

How to Submit a Payment Through the E-Permitting Portal

You may complete payments on an existing invoice within the portal. To complete payment successfully, ensure that you

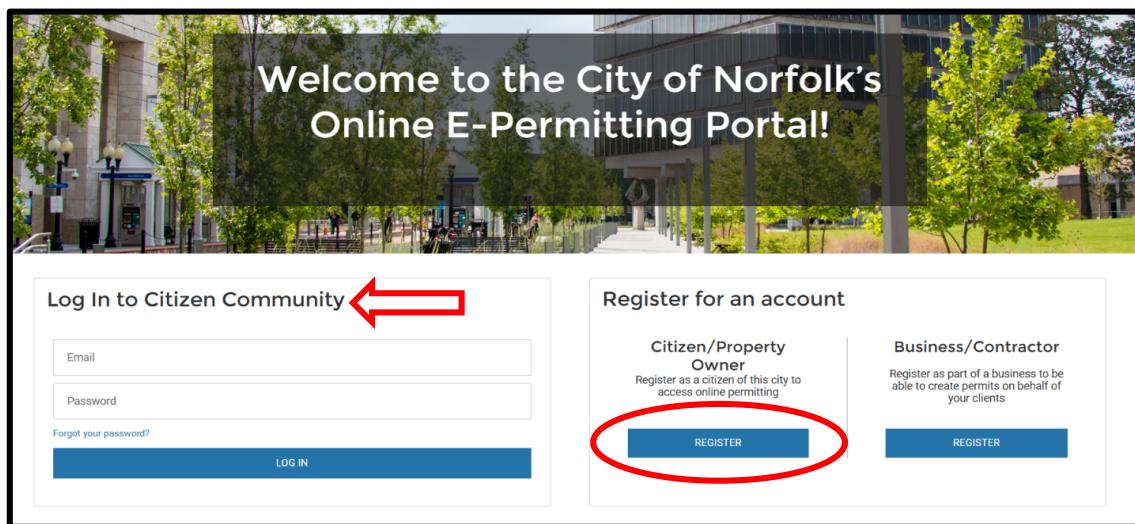
- You have an account linked to the permit or application that you can log into
- Staff contact has confirmed you are ready to pay

If the payment is not populated in your portal, please reach out to staff to ensure that your application is ready to receive payment. For assistance, call 757-664-4752.

- 1) To access the Portal, click on the online application link **HERE** and log in.

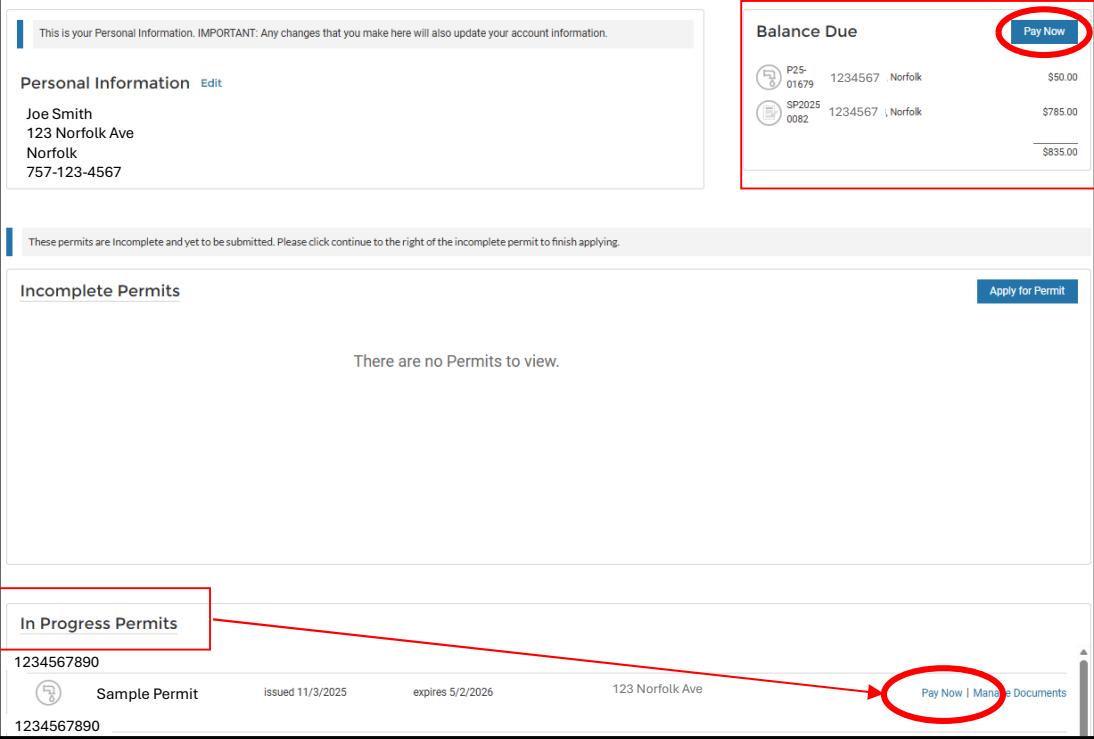
< <https://norfolkva.my.site.com/s/login/> >

New Users: If this is your first time using the Portal, you will need to register for an account and then log in with your credentials.



2) After logging in, you will be directed to your dashboard. You can view all balances in the Balances Due box at the top of the page, or individually by permit under the “In Progress Permits” or “Land Use Application” sections. Select “Pay Now” to continue.

Note: If you are experiencing any issues applying for permits, please contact the Department of City Planning at 757-664-4752 or planning@norfolk.gov.



This is your Personal Information. IMPORTANT: Any changes that you make here will also update your account information.

Personal Information [Edit](#)

Joe Smith
123 Norfolk Ave
Norfolk
757-123-4567

These permits are Incomplete and yet to be submitted. Please click continue to the right of the incomplete permit to finish applying.

Incomplete Permits

There are no Permits to view.

In Progress Permits

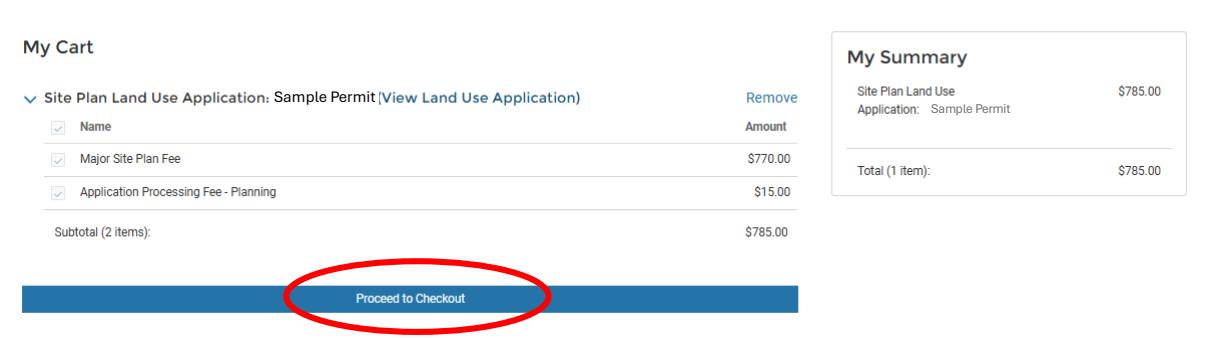
1234567890
Sample Permit
issued 11/3/2025 expires 5/2/2026 123 Norfolk Ave
1234567890

[Pay Now | Manage Documents](#)

Balance Due [Pay Now](#)

Permit ID	Permit Type	Location	Amount
P25-01679	1234567	Norfolk	\$50.00
SP2025-0082	1234567	Norfolk	\$785.00
			\$835.00

3) You can pay all balances or select individual permits to pay and view the breakdown of fees. Select “Continue to Payment” to continue. Payments may be made by Credit Card. You will receive confirmation once processed.



My Cart

Site Plan Land Use Application: Sample Permit ([View Land Use Application](#))

	Remove
<input checked="" type="checkbox"/> Name	
<input checked="" type="checkbox"/> Major Site Plan Fee	\$770.00
<input checked="" type="checkbox"/> Application Processing Fee - Planning	\$15.00
Subtotal (2 items):	\$785.00

Proceed to Checkout

My Summary

Site Plan Land Use Application: Sample Permit	\$785.00
Total (1 item):	\$785.00