How to Submit Plans Guide

TO/24 is a web portal where you can apply for and search various City of Thousand Oaks development land use applications (Plans) and building permits, including requests for inspections, code case inquiries, as well as pay fees online (more online options will be added as they become available). You can access the City of Thousand Oaks TO/24 web portal by clicking on the following link: https://www.toaks.org/departments/community-development/to-24-virtual-landuse-service.

Though any person may access public information in TO/24, account holders, such as contractors, developers, and owners, will have expanded access to conduct business necessary to their trade or profession. By establishing an account and creating a login to TO/24, customers have access to tools which allow them to conduct financial transactions, apply for plans, access records and submit service requests of various types related to their project, all from a desktop computer or mobile device such as a tablet or smartphone.

Already a Registered TO/24 User?
➢ Skip to Page 5 for instructions to Submit a Plan application.
TO/24 Home
There is no fee for this online service.

Setting Up Your Account
For a full range of services, it will be necessary to set up an account. (see Registration guide for detailed instructions)

Login to TO/24

1. Enter your **username** and **password**.
2. Mark the **Remember me** checkbox to have the system remember your credentials.
3. Click **Log In**.
Recover Log In credentials

1. Select the Log In option on the Home screen.

2. Select “Forgot your password? Or Forgot your username?”

3. This page will be redirected to a Forgot Password/Username screen.

4. Enter your account email address.

5. Click Submit.

6. An email will be sent to the email address that was given.

7. Open the email and click Reset.

8. You will be redirected to a TO/24 window where a new password or username can be entered and confirmed.
Dashboard

Once you successfully log in, your Dashboard will appear. The Dashboard in TO/24 provides the ability for users to see a visual representation of data on the dashboard. Users can see data for plans (applications) and permits (building permits), including inspections, and invoices etc. Users can click on the icons to access projects/case information. The dashboard and the My Work sections displays data, projects, and case information specifically pertaining to the logged in user.

Navigation of the dashboard icons:
1. Click **Attention** icon to view listing of cases that require additional action.
2. Click **Pending** icon to view listing of cases that require additional action or that have been submitted are currently under review.
3. Click **Active** icon to view listing of cases that are in active status.
4. Click **Draft** icon to view saved applications in draft status.
5. Click **Recent** icon to view the cases that have been recently applied for.
6. Click **View My Plans** from the **My Work** tab to view a list of the corresponding Plans. Each case will list Type and Status. To view detail on a specific case, select the corresponding case number on the left-hand side of screen.
Case information can be accessed directly under the **My Work** tab:

**Submitting a Plan Application**

1. Registered users will click **Apply** menu to see available application types.

The **Application Assistant screen** will appear.
• Select the **Plans** tab to view full list of all **application types**. Scroll through plans and click **Apply** next to the desired application.

**SEARCHING FOR PLAN (APPLICATION):**

• To search for an application(s), type the name/keyword of the application in the search bar and select search.

2. The **Apply for Plan** screen will open, **Type** of application chosen will default at the top of screen.

3. The **Locations** screen will open, the application progress bar is located under the application type. **Add Location**: Select on the + in the center of the **Add Location** card.

4. The **Add Address** screen will appear. Enter the full address and click on the magnifying glass.
Tip: When entering the address, do not use periods. Write E instead of East, and St instead of Street. Please include "th", "nd" and "rd" to the end of numbered streets. Example: 2670 W Kelly Rd.

5. To add to the application select **Add** in the upper left-hand corner **OR** select the “+ Add” option from the address information located on the map.

6. Location will be attached to the application. Select the **Next** option at the bottom right corner of screen. If the wrong address was added select remove and then repeat the Add Location process add the correct address.
7. If a location address has not been assigned by City staff, you may enter the Assessor’s Parcel Number (APN) into the search bar. **NOTE:** Property APN can be found by using the City’s Public Access Map: [https://city-of-thousand-oaks-arcgis-hub-toaks.hub.arcgis.com/](https://city-of-thousand-oaks-arcgis-hub-toaks.hub.arcgis.com/)

8. If Address is not found using the search function, please contact City staff at Planning@toaks.org

9. **Description:** Enter a detailed description of the scope of work in this field. Select the **Next** option at the bottom of screen. **Note,** a field with an (*) denotes Required field for the application type.

10. **Contacts:** The registrant’s contact information will default to the first Contact card listed. If there are additional contacts that need to be added application, select the **Add Contact +** icon. **Note:** frequently used contacts can be saved to **My Favorites.**

11. Choose contact type, from the **Add Contact As** dropdown box below. In the search box, type in Name, Email, or Company name and select the magnifying glass to search the Contacts in TO/24
for an existing contact. If the person, email or company is an existing contact click Add to add the contact to the application. If contact does not exist in Contacts, have the contact register in TO/24. **Note:** All contacts must be registered users of TO24, which requires their username and password. If necessary, additional contacts may be added later.

![Add Contact Form](image)

12. After all contacts are added select the Next option at the bottom of screen. The More Information page will appear. Supply information as requested for the application type selected. **Required items are denoted in red.** After all information for application is entered, select the Next option at the bottom of screen.

![More Information Form](image)

13. The Add Attachments page appears:
   1. Select the required document type to attach.
   2. Select the Add Attachment + card to browse documents located on applicant’s computer. Select the file desired and click open.
   
   **NOTE:** Please name each attachment according to the document type. For example:
   - **Project Plan Set_2022-11-22** to the required Project Plan Set attachment
   - **Grant Deed_2022-11-03** to the Proof of Property Ownership attachment.
3. Repeat the steps, until all required documents are attached. Plan types may have required documents that must be attached in order to have a complete submittal. **Please Note:** you may not upload the same document more than once.

Documents attached will appear on the Attachments screen. To remove attachment, select the Remove option at the bottom of item attached to remove. Select the Next option at the bottom of screen.
4. Signature screen will appear. Applicant signature is required to submit. Click Next.

5. Review and Submit screen will appear. Review all application information including the attachments before submitting your application, this will ensure a more expeditious review by City staff and improve project turnaround times. If the application information is correct, select the Submit option.
6. If the application information is incorrect, requires changes or for any other reason, select **Save Draft at the bottom of the Review and Submit screen**: The applicant/user may click on the Draft status under My Plans on the **Dashboard** to resume their Plan.

7. You can continue with the application steps, please note that you will be required to re-upload attachments. Once you get to the **Review and Submit** screen, review the submittal package and if all information is correct select the **Submit** option and the application has been submitted.
8. All information provided during the application submittal process is now available and stored in your Dashboard under the specific application. Attachments uploaded are now found under the Attachments tab and your project now under review with status “Submitted – Online”. Note: case is locked until review is completed, meaning applicant cannot revise application or upload any additional attachments.

Congrats! Your application was formally submitted to the City of Thousand Oaks Community Development Department for processing. After submittal, staff will contact you regarding status of your submittal and fee payment within approximately 2 business days. Please note, City Hall is closed on alternate Fridays (please visit www.toaks.org/cdd for more information). The application received date will be based on standard City Hall operating hours and when payment is received.

PLANNING REVIEW PROCESS

Once fees are paid, your application will be assigned to a Case Planner, responsible for processing your application through the planning entitlement stage. Within approximately 30 days of the date of application received, the Case Planner will conduct a preliminary review of your application to determine if the information provided is generally complete or needs to be augmented in any way. You can visit the Dashboard to check updates on the status of your application. If you visit the Dashboard and have any further questions regarding the status of your application or submittal, please contact or Case Planner or City staff at Planning@toaks.org.