

Submitting a Customer Service Request



[Submit a Customer Service Request](#)

[Customer Service Instructions](#)

[Building Permit Instructions](#)

[Login](#)

Log in to the portal account with username and password before submitting a request. Once logged in, click **Submit a Customer Service Request** at the top of the page. To proceed without an account, click **Submit a Customer Service Request** at the top of the page.

The benefits of having an account are that staff will be able to make contact, if necessary, and the state of the request can be checked in the portal.

Service requests can be submitted anonymously with or without an account.

After clicking **Submit a Customer Service Request**, scroll down to view **Service Request Categories**.

Click the arrow next to the categories to reveal available customer service request types.

Click on the desired customer service request type.

PLEASE DO NOT SUBMIT A CUSTOMER SERVICE REQUEST FOR EMERGENCIES SUCH AS A SEWER BACKUP/SPILL. PLEASE CALL 757-890-3773 IMMEDIATELY.

York County Service Requests

Expand the categories below by tapping or selecting the category you wish to submit a service request for. Then select the reason for your service request to proceed.

> Building Safety
> Compliment
> Development Services
> Environmental
> Erosion and Sedment Control
> Fats Oils and Grease
> Grounds (York County Use Only)
> Misc. Complaint/Request
> Mosquito Control
> Roadside
> Sewer
> Sidewalk/Bikeway/Crosswalk
> Stormwater / Drainage
▼ Street Lights and Signs

County Street Sign Problem

Street Light Problem/Outage

Street Light Request - New

> Trash/Recycling/Yard Debris
> Zoning and Code Enforcement

If none of the categories are applicable, there is an option to submit a miscellaneous request.

Category

Customer Service Request Type

Once the Customer Service Request Type has been selected, the **Record Information** tab will appear.

Submit a new record

Progress bar showing steps: Choose a Record (active), Record Information, Contact Information, Review, Confirmation.

*Fill in the record information. Fields with * are Required.*

What kind of record are you submitting?

Street Light Problem/Outage

Do you want to be contacted on progress of request?

☐ Yes ☒ No

Description (optional) ⓘ

Text input field for Description.

2000 characters left

Indicate/select if contact is requested.

Describe the issue or request in the Description field.

The next step will be to select an address/location for the request...

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

Street Name ⓘ

goodwin

Dir ⓘ

Select

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 i

159

Dir i

Select

Street Name i

goodwin

Suffix i

Select

Unit / Apt # i

City i

Postal Code i

[Clear All](#)

Search

Results

☒ 159 GOODWIN NECK RD YORKTOWN VA 23692

☐ 159 GOODWIN NECK RD A YORKTOWN VA 23692

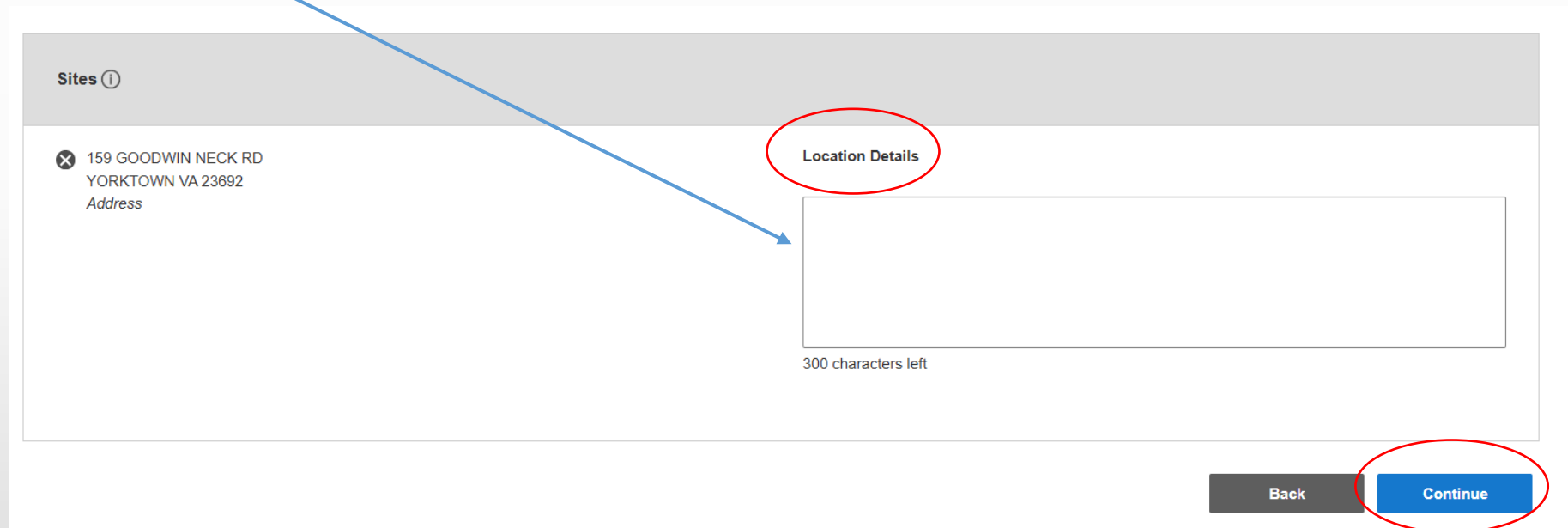
Cancel

Add Site

The address search box will disappear and the selected address will appear on the main screen.

If the address is incorrect, click the **X** to the left of it and search again.

Fill in additional location details in the **Location Details** box if necessary. The additional details of the location help the inspector to find the problem. Ex: front yard, back yard, side of property, etc.



The screenshot shows a form titled "Sites" with a sub-header "Location Details". On the left, there is a list of sites. The first site is selected and shows a red 'X' icon, the address "159 GOODWIN NECK RD", "YORKTOWN VA 23692", and the label "Address". To the right of this list is a large text input field for "Location Details". A blue arrow points from the text "etc." in the preceding paragraph to this input field. Below the input field, it says "300 characters left". At the bottom right of the form are two buttons: "Back" and "Continue". The "Continue" button is highlighted with a red circle.

Sites ⓘ

✕ 159 GOODWIN NECK RD
YORKTOWN VA 23692
Address

Location Details

300 characters left

Back Continue

Click **Continue** to move to the next stage.

The **Contact Information** page will appear if the request was started anonymously.

If signed in with a portal account, the associated contact information will display automatically.

If the request is to remain anonymous, skip the **Contact Information** page by clicking **Continue**.

Contact Information

Fields with * are required.

Select ⓘ

☐ Business ☒ Individual

First Name ⓘ

Last Name ⓘ

Address Line 1 ⓘ

Address Line 2 ⓘ

City ⓘ

State

Select ▼

Postal Code ⓘ

Mobile Phone ⓘ

() -

(123)456-7890

Phone ⓘ

() -

(123)456-7890

Fax ⓘ

() -

(123)456-7890

Email ⓘ

Back

Continue

The final tab before submitting is the **Review** tab. Please review the service requesting before submitting. If something is incorrect, click the **Edit Pencil** to go back and change it.

✓ Choose a Record > ✓ Record Information > ✓ Contact 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

Record Type
Street Light Problem/Outage

Do you want to be contacted on progress of request?
No

Description

Sites ⓘ

159 GOODWIN NECK RD
YORKTOWN VA 23692
Address

Back **Submit**

If an email address was provided, an email confirmation will be sent upon submission of the request.

Click **Submit** to submit the Service Request.