James City County
Community Development
JCC PermitLink User Guide

How to Register on JCC PermitLink 3
How to Apply for a Permit or Plan 8
How to View Invoices and Receipts 21
How to Pay Invoices 25
How to Attach a Document to an Existing Permit or Plan 32
How to Schedule an Inspection 37
How to View Inspection Results 42
Contact us 47
How to Register on JCC PermitLink

Access JCC PermitLink by selecting [www.jamescitycountyva.gov/permitlink](http://www.jamescitycountyva.gov/permitlink)

**STEP 1:** Click “Login or Register”, then “Register Here”.

Welcome to Self Service

- **Search Public Records**
  - This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

- **Apply**
  - This tool can be used to apply for a permit, plan or license.

- **Login or Register**
  - Login to an existing or create a new account. You can also find help if you forgot your login information.

- **Pay Invoice**
  - Use this tool to pay for individual invoices.

- **Map**
  - Explore the map to see the activity occurring in your neighborhood.

- **Request Inspection**
  - Click here to request an inspection on an existing record.
**STEP 2:** Add your email address and click **“Next”**. Please remember that this address will receive all JCC PermitLink notifications.

**STEP 3:** Please check your email for a message from permitlink@jamescitycountyva.gov. (Tip: If you do not receive this email, check your junk/spam folders. If you still do not receive the email, you may need to add this email address as a “safe sender” in your email settings).

**STEP 4:** Once in your email, click the **“Confirm”** link.

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.
STEP 5: By confirming your email, you will be automatically prompted back into JCC PermitLink. “Confirm Password”, then “Next”.

Registration

Step 2 of 4: Login information

*REQUIRED

- I'm not a robot

*Username

*Password

*Confirm Password

Email: youremail@youremail.com

Click “Next”
STEP 6: Fill out the fields as indicated, then “Next”.

Note: If you are associated with a company, please add the name of your company. You may also provide your phone number by clicking “Additional Contact Information”.

Registration

Step 3 of 4: Personal Info

- First Name
- Middle Name
- Last Name
- Company
- Contact Preference
- Email Address

Additional Contact Information

You’re email@youremail.com

“Next”
**STEP 7:** Fill out your address information, then “Submit”.

### Registration

<table>
<thead>
<tr>
<th>Step 4 of 4: Address</th>
<th>Fill out your address information.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Country Type</strong></td>
<td>US</td>
</tr>
<tr>
<td><strong>Street Number</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Pre Direction</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Street Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Street Type</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Post Direction</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Unit Suite or Apt</strong></td>
<td></td>
</tr>
<tr>
<td><strong>City</strong></td>
<td></td>
</tr>
<tr>
<td><strong>State</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Postal Code</strong></td>
<td></td>
</tr>
<tr>
<td><strong>County</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Address Type</strong></td>
<td>Location</td>
</tr>
</tbody>
</table>

*REQUIRED
How to Apply for a Permit or Plan

Access JCC PermitLink by selecting www.jamescitycountyva.gov/permitlink

Note: If you are not yet registered on JCC PermitLink, please refer to the How to Register in Permit Link section of this guide.

STEP 1: Click “Login or Register”, then “Log In” to your account.
STEP 2: Click “Apply” as indicated by arrow below.
STEP 3: Click on “Permits”. A list of permit categories will appear; select the desired one then, click “Apply”.

Permits

1. Amusement Device Permits: This permit application should be used when major or minor modifications to an existing amusement device are proposed.
2. New Amusement Device: This permit application should be used when a new permanent amusement device is proposed.
3. Temporary Event: This permit application should be used when a temporary amusement device is proposed (i.e. carnival or similar event; includes inflatables, bounce houses and similar).
4. Commercial Building Addition: This permit application should be used when additions to existing commercial buildings or structures are proposed.

Plans

1. “Apply”
STEP 4: Click on “Add Location”.

“Add Location”
STEP 5: Type in the address, then search. From the list, select the correct address and click the “Add” button. (Tip: Only enter the number and first few letters of the street name and click search for results to populate.)
Please note: alternatively, after searching for and adding an address, additional not in the County database, you can “Enter Manually” the address. Fill out the fields as indicated, then click “Save”.

Enter Manually

Country Type: US
Enter Address: Search Addresses
Street Number
Pre Direction
Street Name
Street Type
Post Direction
Unit Suite or Apt
City
State
Postal Code
County

“Save”
STEP 6: Click “Next”.

“Next”
STEP 7: Select “Permit Type” and enter a brief description of the work. If required, please add valuation, then click “Next”. Various plans and permits will have different required questions but follow the same principle outlined in the following pages.

Note: All building and trade permits require a “Valuation”. This number should reflect the value for labor and materials to complete the work.
STEP 8: If you wish to add a contact other than the Applicant, click “Add Contact”. Otherwise, please skip to step 9.

“Add Contact”
**STEP 9**: From the dropdown menu, choose the option that best describes the contact. Then, enter contact’s name on the search box. A list will appear below the search area. Select the contact by clicking “Add”.

*Note: If you are unable to see the name “Enter Manually” the contact. After filling out the information, click “Next”.*
STEP 10: Check all appropriate boxes and enter required information, then scroll the page all the way to the end, then click the "Next" button.
STEP 11: “Add Attachments”, then click “Next”.

“Add Attachments”

“Next”
STEP 12: Please review your information, then “Submit”.

Applying for a Permit - New Single Family Dwelling

Locations: 100 MOUNTS BAY RD, WILLIAMSBURG, VA, 23185

Basic Info:
- Type: New Single Family Dwelling
- Description: Description here
- Valuation: $1000
- Applied Date: 02/21/2020

Contacts:
- Applicant: Your info here

Submit button highlighted with "Submit" label.
How to View Invoices and Receipts

Access JCC PermitLink by selecting [www.jamescitycountyva.gov/permitlink](http://www.jamescitycountyva.gov/permitlink)

Note: If you are not yet registered on JCC PermitLink, please refer to the *How to Register in Permit Link* section of this guide.

**STEP 1:** Click “Login or Register”, then “Log In” to your account.
STEP 2: Click on “Dashboard”. Then, scroll down the page to the option My Invoices. Click on “View My Invoices”.

![Dashboard and View My Invoices](image-url)
**STEP 3:** From the *My Invoices* list, select the invoice number to see details.

### My Invoices

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Amount Due</th>
<th>Status</th>
<th>Case Number</th>
<th>Address</th>
<th>Select All</th>
</tr>
</thead>
<tbody>
<tr>
<td>INV-00013837</td>
<td>$21.00</td>
<td>Invoiced, Past Due</td>
<td>CK-20-0010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INV-00013836</td>
<td>$21.00</td>
<td>Invoiced, Past Due</td>
<td>CK-20-0018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INV-00013838</td>
<td>$21.00</td>
<td>Invoiced, Past Due</td>
<td>CK-20-0014</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select the invoice number.
STEP 4: If you wish to see the receipt number, click on the “Payments” button. The receipt number will appear right below the Payments subtitle.
How to Pay Invoices

Access JCC PermitLink by selecting www.jamescitycountyva.gov/permitlink

Note: If you are not yet registered on JCC PermitLink, please refer to the How to Register in Permit Link section of this guide.

**STEP 1:** Click “Login or Register”, then “Log In” to your account.
STEP 2: If you have the invoice number, click on “Pay Invoice”. If you are the applicant and do not have your invoice number, please move to step 3.
**STEP 2.1:** Enter invoice number on search box, then search.

1. Enter invoice number.
2. Search.

**STEP 2.2:** Select the “Pay Now” button.

**Invoice Number:** INV-00013836

- **Invoice Total:** $21.00
- **Status:** Invoiced, Past Due
- **Due Date:** 05/01/2020
- **Description:** NONE

**Primary Fees**

<table>
<thead>
<tr>
<th>Fee Name</th>
<th>Fee Total</th>
<th>Amount Due</th>
<th>Case Number</th>
<th>Case Type</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoning - Chicken Keeping Permit</td>
<td>$21.00</td>
<td>$21.00</td>
<td>CK-20-0010</td>
<td>Permit</td>
<td></td>
</tr>
</tbody>
</table>

Sort by **Fee Name**

**Results per page:** 10

1 - 1 of 1

Pay Now
**Step 3:** If you do not have the invoice number please sign into your account that is associated with the permit or plan and invoice. Click on the dashboard icon in the upper left and select the invoices in the bottom right that you would like to pay (by clicking on view my invoices). If you would like to pay all invoices, click add to cart.
**Step 3.1:** If you selected view my invoices you will see the following screen. Select the invoices that you would like to pay and click add to cart.

1. Select Invoices
2. Select Add to Cart
Step 3.2: Click “Check Out”.

Invoice: INV-00013834  
Due Date: 04/30/2020  
Description: NONE  
Billing Contact: Baruch, Alex  

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Project</th>
<th>Case Address</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLDC-20-0368</td>
<td>test</td>
<td></td>
<td>$69.30</td>
</tr>
</tbody>
</table>

Total: $138.91

Invoice: INV-00013835  
Due Date: 04/30/2020  
Description: NONE  
Billing Contact: Baruch, Alex  

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Project</th>
<th>Case Address</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELER-20-1041</td>
<td></td>
<td>101 MOUNTS BAY RD Williamsburg VA 23185</td>
<td>$69.61</td>
</tr>
</tbody>
</table>

Total: $138.91

Click “Check Out”
Step 3.3: Fill out required information and click “Pay Now”.

[Image of a user interface for payment with an invoice and a MyGovPay logo]

**Payment Details**

- Cardholder Name
- Billing Street
- Billing Zip Code
- Card Type: Select one
- Card Number
- Expiration Date: Month, Year
- CVV Code

*all fields are required

Pay Now - $138.91

[Arrow pointing to the “Pay Now” button with the text: Fill out information and click pay now.]
How to Attach Documents to an Existing Permit or Plan

Access JCC PermitLink by selecting [www.jamescitycountyva.gov/permitlink](http://www.jamescitycountyva.gov/permitlink)

Note: If you are not yet registered on JCC PermitLink, please refer to the How to Register in Permit Link section of this guide.

**STEP 1:** Click “Login or Register”, then “Log In” to your account.
STEP 2: Click on “Dashboard”, then “View My Permits”.

“Dashboard”

“View My Permits”

“View My Plans”
STEP 3: From the list of cases, select the one you wish to add an attachment to.

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Project</th>
<th>Address</th>
<th>Permit Type</th>
<th>Status</th>
<th>Attention Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLDC-20-0367</td>
<td>101 mounts bay road</td>
<td>williamsburg</td>
<td>Commercial Building Change of Occupancy</td>
<td>Recent, Pending</td>
<td></td>
</tr>
<tr>
<td>LDSW-20-0063</td>
<td>101 mounts bay</td>
<td>101 mounts bay</td>
<td>Land Disturbance</td>
<td>Active</td>
<td></td>
</tr>
<tr>
<td>SE-20-0090</td>
<td>101 MOUNTS BAY RD</td>
<td>Williamsburg, VA 23185</td>
<td>Special Event</td>
<td>Recent, Pending</td>
<td></td>
</tr>
<tr>
<td>BLDR-20-1004</td>
<td>101 MOUNTS BAY RD</td>
<td>Williamsburg, VA 23185</td>
<td>Building Permits - Residential: Addition</td>
<td>Recent, Pending</td>
<td></td>
</tr>
</tbody>
</table>
STEP 4: Select the “Attachments” button.
STEP 5: Click “Add Attachment”. Once the attachment is completed, click “Submit”.

Note: Some case types require documents to be approved by staff before they become visible here.
How to Schedule an Inspection

Access JCC PermitLink by selecting www.jamescitycountyva.gov/permitlink

Note: If you are not yet registered on JCC PermitLink, please refer to the How to Register in Permit Link section of this guide.

**STEP 1**: Click “Login or Register”, then “Log In” to your account.
STEP 2 – Option A: Click on “Request Inspection”.

“Request Inspection”
STEP 2.1 – **Option A:** Select the inspection number from the list of available inspections for your cases by checking the box, and then clicking “Request Inspection”. Any issues preventing the inspection from being requested will be noted in red to the right.

**Request Inspections**

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Address</th>
<th>Type</th>
<th>Inspection Type</th>
<th>Select All</th>
</tr>
</thead>
<tbody>
<tr>
<td>LDSW-20-0063</td>
<td>101 mounts bay</td>
<td>Land Disturbance</td>
<td>Surety Inspection</td>
<td></td>
</tr>
<tr>
<td>SURE-20-0168</td>
<td>101 mounds bay RD williamsburg, VA 23185</td>
<td>Surety - Surety</td>
<td>Surety Renewal Inspection</td>
<td></td>
</tr>
<tr>
<td>SURE-20-0168</td>
<td>101 mounds bay RD williamsburg, VA 23185</td>
<td>Surety - Surety</td>
<td>Surety Inspection</td>
<td></td>
</tr>
<tr>
<td>SURE-20-0168</td>
<td>101 mounds bay RD williamsburg, VA 23185</td>
<td>Surety - Surety</td>
<td>Surety Renewal Inspection</td>
<td></td>
</tr>
<tr>
<td>SURE-20-0168</td>
<td>101 mounds bay RD williamsburg, VA 23185</td>
<td>Surety - Surety</td>
<td>Final SRP Field Inspection</td>
<td></td>
</tr>
</tbody>
</table>
STEP 2 – Option B: Open permit or plan summary for case you wish to request inspection for. In the “Available Actions” box on the summary tab, select “Request” from list of inspections available to be requested.
STEP 3: Chose an inspection date and add any information you would like the inspector to see. Click “Submit”.

- Request Date
- Comments
- Submit
How to Check Inspection Results

Access JCC PermitLink by selecting www.jamescitycountyva.gov/permitlink

Note: If you are not yet registered on JCC PermitLink, please refer to the How to Register in Permit Link section of this guide.

**STEP 1:** Click “Login or Register”, then “Log In” to your account.
**STEP 2:** Click on “Dashboard”. Then, scroll down the page and select the “Closed” inspection under *My Inspections*. (Tip: Click the number, not the word “Closed”)

You are in CSS Test. Go Live date June 11, 2018
**STEP 3:** From the list **"My Existing Inspections"**, select the desired inspection number.

### My Existing Inspections

<table>
<thead>
<tr>
<th>Inspection Number</th>
<th>Inspection Type</th>
<th>Address</th>
<th>Status</th>
<th>Case Type</th>
<th>Case Number</th>
<th>Reinspection</th>
<th>Requested Date</th>
<th>Scheduled Date</th>
<th>Completed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISRP-20-26318</td>
<td>Infrastructure Inspection ( Permit Version)</td>
<td>101 mounts bay</td>
<td>Closed</td>
<td>Permit</td>
<td>LDSW-20-0063</td>
<td>No</td>
<td>02/03/2020</td>
<td>02/04/2020</td>
<td>02/03/2020</td>
</tr>
</tbody>
</table>

Select the Inspection number.
**STEP 4: Click on “Checklist”**.

**Inspection Details | Tab Elements | Main Menu**

<table>
<thead>
<tr>
<th>Inspection Type:</th>
<th>Requested Date:</th>
<th>Requested Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation Walls and Piers</td>
<td>07/09/2019</td>
<td>12:00 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inspection Status:</th>
<th>Scheduled Date:</th>
<th>Scheduled Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passed</td>
<td>07/09/2019</td>
<td>12:00 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permit Number:</th>
<th>Completed Date:</th>
<th>Completed Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1LD-19-18036</td>
<td>07/09/2019</td>
<td>10:34 AM</td>
</tr>
</tbody>
</table>

**Inspector Name:**

**Main Address:**
STEP 5: Any comments on the inspection results will appear under the “Checklist” subtitle.

Inspection Number: IBLD-19-18036

- Inspection cannot be printed at this time. You do not have access to it.

<table>
<thead>
<tr>
<th>Inspection Type</th>
<th>Requested Date</th>
<th>Requested Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation Walls and Piers</td>
<td>07/09/2019</td>
<td>12:00 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inspection Status</th>
<th>Scheduled Date</th>
<th>Scheduled Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passed</td>
<td>07/09/2019</td>
<td>12:00 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Permit Number</th>
<th>Completed Date</th>
<th>Completed Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLDC-19-0116</td>
<td>07/09/2019</td>
<td>10:54 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inspector Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Main Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Williamsburg, VA 23185</td>
</tr>
</tbody>
</table>

Checklist: No records to display.
Contact us:
Building Safety and Permits

General number  Permit Technicians  BuildingSafetyandPermits@jamescitycountyva.gov  757-253-6626
Adamson, Chad  Lead Electrical Inspector  Chad.Adamson@jamescitycountyva.gov  757-253-6853
Coghill, Tom  Director  757-253-6628
Kirkpatrick, Laura  Lead Building Inspector  Laura.Kirkpatrick@jamescitycountyva.gov  757-253-6852
Malarkey, David  Lead Commercial Building Inspector  David.Malarkey@jamescitycountyva.gov  757-253-6768
McKinney, Stacy  Residential Plans Examiner  Stacy.Mckinney@jamescitycountyva.gov  757-253-6821
Nedoszytko, Richard  Electrical Inspector  Richard.Nedoszytko@jamescitycountyva.gov  757-253-4163
Saumier, Brian  Inspector I  Brian.Saumier@jamescitycountyva.gov  757-253-6768
Schuler, Scott  Lead Plumbing/Mechanical Inspector  Scott.Schuler@jamescitycountyva.gov  757-253-4160
Smith, Marty  Assistant Building Official (Plan Review)  Marty.Smith@jamescitycountyva.gov  757-253-6723
Todd, Charles  Plumbing/Mechanical Inspector  Charles.Todd@jamescitycountyva.gov  757-253-6618
Turner, Allen  Assistant Building Official (Inspections)  Allen.Turner@jamescitycountyva.gov  757-253-6684
White, Donald  Inspector, Plumbing/Mechanical/Gas  Donald.White@jamescitycountyva.gov  757-253-6627
Yanez, Tamra  Plans Examiner  Tamra.Yanez@jamescitycountyva.gov  757-253-6861
Contact us:
Stormwater and Resource Protection
stormwater@jamescitycountyva.gov
757-253-6670

Contact us:
Planning/Zoning:
planning@jamescitycountyva.gov
757-253-6685