FAQ – Eproval Event Management Software

Last Updated December 2025

Q: Why is there a new application for special event requests?

A: Eproval will replace the back-and-forth emails among event organizers, Special Events staff, and application reviewers. Now staff and event organizers will have the opportunity to openly communicate and get status updates in real-time. Additionally, event organizers will be able to copy information year-to-year from previously submitted applications.

Q: If I've already submitted a special event request using the old application, will I need to resubmit it using Eproval?

A: If your application was submitted prior to January 7, 2025, you do not need to resubmit your application. Our staff will continue to manage previously submitted event applications outside of Eproval.

Q: Have the requirements for hosting a special event in Raleigh changed?

A: The requirements have not changed. Information regarding hosting a special event can be found in the Special Event Planning Guide.

Q: How do I create an account in Eproval?

A: Go to https://eproval.raleighnc.gov/ and select "create an account now" to get started.

Q: Are there any resources to help me navigate the new system?

A: Yes! By clicking on the "?" icon next to your login name in the upper right corner, you will have access to special event resources, including an Applicant User Guide.

Q: Why can't I submit my application?

A: Eproval has a built-in validation system. Applicants must answer all applicable required fields. All fields that are NOT marked as "Optional" are "Required". If you attempt to submit your application without all of the "Required" fields, the system will generate an error and redirect you to the section with the missing "Required" information. Click the "Save and Proceed To Next Step" button at the bottom of the step once you are satisfied with the answer(s). Try reviewing the information provided on the step and save it again to see if the step passes validation.

Q: What do the green checkmarks (next to the step name) stand for?

A: The green checkmark represent all fields within the step have passed system validation.

Q: **What do the yellow exclamation marks (next to the step name) stand for?**

A: The yellow exclamation mark represent at least one field within the step have not passed system validation.

Q: **I can't find the application on my dashboard. What should I do?**

A: From the Application Dashboard: Select Older Applications. From The Applications Page: Search for any previously submitted applications, using Application Type, Keyword or a Date Range.

Q: What do all of the colored dots mean?

A: The colored dots represent the status of a particular section/drawer of your application. The Status Legend can be found on the Application Review page for each application.

Q: What do I do if I forgot my password?

A: 1. Select the Profile Icon in the upper right corner. 2. Select Login. 3. Select Forgot Password.

Q: How do I view my invoice(s)?

A: To view invoices for an application, 1. Open an Application. 2. Select the Billing tab. All invoices for the selected application will be displayed.

Questions? We're here to help. Contact The Office of Special Events, 919-996-2200,
specialevents@raleighnc.gov