



# Permit Portal User Guide

## **Pages 2-3**

Signing Up for Your Account

## **Pages 3-4**

Applying for a Permit

## **Pages 5-7**

Paying for a Permit

## **Pages 8-9**

Requesting Inspections

## **Pages 10-11**

Viewing Inspection Results and Comments  
(Inspection Report)

*If you have any questions or need further assistance, please contact Planning & Inspections at 252-459-9809.*

---

## Signing Up for Your Account

---

1. If you do not already have an account, you will need to create one as follows.
2. Go to the Nash County Online Permitting Portal page (referred to as the Home Screen) at <https://countyofnashnc.portal.opengov.com>.
3. In the upper right-hand corner, click **Sign Up**.
4. Enter your email address and your chosen password.
  - a. Passwords must have at least 8 characters and include one (1) upper case letter, one (1) lower case letter, and one (1) number.
  - b. Please note: If you do not remember your credentials at any time, click on “Don’t remember your password?” to reset your information.
5. When you return to the **Home Screen**, click **My Account** to complete your profile.
  - a. From the left side of your account screen, click **Profile**.
  - b. On the right side of the **Your Profile** page, click **Edit Profile**. From there, enter your name, phone number, and address. This information is helpful during permit reviews.



### Discover Online Services

Choose below to browse services by department

Building Permits & Inspections  
Building Permit: Residential, Building Permit:  
Commercial + 9 more

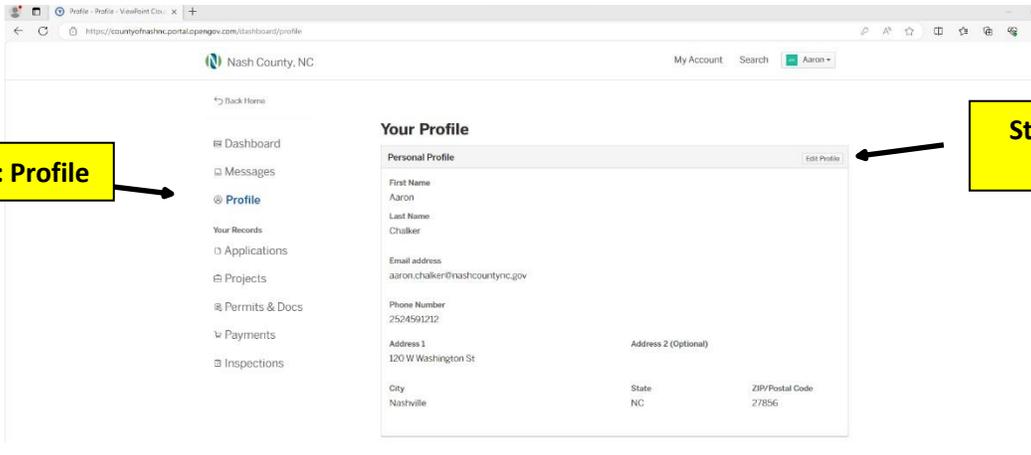
Explore

Planning & Zoning  
Zoning Permit, Minor Subdivision Plat + 2 more

Explore

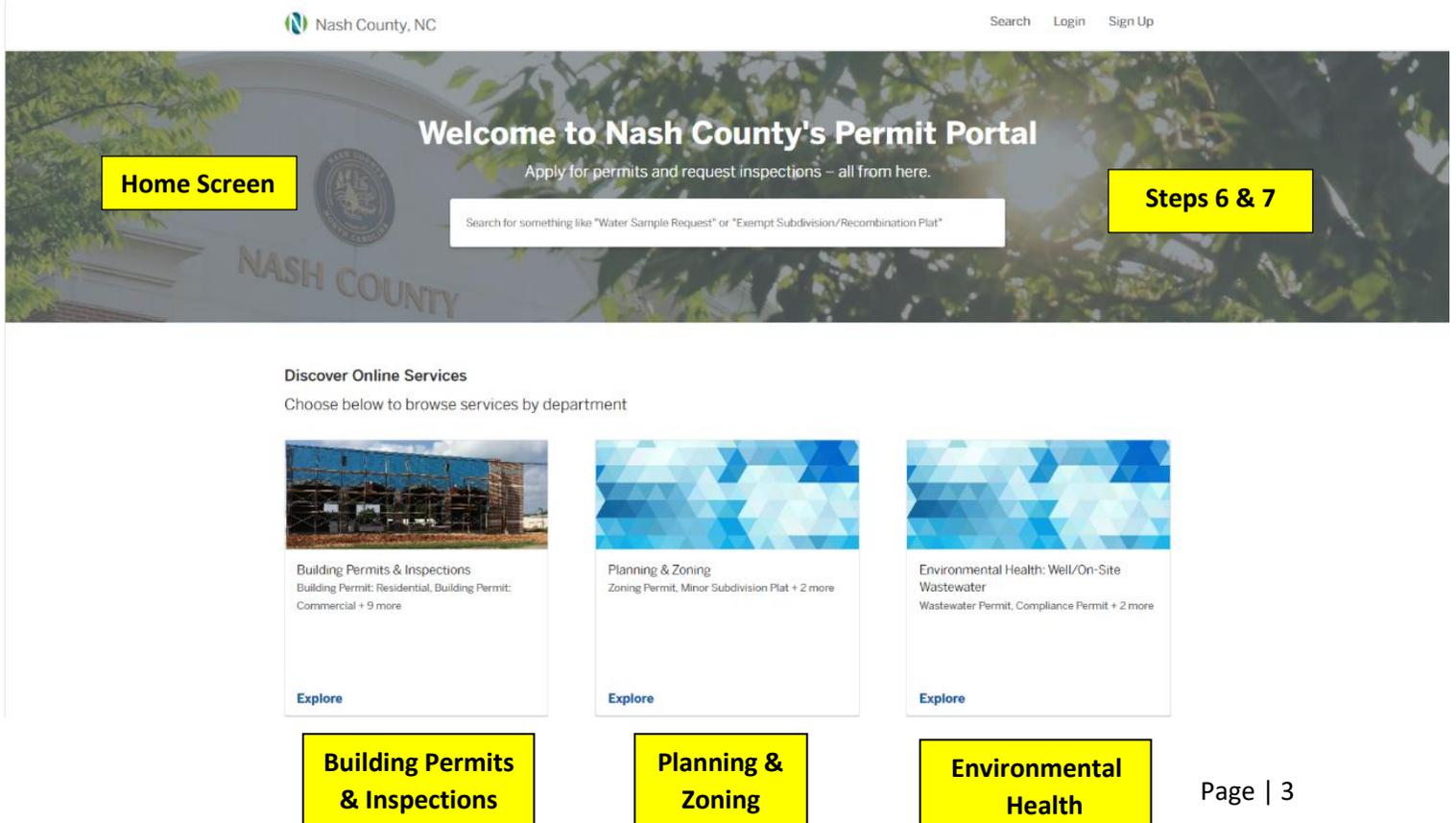
Environmental Health: Well/On-Site  
Wastewater  
Wastewater Permit, Compliance Permit + 2 more

Explore

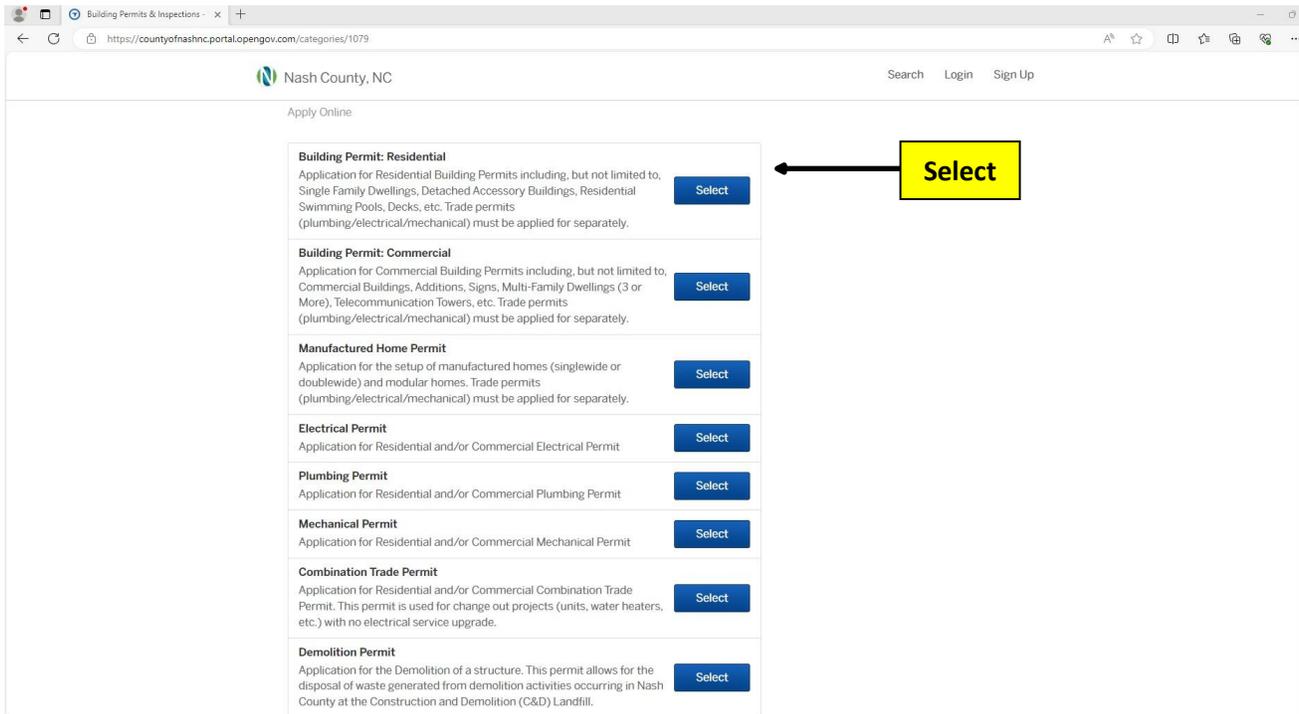


## Applying for a Permit

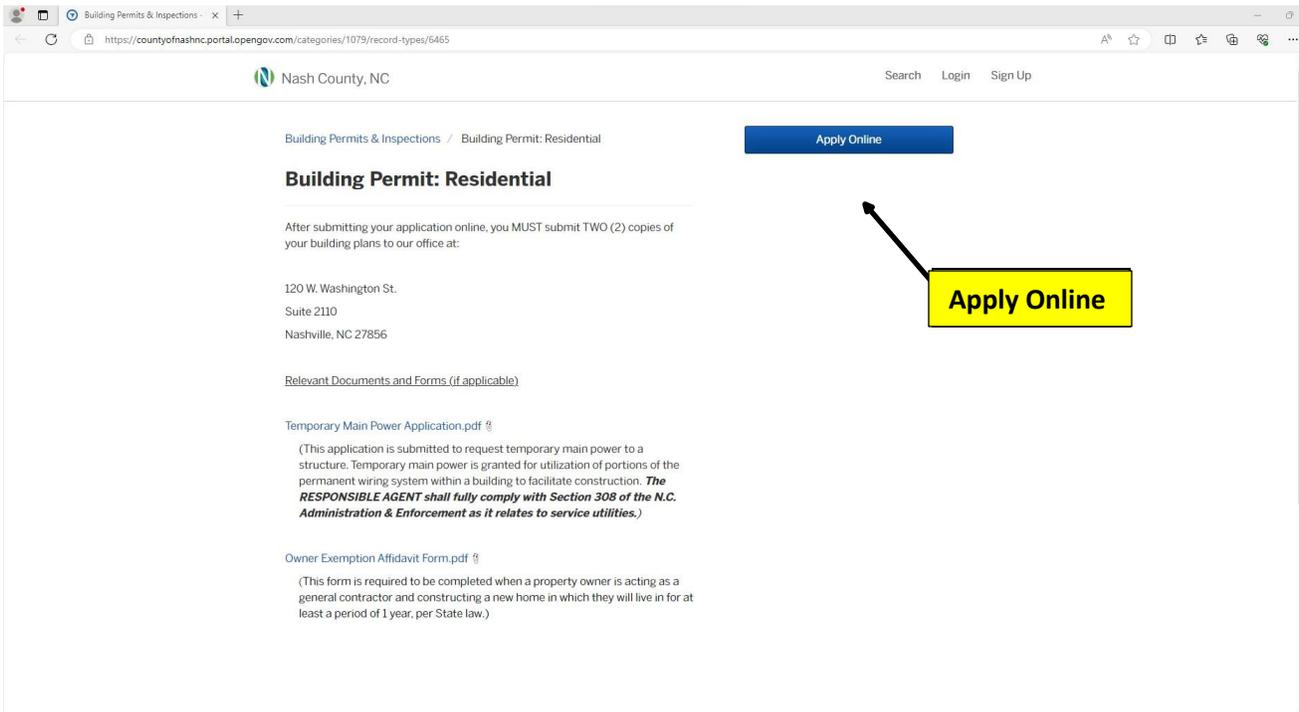
6. You must be logged in to submit an application. If you are not logged in, the system will prompt you to do so. From the **Home Screen**, look in the middle portion of the screen for **Discover Online Services**.
7. Select the appropriate department in which you are applying for a permit (**Building Permits & Inspections** OR **Planning & Zoning** OR **Environmental Health**).



8. Scroll down and **Select** the appropriate permit application type from the list.



9. On the following page, click **Apply Online** and complete the application.

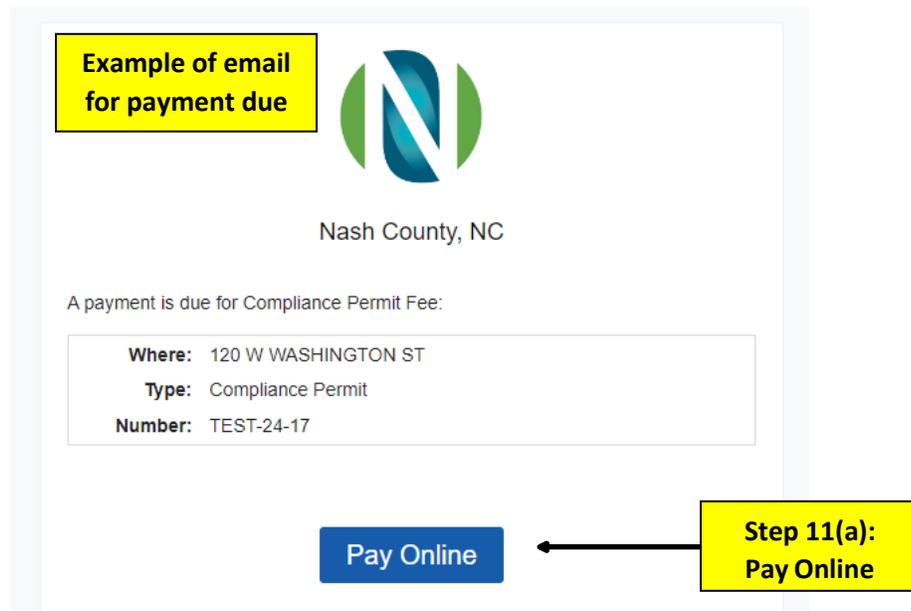


---

## Paying for a Permit

---

10. Once your application is submitted, you will be notified via email and/or within the portal when the payment of the permit fee is due. You will have the option to pay the fee online or in person at the Planning & Inspections Department.
11. To pay online, you will **(a)** click **Pay Online** within the email you received **OR (b)** log in to your account. Within the portal, click on **My Account**, as demonstrated previously in this User Guide. You will see an **Action Required** tab; click on the appropriate payment due.



Back Home

Dashboard

Messages

Profile

Your Records

Applications

Projects

**Step 11(b):  
Action Required**

Action Required



Pay balance due for Compliance Permit Fee  
Compliance Permit -

Feb 2, 2024

12. On the next page, (1) select “Pay with a Credit Card” or “Pay using your bank account”, and then (2) select “Pay with card” or “Pay with bank” as appropriate.

Compliance Permit  
TEST-24-17

Your Submission  
Attachments  
Guests (0)

**Compliance Permit Fee**

Completeness Review  
Site Ready for Inspection  
Compliance Inspection  
Record Compliance Permit Result

### Compliance Permit Fee

**Step 12**

**Due Now.** Please make a payment in order to continue.

**Compliance Permit**

Compliance Permit Fee	\$50.00
<b>Total Fee Amount</b>	<b>\$50.00</b>

**Payment Method**

- Pay with a Credit Card **(1) Pay with a Credit Card**  
\$2.49 processing fee
- Pay using your bank account  
\$2.25 processing fee
- Pay with check, cash, or another method  
No processing fee

Amount Due	\$50.00
Processing Fee	\$2.49
<b>Total Payment Amount</b>	<b>\$52.49</b>

Pay with card

**(2) Pay with a Card**

13. For a Credit Card payment, the screen shown below on the left will appear. For a Bank Account payment, the screen shown below on the right will appear.

**Credit Card**



**Nash County, NC**  
Compliance Permit Fee - Compliance...

Email

Name

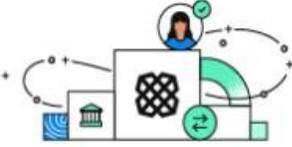
Address

ZIP City

United States

**Payment Info** →

**Bank Account**



ViewpointCloud uses **Plaid** to connect your account

 **Connect effortlessly**  
Plaid lets you securely connect your financial accounts in seconds

 **Your data belongs to you**  
Plaid doesn't sell personal info, and will only use it with your permission

By continuing, you agree to Plaid's [Privacy Policy](#)

**Continue**

14. Enter the required personal and payment information to complete the online payment.

---

## Requesting Inspections

---

15. After your permit has been issued, you will have the ability to request inspections in the portal.

While logged in to your OpenGov account, click the **My Account** button at the top of the **Home Screen**.

16. From the **My Account** screen, you will see your permit applications listed in the middle of the page. Click **View All** to see your full list of permits in the system.

17. Click on the application for which you wish to schedule/request an inspection.

The screenshot shows the 'My Account' page for Nash County, NC. At the top right, there is a 'My Account' button and a search bar. A yellow box labeled 'Step 15: My Account' has an arrow pointing to the 'My Account' button. On the left side, there is a navigation menu with items like 'Dashboard', 'Messages', 'Profile', 'Your Records', 'Applications', 'Projects', 'Permits & Docs', 'Payments', and 'Inspections'. A yellow box labeled 'My Account Screen' is positioned above the navigation menu. Below the navigation menu, there are two main sections: 'Action Required' and 'Applications'. The 'Action Required' section contains a card for 'Request Compliance Inspection' with a date of 'Feb 6, 2024'. The 'Applications' section contains a card for 'Compliance Permit TEST-24-17' with the address '120 W WASHINGTON ST, NASHVILLE, NC 27856' and a date of 'Feb 2, 2024'. A yellow box labeled 'Permit Applications' has an arrow pointing to the application card. To the right of the application card, there is a 'View All' link. A yellow box labeled 'Step 16: View All' has an arrow pointing to the 'View All' link. At the bottom left of the 'Applications' section, there is a 'Back Home' link.

18. On the **Permit Page**, select the inspection step you wish to schedule/request, and click **Request Inspection** located in the middle of the screen.

19. On the **Request Inspection Page**, select the date you wish to schedule your inspection. In the **Comment Box**, type your specific request and any additional notes for the inspector.

20. Click **Submit Request** and your inspection request will be reviewed and scheduled.

Permit Number

Compliance Permit  
TEST-24-17

Your Submission  
Attachments  
Guests (0)

- Compliance Permit Fee
- Completteness Review
- Site Ready for Inspection
- Compliance Inspection
- Compliance Inspection**
- Record Compliance Permit Result

Step 18: Select active Inspection Step

### Compliance Inspection

**In progress.** This inspection is in progress.

#### Request an Inspection

When you're ready for an inspection, you can request one by clicking the button below.

Request Inspection...

Step 18: Request Inspection

Ask a question about this

Text input field for asking a question.

Send Message

Compliance Permit  
TEST-24-17

Your Submission  
Attachments  
Guests (0)

- Compliance Permit Fee
- Completteness Review
- Site Ready for Inspection
- Compliance Inspection
- Compliance Inspection**
- Record Compliance Permit Result

### Request Inspection

Please choose an inspection date from the available dates.

February 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				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		

Date Selected  
February 8, 2024

Comment

Text input field for comments.

Step 19: Type notes and/or special instructions in the Comment Box

Step 19: Select the date of your request

Cancel Request

Submit Request

Step 20: Submit Request

---

## Viewing Inspection Results & Comments (Inspection Report)

---

21. While logged in to your OpenGov account, click the **My Account** button at the top of the **Home Screen**.
22. From the **My Account** screen, you will see your permit applications listed in the middle of the page. Click **View All** to see your full list of permits in the system.
23. On the **My Account** screen, select the permit you wish to view the inspection results and comments.

The screenshot shows the 'My Account' page for Nash County, NC. At the top right, there is a 'My Account' button and a search bar. A yellow box labeled 'Step 21: My Account' has an arrow pointing to the 'My Account' button. On the left side, there is a navigation menu with items like 'Dashboard', 'Messages', 'Profile', 'Your Records', 'Applications', 'Projects', 'Permits & Docs', 'Payments', and 'Inspections'. A yellow box labeled 'Permit Applications' has an arrow pointing to the 'Applications' menu item. The main content area has two sections: 'Action Required' and 'Applications'. The 'Action Required' section shows a 'Request Compliance Inspection' for a 'Compliance Permit' due on 'Feb 6, 2024'. The 'Applications' section shows a 'Compliance Permit TEST-24-17' at '120 W WASHINGTON ST, NASHVILLE, NC 27856' with a date of 'Feb 2, 2024'. A yellow box labeled 'Step 22: View All' has an arrow pointing to a 'View All' link below the application list.

24. On the left side of the **Permit Page**, you will see the **Permit Timeline**. It will include steps for application acceptance, permit fee, and the inspection steps. Select the appropriate inspection step from the **Permit Timeline**.
25. In the lower middle of the **Permit Page**, you will see a box called **Inspection History**. Click the date to see the **Inspection Report** with all information including the inspector's comments.

Compliance Permit  
TEST-24-20

Your Submission  
Attachments  
Guests (0)

- Compliance Permit Fee
- Completeness Review
- Site Ready for Inspection
- Compliance Inspection**
- Record Compliance Permit Result

Permit Timeline

Step 24: Select the Inspection Step

### Compliance Inspection

**Complete.** This inspection was completed on Feb 6, 2024 at 3:22pm.

#### Inspection Checklist

Compliance Inspection  
Pass

#### Inspection History

Date	Inspector
Feb 6, 2024	Aaron Chalker

Step 25: Inspection History

Ask a question about this

Step 25: Click the date

Send Message

Back to overview

## Inspection Report

Inspection Report

**Inspection:** Compliance Inspection

**Inspector:** Aaron Chalker

**Inspection Date:** Feb 6, 2024 at 12:00am

**Record:** Compliance Permit #TEST-24-17

**Location:** 120 W WASHINGTON ST, NASHVILLE, NC 27856

**Applicant:** Aaron Chalker

### Compliance Inspection

Overall Result: **Fail**

Result

Overall Remarks:

Proposed addition to home is too close to the septic tank. Must be at least 5' separation. Update site plan and request reinspection.

Inspector's Comments