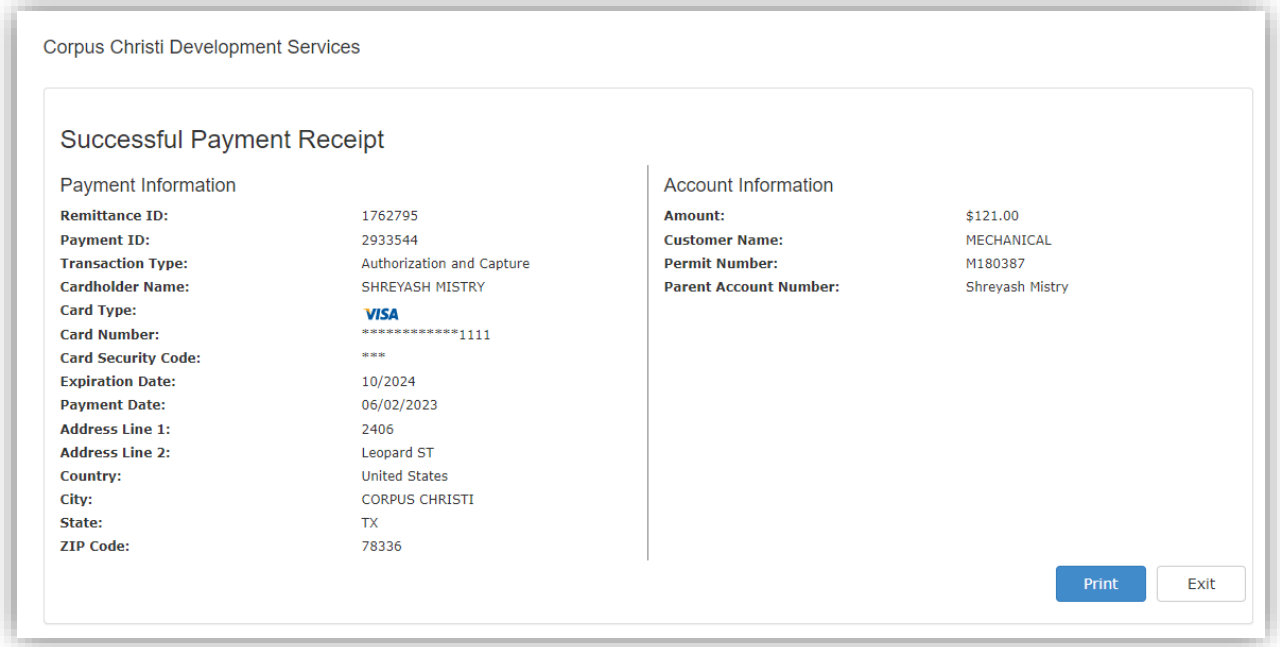


6. Confirm payment information



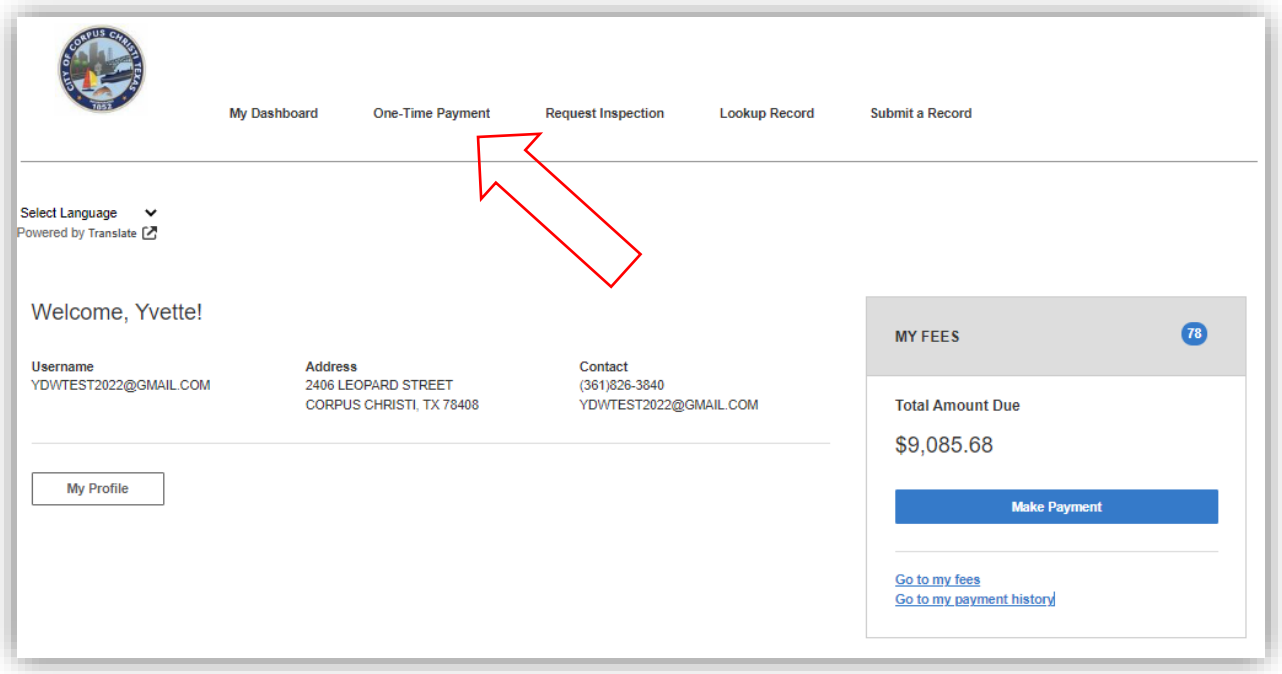
7. Receipt will generate to print.

Please note the receipt will not be available once you leave this screen unless your requested it be emailed to you.



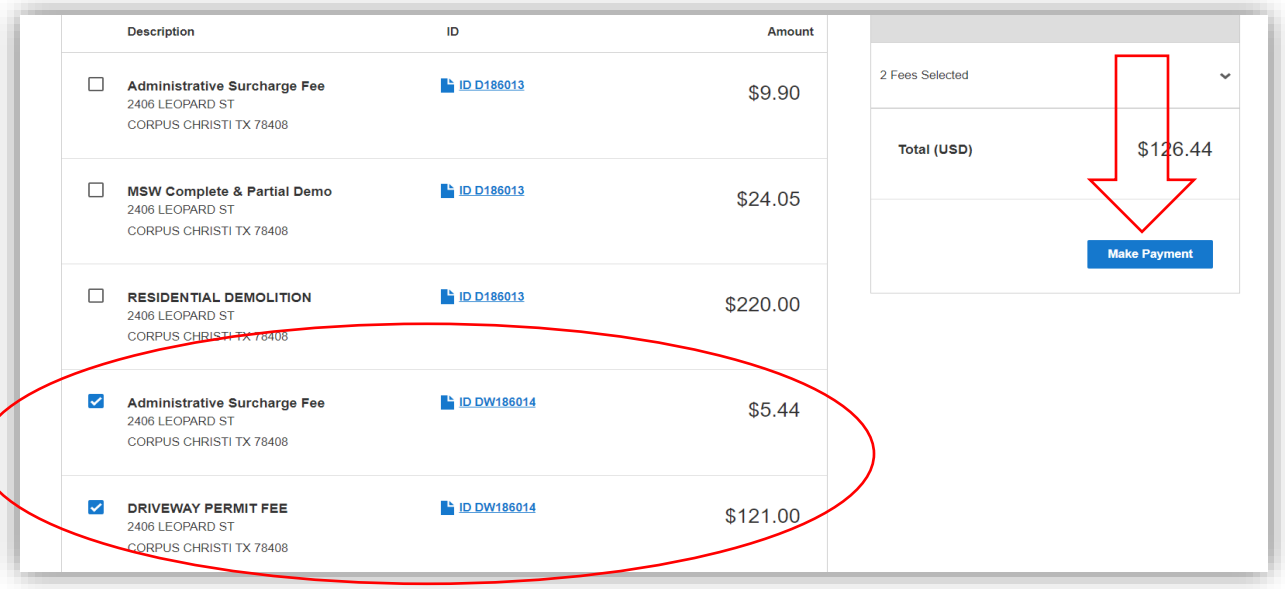
One time-payment

1. Enter permit number or application number from the dashboard under “One-Time Payment”

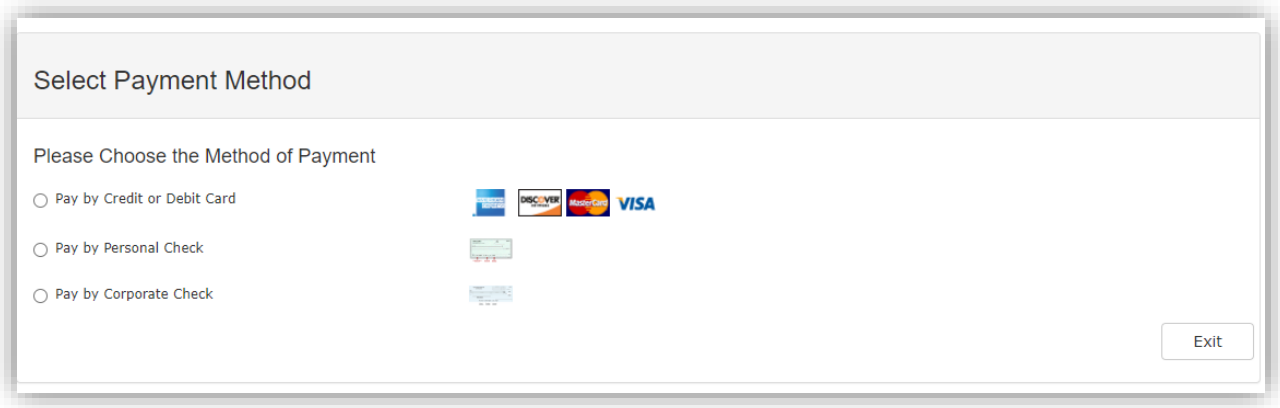


2. Select the fees you wish to make payment on.

3. Click “make payment”

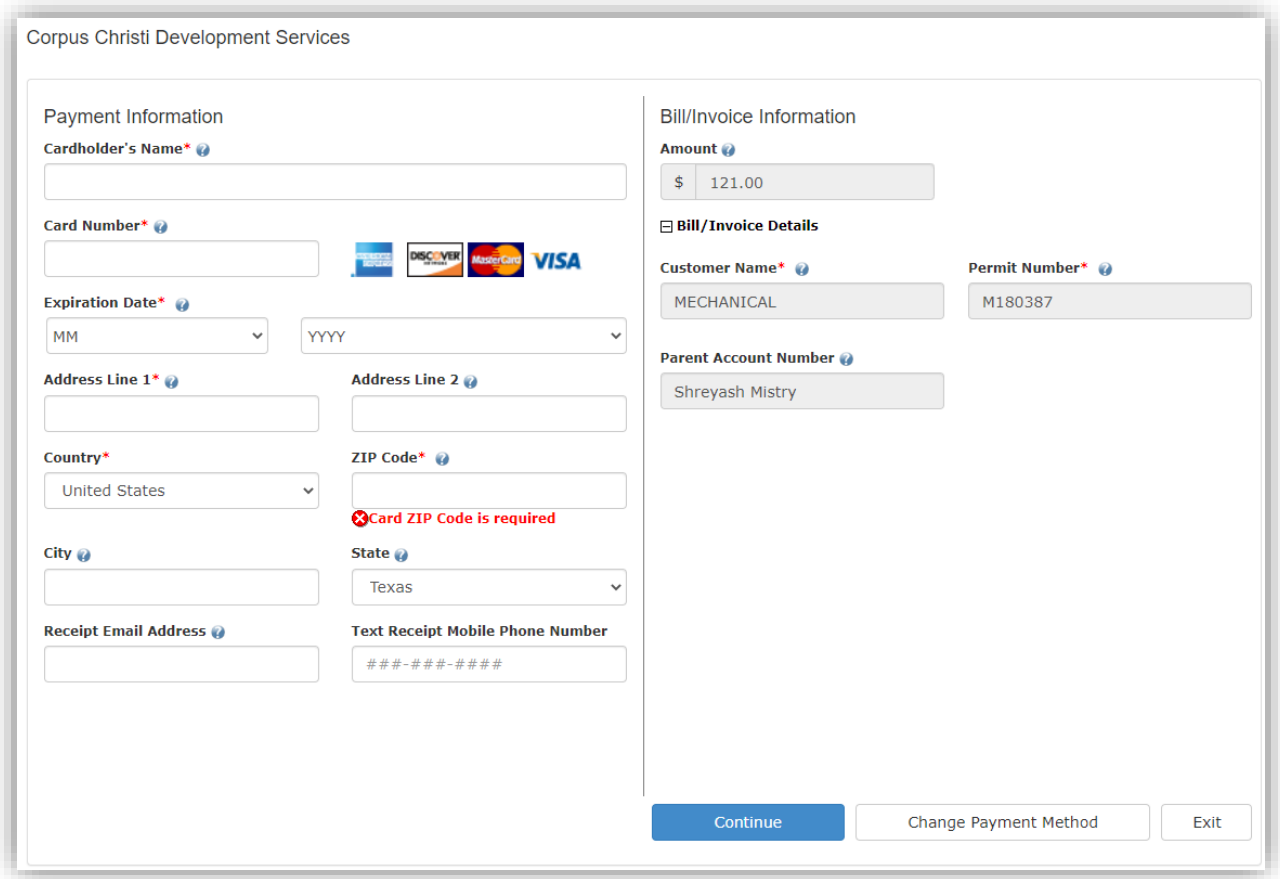


4. Select payment method

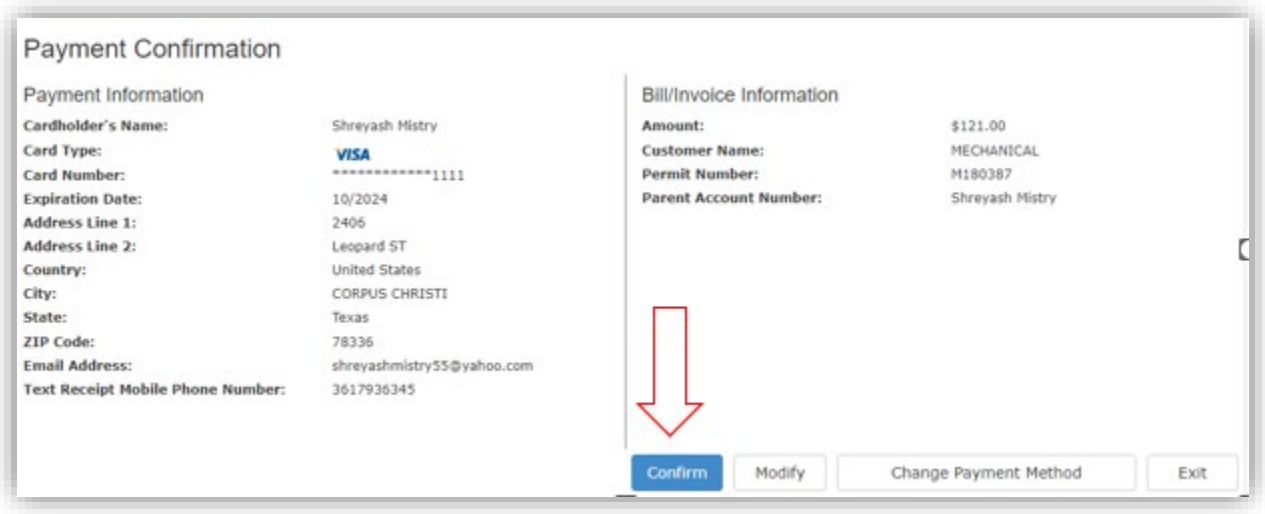


5. Enter payment and billing information

6. Enter email and/or telephone number for a receipt and/or notification to be sent.

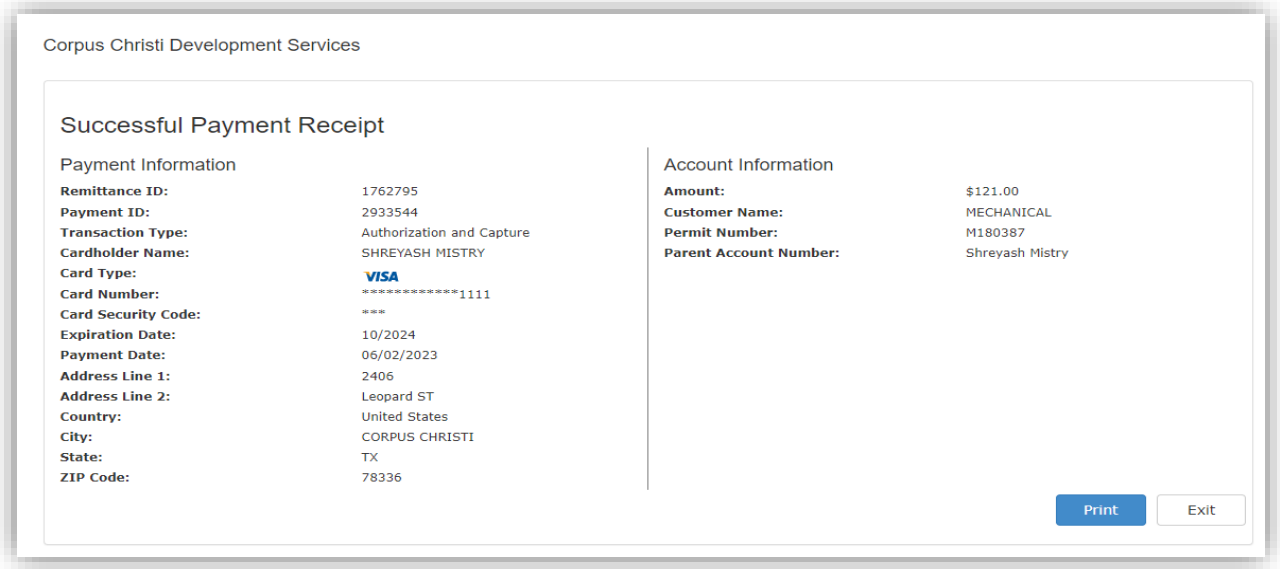


7. Confirm payment information



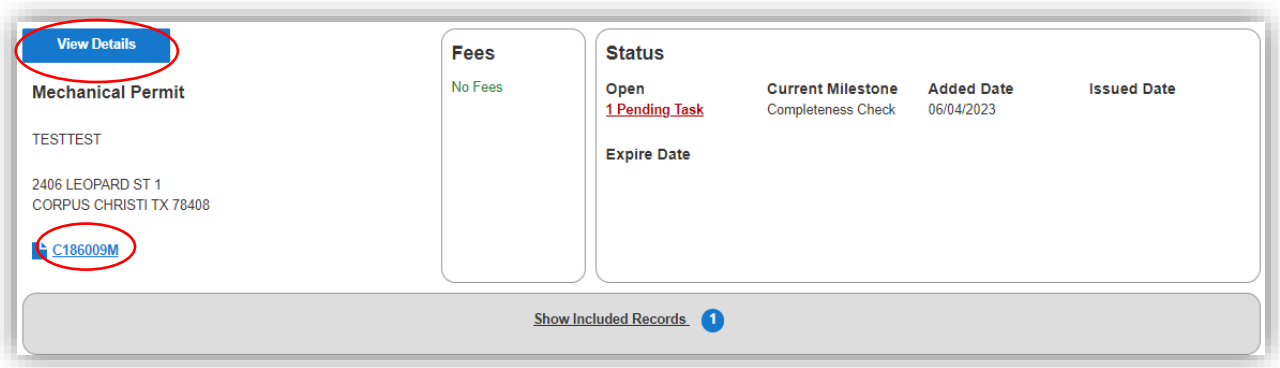
8. Receipt will generate to print.

Please note the receipt will not be available once you leave this screen unless your requested it be emailed to you.



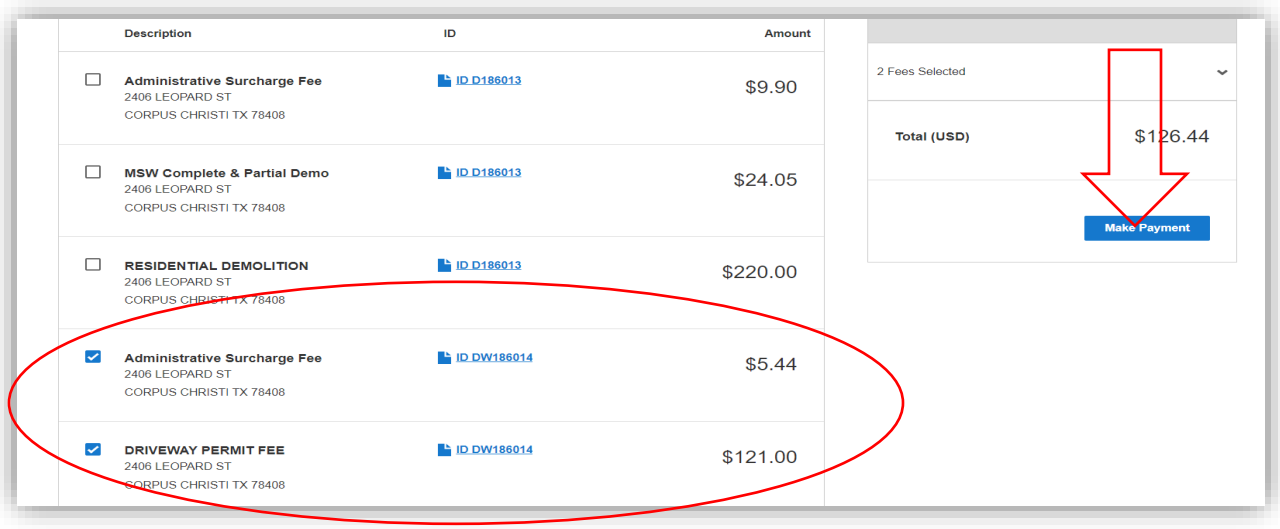
From permit/application

1. Select the permit application from your dashboard that you would like to make payment on.

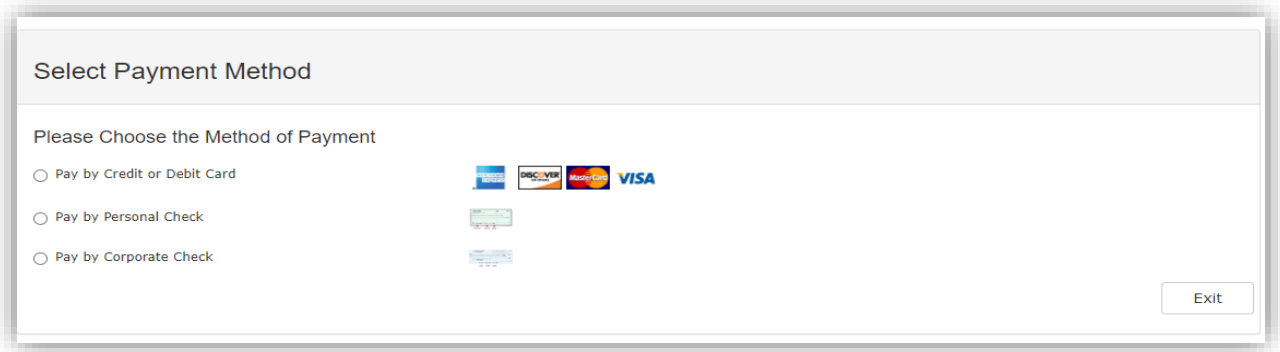


2. Click on the permit number hyperlink or view details to enter the permit.

3. Click “make payment”

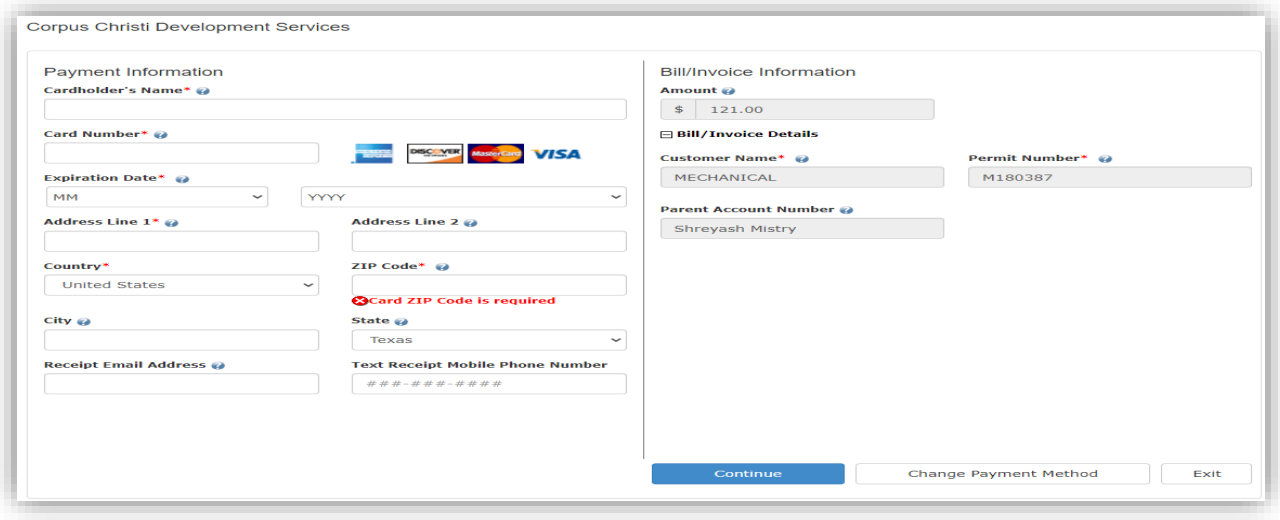


4. Select payment method

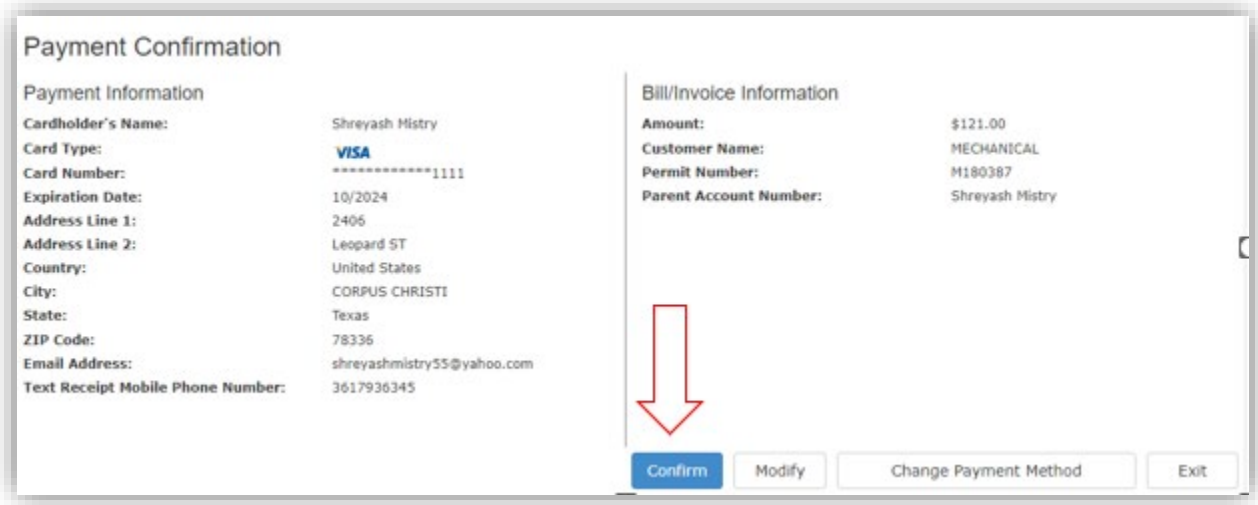


5. Enter payment and billing information

6. Enter email and/or telephone number for a receipt and/or notification to be sent.

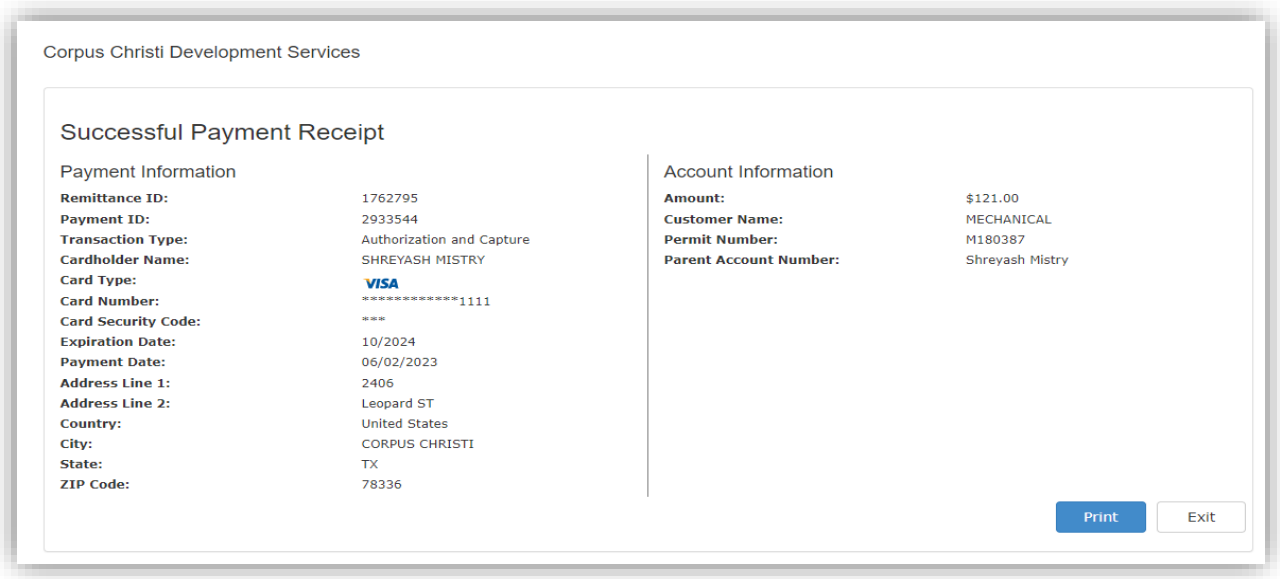


7. Confirm payment information



8. Receipt will generate to print.

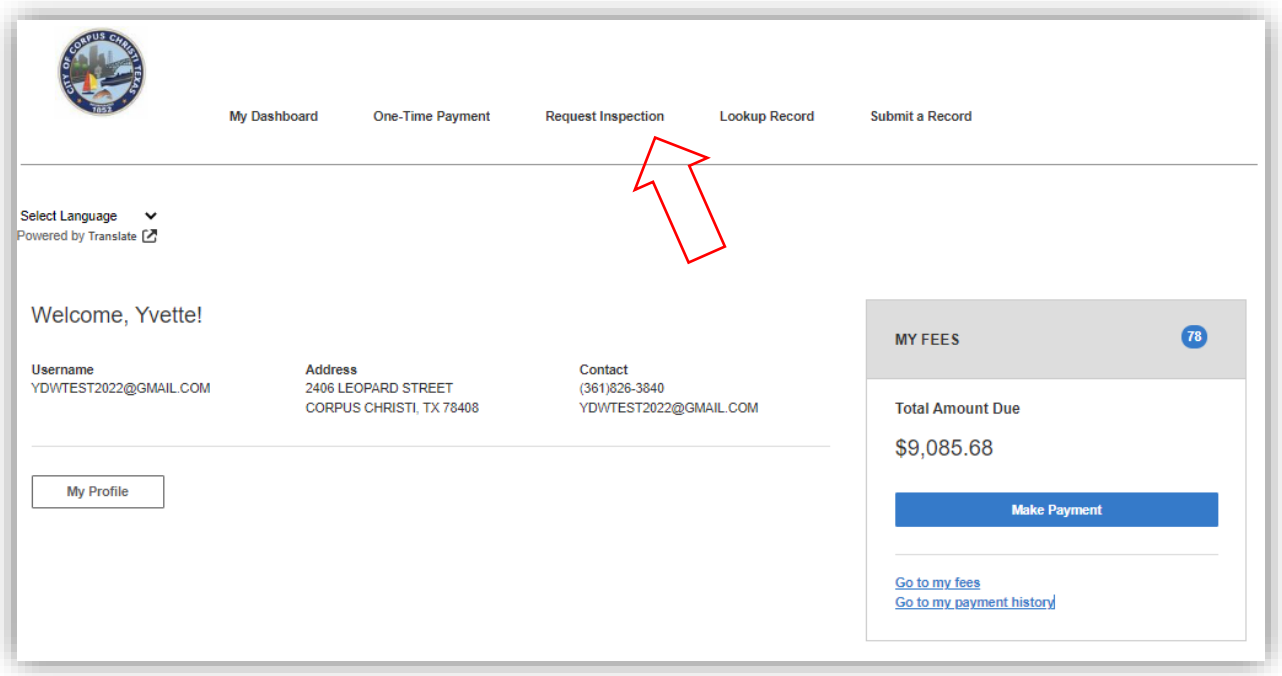
Please note the receipt will not be available once you leave this screen unless your requested it be emailed to you.



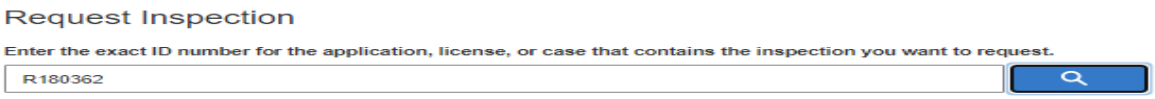
Request Inspections

From the Dashboard with permit number

1. Click on “request inspection” on your dashboard.



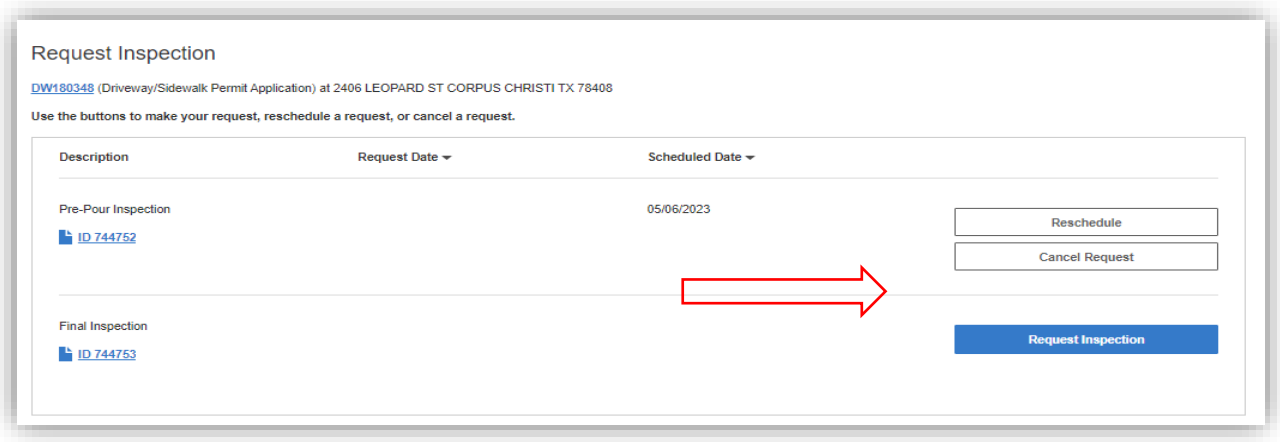
2. Enter the permit number



3. Click the magnifying glass to search

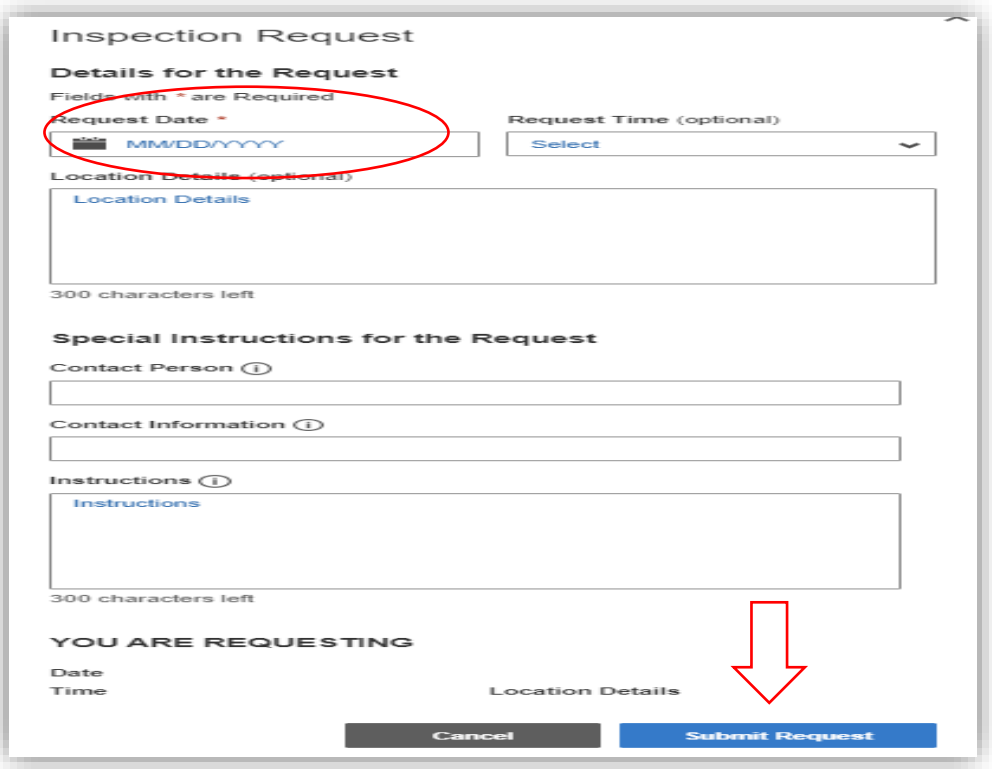
4. Select “request inspection” for the inspection that you would like to request.

Same day inspections cannot be requested.
Inspections cannot be scheduled if fees are due on the permit/application.



5. Enter the requested inspection date, provide location details for lock or key boxes, contact person and their information and any other pertinent instructions.

6. Click Submit request

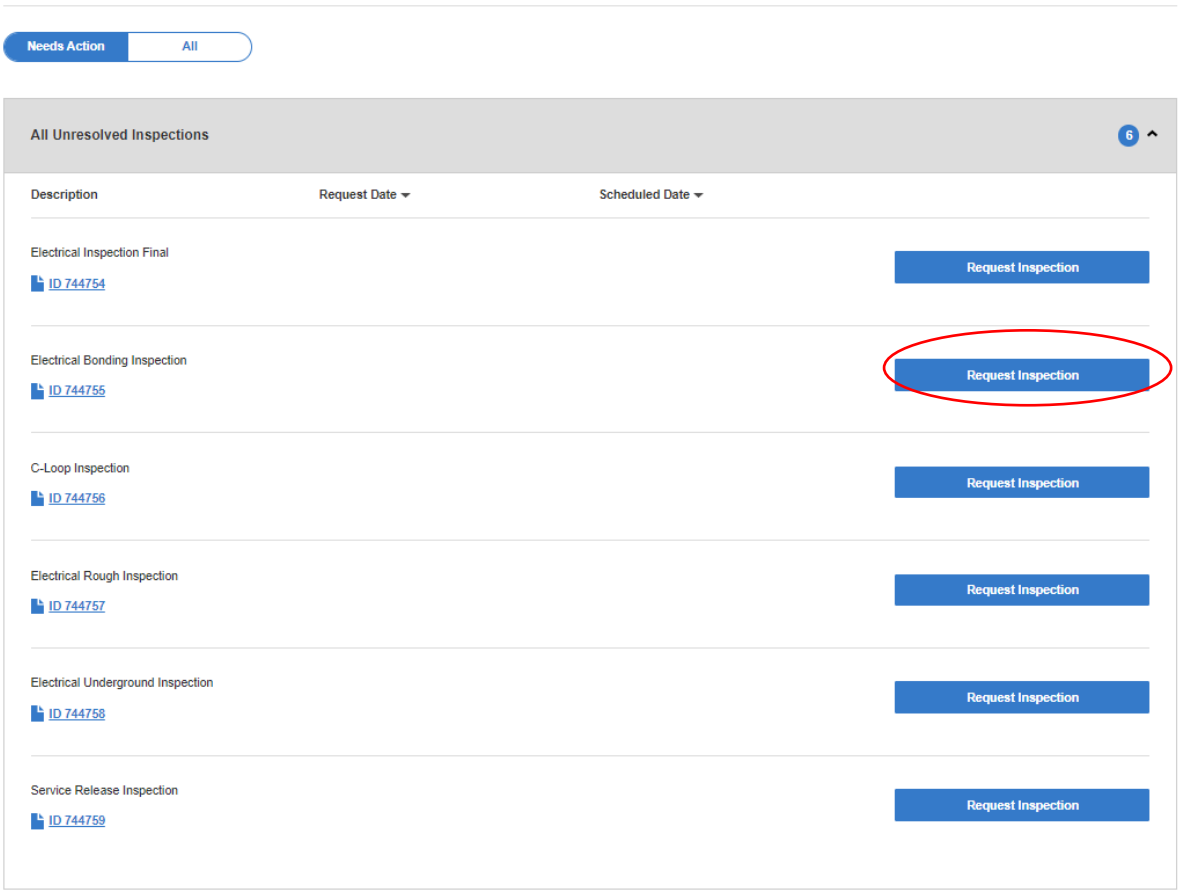


From the permit

1. Locate the permit under “My Projects” on your dashboard.

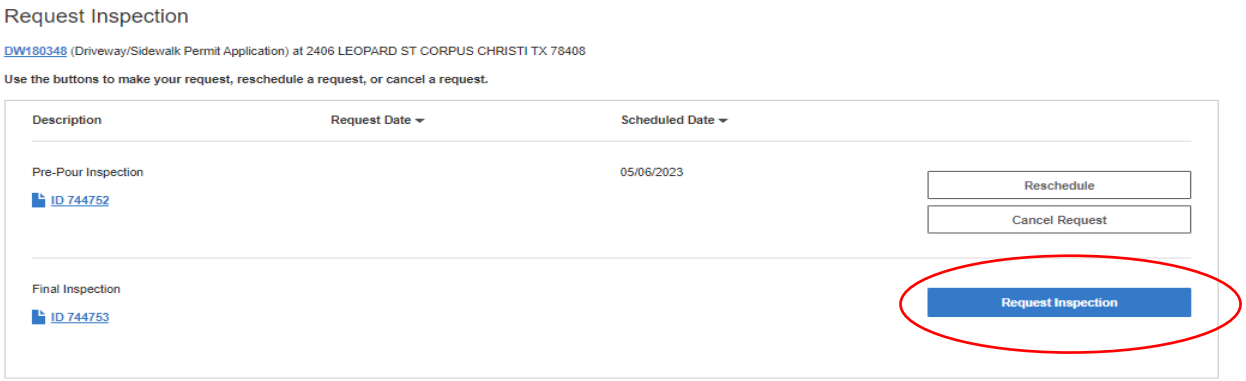
2. Click on the permit number hyperlink

3. Select the permit you want to schedule under “needs action”



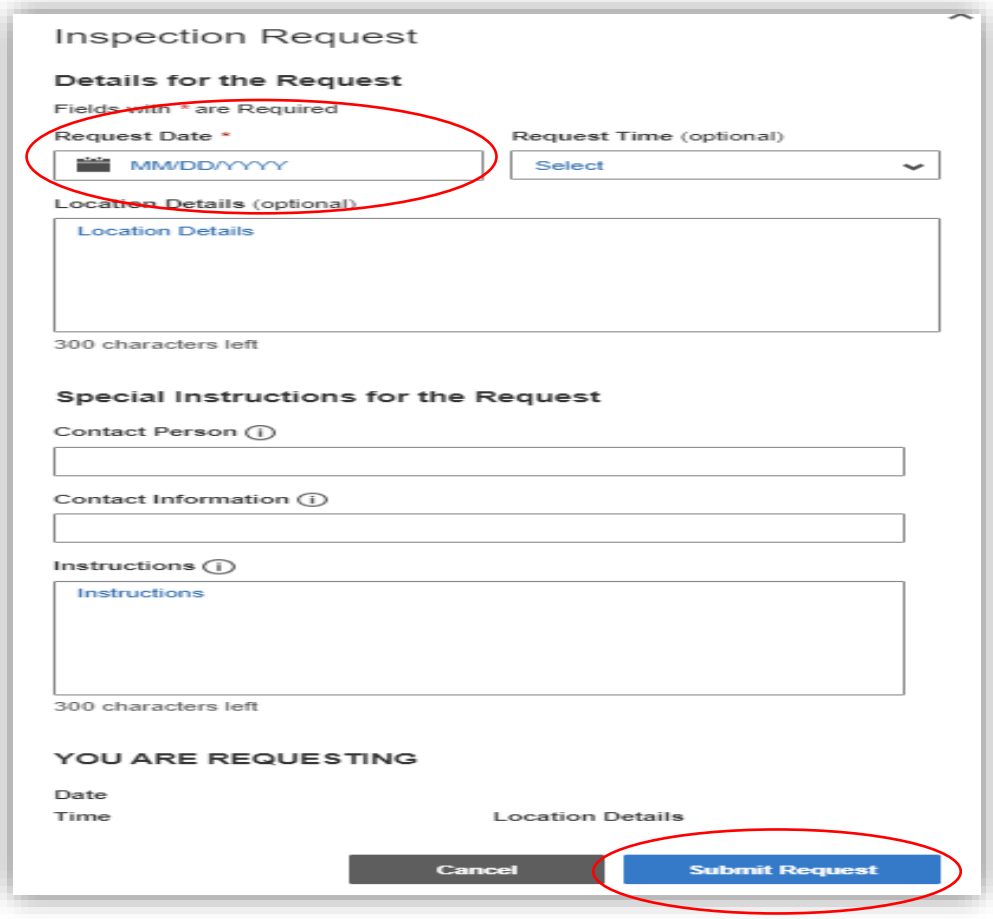
4. Select “request inspection” for the inspection that you would like to request.

Same day inspections cannot be requested.
Inspections cannot be scheduled if fees are due on the permit/application.



5. Enter the requested inspection date, provide location details for lock or key boxes, contact person and their information and any other pertinent instructions.

6. Click Submit request

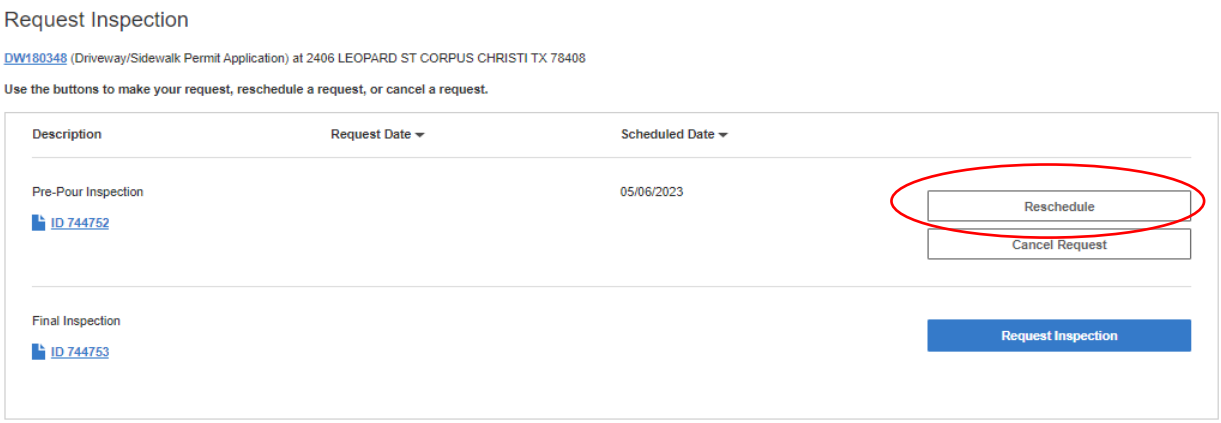

Inspection Request
Details for the Request
Fields with * are Required
Request Date *
MM/DD/YYYY
Request Time (optional)
Select
Location Details (optional)
Location Details
300 characters left
Special Instructions for the Request
Contact Person
Contact Information
Instructions
Instructions
300 characters left
YOU ARE REQUESTING
Date
Time
Location Details
Cancel
Submit Request

Reschedule or cancel inspections

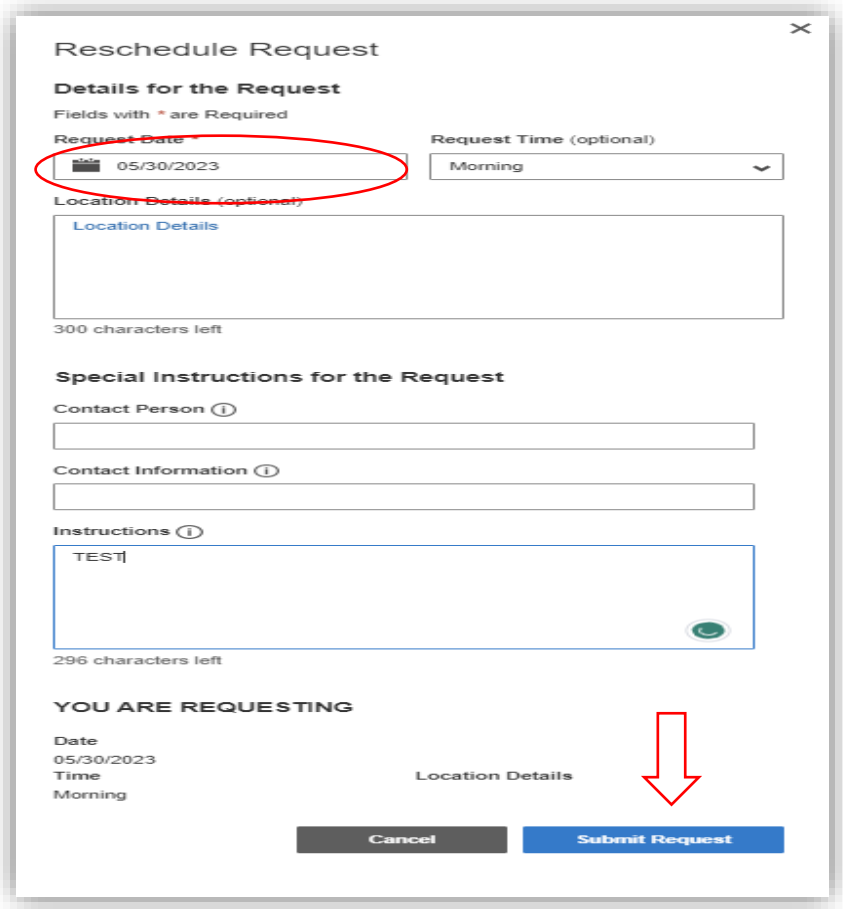
To reschedule or cancel an inspection you will need to lookup the inspection by using “Request Inspection” search or searching to the permit/application shown on Page 13 above.

Reschedule Inspection

1. click on “reschedule” as show below.

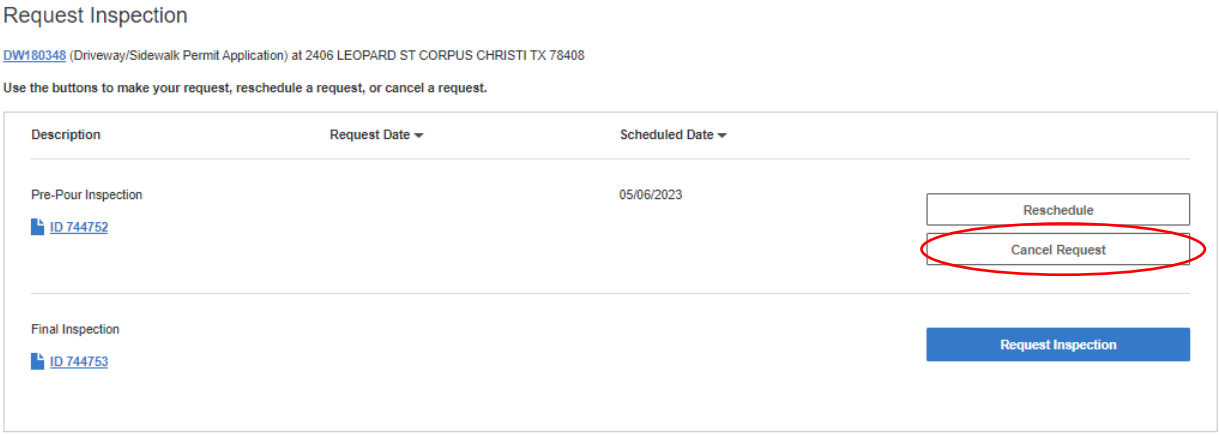


2. Change the request date and make any additional changes and click submit request.

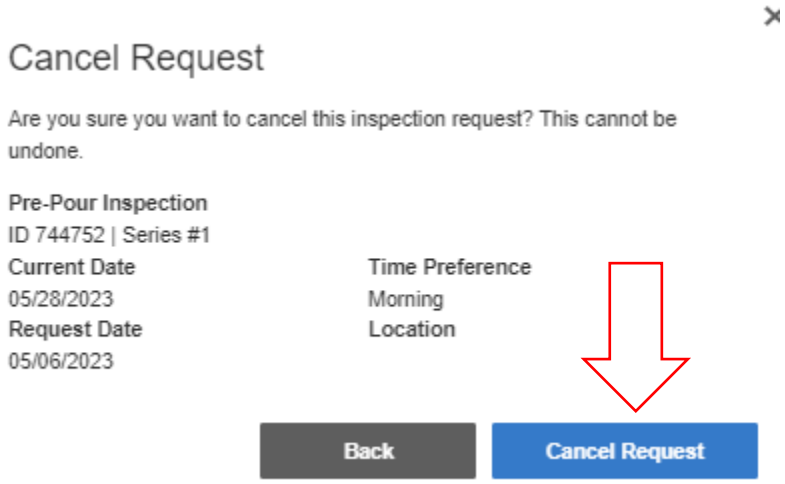


Cancel a scheduled inspection

1. Click on “cancel request” for the inspection that needs to be cancelled.

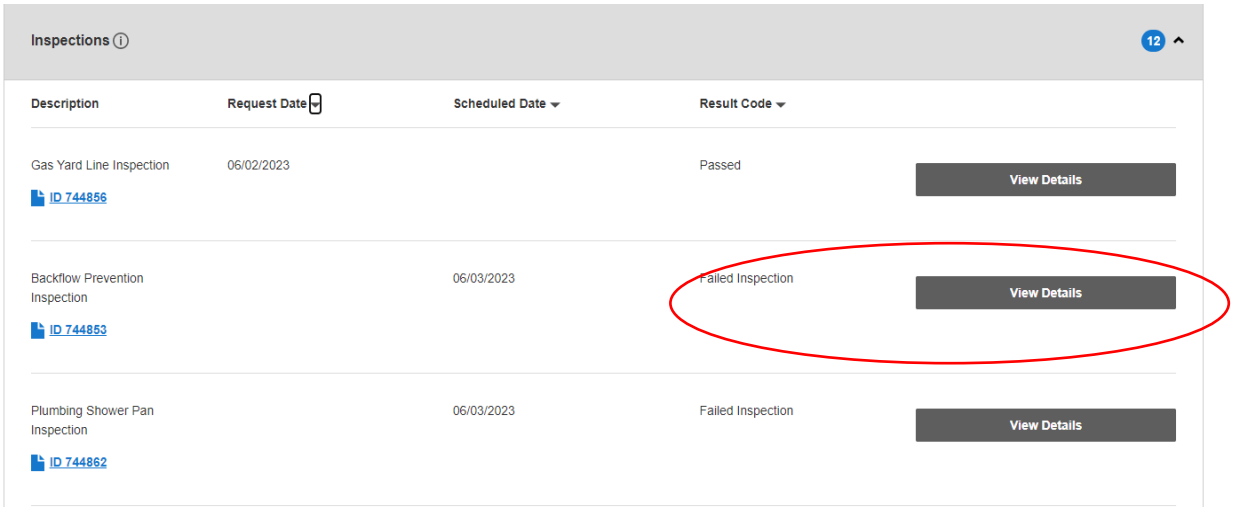


2. Confirm by clicking “cancel request” on when the confirmation pop ups as shown below.



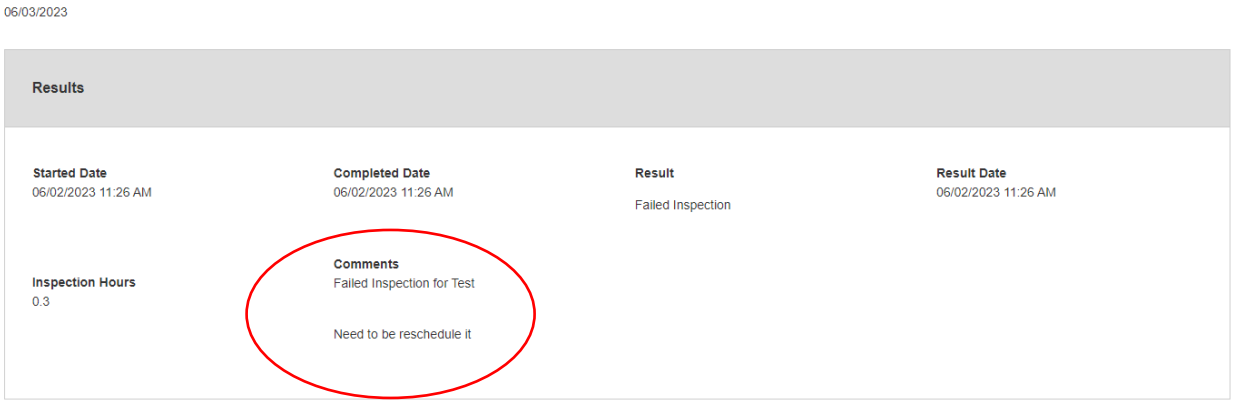
Review Inspection Results

1. From the inspections drop down menu under the application you will see inspection results.



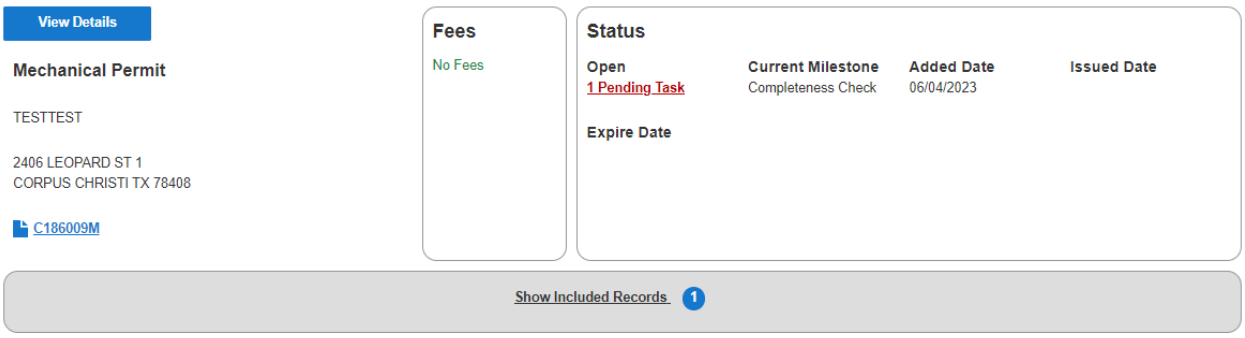
2. To view the inspection comment, click on “View Details”

3. The Comments will be displayed as shown below.



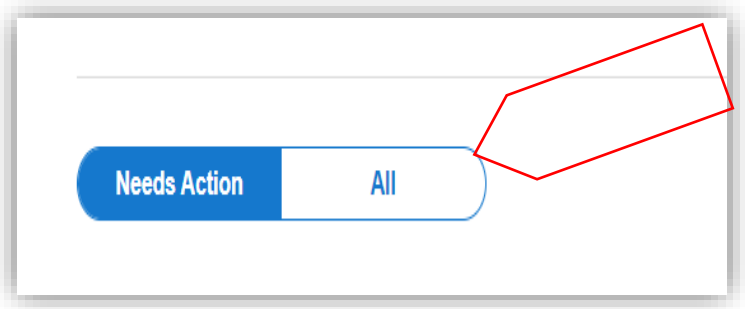
Lookup Reviews

1. Locate the permit on your dashboard or by lookup Record.



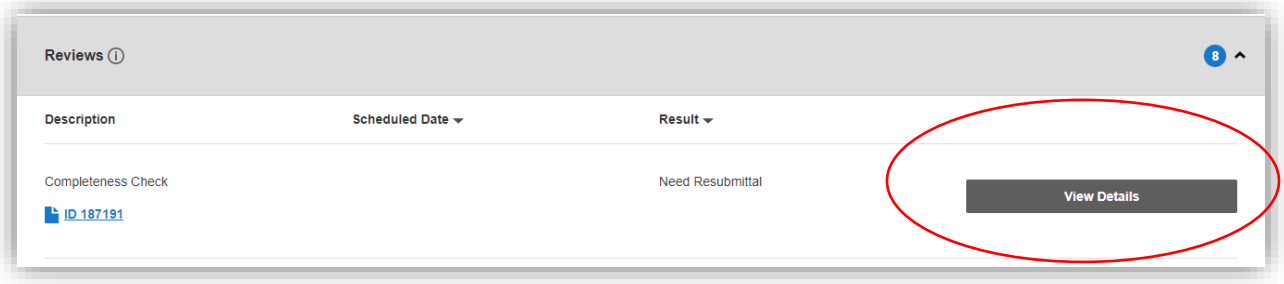
2. Click on the hyperlink to enter the permit or “view details”

3. Select “All”

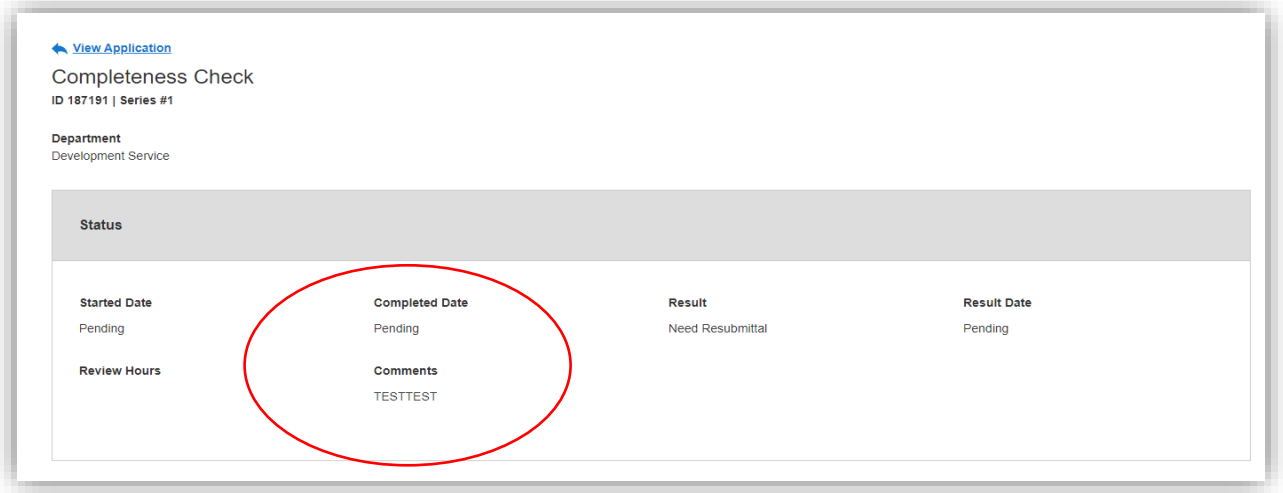


4. Scroll down to the review drop down

5. Click “View Details” to review the review comments.



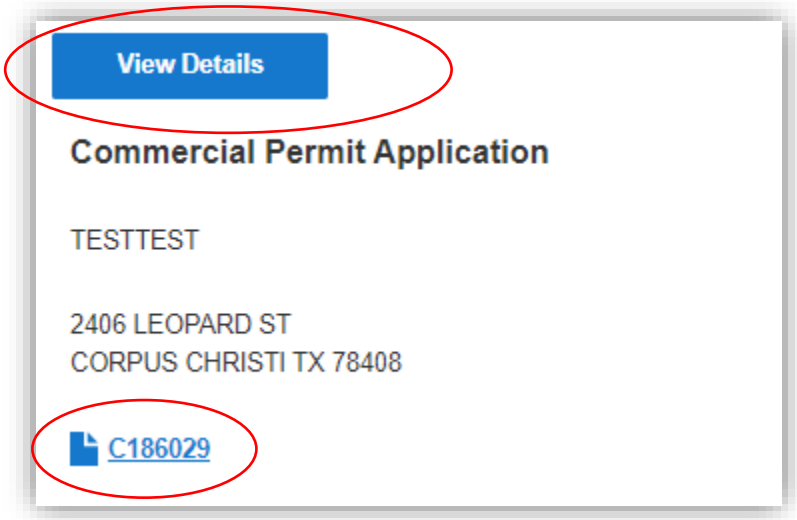
6. Review comments will be shown below.



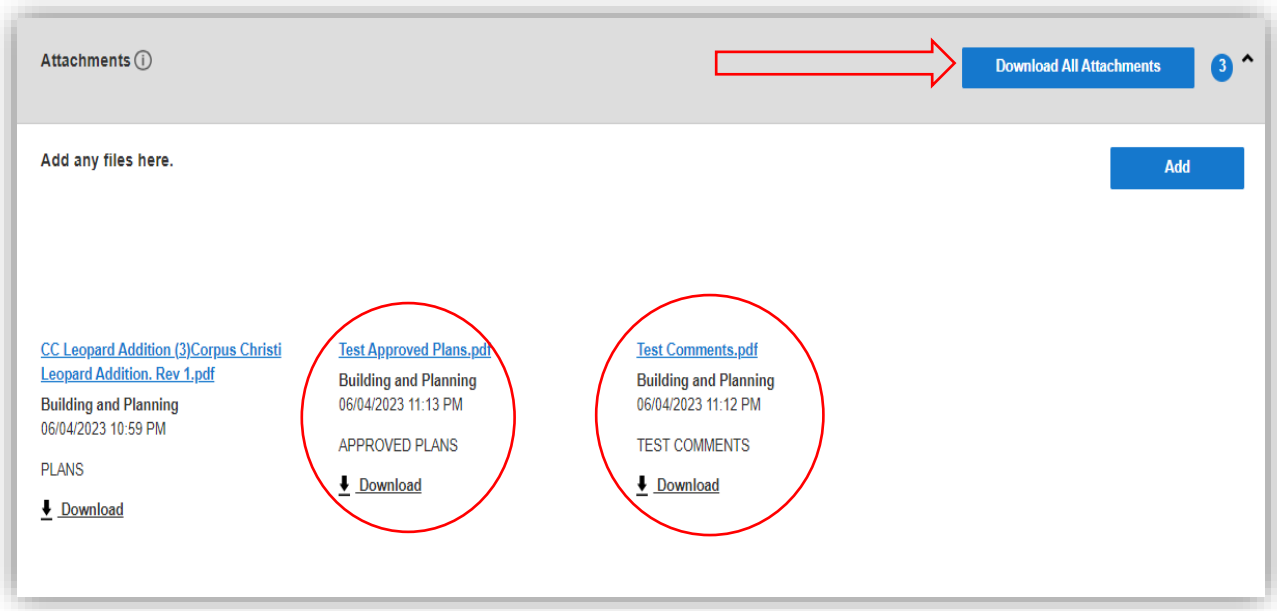
Download Comments or Plans

1. Access the permit you would like to review plans or comment for under “My projects” on the dashboard. You can also search by permit number under “Lookup Record”

2. Click on view details or the permit number hyperlink to access the permit.



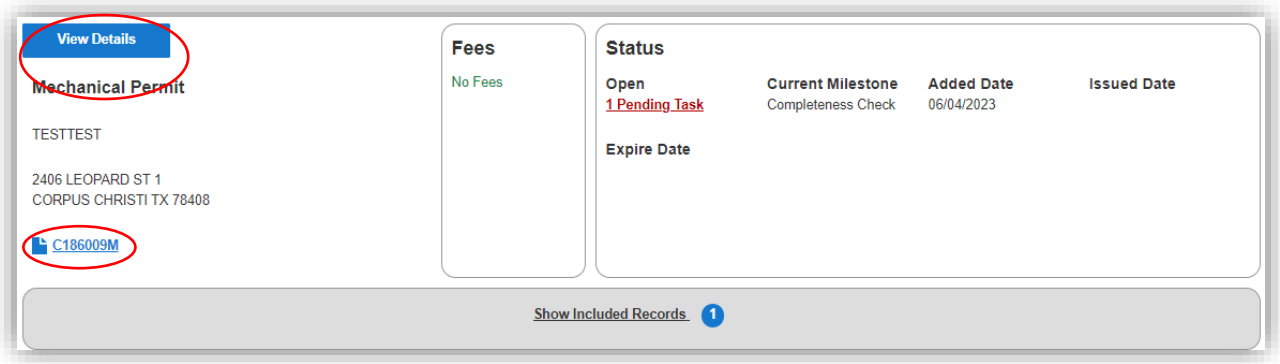
1. Scroll down to attachments.



2. Select the files to download individually or download all.

Download Permit Card

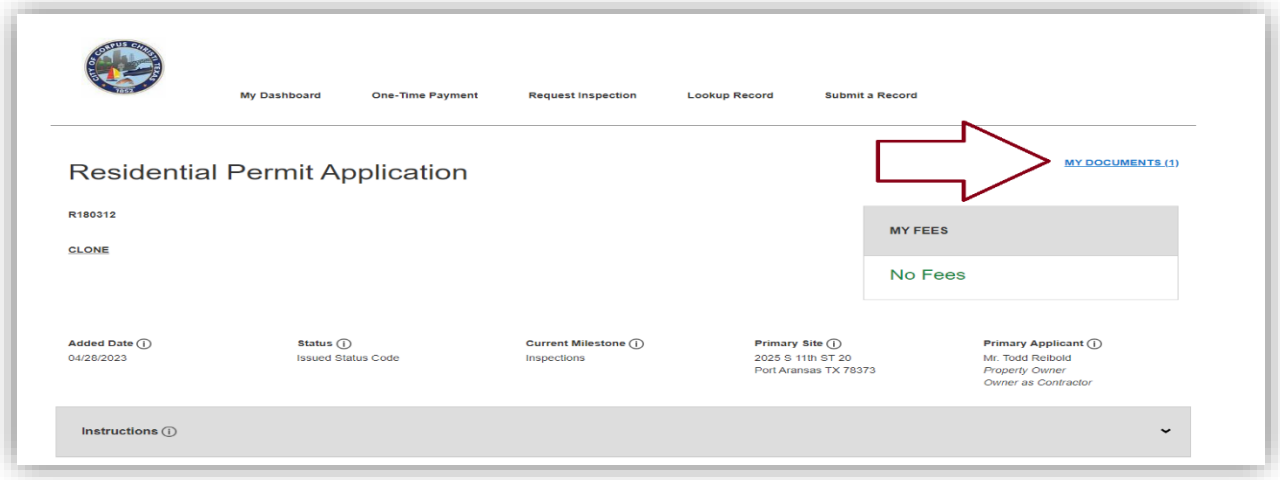
1. Locate permit on your dashboard or by lookup Record.



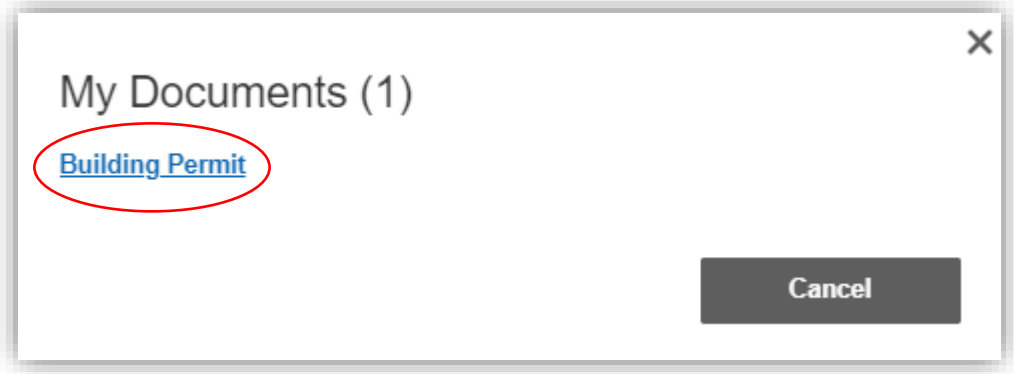
2. Click on the permit number hyperlink or view details to enter the permit.

3. In the upper right hand corner of the permit you will see a hyperlink for “My Documents”

4. Click on the hyperlink

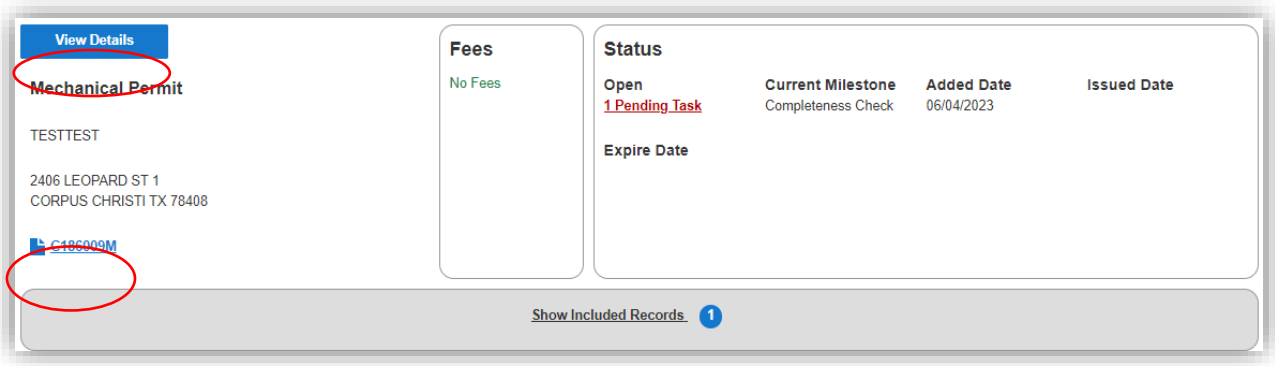


5. The reports that are available will be shown here to include permit card and Certificate of Occupancy.



Download Certificate of Occupancy or Final Letters

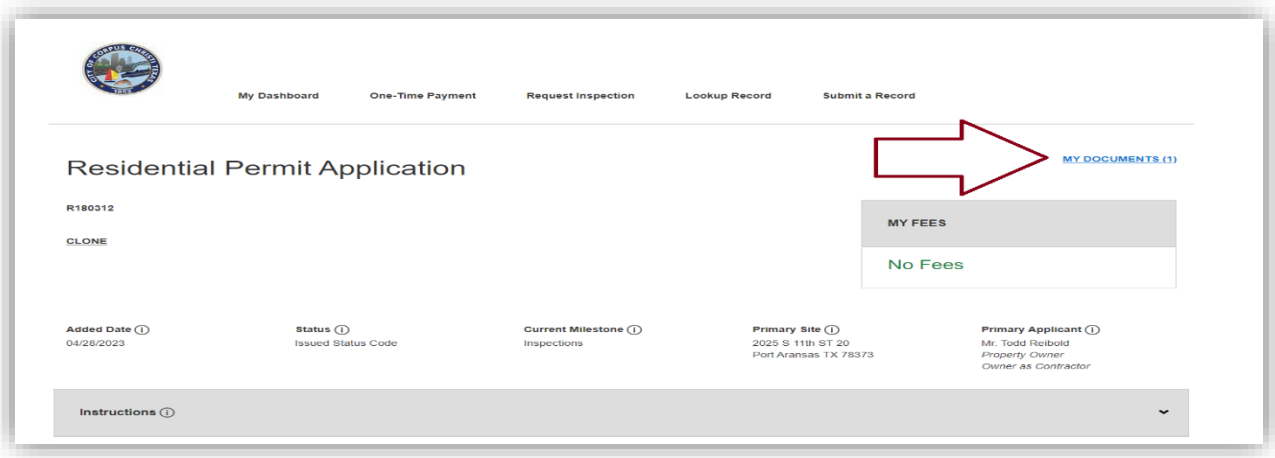
1. Locate permit on your dashboard or by lookup Record.



2. Click on the permit number hyperlink or view details to enter the permit.

3. In the upper right hand corner of the permit you will see a hyperlink for “My Documents”

4. Click on the hyperlink



5. The reports that are available will be shown here to include permit card and Certificate of Occupancy.

