

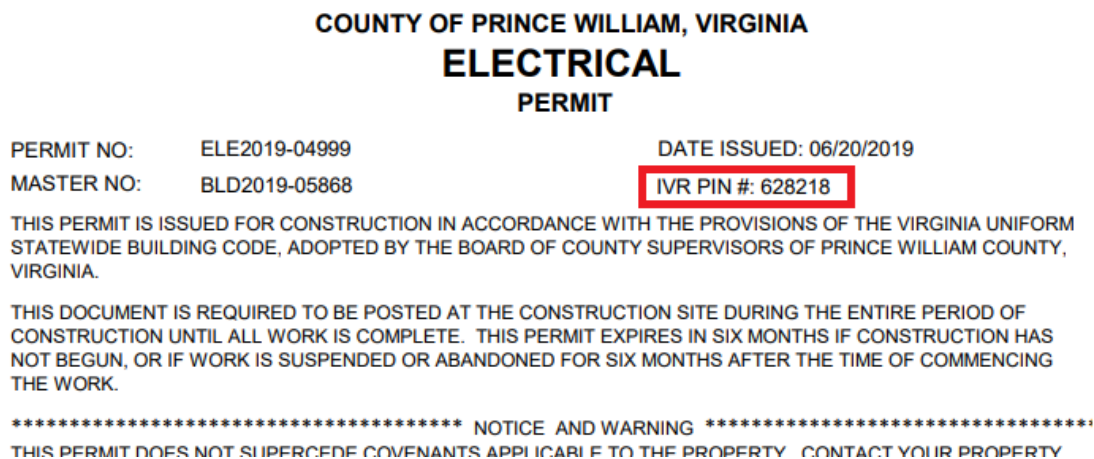
# IVR PIN LOCATOR GUIDE

Prince William County offers an IVR (Interactive Voice Response) system to our customers for their use as an option to scheduling their inspections. You may use the automated phone system to Schedule or Cancel inspections and review Building Permit Status. The phone number is 1-866-457-5280.

In order to schedule or cancel your inspection through the IVR, you must have the Permit IVR PIN number. This is a 6 digit number that is assigned to your permit at time of creation.

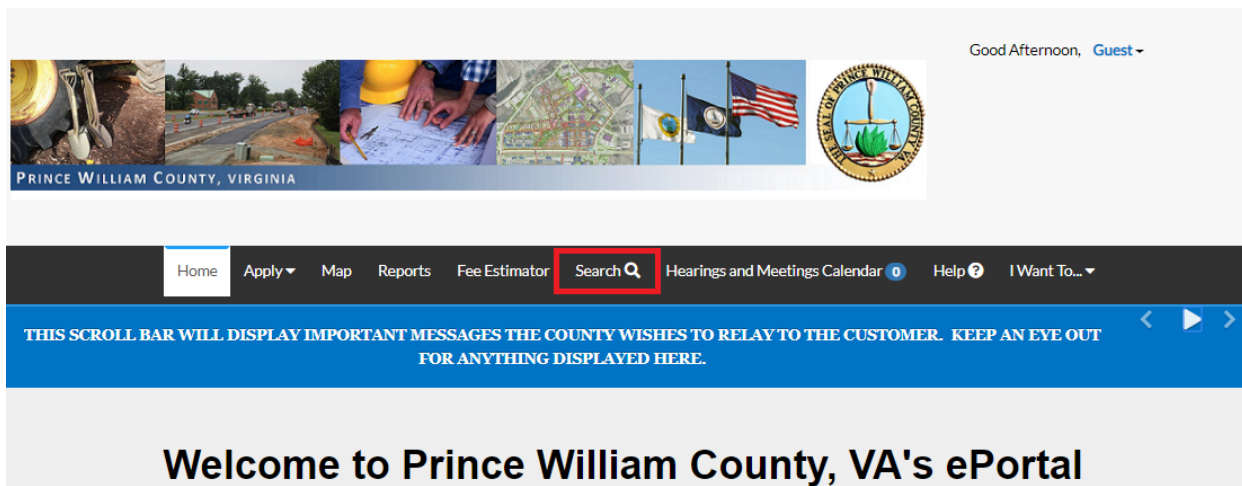
To locate the pin number, you have two options.

1. The easiest is to simply look at your posted permit. The IVR PIN number is located at the top on the right hand side below the Issued Date.



2. The second option to locating the IVR PIN Number is through the ePortal/CSS webpage at <https://www.pwcgov.org/eportal/>

Next Click on the SEARCH menu.



From this screen type the case number you are looking for and make sure EXACT PHRASE is checked. Then click SEARCH.

The screenshot shows a navigation bar with 'Dashboard', 'Home', 'Apply', 'View', 'Map', 'Reports', 'Fee Estimator', 'Search', 'Hearings and Meetings Calendar', 'Help', and 'I Want To...'. Below the navigation bar is a 'Public Information' section with a search form. The search form includes a dropdown menu set to 'All', a text input field containing 'ELE2019-04999', a checked 'Exact Phrase' checkbox, and 'Search', 'Reset', and 'Export' buttons. Red boxes highlight the search input, the 'Exact Phrase' checkbox, and the 'Search' button.

From the search results, select the permit number so that the permit opens.

The screenshot shows the search results page. The search bar at the top contains 'ELE2019-04999' and 'Exact Phrase' is checked. Below the search bar, it says 'Found 1 result'. On the left, there is a 'Filter Results' sidebar with 'All 1', 'Permit 1', 'Plan 0', and 'Inspection 0'. The main content area shows details for the permit: 'Permit Number ELE2019-04999' (highlighted with a red box), 'Type Electrical Residential Alteration & Repair', 'Project Name', 'Status Issued', 'Main Parcel 8192-55-1129', 'Address 4078 WESTWIND DR WOODBRIDGE VA 22193', and 'Description 30 ROOFTOP MOUNTED SOLAR PANELS'. On the right, there are dates: 'Applied Date 06/18/2019', 'Issued Date 06/20/2019', 'Expiration Date', and 'Finalized Date'. A globe icon is visible on the right side.

Expand the top section by clicking on the “down arrow” below the print icon.

The screenshot shows the 'Permit Details' page for permit number 'ELE2019-04999'. At the top right, there is a print icon. Below it, there is a dropdown arrow icon highlighted with a red box. The main content area shows details for the permit: 'Type: Electrical Residential Alteration & Repair', 'Status: Issued', and 'Project Name:'. The dropdown arrow is located to the right of the 'Project Name' label.

The IVR PIN Number will be located on the left below Permit Type.

Permit Number: ELE2019-04999



[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Electrical Residential Alteration & Repair	Status:	Issued	Project Name:	
IVR Number:	628218	Applied Date:	06/18/2019	Issue Date:	06/20/2019
District:	27 - Neabsco	Assigned To:		Expire Date:	
Square Feet:	0.00	Valuation:	\$11,529.00	Finalized Date:	
Description:	30 ROOFTOP MOUNTED SOLAR PANELS				