



How to Use TOPPS

How to File a Permit Application

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Under Permitting, click on Apply for a Permit
3. Select the Project Type from the drop down.
4. Complete the rest of the form, 1 items are required
5. If multiple people need to access the permit, make sure each one has an account and add them to the permit when it is created
6. If you have completed an application and need to add a contact, make sure they have an account then contact a Permit Tech to add them to the permit.
7. Upload plans as one, single PDF document (click on PDF Submittal Requirements if you need assistance)
8. Upload supporting documents as one PDF document
9. Sign and click on Submit

How to Upload Additional or Revised Documents

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Click on View My Request (left side), click the permit number (in blue) you want to add documents to
3. Click on Upload Documents on the left side of the screen
4. Click on Select Files
5. Find the file you want to upload, provide a description
6. Add additional documents if needed
7. Click Submit

How to Check on the Status of an Application

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Click on View My Request (left side), click the permit number (in blue) you want to check on
3. Click on the Reviews tab to see what reviews have been completed
4. If available, click on View Comments to see staff comments; if that is not available that means staff has not included any comments
5. DO NOT provide any responses until you have been notified that review has been completed from all departments and your application status has been changed to 'waiting for resubmittal'

How to Review Redlined Documents

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Click on View My Request (left side), click the permit number (in blue) you want to check on
3. Click on the Documents tab to see the documents associated with your case
4. If staff has uploaded documents back into the folder, they will have a description such as "Redline Comments"
5. Click on those documents to open them, review every page to see where comments have been made
6. Use those comments to make corrections to your application then upload of corrected plans into your case folder

How Do I Know When My Permit Has Been Approved

1. You will receive an email notification when your application is approved
2. You will also be notified of the fees to be paid to allow the permit to be issued

How to Pay for a Permit

1. To pay online, the person paying must have an account and be a contact in the case
2. Login to your account at www.fountainhillsaz.gov/TOPPS
3. Click on View My Request
4. Click the permit number (in blue)
5. Click on Make a Payment on the left side of the screen
6. Follow the prompts to complete the payment
7. You may come to Town Hall to pay fees in person if you prefer

How to View/Print Approved Documents

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Click on View My Request (left side)
3. Click the permit number (in blue)
4. Click on the Documents tab to see the documents associated with your case
5. Click on the approved documents to open and view
6. A had copy of stamped, approved plans must be available on site for inspections

How to Schedule an Inspection

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Click on View My Request (left side)
3. Click the permit number (in blue)
4. Click on request an inspection (left side)
5. Building inspections are numbered 1-29

6. Select a date for the inspection, if not available, select the next available day (M-F, excluding holidays)
7. Click Submit
8. If a re-inspection fee is due, it must be paid before any additional inspections can be requested (See How to Pay for a Permit)

How to View Inspection Results

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Click on View My Request (left side)
3. Click the permit number (in blue)
4. Under Project Details, select the Inspections tab
5. Review all the inspections for results
6. If the inspector left notes, click the View Comments (blue)

Project Completion/Certificate of Occupancy (APPLIES TO NEW CONSTRUCTION ONLY)

1. Login to your account at www.fountainhillsaz.gov/TOPPS
2. Click on View My Request (left side)
3. Click the permit number (in blue)
4. Under Project Details, select the Documents tab
5. Under file name you will see Certificate of Occupancy (blue)
6. Click on the link to view/print the Certificate of Occupancy