

# Online Portal User Tips

## Registering:

1. If you want to see all records for your company in our online portal, please send an email to [CSShelp@richmondgov.com](mailto:CSShelp@richmondgov.com) for assistance after you register for the portal

## General:

1. Use the navigation buttons found in the Online Portal to move around the portal, **DO NOT** use the Browser Back Button
2. BEFORE applying for a plan, confirm the property owner using one of the following methods:
  - a. Look up the property address/owner using the Map function in the header of the Online Portal
  - b. Look up the property address/owner using the Parcel Mapper link located under the Other Resources tab in the header of Online Portal
3. Invoices can be paid through the portal using the following credit cards: Visa, Mastercard, Discover

## Apply:

1. Confirm you are applying for the correct Plan Type and Work Class before you submit your application. If the Plan Type or Work Class are incorrect, the application will be denied and sent back to the applicant and a new application will need to be submitted with the correct information
2. When determining what Work Class to select keep the following in mind:
  - Heavy alteration is similar to new construction, light alteration involves minor structural work
3. Work Class descriptions are provided for each of the Plan Types

## Location:

1. If you have a property with a single digit address, and are not able to find the address in the Address Search, please email or come into the Permit Office, room 108, to process your application
2. When entering an address please follow the rules below:
  - a. Only use the street #, street direction and name
  - b. Do not use punctuation or spell out street direction or use street type:

- i. 900 East Broad Street    Incorrect
- ii. 900 E Broad Street    Incorrect
- iii. 900 E. Broad St.    Incorrect
- iv. 900 E Broad    Correct

NOTE: Less is more when it comes to entering data in a search

### Type:

1. Do not use ALL CAPS when entering a description
2. Be specific and include the information about the equipment being installed. (i.e.: 3.5 ton heat pump with duct work)
  - a. NOTE: Examples of correct descriptions are provided following this tip sheet
3. The description will be used by the inspector when performing inspections
4. Enter the total cost of the project in the Valuation field

### Contacts:

1. Please confirm you are entering the correct owner for the property
2. If you are not able to find the owner, please email or come into the Permit Office to process your application
3. Additional contacts can be added by selecting the contact type from the dropdown in the blue Add Contact box and clicking in the box

### More Info:

1. Complete ALL fields that are needed for your application  
Note: You can use the paper application as a guide to filling out this screen, however you do not need to upload the application as an attachment
2. Residential Plans: select "Plans: No", even if you are attaching site plans for an application
3. Commercial Plans: select "Plans: Yes" if you are submitting construction documents/plans
4. For a Mechanical and Gas applications, if the BTUs you are requesting are not listed, round up to the next value. Apply this to the tonnage on HVAC equipment as well.
5. The boiler BTU section is in MBTUs – so a 110,000 boiler should be entered as 110

### Attachments:

1. The application does not need to be added as an attachment
2. Site plans can be added even if you select "Plans: No" on the More Info screen
3. Site plans are required if the outdoor unit (i.e., generator/heat pump) is equal to or greater than 36" above grade, including the pad.

### Summary:

1. Confirm all information is correct before submitting your application  
Note: Changes cannot be made after the application has been submitted

2. If changes are needed, use the Back button to navigate to the screen needing correction, make the correction and use the Next button to navigate back to the Summary screen
3. You will need to scroll to the bottom of the screen to submit your application

Once you hit submit you will receive a submittal confirmation page. **Please note the Plan # or print this screen for reference, if needed.**

## **Sample Online Portal Descriptions for Residential Trades**

### **Plumbing – Residential**

- Install plumbing for new construction of single family dwelling- Install 25' of 4" sanitary & 25' of 1" water service, add fixtures; 1 water heater, 2 water closets, 1 bathtub, 2 lavatories, 1 kitchen sink, 1 washer connection, 1 dishwasher, 1 disposal & 7 drain traps.
- Plumbing including rough in & trim out for single family detached dwelling- Install 10' of 3" sanitary & 10' of 1" water service, add fixtures; 1 water heater, 1 water closet, 1 bathtub, 1 lavatory, 1 kitchen sink, 1 shower stall, 1 washer connection, 1 dishwasher & 1 disposal.
- Replace water line from meter to house with 50' of 1" service line at single family detached dwelling.
- Connecting 14' of 6" sanitary line from building to lateral at property line & connecting 24' of 1" water service from building to meter.

### **Mechanical – Residential**

- Install 1-2.5 ton heat pump system with duct work at single family detached dwelling. Dimensions: 35" above grade with pad x 26" x 26".
- Replace (1) 3 ton heat pump with (1) 3.5 ton heat pump. Dimensions: 37" above grade with pad x 25 ¾" x 27". Plot plan attached (*A plot plan showing the location of the heat pump is required as the height above grade is ≥ 36". When applying, upload this into the "Attachments" section.*)
- Install (1) 460k BTU gas boiler and related duct work.
- Install (1) 18k BTU pre-fab, direct vent, fireplace. No gas piping work involved.
- Reline furnace flue with stainless steel chimney liner.
- Replace existing AC with new (1) 2.5 ton AC and (1) 45K BTU gas furnace w/ AC. No duct work.

- Install (1) 1.5 ton mini split in 2nd floor addition bedroom.
- New detached garage/shop. Install new (1) 18K BTU mini split heat pump and small base board heat. Outdoor unit is under 36" high with base.

## Electrical – Residential

- Install power to new duplex with 2-200 amp service, units will be wired per NEC, & install low voltage wiring such as voice, data & TV, wire 2- 2 ton heat pumps.
- Install 200 amp panel in garage, install 50 amp 220v receptacle for car charger, and install 2 lights & 4 receptacles in garage at single family detached dwelling.
- Upgrade service from 100 amp to 200 amps. Install (2) 200 amp panels in duplex.
- Install (1) 12 KW (208,550 BTU) whole house generator. Top of unit with pad is less than 36" above grade.
- Replace meter box.
- Replace 3 wire range cable with 4 wire #8 copper NM cable.
- Install GFI plug and move switches.
- Installation of a photovoltaic flush roof solar PV System.

## Gas Piping – Residential

- Run new gas lines- 2' of 1 1/4" steel/iron, 25' of 3/4" & 15' of 1" CSST for connection to 1-199K BTU water heater, 1-80K BTU furnace & 1-34K BTU range.
- Run 20' of 1/2", 20' of 3/4" & 20' of 1" steel/iron gas piping for 1-200K BTU water heater, 1-90K BTU furnace & 1-90K BTU range.
- Install new (10') of 1" steel/iron and (100') of 3/4" CSST gas piping to connect new (10 40K BTU gas water heater, (10 40K BTU gas furnace and (1) 35K BTU gas range.
- Install new (50') of 1" of steel/iron gas piping to connect new (1) 199K BTU tankless gas water heater, (1) 150K BTU gas furnace and (1) 60K BTU gas furnace.
- Install new (10') 1/2" copper gas piping to connect new (1) 80K BTU gas range.

Install 18' of 3/4" steel/iron gas pipe to supply (1) future 90,000 BTU gas log set.