

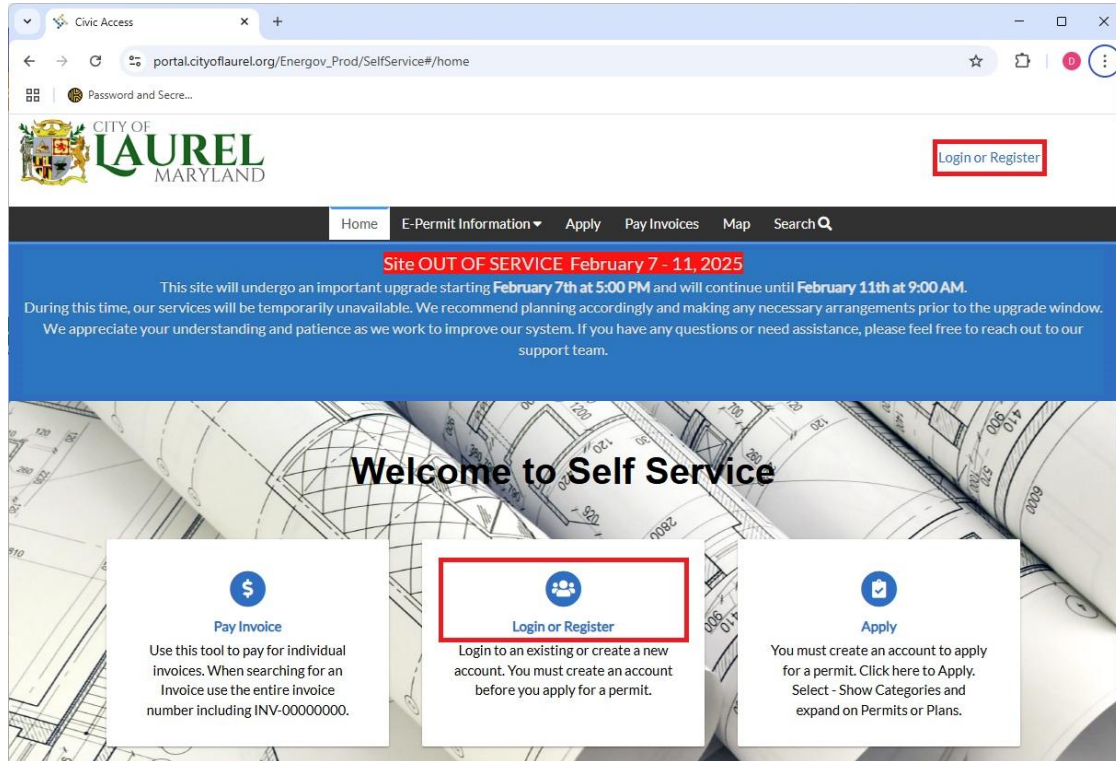
## City of Laurel ePermits Log-In Instructions for Users with Existing ePermits Accounts and FAQs

**Initial Log-In starting February 11, 2025**

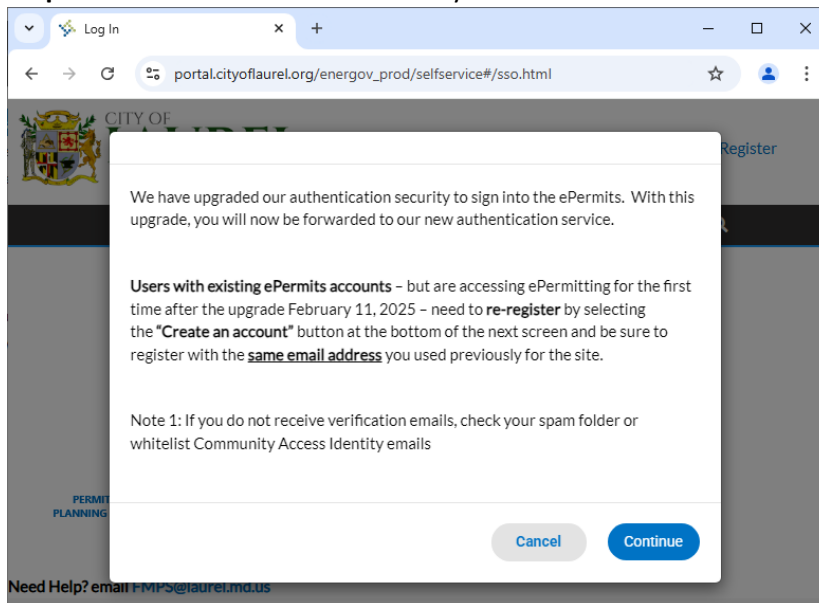
**Step 1:** Access the City of Laurel ePermits Portal.

The URL is: [City of Laurel ePermits](https://portal.cityoflaurel.org/Energov_Prod/SelfService#/home)

**Step 2:** Select Login or Register

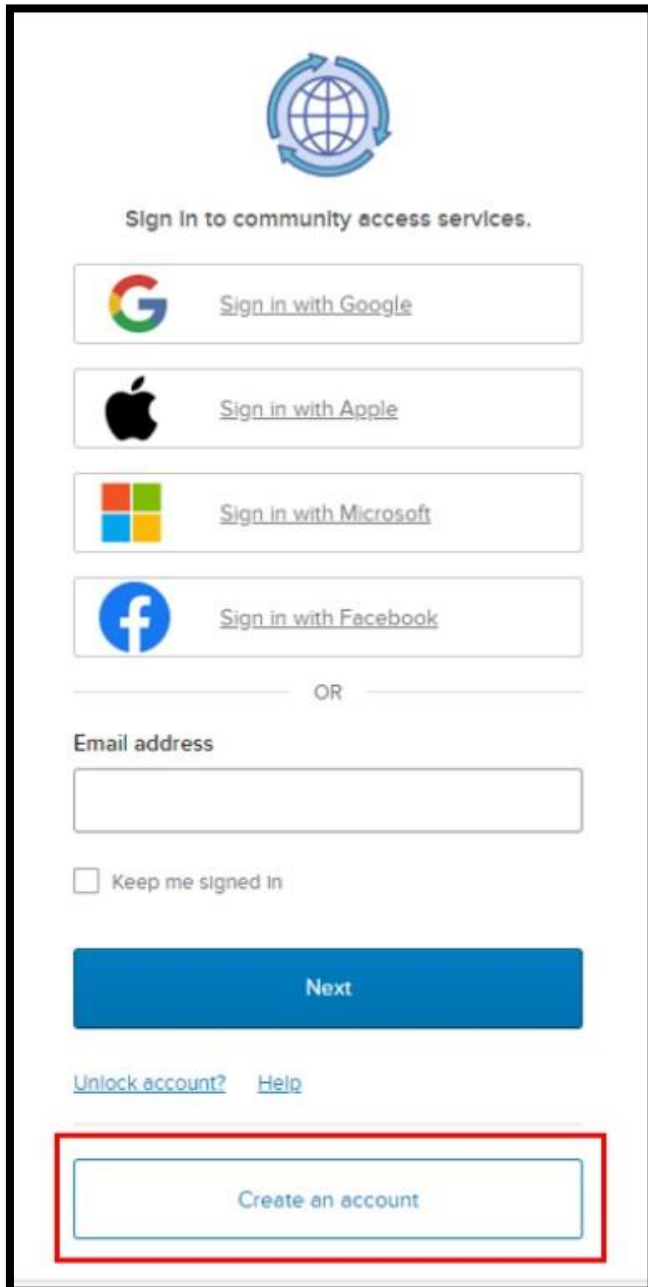



**Step 3:** Read the instructions carefully and select **CONTINUE** button.




**Step 4:** Users with **existing ePermits accounts** but are accessing ePermits for the first time after the upgrade February 11, 2025, 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 ePermits 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

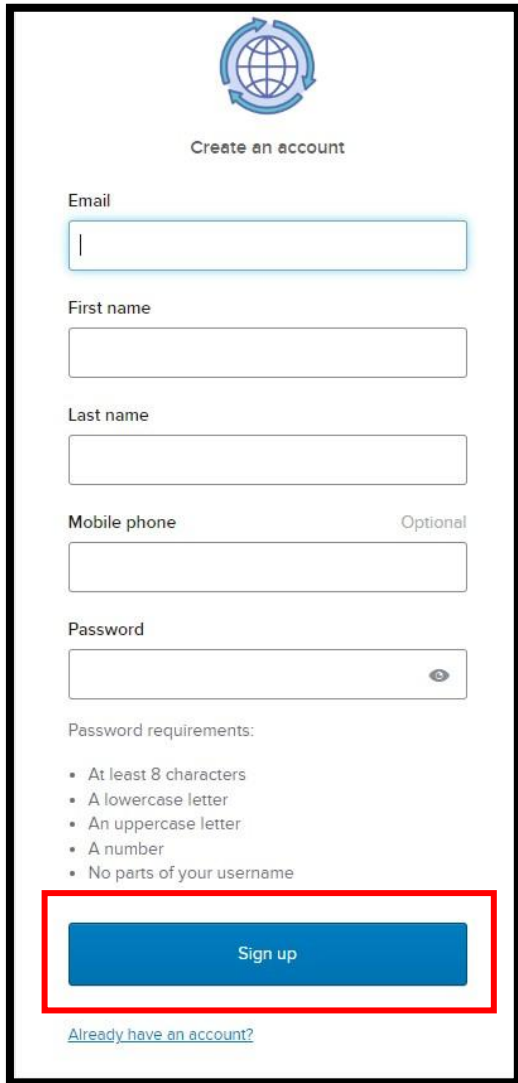
☐ Keep me signed in

[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 of a globe with circular arrows. Below the logo is the text 'Create an account'. The form contains several input fields: 'Email', 'First name', 'Last name', 'Mobile phone' (with 'Optional' text next to it), and 'Password'. The 'Password' field has a toggle icon. Below the fields are 'Password requirements' listed as bullet points. At the bottom is a blue 'Sign up' button, which is highlighted with 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  
CityOfLaurel@gmail.com

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

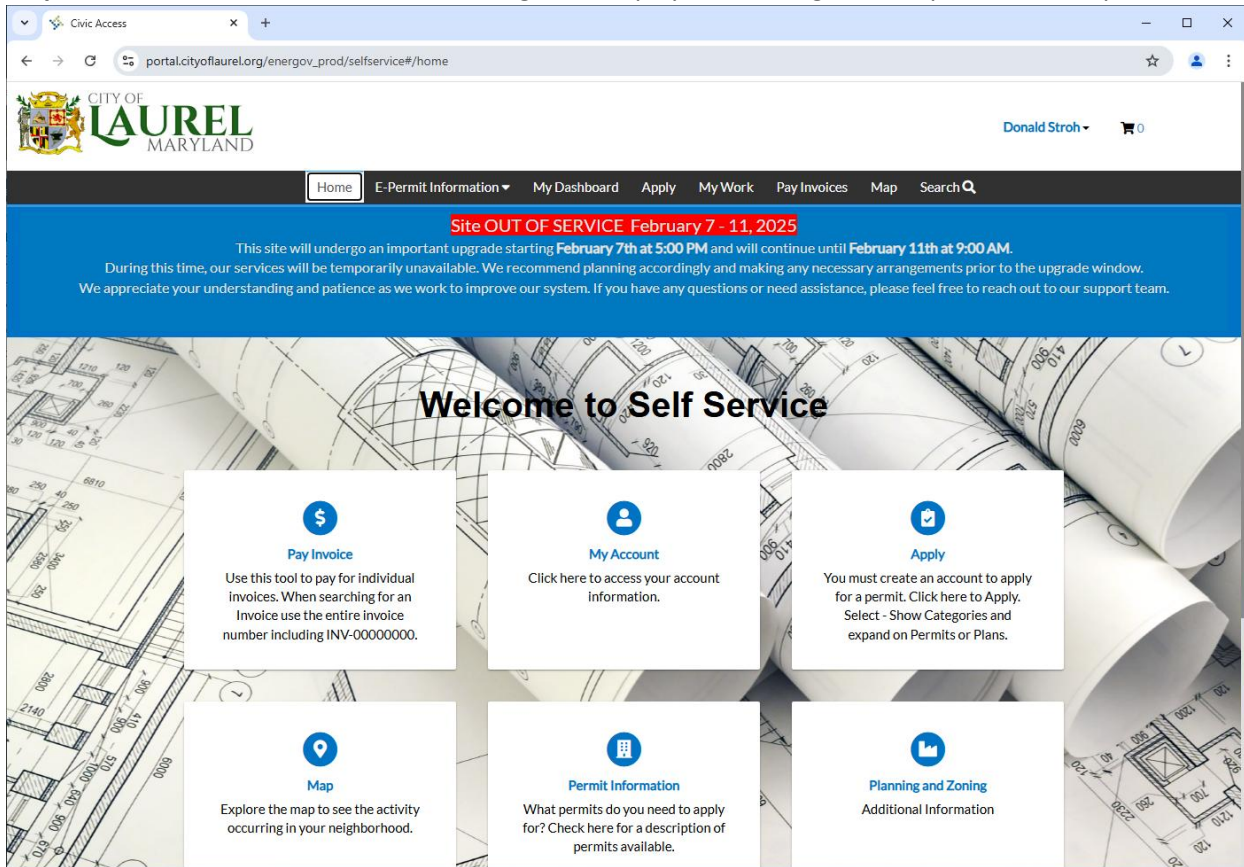
Enter Code

Verify

[Return to authenticator list](#)


[Back to sign in](#)

**Step 7:** If successful, the ePermits Home Page will display. The re-registration process is complete.





### Subsequent Logon After February 11, 2025


For subsequent logins (after re-registering in the upgraded Permits 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


CityofLaurel@gmail.com

☐ Keep me signed in

[Next](#)

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


[Create an account](#)




Verify It's you with a security method

CityofLaurel@gmail.com

Select from the following options

 Email

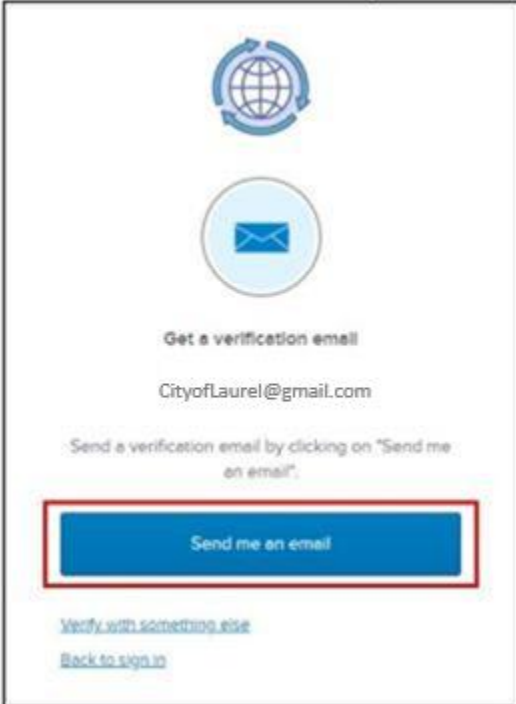
[Select](#)

 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 verification screen with a white background. At the top, there is a blue circular icon containing a globe with a circular arrow around it. Below this is another blue circular icon containing an envelope. Under the envelope icon, the text "Get a verification email" is displayed. Below that, the email address "CityofLaurel@gmail.com" is shown. A line of text reads: "Send a verification email by clicking on 'Send me an email'". Below this text is a blue rectangular button with the text "Send me an email" in white. This button is highlighted with a red rectangular border. At the bottom of the screen, there are two links: "Verify with something else" and "Back to sign in", both in blue text.

Get a verification email

CityofLaurel@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>  
**Sent:** Saturday, February 8, 2025 1:28 PM  
**To:** CityofLaurel@gmail.com  
**Subject:** One-time verification code




Hi CityofLaurelUser,

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:

963974

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

Verify

[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.



Verify with your password

Password

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

Upon successful authentication, the ePermits Home Page will display.

City of LAUREL MARYLAND

Donald Stroh

Home E-Permit Information My Dashboard Apply My Work Pay Invoices Map Search

**Site OUT OF SERVICE February 7 - 11, 2025**

This site will undergo an important upgrade starting **February 7th at 5:00 PM** and will continue until **February 11th at 9:00 AM**. During this time, our services will be temporarily unavailable. We recommend planning accordingly and making any necessary arrangements prior to the upgrade window. We appreciate your understanding and patience as we work to improve our system. If you have any questions or need assistance, please feel free to reach out to our support team.

## Welcome to Self Service

**Pay Invoice**

Use this tool to pay for individual invoices. When searching for an invoice use the entire invoice number including INV-00000000.

**My Account**

Click here to access your account information.

**Apply**

You must create an account to apply for a permit. Click here to Apply. Select - Show Categories and expand on Permits or Plans.

**Map**

Explore the map to see the activity occurring in your neighborhood.

**Permit Information**

What permits do you need to apply for? Check here for a description of permits available.

**Planning and Zoning**

Additional Information

## Frequently Asked Questions

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

The ePermits Portal 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 ePermits Portal?***

Send an email to [fmpps@laurel.md.us](mailto:fmpps@laurel.md.us) or call the Fire Marshal and Permit Services at 301-725-5300 ex 2238.

### **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 ePermits 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 the City of Laurel.

Go back to the login page and enter the email and password you or a coworker reregistered with. You should be able to login and do not need to go through the reregistration 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 Fire Marshal and Permit Services at 301-725-5300 ex 2238.

**8. *Does my password need to be the same as my current Permit Portal 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: 2/8/2025 Updated: