



## **EPORTAL FAQS**

### **Accounts**

[What is ePortal?](#)

[Why do I have to register for ePortal?](#)

[How do I register?](#)

[Does it cost anything to register?](#)

[Do ePortal accounts expire or have to be renewed?](#)

[Do we need to register per person, or can you create one account for the company?](#)

[What can I access without an account?](#)

[I'm already registered but it's not letting me log in.](#)

[What are all of these contacts doing on my permit? Can I remove them?](#)

[Can I access ePortal on my phone?](#)

[How do I find out what is being constructed at a location if I don't have the address?](#)

[I can't find some of the custom fields I use to populate.](#)

[I can't find a contact I want to add to my permit or plan. What should I do?](#)

### **ePermits**

[Can I apply for permits online?](#)

[Can I use one of my saved template permits when applying for a trade permit off of a master building permit?](#)

[Is there a way to figure out my fees without actually applying for the permit?](#)

### **ePlan Submissions**

[Where do I go to submit a Plan?](#)

[How can I make changes when on the Review & Submit step?](#)

[Why does my plan status say Draft?](#)

[Why don't I see attachments on my plan after submission?](#)

[Why do some of my plan comments appear within the Review tab of the case and others do not?](#)

[What types of plans can be submitted utilizing ePortal?](#)

### **Fees**

[Can I check to see what fees I have due online?](#)

[Can I pay fees online?](#)

[Can someone other than the applicant make a payment online?](#)

### **Inspections**

[How do I schedule an inspection?](#)

[How do I cancel an inspection?](#)

[Can I receive automatic updates?](#)

[How do I find out when my Inspector will be arriving?](#)

## What is ePortal?

ePortal is the customer access portion of our development management system that allows access to permits, inspections, plans, requests, and code enforcement.

## Why do I have to register for ePortal?

Registering allows you to apply for and maintain permits and plan applications, schedule or cancel an inspection, and create a request or complaint. Please note only Tenant Layouts, Alterations and Repairs, and New Structures that comply with table 1 and 2 in the [ePlan Guide](#) are available for application on ePortal.

## How do I register?

Log-on to the ePortal website, click on Register, and fill out the required fields. After you click on Submit, you will need to call or email a customer representative at 703-792-6875 or [dms@pwcgov.org](mailto:dms@pwcgov.org) and provide us with a list of cases you are associated with. We will then link you to each of those cases. See video and user guide for instructions.

## Does it cost anything to register?

No, registering for an ePortal account is free.

## Do ePortal accounts expire or have to be renewed?

No, once you register for an ePortal account, your account exists forever. You will have to contact us if your personal information or license numbers need to be updated.

## Do we need to register per person, or can you create one account for the company?

You have a couple of options:

One company log-in that all employees share with one email address, or Individual logins for each employee with separate email addresses

If you choose the individual log-in option, each employee will need to be linked to each case in order to see case information on their individual ePortal.

## What can I access without an account?

You can search for status and other basic information on construction and land permits, search for a plan, search for a code case, and view the hearings and meetings calendar.



## I'm already registered but it's not letting me log in.

Click on **Reset It** to get a temporary password sent to the email you registered under.

## What are all of these contacts doing on my permit? Can I remove them?

The contacts you see on cases you are linked to were put on those cases for a reason by PWC staff. Technically, as a linked contact, you do have the authority to remove and add other contacts, but we ask that you do not remove contacts not related to your business. If you have any questions about a contact on your case and whether you should or should not remove it, please contact us at 703-792-6875 or [dms@pwcgov.org](mailto:dms@pwcgov.org).

## Can I access ePortal on my phone?

Yes! One of the nice features about ePortal is that it can be viewed on any device, whether that be a phone, tablet, or any computer browser. The screen will easily adjust to whatever size screen you are accessing the application on.

## How do I find out what is being constructed at a location if I don't have the address?

From the main menu bar, click on the **Map** menu item. Find the location on the map and select/mark the area in question. The application should provide you with a list of permits/plans/etc. within the parcels you selected/marked. Also check out the link to our "Searching for Cases" PDF and Video within the [DMS Videos and User Guides](#) website.

## I can't find some of the custom fields I use to populate.

Scroll down through the whole list, you might find the field you are looking for in a different or unexpected location. Unfortunately, how the custom fields display on this new version of the application is not optimal. Instead of displaying the fields in two columns as they did in the old version of the application, they are now displayed in one single column and not always in the order you would expect. For example, on the mechanical residential zones section, all of the zone checkboxes (zones 1 through 6) appear above the fields for Heating BTU's and AC Tons (again zones 1 through 6). We hope to improve on the custom field layout in future upgrades. If you are still unsure or can't find what you are looking for, please contact us at 703-792-6875 or [dms@pwcgov.org](mailto:dms@pwcgov.org).

## I can't find a contact I want to add to my permit or plan. What should I do?

If you are trying to add a contact to a permit or plan you are linked to and can't find the contact after searching for it, it could be that the contact is not within our Global Contact Directory.



Please contact us at 703-792-6875 or [dms@pwcgov.org](mailto:dms@pwcgov.org) and we'll try to help find the contact or work with you to add them to our Global Directory for future use.

## Can I apply for permits online?

All residential trade contractors can apply for Electrical, Plumbing, Mechanical, Gas, Limited, and Storage Tank permits online. See video and user guide for instructions. ePortal users can also submit certain building plans online. See video and user guide for instructions. We hope to expand the application process to include other permits, such as commercial trades, demolition, and code modification requests.

## Can I use one of my saved template permits when applying for a trade permit off of a master building permit?

No. Unfortunately, you cannot use a saved template permit when applying for a trade permit off of the Master Building Permit. At this time, you can only use a template permit when applying for a "stand-alone" trade permit.

## Is there a way to figure out my fees without actually applying for the permit?

Yes, but only on permits which can currently be obtained online. So, at this time it would only apply to residential trade permits. However, we hope to expand it to other permits and plans in the near future. In the meantime, just click on the **Fee Estimator** menu item from the main menu bar and follow the steps as if you were applying. Please be aware that these are just "estimated" fees and are subject to change.

## Where do I go to Submit a Plan?

Once logged into your ePortal account click on the Apply button. If the plan is related to a "building permit", you need to apply through the permit, so click on the "Permit" button if you don't see it within the Trending menu.

If the plan is related to residential master building plan or other plan types, click on the "Plans" button. You can filter the list to narrow it down or scroll through the list. Each permit/plan has a detailed description listed, once you find the permit/plan you want to apply for, click on the Apply button.



## How can I make changes when on the Review & Submit Step?

Do NOT click on the “browser” back button but on the BACK button located at the bottom of each screen.

## Why does my plan status say Draft?

Once plans are submitted it will take 1-3 business days to complete quality control review. Once quality control is approved the fee will be invoiced. After payment has been processed, the plan status will be changed to Pending.

## Why don't I see attachments on my plan after submission?

They were received but they need to be reviewed by staff before and made available to the customer before you will be able to see them on the case. Documents are not made available for viewing on plan cases. All approved documents will be released to the customer by permits after issuance.

## Why do some of my plan comments appear within the Review tab of the case and others do not?

Depending on the security settings that the agency selected, you may or may not see comments in the Review tab on the case. Some agencies only allow you to view the completed comments once everyone is done, and other agencies allow you to view the comments as they are completed by each trade or agency. In some cases, the comments will only be found in the completed comment letter within the Attachments tab of the case.

## What types of plans can be submitted utilizing ePortal?

See Table 1 & 2 in the [Customer Electronic Plan Review \(ePlans\) Guide](#)

## Can I check to see what fees I have due online?

You can view fees that have been invoiced. Any future fees on the permit or plans will not appear in ePortal. For example: During submission you will see the filing fee once intake sends the invoice, however you will not be able to view the permit fee that will be due at permit issuance.

## Can I pay fees online?

Some fees can be paid online. If the fee has been invoiced by staff, you'll be able to pay that fee online. Ensure the payment option box is checked on the permit application.

## Can someone other than the applicant make a payment online?

Yes, but usually the applicant is invoiced. If anyone else is paying the fee they need to contact permits at 703-792-6924 to be invoiced.

## How do I schedule an inspection?

You can schedule an inspection either through the IVR (Interactive Voice Response) or ePortal: If you use the IVR, you must have a PIN number which is provided to you when your permit is issued. The IVR PIN can be found on your permit below the Issued Date or on ePortal if you query up the case. If you are still have issues finding your PIN number, please contact an administrative team member at 703-792-6875 or [dms@pwcgov.org](mailto:dms@pwcgov.org).

If you have an ePortal account which is linked to an active permit you can schedule inspections through ePortal. See the video and user guide for instructions.

## How do I cancel an inspection?

You can cancel through either IVR or ePortal prior to the inspection having a “scheduled” date.

That usually occurs around 10 PM on the evening before the requested inspection date.

Once the inspection has a scheduled date with an assigned inspector, the only way to cancel the inspection is to contact the inspections office by calling 703-792-7006.

## Can I receive automatic updates?

Yes, if you provide a valid email address you can receive the following types of automatic updates on cases you are linked to:

- QC Denial Notification

- Approved Plan Notification

- Permit Issuance

- Inspection Results

- Notification if the Temporary Occupancy Permit is set to expire within five days

- ePortal account approved

- ePortal account password reset

## How do I find out when my Inspector will be arriving?

You can check ePortal for today’s schedule of inspections and see where you fall on the list (example: 1 of 8; 4 of 12; etc.) and the estimated time frame of arrival (estimated start and end time). In addition, you should be able to see the 2-hour window of the inspection. See video and user guide for instructions. You can view without an account.