



Online Appointment Scheduler & Check-in Guide

Public Works & Engineering Department
Building Code Enforcement
Plan Review Section

Scheduling an Appointment Online

Go to the Online Appointment Scheduler's home page:
<https://calendar.hosted.acftechnologies.com/COH/AppWizard/AppDepartment.aspx>



The screenshot shows the City of Houston's Online Appointment Scheduler interface. At the top, there is a header with the City of Houston logo and a city skyline image. Below the header, there are navigation links: "Start Over", "HPC Home", "Continue", and a "Sign In" button which is circled in red. A welcome message reads "Welcome to the Houston Permitting Center's Online Appointment Scheduler". Below this, a dark blue bar contains the text "Please select the Business Unit you would like to schedule your appointment with". Underneath, there is a list of business units with radio button selection options: "Flood Management Office (FMO)", "HPD (Auto Dealers Detail)", "Open Records (Viewing)", "Open Records Pick Up and Requests", and "Building Plan Review". At the bottom right of the main content area, there is a "Continue" button. The footer contains a navigation bar with links: "Home", "311 Help & Info", "En Español", "Contact Us", "FAQs", "Privacy Policy", and "CitizensNet". Below the footer, there is a copyright notice: "© 2013 copyright, City of Houston All Rights Reserved" and a note about the best screen size for viewing the site.

The City of Houston
Official Site for Houston, Texas

Start Over HPC Home Continue Sign In

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- ☐ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☐ Open Records Pick Up and Requests
- ☐ Building Plan Review

Continue

Home 311 Help & Info En Español Contact Us FAQs Privacy Policy CitizensNet

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Scheduling an Appointment Online

The Online Appointment Scheduler allows users to make appointments without a user account.

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



The screenshot shows the City of Houston's Online Appointment Scheduler interface. At the top, there is a header with the City of Houston logo and a city skyline image. Below the header, there are navigation links: "Start Over", "HPC Home", "Continue", and "Sign In" (which is circled in red). A welcome message reads "Welcome to the Houston Permitting Center's Online Appointment Scheduler". Below this, a blue bar prompts the user to "Please select the Business Unit you would like to schedule your appointment with". A list of business units follows: Flood Management Office (FMO), HPD (Auto Dealers Detail), Open Records (Viewing), Open Records Pick Up and Requests, and Building Plan Review. A "Continue" button is located at the bottom right of the list. At the very bottom, there is a footer with links: Home, 311 Help & Info, En Español, Contact Us, FAQs, Privacy Policy, and CitizensNet. Copyright information for 2013 is also present.

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[Start Over](#) [HPC Home](#) [Continue](#) [Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- ☐ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☐ Open Records Pick Up and Requests
- ☐ Building Plan Review

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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Scheduling an Appointment Online

Select the link ***Join*** to create an account.



[Start Over](#) [HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

This field are case-sensitive

Phone Number (xxxxxxxx):

Password:

[Join](#)

[Forgot your password?](#)

[Submit](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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Scheduling an Appointment Online

Complete all fields
and click ***Submit***



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[Start Over](#) [HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please enter the following information

Phone Number (xxxxxxxxxx)
First Name
Last Name
Email:
Email Confirmation:

Password:
Password Confirmation:
Password Question:
Password Answer:
My favorite food is
My dog's name is
My favorite artist is
My favorite book is
The favorite movie is

Submit

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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Scheduling an Appointment Online

Your account has now been created. Click ***Start Over*** to schedule an appointment.



[Start Over](#) [HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

☒ Authentication saved successfully!

Please enter the following information

Phone Number (xxxxxxxxx)
First Name
Last Name
Email:
Email Confirmation:

Password:
Password Confirmation:
Password Question:
Password Answer:

[Submit](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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Select ***Building Plan Review*** and click ***Continue***.



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[Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- ☐ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☐ Open Records Pick Up and Requests
- ☐ Building Plan Review

[Continue](#)

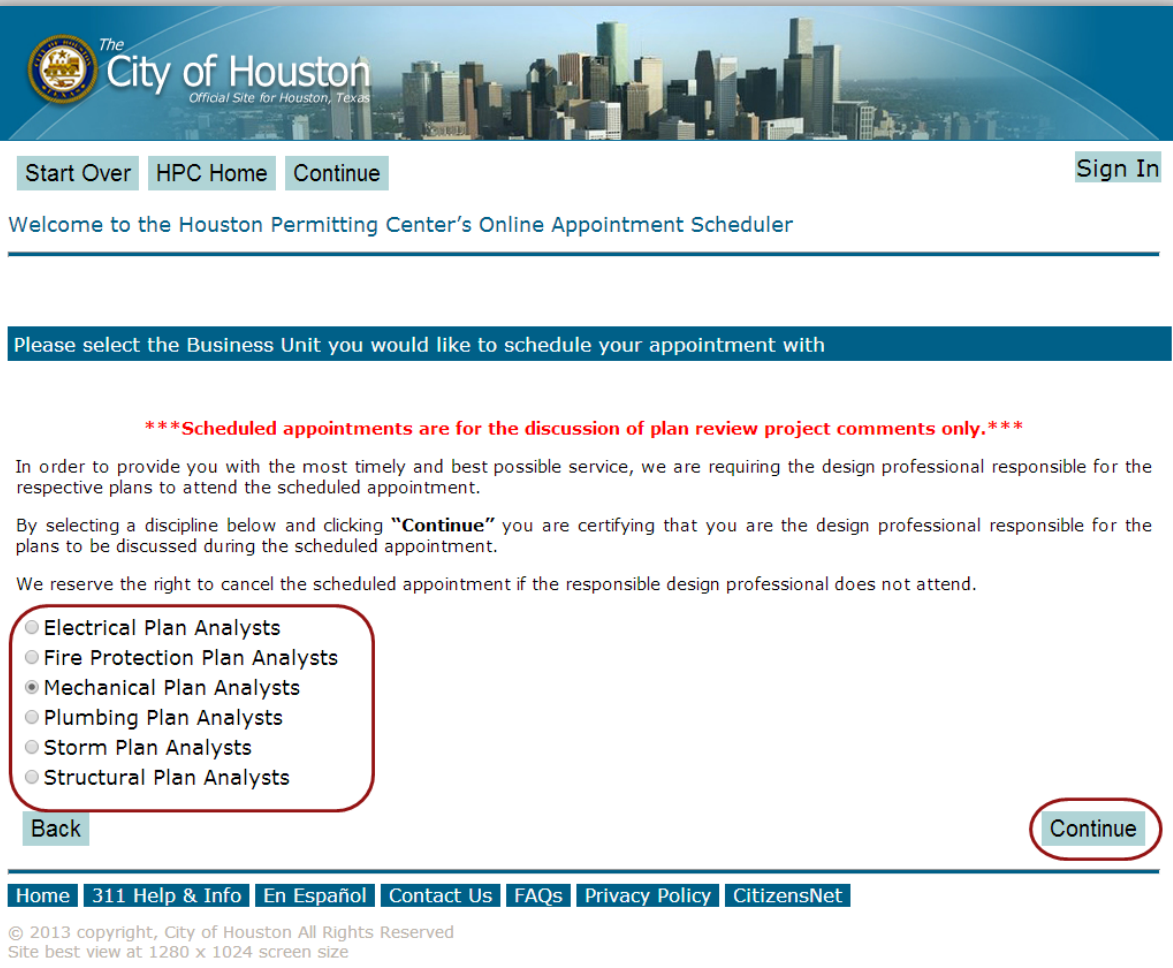
[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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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.



The screenshot shows the 'City of Houston' header with a skyline image. Below the header are navigation links: 'Start Over', 'HPC Home', 'Continue', and 'Sign In'. A welcome message reads 'Welcome to the Houston Permitting Center's Online Appointment Scheduler'. A blue bar prompts the user to 'Please select the Business Unit you would like to schedule your appointment with'. A red notice states: '***Scheduled appointments are for the discussion of plan review project comments only.***'. Instructions follow: 'In order to provide you with the most timely and best possible service, we are requiring the design professional responsible for the respective plans to attend the scheduled appointment.' and 'By selecting a discipline below and clicking "Continue" you are certifying that you are the design professional responsible for the plans to be discussed during the scheduled appointment.' A disclaimer states: 'We reserve the right to cancel the scheduled appointment if the responsible design professional does not attend.' A list of disciplines is shown with radio buttons: 'Electrical Plan Analysts', 'Fire Protection Plan Analysts', 'Mechanical Plan Analysts' (selected), 'Plumbing Plan Analysts', 'Storm Plan Analysts', and 'Structural Plan Analysts'. At the bottom are 'Back' and 'Continue' buttons. A footer contains links: 'Home', '311 Help & Info', 'En Español', 'Contact Us', 'FAQs', 'Privacy Policy', and 'CitizensNet'. Copyright text at the very bottom reads: '© 2013 copyright, City of Houston All Rights Reserved. Site best view at 1280 x 1024 screen size'.

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Start Over HPC Home Continue Sign In

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

*****Scheduled appointments are for the discussion of plan review project comments only.*****

In order to provide you with the most timely and best possible service, we are requiring the design professional responsible for the respective plans to attend the scheduled appointment.

By selecting a discipline below and clicking "Continue" you are certifying that you are the design professional responsible for the plans to be discussed during the scheduled appointment.

We reserve the right to cancel the scheduled appointment if the responsible design professional does not attend.

- ☐ Electrical Plan Analysts
- ☐ Fire Protection Plan Analysts
- ☒ Mechanical Plan Analysts
- ☐ Plumbing Plan Analysts
- ☐ Storm Plan Analysts
- ☐ Structural Plan Analysts

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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.

The screenshot shows the official website of the City of Houston, specifically the Planning and Development Services Division. The header features the City of Houston logo and a navigation menu with links: Home, I Want To, Government, Residents, Business, Departments, Visitors, and En Espanol. Below the header, the page title is 'Public Works and Engineering > Planning and Development Services Division'. The main content area is titled 'Inspection Request and Project Status'. It includes a text box for 'Project #' with a 'Submit' button and a 'Reset' button. A note states: 'Checking the status of your project requires you to have the 8 digit project number assigned to you by the city. Status changes are made during the day so be sure to check back with us.' Below the form, there is a link to 'Bea Matta' for additional assistance. The footer contains links to Home, 311 City Helpline, En Espanol, Contact Us, FAQs, and Privacy Policy, along with a copyright notice for 2014 and a note about the best screen size for viewing the site.

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Home | I Want To | Government | Residents | Business | Departments | Visitors | En Espanol

Public Works and Engineering > Planning and Development Services Division

Inspection Request and Project Status

Checking the status of your project requires you to have the 8 digit project number assigned to you by the city. Status changes are made during the day so be sure to check back with us.

Project #

Please contact [Bea Matta](#) for additional assistance.

[Home](#) | [311 City Helpline](#) | [En Espanol](#) | [Contact Us](#) | [FAQs](#) | [Privacy Policy](#)

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Scheduling an Appointment Online

Select the name of your plan reviewer from the list and click ***Continue***.



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[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts

Please select from the following list of services

- ☐ Greg Stallings Appointments
- ☐ Jeremy Salas Appointments
- ☐ Jerry Kuritz Appointments
- ☒ Juan Ortiz Appointments
- ☐ Levan Ly Appointments

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Scheduling an Appointment Online

Only the days in blue are available for scheduling appointments.

The selected day will turn grey.



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts ->Juan Ortiz Appointments

Please select a date from the calendar , then a time

June 2014						
	S	M	T	W	T	F S
22	25	26	27	28	29	30 31
23	1	2	3	4	5	6 7
24	8	9	10	11	12	13 14
25	15	16	17	18	19	20 21
26	22	23	24	25	26	27 28
27	29	30	1	2	3	4 5

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Scheduling an Appointment Online

Select a day to reveal available time slots.
Choose the time you want and click ***Continue***.

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[Back](#) [Start Over](#) [HPC Home](#) [Continue](#) [Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts ->Juan Ortiz Appointments

Please select a date from the calendar , then a time

June 2014						
	S	M	T	W	T	F
22	25	26	27	28	29	30
23	1	2	3	4	5	6
24	8	9	10	11	12	13
25	15	16	17	18	19	20
26	22	23	24	25	26	27
27	29	30	1	2	3	4

☐ 1:00 PM
☐ 1:30 PM
☒ 2:00 PM
☐ 2:30 PM

[Back](#) [Continue](#)

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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.



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[Back](#) [Start Over](#) [HPC Home](#) [Continue](#) [Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts ->Juan Ortiz Appointments ->Tuesday, June 24, 2014 2:00 PM

Please enter the following information

*If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.

Phone Number (xxxxxxxxxx)

First Name:

Last Name:

Email:

Email Confirmation:

Project Number:

Reason for Appointment:

[Back](#) [Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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Scheduling an Appointment Online



The screenshot shows the 'City of Houston' header with a city skyline background. Below the header is a navigation bar with buttons: 'Back', 'Start Over', 'HPC Home', 'Confirm', and 'Sign In'. The main content area starts with a welcome message and a breadcrumb trail: 'Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM'. A blue bar contains the text 'Please review the appointment information'. Below this, a paragraph instructs the user to review and click 'Confirm' to finalize the appointment. The appointment details are listed: date (6/24/2014), time (2:00 PM), department (Mechanical Plan Analysts), service (Juan Ortiz Appointments), and confirmation email (houston.permittingcenter@houstontx.gov). A red warning message states: 'Your appointment is NOT Finished! You must click "Confirm" to complete your appointment !'. At the bottom, there are two buttons: 'Back' and 'Confirm', both of which are circled in red. A footer bar contains links: 'Home', '311 Help & Info', 'En Español', 'Contact Us', 'FAQs', 'Privacy Policy', and 'CitizensNet'. The footer text at the bottom reads: '© 2013 copyright, City of Houston All Rights Reserved. Site best view at 1280 x 1024 screen size'.

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[Back](#) [Start Over](#) [HPC Home](#) [Confirm](#) [Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM

Please review the appointment information

Please review and click "Confirm" to finalize your appointment. To make any changes, click "Back".

Appointment date: 6/24/2014
Appointment time: 2:00 PM
Department: Mechanical Plan Analysts
Service: Juan Ortiz Appointments
Appointment confirmation will be sent to houston.permittingcenter@houstontx.gov

Your appointment is NOT Finished!
You must click "Confirm" to complete your appointment !

[Back](#) [Confirm](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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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.



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Official Site for Houston, Texas



[Cancel Appointment](#) [Start Over](#) [HPC Home](#) [Reschedule](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts ->Juan Ortiz Appointments ->Tuesday, June 24, 2014 2:00 PM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John

Last Name : Smith

E-mail : houston.permittingcenter@houston.tx.gov

Appointment ID : 4664

Appointment date: 6/24/2014

Appointment time: 2:00 PM

Department: Mechanical Plan Analysts

Service: Juan Ortiz Appointments

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 1:40 PM and 2:00 PM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

[Cancel Appointment](#)

[Reschedule](#)

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.

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

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

****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.

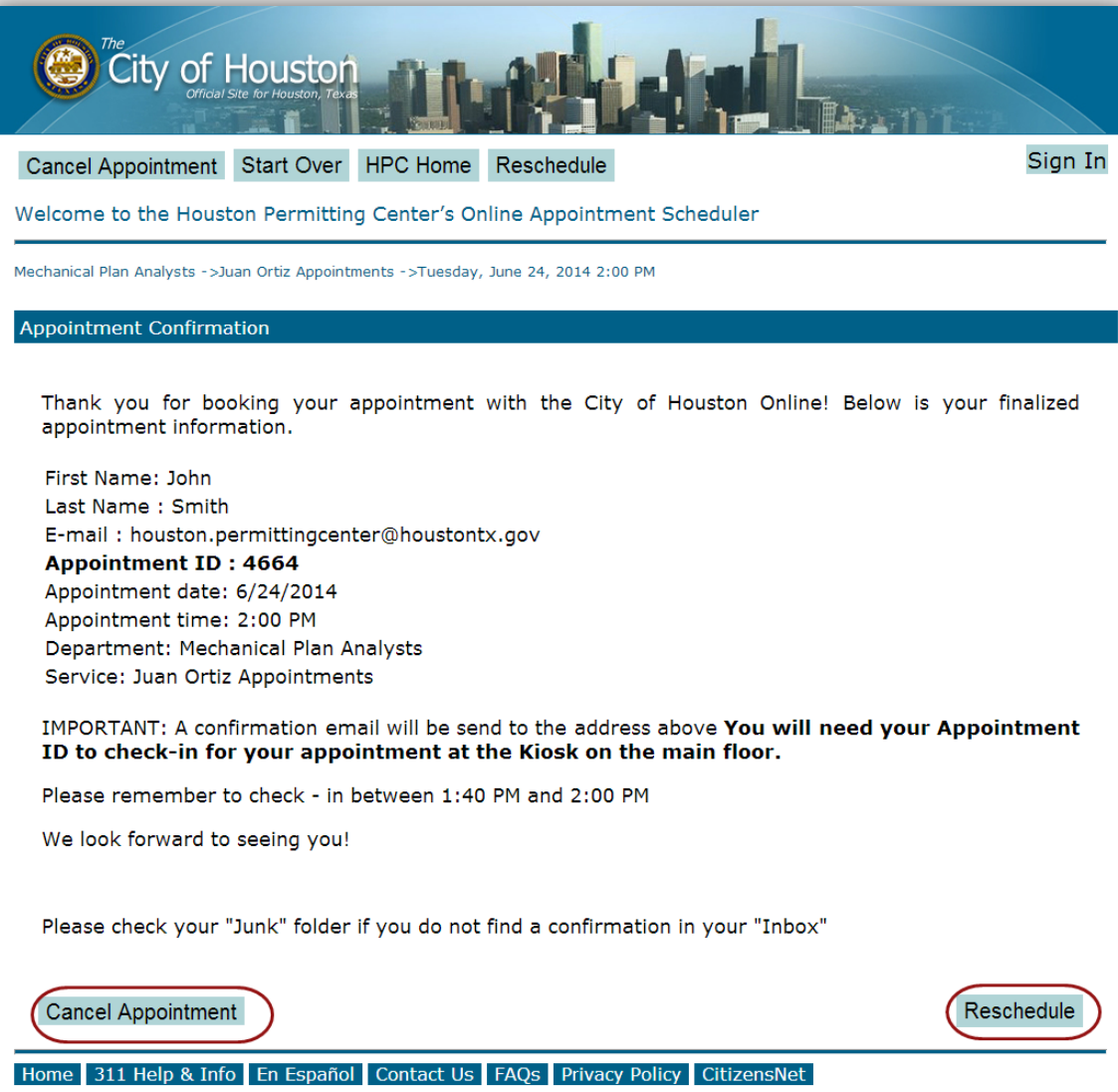
Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002.
For directions [Click Here](#) ; or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

Scheduling an Appointment Online

The links will bring you back to your confirmation page.

Select either the ***Cancel Appointment*** or ***Reschedule*** button to continue.



The screenshot shows the 'Appointment Confirmation' page of the City of Houston's Online Appointment Scheduler. At the top, there is a navigation bar with links: 'Cancel Appointment', 'Start Over', 'HPC Home', 'Reschedule', and 'Sign In'. Below this is a welcome message and a breadcrumb trail: 'Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM'. The main heading is 'Appointment Confirmation'. The body text thanks the user and provides appointment details: First Name: John, Last Name: Smith, E-mail: houston.permittingcenter@houstontx.gov, Appointment ID: 4664, Appointment date: 6/24/2014, Appointment time: 2:00 PM, Department: Mechanical Plan Analysts, and Service: Juan Ortiz Appointments. An important note states that a confirmation email will be sent and that the user must bring their Appointment ID to check-in at the kiosk. It also reminds the user to arrive between 1:40 PM and 2:00 PM. At the bottom, there are two buttons: 'Cancel Appointment' and 'Reschedule', both of which are circled in red. A footer contains links to Home, 311 Help & Info, En Español, Contact Us, FAQs, Privacy Policy, and CitizensNet.

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Official Site for Houston, Texas

[Cancel Appointment](#) [Start Over](#) [HPC Home](#) [Reschedule](#) [Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@houstontx.gov
Appointment ID : 4664
Appointment date: 6/24/2014
Appointment time: 2:00 PM
Department: Mechanical Plan Analysts
Service: Juan Ortiz Appointments

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 1:40 PM and 2:00 PM

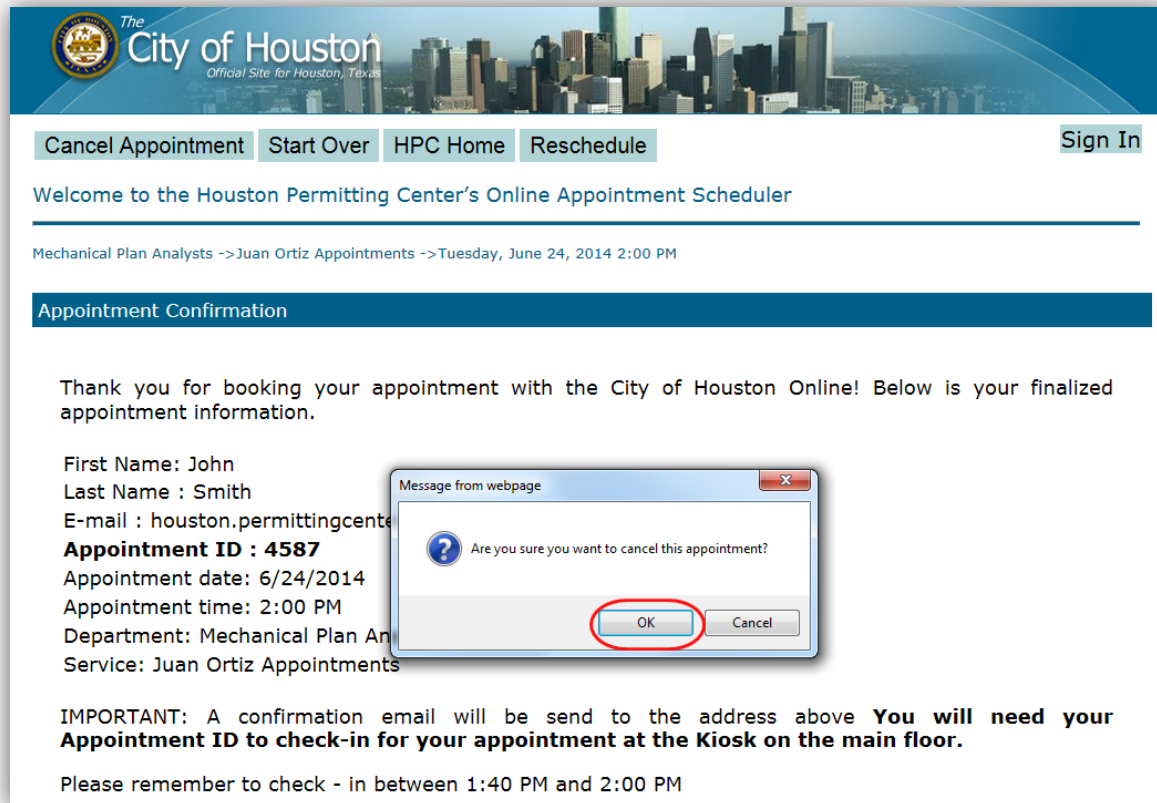
We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

[Cancel Appointment](#) [Reschedule](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The screenshot displays the 'City of Houston' online appointment scheduler interface. At the top, there's a navigation bar with links: 'Cancel Appointment', 'Start Over', 'HPC Home', 'Reschedule', and a 'Sign In' button. Below this is a welcome message and a breadcrumb trail: 'Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM'. A blue header section is titled 'Appointment Confirmation'. The main content area thanks the user and lists appointment details: First Name: John, Last Name: Smith, E-mail: houston.permittingcenter@cityofhouston.gov, Appointment ID: 4587, Appointment date: 6/24/2014, Appointment time: 2:00 PM, Department: Mechanical Plan Analysts, and Service: Juan Ortiz Appointments. A pop-up window titled 'Message from webpage' is overlaid, asking 'Are you sure you want to cancel this appointment?' with 'OK' and 'Cancel' buttons. The 'OK' button is circled in red. Below the pop-up, an important note states: 'IMPORTANT: A confirmation email will be send to the address above You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.' and a reminder to check in between 1:40 PM and 2:00 PM.

Cancel Appointment Start Over HPC Home Reschedule Sign In

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@cityofhouston.gov
Appointment ID : 4587
Appointment date: 6/24/2014
Appointment time: 2:00 PM
Department: Mechanical Plan Analysts
Service: Juan Ortiz Appointments

Message from webpage
Are you sure you want to cancel this appointment?
OK Cancel

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

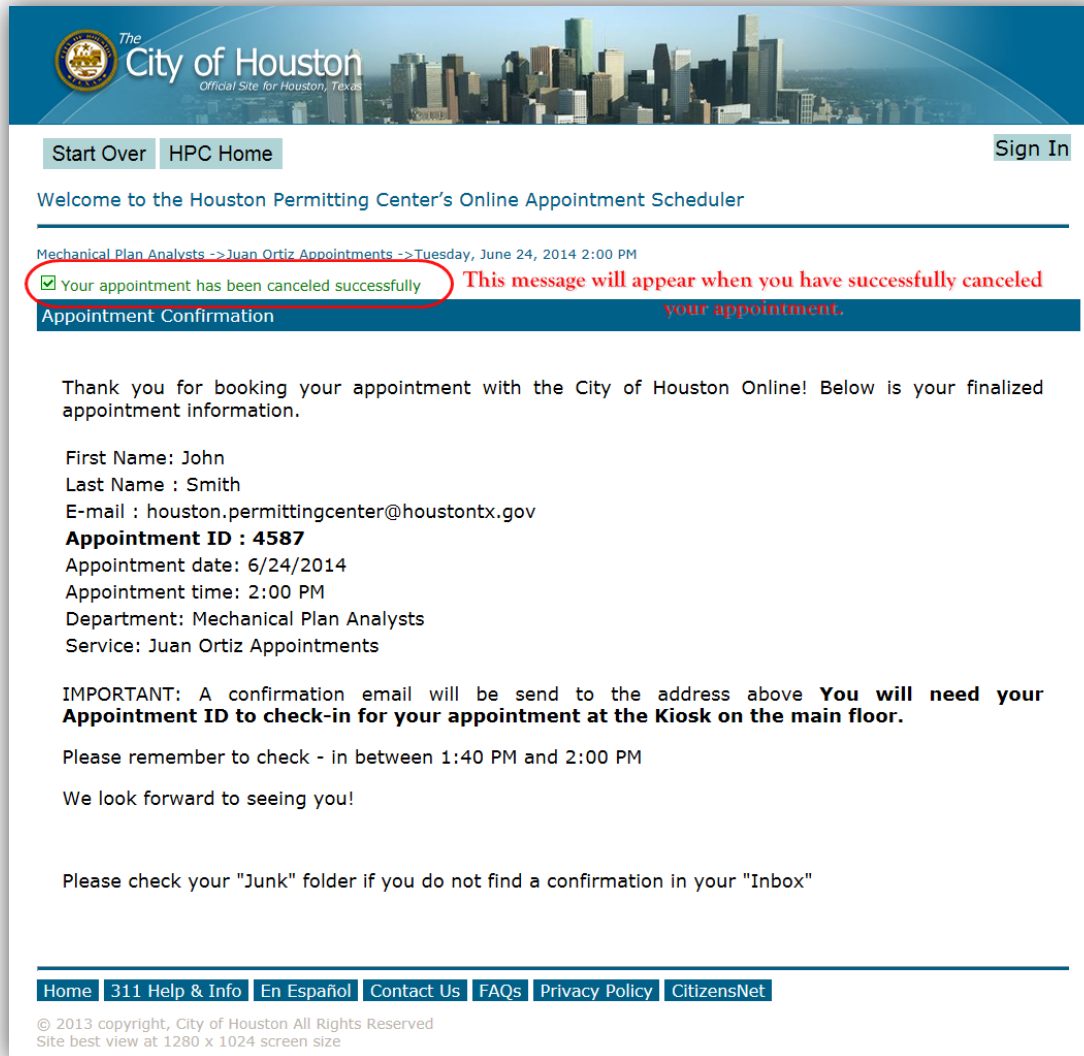
Please remember to check - in between 1:40 PM and 2:00 PM

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.



The screenshot shows the City of Houston's Online Appointment Scheduler interface. At the top, there is a header with the City of Houston logo and a city skyline. Below the header, there are links for "Start Over", "HPC Home", and "Sign In". A welcome message reads: "Welcome to the Houston Permitting Center's Online Appointment Scheduler". Below this, a breadcrumb trail shows: "Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM". A green message box with a checkmark icon states: "Your appointment has been canceled successfully". To the right of this message, a red text box says: "This message will appear when you have successfully canceled your appointment." Below the message box, the text "Appointment Confirmation" is displayed. The main content area contains a thank you message and appointment details: "Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information." followed by "First Name: John", "Last Name : Smith", "E-mail : houston.permittingcenter@houstontx.gov", "Appointment ID : 4587", "Appointment date: 6/24/2014", "Appointment time: 2:00 PM", "Department: Mechanical Plan Analysts", and "Service: Juan Ortiz Appointments". An important note states: "IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**". Below this, it says: "Please remember to check - in between 1:40 PM and 2:00 PM" and "We look forward to seeing you!". At the bottom, it says: "Please check your 'Junk' folder if you do not find a confirmation in your 'Inbox'". The footer contains links for "Home", "311 Help & Info", "En Español", "Contact Us", "FAQs", "Privacy Policy", and "CitizensNet". Copyright information at the bottom reads: "© 2013 copyright, City of Houston All Rights Reserved. Site best view at 1280 x 1024 screen size".

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Start Over HPC Home Sign In

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Mechanical Plan Analysts -> Juan Ortiz Appointments -> Tuesday, June 24, 2014 2:00 PM

☒ Your appointment has been canceled successfully This message will appear when you have successfully canceled your appointment.

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@houstontx.gov
Appointment ID : 4587
Appointment date: 6/24/2014
Appointment time: 2:00 PM
Department: Mechanical Plan Analysts
Service: Juan Ortiz Appointments

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 1:40 PM and 2:00 PM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

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Site best view at 1280 x 1024 screen size

Appointment Check-in Process

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.

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

**Houston Permitting Center
Appointment Confirmation**

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

****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.

Appointment Check-in Process

You will use the ***Appointment ID*** number from your confirmation email to check-in for your appointment.

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

**Houston Permitting Center
Appointment Confirmation**

From: City of Houston Appointments Online
Send: Friday, June 20, 2014 10:28 AM
To: houston.permittingcenter@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)
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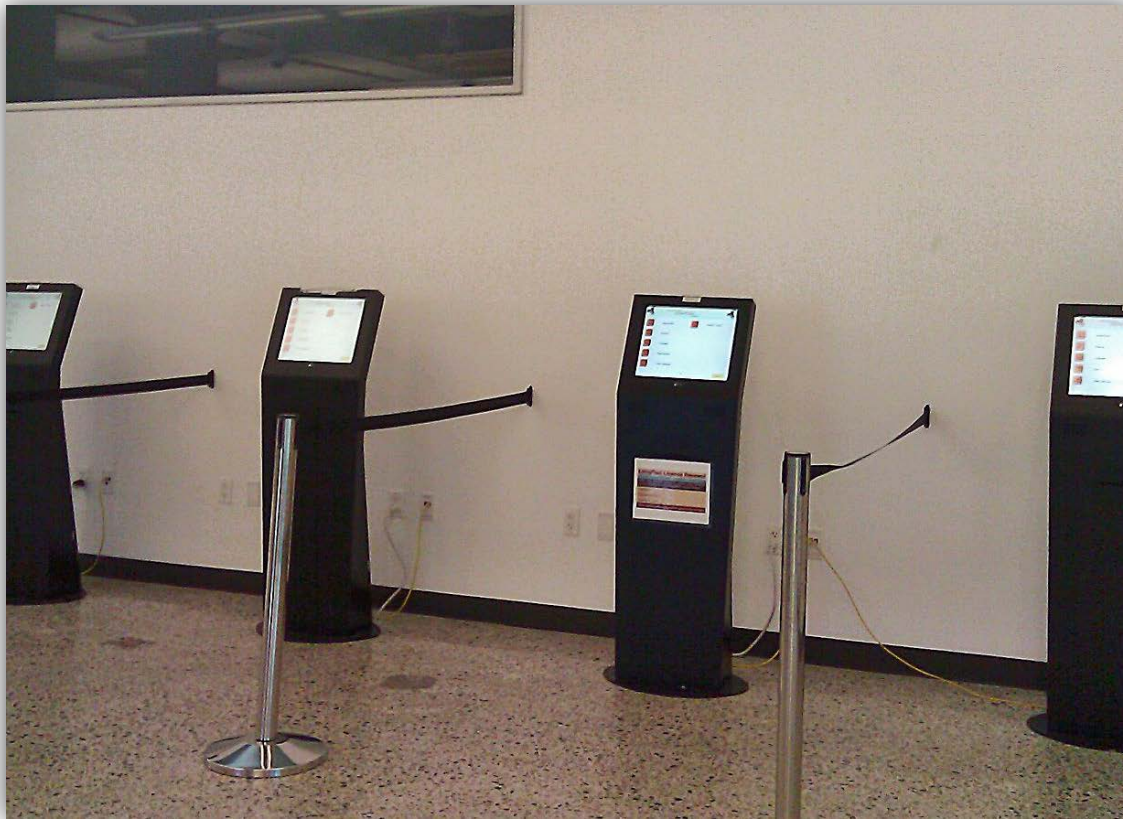
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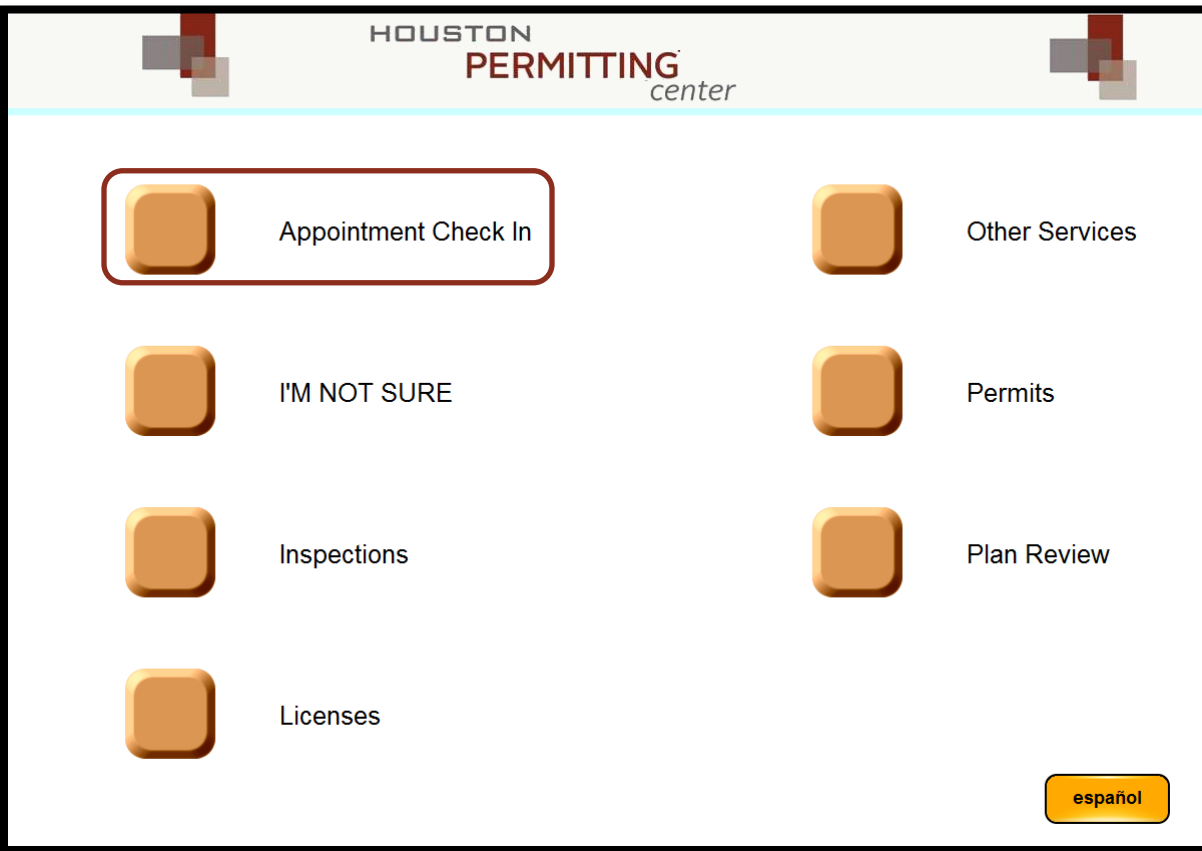
Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

Appointment Check-in Process



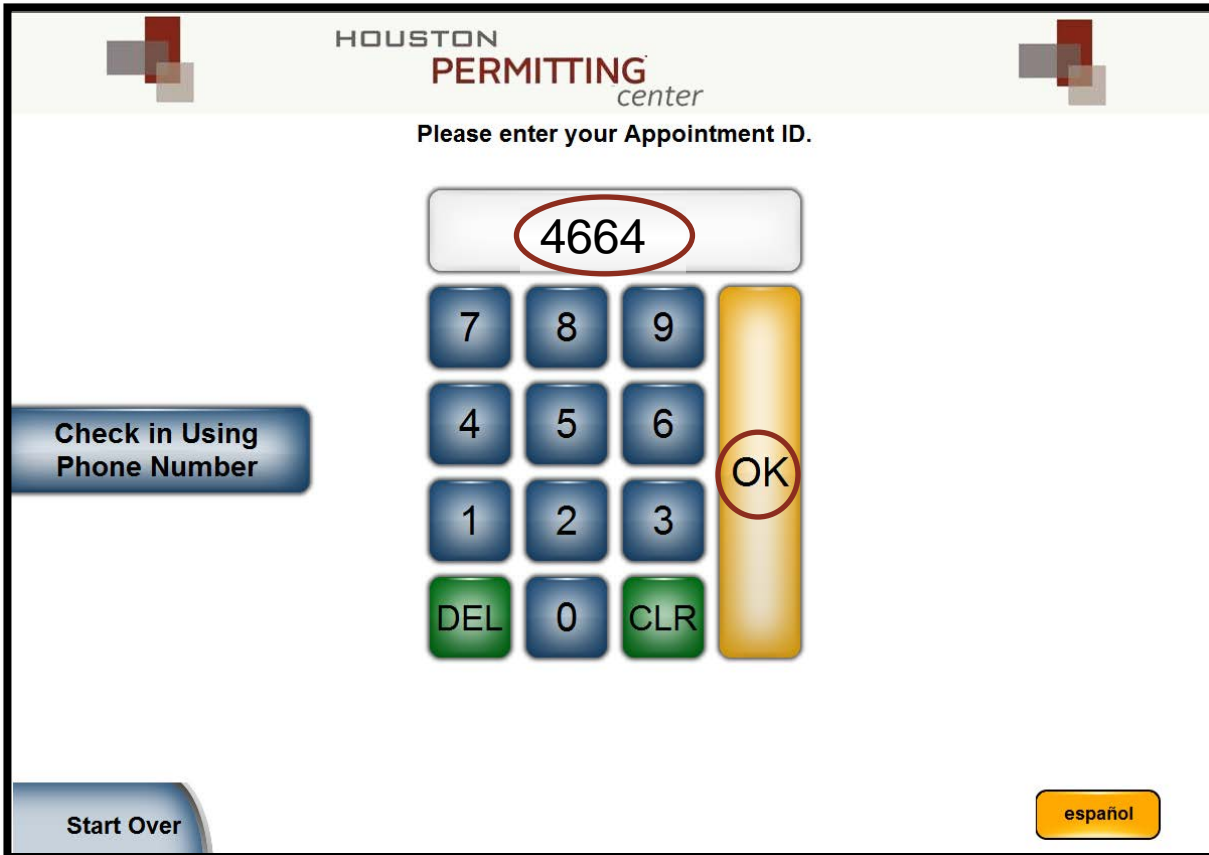
Choose one of the kiosks located at the north entrance to check-in for your appointment.

Appointment Check-in Process



On the touch screen, select ***Appointment Check In.***

Appointment Check-in Process



The image shows a digital interface for the Houston Permitting Center. At the top, the logo "HOUSTON PERMITTING center" is displayed. Below it, the instruction "Please enter your Appointment ID." is shown. A numeric input field contains the number "4664", which is circled in red. To the left of the numeric pad is a blue button labeled "Check in Using Phone Number". The numeric pad itself consists of a 4x3 grid of buttons: the first three rows contain digits 7-9, 4-6, and 1-3 respectively; the bottom row contains "DEL", "0", and "CLR" buttons. To the right of the numeric pad is a vertical yellow button labeled "OK", which is also circled in red. At the bottom left is a "Start Over" button, and at the bottom right is an "español" button.

HOUSTON
PERMITTING
center

Please enter your Appointment ID.

4664

7 8 9
4 5 6
1 2 3
DEL 0 CLR

OK

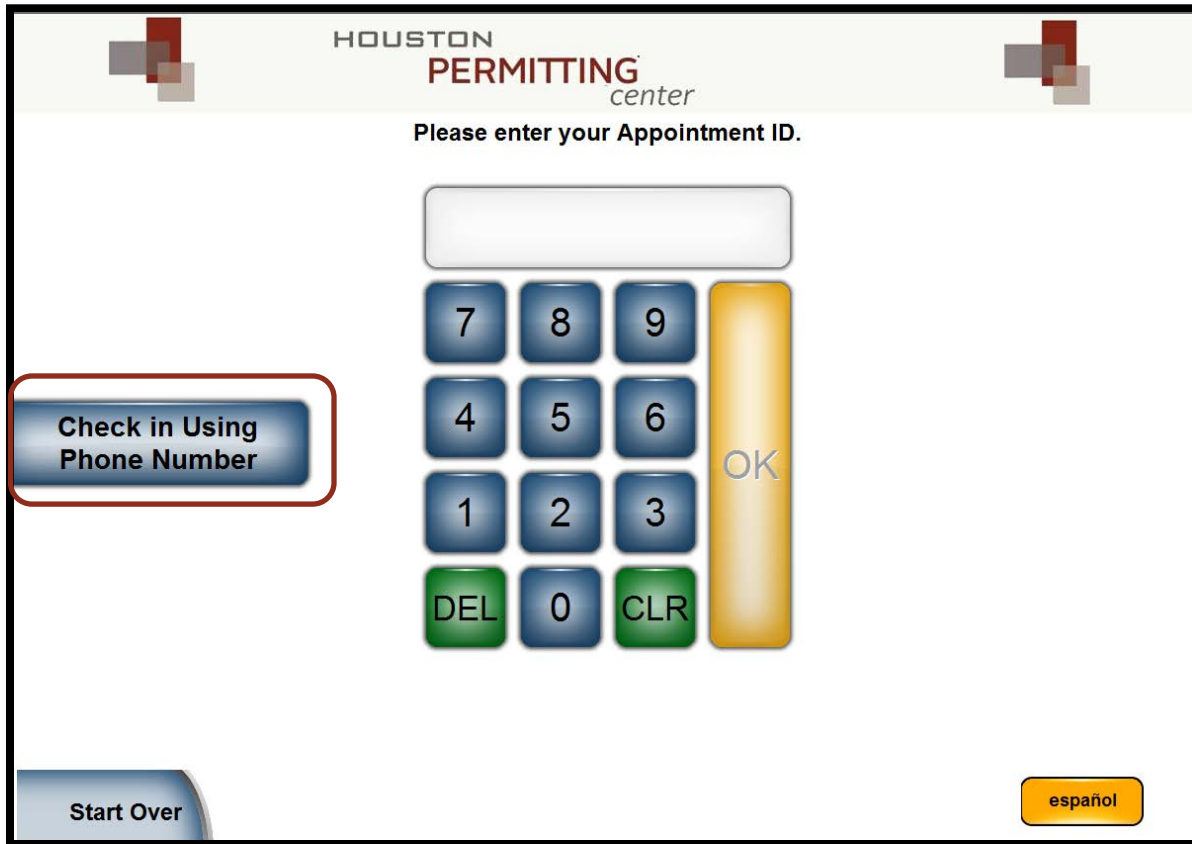
Check in Using
Phone Number

Start Over

español

Using the number pad,
type in your
Appointment ID
number, and touch ***OK***.

Appointment Check-in Process



HOUSTON
PERMITTING
center

Please enter your Appointment ID.

Check in Using
Phone Number

7 8 9
4 5 6
1 2 3
DEL 0 CLR

OK

Start Over

español

If you do not know your Appointment ID number, touch ***Check in Using Phone Number.***



Appointment Check-in Process

You can only check-in with the phone number you used to schedule the appointment.

The screenshot shows the Houston Permitting Center's online appointment check-in interface. At the top, the logo reads "HOUSTON PERMITTING center". Below it, a prompt asks the user to "Please enter your ten digit phone number." A numeric keypad is displayed with buttons for 7, 8, 9, and a yellow "Next" button. To the left of the keypad is a button labeled "Check In with Appointment ID". Below the keypad is a "Start Over" button. A modal window titled "Please enter the following information" is open, containing a note: "*If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number." The form fields in the modal are: "Phone Number (xxxxxxxxxx)" with the value "8323949000" (highlighted with a red border), "First Name:" with the value "John", "Last Name:" with the value "Smith", "Email:" with the value "houston.permittingcenter@", "Email Confirmation:" with the value "houston.permittingcenter@", "Project Number:" with the value "01234567", and "Reason for Appointment:" with the value "clarification on project cor".

HOUSTON
PERMITTING
center

Please enter your ten digit phone number.

7 8 9

Check In with Appointment ID

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx) 8323949000

First Name: John

Last Name: Smith

Email: houston.permittingcenter@

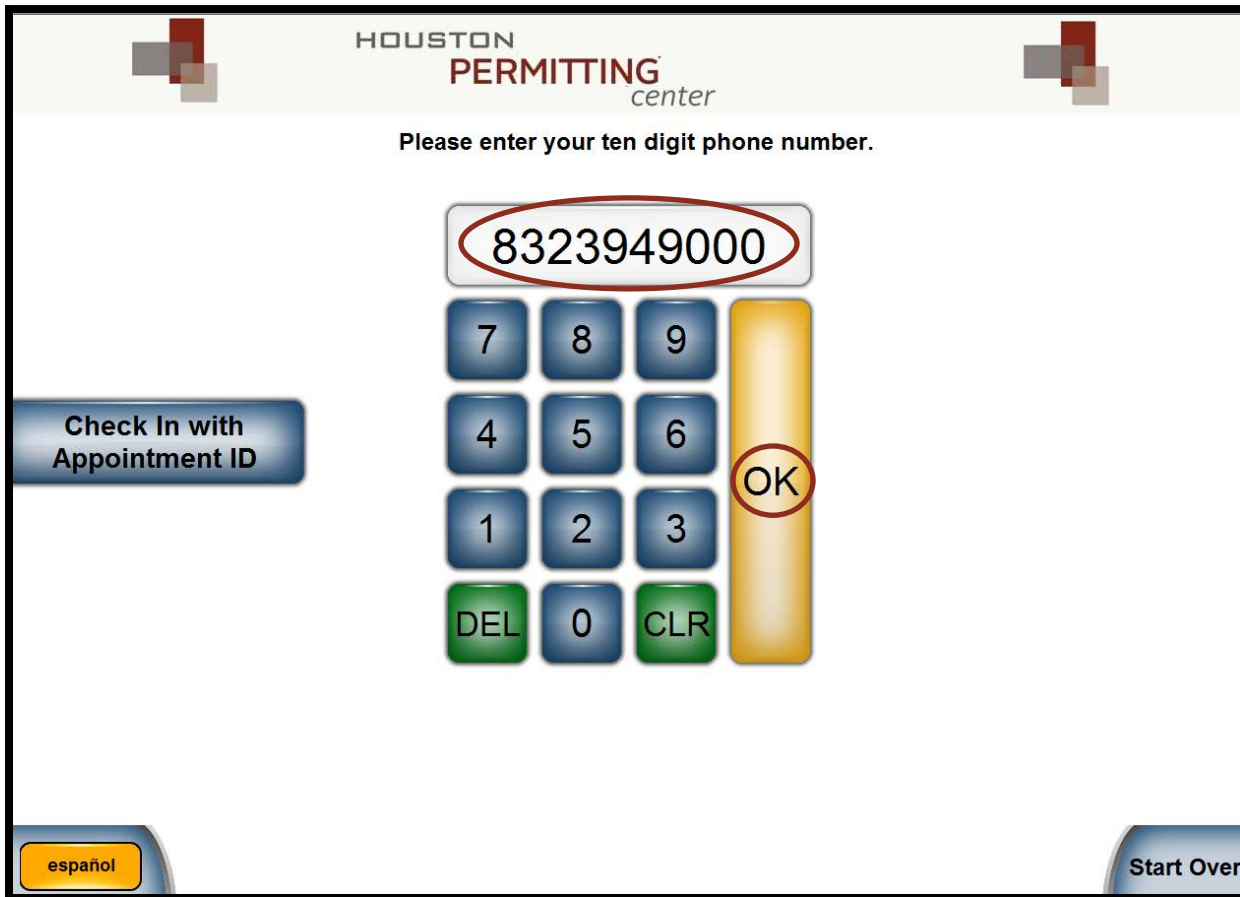
Email Confirmation: houston.permittingcenter@

Project Number: 01234567

Reason for Appointment: clarification on project cor

Start Over

Appointment Check-in Process



A screenshot of the Houston Permitting Center's appointment check-in interface. The header features the 'HOUSTON PERMITTING center' logo. Below it, a prompt asks the user to 'Please enter your ten digit phone number.' A text input field contains the number '8323949000', which is circled in red. To the left of the keypad is a blue button labeled 'Check In with Appointment ID'. The keypad consists of a 4x3 grid of buttons: the first three rows contain digits 7-9, 4-6, and 1-3 respectively; the bottom row contains 'DEL', '0', and 'CLR'. To the right of the keypad is a tall yellow button labeled 'OK', which is also circled in red. At the bottom left is an 'español' button, and at the bottom right is a 'Start Over' button.

HOUSTON
PERMITTING
center

Please enter your ten digit phone number.

8323949000

Check In with
Appointment ID

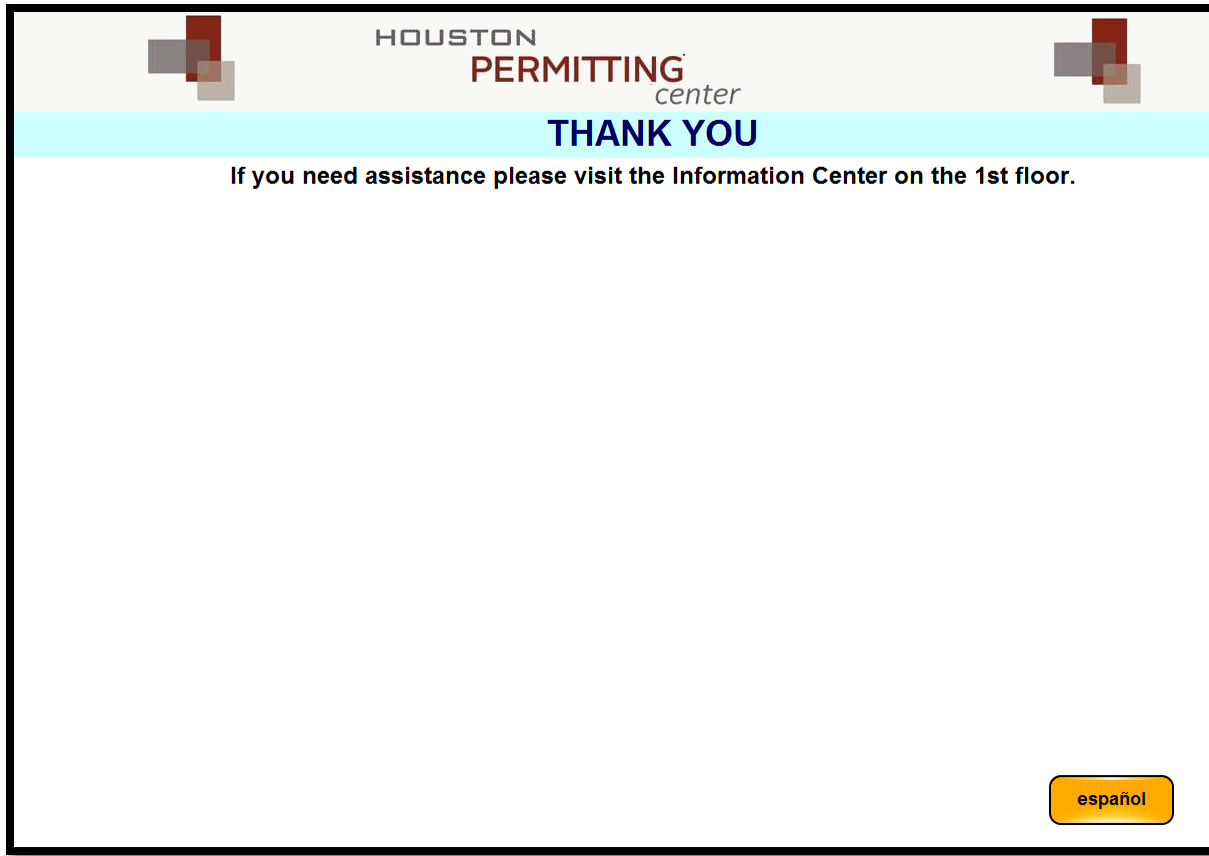
7 8 9
4 5 6
1 2 3
DEL 0 CLR

OK

español Start Over

Using the number pad, type in your phone number, and touch **OK**.

Appointment Check-in Process



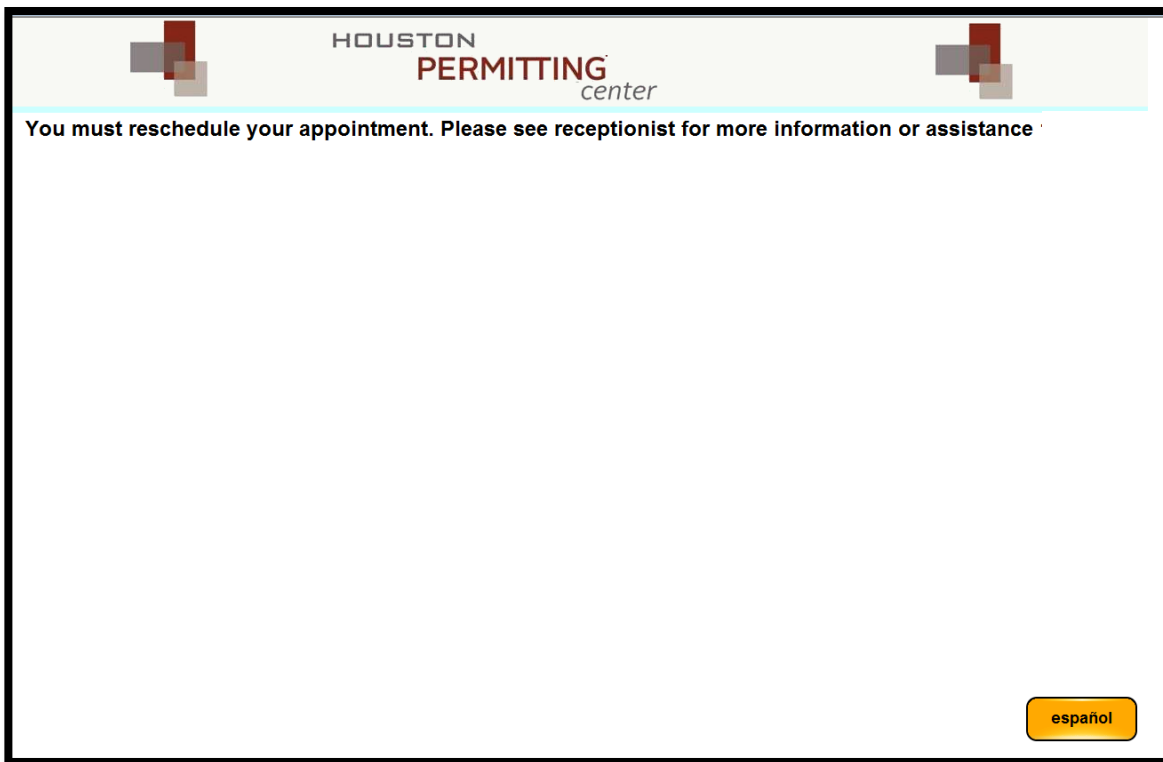
If you see this screen, then you have successfully checked-in for your appointment.

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.

HOUSTON
PERMITTING
center

You arrived too early. Scheduled Appointment: 2:00 PM

español

If you have any questions
please contact us at:

(832) 394-9000

Houston.permittingcenter@houstontx.gov