



# User Guide

## Self Serve Public Tree Permits

Version 2.00

Date: 06-28-2022

Edmonton

Self Service Sign In

Email / Username

Password

**Sign In**

[Forgot username and/or password?](#)

Need an account?



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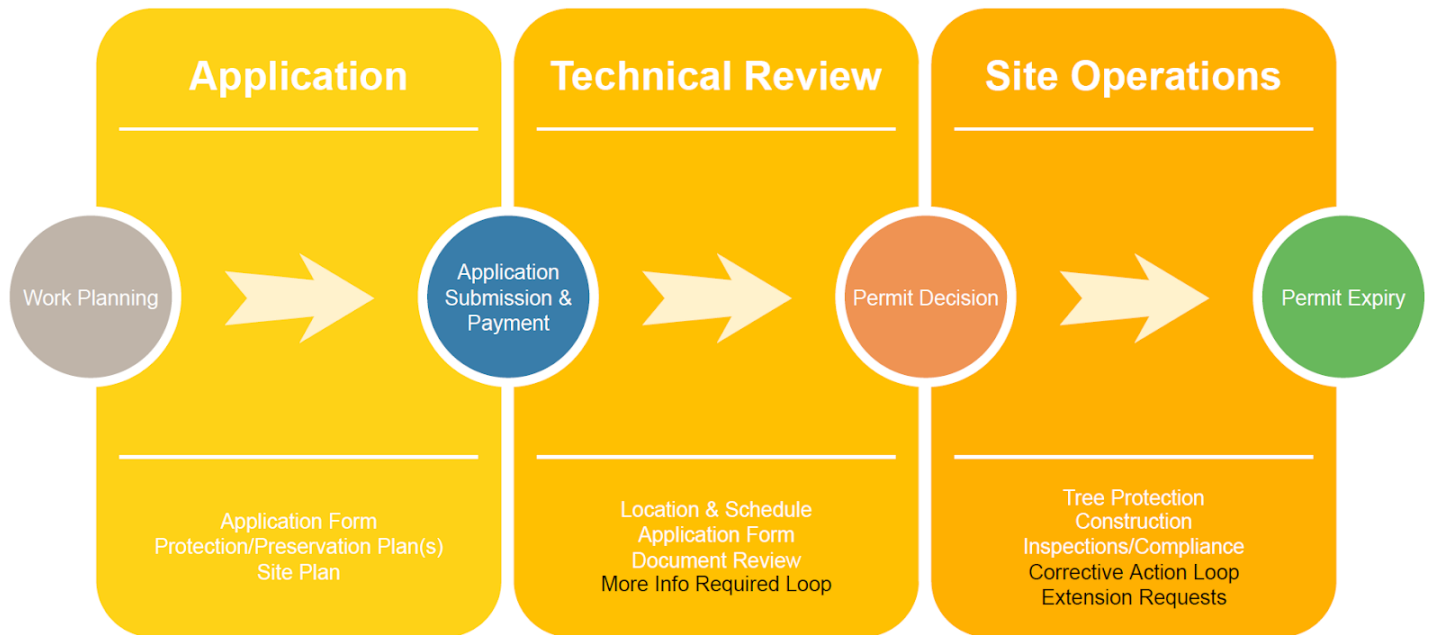
# Summary

This User Guide provides the public with details on how to apply for and manage Public Tree Permit applications and active permits in the Self Serve system.

## The CoE POSSE System

The City of Edmonton’s (CoE) automated permit management system, POSSE, includes the CoE’s public “Self Serve” portal that provides functionality for public users to apply for and manage their municipal permits, and “Winchester”, the CoE’s internal permit management system. Permit applications are submitted by the public through the Self Serve website and those applications and any issued permits are managed through the Winchester system.

## The POSSE Public Tree Permit Workflow





# Self Serve Dashboard

Upon signing in to the Self Serve portal, you will be presented with a dashboard including two tabs available to manage your applications and permits, these lists include the status of each application or permit.

- A search bar is available to search for any of your existing applications or permits.
- The ACTION REQUIRED tab lists all of your applications that require action to proceed to submission or application decisions.
- The RECENT tab lists all applications that have been submitted and are being processed.

## Application Steps

### Sign Up for A Self Serve Account

All Public Tree Permit applications must be made through the “Authenticated” Self Serve portal (requires an account to be set up).

1. Navigate to: <https://selfserve.edmonton.ca>
2. Click **Sign Up**
3. Select your Account Type (“Business” or “Personal” Account) and click **Next**
4. Choose the types of services you’ll need for your account and click **Next**
5. Enter your business licence and profile information, agree to the terms and conditions and click **Create Account**

### How to Fill Out an Application Form

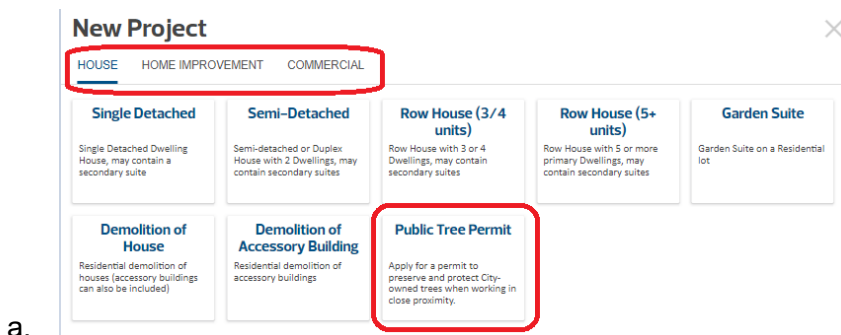
These instructions apply to Business Account users and are very similar for Personal Account users, other than the New Project tabs provided at the top of the screen.

1. Click the New Project button



### Details Tab

2. Select the **Public Tree Permit** tile under the “House”, “Home Improvement ” or “Commercial” tabs



3. If the public tree permit is related to an existing permit, provide the city file number, (Optional).
  - a. This related permit number can be any city file number associated with:
    - i. Project (Major/Minor Development, Building, Home Improvement, Demolition, Commercial Final)
    - ii. OSCAM
    - iii. Utility Approvals & Installations
    - iv. Tree Permits
  - b. Notes:
    - i. *Relating a project-related city file number is only permitted for the same applicant that applied for that project, while there are no permission requirements for the other applicable city file numbers.*
    - ii. *Once a relationship has been established, the address of the related permit will be automatically added to your Public Tree Permit application.*

← **Public Tree Permit** ×

If the public tree permit is related to an existing permit, provide the city file number.

City File Number: *(optional)*

123456789-001 Search

APPLY

- c.
4. Enter your project information under the “Details” tab
  - a. Project Type
    - i. Commercial/Residential Construction
    - ii. Utility Line Assignment
    - iii. On Street Construction & Maintenance
    - iv. Utility Infrastructure Maintenance
    - v. Special Event
    - vi. Neighbourhood Renewal
    - vii. Capital Project
    - viii. Other (Provide free text option for this)

Project Type:

(None) | ▾

- ix.
- b. Property Address for Application (Not applicable if a related permit has been added)

**Property Address for Application**

Find by:

Address
OR
Legal Description

- i.  I am unable to find the address using the above search.

- ii. For Utility Line Assignments (ULA) and On Street Construction & Maintenance (OSCAM) projects the option to submit an application for a blanket permit is available

Are you a utility company applying for a blanket permit?

- Yes
- No

Blanket Permit Location:

1.

- iii. For Neighbourhood Renewal projects, the “Neighbourhood” location selector is available

### Neighbourhood for Application

Find by:

Neighbourhood

1.

- c. Permit Start & End Dates

Permit Start Date:

Permit Expiry Date:

i.

- ii. *Public Tree Permit expiry dates can be changed by sending a request to [treepreservation@edmonton.ca](mailto:treepreservation@edmonton.ca). Expiry dates can be extended if protection is required beyond the planned expiry date and, as a best practice, expiry dates should be reduced if work has been completed early. Blanket permit expiry dates shall be set to the end of the calendar year, and can be renewed annually.*

- d. Project Name

Project Name:

i.

- ii. *The Applicant Project Name from a related project will be auto-populated here, if applicable.*

- e. Work Type

Work Type:

- Above-ground Work Only (Construction, demolition, laydown activities, hoarding, vehicular access)
- Below-ground Work (Excavation and/or other grade changes)
- Above Ground & Below Ground Work

i.

- f. Are You Working Within



Are you working within:

- 5 metres of a boulevard/open-space tree
- 10 metres of a natural stand
- 5 metres of a blvd/open-space tree & 10 metres of a natural stand

- i.
- g. Tree Protection/Preservation Plan Upload(s), (Requirements determine by answering the “Work Type” and “Are You Working Within” answers

#### Public Tree Protection Plan

For more information about public tree protection plans and access to templates: <http://edmonton.ca/TreePermit>

Drag and drop your files here or browse your computer using the button below.

Browse for Files

i.

#### Natural Stand Protection Plan

Drag and drop your files here or browse your computer using the button below.

Browse for Files

ii.

#### Public Tree Preservation Plan

View the [Tree Preservation Plan Guidelines](#)

Drag and drop your files here or browse your computer using the button below.

Browse for Files

iii.

- h. Site Plan Upload

#### Site Plan

Site plans must include:

- Address, Property lines, Roadways, Sidewalks, Building, Boulevard.
- Tree / Stand IDs within 5m (tree) / 10m (stand) of project boundaries, access or laydown.
- Actual Fencing Distances from trunk's / stand's edge (m).
- Proposed Access Location and Width (m).
- Proposed Access Anticompaction Measures.

Drag and drop your files here or browse your computer using the button below.

Browse for Files

i.

- i. Site Picture Upload (Optional and recommended to identify any existing tree damage)

#### Site Pictures (optional)

Photos of trees being impacted are strongly encouraged.

Drag and drop your files here or browse your computer using the button below.

Browse for Files

i.

- j. Permit Application Notes (Optional)

- 5. Enter any Site Details (Optional)



## Site Details

Location of Work: (please be as detailed as possible) (optional)

Site Contact Name: (optional)

Site Contact Email: (optional)

Site Contact Number: (optional)

a.

6. Click **Next**

## Applicant Tab

7. Enter Applicant Information

- These fields are prepopulated with your account information
- You must confirm your email address

### Applicant Information

Applicant / Company Name:

Applicant Address:

Contact Name:

City:

Contact Phone Number:

Province:

Contact Email Address:

Postal Code:

Confirm Email Address:

Fee Email Address: (optional)

c.

8. Complete the Application Declaration by selection one of the options

#### Applicant Declaration

By typing my name, I confirm that:

- I am individually responsible for the permit associated with this application
- I am an authorized representative of the organization applying for the permit

I am aware that NO WORK on this project is authorized before the appropriate permit is issued.

The information provided with this permit application, such as plans and specifications, supporting documents, details, professional schedule letters, etc., pertains to the project that is the subject of this application and to the best of my knowledge is true and complete.

Type name to sign:

Date:

a.



9. Click **Proceed to Payment**

- a. Once you click this button, the system will conduct a validation to ensure that all required fields are filled out and documents uploaded, items with red text identify any missing information.

## Payment Tab

10. *Note that application fees for Public Tree Permit applications are waived for 2022 and will commence in 2023*

11. Payment options will allow for the following types:

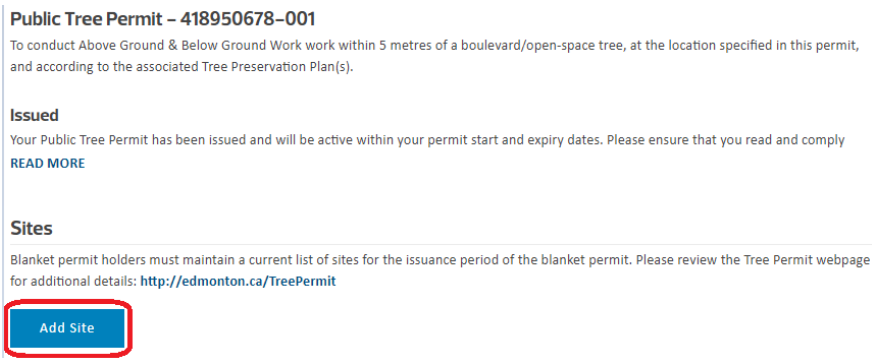
- a. Credit card payments
- b. Cashier payments
- c. PO or charge code payments (Reserved for parallel municipal organizations and City of Edmonton departments only)
- d. *Note: Payment methods other than credit card or in-person are reserved for organizations approved to do so by the City of Edmonton. If you select this option and do not have approval to do so, your application will be rejected.*

# Adding Blanket Permit Sites

Utility companies have the option to apply for annual blanket permits that cover multiple sites across the city by selecting the project types of ULA or OSCAM and requesting a blanket permit. During the application technical review process, if an applicant has requested a blanket permit the Urban Forester will review the application and make a decision if a blanket permit is allowed and can be approved. If applicable, once a Blanket Permit has been issued, the blanket permit applicant will be provided permission in Self Serve to add multiple sites to the permit.

## How to Add Multiple Sites to a Blanket Permit

1. From your Self Serve dashboard, go to your “Recent” tab or use the search box to locate your Blanket Permit. Click on your issued Blanket Permit then click the **Add Site** button.



**Public Tree Permit – 418950678–001**  
To conduct Above Ground & Below Ground Work work within 5 metres of a boulevard/open-space tree, at the location specified in this permit, and according to the associated Tree Preservation Plan(s).

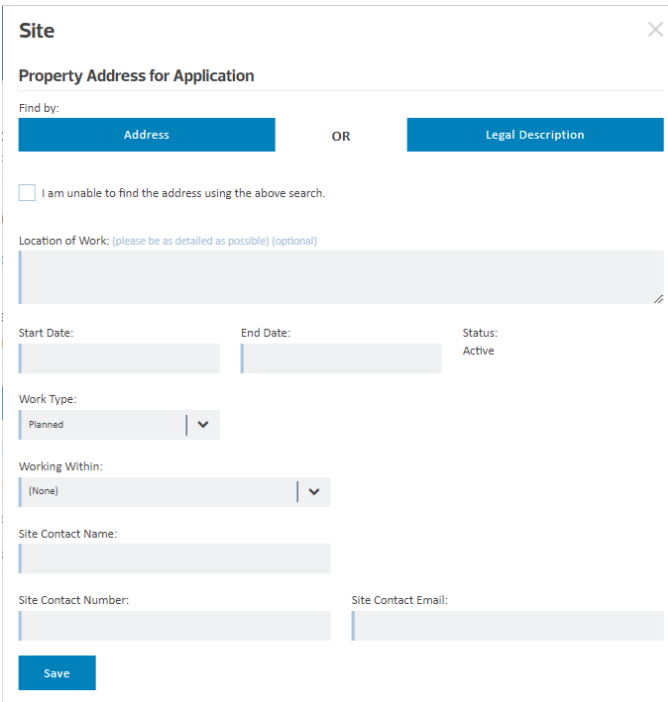
**Issued**  
Your Public Tree Permit has been issued and will be active within your permit start and expiry dates. Please ensure that you read and comply [READ MORE](#)

**Sites**  
Blanket permit holders must maintain a current list of sites for the issuance period of the blanket permit. Please review the Tree Permit webpage for additional details: <http://edmonton.ca/TreePermit>

**Add Site**

a.

2. Add you site information



**Site** [Close]

**Property Address for Application**

Find by:  OR

I am unable to find the address using the above search.

Location of Work: (please be as detailed as possible) (optional)

Start Date:  End Date:  Status: Active

Work Type:  [v]

Working Within:  [v]

Site Contact Name:

Site Contact Number:  Site Contact Email:

a.

3. Click **Save**

# Public Tree Permit Statuses

The following is the set of statuses that can be assigned to a tree permit.

Permit Status	Description
<b>Draft</b>	Your Public Tree Permit application has been initiated in Self Serve and has not yet been submitted.
<b>Payment Required</b>	Payment of your Public Tree Permit application fee is outstanding. Please submit application fee payment to have your application reviewed by the City of Edmonton. Failure to have your application fees paid in a reasonable timeframe may result in cancellation of your application.
<b>Application Screening</b>	Your Public Tree Permit has been submitted and is undergoing an initial intake review. Once the application passes the intake review, it will be assigned for technical review by a City of Edmonton Urban Forester.
<b>Under Review</b>	Your Public Tree Permit application is under technical review by a City of Edmonton Urban Forester. Please ensure to respond to any information requests so that your application can be processed in a timely fashion.
<b>More Information Required</b>	<p><b>During Technical Review (Under Review):</b> Your Public Tree Permit application is being reviewed and additional information (listed below) is required to fully process your request. The application has been placed on hold until we receive the requested information. Please submit the information as requested by replying directly to the information request email.</p> <p><b>During an Active Permit (Issued):</b> Your Public Tree Permit requires corrective action (listed below) to maintain its issued status. Within 48 hours of this notice, you must:</p> <ul style="list-style-type: none"> <li>• Complete the required corrective action, and</li> <li>• Update the status of the corrective action by replying directly to the request email with supporting evidence (for example, photos, notes).</li> </ul> <p>Additional information may be required upon review of your submission. Failure to complete the requirements per this notice may result in enforcement action.</p>
<b>Issued</b>	<p>Your Public Tree Permit has been approved and issued.</p> <p>Operators are required to have a copy of the permit available on site while work is being conducted. Hard copy and digital formats are acceptable.</p> <p>If you require a change to your approved permit expiry date, please contact <a href="mailto:treepreservation@edmonton.ca">treepreservation@edmonton.ca</a> with your request. Include your permit city file number and extension date requirement.</p>
<b>Refused</b>	<p>Your Public Tree Permit application has been rejected and a permit will not be issued. Refusals may be due to a submitted application not meeting City tree protection/preservation requirements and/or additional information not being submitted when requested during an application review.</p> <p>Obtaining a Public Tree Permit for this site will require a new application.</p>
<b>Expired</b>	<p>Your Public Tree Permit has expired. All tree protection must be removed, if applicable. It is recommended you submit photos of the protected trees immediately after protection removal.</p> <p>If you have not completed your work around City trees, a permit extension request can be made. Permit extension requests, including your permit city file number and extension date requirement, can be sent to <a href="mailto:treepreservation@edmonton.ca">treepreservation@edmonton.ca</a>.</p>
<b>Cancelled</b>	Your Public Tree Permit has been cancelled. If you have not completed your work around City trees, a new Public Tree Permit is required.
<b>Suspended</b>	<p>Your Public Tree Permit has been suspended. All work under this permit must cease immediately.</p> <p>Permit conditions as set by forestry must be met for the suspension to be lifted. Failure to do so may lead to a full cancellation of the permit.</p>



## Public Tree Permit PDF Reports

Public Tree Permit Reports are automatically generated by POSSE through various processes in the system. These reports are provided to permit applicants and permit holders via email as a record of decision making and subsequent statuses throughout the application and permit lifecycles. Permit reports are generated for the following status changes:

- Issued
- Refused
- Suspended
- Cancelled

An updated Public Tree Permit PDF report can also be requested or provided when permit suspensions are lifted or permit expiry dates are extended.

## POSSE Email Communications with Public Users

Emails are automated outputs of specific POSSE processes; these email notifications include standard text and may include attachments generated within specific processes. Within the Tree Permit solution, automated notification emails have been implemented for processes. The system sends emails to applicants and permit holders from either a Do Not Reply email address or from a Forestry Group email address, see below. Any emails that come from a Forestry Group email address can be replied to.

## Public Tree Permit Support

Public Tree Permit support requests can be made by emailing the Urban Forestry group associated with your construction site location or by emailing [treepreservation@edmonton.ca](mailto:treepreservation@edmonton.ca)

## Forestry Email Addresses Used for Public Tree Permit Applications

Forestry Group	Email Address
Urban Forestry North West	treepermitnw@edmonton.ca
Urban Forest North East	treepermitne@edmonton.ca
Urban Forest South West	treepermitsw@edmonton.ca
Urban Forest South East	treepermitse@edmonton.ca
Natural Areas (City wide natural tree stands)	naturalareaoperations@edmonton.ca