



VILLAGE OF PINEHURST
Permit Center



ACCELA CITIZEN ACCESS (ACA) TUTORIAL

VILLAGE OF PINEHURST

395 MAGNOLIA ROAD

PINEHURST, NC 28374

PHONE 910-295-1900

ACCOUNT MANAGEMENT

How to Register for an Account

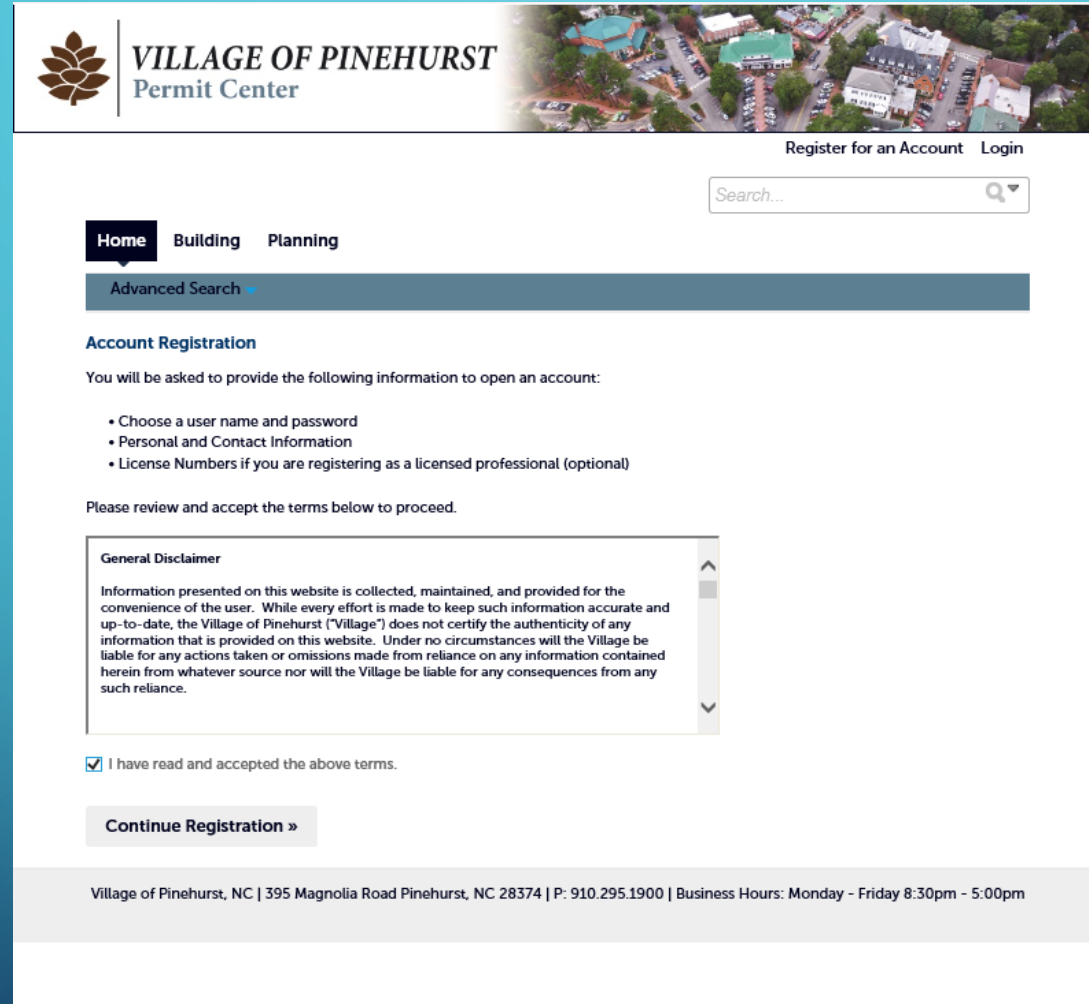
1) For first time users please “Register for an Account”

- For returning customers please continue to login with your existing credentials.

2) Go to <https://aca3.accela.com/pinehurst> . At the top right you can Login or Register for an Account. You can also use the link below the login button by clicking on “New Users”.

The screenshot shows the Village of Pinehurst Permit Center website. At the top right, there is a navigation bar with the text "VILLAGE OF PINEHURST Permit Center" and an aerial photo of the village. Below this, there are links for "Accessibility Support", "Register for an Account" (circled in red), and "Login". A search bar is also present. The main content area has a navigation menu with "Home", "Building", and "Planning". Below the menu is an "Advanced Search" bar. The main content area is divided into two columns. The left column contains a welcome message and a list of services. The right column contains a login form with fields for "User Name or E-mail" and "Password", a "Login »" button, and a link for "New Users: Register for an Account" (circled in red). Below the login form, there are sections for "General Information", "Building", and "Planning", each with a list of services.

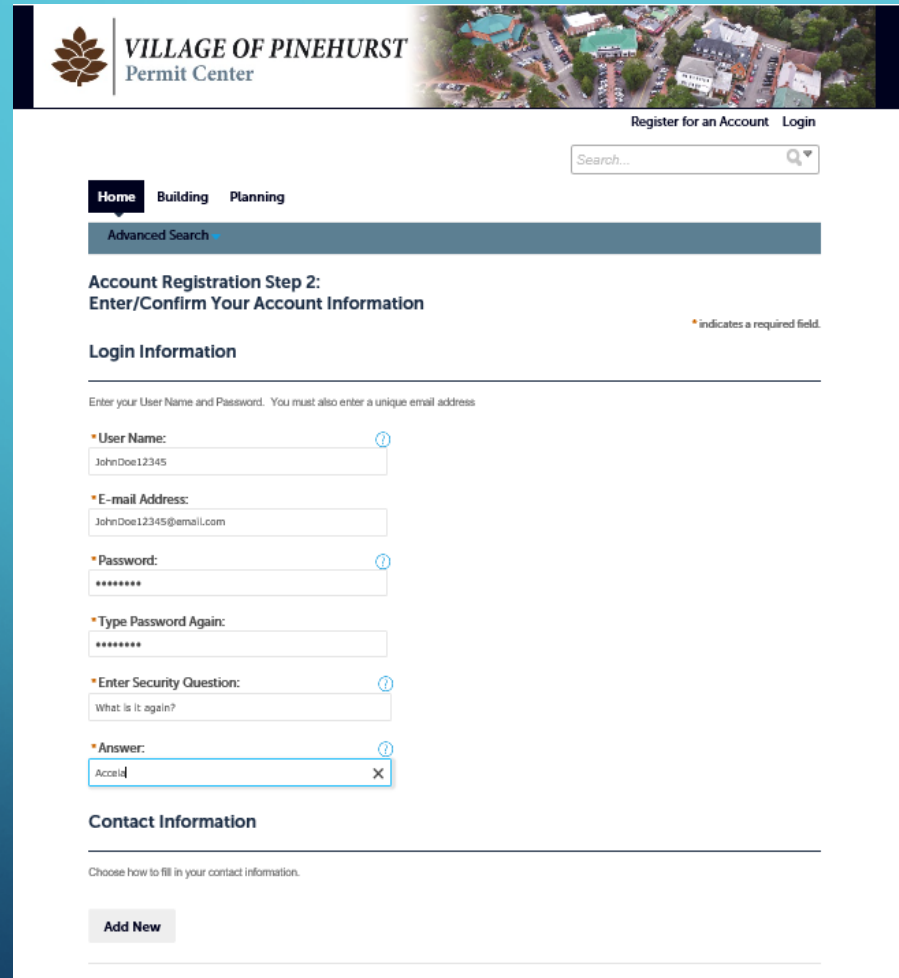
3) After you have read and agree to the terms of use, check the box “I have read and accept the above terms” and click “Continue to Registration”.



The screenshot displays the Village of Pinehurst Permit Center website. At the top left is the logo, a stylized leaf, followed by the text "VILLAGE OF PINEHURST Permit Center". To the right is an aerial photograph of the village. Navigation links for "Home", "Building", and "Planning" are visible, with "Home" selected. A search bar is located in the top right corner. Below the navigation is an "Advanced Search" button. The main content area is titled "Account Registration" and includes the text: "You will be asked to provide the following information to open an account:" followed by a bulleted list: "Choose a user name and password", "Personal and Contact Information", and "License Numbers if you are registering as a licensed professional (optional)". Below this is the instruction: "Please review and accept the terms below to proceed." A scrollable box titled "General Disclaimer" contains the text: "Information presented on this website is collected, maintained, and provided for the convenience of the user. While every effort is made to keep such information accurate and up-to-date, the Village of Pinehurst ('Village') does not certify the authenticity of any information that is provided on this website. Under no circumstances will the Village be liable for any actions taken or omissions made from reliance on any information contained herein from whatever source nor will the Village be liable for any consequences from any such reliance." Below the disclaimer is a checked checkbox with the text "I have read and accepted the above terms." and a "Continue Registration »" button. The footer contains the address "Village of Pinehurst, NC | 395 Magnolia Road Pinehurst, NC 28374 | P: 910.295.1900 | Business Hours: Monday - Friday 8:30pm - 5:00pm".

Village of Pinehurst, NC | 395 Magnolia Road Pinehurst, NC 28374 | P: 910.295.1900 | Business Hours: Monday - Friday 8:30pm - 5:00pm

4) Next, please fill out the information you would like to use to login. (You will need to remember this information to use Accela in the future). After your information is complete and accurate, under “**Contact Information**” click “**Add New**”. (This is required to register your account.)



The screenshot shows the 'VILLAGE OF PINEHURST Permit Center' website. At the top right, there are links for 'Register for an Account' and 'Login'. Below the header is a search bar with the text 'Search...'. A navigation menu includes 'Home', 'Building', and 'Planning'. A dark bar contains the text 'Advanced Search'. The main heading is 'Account Registration Step 2: Enter/Confirm Your Account Information', with a note '* indicates a required field.' Below this is the 'Login Information' section, which includes instructions: 'Enter your User Name and Password. You must also enter a unique email address'. The form fields are: '* User Name:' (JohnDoe12345), '* E-mail Address:' (JohnDoe12345@email.com), '* Password:' (masked with asterisks), '* Type Password Again:' (masked with asterisks), '* Enter Security Question:' (What is it again?), and '* Answer:' (Accela). Below the 'Login Information' section is the 'Contact Information' section, which includes the instruction 'Choose how to fill in your contact information.' and an 'Add New' button.

5) Select the Contact type you are using.

The screenshot shows the Village of Pinehurst Permit Center website. The header includes the logo and name, an aerial photo, and links for 'Register for an Account' and 'Login'. A search bar is present. The main navigation has 'Home', 'Building', and 'Planning'. Below is an 'Advanced Search' bar. The page title is 'Account Registration Step 2: Enter/Confirm Your Account Information'. A note states '* indicates a required field.' The 'Login Information' section contains fields for 'User Name' (filled with 'JohnDoe12345'), 'E-mail Address' (filled with 'JohnDoe12345@email.com'), 'Password', 'Type Password Again', 'Enter Security Question' (filled with 'What is it again?'), and 'Answer' (filled with 'Accela'). A 'Contact Information' section is partially visible at the bottom. A modal window titled 'Select Contact Type' is open, showing a dropdown menu with 'Type:' and options: 'Select', 'Individual', and 'Organization'. 'Continue' and 'Discard Changes' buttons are at the bottom of the modal.

5) Enter your Contact Information and hit "Continue".

The screenshot shows a web application interface for account registration. At the top, there are navigation links for 'Home', 'Building', and 'Planning', and a search bar. Below this is an 'Advanced Search' section. The main content area is titled 'Account Registration Step 2: Contact Information'. The form includes several input fields: 'First' (Johnathan), 'Middle', 'Last' (Doe), 'Home Phone', 'Work Phone', 'Mobile Phone', 'E-mail' (JohnDoe12345@email.com), and 'Preferred Channel' (Email). There is also a 'Birth Date' field with a calendar icon. Below the form is a section for 'Contact Addresses' with a table showing 0 records. At the bottom, there are buttons for 'Add New' and 'Continue Registration »'.

Home Building Planning

Advanced Search

Account Registration Step 2:

Contact Information

Individual/Organization:
Individual

First: Johnathan Middle: Last: Doe

Home Phone: Work Phone: Mobile Phone:

E-mail: JohnDoe12345@email.com Preferred Channel: Email

Birth Date:

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

| Action | Address Type | Address | Recipient | Status |
|-------------------|--------------|---------|-----------|--------|
| No records found. | | | | |

< >

Add New

Continue Registration »

Village of Pinehurst, NC | 395 Magnolia Road Pinehurst, NC 28574 | P: 910.295.1900 | Business Hours: Monday - Friday 8:30am - 5:00pm

6) You should get a message displaying that your “**Contact was added successfully**”. From there you can edit or delete your profile. Or you can add additional Contact information.

Contact Information

Choose how to fill in your contact information.

✔ **Contact added successfully.**

Johnathan Doe
JohnDoe12345@email.com
Home phone:
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

▼ **Contact Addresses**

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

| Action | Address Type | Address | Recipient | Status |
|-------------------|--------------|---------|-----------|--------|
| No records found. | | | | |

7) Click continue registration at the bottom and on the next page you should receive another notification that your account was added successfully, and you can now proceed to login.

VILLAGE OF PINEHURST
Permit Center

Register for an Account Login

Search...

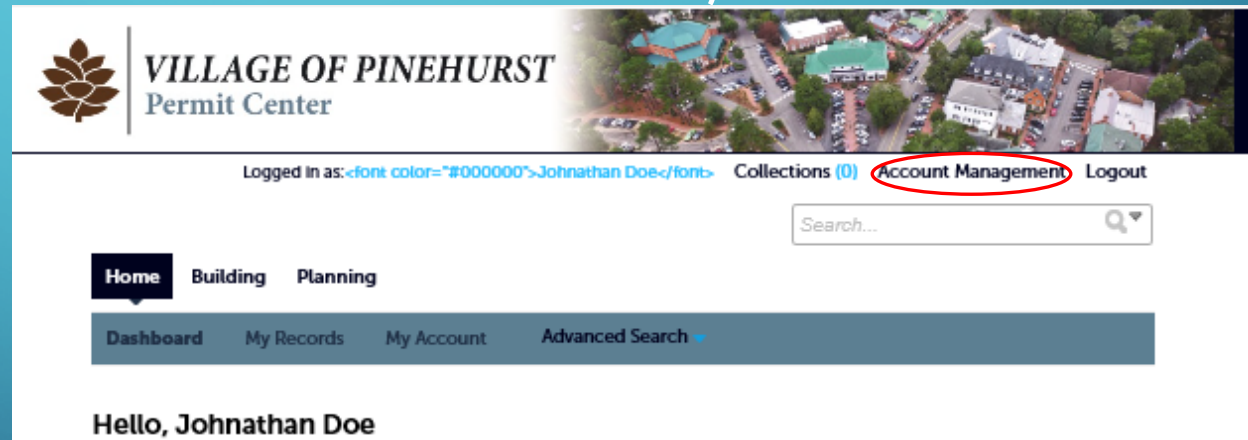
Home Building Planning

Advanced Search

✔ Your account has been created successfully. You can login immediately using your User Name and Password

HOW TO LINK A PROFESSIONAL LICENSE TO YOUR ACCOUNT

1) Once you log into Accela, in the top right-hand corner click “**Account Management**”. (You will be asked for a license number)



1) To add a License, click “Add License”

The screenshot shows a user account management page. At the top, there are navigation tabs for 'Home', 'Building', and 'Planning'. Below these is a secondary navigation bar with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The main content area is titled 'Manage Your Account' and includes a sub-section 'Account Type' with the text 'Citizen Account'. Below that is 'Login Information' with an 'Edit' button. The 'License Information' section contains the text 'Add a License' circled in red. Below this is a table with columns for 'State License #', 'License Type', 'Issued On', 'Expired Date', 'Status', 'Action', and 'Country', which currently shows 'No records found.' The bottom section is 'Contact Information'.

Home Building Planning

Dashboard My Records My Account Advanced Search

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account

Login Information Edit

User Name: JohnDoe12345
E-mail: JohnDoe12345@email.com
Password: *****
Security Question: What is it again?

License Information Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) will need to be validated by the agency before you can use it.

Showing 0-0 of 0

| State License # | License Type | Issued On | Expired Date | Status | Action | Country |
|-------------------|--------------|-----------|--------------|--------|--------|---------|
| No records found. | | | | | | |

Contact Information

3) Please enter License Type and License Number (**numbers only**) and click “**Find License**”

4) Once you have found your **License Information**, click on “**Connect**”.

Home Building Planning

Dashboard My Records My Account Advanced Search

Updating Your Account:
Adding a License:

By adding a professional license you may gain access to additional features in the Citizen Portal. Select a license type and enter a license number to look up your license. Your license must be valid and active to be added to your citizen account. If your license does not display, contact the Agency.

* indicates a required field.

License Information

*License Type: Architect *License Number:

Find License

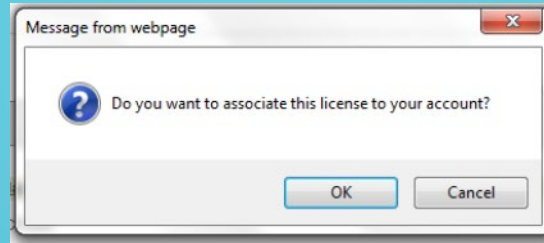
License Information

Showing 1-1 of 1

| License Number | Type | Business Name | Name | License Expiration | Action |
|-------------------------|----------------------|-----------------|------------|--------------------|----------------|
| NC14589 | Contractor - General | JJ CONSTRUCTION | Joe Albany | Valid | Connect |

Search Again »

5) Once you click **“Connect”**, you will be prompted to confirm that this is the license you want to associate with your account. Click **“OK”**.

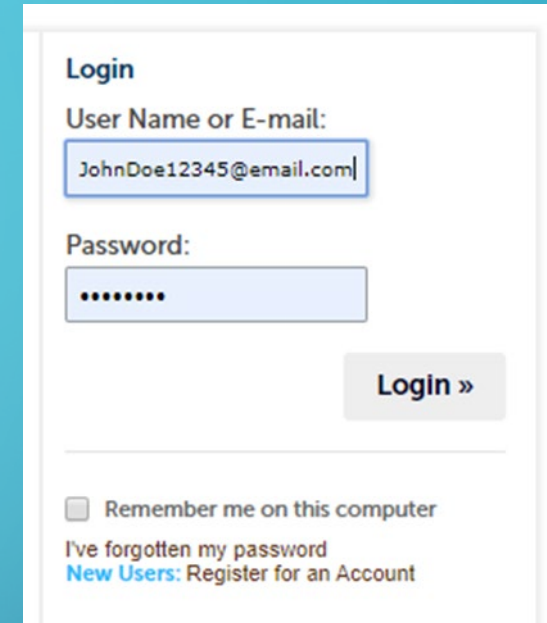
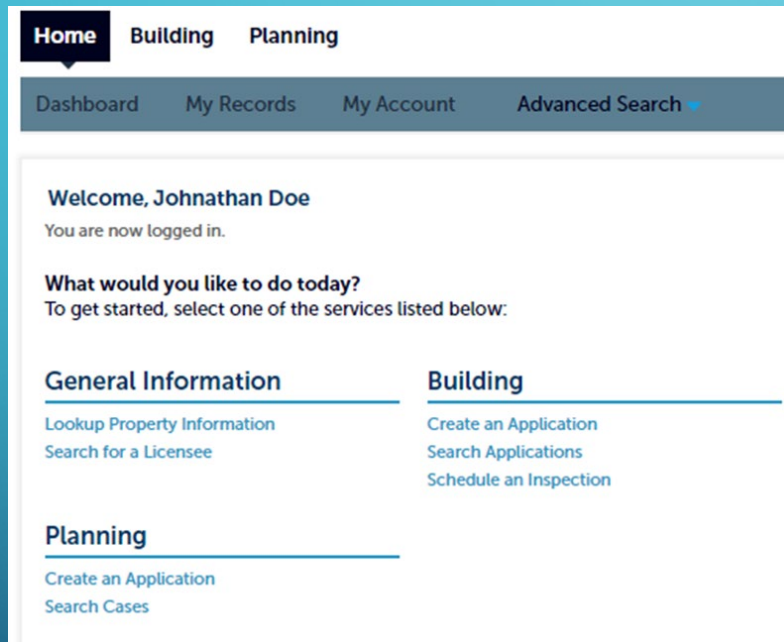


HOW TO APPLY FOR PERMITS

- 1) Once you have created your account in ACA you can now:
 - Apply for permits
 - Check Plan Review workflow status
 - Review building Permit status
 - Review inspection results for issued permits
 - Schedule inspections
 - Search permit Activity
 - Map permit Activity
 - Lookup property Information
 - Search for a license
 - View announcements
 - Manage collections
 - Easily manage all your applications and check status.

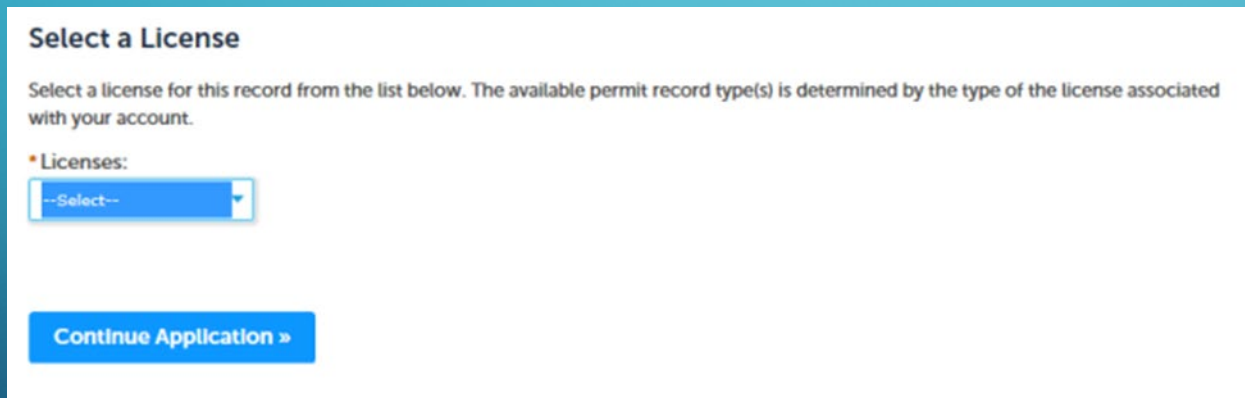
2) Once you Login using your existing credentials, click on the “Home” Button (to see screen as shown on the following page).

3) On the Home Screen select “Create Application”



4) Once you have read and agree to the terms, please check “I have read and accept the above terms”. Then click “Continue Application”.

5) Next, if you have added your state license information to your “**Account Management**”, you will select your license from the drop down and then Continue Application. If you are not a licensed contractor, please see Step 6.



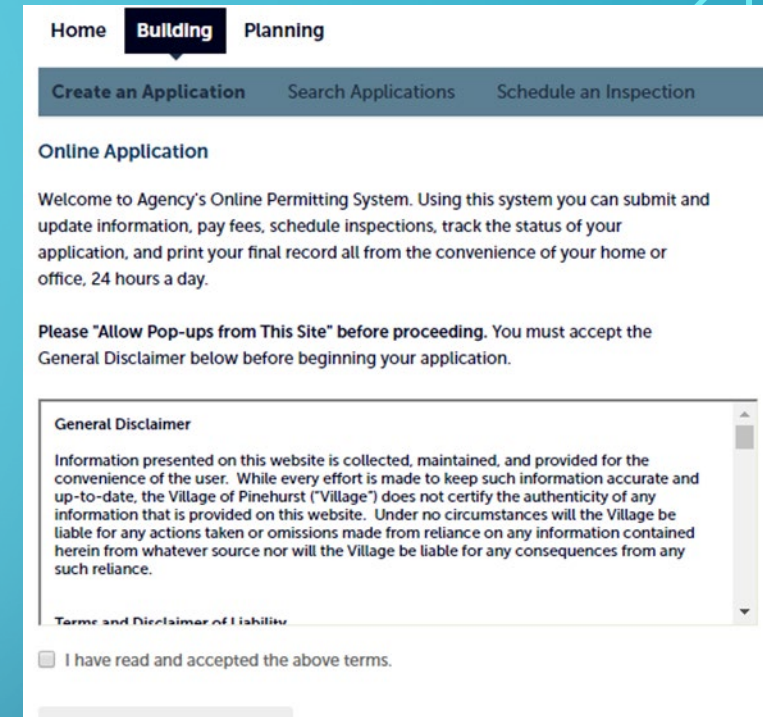
Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

Licenses:

--Select--

[Continue Application >](#)



Home **Building** Planning

Create an Application Search Applications Schedule an Inspection

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

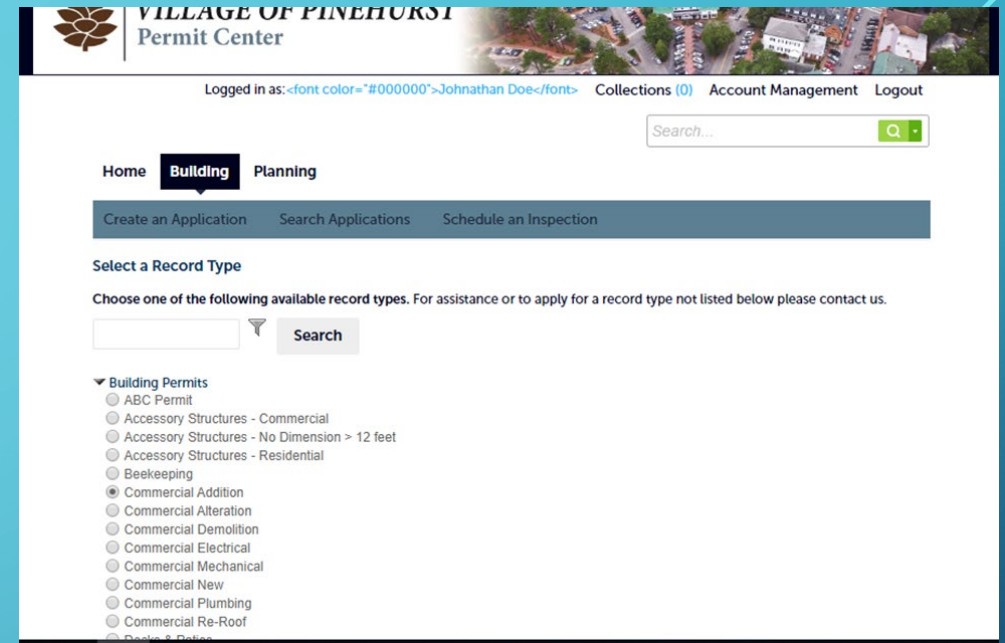
Information presented on this website is collected, maintained, and provided for the convenience of the user. While every effort is made to keep such information accurate and up-to-date, the Village of Pinehurst ("Village") does not certify the authenticity of any information that is provided on this website. Under no circumstances will the Village be liable for any actions taken or omissions made from reliance on any information contained herein from whatever source nor will the Village be liable for any consequences from any such reliance.

Terms and Disclaimer of Liability

I have read and accepted the above terms.

6) You are now ready to choose the type of permit that you need. As an example, we will demonstrate a **Commercial Addition Permit**.

7) Next, enter as **few** values as possible to search (i.e. just the "Street No." and "Street Name"). A general search will return a list of results from which you can select your specific address. If you want to change the initial address searched, please make sure to use the **Clear** button before searching again. Please just put in the street number and street name. Do not fill out all fields. The more general address search, the more likely you are to find the correct address. (See next page for an example).



8) If found it should fill in all of the important information (i.e. Parcel Number and Owner Information)

Address *Indicates a required field.

*Street No.: 205 Direction: --Select-- *Street Name: MAGNOLIA Street Type: Rd

Unit Type: --Select-- Unit No.:

City: PH State: Zip: 20374

Search Clear

Parcel

*Parcel Number: 07001040

Search Clear

Owner

Owner Name:

Address Line 1:

Address Line 2:

City: PINEHURST State: NC Zip: 20374

Country: --Select--

Search Clear

Continue Application > [Save and resume later](#)

You can save and resume later if you must.

9) You will now have to select which contact information you wish to have attached with this application. Click “Select from Account” and select which contact you want that will be contacted if there are any issues with the application. Example: Needs more information to process or needs more documentation. You can choose between the Applicant and the Homeowner.

The screenshot displays the Village of Pinehurst Permit Center website. At the top left is the logo, a stylized leaf, and the text "VILLAGE OF PINEHURST Permit Center". To the right is an aerial photograph of a residential area. Below the header, the user is logged in as "Johnathan Doe" and has links for "Collections (0)", "Account Management", and "Logout". A search bar is present. The main navigation includes "Home", "Building" (highlighted), and "Planning". A secondary navigation bar contains "Create an Application", "Search Applications", and "Schedule an Inspection". The "Commercial Addition" section shows a progress bar with six steps: "1 Location & People" (active), "2 Permit Detail", "3 Documents", "4 Review", "5 Pay Fees", and "6". Below this, the current step is "Step 1: Location & People > Contact Information". A note states "* indicates a required field." The "Applicant" section contains instructions: "To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name." At the bottom, there are two buttons: "Select from Account" (highlighted with a red box) and "Add New". At the very bottom, there are two more buttons: "Continue Application »" and "Save and resume later".

Permit Center

Select Contact from Account

Select a contact to attach to this application.
If the contact has multiple addresses, you can select which to use in the next step.

Showing 1-2 of 2

| Category | Type | Name |
|---|------------|----------------------|
| <input checked="" type="radio"/> Associated Contact | Individual | Johnathan Doe |
| <input type="radio"/> Associated Owner | | VILLAGE OF PINEHURST |

[Continue](#) [Discard Changes](#)

Create an Application Search Applications Schedule an Inspection

Commercial Addition

| | | | | | |
|---------------------|-----------------|-------------|----------|------------|---|
| 1 Location & People | 2 Permit Detail | 3 Documents | 4 Review | 5 Pay Fees | 6 |
|---------------------|-----------------|-------------|----------|------------|---|

Step 1: Location & People > Contact Information

* indicates a required field.

Applicant

To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name.

✔ **Contact added successfully.**

Johnathan Doe
 JohnDoe12345@email.com
 Home phone:
 Mobile Phone:
 Work Phone:
 Fax:
[Edit](#) [Remove](#)

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

| Address Type | Recipient | Address | Action |
|-------------------|-----------|---------|--------|
| No records found. | | | |

[Continue Application »](#) [Save and resume later](#)

10) If you have already registered as a “Professional” with the city, you can now choose which license you would like to attach to the application. You can either choose Select from Account or Look Up the license (numbers only) information of all contractors that need to be associated to the work being performed. When you find the license information click “Continue Application”

The screenshot shows a web application interface for a permit application. At the top, there are navigation links: "Create an Application", "Search Applications", and "Schedule an Inspection". Below this is a section titled "Commercial Addition" with a progress bar showing six steps: "1 Location & People", "2 Permit Detail", "3 Documents", "4 Review", "5 Pay Fees", and "6". The current step is "Step 1: Location & People > Licensed Professionals". A note indicates "* indicates a required field." The main heading is "Licensed Professional - General Contractor". A red box highlights the text "Contractor is Required" with a red arrow pointing to it. Below this are two buttons: "Add New" and "Look Up". The interface then lists three sections, each titled "Licensed Professional" and followed by a horizontal line. Each section contains a small instruction: "To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button." Each section also has "Add New" and "Look Up" buttons.

When adding professionals it will annotate which ones are required.

11) Next, you will have to fill out the detailed information about the project. Click “**Continue Application**” when all fields marked with an asterisk are completed.

Commercial Addition

| | | | | | |
|---------------------|-----------------|-------------|----------|------------|---|
| 1 Location & People | 2 Permit Detail | 3 Documents | 4 Review | 5 Pay Fees | 6 |
|---------------------|-----------------|-------------|----------|------------|---|

Step 2: Permit Detail > Permit Information * indicates a required field.

Custom Fields

GENERAL

*Description of Work: [spell check](#)

*Total SF: Square Ft

*Heated SF: Square Ft

*Job Cost:

*Number of Stories:

*Basement?: Yes No

*Fire Sprinklers Included in Project?: Yes No

Existing Floor Area: Square Ft

New Floor Area: Square Ft

12) The next page is for any documents that you may want to attach (i.e. other permits that may be required, plans, or any other related documents)

Commercial Addition

| | | | | | |
|---------------------|-----------------|--------------------|----------|------------|---|
| 1 Location & People | 2 Permit Detail | 3 Documents | 4 Review | 5 Pay Fees | 6 |
|---------------------|-----------------|--------------------|----------|------------|---|

Step 3: Documents > Attach Documents * indicates a required field.

Attachment

The maximum file size allowed is 100 MB.
html;htm;mht;mhtml are disallowed file types to upload.

| Name | Type | Size | Latest Update | Action |
|-------------------|------|------|---------------|--------|
| No records found. | | | | |

[Add](#)

[Continue Application »](#) [Save and resume later](#)

13) The next page is a review page where you can be sure all information is accurate and you can edit the information if you need to.

Commercial Addition

| | | | | | |
|---|-----------------|-------------|----------|------------|-------------------|
| 1 | 2 Permit Detail | 3 Documents | 4 Review | 5 Pay Fees | 6 Record Issuance |
|---|-----------------|-------------|----------|------------|-------------------|

Step 4: Review

[Continue Application »](#) [Save and resume later](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Commercial Addition

Work Location [Edit](#)

395 MAGNOLIA Rd
PH 28374

Parcel Information [Edit](#)

Parcel Number: 97001040

At the bottom of the review page there is a required checkbox that you must certify you read the statement regarding the electronic signature.

The maximum file size allowed is 100 MB.
html;htm;mht;mhtml are disallowed file types to upload.

| Name | Type | Size | Latest Update | Action |
|-------------------|------|------|---------------|--------|
| No records found. | | | | |

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Date: 12/10/2019

[Continue Application »](#)

[Save and resume later](#)

- 14) After the review page is the “Payment” page to pay any associated fees with the application type.

Commercial Addition

1 2 Permit Detail 3 Documents 4 Review 5 Pay Fees 6 Record Issuance

Step 5: Pay Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

| Fees | Qty. | Amount | |
|-----------------|------|------------|---------------------------|
| Plan Review Fee | 1 | \$1,200.00 | |
| Inspection Fee | 1 | \$3.00 | Pay Later |

TOTAL FEES: \$1,203.00
Note: This does not include additional inspection fees which may be assessed later.


[Continue Application »](#)

- 15) After you have reviewed your application and submitted the payment you will get a notice that your application has been submitted successfully.

| | | |
|----------------------|-----------------------|---------------------------|
| 1 Select item to pay | 2 Payment information | 3 Receipt/Record issuance |
|----------------------|-----------------------|---------------------------|

Step 3: Receipt/Record issuance

Receipt

 Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.

The background is a dark blue gradient. In the four corners, there are white line-art graphics resembling circuit boards or neural networks, with lines connecting to small circles.

MANAGING YOUR PROJECTS

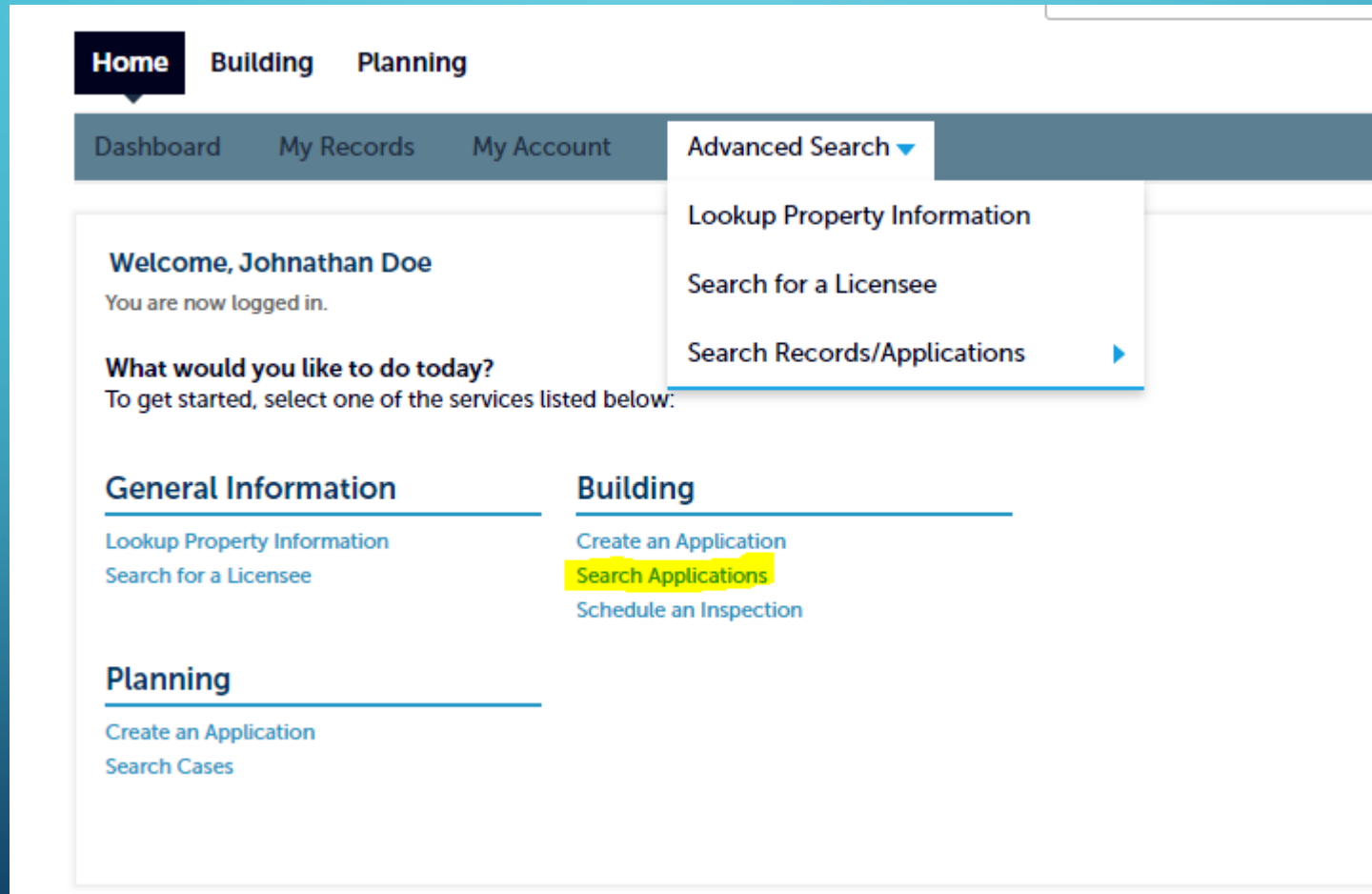
HOW TO CHECK THE STATUS OF YOUR APPLICATION

1) Once you Login to Accela Citizen Access (ACA), you can:

- Check your Applications' status
- Manage your Applications
- See the date you submitted your Applications
- See your Applications' Record Numbers
- See the description of your Applications
- Download the results of your Applications

2) You can check the status one of two ways:

1- By clicking the “Search Applications” link from the Home page.



2- By clicking one of the module tabs and then clicking “Search Applications”

The screenshot shows a web application interface with a navigation bar at the top. The 'Building' tab is selected and highlighted with a yellow circle. Below the navigation bar, there are three buttons: 'Create an Application', 'Search Applications' (highlighted with a yellow circle), and 'Schedule an Inspection'. Below the navigation bar, there is a section titled 'Records' with a 'Show on Map' button. Below the 'Show on Map' button, there is a text string 'Showing 1-5 of 5 | Download results | Add to collection | Copy Record'. Below this text is a table with 7 columns: Date, Record Number, Record Type, Project Name, Address, Status, and Action. The table contains 5 rows of data. Below the table is a horizontal scrollbar. Below the scrollbar is a section titled 'Search for Records'.

Home **Building** Planning

Create an Application **Search Applications** Schedule an Inspection

Records

Show on Map

Showing 1-5 of 5 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|--------------------------|------------|--------------------------------|-------------------------|--------------|---------------------------|-----------|-----------------------------|
| <input type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |
| <input type="checkbox"/> | 09/26/2019 | 19TMP-000210 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000207 | Commercial Addition | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000209 | Right of Way Use Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000208 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |

Search for Records

Once you click “Search Applications”, you will be brought to a screen where you can see all your Applications. To see more details about your application, click the “Record Number”. Clicking the column headings (i.e. Status) will sort the data. You can also “Download Results” to a spreadsheet.

Records

[Show on Map](#)

Showing 1-5 of 5 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|--------------------------|------------|--------------------------------|-------------------------|--------------|---------------------------|-----------|-----------------------------|
| <input type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |
| <input type="checkbox"/> | 09/26/2019 | 19TMP-000210 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000207 | Commercial Addition | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000209 | Right of Way Use Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000208 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |

Search for Records

When you click the “Record ID” of the record you would like to view it will take to you that record’s information page.

Home **Building** Planning

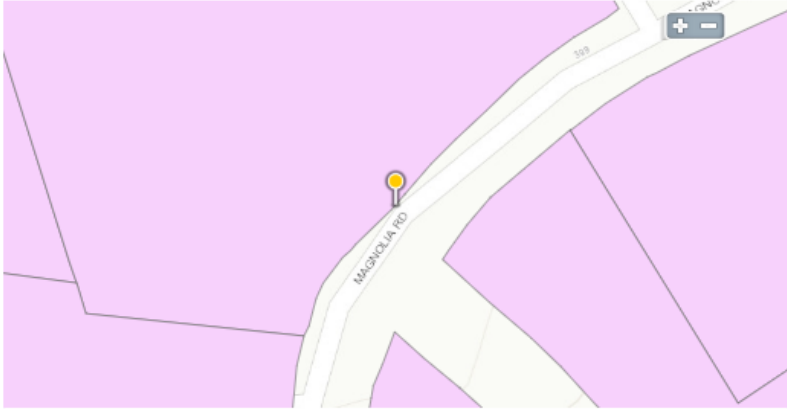
Create an Application Search Applications Schedule an Inspection

Record BLD-2019-00290: [Add to collection](#)
Residential Electrical
Record Status: Submitted
Expiration Date: 01/31/2019

Record Info Payments

Work Location

395 MAGNOLIA Rd
PH 28574

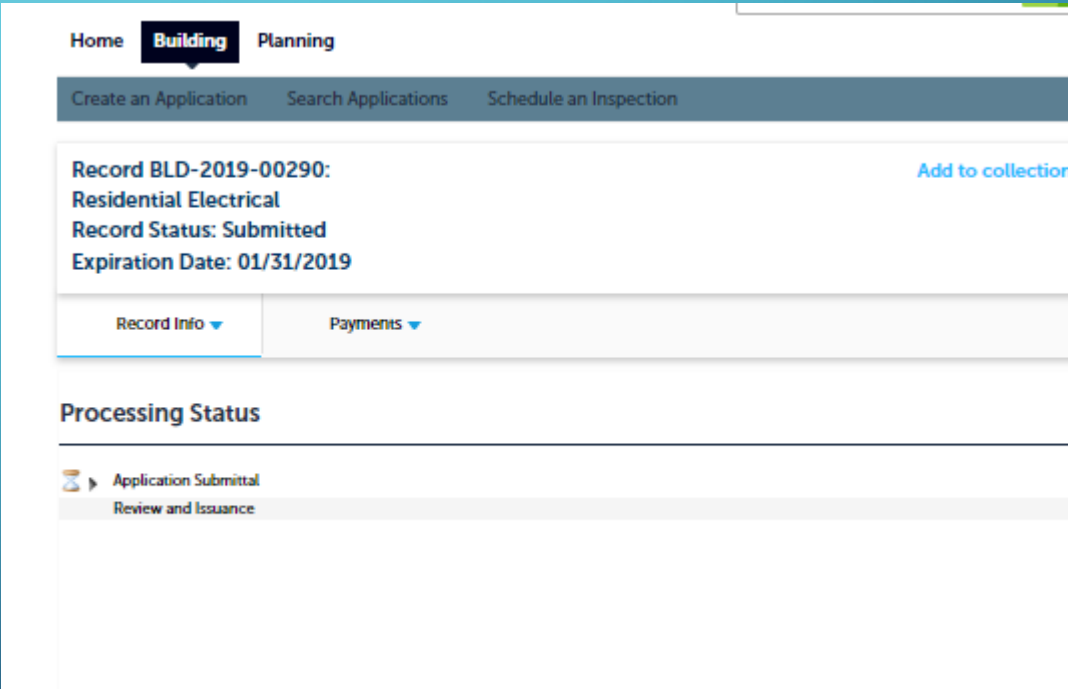
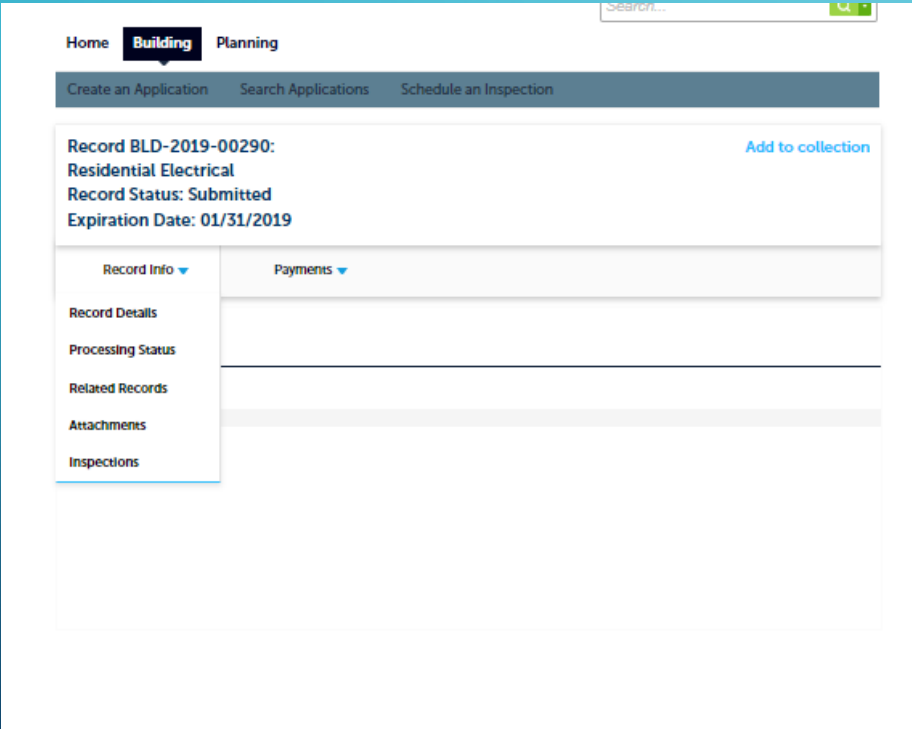


Record Details

| | |
|--|---|
| Applicant: Individual Johnathan Doe JohnDoe12345@email.com | Licensed Professional: Clay Moretz CLAY MORETZ ELECTRICAL CORP. 209 S Gulf St SANFORD, NC, 27330 Electrical 10482 |
| Project Description: test | Owner: VILLAGE OF PINEHURST 395 MAGNOLIA RD PINEHURST NC 28574 |

More Details

If you would like to see the processing status or any comments click Record Info>Processing Status (You can also view Record Details, Related Records, Inspections, and Attachments)



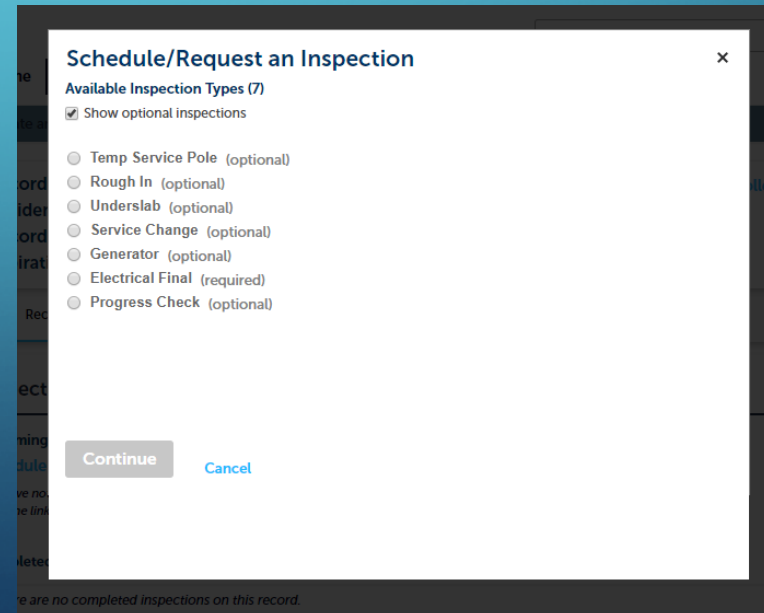
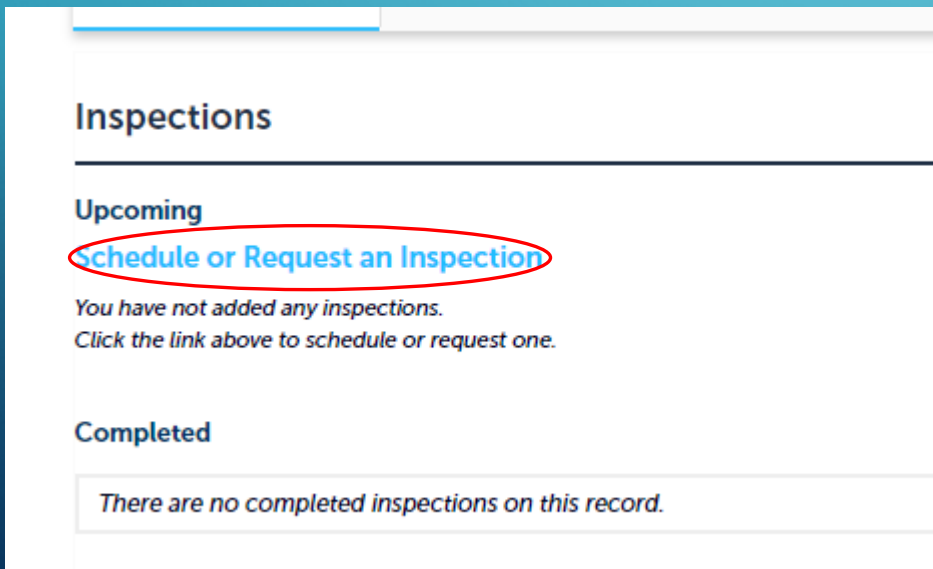
HOW TO SCHEDULE AN INSPECTION

You can schedule or reschedule inspections by one of two ways:

1) Once on a record click on the drop-down section in “Record Info” and click on inspections.

The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'Building', and 'Planning'. Below the navigation bar is a search bar and a menu with options: 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. The main content area displays record information for 'Record BLD-2019-00290: Residential Electrical'. The record status is 'Submitted' and the expiration date is '01/31/2019'. There is a link to 'Add to collection'. Below the record information are two tabs: 'Record Info' and 'Payments'. The 'Record Info' tab is active and shows a dropdown menu with options: 'Record Details', 'Processing Status', 'Related Records', 'Attachments', and 'Inspections'. The 'Inspections' option is circled in red. Below the dropdown menu, there is a section for 'Completed' inspections, which states 'There are no completed inspections on this record.'

Once there click “Schedule or Request an Inspection”. Once you click that a box will appear with the Available Inspection Types. Select the inspection you would like and click continue.



After you click continue a calendar will pop up with dates available. Select the date and time slot and click continue. Then verify your information and inspection type and click continue.

Schedule/Request an Inspection

Inspection type: Temp Service Pole

To continue, select an appointment date and time range by clicking a link on the calendar below:

| Dec 2019 | | | | | | | Jan 2020 | | | | | | | Feb 2020 | | | | | | |
|----------|----|----|----|----|----|----|----------|----|----|----|----|----|----|----------|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | | | | 1 | 2 | 3 | 4 | | | | | | | 1 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 29 | 30 | 31 | | | | | 26 | 27 | 28 | 29 | 30 | 31 | | 23 | 24 | 25 | 26 | 27 | 28 | 29 |

« Prev Next »

Available Times for Thursday, Dec 19 2019
Morning (09:00 AM - 12:00 PM)

Schedule/Request an Inspection

Inspection type: Temp Service Pole

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location
395 MAGNOLIA Rd
PH 28374

Contact
Johnathan Doe

[Change Contact](#)

[Continue](#) [Back](#) [Cancel](#)

You will be asked to confirm again and include any additional notes necessary. Then you will click “Finish”. After you click finish you will be taken back to the inspection page and your new inspection will appear under inspections as “Upcoming”.

Schedule/Request an Inspection

Confirm Your Selection
Please confirm the details below and click the Finish button to schedule the inspection.

| | |
|------------------|-----------------------------|
| Inspection Type: | Temp Service Pole |
| Date and Time: | 12/19/2019 9:00 AM |
| Location: | 395 MAGNOLIA Rd PH 28374 |
| Contact: | Johnathan Doe |

[Include Additional Notes](#)

Finish [Back](#) [Cancel](#)

Home **Building** Planning

Create an Application Search Applications Schedule an Inspection

Record BLD-2019-00290: [Add to collection](#)

Residential Electrical

Record Status: Submitted

Expiration Date: 01/31/2019

Record Info ▾ Payments ▾

Inspections

Upcoming (1)

[Schedule or Request an Inspection](#)

Click the link above to schedule or request one.

12/19/2019 at 09:00 AM Scheduled Temp Service Pole (30966596) [Actions ▾](#)

Inspector: *unassigned*

Completed

There are no completed inspections on this record.

You can also get to the inspections page by selecting the record and then schedule inspections on the top banner.

Records

Show on Map

Showing 1-5 of 5 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|--------------------------|------------|--------------------------------|-------------------------|--------------|---------------------------|-----------|-----------------------------|
| <input type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |
| <input type="checkbox"/> | 09/26/2019 | 19TMP-000210 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000207 | Commercial Addition | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000209 | Right of Way Use Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000208 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |

Search for Records

Home **Building** Planning

Create an Application Search Applications **Schedule an Inspection**

Record BLD-2019-00290: [Add to collection](#)

Residential Electrical
Record Status: Submitted
Expiration Date: 01/31/2019

Record Info Payments

Record Details

Processing Status

Related Records

Attachments

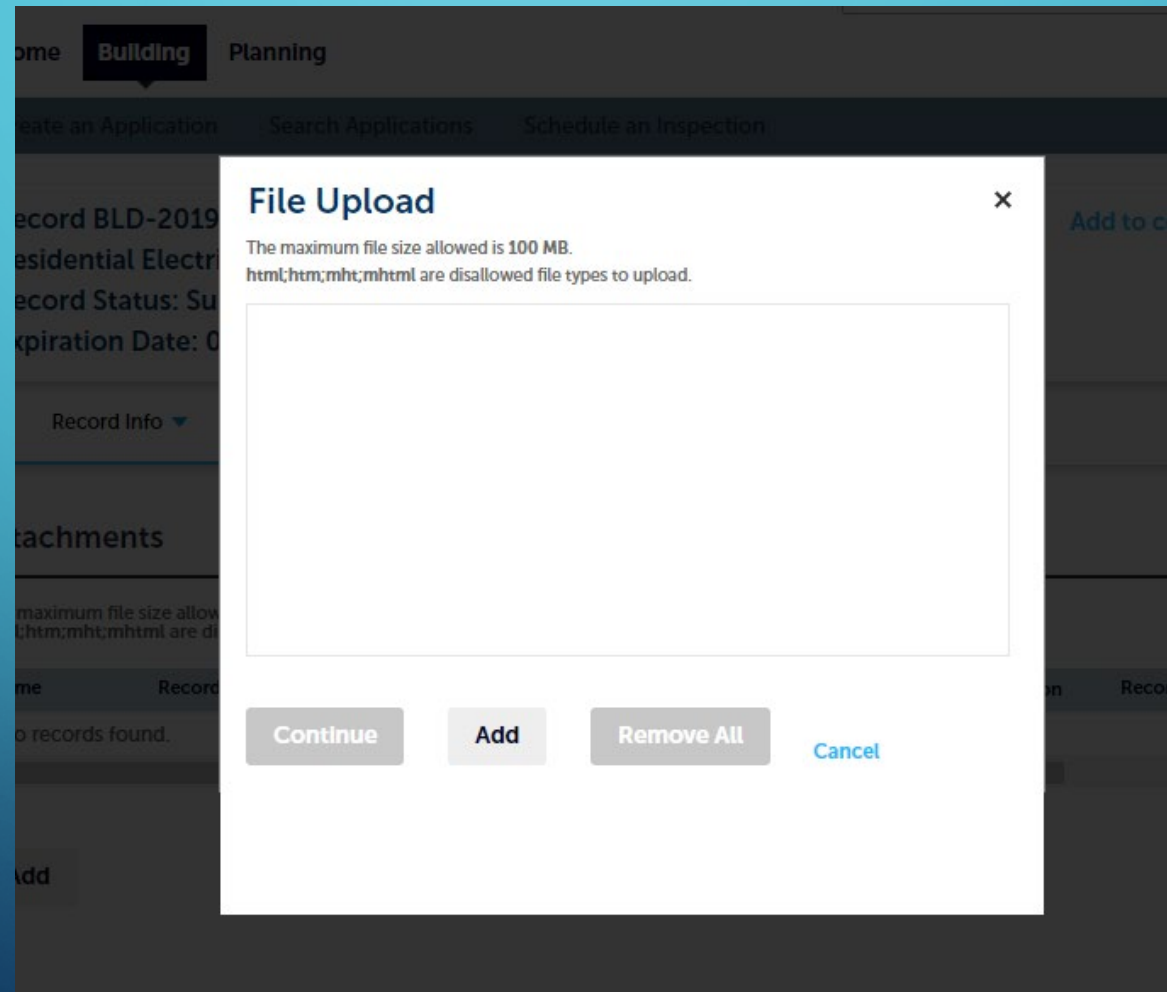
Inspections

HOW TO ADD NEW OR REVISED DOCUMENTS

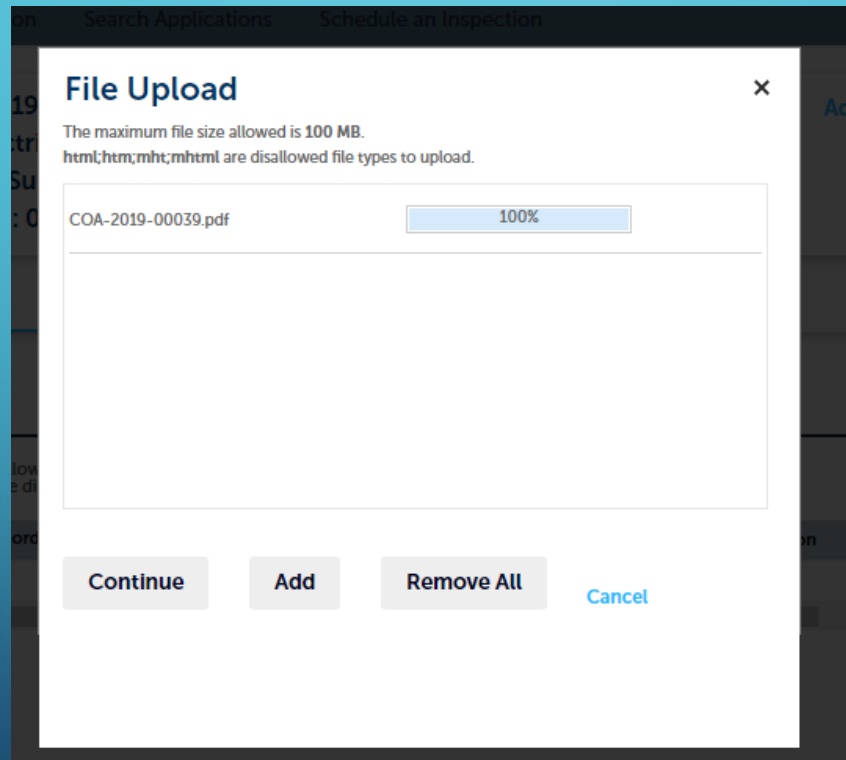
Click on “Record Info” and then “Attachments”.

The screenshot displays a web application interface for record management. At the top, there are navigation tabs for 'Home', 'Building', and 'Planning', with 'Building' selected. Below the navigation is a search bar and three main actions: 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. The main content area shows details for 'Record BLD-2019-00290: Residential Electrical', including its status as 'Submitted' and an expiration date of '01/31/2019'. A dropdown menu for 'Record Info' is open, listing options: 'Record Info', 'Record Details', 'Processing Status', 'Related Records', 'Attachments', and 'Inspections'. The 'Attachments' option is circled in red. To the right of the dropdown, there is a 'Payments' dropdown and an 'Add to collection' link.

When the module opens up, you can click “Add”. When you click “Add” a document upload window will pop-up.



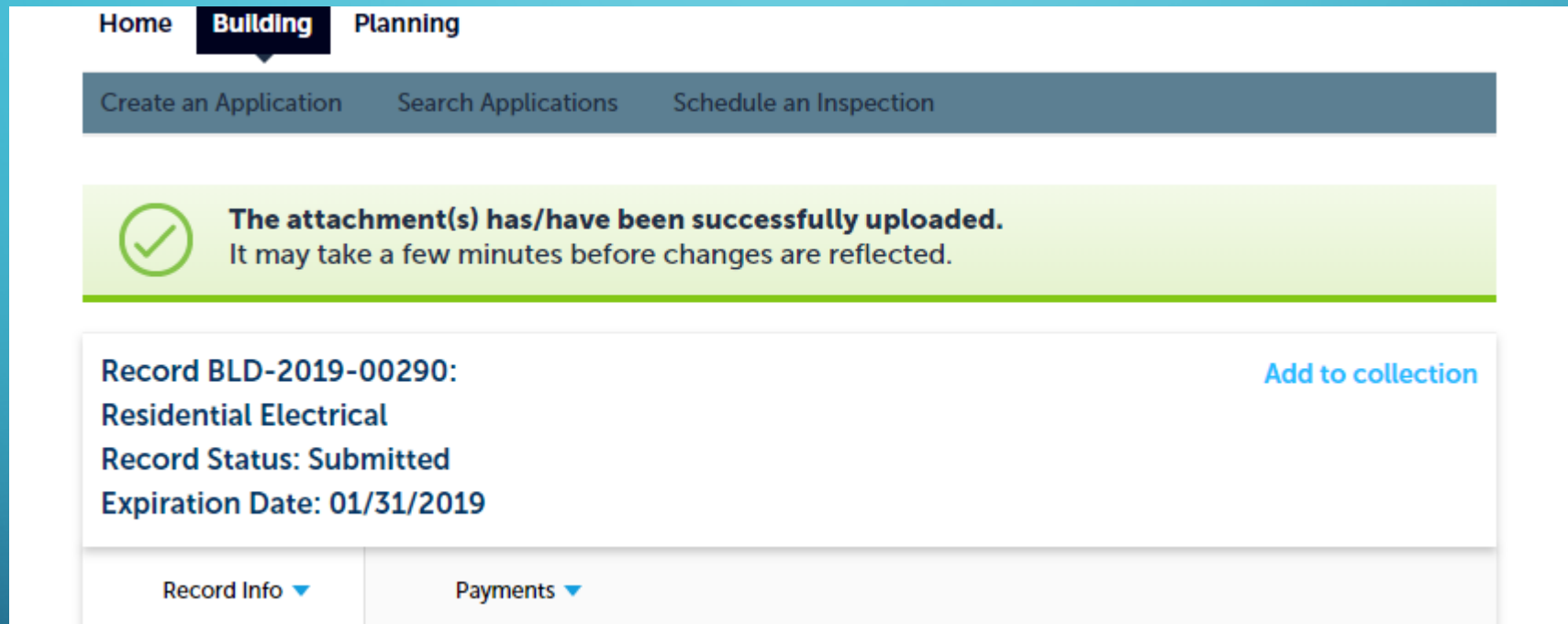
- Click add in the Document Upload window so that you can select which document to upload from “File Explorer”. Once you select the document it will upload. After 100% appears click continue.



- After you select the document and click continue it will appear under attachments where you will be REQUIRED to select the type of document. Document description is NOT required. Once completed click “SAVE”.

The screenshot shows a document upload interface. At the top, it displays 'File: COA-2019-00074.pdf' with a progress bar set to 100%. Below this is a dropdown menu for '*Type:' with the text '--Select--'. A large text area for 'Description:' is empty. At the bottom left, there is a link for 'spell check'. At the bottom, there are three buttons: 'Save', 'Add', and 'Remove All'.


- After you save the document you will be alerted that “The attachment(s) has/have been successfully uploaded”



The screenshot displays a web application interface with a navigation bar at the top containing 'Home', 'Building', and 'Planning'. The 'Building' tab is active. Below the navigation bar is a dark grey bar with three buttons: 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. A prominent green message box with a checkmark icon contains the text: 'The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.' Below this message is a white card for record BLD-2019-00290, 'Residential Electrical', with a status of 'Submitted' and an expiration date of '01/31/2019'. An 'Add to collection' link is visible in the top right of the card. At the bottom of the card are two dropdown menus labeled 'Record Info' and 'Payments'.

Home **Building** Planning

Create an Application Search Applications Schedule an Inspection

 **The attachment(s) has/have been successfully uploaded.**
It may take a few minutes before changes are reflected.

Record BLD-2019-00290: [Add to collection](#)
Residential Electrical
Record Status: Submitted
Expiration Date: 01/31/2019

Record Info ▼ Payments ▼

HOW TO SEARCH FOR A RECORD

- You can search for an application by one of two ways. By clicking the “Search Applications” link from the Home page. Or by clicking one of the module tabs and then clicking “Search Applications”

Search...

Home Building Planning

Dashboard My Records My Account Advanced Search

Welcome, Johnathan Doe
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

General Information
Lookup Property Information
Search for a Licensee

Building
Create an Application
Search Applications
Schedule an Inspection

Planning
Create an Application
Search Cases

Home Building Planning

Create an Application **Search Applications** Schedule an Inspection

Records

Show on Map

Showing 1-5 of 5 | Download results | Add to collection | Copy Record

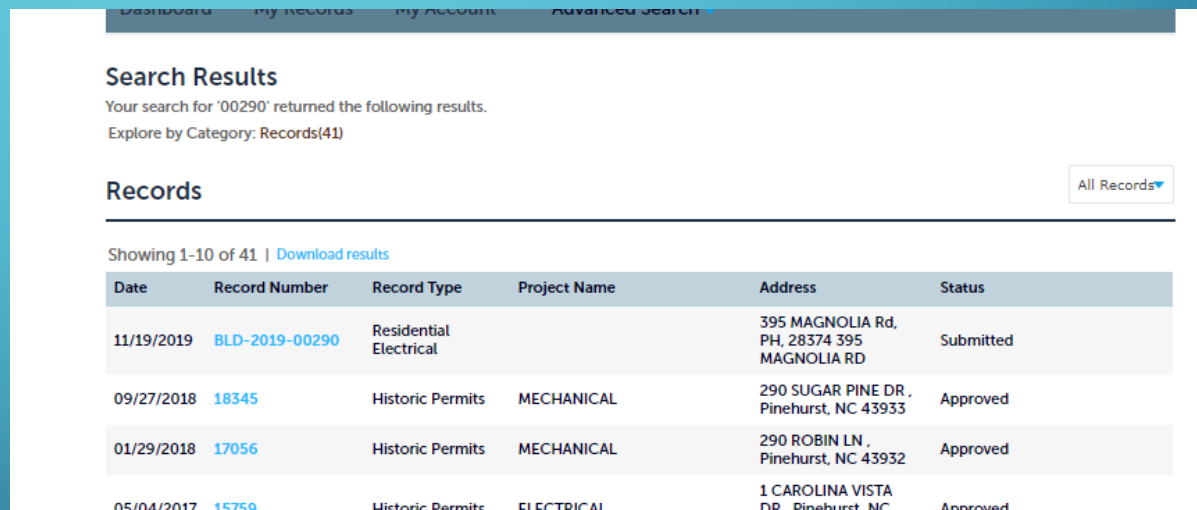
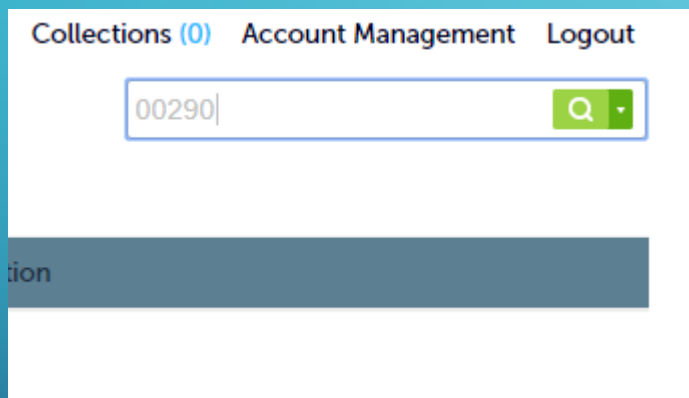
| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|--------------------------|------------|----------------|-------------------------|--------------|---------------------------|-----------|-------------|
| <input type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |
| <input type="checkbox"/> | 09/26/2019 | 19TMP-000210 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000207 | Commercial Addition | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000209 | Right of Way Use Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000208 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |

- Once you click “Search Applications”, you will be brought to a screen where you can see all your applications and records.

The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'Building', and 'Planning'. Below the navigation bar is a dark grey bar with three buttons: 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. The main content area is titled 'Records' and features a 'Show on Map' button. Below the button, there is a link 'Showing 1-5 of 5' followed by 'Download results', 'Add to collection', and 'Copy Record'. A table with 7 columns is displayed, containing 5 rows of application records. The table is highlighted with a red border. Below the table is a search input field labeled 'Search for Records'.

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|--------------------------|------------|--------------------------------|-------------------------|--------------|---------------------------|-----------|-----------------------------|
| <input type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |
| <input type="checkbox"/> | 09/26/2019 | 19TMP-000210 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000207 | Commercial Addition | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000209 | Right of Way Use Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000208 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |

- You can also use the Search bar in the upper right-hand corner of the screen and type in specific information of the record such as the number and street of the address, project name, or the record number. You do not need to be logged in to do this.



HOW TO CREATE A COLLECTION

- A collection will help you keep your records for a project organized and viewable in one window rather than having to go search for multiple records. To create a collection click on “Search Applications” and select the files you wish to add to a collection by checking the boxes to the left of the Record(s).

Records

[Show on Map](#)

Showing 1-5 of 5 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|-------------------------------------|------------|--------------------------------|-------------------------|--------------|---------------------------|-----------|-----------------------------|
| <input checked="" type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |
| <input checked="" type="checkbox"/> | 09/26/2019 | 19TMP-000210 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input checked="" type="checkbox"/> | 09/24/2019 | 19TMP-000207 | Commercial Addition | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input checked="" type="checkbox"/> | 09/24/2019 | 19TMP-000209 | Right of Way Use Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000208 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |

Search for Records
Enter information below to search for records.
• Site Address

- Once you have checked the records you want click “Add to Collection”

Records

Show on Map

Showing 1-5 of 5 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|-------------------------------------|------------|--------------------------------|-------------------------|--------------|---------------------------|-----------|-----------------------------|
| <input checked="" type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |
| <input checked="" type="checkbox"/> | 09/26/2019 | 19TMP-000210 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input checked="" type="checkbox"/> | 09/24/2019 | 19TMP-000207 | Commercial Addition | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input checked="" type="checkbox"/> | 09/24/2019 | 19TMP-000209 | Right of Way Use Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |
| <input type="checkbox"/> | 09/24/2019 | 19TMP-000208 | ABC Permit | | 395 MAGNOLIA Rd, PH 28374 | | Resume Appl |

Search for Records

Enter information below to search for records.

- Site Address

- Once you click “Add to Collection” you can choose to add them to an existing or create a new one.

The screenshot displays a web application interface with a table of records and a modal dialog for adding records to a collection.

Table 1: Record List

| Date | Record Number | |
|-------------------------------------|---------------|----------------|
| <input type="checkbox"/> | 11/25/2019 | 19TMP-000224 |
| <input type="checkbox"/> | 11/25/2019 | 19TMP-000222 |
| <input checked="" type="checkbox"/> | 11/25/2019 | PLN-2019-00074 |
| <input type="checkbox"/> | 11/25/2019 | 19TMP-000223 |

Table 2: Record Details

| Project Name | Address | Status |
|--------------|---------------------------|-----------|
| | 395 MAGNOLIA Rd, PH 28374 | |
| | 395 MAGNOLIA Rd, PH 28374 | |
| | 395 MAGNOLIA Rd, PH 28374 | Submitted |
| | 395 MAGNOLIA Rd, PH 28374 | |

Modal Dialog: Add to Existing Collection

- Add to Existing Collection
- Create a New Collection

Create a New Collection

- *Name:
- Description:

[spell check](#)

- You can quickly find your collections by clicking collections at the top of the page at any given time.

VILLAGE OF PINEHURST
Permit Center

Logged in as: Johnathan Doe

Collections (1) Account Management Logout

00290

Home Building Planning

Dashboard My Records My Account Advanced Search

Magnolia
Total Records: 2 (1 Building, 1 Planning)
Inspections Summary: 1 (1 Scheduled, 0 Rescheduled, 0 Approved, 0 Denied, 0 Pending, 0 Cancelled)
Fees Summary: \$0.00 Paid, \$0.00 Due

Rename Collection Delete Collection

Building

Move to... | Copy to... | Remove

Home Building Planning

Dashboard My Records My Account Advanced Search

Magnolia
Total Records: 2 (1 Building, 1 Planning)
Inspections Summary: 1 (1 Scheduled, 0 Rescheduled, 0 Approved, 0 Denied, 0 Pending, 0 Cancelled)
Fees Summary: \$0.00 Paid, \$0.00 Due

Rename Collection Delete Collection

Building

Move to... | Copy to... | Remove
Showing 1-1 of 1 | Download results | Copy Record

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status | Action |
|--------------------------|------------|--------------------------------|------------------------|--------------|---------------------------|-----------|--------|
| <input type="checkbox"/> | 11/19/2019 | BLD-2019-00290 | Residential Electrical | | 395 MAGNOLIA Rd, PH 28374 | Submitted | |

Planning

Move to... | Copy to... | Remove
Showing 1-1 of 1 | Download results | Copy Record

| <input type="checkbox"/> | Date | Record Number | Record Type | Project Name | Address | Status |
|--------------------------|------------|--------------------------------|----------------------|--------------|---------------------------|-----------|
| <input type="checkbox"/> | 11/25/2019 | PLN-2019-00074 | General Concept Plan | | 395 MAGNOLIA Rd, PH 28374 | Submitted |