PERMIT PORTAL

Apply for and view permits and planning documents

Frequently Asked Questions
Permit Portal

Question: What are the supported browsers for Wake County Permit Portal?

Several major web browsers support Wake County Permit Portal. Please refer to the below list of supported browsers:

Note: Microsoft announced in February 2016 that it no longer supports versions of Internet Explorer older than version 11.

- Internet Explorer version 11.0 or higher

- Google Chrome

- Mozilla Firefox

- Apple Safari

Internet Explorer vs Google Chrome vs Safari vs Firefox

Depending on your Operating System (OS) you may have a default web browser installed for example Internet Explorer 11 or Microsoft Edge or Safari.

It may be necessary to download a different web browser if functionality of Permit Portal is not expected. For example, loading a pdf into Permit Portal using Safari may not work as expected however Google Chrome may work better than Safari at loading Adobe PDF's into permit portal.

Question: I'm not receiving my confirmation email when I start my registration process for Wake County Permit Portal?

I'm not receiving my email to reset my password for Wake County Permit Portal.

If you are not receiving the confirmation email or the reset password email to your login email account, the email could be blocked by your email provider.

First check your spam/trash folder for emails from: CSS@wakegov.com

Contact your email service provider and ask to unblock or whitelist the below email address:

CSS@wakegov.com

Adding Wake County Permit Portal as a trusted site

Adding the permit portal as a trusted site in web browsers may help resolve certain issues.

Once you add the site to your trusted sites, you may have to restart your browser for changes to take effect.

URL's to add:
https://energovcitizenaccess.tylertech.com/WakeCountyNC/SelfService#/home

*tylerhost.net

Adding Permit Portal as trusted site for IE

Adding Permit Portal as trusted site for Google Chrome

Question: I'm receiving an error message when I try to schedule more than one inspection, ie. Electrical, Plumbing and Mechanical rough-ins.

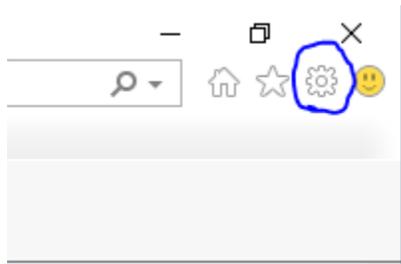It is recommended to schedule one inspection at a time in the permit portal.

Question: When can I expect to be contacted about the issue I have reported?

Support hours for Wake County Permit Portal are between the hours of 8:00am and 5:00pm, Monday to Friday, excluding holiday hours. If you have questions or issues regarding the portal, please contact the following departments:
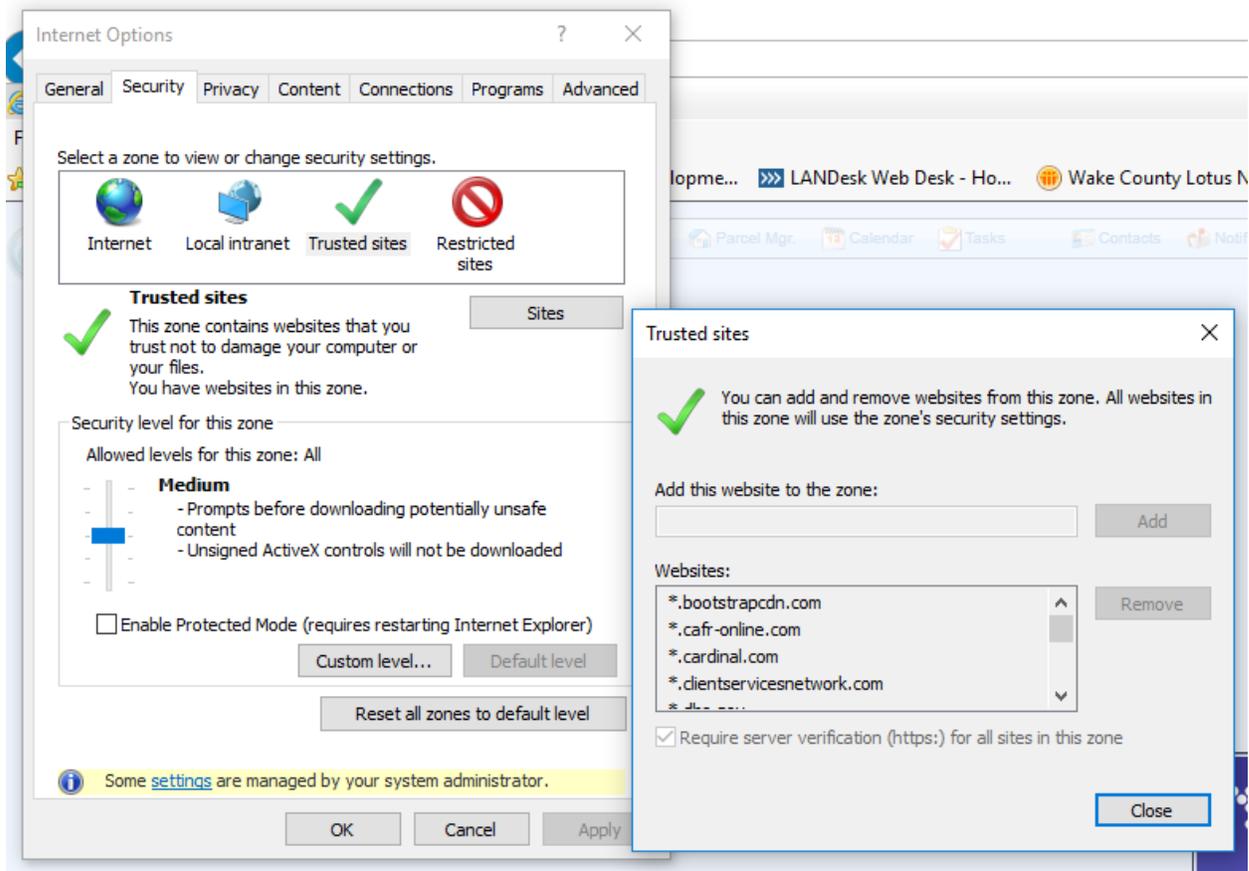
Department Webpage	Phone Number
Building Permits and Inspections	919-856-6222
Environmental Health and Safety Plan Review	919-856-7400
Groundwater and Wells	919-856-7400
Septic Systems and Onsite Wastewater	919-856-7400
Watershed Management	919-856-7400
Subdivisions	919-856-6216
Zoning	919-856-6335
Fire Services	919-856-6340
GIS	919-856-6370

For Internet Explorer, how to add trusted sites:

- Opening Internet Explorer 11
- Click on Tools icon

- Click on Internet Options
- Click on the Security Tab
- Click on Trusted Sites Green Check mark to active Trusted Sites
- Click on Sites
- Click on Add to add the CSS url to the website box below.
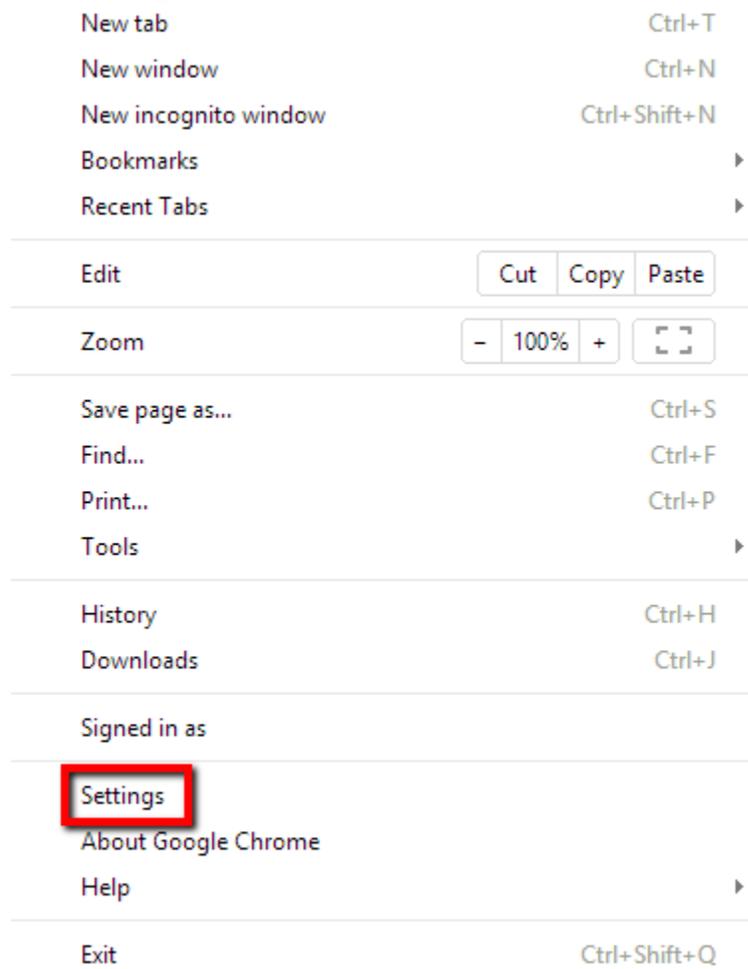- Click on Close and Okay to close out the screen.

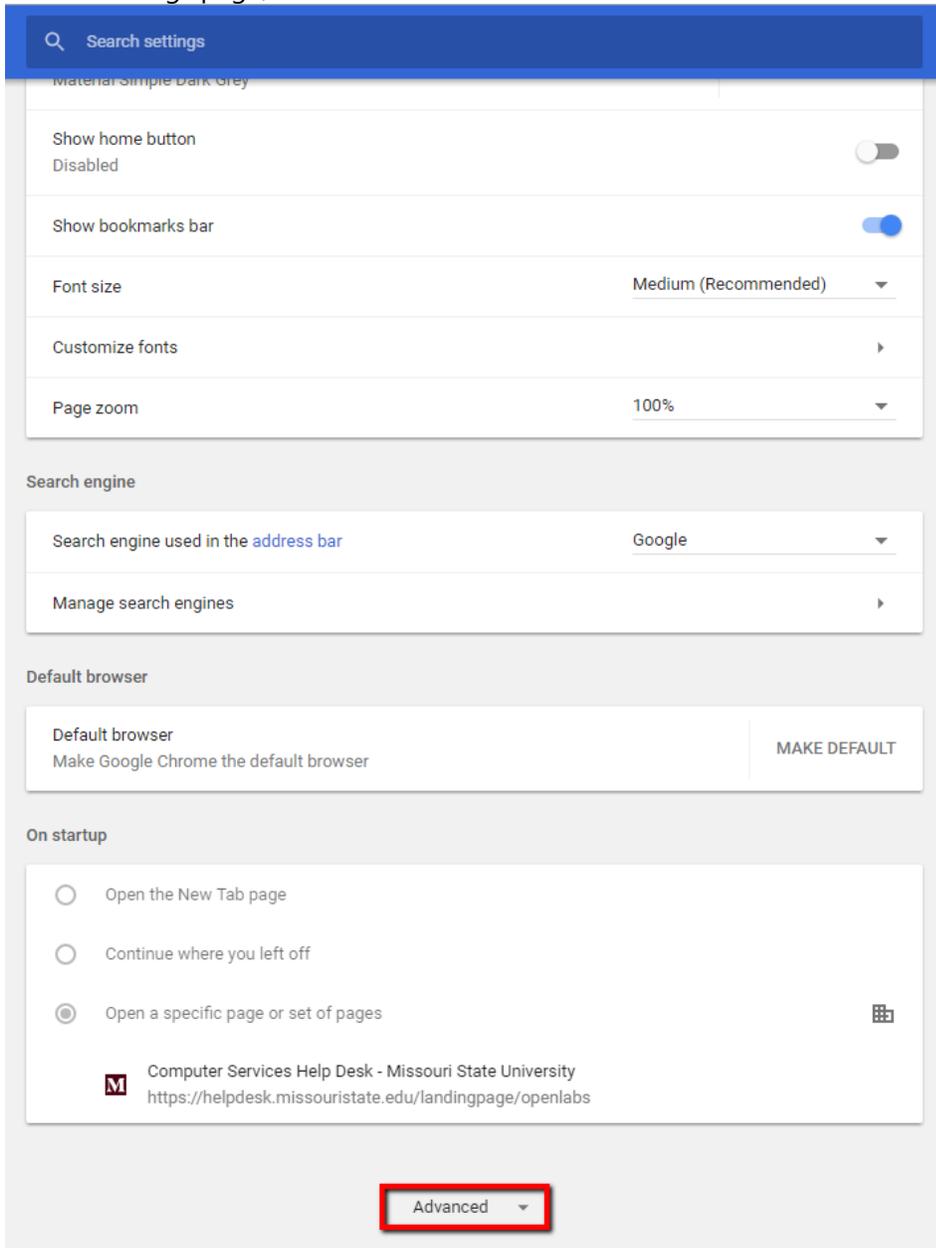For Google Chrome, how to add trusted sites:

Step-by-step guide

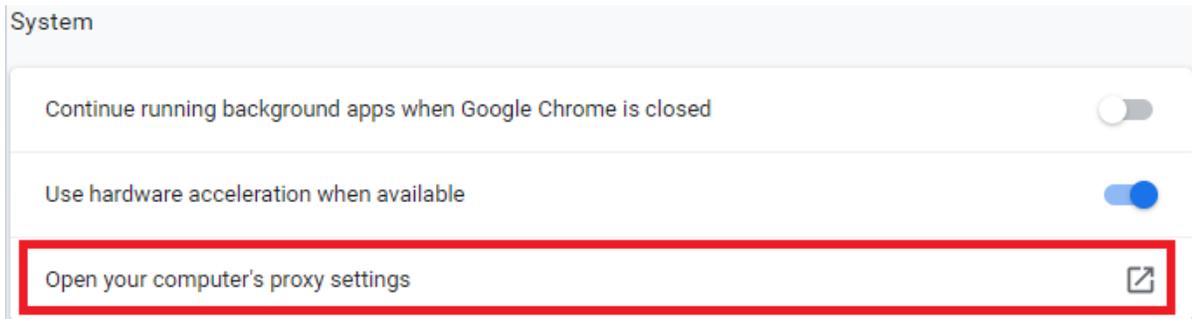1. In the upper-right corner of your browser, click the menu button.

2. Click **Settings**.

New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N
Bookmarks	▸
Recent Tabs	▸

Edit	Cut	Copy	Paste

Zoom	− 100% + ⛶

Save page as...	Ctrl+S
Find...	Ctrl+F
Print...	Ctrl+P
Tools	▸

History	Ctrl+H
Downloads	Ctrl+J

Signed in as

Settings
About Google Chrome
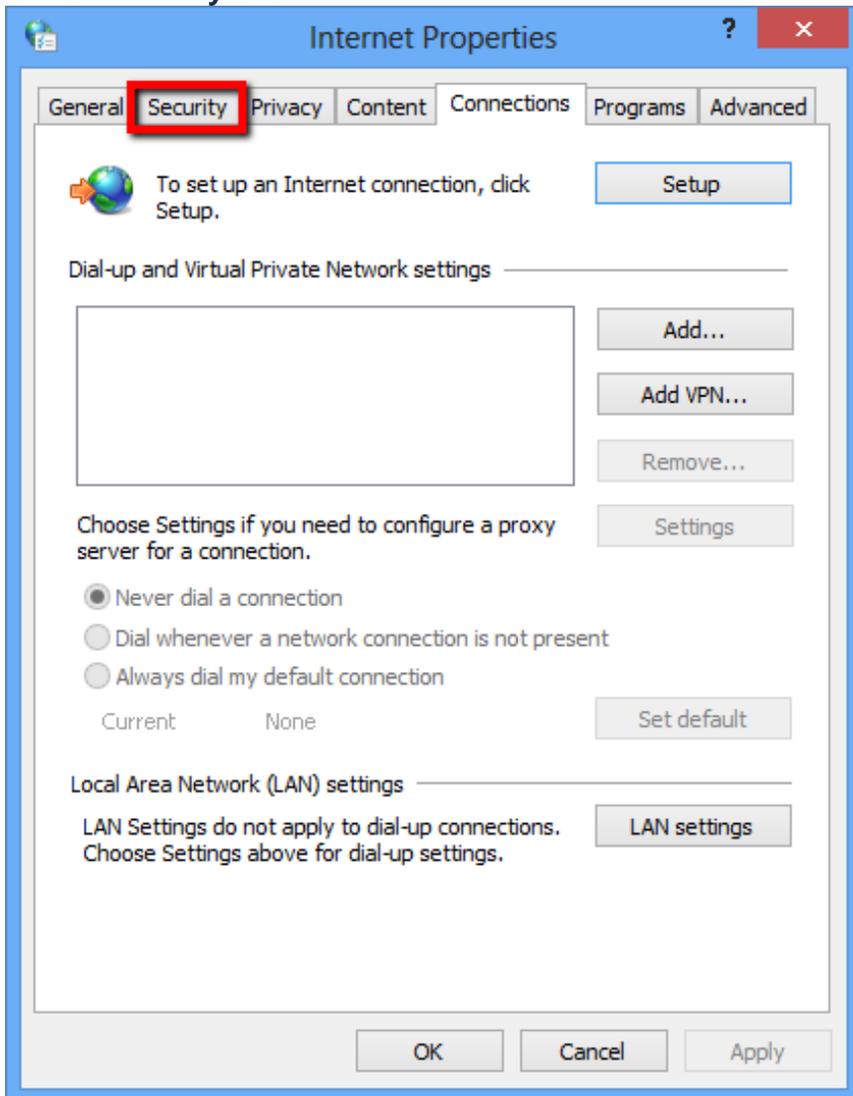Help ▸

Exit   Ctrl+Shift+Q

3. On the settings page, scroll down to the bottom and click the **Advanced** drop-down menu.
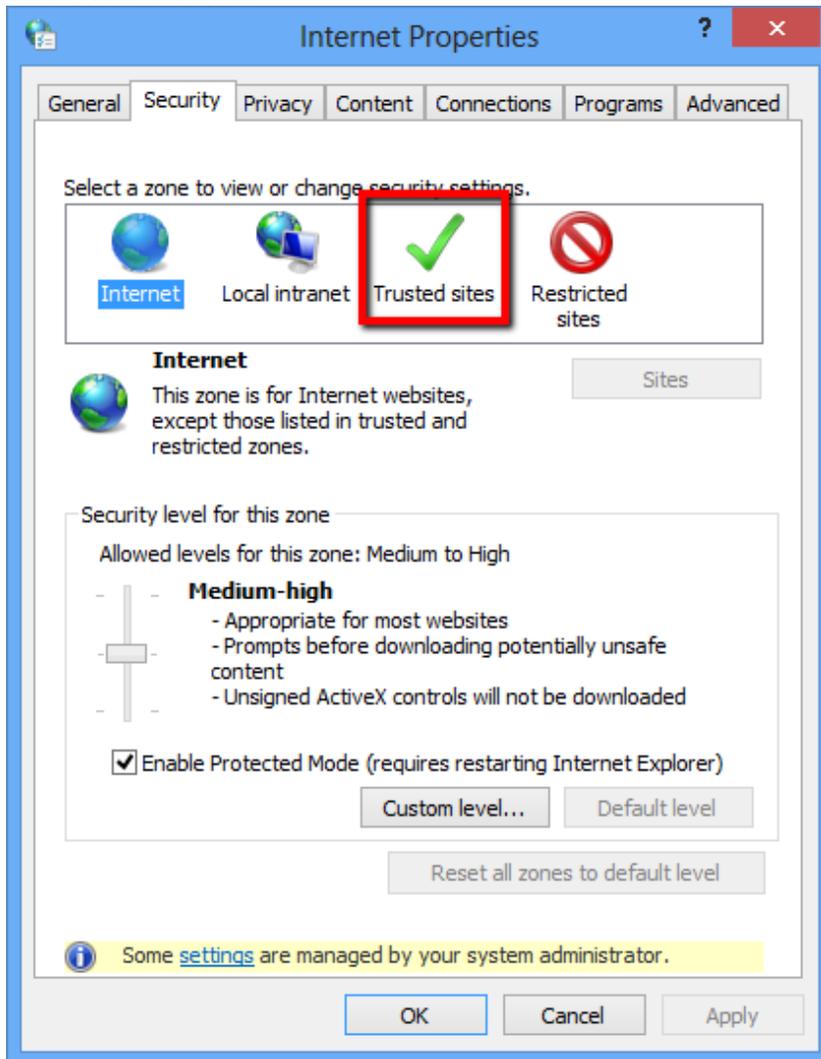

4. Then, scroll down to the **System** group and click on **Open proxy settings.**
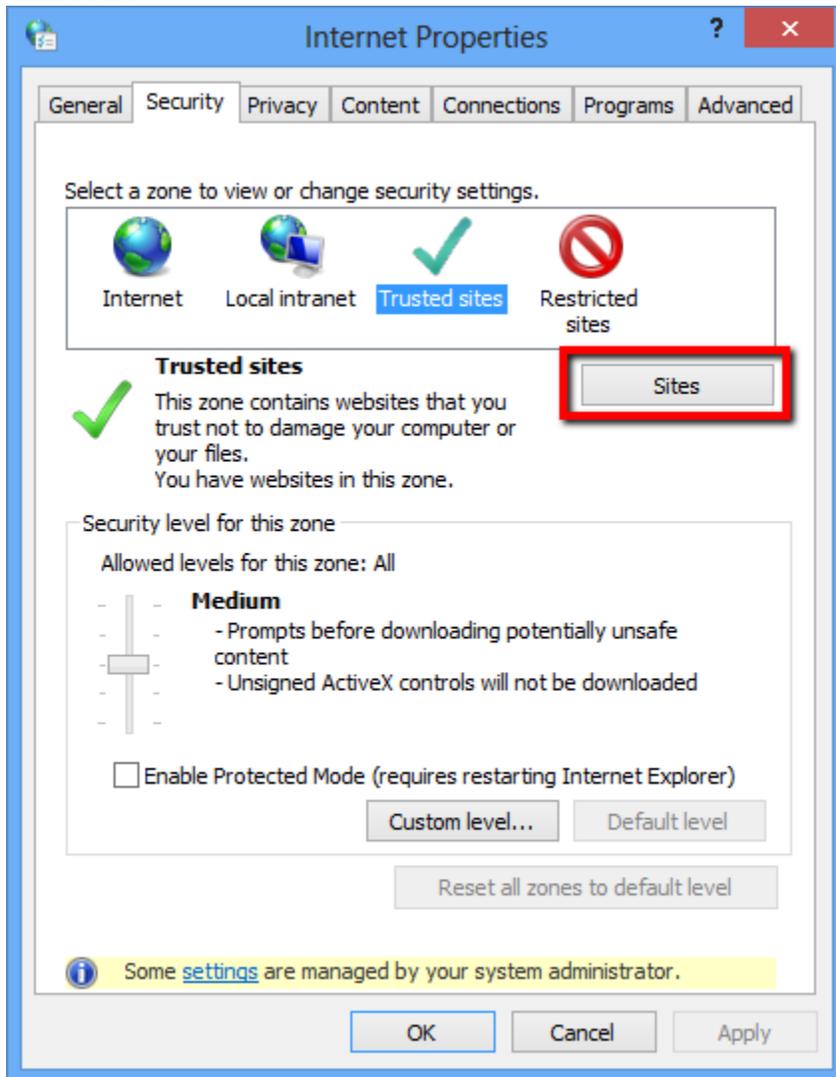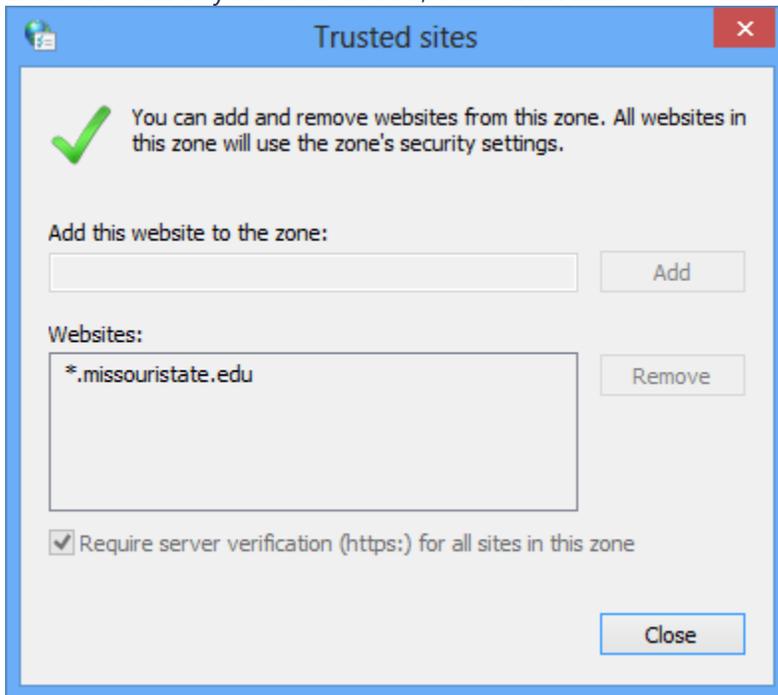
5. Click the **Security** tab.

6. Select **Trusted Sites**.

7. Click **Sites**.

8. Enter the URL of your Trusted Site, then click **Add**.

9. Click **Close > OK**.

You have now set Trusted Sites in Google Chrome!