

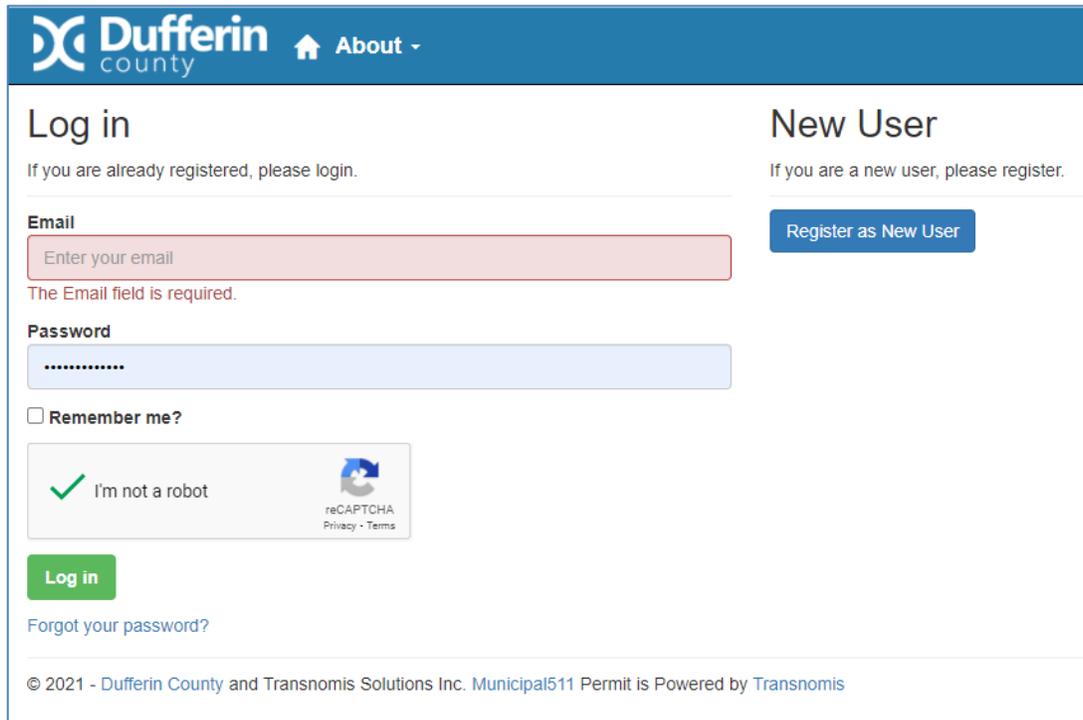
# On-Line Permit Portal Service Help Manual

This Help Manual summarizes the commonly used features of the **Municipal511 Permit** web application. Once you subscribe and log into the system you are encouraged to check for newer and more detailed versions from time to time. This information can be found on your landing page under the 'About' button as shown below:



## 1. Become a Subscriber!

Go to: <https://dufferincounty.permitcentral.ca/>



The screenshot shows the user interface of the permit portal. At the top is a blue navigation bar with the Dufferin county logo, a home icon, and a menu labeled 'About' with a dropdown arrow. Below the navigation bar, the page is split into two columns. The left column is titled 'Log in' and contains the text 'If you are already registered, please login.' It features an 'Email' input field with a red border and the placeholder text 'Enter your email', followed by a 'Password' input field with a blue border and masked characters. Below the password field is a 'Remember me?' checkbox. At the bottom of the login section is a green 'Log in' button and a link for 'Forgot your password?'. The right column is titled 'New User' and contains the text 'If you are a new user, please register.' and a blue 'Register as New User' button. At the bottom of the page, there is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot', and a footer with the copyright notice: '© 2021 - Dufferin County and Transnomis Solutions Inc. Municipal511 Permit is Powered by Transnomis'.

Register as a New User

The **New User** option loads the registration page.

The registration form is titled "Register" and is divided into two main sections: "Account Details" and "Contact Details".

**Account Details:**

- Email\***: A text input field with the placeholder "Enter email".
- Confirm Email\***: A text input field with the placeholder "Enter email".
- Password\***: A text input field with the placeholder "Enter a password".
- Confirm Password\***: A text input field with the placeholder "Confirm password".

**Contact Details:**

- Organization Name\***: A text input field with the placeholder "Enter organization's name".
- Organization Position/Title**: A text input field with the placeholder "Enter position or title within organization".
- First and Last Name\***: A text input field with the placeholder "Enter name".
- Address\***: A text input field with the placeholder "Enter address".
- City/Town\***: A text input field with the placeholder "City/Town".
- Province/State\***: A dropdown menu with "Ontario" selected.
- Postal/Zip Code\***: A text input field with the placeholder "Enter postal/zip code".
- Fax**: A text input field with the placeholder "Enter fax number".
- Primary Phone Number\***: A text input field with the placeholder "Enter primary phone number".
- Extension**: A text input field.
- Secondary Phone Number**: A text input field with the placeholder "Enter secondary phone number".
- Extension**: A text input field.

At the bottom left, there is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms".

A green "Register" button is located at the bottom right of the form.

Upon submitting the registration form, you will receive an automated email which you must reply to before you are given system access. Look for the following address, its not spam!

**Permit Notifications** <[notifications@transnomis.com](mailto:notifications@transnomis.com)>

After receiving an email that you are now registered, you may log in.

## 2. What will I see on my Landing Page?



1.  Shows that you are connected to the road system in Dufferin County
2.  Your Home button will return you to the 'Permit Types' page as shown below where you can 'Apply' for a specific type of permit. Additional links are provided for Dufferin County's permit 'Terms and Conditions' and the 'Highway Traffic Act'.

**Dufferin county** [My Applications](#) [About](#) My Name

## Permit Types

**Oversize Load - Annual (CAD: \$250.00 Per permit)**  
 An Oversize Load Permit is required for the transportation of loads on County Roads that exceed the limits prescribed in the Highway Traffic Act.

[Apply](#) [Terms and Conditions](#) [Highway Traffic Act](#)

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**Oversize Load - Single Trip (CAD: \$50.00 Per truck)**  
 An Oversize Load Permit is required for the transportation of loads on County Roads that exceed the limits prescribed the the Highway Traffic Act.

[Apply](#) [Terms and Conditions](#) [Highway Traffic Act](#)

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**Oversize Load - Special Annual (CAD: \$250.00 Per Permit)**  
 An Oversize Load Permit is required for the transportation of loads on County Roads that exceed the limits prescribed the the Highway Traffic Act. A Special Annual Permit is commonly used when 5 or more oversized loads being moved within a calendar year, that are beyond the allowed loads for Annual Permits.

[Apply](#) [Terms and Conditions](#) [Highway Traffic Act](#)

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3. **My Applications** button will take you to all the applications you are working on and have submitted. You can have this page refresh by activating this button: **Table Auto Refresh:**

**My Applications** **Table Auto Refresh:**

Application Type:  Application Status:

Time Type:  Time Range:

Application ID	Created Date	Organization	Name	Location	Start Date	End Date	Assigned Staff	Status
duf-ospt-100	2021-08-12 09:54 AM	Special test 1	Berry Booth	County Road 17 98m North of Highway 89 to County Road 17 57m North of Highway 10 to County Road 17 1062m East of 3Rd Line to County Road 124 3014m North of Sideroad 20	2021-08-12 12:00 AM	2021-08-12 11:59 PM	Beverley Frank	Approved
duf-oasp-100	2021-08-12 09:43 AM	Special test 1	Berry Booth	Not specified	2021-08-12 09:43 AM	2022-08-12 12:00 AM	Beverley Frank	Approved
duf-os-102	2021-08-11 01:44 PM	Dufferin County	Berry Booth	Highway 10 & 89(89/10) 196m Northwest of Sylvanwood Road to Highway 10 1524m South of Sideroad 30 to Highway 10 & 89(89/10) 145m West of Highway 10	2021-08-11 12:00 AM	2021-08-12 11:59 PM	Scott Martin	Review

4. **My Name** Click on the person icon and you will have the following options:

- Change Municipality ▶
- Account Details
- Log Off

5.  Click on the 'About' button to learn more about the Public User Manual, Transnomis Solutions and Municipal511.ca:



## 6. [Apply for a Permit](#)

To apply for a permit, select the permit type on the home page and click 'Apply'.

Your account profile will automatically populate in the appropriate fields and the program will remember you each time you create a permit. You may change/update your information at any time. You may also create a 'Reoccurring Permit' and all the information you insert will duplicate on your next permit application.

All fields with a red asterisk \* are required and must be used.

For [Single Trip](#) applications use the map to select your route through Dufferin County. Right click or 'long click' to place a marker where you will enter our County. Multiple markers help to define your route. Note that once you establish your route through Dufferin, the program will automatically create corresponding text.

The **Municipal511** feature at the top right corner of the map may be used to turn on and off content found at [www.Municipal511.ca](http://www.Municipal511.ca) , including construction projects, truck routes, restrictions and cautions.

### Location / Route

Please use either the map or the text area:

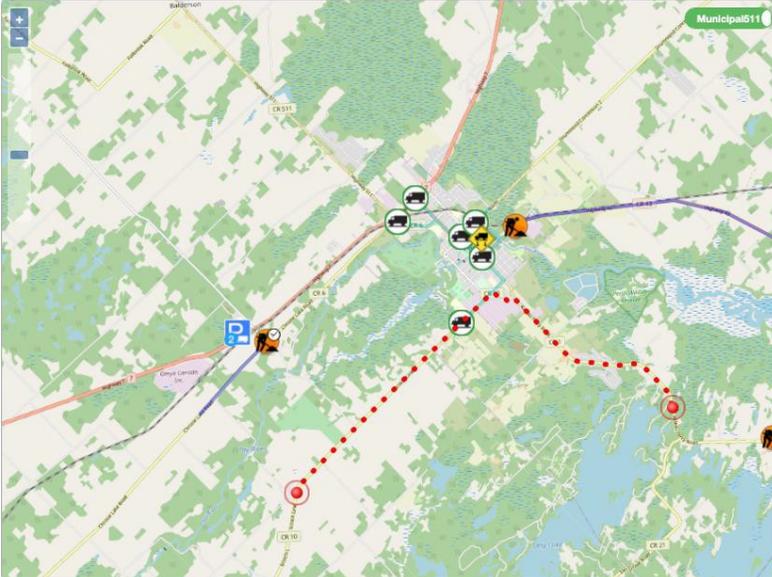
**Map:**

- Right click or long press on the map to add a marker
- Specific routes may be created using multiple markers
- Markers may be moved by dragging them

**Text Area:**

- Enter intersections in the format: Main Rd. and Cross Rd.
- Enter road segments in the format: Main Rd. from Cross Rd. to Cross Rd.

Clear Location and Start Over
Add A New Location



The road information displayed is also available at [www.Municipal511.ca](http://www.Municipal511.ca)

Scotch Line(10) at Upper Scotch Line  
 to Rideau Ferry Road(1) 128m North of Lakewood Lane

7. When you have completed your application and attached the required documents, press the 'Submit' button at the bottom, right of your screen. Any errors or omissions will appear in a large, red block at the top of your application. Make the required corrections and re submit.
8. You will receive an email notice that your application is under review.
9. You may receive further notices if more information is required. This generally occurs when you are waiting for the associated MTO permit to be issued and we require this permit to complete your application.
10. And finally, you will receive an email stating that your permit is approved pending receipt of payment. This message will include a link to our secure, online payment portal; <https://www.dufferincounty.ca/purchase>. Upon payment you will receive an automatic receipt and your permit will be released.

**?Questions?** [publicworks@dufferincounty.ca](mailto:publicworks@dufferincounty.ca), 519-941-2816 extension 2600