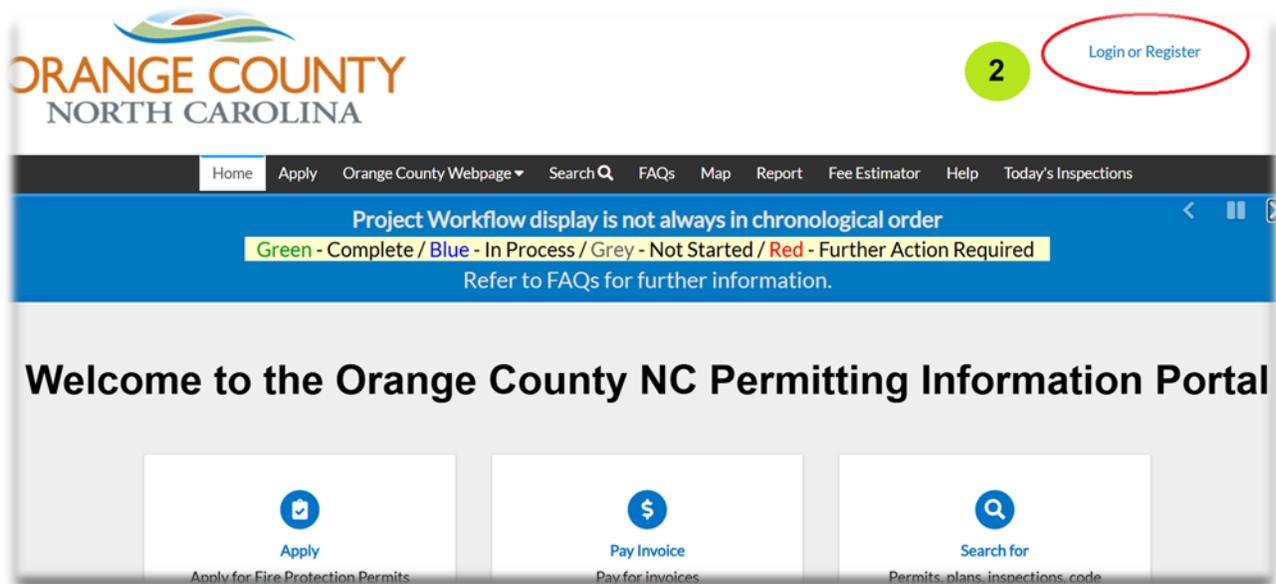


# Customer Permit Information Portal Registration Instructions

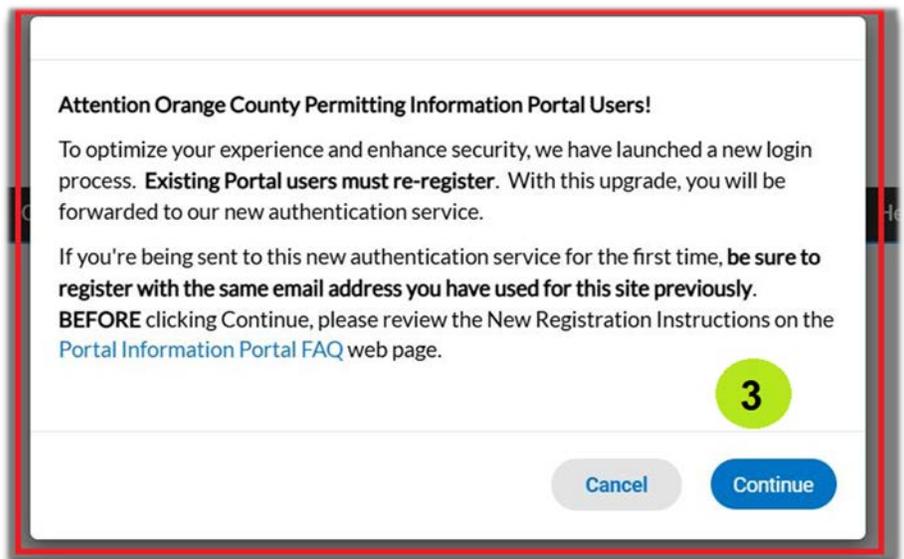
11.18.2024

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](http://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**'.

Sign in to community access services.

~~Sign in with Google~~

~~Sign in with Apple~~

~~Sign in with Microsoft~~

~~Sign in with Facebook~~

OR

Email address

Keep me signed in

Next

[Unlock account?](#) [Help](#)

4 **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.**

Create an account

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

5 **Sign up**

[Already have an account?](#)

**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.

The image shows a registration form with a globe icon at the top. A red error message box at the top states: "We found some errors. Please review the form and make corrections." Below this is a "Create an account" link. A note says "Fields are required unless marked optional." The "Email" field contains "you@your-email.com" and is highlighted in yellow. A red error message below it says "A user with this Email already exists", with two red arrows pointing to it. Below the email field are input fields for "First name", "Last name", and "Mobile phone" (marked as optional). A "Password requirements" section lists five criteria, all marked with green checkmarks: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "No parts of your username". A green circle with "5a" is next to these requirements. The "Password" field contains a masked password and is highlighted in yellow, with a "Strong Password" indicator and an eye icon. A blue "Sign up" button is below. At the bottom, the text "Already have an account? Sign In" is circled in red.



 We found some errors. Please review the form and make corrections.

[Create an account](#)

Fields are required unless marked optional.

**Email**

you@your-email.com

A user with this Email already exists

**First name**

**Last name**

**Mobile phone** Optional

Password requirements:

- ✓ At least 8 characters
- ✓ A lowercase letter
- ✓ An uppercase letter
- ✓ A number
- ✓ No parts of your username

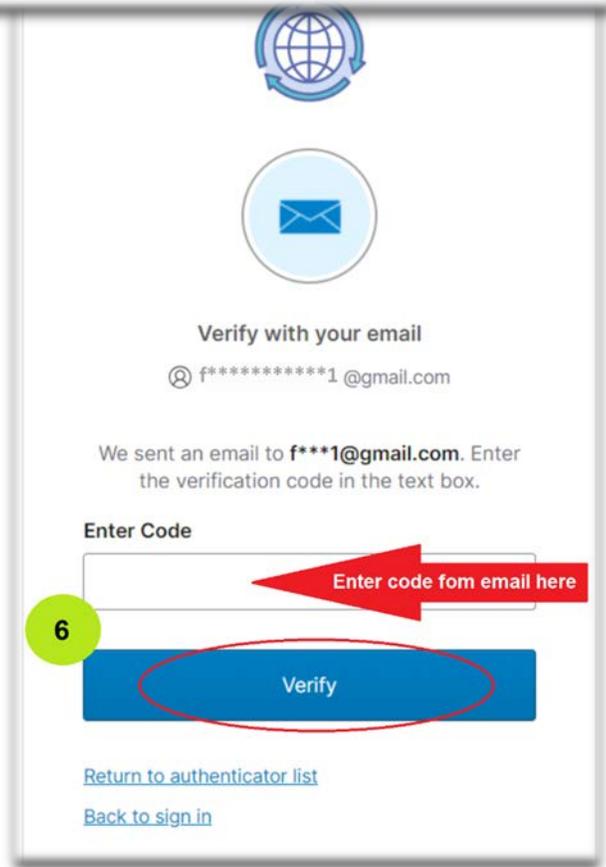
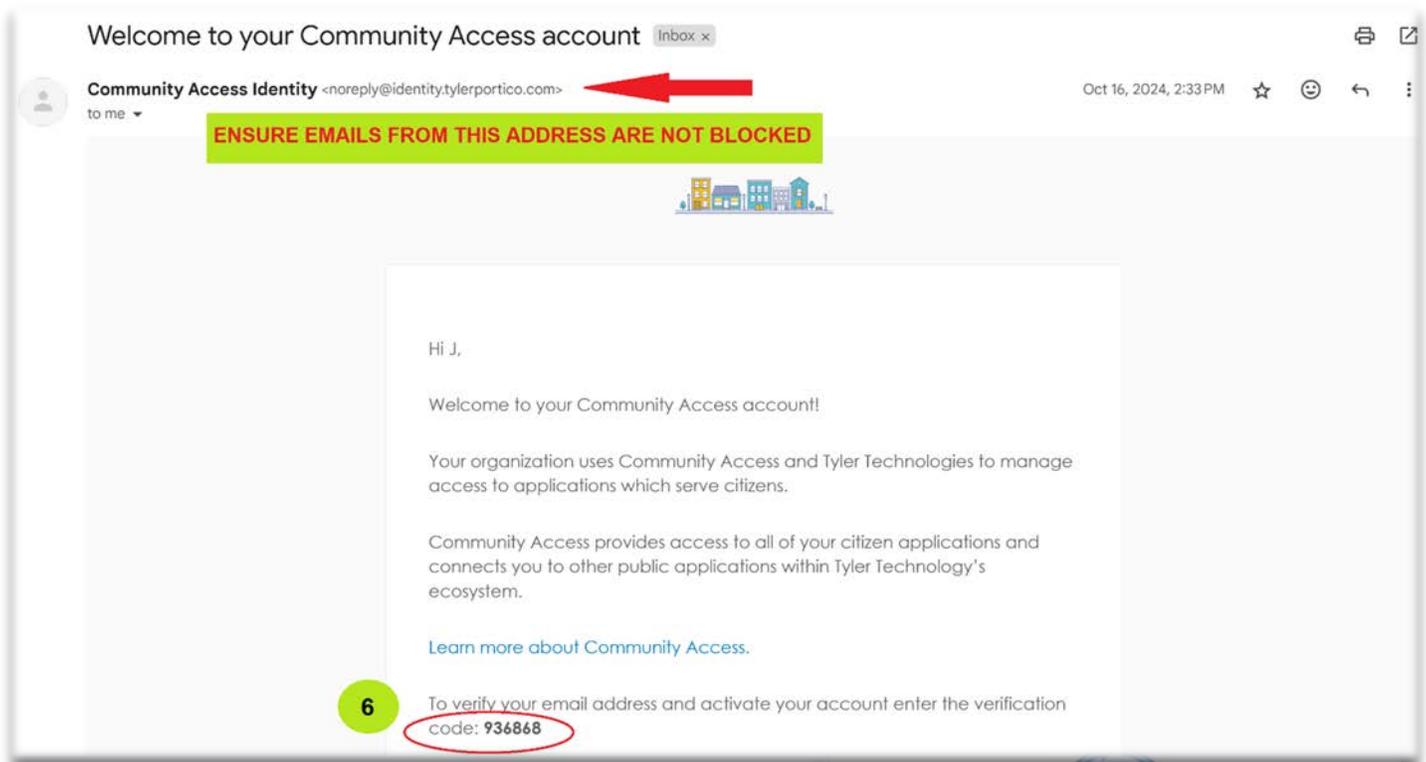
**Password**

Strong Password 

[Sign up](#)

Already have an account? [Sign In](#)

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'.

Registration

Step 1 of 3: Acknowledgement

Welcome to the Orange County Online Customer Service Portal for Permits and Inspection Management. By registering you will have the opportunity to submit selected permit applications, pay fees, schedule inspections, check the status of your projects and receive staff updates in a real time environment.

You will receive a confirmation email from NoReply@orangecountync.gov after submitting your email address. Click on the "Confirm" link in the email and it will allow you to complete the registration process. When asked to create a username, please use your email address as your username.

If you are having difficulties receiving the validation email, please check your Spam/Junk folder.

**Terms and Conditions**

You are the responsible party for all activity on your account. By registering you acknowledge your intent to do business electronically, including consent to electronic signatures, and have control over the email address provided.

While Orange County attempts to keep its web information accurate and timely, the county neither warrants nor makes representations as to the functionality or condition of this website, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the county as a result of updates and corrections.

The county is neither responsible nor liable for any viruses or other contamination of your system nor for any delays, inaccuracies, errors or omissions arising out of your use of the site or with respect to the material contained on the site, including without limitation, any material posted on the site.

In addition to the preceding terms and conditions the county, its officers, employees, agents or representatives shall not be liable for any damages of any kind arising from your use of the online payment service. Nothing contained in this website constitutes or is intended to constitute legal advice by the county or any of its agencies, officers, employees, agents, or representatives. Orange County reserves the right to close or suspend your account.

7

By checking this box I certify that I am the aforementioned individual, or authorized user of the account and that I will abide by all established rules and procedures associated with the use of the Orange County, NC Community Service Portal.

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

Is this you?  
Please select the best contact record to continue

you@your-email.com  
LION CONSTRUCTION

Kirby Jones  
you@your-email.com  
#Kirby Jones

Continue

Continue

8

8

I'm not a robot

reCAPTCHA  
Privacy - Terms

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

Step 2 of 3: Personal Info

9

\*REQUIRED

First Name Kirby ←

Middle Name

Last Name Jones ←

Company \*JONES KIRBY ←

\* Contact Preference Mobile Phone ←

\* Email Address you@your-email.com ←

Additional Contact Information

Business Phone

Home Phone

Mobile Phone 555-555-5555 ←

Back Next

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

Registration

Step 3 of 3: Address

10

\* Address 321 My St ←

Apartment, suite, unit, floor, (optional)

City Your Town ←

State NC ←

Zip Code 12312 ←

Back 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](mailto:ocbuildingpermit@orangecountync.gov) ocbuildingpermit@orangecountync.gov

### Environmental Health

 919-245-2360

### Current Planning/Erosion Control/Storm Water

 919-245-2567

 [Email](mailto:hgalbraithpfau@orangecountync.gov) 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