



Registration Guide - Goochland Citizen Self Portal

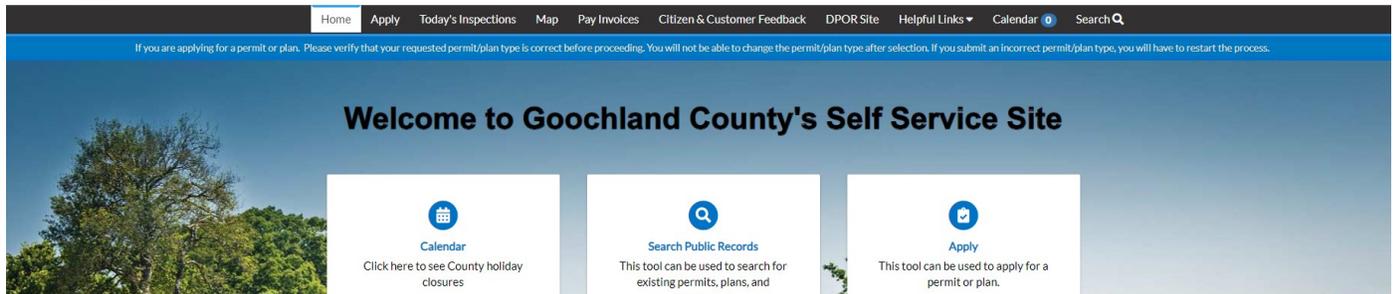
Accounts can be set up after November 15th

To set up an online CSS account, please visit <https://CommDevPortal.goochlandva.us>.

Go to top right and click "Login or Register"



Login or Register



A screen will populate telling you that you are being transferred by Goochland County to a secure site. Click Continue. You will then be directed to the below screen. Click "Sign up" on the bottom



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

Password

Remember me

[Sign in](#)

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

Before we go any further, we need to further explain the two contact type options for setting up online access accounts. **Please note: you will not be able to use the same email for multiple accounts. Each email is account specific.**

- Company Account
- Name Account

Company Account

A **Company Account** is recommended for companies who have more than one person applying or requesting inspections. Examples could include: Eagle Construction, Main Street Homes, Timmons Group, Townes Site Engineering, StyleCraft, Blue Ridge Custom Builders, Schell Brothers, Virginia Fire and Life Safety. Furthermore, a Company Account will have the ability to add/remove name account associations (more information later in this document).

A company will create a CSS log in using the Company's email address, mailing, and contact information. You may have to ask your I.T. professionals to set up a new email address specifically for this purpose.

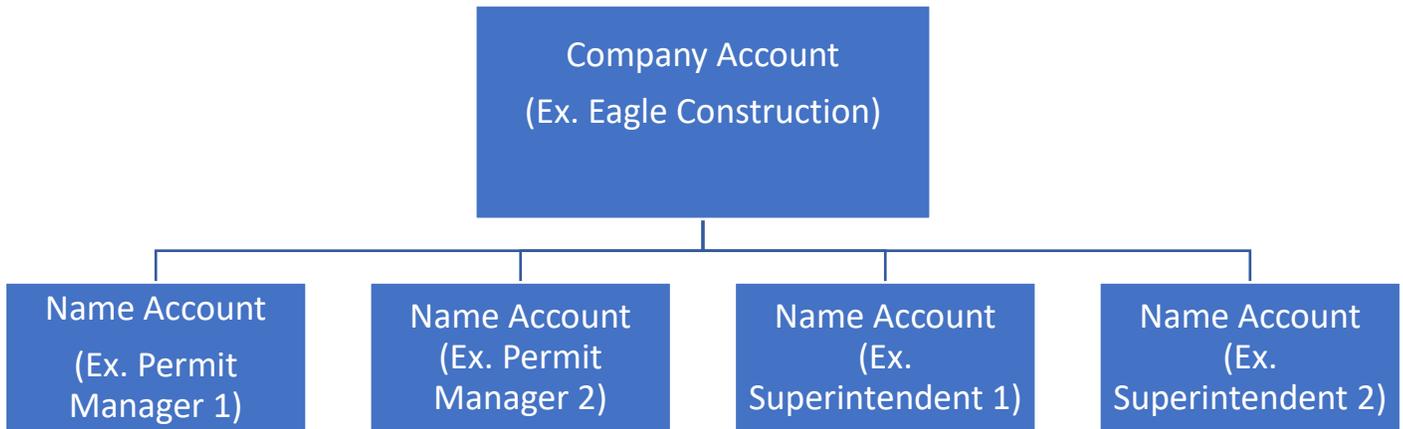
Goochland strongly recommends that the Company set up an email account that is separate from any specific person. This is helpful because the company will not have to update its contact information with the County if an employee leaves. Additionally, the company email will receive a lot of emails from our system such as invoices, receipts, permits, inspection results, items needed to process permits, etc. Someone from the Company (or multiple people from your company) will need access to check this email account and have the ability to forward emails to a specific people within the company for responses.

If a Company decides to not set up a Company email that is separate from a specific person, the email address they use to sign up for the CSS account will receive invoices, receipts, and communication regarding items needed for the permit/review, and inspection results for that company. This may work for small contractors with only one person who handles applications, payments, and inspections.

Goochland strongly recommends that any company with more than one employee who makes applications, or requests inspections, set up an email account that is separate from any specific person.

Name Account

A **Name Account** is a contact that is going to be associated with a Company Account. This would be an individual who may be responsible for one part of the development process such as application or requesting inspections. A single user will set up their CSS account using their own unique email address. They will be able to associate with a company after their registration is complete (more information later in this document). To provide a visual representation, please see the chart below.



In order for the company to get their legacy and work in progress permits, they will need to contact the Community Development office after they have set up their CSS account. More information can be found later in the document.

To summarize:

If your firm has multiple people who may apply, pay, or request inspections, you should set up a Company Account using a generic company email address that is monitored. Your employees will need to set up their own accounts using their own email addresses and then associate with the company through the portal (documentation later in this document).

Now that we have established the two types of contacts and how to choose which email to use when registering, let us continue the registration process.

Once you click Sign Up, you will be directed to this screen.

Email: Please enter in the email address of either the company account or individual account. You will not be able to use the email for multiple accounts.

Password: Enter in a password

Name: Enter in the name of the company if you are creating a company account or your name if you are creating a name account.

Click Sign Up



Create an account

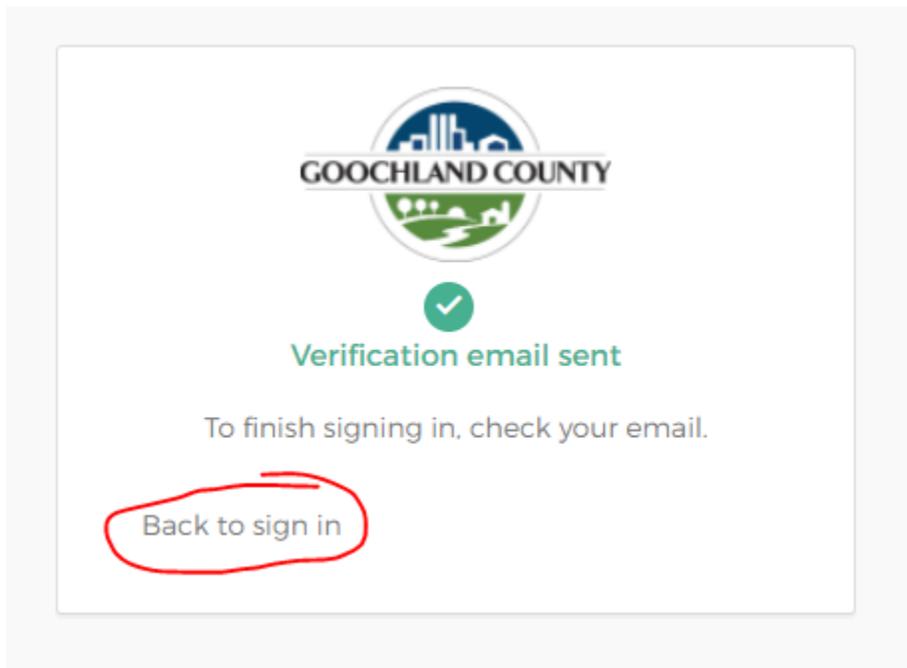
- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

* indicates required field

Sign up

[Back to sign in](#)

This screen will appear. Hit Back to Sign In.



Navigate to your email you used when creating the account. You will see an email from "Community Access Account"

Welcome to your Community Access account Inbox x

Community Access Identity <noreply@identity.tylerportico.com>
to me ▾



Hi Jane,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:

[Activate account](#)

This link expires in 7 days.

Click activate account

And it should link you back to the Sign in screen. If it does not link you back to the sign in screen, you may get a screen that looks like this:

The screenshot shows a user interface for managing account information. On the left, there is a sidebar with the following menu items: "Information", "Settings", and "Resources". The main content area is titled "Manage your information, privacy, and security to make Community Access work better for you." and contains several interactive cards:

- Personal information:** Includes an icon of a person and the text "View and update your personal information." with a "View information" button.
- Privacy settings:** Includes an icon of a person with a lock and the text "Manage your password and social media settings." with a "Manage security" button.
- Search for communities:** Includes an icon of a building grid and the text "Look for public organizations in your area and apps that can serve you." with a "Search communities" button.
- Your community history:** Includes an icon of a building grid and the text "Go to [Communities](#) to find public organizations in your area that can serve you."
- Community access benefits:** Includes an icon of a city skyline with a hot air balloon and the text "Learn more about Community Access." with a "Learn more" button.

If this happens, just navigate back to the main CSS portal log in screen and hit login/register.

Note: If you used a Gmail or Apple email, you can click on the options to sign in through your Google or Apple accounts. It will take you to your Gmail or Apple sign in screen. If prompted, you will need to enter your Gmail password, not your CSS password.

Or just type your email and CSS password to sign in.



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

Password

Remember me

You will then be prompted to go through a registration process.

Click Continue

Registration

Step 1 of 4: Acknowledgement

Welcome to the Goochland County Citizen Self Service Portal. The permitting system will send you emails regarding your applications and permits with Goochland County. Please check your spam and mark the email addresses as safe to ensure you receive all of your communication in a timely fasion.

Continue

Next you will enter in contact information. Notice that you cannot change the email address. **Remember if you are creating a Company Account, enter in the name of the Company in the First Name, Last Name, and Company fields.** If you are creating a Name account, **do not** need to enter in a company. Click Next

Dashboard Home Apply My Work Today's Inspections Map Pay Invoices Citizen & Customer Feedback DPOR Site Helpful Links Calendar Contact M

My Account

PERSONAL INFO ADDRESSES MY INVOICES MY BUSINESSES

Personal Info *REQUIRED

First Name	<input type="text" value="Goochland"/>
Middle Name	<input type="text"/>
Last Name	<input type="text" value="Test"/>
Company	<input type="text" value="Goochland Test"/>
Business Phone	<input type="text" value="(804) 556-5867"/>
Home Phone	<input type="text"/>
Mobile Phone	<input type="text"/>
Fax	<input type="text"/>
Other Phone	<input type="text"/>
* Email Address	<input type="text" value="GoochlandTest@gmail.com"/>
* Contact Preference	<input type="text" value="Email"/>

Save

Next you will enter in an Address

Registration

Step 3 of 4: Address

* Address	<input type="text" value="Street address, P.O. box. (required)"/>
	<input type="text" value="Apartment, suite, unit, floor, (optional)"/>
City	<input type="text"/>
State	<input type="text" value=""/>
Zip Code	<input type="text"/>
	<input type="button" value="Back"/> <input type="button" value="Next"/>

Last, you will need to sign and hit submit

Registration

Step 4 of 4: Signature

I hereby consent to receive automated emails and communication from Goochland County.

* Please type your name as consent to electronically sign this registration.

Enable Type Signature

Jane Doe
April, 13 2022

X Draw Signature Here

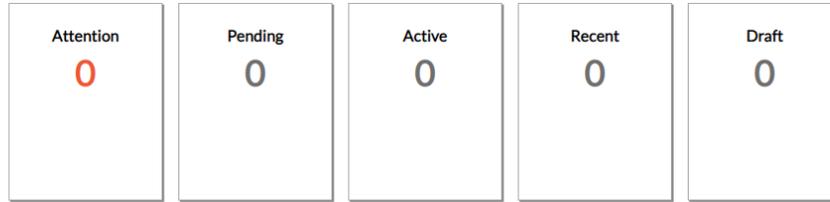
Clear

Back

Submit

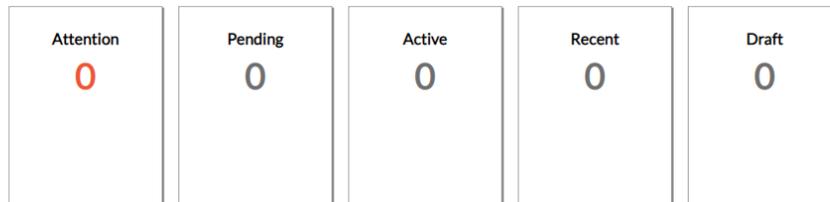
You have successfully created a CSS Account!

My Permits



[View My Permits](#)

My Plans



[View My Plans](#)

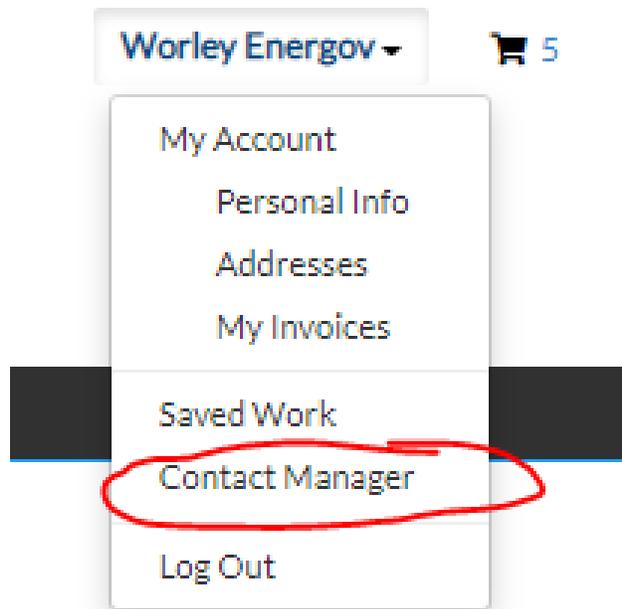
Now, notice you probably do not have any Work in Progress or legacy permits associated with your Company or Name. This is normal. Our old permitting system did not capture email address information so we had no way to link to your new account. We have set up an online form to request your old records be merged with your new account. Please click “Contact Merge Request” on the main CSS page or go to: <https://www.goochlandva.us/1226/Energov> to request access to your records. Please allow staff 2 business days to process this request. During this time that you do not have access to your existing records, please call or email in your inspection requests like you have done in the past.

The rest of this document contains information on how to link and unlink individual name accounts to Company accounts. Continue reading if you plan to have multiple people access the portal.

Adding/Removing Name Accounts

Now that you have set up your Company account, you will want to set up a personal Name account and others in your office will need to set up their name accounts. After the Name accounts are registered, you can manage your Company’s contacts through the CSS portal.

Go to the company’s log in name on top right of screen and choose Contact Manager.



Then search for the contact you wish to add. **Important to note: the contact must have set up a CSS account.** Check the box and hit "Add"

Contact Manager

MY FAVORITES **ASSOCIATES** MY ASSOCIATIONS

Associates

Here you are able to add associates, also known as sub contacts, to your account. Associates will mirror your access to cases, including the ability to toggle on/off visibility on the Dashboard, My Work, and your access to specific case details and actions.

Add Contact

Search: Exact Match

Contact ID	First Name	Last Name	Company	Email	Action
ID-000000013	Ashley	Parker			<input type="button" value="Add"/>
ID-000000052	Ashley	Parker			<input type="button" value="Add"/>
ID-000000179	Ashley	Parker			<input type="button" value="Add"/>
ID-000000180	Matthew	Parker	Parker's Generators		<input type="button" value="Add"/>
ID-000000182	Madi	Parker			<input type="button" value="Add"/>
ID-000000164	Chad	Wilkins	Convert Solar		<input type="button" value="Add"/>

Results per page 1 - 6 of 6 << < 1 > >>

Existing Associates

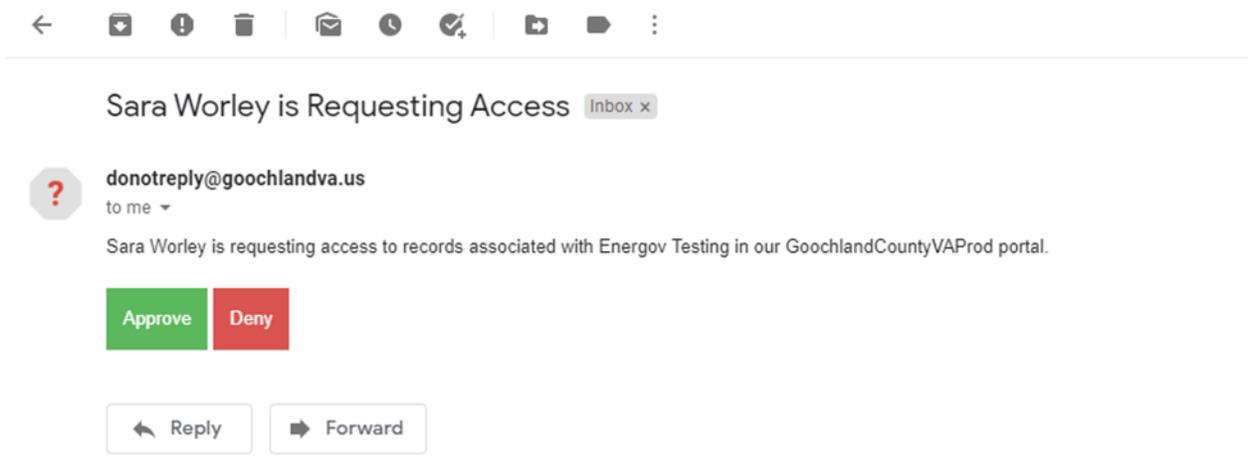
Contact ID	First Name	Last Name	Company	Email	Action
ID-000000188	Gary	Fisher			<input type="button" value="Approve"/> <input type="button" value="Deny"/>
ID-000000155	Sara	Worley	Energov Testing		<input type="button" value="Remove"/>

Results per page 1 - 2 of 2 << < 1 > >>

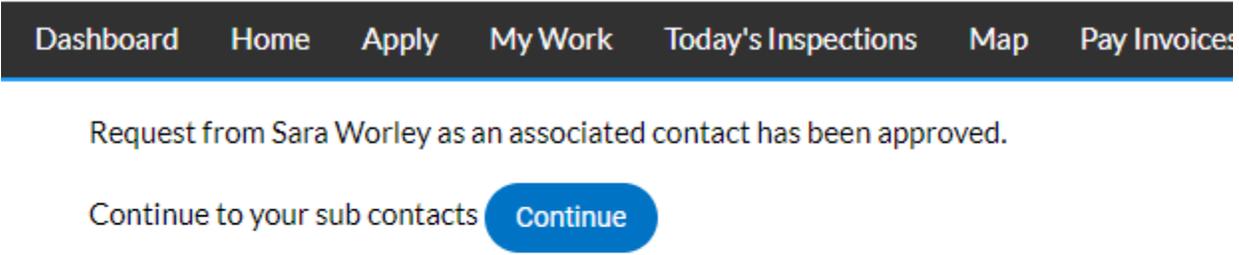
In the above example, I searched for *Parker* and I have several options to choose from. I would choose which one I wanted to add and hit Add. That contact would then be able to access my permits and would be added to the Existing Associates.

If I wanted to remove a contact, I would select the contact to remove, and hit remove. This would remove the contacts access to the records held by the company.

A Name Account can also request access to be added to a Company Account. When a request is made to access a Company Account, the email associated with the Company Account will receive an email asking them to verify access.



Clicking Approve or Deny will direct you to your CSS login and allow/deny the contact.



You would find the pending request under Existing Associates, in the below example, I have a pending request from Gary Fisher to get access to my company's records. If I wanted to approve that request, I would hit approve.

Contact Manager

MY FAVORITES ASSOCIATES MY ASSOCIATIONS

Associates

Here you are able to add associates, also known as sub contacts, to your account. Associates will mirror your access to cases, including the ability to toggle on/off visibility on the Dashboard, My Work, and your access to specific case details and actions.

Add Contact

Search: Exact Match

Contact ID	First Name	Last Name	Company	Email	Action
ID-00000013	Ashley	Parker			<input type="button" value="Add"/>
ID-00000052	Ashley	Parker			<input type="button" value="Add"/>
ID-00000179	Ashley	Parker			<input type="button" value="Add"/>
ID-00000180	Matthew	Parker	Parker's Generators		<input type="button" value="Add"/>
ID-00000182	Madi	Parker			<input type="button" value="Add"/>
ID-00000164	Chad	Wilkins	Convert Solar		<input type="button" value="Add"/>

Results per page 10 1 - 6 of 6 << < 1 > >>

Existing Associates

Contact ID	First Name	Last Name	Company	Email	Action
ID-00000188	Gary	Fisher			<input type="button" value="Approve"/> <input type="button" value="Deny"/>
ID-00000155	Sara	Workley	Energy Testing		<input type="button" value="Remove"/>

Results per page 10 1 - 2 of 2 << < 1 > >>

The sub-contact will now have access to see the Company's work and can apply and request inspections.

Dashboard Home Apply **My Work** Today's Inspections Map Pay Invoices Citizen & Customer Feedback DPOR Site Helpful Links Calendar 0 Search

My Work Include Energy Testing Records

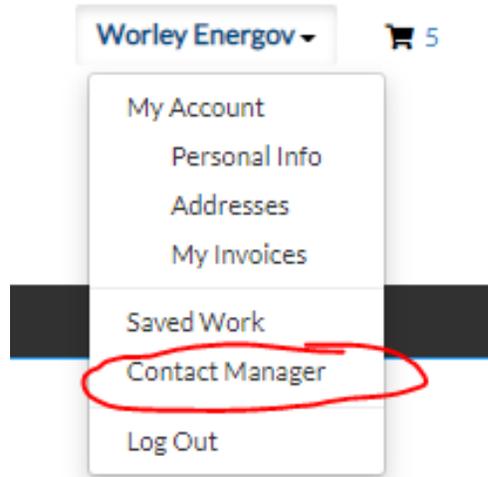
MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Permit Number	Project	Address	Permit Type	Status	Attention Reason
LDP-2022-00026		2420 GAMMONS CREEK D...	Land Disturbance Permit (C...	Active, Recent	
BPR-2022-00110		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPR-2022-00106		1847 ABBEYFIELD RD MAL...	Residential Building New Co...	Active, Recent	
ELVR-2022-00001		1713 REED MARSH LN GO...	Elevator (Residential)	Active, Recent	
BPR-2022-00108		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPR-2022-00109		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPR-2022-00107		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPC-2022-00037		1152 CORDIAL CT MANAK...	Commercial Building Addition	Active, Recent	
BPR-2022-00101		2317 DAVIS MILL RD GOO...	Residential Building New Co...	Active, Recent	

Requesting to be added to a Company Account

If you are registering as a Name Account, you may request access to the Company Account through the CSS portal.

Go to your log in name on top right of screen and choose Contact Manager.



Then search for the company that you want to associate with and click Request Access

Contact Manager

MY FAVORITES MY ASSOCIATIONS

My Associations

Here you can request access to your company(s) cases. Search for your company below. If it has been set up it will appear in the list. Click on the Request Access button to send an email to the company administrator requesting access.

Add Contact

Search: Exact Match

Contact ID	First Name	Last Name	Company	Email	
ID-00000085	Sara	Worley	Energov Testing	worleyenergovtest@gmail.com	<input type="button" value="Request Access"/>
ID-00000029	Joe	Smith	Acme Test Company	test@test.com	<input type="button" value="Request Access"/>

Results per page: 1 - 2 of 2 << < 1 > >>

A draft of an email request will pop up. The requestor can add details. The highlighted words are an example.

Request Access Form

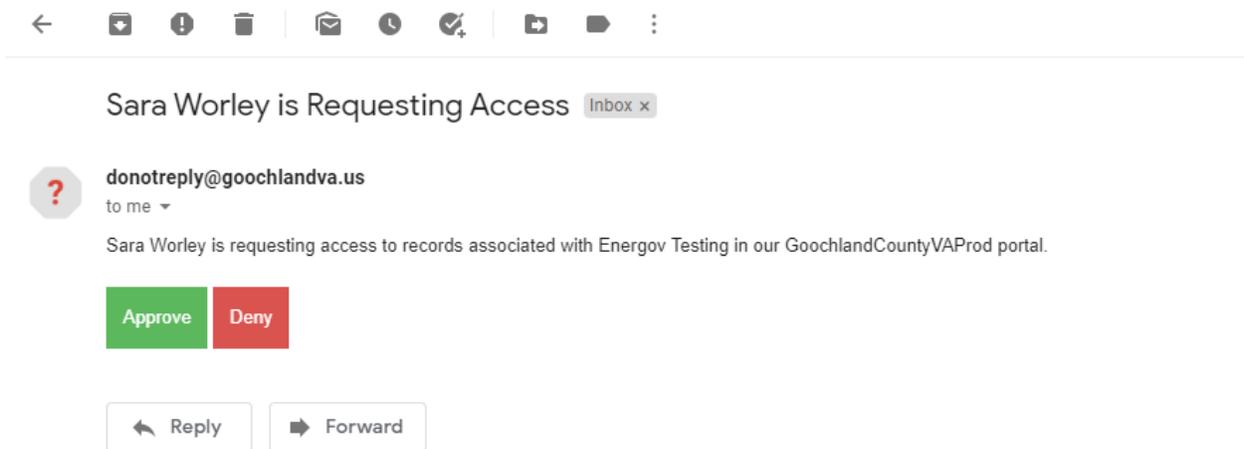
To: Energov Testing

* Subject: Sara Worley is Requesting Access

* Message: Sara Worley is requesting access to records associated with Energov Testing in our [GoochlandCountyVAProd](#) portal. I am a new hire and need access to company records.

Cancel Send

The company's email contact will receive an email asking if they want to confirm the association.



This will direct them to their CSS login and allow the contact.

Request from Sara Worley as an associated contact has been approved.

Continue to your sub contacts [Continue](#)

You will now have access to see the Company's work and can apply and request inspections.

Dashboard Home Apply **My Work** Today's Inspections Map Pay Invoices Citizen & Customer Feedback DPOR Site Helpful Links Calendar Search

My Work Include Energov Testing Records

MY INVOICES **MY PERMITS** MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search...

Display Active Export to Excel

Permit Number	Project	Address	Permit Type	Status	Attention Reason
LDP-2022-00026		2420 GAMMONS CREEK D...	Land Disturbance Permit (C...	Active, Recent	
BPR-2022-00110		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPR-2022-00106		1847 ABBEYFIELD RD MAI...	Residential Building New Co...	Active, Recent	
ELVR-2022-00001		1713 REED MARSH LN GO...	Elevator (Residential)	Active, Recent	
BPR-2022-00108		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPR-2022-00109		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPR-2022-00107		1713 REED MARSH LN GO...	Residential Building New Co...	Active, Recent	
BPC-2022-00037		1152 CORDIAL CT MANAK...	Commercial Building Addition	Active, Recent	
BPR-2022-00101		2317 DAVIS MILL RD GOO...	Residential Building New Co...	Active, Recent	

Please let us know if you have any questions or run into any issues while setting up your CSS account. Please email CommDev@goochlandva.us or call 556-5860 for assistance.