



## MyTownship eInspection Reference Guide

eInspections provides customers an efficient way to schedule, cancel and reschedule building inspections and view the building permit status online. This online service is accessed through your MyTownship account using a 4 – 6 digit access code. Only one access code per building permit is issued. If an access code was not provided at the time of application, it can be requested by the applicant/owner/builder on file using the email provided for inspection notices.

### Step 1 – Register with MyTownship

- Navigate to MyTownship  
[www.tol.ca/MyTownship](http://www.tol.ca/MyTownship)
- Click on Sign up or Sign in to MyTownship
- Click on Sign up now to create an account
- If you don't have a MyTownship account follow the instructions under Don't have a MyTownship account
- You will receive an email regarding your registration. Confirm the email to finalize and complete your MyTownship registration.
- Login to MyTownship  
[www.tol.ca/MyTownship](http://www.tol.ca/MyTownship) once your registration is complete

A MyTownship account is required to continue.

To avoid duplicate accounts, please read the following before signing up or signing in to MyTownship.

**Have you previously registered online for a recreation program or activity in the Township?**  
If yes, please sign in to MyTownship using the same email address you used for registration.

**Have you previously registered in-person or by phone (not online) for a recreation program activity in the Township?**  
If yes, please call customer service at 604-534-3211 Ext. 9 and staff will verify the email and account information for you to then sign in to MyTownship.  
Accounts are available to those aged 16 years and older.

**Sign in**

Email Address

Password

[Forgot your password?](#)

**Don't have a MyTownship account?**

Use your MyTownship account to:

- Register for recreation and cultural programs and activities
- View your property tax account information and sign up for e-billing to receive property tax statements electronically

More MyTownship services will be added soon.

### Step 2 – Register Your Building Permit(s) with MyTownship

- From the MyTownship Dashboard choose Permits under Property Accounts
- The first time you add a permit, you will be asked to create a profile
- Click on Edit Accounts
- Click on Link Account
- Click on Link a Permit
- In the folder number field, enter the building permit number - BPXXXXXX
- Enter the 4 – 6 digit access code
- Click on the Link button

### My Accounts

Welcome John!

In order to add a Tax account you will need a copy of your account statement with the account number and access code. If you would like to add an account, remove an account, or update your bill delivery option for your Property Tax Statement, select Edit Accounts below.

FILTER ACCOUNTS ...

### Step 3 – Request an Inspection

- Click on the permit you want to schedule an inspection for – all building permits have a hard hat icon beside them. If you have multiple permits, you can type in the permit number, address or the street in the filter accounts field.
- Scroll down to the inspections (tasks)
- Beside the specific inspection, click on Schedule
- In the Notes field, enter the business licence number of the trade doing the work. If you are a homeowner and have not hired a trade, please enter homeowner in the notes field.
- Select a date
- Click Schedule



A screenshot of the 'Schedule Inspection' form. It includes fields for Folder Number (BP145942), Inspection (SITE - NOISE SIGN FOR PROJECTS > 500,000.00), and a date selection menu with radio buttons for Monday 11/01/2021, Tuesday 11/02/2021, Wednesday 11/03/2021, Thursday 11/04/2021, and Friday 11/05/2021. There are also fields for Requestor (JOHN SMITH), Phone Number (604-555-5555), and Notes (Business Licence 1148). At the bottom, there are two buttons: 'Close without Scheduling' and 'Schedule'.

### Step 3 – Cancel or Reschedule an Inspection

- Click on the Cancel or Reschedule button
  - To reschedule, you will be prompted to choose a new inspection date. Confirm the business licence number of the trade doing the work and click on Reschedule
  - To cancel an inspection, you will be prompted with a confirmation screen of the inspection you are about to cancel. To cancel the inspection, click on Cancel Inspection.



A screenshot of the 'Reschedule Inspection' form. It is identical to the 'Schedule Inspection' form but with a 'Reschedule' button at the bottom instead of a 'Schedule' button. The 'Notes' field contains 'BL 16232'.

A screenshot of the 'Cancel Inspection' form. It displays the same information as the previous forms (Folder Number, Inspection, Requestor, Phone Number, Scheduled date, and Notes) but with a 'Cancel Inspection' button at the bottom.

*Building inspection requests must be submitted by 3:30pm on the business day prior to the day of inspection. If the building inspector is unable to attend the site on the requested day due to a high volume of requests, it will be rescheduled for the following business day.*