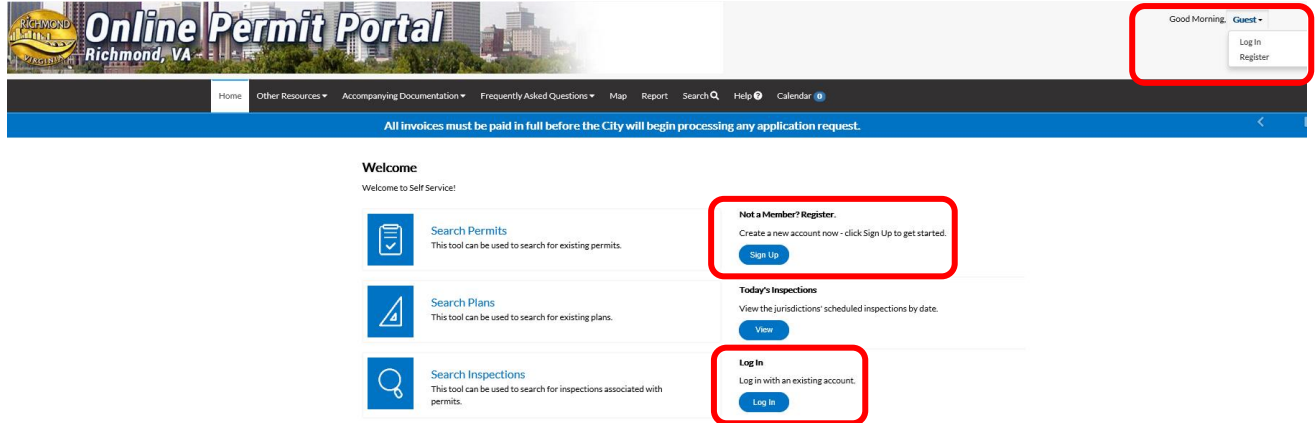


# Registering and Logging In

## Registering as a new User



Navigate to the Online Permit portal. [https://energov.richmondgov.com/EnerGov\\_Prod/selfservice#/login](https://energov.richmondgov.com/EnerGov_Prod/selfservice#/login)

Select the **Register** option from the **Guest** drop down in the upper right corner of the landing page or select **Sign Up** under the **Not a Member? Register** option.

Enter your email address on the registration screen when prompted.

**Registration**

Step 1 of 3: Email Address

Your e-mail address is your username.

Email

Select **Next**, the message below will display with instructions to check your email.

**Registration**

Step 1 of 3: Email Address

Your e-mail address is your username.

Email

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

CSS will send a message to your email with instructions for completing the registration process.

On Tue, Mar 5, 2019 at 4:18 PM, [noreply@richmondgov.com](mailto:noreply@richmondgov.com) <[noreply@richmondgov.com](mailto:noreply@richmondgov.com)> wrote:

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

Select **Confirm**. The software will then take you to the second step in the registration process.

The screenshot shows a web browser window with the URL [iergov.richmondgov.com](http://iergov.richmondgov.com). The page title is "richmondvaproduct". The main heading is "Registration". Below it, a grey box indicates "Step 2 of 3: Email Address". The text reads: "Your e-mail address is your username." Below this, the email address "Email holly.hamel@yahoo.com" is displayed. At the bottom of the form, there are two blue buttons: "Back" and "Register".

Need Help? Email [CSSHelp@richmondgov.com](mailto:CSSHelp@richmondgov.com) ¿Necesita ayuda?

Complete the contact information fields and select **Submit**.

The screenshot shows the "richmondvaproduct" page with the heading "Registration". A grey box indicates "Step 3 of 3: Contact Information". Below this, the section "PERSONAL INFO" is shown. A red asterisk indicates that the following fields are "REQUIRED". The fields are: "First Name" (with a red asterisk), "Middle Name", and "Last Name" (with a red asterisk). Each field has a corresponding text input box.

Once you have completed the process, the "Thank you for registering" screen will display.

The screenshot shows the "richmondvaproduct" page with the heading "Thank you for registering". Below the heading, the text reads: "Thank you for requesting a new user account - your account will be activated after it has been reviewed." At the bottom of the form, there is a blue button labeled "Return to Home".

Need Help? Email [CSSHelp@richmondgov.com](mailto:CSSHelp@richmondgov.com) ¿Necesita ayuda?  
Enviar un correo al [CSSHelp@richmondgov.com](mailto:CSSHelp@richmondgov.com)

Click "Return to Home" button to log into the Online Permit Portal


## Logging into CSS

Navigate to the Online Permit portal: [https://energov.richmondgov.com/EnerGov\\_Prod/selfservice#/login](https://energov.richmondgov.com/EnerGov_Prod/selfservice#/login)


Click the **Log In** option on the Online Permit Portal Home page.

### Welcome


Welcome to Self Service!



**Search Permits**  
This tool can be used to search for existing permits.



**Search Plans**  
This tool can be used to search for existing plans.



**Search Inspections**  
This tool can be used to search for inspections associated with permits.

### Not a Member? Register.

Create a new account now - click Sign Up to get started.

[Sign Up](#)

### Today's Inspections

View the jurisdictions' scheduled inspections by date.

[View](#)

### Log In

Log in with an existing account.

[Log In](#)

Enter the user's **Email Address** and **Password** in the fields provided. If the user does not have an Email Address/Password registered with CSS and EnerGov, click **Sign Up** and follow the directions to register for an account (see Registering as a New User).

Mark the **Remember me** checkbox to have the system remember the user's credentials.

**Log In**

\* **Email Address**

\* **Password**

**Remember Me**

[Log In](#) [Register](#)

[Forgot your password?](#)  
[Switch jurisdiction?](#)

CSS validates the login and, if it is valid, opens CSS with the functions the user has authorization to access.

## Retrieving your log in credentials if you've forgotten them

On the Home page, click **Sign Up** located in the second column on the right, under the heading of **Not a Member? Register**.

Enter the applicable email address.

## Registration

### Step 1 of 3: Email Address

Your e-mail address is your username.

Email  [Next](#)

The system sends a confirmation email. Click **Confirm** in the email. This navigates users back to the CSS registration site.

A confirmation of an existing contact in CSS displays. Click **Log In**.


**Registration**

Step 2 of 3: Email Address

Your e-mail address is your username.

Email christy.goss@tylertech.com

Is this you?

 **Christy Goss**  
christy.goss@tylertech.com  
Christy's Kayak Company

[Log In](#)

[Back](#)

Enter the applicable email address in the **Email Address** field.

Follow the '**Forgot Your Password?**' hyperlink.

**Login**

\* Email Address   
Email address is required

\* Password

Remember Me

[Log In](#) [Register](#)

[Forgot your password?](#)  
[Switch jurisdiction?](#)

The page redirects to a Forgotten Password window. Click **Submit**.

### Forgot Password

\* Email

planman642012@gmail.com

Submit

Please check your e-mail. The reset password link in the body of the e-mail must be clicked to move to the next step in the password reset process.

The system sends an email to the address provided. Open the email and click **Reset**.

From: <noreply@richmondgov.com>  
Date: April 22, 2019 at 11:48:41 AM EDT  
To: [REDACTED]@gmail.com  
Subject: Password Reset

You are receiving this automated e-mail based on a password reset request that we received for the Citizen Self Service tool for our jurisdiction. To move forward to the next step in the password reset process, please click the link below to confirm that this is your e-mail address. Please only click this link one time, and then complete the fields on the screen as instructed to reset your password.

[Reset](#)

A CSS window opens where the user can enter and confirm a new password.

Click **Save Draft** if the information is incomplete and needs to be finished at a later date. The user can click the Draft status circle on the Dashboard to resume their Permit/Plan.

Click **Submit** to complete the application and initiate the plan. A plan Number will be assigned and confirmation that the plan has been submitted to the City of Richmond Permits and Inspections Department for processing will display.

✓ Your plan application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly. ✕

Plan Number: BLDR-013266-2019

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

|                     |                                |                      |                |                         |  |
|---------------------|--------------------------------|----------------------|----------------|-------------------------|--|
| <b>Type:</b>        | Building - (Residential) - New | <b>IVR Number:</b>   | 126406         | <b>District:</b>        |  |
| <b>Status:</b>      | Submitted Online               | <b>Applied Date:</b> | 05/29/2019     | <b>Project Name:</b>    |  |
| <b>Square Feet:</b> | 0.00                           | <b>Assigned To:</b>  | Muyundo, David | <b>Expiration Date:</b> |  |
| <b>Description:</b> | Test                           | <b>Valuation:</b>    | \$0.00         | <b>Completion Date:</b> |  |

- Locations
- Fees
- Reviews
- Inspections
- Attachments
- Contacts
- Sub-Records
- Holds
- Meetings
- More Info

[Locations](#) | [Parcels](#) | [Next Tab](#) | [Plan Details](#) | [Main Menu](#)

**Locations**

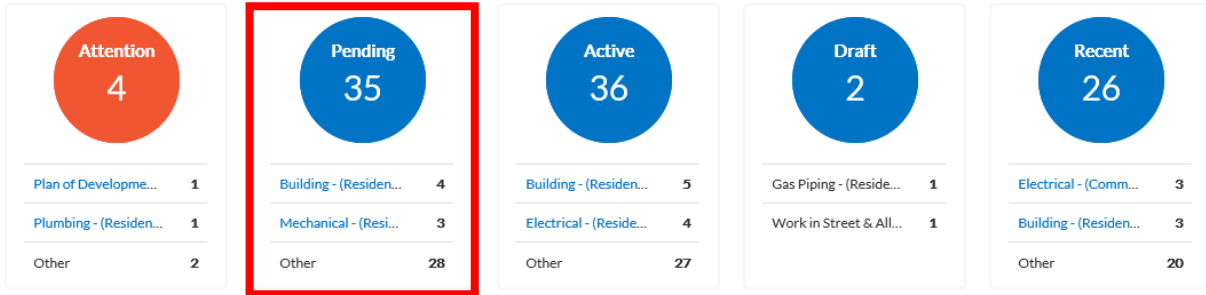
| Main                                | Address                               |
|-------------------------------------|---------------------------------------|
| <input checked="" type="checkbox"/> | 4009 Bingham Dr<br>Richmond, VA 23234 |

*NOTE: please note your plan Number or print screen for future reference. Use the plan # for any inquiries about your plan when contacting the Permits and Inspections Office*

## Pay an Invoice

When an invoice is created, the customer will receive an "Invoice Ready to Pay" email. At this point, sign into the Online Permit Portal (OPP) and find the invoice. This is accomplished in one of two ways. The first is by clicking on Pending circle under **My Plans**.

## My Plans



View My Plans

From the list that populates, if the words Unpaid Fees appears in the **Attention Reason** column, fees have been invoiced and are ready to be paid. Until the words UNPAID FEES appear, a permit cannot be paid. By selecting Unpaid Fees, the permit fee will display and can be added to user's cart.

## My Plans

Search for plan number, project, or address

Exact Match

Display Pending

Select Case Type

Export

Sort Plan Number

| Plan Number                      | Project | Address   | Plan Type  | Status                     | Attention Reason |
|----------------------------------|---------|---|--|----------------------------|------------------|
| <a href="#">MECR-013198-2019</a> |         | 2315 Monument Ave<br>Richmond, VA 23220                   | Mechanical - (Residential) - Accessory               | Recent, Pending            |                  |
| <a href="#">MECR-013209-2019</a> |         | 2510 Monument Ave<br>Unit: Unit 101<br>Richmond, VA 23220 | Mechanical - (Residential) - Addition                | Recent, Pending            |                  |
| <a href="#">PLBR-013182-2019</a> |         | 113 E Leigh St<br>Richmond, VA 23219                      | Plumbing - (Residential) - Addition                  | Recent, Pending            |                  |
| <a href="#">PLBR-013210-2019</a> |         | 105 E Cary St<br>Richmond, VA 23219                       | Plumbing - (Residential) - Addition                  | Attention, Recent, Pending | Unpaid Fees      |
| <a href="#">WISP-013099-2018</a> |         | 900 E Broad St<br>Richmond, VA 23219                      | WISP PLAN - Barricade (< or = to 60 Days) - Class II | Pending                    |                  |

Results per page 10 31 - 35 of 35 << < 1 2 3 4 > >>

When this method is used, only the fees from one permit at a time can be added to the cart. Use the second payment method to pay the fees for multiple permits at one time.

[← Back](#)

Plan Number: **PLBR-013210-2019**

Location:  
105 E Cary St Richmond, VA 23219

Status:  
Submitted Online

Type:  
Plumbing - (Residential) - Addition

REVIEWS   **FEES!**   INSPECTIONS

Unpaid Invoices

Sort Amount Due

| Invoice Number           | Amount Due | Status | Case Number      | Address                             | Select All <input type="checkbox"/> |
|--------------------------|------------|--------|------------------|-------------------------------------|-------------------------------------|
| <a href="#">00013494</a> | \$70.46    | Due    | PLBR-013210-2019 | 105 E Cary St<br>Richmond, VA 23219 | <input checked="" type="checkbox"/> |

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

Add To Cart

The second method for paying fees is to scroll down to the **My Invoices** portion of the dashboard and selecting the **View My Invoices** link. The fees for all invoices can be paid at the same time by selecting the Add To Cart button from this screen.

### My Invoices

|                          |                |                             |
|--------------------------|----------------|-----------------------------|
| Current<br><b>2</b>      | \$80.46        | <a href="#">Add To Cart</a> |
| Past Due<br><b>0</b>     | \$0.00         | <a href="#">Add To Cart</a> |
| <b>Total</b><br><b>2</b> | <b>\$80.46</b> | <a href="#">Add To Cart</a> |

[View My Invoices](#)

Select **View My Invoices** to see all invoices that are ready for payment. From this list a single invoice or all invoices that are due can be paid.



## My Invoices

Unpaid

Paid

Voided

Search for invoice number, case number, or address



Exact Match

Display All Invoices

Export

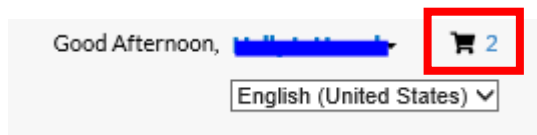
Sort Amount Due

| Invoice Number | Amount Due | Status | Case Number      | Address                                 | Select All               |
|----------------|------------|--------|------------------|---|--------------------------|
| 00013499       | \$10.00    | Due    | BLDR-013128-2019 | 2229 Monument Ave<br>Richmond, VA 23220 | <input type="checkbox"/> |
| 00013494       | \$70.46    | Due    | PLBR-013210-2019 | 105 E Cary St<br>Richmond, VA 23219     | <input type="checkbox"/> |

Results per page 10 1 - 2 of 2 << < 1 > >>

Add To Cart

Once the fees have been added to the shopping cart, the shopping cart icon next to Logged in users name appears with the number of permits in the cart, and the list of what is in users cart displays. From this list the user can remove permits from the cart or proceed with **Check Out**.



### Shopping Cart

Total \$80.46

Check Out

Invoice: 00013499 Description: NONE  
Due Date: 11/02/2019 Billing: City of Richmond (Hamel, Holly)  
Contact:

| Case Number      | Project | Case Address                        | Amount Due |
|------------------|---------|-------------------------------------|------------|
| BLDR-013128-2019 |         | 2229 Monument Ave Richmond VA 23220 | \$10.00    |

\$10.00  
Remove  
Top | Main Menu

Invoice: 00013494 Description: NONE  
Due Date: 10/21/2019 Billing: City of Richmond (Hamel, Holly)  
Contact:

| Case Number      | Project | Case Address                    | Amount Due |
|------------------|---------|---------------------------------|------------|
| PLBR-013210-2019 |         | 105 E Cary St Richmond VA 23219 | \$70.46    |

\$70.46  
Remove  
Top | Main Menu

Total \$80.46

Check Out

Select Check Out and the **MyGovPay** screen will open. Fill in the required fields, then select **Process Payment**.

[Contact Us](#)  
Wednesday, May 29, 2019

**MyGovPay**

**Order Summary**

Agency Name: City of Richmond, VA  
Order Number: 248

| Invoice # | Item Description | Quantity | Unit Price | Total Price |
|-----------|------------------|----------|------------|-------------|
| 00013499  | NONE             | 1        | \$10.00    | \$10.00     |

Item Total: \$10.00  
Service Fee: \$0.00  
Tax: \$0.00  
Order Total: \$10.00

**Payment Details**

Cardholder Name:  \*      Billing Street:  \*      Billing Zipcode:  \*

Card Type:  \*      Card Number:  \*      Expiration Date:  \*      CVV Code:

**Process Payment**      Cancel

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A confirmation page will appear. Select **Return to Citizen Access Portal** to return to the Online Portal.

**MyGovPay**  
Wednesday, May 29, 2019

**Congratulations! Your order has been processed successfully!**

*Please print this page for your records.*

Agency Name: City of Richmond, VA  
Order Number: 248

| Invoice # | Item Description | Quantity | Unit Price | Total Price |
|-----------|------------------|----------|------------|-------------|
| 00013499  | NONE             | 1        | \$10.00    | \$10.00     |

Item Total: \$10.00  
Service Fee: \$0.00  
Tax: \$0.00  
Order Total: \$10.00

**Return to Citizen Access Portal**

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Once processed, a receipt will be sent to the applicant by email.

Home   Map   Report   Search 🔍   Help ?   Calendar 📅   Add'l Info ▾

**Thank You!**

Your transaction was processed successfully. Your invoices tied to this order have been updated accordingly.