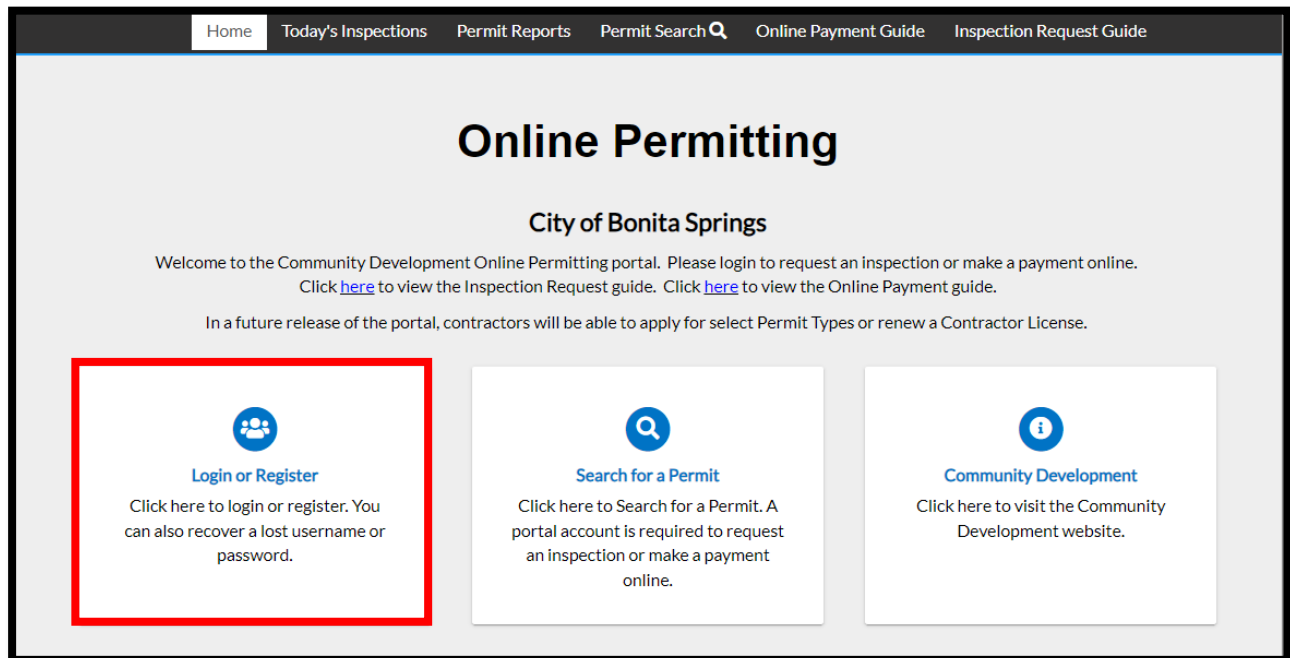


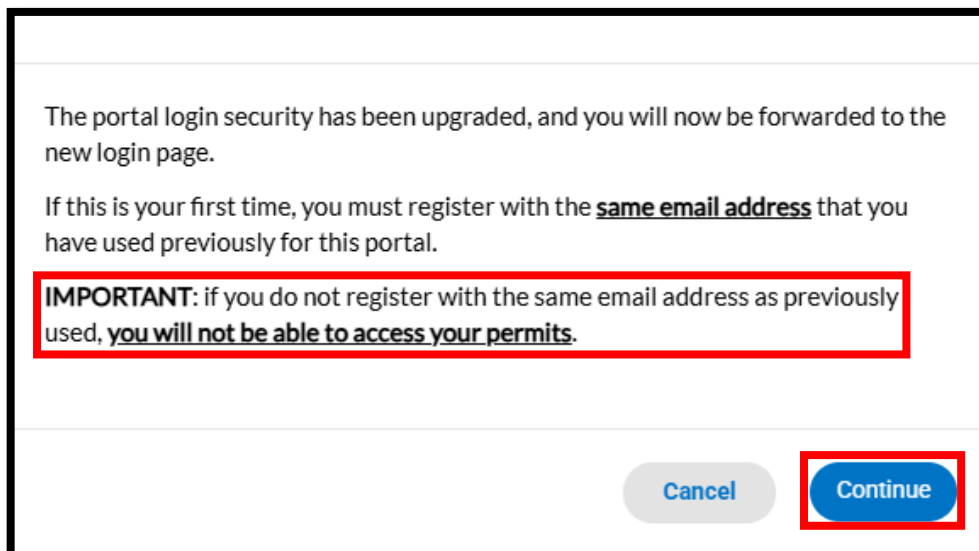
COMMUNITY DEVELOPMENT PERMITTING PORTAL REGISTRATION GUIDE

How to register for the Permitting Portal AFTER the upgrade on 03/08/25

1. This registration guide has (2) parts. The 1st part is to register for enhanced portal security through Tyler Community. Tyler Technologies is the City's Permitting Software vendor. The 2nd part of the registration process is to connect your Tyler Community account to your Permitting Portal account.
2. Go to the portal homepage (or type www.permitportal.org into your browser address bar and hit enter), then click the "Login or Register" tile.



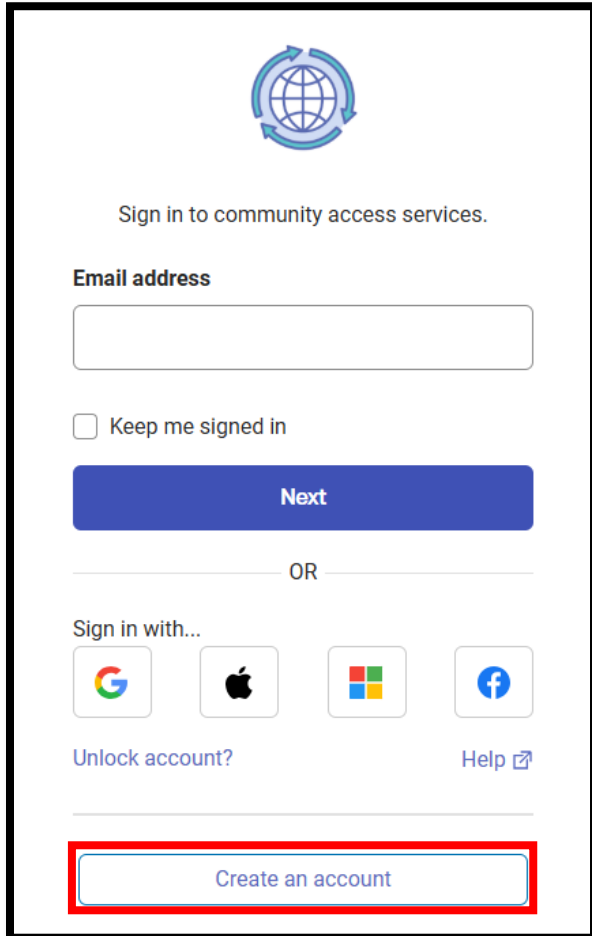
3. After clicking the "Login or Register" tile, a transition message will be displayed. Please note the following important message and then click the "continue" button.



COMMUNITY DEVELOPMENT PERMITTING PORTAL REGISTRATION GUIDE

PART 1: Tyler Community Registration

1. Enter your email address (use the same email address as previously used for the portal) then click the “Create an account” button. This is a one-time registration.

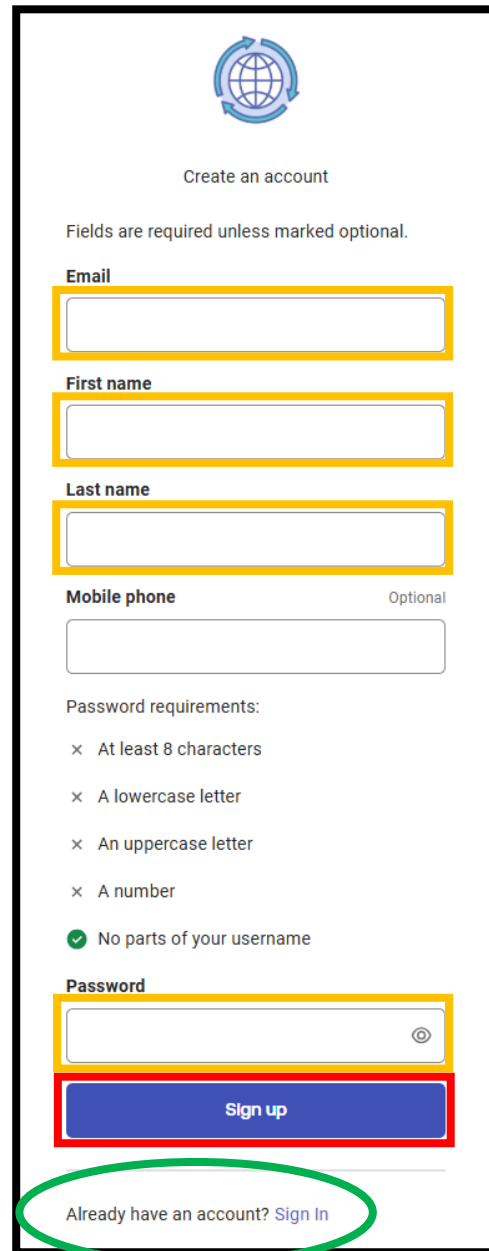


The screenshot shows the sign-in page for community access services. At the top is a globe icon with circular arrows. Below it, the text reads "Sign in to community access services." There is an "Email address" input field. Below the field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. Underneath is an "OR" separator. The "Sign in with..." section includes icons for Google, Apple, Microsoft, and Facebook. At the bottom left are links for "Unlock account?" and "Help". A red box highlights the "Create an account" button at the bottom of the page.

2. Enter the required information and a password, then click “Sign up”.

IMPORTANT: If the email address is already in use, then you have already registered for Tyler Community Access through another jurisdiction using this same software.

At the bottom of the screen, click “Sign In” (next to Already have an account?). After signing in, go to “Part 2” on page 5 to continue with the registration guide.

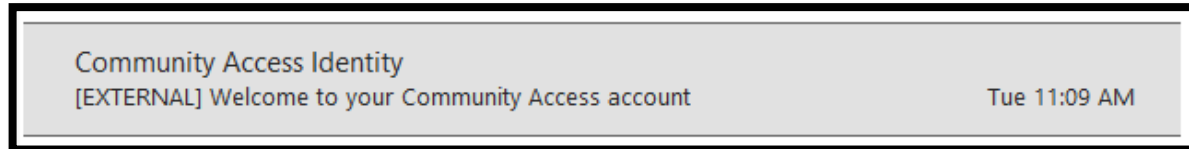


The screenshot shows the "Create an account" page. At the top is a globe icon with circular arrows. Below it, the text reads "Create an account". A note states "Fields are required unless marked optional." The form includes fields for "Email", "First name", "Last name", and "Mobile phone" (marked as optional). Below these is a "Password requirements" section with a list of criteria: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "No parts of your username" (checked). There is a "Password" input field with a visibility toggle. A blue "Sign up" button is highlighted with a red box. At the bottom, the text "Already have an account? Sign In" is circled in green.

COMMUNITY DEVELOPMENT PERMITTING PORTAL REGISTRATION GUIDE

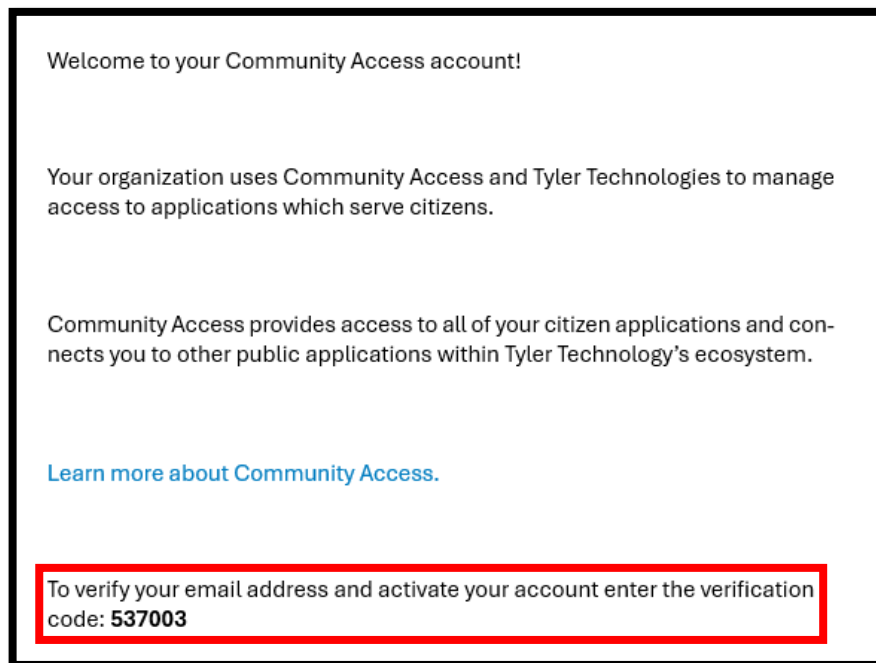
3. After clicking “Sign up” in the previous step, check your email inbox for an email from Community Access Identity (noreply@identity.tylerportico.com).

IMPORTANT: if you did not receive an email, check your spam, quarantine, or trash/deleted folder.



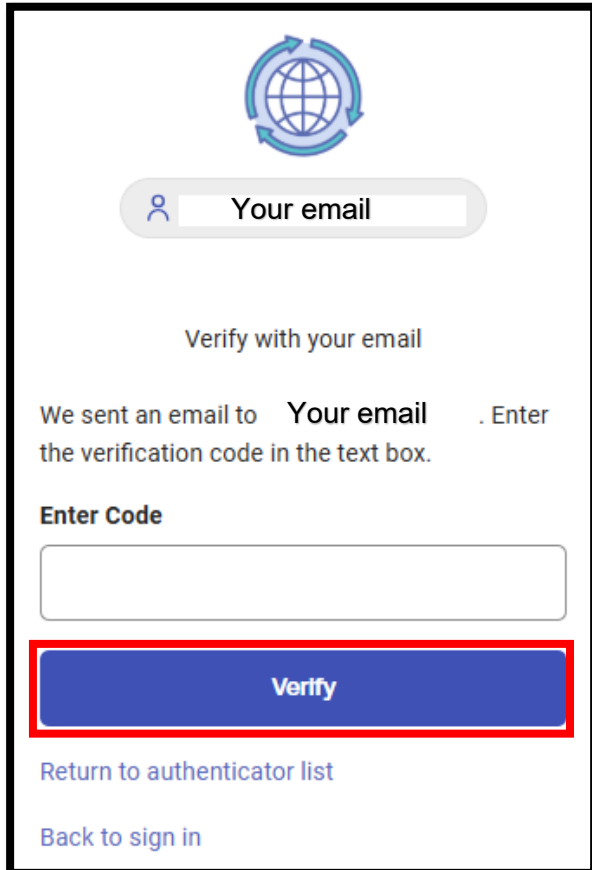
4. Open the message to view the verification code.

IMPORTANT: Your verification code will be unique. The code below is for illustration purposes only.



COMMUNITY DEVELOPMENT PERMITTING PORTAL REGISTRATION GUIDE

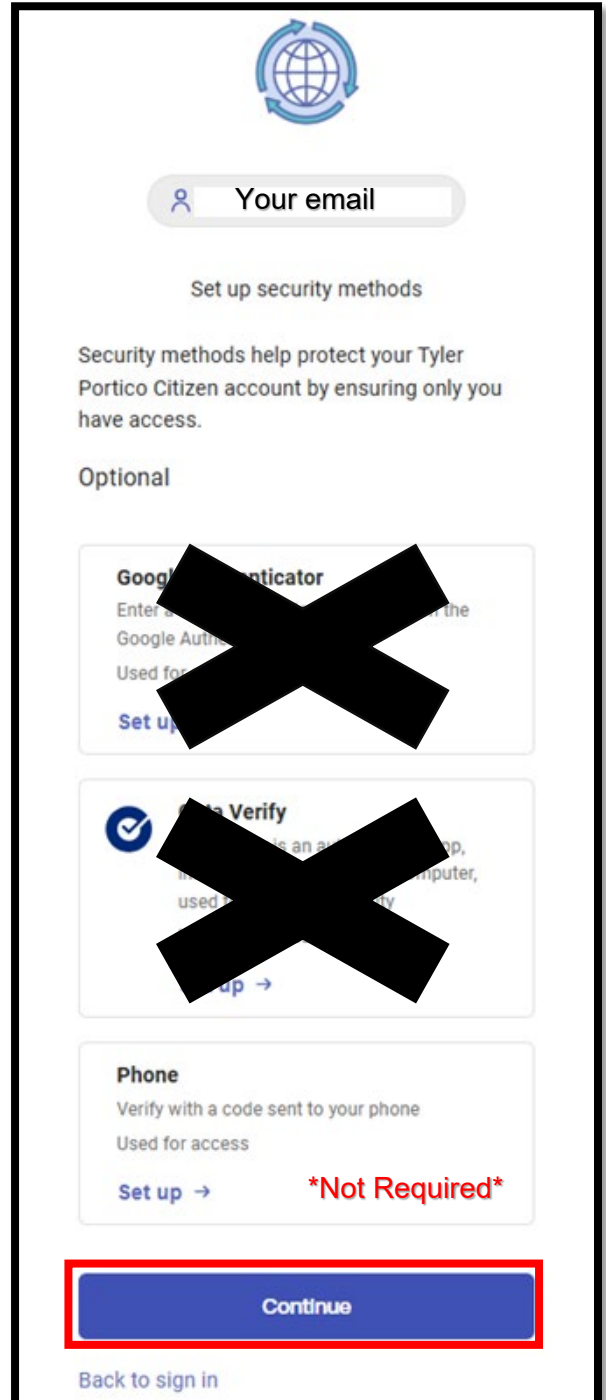
5. Enter the verification code received via email and click “Verify”.



The screenshot shows a verification screen with a globe icon at the top. Below it is a text input field containing "Your email". The text "Verify with your email" is centered. Below that, it says "We sent an email to **Your email**. Enter the verification code in the text box." There is a text input field labeled "Enter Code". At the bottom, a blue button labeled "Verify" is highlighted with a red border. Below the button are two links: "Return to authenticator list" and "Back to sign in".

6. Click “Continue” to complete the registration.

IMPORTANT: You have the **option** to set your phone as a security method (**this is not required**). Google and Okta are not recommended.

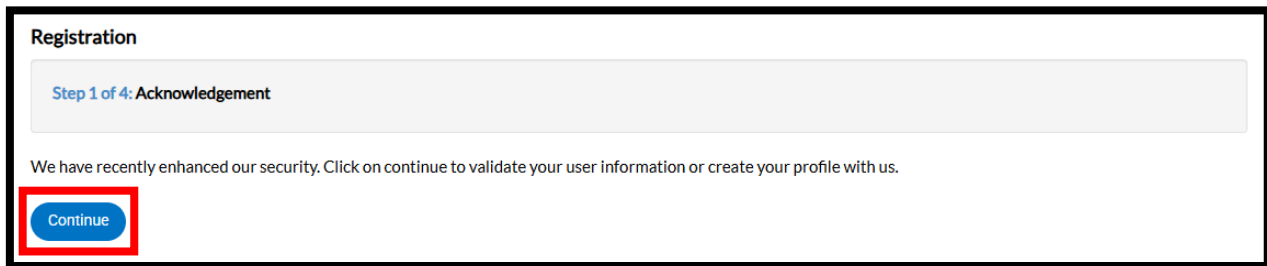


The screenshot shows a security methods selection screen with a globe icon at the top. Below it is a text input field containing "Your email". The text "Set up security methods" is centered. Below that, it says "Security methods help protect your Tyler Portico Citizen account by ensuring only you have access." There is a section titled "Optional" with two items, each crossed out with a large black X: "Google Authenticator" and "Okta Verify". Below these is a "Phone" option with a checkmark icon, the text "Verify with a code sent to your phone", and "Used for access". A blue button labeled "Set up →" is next to it, followed by the text "*Not Required*" in red. At the bottom, a blue button labeled "Continue" is highlighted with a red border. Below the button is a link: "Back to sign in".

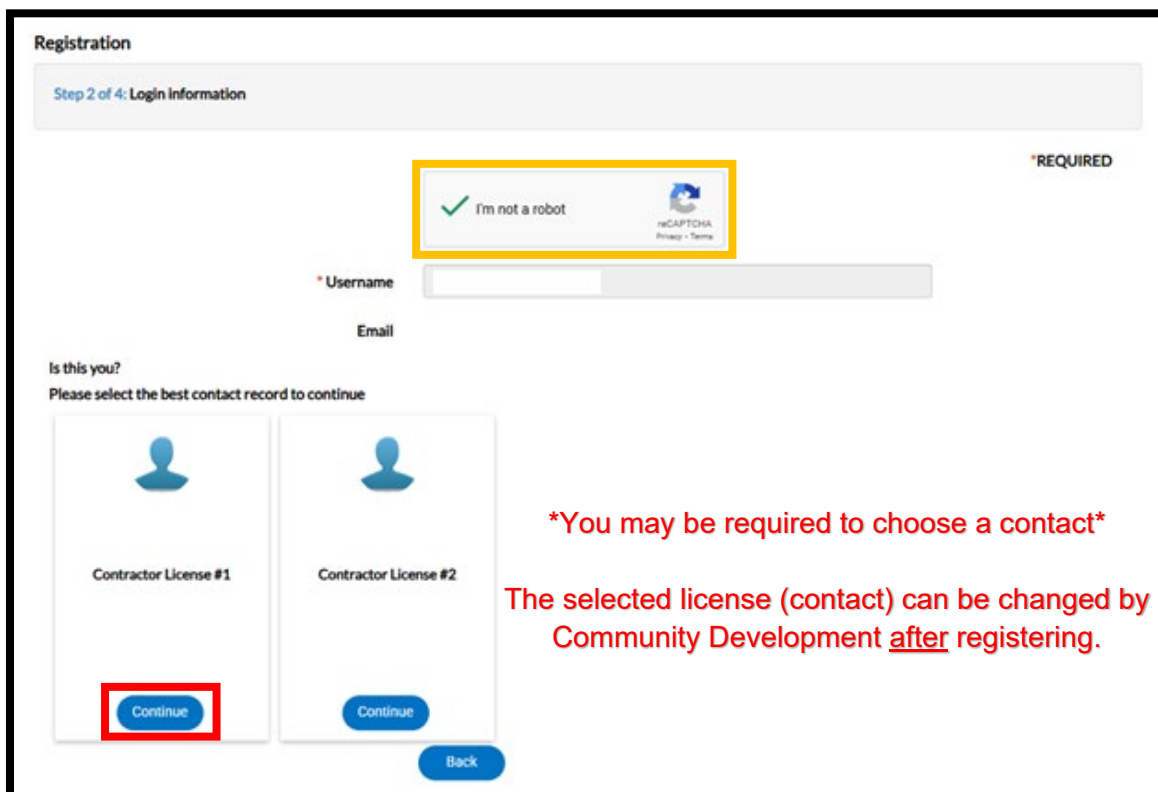
COMMUNITY DEVELOPMENT PERMITTING PORTAL REGISTRATION GUIDE

PART 2: Permitting Portal Registration

- Part 2 of this guide is to connect your Tyler Community account with your Permitting Portal account. **IMPORTANT:** You may not be required to complete Part 2 after entering the verification code you received via email. If you can view your permits and/or license, your account is connected.
- If you are a contractor with multiple licenses (contacts) in the permitting system, additional steps may be required to select a license (contact) and electronically sign your registration.
IMPORTANT: The selected license (contact) can be changed by Community Development after registering. Please email the [portal help desk](#) if you need access to a different license (contact).
- If required to complete this screen (Step 1 of 4: Acknowledgment), click "Continue".

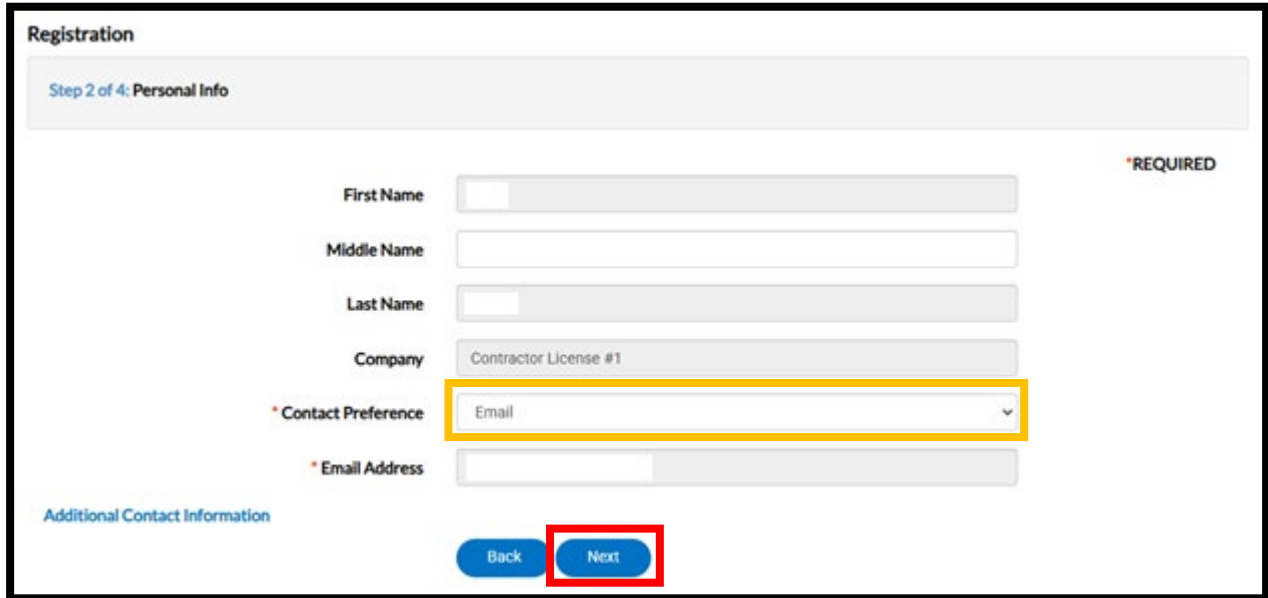


- If required to complete this screen (Step 2 of 4: Login Information), check "I'm not a robot" and select a contact from the list of matching contacts. **IMPORTANT:** You may not be required to complete this step.



COMMUNITY DEVELOPMENT PERMITTING PORTAL REGISTRATION GUIDE

5. If required to complete this screen (Step 2 of 4: Personal Info), choose a contact preference and click “Next”.



Registration

Step 2 of 4: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

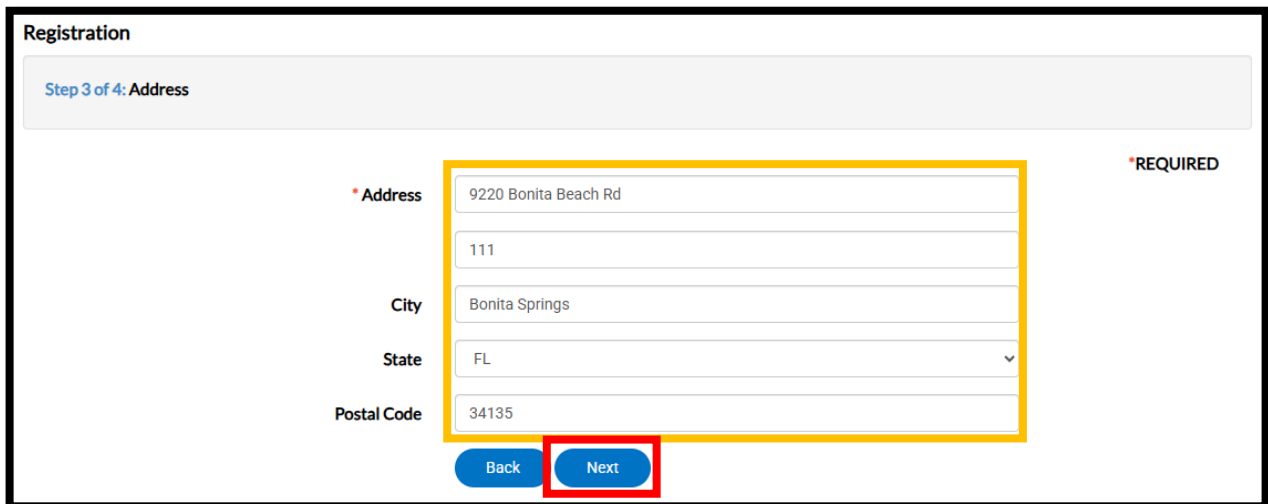
Contractor License #1

* Contact Preference

* Email Address

Additional Contact Information

6. If required to complete this screen (Step 3 of 4: Address), enter your address and click “Next”.



Registration

Step 3 of 4: Address

*REQUIRED

* Address

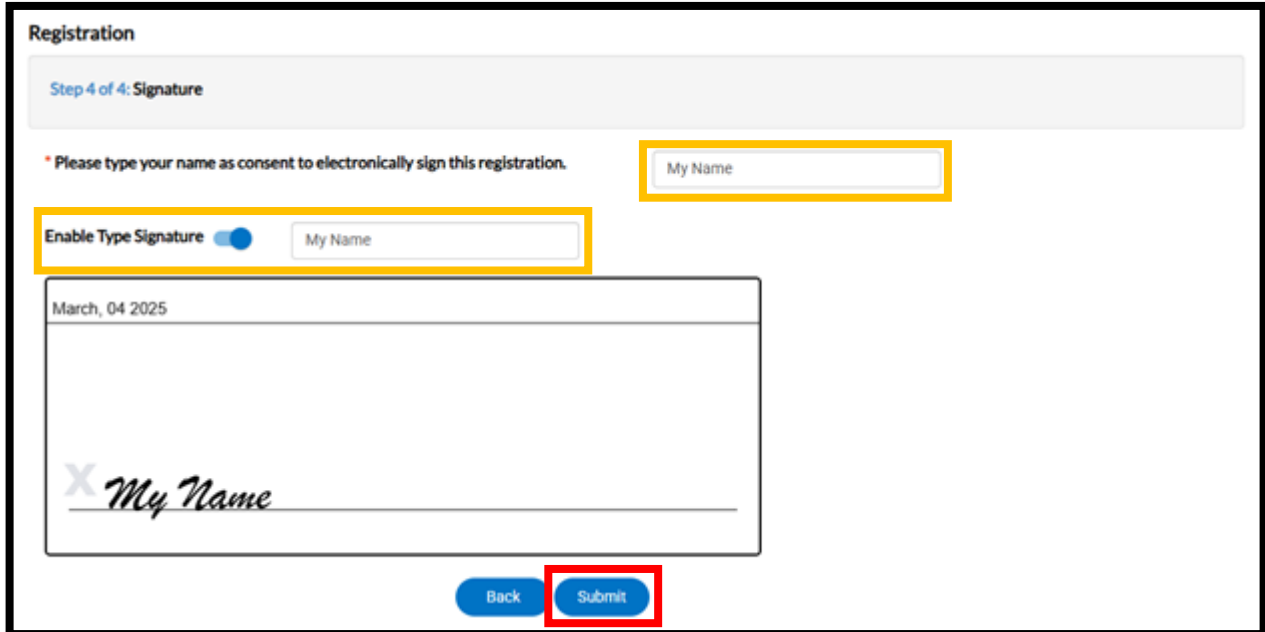
City

State

Postal Code

COMMUNITY DEVELOPMENT PERMITTING PORTAL REGISTRATION GUIDE

7. If required to complete this screen (Step 4 of 4: Signature), the following method is the simplest approach:
 - a. Enter your name as consent to electronically sign.
 - b. Click the “Enable Type Signature” button and enter your name.
 - c. Click “Submit” to complete the registration.



Registration

Step 4 of 4: Signature

* Please type your name as consent to electronically sign this registration.

My Name

Enable Type Signature My Name

March, 04 2025

My Name

Back Submit

IMPORTANT: Please email the [portal help desk](#) if you need assistance with the registration process or have questions about this guide.