

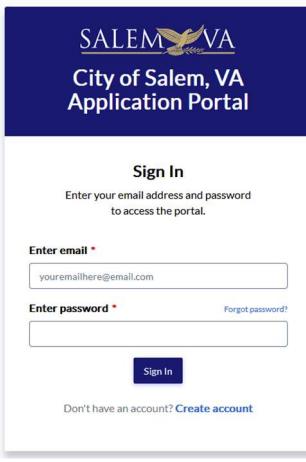
Creating an Account



Requirements

- Email Address

Making a non-contractor (resident) account

1. Go to the Application Portal		
2. Click Create account		Don't have an account? Create account
3. Enter your email address		Enter Email Address * <input type="text" value="Enter email address"/>
4. Click Submit		<input type="button" value="Submit"/>

Creating an Account

5. You will see this message	<p>Thank you for submitting a create account request. We will email you a link to continue setting up your account. You will have 24 hours to open the link to continue the account registration process.</p>
6. Check your email for the link from cityworks@salemva.gov <i>You may need to check your junk folder</i>	<p>Subject: Salem, VA Application Portal Account Creation Request</p> <hr/> <p>We have received a request from this email address to create an account in the Salem, VA Application Portal. Please click the link below to continue creating your account.</p> <p>Click here to finish creating your account</p>
Top Tip!	<p>Add cityworks@salemva.gov to your address book or contacts in your email to ensure you don't miss important communications about your account and applications</p>
7. Click the Link in your email	<p>Click here to finish creating your account</p>
8. Skip the account type section	<p>Account Type Contractor Account <input type="checkbox"/> Contractor Name <input type="text" value="Contractor Business Name"/></p>

Creating an Account



9. Fill in all the detail fields	<p>Choose Password</p> <p>Enter Password * Confirm Password *</p> <input type="password"/> Enter Password <input type="password"/> Confirm Password
10. Click Create Account	<p>Contact Information</p> <p>First Name * Last Name *</p> <input type="text"/> First Name <input type="text"/> Last Name
11. This message will appear, and you can return to sign in and use the password you set.	<p>Address *</p> <input type="text"/> Address
	<p>Address 2</p> <input type="text"/> Address 2
	<p>City * State * Zip * Country *</p> <input type="text"/> City <input type="text"/> Select State <input type="text"/> Zip <input type="text"/> United States
	<p>Primary Phone Cell Phone</p> <input type="text"/> Primary Phone <input type="text"/> Mobile Phone
	<p>Create Account</p> <p>Your account has been successfully created.</p> <p>Return To Sign In</p>

Creating an Account



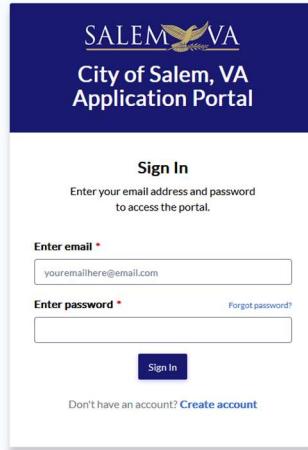
July 1st, 2025

Creating an Account

Making a Contractor account

This account type requires the following:

- Email Address
- City of Salem Business License Account Number
- Active State Contractor License Number

1. Go to the Application Portal	
2. Click Create account	Don't have an account? Create account
3. Enter your email address	Enter Email Address * <input type="text" value="Enter email address"/>
4. Click Submit	<input type="button" value="Submit"/>

Creating an Account



5. You will see this message	<p>Thank you for submitting a create account request. We will email you a link to continue setting up your account. You will have 24 hours to open the link to continue the account registration process.</p>
6. Check your email for the link from cityworks@salemva.gov <i>You may need to check your junk folder</i>	<p>Subject: Salem, VA Application Portal Account Creation Request</p> <p>We have received a request from this email address to create an account in the Salem, VA Application Portal. Please click the link below to continue creating your account.</p> <p>Click here to finish creating your account</p>
Top Tip!	<p>Add cityworks@salemva.gov to your address book or contacts in your email to ensure you don't miss important communications about your account and applications</p>
7. Click the Link in your email	<p>Click here to finish creating your account</p>
8. Click the Check box Under Contractor Account	<p>Account Type</p> <p>If you are a contractor, please click the checkbox below to link your contractor license information to your account. You will need your State Contractor License number and your City of Salem Business License Account number.</p> <p>Contractor Account <input type="checkbox"/> Contractor Name <input type="text" value="Contractor Business Name"/></p>
9. Add your State License number and City Business Account Number And click Search	<p>State Contractor License Number: Business License Account Number:</p> <p><input type="text" value="Contractor License Number"/> <input type="text" value="Business License Account Number"/></p>

Creating an Account

10. Your Details should appear in the table below	<table><thead><tr><th>Contractor Name</th><th>City</th><th>State</th><th>Contractor Type</th><th>License Num</th><th>Business Account Num</th></tr></thead><tbody><tr><td>Test Contractor</td><td></td><td></td><td>COS-BL</td><td>123456789</td><td>12345</td></tr></tbody></table>	Contractor Name	City	State	Contractor Type	License Num	Business Account Num	Test Contractor			COS-BL	123456789	12345
Contractor Name	City	State	Contractor Type	License Num	Business Account Num								
Test Contractor			COS-BL	123456789	12345								
Note!	You must click on the row with your information so that it highlighted blue in order to complete verification												
11. Click Verify	<button>Verify</button>												
12. Your Contractor Name Should appear in the Contractor Name Box	Contractor Name <input type="text" value="Test Contractor"/>												
13. You will see the following message showing the details have been verified	Confirm Password <div><p>Success</p><p>Contractor license is valid, email has been updated.</p></div>												

Creating an Account



14. Fill in all the remaining detail fields	<p>Choose Password</p> <p>Enter Password * Confirm Password *</p> <input type="password"/> Enter Password <input type="password"/> Confirm Password
15. Click Create Account	<p>Contact Information</p> <p>First Name * Last Name *</p> <input type="text"/> First Name <input type="text"/> Last Name
16. This message will appear, and you can return to sign in and use the password you set.	<p>Address *</p> <input type="text"/> Address
	<p>Address 2</p> <input type="text"/> Address 2
	<p>City * State * Zip * Country *</p> <input type="text"/> City <input type="text"/> Select State <input type="text"/> Zip <input type="text"/> United States
	<p>Primary Phone Cell Phone</p> <input type="text"/> Primary Phone <input type="text"/> Mobile Phone

Creating an Account

Frequently Asked Questions

Which account type do I need?

If you are a contractor doing work at a tax parcel or address within the City of Salem the contractor account is required. It allows you to verify your business license and state contractor license one time, rather than with every permit application.

All other applicants can set up a non-contractor account.

Applying for permits for work being completed by a contractor is **not** recommended by the City of Salem.

The City of Salem strongly recommends that the contractor be the applicant in charge of securing permits which are required by the Uniform Statewide Building Code

I haven't received my email yet.

The email should arrive within a few minutes of submission. Check junk mail, spam, or clutter folders in your email account as occasionally these emails can be found here. Additionally confirm that the email entered in the sign-up section does not contain any errors. If the email has still not arrived, please wait approximately 15 minutes and try again. If this does not work, please contact Community Development.

I'm a contractor, and I can't see my details on the contractor screen.

There could be an issue with either the City business license or the State contractor license. All licenses should be valid at the time of account creation. City business licenses require renewal annually and expire 12/31 of each year. When renewing your city business license, please ensure that the state license number on record is correct. If you have multiple licenses, such as tradesman licenses, it is important that you use the license with the correct classifications and categories so that you can apply for the permits associated with those categories.

For business license queries, please contact the Commissioner of Revenue's office.

For State license queries, please contact DPOR.

If you believe your details are correct and valid, please contact Community Development.