



Digital Inbox – How to Create an Account and Uploading Documents

CREATE ACCOUNT: Click on “Register.”

If you have an Account, click on “Login”

The screenshot shows the top navigation bar of the Digital Mailbox application. On the left, there is the City of Oakland logo and the text "City of Oakland". In the center, the text "Digital Mailbox" is displayed. On the right, there are two yellow buttons: "Login" and "Register", separated by the word "or". Below the navigation bar, the main content area has a "Welcome" heading. The text below explains that the Digital Mailbox Application allows users to send and receive messages and upload documents. It also states that users need an account with the City of Oakland portal, OAKAPPS, and provides instructions on how to create an account (click "Register") or log in (click "Login"). At the bottom of the screenshot, there are two buttons: "Login" and "Register". The "Register" button is highlighted with a blue rectangular border.



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Complete the **New Registration**, see below:

City of Oakland

OAK APPS

New Registration

Individual Business

Name: First name, Middle name, Last name

Email: ex.: jonhdoe@mail.com

Gender: Choose your gender

Race: Choose your race

Date of Birth: MM-DD-YYYY

Address: Address Line 1, Address Line 2, City, State, Zip

Phone Number: Home Phone, Work Phone, Mobile Phone

Upload a Photo

I'm not a robot

reCAPTCHA Privacy - Terms

Cancel Register



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VERIFICATION: A verification email will be sent to you. Please verify as required.

Login to your account using your email and password.

City of Oakland

OAK APPS

Login

Email address

Password

OR

Login with Google

Login with LinkedIn

Login →

Forgot Password [click here](#)

Not Registered? [Register Now →](#)

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Welcome login screen appears below:

The screenshot shows the 'Digital Mailbox' application interface. At the top, there is a navigation bar with the 'City of Oakland' logo on the left, the text 'Digital Mailbox' in the center, and a search bar and user profile icon on the right. Below the navigation bar, the main content area features a large 'Welcome' heading. Underneath, a descriptive sentence reads: 'Digital Mailbox Application, enables residents to Send and Receive Messages, Upload requested documents to and from City departments.' The central part of the interface is a vertical list of four menu items, each with a circular icon and text: 'Inbox' (with a red notification badge), 'Outbox', 'Send/Upload', and 'Archive'. Three blue callout boxes with arrows point to the 'Inbox', 'Outbox', and 'Send/Upload' items, providing instructions on where to find messages and how to send documents.

Callout Text	Icon	Label
Messages from City Staff will appear here.	Inbox	Messages/Documents Received from the City Department
Messages you've sent to the City will appear here.	Outbox	Messages/Documents Sent to the City Department
To send a message/document to the City, click here.	Send/Upload	Send a message or document to City Department
	Archive	Archived Messages



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The screenshot shows the 'Digital Mailbox' interface. On the left is a vertical navigation menu with icons for Home, Inbox, OutBox, Send/Upload, and Archive. The main content area is titled 'Send a Message or Upload Documents'. It features a 'Send Message' icon and a text prompt: 'Select a Department to Send a Message or Upload documents or contents, such as applications, photos, videos, plan sets, survey, studies, etc., related to city Department's staff'. Below this is a dropdown menu with 'Planning and Building' selected. A blue box highlights the dropdown menu, and an arrow points to it from a text box that says: 'Click on the dropdown menu and select "Planning and Building." Then click "Next"'. A 'Next' button is located below the dropdown menu.

City of Oakland

Digital Mailbox

Send a Message or Upload Documents

Send Message

Select a Department to Send a Message or Upload documents or contents, such as applications, photos, videos, plan sets, survey, studies, etc., related to city Department's staff

Planning and Building

Next

Click on the dropdown menu and select "Planning and Building." Then click "Next"

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City of Oakland Digital Mailbox

Send Message

Please select a Service/Unit?
Please Select

Please enter at least one of the fields below:

Your permit number is typically B, E, P, M followed by numbers such as B1801234 or RB, RBC, RM, RE, RP followed by number such as RBC1800123.

Your case file for a planning service is typically ZW, GP, RZ and ZT followed by 7 numbers such as ZW1800045 for a Enforcement Case it is 7 numbers, depending on the year the issue was reported i.e. 2017 would be 1700050.

Case File #

OR

Permit #

OR

Address

Enter a location

Verify Address

OR

Street Name

OR

Assessor Parcel Number (APN)

Next

Select the department your message/documents need to go to

CODE ENFORCEMENT CASE #? Place here.

PLANNING OR BUILDING # TO REFERENCE? Place here.

Input project address here, then click "Verify Address"



Digital Inbox – How to Create an Account and Uploading Documents

City of Oakland

Digital Mailbox

Address verified

Address verification message appears

Please select a Service/Unit?

Building

Please enter at least one of the fields below:

Your permit number is typically B, E, P, M followed by numbers such as B1801234 or RB, RBC, RM, RE, RP followed by number such as RBC1800123.

Your case file for a planning service is typically ZW, GP, RZ and ZT followed by 7 numbers such as ZW1800045 for a Enforcement Case it is 7 numbers, depending on the year the issue was reported i.e. 2017 would be 1700050.

Case File #

OR

Permit #

OR

Address

250 Frank H. Ogawa Plaza, Oakland, CA, USA

Verify Address

OR

Street Name

FRANK H OGAWA

OR

Assessor Parcel Number (APN)

003 006500902

Next

Then click "Next"

Address appears as follows.



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The screenshot shows the 'Digital Mailbox' interface. At the top, there is a header with the City of Oakland logo and the text 'Digital Mailbox'. Below this, there is a navigation bar with icons for 'Inbox', 'OutBox', 'Send/Upload', and 'Archive'. The main content area is titled 'Send Message' and contains a text input field with the placeholder text 'Write your message. Please include reason for permit, jobsite address, phone #, and email address.' Below the text field is an 'Upload Attachments' button with a cloud icon. At the bottom of the main content area is a 'Send Message' button. A footer at the bottom of the page reads 'Developed and Supported by Information Technology Department © 2020 All Rights Reserved'. Three blue callout boxes with arrows point to specific elements: one points to the 'Upload Attachments' button, another points to the text input field, and a third points to the 'Send Message' button. The third callout box contains the text: 'Write your message. Please include reason for your permit, jobsite address, your phone #, and email.'



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The screenshot shows the 'Digital Mailbox' interface. A central 'Upload' modal window is open, displaying instructions and a form. The instructions state: 'You are permitted to upload the following file types: PDF, Word, Excel, MOV, JPEG, TIFF and PNG. The maximum file size limit for upload is 1 GB. If you are the kiosk, please make sure the USB is inserted in the slot on the right side of the Kiosk machine.' The form includes fields for 'Type*' (set to 'Application'), 'Title*' (set to 'Description of File Here'), and a 'Description' text area. A 'Choose File' button is highlighted with a file name '3927 Wattli...4-16-20.pdf'. An 'Upload' button is also highlighted. A 'Back to Message' button is at the bottom of the modal. Three callout boxes provide step-by-step instructions: Step 1 points to the 'Type*' and 'Title*' fields; Step 2 points to the 'Choose File' button; Step 3 points to the 'Upload' button. A text box at the top of the modal says 'A new box appears below:'.

A new box appears below:

Step 1:
Type* – Select drop down
Title* – Name of file

Step 2: Click “Choose File,” to find the file on your computer.

Step 3: Click “Upload”



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The screenshot displays the 'Digital Mailbox' interface. On the left is a navigation sidebar with icons for Home, Inbox, OutBox, Send/Upload, and Archive. The main area shows a 'Send Message' form with an 'Upload Attachments' button. An 'Upload' dialog box is open, containing the following text: 'You are permitted to upload the following file types: PDF, Word, Excel, MOV, JPEG, TIFF and PNG. The maximum file size limit for upload is 1 GB. If you are the kiosk, please make sure the USB is inserted in the slot on the right side of the Kiosk machine.' Below this text are fields for 'Type' (set to 'Application'), 'Title' (set to 'Testing upload'), and 'Description'. A 'Choose File' button is active, showing the selected file '3927 Wattli...4-16-20.pdf'. At the bottom of the dialog are 'Upload' and 'Back to Message' buttons. At the very bottom of the screen, a progress bar shows 'Uploading (72%)...'.

Percent of upload completion will appear at the bottom of your screen.



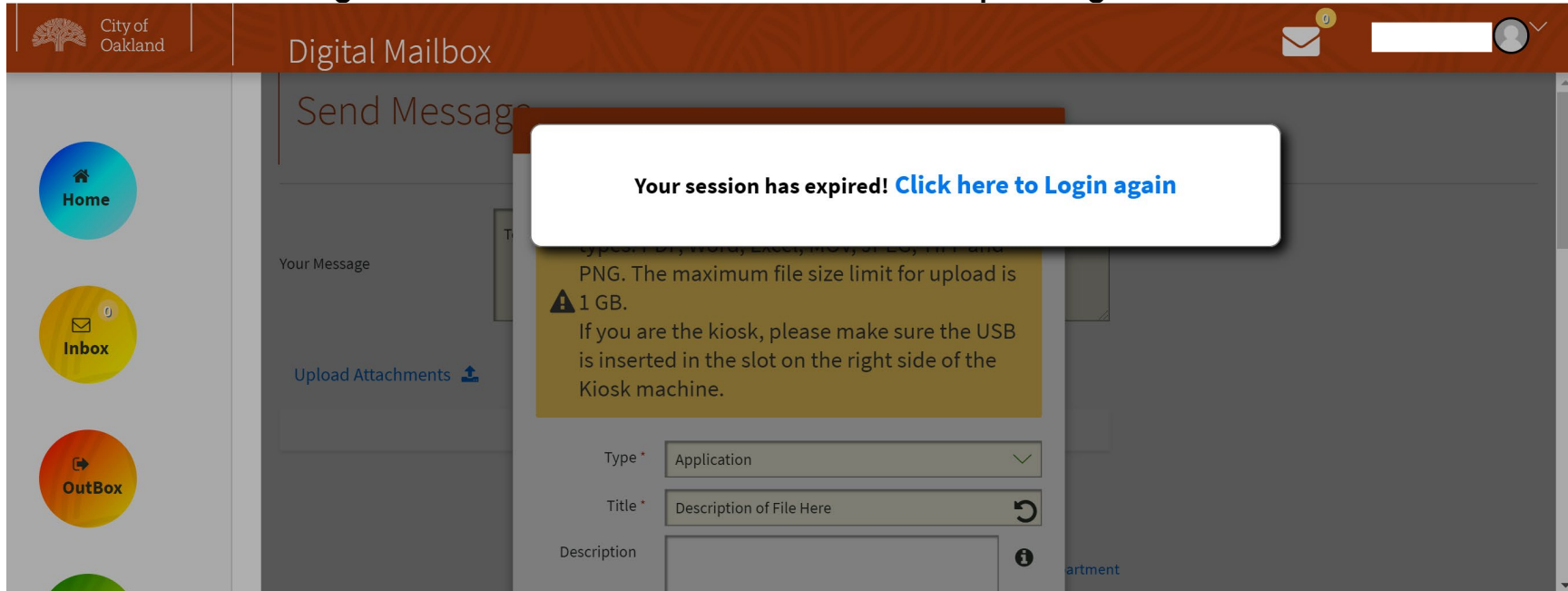
Digital Inbox – How to Create an Account and Uploading Documents

Step 1: Uploaded file will appear here.

Step 2: To add more documents to your message, repeat pages 9-11



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NOTE: Sometimes you will receive the above “time out” message. Click “Click here to Login again.” You may have to repeats pages 4-11 of this instruction manual.

Tip! Do not let your screen go idle for more than 1 minute. Otherwise this screen will appear.



Digital Inbox – How to Create an Account and Uploading Documents

The screenshot shows the 'Digital Mailbox' interface. On the left is a navigation sidebar with buttons for Home, Inbox, OutBox, Send/Upload, and Archive. The main content area is titled 'Digital Mailbox' and contains a 'Send Message' dialog box. The dialog box has a title bar that says 'apps.oaklandca.gov says' and a message: 'Are you sure you want to send the message?'. Below the message are two buttons: 'OK' and 'Cancel'. A blue box highlights the 'OK' button with the text 'Step 2: Click "OK" to confirm sending'. Below the dialog box is a text area labeled 'Your Message' containing the text 'Testing using Chrome on home laptop without VPN'. Below the text area is an 'Upload Attachments' section with a blue upload icon. Underneath is a table titled 'Uploaded Attachments' with columns: CASE FILE #, PERMIT #, DOCUMENT TITLE, DESCRIPTION, and ACTION. The table contains one row with the text 'Testing upload' and a trash icon in the ACTION column. Below the table is the text '1 record'. At the bottom of the main content area is a 'Send Message' button. A blue box highlights this button with the text 'Step 1: Click "Send Message"'. At the bottom of the page, it says 'Developed and Supported by Information Technology Department © 2020 All Rights Reserved'.



Digital Inbox – How to Create an Account and Uploading Documents

The screenshot displays the 'Digital Mailbox' interface. At the top, there is a navigation bar with the City of Oakland logo and name on the left, and a notification icon, a search bar, and a user profile icon on the right. Below the navigation bar, a notification banner reads 'Your message has been sent.' with a checkmark icon and a close button. The main content area features a sidebar with five circular icons: Home, Inbox (with a '0' notification), OutBox, Send/Upload, and Archive. The central panel is titled 'Send a message or Upload Documents' and contains a 'Send Message' button with a paper plane icon. Below this is a text prompt: 'Select a Department to Send a Message or Upload documents or contents, such as applications, photos, videos, plan sets, survey, studies, etc., related to city Department's staff'. A dropdown menu labeled 'Select a Department' is positioned below the text, and a 'Next' button is at the bottom right of the form. A blue callout box with an arrow pointing to the notification banner contains the text: 'A notification appears when message is sent'. At the bottom of the page, it states 'Developed and Supported by Information Technology Department © 2020 All Rights Reserved'.



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Department of Planning & Building (510)238-3891

CITY OF OAKLAND

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City of Oakland - Applications <oakapps@oaklandnet.com>

1:27 PM

Message Submitted

[i](#) If there are problems with how this message is displayed, click here to view it in a web browser.

This email will be sent to your registered email address once items have been sent to City of Oakland's Digital Inbox.



Planning and Building Department
250 Frank Ogawa Plaza, 6th Floor
Oakland, CA 94612
Phone: 510.238.6182

Dear

Thank you for your message. Planning and Building department has been notified about your request and will respond to you shortly. Please visit your City of Oakland, [Digital Mailbox](#) to view /send messages to the City of Oakland.

Message : **Write your message. Please include your reason for permit, jobsite address your phone #, and email**

Sincerely,
City of Oakland
Planning and Building Department



Digital Inbox – How to Create an Account and Uploading Documents

You can view messages you’ve sent by clicking on “OutBox” on your Welcome page.

Outbox - Messages Sent to City

3 Sent Messages

DEPARTMENT UNIT SENT DATE MESSAGE ATTACHMENTS

Planning and Building	Building	04-20-2020	Testing using Chrome on home laptop without VPN.	Testing upload
Planning and Building	Building	01-01-1900		None
Planning and Building	Building	04-15-2020	Testing, testing, testing,	Testing PDF

3 records

Sent messages will also appear in your OutBox

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NEXT STEP: Hold tight. A staff member will reach out if there’s anything outstanding or if your application is being processed.

Thank you for patience and time!