Logging in as a Registered User

1. Go to https://energovcitizenaccess.tylertech.com/WakeCountyNC/SelfService#/home

2. Once the user has been registered, click on **Guest drop down box and choose Log In** at the top right corner or click on the Tile in the middle of the screen to **Log In**. (see red arrows below)
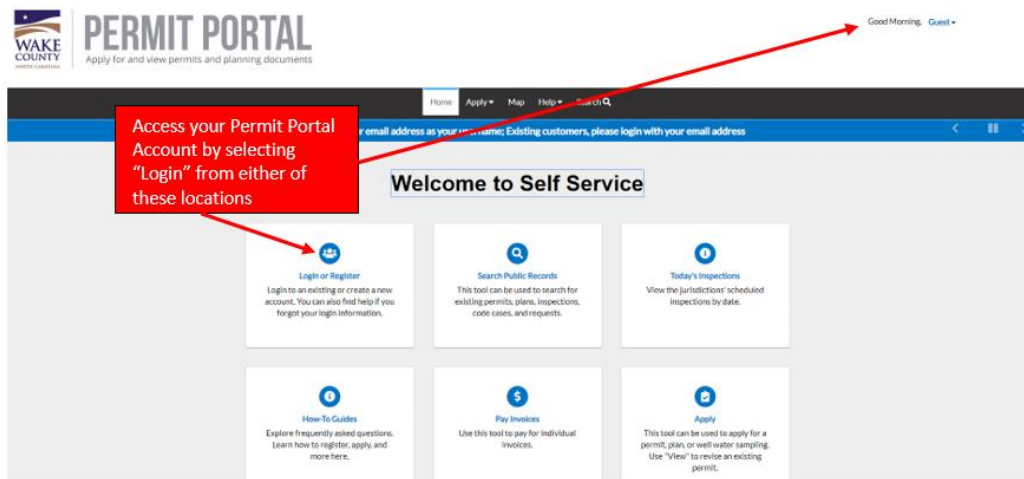
3. For existing Permit Portal customers, please enter your email address in the "Username" box and password associated with your account. For new customers, it is recommended to user your email address as your username when registering a new account. If you created a personal username other than your email address, please enter in the "Username" box. Once you enter the Username and Password, click on the **Log In** button.

Home   Apply ▾   Map   Help ▾   Search 🔍
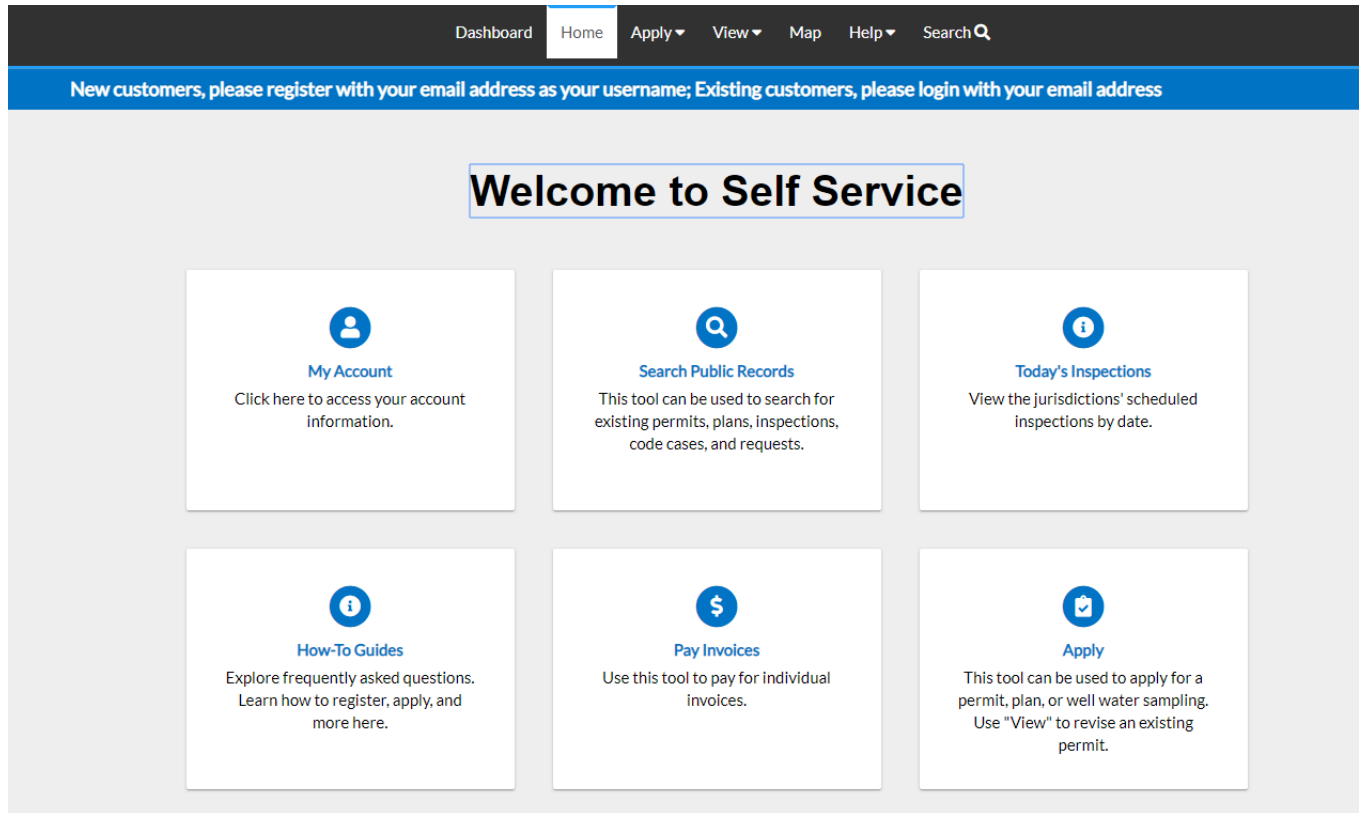
Log In

* Username

[   ]

For existing permit portal customers, please use your email address as your username, your password and click on Log In.

* Password

[   ]

Remember Me ☐

[Log In]

Forgot your password? Reset it
Forgot your username? Email it
Don't have an account yet? Register Here

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4. This will open the **Home** page where you can go to your permit portal account, apply for permits/plans, pay for invoices and search for Today's Inspections.
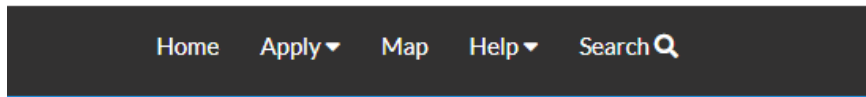

Forget your password?

1. Go to https://energovcitizenaccess.tylertech.com/WakeCountyNC/SelfService#/home

2. Click on the arrow beside "Guest" for a drop-down box. Click on **Log In** at the top right corner.
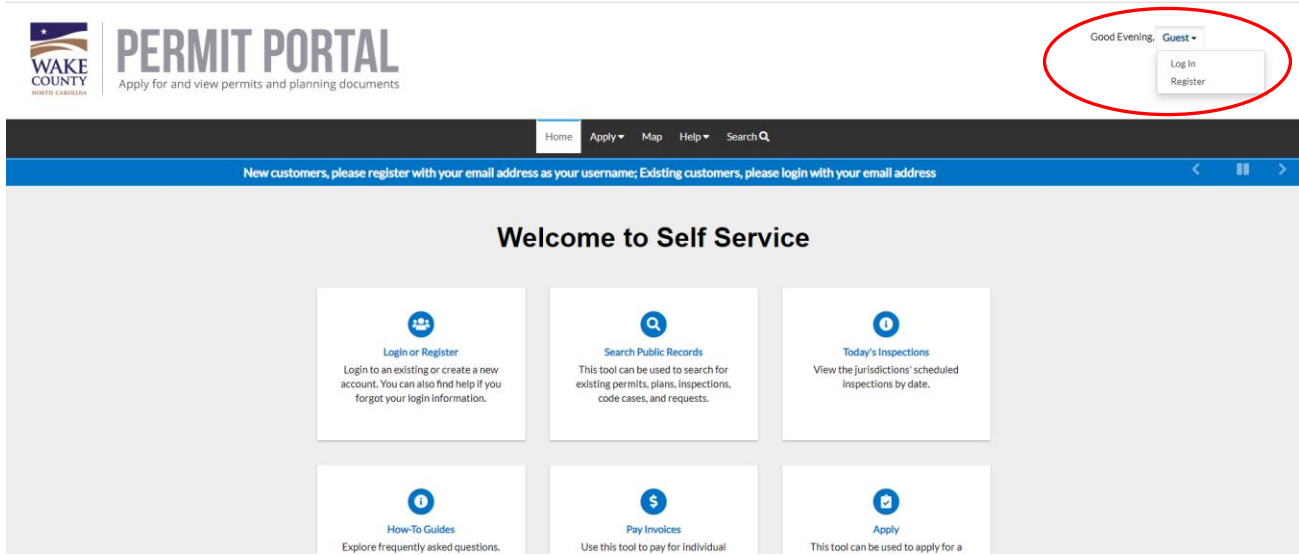
3. Click on "**Reset It**" beside **Forgot Your Password?**

4. You will be redirected to a **Forgot Password** screen.

5. Enter your email address and Click **Submit**.

Forgot Password

*Email   christy.goss@tylertech.com

Submit

6. An email will be sent to the address that was given.

7. Open the email and click **Reset**.

8. You will be redirected to a Permit Portal window where a new password can be entered and confirmed.

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