

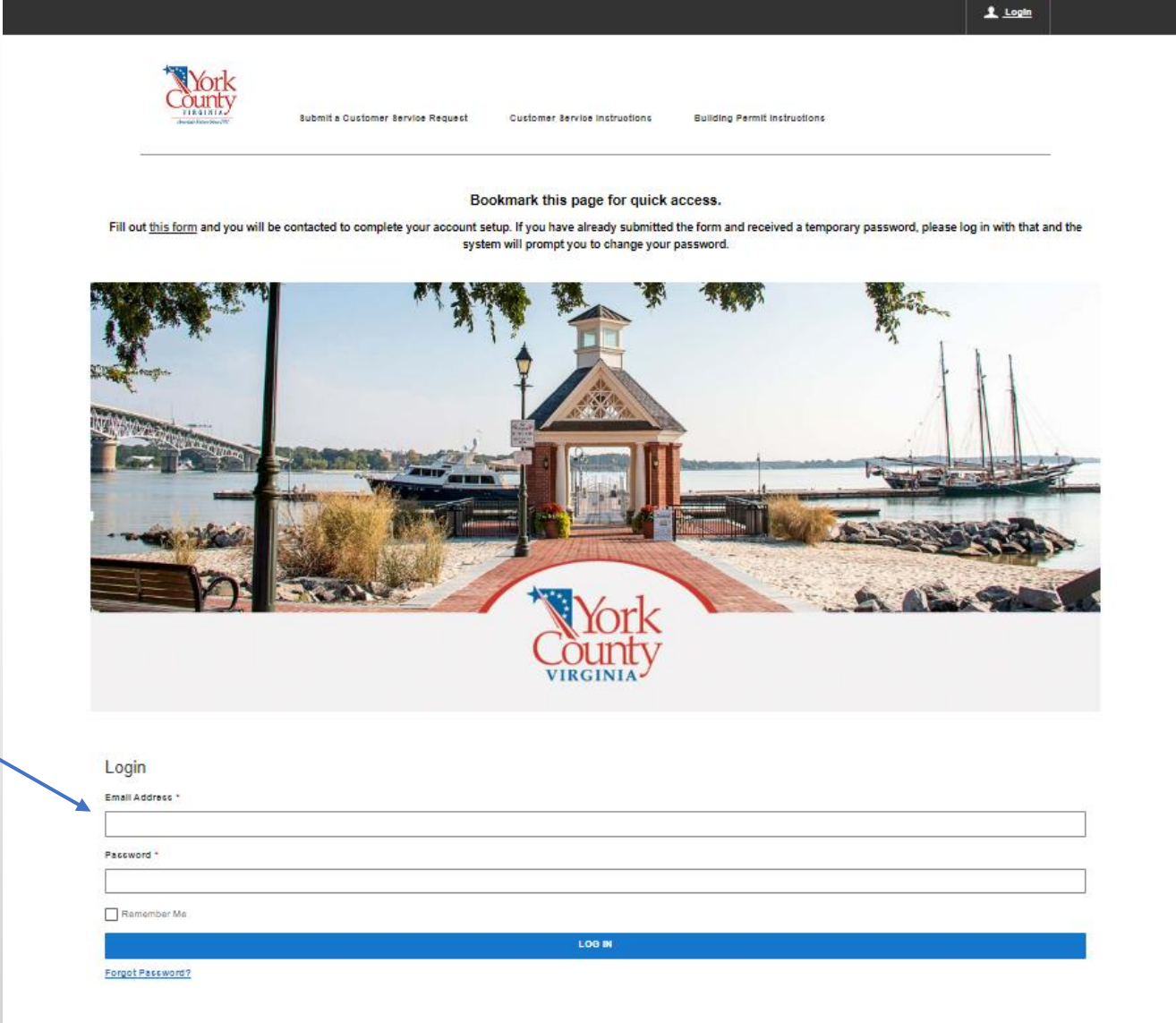
Submitting an Elevator Annual or Maintenance Application

Log into the portal by using the email and password that was used to set up the account.

For assistance, please call the following numbers during business hours:

757-890-3522 for Permit or Inspection Assistance

757-890-3755 for Portal Assistance



The screenshot shows the York County Virginia portal login page. At the top, there is a dark navigation bar with a 'Login' link. Below this, the York County Virginia logo is on the left, and links for 'Submit a Customer Service Request', 'Customer Service Instructions', and 'Building Permit Instructions' are on the right. A message in the center asks users to bookmark the page and provides instructions for new and returning users. Below the message is a large banner image of a waterfront scene with a bridge and a sailboat. The York County Virginia logo is overlaid on the bottom right of the banner. At the bottom of the page, there is a 'Login' section with input fields for 'Email Address' and 'Password', a 'Remember Me' checkbox, a blue 'LOG IN' button, and a 'Forgot Password?' link.

York County VIRGINIA

[Submit a Customer Service Request](#) [Customer Service Instructions](#) [Building Permit Instructions](#)

Bookmark this page for quick access.

Fill out [this form](#) and you will be contacted to complete your account setup. If you have already submitted the form and received a temporary password, please log in with that and the system will prompt you to change your password.

York County VIRGINIA

Login

Email Address *

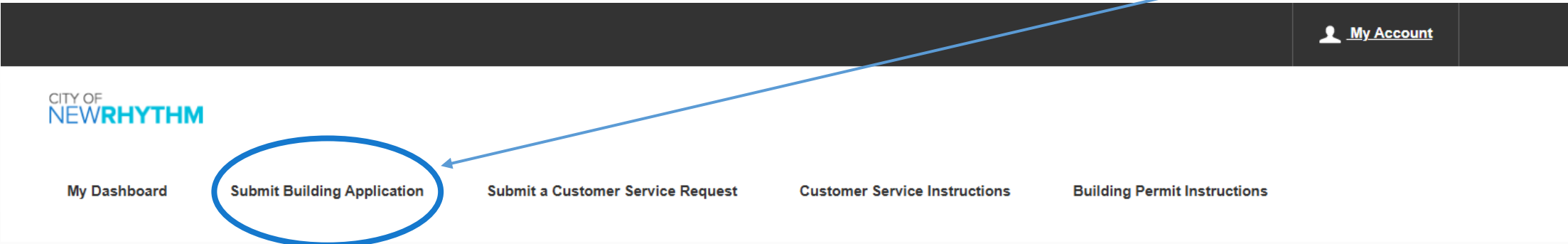
Password *

☐ Remember Me

LOG IN

[Forgot Password?](#)

Upon log in, the “My Dashboard” page will load.
Click on “[Submit Building Application](#)” on the navigation bar.



After clicking on “[Submit Building Application](#),” the “Submit a New Record” page will load.

Submit a new record

Licenses & Permits
Choose the license or permit you want from the list.

➤ Building

Click on “[Building](#)” and a drop-down menu will appear. Click on the appropriate type of building permit.

▼ Building
Commercial Building Permit
Daycare / Adult Home Operation
Electrical Building Permit
Elevator Annual or Maintenance
Land Disturbing Activity in conjunction with construction.
Mechanical Building Permit
Plumbing Building Permit
Residential Building Permit

After selecting the appropriate building permit type, the system will automatically navigate to the “Record Information” tab.

An * indicates this field is required.

Submit a new record

✓ [Save Progress](#)

✓ Choose a Record

Record Information

Additional Information

Review

Confirmation

Fill in the record information fields that are Required.

What kind of record are you submitting?

Elevator Annual or Maintenance

Work Type *

Select

Description (optional) ⓘ

2000 characters left

This field indicates your responsibility for this request:

Applicant Type *

Select

Click in the field box where it says “Select” under “Work Type” and a drop-down menu will appear. Click on the appropriate work type.

Work Type * ⓘ

Select

Select

ANNUAL INSPECTION

MAINTENANCE INSPECTION

Click in the field box where it says “Select” under “Applicant Type” and a drop-down menu will appear. Click on the appropriate applicant type.

Tenants should apply as Property Owner

This field indicates your responsibility for this request:
Applicant Type *

Select

Select

Property Owner

Licensed Contact

Other Contact

Scroll down to the lower half of the webpage and click on “[Click Here to Add Address of Property.](#)”

Click Here to Add Address of Property

Upon clicking on the address button, a pop-up search menu will appear. Enter the street name in the “[Number](#)” field and the street name in the “[Street Name](#)” field. Do not include the suffix in the “[Street Name](#)” field such as St., Rd., etc.

Select Address

Map ☐

Address

Number ⓘ

159

Dir ⓘ

Select

Street Name ⓘ

goodwin

Suffix ⓘ

Select

Unit / Apt # ⓘ

City ⓘ

Postal Code ⓘ

[Clear All](#)

Search

Once the “[Number](#)” field and “[Street Name](#)” field are filled in, click on the “[Search](#)” button in the bottom right corner of the pop-up search menu.

Once the “[Search](#)” button is clicked, a results list will appear at the bottom of the pop-up search menu.

Click on the circle next to the correct address. Once clicked on, the circle will turn blue to indicate that the address has been selected.

Click on “[Add Site](#)” once an address has been selected.

Select Address

Map ☐

Address

Number ⓘ

159

Dir ⓘ

Select

Street Name ⓘ

goodwin

Suffix ⓘ

Select

Unit / Apt # ⓘ

City ⓘ

Postal Code ⓘ

Clear All

Search

Results

☒ 159 GOODWIN NECK RD YORKTOWN VA 23692

☐ 159 GOODWIN NECK RD A YORKTOWN VA 23692

Cancel

Add Site

After clicking on “[Add Site](#),” the pop-up search menu will disappear.
The selected address is now shown under the “[Sites](#)” tab.

The screenshot displays a web application interface. At the top, a grey header bar contains the text "Sites ⓘ". A blue arrow points from the text "The selected address is now shown under the “Sites” tab." to this header. Below the header, the main content area is divided into two sections. The left section, titled "Address", shows a selected address: "159 GOODWIN NECK RD", "YORKTOWN VA 23692", and "Address" below it. The right section, titled "Location Details", contains a large empty text input field with the text "300 characters left" below it. At the bottom of the interface, a grey header bar contains the text "Attachments ⓘ". To the right of this header is a blue button labeled "Add attachment" with a small blue circle containing the number "0" and a caret symbol to its right. A red circle highlights the "Add attachment" button, and a blue arrow points from the text "To add an attachment to the application, click on the “Add Attachment” button." to this button. Below the header bar, the text "There are no attachments to display here." is visible.

To add an attachment to the application, click on the “[Add Attachment](#)” button.

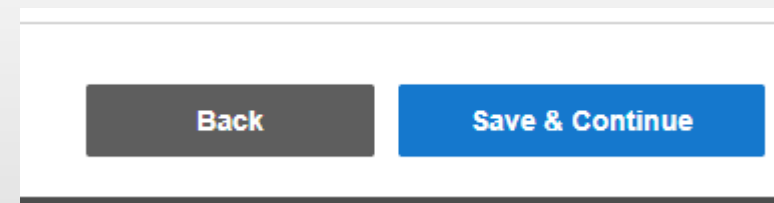
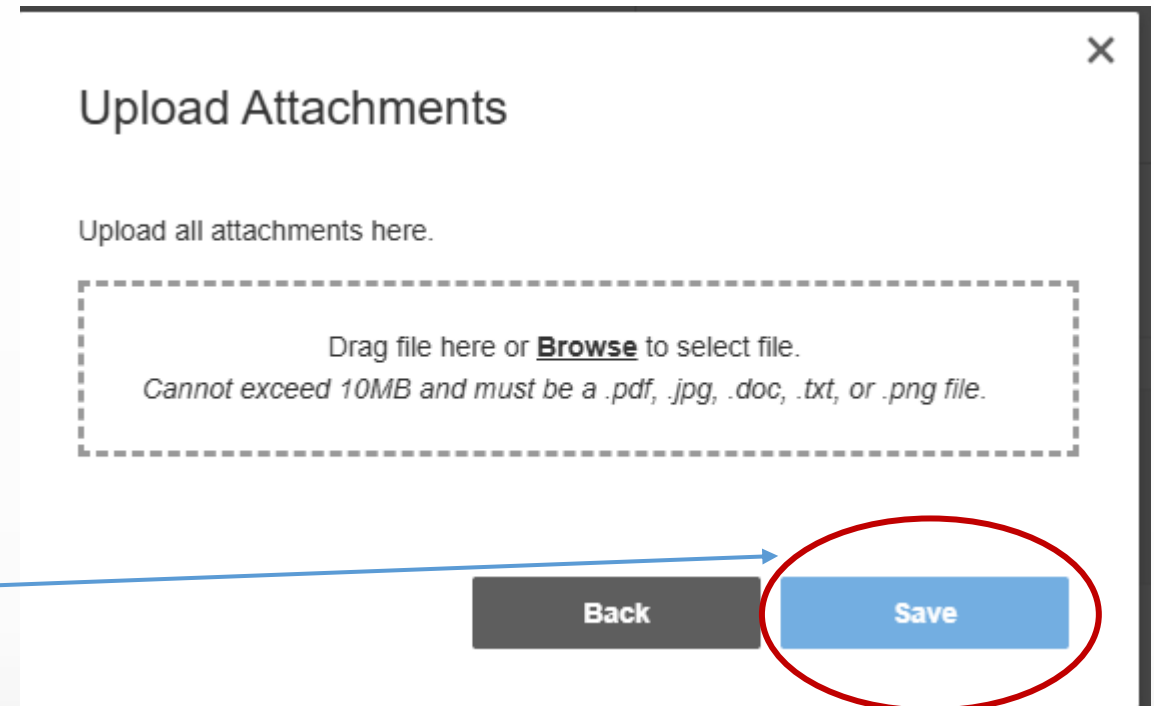
Upon clicking on “[Add Attachment](#),” a pop-up menu will appear.

Select a file by clicking “[Browse](#)” or drag a file directly into the dotted rectangle area.

Once a file has been attached, click on the “[Save](#)” button. After clicking the “[Save](#)” button, the pop-up menu will disappear.

Once the required fields are completed, an address is selected, and attachment(s) are uploaded (if applicable), scroll to the bottom of the webpage. Click “[Save & Continue](#)” to proceed with the application process.

Selecting the “Back” button will cancel the application process; however, any progress made will be saved and can be accessed via the “My Dashboard” section.



After clicking “[Save & Continue](#),” the “[Portal Elevator Operation Details](#)” page will appear to collect additional information.

Portal Elevator Operation Details

Portal Elevator Operation Details
Car Identifier ⓘ

INDICATE THE TYPE OF INSPECTION

☐ Category 1 Test ⓘ

☐ Category 3 Test ⓘ

☐ Category 5 Test ⓘ

☐ Maintenance ⓘ

Scroll down to “[Certificate of Information](#).” Please carefully read the information provided.

Once read, Click in the field box where it says “[Select](#)” under “[I hereby certify](#)” and a drop-down menu will appear. Click on “Yes” to certify the information that has been inputted up to this point.

I hereby certify: ⓘ

Select

Select

No

Yes

Type in the [applicant’s name](#) and [today’s date](#) in MM/DD/YYYY form.

The date may also be inputted by clicking on the calendar icon. Upon clicking the calendar icon, a pop-up calendar menu will appear. Click on today’s date and the pop-up calendar menu will disappear and populate the certification date field.

Certification of Information

Certification of Information
By selecting Yes in the box below, you agree to the following: I hereby certify the above information to be true and correct to the best of my knowledge, information and belief. I understand that any false statement or misrepresentation made on this application may result in the rejection of my application or revocation of any permit obtained pursuant to this application.


I hereby certify: ⓘ

Select

Your Name: ⓘ

Applicant Name

Certification Date: ⓘ

 04/23/2025

Wednesday
April 23, 2025

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Click the “[Save & Continue](#)” Button.

Back

Save & Continue

Submit a new record

Choose a Record

Record Information

Additional Information

✓ Choose a Record


✓ Record Information

✓ Additional Information

Review

Confirmation

Review Information
Please carefully review the information below. If you need to make any changes, click the edit button.

Record Information  Edit

The “**Review**” tab is where all the information entered previously will be reviewed by the applicant.

To make any changes to the information listed under the review tab, click the pencil icon beside “Record Information.”

If changes are made, click “**Save & Continue**” at the bottom right-hand corner to save all edits.

Back

Save & Continue

Once all the information is correct under the “**Review**” tab, scroll to the bottom of the webpage and click “**Submit**.”

Back

Submit

Upon clicking on the “**Submit**” button, a pop-up window will appear confirming if the application is ready for submittal. If so, click “**Submit**.”

Submit

Are you ready to submit this record?

Elevator Annual or Maintenance

Back

Submit

Upon clicking “[Submit](#),”
a confirmation message
will appear along with
an application number.

Click on the application
number for more
information.

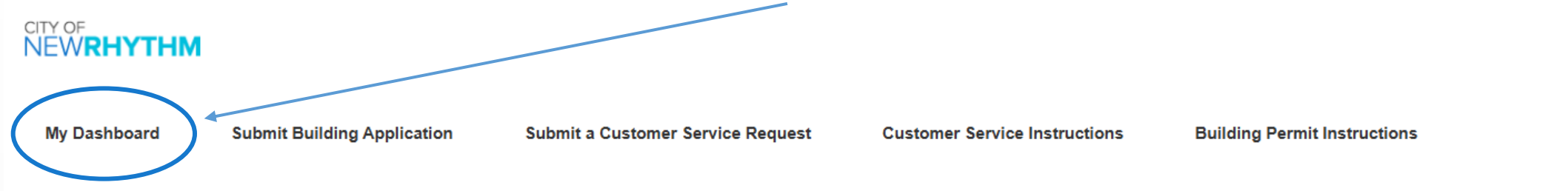
Confirmation

Thank you! Your Record was submitted. Please click the blue link below to view the application and complete any additional steps.

 [EV2025-00210](#)

****THIS CONFIRMATION MESSAGE DOES NOT MEAN THE PERMIT HAS BEEN ISSUED. THE PERMIT IS NOW
BEING REVIEWED BY STAFF.****

Once the submission of the application is complete, go to navigation bar at the top of the webpage. Click on [“My Dashboard.”](#)



Scroll down the page to [“My Projects,”](#) locate the submitted permit application, and, if any tasks remain pending, click on [“Pending Tasks”](#) to complete them.

[View Details](#)

Elevator Annual or Maintenance

159 GOODWIN NECK RD
YORKTOWN VA 23692

[EV2025-00210](#)

Fees

No Fees


Status

Reviews 2 Pending Tasks	Current Milestone Portal App Review
Added Date 06/26/2025	Processed Date
Issued Date	Expire Date

Details

Sub-type
ANNUAL
INSPECTION

Description

After clicking on **Pending Tasks** or the **Application Number** that was provided in the confirmation message, the permit application information page displays, at which point this message appears on the webpage. 

The permit application is being reviewed by staff.
Please check this site, and the email associated with this portal account, for updates and requests for additional information.
Please scroll down and complete any items shown below in **red**.
DO NOT begin construction until reviews are complete, fees have been paid, and the permit has been issued.

When scrolling down the webpage, required item(s) will appear in **red**. These are notifications to complete certain tasks within the Elevator Annual or Maintenance application.



The permit is being reviewed by staff. Please wait for a response from Building Safety before proceeding with any work.

Once staff has completed the submittal review, an email notification will be sent out indicating whether the application package has been approved or if additional information is required by the permit technicians.

Please note: This is NOT approval of the Building Permit. This is approval of the application package.

Email if application package is approved:

Building Application Submittal Review Complete



Hello,

The intake review has been completed for your building permit application. This approval is for the application package only. Do not begin construction until the permit has been issued. Please return to the portal to check the status of the next steps, such as plan review, fee payment, etc.

Building Application Number: EV2025-28827

Address: 100 TEST ST YORKTOWN VA 23692

Email if application package requires additional information:



Building Application Action Required

Hello,

The intake review has been completed for your building permit application. This is for the application package only. Do not begin construction until the permit has been issued. Review comments are listed below.

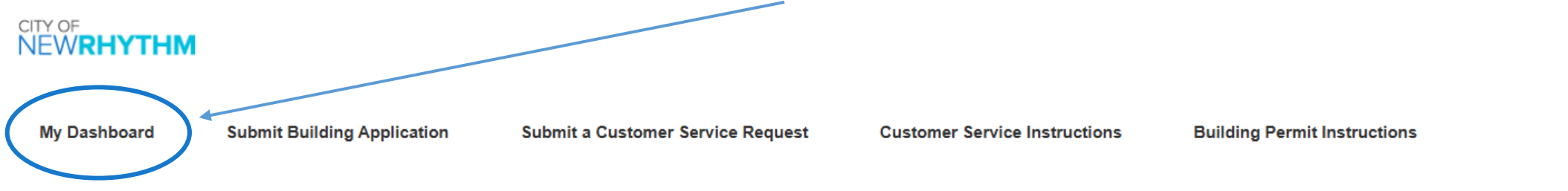
Building Application Number: RB2025-28872

Address: 100 TEST ST YORKTOWN VA 23692

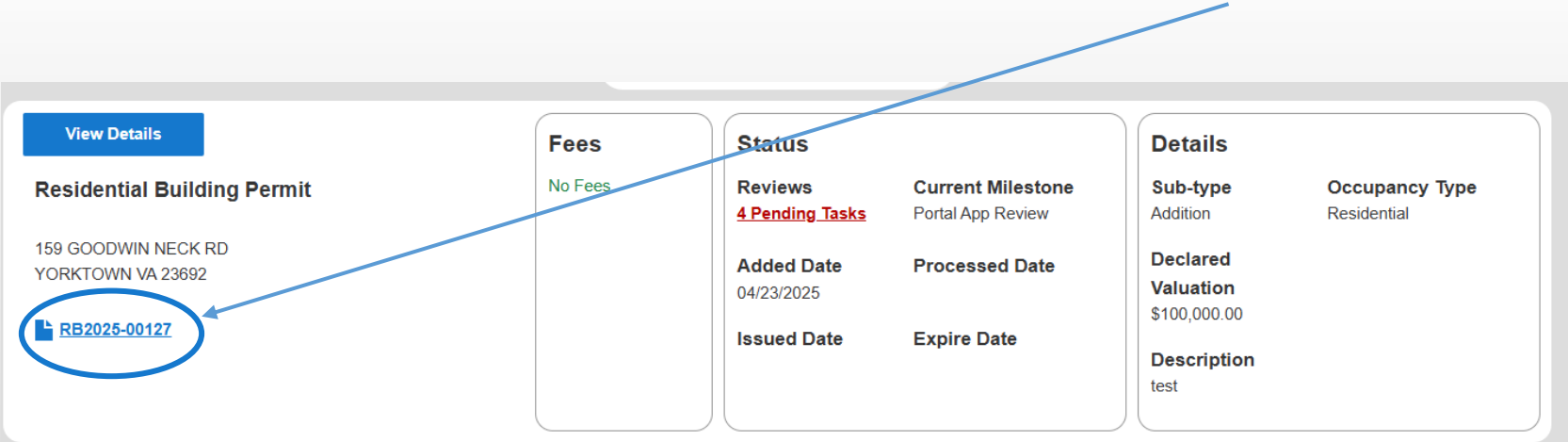
Please address issues noted by the permit technician and check the portal for any additional requirements.

NEED NUMBER OF BEDROOMS

Once you receive either email, log into the portal account and click on the appropriate permit application under “[My Dashboard](#).”



Scroll down the page to “[My Projects](#),” locate the permit application that was referenced in the email and click on the permit application number.

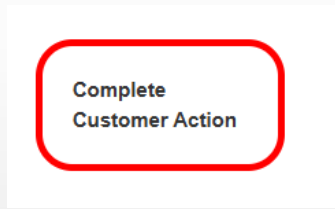


If additional information is required for the permit application package, a new required task will appear. Carefully read and complete each step:

APPLICANT ACTION REQUIRED - COMPLETE THE FOLLOWING STEPS BEFORE CLICKING THE COMPLETE CUSTOMER ACTION BUTTON

1. Adjust the blue button above from Needs Action to All and then click the View Details button of the Submittal Review to view the Permit Technician's review comments. (This is the same information that was emailed to you.)
2. Adjust the bar above back to the Needs Action setting.
3. Provide any additional information or attachments as indicated in the review comments.
4. Look for anything else in red that requires action, and complete the action as indicated.
5. Click the red Complete Customer Action button at the top of the page to resubmit.

Once the steps in the required task have been completed, scroll to the top of the application and click “Complete Customer Action.”



A pop-up message will appear—please read it carefully to ensure all items listed in the review have been completed. Click “Complete Customer Action” to finalize the process.

×

Complete Customer Action

1. Please go to the reviews on your application and complete the items listed.

2. Once the items listed in the review have been completed return to this form.

3. In the Comments box, you may add details or comments.

4. Only Press the "Complete Customer Action" button below after the review items have been addressed and any comments have been input.

Comments (optional)

300 characters left

Back

Complete Customer Action



The permit is being reviewed by staff. Please wait for a response from Building Safety before proceeding with any work.

Applicants are advised to periodically review the status of their application within the portal. Items requiring their attention will be highlighted in red, while tasks assigned to staff will be displayed in blue.