



New User Login Instructions for the City of Richmond Virginia Online Permit Portal

EXISTING USERS: FOLLOW THESE INSTRUCTIONS. HOWEVER, LOG IN BY EMAIL AND REGISTER WITH THE EMAIL ATTACHED TO YOUR CURRENT ACCOUNT SO THAT IT IS PROPERLY LINKED.

- **Navigate to Online Permit Portal:**

https://energov.richmondgov.com/energov_prod/selfservice#/home

City of Richmond logo and 'Online Permit Portal Richmond, VA' header are visible. The navigation bar includes: Home, Other Resources, Apply, Supporting Documentation, Frequently Asked Questions, Today's Inspections, Search, Calendar. A blue banner states: 'All invoices must be paid in full before the City will begin processing any application request.' The main content area is titled 'Welcome to Self Service' and contains six service tiles:

- Search Public Records**: This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.
- Apply**: This tool can be used to apply for a permit, plan or license.
- 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.
- Calendar**: Click here to find out about certain events like holidays and public hearings.

- **Register:**

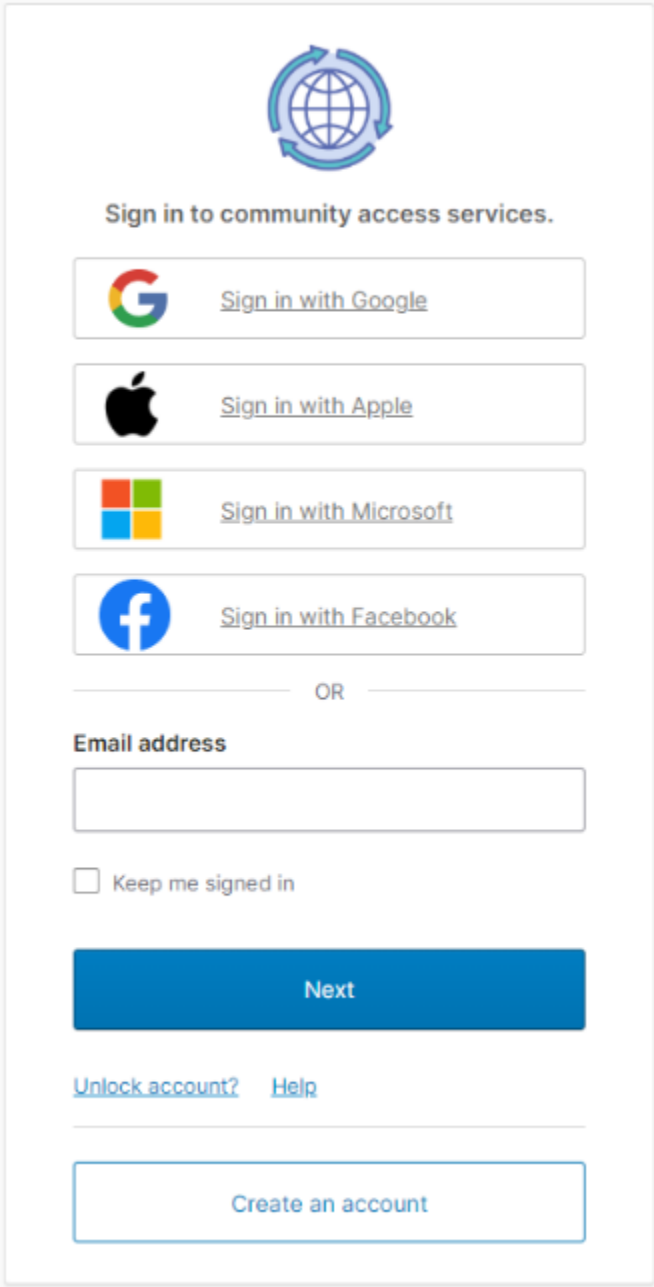
In the upper right-hand corner of the screen, click the “Login or Register” text.


Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

- **Create Account:**


You have 2 options for registering for the online portal.


1. Enter the email address you will use to access your portal account.
2. Select an account to sign in using single sign on option







Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

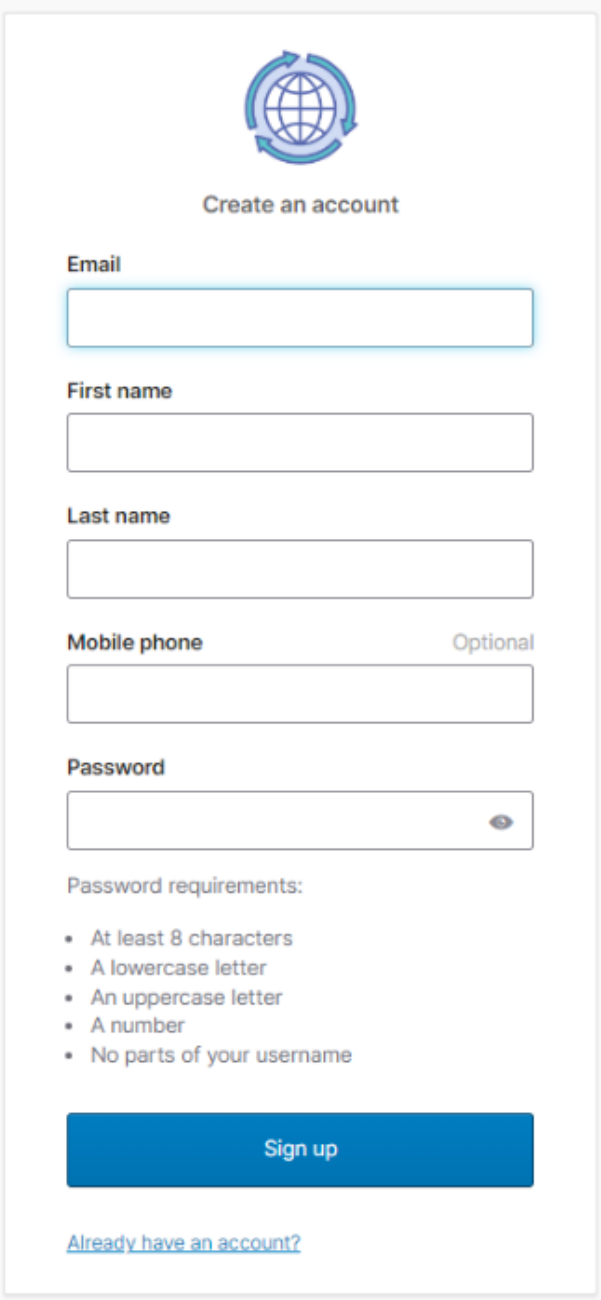
[Next](#)


[Unlock account?](#) [Help](#)

[Create an account](#)

1. Create an account using the EMAIL option:

Click "Create an account"





Create an account

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

[Sign up](#)

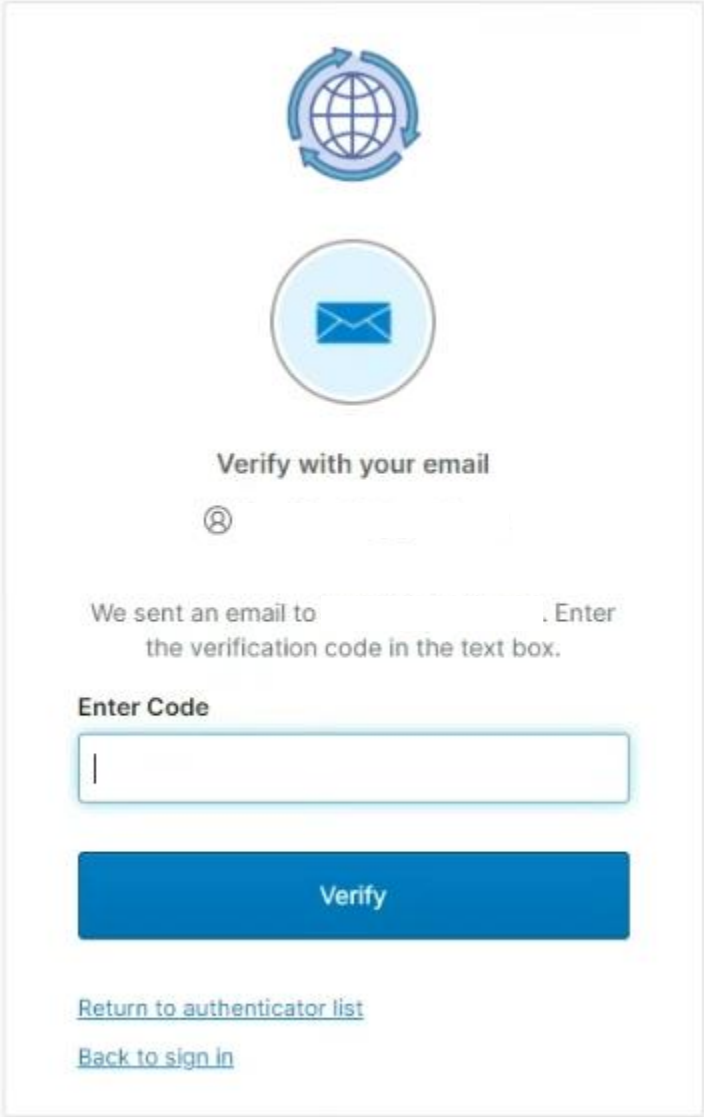
[Already have an account?](#)

Enter your email*, name and number information.

Create a password as instructed.

Click "Sign up"

Retrieve the email sent with the verification code. Enter the code in the requested field



The screenshot shows a web form for email verification. At the top, there is a blue circular icon with a globe and two curved arrows. Below it is a blue circular icon with an envelope. The text 'Verify with your email' is centered. Underneath is a small circular icon with a person silhouette. A text input field contains the email address 'jane.doe@company.com'. Below this, the text reads: 'We sent an email to jane.doe@company.com. Enter the verification code in the text box.' This is followed by the heading 'Enter Code' and a large text input field with a vertical cursor. A blue button labeled 'Verify' is positioned below the input field. At the bottom, there are two blue links: 'Return to authenticator list' and 'Back to sign in'.

Fill in requested contact information. Be sure to populate all the phone number fields – even if it's the same phone number in each field.

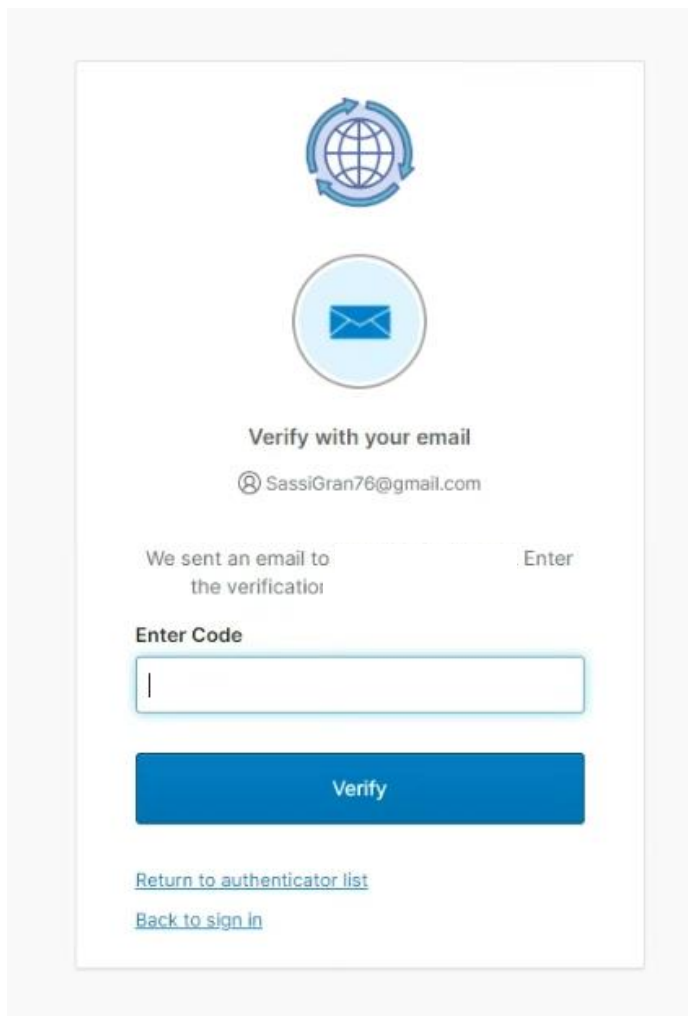
Additional Contact Information

* Business Phone
Business Phone is required.

* Home Phone
Home Phone is required.

* Mobile Phone
Mobile Phone is required.

- **Verify:**
An email may be sent to the email you entered to create your account.
Enter the Code provided in the email.
Click “Verify”



Select Continue on the Acknowledgement page

Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

[Continue](#)

Complete requested fields and select Next

Registration

Step 2 of 3: 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](#)

Complete requested fields and select Submit

Registration

Step 3 of 3: Address

* Address *REQUIRED

City

State

Postal Code

You will be taken to your online portal dashboard

- **Retain your user email address and password for future reference**
- **Note:**
Some company emails may have firewalls set up that may prevent you from using your email for the portal. Work with your IT contact or create a free Gmail/Hotmail or other account for this purpose.

Note: City of Richmond employees may not use their work email for their portal account.

2. Create a new account using the **SINGLE SIGN ON** option:

- Select your option for signing in (i.e., Google, Apple, Microsoft, Facebook)
- Select Create an Account



Sign in to community access services.



[Sign in with Google](#)



[Sign in with Apple](#)



[Sign in with Microsoft](#)



[Sign in with Facebook](#)

OR

Email address

Keep me signed in

Next

[Unlock account?](#) [Help](#)

[Create an account](#)

Add the email address associated with the option selected and select Next

Sign in with Google

Sign in

to continue to tylerportico.com

Email or phone

[Forgot email?](#)


Before using this app, you can review tylerportico.com's [privacy policy](#) and [terms of service](#).

[Create account](#) [Next](#)

Enter the password for the option selected and select Next
Note: the example is using the google account password

Sign in with Google

Welcome



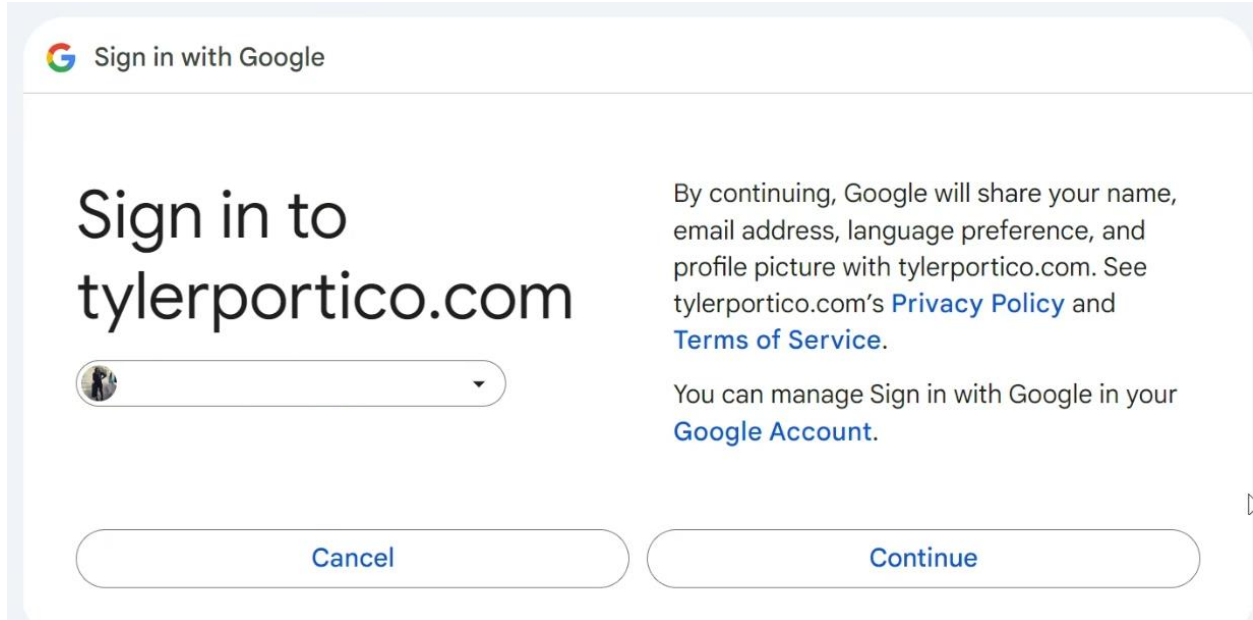
Enter your password

Show password

Before using this app, you can review tylerportico.com's [privacy policy](#) and [terms of service](#).

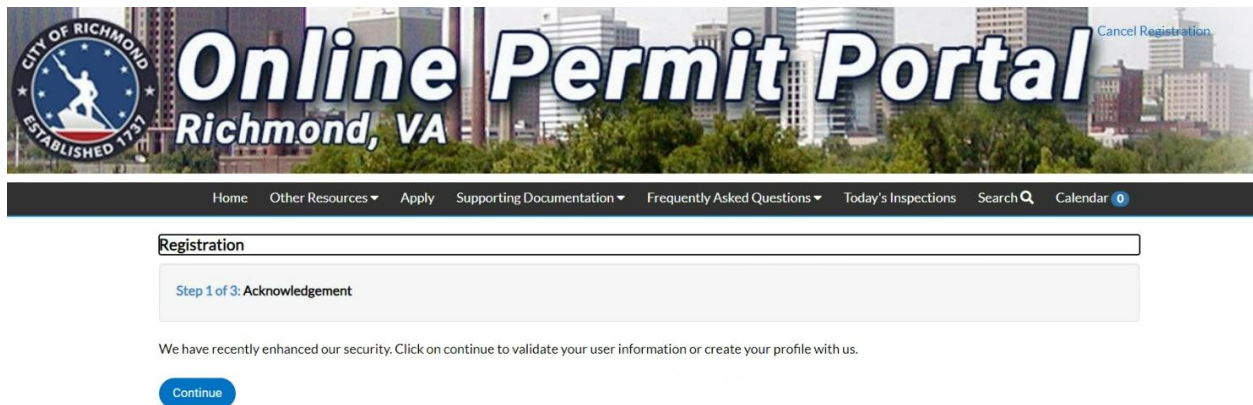
[Forgot password?](#) [Next](#)

Select Continue to sign into Tylerportico.com



The image shows a 'Sign in with Google' dialog box. At the top left is the Google logo and the text 'Sign in with Google'. The main heading is 'Sign in to tylerportico.com'. Below the heading is a dropdown menu showing a profile picture. To the right, there is explanatory text: 'By continuing, Google will share your name, email address, language preference, and profile picture with tylerportico.com. See tylerportico.com's Privacy Policy and Terms of Service.' Below this is another line of text: 'You can manage Sign in with Google in your Google Account.' At the bottom are two buttons: 'Cancel' and 'Continue'.

Select continue to complete your registration



The image shows the 'Online Permit Portal' for Richmond, VA. The header features the City of Richmond logo and the text 'Online Permit Portal Richmond, VA'. A navigation bar includes links for Home, Other Resources, Apply, Supporting Documentation, Frequently Asked Questions, Today's Inspections, Search, and Calendar. The main content area is titled 'Registration' and shows 'Step 1 of 3: Acknowledgement'. Below this, there is a message: 'We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.' and a blue 'Continue' button.

Complete the requested fields

Registration

Step 2 of 3: Personal Info

***REQUIRED**

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

Complete fields and select Submit

Registration

Step 3 of 3: Address

***REQUIRED**

* Address

City

State

Postal Code

You will be brought to your dashboard

- **Retain your user email address and password for future reference**

- **Note:**
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