

# How to Upload & Download Documents in the Customer Portal (\*For Development Services Applications Only\*)

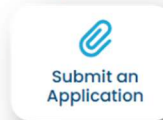
You can upload documents in **two ways**:

1. While creating a new application.
2. After your application has been submitted.

## Part A: Uploading Documents While Creating an Application

### Step 1: Start Your Application

- Sign in to the **Accela Customer Portal** ([eservices.barrie.ca](https://eservices.barrie.ca)).
- Click to submit a **new application**.
- Select **Development Services**.



Building Permits	+
Development Services	+
Licences	+
Right of Way Permits	+
Fire Permit	+
Compliance Letters	+
Busker Permit	+
Grants	+

- Select the relevant application you are applying for.

Development Services

Grants

**Pre-Consultation**

A Pre-Consultation application is encouraged prior to the submission of an application for:

- Site Plan Control/Amendment to Existing Registered Site Plan
- Official Plan Amendment (OPA)
- Zoning By-law (ZBA)
- Draft Plan of Subdivision/Condominium For more details regarding application requirements please see either:
  - [Guidelines for Pre-Consultation Applications \(Site Plan Control\)](#)
  - or
  - [Guidelines for Pre-Consultation Applications Official Plan Amendments, Zoning By-Law Amendments, Plan of Subdivision/Condominium](#) on the Barrie.ca website

**Zoning By-law Amendment, Official Plan Amendment and Draft Plan of Subdivision**

An amendment is required for any variation to the provisions set forth in the Zoning By-law or Official Plan.  
A draft plan of subdivision is required for the subdivision on a single parcel or block of land into multiple lots/blocks, or for the creation of condominiums.

**Removal of Hold**

With a site specific rezoning, a Hold provision can be placed on the development of the lands until additional works are submitted, such as a Record of Site Condition (RSC) or the Site Plan Control process. Once submitted to the satisfaction of the Director of Development Services, the Hold can be removed.

**Site Plan**

Site Plan Control regulates the placement of buildings and structures on a lot, the relationship of structures to adjacent properties and streets, and matters of exterior design for properties subject to Site Plan Control. Approval is required prior to any of the above works.

**Exemption**

**Exemption from Full Site Plan Approval**

Exemptions from the Full Site Plan Approval process may be considered for minor development and/or site alterations on lands subject to Site Plan Control, at the discretion of the Director of Development Services, or their designate. Within the City, minor development and/or site alterations may include, but are not limited to exterior building facade improvements/alterations, minor building additions, exterior patio additions, minor parking lot additions/alterations and temporary sales trailers.

**New Condominium**

## Step 2: Complete the Application Form

- Fill in project details (type, location, contacts, etc.).
- Continue through each page until you reach the **Attachment** section.

## Step 3: Add Attachment(s)

- Drag and drop the appropriate file to upload **OR**
- Click in the **upload area** to select files

Attachment \* Indicates a required field.

Submission Package Files Approved Plans / Documents

Status: NOSTATUS

Upload files. The following Document Types must be uploaded for this application: • **Site Plan Drawing**

Submission Package Description\*  
Submission Package 1

Drag files here to upload or click to select files

Cannot exceed 250Mb. Allowed file extensions:  
JPEG, JPG, PDF, PDF/A, PNG, DOC, DOCX, XLSX, XLS, CSV, DWG

- Select the file(s) from your computer.

- Click **Open**.
- The file name will now show in the upload list.

#### Step 4: Select Document Type

- In the **Document Type** dropdown, pick the correct category (Example: *Architectural Drawing* – available document types to select from differ with each application).
- Add a description if required (Optional).

### Step 5: Confirm and Continue

- Your uploaded file(s) will appear in the list.
  - Add all required documents.
  - Click **Continue Application** to move forward and submit your application.
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### Step 6: Done

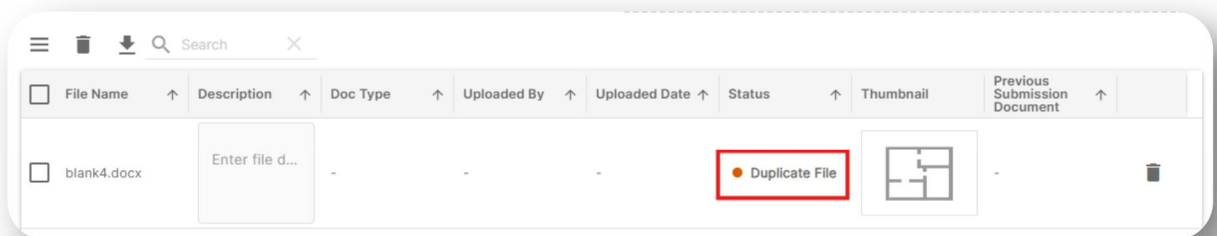
- Your document(s) is now part of your application.

### 👉 Helpful Tips

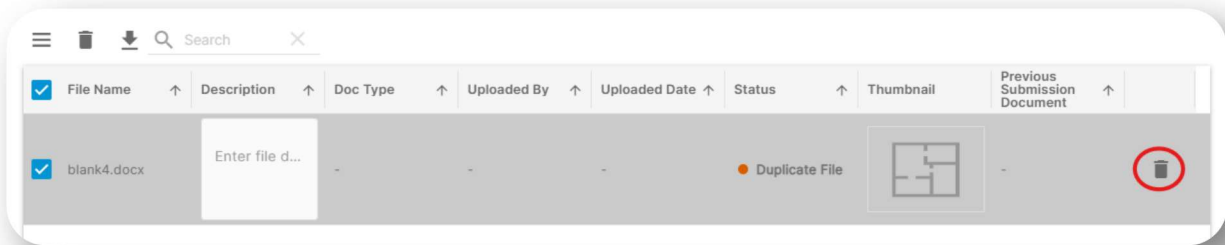
- If your file is too large, reduce the size before uploading.
  - Always double-check that you picked the right **Document Type**.
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### Troubleshooting Document Uploading Issues

- If the document you have uploaded is a duplicate of another (either file name or the content is the same of a file that already has been submitted), a “**Duplicate File**” status will show preventing you from proceeding in submitting the application



- To delete the file, click the box next to the file name to check it and then Click on the trash can icon to delete the file.



- Upload a new file that has not yet been uploaded previously and includes a different file name with different content in the file.

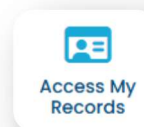
## Part B: Uploading Documents After Submission

### Step 1: Log In

- Go to the **Accela Customer Portal** website ([eservices.barrie.ca](https://eservices.barrie.ca)).
- Enter your **Username** and **Password**.
- Click **SIGN IN**.

### Step 2: Open Your Record

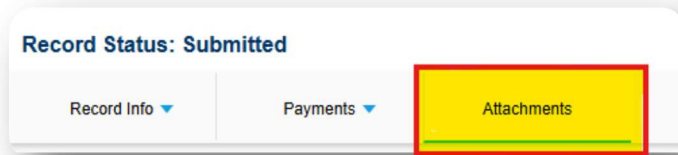
- On the home page, go to **Access My Records**.
- Click on the arrow beside **Development Services** to expand



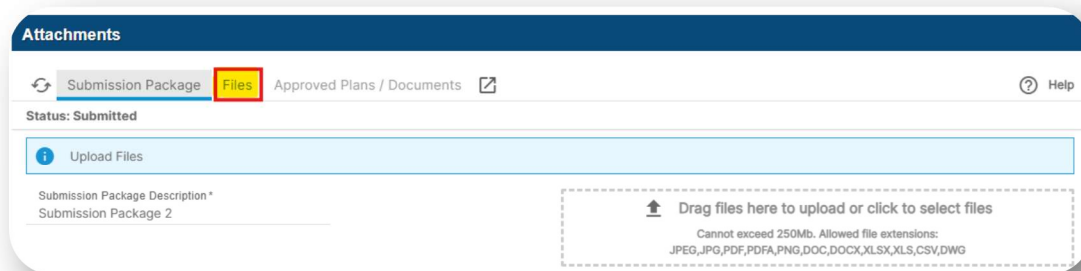
- Find your application/record in the list.
- Click on the **Record Number** to open the details.

### Step 3: Go to Attachments

- Once in your record, click on the **Attachments** tab.

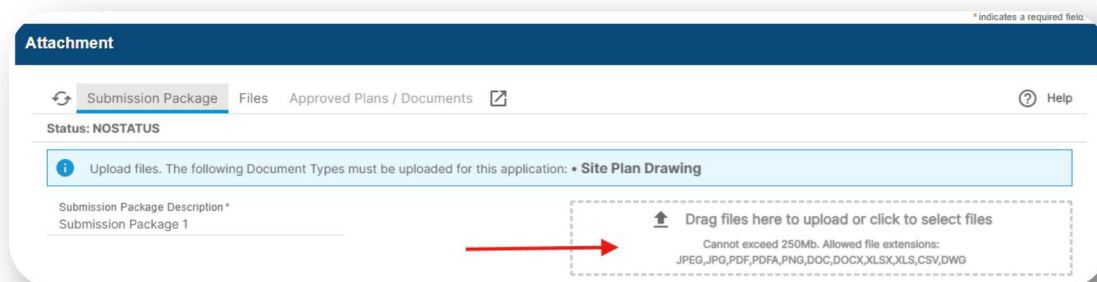


- In some cases, you may need to expand **Record Info > Attachments**.
- Click on **Files**



### Step 3: Add Attachment(s)

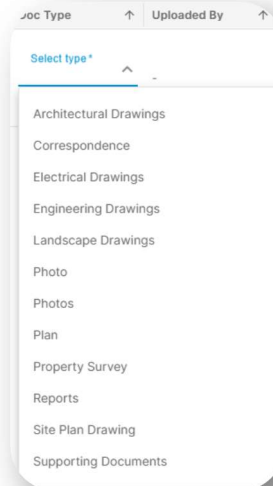
- Drag and drop the appropriate file(s) to upload **OR**
- Click in the **upload area** to select files



- Select the file(s) from your computer.

#### Step 4: Select Document Type

- In the **Document Type** dropdown, pick the correct category (Example: *Architectural Drawing* – available document types to select from differ with each application).
- Add a description if required (Optional).



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#### Step 5: Submit the Package for Review

- Your uploaded file(s) will appear in the list.
- Add any other additional documents.
- Click **SUBMIT PACKAGE FOR REVIEW**.

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#### Step 6: Confirm and Finish

- The submission/file upload will begin.
- Once it has finished uploading, you will see a confirmation screen appear.
- Click **OK**.

Thank you, your Submittal Package '00002 - Submission Package 2'  
has been submitted for review

OK

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# How to Download Attachments in the Customer Portal

Follow these steps to download documents related to your application.

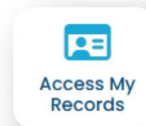
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## Step 1: Log In

- Go to the **Accela Customer Portal** ([eservices.barrie.ca](https://eservices.barrie.ca)).
  - Enter your **Username** and **Password**, then click **SIGN IN**.
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## Step 2: Open Your Record

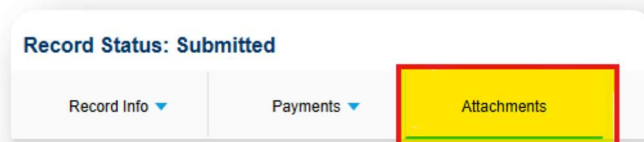
- On the home page, go to **Access My Records**.
- Click on the arrow beside **Development Services** to expand



- Find your application/record in the list.
  - Click on the **Record Number** to open the details.
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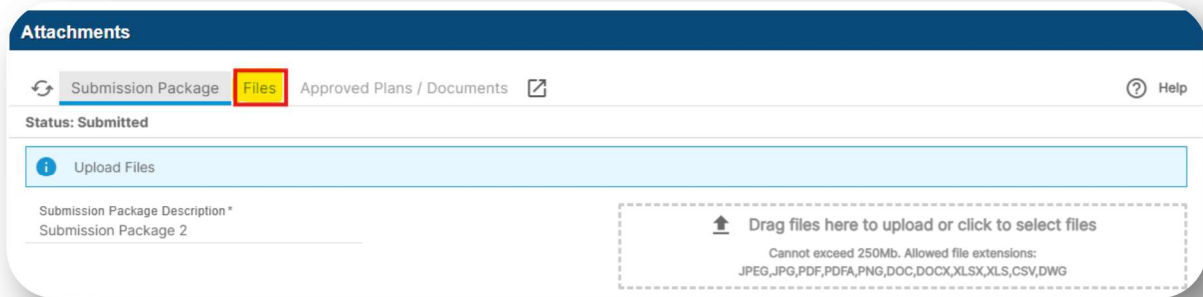
## Step 3: Go to Attachments

- Once in your record, click on the **Attachments** tab.



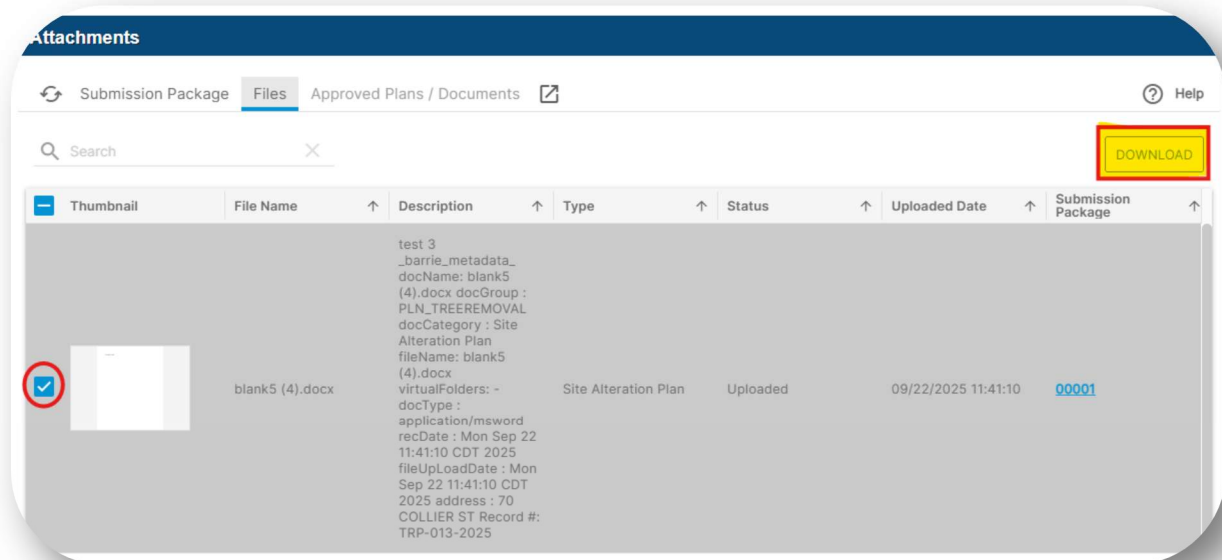


- In some cases, you may need to expand **Record Info > Attachments**.
- Click on **Files**

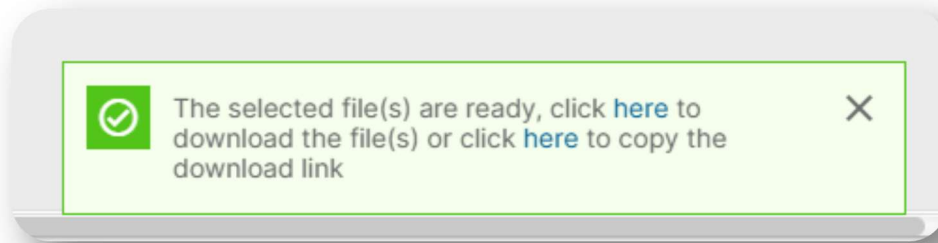


#### Step 4: Locate the Document and Download the File

- A list of all uploaded documents will appear.
- Find the file you want to download.
- Click to check the box beside the **File Name**.
- Click Download.



- At the bottom right-hand corner of your screen, a green window will appear advising you to click the link “here” to download.



- After clicking “here”, the file will then Download directly to your device.
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