

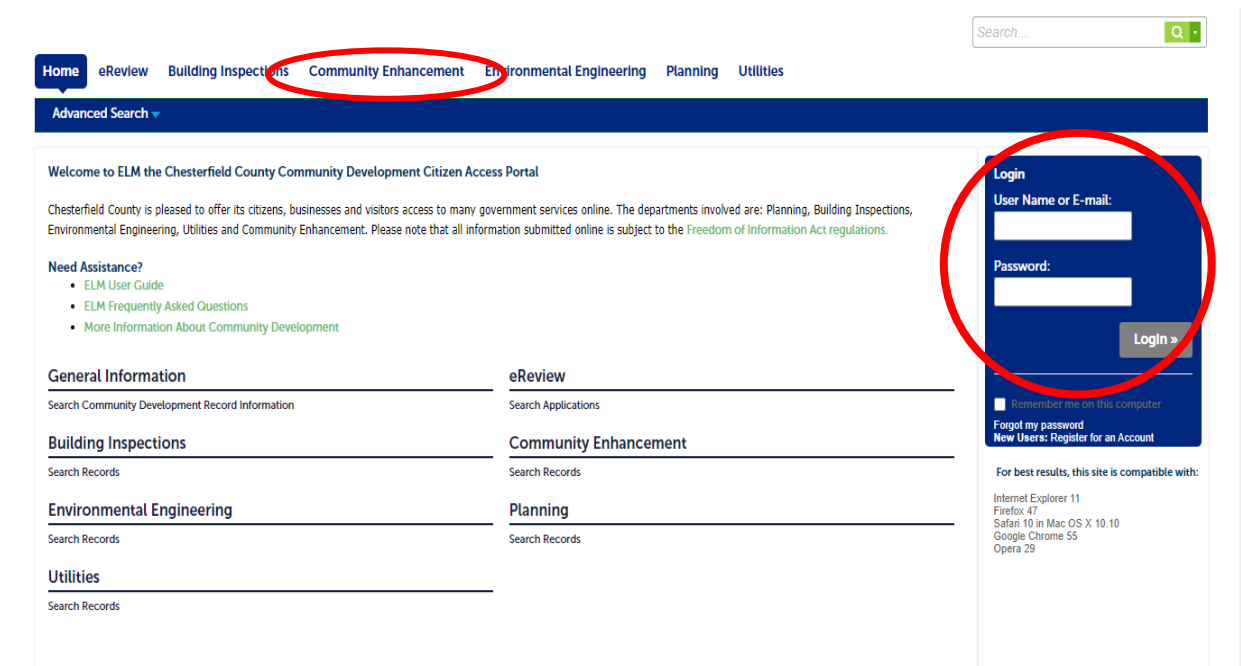
Submitting an Online Concern Guide

Getting Started

Chesterfield County has launched an online system, which utilizes a Civic Platform to provide our customers a streamlined process to [submit and review code concerns online](#).

Layout and Navigation

To be able to access most of the functions available in the portal, users must create an account. Creating an account allows us to ensure that the information provided is a legitimate concern and allows us to provide useful information on the status of your concern. The ELM Home page is organized as shown below (Fig. 1)



Without registering for an account, you will only be able to:

- Perform Searches for Code Concerns

Registering for an account gives you access to additional features:

- Submit code concerns
- Check the status of your concerns
- View notes and comments posted to the concern record

Registration Process

1. Read and check the Terms of Acceptance, then select Continue to Registration
2. Fill in Account Information (Fig. 2)
3. Contact Information
 - a. Select Add New (Fig. 3)
 - b. Select Contact Type (either Individual or Business) and Continue

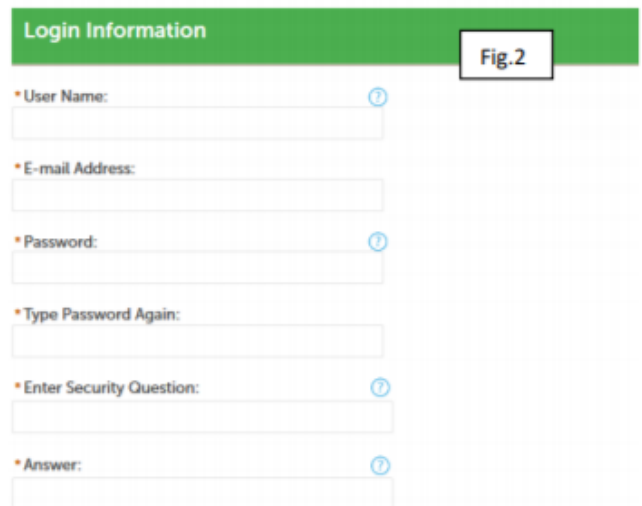


Fig.2

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:



Fig.3

Contact Information

Choose how to fill in your contact information.

4. Fill in Contact Information (Fig. 4) and Continue
5. You should get a Contact added Successfully confirmation (Fig. 5)
6. Select Continue Registration to complete the process

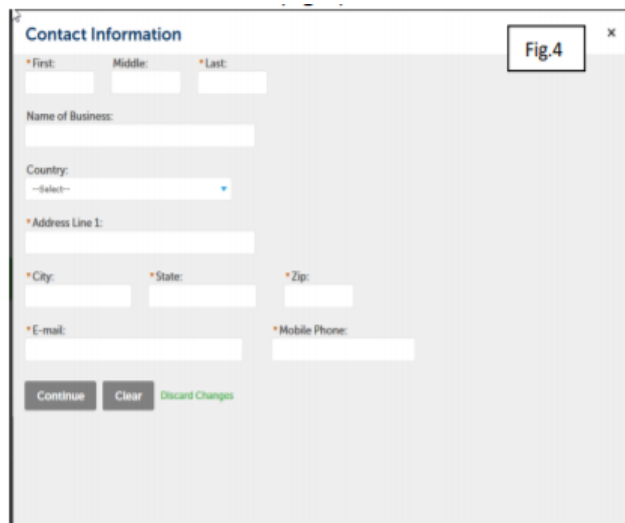


Fig.4

Contact Information

* First: Middle: * Last:

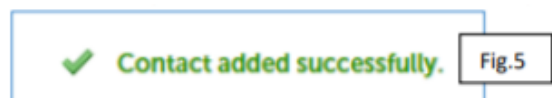
Name of Business:

Country:

* Address Line 1:

* City: * State: * Zip:

* E-mail: * Mobile Phone:



Submit a Concern

If you are concerned about something that may be in violation of the county code, complete the submission of the online concern form so that it can be reviewed.

1. Log in to your account.
2. Click Community Enhancement in the top banner for the page (Fig. 6)
3. Click Submit a Concern
 - a. Note that any code concerns that you have already submitted will be displayed in the record section. You can select these records and by following the instructions in the “View Record Details” section below you may obtain detailed on the case.

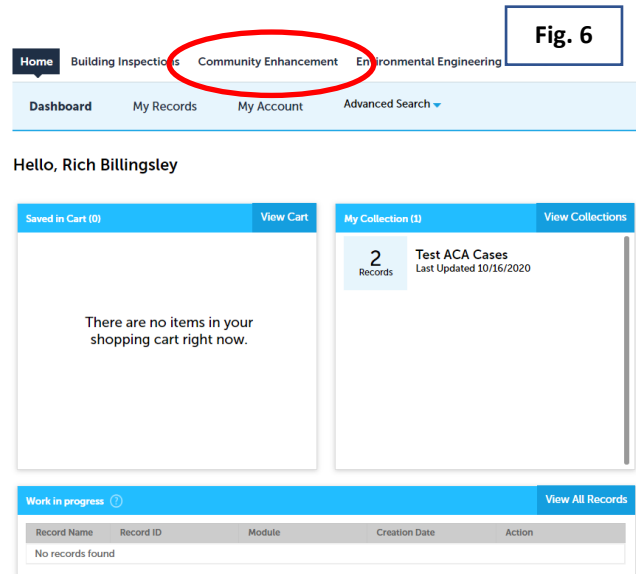


Fig. 6

4. Read the disclaimers. If you accept the terms, select “I have read and accepted the above terms” and click continue application
5. Enter the address of your concern.
 - a. An address is required to submit a concern; if the location you are concerned about does not have an exact address (like the cul-de-sac on a dead end street, or a median on a road), enter the closest know address and then describe the location in the description field in the next page.
 - b. You may also enter a partial address and have ELM search for the exact address by pressing the search button
6. Enter your contact information. Your contact information is not required, but it may be helpful if we need to ask follow-up questions about your concern.
7. Location information allows you to enter information about the concern at the location specified.

- a. Note that for complaints about roads and transportation there are specific instructions for submitting a concern
8. Identify the nature of your concern by selecting a concern type from the list
 - a. Amplifying information on the concern type can be found by clicking on the question mark by the selection box
 - b. If your concern type is not available in the list, you may select “other” form the type list and explain the concern in the description box
 - c. Click Continue Application

Concern Types

CONCERN TYPES
Click on the "Question Mark" for additional information on the specific concern type.

Inoperable or Unlicensed Vehicle:	<input type="radio"/> ?
Vehicles Parked in Street:	<input type="radio"/> ?
Recreational Equipment:	<input type="radio"/> ?
Trash and Junk:	<input type="radio"/> ?
Tall Grass and Weeds:	<input type="radio"/> ?
Property Maintenance:	<input type="radio"/> ?
Fence:	<input type="radio"/> ?
Animal:	<input type="radio"/> ?
Stock Farm:	<input type="radio"/> ?
Buffer / Resource Area:	<input type="radio"/> ?
Banner / Sign:	<input type="radio"/> ?
Home Occupation / Use not Permitted:	<input type="radio"/> ?
Overcrowding:	<input type="radio"/> ?
Setback:	<input type="radio"/> ?
Conditions of Zoning:	<input type="checkbox"/>
Site Plan:	<input type="radio"/> ?
Road Conditions:	<input type="radio"/> ?
Drainage / Standing Water:	<input type="radio"/> ?
Other:	<input type="radio"/> ?
Unlicensed Business:	<input type="radio"/> ?
Commercial Complex:	<input type="checkbox"/>
Work without Permit:	<input type="radio"/> ?
Swimming Pool without Barrier:	<input type="radio"/> ?
Permission to Enter Complainants Property:	<input type="radio"/> Yes <input type="radio"/> No
Description:	<input type="text" value="Enter additional information as needed here."/>

[Back](#) [Next](#)

9. In the documents section, you may upload pictures of the concern
 - a. Click the add button in the attachment section
 - b. To select the attachment in a file browser, click add and select the attachment
 - c. When you have added all the desired attachments, select continue
 - d. You must describe the attachment by selecting a type and providing a brief description
 - e. Click save to save the attachment with the concern
10. Review the record, selecting edit to make any changes
11. Select “Continue Application” to submit the concern. You will see a message if the concern has been successfully submitted.
12. Once submitted, you will see your concern record number, this will give you quick access to see workflow

Looking for information on projects that are planned or underway managed by CDOT: [Click Here](#)

Home eReview Building Inspections **Community Enhancement** Environmental Engineering Planning Utilities

Search Records Submit a Concern

- 1 Select item to pay
- 2 Payment Information
- 3 Successful Submittal

Step 3: Successful Submittal

Receipt



Thank you for your submittal. Chesterfield County will be contacting you regarding your record number(s) below.

515 MONTOUR DR, North Chesterfield VA 23236

CON21-0127

Searching for records and record status

Searching the system will refer to “records”. A record can be a permit, application, license, site visit, complaint or a service request etc. Searching the online database records can be performed in different ways, but the easiest method is to use the Global Search (Fig. 6), located in the top right area of the screen.



Use the Global Search feature by inputting a record or permit number, address, owner, project name, etc. This will return all matching results from the database, regardless of the department originating the record.

Another useful feature of the Global Search is easy accessibility of recent searches. Hover (placing the mouse) over the down-facing arrow to see your recent entries.

Create Collections

Create collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one “collection” or you might want to group permits by type or address. After logging in, your collections are accessible at the top of every screen.

1. Log in to your account.
2. Records associated to your account will be shown in a list.
3. Use the checkboxes on the left to select the records you want to group into a collection.
4. Under “Records” in the title bar, click “Add to Collection”.
5. Enter a name for your group of records and a description if desired or choose an existing collection from the drop-down menu.
6. Click the “Add” button to create and submit the records into the new collection.

7. After selecting a specific collection, a useful overview of the records will be display

View your Records

In the list of your records that display (Fig. 7), basic record information is provided: Date submitted, Record number (link will open the record), Record Type, Detailed Description, Project Name, Status, and Action. The Action link will allow you to continue submission of a record in progress.

Records

Fig. 7

Showing 1-10 of 10 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

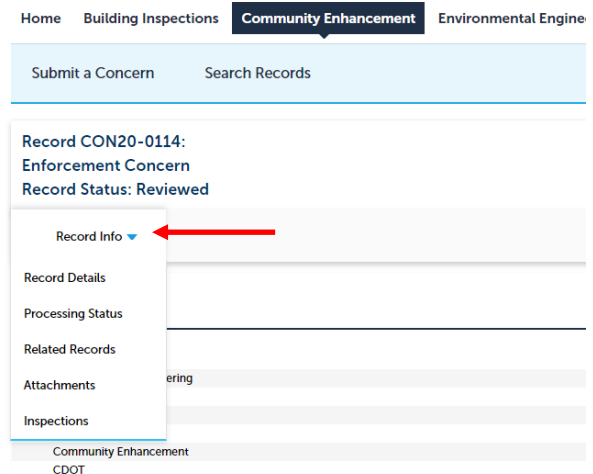
<input type="checkbox"/>	Date	Record Number	Record Type	Address	Status	Short Notes
<input type="checkbox"/>	11/12/2020	CON20-0117	Enforcement Concern	14721 NASH RD, Chesterfield VA 23838	Submitted	
<input type="checkbox"/>	11/10/2020	CON20-0114	Enforcement Concern	13550 NASH RD, Chesterfield VA 23838	Reviewed	
<input type="checkbox"/>	10/16/2020	CE20-0222	Enforcement - Zoning Code Compliance	13550 NASH RD, Chesterfield VA 23838	Closed	

View Specific Record Details

After searching for records, you can view the specific record's details by clicking on the Record Number, such as "CON20-0017" as pictured in Fig. 7

Concern Information

By selecting a record, you will be able to see information like inspection dates and results of inspections. As show in Fig. 8, you will need click on the arrows to expand the available areas. "Record Info" is where you will navigate to find the Processing Status, Related Records, and Attachments that work for this specific record. Additional information can be viewed in the "More Details" at the bottom of the screen which provides record specific data.



Record Info

This area provides access to Record Details, Processing Status, Related Records, and Attachments.

View Record Details

- Record specific information
- The default area that you land on when navigating to a record
- Typically, data you entered at time of application submission.

View Processing Status

- Workflow steps and their completion dates.

Completed steps will have a gold star next to them.

The current task(s) will have an hourglass indicating that step has not been completed. By selecting the arrow next to the checkmark or hourglass, you will see when the task is due, who it is assigned to, and any status updates

If there are any comments, click on the displayed arrow button that will be seen if there are comments on that processing step.

View Related Records/Permits



- Records can be connected to one another if they are part of the same project. If a record has been process (by Chesterfield County) as being related, it will show here. In many instances, after a concern is submitted a related enforcement record will be created that tracks the enforcement process. In the example below, a Concern record was submitted, reviewed and Enforcement – Zoning Code Compliance record is being updated as the case is investigated.

Submit a Concern Search Records

Record CE20-0273:
Enforcement - Zoning Code Compliance
Record Status: In Violation

Record Info ▾

Processing Status

 Investigation
Due on 11/12/2020, assigned to TBD Marked as In Violation on 11/12/2020 by RB
 Notice
Enforcement
Final Processing

Submit a Concern Search Records


Record CON20-0117:
Enforcement Concern
Record Status: Reviewed

[Add to cart](#)
[Add to collection](#)

Record Info ▾

Related Records

[View Entire Tree »](#)

Record Number	Record Type	Project Name	Date	View
 CON20-0117	Enforcement Concern		11/12/2020	
 CE20-0273	Enforcement - Zoning Code Compliance		11/12/2020	View