PRISM

Public Resource & Integrated System for Land Management

FREQUENTLY ASKED QUESTIONS

What is PRISM?
PRISM is the Public Resource & Integrated System for Land Management, the City of Irvine's online portal for business licensing and code enforcement. You can apply for or renew a business license, pay license fees, report a code enforcement concern, and look up status online.

What can I do online right now?
Apply for and renew business licenses, upload documents, pay license fees, submit code enforcement concerns, and check the status and history of your applications and cases.

Can I apply for a building permit online?
Not yet. Phase 1 covers business licensing and code enforcement. Planning and Permitting are planned for a later phase and the City will announce when they are available. In the meantime, please continue to submit through *irvineready.com*.

Will I get emails about my license application?
Yes. The system emails you as your application moves through review, and again as your renewal approaches.

Will I get emails about my code enforcement case?
Not automatically. An officer will contact you if there is something you need to know. You can check the status yourself anytime on the Code Enforcement dashboard.

How do I pay a license fee?
Securely online at *prism.cityofirvine.gov* by credit card, e-check, or ACH.

How do I pay a code enforcement citation?
Citations are paid at *PayMyCite.com*, not through this portal.

Are there added fees for paying online?
A non-refundable 2.4 % convenience fee will be applied and calculated at checkout.

Is my information secure?
Yes. Payments and personal information are handled through a secure system.

I already have an Irvine business license. What happens to my record?

Your record carries over. If your license is active, you will receive an email with the subject "Create Your Account" containing a personalized link. Using that link connects your existing license and renewal history to your new account automatically.

I did not receive a registration email. What now? Registration emails go to holders of active licenses. If your license is inactive, or the email on file may be out of date, contact Business License at *businesslicense@cityofirvine.org*.

I have an open code enforcement case. Can I see it?
Yes. All code enforcement cases, including ones created in our previous system, can be viewed on the Code Enforcement dashboard in the portal.

Do I need an account?
To apply for or renew a license, yes. You will need your name, email address, and contact information. To report a code enforcement concern, no. You can submit as a guest.

Can I report a code concern anonymously?
No. A name is required on every report so staff can follow up. However, reporter information is kept confidential.

What if I do not have a computer or internet access? Please visit the Community Development Assistance Center, located inside Irvine City Hall at 1 Civic Center Plaza, Irvine, CA 92606, where our staff will be happy to assist you.

Where do I get help?
For business license questions, please email *businesslicense@cityofirvine.org*.

For code enforcement inquiries, please email *codeenforcement@cityofirvine.org*.