How to: Create an Account in the E-Permitting Portal

To submit for a permit or land use application or to pay an associated fee, you must first create an account. Creating a portal account is free of charge. This account will be linked to the permits or applications you are associated with, so be sure staff have your correct contact information and use the same email/ phone number consistently.

Contact the Planning Department for portal account assistance.
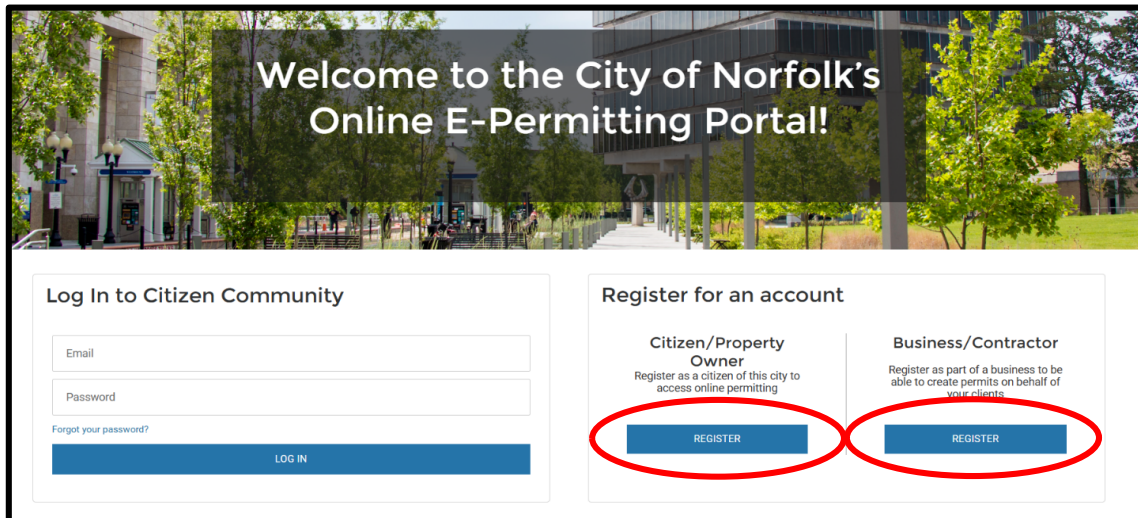
planning@norfolk.gov

757-664-4752

1) **To access the Portal, click on the online application link HERE.**
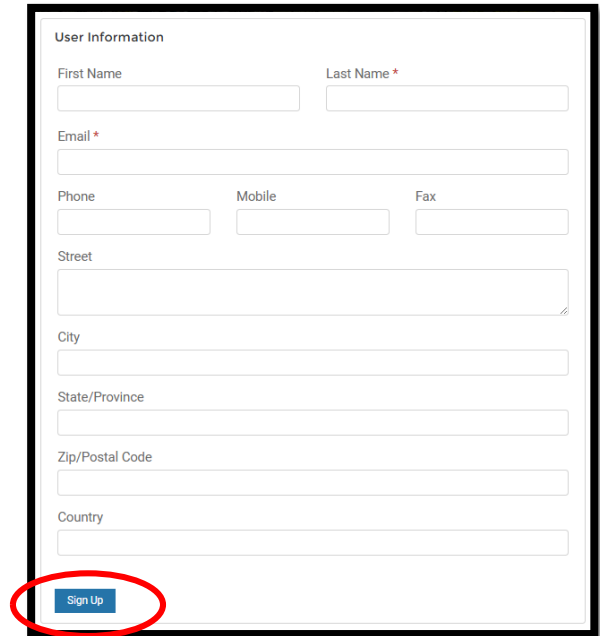   < *https://norfolkva.my.site.com/s/login/* >
   New Users: If this is your first time using the Portal, you will need to register for an account and then log in with your credentials.

   Create an account for the type of account you need- contractors and business accounts will need to provide their account name, business phone number, and license number.
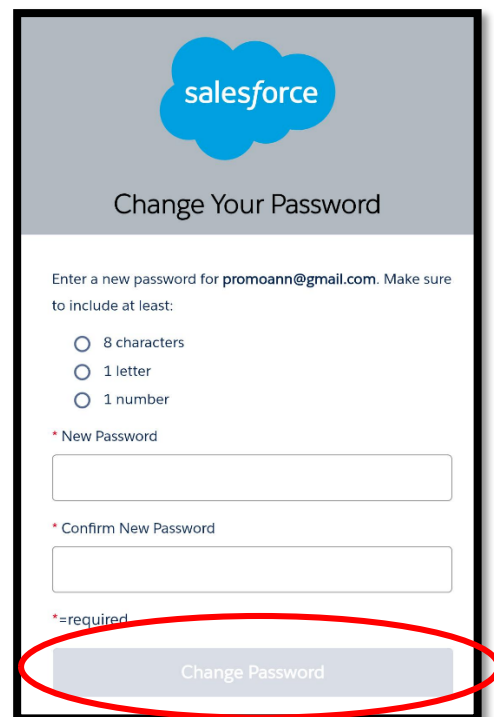

Welcome to the City of Norfolk's Online E-Permitting Portal!

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) Complete the contact information on this page. Whoever creates this account will be the one to login, complete permits, and pay fees. If the account creator is different than the applicant, ensure that the applicant is aware that contact will be made to the account email. Click "**sign up**" and accept the **General Disclaimer** to continue

3) You will receive an email to reset your password. Please check your junk and spam folders if you can't find the email. It will arrive from **Citizen Community**. Click on the link and create a new password.

4) Once your password is reset, you will be able to login to your dashboard and
   - view your open permits and applications
   - attach and manage documents
   - pay fees
     and more!