



Digital Inbox – How to Create an Account and Uploading Documents

CREATE ACCOUNT: Click on “Register.”

If you have an Account, click on “Login”

City of Oakland | Digital Mailbox | Login or Register

Welcome

Digital Mailbox Application, enables you to Send and Receive Messages, upload requested documents or contents, such as applications, photos, videos, plan sets, survey, studies, etc. to and from City departments.

To upload documents, you need to have an account with the City of Oakland portal, **OAKAPPS**.
If you don't have an account then click on "Register", if you already have an account click on "Login".

Login Register



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

New Registration

City of Oakland

OAK APPS

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

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, the text 'Digital Mailbox', and a user profile for 'Elysia Sabiniano'. Below the navigation bar, a large heading reads 'Welcome Elysia Sabiniano'. Underneath this heading is a descriptive sentence: 'Digital Mailbox Application, enables residents to Send and Receive Messages, Upload requested documents to and from City departments.' The main content area features four large, orange-tinted buttons with icons and text. Three blue callout boxes with arrows point to the first three buttons: 'Inbox', 'Outbox', and 'Send/Upload'. The 'Archive' button is not pointed to by a callout.

Callout Text	Button Label	Button Description
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. At the bottom of the page, it says 'Developed and Supported by Information Technology Department © 2020 All Rights Reserved'.



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The screenshot shows the 'Send Message' interface in the Digital Mailbox. On the left is a navigation sidebar with icons for Home, Inbox, OutBox, Send/Upload, and Archive. The main content area has a header 'Digital Mailbox' and a user profile for Elysia Sabiniano. Below the header is a dropdown menu labeled 'Please select a Service/Unit?' with a 'Please Select' option. A blue box highlights this dropdown with an arrow pointing to the text: 'Select the department your message/documents need to go to'. Below the dropdown is a blue information box with text: '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 an Enforcement Case it is 7 numbers, depending on the year the issue was reported i.e. 2017 would be 1700050.' Below this are four input fields: 'Case File #' (with an arrow pointing to it from the text 'CODE ENFORCEMENT CASE #? Place here.'), 'Permit #' (with an arrow pointing to it from 'PLANNING OR BUILDING # TO REFERENCE? Place here.'), 'Address' (with a 'Verify Address' button next to it and an arrow pointing to the button from 'Input project address here, then click "Verify Address"'), and 'Street Name'. Below these is an 'Assessor Parcel Number (APN)' field. At the bottom is a 'Next' button.



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City of Oakland

Address verified

Digital Mailbox

Elysia Sabiniano

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, the text 'Digital Mailbox', and a user profile for 'Elysia Sabiniano'. Below the header, the main area is titled 'Send Message'. On the left, there is a vertical navigation menu with icons for 'Inbox', 'OutBox', 'Send/Upload', and 'Archive'. The main content area contains a text input field with the placeholder text 'Write your message. Please include reason for permit, jobsite address, phone #, and email address.' Below this field is an 'Upload Attachments' button with a cloud icon. At the bottom of the main area is a 'Send Message' button. A footer note reads 'Developed and Supported by Information Technology Department © 2020 All Rights Reserved'. Three blue callout boxes with arrows provide instructions: one points to the 'Upload Attachments' button, another points to the text input field, and a third points to the 'Send Message' button.

Click on "Upload Attachments"

Your Message

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

Upload Attachments

Send Message

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

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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”

The screenshot shows the 'Digital Mailbox' interface with a user profile 'Elysia Sabiniano' in the top right. A central 'Upload' dialog box is open, containing a yellow warning box with the 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 the warning are input 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 blue box, and a file named '927 Wattli...4-16-20.pdf' is shown in the selection area. An 'Upload' button is also highlighted with a blue box. A 'Back to Message' button is at the bottom of the dialog. On the left side of the interface, a sidebar contains buttons for 'Home', 'Inbox', and 'Archive'. A callout box at the top center states 'A new box appears below:'. Three instructional callout boxes on the left point to the 'Type*' dropdown, the 'Choose File' button, and the 'Upload' button respectively.



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The screenshot shows the 'Digital Mailbox' interface. On the left is a navigation sidebar with icons for Home, Inbox, OutBox, Send/Upload, and Archive. The main area displays 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' (Application), 'Title' (Testing upload), and 'Description'. A 'Choose File' button is selected, showing the 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.



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The screenshot shows the 'Digital Mailbox' interface. A central '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 form fields for 'Type' (set to 'Application'), 'Title' (set to 'Testing upload'), and 'Description'. A 'Choose File' button is next to a 'No file chosen' text. An 'Upload' button is at the bottom of the dialog. Below the dialog, a 'Documents Uploaded' list shows 'Testing upload'. A 'Back to Message' button is at the bottom of the dialog. The background interface includes a sidebar with 'Home', 'Inbox', 'OutBox', and 'Send/Upload' buttons, and a top navigation bar with 'City of Oakland', 'Digital Mailbox', and a user profile for 'Elysia Sabiniano'.

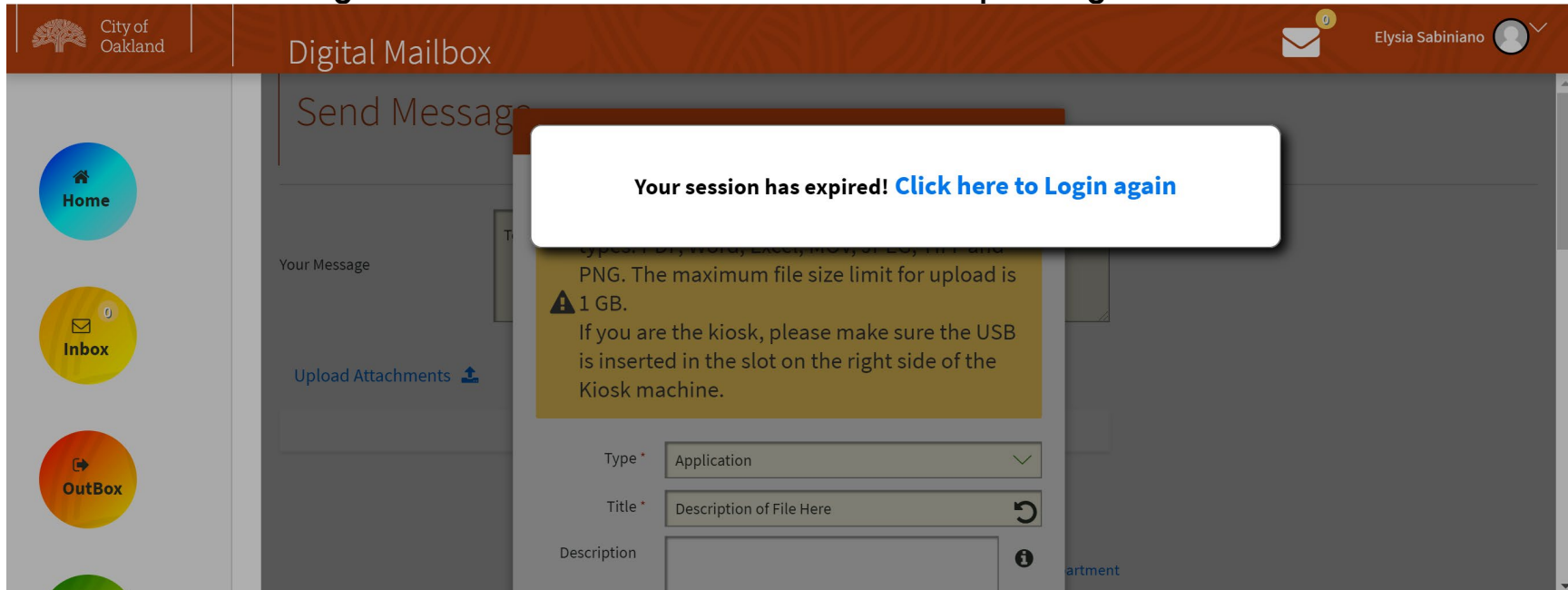
Step 1: Uploaded file will appear here.

Documents Uploaded
Testing upload

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.*



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The screenshot shows the 'Digital Mailbox' interface. At the top, there is a navigation bar with the City of Oakland logo, the text 'Digital Mailbox', and a user profile for Elysia Sabiniano. A 'Send Message' dialog box is open, displaying the text 'apps.oaklandca.gov says Are you sure you want to send the message?' with 'OK' and 'Cancel' buttons. A yellow message preview is visible below the dialog, containing the text 'Testing using Chrome on home laptop without VPN.'. Below the preview is an 'Upload Attachments' section with a table of 'Uploaded Attachments'. The table has columns for 'CASE FILE #', 'PERMIT #', 'DOCUMENT TITLE', 'DESCRIPTION', and 'ACTION'. One record is shown with 'Testing upload' in the description and a trash icon in the action column. At the bottom of the interface, there is a 'Send Message' button. Two blue callout boxes with arrows point to the 'OK' button in the dialog and the 'Send Message' button at the bottom.

Step 1: Click "Send Message"

Step 2: Click "OK" to confirm sending

CASE FILE #	PERMIT #	DOCUMENT TITLE	DESCRIPTION	ACTION
			Testing upload	

1 record

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The screenshot displays the 'Digital Mailbox' interface. At the top, there is a navigation bar with the City of Oakland logo, the title 'Digital Mailbox', and a user profile for 'Elysia Sabiniano'. A notification banner at the top left states 'Your message has been sent.' with a checkmark icon. Below the notification is a sidebar with five circular buttons: 'Home', 'Inbox', 'OutBox', 'Send/Upload', and 'Archive'. The main content area features a 'Send Message' button with a paper plane icon. Below this button 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'. Underneath is a dropdown menu labeled 'Select a Department' and a 'Next' button. 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 says '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 Elysia Sabiniano,

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.

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

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!