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**BurnPermits.com - Resident Guide**

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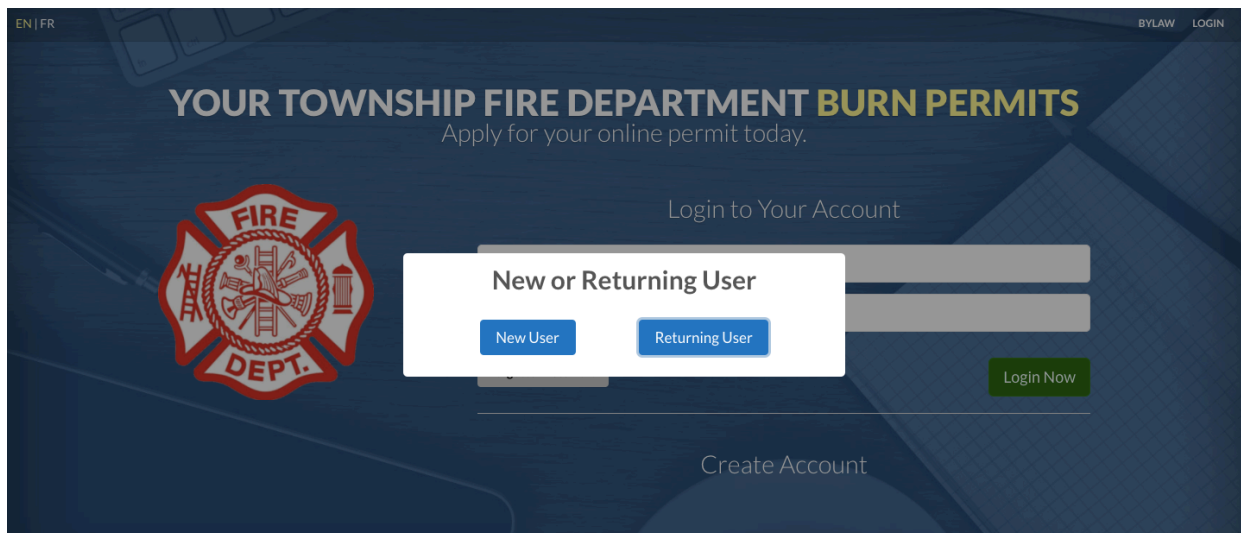
## HOME PAGE

### Creating an Account or Logging into an Account:

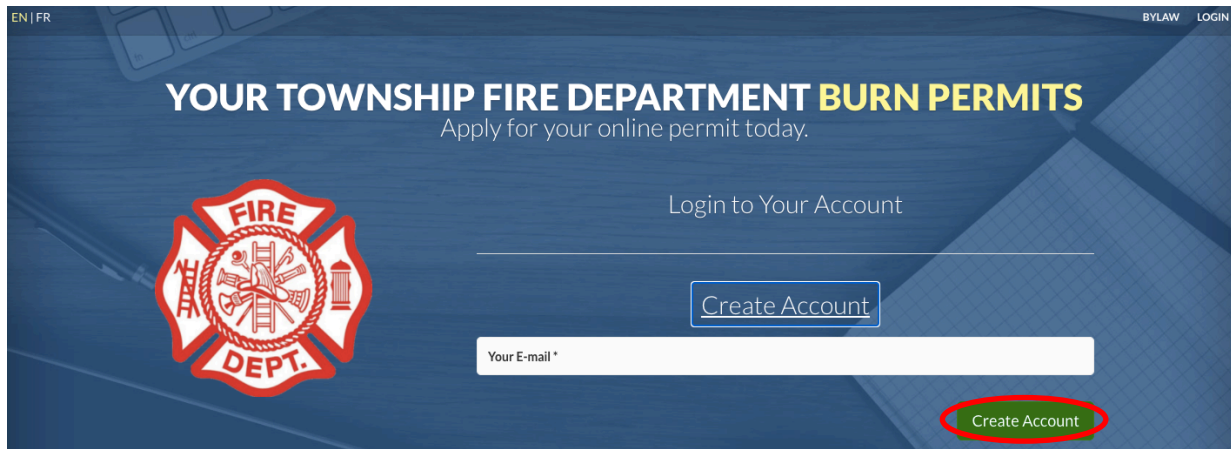
Upon linking over to the Municipality’s BurnPermits.com website, the resident will be presented with an option to select either that they are a “New User” or a “Returning User”.

If they are brand new to the system and do not have an account, they should select “**New User**”.

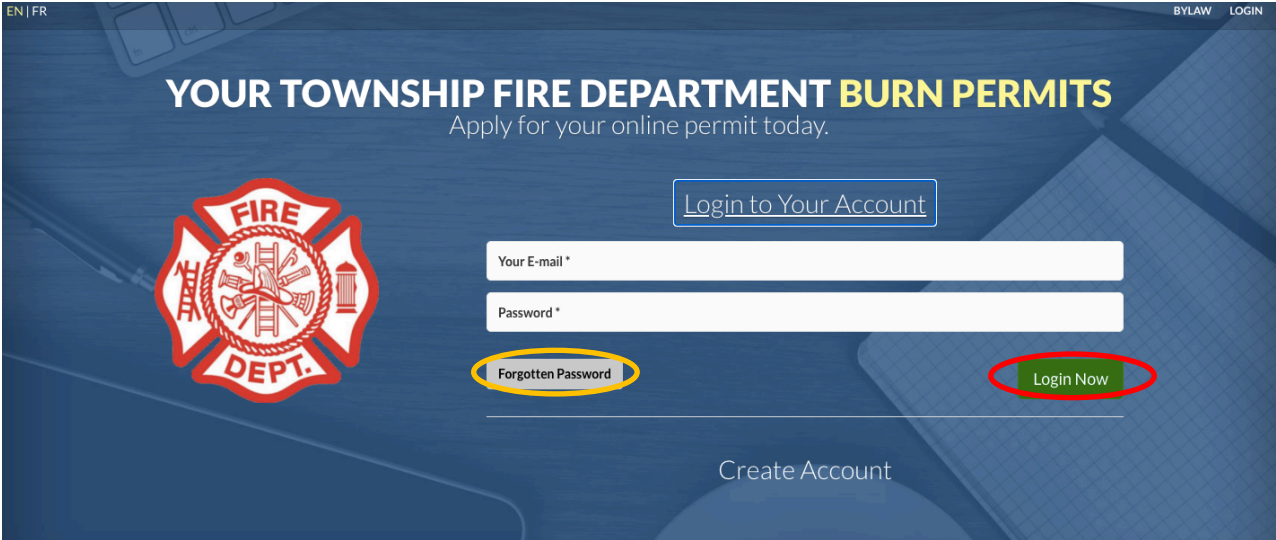
If they are returning to either renew their permit or get a new permit, they should select “**Returning User**”.



When selecting “**New User**”, the option to “**Create Account**” will appear. From here, enter the email address for the account and select “**Create Account**”:



When selecting “**Returning User**”, the option to “**Login to Your Account**” will appear. From here, enter the login credentials previously setup to access the account and select “**Login Now**”:



**Note:** In the event that the resident has forgotten their password, see the Forgotten Password button (circled yellow in the picture above). If the resident selects this button, it will ask for the resident’s email address to send the Password Reset email (see more on this on page xx.).



## Home Page Overview

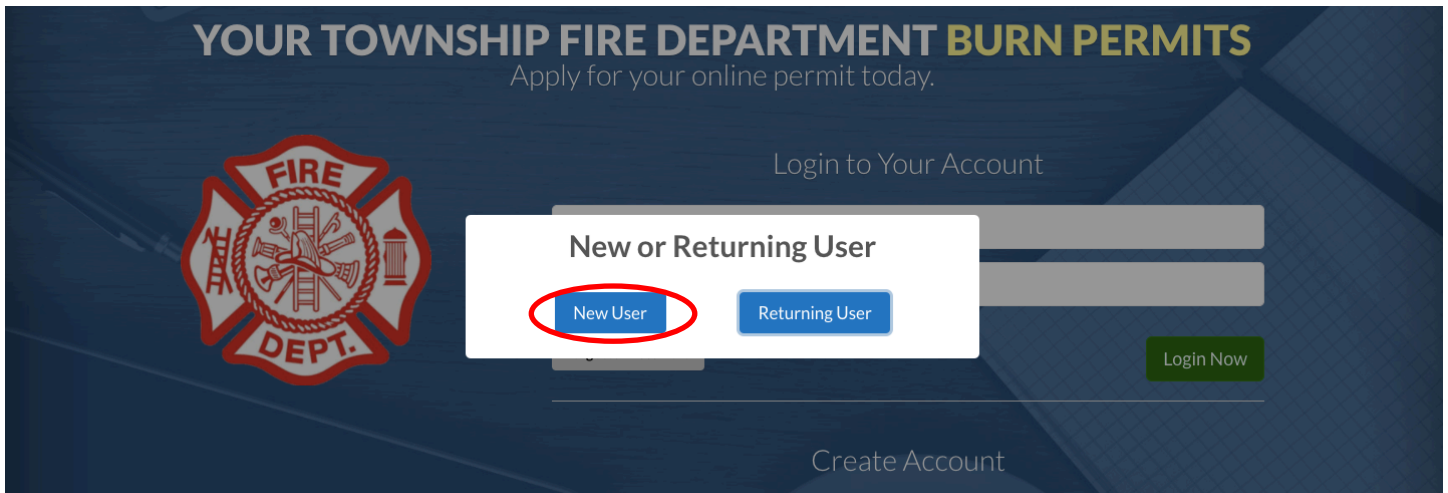
The screenshot shows the home page of the Township Fire Department Burn Permits website. It features a dark blue header with the title 'YOUR TOWNSHIP FIRE DEPARTMENT BURN PERMITS' and a sub-header 'Apply for your online permit today.' Below the header is a login form with fields for 'Your E-mail' and 'Password', a 'Forgotten Password' link, and a 'Login Now' button. A 'Create Account' button is also present. A fire department logo is on the left. Below the login form is a 'DON'T FORGET TO CALL!' section with the telephone number '(613) 704-0504'. A 'Low Risk' gauge shows a risk level of 1. Below that is a 'FREQUENTLY ASKED QUESTIONS' section with four questions. At the bottom is an 'About us' and 'Contact Info' section. Red callout boxes with numbers 1 through 6 point to these specific elements.

1. **Login or Create Account** – residents can select either Login or Create Account to bring up the field options. Creating an Account is ONLY for residents that have never used the system before.
2. **Municipal Burn Line** – residents are expected to call the automated burn line prior to starting a fire. The automated phone attendant will guide residents through the registration process where they enter their registered phone number and indicate that they are planning to burn right now. The Municipality’s Risk Level Status will also be communicated to the resident.
3. **Current Risk Level** – the Municipality controls the risk level for the area and it will be communicated through the public website here and on the Municipal Burn Line. Additional information may be present, explaining the requirements if residents wish to burn.
4. **Frequently Asked Questions** – the Municipality will have FAQs listed to provide the residents with more information.
5. **About Us** – the Municipality will have an About Us section to explain their Mission and Vision.
6. **Contact Us** – the Municipality will list their contact information, should any resident have questions.

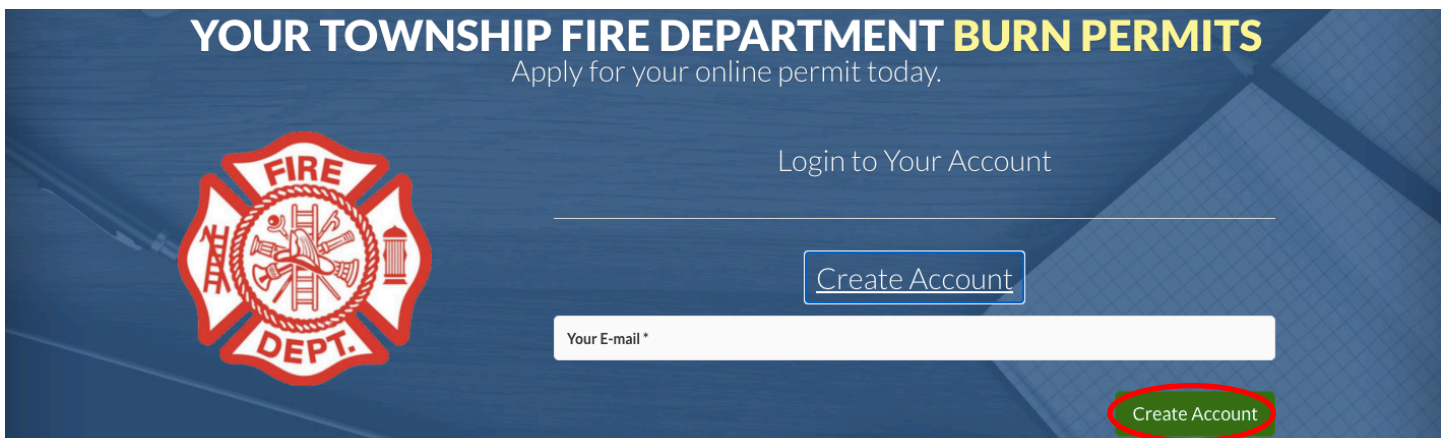
## CREATING AN ACCOUNT VS. LOGGING IN

### Brand New to BurnPermits.com

If you are a new to using your Municipality’s online permit application process, you will be asked to select either “New User” or “Returning User” as soon as you access the website:



Since you are new to the website, select “**New User**”. This will bring up the Create Account option:



In the “Your E-mail” field, enter the email you would like to use to create the account. Once you have entered your e-mail, select “**Create Account**” and you will be dropped into the first page of the application.

### Returning for a Renewal Permit/New Permit

If you have gone through the BurnPermits.com Application in the past and you are returning to renew your permit for the new year or getting a new permit for another property, select the “Returning User” option:

**YOUR TOWNSHIP FIRE DEPARTMENT BURN PERMITS**  
Apply for your online permit today.

Fire DEPT. logo

Login to Your Account

New or Returning User

New User Returning User

Login Now

Create Account

This will bring up the “Login to Your Account” option where you can enter your credentials in the space provided and select “Login Now”:

**YOUR TOWNSHIP FIRE DEPARTMENT BURN PERMITS**  
Apply for your online permit today.

Fire DEPT. logo

Login to Your Account

Your E-mail \*

Password \*

Forgotten Password

Login Now

Once you have logged in, you will be taken to the “My Permits” page where it will list all permits you have associated to your account:

**YOUR TOWNSHIP FIRE DEPARTMENT BURN PERMITS**  
Apply for your online permit today.

Register Burn

+ Renew Permit/New Permit

**MY PERMITS**

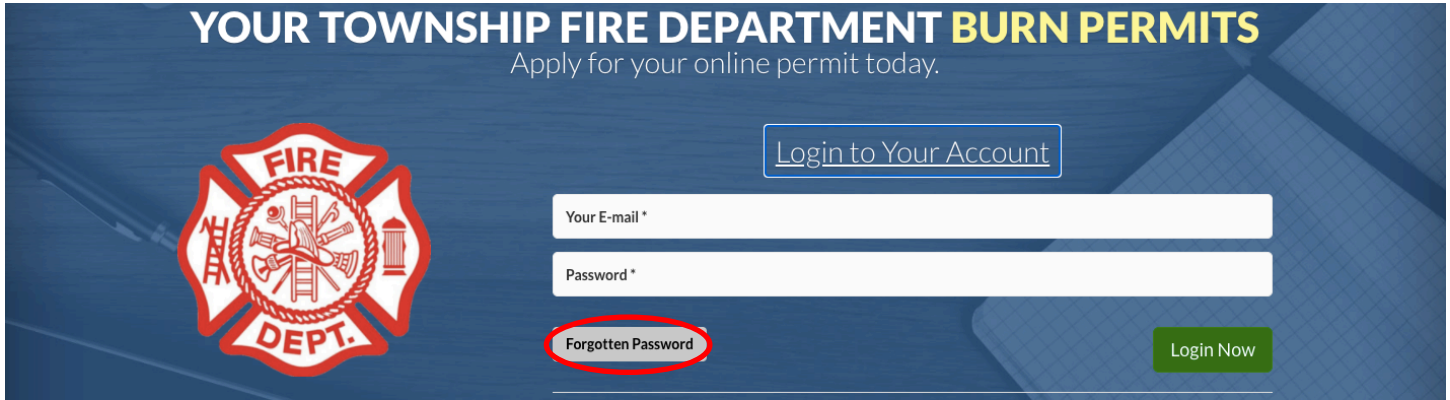
Show 25 entries Search:

ID	Permit	Validity	Status	Forms
#RES21-010	1-Day Permit	Feb 12, 2021 - Feb 13, 2021	Expired Approved	View Forms

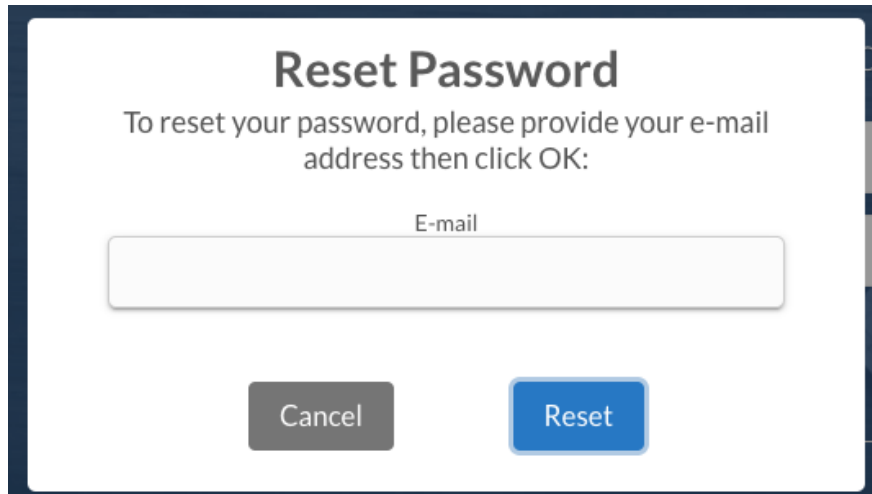
From this page, you will see the “Renew Permit/New Permit” button in the top right corner. Select this to go to the application page.

## Forgotten Password

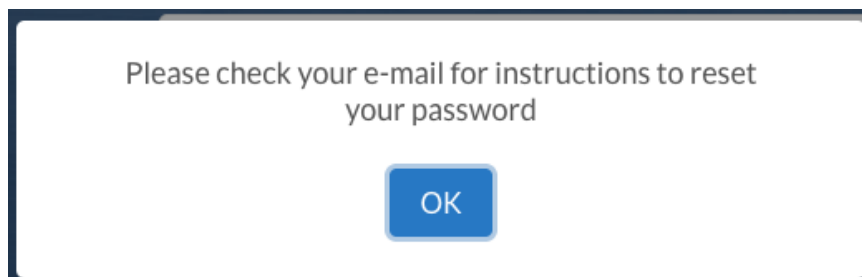
In the event that you have forgotten your password, select the “Forgotten Password” button from the Home Page:



This will open the “Reset Password” window where you will need to enter your E-mail Address:



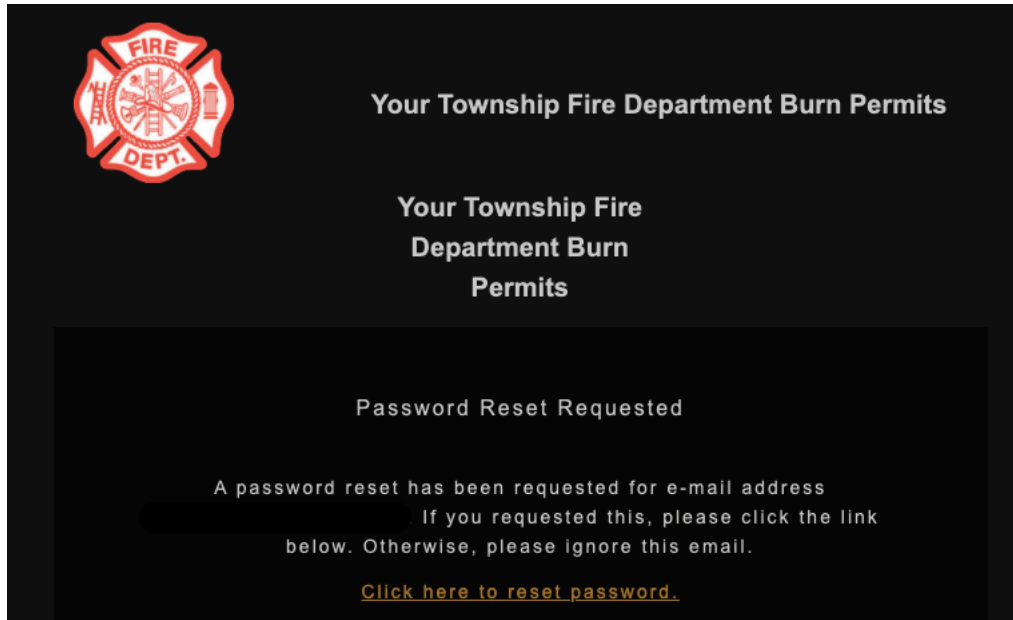
Enter your E-mail Address and select “Reset”. The system will send you an E-mail with a link to reset your password:



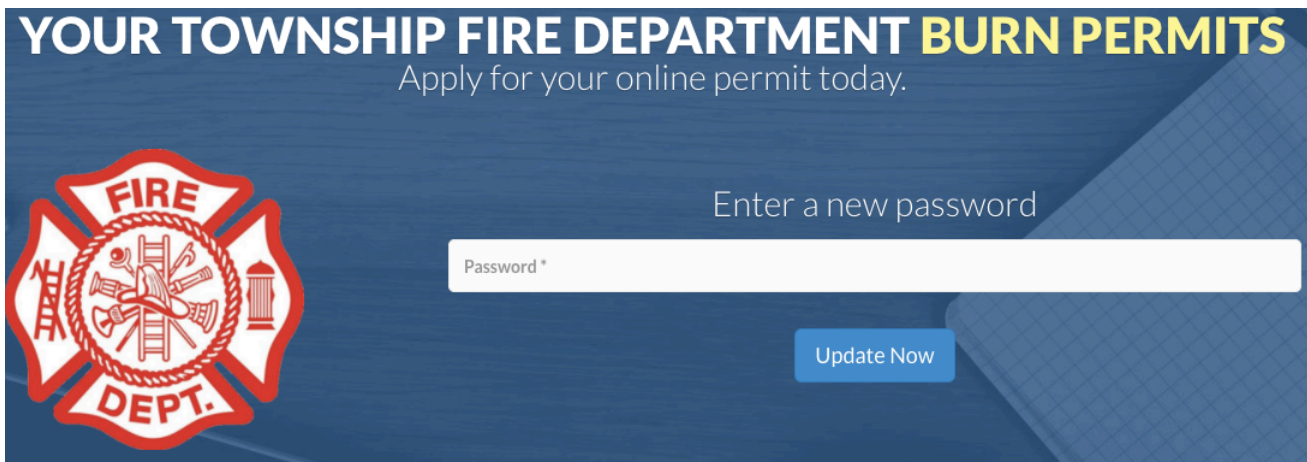
Please check your Spam, Newsletter, or any other folders if you do not receive an E-mail in your Inbox.



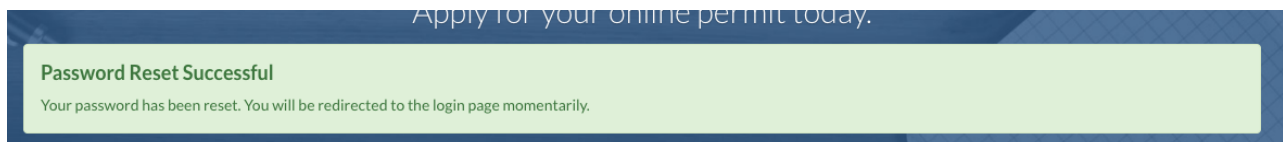
The E-mail you receive will have a Subject Line of "Password Reset" and look similar to this:



To proceed, select the "Click here to reset password" button at the bottom. This will open the Password Reset window on your browser:



From there, enter your new password in the field available and select "Update Now". You will be presented with a "Password Reset Successful" Message:




# APPLYING FOR A BURN PERMIT

Once you have either Created your Account or Logged back in, you will be dropped into the Permit Application. The first page will be slightly different for those that have Created a New Account vs. those that are just logging back in.

For those that Created a New Account, the first page will have an additional section for your Login Details. Your Username Field will be pre-filled with your E-mail address that you provided. You then just have to enter your password before continuing to the next page:

CURRENT PROGRESS



**WELCOME TO THE YOUR TOWNSHIP FIRE DEPARTMENT ONLINE OPEN BURN PERMIT MANAGER.**

Please fill in the form to create a new account and register for your first permit.

Already have an account? [Login](#)

**Select Permit Type:**

Open Air Burning  Test Permit

**Personal Information**

First Name  Telephone Number

Last Name

**Home Address** If different to open burn address  
Click to expand

**Login Details**

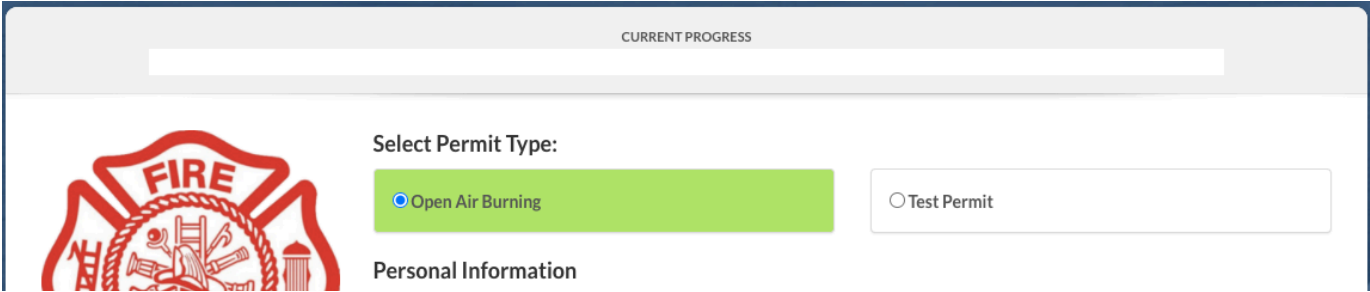
< Backward Continue >

Returning residents that have logged in to their accounts, will not see this section and all other fields will be pre-filled from the last time you proceeded through the process.

### Selecting your Permit Type:

Depending on your Municipality’s setup, there could be multiple permit types to select for your application. The permit you select, will have its own set of Terms and Conditions that you will have to read and sign-off on later in the process. Be sure to select the appropriate burn permit that you are looking for.

To select the Permit you wish to apply for, select any of the options under “Select Permit Type”. The selected Permit Type will highlight in green:



### Personal Information

Next, fill in the Personal Information section with your Name and Phone Number.

#### Personal Information

<input type="text" value="First Name"/> <input type="text" value="Test"/>	<input type="text" value="Telephone"/> <input type="text" value="(123) 456-7891"/>
<input type="text" value="Account"/>	

### Home Address

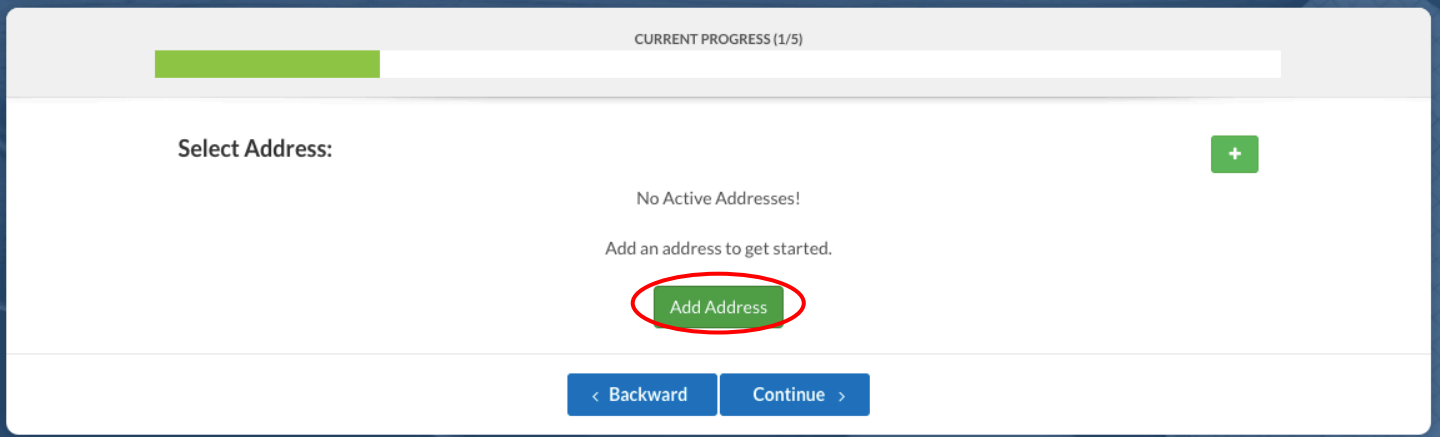
Next, Click to expand the Home Address section. You will need to fill out the Home Address section IF this is different than the address where the burn will be taking place. If not, you can continue to the Add Address Page.

**Home Address** If different to open burn address  
*Click to expand*

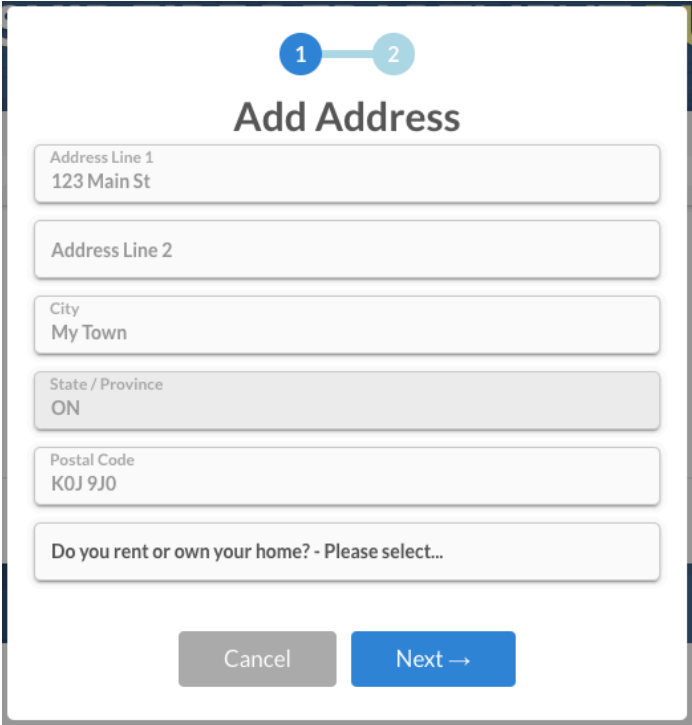
<input type="text" value="Address Line 1"/>	<input type="text" value="State / Province - Please select..."/>
<input type="text" value="Address Line 2"/>	<input type="text" value="Postal Code"/>
<input type="text" value="City"/>	

### Adding an Address

If you have created a New Account, there will be no addresses listed to select. In this case, you must add a new address by selecting “Add Address”:



A pop-up will appear where you can add your address details:



There will be a dropdown field where it will ask you if you are Renting or Own your Property. If you select that you are renting, you will have to enter your landlord’s Name and E-mail. If you own your property, you can select the Next button.



Rent:

I/we rent this property

Landlord First Name

Landlord Last Name

Landlord Email Address

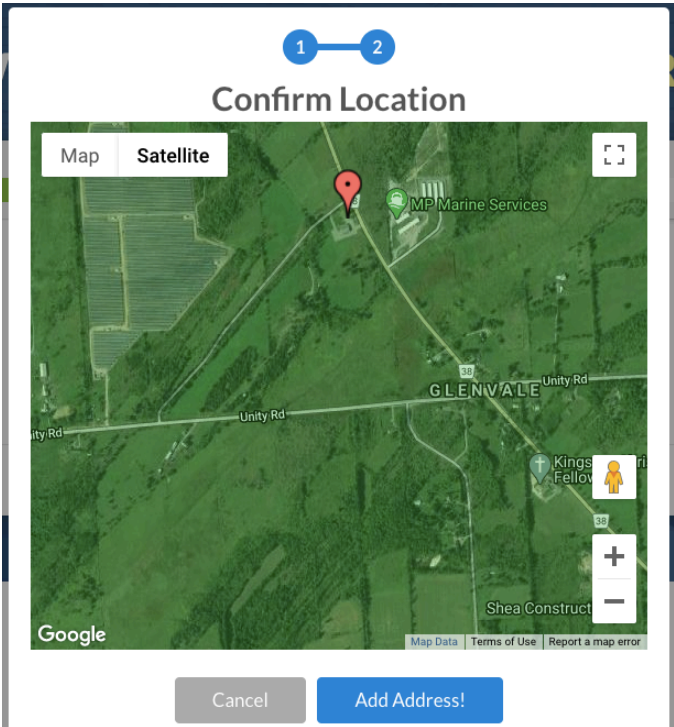
Cancel Next →

Own:

I/we own this property

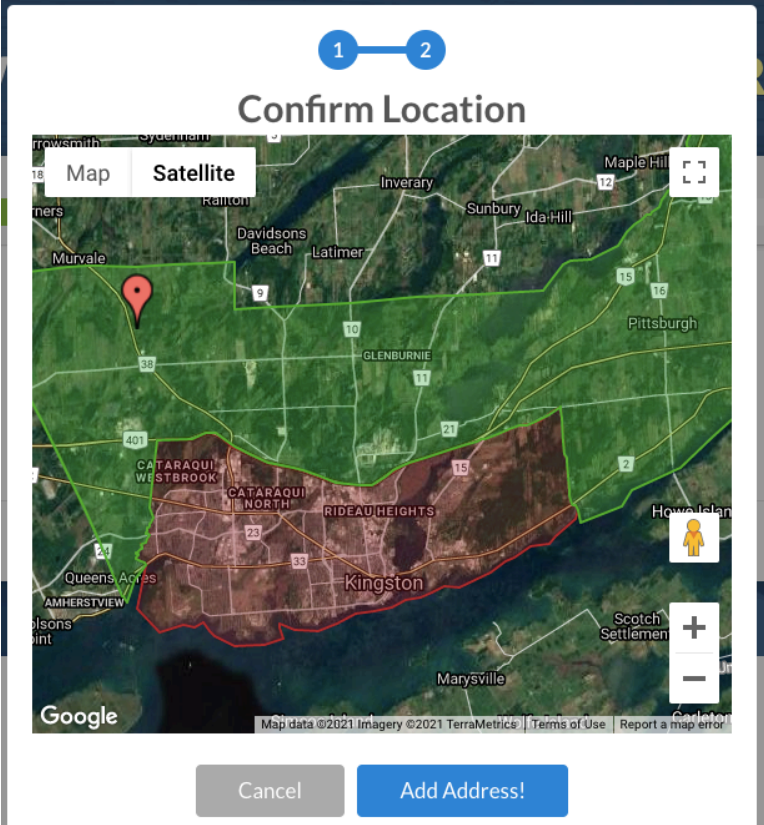
Cancel Next →

Clicking “Next”, will take you to the Address Confirmation window where you can click and drag the Red Indicator and place it on your property:

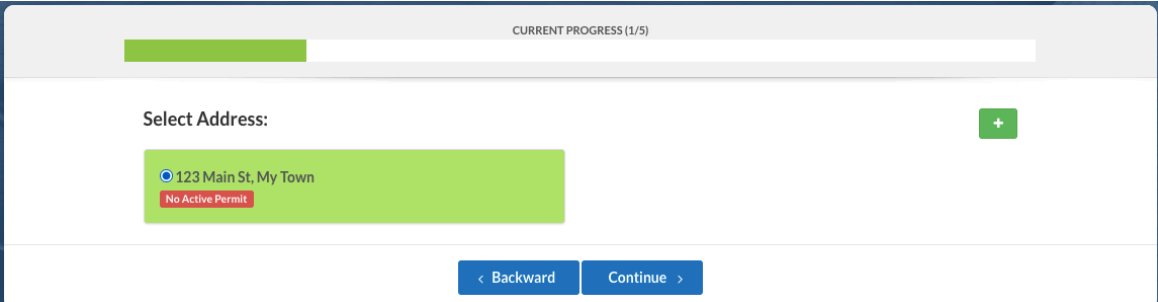


Once you have approved the location of your property, select “Add Address!”.

Note – \*Your Municipality may have different “Zones” set up in your Township/Municipality. There are two types of Zones, 1. Approved = Green and 2. Red = Restricted. If your property is in a restricted zone, you will not be able to move forward with the application.\*

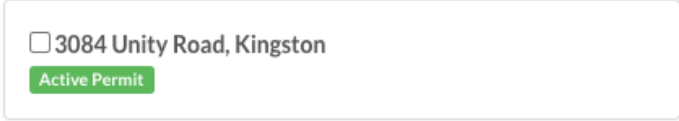


Once you have added your address, you must select the address to be associated to the permit:



Once you have selected your address, select Continue. This will take you to the Terms and Conditions page.

If you are Returning to Renew your Permit, your address will already be listed. You will also see either a Red or Green tag on the address. This will indicate if there is already a valid permit associated to the address. Red indicates there is No Valid Permit. Green Indicates that there is a Valid Permit associated to the address.



Additionally, the Municipality may have allow for multiple addresses under one permit. If this is the case, you will be able to assign multiple addresses to on permit by selecting the radio buttons associated to the address:

2835 Highway 38, Kingston  
No Active Permit

4300 Unity Road, Kingston  
No Active Permit

If the Municipality only allows one address per permit, this option will not be available.

## Terms and Conditions

You will be able to review the terms and conditions of the permit along with the By-law and any other forms that the Municipality has attached.

### Terms & Conditions

We allow open air burning during daylight hours only. Open air burning is for burning brush and clean dry wood. Open air burn sites must:

- Be at least 50 m (160 ft) away from any combustibles (structures, overhead wires, roadways, fences, trees and crops)
- Be always attended by a capable adult
- Be extinguished by dusk
- Have a means to extinguish the fire
- At the time of the fire, the permit must be in possession of the person in charge of the burning.
- Fire shall be lit only when winds are calm preferably and blowing away from combustibles and neighbours.
- The fire must not in any way cause discomfort, danger, irritation and nuisance for other residents. This shall include allowing smoke to enter into a neighbouring residence or building.
- If a complaint of smoke, smell or inconvenience is received the person responsible for the fire shall be asked to extinguish the fire.
- The fire must be supervised at all times until fire is completely out.
- Persons under the age of 18 are prohibited from lighting or igniting fires.

## Access the Bylaw or Additional Forms

Prior to acknowledging the terms and conditions, you will be able to access the By-law or any additional forms the Municipality has added to the application. To access these, you will see “Click to review...” or “Click here to view...”. If you click on either text/button, a new window will appear with the requested information.

[Click to review Your Township By-Law](#)

[Click here to view Open Air Burning Information](#)

### I Agree Statements

Next, indicate that you “Agree to the above terms and conditions and Your Township By-Law”:

I Agree to the above terms and conditions and Your Township By-Law

Before moving on, there will be “I Agree Statements”, that you must check-off. Then you can Continue:

**Agreements**  
Please confirm that you agree to the following:

I Agree      I acknowledge that I am the person whose name appears directly above and I have the authority to make this application on behalf of the named business. I have fully and accurately completed this application and will comply with the requirements set out in By-law No. 2017 - 136 "Open Air Burning By-law".

[< Backward](#)      [Continue >](#)

### Upload Photos for Permit (Optional)

The next page is an optional page, where if you are applying for your permit on a Smart Device, you can snap a photo of your burn pile, outdoor fire appliance/fireplace and upload it to your permit to show the Fire Department what you plan on burning.

To do so, click where it says “Drop files or click here to upload”. This will bring up your documents where you can choose which photo to upload to the permit.

Again, this is optional, if you do not want to add a photo, just click “Continue”:

CURRENT PROGRESS (3/5)

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**Upload Photos for Permit (Optional)**  
Please upload photos, if available, of the burning site and what you intend to burn.

Drop files or click here to upload.

[< Backward](#)      [Continue >](#)



### Confirmation and Sign-off

Next, you will be presented with confirmation options for your permit. Your Municipality may have multiple options for their permits when it comes to Validity dates. For example, some may be Valid for only a few days where some may be Valid until the end of the calendar year. You must confirm the permit before signing:

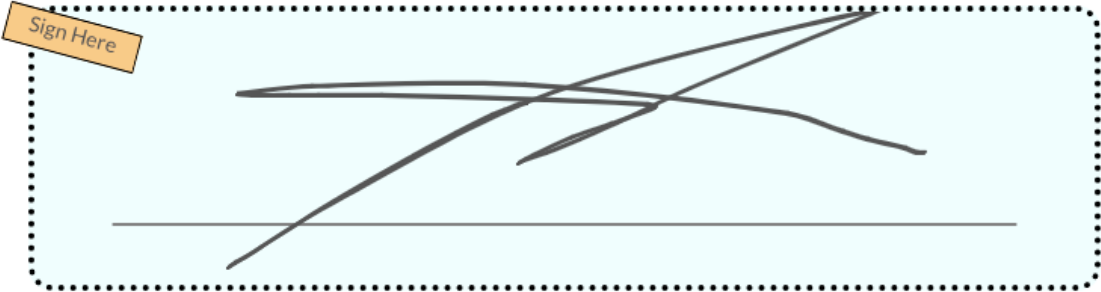
Ex. Permit Valid for a time period. You can select the Start Date for your permit. The system will automatically choose the End Date for you based on validity of the permit:

A screenshot of the BurnPermits.com interface. At the top, there is a progress bar labeled 'CURRENT PROGRESS (4/5)'. Below it, the 'Select Burn Permit' section has two radio button options. The first option, '2021 - Residential - 1 Day - Valid for 1 Day(s) - Free', is selected and highlighted in green. The second option is 'Open Air Burning Permit - 2021 - Valid until Dec 31, 2021 - Free'. Below the options are two input fields: 'Start Date' with the value 'February 22nd, 2021' and 'End Date' with the value 'February 23rd, 2021'.

Ex. Permit Valid until end of calendar year:

A screenshot of the BurnPermits.com interface. At the top, there is a progress bar labeled 'CURRENT PROGRESS (4/5)'. Below it, the 'Select Burn Permit' section has two radio button options. The first option is '2021 - Residential - 1 Day - Valid for 1 Day(s) - Free'. The second option, 'Open Air Burning Permit - 2021 - Valid until Dec 31, 2021 - Free', is selected and highlighted in green.

Next, you will need to enter your signature into Signature Box:



### Notification Methods

The BurnPermits.com system has the ability to send a notification to all permit holders in the Municipality in the event of a burn status change. For example, if the Municipality introduces a Burn Ban, they can mass notify all permit holders of this change.

Before completing your application, you are asked to enter at least 1 method of notification. You can choose to receive a text message, E-mail or automated phone call. To choose, select the box associated to the option you want to sign up to receive, then fill in the fields:

## Notification Methods

### Notifications

Enabling notifications by providing one or more contact methods below will ensure that you receive important information (e.g. changes to risk level, ban status changes etc.)

**Text Msg.**

Rogers (123) 456-7891

**E-mail**

e.g. john.smith@example.com

**Phone Call**

e.g. (123) 456-7890

< Backward Continue >

Then select “Continue”.

## Payment

In the event that your Municipality charges for Permits you will be presented with a Payment button. This will open the payment window where you can select “Make Payment” option if your Municipality uses PayPal or the “Square” option if the Municipality uses Square:

### Permit Payment

Your permit has been approved, and will be ready to use as soon as you have completed the payment process.  
All payments are handled through PayPal, where you can opt to pay via credit card or Visa debit, or login and use a PayPal account.

Permit Number #OAB-21-005	Approval Date Feb 22, 2021
Price C\$10.00	Valid Until Dec 31, 2021

Click Below to Pay

**Make Payment**

VISA MasterCard AMERICAN EXPRESS DISCOVER

No Paypal Account Required

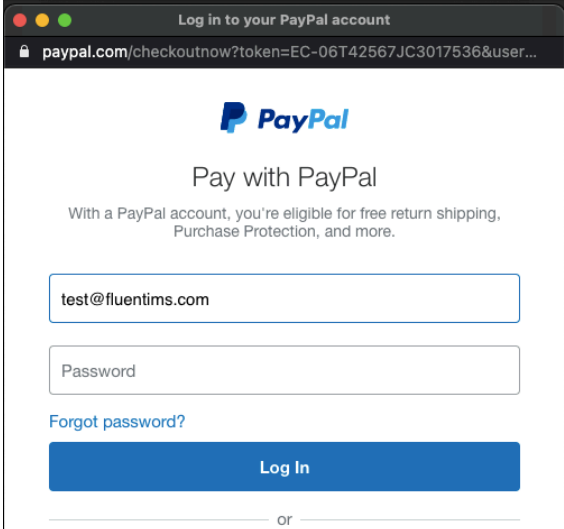
Click Below to Pay Using Square

 Square

PayPal:

If the Municipality uses PayPal to collect the funds, clicking the “Make Payment” option will launch the PayPal window where you can checkout as a guest and enter your Credit Card details.

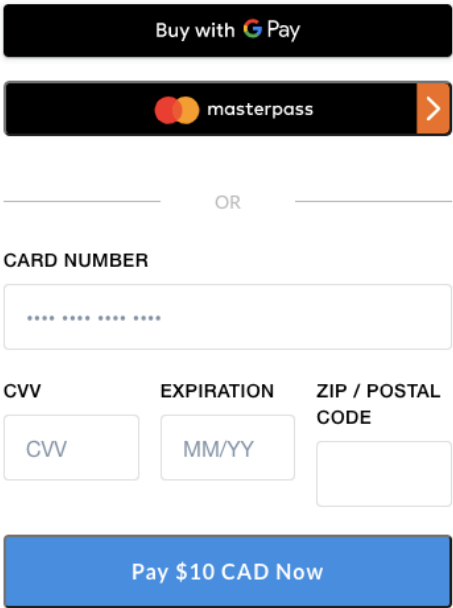
If you use PayPal, you can use your PayPal account to pay for your permit:



Square:

If your Municipality uses Square, select anywhere on the Square button and it will launch you into the Square Payment window.

Here you can pay with Google Pay, MasterPass or with your Credit Card:



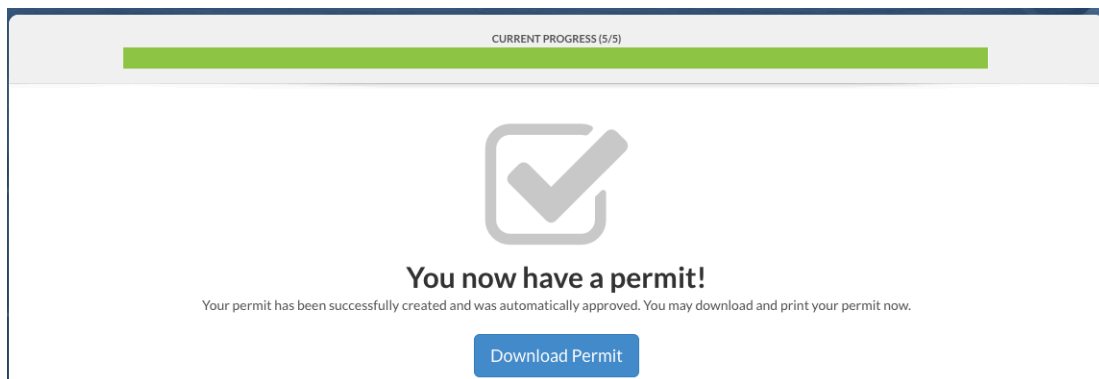
Processed By Square

## Application Complete

Your application is now Complete!

Depending on the permit you have chosen and if your Municipality imposes a manual approval process the end result will be different.

If your Municipality has an automatic approval process for their permits, you will be able to access your permit by selecting the “Download Permit” option. This will open a PDF document with your permit. You can then save or print it off:



Alternatively, if your Municipality has a Manual Approval Process, you will be presented with a message stating that your application has been submitted for review. If the Municipality approves the permit, you will receive an E-mail with a link to download your permit, where you can access the PDF document with your permit.

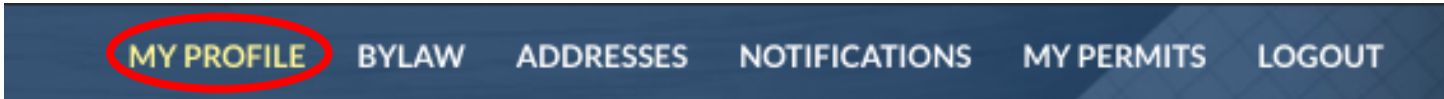


# MY PROFILE

You will be able to edit your own account information once you are logged-in. You may want to access this information in the event that there are changes to any phone numbers, names, etc.

To access this information you can select “My Profile” from the list of options available in the top right corner:

## Account



This will launch you into the “Account” page:

The 'Account' page has a left sidebar with links: Account (highlighted), Security, Addresses, Rental Properties, Notifications, Email Subscriptions, and Transaction History. The main content area is titled 'Account' and has two sections: 'General Settings' and 'Phone Numbers'. 'General Settings' has input fields for 'First Name' (containing 'Test') and 'Last Name' (containing 'Account'). 'Phone Numbers' has a light blue banner stating: 'These numbers will be associated to your account when you call in. They will not be used as notification numbers.' Below this are two phone number entries. The first entry has a 'Number' field with '(123) 456-7891', a 'Primary Number' radio button that is selected, and a red trash icon. It also has 'First Name' and 'Last Name' fields. The second entry has a 'Number' field with '(198) 765-4321', an unselected 'Primary Number' radio button, and a red trash icon. It also has 'First Name' and 'Last Name' fields. At the bottom left is a red 'Deactivate Account' button, and at the bottom center is a blue 'Save' button.

Here you can update your General Setting (First/Last Name) and Phone Numbers.

Once you make a change, make sure you select “Save” at the bottom.

You will see a “Deactivate Account” option. Never Deactivate your account unless you are moving out of the Municipality.

## Security (Changing your Password)

You will be able to change your password by selecting “Security” on the left-hand side column:

The screenshot shows the 'PROFILE' page with the 'Security' tab selected in the left-hand navigation menu. The main content area is titled 'Security' and contains a light blue warning box: 'You are accessing sensitive information, to continue please re-enter your password.' Below this is a text input field labeled 'Enter Password' and a blue 'Continue' button at the bottom right.

Next, enter your current password in the “Enter Password” field and press “Continue”. This will expand the fields so they can enter their new password:

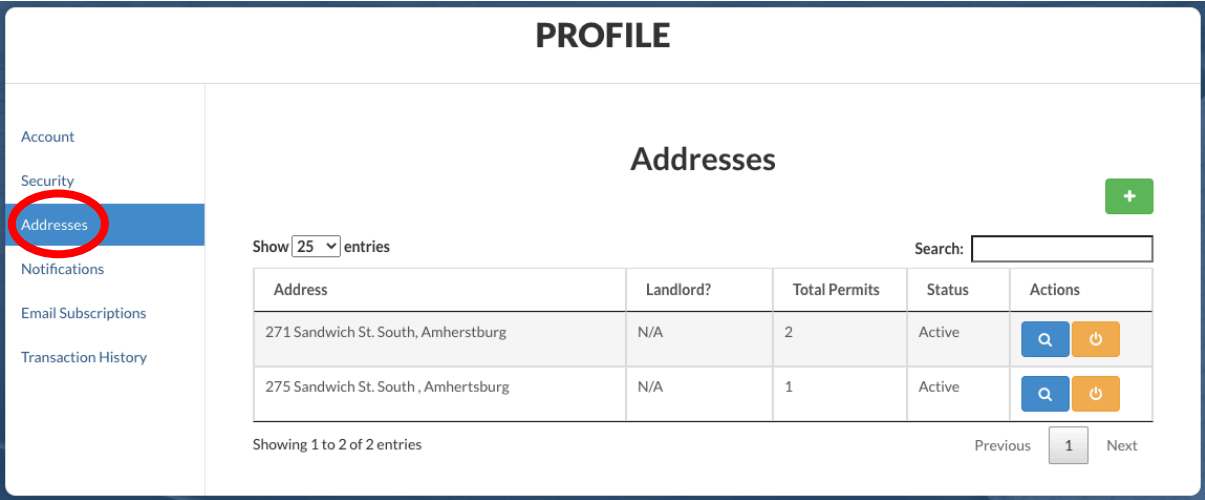
The screenshot shows the 'PROFILE' page with the 'Security' tab selected. The main content area is titled 'Security' and contains a light blue informational box: 'You can change your login e-mail or password on this page. Changing this means you will need to use this new information to login in the future.' Below this are three text input fields: 'E-mail' (containing 'support@fluentims.com'), 'New Password', and 'Confirm Password'. A blue 'Save' button is located at the bottom right.

Next, enter your new password, confirm it by typing it in again and press “Save”.

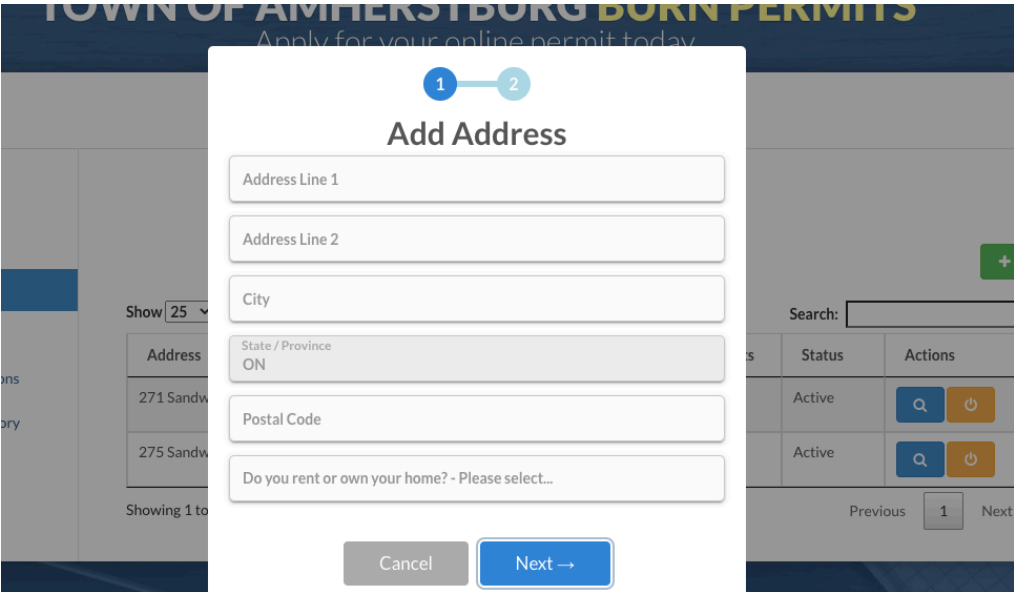
You can also change your E-mail/username from this window as well. Just edit whatever is in the E-mail field and hit “Save”.

### Addresses

You can also add or delete addresses from your account. To do so, select “Addresses” on the left-hand side column:



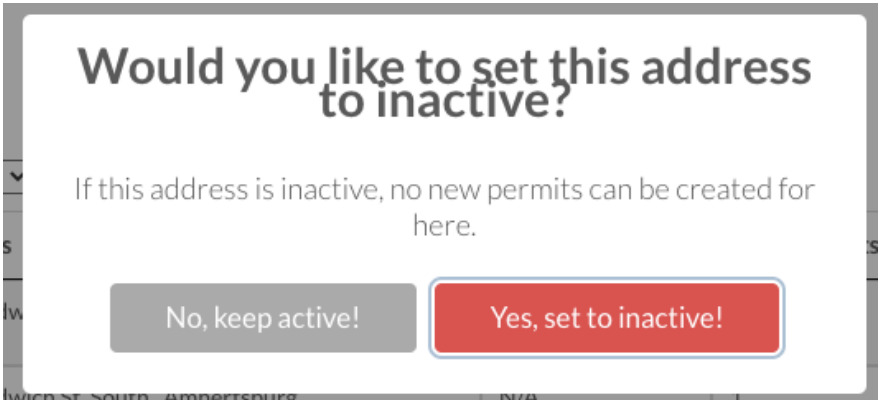
Here, you can add an address by selecting the Green Plus button on the top right. This will bring up the address pop-up as it normally shows in the application window:



You can also change the status of an address by selecting the Yellow Power button associated to the address:



You will be asked if you would like to set the address as “Inactive”:

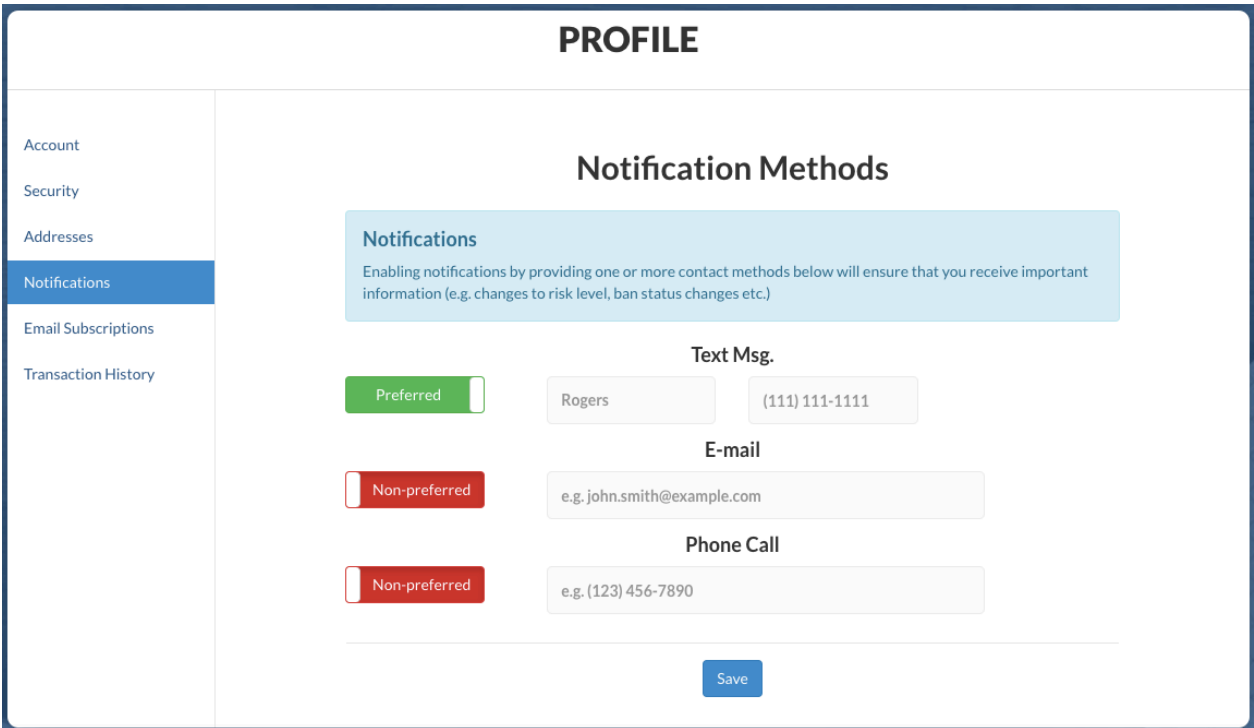


To set it inactive, select the Red “Yes, set to inactive!” button. The status will change and you will be presented with a Success! pop-up.

Likewise, if you wish to activate an address that was previously de-activated, you can follow the same steps as above but you will be provided with a Green ‘Yes, set to active’ button.

### Notifications

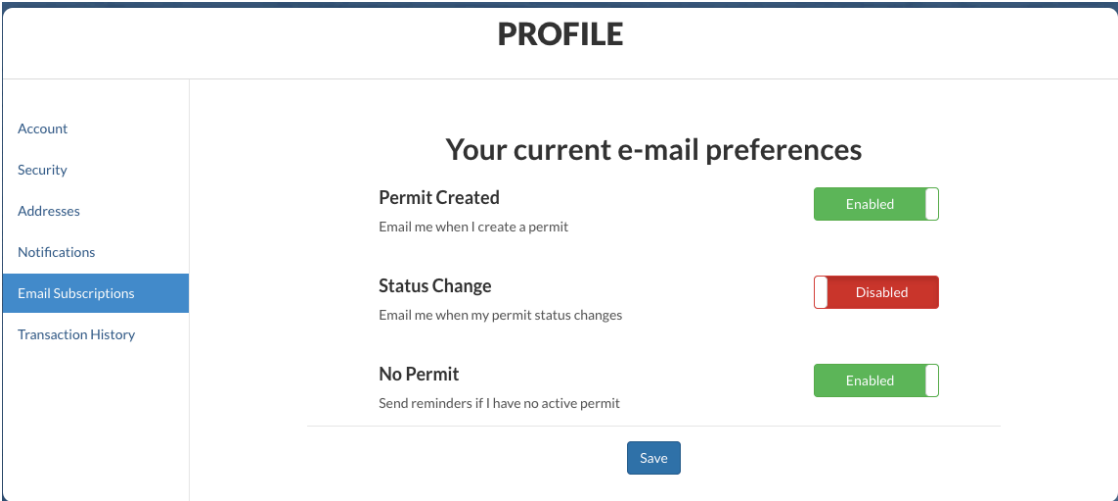
You will also be able to change how you receive mass alerts. If you select the “Notifications” tab on the left-hand side column, you will be able to change these. All you have to do is edit the notification by entering either your updated cell phone number, e-mail or phone number and make sure you have the preferred method showing ‘Preferred’ like the photo below. Then Save.



### E-mail Subscriptions

You can enable and disable whether you receive emails for the following three situations: 1. When a permit is created; 2. When the status of their permit changes; and 3. When they do not have a valid permit.

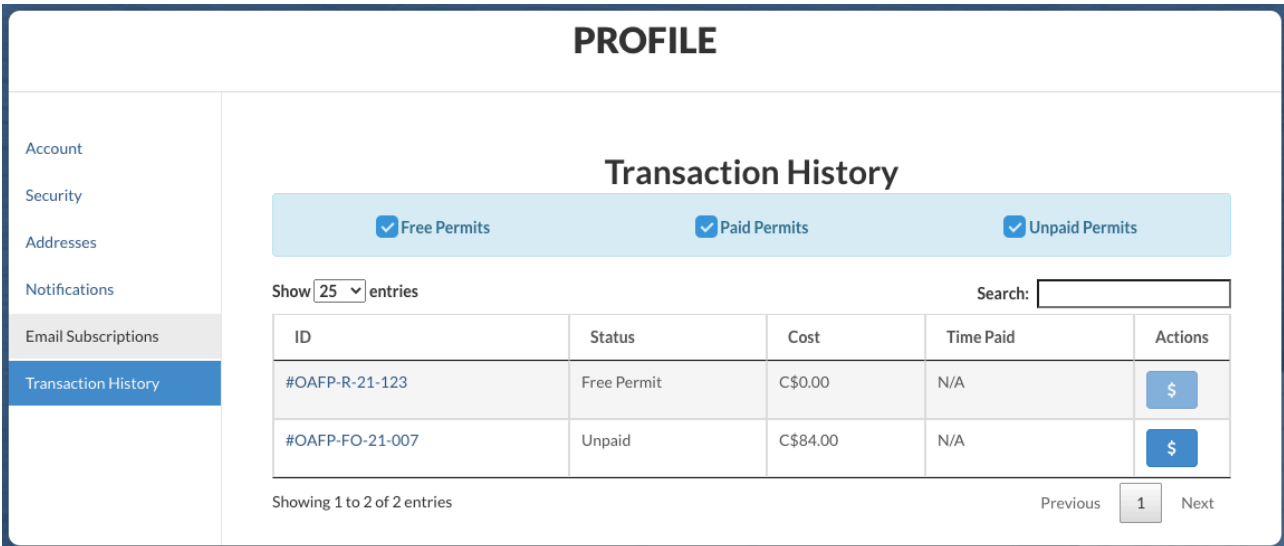
To edit these subscriptions, you must change the “Enabled” option to “Disabled” by clicking on the button itself. You must select “Save” at the bottom:



### Transaction History

You can also access your Transaction History where any permits you have applied for will populate the table. You will be able to access your permit PDFs by selecting the Permit number specifically.

The table will also show the status of the permits, cost and the time the permit was paid. If there is an unpaid permit remaining, you can select the Blue \$ button on the right-hand side of the permit and it will link you over to the payment window on the public website.



# MENU BAR

## Bylaw



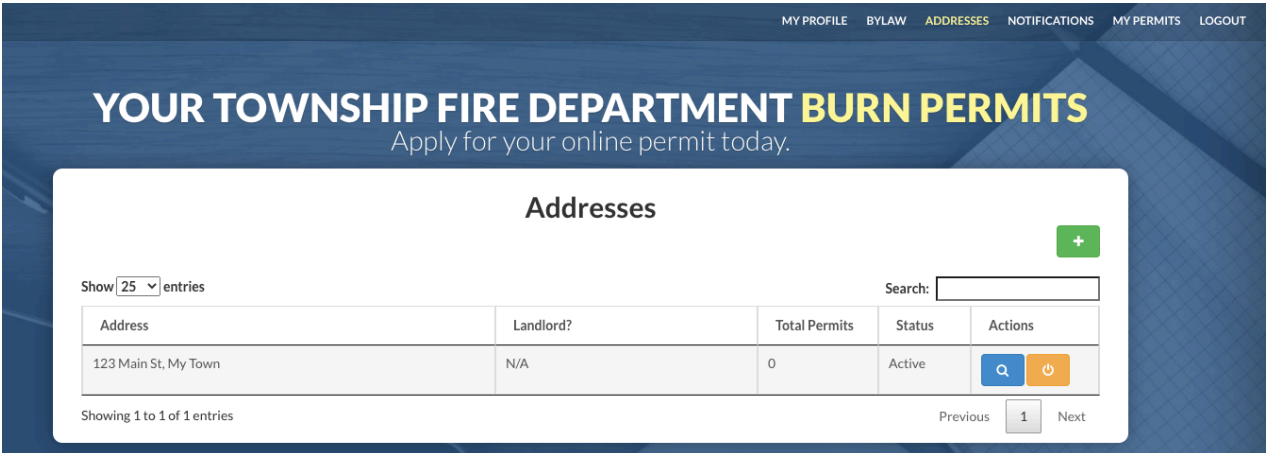
When selecting the “BYLAW” button in the top right corner, it will link you to your Municipality’s Bylaw or your State’s Burning Regulations

## Address



When selecting the “ADDRESS” button, it will bring you to your addresses page. Here, you can see any address associated to your account, view the permits associated to the address and de-activating the address(es).

You will also be able to add an address from this page by selecting the Green Plus button.



## Notifications



When selecting the “NOTIFICATIONS” button, it will bring you to your Notification Methods page where you can update your Notification preferences at any time.



# My Permits



The “MY PERMITS” page is the default page that opens whenever you log into your account. This page will show you any and all permits you have applied for in past. You will be able to access the permit PDF by selecting the Permit Number/ID on the left hand-side. You will also be able to View any additional Forms by selecting the “View Forms” button on the right.

**YOUR TOWNSHIP FIRE DEPARTMENT BURN PERMITS**  
Apply for your online permit today.

[Register Burn](#) [+ Renew Permit/New Permit](#)

### MY PERMITS

Show  entries Search:

ID	Permit	Validity	Status	Forms
Permit not valid yet	Permit for year of 2021	Feb 22, 2021 - Dec 31, 2021	<span>Unpaid - Click to Pay</span>	<a href="#">View Forms</a>
#OAB-21-004	Permit for year of 2021	Feb 22, 2021 - Dec 31, 2021	<span>Valid</span> <span>Approved</span>	<a href="#">View Forms</a>
#RES21-010	1-Day Permit	Feb 12, 2021 - Feb 13, 2021	<span>Expired</span> <span>Approved</span>	<a href="#">View Forms</a>

## Registering a Burn Online (if applicable).

Disclaimer – your Municipality may not have this option provided.

To Register a burn online, select the “Register Burn” button in the top left corner. This will open the Burn Registration popup where you will see your address with any permit associated. To Register the burn at that address, select the Green “Activate” button:

123 ABC Lane  
 #BP-20>23-002  
 Jun 1st 2020 - Jun 1st 2023



From there, the Risk Level will show up where you must select that you have read the requirements/safety parameters for that risk level. Once you have read them, select “Yes, activate!”:



## Attention

The risk level is Low Risk! This is generally a good time to have an open-air fire with little risk of fire spread.

By activating this permit, you acknowledge that you have read the above risk level.

This Burn Permit is active for the next 24 hours.



Once you have selected the “Yes, activate!” button, you will receive confirmation that the burn has been registered:



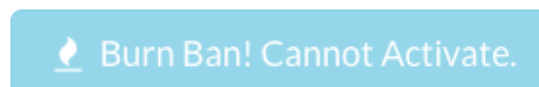
## Your permit was activated!

Please be safe and follow all terms and conditions.



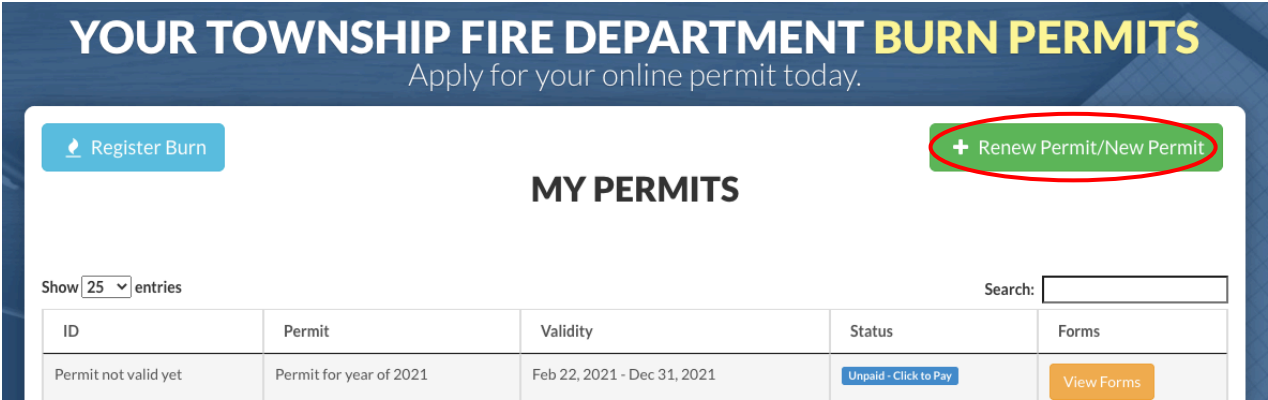
What happens if there is a Burn Ban?

If a burn ban is in place, the option to register a burn will not be provided. Instead, you will see a new button:



### Renewing your Permit for the New Year/Getting a New Permit

To renew your permit or to get a new one, you will need to select the “Renew Permit/New Permit” button in the top right corner:



This will open the application window where you can proceed through the process.

### Logout



When selecting the “LOGOUT” button, you will be logged out of your account. The next time you return, you will have to use your login credentials to gain access.