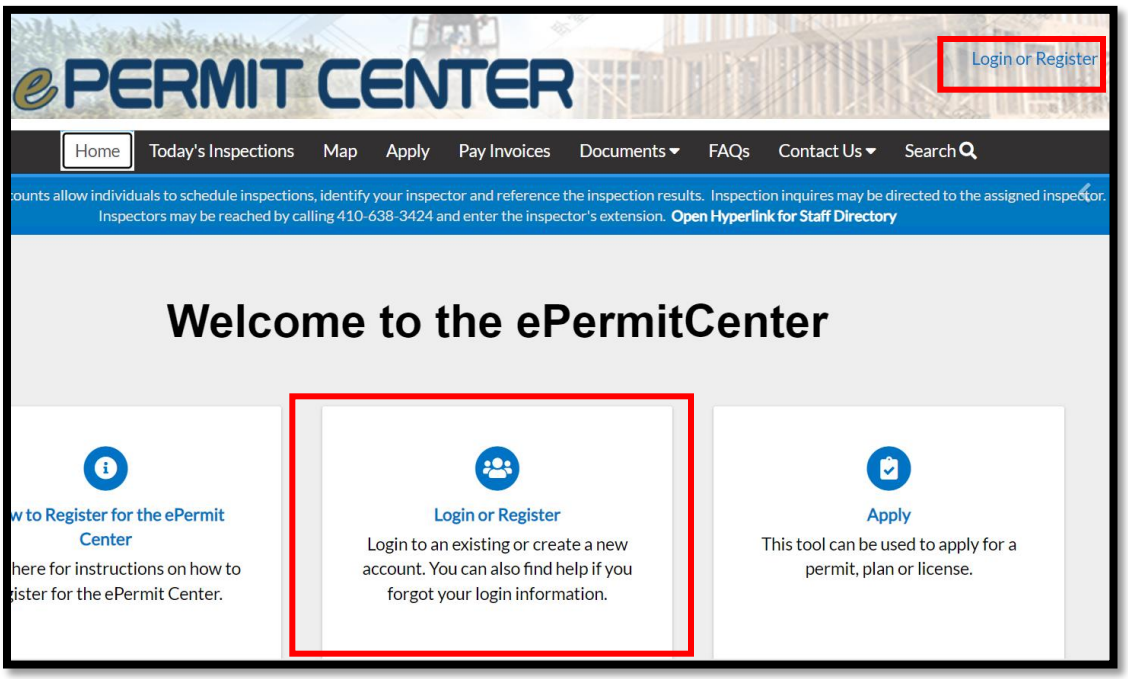
Harford County ePermit Center Log-In Instructions
for Users with Existing ePermit Center Accounts and FAQs

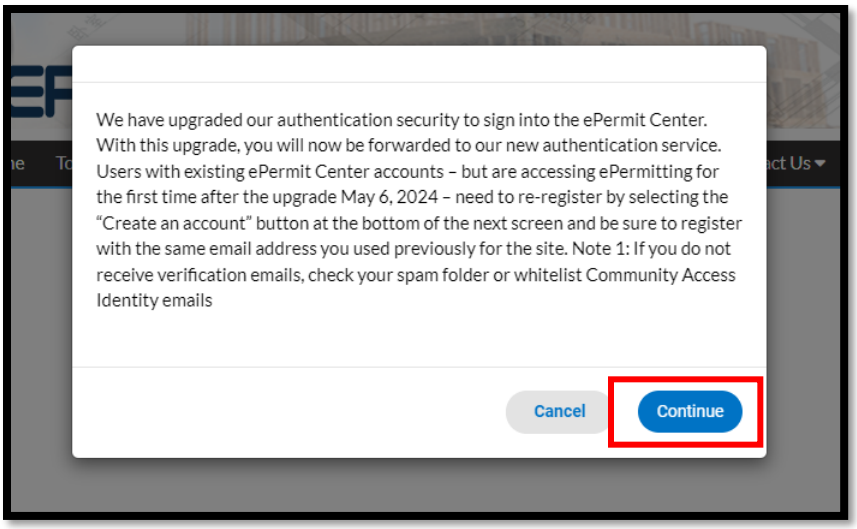
Initial Log-In starting May 6, 2024

Step 1: Access the Harford County ePermit Center site.
The URL is: [Civic Access (harfordcountymd.gov)]

Step 2: Select Login or Register

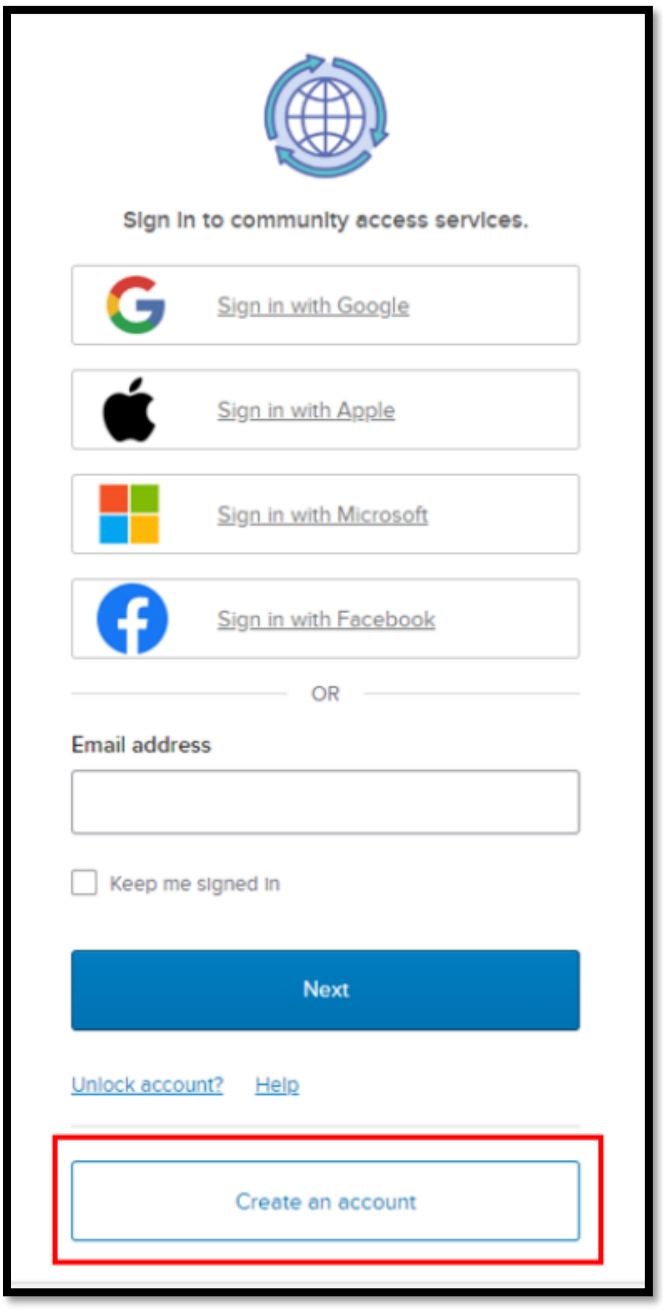


Step 3: Read the instructions carefully and select **CONTINUE** button.

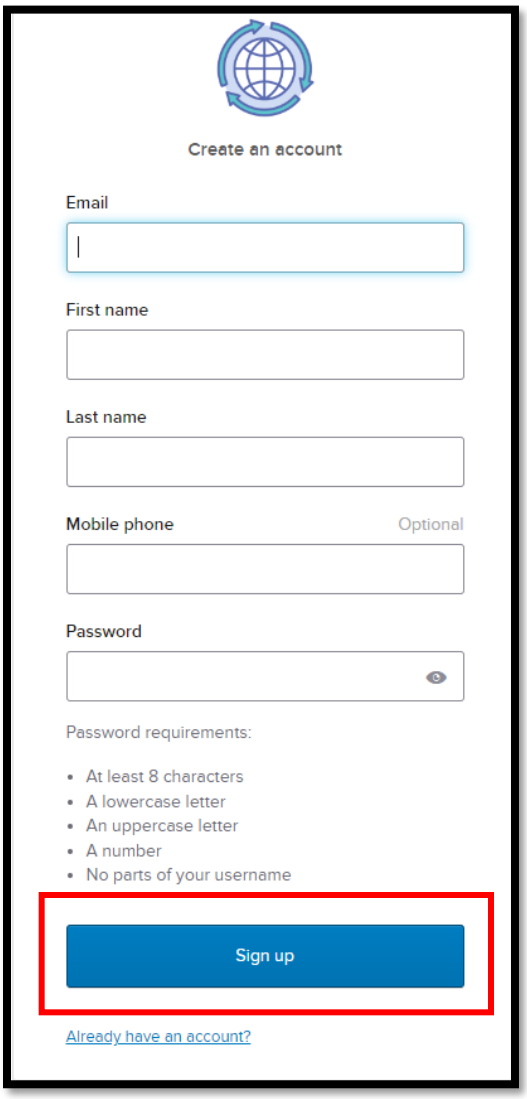


Step 4: Users with **existing ePermit Center accounts** but are accessing the ePermit Center for the first time after the upgrade May 6, 2024, need to **re-register** by selecting the **Create an account** button at the bottom of the screen.

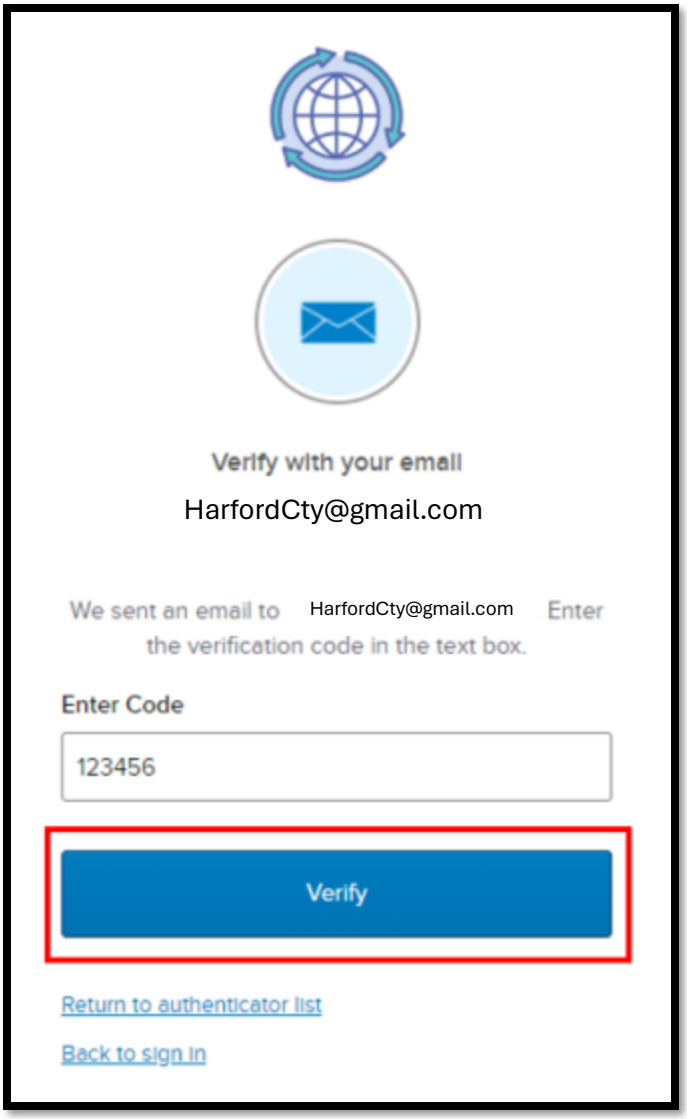
Note: It is important to use the same exact email address associated with your existing ePermit Center user account.



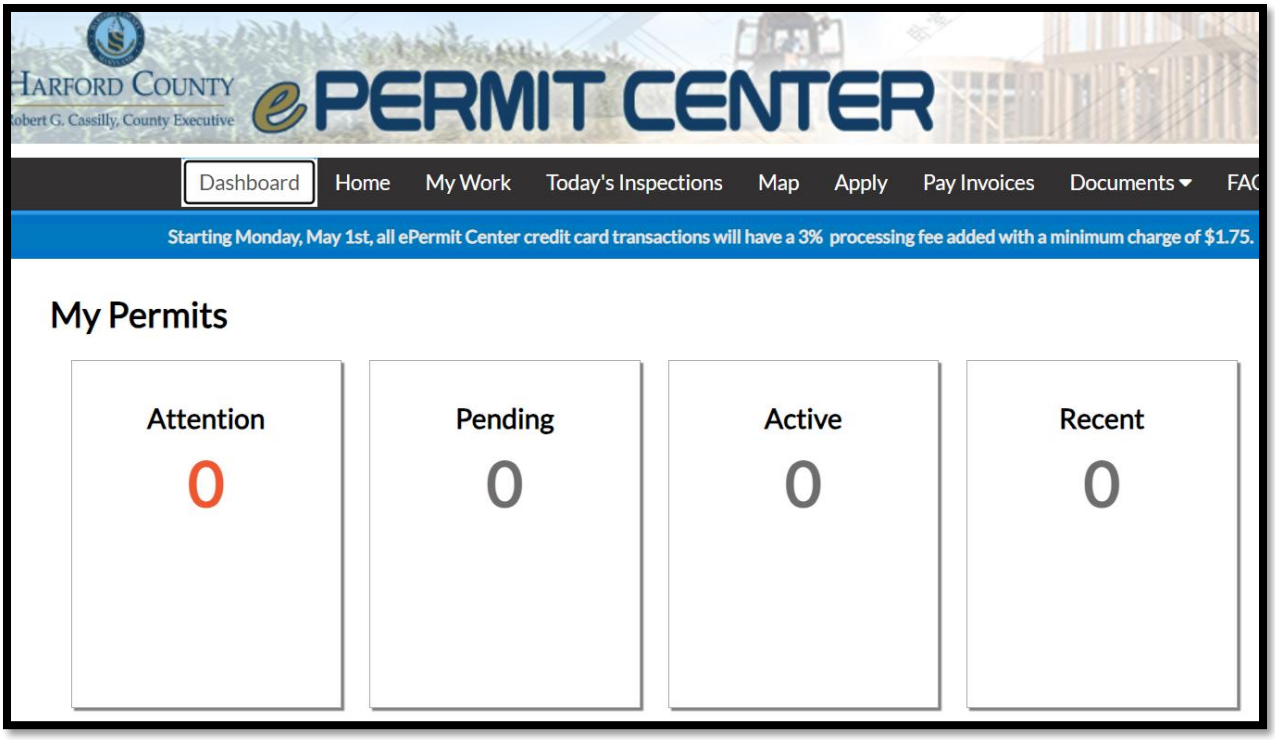
Step 5: Complete the required fields (email, first name, last name, password) and select the **Sign Up** button.



Step 6: The system will send a one-time, six-digit verification code to the provided email address. The email will originate from the **Community Access Identity** (noreply@identity.tylerportico.com). If needed, please whitelist the sender. Enter the authentification code and select **Verify** button.

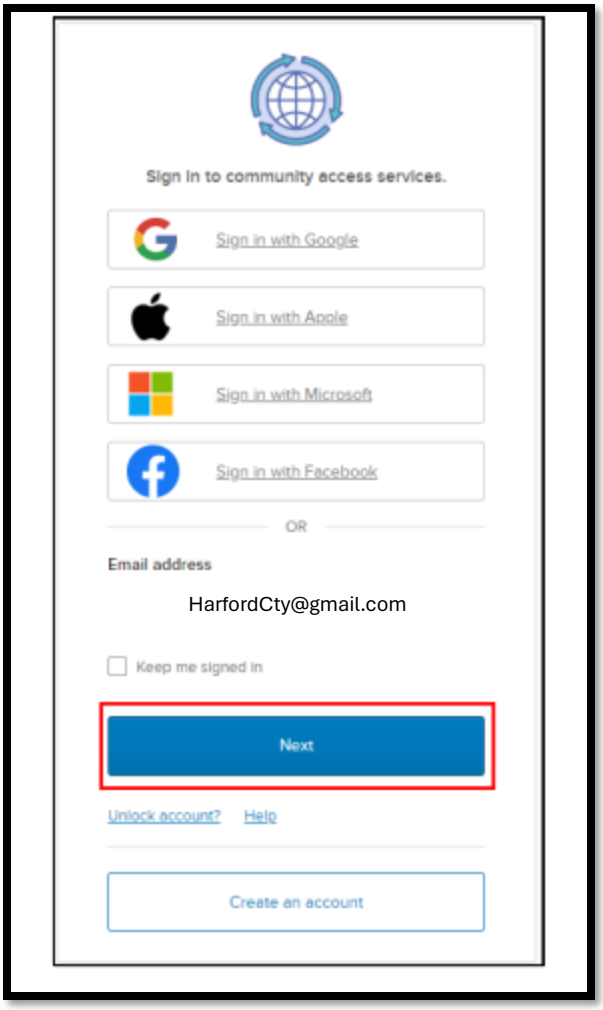


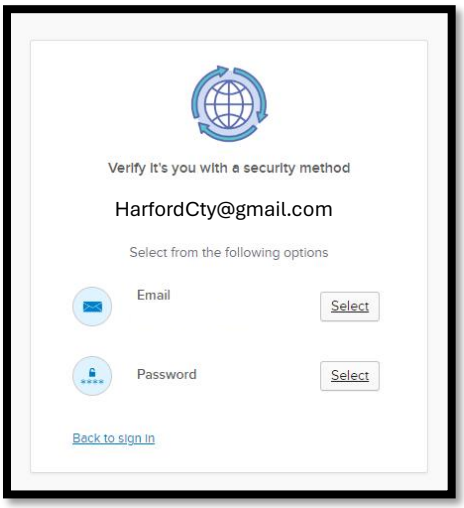
Step 7: If successful, the ePermit Center dashboard will display. The re-registration process is complete.



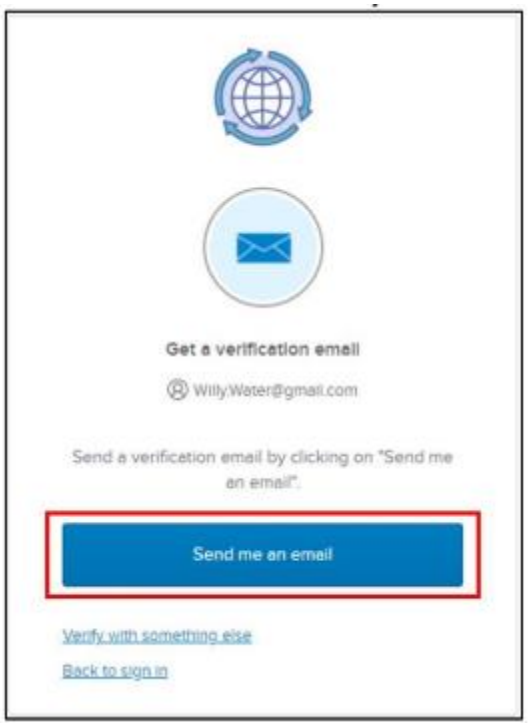
Subsequent Logon After May 6, 2024

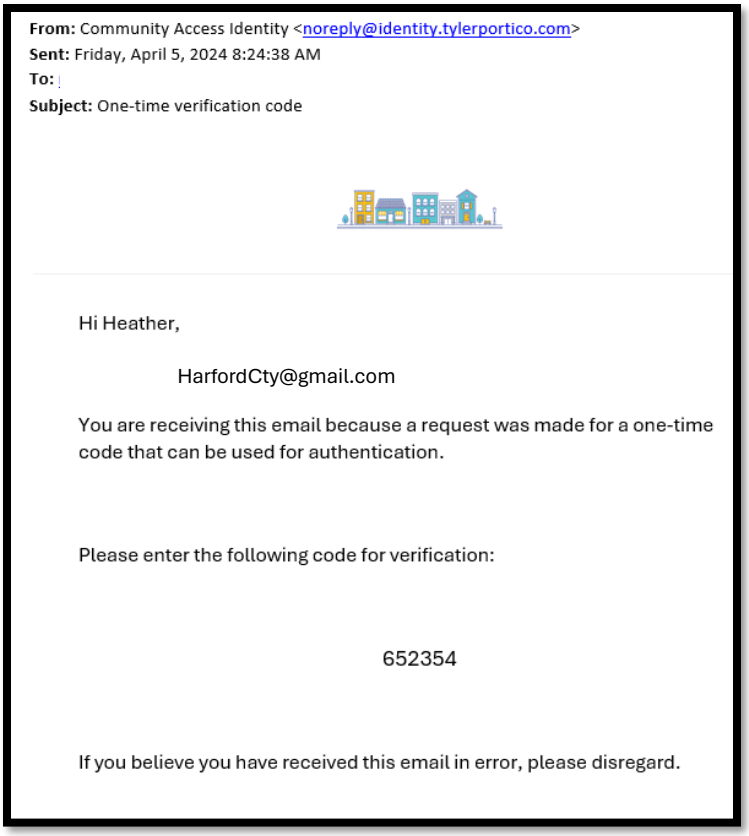
For subsequent logins (after re-registering in the upgraded ePermit Center application), users can enter their email address and select the Next button. Verify the sign in by selecting the email or password authentication method.


Sign in to community access services.
Sign in with Google
Sign in with Apple
Sign in with Microsoft
Sign in with Facebook
OR
Email address
HarfordCty@gmail.com
Keep me signed in
Next
Unlock account?
Help
Create an account


Verify it's you with a security method
HarfordCty@gmail.com
Select from the following options
Email
Select
Password
Select
Back to sign in

The **email authentication method**, the system will send a one-time, six-digit verification code to the provided email address. Note that the email will originate from Community Access Identity (noreply@identity.tylerportico.com). If needed, please whitelist the sender. Select the Send me an email button. Then, enter six-digit verification code from email and select the Verify button.





From: Community Access Identity <noreply@identity.tylerportico.com>
Sent: Friday, April 5, 2024 8:24:38 AM
To:
Subject: One-time verification code

Hi Heather,

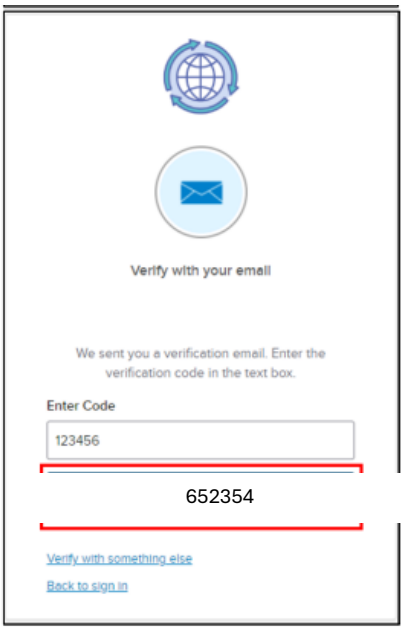
HarfordCty@gmail.com

You are receiving this email because a request was made for a one-time code that can be used for authentication.

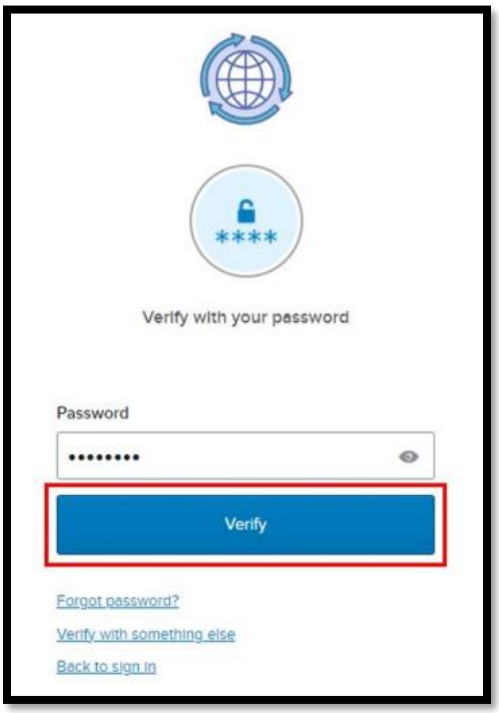
Please enter the following code for verification:

652354

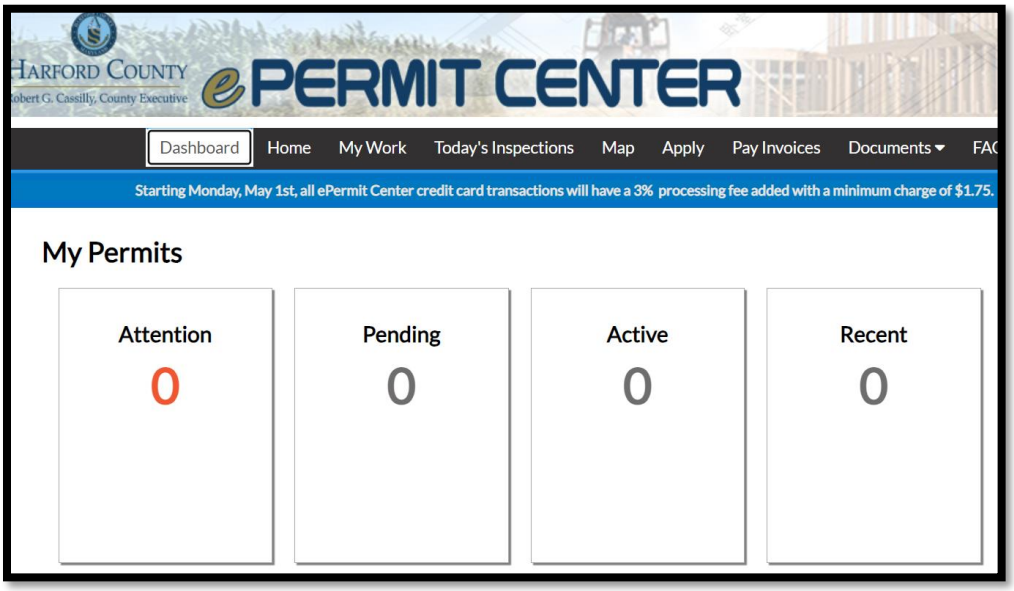
If you believe you have received this email in error, please disregard.



For the **password authentication method**, enter the password from step 5 of the re-registration process; then, select the Verify button.



Upon successful authentication, the ePermit Center dashboard will display.



Frequently Asked Questions

1. ***Why has the registration changed?***

   The ePermit Center log in has changed to an authentication service to update the security standards.

2. ***What if I don't remember the email address I used for the ePermit Center?***

   Send an email to tradepermits@harfordcountymd.gov or call the ePermit Center at 410-638-3122

3. ***How do I whitelist an email address?***
   A whitelist is a list of approved or safe email addresses to help a spam filter determine whether it should allow delivery.

   To be sure log in/registration emails always make it to your inbox, please add **Community Access Identity** (noreply@identity.tylerportico.com) to your email whitelist.

   Click below to learn how to whitelist an email address or domain.

   https://blog.hubspot.com/marketing/email-whitelist

4. ***There are options to sign in with Google, Apple, Microsoft, or Facebook. What does this mean, and can I sign in this way?***

   Do not sign in this way unless your existing ePermit Center login info is the same as what you use for Google/Apple/Microsoft/Facebook.

   These are one-click logins that authenticate you based on your existing Google/Apple/Microsoft/Facebook account. Clicking one of these buttons will sign you into the ePermit Center using the same email and password that you use for Google/Apple/Microsoft/Facebook

5. ***What if I work with other jurisdictions that use Tyler Technology products (TID-C), do I have to re-register for each jurisdiction?***

   No, you only have to re-register once if you use the same email address for all the jurisdictions.

6. ***I am trying to re-register for the first time and I am getting an error message that "A user with this Email already exists." What does this mean and what should I do?***

   You may receive this error message if:

You use a shared company email, and your coworker has already re-registered the email.

OR

You used the same email to sign into an account with a different jurisdiction, and that city/county uses the same authentication service as Harford County

Go back to the login page and enter the email and password you or a coworker re-registered with. You should be able to login and do not need to go through the re-registration process.

7. ***I re-registered and was taken directly to my Dashboard, but I do not see all my records and/or my personal information is not correct.***

Do not register for another account. Call the Permit Center, 410-638-3122, to link your account correctly.

8. ***Does my password need to be the same as my current ePermit Center account password?***

No, you will create a new password.
Password requirements:

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

Created: 4/8/2024

Updated: