



Online Permit Portal Registration FAQ's

1. What if I don't know the email address attached to my Online Permit Portal account?

Answer: You can call the number below or send an email, and staff will be able to look up your account information.

Phone: 804-646-4169

Email: PDRPermitsAndInspections@rva.gov

2. Will we be able to access our plans and permits after the upgrade?

Answer: Yes, once you re-register for the online portal, you will be able to see all of your plans and permits.

3. Will the upgrade impact how our permit applications are submitted?

Answer: The only change that the customer will see after the upgrade is to the log in process. Customers will need to re-register for the online portal using their email as their userid. Customers will be prompted through the re-registration process and instructions outlining the reregistration process will be provided.

4. If I use a social login tool to re-register (Google, Microsoft, Apple or Facebook), will I be able to login with my email account another day?

Answer: If you re-register using Google, Microsoft, Apple or Facebook you will need to continue to use the same login method each time.

5. What if I don't see any of my permits or plans after re-registering?

Answer: Check to make sure you are using the same email that you use currently. If you are still having problems, please contact us for assistance.

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6. Why is this change happening?

Answer: We are upgrading our online portal and back-office systems to enhance security and functionality of those systems. As a part of the portal upgrade, we are adding enhanced system authentication to increase security for our portal customers. With this new authentication our customer will be able to log in using current community access services, i.e., Apple, Facebook, Google, and Microsoft.