

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

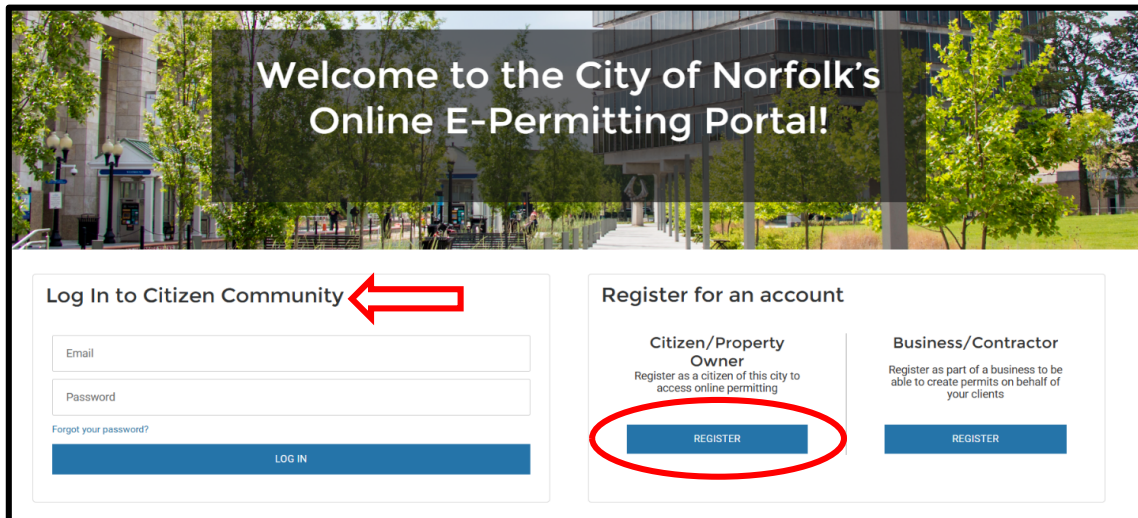
- You have an account linked to the permit or application that you can log into
- Staff contact has confirmed you are ready to pay

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.



The screenshot shows the 'Welcome to the City of Norfolk's Online E-Permitting Portal!' page. It features two main sections: 'Log In to Citizen Community' and 'Register for an account'. The 'Log In' section has fields for 'Email' and 'Password', a 'Forgot your password?' link, and a 'LOG IN' button. A red arrow points to the 'Log In' button. The 'Register for an account' section has two options: 'Citizen/Property Owner' and 'Business/Contractor'. The 'Citizen/Property Owner' option has a 'REGISTER' button circled in red. The 'Business/Contractor' option also has a 'REGISTER' button.

Welcome to the City of Norfolk's
Online E-Permitting Portal!

Log In to Citizen Community

Email

Password

[Forgot your password?](#)

LOG IN

Register for an account

Citizen/Property Owner
Register as a citizen of this city to access online permitting

REGISTER

Business/Contractor
Register as part of a business to be able to create permits on behalf of your clients

REGISTER

- 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

Balance Due [Pay Now](#)


P25-01679	1234567 Norfolk	\$50.00
SP20250082	1234567 Norfolk	\$785.00
		\$835.00

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

Incomplete Permits [Apply for Permit](#)

There are no Permits to view.

In Progress Permits

1234567890	 Sample Permit	issued 11/3/2025	expires 5/2/2026	123 Norfolk Ave	Pay Now Manage Documents
1234567890					

- 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	Amount
<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