

CUSTOMER SERVICE BULLETIN

Vol. I Issue No. 18 August 14, 2020

MARK YOUR CALENDAR Citizen Self-Service ePortal Demonstrations Now Scheduled

SCHEDULE

Monday, August 24, 2020 8:30 AM – 9:30 AM Tuesday, August 25, 2020 11:00 AM – 12:00 PM Wednesday, August 26, 2020 2:00 PM – 3:00 PM Thursday, August 27, 2020 3:00 PM – 4:00 PM Friday, August 28, 2020 10:00 AM – 11:00 AM

Attention Industry Members and Homeowners! The <u>Department of Development Services</u> is excited to announce an all NEW <u>Citizen Self-Service ePortal</u> webex demonstration class.

To demonstrate how the new Commercial & Residential Building Plan and Residential Master File Plan submission process works, we've set up 5 one hour webex demonstrations^{*}, as scheduled below.

Please join one of the demonstrations to watch and learn how the new process works and for the opportunity to ask questions about this or anything else in general regarding Citizen Self-Service ePortal.

Please mark your calendar and cut & paste one or more of the following Demonstration Classes to participate:

Monday, August 24, 2020 – 8:30 AM – 9:30 AM https://pwc-doit.webex.com/pwc-doit/j.php? MTID=m1ed8d07e847c26a3c0dbbb1b9065fa9d Or use: https://globalpage-prod.webex.com/join? Meeting Number: 160 701 6868 Meeting Password: ePortalChanges!

Tuesday, August 25, 2020 – 11:00 AM – 12:00 PM <u>https://pwc-doit.webex.com/pwc-doit/j.php?</u> <u>MTID=m60b0655f1078d6b1ee8fa97d28f66167</u> Or use: <u>https://globalpage-prod.webex.com/join?</u>

Meeting Number: 160 615 3835

Meeting Password: ePortalChanges!

Wednesday, August 26, 2020 - 2:00 PM - 3:00 PM

https://pwc-doit.webex.com/pwc-doit/j.php?MTID=m5cebefa3b4f65fb71f35a1fff1cedbcf

Or use:

https://globalpage-prod.webex.com/join? Meeting Number: 160 722 7263 Meeting Password: ePortalChanges!

Thursday, August 27, 2020 - 3:00 PM - 4:00 PM

https://pwc-doit.webex.com/pwc-doit/j.php? MTID=md713000e7b72e3f26cc048dcb4a00a9d Or use: https://globalpage-prod.webex.com/join? Meeting Number: 160 547 7554

Meeting Password: ePortalChanges!

Friday, August 28, 2020 - 10:00 AM - 11:00 AM

https://pwc-doit.webex.com/pwc-doit/j.php? MTID=m2a5235d7ac97f58f822d25baabc392b4 Or use: https://globalpage-prod.webex.com/join? Meeting Number: 160 165 4798 Meeting Password: ePortalChanges!

Should you miss any of these demonstrations, recorded help videos will be available <u>here</u> along with FAQs. If you have questions or need assistance, email our team at <u>DMS@pwcgov.org</u> or call 703-792-6875.

*EXCLUDES: Commercial standalone trade submissions.



WELCOME

New Business Neighbors

Please join the <u>Small Business Project</u> <u>Management Program</u> team in welcoming our new business neighbors

Jewelry By Designs

located at 2932 Prince William Parkway, Woodbridge, VA!

How-To Guide

Our NEW How-To Guide for Building Development ePlan Submissions is a comprehensive guide for commercial developers, project managers and homeowners... more





New Services Coming Soon

Special Inspection Reports and Shop Drawings

Effective September 1, 2020, Special Inspection Reports and Shop Drawings for new projects will be mandatory required to be submitted electronically.

Contact Us 703-792-6112 SpecialInspections@pwcgov.org

