

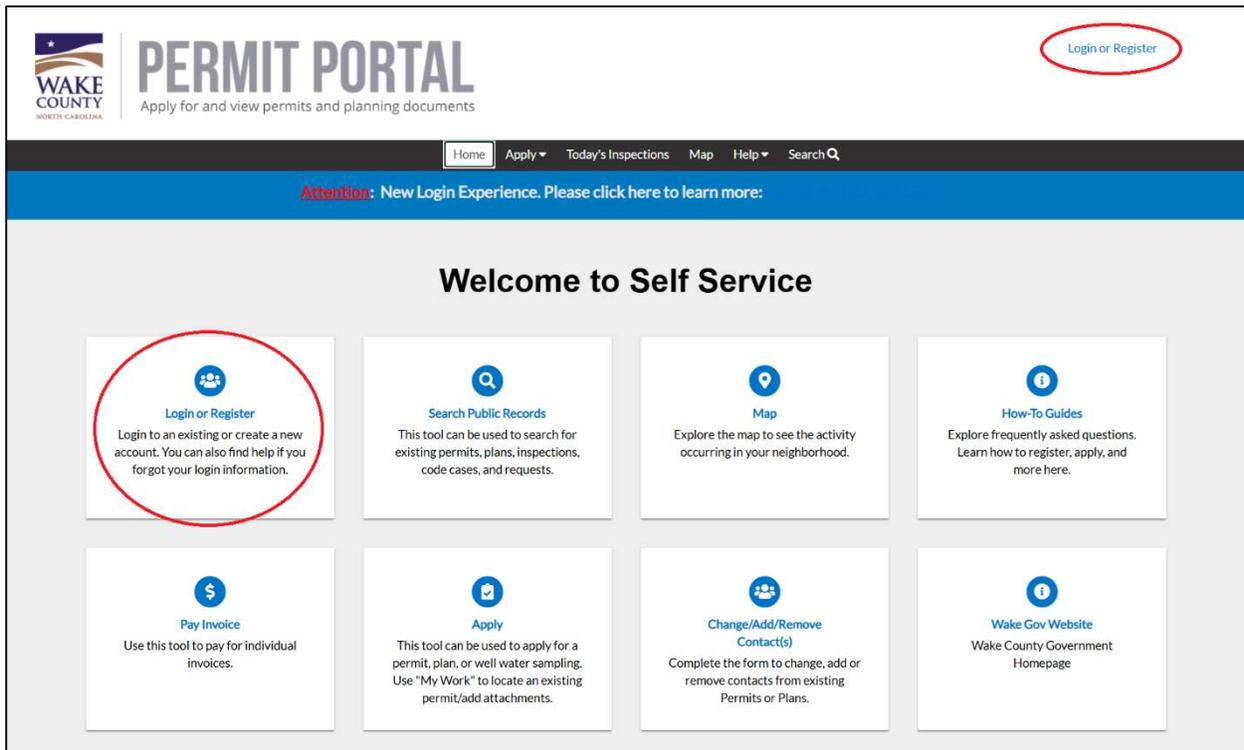


PERMIT PORTAL

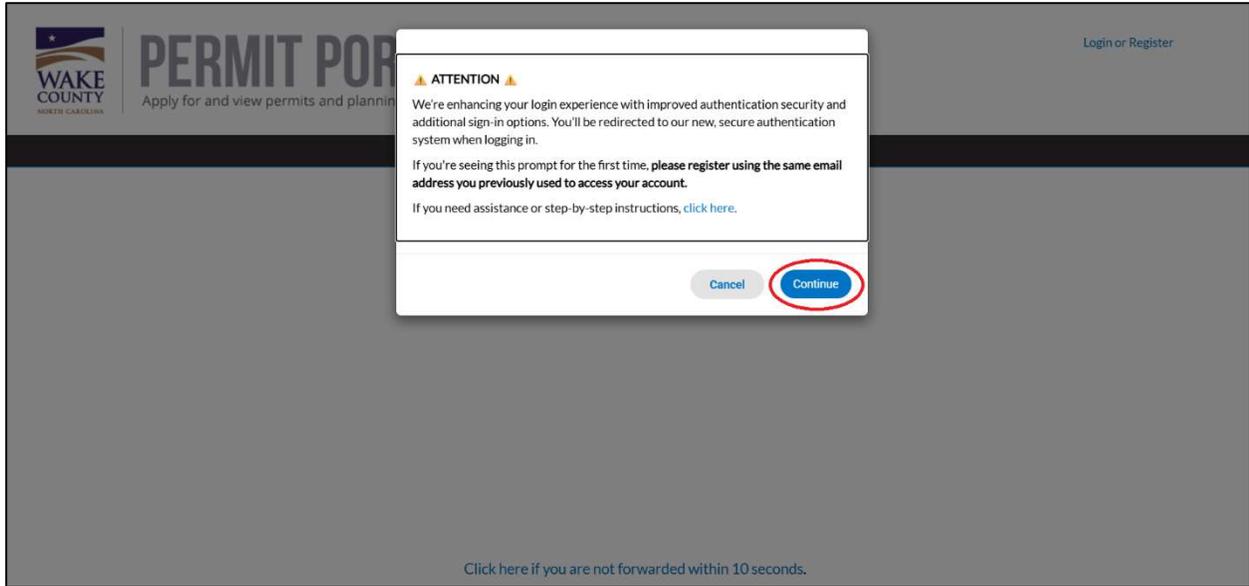
Apply for and view permits and planning documents

Logging in as a Registered User

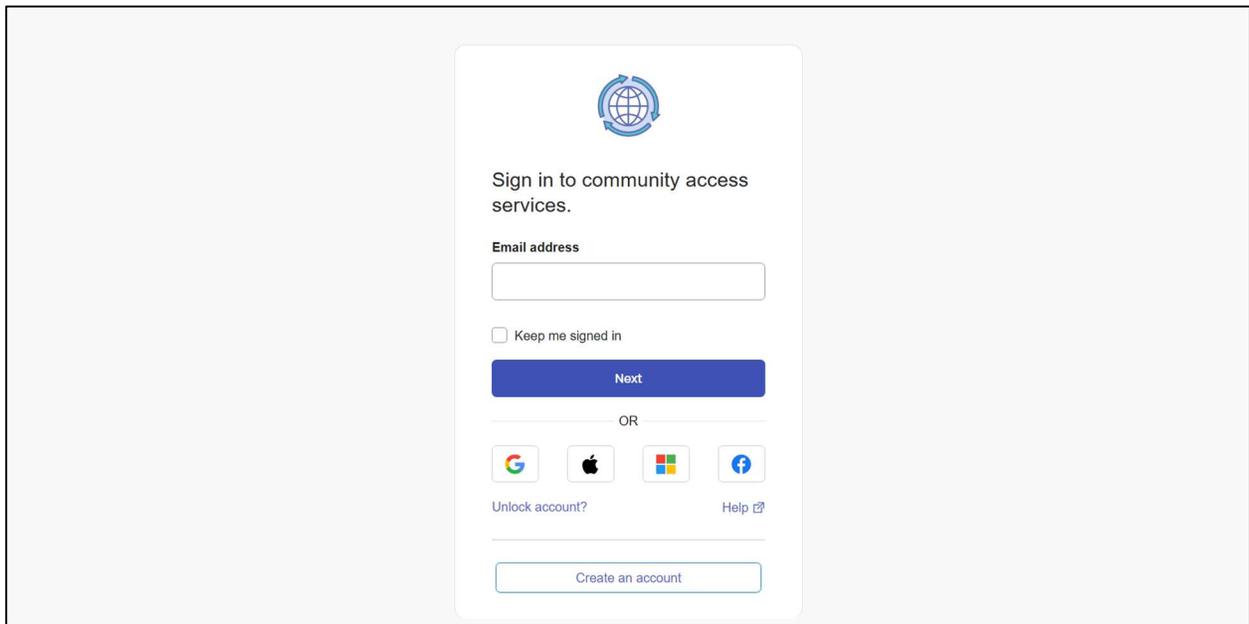
1. Navigate to <https://wakecountync-energovpub.tylerhost.net/apps/selfservice>
2. Click the **Login or Register** link in the top-right corner.



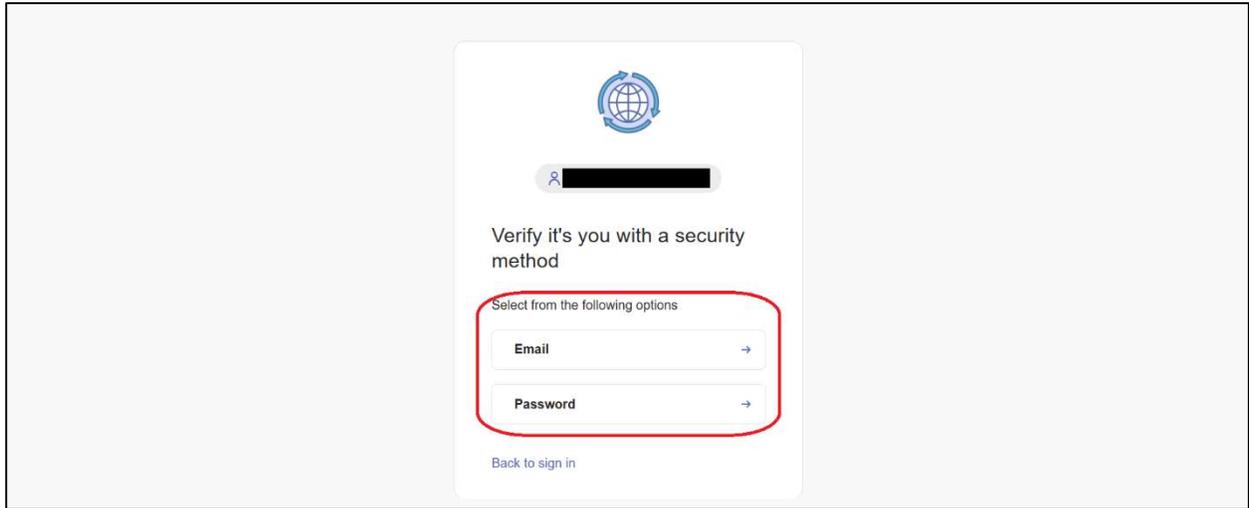
3. New visitors to the Permit Portal may see an alert pop-up providing further details and a link to step-by-step instructions. When you are ready to proceed, click the **Continue** button.



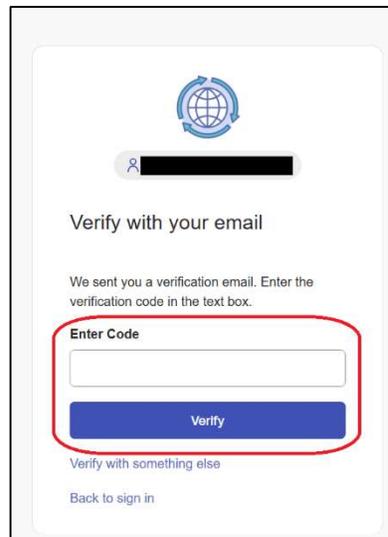
4. Type in your email address and click **Next**.



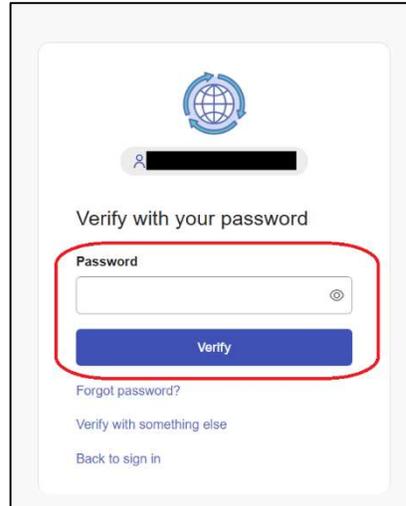
5. You can choose to receive a one-time code in your email or login with your existing password.



- 5a. If you choose to receive a one-time code, click the **Email** button and then click **Send me an email** to receive the code. Enter the one-time code and click **Verify**.

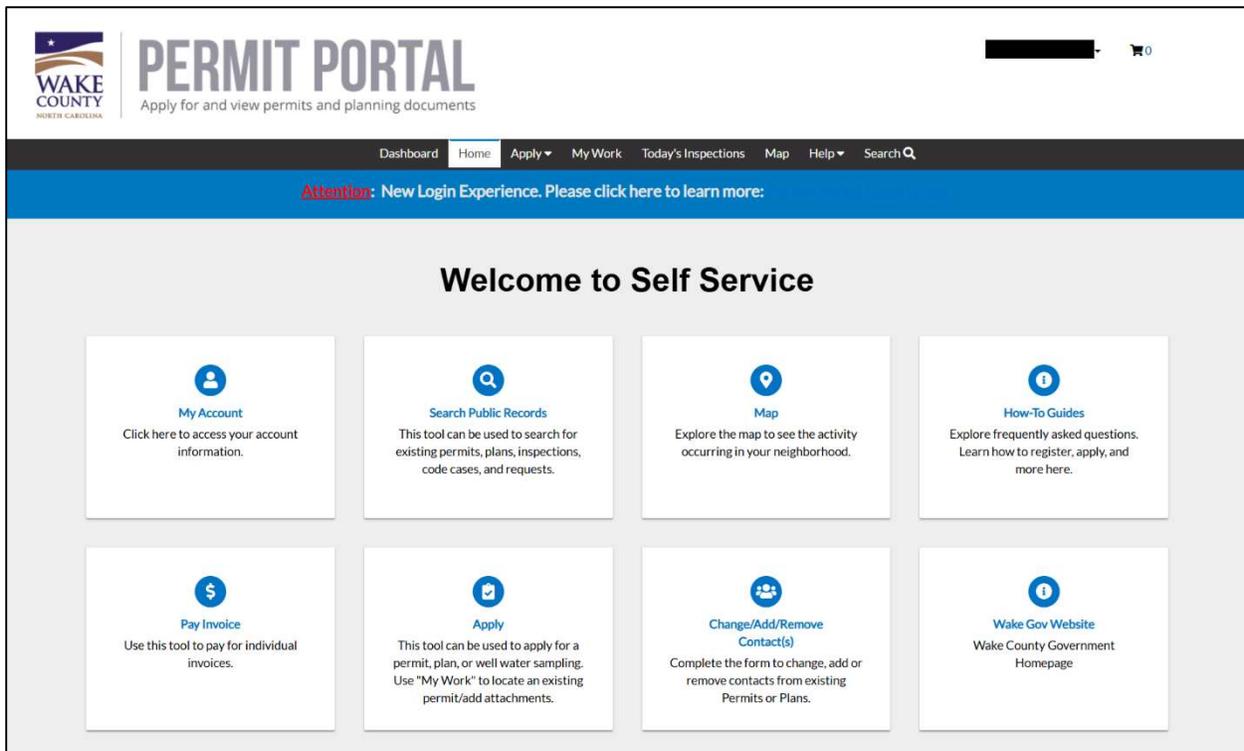


5b. If you choose to login with your existing password, click **Password**, input your password, and click **Verify**.



The screenshot shows a login verification screen. At the top, there is a globe icon and a partially obscured user ID. Below this, the text reads "Verify with your password". A red rounded rectangle highlights the "Password" input field and the "Verify" button. Below the input field, there are three links: "Forgot password?", "Verify with something else", and "Back to sign in".

6. Congratulations! You've successfully logged into the Permit Portal.



The screenshot displays the "PERMIT PORTAL" dashboard. The header includes the Wake County logo and the text "Apply for and view permits and planning documents". A navigation bar contains links for "Dashboard", "Home", "Apply", "My Work", "Today's Inspections", "Map", "Help", and "Search". A blue banner below the navigation bar reads "Attention: New Login Experience. Please click here to learn more:". The main content area is titled "Welcome to Self Service" and features eight service tiles:

- My Account**: Click here to access your account information.
- Search Public Records**: This tool can be used to search for existing permits, plans, inspections, code cases, and requests.
- Map**: Explore the map to see the activity occurring in your neighborhood.
- How-To Guides**: Explore frequently asked questions. Learn how to register, apply, and more here.
- Pay Invoice**: Use this tool to pay for individual invoices.
- Apply**: This tool can be used to apply for a permit, plan, or well water sampling. Use "My Work" to locate an existing permit/add attachments.
- Change/Add/Remove Contact(s)**: Complete the form to change, add or remove contacts from existing Permits or Plans.
- Wake Gov Website**: Wake County Government Homepage.

7. *If you have forgotten your password, simply click the **Forgot Password?** link to reset it.

*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.

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.
