

# Monitor and Manage your Work in STREAM

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# What work will I find in STREAM?

All applications applied for or migrated to our current STREAM permitting and licensing system are searchable in STREAM along with their corresponding subrecords and inspections.

Please note that applications applied to via our past system, Trakit, as well as historical archives, are not stored in the STREAM site but can still be found online. Instructions can be found at <https://www.a2gov.org/departments/build-rent-inspect/building/Pages/archived-project-lookup.aspx>

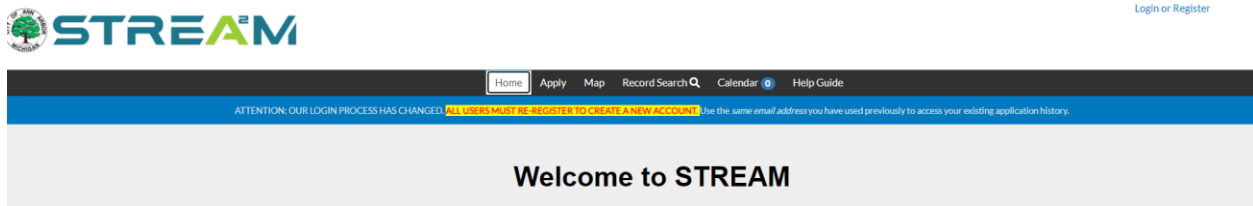
- STREAM was launched in 2021 for Clerks Office applications, 2022 for all other applications. Please allow for some overlap time when determining which system to search for work, and some applications may need to be searched for in both places to be found.

**If you are a contact on the case**, you will be able to find it within your work and your dashboard and can conduct various business to manage your application as it progresses.

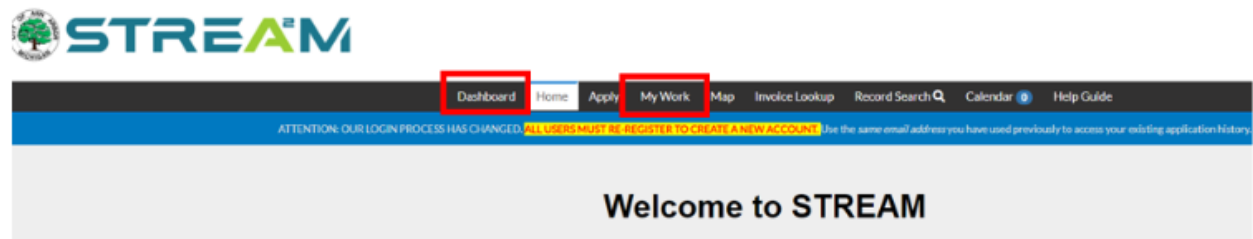
**If you are not a contact on the case**, you will be able to search for public records but cannot take action on records you are not a contact on with the exception of paying invoices.

## Finding your applications in STREAM

1. Access the STREAM website by going to [stream.a2gov.org](http://stream.a2gov.org)
2. If you are not logged in, you will not see the **Dashboard** or **My Work** options in the menu bar:

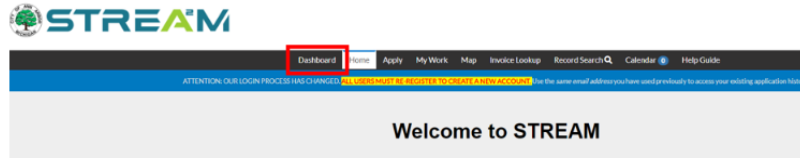


3. Once you log in, the **Dashboard** and **My Work** options will appear in the menu bar:



# STREAM Dashboard Overview

1. Once logged into STREAM, you will see and can click on **Dashboard** in the menu bar at the top of the page.



2. Your Dashboard will include an at-a-glance breakdown of your applications, broken down into tiles that display counts of how many applications fit into each category.
  - a. This screen is helpful to see an overview of how much active work you have underway, upcoming renewals, anything that needs attention, and to add all of your invoices to your cart at once.
  - b. This is not the best screen to revisit work that is complete/closed or to review paid invoice history. For those needs please proceed to the **My Work** screen and utilize the filters to search.
3. The Dashboard page is divided into five main sections: Permits, Plans, Inspections, Invoices, and Licenses.

The screenshot displays the main dashboard content. At the top, the navigation bar and warning banner are visible. Below them, the dashboard is organized into five sections:

- My Permits:** A grid of five tiles showing counts for Attention (2), Pending (1), Active (3), Recent (5), and Draft (0). Each tile includes a list of application types with counts.
- My Licenses:** Three tiles showing 'Expired 377 DAYS', 'Expires in 353 DAYS', and 'Draft 0'. Below the 'Expired' and 'Expires in' tiles are details for a specific license, including the name 'Anna Costantini', license number 'No. 001724-4832', and type 'Building Service Fee...'. A 'Renew' button is present.
- My Plans:** A grid of five tiles showing counts for Attention (0), Pending (0), Active (0), Recent (0), and Draft (0).
- My Inspections:** A table with columns for 'Requested' (0), 'Scheduled' (7), and 'Closed' (0). Below the counts are application types: 'Other (NOV)' (1), 'Fire (FED)' (1), and 'Other' (1).
- My Invoices:** A summary table showing 'Current' (2) for \$805.00, 'Past Due' (0) for \$0.00, and a 'Total' of 2 for \$805.00. 'Add To Cart' buttons are next to the current and total amounts.

## My Permits and My Plans

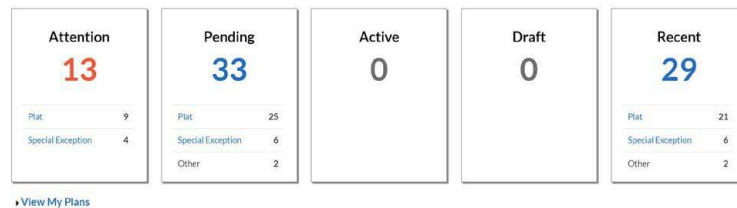
The **My Permits and My Plans** sections are broken down into the same categories:

1. **Attention** – Permits/Plans that require your attention
2. **Pending** – Permits/Plans that have just been applied for, and are still under review
3. **Active** – Permits/Plans that have been issued
  - a. You can request inspections on these permits
  - b. Inspections that may have failed could be found here, also
  - c. Find your documents that can be printed
4. **Recent** – All recent Permits/Plans that you have applied for

### My Permits



### My Plans



## My Inspections

The **My Inspections** section is broken down in the following categories:

1. **Requested** – Shows all your Inspections that you have requested
2. **Scheduled** – Once the Inspector has scheduled an Inspection, it will move from the requested section to this section.
3. **Closed** – Once the Inspection is completed, it will move to this section.

### My Inspections



[View My Inspections](#)

## My Invoices

The **My Invoices** section is broken down in the following order:

1. **Current** – Invoice amounts that are currently due will show here
2. **Past Due** – Invoice amounts that are past due will show here
3. **Total** – Invoice amounts for both current and past due will show here

### My Invoices



Current 2	\$805.00	<a href="#">Add To Cart</a>
Past Due 0	\$0.00	
Total 2	\$805.00	<a href="#">Add To Cart</a>

## My Licenses

The **My Licenses** section is for any Professional Licenses that you applied for and each license has its own tile.

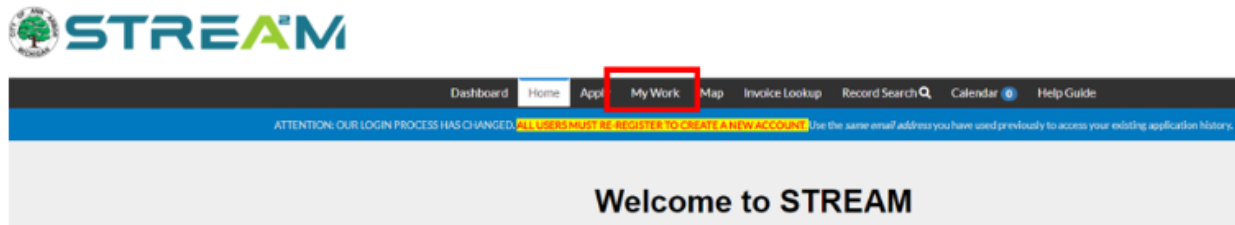
1. The large number in blue (e.g. 309) indicates the number of days until the license expires.
2. If a license is eligible for renewal, the renew button will be available to click directly from this screen.

### My Licenses

<p>Expired</p> <p><b>377</b></p> <p>DAYS</p> <p></p> <p>No. CONT22-4820</p> <p>Type Building Services Re...</p> <p><a href="#">Renew</a></p>	<p>Expires in</p> <p><b>353</b></p> <p>DAYS</p> <p></p> <p>No. CR24-3970</p> <p>Type Certified Rental - Mu...</p>	<p>Draft</p> <p><b>0</b></p>
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# STREAM “My Work” Overview

- Once logged into STREAM, you will see and can click on **My Work** in the menu bar at the top of the page.



- Your **My Work** page will include a list view of all of your work, broken down into seven sections: Invoices, Permits, Plans, Existing Inspections, Request Inspections, Licenses, and Projects.
  - o My Work is a more detailed view of your work than Dashboard and each section has search, filter, and export options.

## My Invoices

The **My Invoices** section will display only invoices on which you are a contact. In order to be an invoice contact, you must be flagged as a billing contact on the permit at the time the invoice was created. If you are added to an application or flagged as billing contact after the invoice was already generated, you will not be added automatically to the invoice unless a staff member does it for you. If you do not see an invoice in this list that you want to pay, please use the **Invoice Lookup** screen to search for it by invoice number, or the **Record Search** screen to look up the case and then find the invoice within the case record.

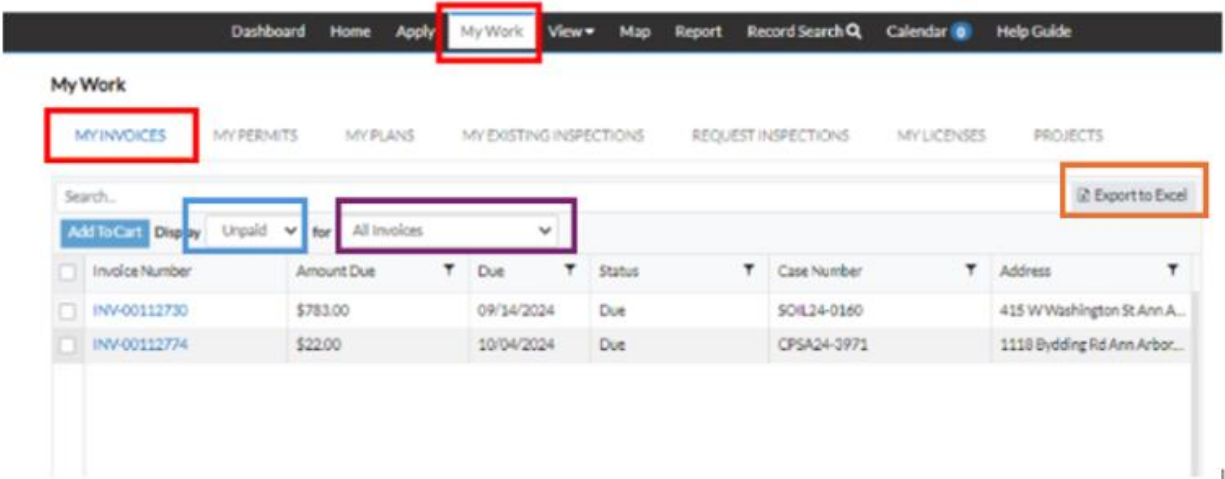
The filters on the Invoices section are as follows:

- 1. Payment Status:**
  - a. Unpaid (Default)
  - b. Paid
  - c. Voided
- 2. Additional Filters:**
  - a. All Invoices (Default)
  - b. Module of Origin:
    - Inspection Invoices
    - Permit Invoices
    - Plan Invoices
    - Application Invoices (not used)
    - Code Enforcement Invoices (not used)
  - c. Due Date:
    - Overdue
    - Due in 7 Days

Note that all filters are cumulative so if you apply a combination of filters that each individually has results, but the combination has no results, you will see no results.

In addition to filtering your results you may also:

- Search by key words containing the invoice number, amount due, due date, status, address, case number.
- Use the filter icons at the top of most of the columns to further filter your results.



The following actions can be taken on the My Invoices section:

- Use the checkboxes to the left of the invoice/s to add as many as you desire to your cart at once.
- Use the **Export to Excel** button to export your list to your computer.
- Click on the Invoice Number to hyperlink into the invoice dashboard, where you can see additional details such as fee breakdown, print your invoice document, and add the invoice to your cart.

## My Permits and My Plans

The **My Permits and My Plans** sections will display only cases on which you are a contact.

The filters on these sections are as follows:

1. **Display:**
  - a. All (Default)
  - b. Active
  - c. Attention
  - d. Inspection Not Passed
  - e. On Hold
  - f. Pending
  - g. Recent
  - h. Record Not Approved
  - i. Resubmit File
  - j. Review Not Approved

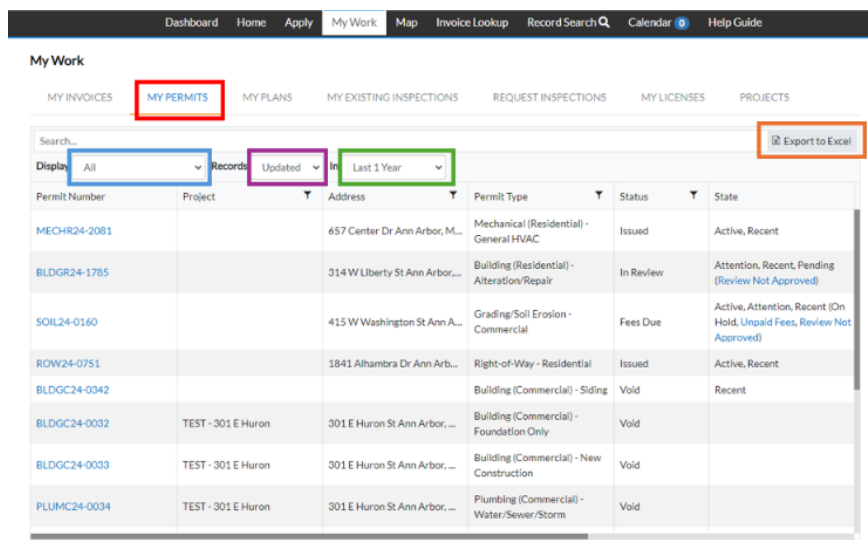


- k. Unpaid Fees
- 2. **Records:**
  - a. Applied
  - b. Expired
  - c. Issued (or Completed for Plans)
  - d. Updated (Default)
- 3. **In:**
  - a. Last 1 Year (Default)
  - b. Last 120 Days
  - c. Specified Range (Opens date tools to select start and end date)

*Note that all filters are cumulative so if you apply a combination of filters that each individually has results, but the combination has no results, you will see no results.*

In addition to filtering your results you may also:

- Search by key words containing the case number, project name, address, case type, status, state, or a key date
- Use the filter icons at the top of most of the columns to further filter your results.



The following actions can be taken on the My Permits and My Plans sections:

1. Use the **Export to Excel** button to export your list to your computer.
2. If the case requires resubmit, there should be a clickable Resubmit button in the State column that you can select directly from this screen.
3. If the case requires fee payment, there should be a clickable Add to Cart button in the State column that you can select directly from this screen.
4. Click on the Permit or Plan Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

## My Existing Inspections

The **My Existing Inspections** section will display only inspections on which you are a contact and the inspection has already been requested.

The filters on the My Existing Inspections section are as follows:

1. **Display:**
  - a. Scheduled (Default)
  - b. All
  - c. Requested
  - d. Closed

In addition to filtering your results you may also:

- Search by key words containing the inspection number, inspection type, address, status, state, parent case number, parent case type, or a key date
- Use the filter icons at the top of most of the columns to further filter your results.

Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
INSP-026523-2024	Final [MECH]	657 Center Dr ...	Scheduled, Ti...	Scheduled	MECHR24-2081	09/19/2024	09/19/2024	
INSP-026476-2024	Street Cut Patch [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026475-2024	Private Development [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026474-2024	Other [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026473-2024	Forestry Inspection [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026472-2024	Capital Improvement [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	
INSP-026471-2024	Notice Of Work [ROW]	1841 Alhambr...	Requested, ti...	Scheduled	ROW24-0751	08/16/2024	08/16/2024	

Showing 7 records.

The following actions can be taken on the My Existing Inspections section:

1. Use the **Export to Excel** button to export your list to your computer.
2. Click on the Inspection Number to hyperlink into the inspection dashboard, where you can see additional details, read inspector notes, and view and print documents.
3. Click on the Permit or Plan Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

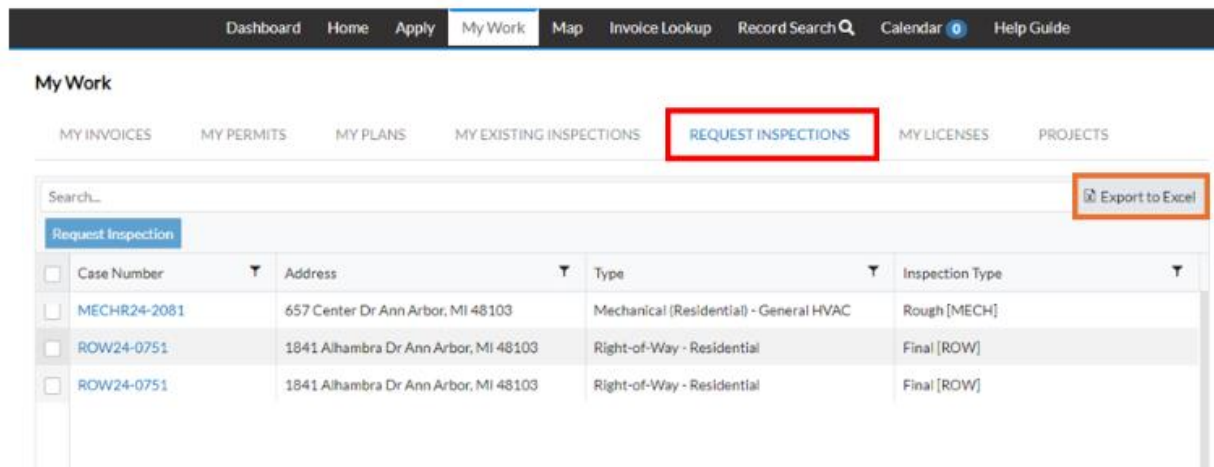
## Request Inspections

The **Request Inspections** section will display only inspections that are eligible for request and you are a contact on the case. An inspection is eligible for request if it meets the following criteria:

1. Issued or Approved status
2. All invoices paid in full
3. No holds exist on the case

There are no filters on the Request Inspections section, but you may limit your list size by using the following tools:

1. Search by key words containing the parent case number, address, parent case type, or inspection type
2. Use the filter icons at the top of any of the columns to further filter your results.



The screenshot shows the 'My Work' section of a software application. The navigation bar at the top includes 'Dashboard', 'Home', 'Apply', 'My Work' (highlighted), 'Map', 'Invoice Lookup', 'Record Search', 'Calendar', and 'Help Guide'. Below the navigation bar, the 'My Work' section is displayed with several tabs: 'MY INVOICES', 'MY PERMITS', 'MY PLANS', 'MY EXISTING INSPECTIONS', 'REQUEST INSPECTIONS' (highlighted with a red box), 'MY LICENSES', and 'PROJECTS'. A search bar is located above the table, and an 'Export to Excel' button is highlighted with an orange box. The table below has columns for 'Case Number', 'Address', 'Type', and 'Inspection Type', each with a dropdown arrow. The table contains three rows of inspection data.

<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input type="checkbox"/>	MECHR24-2081	657 Center Dr Ann Arbor, MI 48103	Mechanical (Residential) - General HVAC	Rough [MECH]
<input type="checkbox"/>	ROW24-0751	1841 Alhambra Dr Ann Arbor, MI 48103	Right-of-Way - Residential	Final [ROW]
<input type="checkbox"/>	ROW24-0751	1841 Alhambra Dr Ann Arbor, MI 48103	Right-of-Way - Residential	Final [ROW]

The following actions can be taken on the My Existing Inspections section:

1. Use the **Export to Excel** button to export your list to your computer.
2. Use the checkboxes to the left of the inspection/s to request as many as you desire at once.
3. Click on the Permit or Plan Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

## My Licenses

The **My Licenses** section will display only licenses for which you are a contact on the case and it is the most recent/active license in a license relationship if it has been renewed (i.e. the past versions become hidden, only the active one remains in the list).

There are no filters on the My Licenses section, but you may limit your list size by using the following tools:

1. Search by key words containing the license number, license holder name, address, parent case type, or inspection type
2. Use the filter icons at the top of most of the columns to further filter your results.

License Number	Renew	Name	DBA	Address	Status	Type	Applied
<a href="#">CPSA24-3971</a>		City of Ann Arbor IT		1985 S Industrial Hwy Ann ...	Fees Due	Commercial Applicator of P...	09/04/2024
<a href="#">CR24-3970</a>		City of Ann Arbor IT		1524 Brookfield Dr Ann Arb...	Issued	Certified Rental - Multi-Fam...	08/30/2024
<a href="#">SOCC24-3961</a>		City of Ann Arbor IT		3732 Ulrich Ct Dexter, MI 4...	In Review	Sidewalk Occupancy (Annua...	08/15/2024
<a href="#">CONT22-4820</a>	<a href="#">Renew</a>	City of Ann Arbor IT		301 E Huron St Ann Arbor, ...	Renewed	Building Services Registrat...	11/21/2022
<a href="#">DOG21-2443</a>		City of Ann Arbor IT		1111 Test	Requires Res...	Dog License - Spayed/Neute...	10/13/2021
<a href="#">DOG21-2442</a>		City of Ann Arbor IT		1111 Test	Void	Dog License - Spayed/Neute...	10/13/2021
<a href="#">CONT21-2579</a>		O'Brien Constructic		966 Livernois Troy, MI 48083	Void	Building Services Registrat...	11/19/2021
<a href="#">STR21-2291</a>	<a href="#">Renew</a>	City of Ann Arbor IT		301 E Huron St Ann Arbor, ...	Void	Short Term Rentals	09/16/2021
<a href="#">DOG21-2414</a>		City of Ann Arbor IT		301 E Huron St Ann Arbor, ...	Void	Dog License - Spayed/Neute...	10/07/2021

The following actions can be taken on the My Existing Inspections section:

1. Use the **Export to Excel** button to export your list to your computer.
2. Click on the **Renew** button to begin the renewal process for any of your licenses eligible for renewal.
3. Click on the License Number to hyperlink into the case record, where you can see additional details, read reviewer notes, resubmit documents if needed, view and print documents, pay fees, request inspections, or apply for subrecords.

## Projects

The **Projects** section will display only projects for which you are a contact (you must be a contact on the *project* even if you are a contact on any of the linked plans or permits affiliated with the project)

Projects are used to track large developments in town, to group together all related permits, plans, inspections, and invoices in one place. This allows city staff to have a centralized location for notes, file attachments, and to keep track of the status of all of your work in one place. As a contact on the project, you may also open the project dashboard to benefit from this central location that contains previews and links to all of your work in one place.

There are no filters on the Projects section, but you may limit your list size by using the following tools:

1. Search by key words containing the project number, project name, status, project type, or key dates
2. Use the filter icons at the top of most of the columns to further filter your results.

Dashboard Home Apply **My Work** Map Invoice Lookup Record Search Q Calendar Help Guide

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS MY LICENSES **PROJECTS**

Search...

Export to Excel

Project Number	Project Name	Status	Type	Start Date	Expected En...
CI-PROJ24-0001	TEST - 301 E Huron	Void	Capital Improvement Project		

The following actions can be taken on the My Existing Inspections section:

1. Use the **Export to Excel** button to export your list to your computer.
2. Click on the Project Number or Project Name to hyperlink into the case record, where you can see additional details:

Project: TEST - 301 E Huron (CI-PROJ24-0001)

Project Details | Tab Elements | Main Menu

Project Name: TEST - 301 E Huron District: Ward 1  
Type: Capital Improvement Project Status: Void  
Start Date: Expected End Date: Completed Date:  
Description:

Summary Locations Fees Attachments Contacts More Info

**Project Case Progress**

ROW24-0756 Right-of-Way - Commercial (Permit, Updated 08/16/2024)	10%
PLUMC24-0034 Plumbing (Commercial) - Water/Se... (Permit, Updated 06/12/2024)	25%
BLDGC24-0032 Building (Commercial) - Foundation ... (Permit, Updated 07/26/2024)	0%
COF024-0019 Certificate of Occupancy - Temporar... (Permit, Updated 06/12/2024)	0%
CVLC24-0003 Civil Construction Permit (Permit, Updated 02/14/2024)	0%

**Fees**

Associated Invoices

**\$795.00**

View Details

# Viewing and Managing Your Application

Note that all contacts listed on the application should be able to see the application in their **STREAM Dashboard** or **My Work** *only after logging into their STREAM account* using the same email address affiliated with the application.

1. Ensure you are logged into your STREAM account at [stream.a2gov.org](https://stream.a2gov.org)
2. Follow the instructions in the sections above to find your application in your **Dashboard** or **My Work** pages.
3. After you have clicked on the case number, you will be launched into the case record screen. This is where you will see your application's current details including status, reviews, fees, inspections, and attachments.

## Case Details and Print Icon

At the top of the page is a shaded section that contains your case details. This section will remain visible regardless of which tab you are viewing on the bottom half of the screen. This section displays the basic details of the permit. Specific fields to note in this section are:

1. **Status**
2. **Project Name** (used for land developments)
3. **Relevant Dates**
4. **Description** (this field may also be used at times by staff to enter important communications such as next steps, required actions, or explanations for voided applications)

At the top right corner of the page is where you will find the **printer icon** once your permit, license, or plan letter is ready to print. This icon only appears once your case is in an issued or approved status.

Permit Number: MECHR24-2081

Permit Details | Tab Elements | Main Menu

Type: Mechanical (Residential) - General HVAC

Status: Issued

Project Name:

Applied Date: 08/15/2024

Issue Date: 08/16/2024

District: Ward 5

Assigned To: [REDACTED]

Expire Date: 02/12/2025

Finalized Date:

Description: Test

Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | More Info

Progress: 0% Completed

Workflow:

- Application Review [MECHR | HVAC] - Started - Scheduled for 08/29/2024
- Final [MECHR] - Scheduled, Time TBD
- Create/Link - Electrical (Residential) General
- Create/Link - Electrical (Residential) Reconnect
- Rough [MECHR]

Available Actions:

- Request Inspection Rough [MECHR] [Request]

Fees: \$0.00

View Details

## Summary

Under **Summary**, you will be able to see a glance of your application status, including the progress of the workflow (which indicates the review process from application thru finalization), fees due, and available actions.

The screenshot displays a dashboard with a navigation bar at the top containing tabs for Summary, Locations, Fees, Reviews, Inspections, Attachments, Contacts, Sub-Records, and More Info. The Summary tab is highlighted with a red box. Below the navigation bar are four main sections:

- Progress:** A donut chart showing 0% Completed. A legend indicates: Completed (green dot), In Progress (blue dot), and Not Started (grey dot).
- Fees:** A card showing a balance of \$0.00 with a "View Details" button.
- Workflow:** A list of steps: "Application Review [MECHR | HVAC] - Started - Scheduled for 08/29/2024" (active), "Final [MECH] - Scheduled, Time TBD" (active), "Create/Link - Electrical (Residential) General" (inactive), "Create/Link - Electrical (Residential) Reconnect" (inactive), and "Rough [MECH] -" (inactive). This section is highlighted with a blue box.
- Available Actions:** A card with a "Request Inspection" button and a "Request" button. Below the button is the text "Rough [MECH]". This section is highlighted with an orange box.

## Location

Under **Location**, you will be able to see any and all locations affiliated with this case.

The screenshot shows the "Locations" tab selected in the navigation bar. Below the navigation bar are links for "Locations", "Next Tab", "Permit Details", and "Main Menu". The "Locations" section is titled "Locations" and includes a "Sort" dropdown menu set to "Main". A location card is displayed with the following information:

- Type:** Location
- Address:** US, 657 Center Dr., Ann Arbor, MI, 48103
- Main Address:**
- Parcel Number:** 09-08-24-410-022
- Main Parcel:**

## Fees

Under **Fees**, you will be able to see the fee history of this case, including any fees already paid versus currently due. If there are any fees due, you can add them to your cart from this screen.

All fees have an affiliated Invoice number which is a hyperlink. Click the invoice link to open the invoice dashboard, where you can see more information about that invoice and use the print icon in the top right corner to print out the invoice document for your records or accounts payable department if needed. Note that multiple fees can be held within the same invoice.

Summary Locations **Fees** Reviews Inspections Attachments Contacts Sub-Records More Info

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

**Fee Summary**

<b>Total Fees:</b>	\$1,150.00	<b>Paid Fees:</b>	\$1,150.00	<b>Unpaid Fees:</b>	\$0.00
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**Remaining Fees** Sort Fee ▼

Fee	Invoice	Computed	Amount Due
No records to display.			

**Paid Fees** Sort Fee ▼

Fee	Invoice	Computed
MECH - Air Handlers	<a href="#">INV-00112729</a>	\$40.00
MECH - Chimney Liner	<a href="#">INV-00112729</a>	\$80.00
MECH - Factory Built Fireplace	<a href="#">INV-00112729</a>	\$50.00
MECH - Heat Recovery Unit	<a href="#">INV-00112729</a>	\$20.00
MECH - Heating - Rooftop Unit	<a href="#">INV-00112729</a>	\$405.00
MECH - Heating Appliances	<a href="#">INV-00112729</a>	\$200.00
MECH - Humidifiers	<a href="#">INV-00112729</a>	\$50.00
MECH - Mechanical Permit Application Fee	<a href="#">INV-00112729</a>	\$15.00
MECH - Refrigeration or AC: 2 1/4 - 5 HP	<a href="#">INV-00112729</a>	\$55.00
MECH - Refrigeration or AC: 2 HP or Less	<a href="#">INV-00112729</a>	\$160.00

Results per page 10 ▼ 1 - 10 of 12 << < 1 2 > >>

### Paying Fees

1. Use the “Add to Cart” button found at the top right corner of your case record, or from the Fees tab of your case record, to put your fees in your cart and check out



Shopping Cart

Total \$55.00

Check Out

Invoice: INV-00000921  
Due Date: 08/12/2021

Description: FOWL21-1905

Case Number	Project	Case Address	Amount Due
FOWL21-1905		1001 S Forest Ave Ann Arbor MI 48104	\$55.00

\$55.00

Remove

[Top | Main Menu](#)

Total \$55.00

Check Out

- The Check Out button will bring you to a secure payment gateway, where you can enter your credit card information and process payment. It should look like this:



[Contact Us](#)

Thursday, August 12, 2021

### Order Summary

Agency Name: City of Ann Arbor, MI  
Order Number: 21

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00000921	FOWL21-1905	1	\$55.00	\$55.00

Item Total: \$55.00  
Service Fee: \$0.00  
Tax: \$0.00  
Order Total: \$55.00

### Payment Details

Cardholder Name:  \*      Billing Street:  \*      Billing Zipcode:  \*

Card Type:  \*      Card Number:  \*      Expiration Date:   \*      CVV Code:

Email Address:  \*  
.....!@gmail.com

## Reviews

Under **Reviews**, you will be able to see the list of review sessions (“submittals”) that exist on this case, ordered from most recent to oldest. You can expand any of these submittals to see the full list of reviewers within that submittal along with their review status and notes.

For example, in the image below you can see that this application went through plan review four times from December 2022 until April 2024 before it was approved.

Click the down-arrow on any of these submittals to expand it to see the list of reviewers. Then click the down arrow on each individual reviewer to see their status and notes. If a reviewer does not include notes in their submittal, that may be because their notes are in your file markups instead. Proceed to the Attachments section to learn more about viewing your file markups.

Summary Locations Fees **Reviews** Inspections Attachments ⚠️ Contacts Sub-Records Holds 🚫 More Info

Building Plan Review [BLDNR | Alteration/Repair]

Submittal Status	Received Date	Due Date	Completed Date
Approved	05/21/2024	05/29/2024	06/05/2024

- ✔ Zoning Review • Approved • Barrett Jon • Completed : 05/21/2024
- ✔ Private Development Engineer Review • Conditional Approval • Litch Anne • Completed : 05/29/2024
- ✔ Historic District Review • Approved • Thacher Jill • Completed : 05/26/2024
  - Due Date: 05/29/2024, Completed Date: 05/26/2024
  - Comment: Approved per HDC24-0007
- ✔ Building Coordinator Review • Approved • Hwang Annie • Completed : 06/05/2024

Building Plan Review [BLDNR | Alteration/Repair]

Submittal Status	Received Date	Due Date	Completed Date
Approved	04/19/2024	04/26/2024	04/19/2024

Building Plan Review [BLDNR | Alteration/Repair]


Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	04/11/2024	04/18/2024	04/17/2024

- ❌ Building Coordinator Review • Requires Re-submit • Hwang Annie • Completed : 04/14/2024
  - Due Date: 04/22/2024, Completed Date: 04/14/2024
- ✔ Private Development Engineer Review • Conditional Approval • Litch Anne • Completed : 04/16/2024
  - Due Date: 04/22/2024, Completed Date: 04/16/2024
  - Comment: Fire coverage is met. A Right-of-Way permit is required for the fire suppression installation in the public right-of-way.

If the latest review submittal has failed, the Reviews tab will have an exclamation point icon on it to draw your attention to the status and notes. Once a failed submittal has been followed by an approved one, the exclamation point goes away as the review has now passed.

Summary Locations Fees **Reviews** Inspections Attachments Contacts Sub-Records More Info

### Progress




0%  
Completed

- Completed
- In Progress
- Not Started

### Workflow

- Building Plan Review [BLDNR | Foundation Only] - Not Passed : 07/26/2024
- Building Plan Review [BLDNR | Foundation Only]
- Site Compliance Review [BLDNR | Foundation Only]
- Backfill [BLD] -
- Foundation/Rebar [BLD] -
- Footing [BLD] -

### Available Actions

  
No Actions

### Fees

# Inspections

Under **Inspections**, you will be able to see all inspections that you have already requested/scheduled, those that have already happened, as well as additional ones that you need to complete. The bottom of the page has an Optional inspections section for additional inspections you can request if needed but they are not necessarily required.

For more information about inspections please read the Inspections help guide.

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
INSP-026523-2024	Final [MECH]	Scheduled, Time TBD	09/19/2024	09/19/2024	Mechanical Inspector To Be Assigned	

Results per page 10 1 - 1 of 1 << < 1 > >>

Request Inspections Sort: Order

Description	Reinspection	Action
Pressure Test [MECH]	No	<input type="checkbox"/>
Rough [MECH]	No	<input type="checkbox"/>
Underground [ELEC]	No	<input type="checkbox"/>

Results per page 10 1 - 3 of 3 << < 1 > >>

[Request Inspection](#)

Optional Inspections

Description	Action
Onsite Consultation [MECH]	<input type="checkbox"/>
Pressure Test [MECH]	<input type="checkbox"/>
Underground [ELEC]	<input type="checkbox"/>

Results per page 10 1 - 3 of 3 << < 1 > >>

[Request Inspection](#)

You may see a message in red text that says you cannot request an inspection if you are not logged in as a case contact, OR that the inspection cannot be requested due to prerequisites. This either means that you need to log in or that there are workflow actions or prior inspections necessary before you can request this one.

Request Inspections Sort: Order

Description	Reinspection	Action
Rough-In [BLD]	No	<input type="checkbox"/> Logged in user is not a contact on the parent record. This contact has one or more outstanding invoice. New applications may not be received, and issuance/finalization of existing applications may not proceed until all overdue invoices are paid.

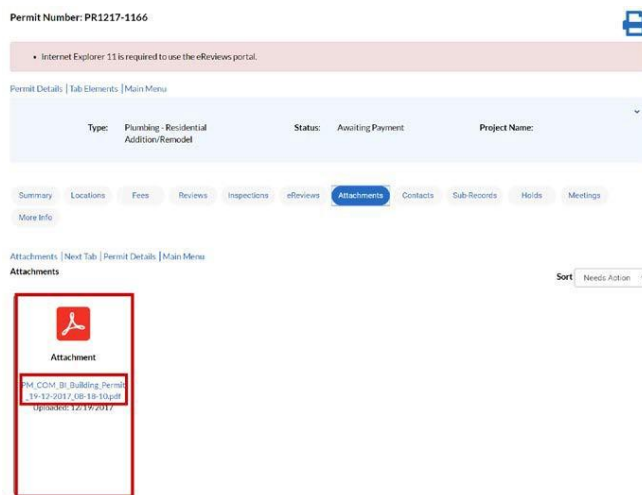
## Attachments

Under **Attachments**, you will be able to see all attachments that are available for online view.

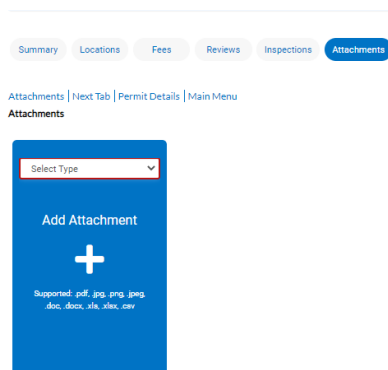
1. Note that some attachments are not visible online by default until reviewed by staff and flagged for online visibility.
2. Even if a plan is visible online, if it is currently under review there may be markups in progress that you are unable to see until all reviewers have completed their review, at which point the applicant can see any markups made on the plans, respond to markups, and resubmit a new plan if need be. See [“Review Comments and Resubmit Information”](#) for more details.

### Navigating attachments

1. To open the attachment, click on the **Blue Document Title** on the attachment tile – this is a hyperlink to download the file to your computer or browser (depending on your computer settings).



2. If this application type allows for you to add more attachments, you will see a blue tile that allows you to do so. Note that you must use the drop-down menu to select what type of attachment you are uploading before it will allow you to click on the plus-sign to add a file.




- Once you've added a file to this page, a "Submit" button will appear in the bottom right corner of the page. Please make sure to click on that button or the new attachment will not save to the application.

Summary Locations Fees Reviews Inspections **Attachments** Contacts Sub-Records More Info

Attachments | Next Tab | Permit Details | Main Menu

Attachments

Sort Needs Action ▾



Work Drawing

EXAMPLE DRAWINGS.pdf

Size: 31.91 KB

Remove

Work Drawing ▾

Add Attachment

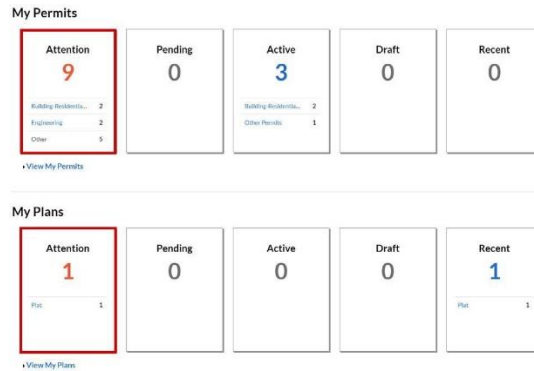
+

Supported: .pdf, .jpg, .png, .jpeg,  
.doc, .docx, .xls, .xlsx, .csv

Submit

*Review Comments and Resubmit Information*

1. Ensure you are logged into your STREAM account at [stream.a2gov.org](http://stream.a2gov.org)
2. In your Dashboard, click on the tile that corresponds to the application type and status that matches the application you want to look at today (i.e. is it a recent or active application?)
  - a. Note, you can also open the full list of all of your Permits, Plans, or Inspections using the “View My Permits/Plans/Inspections” links below each section’s tiles.
  - b. **\*Attention**– Permits/Plans that currently require your attention will be copied to the Attention section for easy access (i.e., resubmittal, failed inspection.)



3. Once you open your list of Permits/Plans, you will see the status of each and can click on the permit number to open the full permit dashboard. However, if the application has been flagged to have a file resubmitted, you can jump directly to that screen by clicking on the **Resubmit File** link in the red square:

My Permits Search for permit number, project, or address

Exact Match

Display: Attention Select Case Type:  Export Sort: Permit Number

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">EP0218-2573</a>			Building-Residential Addition/Remodel	Attention, Pending	Fail
<a href="#">EP0218-2185</a>		1515 N GALLOWAY AVE MESQUITE, TX 75149	Building-Residential Accessory Structure	Active, Attention	On Hold
<a href="#">EP0518-2145</a>		1515 N GALLOWAY AVE MESQUITE, TX 75149	Building-Residential Accessory Structure	Active, Attention	Fail
<a href="#">EP1817-1400</a>		1515 N GALLOWAY AVE MESQUITE, TX 75149	Residential Concrete	Attention, Pending	Fail
EN0517-0012		1515 N GALLOWAY AVE MESQUITE, TX 75149	Engineering	Attention	On Hold <span style="border: 1px solid red; padding: 2px;">Resubmit File</span>

4. This resubmit file link will jump you to the Attachments screen in the Permit dashboard. If the file has been flagged for resubmit, you have a few options for next steps:
  - a. To download a copy of the file with Staff comments, click the **blue file name**, as highlighted by the **red square**

- b. To resubmit files, click the **Resubmit** button, as highlighted by the **orange square**
- c. If there are previous versions of the document click on the **History** button, as highlighted by the **purple square**

Permit Number: EN0517-0012

• A hold currently exists on this permit.

Permit Details | Tab Elements | Main Menu


Type: Engineering      Status: Expired      Project Name: ▼

Summary   Locations   Fees   Reviews   Inspections   **Attachments 1**   Contacts   Sub-Records   Holds 1   Meetings   More Info

Attachments | Next Tab | Permit Details | Main Menu

Attachments Sort Needs Action ▼

At least one file needs to be resubmitted.




**Engineering Plans**

This is for the problem\_v3.pdf  
Version: 3

Status: Corrections Added

**Resubmit**   **History**



**Engineering Plans**

This is an Example Document\_v3.pdf  
Version: 3

Status: Corrections Added


**History**

5. After clicking the **Resubmit** button, you may be asked to respond to staff markup notes
  - a. To respond to a markup, click the **Respond** button, seen below in **red**
    - A text box will appear under the markup where you may enter a response
  - b. Note that not all case types allow for responses at this step, in many cases we will request a separate file be uploaded with your responses all in one place.
6. After responding, click the **Next** button, seen below in **purple**

Resubmit File(s)

1 Files      2 Review      3 Resubmit

**Files**

File	Version	Resubmit Instructions
 Test Plat_v1.pdf	1	John Chapman: Must resubmit. See comments from Staff.

**Markups**

Text

Long Form Plat **Respond**

Coordinates do not match location **Respond**

Plat must include the abstract line. **Respond**

Lot 5 **Respond**

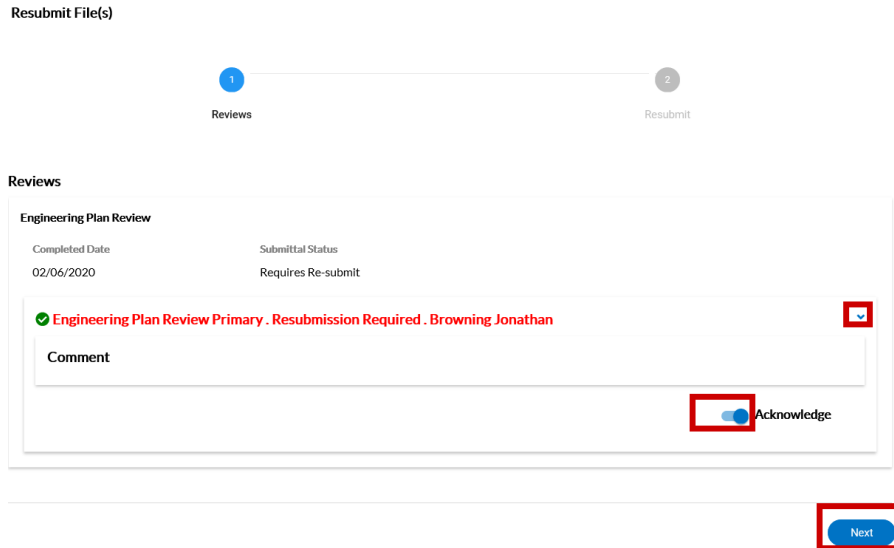
Check ownership **Respond**

Indicate abutting properties with lighter line. **Respond**

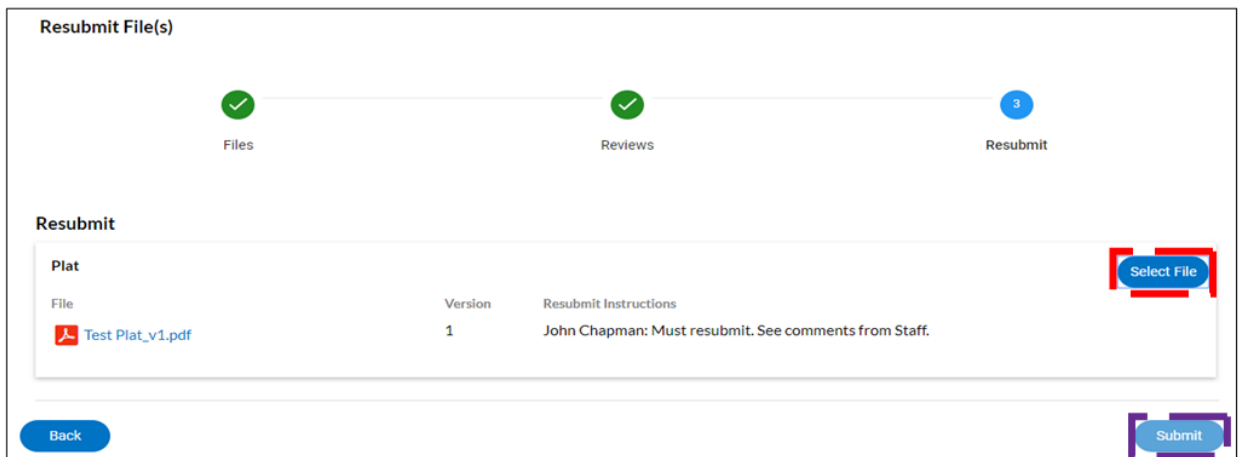
**Next**



7. Once you have clicked Next, you will have a chance to see who reviewed your Permit/Plan
8. Click the blue down arrow to expand the review notes for each reviewer
9. Click Acknowledge under each reviewer to acknowledge that you have read their comments
10. Click Next at the bottom of the screen.



11. Click **Select File** button
  - a. A file browser will open
    - Locate the new file on your computer, click **Open** on the file browser
12. After selecting the new file to upload, click the **Submit** button



### *Troubleshooting Resubmitting File Issues Online*

1. **The option to resubmit files is not visible.** This often means that you are either not a contact on the case, OR you might not be logged into your account. Please look at the top right corner of your STREAM screen to see if you are currently logged in or if the site is viewing you as “Guest.” If you are not logged in, please log in and then try again.
2. **The option to resubmit is visible but fails when I try to upload the new file.** This might mean that there is a problem with the file you are uploading – please make sure that it is not the exact same file name as the prior file, and ensure the file name does not have any special characters in it. If this does not resolve the issue, reach out to your case contact as this may be an issue we need to resolve on our end.

# Contacts

Under **Contacts**, you will see all contacts affiliated with this case.

1. Any contacts listed as inactive were manually added to the application by the applicant but have not yet interacted with our system or created an online login.
2. Any contacts listed as pending are flagged as active in our system but do not have a STREAM login.
3. If you are logged in as a case contact, the “Remove” column and “Add Contact” buttons will be active and clickable for you to make edits to case contacts if needed. If you are not logged in as a case contact, the “Remove” column will be replaced by red text that says “You are not an authorized contact” (see below).

Summary | Locations | Fees | Reviews | Inspections | Attachments | **Contacts** | Sub-Records | More Info

Contacts | Next Tab | Permit Details | Main Menu

Contacts

Sort Type

Add Contact

Type	Company	First Name	Last Name	Title	Confirmation	Billing	Remove
Applicant	City of Ann Arbor IT Specialist	[Redacted]	[Redacted]		N/A	Yes	
Billing Contact (email address required)		Test	Person		Pending	No	<a href="#">Remove</a>
Business	Company Name	Test	Test		Pending	No	<a href="#">Remove</a>
Mechanical Contractor	City of Ann Arbor IT Specialist	[Redacted]	[Redacted]		N/A	No	<a href="#">Remove</a>
Property Owner	[Redacted]	[Redacted]	[Redacted]		N/A	No	<a href="#">Remove</a>

Results per page 10 1 - 5 of 5 << < 1 > >>

Contacts | Sub-Records | Holds | More Info

Sort Type

Title	Confirmation	Billing	Remove
	N/A	Yes	You are not an authorized contact
	N/A	No	You are not an authorized contact
	N/A	No	You are not an authorized contact
	N/A	No	You are not an authorized contact
	Pending	No	You are not an authorized contact

## Sub-Records

Under **Sub-Records**, you will see all existing sub-records affiliated with your case as well as any remaining sub-records for you to apply for (which may or may not be required for your application).

Summary Locations Fees Reviews Inspections Attachments Contacts **Sub-Records** More Info

[Existing Sub-Records](#) | [Remaining Sub-Records](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Sub-Records Sort Record Number ▾

Record Number	Type	Status
No records to display.		

Remaining Sub-Records

Type	Action
Electrical (Residential) - General	<a href="#">Apply</a>
Electrical (Residential) - Reconnect	<a href="#">Apply</a>

Results per page 10 ▾ 1 - 2 of 2 << < 1 > >>

You might also see a message in red text that indicates that you cannot apply for a sub-record due to prerequisites. This typically means that there is workflow activity that needs to be completed first. Please review your workflow list on the Summary tab of this case to see what is underway and what might need to be done before you can reach this step.

Remaining Sub-Records

Type	Action
Certificate of Occupancy - Final With No Site Compliance Plan	The case you are applying for cannot be created due to business process prerequisites.

Results per page 10 ▾ 1 - 2 of 2 << < 1 > >>

# Holds

Under **Holds**, you will see any holds affiliated with this case. If there is an active hold on this case you will also see a red message at the top of the screen and an exclamation mark icon on the Holds tab of the case drawing your attention to that tab.

Dashboard
Home
Apply
My Work
Map
Invoice Lookup
Record Search
Calendar
Help Guide

Permit Number: BLDGC22-2362 📄

- A hold currently exists on this permit.

Permit Details | Tab Elements | Main Menu

Type:	Building (Commercial) - Alteration/Repair	Status:	Issued	Project Name:	
Applied Date:	11/27/2022	Issue Date:	04/19/2024	Expire Date:	01/20/2025
District:	Ward 1	Assigned To:		Finalized Date:	
Square Feet:	5,400.00	Valuation:	\$335,000.00		
Description: Interior Renovations Only. Renovate 7 units to 3 - 6 bedroom units (Original Valuation = \$275K)					

Summary
Locations
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Holds
More Info

Progress

42% Completed

- Completed
- In Progress
- Not Started

Workflow

- Plan Review [BLDNR | Alteration/Repair] - Not Passed: 12/05/2022
- Plan Review [BLDNR | Alteration/Repair] - Not Passed: 03/01/2024
- Create/Link - HDC Certificate of Appropriateness - Passed: 03/14/2024

Available Actions

i

Summary
Locations
Fees
Reviews
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Holds
More Info

Existing Holds | Next Tab | Permit Details | Main Menu

**Existing Holds** Sort: Description ▼

Name	Description	Comments	Hold Date	Status
Contact Outstanding Invoice - No issuance/new work	Contact overdue invoice/s - hold placed on all of their existing cases and no new applications may be submitted until all overdue invoices are paid. Find invoices under "My Work." Hold will release at midnight after payment is received.		01/04/2023	Active
Historic District Alert-Only Hold	Historic District Alert-Only Hold	Emailed [REDACTED] 12/4/22 for confirmation that no exterior work is proposed in this permit.	12/04/2022	Inactive
Hold Permit Issuance	Hold Permit Issuance	Engineering review required for new fire suppression line.	05/27/2024	Inactive
Hold Permit Issuance	Hold Permit Issuance	Unit for new basement unit required to be assigned in STREAM database. Please contact Scott Harrod at sjharrod@a2gov.org.	03/01/2024	Inactive
Hold Permit Issuance	Hold Permit Issuance	Engineering review required for new fire suppression line and hydrant locations.	03/01/2024	Inactive

## More Info

Under **More Info**, you will find all of the Additional Info fields you filled out when submitting your application. This is equivalent to the paper application form before we moved applications into STREAM.

[Summary](#) [Locations](#) [Fees](#) [Reviews](#) [Inspections](#) [Attachments](#) [Contacts](#) [Sub-Records](#) **More Info**

[More Info](#) | [First Tab](#) | [Permit Details](#) | [Main Menu](#)

### More Info

#### General

[Next Section](#) | [Top](#) | [Main Menu](#)

Air Handlers 1  
HEAT RECOVERY UNIT/VAV/PTAC 2  
Heating - Rooftop Unit 3  
Heating Appliances (HWC,SPACE HEATER,POOL HEATER) 4

If you will be installing a new heat pump, please fill out the following questions about heat pumps. If not, proceed to Humidifiers.

Are you installing a heat pump? Yes

Heat Pump Type Centralized/Ducted System

Is this heat pump replacing an existing system?

<input type="checkbox"/>	No, this is a newly conditioned space
<input checked="" type="checkbox"/>	Air Conditioner
<input type="checkbox"/>	Natural Gas Heat
<input type="checkbox"/>	Electric Resistance
<input type="checkbox"/>	Propane Heat
<input type="checkbox"/>	Existing Heat Pump
<input type="checkbox"/>	Other

What backup or add'l heat source will be present? Wood (i.e. fireplace, stove, etc.)

# Troubleshooting Issues

## I am not seeing my application under My Work or My Dashboard

If you are not seeing a case that you are a contact for, it is possible your name was manually added to that case without linking it to your account – start by using the Record Search screen to search for the case number or address and look at the contacts tab to verify if you are a contact or not. If it says you are a contact but lists your name as “pending” or “inactive” that means that we need to merge a duplicate account - please contact our staff so we can conduct that merge for you.

## The application says that I am not an authorized contact

First confirm that you are logged into STREAM – in the top right corner of the website does it say your name, or do you see the “Login or Register” prompt?

Once you have confirmed that you are logged in, open the case in STREAM and look at the contacts tab to verify if you are a contact or not. If it says you are a contact but lists your name as “pending” or “inactive” that means that we need to merge a duplicate account - please contact our staff so we can conduct that merge for you.

## The application says that I cannot request an inspection or sub-record due to prerequisites

You might also see a message in red text on either the sub-record or inspections tab of a case that indicates that you cannot proceed due to prerequisites. This typically means that there is workflow activity that needs to be completed first. Please review your workflow list on the Summary tab of this case to see what is underway and what might need to be done before you can reach this step.