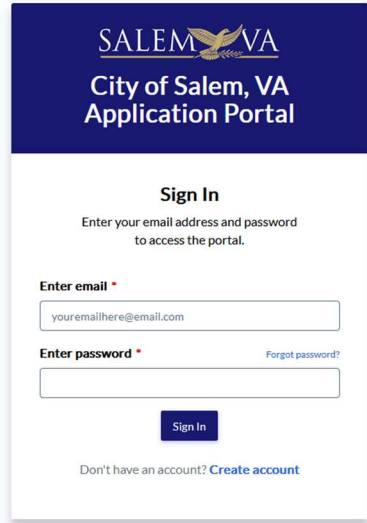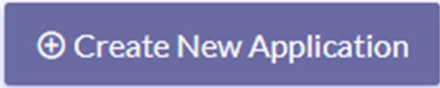# Creating a New Application
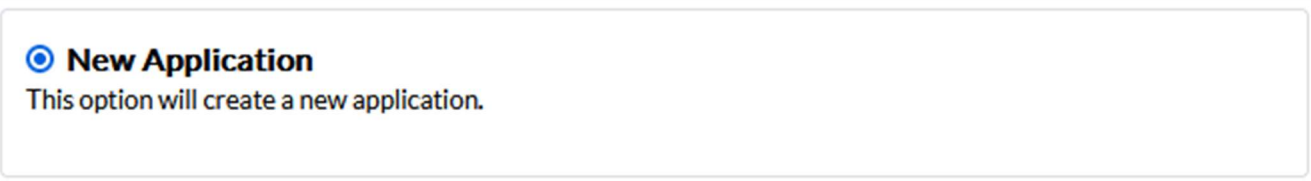
Requirements

- Application Portal Account
- Relevant documentation for your application

Process

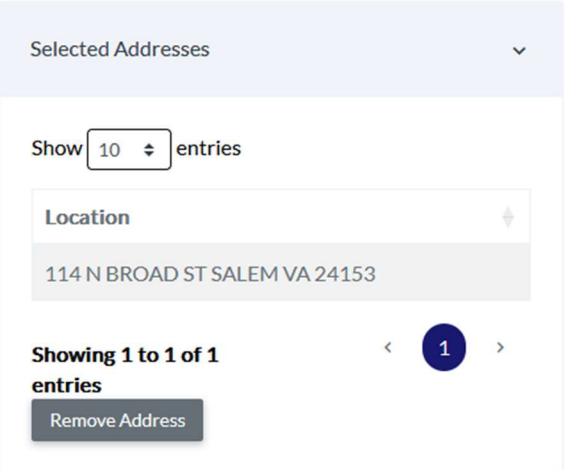|	
1. Log Into the Application Portal	**City of Salem, VA Application Portal** **Sign In** Enter your email address and password to access the portal. Enter email * youremailhere@email.com Enter password * Forgot password? Sign In Don't have an account? **Create account**
2. Click Create New Application	⊕ Create New Application
3. Select New Application	⊙ **New Application** This option will create a new application.

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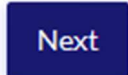|	
4. Select the Application type for your new application	**Select Application Type:** * > Zoning > Building > Plan & Plat Review > East Hill ⓘ > Right of Way > Engineering ⓘ > Inspections ⓘ
5. Add a Project Name (optional) *This can help identify your projects quickly, especially if you have multiple open applications*	**Add Project Name (if applicable)**
6. Click Next	Next

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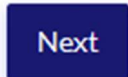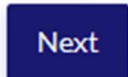|	
7. Select the location you are applying for. *You can search by address or tax parcel number*	
8. Confirm that your address is selected	

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9. Confirm that your parcel is selected	**Selected Parcels** ⌄ Show [10 ⇕] entries **Asset Id** ⬍ 106-4-1 **Showing 1 to 1 of 1 entries** ‹ **1** › [Remove Parcel]
10. Click Next	[Next]
11. Add your Applicant Information *Top tip – Clicking the Add My Info button uses the information you provided at account creation making the process much faster!*	**Applicant** — [Add My Info] **Name** **Company name** [_____] [_____] **Address 1** [_____]

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12. Click Next	**Next**
13. Select your Contractor (if applicable)	**You can filter contractors using the search bar by name or license number** *The City of Salem recommends that if you are working with a contractor, the contractor should apply for the permit. Contractor License information is reviewed as part of the application process.* **If you are not a contractor, a self-affidavit will need to be completed and submitted with the application.**
14. When you have found your contractor click Add	**Add** **The Contractor Should appear in the Selected Contractor's box**
15. Click Next to proceed	**Next**
16. Complete the details section	There will be a range of questions to complete in the details section depending on your application type. Please answer these as completely and specifically as possible. **Incomplete applications will take longer to process and will not be approved without all the required information.**
17. Click Next	**Next**
18. Upload files under the heading listed	If you don't have the files on hand, they can be uploaded at a later stage. See our guide on uploading files to a submitted application at salemva.gov
19. Click Next	**Next**
20. Please read and agree to the terms and conditions	Click the I agree button to proceed with the application ○ **I agree with the terms and conditions.** *

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21. Click Submit	**Submit**
22. Success! You should see the following message *The application number will be listed here*	✅ **Application Created** Thank you for submitting your application. Your application will be reviewed for completeness and calculation of associated fees. The reference number for your application is: ▮▮▮▮▮ **View Permit Information** **Apply for another Permit**

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Creating a New Application
Frequently Asked Questions

I have multiple projects; can they all be done under one permit?

To enable clarity and expedite the review process please limit your application to one address and parcel per permit.
Typically a separate permit will be required for each project, and separate permits will also be required for trades.
The City of Salem does not issue combination permits. Trade permits must be applied for by each subcontractor with the appropriate license classification to be issued that permit.

My contractor information isn't showing up

If you are a property owner using a contractor, please ask them to contact the city to resolve.
There are several reasons why these details may be missing. To be issued a permit as a contractor in the City of Salem, the contractor must have a City of Salem business license and a valid state contractor's license.
For City business license queries, please contact the Commissioner of the Revenues office. Please ensure that they have the correct state license on file.
For state license issues, please contact Virginia DPOR.

If you believe your information is missing in error, please contact Community Development.

I don't have a lot of time, can I come back to my application later?

If you don't submit your application, you can come back to it later. However, you may have to re-enter some or all of the information.
Most applications can be completed in 15 to 30 minutes, and if necessary supplemental files can be uploaded after submission.

I don't know how to answer one of the questions in the details section

If you have questions about the applications, information on permits is available at salemva.gov.
If you require further assistance, please email communitydev@salemva.gov
If you have already submitted the application, please put the application number in your email

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