

CIVIC ACCESS GUIDE

This guide is a resource for understanding, navigating, and enhancing your experience with Albemarle County's Permitting and Licensing Software, **Civic Access**.

Civic Access is a user-friendly, public-facing platform that facilitates interaction with land management and permitting processes managed by local government jurisdictions. Once registered and logged into the system, users can access a personalized dashboard that visually represents permits, plans, inspections, invoices, and licenses (short-term rental licenses).

The **Dashboard** enables customers to view and manage various details, including saved drafts of submissions and offers the convenience of adding unpaid invoices directly to their shopping cart. Additionally, users can track the progress of their permits and plans throughout the review process, identify the assigned contact for their applications, and access a range of other features to enhance the overall permitting experience.

This guide offers detailed, step-by-step instructions on:

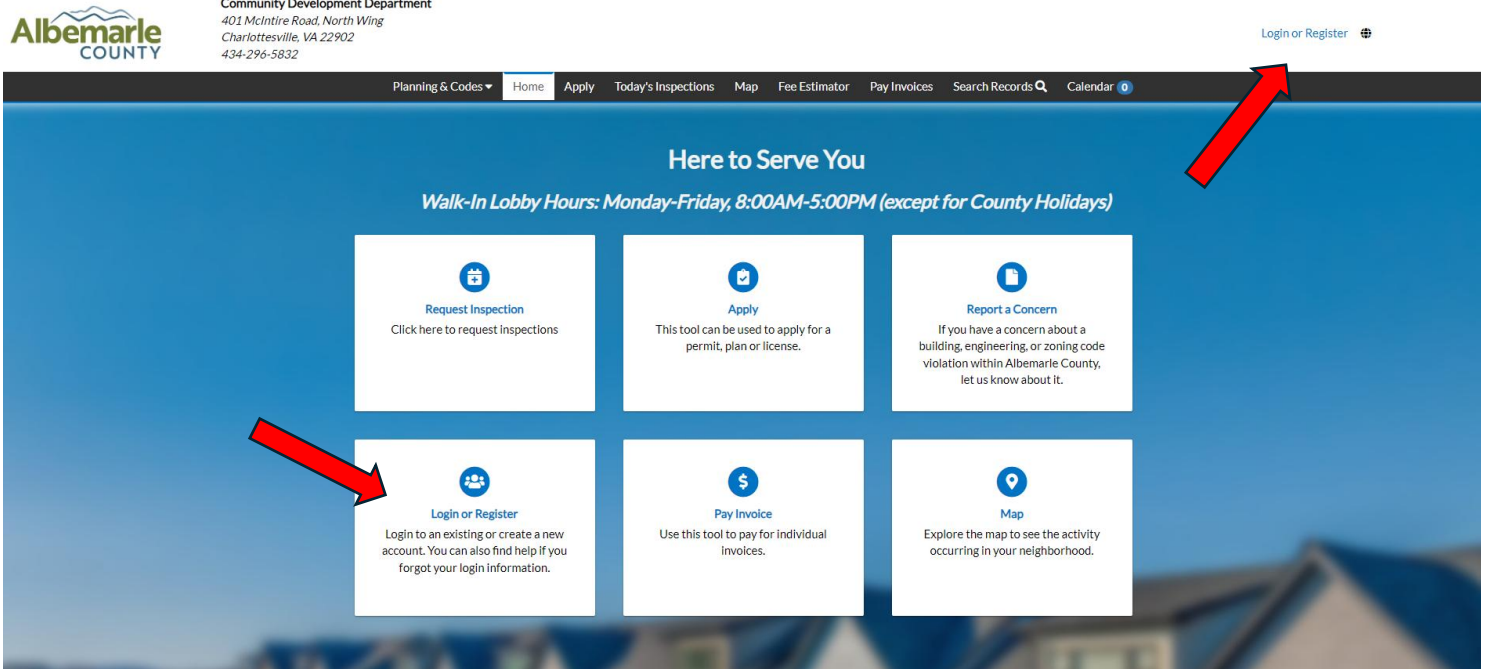
1. [How to Register Your Account – Page 2](#)
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3. [How to Add a Contact to Your Application – Page 11](#)
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Please note for applications: If a question does not have a red asterisk (*) next to it, it is not mandatory and does not need to be answered. However, if a question includes a red asterisk (*) but is not relevant to your project, you may respond with either "0" (for numerical answers) or "N/A" (if a text response is acceptable).

If you have any questions regarding the information provided in this guide or cannot find the answer you need, please contact Application Services at applicationservices@albemarle.org.

Register Your Account on the Self-Service Public Portal

Step 1: Select the LOGIN OR REGISTER TILE

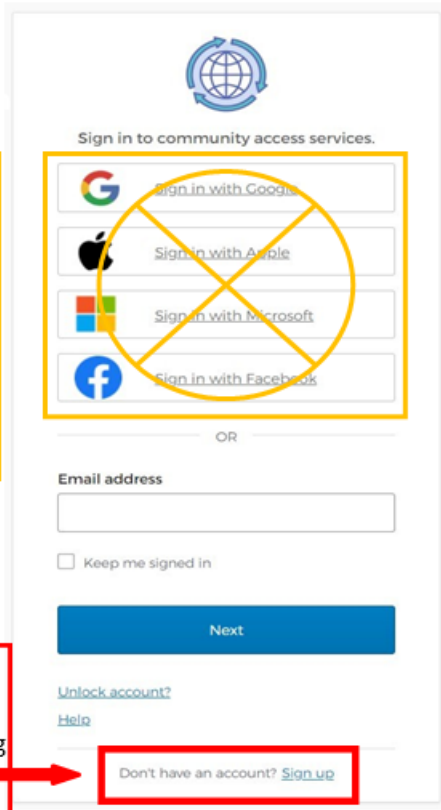


Step 2: Select the SIGNUP link at the bottom of the page.

If you have previously used this software for another jurisdiction, your email address is already registered in the system. Simply log in and register for Albemarle County.

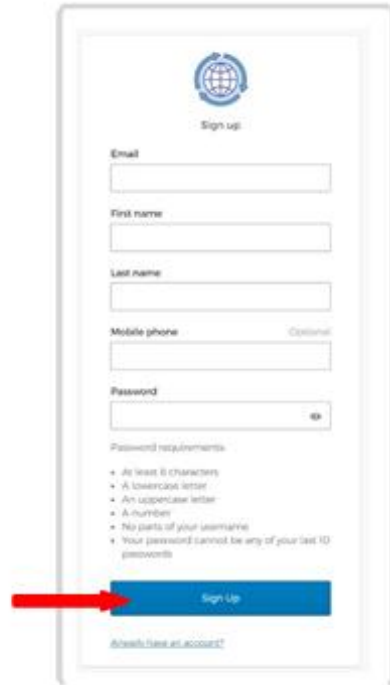
Existing customers: These sign in options are **NOT recommended** unless the email address associated with these platforms is the email address associated with existing applications.

Use this option and sign up with the email address associated with any existing applications.



[Return to the Home Page](#)

Step 3: Enter your information. The information you provide will be linked to all applications you enter. Please fill out all required fields and click **SIGN UP**.



Sign up!

Email

First name

Last name

Mobile phone Optional

Password

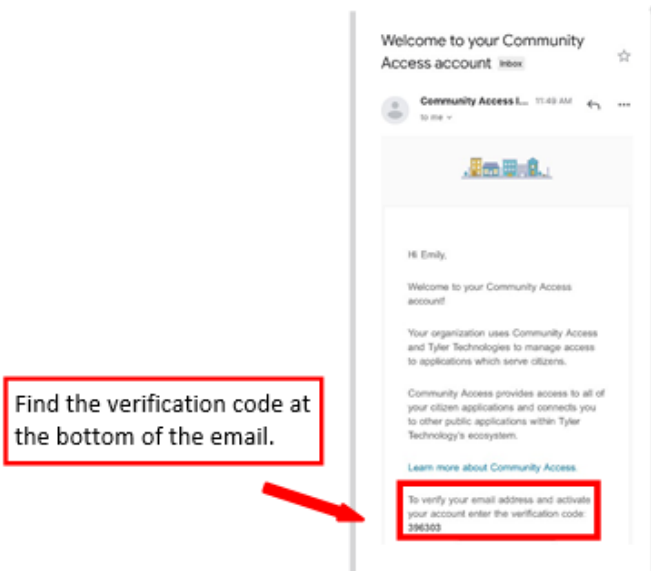
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

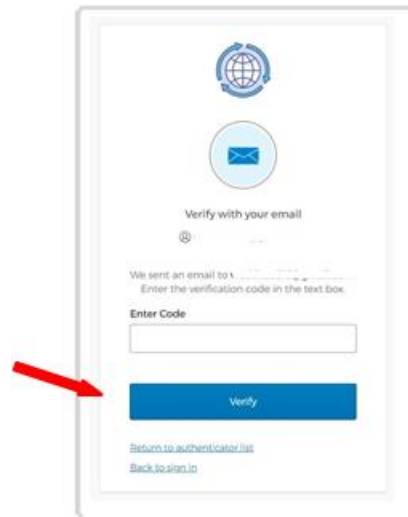
Sign Up

[Already have an account?](#)

Step 4: Check your email. You will receive an email from Community Access Identity <noreply@identity.tylerportico.com> to verify your account. Access your email and enter the verification code provided to complete the process.



Step 5: Ent



Step 6: Start the Registration Process. Please review the acknowledgment and, if you agree, indicate your acceptance of the terms and conditions. If you have any certificates registered with DPOR, you can check the corresponding box and include them during registration. Click “Continue” to proceed to the next step.

Registration

Step 1 of 4: Acknowledgement

Thanks for your registration, please call with any question Albemarle County, VA.

Add certificates during registration [i](#)

Continue

Step 7: Add Certifications / Personal Information. If you selected to add certifications, click “Click here to add certificate.” Enter the certificate number, then click “Verify.”

Registration

Step 2 of 5: Add Certifications

[Click here to add certificate](#)

Back

Skip

[Return to the Home Page](#)

Add Certificate

*Type

*Certificate Number

Cancel

Verify

If you opt not to add certifications, you will move directly to adding your personal information. Please complete all required fields, marked with a red asterisk (*). You will see three phone number fields, but once you fill in one, the others will no longer be marked as required. Provide the phone number you are most likely to answer.

Registration

Step 2 of 4: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

*Contact Preference

*Email Address

Additional Contact Information

*Business Phone

*Home Phone

*Mobile Phone

Back

Next

[Return to the Home Page](#)

Step 8: Enter your address and select NEXT.

Registration

Step 3 of 4: Address

*REQUIRED

* Address

City

State

Postal Code

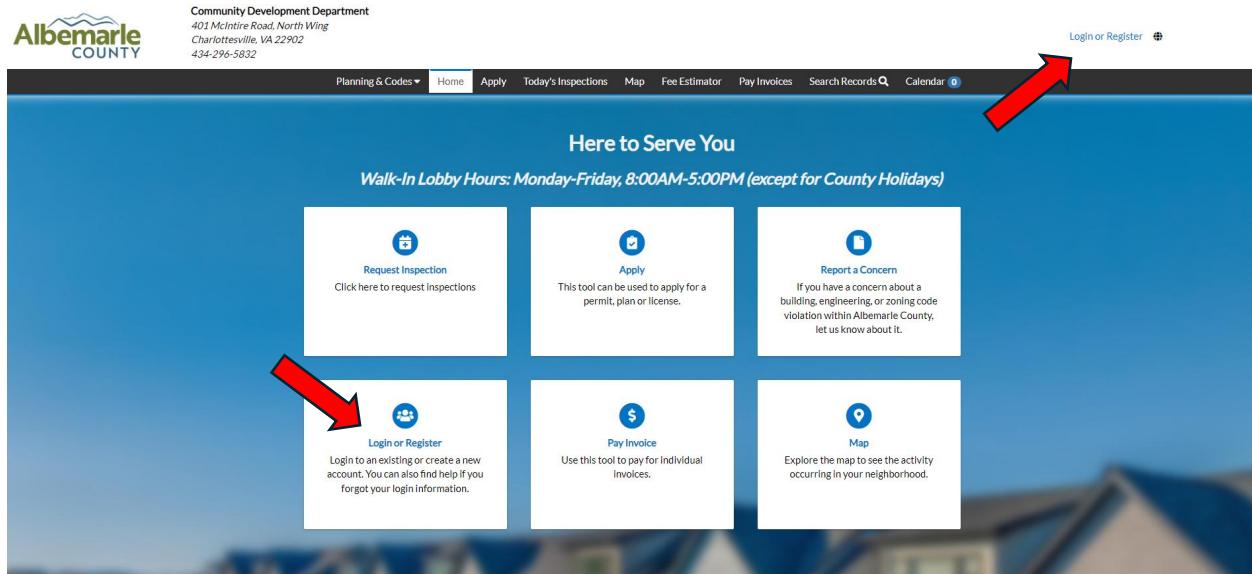
Step 9: Submit your Registration.

After submitting all your information, click **SUBMIT** to complete your registration. You will be logged in automatically and redirected to the homepage.

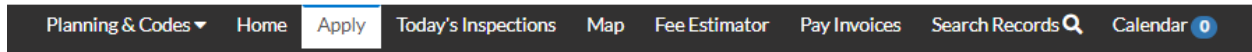
Your registration is complete, and you are not ready to submit applications.

How to Apply for an Application

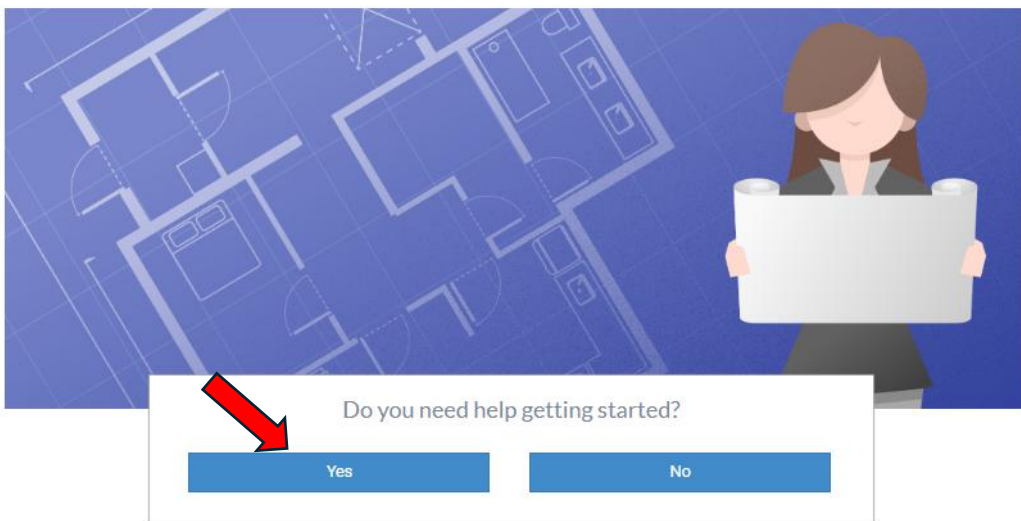
Step 1: Log In



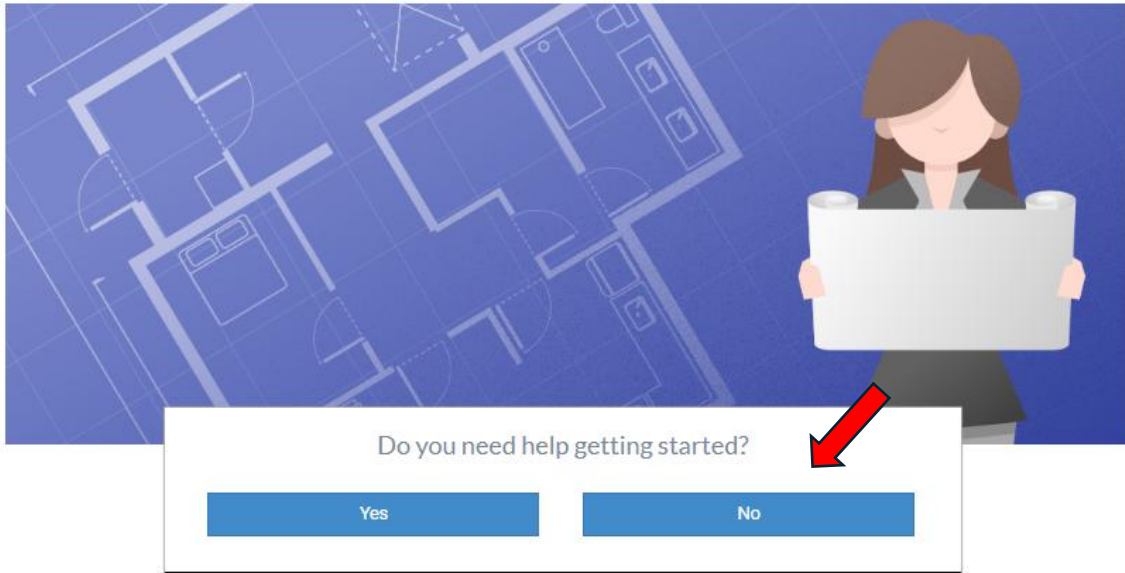
Step 2: Click on Apply



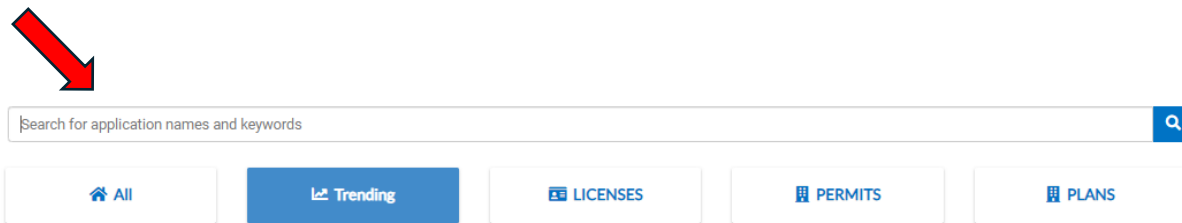
If you are unsure which permit you need, use the **Search Assistant** for guidance.



If




Use the **SEARCH BAR** to enter the application type or scroll through the list of available applications.



You can filter results by selecting **Permits, Plans, or Licenses** to narrow down your search.



Once the application type is located, click on **Apply**.

	Building - Residential Detached Single-Family	Apply
Category Name:	Residential Building	Description:
		A freestanding residential building that's set up to accommodate one family.

You can save your progress as a draft if you cannot finish the application in one session. Each section of the application will have a **Save Draft** button. Please note that attachments cannot be saved in the draft.

LOCATIONS

Click "+" to add location, and enter in the address or parcel information to assign to this application.

Type: Location
US

Main Address

[Remove](#)

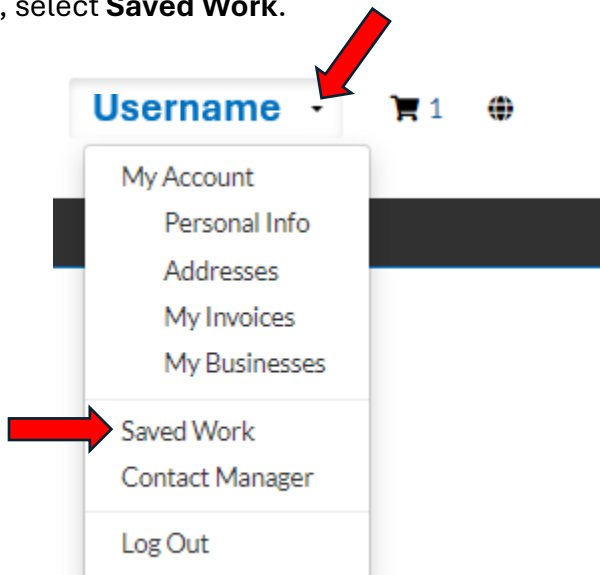
[Create Template](#)

[Save Draft](#)

[Next](#)

To access the drafts:

Click on the **down arrow** next to your name in the top right-hand corner. From the drop-down menu, select **Saved Work**.



The screenshot shows a user profile dropdown menu. At the top, the word "Username" is displayed with a small downward-pointing arrow. Below this, a list of menu items is shown: "My Account", "Personal Info", "Addresses", "My Invoices", "My Businesses", "Saved Work", "Contact Manager", and "Log Out". A red arrow points to the "Saved Work" item.

On the Saved Work page, select **My Drafts** to view all your saved drafts. Locate the draft you wish to continue working on and select it to resume your application.

Saved Work

MY TEMPLATES **MY DRAFTS**

My Drafts

Module Sort

Module	Type	Last Update	Action
Permit	Building - Residential Detached Single-Family	10/21/2024 09:17:55 AM	<input type="button" value="Resume"/> <input type="button" value="Delete"/>
Permit	Building - Residential Detached Single-Family	01/03/2025 03:54:34 PM	<input type="button" value="Resume"/> <input type="button" value="Delete"/>
Permit	Building - Residential Detached Single-Family	01/03/2025 03:55:49 PM	<input type="button" value="Resume"/> <input type="button" value="Delete"/>
Plan	Subdivision - Family Divisions	12/27/2024 10:15:01 AM	<input type="button" value="Resume"/> <input type="button" value="Delete"/>

Results per page 1 - 4 of 4 << < 1 > >>

How to Add a Contact

Step 1: To enter a new contact for the first time, select **Enter Manually**.

[◀ Back to Application](#)

Add Contact

Add Contact As : Licensed Contractor

Search

- If the contact is a licensed contractor or holds a certificate with the Department of Professional and Occupational Regulation (DPOR), and you wish to include their certificate information, please click on **Click here to add State Certification certificate**.

[◀ Back to Application](#)

Add Contact

Add Contact As : Licensed Contractor

Enter Manually

Certificates [Click here to add certificate](#)

* First Name

* Last Name

Company Name

Email

* Home Phone

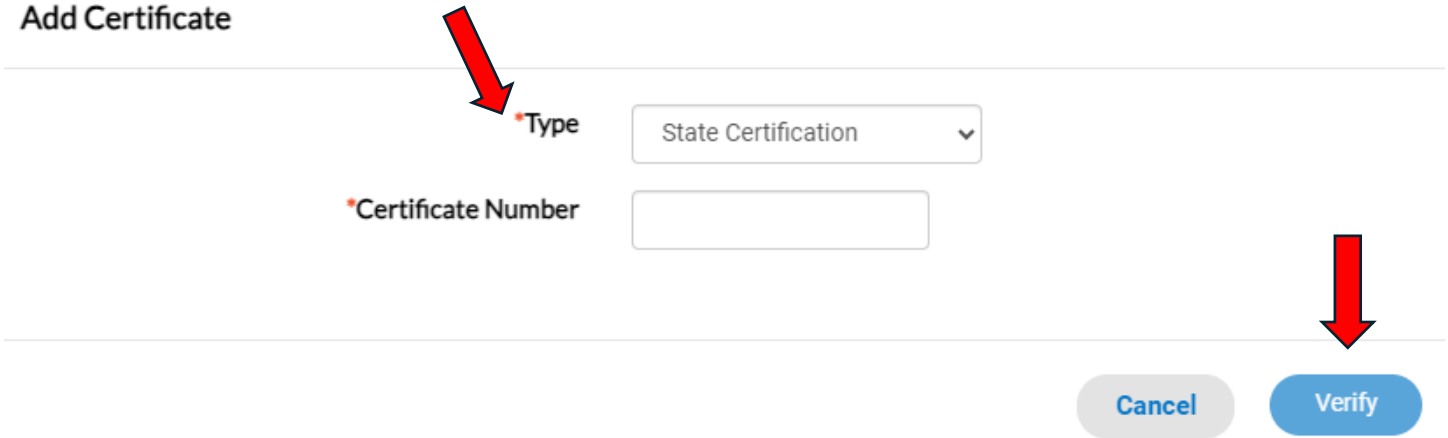
* Mobile Phone

* Business Phone

[Return to the Home Page](#)

- Select the Type of Certificate to choose State Certificate and enter the **Certificate Number** (do not include dashes). Then click **Verify**.

Add Certificate

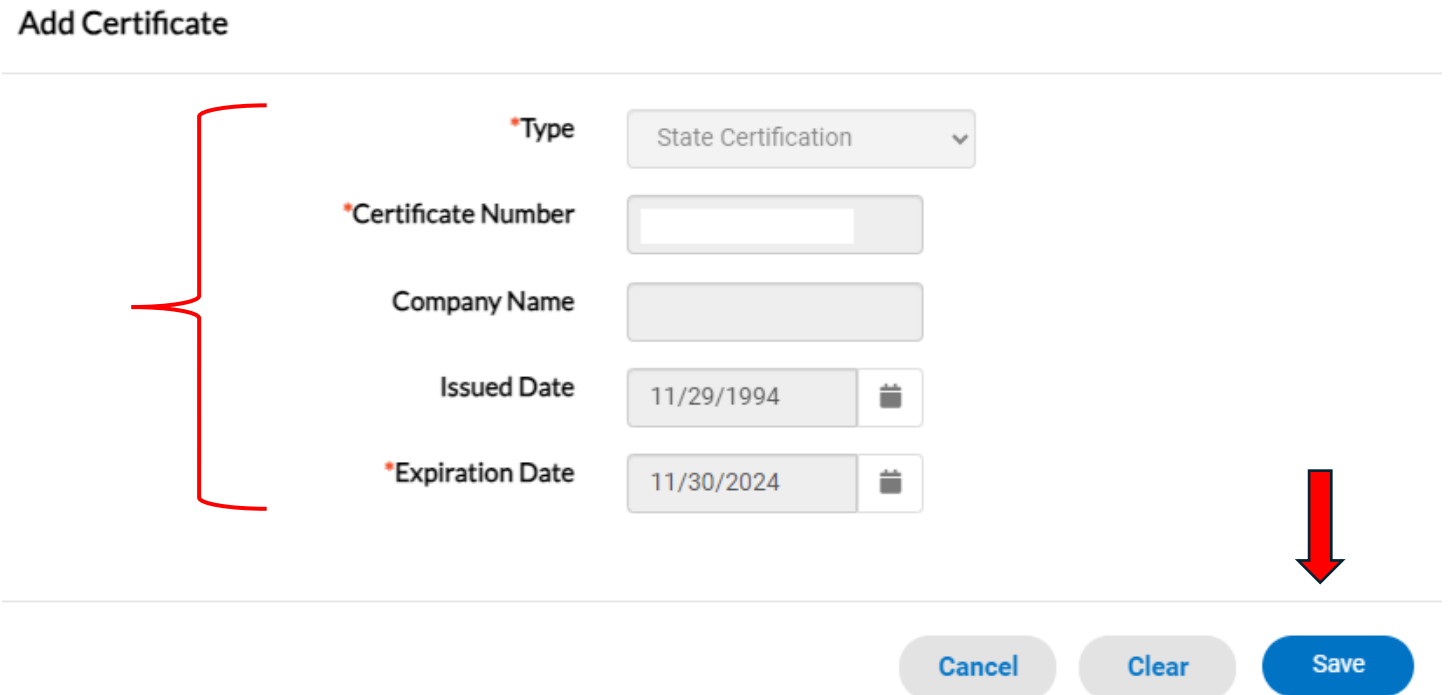


*Type

*Certificate Number

- If the certificate number is found within the DPOR database, you will be prompted to enter additional information. Once you have completed all required sections please click **Save**.

Add Certificate



*Type

*Certificate Number

Company Name

Issued Date

*Expiration Date

- On you click **Save**, the popup window will close, and you will be able to enter the contact’s information. Complete all required fields, indicated by a red asterisk (*). For phone numbers, you have the option to provide, home, mobile, or business numbers. You only need to enter one phone number, preferably the one you are most likely to answer or check for voicemails.

[Back to Application](#)

Add Contact

Add Contact As : Licensed Contractor

Search **Enter Manually** My Favorites

Enter Manually

Certificates [Click here to add certificate](#)

* First Name

* Last Name


Company Name

Email

* Home Phone

* Mobile Phone


* Business Phone



- While an email address is not mandatory, it is recommended to include it. This allows the contact to receive updates on permits and communications from reviewers.
- After filling in all necessary information, click “Submit.”
- For subsequent entries of the same contact, use the search bar to enter the contact’s name and click on the magnifying glass icon. When the name appears, click on the star icon next to it to add the contact to your favorites.

Search 

Sort

Favorite	First Name	Last Name	Address	Company	Email	Action
	First Name	Last Name				<input type="button" value="Add"/>

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



- In the future, you can easily find this contact by selecting **My Favorites**, which will display your list of favorite contacts. From there, simply click **Add** to include the contact in your application.

[Back to Application](#)


Add Contact

Add Contact As : Owner

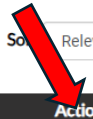


Search 

Sort

Favorite	First Name	Last Name	Address	Company	Email	Action
	First	Last				<input type="button" value="Add"/>

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

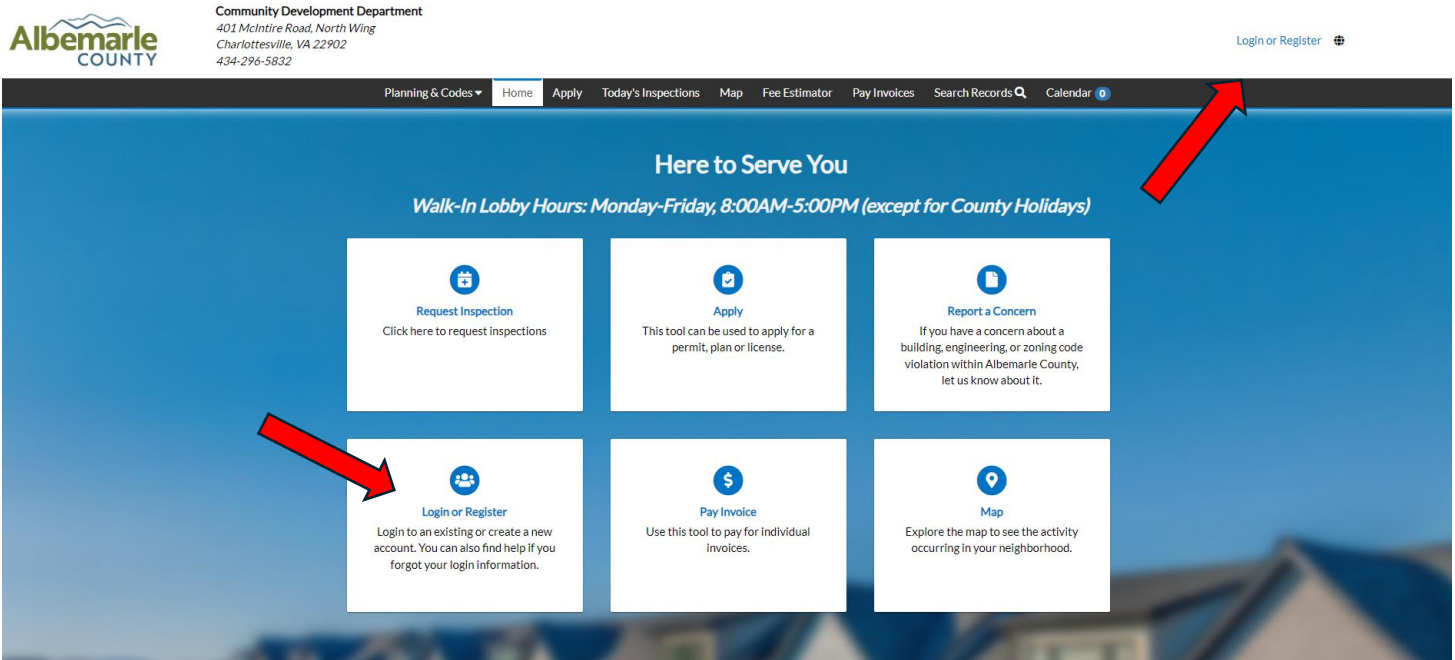


- Once you click **Add**, you will be redirected back to the Contact portion of your application.

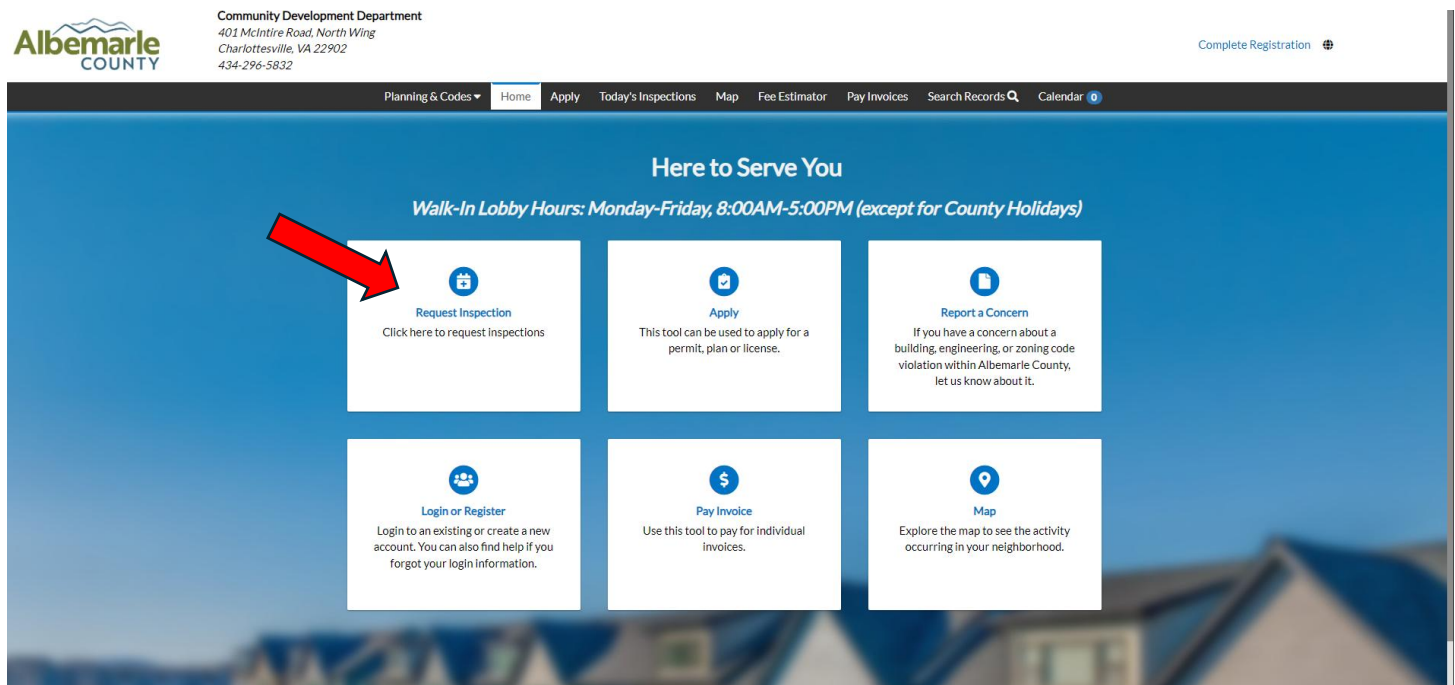
[Return to the Home Page](#)

How to Schedule an Inspection (Permit not Accessible from Dashboard)

Step 1: Login: To schedule an inspection, log into your account first. Select the **Login or Register** Tile



Step 2: Request Inspection: Select the Request Inspection option once logged in.



[Return to the Home Page](#)

Address Search: If you input an address, a list of all building permits linked to that address will be displayed. Scroll through the list to select the desired permit.

Public Information

Search for Exact Phrase

Permit Number Search: If you enter the exact building permit number, only that specific permit will appear.

Step 4: Select Permit and Inspection: Click on the building permit number that you wish to schedule an inspection.

Public Information

Search for Exact Phrase

Found 1 result

Filter Results

- All 1
- Permit 1

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

Permit Number **BLDR-2024-00012**

Type Building - Residential 2-Family Dwelling

Project Name

Status

Main Parcel

Address

Description My dream home

Applied Date 09/12/2024

Issued Date

Expiration Date

Finalized Date

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

[Return to the Home Page](#)

Once the page loads, navigate to the **Inspections Tab**.

Permit Number: BLDR-2024-00012

Add to Cart

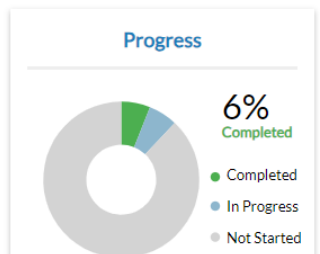
• Permit cannot be printed at this time. You do not have access to it.

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

Type:	Building - Residential 2-Family Dwelling	Status:	Fees Due	Project Name:	
Applied Date:	09/12/2024	Issue Date:			
District:	Samuel Miller	Assigned To:	Services, Application	Expire Date:	
Square Feet:	0.00	Valuation:	\$12.00	Finalized Date:	
Description:	My dream home				



- Summary
- Locations
- Fees
- Reviews
- Inspections
- Attachments
- Contacts
- Sub-Records
- More Info



Workflow

✓ Concrete Slab - Passed I : 10/02/2024
✓ Verify Payment - Passed : 10/03/2024
✓ QC - Verify Completeness of the Application - Passed : 10/03/2024

Available Actions

⚠ Unpaid Fees

\$1,465.84

09-12-2024

Pay Now

Step 5: Choose Inspection Type: Scroll down to select the checkbox next to the inspection you are requesting.

At the bottom of the page, you can adjust the **Results per Page** setting from 10 to 100 to view all available inspections.

Request Inspections

Sort

Description	Reinspection	Action
Final Zoning	No	<input type="checkbox"/>
Final Building	No	<input type="checkbox"/>

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

Request Inspection

Optional Inspections

Description	Action
Above Ground Tank	<input type="checkbox"/>
Backflow	<input type="checkbox"/>
Bonding	<input type="checkbox"/>
Building Site	<input type="checkbox"/>
Chimney Throat	<input type="checkbox"/>
Concrete Slab	<input type="checkbox"/>
Electric Service	<input type="checkbox"/>
Final Building	<input type="checkbox"/>
Final Electrical	<input type="checkbox"/>
Final Engineering	<input type="checkbox"/>

Results per page 1 - 10 of 38 << < 1 2 3 4 > >>

Request Inspection

Step 6: Submit Inspection Request: After selecting the desired inspection(s), click the **Request Inspection** button.

Optional Inspections

Description	Action
Above Ground Tank	<input type="checkbox"/>
Backflow	<input type="checkbox"/>
Bonding	<input type="checkbox"/>
Building Site	<input type="checkbox"/>
Chimney Throat	<input checked="" type="checkbox"/>
Concrete Slab	<input type="checkbox"/>
Electric Service	<input type="checkbox"/>
Final Building	<input type="checkbox"/>
Final Electrical	<input type="checkbox"/>
Final Engineering	<input type="checkbox"/>

Results per page 1 - 10 of 38 << < 1 2 3 4 > >>



Request Inspection

Input your name, phone number, and the requested date and time for the inspection.

In the **Comments/Gate Code** box, provide any pertinent information for the inspector (e.g., gate codes or alternate field contact details). Click **Submit** to complete your request.

1 #BLDR-2024-00041 ✕

Inspection Type: Chimney Throat Case Type: Building - Residential Detached Single-Family

Address:

* Contact Name

* Contact Phone

* Requested Date

Comments/Gate Code



Submit

Step 7: Requesting Multiple Inspections: To request multiple inspections, select all necessary inspections and click the **Request Inspection** button.

Optional Inspections

Description	Action
Above Ground Tank	<input checked="" type="checkbox"/>
Backflow	<input type="checkbox"/>
Bonding	<input type="checkbox"/>
Building Site	<input type="checkbox"/>
Chimney Throat	<input checked="" type="checkbox"/>
Concrete Slab	<input type="checkbox"/>
Electric Service	<input checked="" type="checkbox"/>
Final Building	<input type="checkbox"/>
Final Electrical	<input type="checkbox"/>
Final Engineering	<input type="checkbox"/>

Results per page 1 - 10 of 38 << < 1 2 3 4 > >>



In the first box, enter your contact information and the requested inspection date and time. Use the **Comments/Gate Code** box to include relevant details for the inspector. If you wish to schedule all inspections for the same date and use the same field contact, ensure that both the “Use same date for all” and “Use same field contact for all” boxes are checked, then click **Request All**.

1 #BLDR-2024-00041 ✕

Inspection Type: Chimney Throat Case Type: Building - Residential Detached Single-Family

Address:

* Contact Name

* Contact Phone

* Requested Date *

Comments/Gate Code



- Use same date for all
- Use same field contact for all



Step 8: Verify Inspection Request: After clicking **Request Inspection**, a new screen will appear, featuring a green check mark at the bottom of all requested inspections, confirming that the inspection request has been successfully submitted.

1 Case #BLDR-2024-00041

Inspection Type: Chimney Throat

Case Type: Building - Residential Detached Single-Family


Address:

Requested Date: 10/25/2024

Comments/Gate Code

Contact Name:

Contact Phone:



To confirm that your inspection request has been submitted, click the **Back** button at the top left corner of the webpage. This will return you to the permit dashboard.

Click on **Summary** and scroll down to the **Workflow** section to view all requested inspections, including the status of past inspections (indicating whether they passed or failed).

Permit Number: BLDR-2024-00041 Add to Cart

• Permit cannot be printed at this time. You do not have access to it.

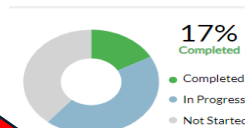
Permit Details | Tab Elements | Main Menu

Type: Building - Residential Detached Single-Family	Status: Fees Due	Project Name:
Applied Date: 10/22/2024	Issue Date: 10/22/2024	
District: AFTON	Assigned To: Services, Application	Expire Date: 04/30/2025
Square Feet: 0.00	Valuation: \$1,234.00	Finalized Date: 10/22/2024
Description:		

Summary
Locations
Fees
Reviews
Inspections
Attachments
Contacts
Sub-Records
More Info

Progress

17% Completed



● Completed
● In Progress
● Not Started

Workflow

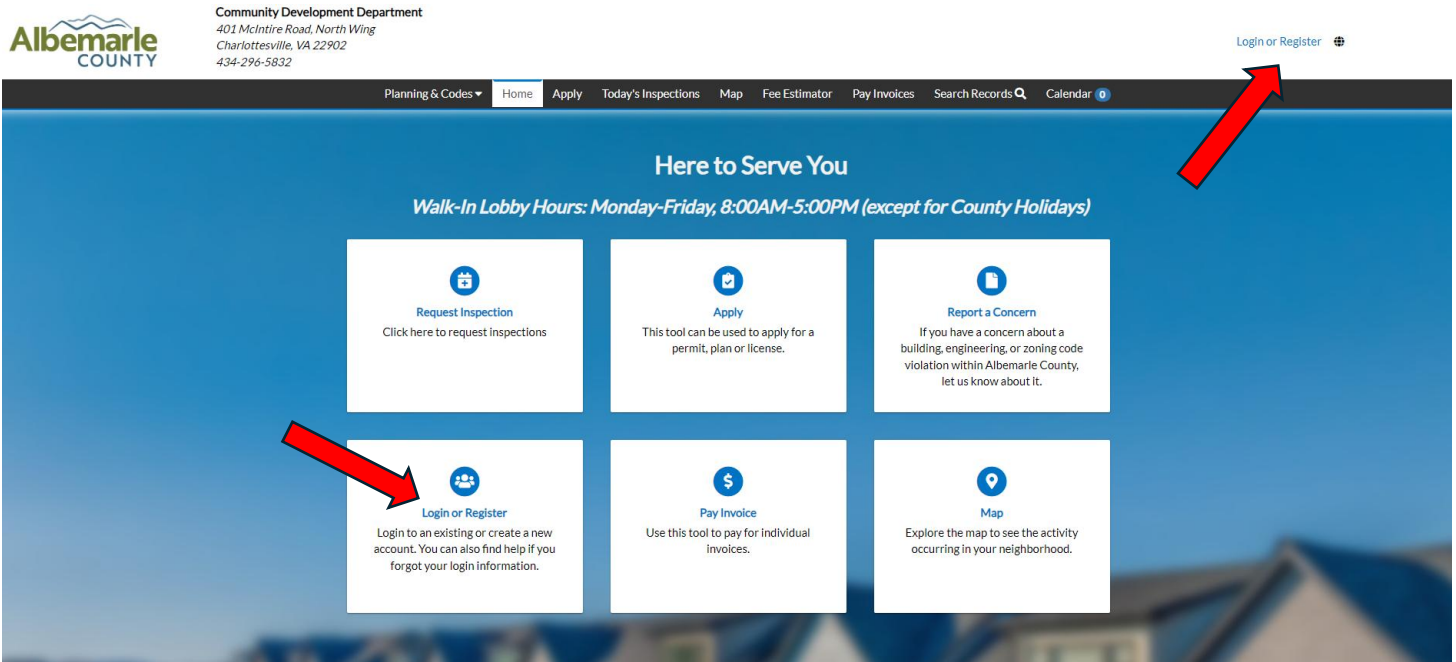
- ✔ Issue Permit - Passed
- ✔ Verify HVAC Certification has been provided - Passed : 10/22/2024
- ✔ Building Residential Review - New - Passed : 10/23/2024
- Above Ground Tank - Requested
- Final Building - Requested
- Building Site Inspection - Requested

Available Actions

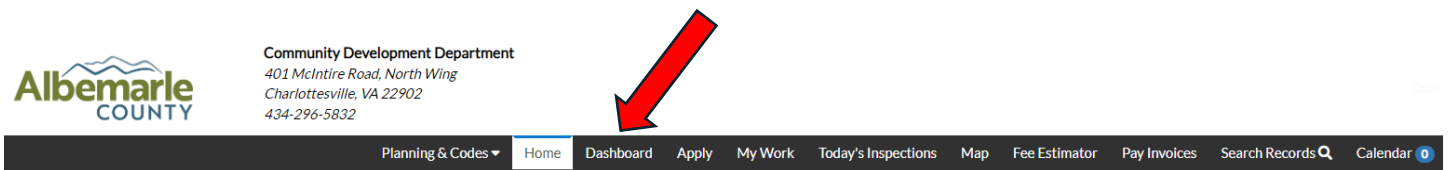
- ⚠ Unpaid Fees \$750.48 10-22-2024 Pay Now
- 📅 Request Inspection Final Zoning Request
- 📅 Request Inspection Final Building Request

How to Schedule an Inspection from Within the Permit

Step 1: Login: To schedule an inspection, you must first log into your account. Select the **Login or Register Tile**



Step 2: Dashboard: Select **Dashboard** from the top ribbon



[Return to the Home Page](#)

Step 3: View: To View Permits, click on **View My Permits**. To View Plans, click on **View My Plans**

My Permits

Attention 23	Pending 13	Active 4	Recent 27	Draft 1
Building - Resident... Building - Resident... 2 Other 8	Building - Residenti... 7 Building - Residenti... 2 Other 4	Plumbing - Fire Line 1 Building - Commerc... 1 Other 2	Building - Resident... 14 Building - Resident... 3 Other 10	Building - Residenti... 1

[View My Permits](#)

My Plans

Attention 13	Pending 2	Active 0	Recent 14	Draft 0
Special Use Permit 3 Special Exceptions 3 Other 7	Home Occupation... 1 Subdivision - Prelim... 1		Special Use Permit 3 Special Exceptions 3 Other 8	

[View My Plans](#)

Step 4: Choose an application: Clicking on an application number (highlighted in blue) will direct you to the information page containing all relevant details for that specific application.

My Work

[MY INVOICES](#)
 [MY PERMITS](#)
 [MY PLANS](#)
 [MY EXISTING INSPECTIONS](#)
 [REQUEST INSPECTIONS](#)

Search... [Export to Excel](#)

Display: All
 Records: Updated
 In: Last 1 Year

Permit Number	Project	Address	Permit Type	Status	State
BLDR-2024-00075			Building - Residential Storage Building Accessory Structure	Submitted	Recent, Pending
BLDR-2024-00007			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00074			Building - Residential Storage Building Accessory Structure	Submitted	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00053			Building - Residential Detached Single-Family	Fees Due	Attention, Recent, Pending (On Hold)
BLDR-2024-00073			Building - Residential Detached Single-Family	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00041			Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Unpaid Fees)
BLDR-2024-00040			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00058	Parkside		Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Inspection Not Passed)

Showing 27 records.

[Return to the Home Page](#)

Step 5: Inspections: Navigate to the **Inspections Tab** once the page loads.

Permit Number: BLDR-2024-00012

Add to Cart

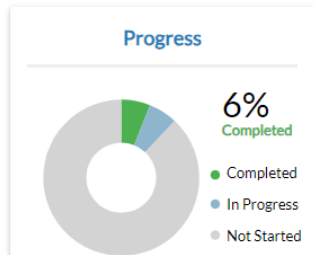
• Permit cannot be printed at this time. You do not have access to it.

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

Type:	Building - Residential 2-Family Dwelling	Status:	Fees Due	Project Name:	
Applied Date:	09/12/2024	Issue Date:			
District:	Samuel Miller	Assigned To:	Services, Application	Expire Date:	
Square Feet:	0.00	Valuation:	\$12.00	Finalized Date:	
Description:	My dream home				



- Summary
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Workflow

✓ Concrete Slab - Passed 1: 10/02/2024
✓ Verify Payment - Passed: 10/03/2024
✓ QC - Verify Completeness of the Application - Passed: 10/03/2024

Available Actions

⚠ Unpaid Fees

\$1,465.84

09-12-2024

Pay Now

Step 6: Choose Inspection Type: Scroll down to select the checkbox next to the requested inspection. At the bottom of the page, you can adjust the **Results per Page** setting from 10 to 100 to view all available inspections.

Request Inspections Sort

Description	Reinspection	Action
Final Zoning	No	<input type="checkbox"/>
Final Building	No	<input type="checkbox"/>

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

[Request Inspection](#)

Optional Inspections

Description	Action
Above Ground Tank	<input type="checkbox"/>
Backflow	<input type="checkbox"/>
Bonding	<input type="checkbox"/>
Building Site	<input type="checkbox"/>
Chimney Throat	<input type="checkbox"/>
Concrete Slab	<input type="checkbox"/>
Electric Service	<input type="checkbox"/>
Final Building	<input type="checkbox"/>
Final Electrical	<input type="checkbox"/>
Final Engineering	<input type="checkbox"/>

Results per page 1 - 10 of 38 << < 1 2 3 4 > >>

[Request Inspection](#)

Step 7: Submit Inspection Request: After selecting the desired inspection(s), click the **Request Inspection** button.

Optional Inspections

Description	Action
Above Ground Tank	<input type="checkbox"/>
Backflow	<input type="checkbox"/>
Bonding	<input type="checkbox"/>
Building Site	<input type="checkbox"/>
Chimney Throat	<input checked="" type="checkbox"/>
Concrete Slab	<input type="checkbox"/>
Electric Service	<input type="checkbox"/>
Final Building	<input type="checkbox"/>
Final Electrical	<input type="checkbox"/>
Final Engineering	<input type="checkbox"/>

Results per page 1 - 10 of 38 << < 1 2 3 4 > >>

[Request Inspection](#)

Input your name, phone number, and the requested date and time for the inspection. In the **Comments/Gate Code** box, provide any pertinent information for the inspector (e.g., gate codes or alternate field contact details).

Click **Submit** to complete your request.

1 #BLDR-2024-00041
✕

Inspection Type: Chimney Throat **Case Type:** Building - Residential Detached Single-Family

Address:

* Contact Name

* Contact Phone

* Requested Date *

Comments/Gate Code



Submit

Step 8: Requesting Multiple Inspections: To request multiple inspections, select all necessary inspections and click the **Request Inspection** button.

Optional Inspections

Description	Action
Above Ground Tank	<input checked="" type="checkbox"/>
Backflow	<input type="checkbox"/>
Bonding	<input type="checkbox"/>
Building Site	<input type="checkbox"/>
Chimney Throat	<input checked="" type="checkbox"/>
Concrete Slab	<input type="checkbox"/>
Electric Service	<input checked="" type="checkbox"/>
Final Building	<input type="checkbox"/>
Final Electrical	<input type="checkbox"/>
Final Engineering	<input type="checkbox"/>



Results per page 1 - 10 of 38 << < 1 2 3 4 > >>

Request Inspection

[Return to the Home Page](#)

In the first box, enter your contact information and the requested date and time for all inspections. Use the **Comments/Gate Code** box to include relevant details for the inspector.

If you wish to schedule all inspections for the same date and use the same field contact, ensure that both the “Use same date for all” and “Use same field contact for all” boxes are checked, then click **Request All**.

1 #BLDR-2024-00041

Inspection Type: Chimney Throat Case Type: Building - Residential Detached Single-Family

Address:

* Contact Name

* Contact Phone

* Requested Date

Comments/Gate Code

Use same date for all
 Use same field contact for all

Submit Request All

Step 9: Verify Inspection Request: After clicking **Request Inspection**, a new screen will appear featuring a green check mark at the bottom of all inspections requested, confirming that the inspection request has been successfully submitted.

1 Case #BLDR-2024-00041

Inspection Type: Chimney Throat

Case Type: Building - Residential Detached Single-Family

Address:

Requested Date 10/25/2024

Comments/Gate Code

Contact Name

Contact Phone

To confirm that your inspection request has been submitted, click the **Back** button in the webpage's top left corner. This will return you to the permit dashboard.

Click on **Summary** and scroll down to the **Workflow** section to view all requested inspections, including the status of past inspections (indicating whether they passed or failed).

Permit Number: BLDR-2024-00041 Add to Cart

• Permit cannot be printed at this time. You do not have access to it.

Permit Details | Tab Elements | Main Menu

Type:	Building - Residential Detached Single-Family	Status:	Fees Due	Project Name:	
Applied Date:	10/22/2024	Issue Date:	10/22/2024	Expire Date:	04/30/2025
District:	AFTON	Assigned To:	Services, Application	Finalized Date:	10/22/2024
Square Feet:	0.00	Valuation:	\$1,234.00		
Description:					

Summary | Locations | Fees | Reviews | Inspections | Attachments | Contacts | Sub-Records | More Info

Progress

17% Completed

- Completed
- In Progress
- Not Started

Workflow

- Issue Permit - Passed
- Verify HVAC Certification has been provided - Passed: 10/22/2024
- Building Residential Review - New - Passed: 10/23/2024
- Above Ground Tank - Requested
- Final Building - Requested
- Building Site Inspection - Requested

Available Actions

- Unpaid Fees: \$750.48 (10-22-2024) Pay Now
- Request Inspection: Final Zoning Request
- Request Inspection: Final Building Request

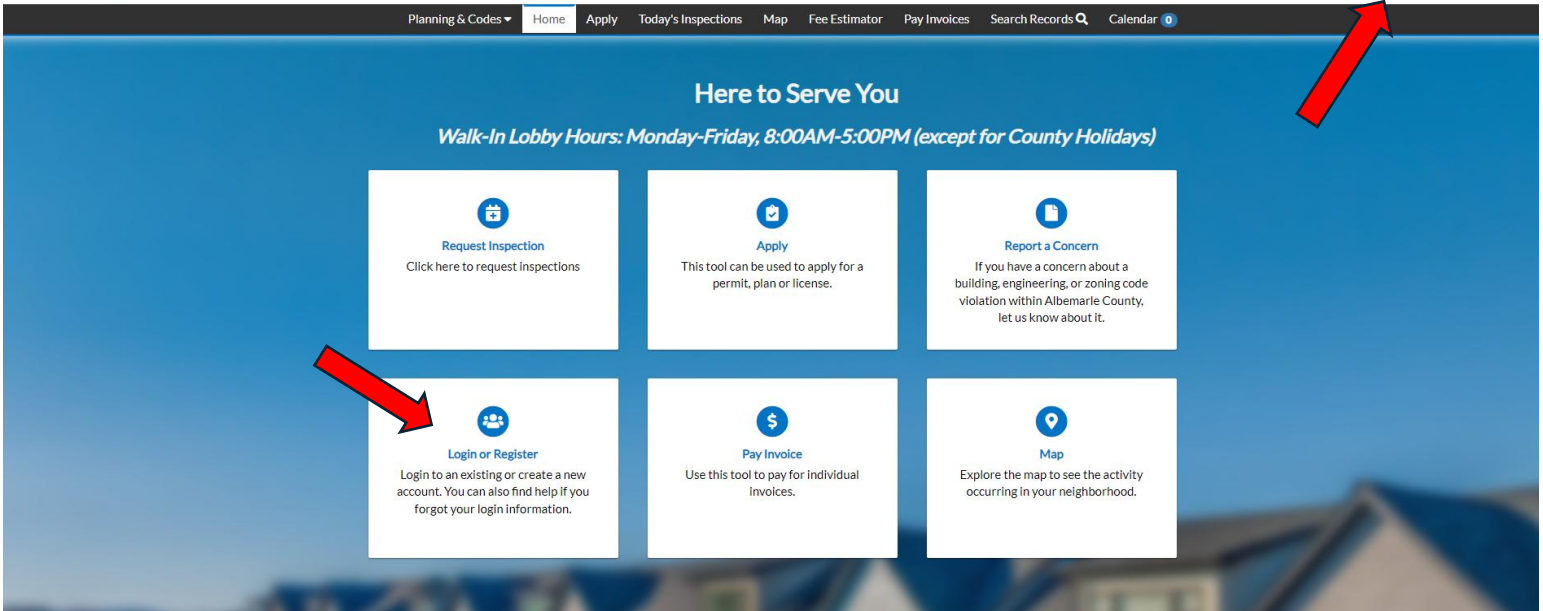
How to Access Your Application

Step 1: Login: Select the LOGIN OR REGISTER TILE



Community Development Department
401 McIntire Road, North Wing
Charlottesville, VA 22902
434-296-5832

[Login or Register](#)



Planning & Codes ▾ Home Apply Today's Inspections Map Fee Estimator Pay Invoices Search Records 🔍 Calendar 📅

Here to Serve You

Walk-In Lobby Hours: Monday-Friday, 8:00AM-5:00PM (except for County Holidays)

- Request Inspection**
Click here to request inspections.
- Apply**
This tool can be used to apply for a permit, plan or license.
- Report a Concern**
If you have a concern about a building, engineering, or zoning code violation within Albemarle County, let us know about it.
- Login or Register**
Login to an existing or create a new account. You can also find help if you forgot your login information.
- Pay Invoice**
Use this tool to pay for individual invoices.
- Map**
Explore the map to see the activity occurring in your neighborhood.

Step 2: Dashboard: Select **Dashboard** from the top ribbon



Community Development Department
401 McIntire Road, North Wing
Charlottesville, VA 22902
434-296-5832

Planning & Codes ▾ Home **Dashboard** Apply My Work Today's Inspections Map Fee Estimator Pay Invoices Search Records 🔍 Calendar 📅

The dashboard provides a comprehensive overview of all submitted applications, organized into two categories: **My Permits** and **My Plans**. Within each category, applications are further sorted by their status.

My Permits

Attention 23	Pending 13	Active 4	Recent 27	Draft 1
<small>Building - Resident...</small> 13 <small>Building - Resident...</small> 2 <small>Other</small> 8	<small>Building - Resident...</small> 7 <small>Building - Resident...</small> 2 <small>Other</small> 4	<small>Plumbing - Fire Line</small> 1 <small>Building - Commerc...</small> 1 <small>Other</small> 2	<small>Building - Resident...</small> 14 <small>Building - Resident...</small> 3 <small>Other</small> 10	<small>Building - Resident...</small> 1

[View My Permits](#)

My Plans

Attention 13	Pending 2	Active 0	Recent 14	Draft 0
<small>Special Use Permit</small> 3 <small>Special Exceptions</small> 3 <small>Other</small> 7	<small>Home Occupation ...</small> 1 <small>Subdivision - Prelim...</small> 1		<small>Special Use Permit</small> 3 <small>Special Exceptions</small> 3 <small>Other</small> 8	

[View My Plans](#)

My Inspections, My Invoices and My Licenses are located at the bottom of the dashboard.

My Inspections

Requested 0	Scheduled 50	Closed 1
	<small>Above Groun...</small> 7 <small>Footing</small> 4 <small>Other</small> 39	<small>Preliminary Z...</small> 1

[View My Inspections](#)

My Invoices

Current 3	\$4,967.60	Add To Cart
Past Due 27	\$37,405.88	Add To Cart
Total 30	\$42,373.48	Add To Cart

[View My Invoices](#)

My Licenses

Expires in 999+ <small>DAYS</small>	Expires in 999+ <small>DAYS</small>	Draft 0
<small>No.</small> <small>Type</small> Short-Term Rental R...	<small>No.</small> <small>Type</small> Short-Term Rental R...	

Step 3: View: To View Permits click on **View My Permits**. To View Plans, click on **View My Plans**

My Permits

Attention 23	Pending 13	Active 4	Recent 27	Draft 1
<ul style="list-style-type: none"> Building - Resident... 13 Building - Resident... 2 Other 8 	<ul style="list-style-type: none"> Building - Residenti... 7 Building - Residenti... 2 Other 4 	<ul style="list-style-type: none"> Plumbing - Fire Line 1 Building - Commerc... 1 Other 2 	<ul style="list-style-type: none"> Building - Resident... 14 Building - Resident... 3 Other 10 	<ul style="list-style-type: none"> Building - Residenti... 1

[View My Permits](#)

My Plans

Attention 13	Pending 2	Active 0	Recent 14	Draft 0
<ul style="list-style-type: none"> Special Use Permit 3 Special Exceptions 3 Other 7 	<ul style="list-style-type: none"> Home Occupation ... 1 Subdivision - Prelim... 1 		<ul style="list-style-type: none"> Special Use Permit 3 Special Exceptions 3 Other 8 	

[View My Plans](#)

Step 4: Choose an application: Clicking on an application number (highlighted in blue) will direct you to the information page containing all relevant details for that specific application.

My Work

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	State
BLDR-2024-00075			Building - Residential Storage Building Accessory Structure	Submitted	Recent, Pending
BLDR-2024-00007			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00074			Building - Residential Storage Building Accessory Structure	Submitted	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00053			Building - Residential Detached Single-Family	Fees Due	Attention, Recent, Pending (On Hold)
BLDR-2024-00073			Building - Residential Detached Single-Family	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00041			Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Unpaid Fees)
BLDR-2024-00040			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00058	Parkside		Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Inspection Not Passed)

Showing 27 records.

Step 5: My Inspections, My Invoices, and My Licenses: By selecting **View My Inspections** or **View My Invoices**, you will be able to access detailed information for each respective category. If you choose **View My Invoices**, you will have the option to submit payment. Please note that **My Licenses**, refers to short-term rental licenses, not state certifications or state contractor licenses.

My Inspections

Requested	Scheduled	Closed
0	50	1
	Above Groun... 7	Preliminary Z... 1
	Footing 4	
	Other 39	

[View My Inspections](#)

My Invoices

Current 3	\$4,967.60	Add To Cart
Past Due 27	\$37,405.88	Add To Cart
Total 30	\$42,373.48	Add To Cart

[View My Invoices](#)

My Licenses

Expires in 999+ DAYS	Expires in 999+ DAYS	Draft 0
5387 Murrays Lane	5387 Murrays Lane	
No. STR-2024-00024	No. STR-2024-00026	
Type Short-Term Rental R...	Type Short-Term Rental R...	

Step 6: Access the application: By Clicking on the application number, you can monitor the status of your application, track its progress through the approval process, schedule inspections once approved, make any necessary payments, and upload additional documents as required. Once your application is approved, you can access the approved documents here.

Permit Number: BLDR-2024-00075

Add to Cart

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

Type:	Building - Residential Storage Building Accessory Structure	Status:	Submitted	Project Name:	
Applied Date:	11/20/2024	Issue Date:		Expire Date:	
District:	Samuel Miller	Assigned To:	Services, Application	Finalized Date:	
Square Feet:	0.00	Valuation:	\$123,423.00		
Description:					

- Summary
- Locations
- Fees
- Inspections
- Attachments
- Contacts
- Sub-Records
- More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Workflow

- Accessory Sleeping Unit Review
- Issue Permit
- Verify Blower Door Test and Duct Leakage has been provided
- Verify Health Department Approval
- Confirm All Inspections Complete
- Verify HVAC Certification has been provided
- Final Zoning -
- Final Building -
- Building Officials Review

Available Actions

i
No Actions

Fees

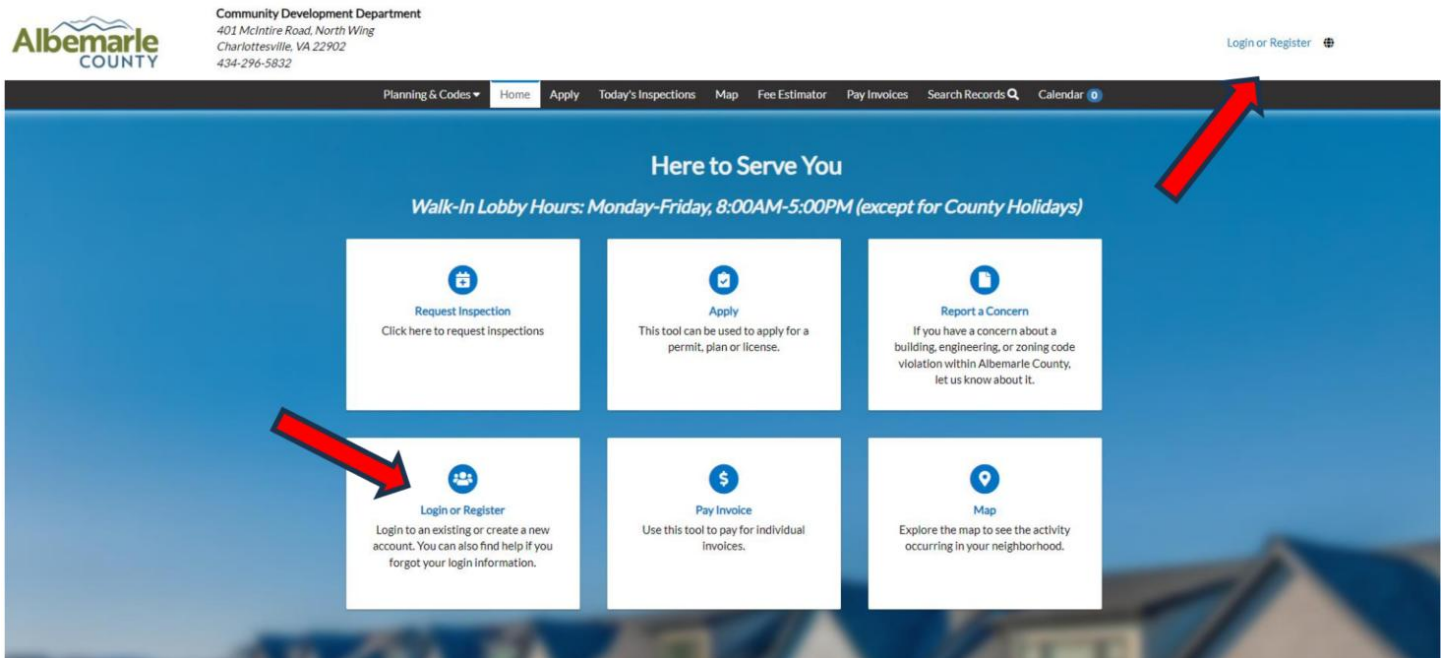
\$0.00

[View Details](#) [Add to Cart](#)

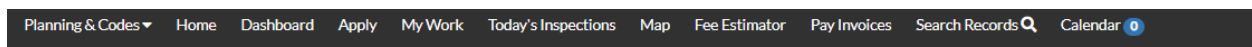
How to Request an Amendment for a Permit

To request an amendment, you must contact the person assigned to your permit. To determine who the person assigned is, please follow the instructions.

Step 1: Login into Civic Access



Step 2: Select My Work from the top ribbon



Step 3: Select which type of application you wish to amend – Permit

My Work

[MY INVOICES](#)

[MY PERMITS](#)

[MY PLANS](#)

[MY EXISTING INSPECTIONS](#)

[REQUEST INSPECTIONS](#)

Step 4: Open the application you need to amend by selecting the permit number.

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search... Export to Excel

Display: All Records: Updated In: Last 1 Year

Permit Number	Project	Address	Permit Type	Status	State
BLDR-2024-00040					
ELCC-2024-00007					
ARR-2024-00005					

Step 5: At the top part of the application, you will see **Assigned To**. You must contact the individual listed to start the review process.

Add to Cart

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

Type: Building - Residential Detached Single-Family	Status: Fees Paid	Project Name:
Applied Date: 10/21/2024	Issue Date: 10/21/2024	
District: ZAFTON	Assigned To: Services, Application	Expire Date: 04/29/2025
Square Feet: 0.00	Valuation: \$12,341,234.00	Finalized Date: 10/22/2024
Description:		

Once you have determined who your permit is assigned to, you may obtain their contact information by visiting the directory, which can be accessed by clicking [here](#)*

Step 6: Email the person assigned to your permit. Please include your permit number and state what changes you wish to make.

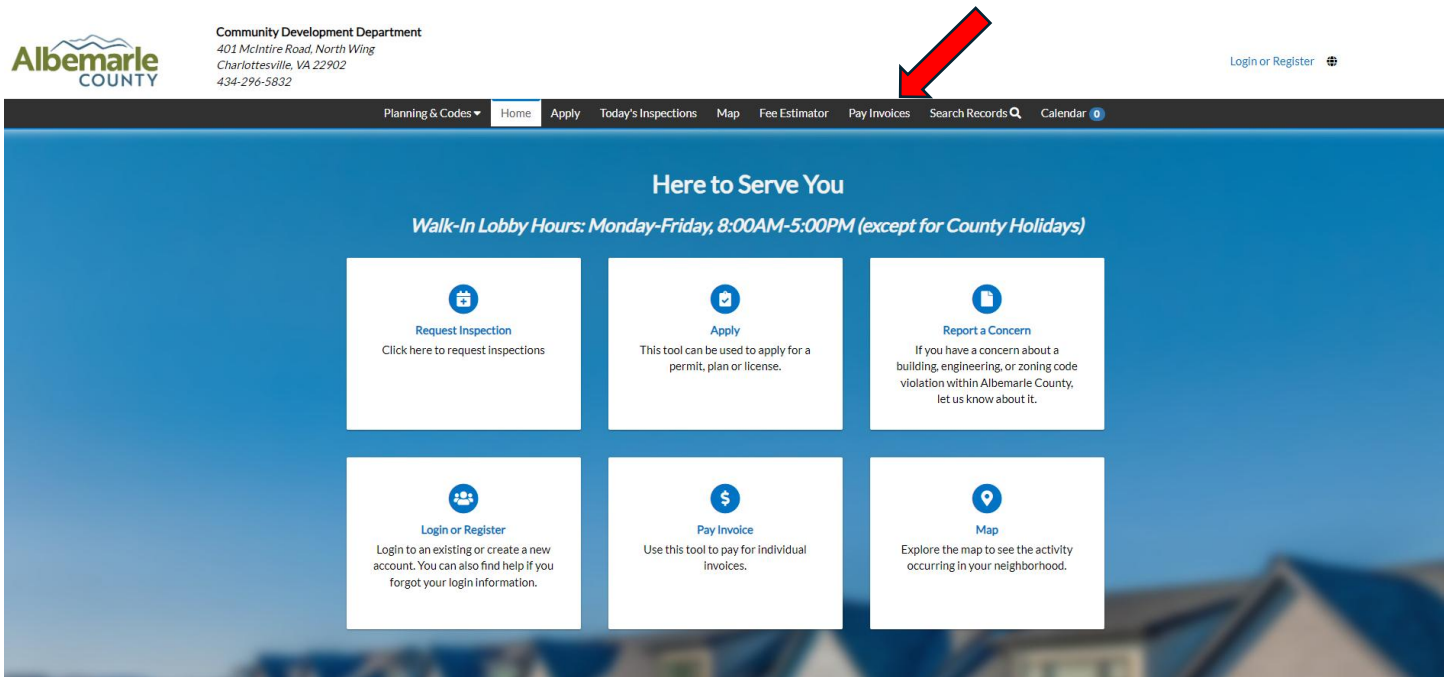
How to Pay an Invoice

(For Applications that are NOT displayed on your dashboard)

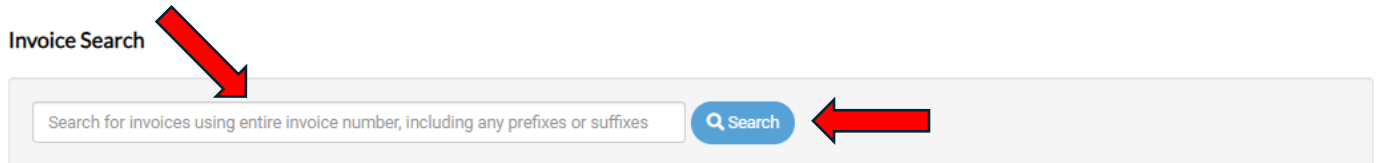
There may be instances where you need to submit payment for an application in which you are not listed as the applicant, or you may wish to have someone else not listed on the application submit the payment. Below are the instructions for completing this process.

You will need the invoice number to access the invoice.

Step 1: Pay Invoice: Click on the **Pay Invoices** button on the top ribbon



Step 2: Enter Invoice Number: In the search box enter the invoice number you wish to pay. Including the prefix INV-

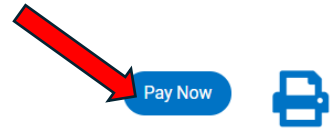


Click **Search**.

Step 3: Click on the Pay Now

[Back](#)

Invoice Number: INV-0000931



Invoice Total:	\$1,960.00
Status:	Invoiced, Past Due
Invoice Date:	09/16/2024
Due Date:	09/16/2024
Description:	NONE

- Primary Fees
- Misc Fees
- Payments
- Attachments
- Contacts

Primary Fees

Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Building Permit Fee (Commercial) - AC	\$1,710.00	\$1,710.00	BLDC-2024-00003	Permit	
Plan Review Fee (Commercial) - AC	\$90.00	\$90.00	BLDC-2024-00003	Permit	
State Surcharge Fee (Building) - AC	\$36.00	\$36.00	BLDC-2024-00003	Permit	
Technology Surcharge - AC	\$74.00	\$74.00	BLDC-2024-00003	Permit	
Zoning Fee - AC	\$50.00	\$50.00	BLDC-2024-00003	Permit	

Step 4: Payments: Select your preferred payment method—either credit card or eCheck. Once you select which method you would like to use, please fill out the fields that appear. Once all required fields have been filled out, provide an email address to which you would like a copy of the receipt sent.

Enter your payment information

How are you going to pay?

- Enter new credit card
- Enter new eCheck

A non-refundable processing fee will be added to the total amount due. You will not be charged until you review your payment on the next step.

Step 5: Review Your Payment: Review your payment method and the summary of charges. Once you have reviewed the information and are ready to submit your payment, click **Submit Payment**.

Complete your payment

Review your payment method

Mastercard ending in
Expiration date **2/26**

Summary of charges

INV-00000	\$1,960.00
	Subtotal \$1,960.00
	Processing fee \$63.70
	Total \$2,023.70

By clicking **Submit payment**, you agree to the following [privacy policy](#) and [terms of use](#).

Back

→

Submit payment

Step 6: Receipt: Thank you for your payment. Your receipt will load, and a copy will be emailed to your provided email address.

Thank you for your payment 🖨️ ✉️

Thank you for your credit card payment. Allow up to 48 hours for your payment to be reflected on your account statement.

An email confirmation was sent to [\[redacted\]](#).

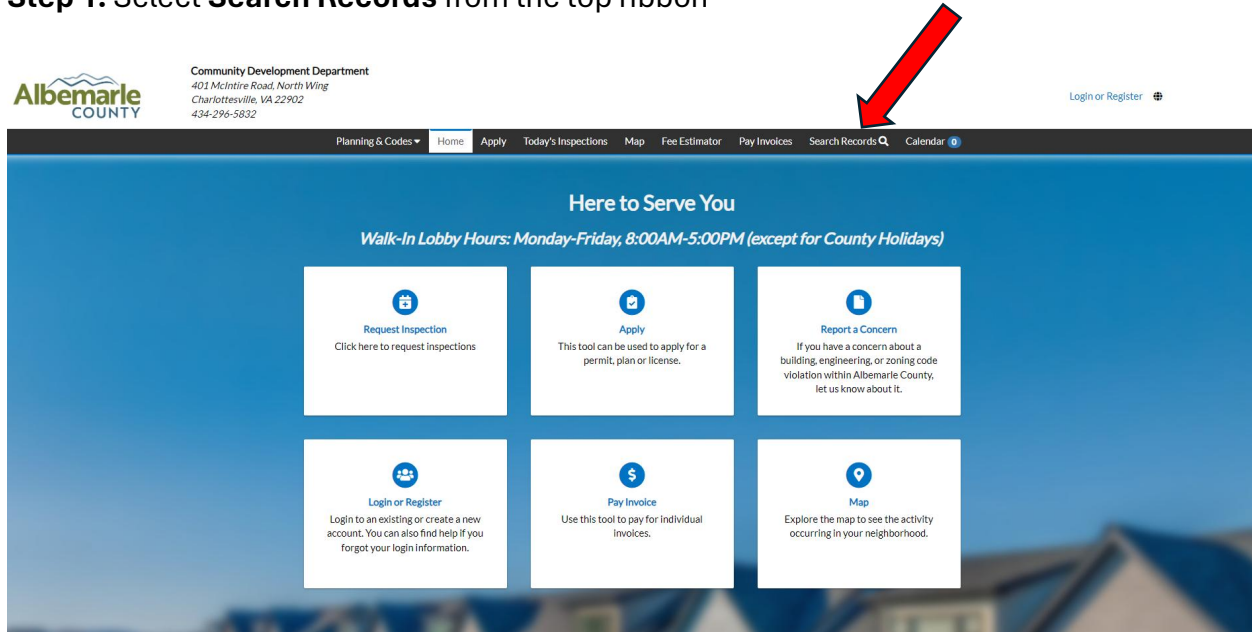
Albemarle County, VA
401 McIntire Road, Charlottesville, VA 22902
(434) 243-7929
<https://www.albemarle.org/>

Transaction details
Date: December 10, 2024 07:44 PM EST

INV-00000930	\$296.40
	Subtotal \$296.40
	Processing fee \$9.63
	Total \$306.03

How To Search Records

Step 1: Select **Search Records** from the top ribbon



Step 2: You may search by tax map parcel number, address, name, or application type. Enter your search parameters in the search box and select **Search**.

Public Information


The screenshot shows the 'Public Information' search interface. It includes a search box with a dropdown menu set to 'All', a 'for' label, and a text input field containing 'Search public records with keywords or addresses'. To the right of the input field is an 'Exact Phrase' checkbox and two buttons: 'Search' and 'Reset'. Red arrows point to the search input field and the 'Search' button.

You may filter the results by clicking on one of the options on the left-hand side of the screen.

Filter Results

- All 58
- Permit 14
- Plan 20
- Inspection 21
- License 1
- Project 2

Once you find what you are looking for you will simply click on the Application number located at the top of the result.

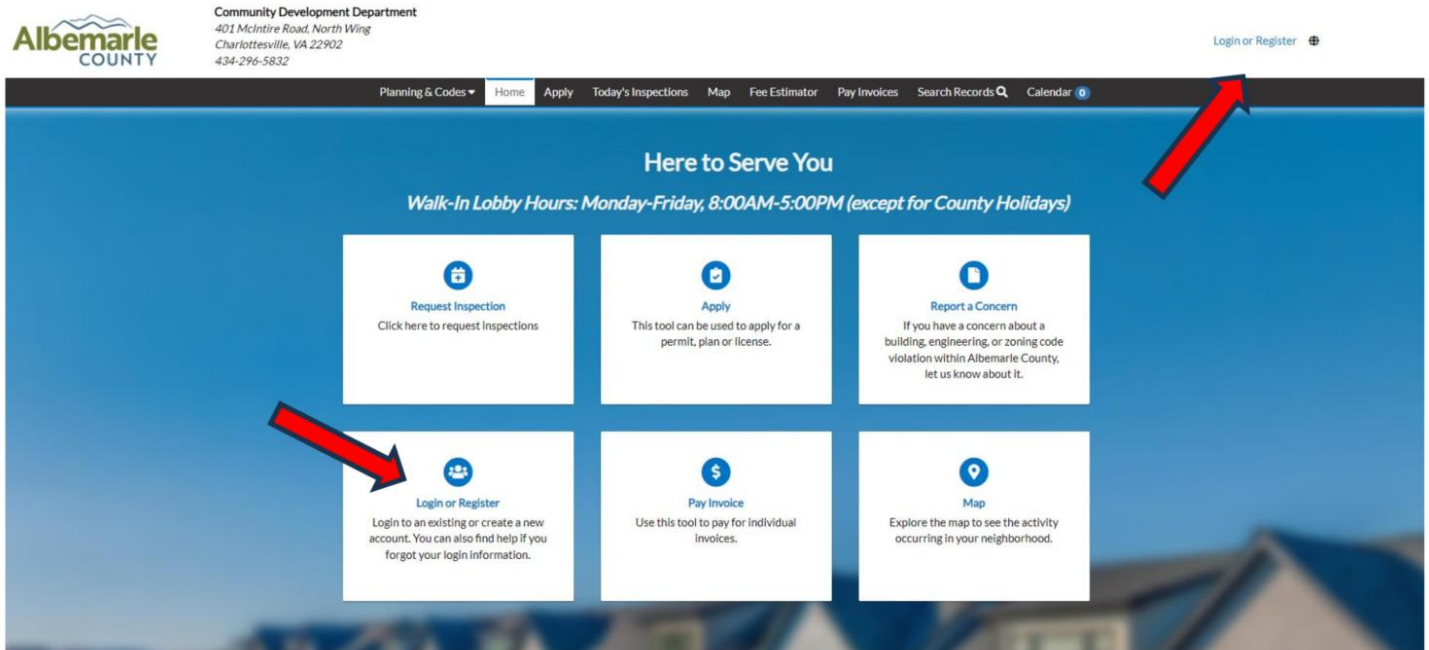


Permit Number BLDR-2024	Applied Date 09/16/2024
Type Building - Residential Detached Single-Family	Issued Date 09/16/2024
Project Name	Expiration Date 03/25/2025
Status Fees Due	Finalized Date 09/17/2024
Main Parcel	
Address	
Description new house	

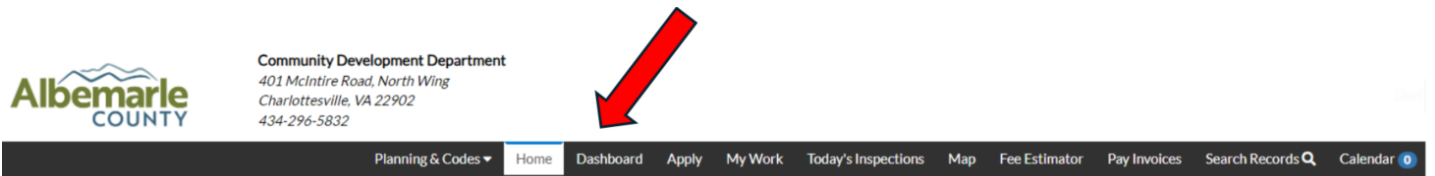
Once you select the desired application, its information will load. You will then be able to view all publicly available details related to that specific application.

How to Access Your Approved Plans and Permit Placard

Step 1: Log into your Civic Access. Select the **Login or Register Tile**.



Step 2: Click **Dashboard** from the top ribbon.



Step 3: Click **View My Permits** or **View My Plans** to view the application type needed.

My Permits

Attention 23	Pending 13	Active 4	Recent 27	Draft 1
<ul style="list-style-type: none"> Building - Resident... 13 Building - Resident... 2 Other 8 	<ul style="list-style-type: none"> Building - Resident... 7 Building - Resident... 2 Other 4 	<ul style="list-style-type: none"> Plumbing - Fire Line 1 Building - Commerc... 1 Other 2 	<ul style="list-style-type: none"> Building - Resident... 14 Building - Resident... 3 Other 10 	<ul style="list-style-type: none"> Building - Resident... 1

[View My Permits](#)



My Plans

Attention 13	Pending 2	Active 0	Recent 14	Draft 0
<ul style="list-style-type: none"> Special Use Permit 3 Special Exceptions 3 Other 7 	<ul style="list-style-type: none"> Home Occupation... 1 Subdivision - Prelim... 1 		<ul style="list-style-type: none"> Special Use Permit 3 Special Exceptions 3 Other 8 	

[View My Plans](#)



Step 4: Choose the application number.

My Work

- MY INVOICES
- MY PERMITS
- MY PLANS
- MY EXISTING INSPECTIONS
- REQUEST INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	State
BLDR-2024-00075			Building - Residential Storage Building Accessory Structure	Submitted	Recent, Pending
BLDR-2024-00007			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00074			Building - Residential Storage Building Accessory Structure	Submitted	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00053			Building - Residential Detached Single-Family	Fees Due	Attention, Recent, Pending (On Hold)
BLDR-2024-00073			Building - Residential Detached Single-Family	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00041			Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Unpaid Fees)
BLDR-2024-00040			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00058	Parkside		Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Inspection Not Passed)

Showing 27 records.



Step 5: Access the application: By clicking on the application number, you can monitor the status of your application, track its progress through the approval process, schedule inspections once approved, make any necessary payments, and upload additional documents as required. This is also where you will see the approved plan and permit placard.

You must click on the corresponding tab to view the information.

Permit Number: BLDR-2024-00075

Add to Cart

Permit Details | Tab Elements | Main Menu

Type:	Building - Residential Storage Building Accessory Structure	Status:	Submitted	Project Name:
Applied Date:	11/20/2024	Issue Date:		
District:	Samuel Miller	Assigned To:	Services, Application	Expire Date:
Square Feet:	0.00	Valuation:	\$123,423.00	Finalized Date:
Description:				

- Summary
- Locations
- Fees
- Inspections
- Attachments
- Contacts
- Sub-Records
- More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Fees

\$0.00

View Details Add to Cart

Workflow

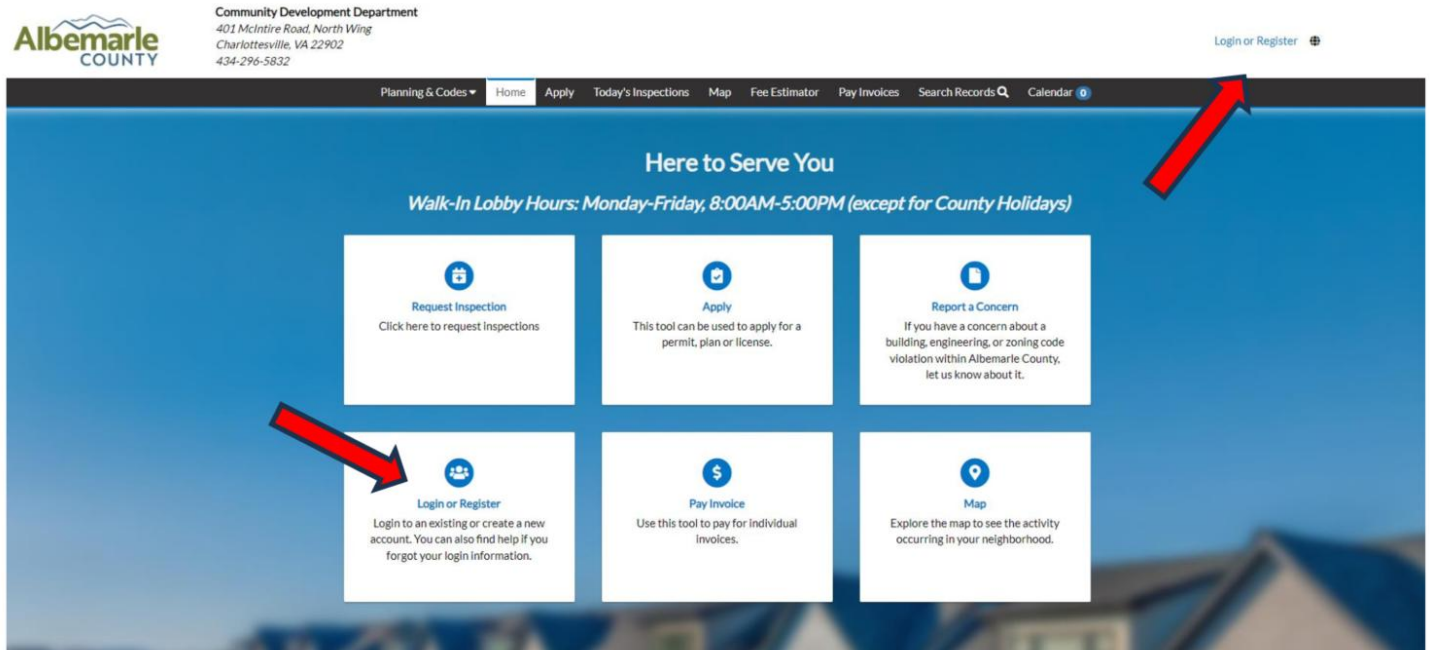
- Accessory Sleeping Unit Review
- Issue Permit
- Verify Blower Door Test and Duct Leakage has been provided
- Verify Health Department Approval
- Confirm All Inspections Complete
- Verify HVAC Certification has been provided
- Final Zoning -
- Final Building -
- Building Officials Review

Available Actions

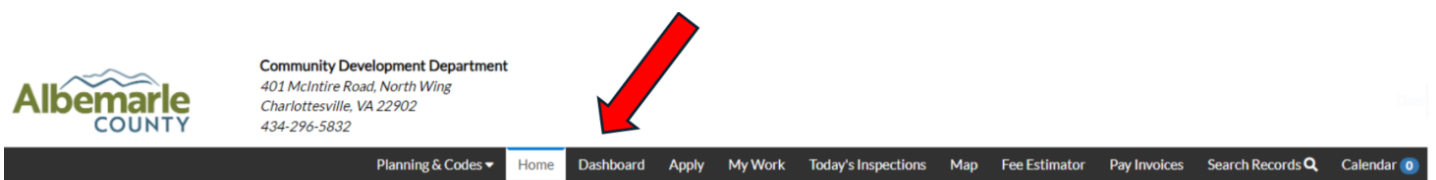
No Actions

How to Upload Additional Documents

Step 1: Log into your Civic Access. Select the **Login or Register Tile**.



Step 2: Click **Dashboard** from the top ribbon.



Step 3: Click **View My Permits** or **View My Plans** to view the application type needed.

My Permits

Attention 23	Pending 13	Active 4	Recent 27	Draft 1
Building - Resident... 13 Building - Resident... 2 Other 8	Building - Resident... 7 Building - Resident... 2 Other 4	Plumbing - Fire Line 1 Building - Commer... 1 Other 2	Building - Resident... 14 Building - Resident... 3 Other 10	Building - Resident... 1

[View My Permits](#)



My Plans

Attention 13	Pending 2	Active 0	Recent 14	Draft 0
Special Use Permit 3 Special Exceptions 3 Other 7	Home Occupation ... 1 Subdivision - Prelim... 1		Special Use Permit 3 Special Exceptions 3 Other 8	

[View My Plans](#)



Step 4: Choose the application number.

My Work

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search... Export to Excel

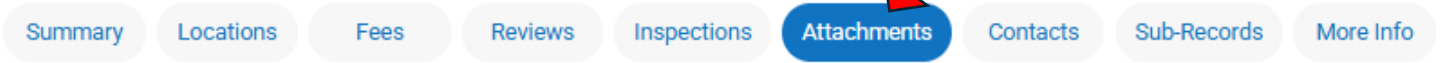
Display All Records Updated In Last 1 Year

Permit Number	Project	Address	Permit Type	Status	State
BLDR-2024-00075			Building - Residential Storage Building Accessory Structure	Submitted	Recent, Pending
BLDR-2024-00007			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00074			Building - Residential Storage Building Accessory Structure	Submitted	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00053			Building - Residential Detached Single-Family	Fees Due	Attention, Recent, Pending (On Hold)
BLDR-2024-00073			Building - Residential Detached Single-Family	Submitted - Onl...	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00041			Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Unpaid Fees)
BLDR-2024-00040			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00058	Parkside		Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Inspection Not Passed)

Showing 27 records.



Step 5: Attachments: Click on the Attachments tab.



Step 6: If you can upload additional documents, you will see a blue **Add Attachment** box.



You will need to choose which type of document you are uploading. Select one of the options from the drop-down menu. If the document type is not listed, you may choose Other. You may upload multiple different document types. Once you add a document, an additional blue box will appear. Once you have uploaded all documents, you must select **submit**.

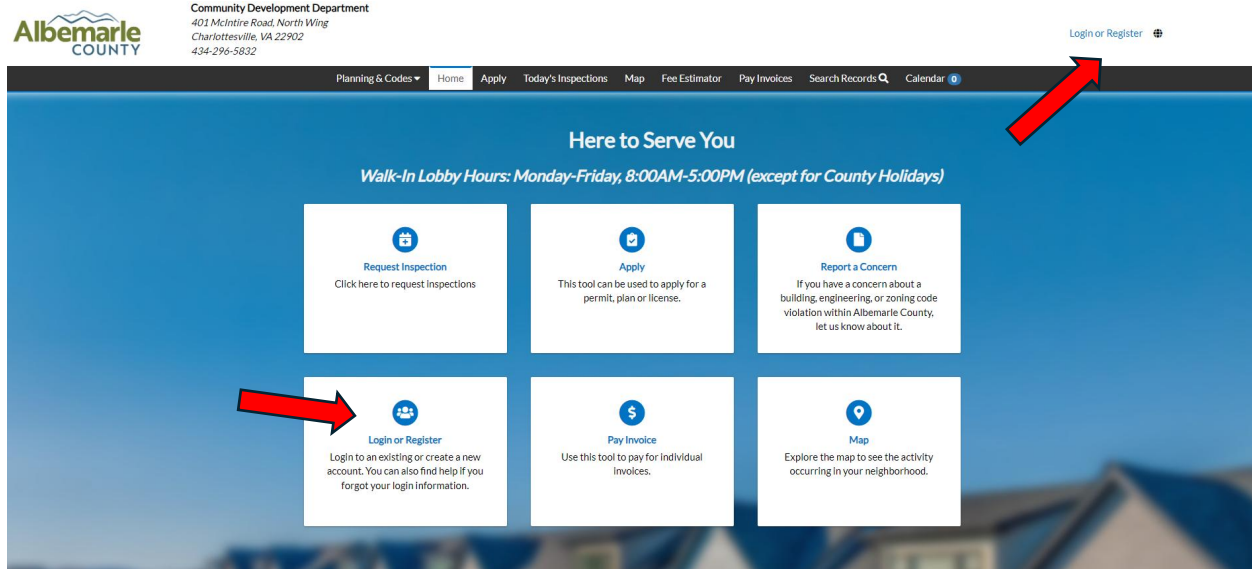
If you do not see this blue box, please contact the person the application is assigned to. You can find out who the application is assigned to by looking in the gray shaded box at the top of the webpage.

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

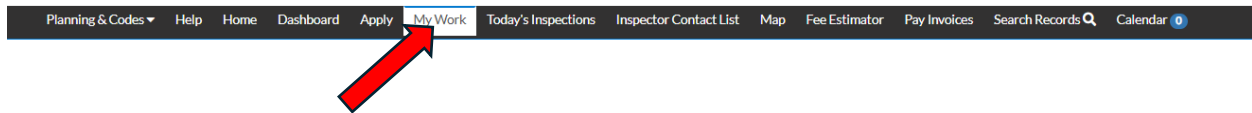
Type: Building - Residential Detached Single-Family	Status: Fees Paid	Project Name:
Applied Date: 11/05/2024	Issue Date:	
District: ZAFTON	Assigned To: Services, Application	Expire Date:
Square Feet: 0.00	Valuation: \$333,333.00	Finalized Date:
Description:		

How to Add a Contact to an Existing Application

Step 1: Log In



Step 2: Select My Work located in the top ribbon



Step 3: Select the application you wish to add the contact to

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search...

Display: All Records: Updated In: Last 1 Year Export to Excel

Permit Number	Project	Address	Permit Type	Status	State
BLDR-2024-00075			Building - Residential Storage Building Accessory Structure	Submitted	Recent, Pending
BLDR-2024-00007			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00074			Building - Residential Storage Building Accessory Structure	Submitted	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00053			Building - Residential Detached Single-Family	Fees Due	Attention, Recent, Pending (On Hold)
BLDR-2024-00073			Building - Residential Detached Single-Family	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDR-2024-00041			Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Unpaid Fees)
BLDR-2024-00040			Building - Residential Detached Single-Family	Fees Due	Attention, Recent (On Hold)
BLDR-2024-00058	Parkside		Building - Residential Detached Single-Family	Fees Paid	Attention, Recent (Inspection Not Passed)

Showing 27 records.

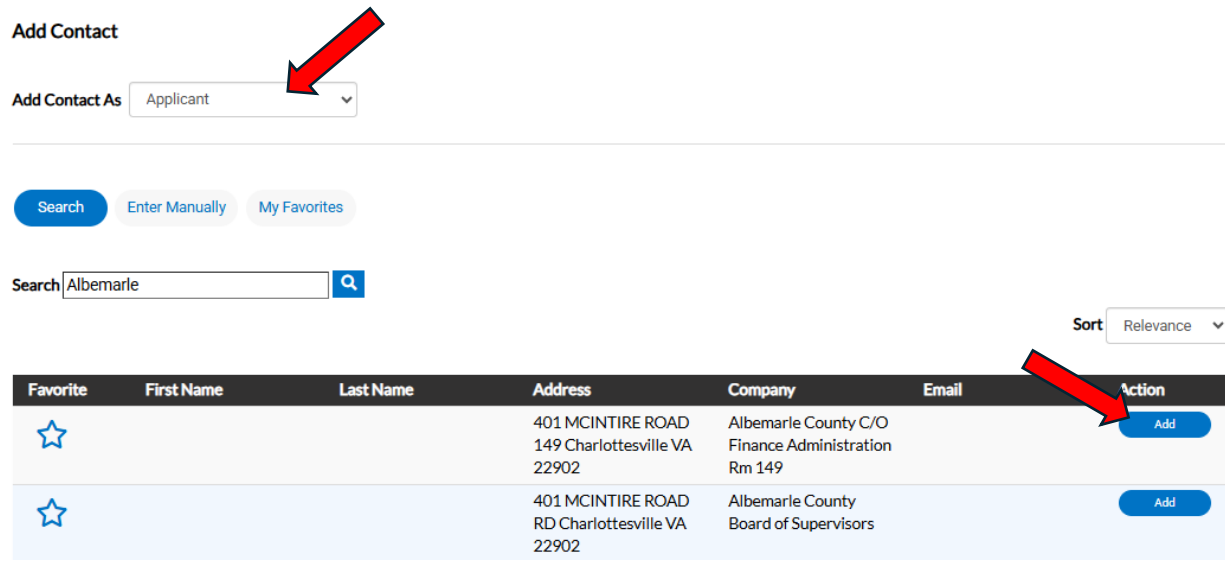
Step 4: Select the Contacts tab



Step 5: Select **Add Contact**



Step 6: In the search bar type in the contacts first and last name, or the name of the company. If the contact is already in the system, their information will appear. You will need to select what the contact type will be and select **Add** to add them as a contact.



If their contact information does not appear in the search bar, you will need to enter their information manually. You will need to select what the contact type will be and then enter their information.

Add Contact

Add Contact As

Enter Manually

Certificates [Click here to add certificate](#)

* First Name

* Last Name

Company Name

Email

* Home Phone

* Mobile Phone

* Business Phone

Once you select Submit, it will take you back to the search bar. You will then search for that information you just enter and select **Add**.

Add Contact

Add Contact As

Search

Sort

Favorite	First Name	Last Name	Address	Company	Email	Action
<input type="checkbox"/>			401 MCINTIRE ROAD 149 Charlottesville VA 22902	Albemarle County C/O Finance Administration Rm 149		<input type="button" value="Add"/>
<input type="checkbox"/>			401 MCINTIRE ROAD RD Charlottesville VA 22902	Albemarle County Board of Supervisors		<input type="button" value="Add"/>