How to activate your account in ePermits:

1. **Use either Microsoft Edge or Apple Safari web browser.** Internet Explorer will not work - even if it looks like it's working, it is not. Google Chrome doesn't play nice either.

2. On the ePermits welcome page, under the Contractor Access log in, choose "Activate Account"

3. From there, you will need to start typing the business name and then **pause**. A box will pop up below the business name field with the options of businesses we have in the system. Choose your business name from the list of options, rather than continuing to type the name.

   For example, for a business that starts with "w-o-o-d" it would look like this:

   Just choose the correct business name from the list.

4. Next, enter the contractor license type from the drop-down menu and then type the license number. NOTE: The license number must match what you entered when you registered for the account.

5. Check the box attesting to your role as an authorized agent for the company.

> **IF YOU DID STEPS 1-5 CORRECTLY, THE CORRECT EMAIL ADDRESS USED IN OUR SYSTEM WILL PREPOPULATE IN THE "*EMAIL ADDRESS" FIELD AT THE BOTTOM.**
>
> If the email address does not populate, something does not match our records. Please make sure you paused when typing the business name and chose from the list (Step #3) and verify your license number (Step #4)

6. Choose a username and password. Pay attention to the rules for those items.
   a. The username must be at least 7 characters – numbers and letter only.
   b. The password must be between 5 and 25 characters – at least one number, one capital letter, and one symbol.

7. DO NOT change the email address at the bottom. It must match the one in our system.

If you have tried the above instructions and the account will not activate OR if you need to change the email address or license number on the account, please submit the form listed below (also available on our website).

Please note: There are a lot of people activating their account all at once. Please allow at least **2 business days** for a response to the form once it is submitted.