

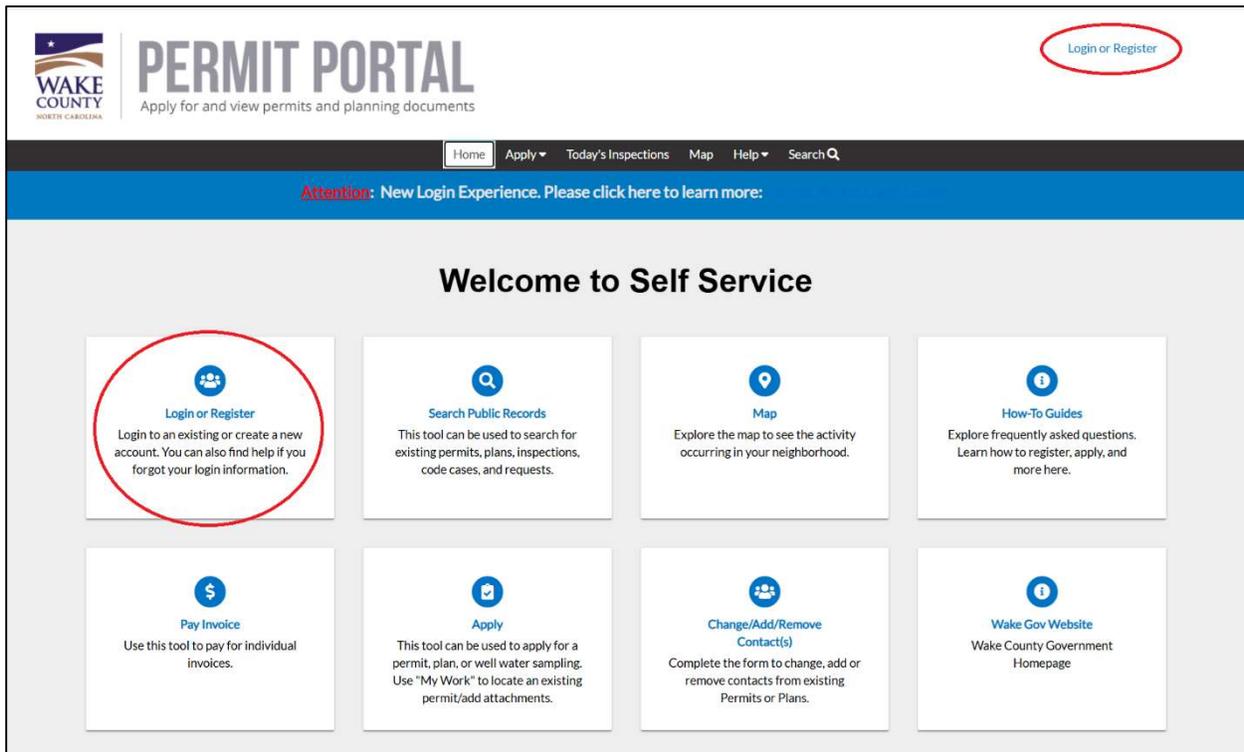


PERMIT PORTAL

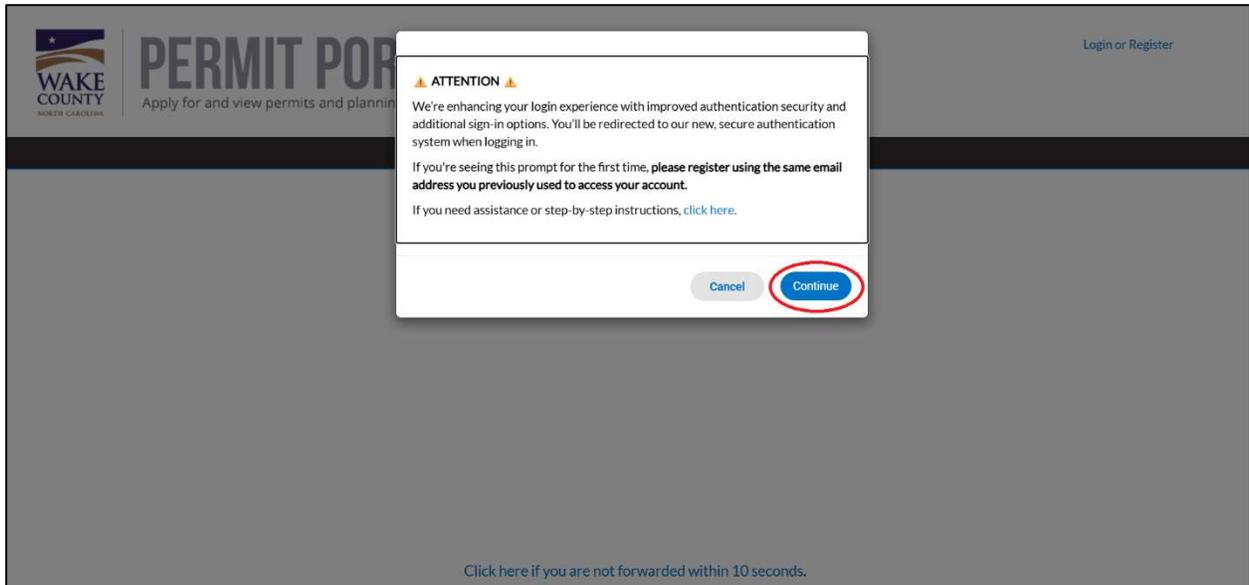
Apply for and view permits and planning documents

Create Your Account / Register a New User

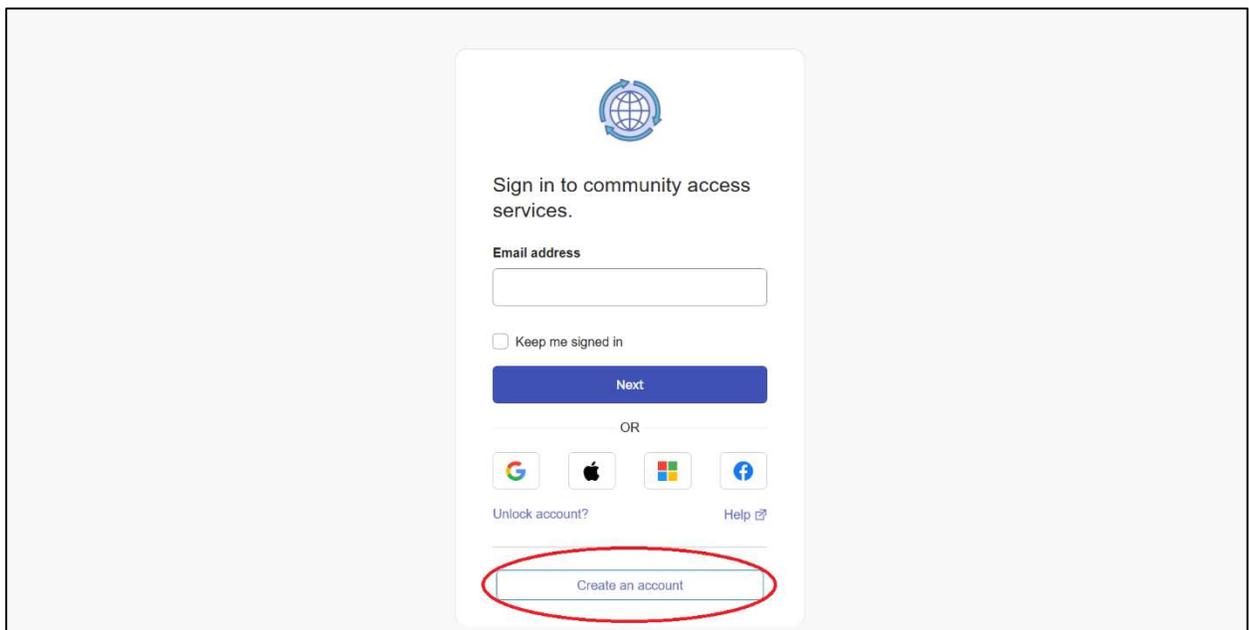
1. Navigate to <https://wakecountync-energovpub.tylerhost.net/apps/selfservice>
2. Click the **Login or Register** link in the top-right corner.



3. New visitors to the Permit Portal may see an alert pop-up providing further details and a link to step-by-step instructions. When you are ready to proceed, click the **Continue** button.



4. Click **Create an account** at the bottom of the Sign-In screen



5. Fill in your account information – **Email, First Name, Last Name, Mobile Phone** (optional), **and Password** following any requirements listed. When finished, click **Sign up**.



Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

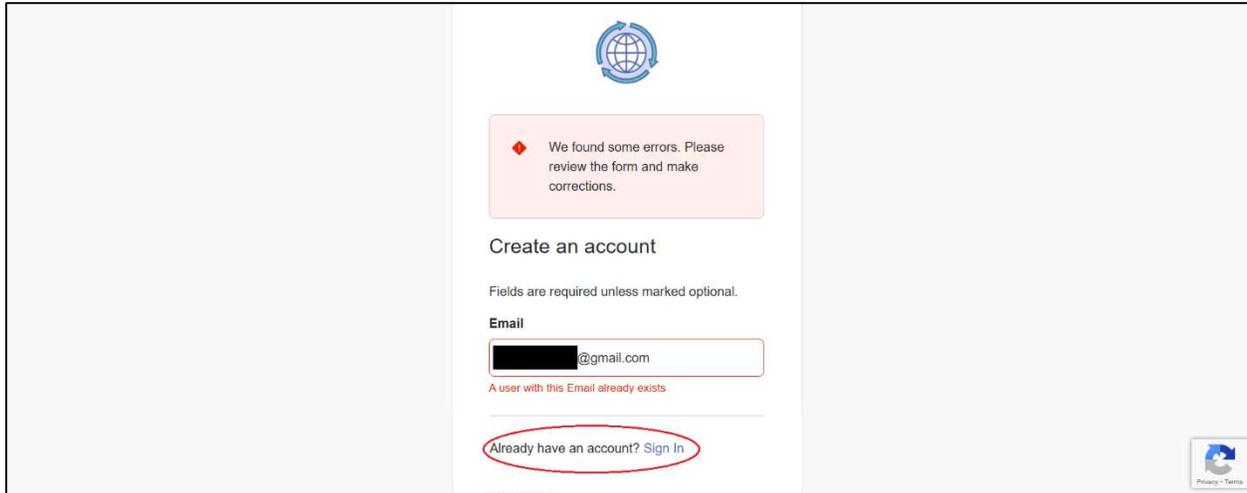
- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

Password

[Sign up](#)

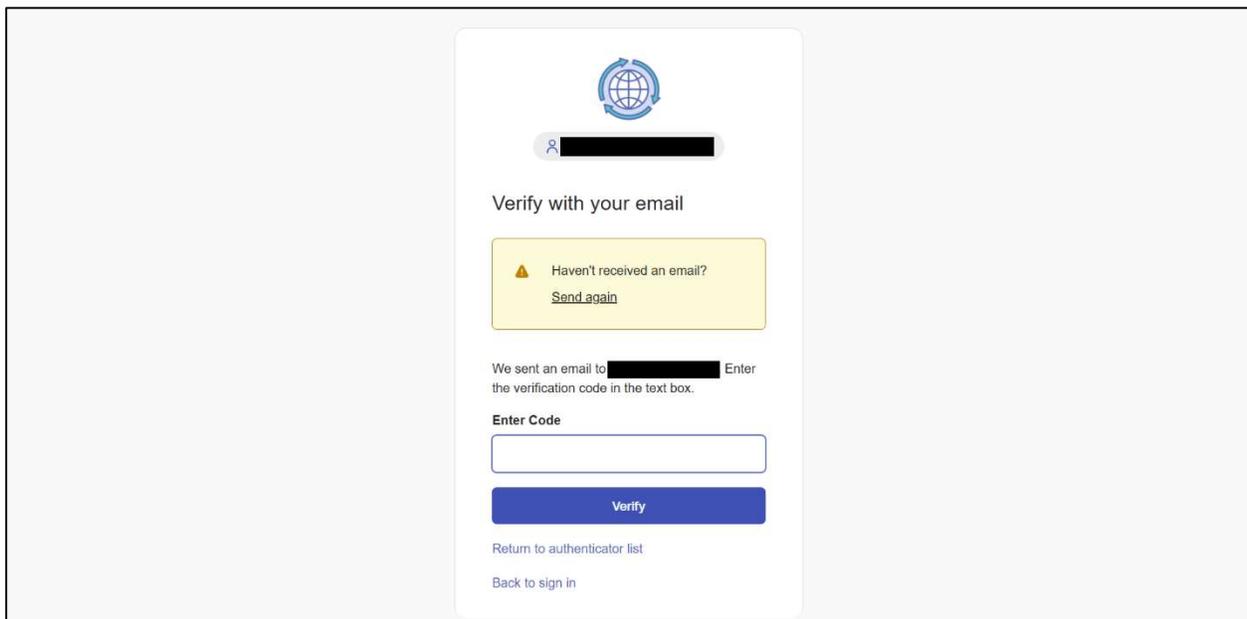
[Privacy - Terms](#)

6. If you receive an error message stating **A user with this Email already exists**, that means you already have a TID-C account likely with another municipality. Instead of registering a new account, please click **Already have an account? Sign In** at the bottom of the screen.

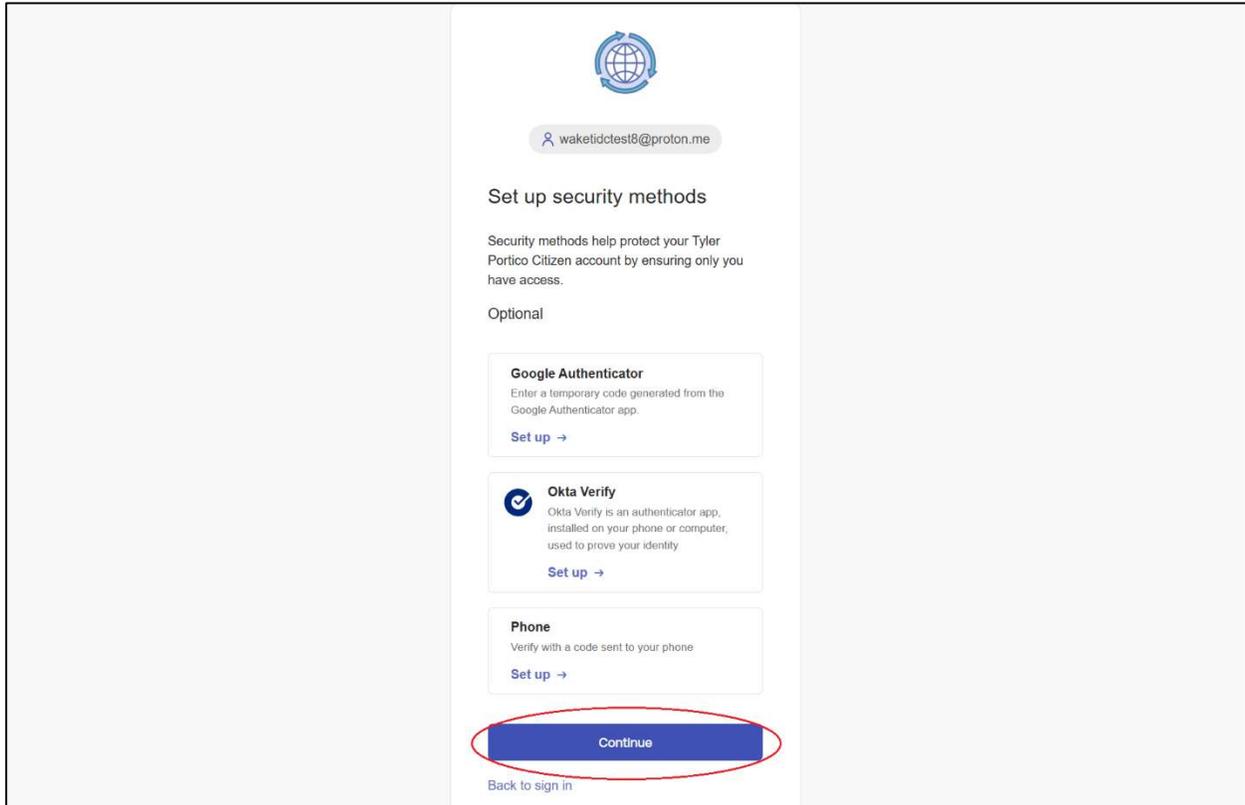


7. Verify your account. An email with a one-time code will be sent to the email address you registered. Enter the one-time code and click **Verify**.

*If you have trouble receiving the one-time code, you may need to check your Spam or Junk folders for the email that is sent from noreply@identity.tylerportico.com – in some cases, you may also need to add this email as a contact to prevent automatic filtering to Spam or Junk folders.



8. Optional security methods can be configured at this point to further protect your account. You may choose to set up authentication methods using **Google Authenticator**, **Okta Verify**, or **Phone One-time Code**. These are all optional. When you are ready to proceed, click **Continue**.



9. To complete the registration, you will be directed back to the Permit Portal to complete your profile. Click the **acknowledgement** checkbox to confirm you have access to the email used for registration and click **Continue**.

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[Cancel Registration](#)

Home Apply Today's Inspections Map Help Search

Registration

Step 1 of 3: Acknowledgement

You will receive a confirmation email 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. This will help in remembering your username for the Permit Portal site. If you are having difficulties receiving the validation email, please check your Spam/Junk folder

By clicking you acknowledge that you can access the email used below to complete the registration process.

[Continue](#)

10. Complete your profile. Required fields are **Contact Preference and Business Phone OR Home Phone OR Mobile Phone**. Click **Next** when you are finished.

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Registration

Step 2 of 3: Personal Info

***REQUIRED**

First Name:

Middle Name:

Last Name:

Company:

* Contact Preference:

* Email Address:

Additional Contact Information

* Business Phone:

* Home Phone:

* Mobile Phone:

[Back](#) [Next](#)

11. Fill in your **Address** and click **Submit**.

The screenshot shows the 'PERMIT PORTAL' registration page for Wake County, North Carolina. The page is titled 'Registration' and is at 'Step 3 of 3: Address'. The form includes the following fields: 'Address' (with a sub-field for 'Street address, P.O. box, (required)' and another for 'Apartment, suite, unit, floor, (optional)'), 'City', 'State' (a dropdown menu), and 'Postal Code'. A red box highlights the entire form area, and a red circle highlights the 'Submit' button. The 'Submit' button is a blue button with white text. There is also a 'Back' button next to it. The page header includes the Wake County logo and the text 'PERMIT PORTAL Apply for and view permits and planning documents'. The top right corner has a 'Cancel Registration' link. The top navigation bar includes 'Home', 'Apply', 'Today's Inspections', 'Map', 'Help', and 'Search'.

12. Congratulations! You have now completed your account registration and will be redirected to your Dashboard on the Permit Portal.

If you need further assistance registering your Permit Portal account, please visit [Wake County's Permit Portal Guide page](#) for step-by-step instructions, videos, and contact information.
