




Citizen Portal User Guide

If this is your first time using the system. Click on the “Register” button to create your account.

Citizen Portal Login Register



Welcome to our Permitting, Licensing, and Code Enforcement Portal

This portal provides the public 24/7 access to the following online services:


Permits	Planning and Zoning	Inspections	Business Licenses	Complaints and Violations
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Log In Register

Fill out the appropriate information to create your account.

Citizen Portal Login Register

User Registration



Please complete the below form and click "Register". The approval process takes up to one business day. Upon approval, you will receive an email notification with login instructions. Your email address will act as your userid and will be used for future notifications.

Create Account and Password

EMAIL *
lindsey.reese@civicplus.com

PASSWORD *
.....

CONFIRM PASSWORD

Once logged in, you will see “My Dashboard” on the left navigation. This will allow you the ability to view any of your submitted applications, status of applications and invoices.

The screenshot shows the 'My Dashboard' page in the Citizen Portal. The user is logged in as 'Lindsay Reese'. The main navigation menu on the left includes 'My Dashboard', 'Permits Directory', 'Project Directory', 'Apply for License', 'Renew a License', 'Update a License', 'Submit a Complaint', 'Make a Payment', 'Inspections', and 'Logout'. The 'My Permits' section is active, displaying a table of 10 permit records. The table has columns for Application / Permit Number, Parcel Number, Unit ID, Location, Permit Type, Permit Use, Status, and Action. Below the table is a pagination control showing 'Go to page: 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Next >'. Other navigation options include 'My Complaints', 'My Inspections', and 'My Licenses'.

Application / Permit Number	Parcel Number	Unit ID	Location	Permit Type	Permit Use	Status	Action
A23-0001	02-008-007-1197		3569 ASTER AVE	Residential	Residential New Single Family Home	Portal Submitted	Update View
A22-0240	test123		1 test lane	Operating	Air Pollution	Portal Submitted	Update View
A22-0239	test123		1 test lane	Operating	Air Pollution	Portal Submitted	Update View
A22-0238	test123		1 test lane	Commercial	Commercial Addition	Pending	Update View
A22-0237	test123		1 test lane	test33	aug 24	Pending	Update View
A22-0236	02-008-007-1197		3569 ASTER AVE	Residential	Residential New Single Family Home	Portal Submitted	Update View
A22-0235	test123		1 test lane	Residential	Residential New Single Family Home	Pending	Update View
A22-0234	test123		1 test lane	Residential	Mechanical	Pending	Update View
A22-0233	test123		1 test lane	Residential	Electrical	Pending	Update View
A22-0232	test123	3170-0001	1 test lane (Bldg #3170-0001)	Residential	Electrical	Pending	Update View

To apply for a permit or other type of service provided, click on “apply online” link connected to the type of application you want to apply.

The screenshot shows the 'Permits Directory' page in the Citizen Portal. The user is logged in as 'Lindsay Reese'. The main navigation menu on the left includes 'My Dashboard', 'Permits Directory' (highlighted with a red box), 'Projects Directory', 'Apply for License', 'Renew a License', 'Update a License', 'Submit a Complaint', 'Make a Payment', 'Inspections', and 'Logout'. The 'Permits' section is active, displaying a large blue circular logo with a sun and waves. Below the logo are 'General Instructions' and a search section titled 'Search Permits and Apply Online'. The search section includes a filter dropdown set to 'Permit Application / Use', a search input field, and a 'Rows Per Page' dropdown set to 50. A table lists various permit types with an 'Apply Online' link for each, which is highlighted with a red box.

Permit Application / Use	Permit Type	Checklist	Details	Apply Online
Air Pollution	Operating			Apply Online
Areas for Public Assembly	Operating			Apply Online
Asbestos Abatement	Operating			Apply Online
Aviation Facility	Operating			Apply Online
Bill Permit	Residential			Apply Online
Bill Permit	Residential			Apply Online

Step 1: Requires the user to identify the permit type and permit use (subtype). The type of application you choose to apply for will carry over to the application.

Apply For Permit

▼ Step 1: Select Permit Type & Use

Permit Type * Permit Use *

► Step 2: Select Land, Building or Suite Location

► Step 3: Click the Create button to store the application and complete the remaining steps Create

► Step 4: Enter the Required Information in the Forms Below

► Step 5: Click the link below to attach documents, plans and other permit related files

► Step 6: Click Submit to submit the forms & documents to the application record Complete Application

Step 2: Select the Building location or Agency Name.

▼ Step 2: Select Land, Building or Suite Location

To search for land records or buildings and suites (stores/classrooms/offices or areas within a building), users can enter any field information below and generate the search. Once the location is identified, clicking the live link id number will create the permit application at the location selected. If the user cannot find the required location, please contact the municipality for assistance.

Building Name Physical Address

Suite Name Parcel Number

Owner Name

Generate Search Results

In the “physical address” field enter the address of the building. Note: Entering less of the address information is better. Example in the image below, we are searching for “395 West Street” entering 395 w would be the best way to search the building records. IF KNOWN, the applicant could search by the parcel number.

► Step 2: Select Land, Building or Suite Location

To search for land records or buildings and suites (stores/classrooms/offices or areas within a building), users can enter any field information below and generate the search. Once the location is identified, clicking the live link id number will create the permit application at the location selected. If the user cannot find the required location, please contact the municipality for assistance.

Building Name Land Address

Suite Name Parcel Number

Owner Name

Generate Search Results

Displaying 1-10 of 13 records

Parcel Number	Owner Name	Land Address	Building Location id	Building Location	Suite Name	Suite Location
	CITY OF MANHATTAN	302 S 4th St Ste 50	3	302 S 4th St Ste 50 CITY OF MANHATTAN		
	CITY OF MANHATTAN	302 S 4th St Ste 50			3167-0003 2 (Retired)	
	CITY OF MANHATTAN	302 S 4th St Ste 50			3167-0004 3 (Retired)	
	CITY OF MANHATTAN	302 S 4th St Ste 50	3167-0001	CivicPlus	3167-0005 4 (Retired)	
204182802001000	CITY OF MANHATTAN	302 S 4th St Ste 50			3167-0006 5 (Retired)	
	CITY OF MANHATTAN	302 S 4th St Ste 50			3167-0007 1 (Retired)	
	CITY OF MANHATTAN	302 S 4th St Ste 50	3167-0002 302 S 4th St Ste 50	302 S 4th St Ste 50 CivicPlus		

Click the “Generate Search Results” button and choose which parcel record to associate to this application by clicking on the parcel number link.

Step 3: The applicant must click the create button in step 3 to build the application and allow the remaining steps to be completed.

Apply For Permit

- ▶ Step 1: Select Permit Type & Use
- ▶ Step 2: Select Land, Building or Suite Location
- ▼ Step 3: Click the Create button to store the application and complete the remaining steps **Create**
- ▶ Step 4: Enter the Required Information in the Forms Below
- ▶ Step 5: Click the link below to attach documents, plans and other permit related files
- ▶ Step 6: Click Submit to submit the forms & documents to the application record **Complete Application**

Step 4: Complete the fields in the portal application form

▶ Step 2: Select Land, Building or Suite Location

▶ Step 3: Click the Create button to store the application and complete the remaining steps **Create**

▼ Step 4: Enter the Required Information in the Forms Below

1) Portal Form - Permit Application

Portal Form - Permit Application

Please Enter the Information Below

OWNER INFORMATION:
Property Owner's Email Address:

CONTRACTOR INFORMATION:
State Contractor's License Number: Class: Expiration:

DESCRIPTION OF CONTRACTUAL INFORMATION:
Contract Amount (Project Cost): Total Square Feet:
Estimate Project Start Date: Estimate Project End Date:
Contact Person Name: Phone:
Email:

DESCRIPTION OF WORK:
Describe Scope of Work:

Once the form is complete, at the bottom of the form, below the certification section is a “save” button. The applicant must click that button, or the form will not be saved.

Certification:

I hereby certify that I have the authority to make the foregoing application, that the information given is correct, and that all construction will comply with the Virginia Uniform Statewide Building Code and applicable ordinances. The permit holder is the responsible party for compliance with the USBC and other ordinances. The permit holder is responsible to call for an inspection when construction reaches a stage of completion that requires an inspection per Section 13.1 of the USBC. The permit holder is responsible to provide any ladder, scaffolding or test equipment necessary to conduct or witness a requested inspection per Section 13.1 of the USBC.

Type Full Name: Select One:
(Select One)

Signature: Date Signed:

Save

▶ Step 5: Click the link below to attach documents, plans and other permit related files

▶ Step 6: Click Submit to submit the forms & documents to the application record **Complete Application**

▶ Step 7: Communicate with the Agency

Click OK at the “Data Saved” window

www.civicgov2b.com says
Data saved

OK

Step 5: Upload Documents

► Step 5: Click the link below to attach documents, plans and other permit related files

[Click here to attach files to the case record](#)

Only jpg, pdf, png, gif, tif, doc, docx, ppt, pptx, xls, xlsx, txt, eml, mbox, msg, egg, mp3, vma, wav, mp4, mkv, avi, mpg, webm, mov, zip are allowed

File Name	Uploaded Date	Action
No results found.		

► Step 6: Click Submit to submit the forms & documents to the application record Complete Application

► Step 7: Communicate with the Agency

Step 6: Completing the Application

Click the Complete Application button. The system displays a confirmation page and the application number.

► Step 6: Click Submit to submit the forms & documents to the application record Complete Application

Your Application has been saved to the City of ChiePlus Online Permit System. The application number is

Permit Application #A23-0011

► Step 7: Communicate with the Agency

The permit submission process is complete.

Step 7: To View a Permit Previously submitted

1. Login to your dashboard
2. Click My Dashboard
2. Click My Permits
3. Search for the permit by any of the fields presented
4. Click the view link in the action column to view the permit
5. Click the Update link in the action column to:

Application / Permit Number	Parcel Number	Unit ID	Location	Permit Type	Permit Use	Status	Action
A23-0011	2041828020001000		302 S 4th St Ste 50	Operating	Air Pollution	Partial Submitted	Update View
EricTest001	2041828020001000	3167-0001	302 S 4th St Ste 50 (Bldg #167-0001)	Commercial	Commercial Electric Vehicle Charger	Approved	Update View Inspect

- a. Update the application or,
 - b. Add additional documents under step 5.
6. To communicate with the Office of the State Building Inspector
 - a. Click on Step 7

► Step 6: Click Submit to submit the forms & documents to the application record Complete Application

► Step 7: Communicate with the Agency

Send Message

You can communicate with the signatory user of this permit or anyone who has sent you a message in the permit routing

To User:

Subject: Permit Application #A23-0011 Location: 302 S 4th St Ste 50

message

From User	Send Date	Subject	Message
No results found.			

- b. If the permit application has not been reviewed by staff, the user will only be able to communicate with the person or department in charge of permits. Once the permit application has begun the review process, the staff assigned to review the permit application will appear in the "to user" drop down list.
- c. Select the staff to send the message to
- d. Enter the message and Click Send