

# FREQUENTLY ASKED QUESTIONS

FOR HELP USING BUILD HENRICO

## WHAT WEB BROWSER SHOULD I BE USING?

Build Henrico supports the use of modern, updated web browsers (i.e. Google Chrome, Mozilla Firefox, Microsoft Edge and Apple Safari. When using the system please do not use Internet Explorer.

## CAN I CREATE ONE ACCOUNT FOR MY ENTIRE COMPANY TO USE AND SHARE A PASSWORD?

We recommend the owner and/or license holder for the company create the main account. From there, all employees should create their own personal log-in and associate themselves with the company using the "Contractor Pin" feature of Build Henrico. This allows for easy maintenance of employees at a company. Please refer to our "Associating with a Contractor" video on our help page at [henrico.us/build](https://henrico.us/build).

## WHY DON'T I SEE THE PERMIT I ALREADY SUBMITTED IN BUILD HENRICO?

Permits that were entered before August 30, 2021 will reside in our Legacy Permitting System and not be accessible online through Build Henrico. You will know it is an old permit by the number BLD2021-XXXXXX. If you have a permit in the legacy system, you will also request inspections through the legacy system.

All new permits will be designated by a number including an additional dash and the permit number starting with a '1'. **e.g. BLD-2021-1XXXXX**

## HOW DOES THE SYSTEM HANDLE EXPIRED PERMITS?

Build Henrico does not expire permits that are in an "Issued" status. The only time expiration of a permit occurs will be if the permit is in a state where corrections are required, and never re-submitted. After six months of inactivity from the applicant, the permit will expire. After six months, if you wish to proceed with that permit, you can request for it to be re-instated on the customer portal.

## HOW DO I REQUEST THIRD PARTY INSPECTIONS AND SUBMIT RDP INSPECTION REPORTS?

The process for requesting 3rd Party inspections and submitting RDP inspection reports remains the same in Build Henrico as our current policies with one exception. The exception is that residential footing inspections being performed by an approved agency, and stc/firewall inspections being performed by a registered design professional, may be requested by the building contractor. The inspection request shall include confirmation of the approved agency that will be performing the inspection, the time that the site inspection will be performed and the contact name and phone number for the approved agency. Policies governing 3rd Party Inspections, Residential Footing Inspections and STC/Firewall inspections processes can be viewed at the following links

[3rd Party Inspection Policy](#) - Henrico County, Virginia

[Footing Inspection FAQs](#) - Henrico County, Virginia

[STC/Firewall Inspections](#) - Henrico County, Virginia

## THE COMMENTS CUT OFF ON MY REVIEWED PLAN, HOW CAN I SEE THE FULL COMMENT?

This due to a limitation of certain PDF viewers. We suggest the use a full-function PDF viewer when reviewing returned plans. Adobe Acrobat Reader is a suggested platform. You can click on the comment and resize the popup, or view all comments in a pane.

## IS THERE GOING TO BE AN APP CREATED FOR THIS SYSTEM?

At this time, there will not be an app created for Build Henrico, however, the customer portal is mobile responsive and should be accessible through any portable device.