

# 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.

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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:

\*Last Name:

\*Phone Number: (  )  -

\*Email Address:  A valid email is required as your email address will be used to login to the system.

\*Confirm Email:

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:

\*Street Address:

Address Line 2:

\*City / Town:

\*State / Province:

\*Country:

\*Zip / Postal Code:

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 below. Do not enter 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:

**DONOT 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:

\*Security Answer:

\*Password:

\*Confirm Password:

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:



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.

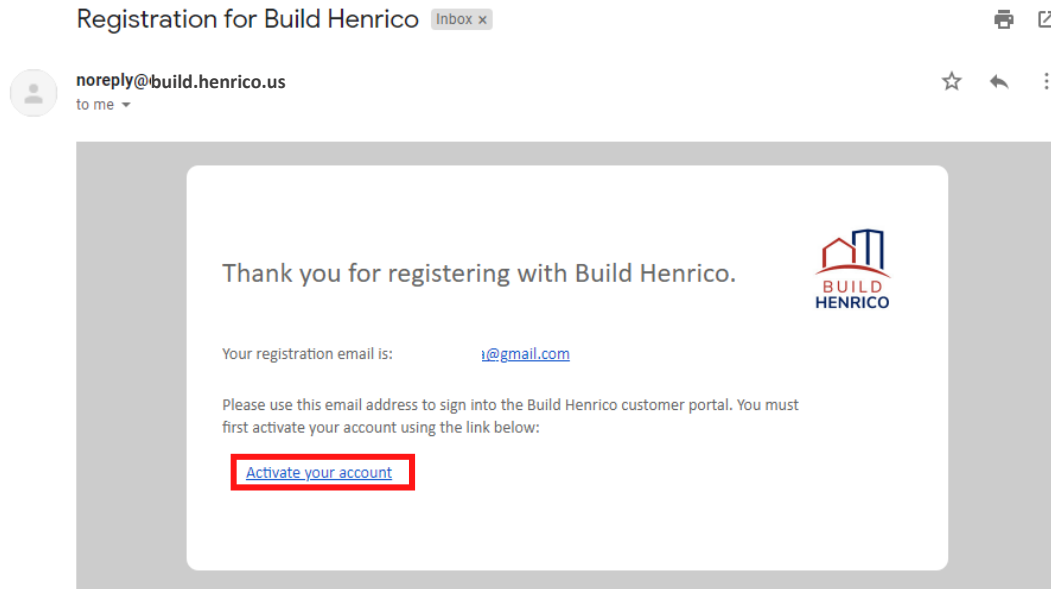
Your user account's email address will be: jr @gmail.com

**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.'**

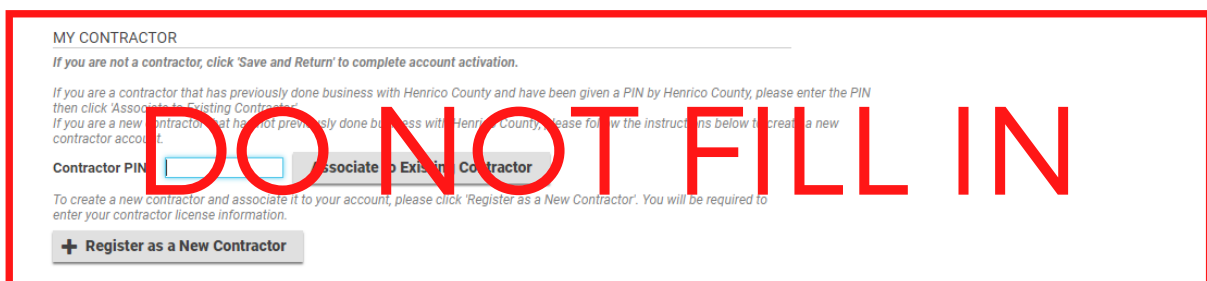
## Activate your account

Email Address:

\*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.



Save

→ Save and Return

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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](#)**