HillsGovHub

User Guide

Frequently Asked Questions

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How do I create an account?

An account can be created by visiting the **portal** and selecting **New Users:Register for an Account** along the right-hand side of the screen underneath the login information. A **walkthrough** is available.

How do I add a license?

If you are currently licensed in Hillsborough County, you must complete the **License Verification Process.**

If you are applying for a new license, you must **submit a new application.**

How do I apply for a permit?

To apply for a permit, you must **submit a new permit application**. The process differs slightly for **Tree Removal Permit applications** or **Fire Alarm/Sprinkler applications**.

How do I know what type of permit to apply for?

If you are unsure what type of permit to apply for, look up your project in our **permit type tool**. If you are having difficulty viewing the tool or trouble with its functionality, you may need to open it in **Adobe Acrobat Reader**.

I forgot my password.

On the HillsGovHub home page, please select 'I've forgotten my password' and follow the prompts.

Why can't I access the plan room?

In order to access the Digital Plan Room, you must be a contact on the application. Please contact the primary contact on your application and request to be added. To add additional contacts, complete the **Add Contact-Contractor application.**

Why am I getting an error when I add a new contact?

Please first use the 'Lookup' option. Adding a new contact when the contact already exists is a known bug that will be corrected by the vendor.

Why can't I update or renew my license?

Please ensure you have completed the License Verification application. If the License Verification application has been completed, please contact our office for assistance.

How do I access a permit that was created prior to 1/19/21?

Permits created prior to 1/19/21 can still be accessed via **Velocity Hall**.

Can I submit my application without an address?

New Construction, Building Alterations, and Miscellaneous records can be submitted without an address. The Streets and Addresses team will review the application and update the address. If the address has not been added prior to permit issuance, the permit will not be issued.

Why did I receive an email that my property was exempt?

If the owner of the property is protected by Florida Statute 119, the application will only display to the contacts on the record. The initial application will be updated to 'Exempt' to remove it from public view.

Will the process of paying impact and mobility fees change?

Impact fees will be paid on HillsGovHub. Please see the **Pay Later** option.

What type of as-builts should be submitted through HillsGovHub right now - just commercial or both commercial and residential?

Both residential and commercial as-built applications should be submitted in HillsGovHub.

Will termite certificates now be uploaded into HillsGovHub or continue to be submitted via email?

Permit documents will all be uploaded to your application via HillsGovHub.

How do I know what final inspections are needed?

Required final inspections are displayed as 'pending' on the inspection tab of your application.

Why does the processing status of my task show assigned to TBD?

At this time, the vendor application only displays the individual assigned and displays 'TBD' if a team is assigned. Since Hillsborough County assigns tasks to teams, the assigned to information will display as 'TBD'. After the task has been updated, the name of the individual who completed the task will display. Hillsborough County has formally requested this enhancement from the vendor.

How do I request a refund?

Refunds are processed outside of the HillsGovHub portal. Visit our **refunds web page** to learn more about the process and access the application.