Prince William County offers an IVR (Interactive Voice Response) system to our customers for their use as an option to scheduling their inspections. You may use the automated phone system to Schedule or Cancel inspections and review Building Permit Status. The phone number is 1-866-457-5280.

In order to schedule or cancel your inspection through the IVR, you must have the Permit IVR PIN number. This is a 6 digit number that is assigned to your permit at time of creation.

To locate the pin number, you have two options.

1. The easiest is to simply look at your posted permit. The IVR PIN number is located at the top on the right hand side below the Issued Date.

2. The second option to locating the IVR PIN Number is through the ePortal/CSS webpage at https://www.pwcgov.org/eportal/

Next Click on the SEARCH menu.
From this screen type the case number you are looking for and make sure EXACT PHRASE is checked. Then click SEARCH.

From the search results, select the permit number so that the permit opens.

Expand the top section by clicking on the “down arrow” below the print icon.

The IVR PIN Number will be located on the left below Permit Type.
### Permit Details

**Permit Number:** ELE2019-04999

<table>
<thead>
<tr>
<th>Type</th>
<th>Status</th>
<th>Project Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical Residential Alteration &amp; Repair</td>
<td>Issued</td>
<td></td>
</tr>
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**IVR Number:** 628218

**Applied Date:** 06/18/2019

**Issue Date:** 06/20/2019

**District:** 27 - Neabsco

**Assigned To:**

**Square Feet:** 0.00

**Valuation:** $11,529.00

**Finalized Date:**

**Description:** 30 ROOFTOP MOUNTED SOLAR PANELS