



**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

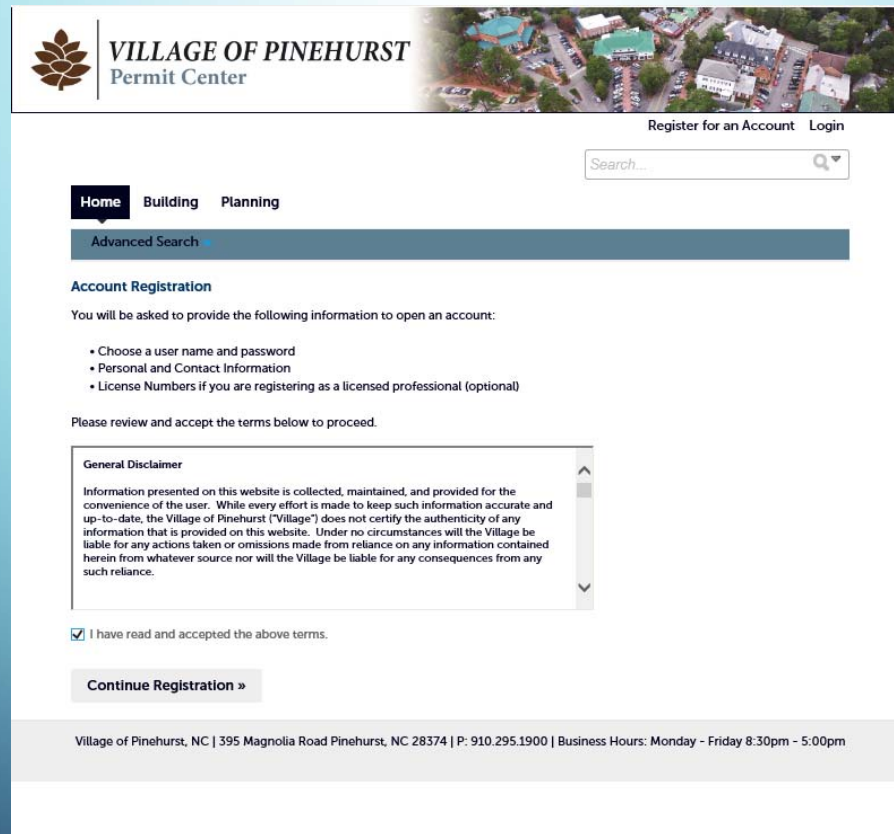
1) For first time users please “Register for an Account”

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

2) Go to <https://oca3.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 displays the Village of Pinehurst Permit Center website. At the top right, there is a navigation bar with the following links: Accessibility Support, Register for an Account (circled in red), and Login. Below this is a search bar. The main content area features a navigation menu with Home, Building, and Planning. Under the Building menu, there is an 'Advanced Search' link. The main content area is divided into two columns. The left column contains a welcome message and a 'What would you like to do today?' section with links for General Information, Building, and Planning. The right column contains a 'Login' form with fields for User Name or E-mail and Password, a 'Login' button, and a 'Remember me on this computer' checkbox. Below the checkbox, there is a link for 'New Users: Register for an Account' (circled in red).

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 shows the registration page for the Village of Pinehurst Permit Center. At the top left is the logo and name "VILLAGE OF PINEHURST Permit Center" next to an aerial photograph of the village. On the top right, there are links for "Register for an Account" and "Login", and a search bar with the text "Search...". Below the search bar is a navigation menu with "Home", "Building", and "Planning" options. A dark blue bar contains the text "Advanced Search". The main heading is "Account Registration", followed by the instruction "You will be asked to provide the following information to open an account:". A bulleted list includes: "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 following 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." At the bottom of the form is a button labeled "Continue Registration »". The footer of the page 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".

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 'Account Registration Step 2: Enter/Confirm Your Account Information' page. At the top, there is a header for 'VILLAGE OF PINEHURST Permit Center' with a logo and an aerial photo. Navigation links for 'Home', 'Building', and 'Planning' are visible. A search bar is present. The main content area is titled 'Account Registration Step 2: Enter/Confirm Your Account Information' and includes a note that an asterisk indicates a required field. The 'Login Information' section contains several input fields: 'User Name' (with 'JohnDoe12345'), 'E-mail Address' (with 'JohnDoe12345@email.com'), 'Password' (masked with asterisks), 'Type Password Again' (masked with asterisks), 'Enter Security Question' (with 'What is it again?'), and 'Answer' (with 'Accela'). Below this is the 'Contact Information' section with a note to 'Choose how to fill in your contact information.' and an 'Add New' button.

VILLAGE OF PINEHURST  
Permit Center

Register for an Account Login

Search...

Home Building Planning

Advanced Search

Account Registration Step 2:  
Enter/Confirm Your Account Information

\* indicates a required field.

Login Information

Enter your User Name and Password. You must also enter a unique email address

\* User Name: JohnDoe12345

\* E-mail Address: JohnDoe12345@email.com

\* Password: \*\*\*\*\*

\* Type Password Again: \*\*\*\*\*

\* Enter Security Question: What is it again?

\* Answer: Accela

Contact Information

Choose how to fill in your contact information.

Add New

- 5) Select the Contact type you are using.

**VILLAGE OF PINEHURST**  
Permit Center

Register for an Account Login

Home Building Planning

Advanced Search

Account Registration Step 2:  
Enter/Confirm Your Account Information

\* indicates a required field.

Login Information

Enter your User Name and Password. You must also enter a unique email address.

\*User Name:  
johnson12345

\*E-mail Address:  
johnson12345@email.com

\*Password:  
\*\*\*\*\*

\*Type Password Again:  
\*\*\*\*\*

\*Enter Security Question:  
What is it again?

\*Answer:  
Answer

Contact Information

**Select Contact Type** [X]

\*Type: --Select--  
Individual  
Organization

Continue Discard Changes

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

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

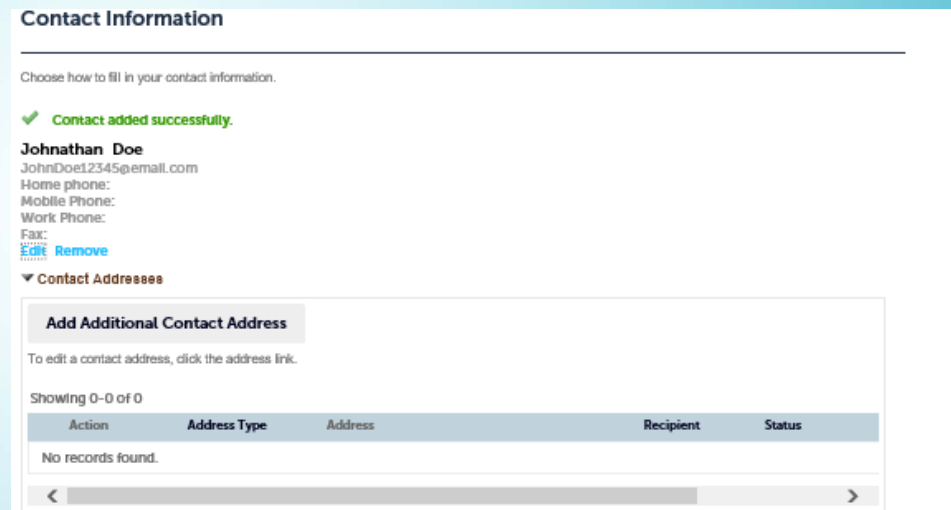
Action	Address Type	Address	Recipient	Status
No records found.				

**Add New**

**Continue Registration »**

Village of Pinehurst, NC | 395 Magnolia Road Pinehurst, NC 28374 | 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**

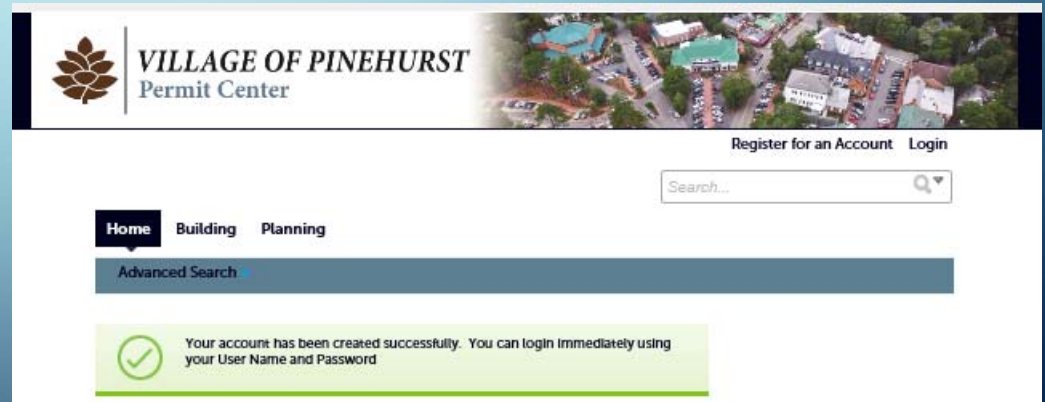
**Add Additional Contact Address**

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...

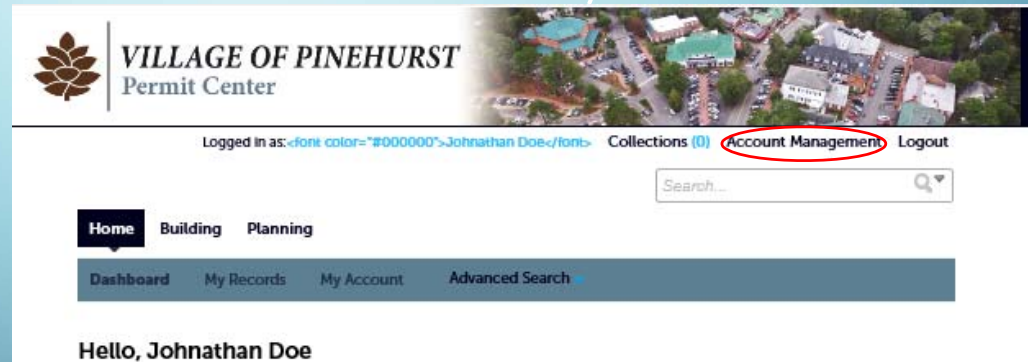
Home Building Planning

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 interface. 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 a 'Citizen Account' label. The 'Login Information' section displays user details: 'User Name: JohnDoe12345', 'E-mail: JohnDoe12345@email.com', 'Password: \*\*\*\*\*', and 'Security Question: What is it again?'. An 'Edit' button is located to the right of this section. The 'License Information' section features an 'Add a License' button 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.'.

**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”.

Search...

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: \*License Number:

Architect

Find License

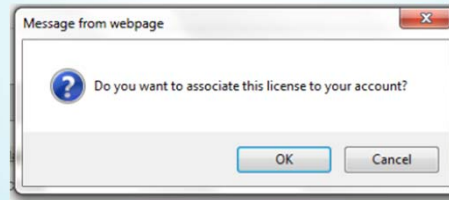
License Information

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**”.

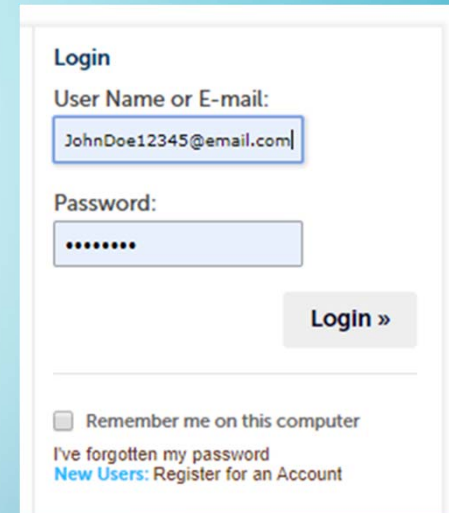
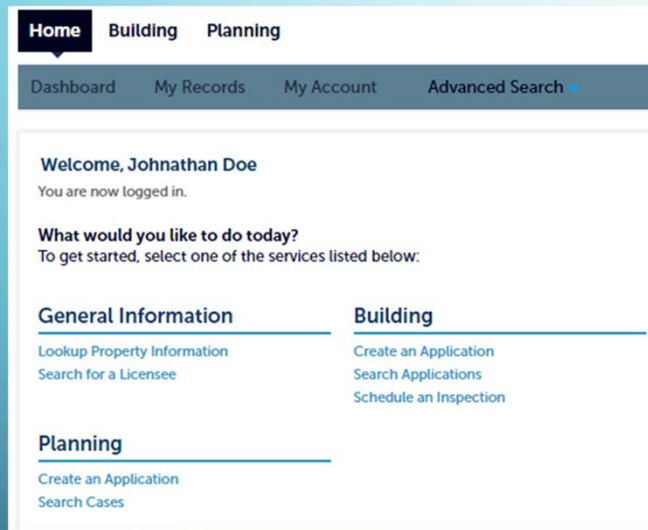


# HOW TO APPLY FOR PERMITS

- 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

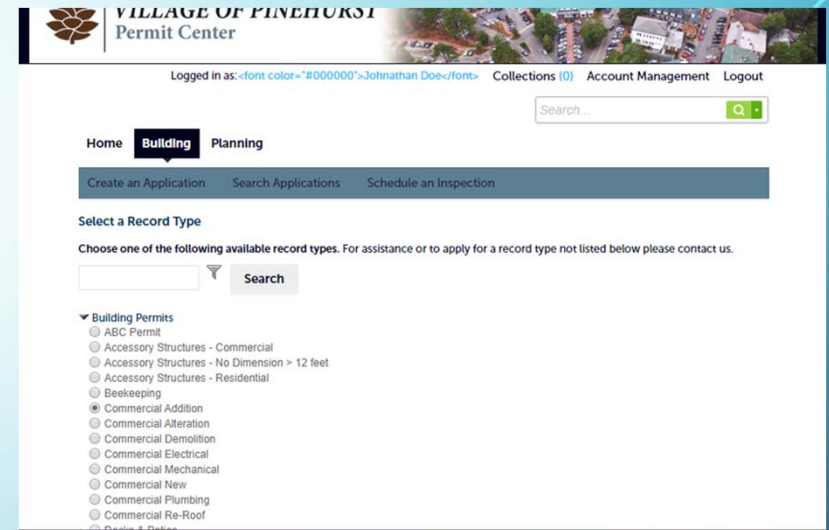
Information presented on this website is collected, maintained, and provided for the convenience of the user. While every effort is made to keep such information accurate and up-to-date, the Village of Pinehurst ("Village") does not certify the authenticity of any information that is provided on this 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)

\*Indicates a required field.

### Address

\*Street No.: 305    Direction: --Select--    \*Street Name: MAGNOLIA    Street Type: Rd

Unit Type: --Select--    Unit No.:

City: PH    State:    \*Zip: 28374

---

### Parcel

\*Parcel Number: 87031040

---

### Owner

Owner Name: VILLAGE OF PINEHURST

Address Line 1: 305 MAGNOLIA RD

Address Line 2:

City: PINEHURST    State: NC    Zip: 28374

Country: --Select--

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 shows the Village of Pinehurst Permit Center web application. At the top left is the logo with a stylized leaf and the text "VILLAGE OF PINEHURST Permit Center". To the right is an aerial view of a residential area. Below the header, it says "Logged in as: Johnathan Doe" with links for "Collections (0)", "Account Management", and "Logout". A search bar is present. A navigation menu includes "Home", "Building" (highlighted), and "Planning". Below this are buttons for "Create an Application", "Search Applications", and "Schedule an Inspection". A section titled "Commercial Addition" contains a progress bar with 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 > Contact Information". A note states "\* indicates a required field." Under the heading "Applicant", there is a horizontal line and a note: "To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name." Below this are two buttons: "Select from Account" (highlighted with a red box) and "Add New". At the bottom, there are two 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”

When adding professionals it will annotate which ones are **required**.

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 > Licensed Professionals \* indicates a required field.

Licensed Professional - General Contractor

Contractor is Required

Add New Look Up

Licensed Professional

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.

Add New Look Up

Licensed Professional

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.

Add New Look Up

Licensed Professional

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	<b>5 Pay Fees</b>	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 <a href="#">Pay Later</a>

**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
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**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.



# MANAGING YOUR PROJECTS

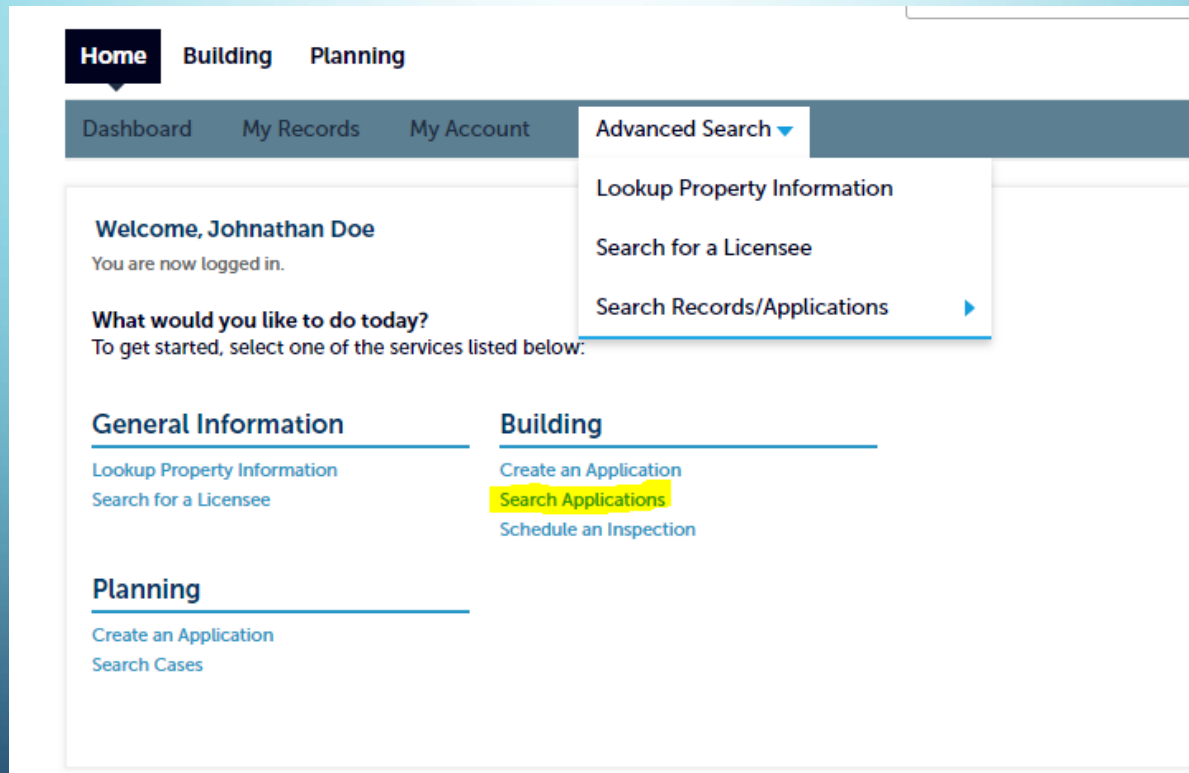
# HOW TO CHECK THE STATUS OF YOUR APPLICATION

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 in black. Below the navigation bar is a dark grey bar with three buttons: 'Create an Application', 'Search Applications' (highlighted in yellow), and 'Schedule an Inspection'. Below this is a 'Records' section with a 'Show on Map' button and a table of records. The table has columns for Date, Record Number, Record Type, Project Name, Address, Status, and Action. There are five records listed, each with a checkbox in the Date column and a 'Resume Appl' link in the Action column.

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	<a href="#">BLD-2019-00290</a>	Residential Electrical		395 MAGNOLIA Rd, PH 28374	Submitted	
<input type="checkbox"/>	09/26/2019	19TMP-000210	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000207	Commercial Addition		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000209	Right of Way Use Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000208	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>

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	<a href="#">BLD-2019-00290</a>	Residential Electrical		395 MAGNOLIA Rd, PH 28374	Submitted	
<input type="checkbox"/>	09/26/2019	19TMP-000210	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000207	Commercial Addition		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000209	Right of Way Use Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000208	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>

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

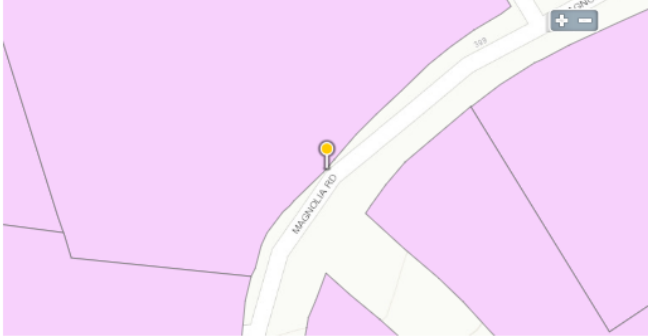
Create an Application Search Applications Schedule an Inspection

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**

<b>Applicant:</b> Individual Johnathan Doe JohnDoe12345@email.com	<b>Licensed Professional:</b> Clay Moretz CLAY MORETZ ELECTRICAL CORP. 209 S Gulf St SANFORD, NC, 27530 Electrical 10482
<b>Project Description:</b> test	<b>Owner:</b> 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)

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

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 ▾

### Processing Status

- Application Submittal
- Review and Issuance



# 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.

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

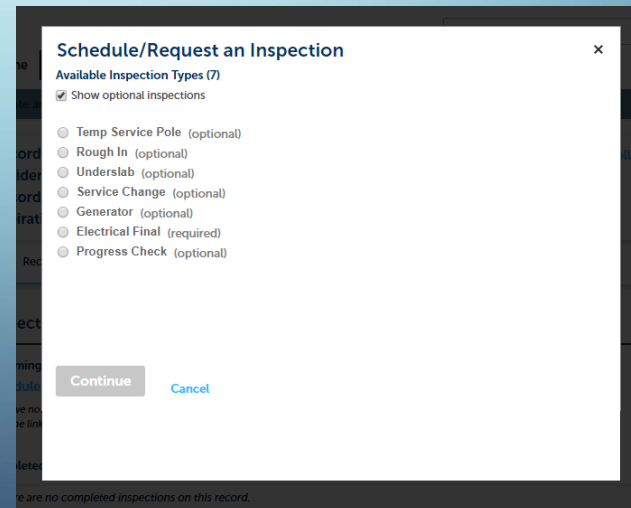
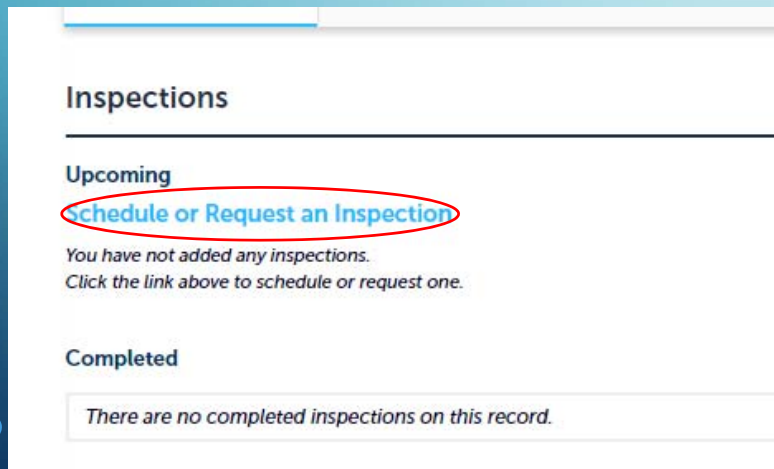
Attachments [Schedule an Inspection](#)

**Inspections** Inspections. Schedule or request one.

Completed

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	<a href="#">BLD-2019-00290</a>	Residential Electrical		395 MAGNOLIA Rd, PH 28374	Submitted	
<input type="checkbox"/>	09/26/2019	19TMP-000210	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000207	Commercial Addition		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000209	Right of Way Use Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000208	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>

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

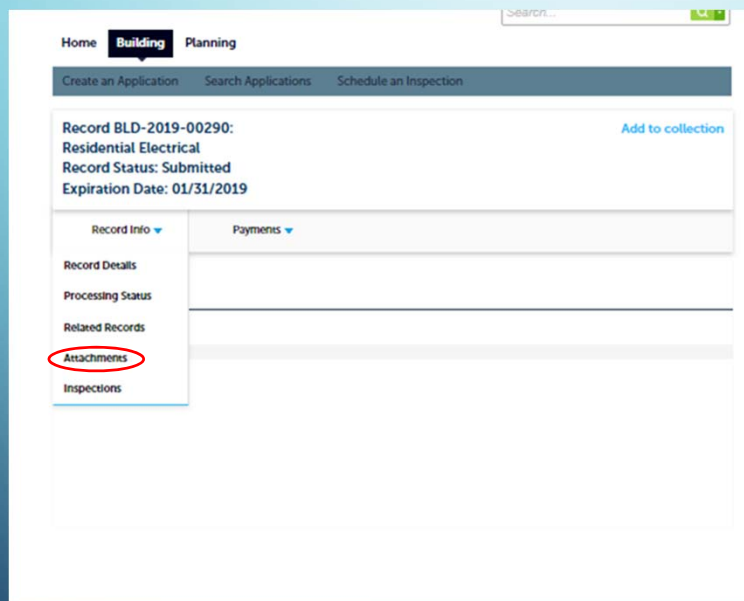
Related Records

Attachments

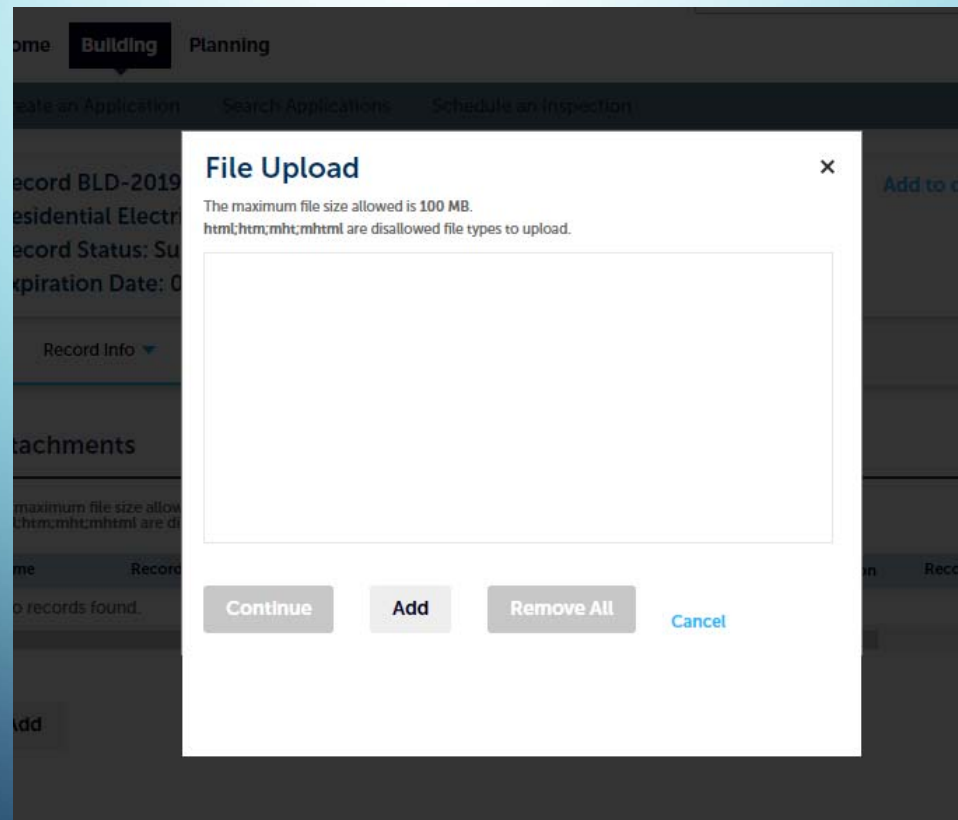
Inspections

# HOW TO ADD NEW OR REVISED DOCUMENTS

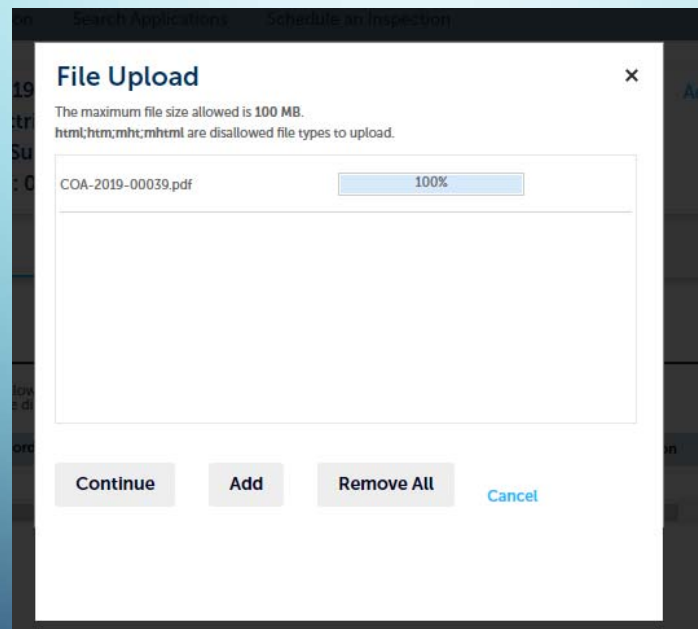
Click on “Record Info” and then “Attachments”.



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

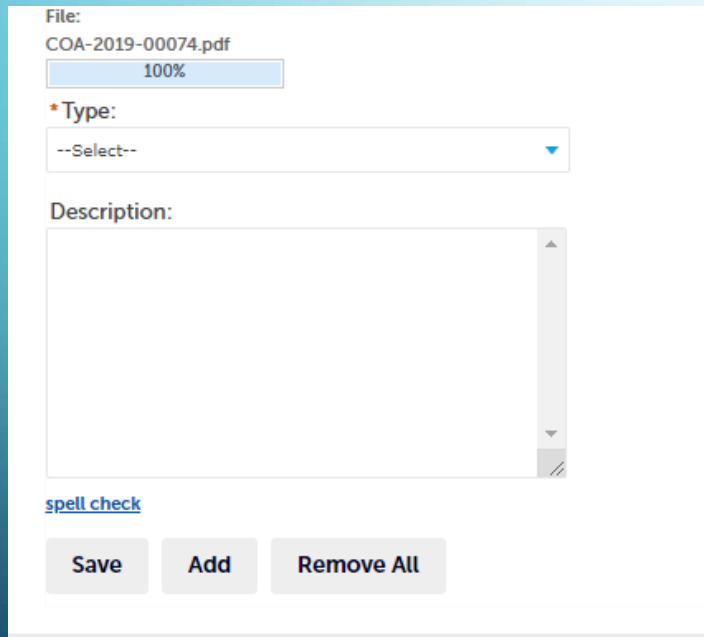


- Click add in the Document Upload window so that you can select which document to upload from “File Explorer”. Once you select the document it will upload. After 100% appears click continue.





- 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 form with the following elements:


- File:** COA-2019-00074.pdf
- Progress:** A progress bar showing 100% completion.
- \*Type:** A dropdown menu currently set to "--Select--".
- Description:** A large, empty text area for providing a description of the document.
- spell check:** A link for enabling or disabling spell check.
- Buttons:** Three buttons labeled "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'. Below the navigation bar is a dark grey bar with three buttons: 'Create an Application', 'Search Applications', and 'Schedule an Inspection'. A prominent green notification banner with a checkmark icon states: 'The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.' Below the notification is a white card for record details: 'Record BLD-2019-00290: Residential Electrical', 'Record Status: Submitted', and 'Expiration Date: 01/31/2019'. A blue link 'Add to collection' is positioned to the right of the record ID. 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

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

Search for Records

- Once you click “Search Applications”, you will be brought to a screen where you can see all your applications and 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	<a href="#">BLD-2019-00290</a>	Residential Electrical		395 MAGNOLIA Rd, PH 28374	Submitted	
<input type="checkbox"/>	09/26/2019	19TMP-000210	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000207	Commercial Addition		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000209	Right of Way Use Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000208	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>

Search for Records

- 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.

Collections (0) Account Management Logout

Dashboard My Records My Account Advanced Search

### Search Results

Your search for '00290' returned the following results.  
Explore by Category: Records(41)

All Records ▾

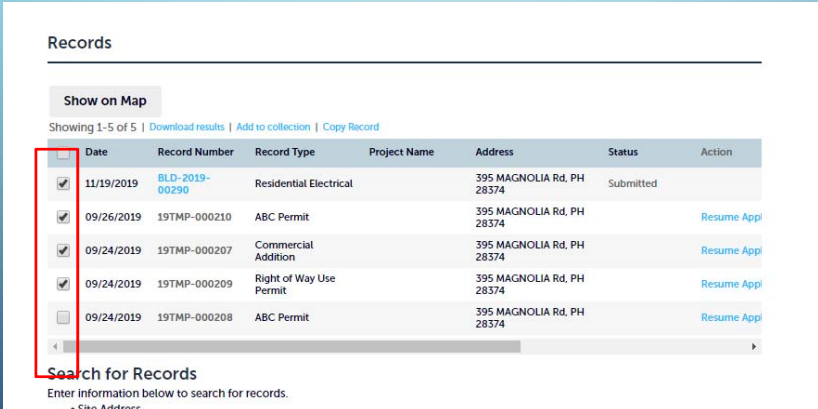
### Records

Showing 1-10 of 41 | [Download results](#)

Date	Record Number	Record Type	Project Name	Address	Status
11/19/2019	<a href="#">BLD-2019-00290</a>	Residential Electrical		395 MAGNOLIA Rd, PH, 28374 395 MAGNOLIA RD	Submitted
09/27/2018	<a href="#">18345</a>	Historic Permits	MECHANICAL	290 SUGAR PINE DR, Pinehurst, NC 43933	Approved
01/29/2018	<a href="#">17056</a>	Historic Permits	MECHANICAL	290 ROBIN LN, Pinehurst, NC 43932	Approved
05/04/2017	<a href="#">15759</a>	Historic Permits	ELECTRICAL	1 CAROLINA VISTA DR, Pinehurst, NC	Approved

# 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).



The screenshot shows a web interface titled "Records". At the top, there is a "Show on Map" button. Below it, a status bar indicates "Showing 1-5 of 5" and provides links for "Download results", "Add to collection", and "Copy Record". The main content is a table with the following columns: Date, Record Number, Record Type, Project Name, Address, Status, and Action. A red box highlights the checkboxes in the first column of the table. Below the table, there is a "Search for Records" section with a prompt to "Enter information below to search for records." and a bullet point for "Site Address".

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

- 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	<a href="#">BLD-2019-00290</a>	Residential Electrical		395 MAGNOLIA Rd, PH 28374	Submitted	
<input checked="" type="checkbox"/>	09/26/2019	19TMP-000210	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input checked="" type="checkbox"/>	09/24/2019	19TMP-000207	Commercial Addition		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input checked="" type="checkbox"/>	09/24/2019	19TMP-000209	Right of Way Use Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>
<input type="checkbox"/>	09/24/2019	19TMP-000208	ABC Permit		395 MAGNOLIA Rd, PH 28374		<a href="#">Resume Appl</a>

## 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 modal dialog box open. The background shows a table of records with columns for Date, Record Number, Project Name, Address, and Status. The modal dialog has two main options: "Add to Existing Collection" (selected) and "Create a New Collection". The "Add to Existing Collection" option includes a dropdown menu currently showing "--Select--". The "Create a New Collection" option includes a text input field for "Name:" and a larger text area for "Description:". Below the modal, there is a "Search for Records" section with a text input field and a "spell check" link.

Date	Record Number	Project Name	Address	Status
11/25/2019	19TMP-000224		395 MAGNOLIA Rd, PH 28374	
11/25/2019	19TMP-000222		395 MAGNOLIA Rd, PH 28374	
11/25/2019	PLN-2019-00074		395 MAGNOLIA Rd, PH 28374	Submitted
11/25/2019	19TMP-000223		395 MAGNOLIA Rd, PH 28374	

**Search for Records**  
Enter information below to search for records

Site Address

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

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	

**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

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	Action
<input type="checkbox"/>	11/25/2019	PLN-2019-00074	General Concept Plan		395 MAGNOLIA Rd, PH 28374	Submitted	