



Land Development Approvals *Planning Department Customer Guide*

To Access Build Henrico: <https://build.henrico.us>

Tips and Tricks:

- ◆ Google Chrome browser works best! **DO NOT** use Internet Explorer as it is not supported.
- ◆ You should use the back button within the webpage when able. Using the browser back button may cause issues, especially for payments and submission.
- ◆ You have the ability to change your password/security questions and manage notifications in your profile.

Important:



- ◆ Emails sent by Build Henrico may be sent to your junk or spam folders.
- ◆ If you are exploring the website, clicking any link on the 'Applying for Land Application Approval' webpage will automatically create a new job that you cannot remove from your 'My Activities' tab.
- ◆ Once jobs are submitted, all plans and data are public information.

A BUILD HENRICO ACCOUNT IS REQUIRED TO SUBMIT APPLICATIONS TO THE COUNTY

Registration:

- ◆ Click the **Register Now** link.
- ◆ Input your information as displayed by each field.
 - ◆ All information input should be professionally oriented.
 - ◆ Note that red asterisks (*) are mandatory fields that must be completed before the submittal of information can be accepted by the system.
 - ◆ Please ignore any reference to a PIN Number as Planning is not utilizing this capability.
- ◆ Select the **Mailing Address** button to display a pop-up window for business address information and complete all required fields.

***Important: Choose a security question and answer you will remember – this is the only way to reset your password ***

- ◆ Complete the **Captcha** and click **Finish Registration**. An email will be sent to the email address provided.
 - ◆ Please note, registration is not complete until you receive the email and complete the process.
- ◆ Once the email is received, click on the **Activate your account** link in the email.
- ◆ Ignore the screen inquiring about associating your account with a contractor, as Planning is not utilizing this step.
- ◆ Click **Save and Close**. The Registration process is now complete.

Resetting your Password:

From the Build Henrico main page, click **Forgot Password** and follow instructions.

An email will be sent to the email address provided at time of registration. You will be asked to answer the security question. If answered correctly, a new password can be set up, with an email to complete the process.

If you are unable to remember the answer to your security question, please contact the department you are doing business with for further assistance.



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How to navigate Build Henrico:

Once you have logged into your account, the home screen will have links to submit various applications.

- ◆ **Land Development Applications:** For Planning, DPU, and DPW related applications, select this option to submit new applications. Refer to specific agency guides for detailed instructions.

The two main utilized tabs are outlined below:

- ◆ **My Inspections:** Displays the list of inspections associated with job activities—not heavily utilized for Land Development.
- ◆ **My Activities:** Displays all created Jobs (in varying statuses: draft, submitted, expired, in review, etc).
 - ◇ Clicking the paper icon next to a Job will display information on that specific Job.
 - ◇ Throughout the process, a job may have **Application Incomplete** or **Applicant Revisions Required** as a link under the Status column.
 - ◇ **Application Incomplete** - You may need to click the link to review and resubmit with required information.
 - ◇ **Applicant Revisions Required** – On the My Activities tab, click the paper icon next to the job and navigate to the Referrals Tab to review the comments. To resubmit revisions, on the My Activities tab, click the Submit Revisions link to the right of the job.