

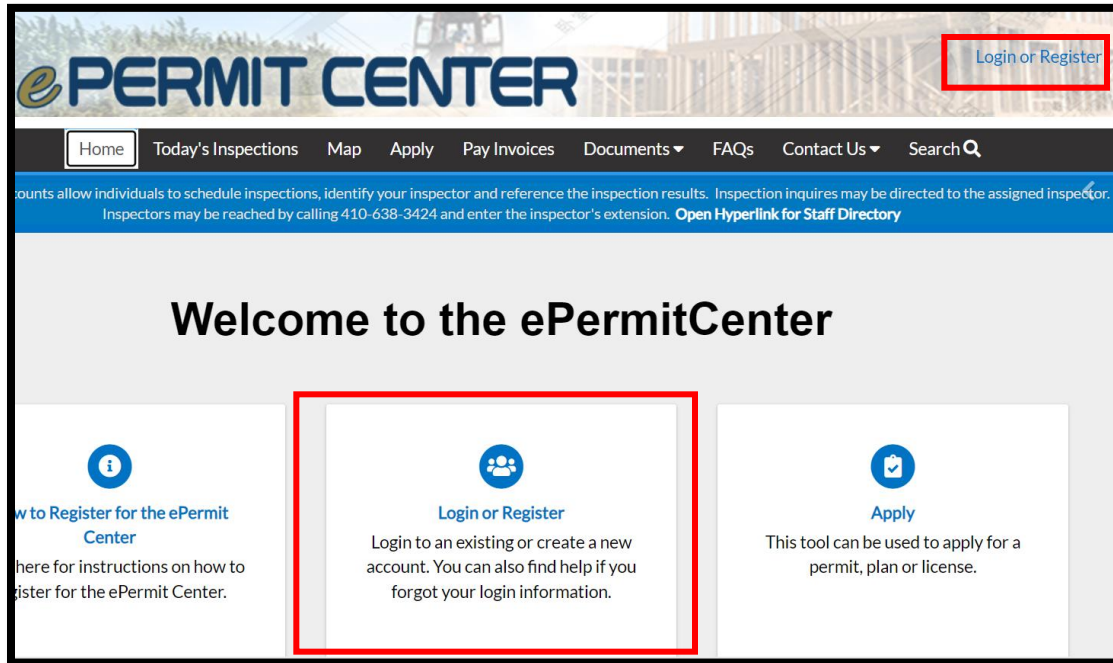
## Harford County ePermit Center Log-In Instructions for Users with Existing ePermit Center Accounts and FAQs

**Initial Log-In starting May 6, 2024**

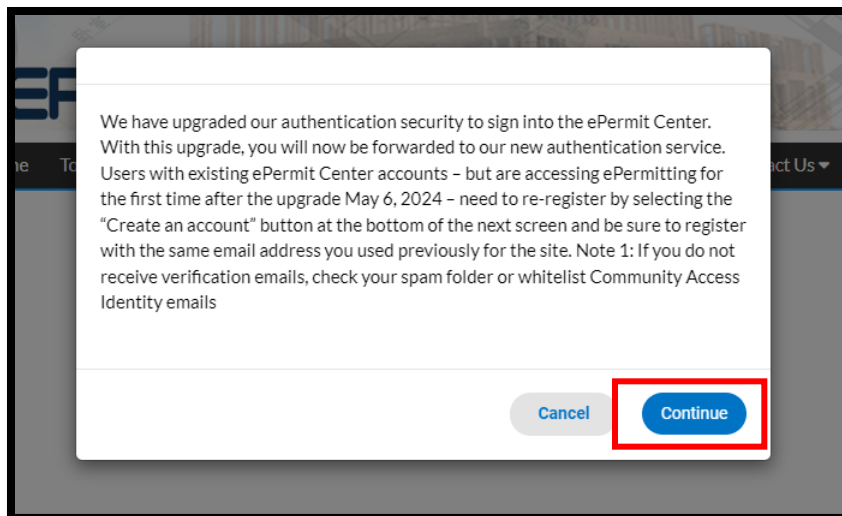
**Step 1:** Access the Harford County ePermit Center site.

The URL is: [Civic Access \(harfordcountymd.gov\)](https://civicaccess.harfordcountymd.gov)

**Step 2:** Select Login or Register

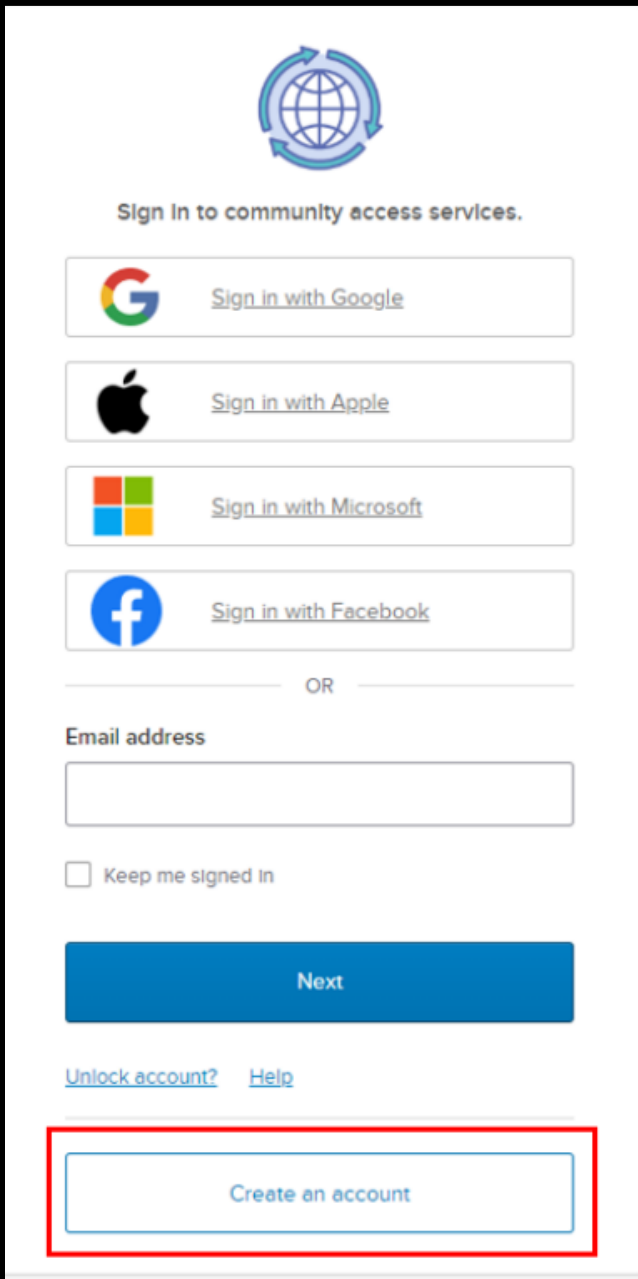



**Step 3:** Read the instructions carefully and select **CONTINUE** button.




**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.







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

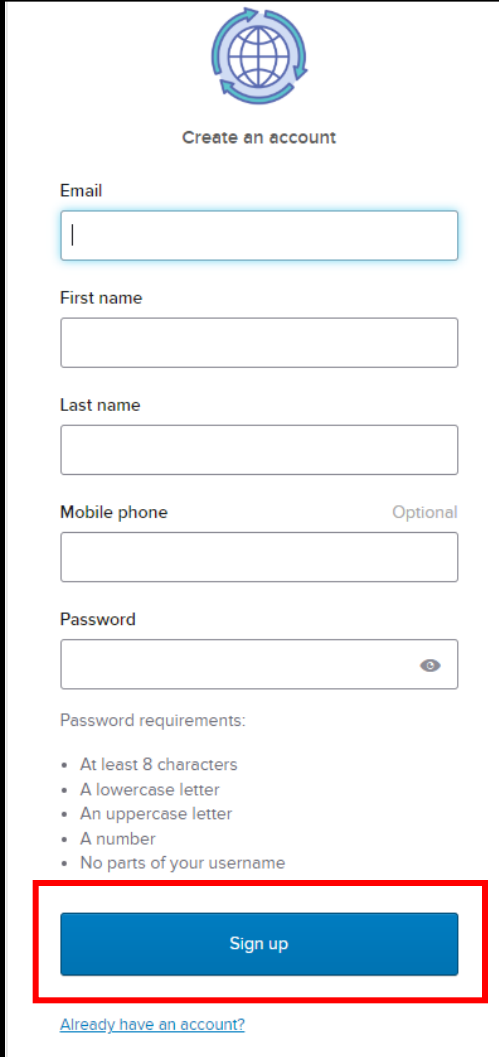
☐ Keep me signed in

[Next](#)

[Unlock account?](#) [Help](#)

[Create an account](#)

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



The image shows a 'Create an account' form. At the top is a logo consisting of a globe with two circular arrows around it. Below the logo is the text 'Create an account'. The form contains several input fields: 'Email' (with a light blue border), 'First name', 'Last name', 'Mobile phone' (with 'Optional' text to its right), and 'Password' (with an eye icon for toggling visibility). Below the password field are 'Password requirements' listed as bullet points. At the bottom of the form is a blue 'Sign up' button, which is highlighted by a red rectangular border. Below the button is a link that says 'Already have an account?'.

Create an account

Email

First name

Last name

Mobile phone Optional

Password



Password requirements:

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

Sign up

[Already have an account?](#)

**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 authentication code and select **Verify** button.



Verify with your email

HarfordCty@gmail.com

We sent an email to HarfordCty@gmail.com Enter the verification code in the text box.


Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

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



# ePERMIT CENTER

[Dashboard](#) [Home](#) [My Work](#) [Today's Inspections](#) [Map](#) [Apply](#) [Pay Invoices](#) [Documents](#) [FAQ](#)


Starting Monday, May 1st, all ePermit Center credit card transactions will have a 3% processing fee added with a minimum charge of \$1.75.

## My Permits


Attention 0	Pending 0	Active 0	Recent 0
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### 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

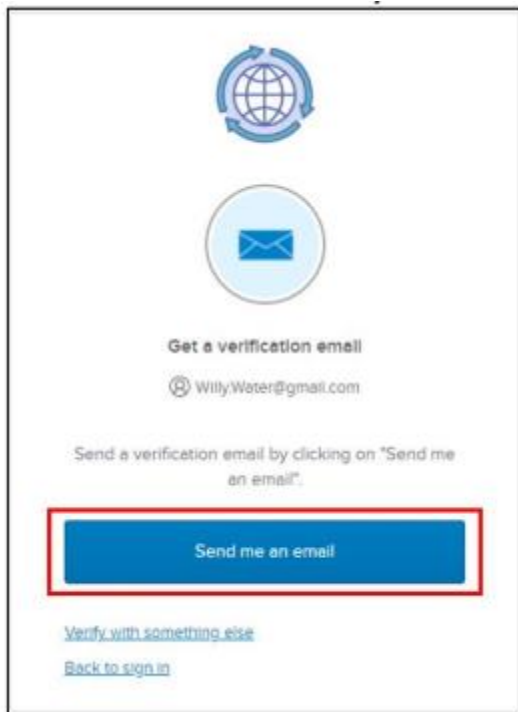
Select

 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.



The image shows a web interface for email authentication. At the top, there is a blue circular icon with a globe and arrows, followed by a blue circular icon with an envelope. Below these icons, the text "Get a verification email" is displayed. Underneath, the email address "Willy.Water@gmail.com" is shown with a small icon to its left. A message states: "Send a verification email by clicking on 'Send me an email'". A prominent blue button with the text "Send me an email" is highlighted with a red rectangular border. At the bottom, there are two links: "Verify with something else" and "Back to sign in", both in blue text.

Get a verification email

Willy.Water@gmail.com

Send a verification email by clicking on "Send me an email".

**Send me an email**

[Verify with something else](#)

[Back to sign in](#)

**From:** Community Access Identity <[noreply@identity.tylerportico.com](mailto: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.



Verify with your email

We sent you a verification email. Enter the verification code in the text box.

Enter Code

123456

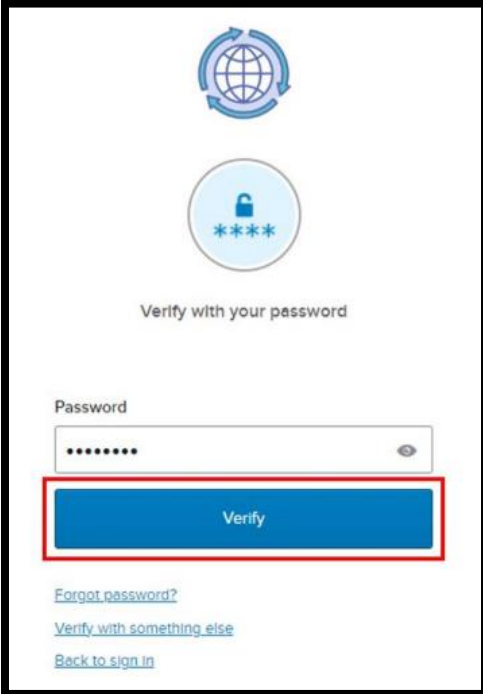
652354

[Verify with something else](#)

[Back to sign in](#)

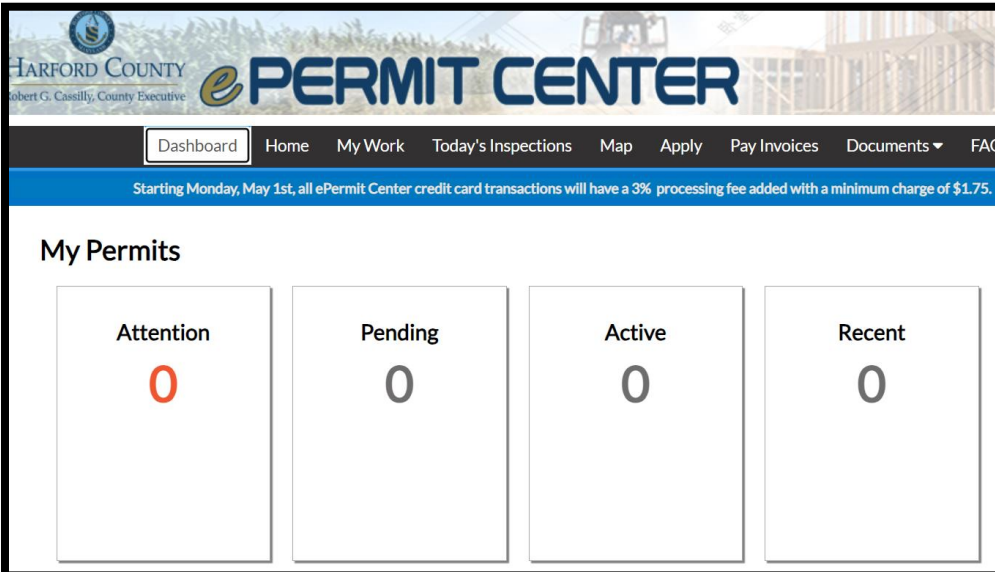


For the **password authentication method**, enter the password from step 5 of the re-registration process; then, select the Verify button.



The image shows a password verification screen. At the top, there is a blue circular icon with a globe and arrows, and below it, a blue circular icon with a padlock and four asterisks. The text "Verify with your password" is centered. Below this is a "Password" label and a text input field containing eight asterisks. To the right of the input field is an eye icon. Below the input field is a blue button labeled "Verify", which is highlighted with a red rectangular border. At the bottom, there are three links: "Forgot password?", "Verify with something else", and "Back to sign in".

Upon successful authentication, the ePermit Center dashboard will display.



The image shows the ePermit Center dashboard. The header features the Harford County logo and the text "ePERMIT CENTER". Below the header is a navigation bar with links: "Dashboard", "Home", "My Work", "Today's Inspections", "Map", "Apply", "Pay Invoices", "Documents", and "FAQ". A blue banner below the navigation bar states: "Starting Monday, May 1st, all ePermit Center credit card transactions will have a 3% processing fee added with a minimum charge of \$1.75." The main section is titled "My Permits" and contains four cards: "Attention" with a red "0", "Pending" with a grey "0", "Active" with a grey "0", and "Recent" with a grey "0".

## 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](mailto: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](mailto: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: