



PRINCE WILLIAM
COUNTY

How do I check the status of my permit/plan?

Version 2022_1201

Scenarios:

- **#1** – You've applied for a permit via the ePortal and want to check the status.
- **#2** – You have a project that requires a plan case number and want to check the status of that plan case.



Scenario #1: Checking Permit Status

- Once you've successfully applied for a permit via the ePortal you will receive confirmation of the submission and a permit number will be generated. Upon login to the ePortal you can click on the **"Dashboard"** button where you will then see the following overview sections: **My Permits, My Plans, My Inspections, and My Invoices.**
- Go to the My Permits section and click on the **"Pending"** icon. This will bring you to another page where you will see a list of your pending permit(s). From that screen you can see what the status of the permit is.

Dashboard Home Apply **My Work** Today's Inspections Map Fee Estimator Search Q Hearings and Meetings Calendar I Want To...

MY INVOICES **MY PERMITS** MY EXISTING INSPECTIONS

Search... Export to Excel

Display All Records Updated In Last 120 Days

Permit Number	Project	Address	Permit Type	Status	State
BLD2023-01			Building Commercial Alteration/Repair	Draft	Recent, Pending

Dashboard Home Apply My Work Today's Inspections Map Fee Estimator Search Q Hearings and Meetings Calendar I Want To...

Attention Developers, Engineers, Business Owners, and Homeowners!
New Expanded ePortal Services!

We are pleased to announce that customers can now submit **ZONING APPROVAL** applications online in ePortal. We encourage customers to take advantage of the many benefits of ePortal. A user's guide on how to submit a zoning application can be found [here](#). Submitting zoning approval applications online via ePortal is voluntary, but will eventually become mandatory, due to increased high-volume demand.

My Permits

Attention 0	Pending 1 Building Comm... 1	Active 0	Recent 1 Building Comm... 1	Draft 0
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• View My Permits

My Plans

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
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• View My Plans

My Inspections

Requested 0	Scheduled 0	Closed 0
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• View My Inspections

My Invoices

Current	\$0.00
Past Due	\$0.00
Total	\$0.00

• View My Invoices

Scenario #1: Checking Permit Status - Continued

- If you click on the permit number it will bring you to the permit homepage screen where you will be able to see more detailed information.
- To upload items into a permit simply go into the **"Attachments"** tab and click **"Add Attachment."** Please note – attached documents will only be viewable to customers once they have been approved by staff (they will not be immediately viewable upon successful upload). The ePortal will give confirmation once items have been successfully uploaded.
- If the permit status says **"Draft"** then it has made it to our list of permits to Quality Control (QC) process. *The standard processing time for new draft submissions is between one to three business days.*
- If the permit submission passes QC then staff will either approve the permit or route it to the applicable reviewer(s) for approval.
- If the permit submission does not meet QC then Plan Intake staff will QC deny the submission and send out a QC Denial Report detailing what the deficiencies are.

Dashboard Home Apply My Work Today's Inspections Map Fee Estimator Search Q Hearings and Meetings Calendar I Want To...

Permit Number: BLD2023-0123456789

Permit Details | Tab Elements | Main Menu

Type:	Building Commercial Alteration/Repair	Status:	Draft	Project Name:	
IVR Number:	██████████	Applied Date:	██████████	Issue Date:	
District:	██████████	Assigned To:		Expire Date:	
Square Feet:	180.00	Valuation:	\$25,000.00	Finalized Date:	
Description:	Alteration/Repair Buildout of Cleanroom				

Summary Locations Fees Inspections Attachments Contacts Sub-Records More Info

Progress

0% Completed

- Completed
- In Progress
- Not Started

Workflow

Available Actions

No Actions

Fees

\$0.00

View Details

Scenario #2: Checking Plan Status

- Preface: Plan Intake Staff will generate any plan review case numbers for projects where they are required. During this process, any contacts on the Permit case are added into the plan case. The associated permit(s) are then linked back to the plan case. Once generated, you will have access to the plan case via the ePortal.
- To check an existing plan status on the ePortal you simply login, click on **"Dashboard"**, and then go down to **"My Plans."** From there click on the **"Pending"** box and locate your associated plan case number.
- From there you will be able to see the plan case status. Please note – cases more than 120 days old may appear in the **"My Work"** tab.

The screenshot shows the ePortal dashboard. At the top, there is a navigation bar with 'Dashboard' highlighted. Below the navigation bar, there is a section for 'New to ePortal or just need help using this site?' with links to help videos and documents. The main content area is divided into two sections: 'My Permits' and 'My Plans'. 'My Permits' shows five categories: Attention (0), Pending (0), Active (0), Recent (0), and Draft (0). 'My Plans' shows five categories: Attention (0), Pending (1), Active (0), Recent (1), and Draft (0). The 'Pending' box in 'My Plans' is highlighted with a red circle and contains the text 'Building Residential... 1'.

The screenshot shows the 'My Work' section of the ePortal. The navigation bar at the top has 'My Work' highlighted. Below the navigation bar, there are tabs for 'MY INVOICES', 'MY PERMITS', 'MY PLANS', and 'MY EXISTING INSPECTIONS'. The 'MY PLANS' tab is selected. Below the tabs, there is a search bar and a 'Display' dropdown menu set to 'Pending'. Below the search bar, there is a table with the following columns: Plan Number, Project, Address, Plan Type, Status, and State. The table contains one row with the following data: Plan Number: BPR2023-..., Project: [redacted], Address: [redacted], Plan Type: Building Residential Alteration/Repair Plan, Status: Pending, State: Recent, Pending.

Scenario #2: Checking Plan Status - Continued

- Additionally, if you click on the plan number it will bring you to the plan case homepage where you will be able to see more detailed information.
- Please note – to upload items into a plan case simply go into the “**Attachments**” tab and click “**Add Attachment.**” This section is also where you will be able to access correspondence and any approved documents.
- If the Plan Status says “**QC Assigned**” then Plan Intake Staff is currently working on performing the QC process.
- If the Plan Status says “**QC Denied**” then the submission has not passed QC. Submissions that have not passed QC will have a detailed QC Denial Report available in the Attachments tab which detail any deficiencies.
- If the Plan Status says “**Pending**” then the review is still open and ongoing. Please note – the status will also say “Pending” when Plan Review has placed the review on hold requiring any correction(s). The customer will receive notification of any required corrections and will have access to any plan review corrections reports within the attachments tab.
- If the Plan Status says “**Approved**” then the review has been successfully completed. Customers will receive notification once this occurs. Next, typically within 48 hours of the plan being approved the Permitting Department will send out permit issuance instructions detailing the last steps to complete to have the permit issued out.

The screenshot displays a web interface for plan management. At the top, a navigation bar includes links for Dashboard, Home, Apply, My Work, Today's Inspections, Map, Fee Estimator, Search, Hearings and Meetings Calendar, and I Want To... The main content area shows plan details for Plan Number BPR2023. The status is 'Pending'. The page includes a progress chart showing 33% completed, a fees section showing \$0.00, and tabs for Summary, Locations, Fees, Reviews, Attachments, Contacts, Sub-Records, and More Info. The description of the plan is 'STRUCTURAL A/R WIDENING OPENING IN LOAD BEARING WALL 5' TO 10'.

Field	Value
Type	Building Residential Alteration/Repair Plan
Status	Pending
Project Name	
IVR Number	
Applied Date	
Expiration Date	
District	
Assigned To	
Completion Date	
Square Feet	0.00
Description	STRUCTURAL A/R WIDENING OPENING IN LOAD BEARING WALL 5' TO 10'

Progress: 33% Completed

Fees: \$0.00

Workflow: [Empty]

Available Actions: No Actions

Plan Statuses

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