How to Upload Documents

1. Click on the following link:
   https://onlinepermits.buncombecounty.org/citizenaccess/default.aspx
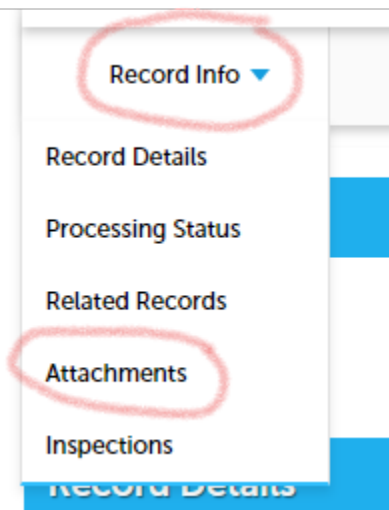
2. Log into or create an account:

3. Click on the Building Tab
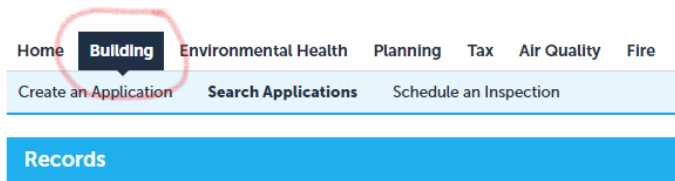
4. Scroll down the page until you see area to input the permit number

5. Input permit number and click search
6. Select Record Info and then attachments

7. Scroll to the bottom and click the ADD button

File Upload ✕

The maximum file size allowed is 100MB.
aspx;bmp;csv;doc;docx;dxf;eml;gif;heic;htm;html;jpg;jpeg;jfif;mht;mhtml;msg;odt;png;pptx;tif;tiff;
are disallowed file types to upload.

| Continue | Add | Remove All | Cancel |
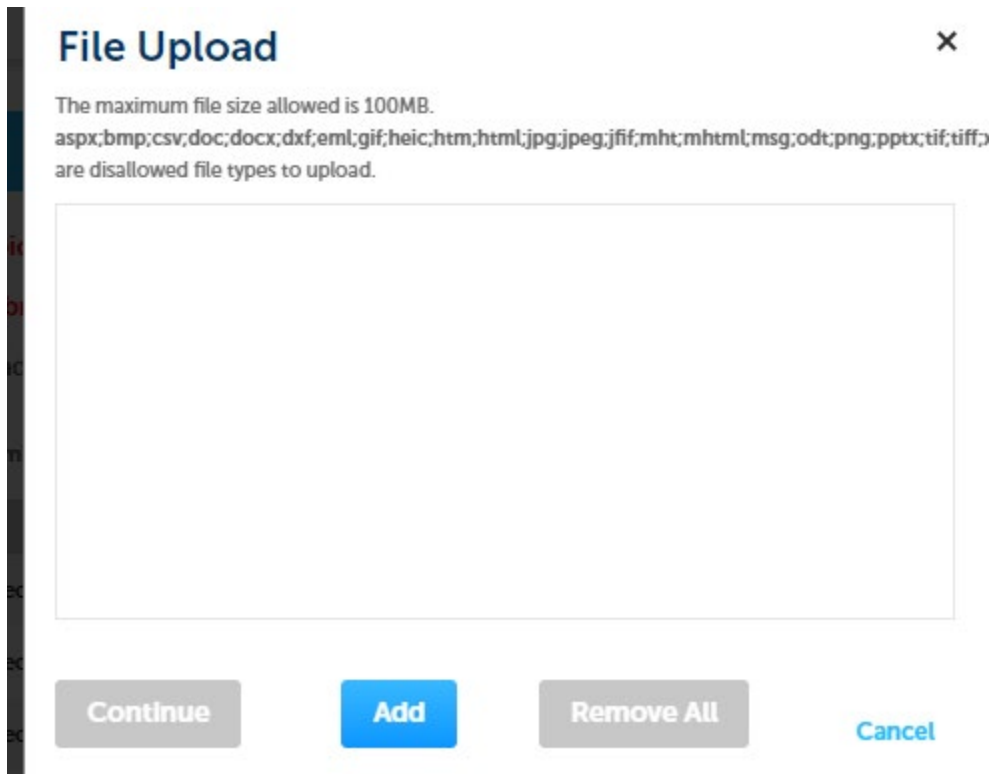
Select the document from your device. The file must be a PDF

Special characters are not allowed in the file name, it is recommended to name the plans as the permit number ex: bld2023-000000-plans.pdf

DO NOT UPLOAD MULTIPLE PAGES, combine the plans, into 1 (one) document. RESIDENTIAL PLANS MUST ALSO INCLUDE THE APPROPRIATE SPEC SHEET. Failure to do this will result in documents being rejected

Once complete click the continue

8. Select Type, choose from the choice for what the document is or most closely resembles, provide a brief description of the document and select Add

*Type:

--Select--

File:
S275v1.pdf

100%

*Description:

spell check

Save   Add   Remove All

9. Your document should appear on the screen under the Attachments Tab

The document will now be processed or reviewed depending on the document type and workflow status