ViewPoint Frequently Asked Questions

How long is this going to take?

Only a few minutes. The first application may take a few additional steps because of registering and activating your account, and then learning the new process. But after that, it will be even quicker!

Do I have to come to Town Hall?

You can work on the application from anywhere with computer access. You can also communicate with the various town offices involved in the approval and inspection process; however, we do not accept inspection requests using the ViewPoint portal or email. You need to call the appropriate office to schedule site visits.

How do I register?

Before you begin: When you register for the first time, you will need to access your email account in order to activate your ViewPoint account. Make sure you have your email login information handy in order to sign in from the computer. If you receive your email on your mobile device, you can activate your account from there too.

1. Go to https://reddingct.viewpointcloud.com/
2. Scroll down to the appropriate Town Department and click Explore.
3. Choose the type of permit by clicking Select.
4. Click Start next to the application you would like to complete.
5. You will be prompted to log in.

★ *If you are logging in for the first time:*

- Select Sign Up.
- Enter in your email address.
- Enter in what you would like your password to be.

  Please note: Passwords must have at least 8 characters and include 1 upper case letter, 1 lower case letter, and 1 digit.

★ *If you have previously registered on a ViewPoint Cloud site (here or in another town):*

- Enter in your email address and password.

  Please note: If you do not remember your credentials, click on "Do not remember your password?" to reset your information

6. Once you are logged in, follow the steps on each page to complete the application.

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When you are done, do not forget to log out!!

When do I pay my permit fee?

The fee will be due after the application is approved by the appropriate town offices.
You will get notice via email once your application has been approved by an inspector. At that time, you have the option of paying online (by credit card) or in person. Paying online will save you a trip back to our office. **Please note** that if you chose to pay by credit card, there is an additional processing fee (this fee will already be included in the estimated fee amount).

I want to pay now (right after the application is submitted). Can I give you a check now?
You can leave a check for the permit fee listed on the Timeline section, however that is only an estimate and may change after the application is reviewed. We recommend you wait for the email notification and pay then.

I received a notification about paying my permit fee. How do I pay it?

1. Click on the link in the email.
2. If you are not already, log in with your email address and password.
3. Follow the steps on the page to enter your credit card information and pay.

What if I do not want to pay with a credit card?
Once you are notified that payment is due, you can come to the office and pay with a check or cash.

What happens next?

After you pay your fee, you will be notified again when the permit is available. The permit can be printed from home (or from any computer with access to a printer). You do not need to come back to pick up your permit!

Remember

• You can monitor the status of the application from home and see if any other action is needed online! Just log in to the site and click on Inbox (on the left) to see any current tasks that need your attention and your active records (current applications).

• Now that you have an account, you can use the same email address and password to apply for all of you future permits.