

CITY OF BONITA SPRINGS COMMUNITY DEVELOPMENT DEPARTMENT

POLICY UPDATE: CONTRACTOR EMAIL NOTIFICATIONS AND PORTAL ACCESS

Effective September 1, 2026, a new policy will be implemented regarding email notifications for licensed contractors and employee/authorized agent portal access.

WHAT IS CHANGING?

When registering a new license, renewing an existing license, or changing the licensed contractor's email address, the license holder must:

- Provide either their **personal work email address** or a **general company email** (e.g., *permits@mycompany.com*).
- Register on the portal with the email address provided above.
- Manage employee and authorized agent portal access with the **portal's contact manager tool**.

Use of employee email addresses for notifications will **no longer be allowed**. The Community Development department will **no longer manage employee and authorized agent portal access for contractors**.

WHAT IF MY EMPLOYEES AND AUTHORIZED AGENTS ALREADY HAVE PORTAL ACCESS?

If they already have access to your company's permits and licenses, **their access will remain unchanged** after the policy takes effect. If they do not have access, please see page 2 for instructions.

WHO IS AFFECTED?

This change affects contractors who use an employee's email address to access the portal or to receive notifications from the Permitting Department, such as inspection request confirmations and results.

WHY IS THIS CHANGE BEING MADE?

Since the permit portal upgrade in 2025, we have experienced a significant increase in support requests from companies that:

- Due to staff turnover, they no longer receive notifications or cannot access their portal accounts.

Updating email addresses and portal accounts in these situations takes valuable time away from serving our customers. This policy ensures that contractors are in control of who receives their email notifications and who can access the portal on their behalf.

WHAT IF MY EMPLOYEES AND AUTHORIZED AGENTS NEED PORTAL ACCESS?

1. **Employees and authorized agents must register on the portal before** you can grant them access.
 2. If the licensed contractor **already has a portal account using their personal work email address or a general company email**, skip to Step 5.
 3. If the licensed contractor **uses their personal work email address or a general company email for notifications but does not have a portal account:**
 - Register on the portal.
 - Skip to Step 5.
 4. If the contractor **uses an employee's email address to receive notifications:**
 - Submit an email change request to permitting@cityofbonitaspringscd.org and provide the license holder's email address or a general company email.
 - Allow 1–2 business days for confirmation **before** registering on the portal.
 - If you have already registered on the portal, staff must manually link your portal account to your permitting account, which may take additional time.
 5. Follow the self-service portal guide (**linked below**) to grant access to employees and authorized agents that have registered on the portal.
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PERMIT PORTAL SELF-SERVICE GUIDES

https://www.cityofbonitaspringscd.org/resources/Permit_Portal.html