Guía para el uso de Programador de Citas en línea y Registro

Public Works & Engineering Department
Floodplain Management Office

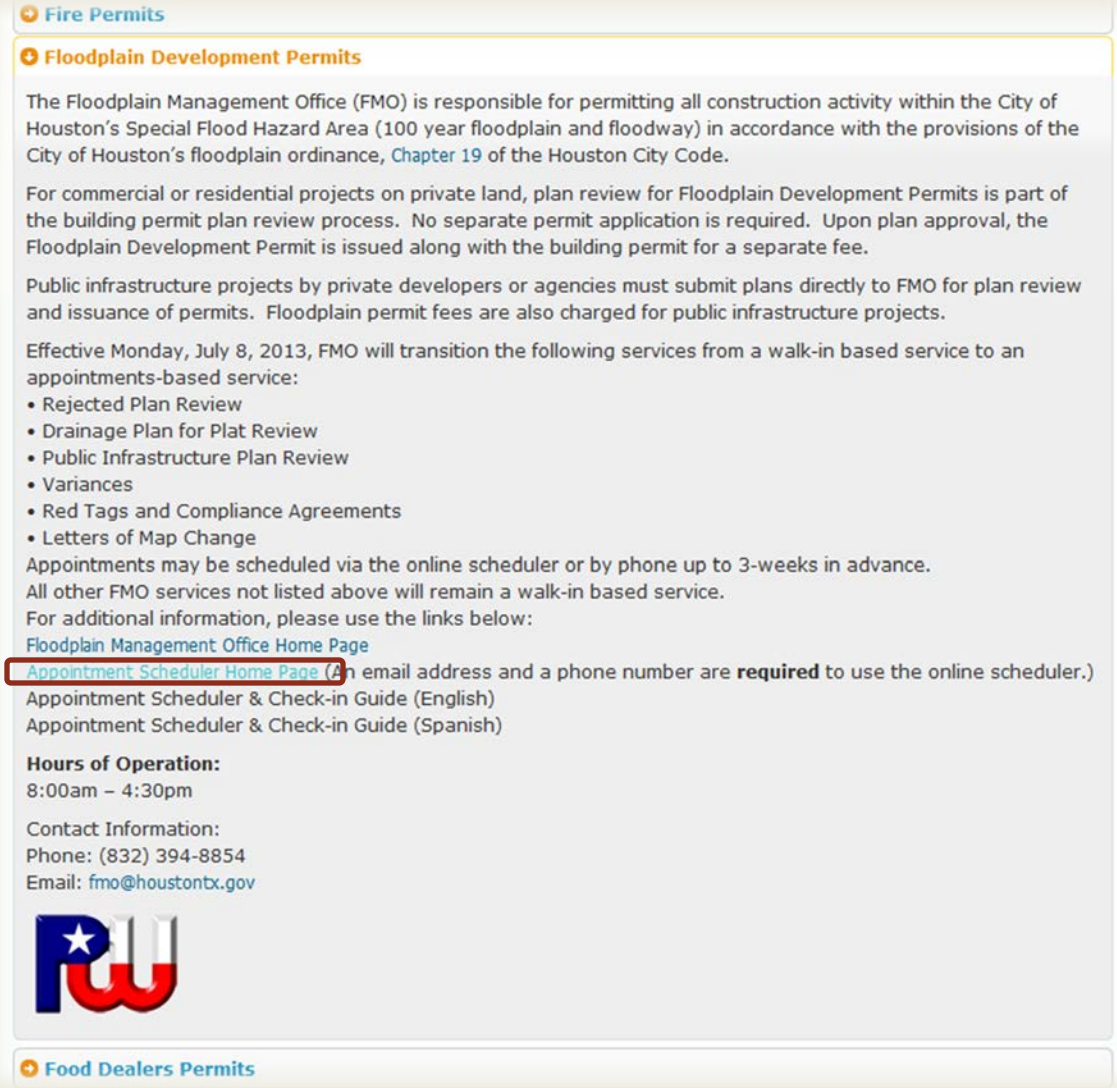
Public Works & Engineering Department
Floodplain Management Office

PROGRAMAR UNA CITA POR INTERNET

Scheduling an Appointment Online

En la página principal del sitio web: www.houstonpermittingcenter.org
Desplácese hacia abajo de la página y haga clic en ***Floodplain Development Permits***.
Un menú desplegable aparecerá.

Scheduling an Appointment Online



Fire Permits

Floodplain Development Permits

The Floodplain Management Office (FMO) is responsible for permitting all construction activity within the City of Houston's Special Flood Hazard Area (100 year floodplain and floodway) in accordance with the provisions of the City of Houston's floodplain ordinance, Chapter 19 of the Houston City Code.

For commercial or residential projects on private land, plan review for Floodplain Development Permits is part of the building permit plan review process. No separate permit application is required. Upon plan approval, the Floodplain Development Permit is issued along with the building permit for a separate fee.

Public infrastructure projects by private developers or agencies must submit plans directly to FMO for plan review and issuance of permits. Floodplain permit fees are also charged for public infrastructure projects.

Effective Monday, July 8, 2013, FMO will transition the following services from a walk-in based service to an appointments-based service:

- Rejected Plan Review
- Drainage Plan for Plat Review
- Public Infrastructure Plan Review
- Variances
- Red Tags and Compliance Agreements
- Letters of Map Change

Appointments may be scheduled via the online scheduler or by phone up to 3-weeks in advance.
All other FMO services not listed above will remain a walk-in based service.
For additional information, please use the links below:
Floodplain Management Office Home Page
Appointment Scheduler Home Page (An email address and a phone number are **required** to use the online scheduler.)
Appointment Scheduler & Check-in Guide (English)
Appointment Scheduler & Check-in Guide (Spanish)

Hours of Operation:
8:00am – 4:30pm

Contact Information:
Phone: (832) 394-8854
Email: fmo@houstontx.gov

Food Dealers Permits

Haga clic en la opción ***Appointment Scheduler Home Page***.

Scheduling an Appointment Online

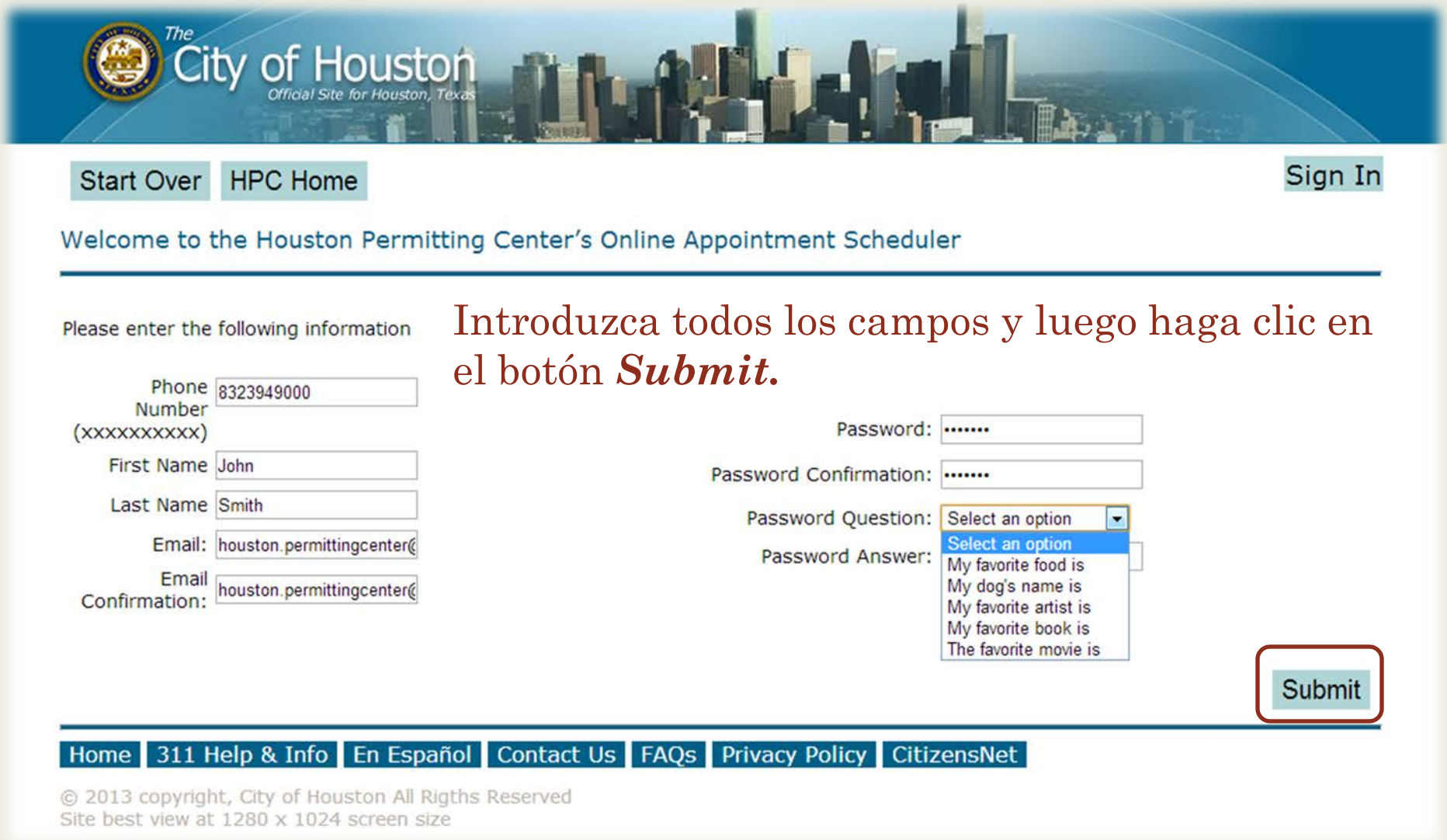
El Programador de Citas en línea permite a los usuarios programar citas sin una cuenta.

Si usted desea crear una cuenta, haga clic en el botón ***Sign In***.

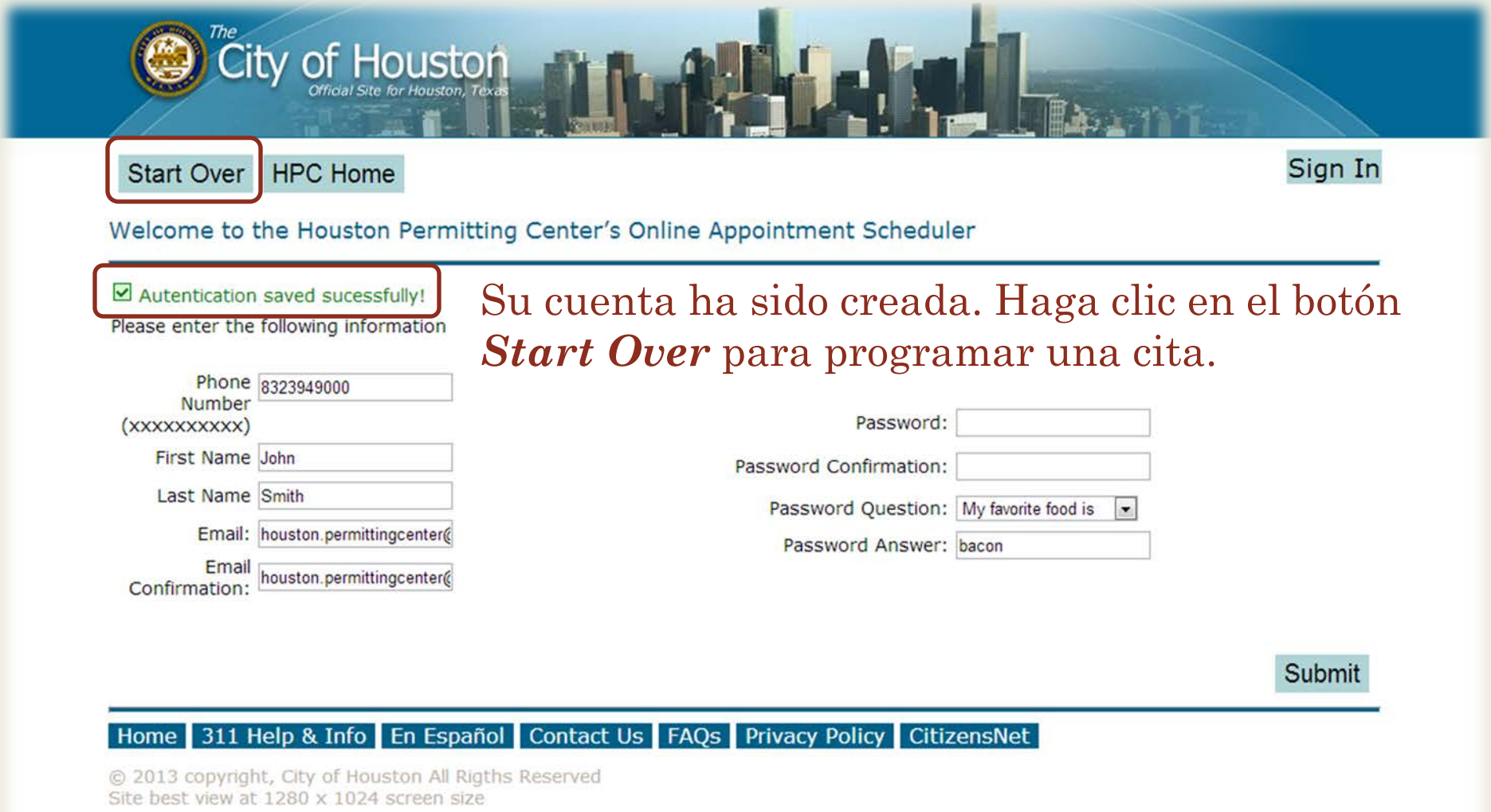
Scheduling an Appointment Online

Seleccione el enlace ***Join*** para crear una cuenta.

Scheduling an Appointment Online



Scheduling an Appointment Online



Su cuenta ha sido creada. Haga clic en el botón ***Start Over*** para programar una cita.

Scheduling an Appointment Online

Haga clic en el campo de opción ***Flood Management Office (FMO)*** y luego haga clic en el botón ***Continue***.

Scheduling an Appointment Online

Seleccione el tipo de cita que desea programar y haga clic en el botón ***Continue.***

Scheduling an Appointment Online

Las citas para revisión de planos rechazado ***(Rejected Plan Review)*** deben ser programados con la analista de planos que forumló observaciones sobre sus planos.

Scheduling an Appointment Online

Si necesita buscar el nombre de analista de planos, seleccione el enlace ***Lookup Reviewer's Name***.

Scheduling an Appointment Online

Para guardar su lugar en el Programador, abrir el enlace en una nueva lengueta o ventana.

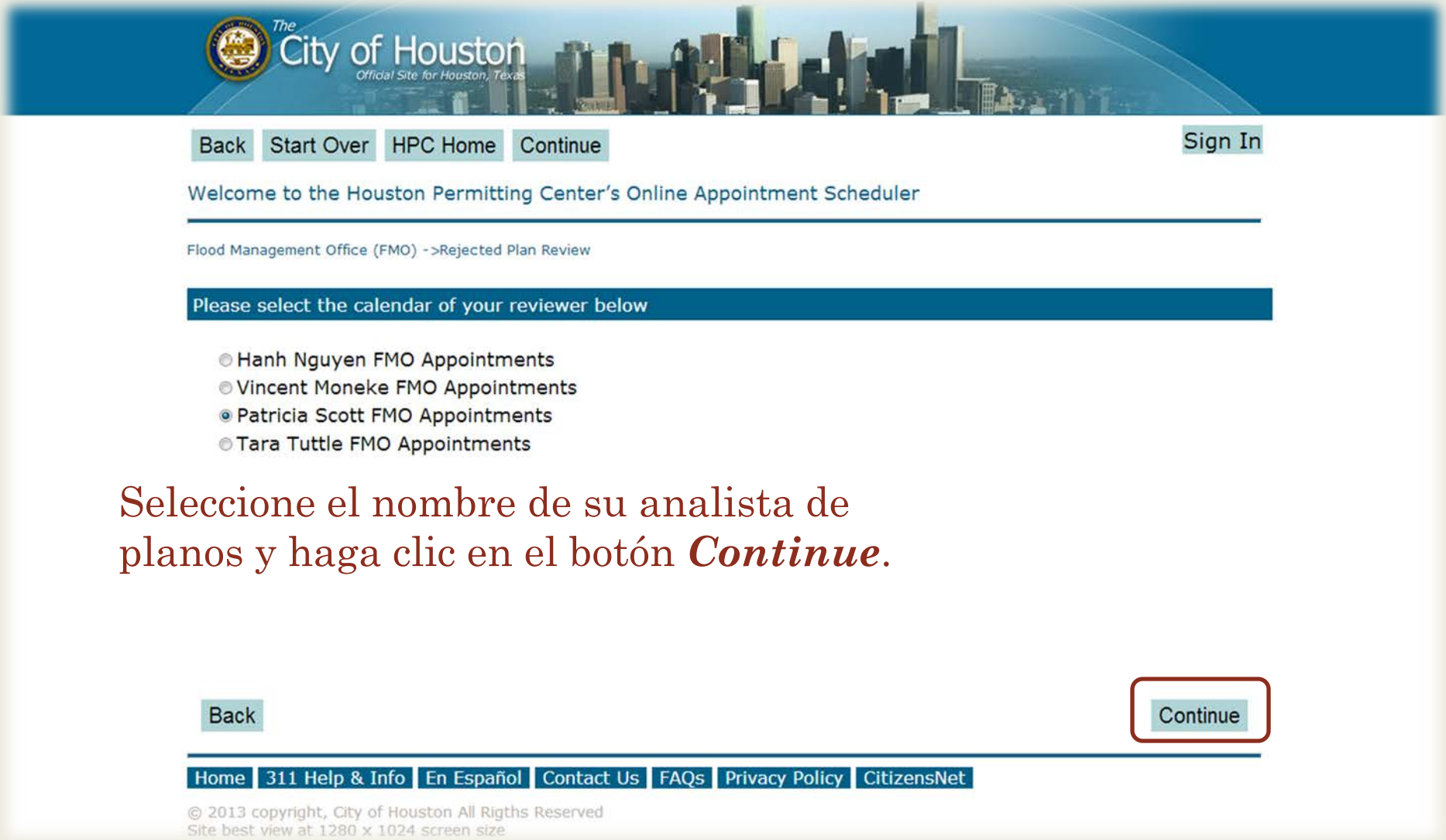
Scheduling an Appointment Online

El enlace le llevará a este sitio. Introduzca su número de proyecto para continuar.

Una vez que haya encontrado el nombre de su analista de planos, volver al sitio Programador de Cita en Línea.

Scheduling an Appointment Online

Scheduling an Appointment Online



Seleccione el nombre de su analista de planos y haga clic en el botón ***Continue***.

Scheduling an Appointment Online

The City of Houston
Official Site for Houston, Texas

Back | Start Over | HPC Home | Continue | Sign In

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments

Please select a date from the calendar , then a time

Sólo los días en azul están disponibles para la programación de citas.

9:00 AM
11:00 AM
3:00 PM

El día ya seleccionado aparece en color gris.

Back | Continue

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Site best view at 1280 x 1024 screen size

Scheduling an Appointment Online

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Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments

Please select a date from the calendar , then a time

Seleccione un horario y haga clic en el botón ***Continue***.

9:00 AM
11:00 AM
3:00 PM

Los horarios que no aparezcan ya han sido reservados.

Back | Continue

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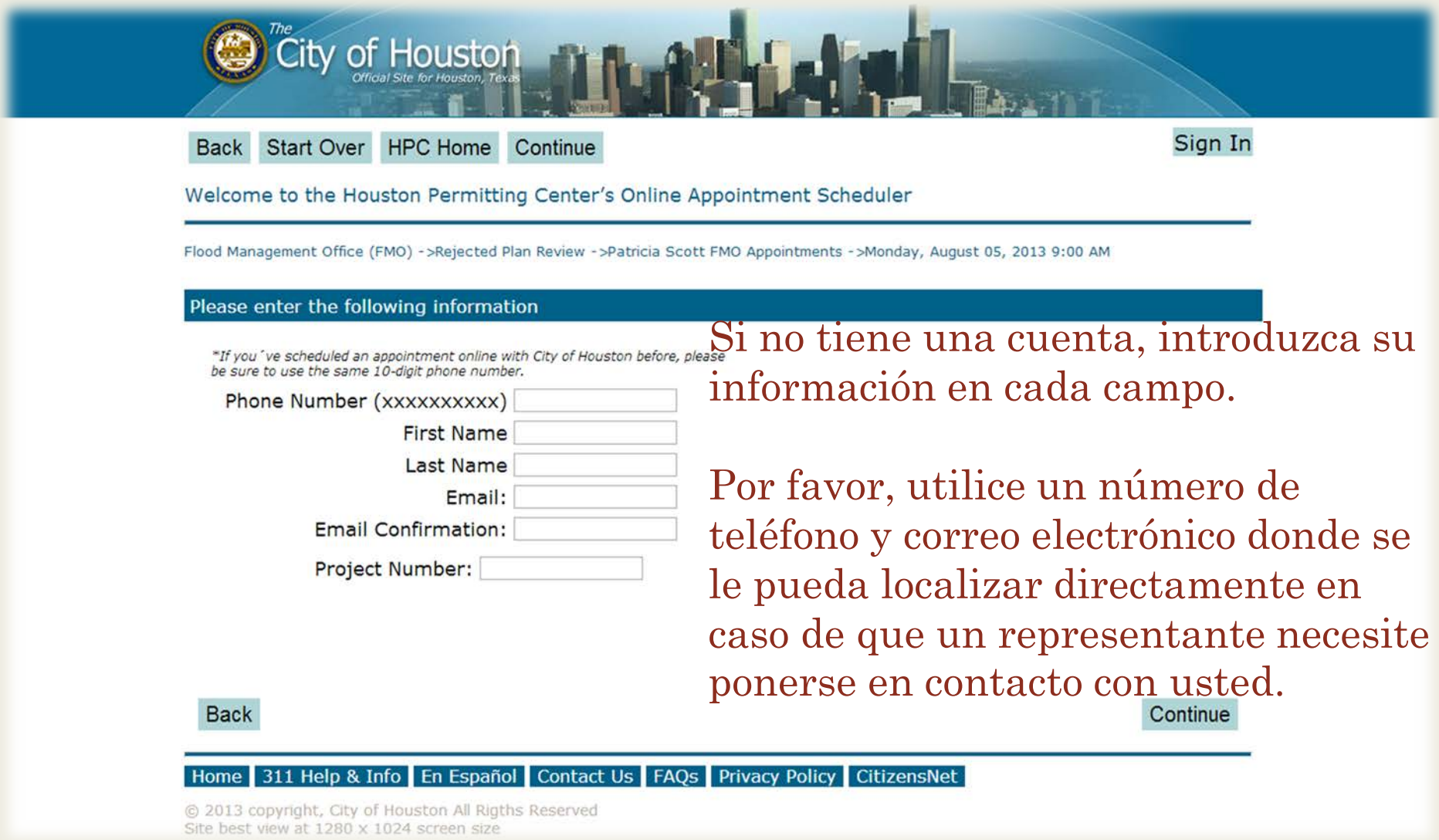
Scheduling an Appointment Online



Si no tiene una cuenta, introduzca su información en cada campo.

Por favor, utilice un número de teléfono y correo electrónico donde se le pueda localizar directamente en caso de que un representante necesite ponerse en contacto con usted.

Scheduling an Appointment Online

Si tiene una cuenta, haga clic en el botón ***Sign In***.

Scheduling an Appointment Online

Introduzca su información de la cuenta y haga clic en el botón ***Submit***.

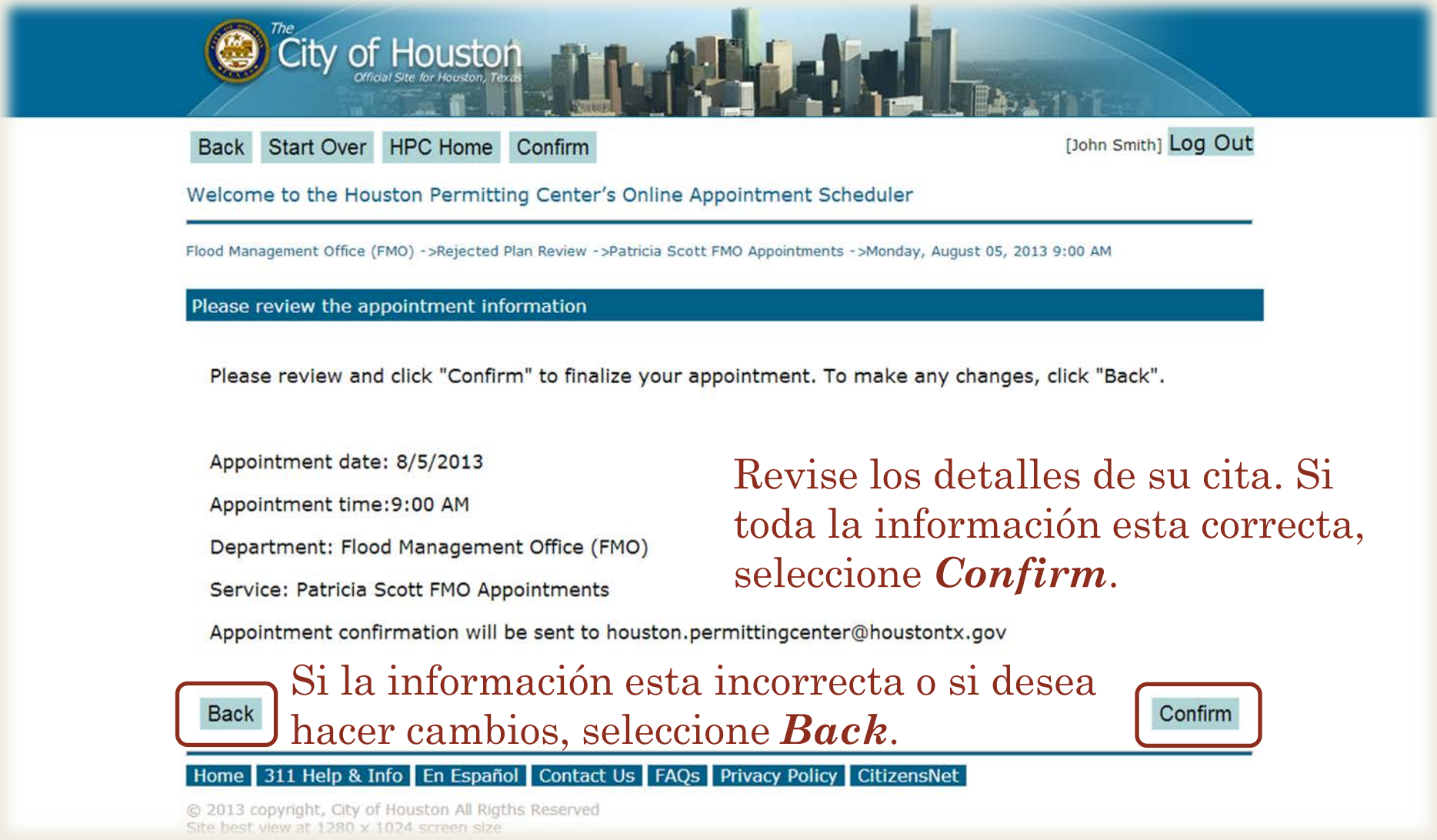
Scheduling an Appointment Online

Su información de contacto se rellenará automáticamente los campos.

Scheduling an Appointment Online

Complete el campo restante y haga clic en el botón ***Continue***.

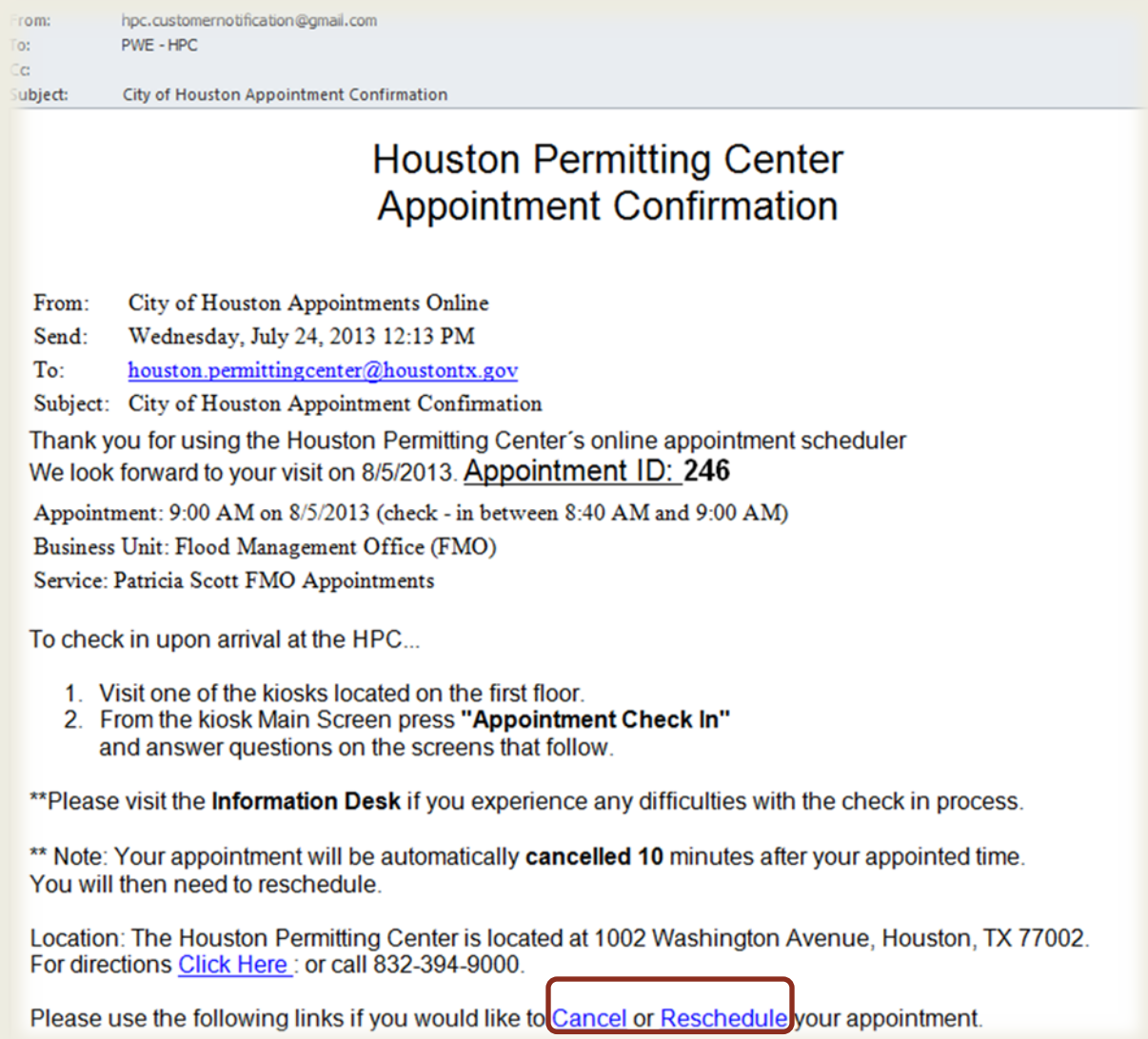
Scheduling an Appointment Online



Scheduling an Appointment Online

Su cita está reservada y un correo electrónico con los detalles de su cita le será enviado proveniente de: hpc.customernotification@gmail.com.

Scheduling an Appointment Online



rom: hpc.customernotification@gmail.com
o: PWE - HPC
c:
ubject: City of Houston Appointment Confirmation

Houston Permitting Center
Appointment Confirmation

From: City of Houston Appointments Online
Send: Wednesday, July 24, 2013 12:13 PM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center´s online appointment scheduler
We look forward to your visit on 8/5/2013. Appointment ID: **246**

Appointment: 9:00 AM on 8/5/2013 (check - in between 8:40 AM and 9:00 AM)
Business Unit: Flood Management Office (FMO)
Service: Patricia Scott FMO Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press **"Appointment Check In"** and answer questions on the screens that follow.

Please visit the **Information Desk if you experience any difficulties with the check in process.

** Note: Your appointment will be automatically **cancelled 10** minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002. For directions Click Here : or call 832-394-9000.

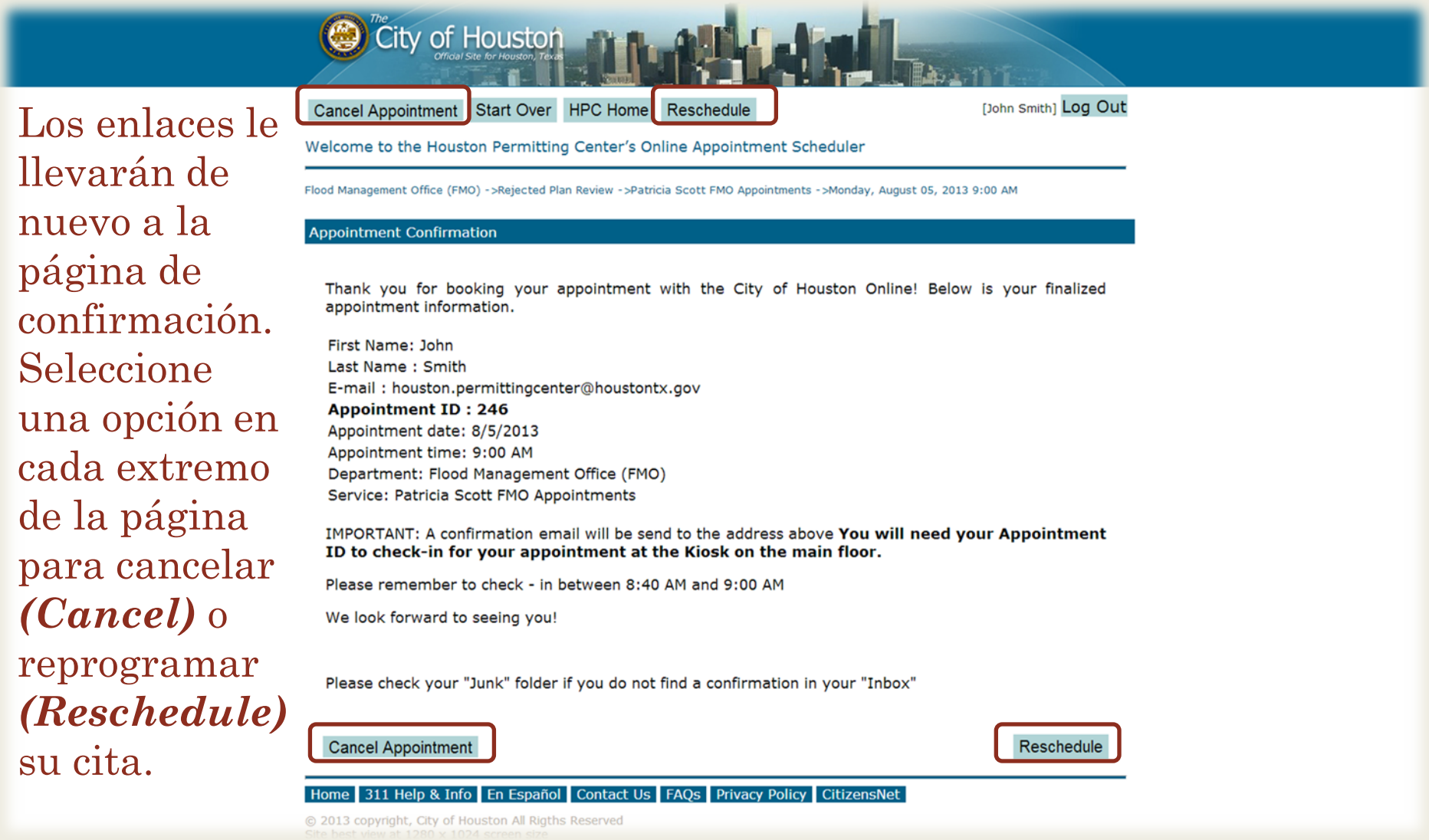
Please use the following links if you would like to Cancel or Reschedule your appointment.

Si usted no ve su correo electrónico de confirmación en su buzón, revise su carpeta de spam o junk.

Si necesita cancelar o reprogramar su cita, seleccione uno de estos enlaces.

Scheduling an Appointment Online

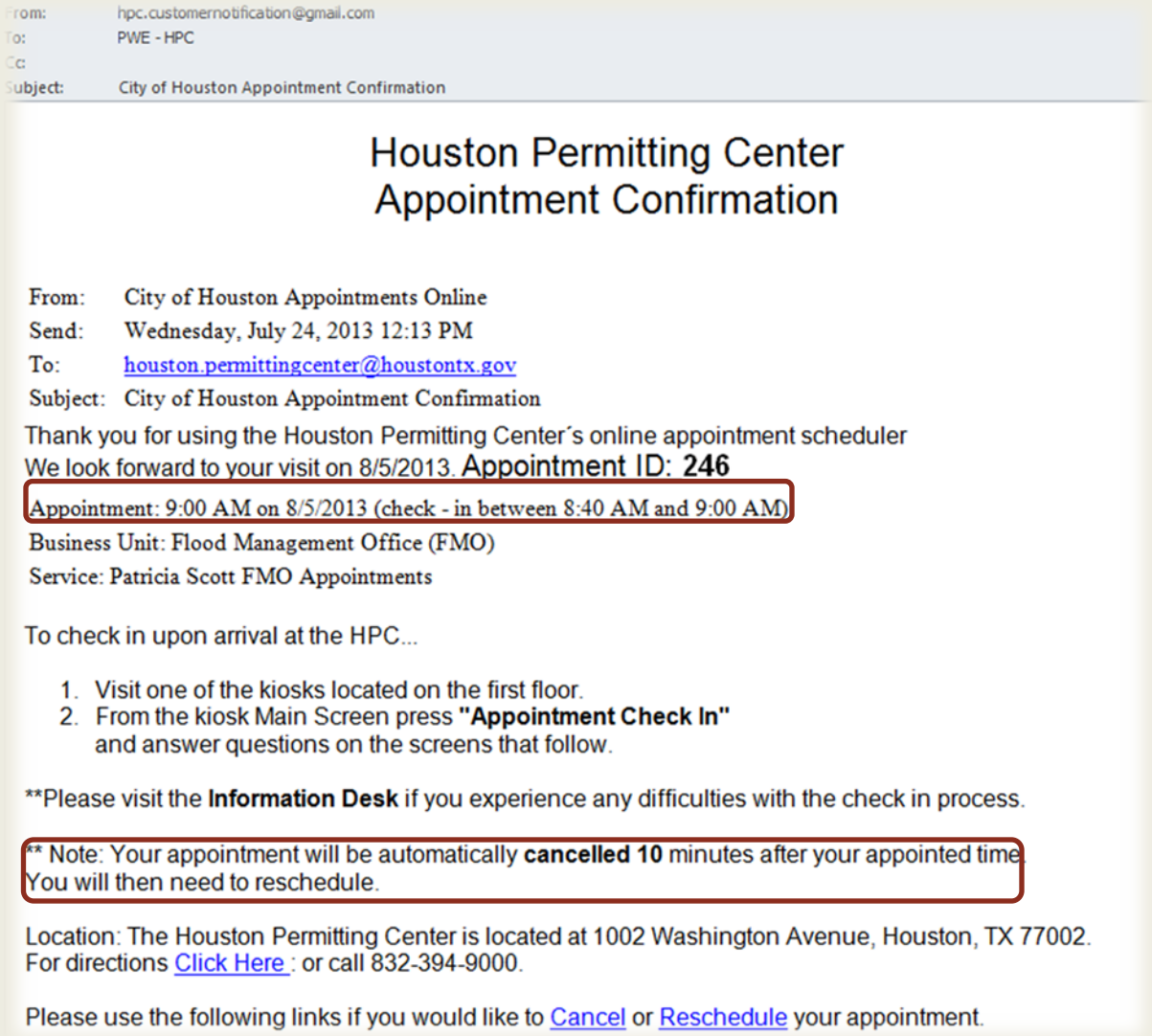
Los enlaces le llevarán de nuevo a la página de confirmación. Seleccione una opción en cada extremo de la página para cancelar ***(Cancel)*** o reprogramar ***(Reschedule)*** su cita.



Public Works & Engineering Department
Floodplain Management Office

PROCESO DE REGISTRO DE CITAS

Appointment Check-in Process



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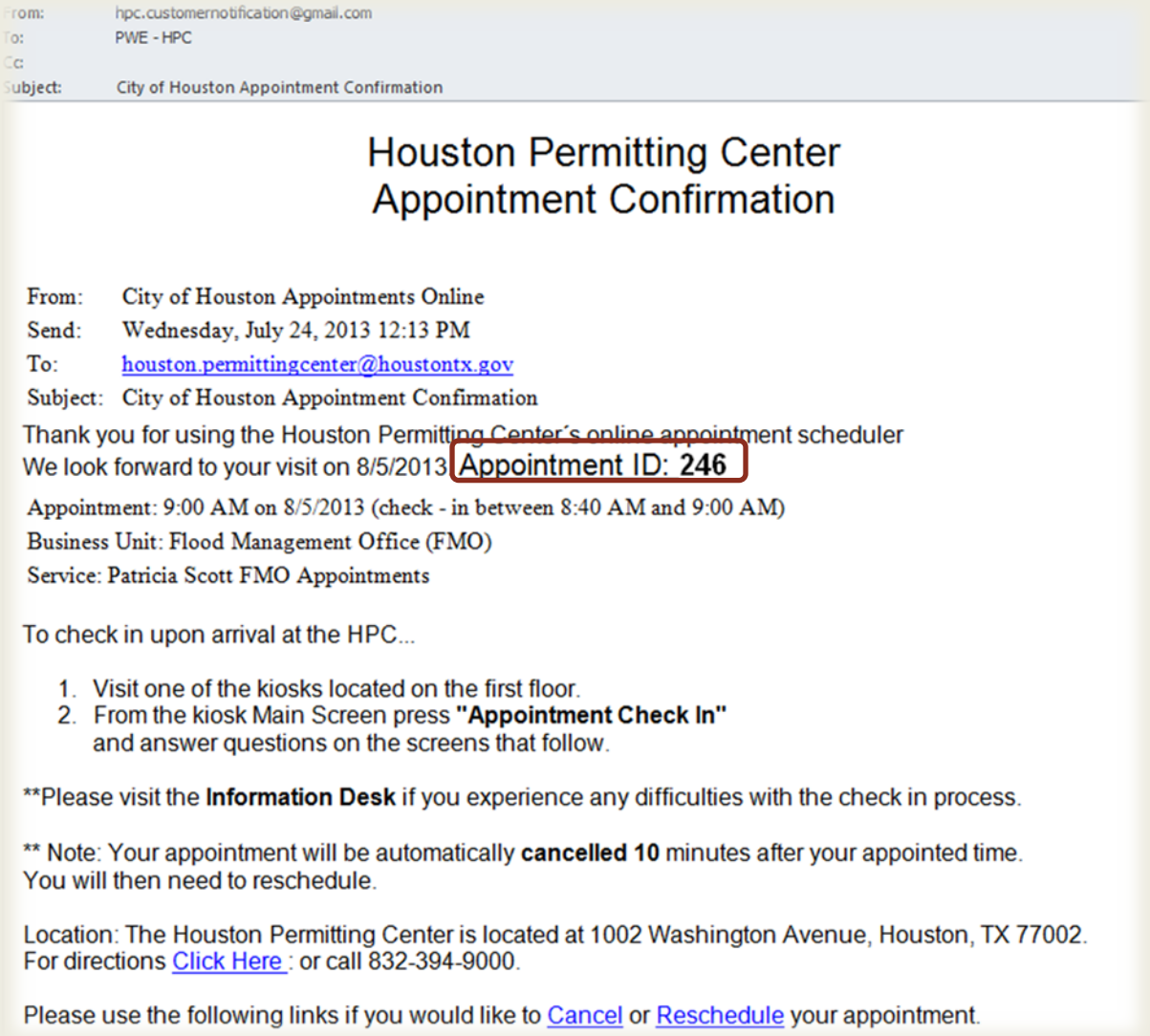
El día de su cita, puede registrarse hasta ***20 minutos antes*** de la hora programada pero no más de ***10 minutos después***.

Appointment Check-in Process



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Please use the following links if you would like to Cancel or Reschedule your appointment.

Usará el número ***Appointment ID*** que le fue enviado en el correo electrónico de confirmación para registrarse el día de su cita.

Appointment Check-in Process

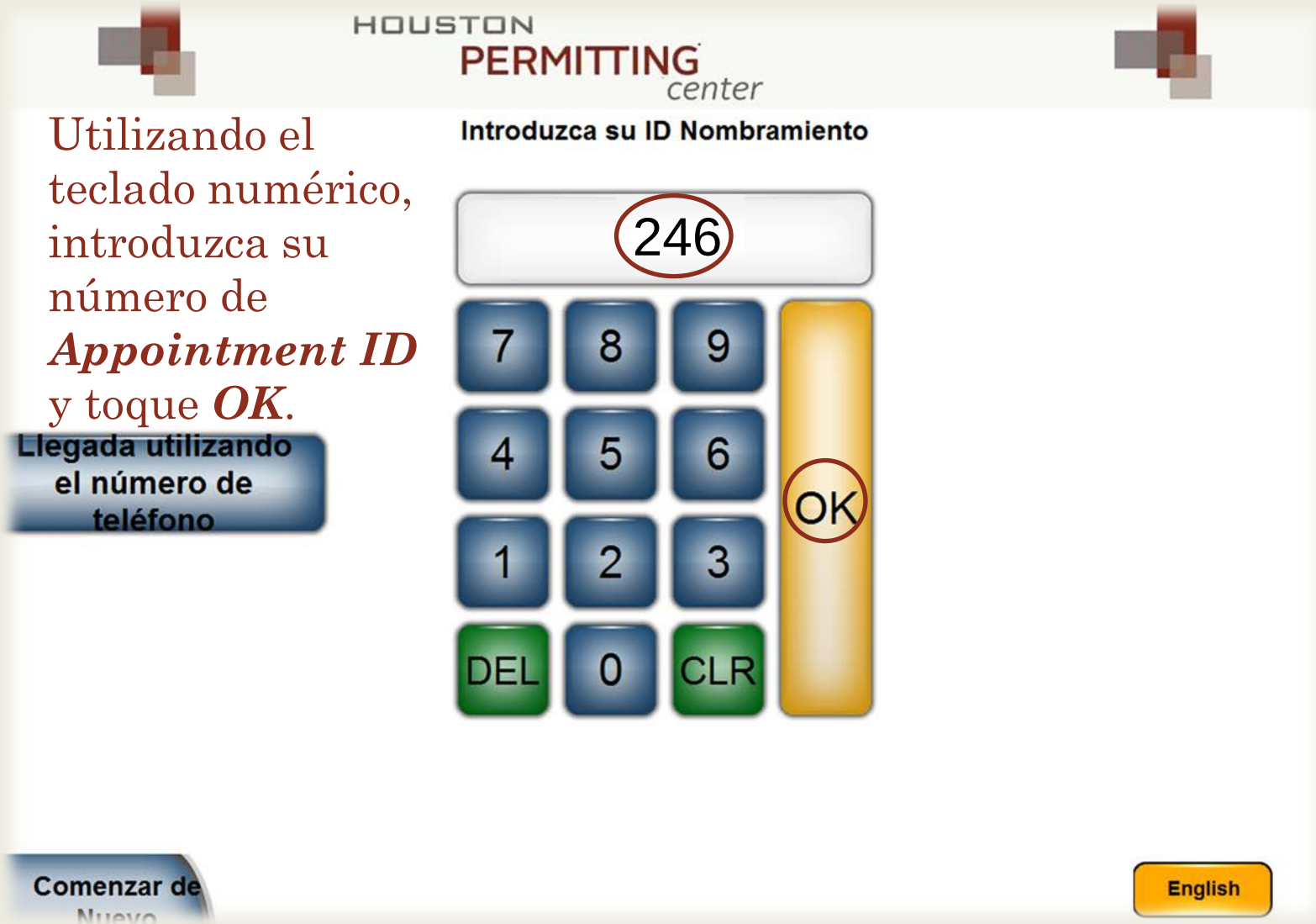
Utilice uno de los quioscos localizados en la entrada norte para registrarse para su cita.

Appointment Check-in Process

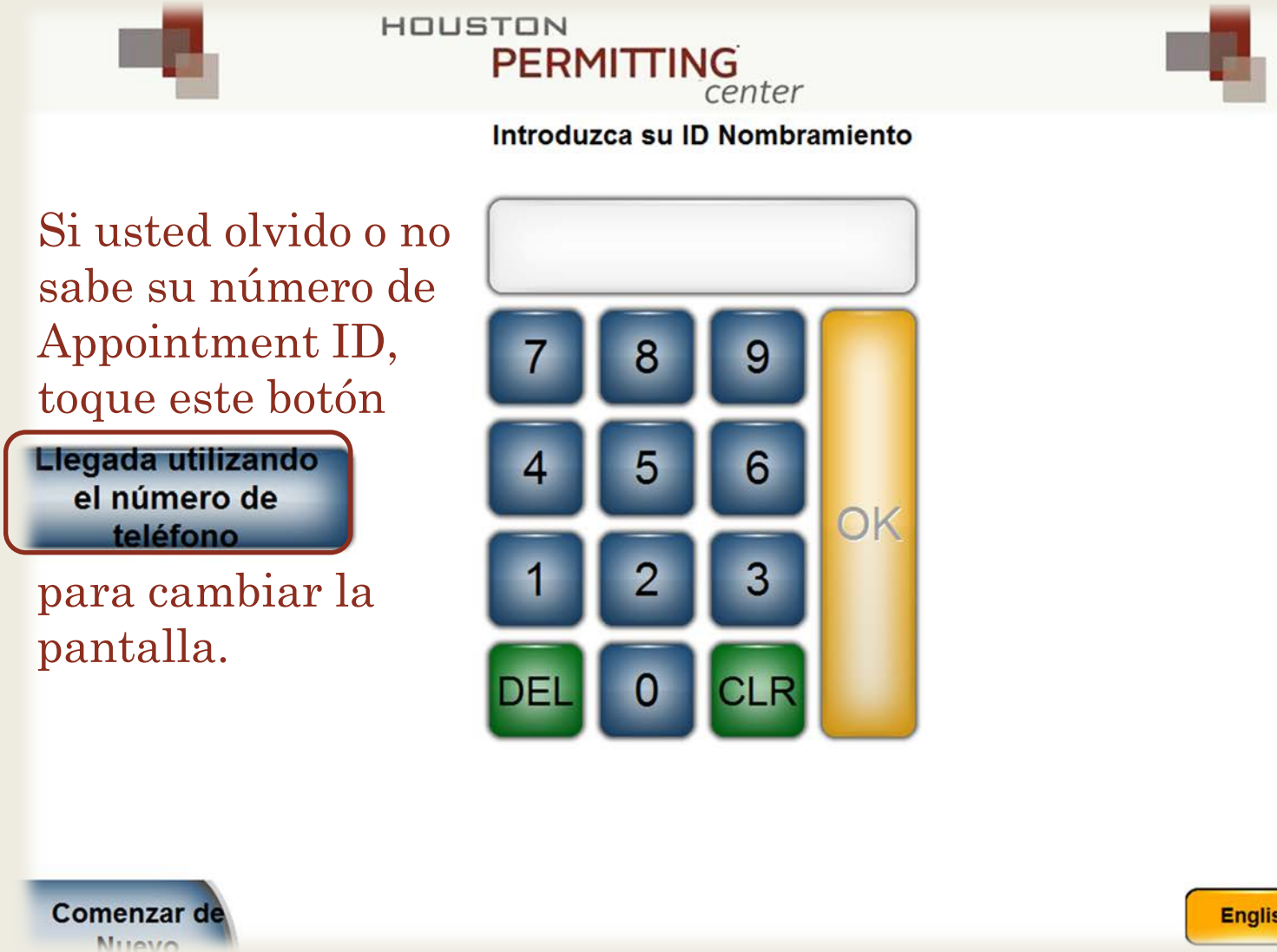
Appointment Check-in Process

Appointment Check-in Process

Utilizando el teclado numérico, introduzca su número de ***Appointment ID*** y toque ***OK***.



Appointment Check-in Process

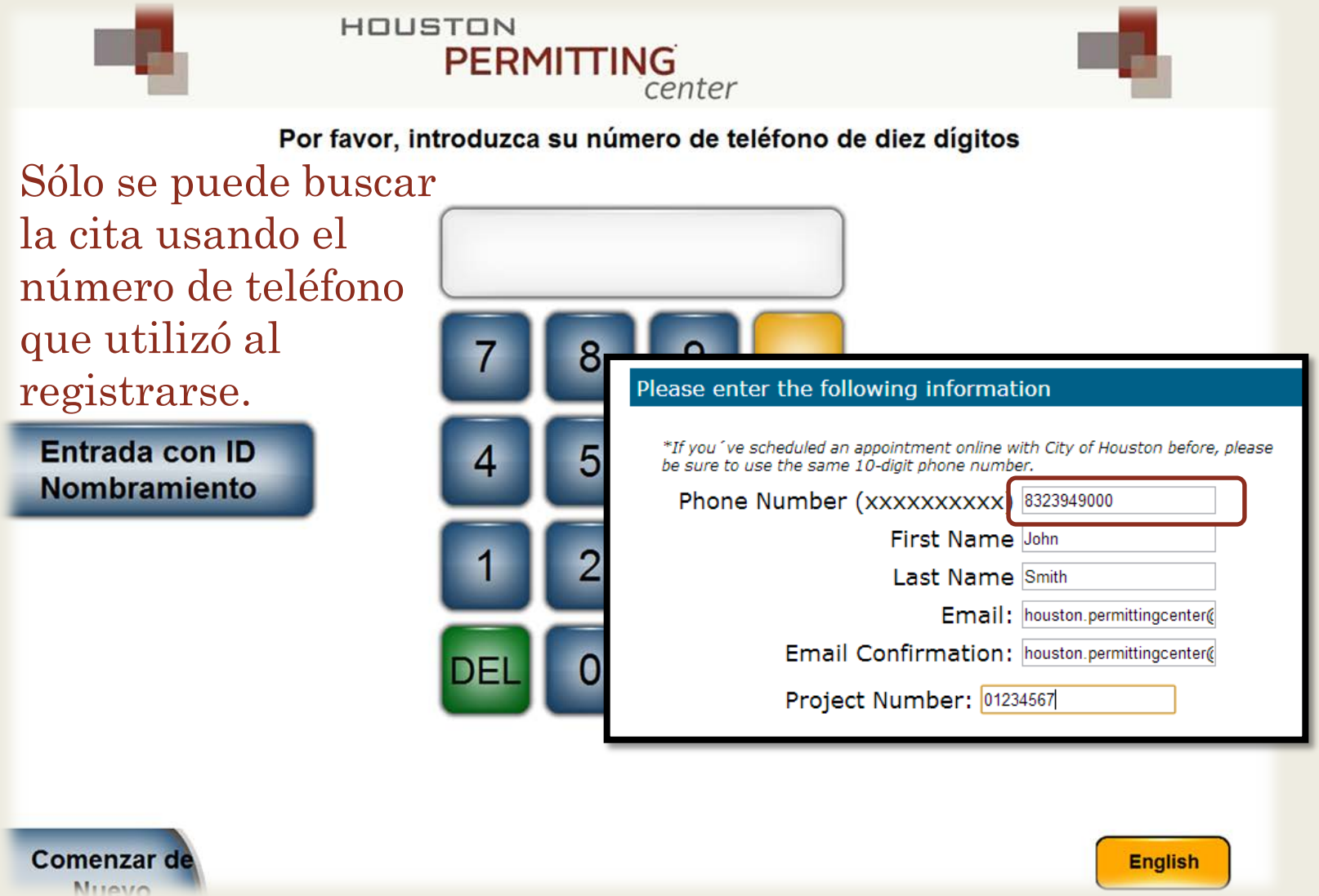


Si usted olvido o no sabe su número de Appointment ID, toque este botón

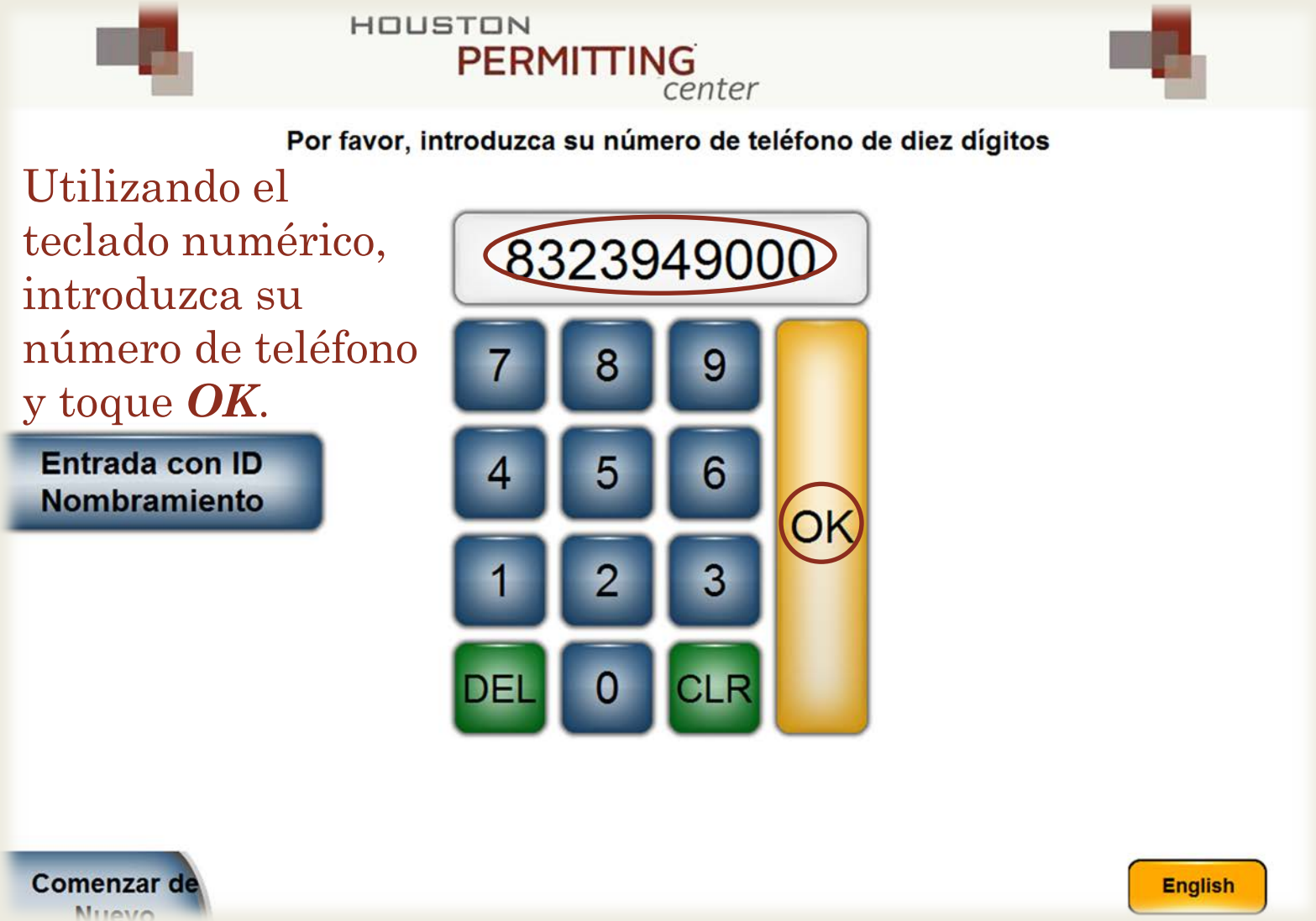
Llegada utilizando el número de teléfono

para cambiar la pantalla.

Appointment Check-in Process



Appointment Check-in Process



Utilizando el teclado numérico, introduzca su número de teléfono y toque ***OK***.

Appointment Check-in Process

Si usted ve esta pantalla, se ha registrado con éxito para su cita.

Un boleto se imprimirá en el quiosco. ***Favor de escanear*** su boleto cuando haya llegado al ***tercero piso***.

Appointment Check-in Process

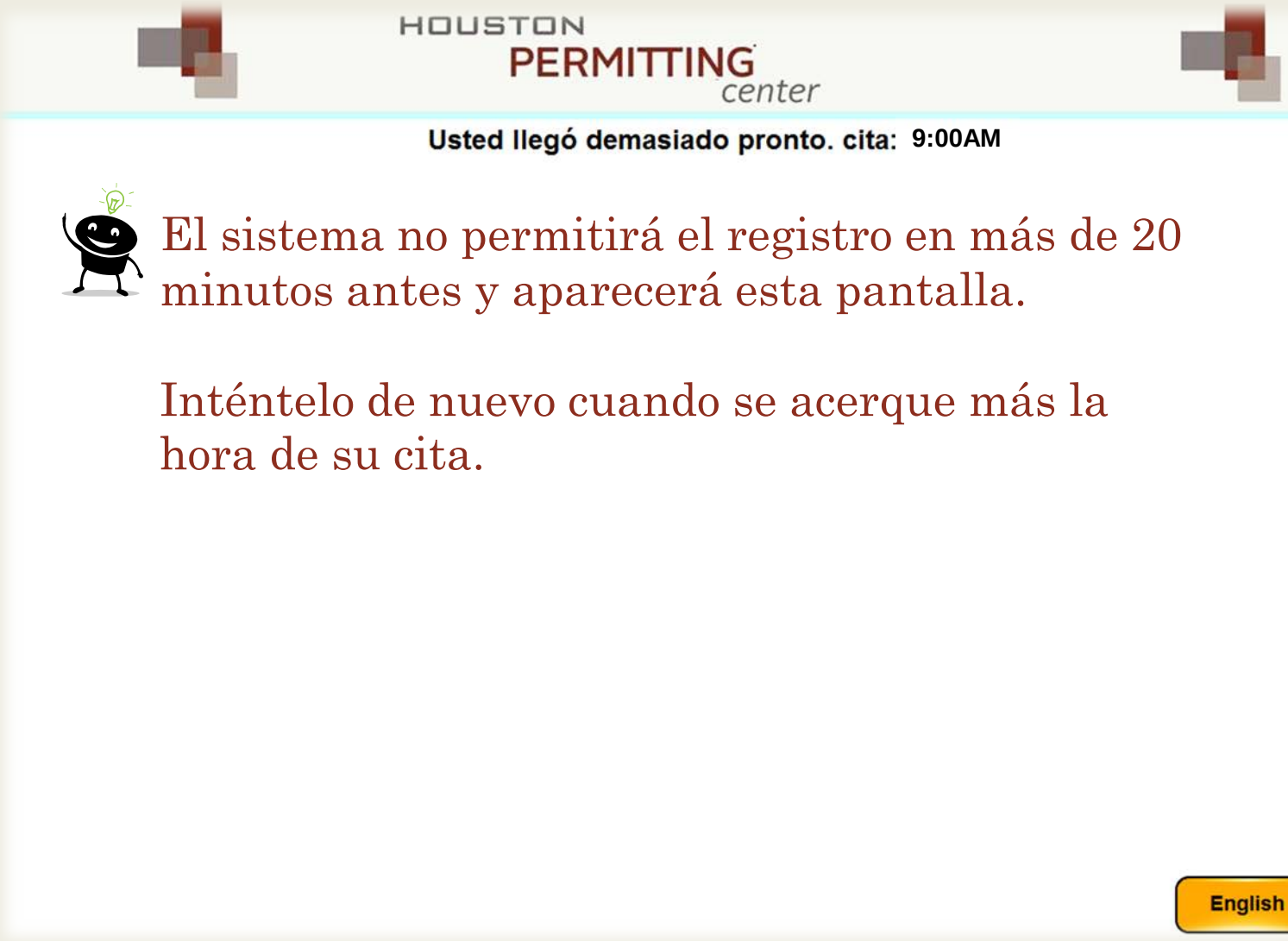
El sistema no permitirá el registro en más de 10 minutos tarde y aparecerá esta pantalla.

Corresponde a la discreción de la unidad de negocio de aceptar citas tardes. Si se acepta, es posible que no pueda completar su negocio dentro del tiempo de la cita restante.

Usted puede utilizar las computadoras en el primer piso para programar una nueva cita para otro día.

English

Appointment Check-in Process



El sistema no permitirá el registro en más de 20 minutos antes y aparecerá esta pantalla.

Inténtelo de nuevo cuando se acerque más la hora de su cita.

Si usted tiene alguna pregunta, favor de contactarnos al:

(832) 394-9000

Houston.permittingcenter@houstontx.gov

HOUSTON PERMITTING center