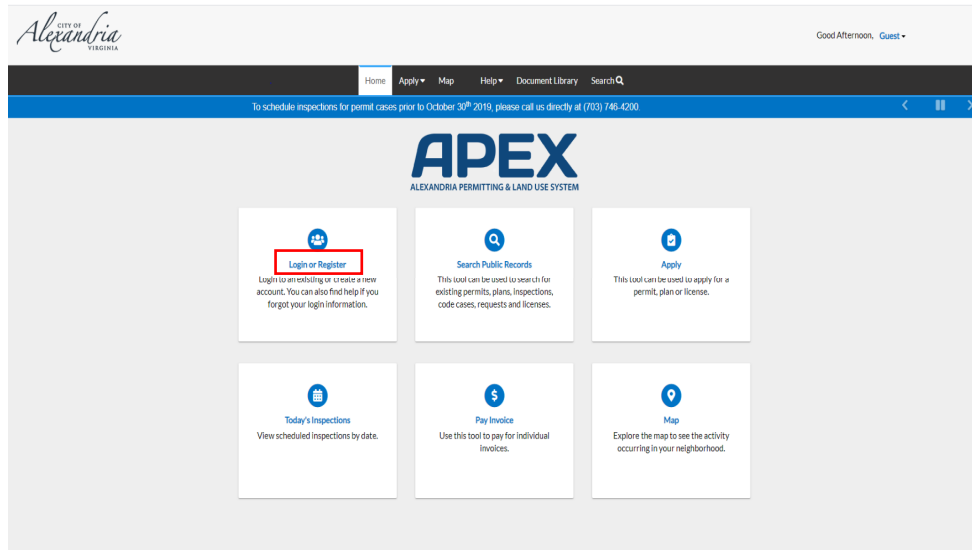


LOGGING INTO THE APEX PERMITTING AND LAND USE SYSTEM



Follow the steps below to log in to the APEX Customer Self Service Environment:

1. Navigate to the Customer Self Service (CSS) environment at <https://www.alexandriava.gov/APEX>.
2. Select “**Login or Register**” and enter your **Email Address** and **Password** in the fields provided.

Log In

* **Email Address**
Email address is required

* **Password**
Password is required

Remember Me

[Forgot your password?](#)
[Switch jurisdiction?](#)

3. If you do not have an **Email Address/Password** already registered with CSS, click on **Register** and follow the directions to register for an account.

Registration

Step 1 of 3: Email Address

Your e-mail address is your username.

Email

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.



Need Assistance? Call the Permit Center: 703.746.4200

4. Mark the **Remember me** checkbox to have the system remember your credentials.
5. Click **Log In**. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.

Log In

* Email Address

* Password

Remember Me

[Log In](#) [Register](#)

[Forgot your password?](#)
[Switch jurisdiction?](#)

LOGGING IN WHEN YOUR PASSWORD HAS BEEN FORGOTTEN

1. Type in your email address into the email address field.
2. Select **"Forgot Your Password?"**.

Log In

* Email Address

* Password

Remember Me

[Log In](#) [Register](#)

[Forgot your password?](#)
[Switch jurisdiction?](#)

3. The page will be redirected to a **Forgot Password** screen.
4. Click **"Submit"**. *(there is a ten-minute lock out when the incorrect password is entered more than three times)*

Home Apply Map Help Document Library Search

Forgot Password

* Email

[Submit](#)

5. An email will be sent to the address that was given.
6. Open the email and click **"Reset"**.
7. You will be redirected to a CSS window where a new password can be entered and confirmed.



Need Assistance? Call the Permit Center: 703.746.4200