CHESTERFIELD COUNTY eReview
Frequently Asked Questions (FAQs)

1. **What is Chesterfield County eReview portal?**
   a. Chesterfield County eReview is a web portal that citizens can use to apply for various Community Development services over the internet.

2. **Are there requirements for using the Chesterfield County eReview portal?**
   a. You will need access to a web browser to use the eReview portal. Any web browser can be used, but it is recommended that you use Google Chrome or Internet Explorer.

3. **Do I need an account to use the Chesterfield County eReview portal?**
   a. No. But without an account you will only be able to search for existing records in the system. To submit an application for review, you will need to sign up for an account.

4. **How do I sign up for an account?**
   a. You will need to visit the account sign up page. From there you can follow the instructions to finish signing up for an account. Additional guidance regarding account creation can be found in the Chesterfield County eReview – Citizen User's Guide.

5. **How do I search for a record?**
   a. You can search for a record using the search bar at the top right under the "Register for an Account" and "Login" links. In the search bar, you can search for an item by the Project Name, Address, Record Number, Case/ Permit Number or Project Manager. **NOTE: Searching will only pull up exact matches for what has been entered into the eReview system. If you cannot find something, please contact the respective department for more information.**

6. **How do I perform an advanced search?**
   a. To perform an advanced search, first tap (if on a mobile device) or hover (if using a mouse) over "Advanced Search." Then tap (if on a mobile device) or hover (if using a mouse) over "Search Records/Applications," and finally tap or click on "eReview."

   This will take you to the advanced search screen. From here, in addition to the record number and/ or project name, you can search based on a specific time period.

7. **What can I apply for through Chesterfield County eReview?**
   a. At this time, you will be able to apply for building permits, site plans, and subdivision plans online.

8. **Where can I find step-by-step instructions for submitting applications through the Chesterfield County eReview portal?**
   a. For step by step instructions, please refer to the Chesterfield County eReview – Citizen User's Guide.

9. **How do I apply through the Chesterfield County eReview portal?**
   a. When you have signed up for an account, and logged in, click on the "eReview" tab at the top left. To begin a new application, click on "Create an Application" under the eReview tab and follow the on-screen prompts. To see an example application submission, please refer to the Chesterfield County eReview – Citizen User's Guide.

10. **I'm having trouble uploading a file. What should I do?**
    - Is the file password protected? If yes, please remove the password before trying to upload.
    - Is the file larger than 500MB? The system does not accept files larger than 500MB. Reduce the file size before   uploading.
    - Still having trouble? If related to a building permit please contact BIPermitsAndFees@chesterfield.gov and if   related to a site plan or subdivision plan please contact Planning@chesterfield.gov

11. **How do I submit payment?**
    Electronic payment is not available at this time on the eReview portal.

    a. Payment for **Planning Department** needs to be submitted by check with hard copies of plan/plat to Planning Department

    b. Payment for **Building Inspection -** Once your eReview application is complete, Building Inspections will call you for payment information.

12. **How can I find previous applications that I have submitted through the Chesterfield County eReview portal?**
    a. After you have logged into your account, you can see records that you submitted previously by clicking on "My Records" under the "Home" tab.

13. **How do I determine the status of applications that I have submitted through the Chesterfield County eReview portal?**
    a. When you have opened your submitted record, click on the "Record Info" drop-down menu and select "Processing Status" to view the current status of your record. This screen will show the status of each departments review.

    Please refer to the Chesterfield County eReview – Citizen User's Guide for information regarding each status/ icon.

14. **Where can I find the contact information for the county staff reviewing my application?**
    a. The reviewers contact information can be found in the email sent for from ELM eReview System (noreply@chesterfield.gov) for your application.

15. **Will I be notified when my eReview application has been completed/ approved or do I have to check back for the status?**
    a. At this time, you will be notified by email when your application has been approved or if revisions are requested.

16. **Why does the County require a 3 in. x 3 in. blank square at the top-right corner of each submitted plan sheet?**
    a. This space is for Chesterfield County's approval stamp

17. **What file format is accepted?**
    a. Standard Office Documents, Adobe .pdf's, scans, image files, and/or CAD/.DWG.

18. **How do I add bookmarks to a PDF document?**
    a. There are multiple ways to add bookmarks to PDF. The easiest way is to add a bookmark to the entire page, by right clicking on a page and selecting "Add Bookmark." For other ways to add bookmarks to a PDF please see the documentation from Adobe.

19. **Am I able to apply for a Walk-Thru permit using the portal?**
    a. No, Walk-Thru applications are only accepted in person. Notice: The Walk-thru service is suspended until further notice.

20. **What ePlan building permits can be submitted online?**
    a. Residential Building
    b. Residential Demolition
    c. Residential Multi-Family
    d. Commercial Building
    e. Commercial Boiler
    f. Commercial Demolition
    g. Commercial Electrical
    h. Commercial Fire
    i. Commercial Gas
    j. Commercial Mechanical
    k. Commercial Plumbing
    l. Sign

21. **What eReview Plans can be submitted online for Planning Department review?**
    a. Site Plan
        I. Site Plan Major
        II. Site Plan Minor

    b. Subdivision
        I. Preliminary Plat
        II. Exceptions to Subdivision Ordinance
        III. Construction Plans
        IV. Final Plat
        V. Parcel Acreage
        VI. Validation Plat

    c. Schematic Plan

    d. Overall Conceptual Plan

22. **What are the requirements for the building permit set that should be printed once a permit is issued?**
    a. After permit issuance, the applicant is responsible for printing the permit document and construction plans. The approved permit set should meet the following requirements:
        I. Permit set must be kept at construction site prior to scheduling the first inspection
        II. Plans should be of legible and easily readable scale
        III. Other than site plan drawings, no drawing should be printed at a scale smaller than 1/8 in. = 1 ft. 0 in.