

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

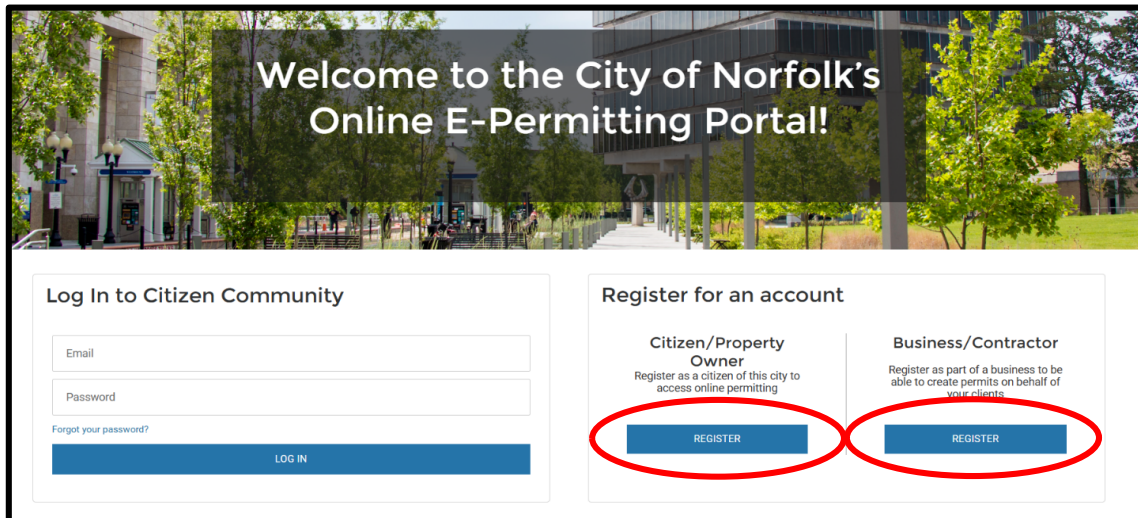
757-664-4752

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

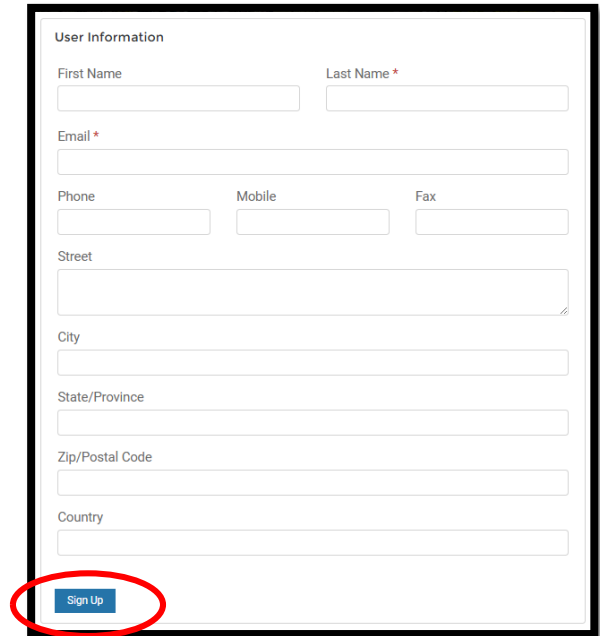
< <https://norfolkva.my.site.com/s/login/> >

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.

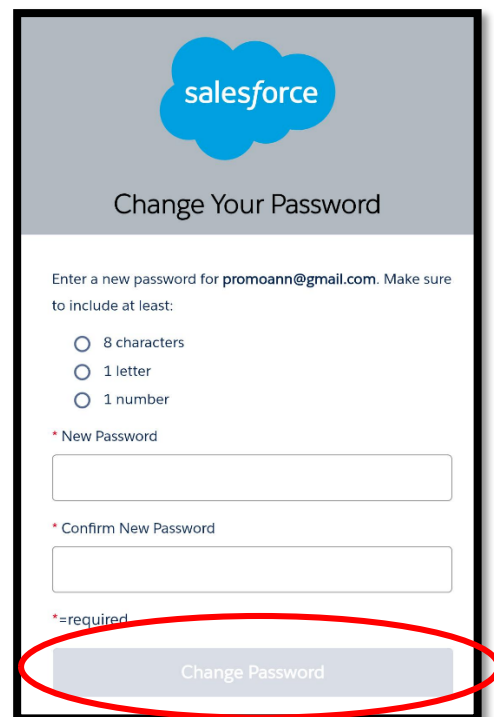
A screenshot of the City of Norfolk's Online E-Permitting Portal. The top section features a banner image of a city street with trees and buildings, overlaid with the text "Welcome to the City of Norfolk's Online E-Permitting Portal!". Below the banner are two main sections: "Log In to Citizen Community" and "Register for an account". The "Log In" section has fields for "Email" and "Password", a "Forgot your password?" link, and a blue "LOG IN" button. The "Register for an account" section has two columns: "Citizen/Property Owner" and "Business/Contractor". Each column has a description and a blue "REGISTER" button. The "REGISTER" buttons are circled in red. The "Citizen/Property Owner" description says "Register as a citizen of this city to access online permitting". The "Business/Contractor" description says "Register as part of a business to be able to create permits on behalf of your clients".

- 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



The image shows a 'User Information' form with the following fields: First Name, Last Name *, Email *, Phone, Mobile, Fax, Street, City, State/Province, Zip/Postal Code, and Country. A blue 'Sign Up' button is located at the bottom left of the form and is circled in red.

- 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.



The image shows a 'Change Your Password' form with the Salesforce logo at the top. The text reads: 'Enter a new password for promoann@gmail.com. Make sure to include at least:'. Below this are three radio button options: '8 characters', '1 letter', and '1 number'. There are two required password fields: '* New Password' and '* Confirm New Password'. A note '* =required' is at the bottom left. A grey 'Change Password' button is at the bottom right and is circled in red.

- 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!