Planning and Land Use System (PLUS) DPD Zoning Administration Division User Guide

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PLUS Project Overview

What is PLUS?

- Planning and Land Use System (PLUS) is the new electronic application submission platform that will allow applicants and the general public to:
 - o Perform general research
 - Submit an application
 - Pay fees
 - View application status
- To access PLUS, go to https://plus.fairfaxcounty.gov/CitizenAccess/Welcome.aspx
- PLUS will eventually include application records from the following Fairfax County agencies:
 - o Fire Marshal's Office
 - o Environmental Health
 - Land Development Services (LDS)
 - Department of Planning and Development (DPD)
 - Department of Code Compliance
- On July 1, 2021, the following application records will go live in PLUS. Additional application records will go live in PLUS in future releases with the goal of eventually transitioning all application records for all of the agencies listed above from a paper-based to electronic-based application submission process. After July 1, 2021, all application records listed below must be submitted through PLUS. Applications received on paper or via email will no longer be accepted.
 - o DPD ZAD
 - Noise Waiver
 - Accessory Living Unit
 - ➤ Home-Based Business
 - ➤ Interpretations of Zoning Ordinance
 - Vested Rights Determination
 - Zoning Compliance Letter Request
 - o DPD ZED
 - Pre-Application for Zoning Cases
 - Rezoning
 - Rezoning Plan Applications and Amendments
 - > Special Exception and Special Exception Amendment
 - Special Permit and Special Permit Amendment
 - Variance and Variance Amendment

- o DPD Planning
 - > Agricultural and Forestal District
 - Wetlands Permit (Tidal)
 - Public Facility (2232 Review)
 - Public School Modification (2232 Review)
 - > Telecommunications (2232 Review)
 - > Telecommunications (AREP Review)
- o Environmental Health
 - > CORE/Health Sanitation Inspection
 - ➤ Food Establishment Applications
 - Marina Application
 - Mobile Food Unit Application
 - > Tattoo Application
 - > Temporary Food Establishment Permit
 - > Temporary Food Event
 - Registration
- o LDS Building
 - Code Modification
 - Code Appeal
 - ➤ Home Improvement Contractor License Application
- o LDS Site
 - Address Change
 - Street Name Change
- Additional project information is available at www.fairfaxcounty.gov/plan2build/plus

What Can I Do in PLUS?

- What you can do in PLUS depends on whether you are a registered or unregistered user.
- An unregistered user is someone who has not created an account and who is not logged into
 PLUS. As an unregistered user, you can view general information about submitted and approved
 applications, which includes the location, general application details, and status.
- A registered user is someone who has created a PLUS account and who has logged into PLUS. A
 registered user can view and manage their account and application information, pay fees, and
 receive status notifications.

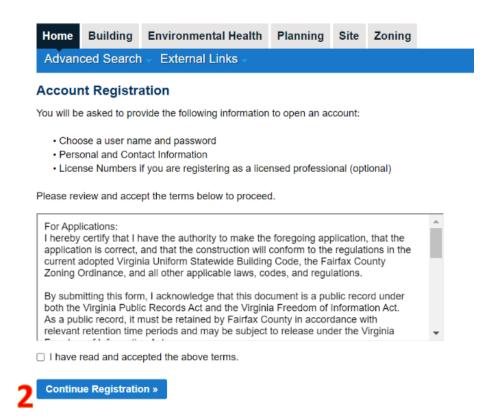
Create and Manage an Account

Create an Account

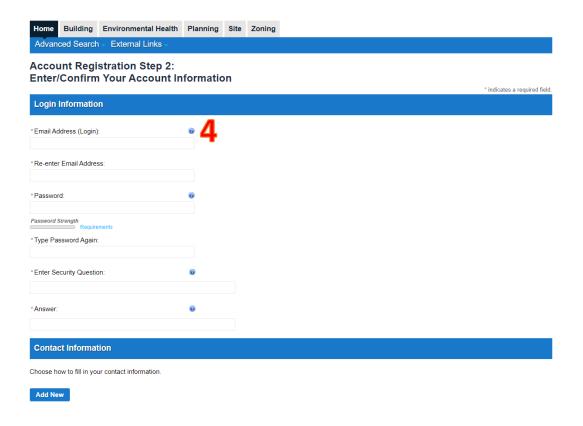
1. Click Register for an Account.



2. Read and accept registration terms and click Continue Registration.



- 3. Enter login and contact information.
- 4. Click on blue question marks for additional information.

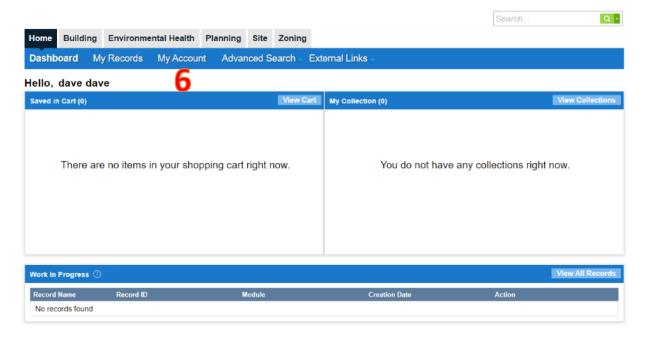


Manage Your Account

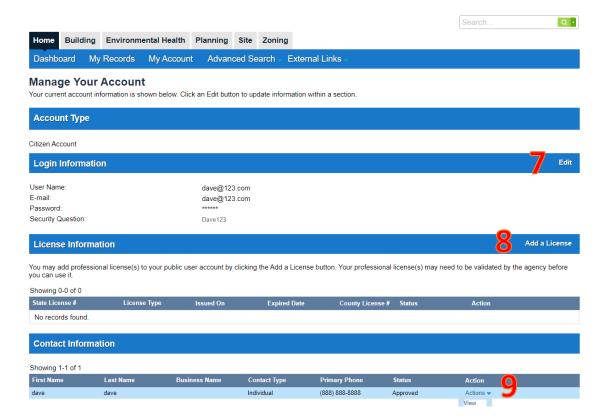
5. Log in by entering your email and password. Click Login.



6. Click the My Account tab.

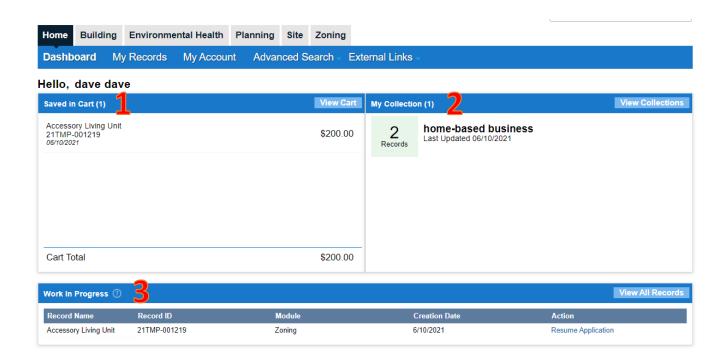


- 7. Edit your login information by clicking Edit.
- 8. Edit your license information by clicking Add a License.
- 9. Edit your contact information by clicking Action and then clicking View.



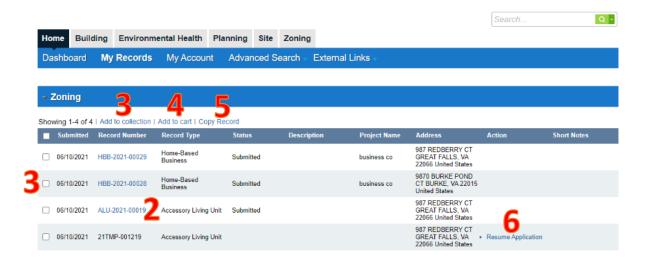
Dashboard

- 1. Saved in Cart: This section lists all the registered user's applications with unpaid application fees. Click View Cart to complete the payment process.
- My Collection: This section lists all the application record collections the registered user has created. Click View Collections to edit or delete existing collections. New collections can be created in the My Records tab.
- 3. Work In Progress: This section lists all the application records that have been started but have not been submitted. Click on the Resume Application link to continue work on the application and submit. If you would like to see all the records associated with this account, including the ones that have been submitted, click View All Records.



My Records

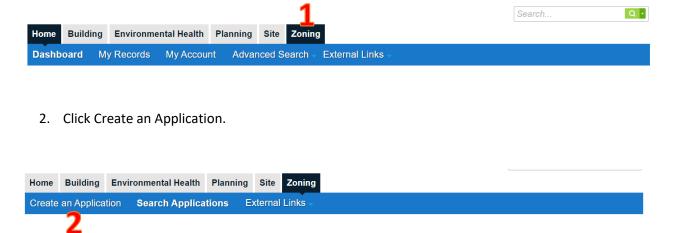
- 1. Lists all application records associated with an account, regardless of status.
- 2. Click on a record number to view additional information, such as status.
- 3. To create a record collection, select multiple records by checking the box to the left of each record number and then click Add to Collection. Collections are customized groups of records that are viewable on the Dashboard.
- 4. To add unpaid fees to the cart, check the box to the left of the record and then click Add to Cart.
- 5. To copy the information from an existing record into a new record, check the box to the left of the record and then click Copy Record.
- 6. An application record that has not been submitted will have a TMP record number. Click Resume Application to continue working on it.



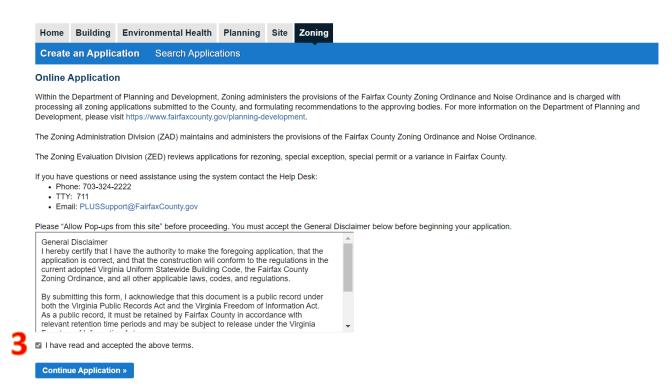
Create an Application and Pay Fees

Select the Application Record

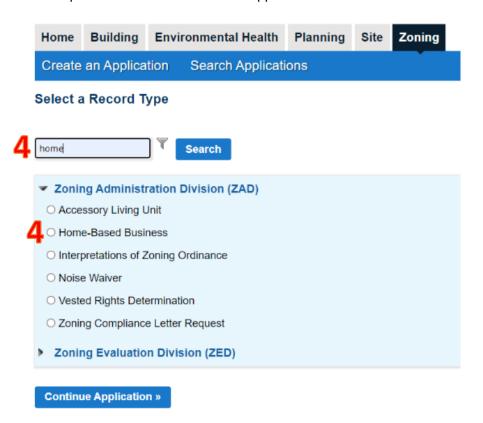
1. Click on the applicable tab to view the list of applications for that agency. In the example below, the registered user chose the Zoning tab.



3. Read and accept application terms. Click Continue Application.



4. Type the name of the application record in the search box or select the application from the drop-down menu. Click Continue Application.



General Information

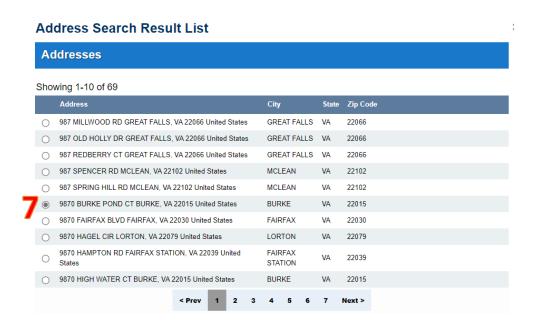
5. Each application record type will have a unique set of questions and requirements, which may be presented in different ways. Below is a generic guide to different application sections users may be required to complete based on record type.

Address

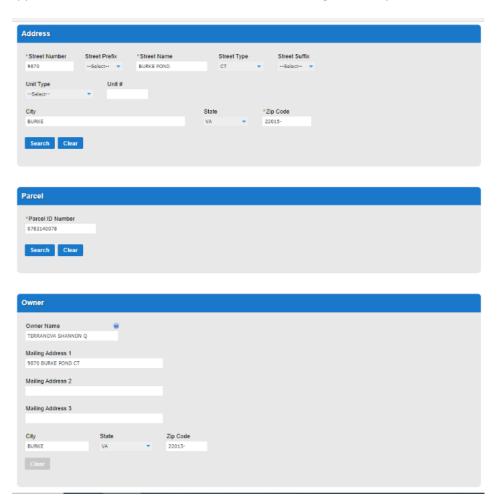
6. Address information should be entered by entering the street number. Click Search.



7. Select the address from the list. If the address does not appear, it is not a valid Fairfax County address.

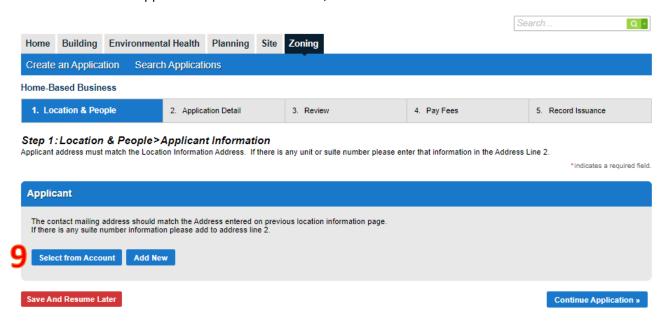


8. By selecting the address from the list above, the Address section will automatically populate the application record with all address information, along with the parcel and owner information.



Applicant

9. To enter the applicant's contact information, click Select from Account.

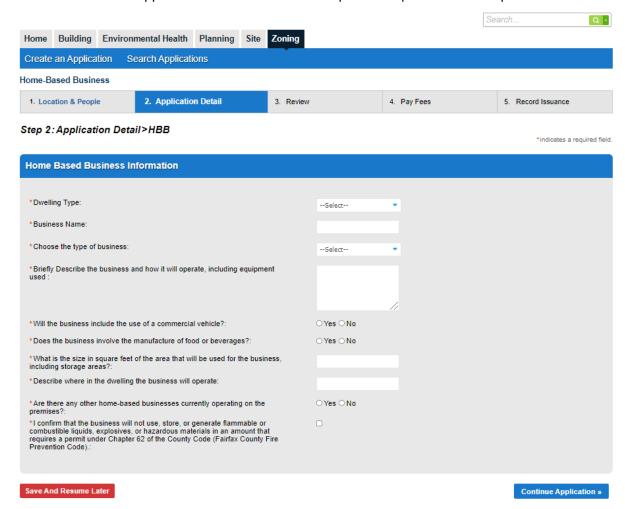


- 10. Select an account to populate contact information.
- 11. Please note that all future notifications will be sent to the contact email address.



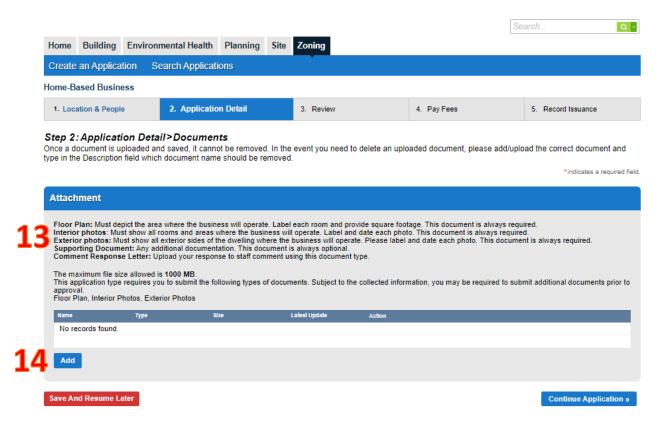
Application Detail

12. Complete all required application questions, as indicated by red asterisk. Example questions are below but each application record will have a unique set of questions and requirements.



Documents

- 13. Refer to help text for additional information about each document type.
- 14. Click Add to upload documents.



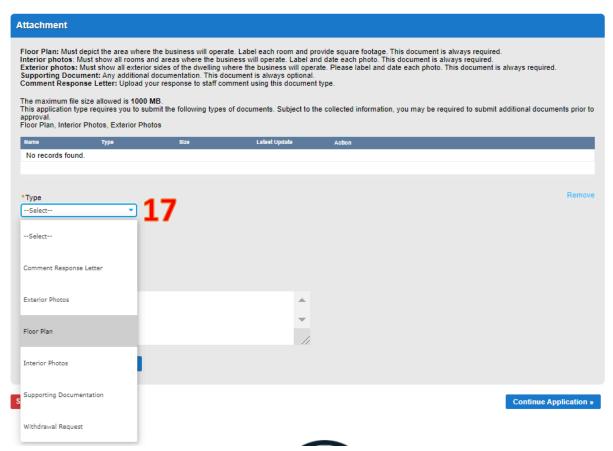
15. Click Add again.



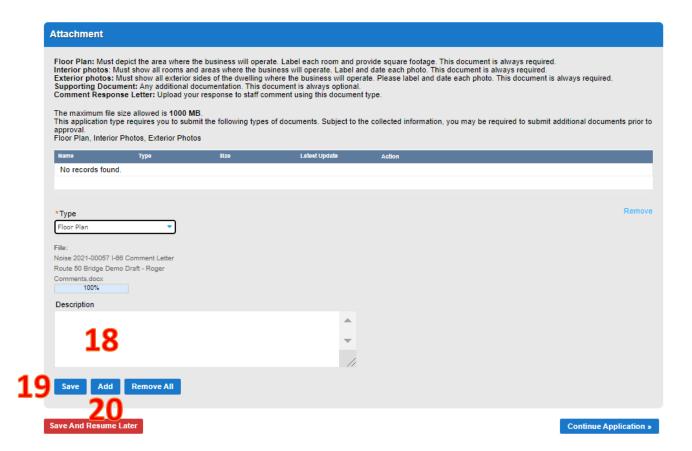
16. Select a document to upload and click Continue.



17. Select the document type from the Type drop-down menu.

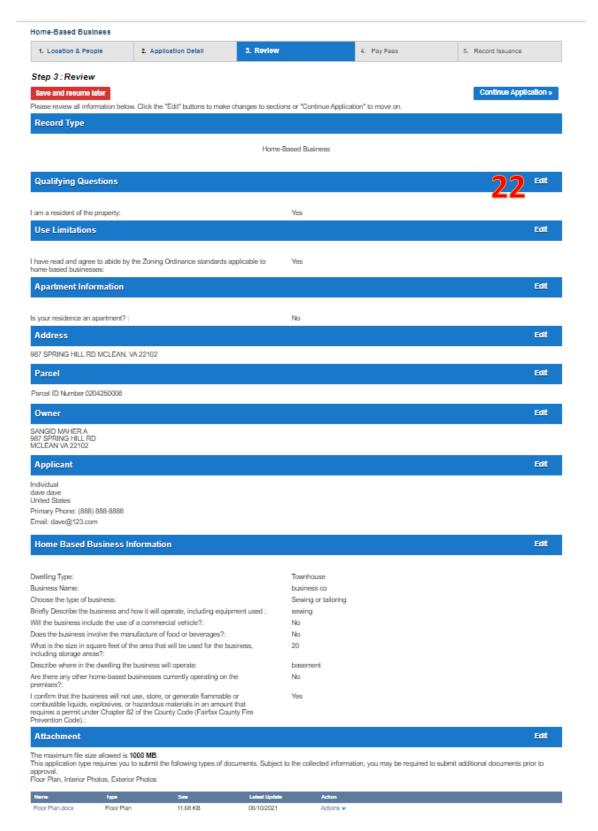


- 18. An optional description may be added.
- 19. Click Save.
- 20. To add a second document, click Add again.



Review

- 21. Review the application details for accuracy.
- 22. To return to any previous screen to make changes, click Edit.

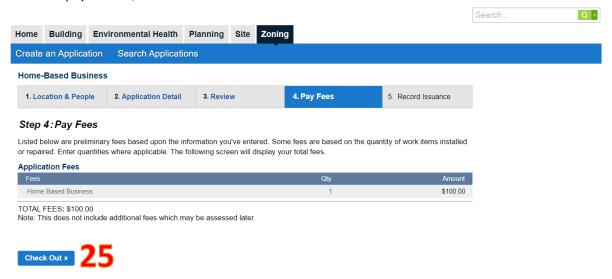


23. Read and accept any additional certifications.

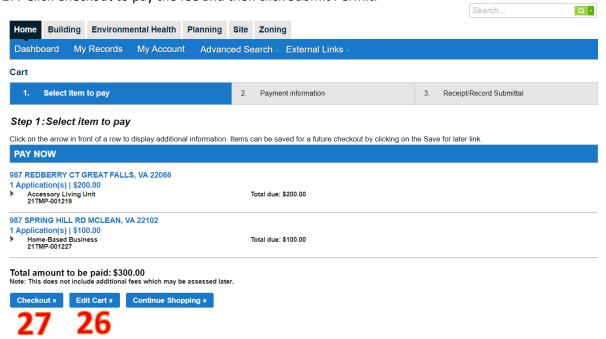


Pay Fees

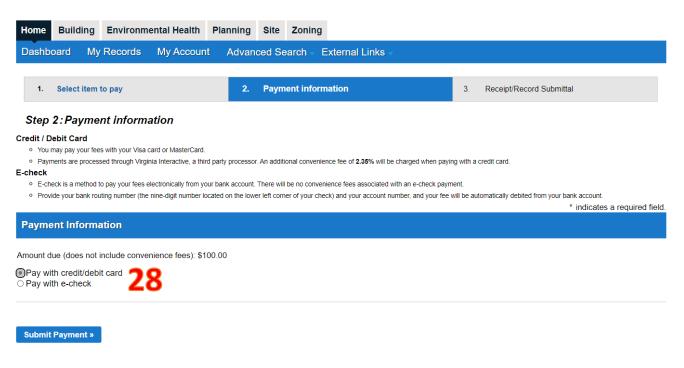
- 24. Fee payment is typically required before the application record can be submitted.
- 25. To pay the fee, click Check Out.



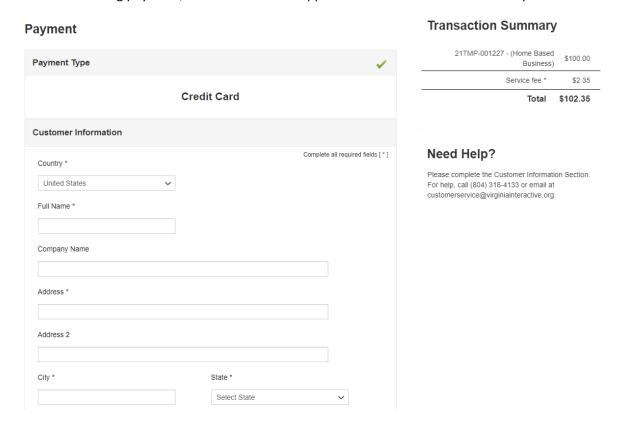
- 26. If there are other unpaid fees associated with the account, the user may choose to pay all unpaid fees at this time or may click Edit Cart to choose the fees for payment.
- 27. Click Checkout to pay the fee and then click Submit Permit.

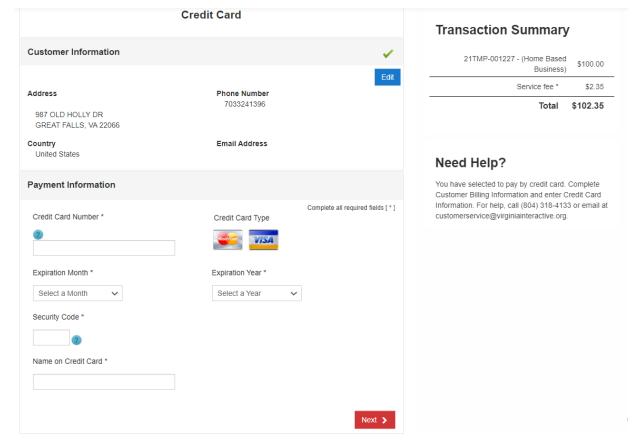


28. Choose the payment type. Click Next



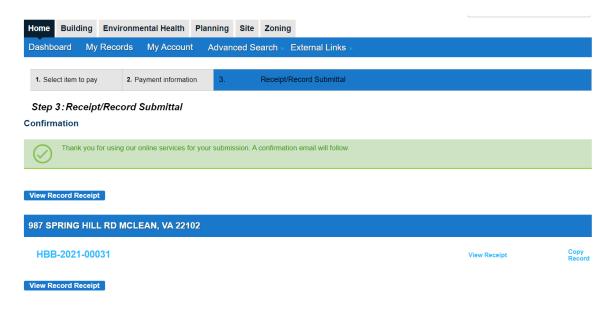
- 29. Enter payment information.
- 30. Following payment, the contact on the application record will receive a receipt via email.





Confirmation

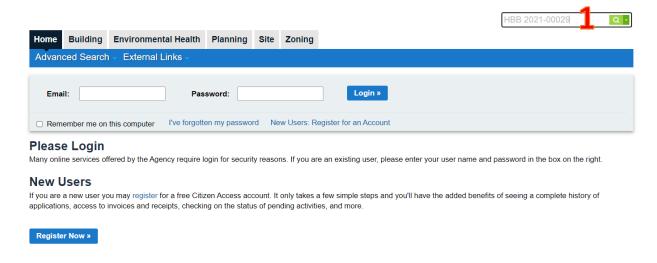
31. The confirmation screen indicates that the application record was successfully submitted.



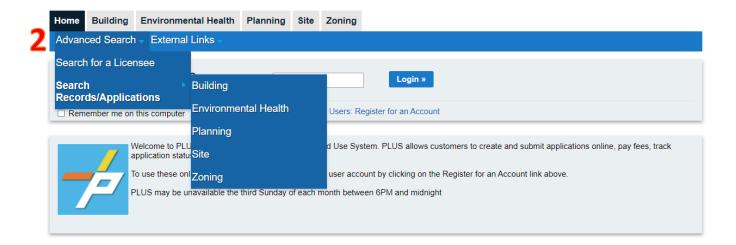
Searching

Searching as an Unregistered User

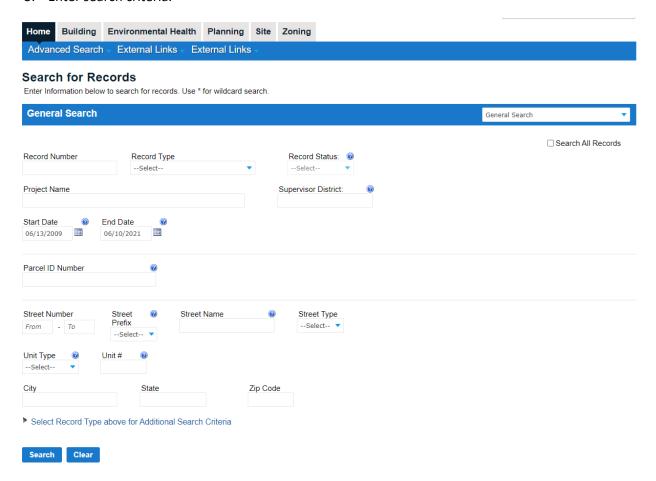
1. If you know the record number, enter it into the search box. The record number format but be entered in the correct format. For example, HBB-2021-00029.



2. Click Advanced Search for additional search criteria.

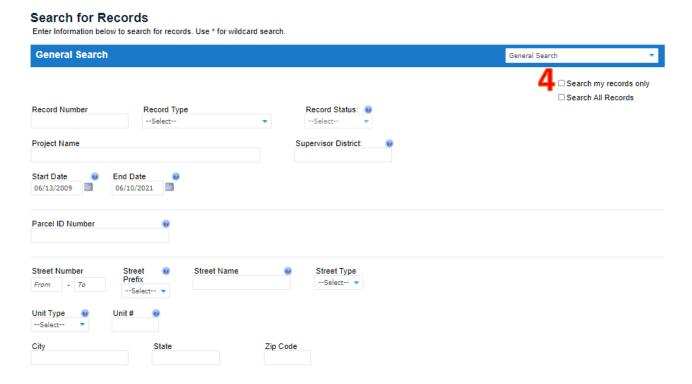


3. Enter search criteria.



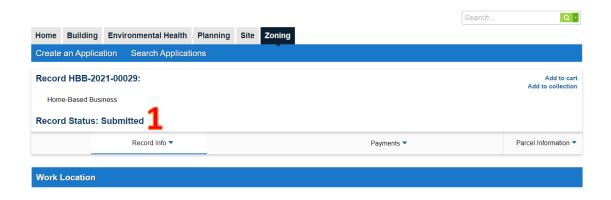
Searching as a Registered User

4. In addition to the search options that an unregistered user can perform, a registered user may also perform a search on their own records by selecting Search my records only.

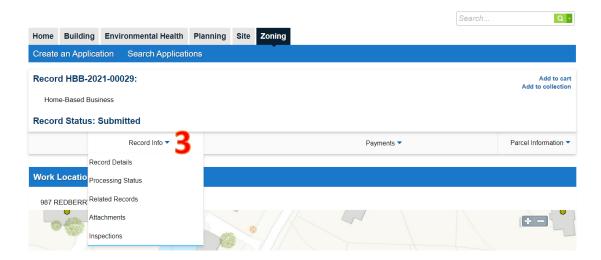


Status

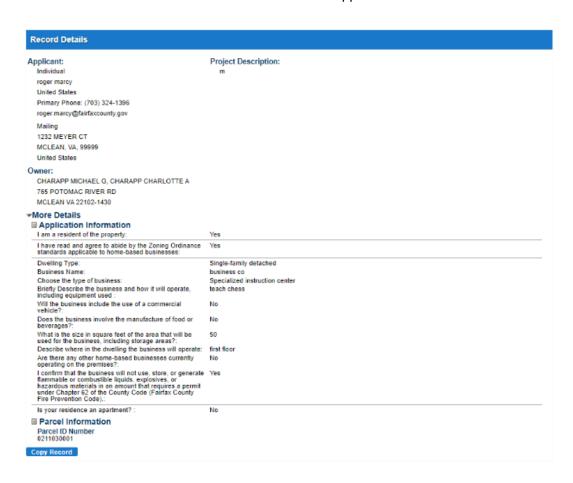
- 1. Application record status will be automatically updated as the application record progresses through the review process.
- 2. The contact on the record will be notified by email each time a status update occurs.



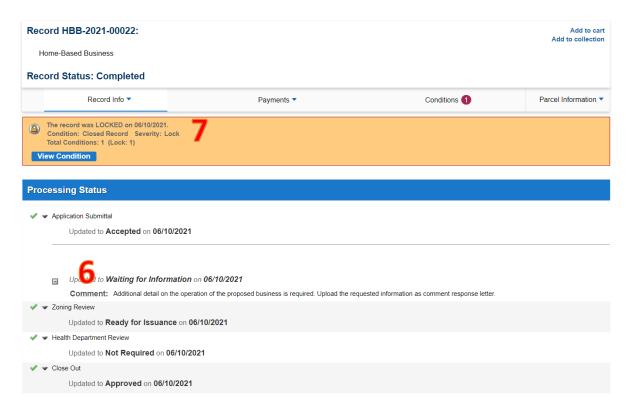
3. Click Record Info to view additional information.



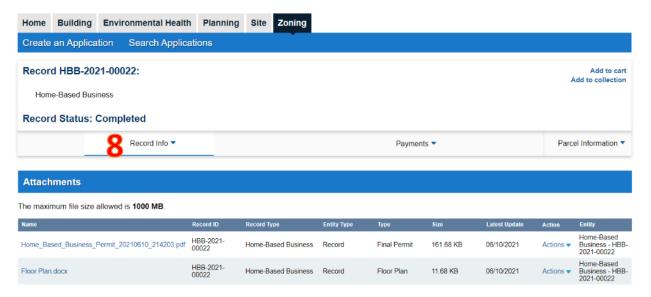
4. Select Record Details under Record Info to view application information.



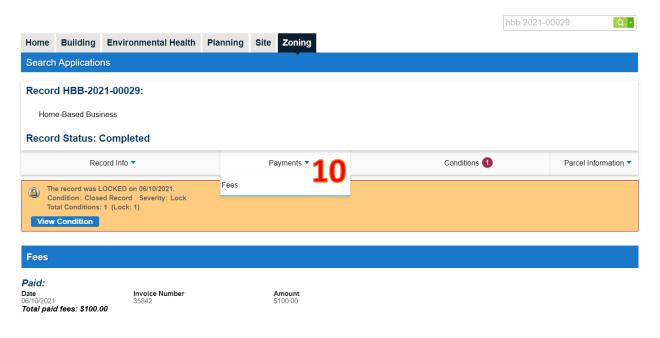
- 5. Select Processing Status under Record Info to view status history, staff comments, and completed status.
- 6. A status of Waiting for Information indicates that staff requires additional information from the applicant before the review can continue. Staff comment are viewable under Waiting for Information in the Processing Status list. To respond to a staff comment, upload the requested document as an attachment.
- 7. Following the completion of the review, the application record will be locked from further changes, as indicated by the orange bar.



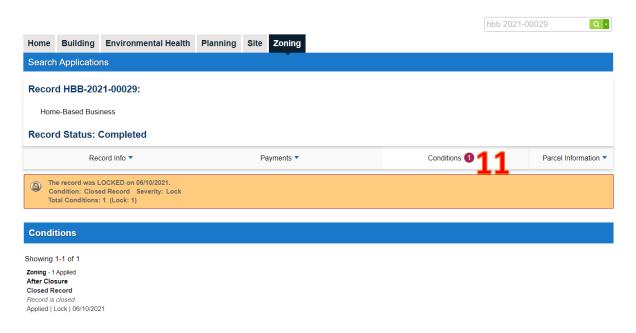
- 8. Select Attachments under Record Info to view application documents. Final documents such as permits and letters will be available here.
- 9. The contact on the application record will be able to view all submitted documents. Other users may only be able to see the final permit or letter.



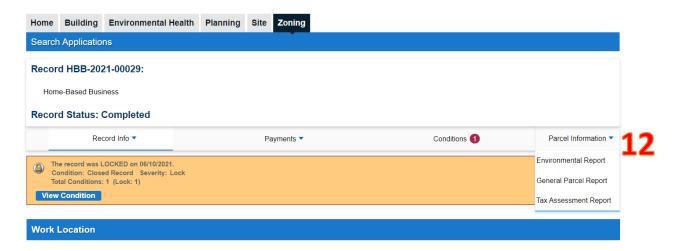
10. Select Fees under Payments to view fee information.



11. Click on Conditions to view conditions.

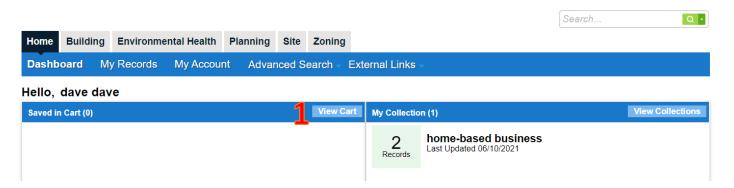


12. Click on Parcel Information to view additional parcel reports.

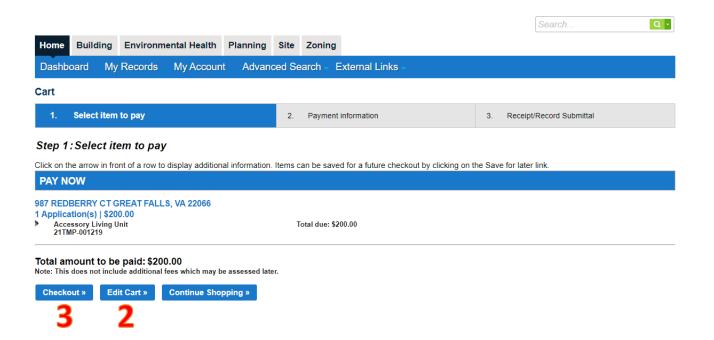


Unpaid Fees

1. View unpaid fees by clicking View Cart.



- 2. If there are multiple unpaid fees, click Edit Cart to select which fees to pay.
- 3. Click Checkout to pay fees.
- 4. Following payment, the contact on the application record will receive a receipt via email.



Zoning Reports

Zoning reports are available to registered and unregistered users. Follow the steps below to access:

- 1. Click Zoning tab.
- 2. Click Reports to view the drop-down menu of available reports.
- 3. Click the report name that you would like to view. If you plan to run multiple reports, opening each report in a separate window or tab by right clicking on the report will make it easier to view multiple reports at once.



General Search General Search