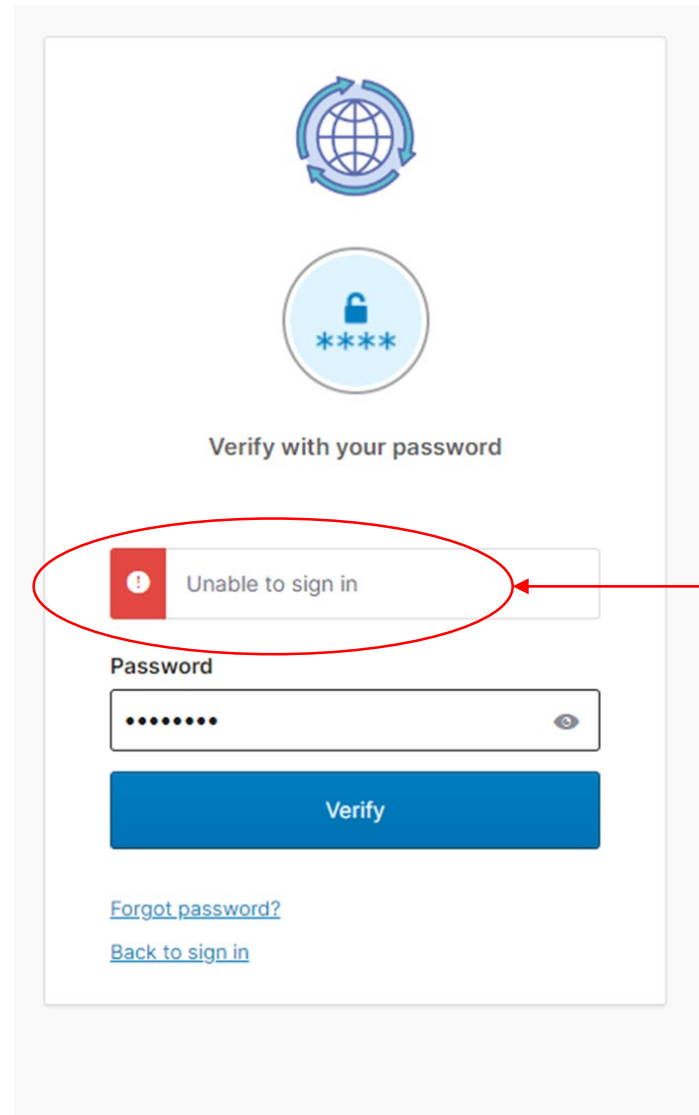


# Verify Your Existing Account

Due to a software upgrade from our vendor, all registered users of the City of Manassas Planning and Development ePortal will need to verify their account.

# Planning and Development ePortal - Verify Account



The image shows a 'Verify Account' form. At the top, there is a blue circular icon with a globe and arrows, and a blue circular icon with a padlock and four asterisks. Below these icons is the text 'Verify with your password'. The form contains a red error message box with a white exclamation mark icon and the text 'Unable to sign in'. Below the error message is a 'Password' input field with a masked password '\*\*\*\*\*' and a toggle eye icon. A blue 'Verify' button is positioned below the password field. At the bottom of the form, there are two blue links: 'Forgot password?' and 'Back to sign in'.

**Error will appear after trying to login.**

# Planning and Development ePortal - Verify Account




**Return to Homepage and select the “Login or Register” link.**


[Login or Register](#)


A screenshot of the Planning and Development ePortal homepage. At the top is a dark navigation bar with links for Home, Apply, Today's Inspections, Help, Map, Pay Invoices, and a search icon. Below this is a blue banner with yellow text: "We Have Moved! Planning and Development have moved back to the 2nd Floor of City Hall located at 9027 Center Street, Manassas, VA 20110. The Customer Service Center located at 9800 Godwin Drive is now closed." The main heading reads "Welcome to the Planning and Development ePortal". Below the heading are three white cards. The first card, titled "Login or Register", features a blue icon of two people and text: "Login to an existing or create a new account. You can also find help if you forgot your login information." The second card, titled "Apply", features a blue icon of a clipboard and text: "Submit your building, trade or zoning permit application; as well as many others." The third card, titled "Pay Invoice", features a blue icon of a dollar sign and text: "Use this tool to pay for individual invoices." A red arrow from the text above points to a "Login or Register" link in a red oval on the right side of the page.


# Planning and Development ePortal - Verify Account

Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

[Next](#)

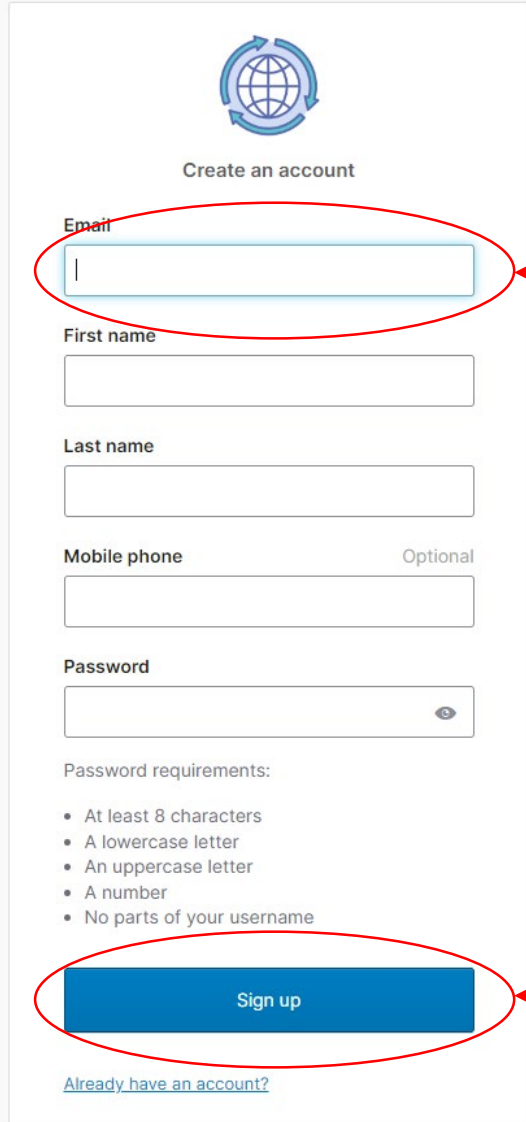
[Unlock account?](#) [Help](#)


[Create an account](#)

Click the “Create an Account” option.

Note – This will not create a new account as long as you use your previously registered email address. If using existing email then all prior permits will show in your account.

# Planning and Development ePortal - Verify Account



  
Create an account

Email

First name

Last name

Mobile phone  Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

[Already have an account?](#)

**As long as you use your previously registered email address the system will remember you. If using existing email then all prior permits will show in your account once registration is completed.**

**Once all required information is entered, click "Sign Up."**

# Planning and Development ePortal - Verify Account

Verify with your email

We sent an email to [redacted]

1. Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)


[Back to sign in](#)

**You will receive an email from *Community Access Identity* with a 6 digit Verification Code. Enter the Verification Code.**

# Planning and Development ePortal - Verify Account



[Cancel Registration](#)

[Home](#) [Apply](#) [Today's Inspections](#) [Help](#) [Map](#) [Pay Invoices](#) [Search](#) 

Registration

Step 1 of 3: Acknowledgement

Thank you for registering!

Continue

**Select Continue**

# Planning and Development ePortal - Verify Account

[Cancel Registration](#)



[Home](#) [Apply](#) [Today's Inspections](#) [Help](#) [Map](#) [Pay Invoices](#) [Search](#)

## Registration

Step 2 of 3: Personal Info

**\*REQUIRED**

First Name

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

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

**Enter Name**

**Select preference, email is recommended.**

**Select Next**



# Planning and Development ePortal - Verify Account



[Cancel Registration](#)

[Home](#) [Apply](#) [Today's Inspections](#) [Help](#) [Map](#) [Pay Invoices](#) [Search](#)

## Registration

Step 3 of 3: Address

**\*REQUIRED**

**\* Address**

City

State


Postal Code

**Enter Address**

**Select Submit**

# Planning and Development ePortal - Verify Account



Your Name  
Displays  0  
Here

Dashboard

Home

Apply


My Work

Today's Inspections

Help

Map

Pay Invoices

Search 

**We Have Moved!** Planning and Development have moved back to the 2nd Floor of City Hall located at 9027 Center Street, Manassas, VA 20110.

**The Customer Service Center located at 9800 Godwin Drive is now closed.**

## My Permits

Attention	Pending	Active	Recent
<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>
<a href="#">Banner - Temporary...</a> 2	<a href="#">Temporary Retail Sa...</a> 1		
<a href="#">Temporary Right-of...</a> 1			
<a href="#">Structure - Tempora...</a> 1			

[View My Permits](#)

**Once submitted your verification is complete.**

**You will be logged into you account and will see your existing/prior applications.**