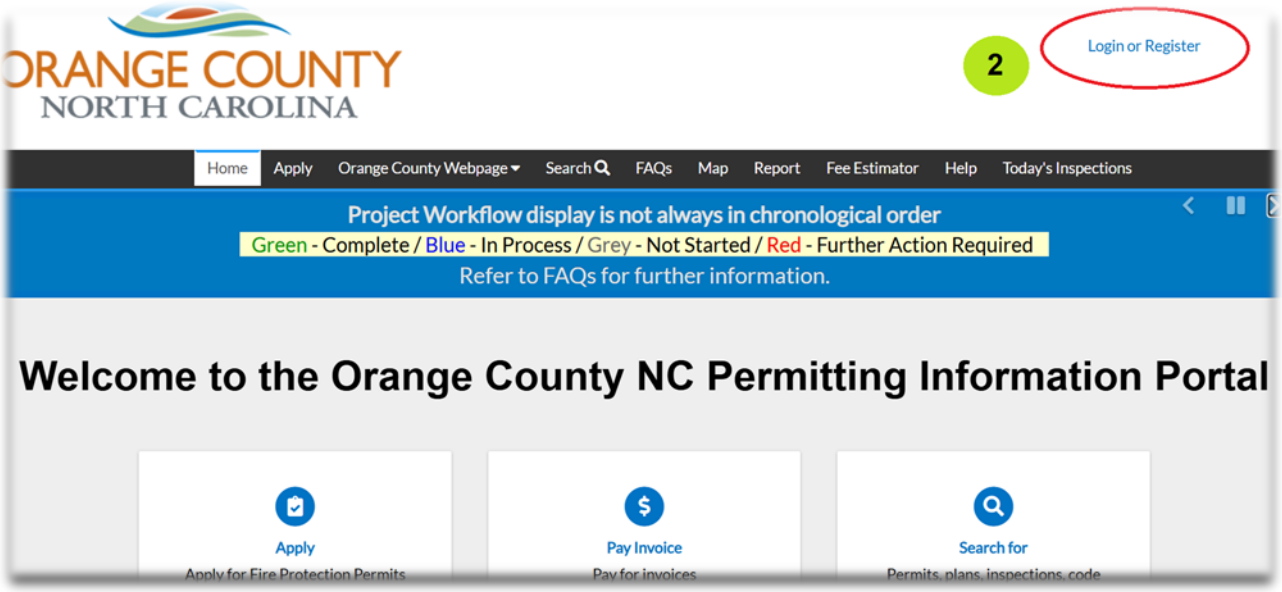
Customer Permit Information Portal Registration Instructions 11.18.2024

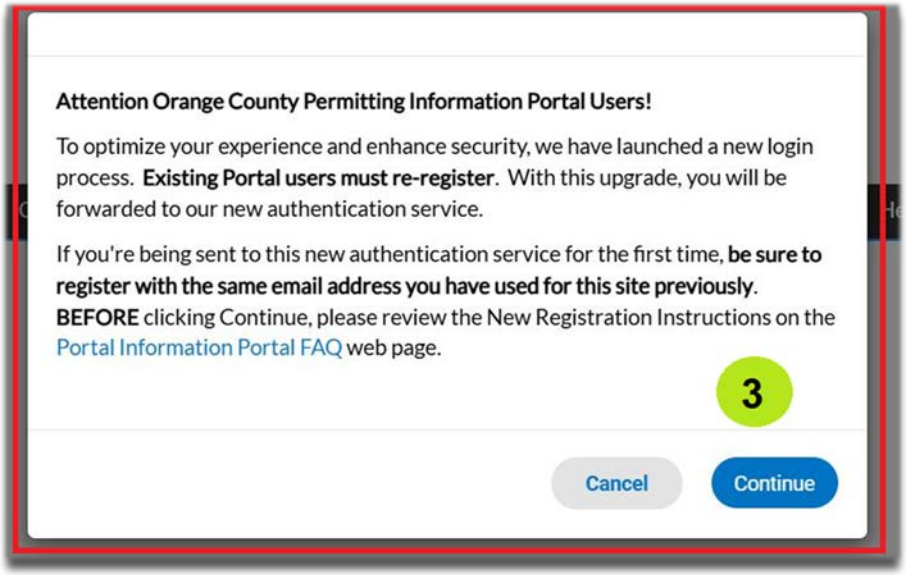
On November 18, 2024, the login requirements for the Permit Information Portal will change. Existing users will need to re-register using the same email address used for this site previously. Below are instructions for new and existing users to help you update your login credentials.

1. **Before beginning, read through this entire document.**

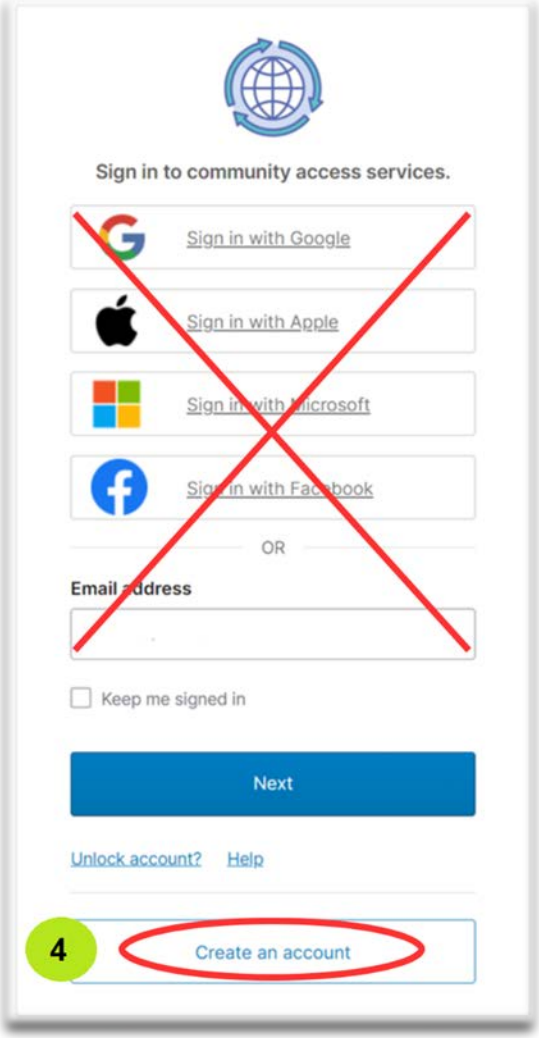
2. Go to www.orangecountync.gov/permitportal Click '**Login or Register**'.



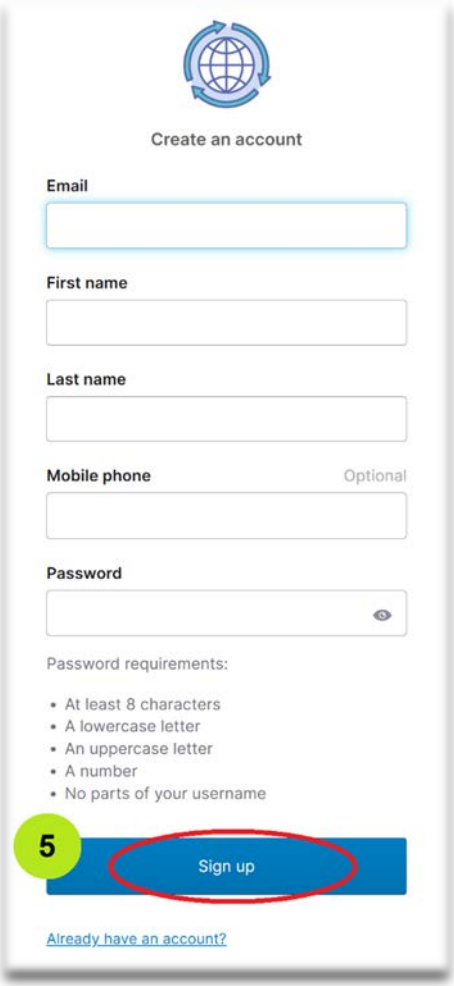
3. Read the pop-up message and click '**Continue**'. (You may have to disable your pop-up blocker)



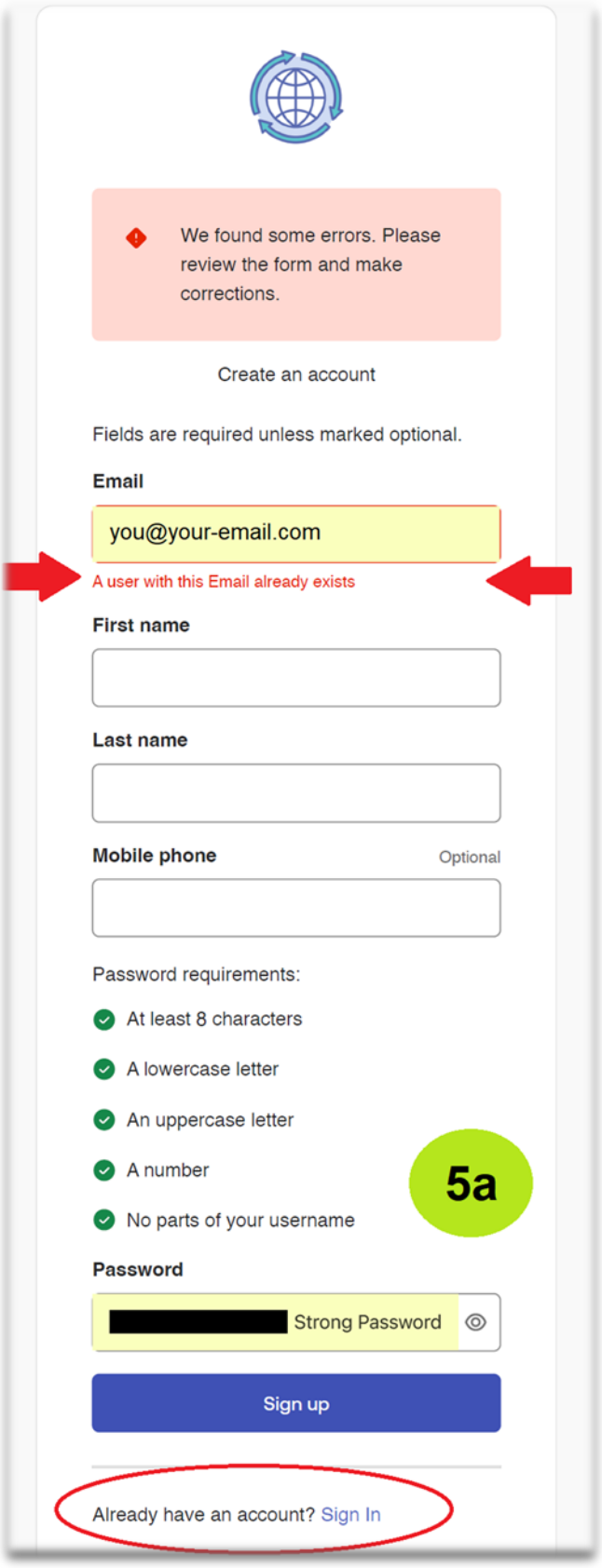
4. You will see our new community access services sign in page. Do NOT click any of the social media log-in options, instead scroll to the bottom and click '**Create an account**'.



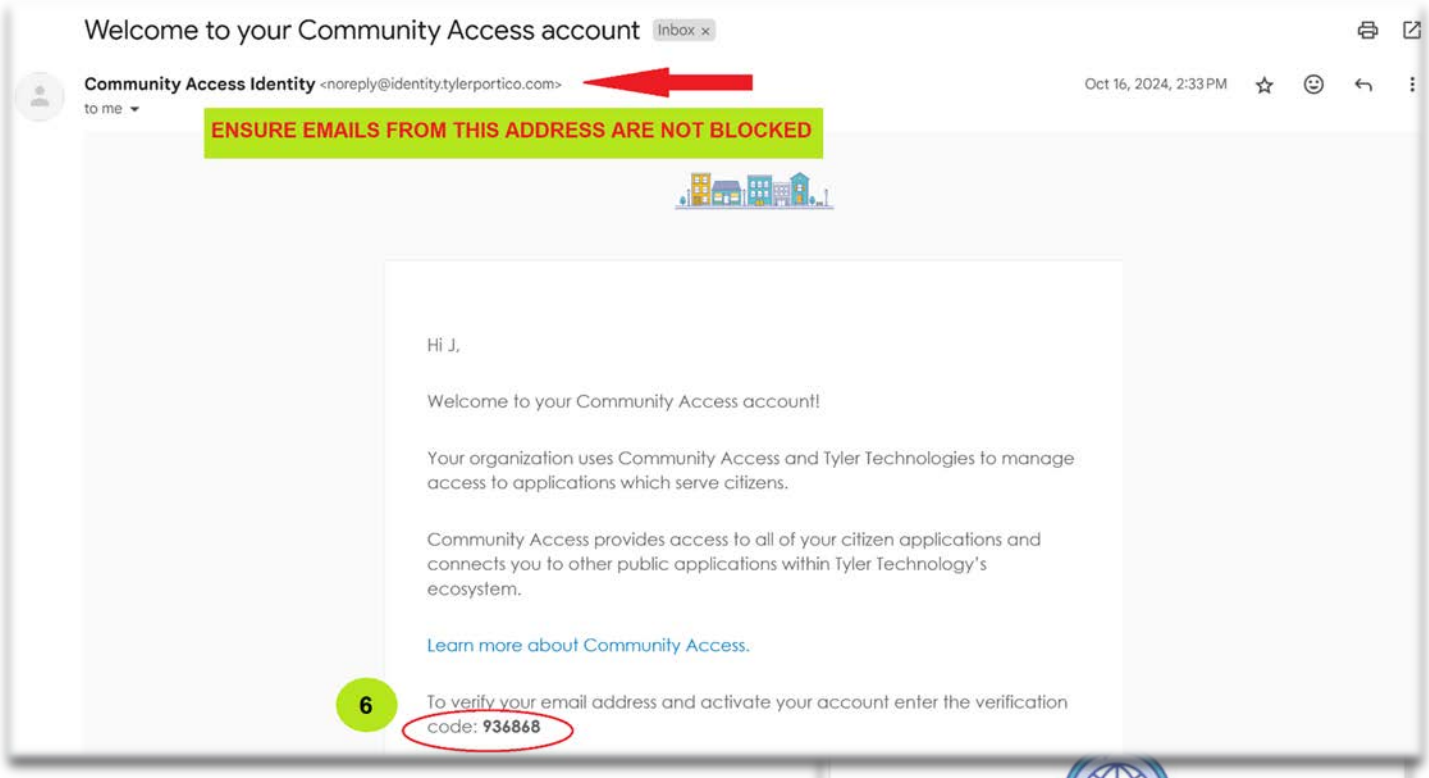
5. Fill out the fields as pictured including your first name, last name, mobile phone number, new password and click '**Sign up**'. Be sure to **enter the same email address you used for the Permit Information Portal previously.**

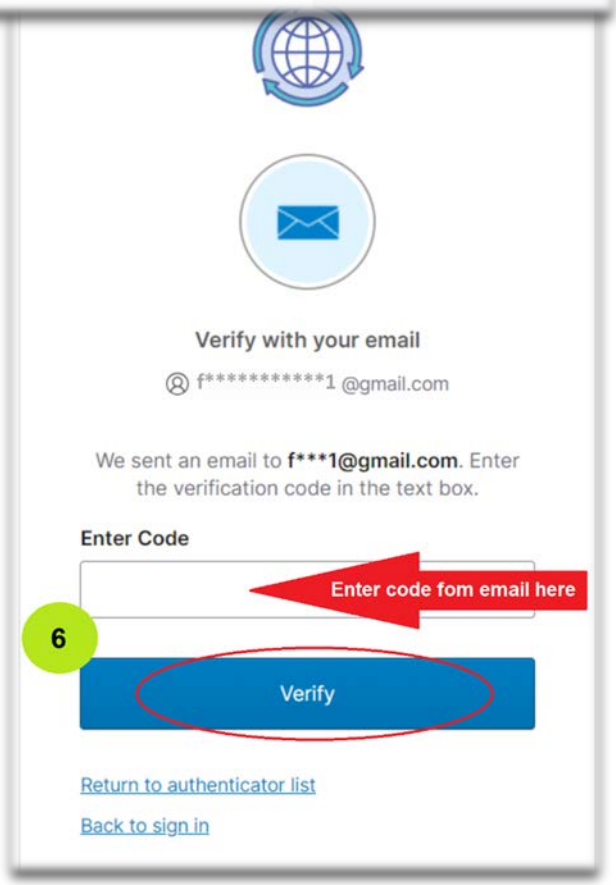


5a. If you are already registered with another Energov planning portal (e.g., Wake or Raleigh) using the same email, you'll receive the message below when trying to re-register with us. If you receive this message, simply click '**Sign in**' at the bottom of the screen and login using your email and password. No need to re-register.

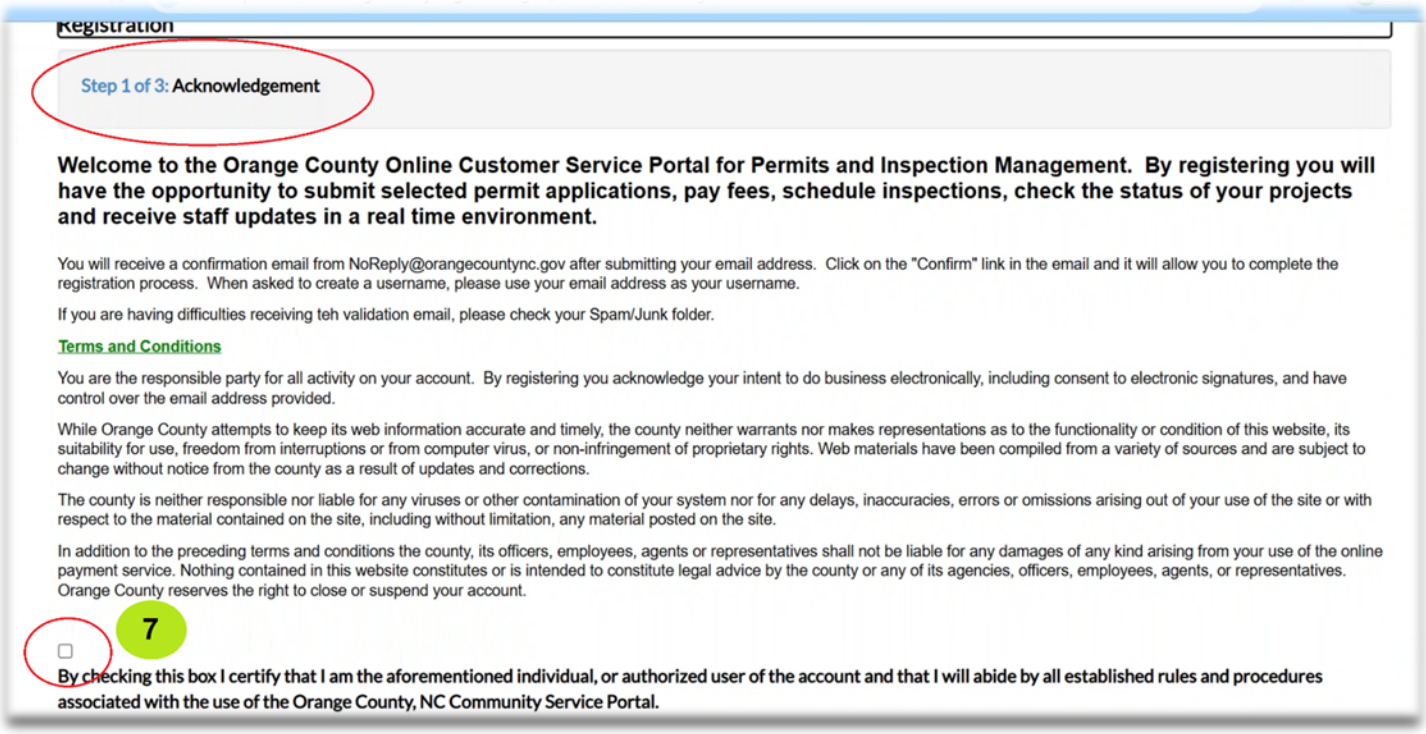


6. A verification code will be sent to your email address. Once you receive the email, enter the code and click '**Verify**'. If you do not receive an email, refer to the FAQ section below.

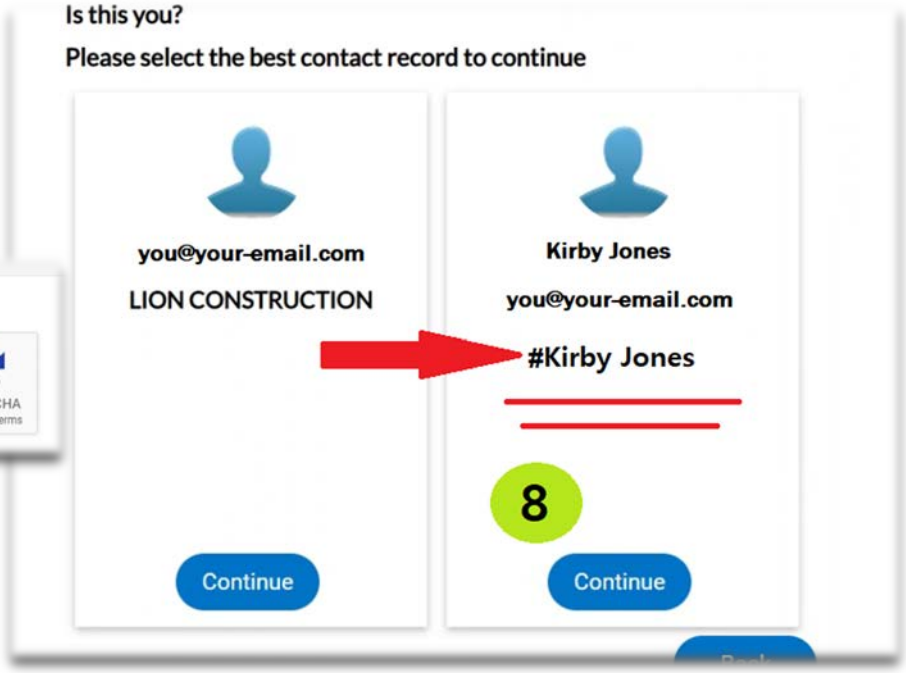




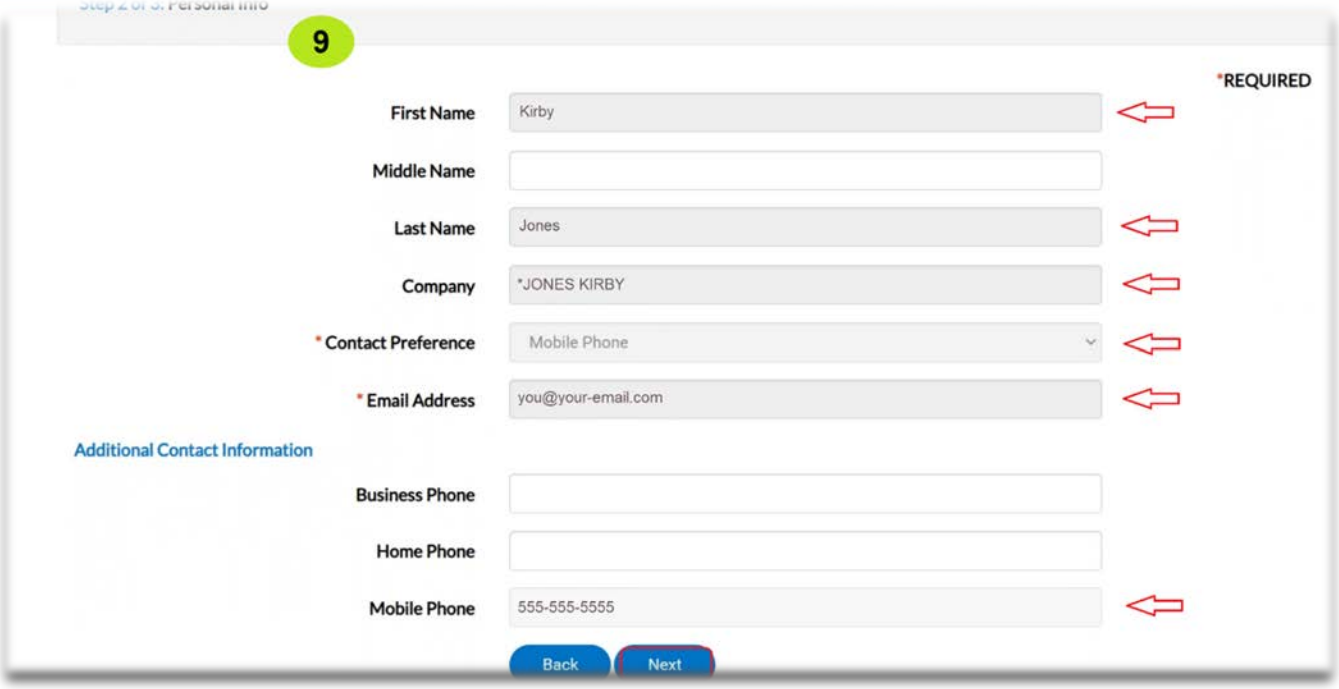
7. You will now be taken back to the Permit Portal acknowledgement screen. Read the information, check the box, and click '**Continue**'.



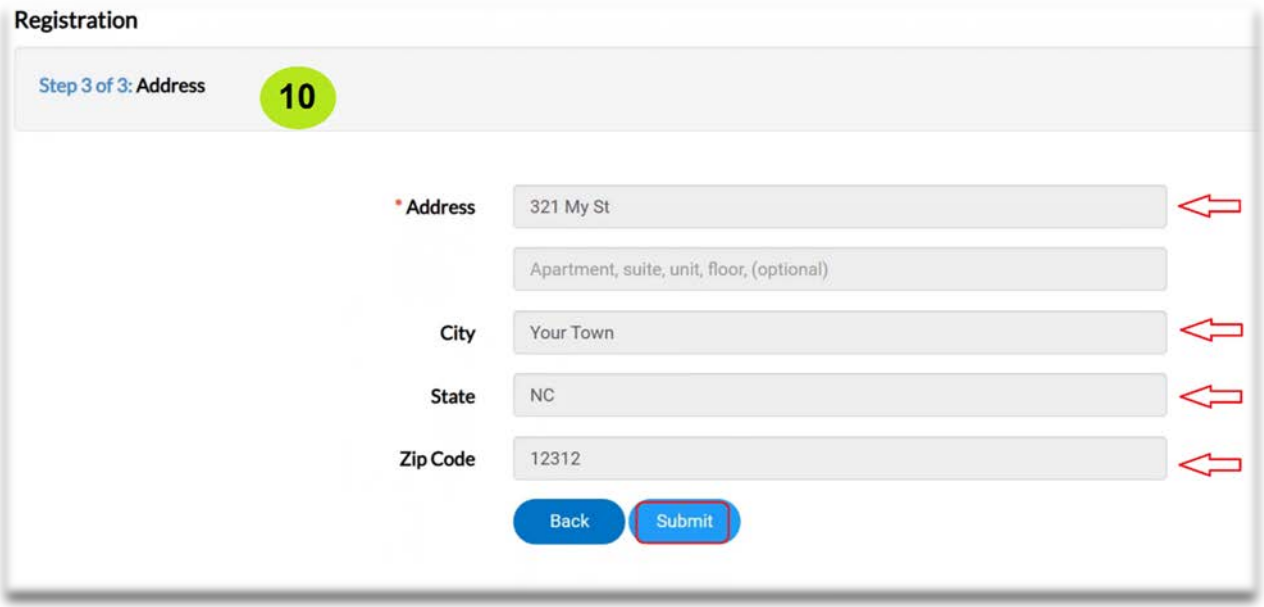
8. You may see multiple contact records. Contacts with existing portal accounts will be identified with a **[#]** hashtag in front of the name. **<u>IMPORTANT!!</u> If you see multiple options, SELECT THE CONTACT WITH THE # in front.** Additionally, you must click the '**CAPTCHA**'.



9. Next fill out or review your personal information and click '**Next**'



10. Finally, fill out or review your address information and click '**Submit**'.



11. **Congratulations!** You've successfully re-registered with the Orange County Permit Information Portal and should be able to access your account and existing permits. If you have any questions, please refer to our FAQ's below.

12. After successfully completing the new registration process, you may now use a social media log-in option **IF** that email is the same email associated with your portal account.

Registration FAQ's

1. **Why do I need to update my Permit Information Portal account login?**
   We have updated our login process to enhance the security of the Permit and Development Portal. This requires existing users to re-register **using the same email.**

2. **What if I don't know the email address attached to my Permit Information Portal account?**
   Please read the Registration Process section on the Permit Portal Help Center BEFORE you try to register. If you are still having problems, please see contact information at the end of this document.

3. **When I register my account, will my existing permits and plans be linked to the updated account?**
   Yes, after you finish the registration, you will see the same account details as before. **IMPORTANT!! If you see multiple options, SELECT THE CONTACT WITH THE # in front.**

4. **If I use a social login tool to register (Google, Microsoft, Apple or Facebook), will I be able to login with my email account at another time?**

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

5. **What if I don't see any of my permits or plans after registering?**

   Check to make sure you are using the same email that you use currently. If you are still having problems, please see contact information at the end of this document.

6. **I did not receive my verification email.**

   This email may be delivered to your inbox or junk folder and may take as many as thirty minutes to arrive. If you have not received the confirmation email after checking your inbox and spam folder, the confirmation email may be blocked by your email provider. Please contact your email provider and ask to allow or whitelist the email on your screen (**noreply@identity.tylerportico.com**). Then, try to register again.

NEED HELP?

CONTACT US:

Building Inspections

☎ 919-245-2600

✉ Email ocbuildingpermit@orangecountync.gov

Environmental Health

☎ 919-245-2360

Current Planning/Erosion Control/Storm Water

☎ 919-245-2567

✉ Email hgalbraithpfau@orangecountync.gov

Fire Marshal

☎ 919-257-1891

Please have the following information available:

1. Your current Username (this will help us tremendously)
2. Your First Name and Last Name
3. Your Phone Number
4. The Email Address you believe is associated with your account
5. The name of your company, if applicable
6. If known, a plan or permit number that is associated with your name
7. A description of the problem (ex., I re-registered and don't see any of my plans or permits)
8. A screen snapshot of where your problem occurred