Scheduling an Appointment Online

Go to the Online Appointment Scheduler’s home page:

https://calendar.hosted.acftechnologies.com/COH/AppWizard/AppDepartment.aspx
The Online Appointment Scheduler allows users to make appointments without a user account.

If you would like to create an account select **Sign In**.
Scheduling an Appointment Online

Select the link **Join** to create an account.
Scheduling an Appointment Online

Complete all fields and click **Submit**
Your account has now been created. Click **Start Over** to schedule an appointment.
Select **Building Plan Review** and click **Continue**.
Scheduling an Appointment Online

Select the appropriate discipline and click **Continue**.

Note: You will need the name of the plan reviewer that provided the comments on the next screen.
Scheduling an Appointment Online

If you do not know the name of your plan reviewer, open a new tab or window and go to http://www.pdinet.pd.houstontx.gov/cohilms/web/Plan_LookUp.asp to look up the comments.
Select the name of your plan reviewer from the list and click **Continue**.
Scheduling an Appointment Online

Only the days in blue are available for scheduling appointments.

The selected day will turn grey.
Select a day to reveal available time slots. Choose the time you want and click **Continue**.
Scheduling an Appointment Online

Fill in all fields and click **Continue**.

Please use a phone number and email address where you can be reached directly in the event a representative needs to contact you.
Review your appointment details. Select **Back** if you need to make any changes. Select **Confirm** to finalize your appointment.
Scheduling an Appointment Online

Your appointment is now booked, and an email with your appointment details will be sent to you from: hpc.customernotification@gmail.com.
Scheduling an Appointment Online

If you do not see a confirmation email in your inbox, please check your spam or junk folder.

If you need to cancel or reschedule your appointment, select one of the links in the email.
Scheduling an Appointment Online

The links will bring you back to your confirmation page.
Select either the **Cancel Appointment** or **Reschedule** button to continue.
Scheduling an Appointment Online

A pop up window will ask you to confirm your action. Select **OK** if you wish to continue.
Scheduling an Appointment Online

A message in green will display at the top of the screen when completed.
On the day of your appointment, you may check-in up to 20 minutes before your scheduled time and no more than 10 minutes after your scheduled time.

**Houston Permitting Center Appointment Confirmation**

From: City of Houston Appointments Online
To: houstonpermittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center’s online appointment scheduler. We look forward to your visit on 6/24/2014. **Appointment ID: 4664**

**Appointment:** 2:00 PM on 6/24/2014 (check-in between 1:40 PM and 2:00 PM)
Business Unit: Mechanical Plan Analysis
Service: Juan Ortiz Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "Appointment Check In" and answer questions on the screens that follow.

**Note:** Your appointment will be automatically cancelled 10 minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002. For directions Click Here or call 832-394-9000.

Please use the following links if you would like to Cancel or Reschedule your appointment.
You will use the **Appointment ID** number from your confirmation email to check-in for your appointment.

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Houston Permitting Center  
Appointment Confirmation

From: City of Houston Appointments Online  
Send: Friday, June 20, 2014 10:28 AM  
To: houston.permittingcenter@houstontx.gov

Thank you for using the Houston Permitting Center’s online appointment scheduler. We look forward to your visit on 6/24/2014. **Appointment ID: 4664**

Appointment: 2:00 PM on 6/24/2014 (check-in between 1:40 PM and 2:00 PM)  
Business Unit: Mechanical Plan Analysis  
Service: Juan Ortiz Appointments

To check in upon arrival at the HPG...

1. Visit one of the kiosks located on the first floor.  
2. From the kiosk Main Screen press "Appointment Check In" and answer questions on the screens that follow.

**Please visit the Information Desk if you experience any difficulties with the check in process.

** Note: Your appointment will be automatically cancelled 10 minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002. For directions Click Here or call 832-394-9000.

Please use the following links if you would like to Cancel or Reschedule your appointment.
Choose one of the kiosks located at the north entrance to check-in for your appointment.
On the touch screen, select *Appointment Check In*.
Using the number pad, type in your Appointment ID number, and touch OK.
If you do not know your Appointment ID number, touch **Check in Using Phone Number**.
You can only check-in with the phone number you used to schedule the appointment.
Using the number pad, type in your phone number, and touch OK.
Appointment Check-in Process

If you see this screen, then you have successfully checked-in for your appointment.

A ticket will print from the kiosk.

Scan your ticket when you arrive on the 3rd Floor for your scheduled appointment.
Appointment Check-in Process

The system will not allow check-ins more than 10 minutes late and will display this screen.

It is up to the discretion of the plan reviewer to accept late appointments. If accepted, you may not be able to complete your business within the remaining time.

You may use the computers in the lobby to schedule a new appointment for another day.
Appointment Check-in Process

The system will not allow check-ins more than 20 minutes early, and will display this message.

Please try again when it is closer to your scheduled appointment time.
If you have any questions please contact us at:

(832) 394-9000

Houston.permittingcenter@houstontx.gov