

Registering for an Account

Go to the On-Line Permitting Site, it is sometimes referred to ACA and sometimes as the Portal.

<https://aca-prod.accela.com/cvb/>

The screenshot displays the City of Virginia Beach Citizen Access System interface. At the top, the logo for the City of Virginia Beach is visible, along with navigation links for 'A to Z Directory', 'Employment', 'About the City', and 'Contact'. A search bar is located in the top right corner. Below the navigation, there are tabs for 'Home', 'Permits', 'Planning', and 'Housing'. The main content area is divided into two columns. The left column contains a welcome message, a notice about payment processing fees effective June 1, 2022, and a list of services to select. The right column features a 'Sign In' form with fields for 'USER NAME OR E-MAIL' and 'PASSWORD', a 'Sign In' button, and a 'Remember me on this device' checkbox. A yellow box at the bottom right of the sign-in area lists supported browsers: Google Chrome 83, Firefox 73, Microsoft Edge 85, Opera 60, and Safari 12. A red circle highlights the 'Register for an Account' link in the top right, and a red arrow points from this link to the yellow browser notice box.

City of Virginia Beach Virginia
A Community for a Lifetime

A to Z Directory | Employment | About the City | Contact
« Return to Main Site

Register for an Account Login

Search...

Home Permits Planning Housing

Advanced Search ▾

Welcome to the City of Virginia Beach Citizen Access System

Effective June 1, 2022, payment processing fees for online transactions will increase as follows:

- Fees for transactions \$100 or less will increase from \$3.00 to \$3.30.
- Fees for transactions over \$100 will increase from 3% to 3.30%.

Payment processing fees are required by the vendor and are not collected or received by the City of Virginia Beach.

Select a service by clicking on the tabs above or the links below:

- Select **Permits** for Commercial and Residential Building, Trade, and Elevator Permits; the User Guide can be found on the [Planning website](#)
- Select **Planning** for Development Services, Zoning, Planning Commission, Chesapeake Bay applications
- Select **Housing** for Certificate of Compliance or online Payment Request

SYSTEM AVAILABILITY:

The system is available.

To get started, select one of the services listed below:

General Information	Permits
Lookup Property Information	Search Applications
	Schedule an Inspection

Planning	Housing
Search Applications	Search Applications
Schedule an Inspection	

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

Forgot Password?

Sign In

Remember me on this device

Not Registered?
[CREATE AN ACCOUNT](#)

Notice - Supported Browsers are:
Google Chrome 83
Firefox 73
Microsoft Edge 85
Opera 60
Safari 12

Note the compatible browser/version list. Click on "Register for Account".

Registering for an Account (continue)

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

*** Required Fields**

USER NAME: *

E-MAIL ADDRESS: *
rbills1956
Must enter a Valid Email address for E-mail Address:

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select

ANSWER: *

I have read, understand, and agree to the [Terms of Service](#)

CONTINUE

You should see the above form.

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

*** Required Fields**

USER NAME: *
kilroy

E-MAIL ADDRESS: *
kilroy@gmail.com

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
What is the first name of the person you first k...
▼

ANSWER: *
marilyn

I have read, understand, and agree to the [Terms of Service](#)

CONTINUE

Complete the above form and then click “CONTINUE”.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR:
Select



Back

Click the drop-down arrow to see the selections.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR:
Select



- Agent
- Agent for Applicant
- Applicant**
- Backflow Tester
- Board Member
- Business Operator

For this example, I selected "Applicant".

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR:
Applicant x v

* Required Fields

FIRST: *
Peter

MIDDLE:

LAST: *
Parker

NAME OF BUSINESS:

COUNTRY:
United States x v

ADDRESS LINE 1: *
2875 Sabre Street

CITY: *
Virginia Beach

STATE: *
VA x v

Then complete the rest of the form. **I had to hit the “Tab” once I entered the “STATE” and that brought up the rest of the form.**

Registering for an Account (continue)

STATE: *
VA X v

ZIP: *
23452

HOME PHONE:
757-385-4211

WORK PHONE:
757-385-4211

MOBILE PHONE:

FAX:

E-MAIL:
kilroy@gmail.com

Submit

Back

After completing all the field click "Submit".



[Register for an Account](#) [Login](#)

Home Permits Planning Housing

Advanced Search ▾



Your account is successfully registered.

Your account has been successfully created.

Congratulations! You have successfully created an account with the City.

Please Note that your registration is not yet complete.

An e-mail has been sent to you with instructions for verifying your information. If you have registered as a licensed professional, additional activation by the City is required. A confirmation e-mail will be sent notifying you when activation is complete.

Account Information

User Name: kilroy
E-mail: kilroy@gmail.com
Password: *****
Security Question:
What is the first name of the person you first kissed?

Contact Information

Peter Parker Home Phone: 757-385-4211
kilroy@gmail.com Work Phone: 757-385-4211
Mobile Phone:
Fax:

You should see the above screen and now ready to login. This completes the registration process you can now Click “Login” and log into the On-Line Permitting System.