



ACCOUNT REGISTRATION GUIDE



This guide will walk you through how to register for an account on the Build Henrico customer portal.

HOW TO REGISTER FOR AN ACCOUNT

1. You will start on the Build Henrico customer portal home page.
2. Click the '**Register Now**' button to begin the registration process.

Welcome to
BUILD HENRICO

Register
If you have not yet created an account [Register Now.](#)

Submit a Complaint as a Guest
You can also [submit a Complaint](#) without registering.

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powered by **POSSE**

3. Start by filling in the "Your Information" section. This requires the following information:

- **First Name:**
- **Last Name:**
- **Phone Number:**
- **Email Address:**

- **NOTE:** You must provide a valid email address in order to receive a confirmation email to finish activating your account. (See Below)



Welcome to Build Henrico

Please complete the fields below to register for an account. All fields with asterisks must be filled out in order to proceed. Once the information on this screen has been provided, the system will send a confirmation email with a link that must be followed before gaining access to this system.

YOUR INFORMATION

★First Name:	<input type="text"/>
★Last Name:	<input type="text"/>
★Phone Number:	(<input type="text"/>) <input type="text"/> - <input type="text"/>
★Email Address:	<input type="text"/>
★Confirm Email:	<input type="text"/>

A valid email is required as your email address will be used to login to the system.

4. Next, fill in the "Mailing Address" section. This requires the following information:

- **Address Type:** (Either '**Civic**' or '**PO Box**' will be used in most cases.)
- **Street Address:**
- **City/Town:**
- **State/ Province:** (This is a drop down, please select the best option)
- **Country:** (This is a drop down, please select the best option)
- **Zip/ Postal Code:**

MAILING ADDRESS

★Address Type:	<input type="text" value="Civic"/>
★Street Address:	<input type="text"/>
Address Line 2:	<input type="text"/>
★City / Town:	<input type="text"/>
★State / Province:	<input type="text" value="(None)"/>
★Country:	<input type="text" value="(None)"/>
★Zip / Postal Code:	<input type="text"/>

5. The next section is "Current Customers."

- **NOTE:** At this time, we are not providing current customer PINS. This will be a part of Phase Two, coming in the Spring of 2021. Please skip this section for now, it can be associated with your account at a later date.

CURRENT CUSTOMERS

If you are a current customer of Henrico County and have been provided a PIN, please enter it below. Do not enter a contractor PIN number here. If you are a contractor and have a PIN, you will be prompted to enter it through the account activation link in your confirmation email.

PIN:

DO NOT FILL IN

6. Finally, complete the section for "Security Question and Password." As noted in the instructions, the question is used in case you forget your password, we will need the answer in order to regain access to your account. Please fill in the following information:

- Security Question:
- Security Answer:



- Password:
 - Your password must fulfill the requirements stated on the page.
 - At least 8 characters.
 - Contain at least (2) letters (one Upper and one lower case)
 - One number (1)

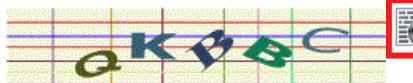
Once complete, we ask that you fill out a "Match Code" to ensure account validity. If you have trouble reading the letters, please select the '**Speaker Document**' icon to the right of the letters. This feature will read the letters aloud to you so you can type them into the match code box. (See **red** arrow below)

SECURITY QUESTION AND PASSWORD

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

*Security Question:	<input type="text" value="None"/>
*Security Answer:	<input type="text"/>
*Password:	<input type="text"/>
*Confirm Password:	<input type="text"/>
Password must: - be at least 8 characters - contain at least two (2) letters (one upper case and one lower case) - and one (1) number.	

Enter the code you see below.

*Match Code:	<input type="text"/>
	

Please be mindful that the information you share with the Henrico County through this website is a public record that may be subject to Virginia open records laws. The County may use the information you provide to contact you in the future about your requests.

7. Once everything is filled out, click the '**Finish Registration**' button.

- **IMPORTANT:** Once you click 'Finish Registration' the registration process is **NOT** complete. Be on the lookout for an email from '**noreply@build.henrico.us**' to finish registering your account. Note, this could be sent to a "Junk" folder, so please check all areas of your email account.

Finish Registration

Welcome to Online LMS

Your registration submission has been received.

Your user account's email address will be: jr @gmail.com

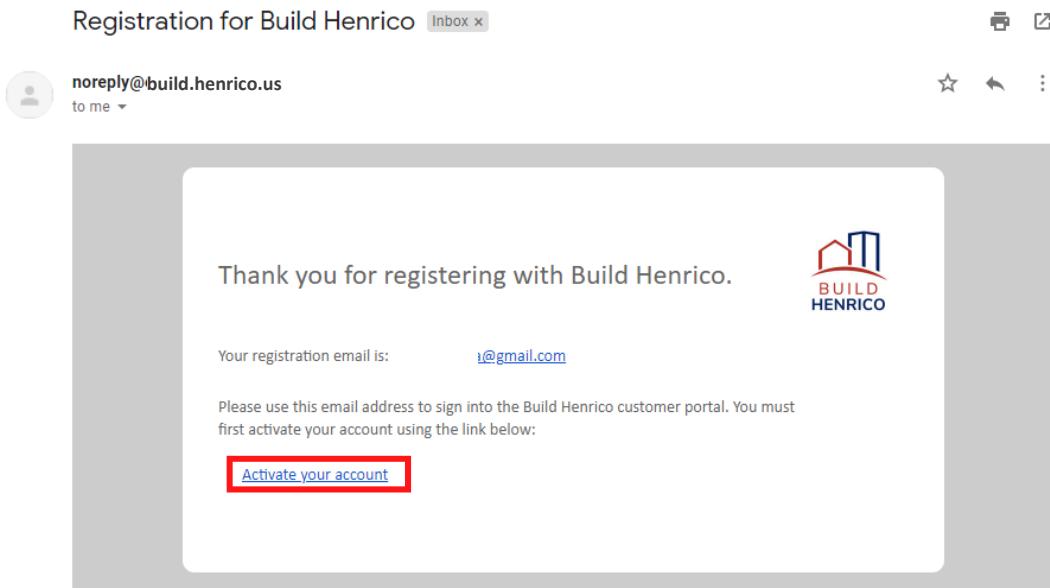
Your registration is not complete.

We will send an email to the email address displayed above.

Follow the instructions in the email to complete your registration in the system.



8. Navigate to your email and select the email from 'noreply@build.henrico.us'.
9. In the email, click '**Activate your account**' to finish your activation.



10. You will be taken back to the Build Henrico customer portal site where you will be asked to enter your Password to finish the activation.
11. Please re-enter the password you registered online with and click '**Activate**'.

Activate your account

Email Address: @gmail.com

*Password: Please re-enter the password you registered online with.

Activate

12. You will be prompted to add a Contractor PIN for existing customers. Please do not enter anything on this page, at this time. Instead, navigate to the bottom right corner and click the '**Save and Return**' button.

MY CONTRACTOR

If you are not a contractor, click 'Save and Return' to complete account activation.

If you are a contractor that has previously done business with Henrico County and have been given a PIN by Henrico County, please enter the PIN then click 'Associate to Existing Contractor'.
If you are a new contractor that has not previously done business with Henrico County, please follow the instructions below to create a new contractor account.

Contractor PIN: Associate to Existing Contractor

To create a new contractor and associate it to your account, please click 'Register as a New Contractor'. You will be required to enter your contractor license information.

+ Register as a New Contractor

DO NOT FILL IN

Save

Save and Return



13. You have now successfully activated your account.

Home



You have successfully activated your account.

Welcome to Build Henrico!

Select 'Complaints' to start a new complaint or see updates on your previous complaints.

For more information regarding Building Inspections and Permitting, please visit <https://henrico.us/bldg>.
For more information regarding Planning and Development, please visit <https://henrico.us/planning>.



[**Complaints**](#)