

# How to use City of Salem ePermits for Contractors

Go to: [epayments.salemva.gov/eSuite.Permits](http://epayments.salemva.gov/eSuite.Permits)

The screenshot shows the City of Salem, VA Permits website. The header includes the City logo and the SALEM VA COMMUNITY DEVELOPMENT logo. The main content area is titled "Welcome to Online Permitting Services." It features three main sections: "Resident Access" with an "ACCESS MY PERMITS" button, "Public Information Search" with fields for Permit Type, Permit Number, and Service Address, and "Contractor Access" which includes a "Username" and "Password" input field and a "LOG IN" button. A red arrow points from the text below to the "Username" and "Password" fields.

Enter your username and password here and click LOG IN.

This screenshot is identical to the one above, showing the Contractor Access section. A red arrow points from the text below to the "Activate Account" link, which is located below the "Forgot Password" link.

If you don't have a username and password, but are registered and current with the City, create your account here.

For instructions on setting up your account, scroll down to the "Setting up an Account" section.

Welcome to Online Permitting Services.

**Resident Access**  
The Online Permitting Services allows users to track permits in a convenient way any time of day.  
[ACCESS MY PERMITS](#)

**Public Information Search**  
Older permits may not be in the database. If you do not find the permit in this search, call Building Inspections, (540) 375-3036

Permit Type:   
Permit Number:   
Service Address:

[SEARCH](#)

**Contractor Access**  
This site is registered Contractors doing work in the City of Salem. You will be able to request inspections and check the results of the inspections once they are posted. If you have any questions, please contact Building Inspections at (540) 375-3036.

Username:   
Password:

[LOG IN](#)

[Activate Account](#) - Contractors who are already registered with the city may activate their account online.  
[Forgot Password](#) - If you have already activated your account but have forgotten your password, simply click here to reset it.  
**Some permit types are not eligible to be requested online. Office hours: Monday - Friday 8:00AM to 5:00PM. If you have any questions, please contact Building Inspections at (540) 375-3036.**

If you have forgotten your password, click here.

Once you are logged in, you can:

- 1 Access permits already assigned to you
- 2 Manage your account

1 2

My Permits Request Permit My Account Welcome, test2222 Logout

### My Permits

Below is a list of the permits associated with your account. Click on a permit to get additional information, schedule inspections, or even make payments!

Show Active Only  Show All No. of permits per page: 10

| Permit Number                                | Address                            | Description  | Status        |
|--|------------------------------------|--|---------------|
| <a href="#">Mechanical<br/>2018-00004042</a> | 1124 Fisher AVE<br>Salem, VA 24153 | install new gas line & gas furnace                           | Permit Issued |
| <a href="#">Mechanical<br/>2018-00004019</a> | 367 Penguin LN<br>Salem, VA 24153  | install gas line, gas furnace & AC system - new construction | Permit Issued |

Permits found: 2

# Requesting an inspection

From the My Permits screen; click on the permit that you need an inspection for.

City of Salem, VA Permits  
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My Permits | Request Permit | My Account | Welcome, test2222 | Logout

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On the next page, scroll down to inspections and click on request

Inspections

| Date       | Inspection Type                                  | Status               | Pass/Fail               |
|------------|--|----------------------|-------------------------|
|            | Final Closing - Final Closing                    | Available to Request | <a href="#">REQUEST</a> |
| 02/14/2018 | <a href="#">M-ROUGH IN - Mechanical Rough In</a> | Completed            | Pass                    |
| 01/29/2018 | <a href="#">M-GAS LINE - Gas Line</a>            | Completed            | Pass                    |

Select a date, Anytime/AM/PM, then click submit

All inspections are offered Monday through Friday

Inspections

| Date             | Inspection Type                                  | Status  | Pass/Fail |
|------------------|--|---|-----------|
|                  | Final Closing - Final Closing                    | Available to Request  |           |
| * Requested Date | <input type="text"/> Anytime                     | <input type="button" value="SUBMIT"/> <input type="button" value="CANCEL"/> |           |
| 02/14/2018       | <a href="#">M-ROUGH IN - Mechanical Rough In</a> | Completed   | Pass      |
| 01/29/2018       | <a href="#">M-GAS LINE - Gas Line</a>            | Completed   | Pass      |

Once your inspection request has been scheduled, you will receive an email with the scheduled date and time.

# Setting up an Account

## City of Salem, VA Permits

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Welcome Page

### Contractor Account Activation

#### Company Identity Verification

Please answer the following questions to help us verify you are an authorized agent.

**1** \* Business Name

\* Contractor License Type   **2**

**3** I hereby assert that I am an authorized agent of the business described above.

#### Contractor Account Profile

Please fill in the following information to create your account.

**4** \* Desired Username  7-100 letters and numbers only

\* Desired Password

\* Confirm Password

\* Email Address  Used for official communications only.

**5**

- 1** Business Name - Enter your business name as it appears on your VA State Contractor License
- 2** License Number – Enter the license number found on your VA State Contractor License
- 3** Check box to confirm that you are an authorized agent of the business
- 4** Profile – Enter a username, password and an email address (if not already entered) that will receive status updates
- 5** Click on CREATE ACCOUNT