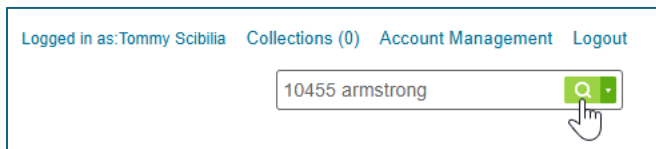# Permit Portal FAQs
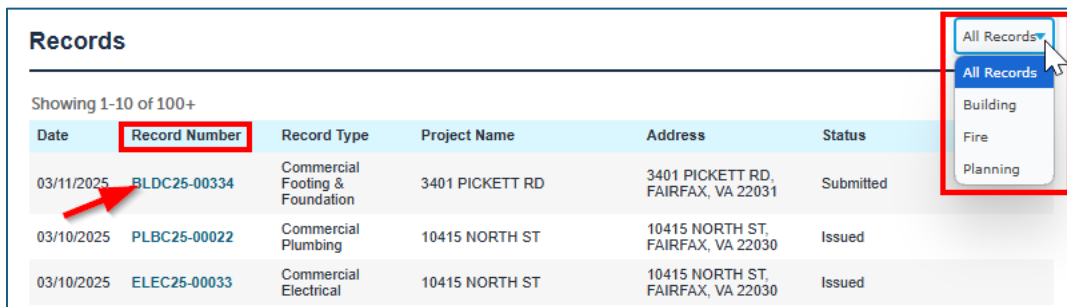
Updated 7/30/25

Q   What is the Permit Portal?

The City of Fairfax's **Permit Portal** provides our customers with the ability to apply for certain Permits from their office or home without coming into City Hall. The Online Permit Portal allows customers to submit plans for review, apply and pay for permits, request inspections, check the status of a request, and research permits from your computer.

Q   How can I find out the status of a permit application?

1. Open your web browser and navigate to the **homepage**

2. Using the keyword search field, enter the record number, address, parcel, or owner information. The search results will provide the project location and review status.

3. The search result can be further refined by using the drop-down menu next to "Records".

4. Once you have found the appropriate record, click on the record number to view record details.

Q   Can I view the Permit Portal using a mobile device or phone?

While the portal can be accessed using a mobile device or tablet, it is designed for and best viewed using a desktop or laptop computer.

Q Why should I register for a user account?

With an active user account, you will have the benefits of applying for a permit, seeing a complete history of applications, access to invoices and receipts, viewing details on the review status of applications in your collection, and more from the convenience of your home or office, 24 hours a day.

Note:
- User accounts can be set up for an individual person or organization.
- If you have difficulty logging into an existing account, you can contact the City's Development Review Ombudsperson at 571-546-5115 (call or text). Please provide the email address associated with the account.

Q What if I do not have computer or internet access?

For your convenience, we offer a public kiosk at City Hall (10455 Armstrong Street, Suite 207, Fairfax, VA 22030).

Q Can I just submit a paper application instead of using the Permit Portal?

For applications currently available on the Permit Portal, City staff will no longer accept paper or PDF copies of previous application forms.

Q Can application fees be paid on the Permit Portal?

You can pay applicable fees using either a credit card (Visa, American Express, Mastercard, Discover) or your bank account. Once paid, you can also view and download your receipt(s) from within the permit record. See separate guide for **Paying Fees**.

Note:
- For applications that require payment upfront, you must submit your payment before your application can be reviewed.
- For applications that do not require payment upfront, you must submit payment before your permit(s) can be released.
- A convenience fee is assessed by the third-party vendor.

Q   How do I submit applications that are not available on the Permit Portal?

Visit our **Permit & Application Library** for a comprehensive listing of all permits and other applications for development available in the City. The library identifies whether the permit/application is available through the portal, and if not, contains a link to the applicable PDF form or webpage.

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