**General Information**

Online Permit Center (Accela): [www.vopnc.org/permitcenter](http://www.vopnc.org/permitcenter)

Online Permit Center Tutorial: <https://www.vopnc.org/home/showpublisheddocument/10530/637199717242030000>

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| **Account Registration** |
| 1. | Go to: [www.vopnc.org/permitcenter](http://www.vopnc.org/permitcenter)  |
| 2. | Click ‘Register for an Account’ at the top of the page.  |
| 3. | Click the checkbox to agree to the general disclaimer. Click ‘Continue Registration.’ |
| 4. | Choose user name, password, and security question. |
| 5. | Click ‘Add New’ to enter contact information. This is important as this information will be used when applying for permits.  |
| 6.  | Choose ‘Individual’ or ‘Organization’ from the dropdown. Choose organization if you will be applying on behalf of a company or business.  |
| 7.  | Fill out contact information fields. You may enter a second address if mailing address is different than physical address.  |
| 8. | Review and click ‘Continue Registration’ to complete account registration. |

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| **Apply for a Permit** |
| 1. | Login: [www.vopnc.org/permitcenter](http://www.vopnc.org/permitcenter) |
| 2.  | Click ‘Building’ banner at the top to apply for building permit OR click ‘Planning’ banner to apply for a planning permit. |
| 3. | Underneath click ‘Create an Application.’ |
| 4. | Click the checkbox to agree to the general disclaimer. Click ‘Continue Application.’ |
| 5. | Select a Record Type. Click ‘Continue Application.’ |
| 6. | Important: To auto-populate property information, enter only the street (house) # and the street name. Do not enter the street type (Rd, St, Ln etc). Alternatively, you may enter the parcel number. Hit ‘Search.’ |
| 7. | If the property information does not auto-populate, confirm the parcel is in the [jurisdiction of Pinehurst.](https://pinehurst.maps.arcgis.com/apps/webappviewer/index.html?id=f04abae59ea144e5bb5ee78e776c6a2d)Otherwise, manually enter the required information.  |
| 8.  | Click ‘Continue Application.’ |
| 9. | Choose the applicant from ‘Select from Account’ or ‘Add New.’ The applicant will be the permit holder. |
| 10. | Under ‘Contact List’ you may choose to add another contact. This person or business may be contacted if there are questions/comments about the application. |
| 11. | Select Licensed Professional(s) one of three ways:* Click ‘Add New’
* Click ‘Select from Account.’ This option is only available if a licensed professional was added to your personal account.
* Click ‘Look Up’: Select the License Type from the dropdown. Other fields not required but will narrow results.
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| 12. | If homeowner or non-licensed contractor is performing the work, enter the applicant phone number as the license number.  |
| 13. | If electrical, mechanical, or plumbing is not being performed, enter N/A in all required fields.  |
| 14. | Review and click ‘Continue Application.’ |
| 15. | Important: Enter Detailed Description of the project or work being performed. Click ‘Continue Application.’ |
| 15. | Fill out required information fields. To prevent delay in processing the application, do not leave fields blank. Click ‘Continue Application.’  |
| 16. | Upload documents. This includes any plans, surveys, elevations, photos, letters, and other documentation. Click ‘Add.’ |
| 17. | Click ‘Add.’ Multiple files can be uploaded at the same time. Hit ‘Continue’ when finished. |
| 18. | Select ‘Type’ of document. Important: Hit ‘Save’ before clicking ‘Continue Application.’ |
| 19. | Review and edit application information, if necessary. Click ‘Continue Application.’ |
| 20. | Pay fees. For most applications, a plan review fee and inspection fee are assessed. Additional inspection fees may be assessed upon staff review. Plan review fees must be paid before the application will be reviewed.  |
| 21. | Enter payment information. Click ‘Submit Payment.’ |
| 22. | Application is submitted.  |

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| **Schedule Inspections**Note there are several ways to schedule inspections on the Online Permit Center.  |
| 1. | Go to: [www.vopnc.org/permitcenter](http://www.vopnc.org/permitcenter)  |
| 2.  | Click ‘Home’ at the top.  |
| 3. | Click ‘Schedule an Inspection’ under the Building subheading.  |
| 4. | Select the Record Number associated with the inspection request. |
| 5. | Click ‘Schedule or Request an Inspection.’ |
| 6. | Choose the type of an inspection. Hit ‘Continue.’ |
| 7. | Select the inspection date. Important: Inspection requests made after 1:00 pm cannot be made for the following day. |
| 8. | Select morning or afternoon preference. Hit ‘Continue.’ |
| 9. | Confirm the location and contact information. Hit ‘Continue.’ |
| 10. | If needed, click ‘Include Additional Notes.’ It is helpful to provide information such lock box codes, notice to call homeowners, specific location of units or equipment, permission to enter through gates etc. |
| 11. | Click ‘Finish.’ Inspection is scheduled.  |
| 12. | You can reschedule, cancel, or view details and inspection results by clicking ‘Actions.’ |

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| **View Inspection Results**Inspections results are also emailed to the applicant’s email address  |
| 1. | Go to: [www.vopnc.org/permitcenter](http://www.vopnc.org/permitcenter)  |
| 2.  | Click ‘My Records’ at the top.  |
| 3. | Click on the record for which you want to view inspections results and comments.  |
| 4. | Under the ‘Record Info’ click the blue arrow for a drop down. Click on ‘Inspections.’ |
| 5. | Listed will be completed and upcoming inspections. You can view the inspection result (cancelled, rescheduled, passed, partial, or rejected). |
| 6. | To view result comments on a specific inspection, click ‘View Details’ to the right.  |
| 7. | A new window will pop-up. Click ‘View Result Comments.’ Important: Inspection comments can only be viewed by the record creator.  |