



# City Of Richmond Online Permit Portal User Guide

URL:

[https://energov.richmondgov.com/EnerGov\\_Prod/selfservice#/home](https://energov.richmondgov.com/EnerGov_Prod/selfservice#/home)

Need Help? Email [CSSHelp@richmondgov.com](mailto:CSSHelp@richmondgov.com)

# Online Permit Portal Overview and Features

## Overview

The essential purpose of this application is to provide a public-facing portal for citizens to use to apply for plans, schedule inspections and pay invoices from wherever they have access to a computer or mobile device. The Online Portal application can be accessed through all mobile devices with the following web browsers; Safari, Google Chrome.

## Feature List

<b>Feature</b>	<b>Description</b>
<b>Draft Saving</b>	Online Portal users can begin applying for cases and resume the application process later. This is helpful when users want to save completed work and then continue when they're ready.
<b>GIS Maps</b>	The Online Portal integrates with ESRI map functionality. The maps allow for powerful searches, pinned results, EnerGov data incorporation, layers, filters, a legend, and more. The map is available to both logged in and logged out users.
<b>Global Search</b>	Citizens can perform robust searches across several key areas in the portal (i.e., permits, plans, inspections, and addresses) from 1 centrally accessible location.
<b>Invoice Management</b>	Online Portal users can access paid, voided, or unpaid invoices. Invoices are accessible from the dashboard and the menu system and users can add them to the electronic shopping cart for payment.
<b>Metric Dashboards</b>	Visual dashboards in the Portal display data that is contextual to the logged in user. The dashboard communicates the statuses and counts of several key items (i.e., permits plans, inspections, and invoices).
<b>Mobile Capabilities</b>	Users can access the fully functional Portal site on mobile devices without having to install or configure any mobile applications. The sites adjust to screen sizes automatically.
<b>Permits &amp; Plans</b>	Core functionality allows users to view permits and plans online.
<b>Printable Reports</b>	Printable reports are available in the portal. Examples include permits and invoices. Users can print these documents and/or save them to PDF on demand based on business rules.
<b>Request Inspections</b>	Online Portal users can request inspections. Users can request multiple related or unrelated inspections simultaneously. Inspection requests interact with the inspection-related data on the dashboard.
<b>Shopping Cart</b>	The portal's integrated electronic shopping cart allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.
<b>User Registration</b>	The Online Portal user registration includes several key features: user profiles, user account registration, password retrieval, automatic EnerGov global entity recognition, secure authentication, and more.

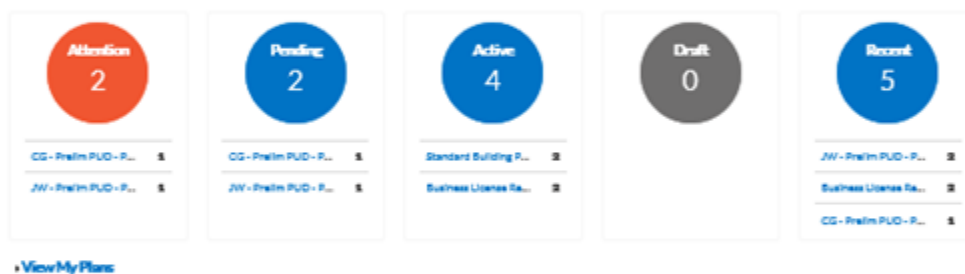
## Dashboard

The Dashboard of the Online Permit Portal allows users to see a visual representation of in-process and completed plans. The dashboard displays data that is relevant to the logged in user. Users can see their data by viewing **My Permits**, **My Plans**, **My Inspections**, and **My Invoices**. The status circles assist the user by grouping case information by where the case is in the process. Information provided here includes all active and completed cases. From the dashboard, users can also add unpaid invoices directly to the shopping cart for payment.

### My Permits



### My Plans



### My Inspections



### My Invoices

Current	0	\$0.00	<a href="#">Add To Cart</a>
Past Due	12	\$204,551.55	<a href="#">Add To Cart</a>
<b>Total</b>	<b>12</b>	<b>\$204,551.55</b>	<a href="#">Add To Cart</a>

[View My Invoices](#)

Select the appropriate status circle in the **My Plans**, **My Permits**, or **My Inspections** sections to view a list of the corresponding plans, permits and inspections. Beneath each status circle is a breakdown of the plan, permit and inspection types. Select **View My Plans**, **Permits or Inspections** to view all Plans, Permits and Inspections showing in the portal.

Select **Add to Cart** next to Current, Past Due, or Total in the **My Invoices** section to add the corresponding Invoices to the Shopping Cart. Select **View My Invoices** to view all Invoices.

## Permits

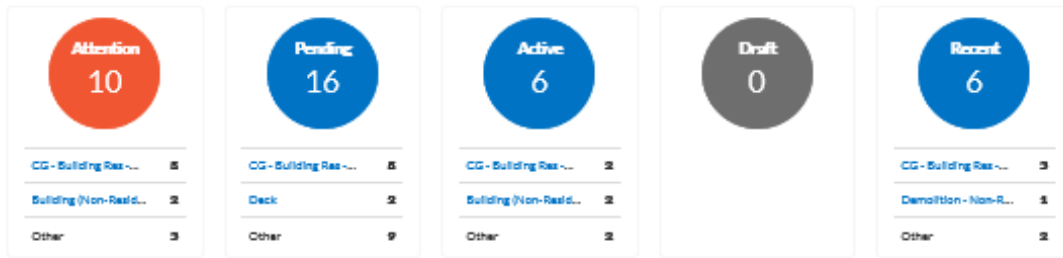
### My Permits



[View My Permits](#)

Field Name	Description
<b>Attention</b>	The Attention status circle on the Dashboard displays a list of all permit numbers that require the attention of the applicant. The list shows the project name, address attached to the permit, type, status, and the reason that the permit needs the applicant's attention. Permits will show in this bucket for the following reasons: Active holds, unpaid, invoiced fees, failed reviews (submittals), failed inspections, eReview file resubmission request, does not have a completed flag
<b>Pending</b>	The Pending status circle on the Dashboard displays a list of all permit numbers that have a status of Pending. The list shows the project name, address attached to the permit, type, status, and reason. Permits will show in this bucket for the following reasons: No issue date, final date, or expire date
<b>Active</b>	The Active status circle on the Dashboard displays a list of all permit numbers that have a status of Active. The list shows the project name, address attached to the permit, type, status, and reason. Permits will show in this bucket for the following reasons: Has a system status of Issued or has an issued date but not a completed flag
<b>Draft</b>	The Draft status circle on the Dashboard displays a list of all saved but not yet submitted permit applications. These drafts can be incomplete and action can resume at any point in time. Users can also delete them from this window if they are now unnecessary.
<b>Recent</b>	Clicking the Recent status circle on the Dashboard displays a list of all permit numbers that have a status of Recent. The list shows the project name, address attached to the permit, type, status, and reason. Permits will show in this bucket for the following reasons: Applied in the last 30 days

## My Permits



[View My Permits](#)

Clicking on

## My Plans

Exact Match

Display

All

Select Case Type

Export

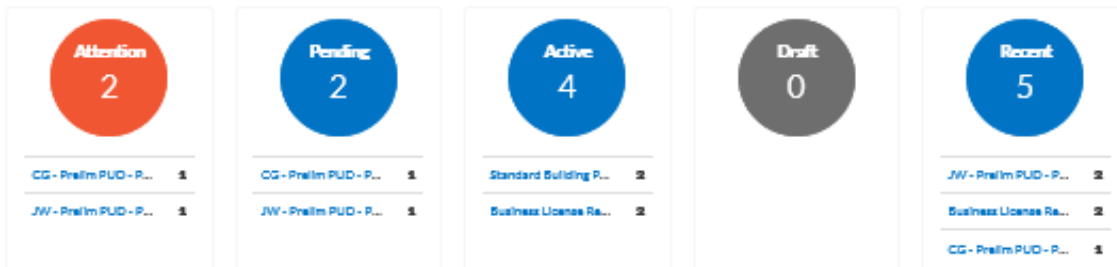
Sort

Plan Number

Field Name	Description
Display	This dropdown allows the applicant to organize and select a status to view.
Sort	This dropdown allows the applicant to sort by <i>Permit Number</i> , <i>Project</i> , or <i>Address</i> .
Search	This field allows the applicant to search by permit number, project name, or address by typing in the information and clicking the lookup icon.
Select Case Type	This field allows applicants to search for the plan by Case Type
Export	The Export button will allow the applicant to export data from the online portal

## Plans

### My Plans



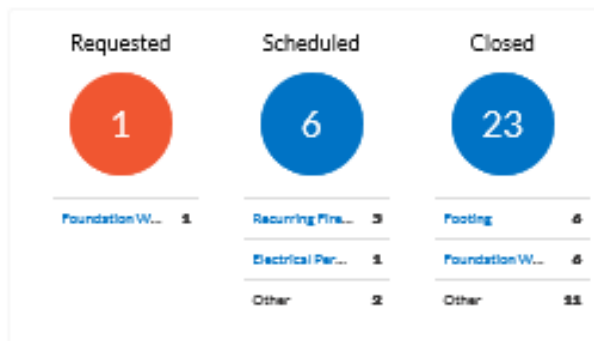
[View My Plans](#)

Field Name	Description
Attention	Clicking the Attention status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Attention. This list shows the project name, address attached to the plan, type, status, and the reason that the plan needs the applicant's attention. Plans will show in this

	bucket for the following reasons: Active holds, unpaid, invoiced fees, failed reviews (submittals), failed inspections, eReview file resubmission requested
<b>Pending</b>	Clicking the Pending status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Pending. The list shows the project name, address attached to the plan, type, status, and reason. Plans will show in this bucket for statuses other than Success, Failure, and Hold
<b>Active</b>	Clicking the Approved status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Approved. The list shows the project name, address attached to the plan, type, status, and reason. Plans will show in this bucket for anything that is current and active
<b>Draft</b>	Clicking the Draft status circle on the Dashboard displays a list of all saved but not submitted plan applications. These drafts can be incomplete and action can resume at any point in time. Users can also delete them from this window if they are now unnecessary.
<b>Recent</b>	Clicking the Recent status circle on the Dashboard displays a list of all plan numbers applied for that have a status of Recent. The list shows the project name, address attached to the plan, type, status, and reason. Plans will show in this bucket for the following reasons: Apply date within the last 30 days

## Inspections

### My Inspections



[View My Inspections](#)

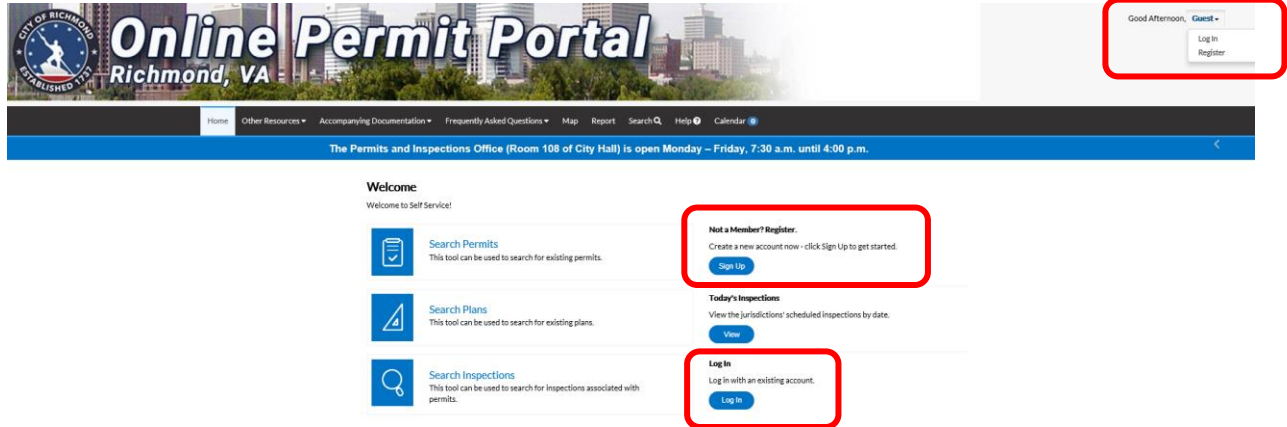
Field Name	Description
<b>Requested</b>	Clicking the Requested status circle on the Dashboard displays a list of all inspection case numbers that have a status of Requested. The list shows the address attached to the inspection, inspection type, and requested date.
<b>Scheduled</b>	Clicking the Scheduled status circle on the Dashboard displays a list of all inspection case numbers that have a status of Scheduled. The list shows the address attached to the inspection, inspection type, requested date, and scheduled date.
<b>Closed</b>	Clicking the Closed status circle on the Dashboard displays a list of all inspection case numbers that have a status of Closed. The list shows the address attached to the inspection, inspection type, requested date, and scheduled date.

## Invoices



# Registering and Logging In

## Registering as a new User



Navigate to the Online Permit portal. [https://energov.richmondgov.com/EnerGov\\_Prod/selfservice#/login](https://energov.richmondgov.com/EnerGov_Prod/selfservice#/login)

Select the **Register** option from the **Guest** drop down in the upper right corner of the landing page or select **Sign Up** under the **Not a Member? Register** option.

Enter your email address on the registration screen when prompted.

Registration

Step 1 of 3: Email Address

Your e-mail address is your username.

Email

Select **Next**, the message below will display with instructions to check your email.

Registration

Step 1 of 3: Email Address

Your e-mail address is your username.

Email

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

CSS will send a message to your email with instructions for completing the registration process.

On Tue, Mar 5, 2019 at 4:18 PM, [noreply@richmondgov.com](mailto:noreply@richmondgov.com) <[noreply@richmondgov.com](mailto:noreply@richmondgov.com)> wrote:

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

Select **Confirm**. The software will then take you to the second step in the registration process.



The screenshot shows a web browser window with the URL [iergov.richmondgov.com](http://iergov.richmondgov.com). The page title is "richmondvaproduct". The main heading is "Registration". Below it, a grey box indicates "Step 2 of 3: Email Address". The text reads: "Your e-mail address is your username." Below this, the email address "Email holly.hamel@yahoo.com" is displayed. At the bottom of the form area, there are two blue buttons: "Back" and "Register".

Need Help? Email [CSSHelp@richmondgov.com](mailto:CSSHelp@richmondgov.com) ¿Necesita ayuda?

Complete the contact information fields and select **Submit**.

The screenshot shows the "richmondvaproduct" header. The main heading is "Registration". Below it, a grey box indicates "Step 3 of 3: Contact Information". The section is titled "PERSONAL INFO" and includes a "\*REQUIRED" label. There are three input fields: "\* First Name", "Middle Name", and "\* Last Name".

Once you have completed the process, the "Thank you for registering" screen will display.

The screenshot shows the "richmondvaproduct" header. The main heading is "Thank you for registering". Below it, the text reads: "Thank you for requesting a new user account - your account will be activated after it has been reviewed." At the bottom of the form area, there is a blue button labeled "Return to Home".

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Enviar un correo al [CSSHelp@richmondgov.com](mailto:CSSHelp@richmondgov.com)

Click "Return to Home" button to log into the Online Permit Portal


## Logging into CSS

Navigate to the Online Permit portal: [https://energov.richmondgov.com/EnerGov\\_Prod/selfservice#/login](https://energov.richmondgov.com/EnerGov_Prod/selfservice#/login)


Click the **Log In** option on the Online Permit Portal Home page.

### Welcome


Welcome to Self Service!



**Search Permits**  
This tool can be used to search for existing permits.



**Search Plans**  
This tool can be used to search for existing plans.



**Search Inspections**  
This tool can be used to search for inspections associated with permits.

### Not a Member? Register.

Create a new account now - click Sign Up to get started.

[Sign Up](#)

### Today's Inspections

View the jurisdictions' scheduled inspections by date.

[View](#)

### Log In

Log in with an existing account.

[Log In](#)

Enter the user's **Email Address** and **Password** in the fields provided. If the user does not have an Email Address/Password registered with CSS and EnerGov, click **Sign Up** and follow the directions to register for an account (see Registering as a New User).

Mark the **Remember me** checkbox to have the system remember the user's credentials.

**Log In**

\* **Email Address**

\* **Password**

**Remember Me**

[Log In](#) [Register](#)

[Forgot your password?](#)  
[Switch jurisdiction?](#)

CSS validates the login and, if it is valid, opens CSS with the functions the user has authorization to access.

## Retrieving your log in credentials if you've forgotten them

On the Home page, click **Sign Up** located in the second column on the right, under the heading of **Not a Member? Register**.

Enter the applicable email address.

## Registration

### Step 1 of 3: Email Address

Your e-mail address is your username.

Email  [Next](#)

The system sends a confirmation email. Click **Confirm** in the email. This navigates users back to the CSS registration site.

A confirmation of an existing contact in CSS displays. Click **Log In**.


**Registration**

Step 2 of 3: Email Address

Your e-mail address is your username.

Email christy.goss@tylertech.com

Is this you?

 **Christy Goss**  
christy.goss@tylertech.com  
Christy's Kayak Company

[Log In](#)

[Back](#)

Enter the applicable email address in the **Email Address** field.

Follow the '**Forgot Your Password?**' hyperlink.

**Login**

\* Email Address   
Email address is required

\* Password

Remember Me

[Log In](#) [Register](#)

[Forgot your password?](#)  
[Switch jurisdiction?](#)

The page redirects to a Forgotten Password window. Click **Submit**.

### Forgot Password

\* Email

Submit

Please check your e-mail. The reset password link in the body of the e-mail must be clicked to move to the next step in the password reset process.

The system sends an email to the address provided. Open the email and click **Reset**.

From: <noreply@richmondgov.com>  
Date: April 22, 2019 at 11:48:41 AM EDT  
To: [REDACTED]@gmail.com  
Subject: Password Reset

You are receiving this automated e-mail based on a password reset request that we received for the Citizen Self Service tool for our jurisdiction. To move forward to the next step in the password reset process, please click the link below to confirm that this is your e-mail address. Please only click this link one time, and then complete the fields on the screen as instructed to reset your password.

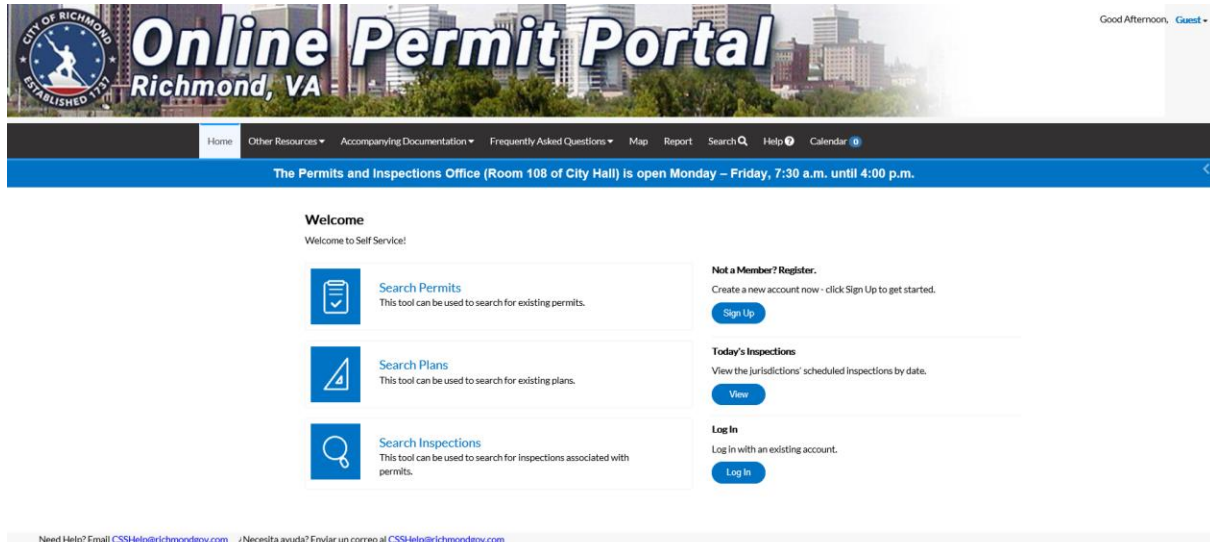
[Reset](#)

A CSS window opens where the user can enter and confirm a new password.

# Search Functionality

## Searching when not logged into the Online Permit Portal

The Permit Portal provides a home page that allows all users, registered or not, to access public information without logging into Portal. Users can still access the GIS Map, Search, User Registration, Today's Inspections, and Calendar. Citizens can click the Search Permits, Search Plans, and Search Inspections links to access information.



## Searching while logged into the Online Permit Portal

To search for a permit, open the search page.



From this screen you can perform a search similar to a Google Search. You can type any word/number/date/contact name, etc. into the search box and if you specify you want to search "ALL", it will look for that text in ALL modules. You can also decide if you want to search for an EXACT MATCH or not by checking the "Exact Match" box.


The application will display all instances where the text you are searching for appears as an exact match (if you checked that box). You can click on the Filtered Results to display just permits or plans or code cases, etc.

## Public Information


Search    Exact Match

Found 56,363 results


**Filter Results**

[Next](#) | [Top](#) | [Paging Options](#) | [Filter Options](#) | [Main Menu](#) 

**Inspection Number** E08100208-705116 **Status** Failed; Re-Inspection Required - No Fee  
**Requested Date** **Main Parcel** 2008394\_C0080507004  
**Address** 2936 BROADINGHAM Road 23234  
**Scheduled Date**

[Previous](#) | [Next](#) | [Top](#) | [Paging Options](#) | [Filter Options](#) | [Main Menu](#) 

**Inspection Number** E08100208-705117 **Status** Passed  
**Requested Date** **Main Parcel** 2008394\_C0080507004  
**Address** 2936 BROADINGHAM Road 23234  
**Scheduled Date**

[Previous](#) | [Next](#) | [Top](#) | [Paging Options](#) | [Filter Options](#) | [Main Menu](#) 

To search in a specific module for a specific address or date, change the search type from ALL to PERMIT or PLAN and then fill in the search criteria you are looking for. For example if you select PERMIT, the results will only contain permits that meet the criteria you entered.


## Public Information


Search

<b>Permit Number</b>	<input type="text"/>	<b>Project Name</b>	<input type="text"/>
<b>Permit Type</b>	<input type="text" value="--Select Permit Type--"/>	<b>Parcel Number</b>	<input type="text"/>
<b>Status</b>	<input type="text" value="--Select Permit Status--"/>	<b>Description</b>	<input type="text"/>
<b>Address</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Applied Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Issued Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Expiration Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Finalized Date</b>	<input type="text"/>	<b>To</b>	<input type="text"/>


When searching by address enter the street number and street name in the ADDRESS field. Do not enter a street type (i.e. DR, CIR, ST, LN, etc.). You do not have to have both Street Number and Street Name but the more information you provide in your address search the quicker and more refined the search results will be.

**Permit Number**


**Permit Type**  







**Status**  

**Address**

**Applied Date**  

Below is an example of a search in the Permit Details. For example if you have the permit number you can type that number in the Permit Number field.

Search  

<b>Permit Number</b>	<input type="text" value="012998"/>	<b>Project Name</b>	<input type="text"/>
<b>Permit Type</b>	<input type="text" value="--Select Permit Type--"/> 	<b>Parcel Number</b>	<input type="text"/>
<b>Status</b>	<input type="text" value="--Select Permit Status--"/> 	<b>Description</b>	<input type="text"/>
<b>Address</b>	<input type="text"/>	<b>To</b>	<input type="text"/>
<b>Applied Date</b>	<input type="text"/> 	<b>To</b>	<input type="text"/>
<b>Issued Date</b>	<input type="text"/> 	<b>To</b>	<input type="text"/>
<b>Expiration Date</b>	<input type="text"/> 	<b>To</b>	<input type="text"/>
<b>Finalized Date</b>	<input type="text"/> 	<b>To</b>	<input type="text"/>

Found 1 result

Sort  

[Next](#) | [Top](#) | [Paging Options](#) | [Main Menu](#)



**Permit Number** [BLDC-012998-2018](#)  
**Type** Building (C) - New  
**Project Name**  
**Status** Finalized

**Applied Date** 10/05/2018  
**Issued Date** 10/05/2018  
**Expiration Date** 04/03/2019  
**Finalized Date**

Users may find permits using the Permit Type and/or work class. You'll notice that the pick list displays the permit type/work class as one "friendly name". You can type the first letter of the permit type and it will jump you down the pick list.



Public Information

Search: Permit [v] [Q Search] [Advanced] [Reset]

Permit Number: [input] Project Name: [input]

Permit Type: [dropdown menu]

Status: [input] [calendar icon]

Address: [input] [calendar icon]

Applied Date: [input] [calendar icon]

Issued Date: [input] [calendar icon]

Expiration Date: [input] [calendar icon]

Finalized Date: [input] [calendar icon]

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You can also include permit status as part of your search, as well as date ranges, like all permits applied for, issued, expiring, or finalized within a specified date range.

Status: [dropdown menu]

Address: [input] [calendar icon]

Applied Date: [input] [calendar icon]

Issued Date: [input] [calendar icon]

Expiration Date: [input] [calendar icon]

Finalized Date: [input] [calendar icon]

Applied Date: [input] [calendar icon] To: [input] [calendar icon]

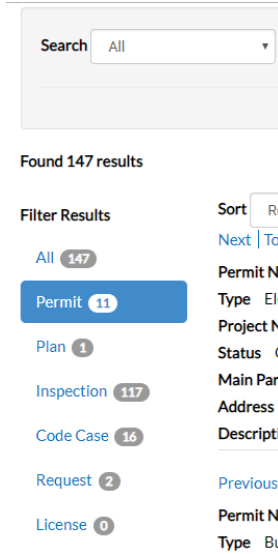
Issued Date: [input] [calendar icon] To: [input] [calendar icon]

Expiration Date: [input] [calendar icon] To: [input] [calendar icon]

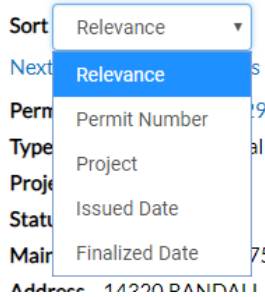
Finalized Date: [input] [calendar icon] To: [input] [calendar icon]

You can filter your results by the module type, if you have selected "ALL" as your search type.

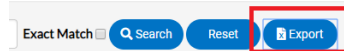




You can also change the sort order. By default the sort is by "Relevance".



To export the search results click on the EXPORT button.



Then enter a file name, and indicate if you would like to export the first 750 records or just the current page view. Please note if the number of records returned is over 750, it will only export the first 750, so in those instances you'll need to narrow your search results by adding additional criteria to get it under 750 then adjust from there. For example, enter a date range then change the date range as you export the results.

Export Options

Please enter a file name:

Export first 750 Results (default)  
 Export Current View

Ok Cancel

	A	B	C	D	E	F	G	H	I	J	K	L
1	Case Num	Type	Status	Project N	Issued Date	Applied Date	Expiration Date	Completi	Finalized Date	Request	Schedule	Module N
2	E0810021	Service F	Failed; Re-Inspection Required - No Fee									Inspectio
3	E0810021	Service F	Passed									Inspectio
4	M040624	Final (Me	Passed									Inspectio
5	Z950324	Certificat	Approved			3/24/1995						Plan
6	E0407011	ELEC PR	Expired		7/1/2004	7/1/2004	1/1/2005					Permit
7	E0504110	ELEC PR	Finald		4/11/2005	4/11/2005	4/27/2006		12/22/2005			Permit
8	E0810021	Building f	Passed									Inspectio
9	E0504110	Miscellar	Passed									Inspectio
10	E940422	ELEC PR	Finald		4/22/1994	4/22/1994			10/20/1994			Permit
11	E0810021	Service F	Failed; Re-Inspection Required - No Fee									Inspectio
12	E0504110	Building f	Passed									Inspectio
13	E940422	Building f	Passed									Inspectio
14	Z950324	Zoning Fi	Passed									Inspectio
15	E0810021	ELEC PR	Finald		10/8/2008	10/2/2008			10/28/2008			Permit
16	E0504110	Building f	Failed; Re-Inspection Required - No Fee									Inspectio
17	M040624	MECH PF	Finald		6/28/2004	6/24/2004			7/27/2004			Permit
18	M040624	Final (Me	Failed; Re-Inspection Required - No Fee									Inspectio
19	BLDR-00	BLDG PF	Expired		6/16/2016	6/16/2016	12/13/2016					Permit

[Next](#) | [Top](#) | [Paging Options](#) | [Filter Options](#) | [Main Menu](#)

**Permit Number** [E04070101](#)

**Type** ELEC PRMT - (Residential) - Light Alteration or Ren

**Project Name**

**Status** Expired

**Main Parcel** 2008397 C:0080507010

To see more details about a case, click on the Permit Number link.

Searching for a Plan, Code Case, Request, or Inspection is similar to searching for a Permit. You can either select ALL and it will search within ALL of the modules. Or you can select the module and the fields that display to search by will adjust depending on the module. For example here are the fields you can search for when you select "Code Case" as your module. The information is slightly different than what you see on a Plan or Permit search.

### Searching For Code Cases

The screen below shows all the fields by which a code case can be searched.

Public Information

Search

Code Case

Search
Advanced ^
Reset

**Code Case Number**

**Status** --Select Code Case Status--

**Address**

**Opened Date**

**Closed Date**

**Project Name**

**Description**

**Parcel Number**

**To**

**To**

## Searching For Permits

The screen below shows all the fields by which a permit can be searched.

### Public Information

Search  Q Search Advanced ^ Reset

Permit Number	<input type="text"/>	Project Name	<input type="text"/>
Permit Type	<input type="text" value="v"/>	Parcel Number	<input type="text"/>
Status	<input type="text" value="v"/>		
Address	<input type="text"/>		
Applied Date	<input type="text"/> <input type="calendar"/>	To	<input type="text"/> <input type="calendar"/>
Issued Date	<input type="text"/> <input type="calendar"/>	To	<input type="text"/> <input type="calendar"/>
Expiration Date	<input type="text"/> <input type="calendar"/>	To	<input type="text"/> <input type="calendar"/>
Finalized Date	<input type="text"/> <input type="calendar"/>	To	<input type="text"/> <input type="calendar"/>

## Searching For Plans

The screen below shows all the fields by which a plan can be searched.

### Public Information

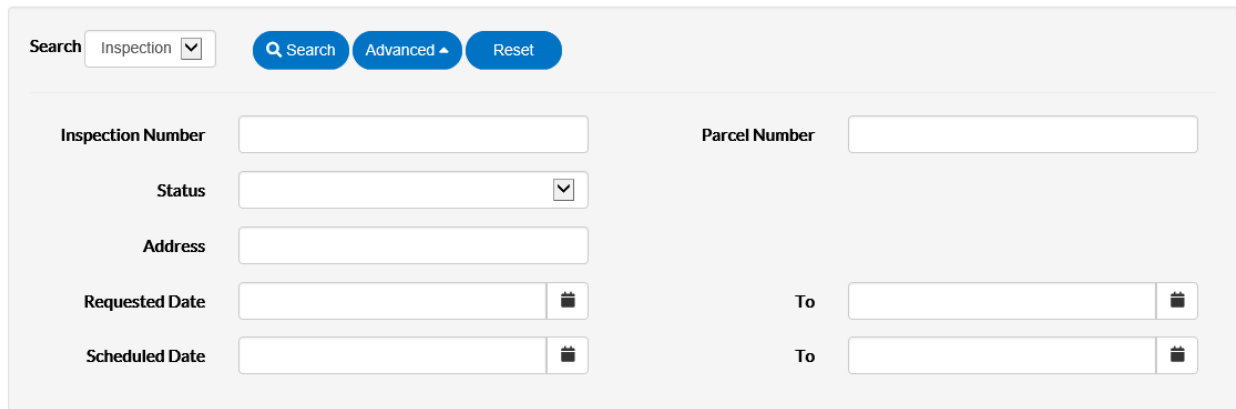
Search  Q Search Advanced ^ Reset

Plan Number	<input type="text"/>	Project Name	<input type="text"/>
Plan Type	<input type="text" value="v"/>	Parcel Number	<input type="text"/>
Status	<input type="text" value="v"/>		
Address	<input type="text"/>		
Applied Date	<input type="text"/> <input type="calendar"/>	To	<input type="text"/> <input type="calendar"/>
Completion Date	<input type="text"/> <input type="calendar"/>	To	<input type="text"/> <input type="calendar"/>
Expiration Date	<input type="text"/> <input type="calendar"/>	To	<input type="text"/> <input type="calendar"/>

## Searching For Inspections

The screen below shows all the fields by which an inspection can be searched.

### Public Information



The screenshot shows a search interface with the following elements:

- A search bar with a dropdown menu set to "Inspection", a "Search" button with a magnifying glass icon, an "Advanced" button with a left-pointing arrow, and a "Reset" button.
- Two columns of input fields:
  - Left Column:** "Inspection Number" (text input), "Status" (dropdown menu), "Address" (text input), "Requested Date" (text input with a calendar icon), and "Scheduled Date" (text input with a calendar icon).
  - Right Column:** "Parcel Number" (text input), and two "To" fields (text inputs with calendar icons) for date ranges.

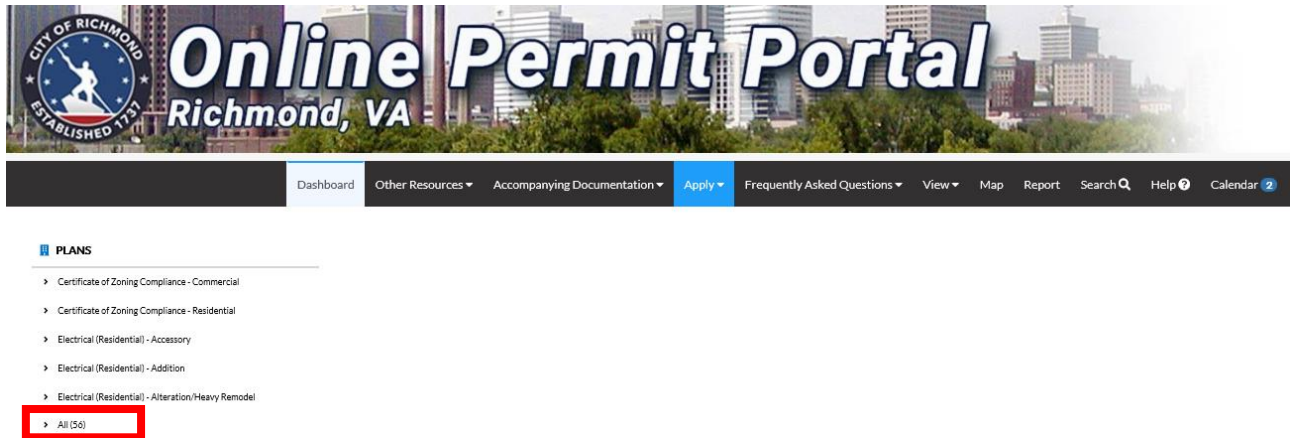
### Tips:

- Users can search using various fields, but do not need to use all fields.
- Type at least part of the number for a plan, permit inspection or code case, for the search to work.
- Type at least part of the address associated to the plan, permit, inspection or code case, for the search to work.
- Users can type a range of dates to search in the **Applied Date** and **To** fields, or click the calendar icon to select the dates.

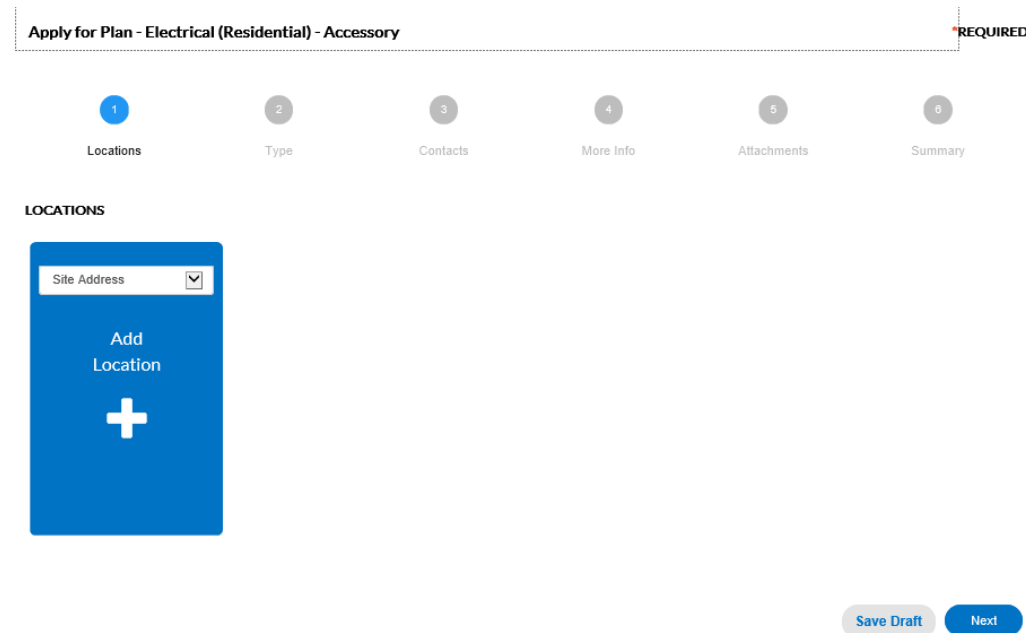
# Apply For a Plan

Users can apply for a Plan using the Apply menu in the header bar. The top 5 most commonly used plan types will display and a user can search for additional plans by selecting **All** at the bottom of the screen to access the complete list. CSS users can begin applying for cases and resume the application process later using the Draft button. This is helpful when users want to save completed work and then continue when they're ready.

**Tip:** customers should search the property address in the Map option in the online portal or Parcel Mapper, to confirm the owner on the property prior to starting an application.



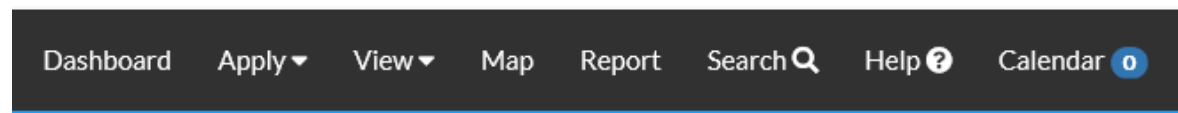
Click **Apply** and choose from the Plan(s) displayed or select **All** for additional plan types. The Apply for Plan window opens and the steps to the application process are listed along the top of the window. The steps will turn blue once that step has been completed.



## Locations Screen:

The default “Site Location” is required for all City of Richmond applications. Select **Add Location +** to add the site location address for the Plan. An Add Address window displays. Enter the street number and name in the address search box and click **Search** or the magnifying glass. If the address is located within the municipality, the record for the address displays. Click **Next**.

The address can also be searched by the Parcel number. Use the Map option in the portal header to locate the Parcel number for the address. Select the **Parcel** button and enter the number in the search box. Click **Search**. Click on the Action box for the parcel and click **Search Associated Addresses**. Select the correct address from the list that displays and click the Action box and the **Add Selected** button at bottom of screen.



[◀ Back to Application](#)

### Add Location



Add Address As



### Address Information

Search

#### **Address Search Tips:**

- Do not use the street type when searching. Ex.: Drive, Street, Ave.
- Do not use punctuation such as periods when searching. Ex.: Use **E** instead of **E.**
- Do not spell out street direction, use abbreviations instead. Ex.: Use **N** instead of **North**

Apply for Plan - Electrical (Residential) - Accessory

\*REQUIRED



LOCATIONS

<p><b>Type: Site Address</b> 7945 Burrundie Dr. Richmond, VA, 23225</p> <p><b>Main Address</b> <input checked="" type="checkbox"/></p> <p><b>Parcel Number</b> 0013123_C0030170002</p> <p><b>Main Parcel</b> <input checked="" type="checkbox"/></p> <p><a href="#">Remove</a></p>	<p>Site Address <input type="text"/></p> <p>Add Location</p> <p><b>+</b></p>
--	--

[Save Draft](#) [Next](#)

**Plan Details Screen:**

The type of Plan that was originally chosen defaults in the **Plan Type** field. The user needs to add a description of the work being done in the **Description** field and Square Feet and Valuation information should be added. Note: a required field displays with a red asterisk. Click **Next**.

Apply for Plan - Building - (Residential) - New

\*REQUIRED



PLAN DETAILS

* Plan Type	Building - (Residential) - New <input type="text"/>
Description	<input type="text"/>
* Square Feet	<input type="text"/>
* Valuation	<input type="text"/>

[Back](#) [Save Draft](#) [Next](#)

***Tips for Adding Description:***

- *Be as detailed as possible following guidelines in below examples:*
  - *Install 1-2.5 ton heat pump system with duct work at single family detached dwelling. Dimensions: 35" above grade with pad x 26" x 26".*
  - *Run 20' of 1/2", 20' of 3/4" & 20' of 1" steel/iron gas piping for 1-200K BTU water heater, 1-90K BTU furnace & 1-90K BTU range.*

**Contacts Screen:**

The applicants contact information defaults to the first Contact card listed. Additional contacts should be added as required or needed. To add additional contacts, select the appropriate Contact type from the dropdown and click **Add Contact +**.

Apply for Plan - Building - (Residential) - New \*REQUIRED



**CONTACTS**

<p><b>Applicant</b></p>  <p><b>Holly L. Hamel (You)</b> City of Richmond 221 Corann Drive, Aylett, VA, US, 23009</p>	<p>Contractor</p> <p>Add Contact</p> <p>+</p> <p style="background-color: #d9d9d9; padding: 5px;">REQUIRED</p>	<p>Owner</p> <p>Add Contact</p> <p>+</p> <p style="background-color: #d9d9d9; padding: 5px;">REQUIRED</p>	<p>Account Holder <input type="text" value="Account Holder"/></p> <p>Add Contact</p> <p>+</p>
--	--	---	---

Back
Save Draft
Next

In the search box, type in Name, Email, or Company name and click the magnifying glass to search the Global Contacts in EnerGov for an existing contact. Click Add next to the contact to be added to the application. Click **Next**.

*NOTE: If you are unable to find the property owners name when searching on the Contacts screen, please come into the Permits and Inspections office to process your plan*




[◀ Back to Application](#)

Add Contact

Add Contact As : Contractor

[Search](#) [Enter Manually](#) [My Favorites](#)

Search  

### **More Info Screen:**

The **More Info** fields reflects the Additional Information fields that are exposed to the user from EnerGov. The user can fill in the information needed (some fields are required). Any information given in these fields displays in EnerGov. Click **Next**.

*NOTE: Once this information is submitted by the user, it cannot be edited*

Apply for Plan - Building - (Residential) - New

**REQUIRED**

✓  
Locations

✓  
Type

✓  
Contacts

4  
More Info

5  
Attachments

6  
Summary

MORE INFO

\*I am authorized to submit this application.

[Next Section](#) | [Top](#) | [Main Menu](#)

I am authorized to submit this application. is required.

General Information

[Previous Section](#) | [Next Section](#) | [Top](#) | [Main Menu](#)

Enter Total Value of Contract including Materials, Labor, Subcontracts Overhead, and Profit

\*Total Value of Contract:

Total Value of Contract: is required.

\*Plans:

Plans: is required.

Construction Type:

Re-Roof Only

[Previous Section](#) | [Next Section](#) | [Top](#) | [Main Menu](#)

Enter Roofing Details

+ Add Row

Roof Type	# of Squares

Building Information

[Previous Section](#) | [Next Section](#) | [Top](#) | [Main Menu](#)

Enter Building Size/Occupancy Details

+ Add Row

Total Building Height	# of Floors	Occupant Load	CO Required?

Enter Lead Paint Details

+ Add Row

Certification

**Attachments Screen:**

Click **Add Attachment +** to open Windows Explorer. The user can click to insert files into the Add Attachment card. Click **Next**.

*Note: Certain plan types require users to attach documents before saving*

Apply for Plan - Building - (Residential) - New \*REQUIRED

Locations    Type    Contacts    More Info    **5** Attachments    6 Summary

**Attachments**

Plans

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx

REQUIRED

Plans

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx

Back Save Draft Next

## Summary Screen:

The next page is the Summary page. This page shows all information entered, attachments uploaded, estimated fees, and additional information fields that were populated. The user should review and click **Submit** or **Save Draft**.

*NOTE: to make corrections to information entered on a previous screen, use the Back button to go back to impacted screen to correct information.*

### Apply for Plan - Building - (Residential) - New

**REQUIRED**



Locations



Type



Contacts



More Info



Attachments



Summary

#### Locations

**Location 1** 4009 Bingham Dr, Richmond, VA, 23234  
**Location 2** 0006077\_CD080837022

#### Basic Info

**Type** Building - (Residential) - New  
**Description** Test  
**Square Feet** 2500  
**Valuation** 25000  
**Applied Date** 05/29/2019

#### Contacts

**Contact 1** [Redacted]  
City of Richmond  
[Redacted] VA, US, 23009  
**Contact 2** Owner-DO NOT CHANGE THIS CONTACT Owner - DO NOT CHANGE THIS CONTACT  
owner - contractor  
**Contact 3** Owner-DO NOT CHANGE THIS CONTACT Owner - DO NOT CHANGE THIS CONTACT  
owner - contractor

The following is a fee estimate and totals are subject to change. Additional fees may apply.

#### Estimated Fees

Fee	Amount
Administrative Handling	\$25.00
Permit Fee	\$177.61
State Levy	\$4.06

Total: \$206.67

#### More Info

I am authorized to submit this application. YES

[Next Section](#) | [Top](#) | [Main Menu](#)

Click **Save Draft** if the information is incomplete and needs to be finished at a later date. The user can click the Draft status circle on the Dashboard to resume their Permit/Plan.

Click **Submit** to complete the application and initiate the plan. A plan Number will be assigned and confirmation that the plan has been submitted to the City of Richmond Permits and Inspections Department for processing will display.

✓ Your plan application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly. ✕

Plan Number: BLDR-013266-2019

[Plan Details](#) | [Tab Elements](#) | [Main Menu](#)

<b>Type:</b>	Building - (Residential) - New	<b>IVR Number:</b>	126406	<b>District:</b>	
<b>Status:</b>	Submitted Online	<b>Applied Date:</b>	05/29/2019	<b>Project Name:</b>	
<b>Square Feet:</b>	0.00	<b>Assigned To:</b>	Muyundo, David	<b>Expiration Date:</b>	
<b>Description:</b>	Test	<b>Valuation:</b>	\$0.00	<b>Completion Date:</b>	

[Locations](#) [Fees](#) [Reviews](#) [Inspections](#) [Attachments](#) [Contacts](#) [Sub-Records](#) [Holds](#) [Meetings](#) [More Info](#)

[Locations](#) | [Parcels](#) | [Next Tab](#) | [Plan Details](#) | [Main Menu](#)

#### Locations

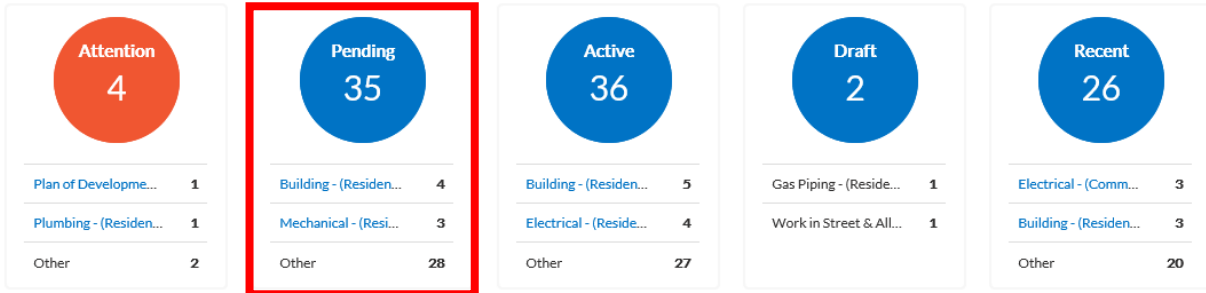
Main	Address
<input checked="" type="checkbox"/>	4009 Bingham Dr Richmond, VA 23234

*NOTE: please note your plan Number or print screen for future reference. Use the plan # for any inquiries about your plan when contacting the Permits and Inspections Office*

## Pay an Invoice

When an invoice is created, the customer will receive an "Invoice Ready to Pay" email. At this point, sign into the Online Permit Portal (OPP) and find the invoice. This is accomplished in one of two ways. The first is by clicking on Pending circle under **My Plans**.

## My Plans



View My Plans

From the list that populates, if the words Unpaid Fees appears in the **Attention Reason** column, fees have been invoiced and are ready to be paid. Until the words UNPAID FEES appear, a permit cannot be paid. By selecting Unpaid Fees, the permit fee will display and can be added to user's cart.

## My Plans

Search for plan number, project, or address

Exact Match

Display Pending

Select Case Type

Export

Sort Plan Number

Plan Number	Project	Address	Plan Type	Status	Attention Reason
<a href="#">MECR-013198-2019</a>		2315 Monument Ave Richmond, VA 23220	Mechanical - (Residential) - Accessory	Recent, Pending	
<a href="#">MECR-013209-2019</a>		2510 Monument Ave Unit: Unit 101 Richmond, VA 23220	Mechanical - (Residential) - Addition	Recent, Pending	
<a href="#">PLBR-013182-2019</a>		113 E Leigh St Richmond, VA 23219	Plumbing - (Residential) - Addition	Recent, Pending	
<a href="#">PLBR-013210-2019</a>		105 E Cary St Richmond, VA 23219	Plumbing - (Residential) - Addition	Attention, Recent, Pending	Unpaid Fees
<a href="#">WISP-013099-2018</a>		900 E Broad St Richmond, VA 23219	WISP PLAN - Barricade (< or = to 60 Days) - Class II	Pending	

Results per page 10 31 - 35 of 35 << < 1 2 3 4 > >>

When this method is used, only the fees from one permit at a time can be added to the cart. Use the second payment method to pay the fees for multiple permits at one time.

[Back](#)

Plan Number: **PLBR-013210-2019**

Location:  
105 E Cary St Richmond, VA 23219

Status:  
Submitted Online

Type:  
Plumbing - (Residential) - Addition

REVIEWS   **FEES!**   INSPECTIONS

Unpaid Invoices

Sort Amount Due

Invoice Number	Amount Due	Status	Case Number	Address	Select All <input type="checkbox"/>
<a href="#">00013494</a>	\$70.46	Due	PLBR-013210-2019	105 E Cary St Richmond, VA 23219	<input checked="" type="checkbox"/>

Results per page  1 - 1 of 1 << < 1 > >>

Add To Cart

The second method for paying fees is to scroll down to the **My Invoices** portion of the dashboard and selecting the **View My Invoices** link. The fees for all invoices can be paid at the same time by selecting the Add To Cart button from this screen.

### My Invoices

Current <b>2</b>	\$80.46	<a href="#">Add To Cart</a>
Past Due <b>0</b>	\$0.00	<a href="#">Add To Cart</a>
<b>Total</b> <b>2</b>	<b>\$80.46</b>	<a href="#">Add To Cart</a>

[View My Invoices](#)

Select **View My Invoices** to see all invoices that are ready for payment. From this list a single invoice or all invoices that are due can be paid.

## My Invoices

Unpaid

Paid

Voided

Search for invoice number, case number, or address



Exact Match

Display All Invoices

Export

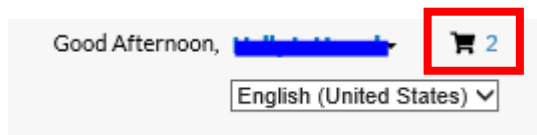
Sort Amount Due

Invoice Number	Amount Due	Status	Case Number	Address	Select All
00013499	\$10.00	Due	BLDR-013128-2019	2229 Monument Ave Richmond, VA 23220	<input type="checkbox"/>
00013494	\$70.46	Due	PLBR-013210-2019	105 E Cary St Richmond, VA 23219	<input type="checkbox"/>

Results per page 10 1 - 2 of 2 << < 1 > >>

Add To Cart

Once the fees have been added to the shopping cart, the shopping cart icon next to Logged in users name appears with the number of permits in the cart, and the list of what is in users cart displays. From this list the user can remove permits from the cart or proceed with **Check Out**.



### Shopping Cart

Total \$80.46

Check Out

Invoice: 00013499 Description: NONE  
Due Date: 11/02/2019 Billing: City of Richmond (Hamel, Holly)  
Contact:

Case Number	Project	Case Address	Amount Due
BLDR-013128-2019		2229 Monument Ave Richmond VA 23220	\$10.00

Remove  
Top | Main Menu

Invoice: 00013494 Description: NONE  
Due Date: 10/21/2019 Billing: City of Richmond (Hamel, Holly)  
Contact:

Case Number	Project	Case Address	Amount Due
PLBR-013210-2019		105 E Cary St Richmond VA 23219	\$70.46

Remove  
Top | Main Menu

Total \$80.46

Check Out



Select Check Out and the **MyGovPay** screen will open. Fill in the required fields, then select **Process Payment**.

**MyGovPay** [Contact Us](#)

Wednesday, May 29, 2019

**Order Summary**

Agency Name: City of Richmond, VA  
Order Number: 248

Invoice #	Item Description	Quantity	Unit Price	Total Price
00013499	NONE	1	\$10.00	\$10.00

Item Total: \$10.00  
Service Fee: \$0.00  
Tax: \$0.00  
Order Total: \$10.00

**Payment Details**

Cardholder Name:  \*      Billing Street:  \*      Billing Zipcode:  \*

Card Type:  \*      Card Number:  \*      Expiration Date:  \*      CVV Code:

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powered by 

A confirmation page will appear. Select **Return to Citizen Access Portal** to return to the Online Portal.

**MyGovPay** Wednesday, May 29, 2019

**Congratulations! Your order has been processed successfully!**

*Please print this page for your records.*

Agency Name: City of Richmond, VA  
Order Number: 248

Invoice #	Item Description	Quantity	Unit Price	Total Price
00013499	NONE	1	\$10.00	\$10.00

Item Total: \$10.00  
Service Fee: \$0.00  
Tax: \$0.00  
Order Total: \$10.00

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powered by 

Once processed, a receipt will be sent to the applicant by email.

Home   Map   Report   Search    Help    Calendar    Add'l Info 

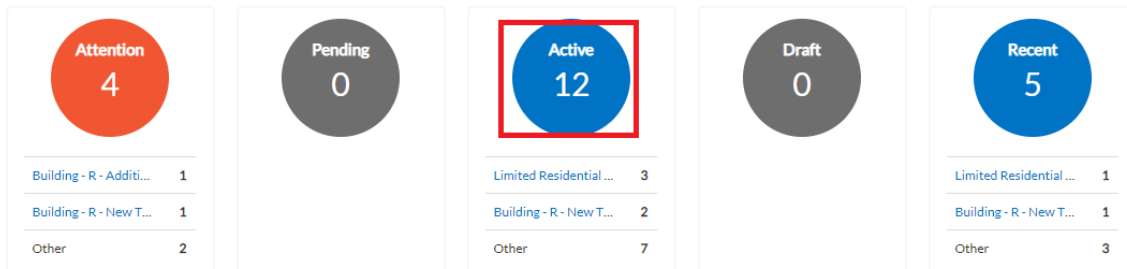
**Thank You!**

Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly.

# Print a Permit

An email is sent to the customer when a permit is ready to be printed. To print a permit, return to the **My Permits** section of the dashboard in the Online Permit Portal (OPP), and search for the permit(s) by selecting **View My Permits** or Select the **Active** circle to see a full list of all the permits that are in an active status.

## My Permits



[View My Permits](#)

Select the permit to be printed by clicking the blue Permit Number hyperlink.

## My Permits

Search for permit number, project, or address    Exact Match

Display  Select Case Type   Sort

Permit Number	Project	Address	Permit Type	Status	Attention Reason
<a href="#">BLDR-013119-2019</a>		824 W Broad St Richmond, VA 23220	BLDG PRMT - (Residential) - Heavy Alteration or Remodel	Active	
<a href="#">BLDR-013123-2019</a>		2317 Monument Ave Richmond, VA 23220	BLDG PRMT - (Residential) - Light Alteration or Remodel	Active, Recent	
<a href="#">BLDR-013128-2019</a>		2229 Monument Ave Richmond, VA 23220	BLDG PRMT - (Residential) - Light Alteration or Remodel	Active, Recent	
<a href="#">BLDR-013129-2019</a>		2900 Monument Ave Richmond, VA 23221	BLDG PRMT - (Residential) - Addition	Active, Recent	
<a href="#">BLDR-013139-2019</a>		1209 Admiral St Richmond, VA 23220	BLDG PRMT - (Residential) - Light Alteration or Remodel	Active, Recent	
<a href="#">ELEC-013031-2018</a>		2500 E Broad St Richmond, VA 23223	ELEC PRMT - (Commercial) - Light Alteration or Remodel	Active, Attention	Fail
<a href="#">ELEC-013088-2018</a>		4401 E Main St Richmond, VA 23231	ELEC PRMT - (Commercial) - Heavy Alteration or Remodel	Active	
<a href="#">ELEC-013089-2018</a>		2503 E Broad St Richmond, VA 23223	ELEC PRMT - (Commercial) - New	Active	
<a href="#">ELEC-013133-2019</a>		954 Barlen Dr Richmond, VA 23225	ELEC PRMT - (Commercial) - Light Alteration or Remodel	Active, Recent	

Permits that are ready to be printed will display a status of **Issued**, an **Issued Date**, and a **print icon**. Select the print icon from the top of the screen to print the permit.

Permit Number: BLDR-013119-2019



[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

<b>Type:</b> BLDG PRMT - (Residential) - Heavy Alteration or Remodel	<b>IVR Number:</b> 126291	<b>Applied Date:</b> 01/29/2019
<b>Status:</b> Issued	<b>Project Name:</b>	<b>Issue Date:</b> 01/29/2019
<b>District:</b> D-1	<b>Assigned To:</b> Muyundo, David	<b>Expire Date:</b> 07/29/2019
<b>Square Feet:</b> 0.00	<b>Valuation:</b> \$0.00	<b>Finalized Date:</b>
<b>Description:</b> Disable SSL 2 & 3 Test		

- Locations
- Fees
- Reviews
- Inspections
- Attachments
- Contacts
- Sub-Records
- Holds
- Meetings
- More Info

[Locations](#) | [Parcels](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Locations

Main	Address
<input checked="" type="checkbox"/>	824 W Broad St Richmond, VA 23220

Below is an example of the permit document.



# MECHANICAL (R) PERMIT

ISSUE DATE: 6/3/2019

[PDRPermitsAndInspections@Richmondgov.com](mailto:PDRPermitsAndInspections@Richmondgov.com)  
To Request an Inspection, call (804) 646-0770

## MECR-054070-2019

**SITE ADDRESS:** 1539 Alaska Dr

**PARCEL NUMBER:** C0060469014

# Scheduling Inspections

In order to schedule or check inspection status, you must be logged into the Online Permit Portal *and* be a contact on the permit.

## How to find an Inspection for Scheduling

There are several ways of accessing the appropriate permit in order to perform the inspection activities; from the Dashboard, searching by permit number under My Permits, or requesting an inspection from the View menu. In order to schedule an inspection the permit must be in “Active” status.

## Scheduling inspections from the Dashboard

Select the Active circle in the My Permits portion of the dashboard. All permits that have you listed as a contact will display. The “Recent” circle will display those permits that have been active recently.

For example, if the permit was recently issued or if an inspection was conducted recently on a permit.

The permit can be found either by scrolling through the list until the desired permit is found, or you can search for the permit **Scheduling inspections by searching ‘My Permits’**

The screenshot shows the top navigation bar with links for Dashboard, Apply, Map, Report, View, Search, Help, Calendar, and Add'l Info. A blue banner below the navigation bar states: "All invoices must be paid in full before the City will begin processing any application request." Below this is the "My Permits" section, which displays five status cards: Attention (11), Pending (2), Active (23), Draft (0), and Recent (3). The "Active" and "Recent" cards are highlighted with red boxes. Each card lists the number of permits in various categories: BLDG PRMT - (Resi...), MECH PRMT - (Resi...), Other, Work in Street & All..., RSMP PRMT - (Resi...), BLDG PRMT - (Re...), ELEC PRMT - (Co...), Other, BLDG PRMT - (Resi...), ELEC PRMT - (Com...), and RSMP PRMT - (Resi...).

Status	Count	Categories
Attention	11	BLDG PRMT - (Resi... 4, MECH PRMT - (Resi... 1, Other 6)
Pending	2	Work in Street & All... 1, RSMP PRMT - (Resi... 1)
Active	23	BLDG PRMT - (Re... 7, ELEC PRMT - (Co... 3, Other 13)
Draft	0	
Recent	3	BLDG PRMT - (Resi... 1, ELEC PRMT - (Com... 1, RSMP PRMT - (Resi... 1)

[View My Permits](#)

Another method that can be used to find a permit is to simply search for the permit number.

Instructions

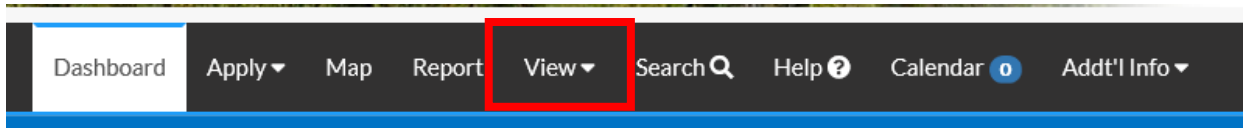
on how to search can be found in the “Search Functionality” document.

My Permits

Search for permit number, project, or address    Exact Match

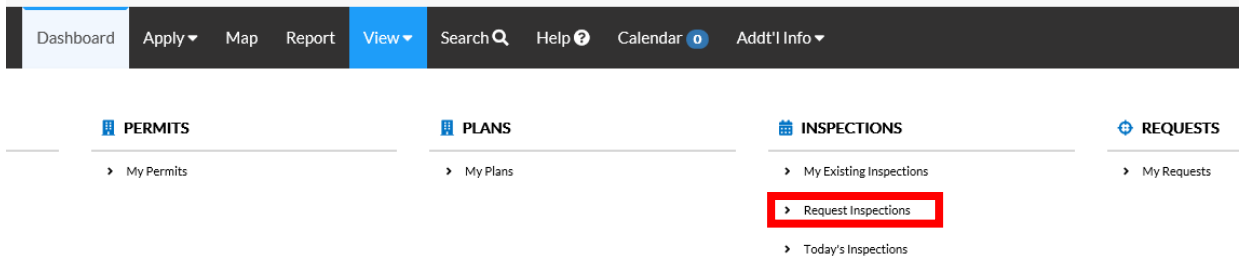
Display  Select Case Type   Sort

Permit Number	Project	Address	Permit Type	Status	Attention Reason
B00010301		3157 FLOYD Ave 23221	Building (C) - Repair/Replace	Active, Attention	Fail
B00010302		106 E 16TH St 23224	Building (C) - Repair/Replace	Active, Attention	Fail
B00010303		1901 GROVE Ave 23220	Building (C) - Alter/Remodel Light	Active, Attention	Fail
B00010306		4301 CUTSHAW Ave 23230	Building (C) - Alter/Remodel Light	Active, Attention	Fail
B00010307		4607 CUTSHAW Ave 23230	Building (C) - Repair/Replace	Active, Attention	Fail
B00010308		3210 W MARSHALL St 23230	Building (C) - Alter/Remodel Light	Active, Attention	Fail



### Scheduling inspections from the View menu

Finally you can go to the VIEW menu and select REQUEST INSPECTIONS.



From the list that populates, scroll through until the desired inspection type is found to schedule or search for the permit to see which inspections are available to schedule. The permit can be opened from this screen OR directly request an inspection.

## Request Inspections

Search for case number, address or inspection type

Exact Match

Export

Request Inspection


Sort Case Number

Case Number	Address	Type	Inspection Type	Select All <input type="checkbox"/>
BLDR-013139-2019	1209 Admiral St Richmond, VA 23220	BLDG PRMT - (Residential) - Light Alteration or Remodel	Building Partial Final with C. O.	<input type="checkbox"/>
BLDR-013139-2019	1209 Admiral St Richmond, VA 23220	BLDG PRMT - (Residential) - Light Alteration or Remodel	Footing	<input type="checkbox"/>
BLDR-013139-2019	1209 Admiral St Richmond, VA 23220	BLDG PRMT - (Residential) - Light Alteration or Remodel	Insulation	<input type="checkbox"/>

## How to Schedule an Inspection

There are several ways to select an inspection for scheduling in the Online Permit Portal. The first way is accomplished directly on the permit. Once the selected permit opens, please verify that the information is correct. Check the permit number, permit details, and the address, then proceed to the Inspections tab.

Dashboard Apply Map Report View Search Help Calendar Add'l Info

Permit Number: BLDR-013139-2019 

Permit Details | Tab Elements | Main Menu

Type:	BLDG PRMT - (Residential) - Light Alteration or Remodel	IVR Number:	126397	Applied Date:	05/23/2019
Status:	Issued	Project Name:		Issue Date:	05/23/2019
District:	NO-3	Assigned To:	Muyundo, David	Expire Date:	11/19/2019
Square Feet:	0.00	Valuation:	\$0.00	Finalized Date:	
Description:	BLDR Test				

Locations Fees Reviews Inspections Attachments Contacts Sub-Records Holds Meetings More Info

Locations | Parcels | Next Tab | Permit Details | Main Menu

Locations

Main	Address
<input checked="" type="checkbox"/>	1209 Admiral St Richmond, VA 23220

Locations Fees Reviews Inspections Attachments Contacts Sub-Records Holds Meetings More Info

Once you've selected the Inspections tab, two sections will display: Existing Inspections and Request Inspections.

**Existing Inspections**

Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
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No records to display.

**Request Inspections**

Sort: Order

Description	Reinspection	Action
Footing	No	<input type="checkbox"/>
Foundation	No	<input type="checkbox"/>
Slab	No	<input type="checkbox"/>
Framing	No	<input type="checkbox"/>
Insulation	No	<input type="checkbox"/>
Sill	No	<input type="checkbox"/>
Veneer	No	<input type="checkbox"/>
Roof	No	<input type="checkbox"/>
Building - Other/Consultation	No	<input type="checkbox"/>
Fire Separation	No	<input type="checkbox"/>

Results per page: 10  1 - 10 of 20 << < 1 2 > >>

The “Existing” inspections displays all inspections which have either been completed or have been requested/scheduled. If the inspection has been completed, you can click on the inspection number to view details of the inspection. This includes reasons for rejection if applicable.

**Existing Inspections**

Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
-----------------	-------------	--------	--------------	----------------	-----------	--------

<a href="#">048330-2019</a>	Footing	Scheduled	06/06/2019			<input type="button" value="Cancel Inspection"/>
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Results per page: 10  1 - 1 of 1 << < 1 > >>

**Request Inspections**

Sort: Order

The “requested” inspection area lists all inspections which can be scheduled on this permit at this time. Simply select the inspection(s) you wish to request by checking the Action box, and then clicking on REQUEST INSPECTION button. If an inspection cannot be scheduled through Online Permit Portal it will be noted.

### Request Inspections

Sort Order 

Description	Reinspection	Action
Foundation	No	<input type="checkbox"/>
Slab	No	<input type="checkbox"/>
Framing	No	<input type="checkbox"/>
Insulation	No	<input type="checkbox"/>
Sill	No	<input type="checkbox"/>
Veneer	No	<input type="checkbox"/>
Roof	No	<input type="checkbox"/>
Building - Other/Consultation	No	<input type="checkbox"/>
Fire Separation	No	<input type="checkbox"/>
Lead Clearance Report	No	<input type="checkbox"/>

Results per page  1 - 10 of 19 << < 1 2 > >>

[Request Inspection](#)

Another way to schedule the inspection is through the REQUEST INSPECTION screen which can be found by selecting the VIEW menu in the task bar.

Dashboard Apply Map Report View Search Help Calendar Add'l Info

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**PERMITS** **PLANS** **INSPECTIONS** **REQUESTS**

- My Permits
- My Plans
- My Existing Inspections
- Request Inspections
- Today's Inspections
- My Requests



# Online Portal User Tips

## Registering:

1. If you want to see all records for your company in our online portal, please send an email to [CSShelp@richmondgov.com](mailto:CSShelp@richmondgov.com) for assistance after you register for the portal

## General:

1. Use the navigation buttons found in the Online Portal to move around the portal, **DO NOT** use the Browser Back Button
2. BEFORE applying for a plan, confirm the property owner using one of the following methods:
  - a. Look up the property address/owner using the Map function in the header of the Online Portal
  - b. Look up the property address/owner using the Parcel Mapper link located under the Other Resources tab in the header of Online Portal
3. Invoices can be paid through the portal using the following credit cards: Visa, Mastercard, Discover

## Apply:

1. Confirm you are applying for the correct Plan Type and Work Class before you submit your application. If the Plan Type or Work Class are incorrect, the application will be denied and sent back to the applicant and a new application will need to be submitted with the correct information
2. When determining what Work Class to select keep the following in mind:
  - Heavy alteration is similar to new construction, light alteration involves minor structural work
3. Work Class descriptions are provided for each of the Plan Types

## Location:

1. If you have a property with a single digit address, and are not able to find the address in the Address Search, please email or come into the Permit Office, room 108, to process your application
2. When entering an address please follow the rules below:
  - a. Only use the street #, street direction and name
  - b. Do not use punctuation or spell out street direction or use street type:

- i. 900 East Broad Street    Incorrect
- ii. 900 E Broad Street    Incorrect
- iii. 900 E. Broad St.    Incorrect
- iv. 900 E Broad    Correct

NOTE: Less is more when it comes to entering data in a search

### Type:

1. Do not use ALL CAPS when entering a description
2. Be specific and include the information about the equipment being installed. (i.e.: 3.5 ton heat pump with duct work)
  - a. NOTE: Examples of correct descriptions are provided following this tip sheet
3. The description will be used by the inspector when performing inspections
4. Enter the total cost of the project in the Valuation field

### Contacts:

1. Please confirm you are entering the correct owner for the property
2. If you are not able to find the owner, please email or come into the Permit Office to process your application
3. Additional contacts can be added by selecting the contact type from the dropdown in the blue Add Contact box and clicking in the box

### More Info:

1. Complete ALL fields that are needed for your application  
Note: You can use the paper application as a guide to filling out this screen, however you do not need to upload the application as an attachment
2. Residential Plans: select "Plans: No", even if you are attaching site plans for an application
3. Commercial Plans: select "Plans: Yes" if you are submitting construction documents/plans
4. For a Mechanical and Gas applications, if the BTUs you are requesting are not listed, round up to the next value. Apply this to the tonnage on HVAC equipment as well.

### Attachments:

1. The application does not need to be added as an attachment
2. Site plans can be added even if you select "Plans: No" on the More Info screen
3. Site plans are required if the outdoor unit (i.e., generator/heat pump) is equal to or greater than 36" above grade, including the pad.

### Summary:

1. Confirm all information is correct before submitting your application  
Note: Changes cannot be made after the application has been submitted
2. If changes are needed, use the Back button to navigate to the screen needing correction, make the correction and use the Next button to navigate back to the Summary screen

3. You will need to scroll to the bottom of the screen to submit your application

Once you hit submit you will receive a submittal confirmation page. **Please note the Plan # or print this screen for reference, if needed.**

## **Sample Online Portal Descriptions for Residential Trades**

### **Plumbing – Residential**

- Install plumbing for new construction of single family dwelling- Install 25' of 4" sanitary & 25' of 1" water service, add fixtures; 1 water heater, 2 water closets, 1 bathtub, 2 lavatories, 1 kitchen sink, 1 washer connection, 1 dishwasher, 1 disposal & 7 drain traps.
- Plumbing including rough in & trim out for single family detached dwelling- Install 10' of 3" sanitary & 10' of 1" water service, add fixtures; 1 water heater, 1 water closet, 1 bathtub, 1 lavatory, 1 kitchen sink, 1 shower stall, 1 washer connection, 1 dishwasher & 1 disposal.
- Replace water line from meter to house with 50' of 1" service line at single family detached dwelling.
- Connecting 14' of 6" sanitary line from building to lateral at property line & connecting 24' of 1" water service from building to meter.

### **Mechanical – Residential**

- Install 1-2.5 ton heat pump system with duct work at single family detached dwelling. Dimensions: 35" above grade with pad x 26" x 26".
- Replace (1) 3 ton heat pump with (1) 3.5 ton heat pump. Dimensions: 37" above grade with pad x 25 ¾" x 27". Plot plan attached (*A plot plan showing the location of the heat pump is required as the height above grade is ≥ 36". When applying, upload this into the "Attachments" section.*)
- Install (1) 460k BTU gas boiler and related duct work.
- Install (1) 18k BTU pre-fab, direct vent, fireplace. No gas piping work involved.
- Reline furnace flue with stainless steel chimney liner.
- Replace existing AC with new (1) 2.5 ton AC and (1) 45K BTU gas furnace w/ AC. No duct work.
- Install (1) 1.5 ton mini split in 2nd floor addition bedroom.

- New detached garage/shop. Install new (1) 18K BTU mini split heat pump and small base board heat. Outdoor unit is under 36" high with base.

## Electrical – Residential

- Install power to new duplex with 2-200 amp service, units will be wired per NEC, & install low voltage wiring such as voice, data & TV, wire 2- 2 ton heat pumps.
- Install 200 amp panel in garage, install 50 amp 220v receptacle for car charger, and install 2 lights & 4 receptacles in garage at single family detached dwelling.
- Upgrade service from 100 amp to 200 amps. Install (2) 200 amp panels in duplex.
- Install (1) 12 KW (208,550 BTU) whole house generator. Top of unit with pad is less than 36" above grade.
- Replace meter box.
- Replace 3 wire range cable with 4 wire #8 copper NM cable.
- Install GFI plug and move switches.
- Installation of a photovoltaic flush roof solar PV System.

## Gas Piping – Residential

- Run new gas lines- 2' of 1 1/4" steel/iron, 25' of 3/4" & 15' of 1" CSST for connection to 1-199K BTU water heater, 1-80K BTU furnace & 1-34K BTU range.
- Run 20' of 1/2", 20' of 3/4" & 20' of 1" steel/iron gas piping for 1-200K BTU water heater, 1-90K BTU furnace & 1-90K BTU range.
- Install new (10') of 1" steel/iron and (100') of 3/4" CSST gas piping to connect new (10 40K BTU gas water heater, (10 40K BTU gas furnace and (1) 35K BTU gas range.
- Install new (50') of 1" of steel/iron gas piping to connect new (1) 199K BTU tankless gas water heater, (1) 150K BTU gas furnace and (1) 60K BTU gas furnace.
- Install new (10') 1/2" copper gas piping to connect new (1) 80K BTU gas range.

Install 18' of 3/4" steel/iron gas pipe to supply (1) future 90,000 BTU gas log set.

# Phase 1 Plan Types

## **Electrical residential**

An electrical residential plan is used to apply for a permit covering new electrical work performed on private property, either inside or outside of the 1 or 2 family structure.

Examples:

- install or alter any permanent wiring or electrical device
- run additional wiring, put in an electrical outlet or light fixture, install a receptacle for a garage-door opener, or convert from fuse box to circuit breakers
- install or alter low-voltage systems such as stereo or computer systems

## **Gas Piping residential**

A gas piping plan is used to apply for a permit covering the installation of gas piping and/or gas appliances except minor repair on private property, either inside or outside of the 1 or 2 family structure.

## **Plumbing residential**

A plumbing plan is used to apply for a permit covering new plumbing work performed on private property, either inside or outside of the 1 or 2 family structure.

Examples:

- Replace water heaters and underground piping, alter piping inside a wall or ceiling, or beneath a floor, and for plumbing in all new installations.
- Repair and replacement of any waste, vent and water piping.
- Remodel or add on to your one- or two-family dwelling when existing plumbing is to be relocated. This includes installation of building sewers, water service, sump pumps and exterior rain drains.

## **Mechanical residential**

A mechanical plan is used to apply for a permit covering work on heating, cooling, and ventilation systems, including bath vents and wood stoves performed on private property, either inside or outside of the 1 or 2 family structure.

Examples:

- Install or change any part of a heating or cooling system that needs to be vented into any kind of chimney.
- Install an unvented fuel-fired appliance, such as “gas log” sets.
- Install a wood stove, fireplace insert, pellet stove, or related venting.
- Install bath fans, dryer exhausts, kitchen range exhausts, and appliances that are required to be vented.