



## SHAPE PHX Frequently Asked Questions (External)

- ❖ **How do I create a SHAPE PHX login account for my company? What if multiple employees need access to our Business Account?**
  - Before creating an account, contact the SHAPE PHX team at [shapephx@phoenix.gov](mailto:shapephx@phoenix.gov) to verify whether a Business Account already exists or if a new one needs to be created. Please include the names and email addresses of all employees who require access.
    - SHAPE PHX staff will create or update your Business Account and add the contacts you provided. You will then receive instructions on the next steps to create and activate your SHAPE PHX Portal User Accounts.
  - Individual homeowners or users accessing SHAPE PHX for personal use may create a Portal account directly without emailing SHAPE PHX staff. [Create your SHAPE PHX Portal account](#).
- ❖ **Do I need to be a SHAPE PHX logged-in user to submit applications?**
  - Yes. A SHAPE PHX Portal User Account is required to submit applications, registrations, licenses, and to access additional system features.
- ❖ **Can I update my email address through the portal if I already have an existing SHAPE PHX account?**
  - At this time, personal information—including email addresses—cannot be updated through the SHAPE PHX Portal. To make changes, please email the SHAPE PHX team at [shapephx@phoenix.gov](mailto:shapephx@phoenix.gov).
- ❖ **How can I check the status of my submission in the SHAPE PHX Portal?**
  - You can view the status of your records within the Permits, Registrations, Licenses, Applications and Complaints sections of the SHAPE PHX Portal. Each section displays the current status for the corresponding record type.
  - You may use the Search Bar to look up an address, permit number, registration number, or license number to view the status.
  - The Data/Reports section also shows record statuses. Select the appropriate search category, then search by address or record number. In the results, the status will display. Click the down-arrow next to the record and select Download Reviews to view contact information for the assigned plan reviewers.
- ❖ **How do I make payment in the SHAPE PHX Portal?**
  - Payments can be made in several ways:
    - If you are the applicant on the record, your SHAPE PHX Home Page will display your total balance due with a Pay Now button.
    - You may also navigate to My Records, select the appropriate record, and click Pay Now next to that submission.



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- Alternatively, use the Pay feature next to the SHAPE PHX Home Page icon. Select the appropriate Search By option, enter the submission number, click Search, and then select See Related Fees. Choose the fees you wish to pay, click Go to Cart and Pay, and follow the prompts.
- ❖ **How do I download permit or registration certificates from the SHAPE PHX Portal?**
  - Permit and registration certificates are available in the Data/Reports section. Select the correct search category and enter the address or permit/registration number.
  - From the returned results, click the down-arrow next to the record and select Download Files.
- ❖ **As the applicant, how do I give my contractor access to my record so they can schedule inspections?**
  - Use the Share Application feature to provide access to other professionals or clients.
  - Select Share Application from the top menu, then choose Select an Application. Search for your record using the appropriate criteria and click Search.
  - Check the box next to the desired record(s) and click Add Accounts.
  - Enter the Business Account Name of the professional you want to share the record with and click Search. Select the account and click Share Application.
  - A list of available contacts for that Business Account will appear. Check the contact(s) you want to share with and click Share Application.
    - Notes:
      - You must be listed as the applicant on the record to share it. Otherwise, you will receive an error message.
      - The professional must already have an established SHAPE PHX Business Account and contact record; otherwise, your search will return no results.
- ❖ **If my project was approved and issued through the legacy system (KIVA), should I use SHAPE PHX to pay fees or scheduled inspections?**
  - No. Projects approved or issued in the KIVA legacy system will continue to be managed in that system. You may continue to use PDD Online and schedule inspections through IVR as usual.
  - New projects submitted on April 13, 2026, will be reviewed and processed in SHAPE PHX, including plan review and inspections.



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- If you have permits in both systems and are unsure where to schedule inspections, you may call inspections through the IVR Agent or contact the Communications Office at [pdd@phoenix.gov](mailto:pdd@phoenix.gov) or 602-262-7811 for assistance.
- ❖ **Where can I get help with my project or questions about submittal guidelines and processes?**
  - For questions about the application process or permit status, visit the Contact Us section of the SHAPE PHX Portal to find the appropriate team's contact information.
  - For assistance with Electronic Plan Review (EPR) submittal guidelines or questions for the EPR Triage Team, email [epr.support@phoenix.gov](mailto:epr.support@phoenix.gov).
- ❖ **Why can't I see my project or permit in the SHAPE PHX Portal?**
  - Projects created in the legacy system (PDD Online-KIVA) will not appear in SHAPE PHX. These records will continue to be managed through PDD Online and IVR.
  - For new SHAPE PHX records created on April 13, 2026, please ensure:
    - You are logged in with the same email address associated with the application
    - Your Business Account is active and correctly linked
    - The applicant has shared the application with you if you are a contractor or design professional associated with the project
  - If you still cannot locate your record, contact the SHAPE PHX team at [shapephx@phoenix.gov](mailto:shapephx@phoenix.gov).
- ❖ **What should I do if I receive an error message in the SHAPE PHX Portal?**
  - First, try refreshing your browser, clearing your cache, or logging out and back in.
  - Confirm that all required fields or uploads are complete before submitting forms.
  - If the issue persists, take a screenshot of the error, copy of the URL link and email it to [shapephx@phoenix.gov](mailto:shapephx@phoenix.gov) along with your record number and a brief description of the steps you were taking.
  - SHAPE PHX staff will review the issue and assist you.