Registering and Logging In

Registering as a new User

Navigate to the Online Permit portal. 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.

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

CSS will send a message to your email with instructions for completing the registration process.
Select **Confirm**. The software will then take you to the second step in the registration process.

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

Once you have completed the process, the “Thank you for registering” screen will display.
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!

<table>
<thead>
<tr>
<th>Search Permits</th>
<th>Search Plans</th>
<th>Search Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>This tool can be used to search for existing permits.</td>
<td>This tool can be used to search for existing plans.</td>
<td>This tool can be used to search for inspections associated with permits.</td>
</tr>
</tbody>
</table>

**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.

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**Log In**

* Email Address

* Password

Remember Me

[Log In]  [Register]

Forget 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.
Your e-mail address is your username.

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

Follow the ‘Forgot Your Password?’ hyperlink.

The page redirects to a Forgotten Password window. Click **Submit**.
The system sends an email to the address provided. Open the email and click **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.

![Success message](image)

**Plan Number:** BLDR-013266-2019

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

**Locations**

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
</table>
| | 4009 Blingham Dr
Richmond, VA 23224 |

**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**.
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.

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.
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**

<table>
<thead>
<tr>
<th>Current</th>
<th>Amount Due</th>
<th>Past Due</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>$80.46</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total</td>
<td>$80.46</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.
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.

Good Afternoon, [Name]

Shopping Cart

Total $80.46

Check Out

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Amount Due</th>
<th>Status</th>
<th>Case Number</th>
<th>Address</th>
<th>Select All</th>
</tr>
</thead>
<tbody>
<tr>
<td>00013499</td>
<td>$10.00</td>
<td>Due</td>
<td>BLDR-013128-2019</td>
<td>2229 Monument Ave Richmond, VA 23220</td>
<td></td>
</tr>
<tr>
<td>00013494</td>
<td>$70.46</td>
<td>Due</td>
<td>PLBR-013210-2019</td>
<td>105 E Cary St Richmond, VA 23219</td>
<td></td>
</tr>
</tbody>
</table>

Results per page: 10 | 1 - 2 of 2 | << | < | 1 | > | >>
Select Check Out and the MyGovPay screen will open. Fill in the required fields, then select **Process Payment**.

![MyGovPay Screen]

**Order Summary**
- **Agency Name**: City of Richmond, VA
- **Order Number**: 248

<table>
<thead>
<tr>
<th>Invoice #</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>00013499</td>
<td>NONE</td>
<td>1</td>
<td>$10.00</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

**Payment Details**
- **Cardholder Name**: [Name]
- **Billing Street**: [Address]
- **Billing Zipcode**: [Zip]
- **Card Type**: [Type]
- **Card Number**: [Number]
- **Expiration Date**: [Date]
- **CVV Code**: [Code]

![Process Payment Button]

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

![Return to Citizen Access Portal]

**Congratulations! Your order has been processed successfully!**
- **Agency Name**: City of Richmond, VA
- **Order Number**: 248

<table>
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</tbody>
</table>

**Payment Details**
- **Cardholder Name**: [Name]
- **Billing Street**: [Address]
- **Billing Zipcode**: [Zip]
- **Card Type**: [Type]
- **Card Number**: [Number]
- **Expiration Date**: [Date]
- **CVV Code**: [Code]

![Process Payment Button]

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