

## New online application portal

The Vancouver Fraser Port Authority is working to improve the Project and Environmental Review process for applicants. We will soon release a major improvement to the application process: an online application portal. The portal will replace the current PDF forms used for application with a website allowing applicants to register and complete all application and document information online.

### Frequently asked questions

- *How is the new application process different?*

It isn't. The information applicants are being asked for is essentially the same as the current PDF forms and FTP document upload process, but now in the same place. The information required for application was kept consistent with current requirements to minimize the impact of this change.

- *Why am I required to register for the portal?*

When launched, click the register button in the upper right hand corner of the web portal page. Fill in the required information marked with a red asterisk. You will need to establish a password of six characters minimum, including an uppercase letter, a lowercase letter, a number and a non-digit character. After registering you will be able to log in with just an email and password. We are doing this so applicants can log back in to check their status, and to make re-application easier for future permit applications.

- *How do I submit my application?*

After registering for a profile, you will be allowed to submit an application. If you have further questions, please refer to the new [application guidelines](#), which will be revised upon portal launch.

- *How do I check the status of my application?*

To check the status of your application, please login from the portal homepage when launched, and click on view or submit permit application.

- *Who can I contact if I need assistance with my permit application?*

If you have questions, please contact our Planning and Development department by [email](#) or phone at 604.665.9047. Or send us a message via the [contact us form](#) on our website.