



JCC Permitlink
JAMES CITY COUNTY, VIRGINIA

Updated Registration FAQ's

1. What if I don't know the email address attached to my JCC PermitLink account?

Answer: You can call any of the numbers listed below, and staff will be able to look up your account information.

Building Safety & Permits: 757-253-6626, Option 1

Planning: 757-253-6670

Stormwater & Resource Protection: 757-253-6670

2. When I re-register my account will my old permits and plans be linked to the new account?

Answer: Yes, after you finish the re-registration, you will see the same account as before.

3. If I use a social login tool to re-register (Google, Microsoft, Apple or Facebook), will I be able to login with my email account another day?

Answer: If you re-register using Google, Microsoft, Apple, or Facebook you will need to continue to use the same login method each time.

4. What if I don't see any of my permits or plans after re-registering?

Answer: Check to make sure you are using the same email that you use currently. If you are still having problems than please contact us.

Building Safety & Permits: 757-253-6626, Option 1

Planning: 757-253-6670

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5. Why do I need to re-register my JCC Permitlink account?

Answer: We have updated our login process to include 2-way authentication to enhance the security of PermitLink. This requires you to re-register.