

# ComplianceGo User Guide

## for LDA Permit Holders and External Project Contacts

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## 1. Introduction

The purpose of this guide is to provide an overview for LDA permit holders, contractors, and other responsible project contacts on how to use the ComplianceGo stormwater inspections software adopted by Arlington County Department of Environmental Services. For additional guidance, please watch the tutorial videos located on the ComplianceGo website: <https://compliancego.com/help/>

Starting September 2024, all LDA regulatory stormwater compliance inspections from the County, and documentation of corrective actions by permit holders will be conducted and tracked through this online platform. Future releases and other features of this software will be announced and implemented at later phases, to include an update of this user guide.

Contact the Stormwater Inspector assigned to your LDA project by phone or email with any questions. You can find the inspector's contact information on the LDA permit placard.

## 2. Email Notifications

Notification of inspection reports, corrective action items, and expiring or expired permits will be sent by automated email, from **support@compliancego.com**. Permit holders and project contacts should expect to receive these notifications when any action for their LDA project is required. You can view or download inspection reports and close action items directly from the email notification without needing to set up a user account. These **email notifications can also be forwarded to appropriate or additional contacts without user account access**. Please note, permits shall be renewed separately through the Accela permitting customer portal. Do not reply directly to these email notifications. Please contact the assigned Stormwater Inspector directly by phone or email if you have any questions related to the inspection or action items.

Below is an example screen capture of an email notification from support@compliancego.com.

The screenshot shows an email notification from Arlington Virginia Environmental Services. The header includes the organization's logo and name. The main subject is "Inspection Completion Report". Under "Site Information", it lists details for Arlington County, VA, including the company, division, site contact, and location address. A message states that an inspection report for "Less Than One Acre (Draft)" has been completed and is accessible via a link. A prominent "View/Download Report" button is highlighted. Below this, a note explains that action items can be closed after corrective actions are performed. A section titled "Open Action Items" contains one item: "Silt Fence", reported on 2024-09-06, with a priority of "DAYS\_5" and a location description of "2100 Clarendon Blvd". The item description is "Silt Fence needs maintenance". A yellow callout bubble highlights a "Close" button with a checkmark icon. At the bottom, there is a footer with contact information (Email: support@compliancego.com, Phone: (385) 273-7773, Url: www.compliancego.com) and a copyright notice: "© 2023, All Rights Reserved. | Privacy Policy | Terms of Use".

### 3. Closing Action Items

The example screen capture below is the interface for closing action items.

All fields (highlighted in yellow) must be completed. **Photo documentation can be uploaded directly from a mobile device or phone** with the “Add File” link. Select appropriate closed date, include relevant notes, and input the individual or party responsible for the action item.

Once action items have been marked as closed, they **will be verified for satisfactory completion by the Stormwater Inspector**. Closing action items requires photo documentation, notes, and a signature of completion. Any unsatisfactory action items, or action items lacking adequate photo documentation may be reopened at discretion of the Stormwater Inspector.

**COMPLIANCE|GO**

**> Close Action Item** ×

Zachary's Test Site 2  
Test Division

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**Silt Fence**

Silt Fence needs maintenance

Reported: 2024-09-06, Zachary Schlemmer  
Priority: 5 Days  
Location: 2100 Clarendon Blvd

Also verify these action items

Closed Date  
Monday, September 9, 2024

Notes  
Describe any actions performed.

Add File

Maintenance Completed By\*

Name  
Zachary Schlemmer

Add Start and End Time

X Zachary Schlemmer

Construction Management Specialist - Stormwater

Close Action Item  I confirm that I signed above.