



# Permit and Development Portal Help Form

Development Services Customer Service Center • One Exchange Plaza, Suite 400 | Raleigh, NC 27601  
Litchford Road Satellite Office • 8320 Litchford Road, Suite 130 | Raleigh, NC 27615

If you are experiencing technical issues with the Permit and Development Portal, please complete this form.

You can submit this form in two ways: (1) Submit in-person to the front desk staff at either office location  
OR (2) Email the form to [DS.help@raleighnc.gov](mailto:DS.help@raleighnc.gov)

**Not receiving a confirmation email to register or reset your password?**

Check your spam/junk folder and firewall/security features.  
The confirmation email comes from: [svc.csssmtp@tylerhost.net](mailto:svc.csssmtp@tylerhost.net).

GENERAL INFORMATION (*information is required)	
*First name:	*Last name:
Company name (if applicable):	
*Permit portal email address:	
Permit portal user name:	
PROJECT INFORMATION (*information is required)	
Please provide information for an ACTIVE project with the City of Raleigh.	
*Permit type (plumbing, zoning, electrical, etc.):	
Permit number(s):	
*Project address:	

Please provide a detailed description of the issue you are experiencing:

Submittal instructions for this form are located at the top of the page.