

# RIO VISTA QUICK GUIDE

---

Step by step guide  
for users of the  
Rio Vista - MaintStar  
Customer Service Portal

## MaintStar

28 Hammond  
Irvine California 92618

Phone: 800-255-5675  
Email: [WWW://Maintstar.com](http://WWW://Maintstar.com)



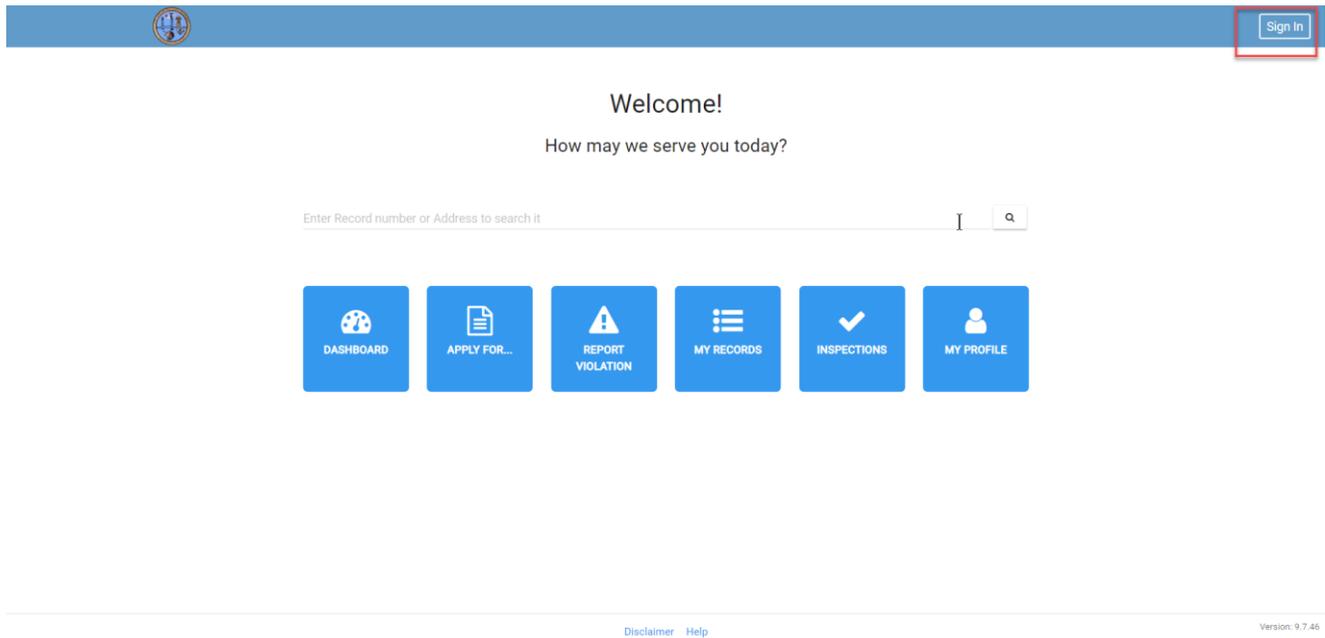
Index	
1. Logging on	3
2. Welcome screen	2
3. Registering as a user	4
4. Uploading your Credentials	7
5. How to Apply for a Permit	9
6. Submitting your Application	12
7. Your Submitted Application	13
8. Requesting Inspections	14
9. Inspection results	17

# 1. Log on to

<https://h8.maintstar.co/riovistaportal>

# 2. Welcome screen

The welcome screen is your entry into the Rio Vista-MaintStar Customer Service Portal. In the upper right you can register as a new user, submit your credentials and after you have registered, sign in with your registration.



The Blue Blocks are your entry points to:

**Dashboard:** View all your applications, inspections, notifications in one place.

**Apply For:** Permits Licenses and Inspections

**Report Violations:** Submit a complaint to report an issue

**My Records:** Keep track of all requested record transactions.

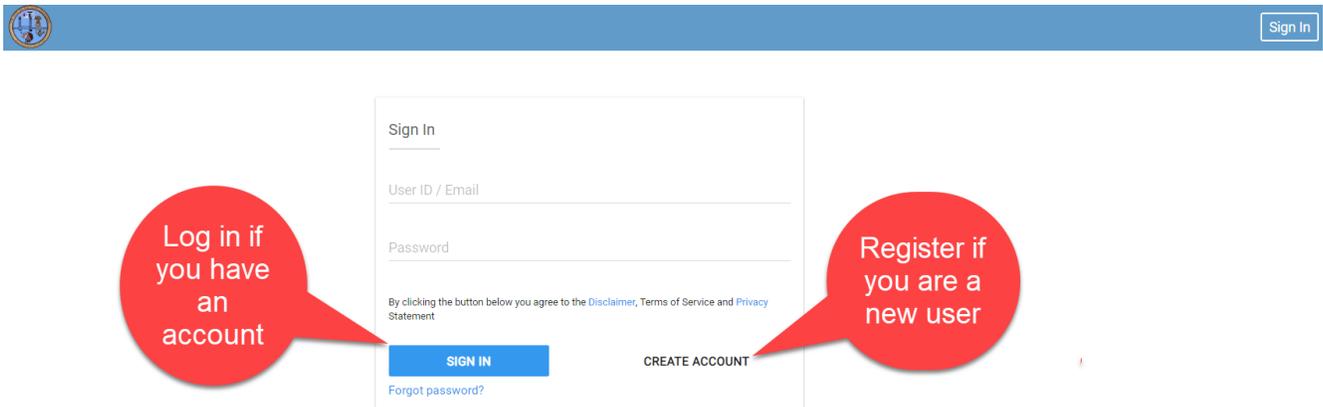
**Inspections:** Request new inspections, cancel and keep track of all requested inspections.

**My Profile:** Access your personal profile.

### 3. Registering as a user

To use the system, you must first register.

Click the sign in button on the upper right of the screen. You will be taken to the sign in screen shown below. Enter your Id and password if you are already registered or click **Create Account** to start the registration process.



The image shows a screenshot of a web application's sign-in and registration interface. At the top right, there is a blue navigation bar with a "Sign In" button. Below this is a white form titled "Sign In". The form contains three input fields: "User ID / Email" and "Password". Below the password field is a checkbox with the text "By clicking the button below you agree to the [Disclaimer](#), [Terms of Service](#) and [Privacy Statement](#)". There are two buttons: a blue "SIGN IN" button and a "CREATE ACCOUNT" button. A red callout bubble on the left points to the "SIGN IN" button with the text "Log in if you have an account". A red callout bubble on the right points to the "CREATE ACCOUNT" button with the text "Register if you are a new user". At the bottom left of the form, there is a link that says "Forgot password?".

Enter your name, email user ID and create a password, minimum 4 characters and your phone number. Click **CREATE**

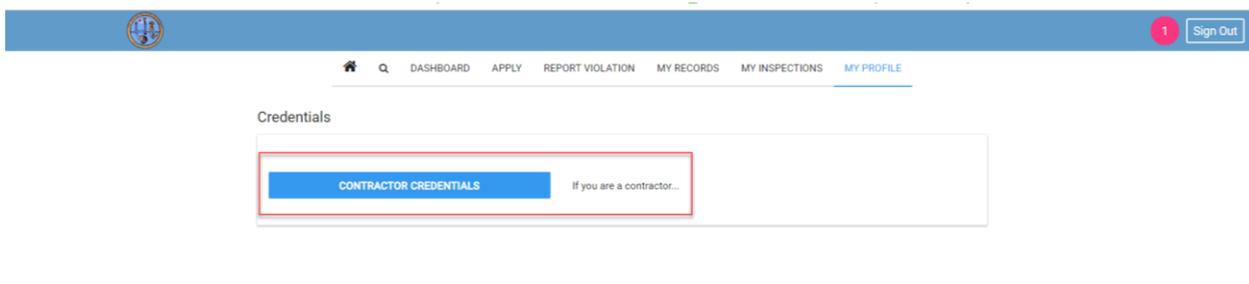


[Disclaimer](#) [Help](#)

Version: 9.7.46

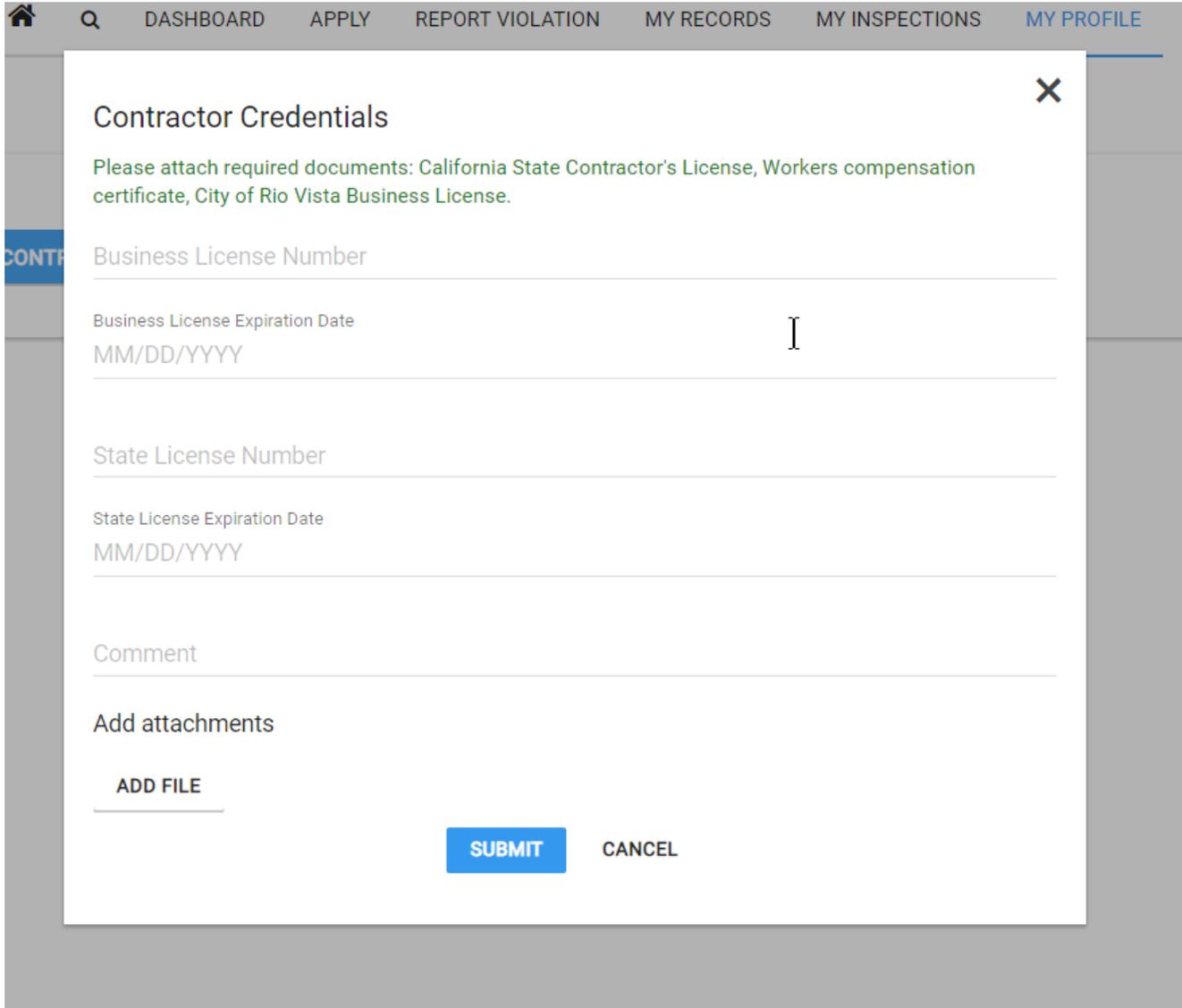
If you are a contractor, you will be required to enter your license information and upload a copy of your licenses. The Rio Vista staff will validate your submitted information and they approve you for using the portal. You will not be able to submit requests for permits or inspection until your credentials have been validated.

If you are a contractor click **CONTRACTOR CREDENTIALS**



On the contractor credential page, you will need to enter your Business licenses number, Expiration date, State license number and expiration.

You should have an electronic copy of all licenses as well as workman's compensation certificates to upload as part of your registration.



The screenshot shows a web application interface with a navigation bar at the top containing a home icon, a search icon, and menu items: DASHBOARD, APPLY, REPORT VIOLATION, MY RECORDS, MY INSPECTIONS, and MY PROFILE. A modal window titled "Contractor Credentials" is open, featuring a close button (X) in the top right corner. The modal contains the following text and form fields:

Please attach required documents: California State Contractor's License, Workers compensation certificate, City of Rio Vista Business License.

Business License Number

Business License Expiration Date  
MM/DD/YYYY

State License Number

State License Expiration Date  
MM/DD/YYYY

Comment

Add attachments

ADD FILE

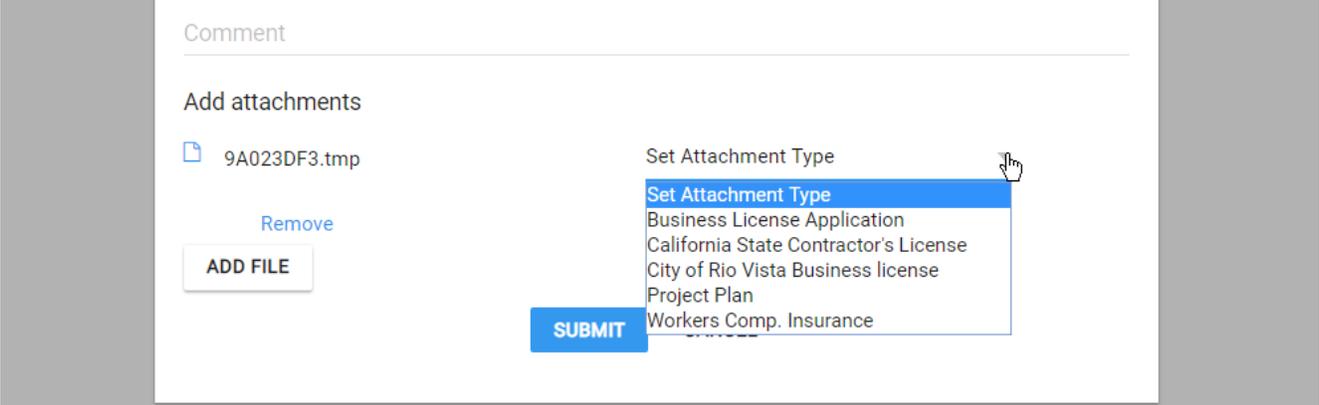
SUBMIT CANCEL

## 4. To upload copies of your Credentials:

Click **ADD FILE**

Navigate to the credential file on your computer and select it. When it up loads, use the drop down to identify the type of credential it is.

Click **SUBMIT**



The screenshot shows a web form interface. At the top, there is a text input field labeled "Comment". Below it is a section titled "Add attachments". A file named "9A023DF3.tmp" is listed with a document icon and a "Remove" link. Below the file list is a blue button labeled "ADD FILE". To the right of the file list is a dropdown menu titled "Set Attachment Type". The dropdown is open, showing a list of options: "Set Attachment Type" (highlighted in blue), "Business License Application", "California State Contractor's License", "City of Rio Vista Business license", "Project Plan", and "Workers Comp. Insurance". Below the dropdown is a blue button labeled "SUBMIT".

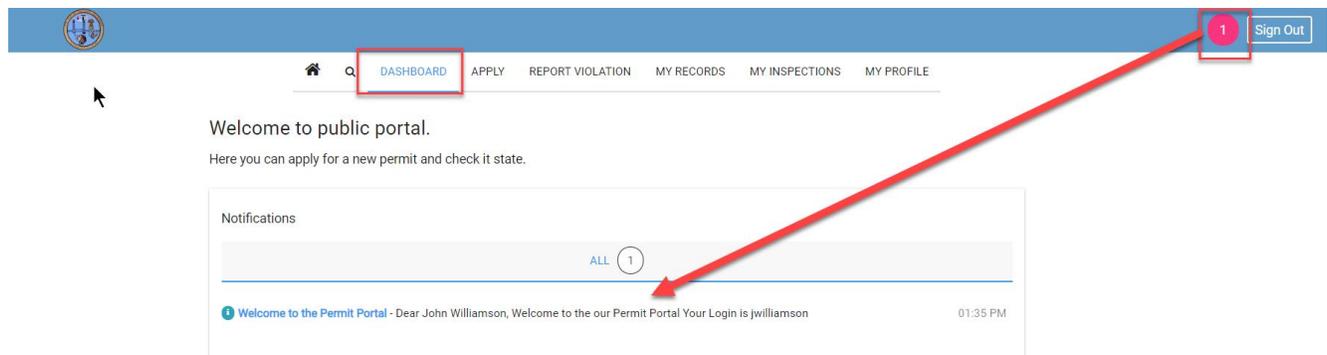
Repeat this process for all credentials.

Rio Vista staff will notify you when your credentials have been accepted and you can begin requesting new permits. Until you are approved, you will be able to log in and see your notifications. Notifications are communications between you and the Rio Vista staff. You will not be able to request permits until your credentials are verified.

Here, we are logged in and we see 1 notification in the pink Notification bubble.

The notifications are shown in the dashboard section.

Here is a welcome message:



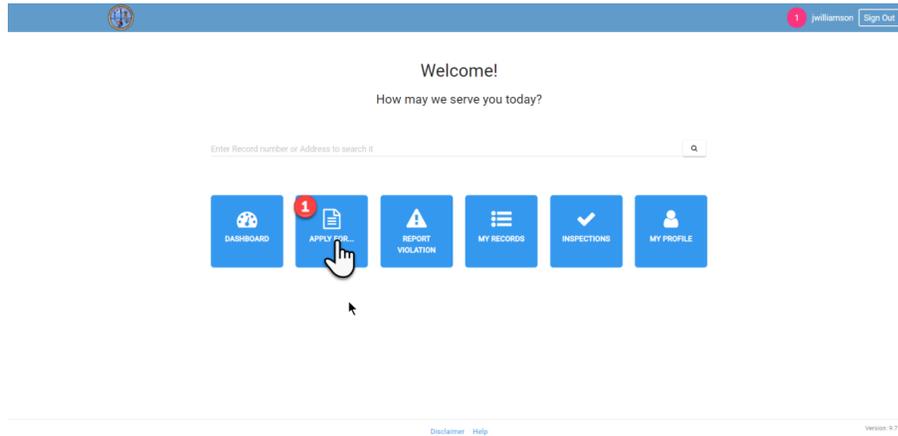
The screenshot shows a web application interface. At the top, there is a blue navigation bar with a search icon, a 'DASHBOARD' menu item (highlighted with a red box), and other menu items: 'APPLY', 'REPORT VIOLATION', 'MY RECORDS', 'MY INSPECTIONS', and 'MY PROFILE'. On the far right of the navigation bar, there is a 'Sign Out' button and a pink notification bubble containing the number '1' (also highlighted with a red box). A red arrow points from this bubble to a notification in the main content area. The main content area has a white background and contains a welcome message: 'Welcome to public portal. Here you can apply for a new permit and check it state.' Below this is a 'Notifications' section with a filter set to 'ALL' and a count of '1' in a pink circle. A single notification is displayed: 'Welcome to the Permit Portal - Dear John Williamson, Welcome to the our Permit Portal Your Login is jwilliamson' with a timestamp of '01:35 PM'.

The dashboard will be a list of all notifications between you and the Rio Vista Staff.

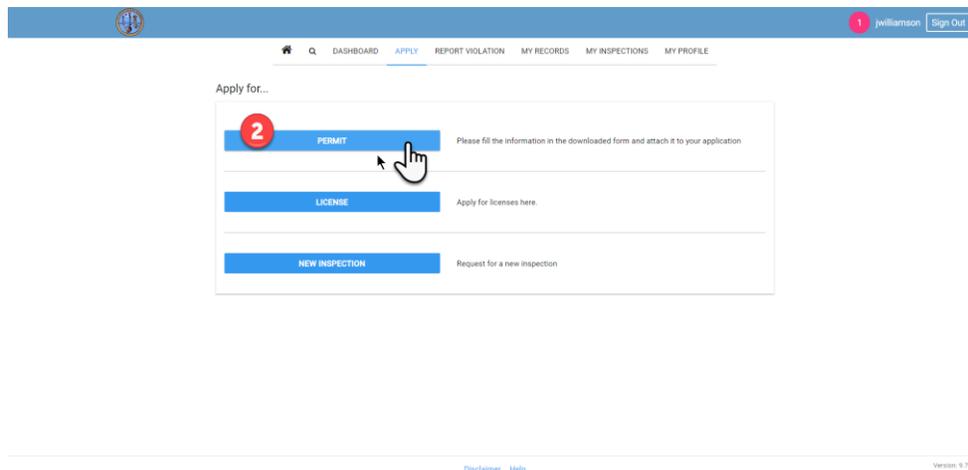
## 5. How to Apply for a Permit

Once your credentials are approved you can apply for a permit:

Click the **APPLY FOR** Block on the main screen.



Select Permit:



I'd like to apply for a Permit

Select Permit Type

- Building Permit (Summit)
- Mechanical Permit (HVAC)
- Plumbing Permit (Water Heater)
- Roof
- Solar Permit

Attachments  
Required Attachments: Project Plan  
 Check here to continue if your project does not require plans or certificates  
ADD FILE

CONTINUE CLEAR

Disclaimer Help

Version: 9.7.48

Select the Type of permit. In this example we will choose “Building permit summit.” Continue down the page filling in each field as you go.

At the bottom, attach a project plan in the same way you submitted your credentials. If job address or lot number are not found, describe them in the job description and Rio Vista staff will contact you to resolve the issue.

I'd like to apply for a Permit

Select Permit Type  
Building Permit (Summit)

Select Building Permit (Summit) Sub Type  
Summit Model 2

Job Address  
334 MARK'S ROAD, Rio Vista, CA

Select who you are  
Contractor/ Authorized Agent

Permit Picked as  
000005, Shea Homes, 1000 Summerset Drive, Vista, CA 94571

Contacts  
Required Contacts: Property Owner  
ADD ADDITIONAL CONTACT

Details  
Job Description  
Build a new home on village lot.

Lot #  
34555

Square Footage  
3500

Zoning  
1

Project Cost  
385,000

Attachments  
Required Attachments: Project Plan  
 Check here to continue if your project does not require plans or certificates  
ADD FILE

CONTINUE CLEAR

Disclaimer Help

Version: 9.7.48

If you submit a request for a permit but miss some needed information the system will prompt you on the missing items in Orange and Red as shown below.

The screenshot shows a web form for a permit application. At the top right, there is a warning message in an orange box: "Please complete all required fields" with a close button (X). Two red arrows point from this message to specific parts of the form: one points to the "ADD ADDITIONAL CONTACT" button under the "Contacts" section, and the other points to the "ADD FILE" button under the "Attachments" section.

**Permit #** 1122 as  
Applicant  
C00005, Shea Homes, 1000 Summerset Drive, Rio Vista, CA 94571

**Contacts**  
Required Contacts: Property Owner

**Details**  
Job Description  
Build a new home on village lot.

Lot #  
34555

Square Footage  
3500

Zoning  
1

Project Cost  
385,000

**Attachments**  
Required Attachments: Project Plan  
 Check here to continue if your project does not require plans or certificates

Disclaimer Help Version: 9.7.48

## 6. Submitting your application

Once you have satisfied the application requirements you will be able to review your application. Be sure to check any requirement checkboxes that will be on the review. You should be prepared to enter your license information and your name as applicant. You will be asked this for each permit submittal as an additional security step. You might want to save this in a folder for easy access the next time.

You can go back if you need to edit something to continue with Submit.

**Review**

Please check and review all information. Click **'Submit'** button if you want to submit Request or **'Back'** to change entered data or cancel a submission

Permit type: Building Permit (Summit) - Summit Model 2

Submitter: C00005, Shea Homes, 1000 Summerset Drive, Rio Vista, CA 94571

Job Address: 334 MARKS ROAD, Rio Vista, CA

Contacts: Property Owner: C00015, Joe Cane

Job Description: Build a new home on village lot.

Lot #: 34555

Square Footage: 3500

Zoning: 1

Project Cost: 385,000

Estimated cost calculation...

**Declarations:**

**Licensed Contractor Declaration**

I hereby affirm under penalty of perjury that I am licensed under provisions of Chapter 9 (commencing with Section 7000) of Division 3 of the Business and Professions Code, and my license is in full force and effect.

State Lic. No.	Lic. No.	Lic. Class	Lic. Class	Lic. Exp. Date
				MM/DD/YYYY

**California Energy Conservation Declaration**

I hereby affirm under penalty of perjury that this project conforms to all applicable laws of Title 24 of the California Administrative Code pertaining to Energy Conservation.

**HAZMAT:** Indicate if the intended occupancy will use chemicals.

Initializing yes/acknowledged if you are using chemicals per 1993 & 25534 as well as filing directions were made available to you.

Yes  No

I certify that I have read this application and the above information is correct. I agree to comply with all applicable county ordinances and state laws relating to building construction, and hereby authorize representative to enter upon the above-mentioned property for inspection purposes. I (we) agree to save, indemnify and hold the City of Rio Vista against liabilities, judgements, costs and expenses which may accrue against the granting of this permit.

Applicant: \_\_\_\_\_ Contractor: Contractor

Authorized Agent: Authorized Agent Date: 07/31/2019

**SUBMIT** **BACK** **CLEAR**

**Review Your application**

**Check box confirmations are required.**

**submit, or go back to edit**

## 7. Your Submitted Application:

The screenshot displays a web interface for a permit application. At the top, a navigation bar includes links for Dashboard, Apply, Report Violation, My Records, My Inspections, and My Profile. A message states: "Your Record PM19-0653 has been submitted. Please check your Email for confirmation of permit fees. We do not accept electronic payments only cash or check." The main content area shows the permit details for PM19-0653, which is in a "Pending" status. The record is divided into several expandable sections: "Details", "Fees, Invoices", "Attachments", and "Comments". Red callouts highlight the "Next step" (Waiting for Payment), the "Status" (Pending), and the "Expand sections with the Up /Down" arrows on the right side of the panels. The bottom of the page shows a Windows taskbar with various application icons.

Your submitted application shows the record number and the status. Each section of the application record is in a separate panel. You can expand and condense the panels with the little arrow on the right.

The system will calculate the fees based on the information you submitted.

You should go to the Rio Vista office and pay fees for this permit in person.

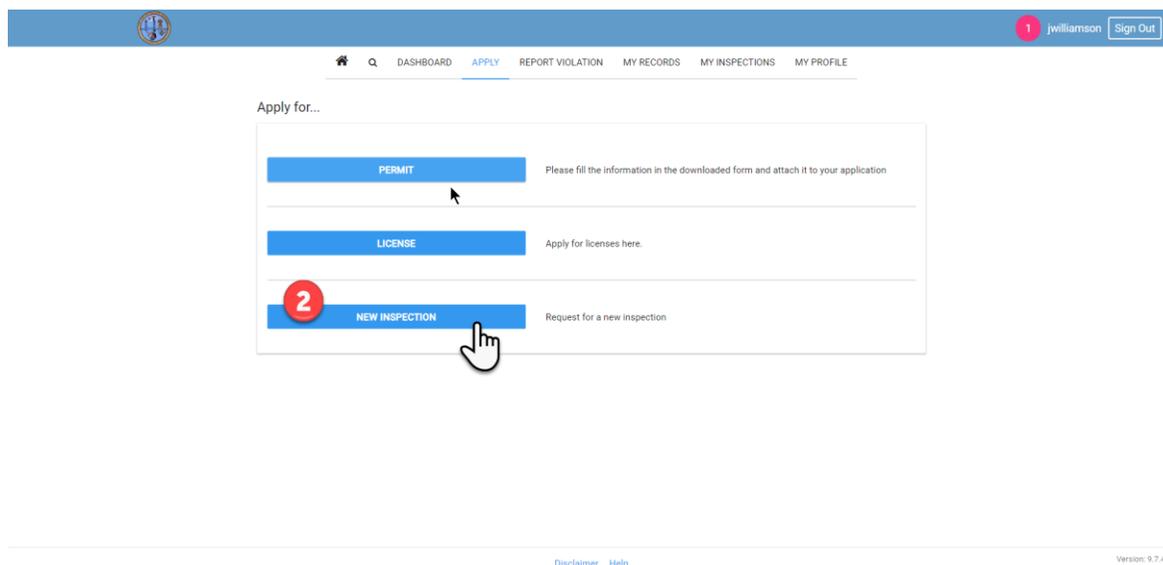
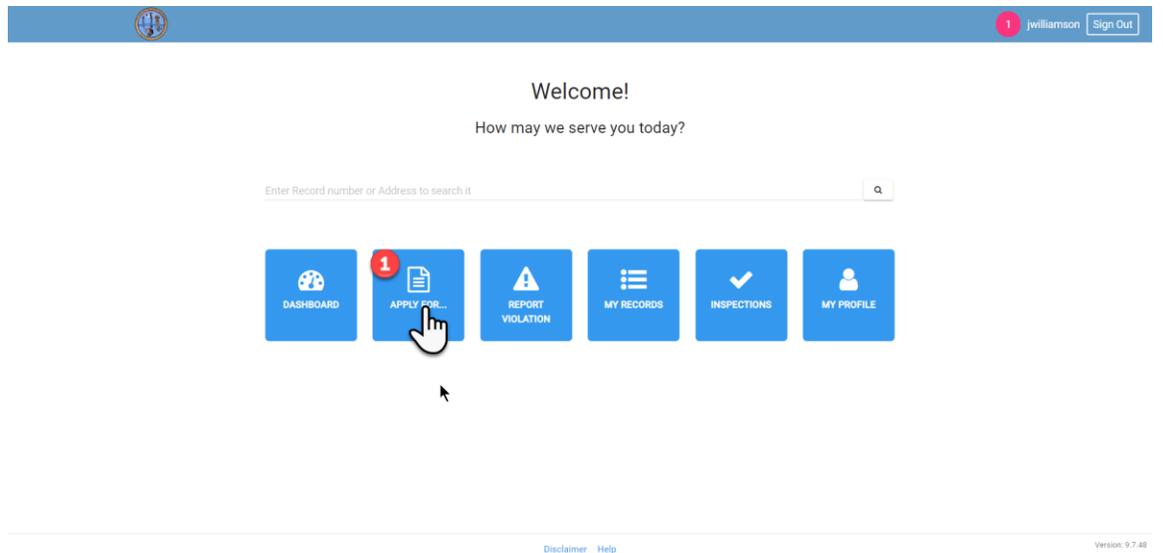
Once your fees are paid the permit will be issued at the office.

Your next step would be to schedule inspections when you are ready.

## 8. Requesting Inspections

When you are ready, you can call for an inspections for your construction project.

Click on the apply block and choose **New Inspection**.



The Inspection request screen will appear.

- Select the record number of your permit. If you have several in process you will see a list to choose from. After you select the right permit record, you can then select the inspection type on the next line.
- The inspections required for the permit will be in the Inspection type drop down. Select the one you want to request.
- You can then request a morning or afternoon inspection.
- Click submit.
- The Office staff will process the request and you will see the status in the inspections when it is scheduled.

The screenshot shows a web application interface for requesting an inspection. The top navigation bar includes a home icon, a search icon, and links for DASHBOARD, APPLY, REPORT VIOLATION, MY RECORDS, MY INSPECTIONS (highlighted), and MY PROFILE. The user is logged in as 'jwilliamson' with a 'Sign Out' button.

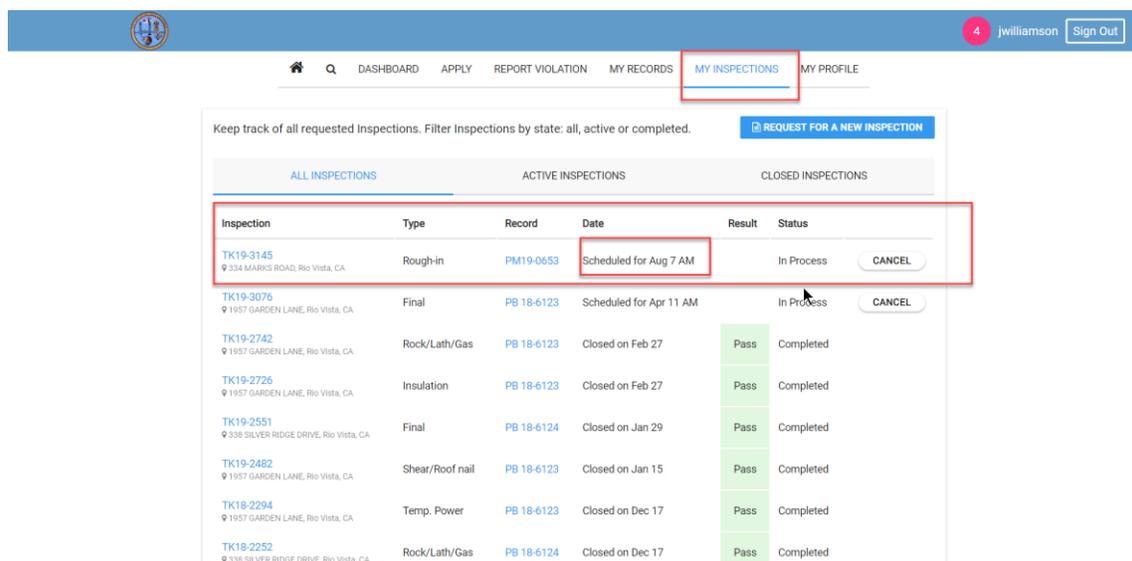
The main form area contains the following fields and options:

- Back** link
- I'd like to request an inspection for ...**
- Select Record:** PM19-0653 - Building Permit (Summit) - Summit Model 2 - 334 MARKS ROAD, Rio Vista, CA
- Inspection Type:** Rough-in (with a close 'x' icon)
- Requested Date (Not earlier than two business days):** 08/07/2019
- Phase:** (empty)
- Requested Time is:**
  - Morning is from 8:00 AM to 12:00 PM
  - Afternoon is from 12:30 PM to 4:30 PM
- Requested Time (Morning/Afternoon):** Morning (with an 'opening' button next to it)
- Comments:** call Me if there is an earlier opening
- Buttons:** SUBMIT and CLEAR

Three red callout boxes provide instructions:

- Top right:** Choose from your existing open permits here.
- Left side:** Then select the type of inspection
- Bottom right:** Submit when you are ready

The Inspections tab will show the inspection and the scheduled data and time:



Keep track of all requested inspections. Filter inspections by state: all, active or completed. [REQUEST FOR A NEW INSPECTION](#)

ALL INSPECTIONS ACTIVE INSPECTIONS CLOSED INSPECTIONS

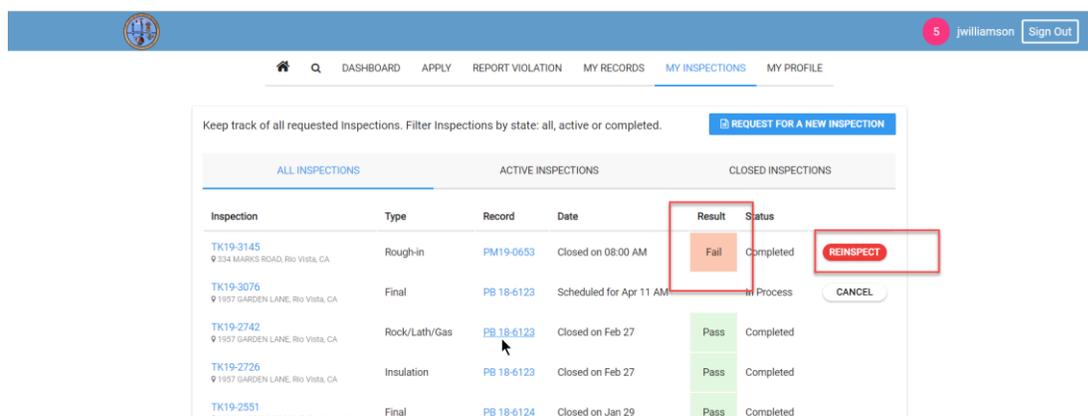
Inspection	Type	Record	Date	Result	Status
TK19-3145 334 MARKIS ROAD, Rio Vista, CA	Rough-in	PM19-0653	Scheduled for Aug 7 AM		In Process <a href="#">CANCEL</a>
TK19-3076 1957 GARDEN LANE, Rio Vista, CA	Final	PB 18-6123	Scheduled for Apr 11 AM		In Process <a href="#">CANCEL</a>
TK19-2742 1957 GARDEN LANE, Rio Vista, CA	Rock/Lath/Gas	PB 18-6123	Closed on Feb 27	Pass	Completed
TK19-2726 1957 GARDEN LANE, Rio Vista, CA	Insulation	PB 18-6123	Closed on Feb 27	Pass	Completed
TK19-2551 338 SILVER RIDGE DRIVE, Rio Vista, CA	Final	PB 18-6124	Closed on Jan 29	Pass	Completed
TK19-2482 1957 GARDEN LANE, Rio Vista, CA	Shear/Roof nail	PB 18-6123	Closed on Jan 15	Pass	Completed
TK18-2294 1957 GARDEN LANE, Rio Vista, CA	Temp. Power	PB 18-6123	Closed on Dec 17	Pass	Completed
TK18-2252 338 SILVER RIDGE DRIVE, Rio Vista, CA	Rock/Lath/Gas	PB 18-6124	Closed on Dec 17	Pass	Completed

The Inspection requested time and date cannot be guaranteed due to inspector's schedule. The staff will do their best to accommodate your request.

## 9. Inspection results

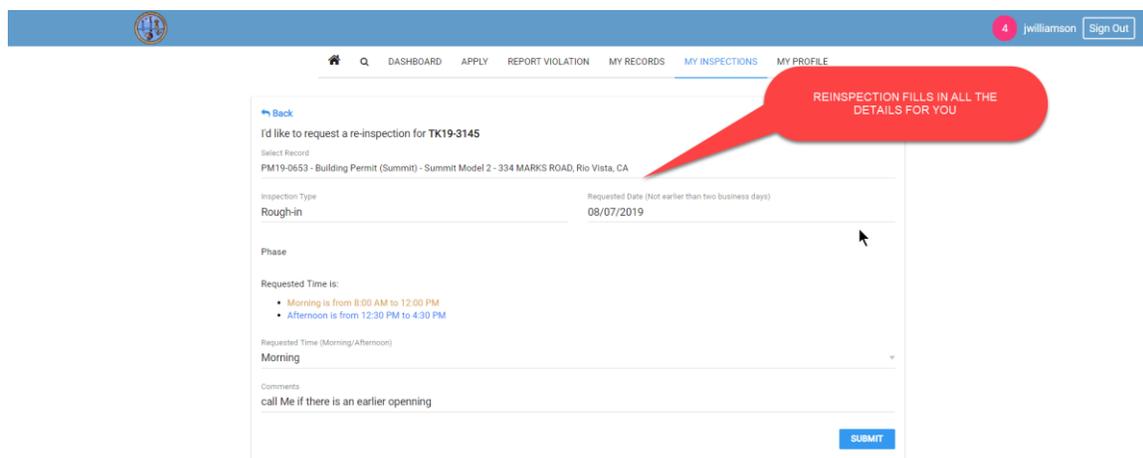
When the inspection is completed, the results will be updated, and you can see them on your inspection tab. In cases where the inspection fails, a **Reinspect** button will be shown.

Click the **Reinspect** button to schedule a reinspection when you are ready.



Keep track of all requested inspections. Filter inspections by state: all, active or completed. [REQUEST FOR A NEW INSPECTION](#)

Inspection	Type	Record	Date	Result	Status	
TK19-3145 334 MARKS ROAD, RIO VISTA, CA	Rough-in	PM19-0653	Closed on 08:00 AM	Fail	Completed	<b>REINSPECT</b>
TK19-3076 1957 GARDEN LANE, RIO VISTA, CA	Final	PB 18-6123	Scheduled for Apr 11 AM	In Process		CANCEL
TK19-2742 1957 GARDEN LANE, RIO VISTA, CA	Rock/Lath/Gas	PB 18-6123	Closed on Feb 27	Pass	Completed	
TK19-2726 1957 GARDEN LANE, RIO VISTA, CA	Insulation	PB 18-6123	Closed on Feb 27	Pass	Completed	
TK19-2551 1957 GARDEN LANE, RIO VISTA, CA	Final	PB 18-6124	Closed on Jan 29	Pass	Completed	



[Back](#)

I'd like to request a re-inspection for TK19-3145

Select Record  
PM19-0653 - Building Permit (Summit) - Summit Model 2 - 334 MARKS ROAD, RIO VISTA, CA

Inspection Type  
Rough-in

Requested Date (Not earlier than two business days)  
08/07/2019

Phase

Requested Time is:

- Morning is from 8:00 AM to 12:00 PM
- Afternoon is from 12:30 PM to 4:30 PM

Requested Time (Morning/Afternoon)  
Morning

Comments  
call Me if there is an earlier opening

**SUBMIT**

REINSPECTION FILLS IN ALL THE DETAILS FOR YOU