




Brampton Building and Business Portal User Accounts

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Brampton Building and Business Portal

Please login to the portal or create a new account.

Email Address

Password 

[Forgot Password?](#)

[Create an Account](#) [Submit](#)

For general inquiries, contact us at 905-874-2401 for assistance.
Information about online service:

- Adobe Acrobat must be installed on your computer
- VISA, MasterCard and American Express are accepted



Creating a User Account - FAQ's

I am an existing customer. Do I need to create a user account?

If you are an existing customer and have the e-mail id on file, you don't need to create a new user account. You just need to activate the account by following the instruction below.

1. To activate your existing account, visit this web page:
<https://bramptonbbp.brampton.ca/citizenportal/app/login>
2. Click the **Forgot Password?** link.
3. Enter your email address in the screen provided and then click the **Reset Password** button.
4. You will receive an email from the City of Brampton Public Portal. Copy the PIN number in the body of the email.
5. Click the **Change Password** link in the body of the email.
6. In the screen that appears, enter the PIN number and then click the **Verify PIN** button.
7. You will then be prompted to set your password. Click the **Submit** button to save your new password.
8. You can now log in to the new Brampton Building and Business Portal.
9. The first time you log into the portal, you will be prompted to give us your most up-to-date information for your profile. If you are a new Home Builder select New Home Builders Only. If you are any other type of applicant, select Others.
10. Click the **Update Profile** button to complete the process. You should be able to see your existing permits on the home page.

I have not conducted business with the City of Brampton in the past. How do I create a new portal account?

If you have not conducted business with the City of Brampton in the past, you can create a new user account.

1. Visit this web page: <https://bramptonbbp.brampton.ca/citizenportal/app/login>.
2. Click the **Create an Account** button.
3. For the applicant type, you can select **Production Home Builder Only** radio button if you are a new home builder in Brampton.
4. If you are a **homeowner, contractor, designer** or **FIRE** applicant, pick the **Others** radio button.
5. Fill out the required personal information and click the **Submit** button.
6. If you are a contractor or designer, you will want to fill in the **Organization Name** field. The **Organization Name** field is optional for homeowners.



Create an Account

Please fill in below information

Alternate formats available upon request, please email accessibility@brampton.ca or complete the [Alternate Format Request form](#) to submit your request.

Applicant Type

- Production Home Builder Only
 Others (Including Production Home Builder Members and FIRE applicants)

* This input field is required.

Email Address

* Email Address is required

Confirm Email Address

* Confirm Email Address is required

Phone Number

* This input field is required.

Phone Type (Description)

Alternate Number

Phone Type (Description)

Street #

* This input field is required.

Street Name

* This input field is required.

Direction

Street Type

* This input field is required.

Unit Type

Unit #

City

Province

Country

* This input field is required.

Postal Code

* This input field is required.

* This input field is required.

* This input field is required.

Clear this form

Back

Submit

- You will receive an email to your inbox.
- Click the link in the body of the email to open the portal.
- Copy the PIN number provided in the PIN field and click the **Verify PIN** button.
- You will then be prompted to set your password and click the **Submit** button.



How do I log into the portal?

If you already have a user account, visit this web page:

<https://bramptonbbp.brampton.ca/citizenportal/app/login>.

1. Enter your email address and password.
2. Click the **Submit** button.
3. Click the **Go to Building Services** or the **Go to Fire Services** button.

How can I reset my password?

You can use the Forgot Password link to reset your password.

1. Visit this web page <https://bramptonbbp.brampton.ca/citizenportal/app/login>. Click on the **Forgot Password?** link.
2. Enter your email address in the screen provided and then click the **Reset Password** button.
3. You will receive an email from the City of Brampton Public Portal. Copy the PIN number in the body of the email.
4. Click the **Change Password** link in the body of the email.
5. In the screen that appears, enter the PIN number and then click the **Verify PIN** button.
6. You will then be prompted to set your password. Click the **Submit** button to save your new password.
7. You can now log in to the Brampton Building and Business Portal.

What are the criteria for setting a password on the portal?

Passwords must contain at least 12 characters and characters from three of the following categories:

- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character (e.g.! @; #; \$; %)