County View Web: Troubleshooting Tips

1. ***How do I access County View?***
   You can access County View by going to the Albemarle County Website home page: www.albemarle.org, selecting the **eGOVERNMENT** drop-down menu, and clicking on **County View Web.**

   You can also access County View through www.albemarle.org/countyview and selecting the County View link.

2. **If I need help with County View, where can I find additional information?**

   On the County View web page at www.albemarle.org/countyview, you will find several resources, including, a basic tutorial, an FAQ, and a quick reference guide.

   You can also email CountyViewFAQ@albemarle.org or call Community Development at 434-296-5832.

3. ***How do I move from page-to-page in County View?***
   To move from page-to-page in County View, use the buttons in the Navigation section on the right side of the screen. For best results, do not use your browser's Back button or arrow.

4. ***How do I return to the Albemarle County website home page?***

   The **Albemarle County** button in the right-hand Navigation bar takes you to the Albemarle County website home page: **www.albemarle.org**. This will take you out of the County View Program.

5. ***How can I find the Parcel ID Number?***
   The 14-digit Parcel ID number can be found on your application paperwork, or by doing a Property Information Search by address or name.

6. ***How can I find the Planning or Building Application Number?***
   The Planning or Building Application numbers can be found on your County planning or building application paperwork, or by doing a Parcel Activity search by Parcel ID or Planning Project Name.

7. ***My Property Information Search Criteria isn't working. How should the search criteria be entered?***
   Address:
   Street Name Contains: (name only, i.e. Huntington; or as it appears in tax records, i.e. Huntington Rd, not Huntington Road)
   Street Name:
   Street Name Contains: (name only, i.e. Huntington; or as it appears in tax records, i.e. Huntington Rd, not Huntington Road)
   Parcel ID: *14-digit #: 06100000013100 (do not use dashes)*
   Tax Map and Parcel:
   starts with: 06100 (do not use dashes)
   ends with: 13100 (do not use dashes)

Owner Name:
Name Contains: (format exactly as name appears in tax records.)
Full or partial can be used, as long as format is same as tax record, for example:
Doe, Susie L. and John H.
Doe, Susie
John H.
Doe
Susie
Examples that won't work:
Susie Doe
John Doe

8. **My Planning Application Search Criteria isn't working. How should the search criteria be entered?**
   Planning Application Number:
   Include full number, including prefix: SP198200074
   Planning Project Name:
   Specify all or part of project name. (If whole project name is used, format exactly as name appears on the application , for example, Hollymead Town Center *is correct,* Hollymead Center *is incorrect)*

   Note: *If the search returns a list of applications, you can click directly on an item in the list to display information for the specific application.*
   Parcel ID: *14-digit #: 06100000013100 (do not use dashes)*

9. **My Building Application Search Criteria isn't working. How should the search criteria be entered?**
   Building Application Number:
   Include full number including prefix: B200800426NC
   Parcel ID: *14-digit # 06100000013100 (do not use dashes)*

10. **My Parcel Activity Search Criteria isn't working. How should the search criteria be entered?**
    Parcel ID: *(no dashes)*
    Planning Application Number:
    Include full number, including prefix: SP198200074
    Building Application Number:
    Include full number including prefix: B200800426NC
    Planning Project Name:
    Specify all or part of project name. (If whole project name is used, format exactly as name appears on the application, for example, Hollymead Town Center *is correct,* Hollymead Center *is incorrect)*

11. **How do I view an application from the list displayed by the Parcel Activity Search?**
    Click directly on an item in the list to display information for the specific application.