

Permit and Development Portal

Registration Instructions and FAQs



Raleigh
Permits

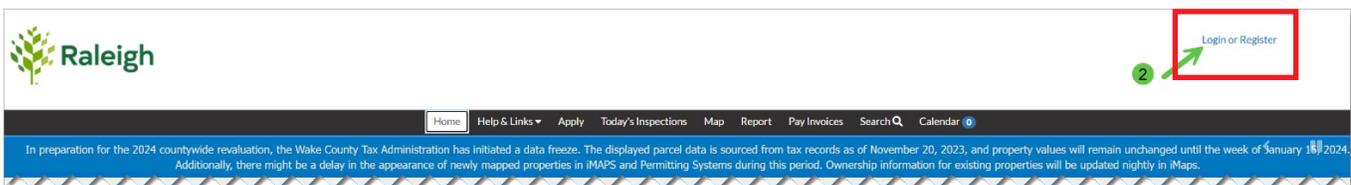


On December 13, 2023, the Permit and Development Portal login requirements will change. Logins will have two-way authentication to enhance the security of the portal. Portal users will need to change their login from a username and password to an email and password. Please use the email address associated with your Permit and Development Portal account. Below are the instructions to help guide you in updating your login credentials.

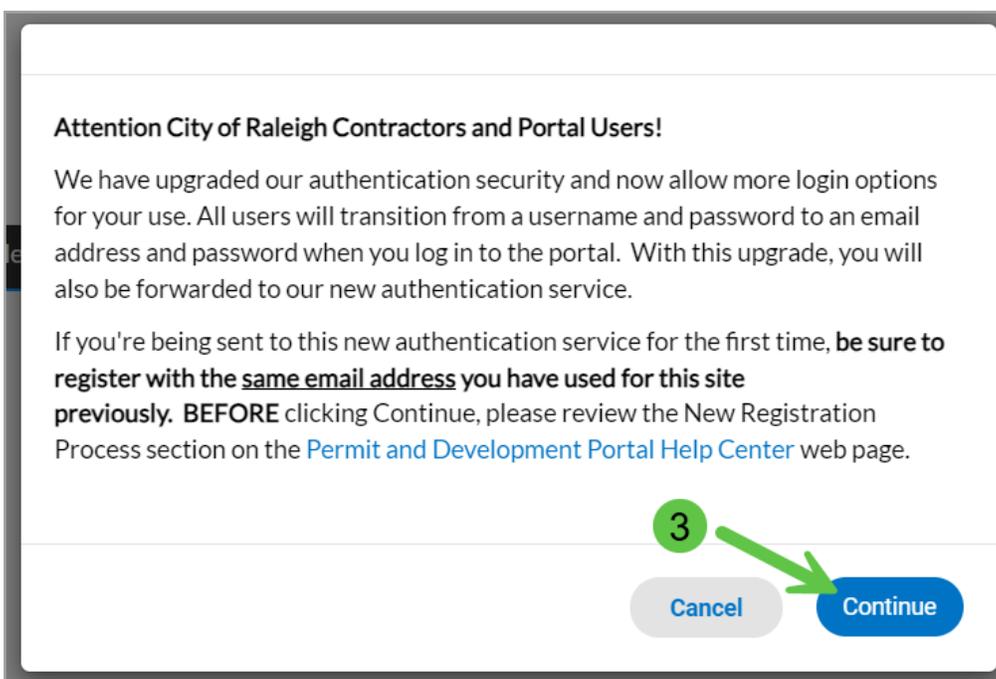
First time using the new login feature on the Permit and Development Portal?

1. Before you begin, review this [Registration Instructions and FAQs](#) guide completely. Now you're ready to register!

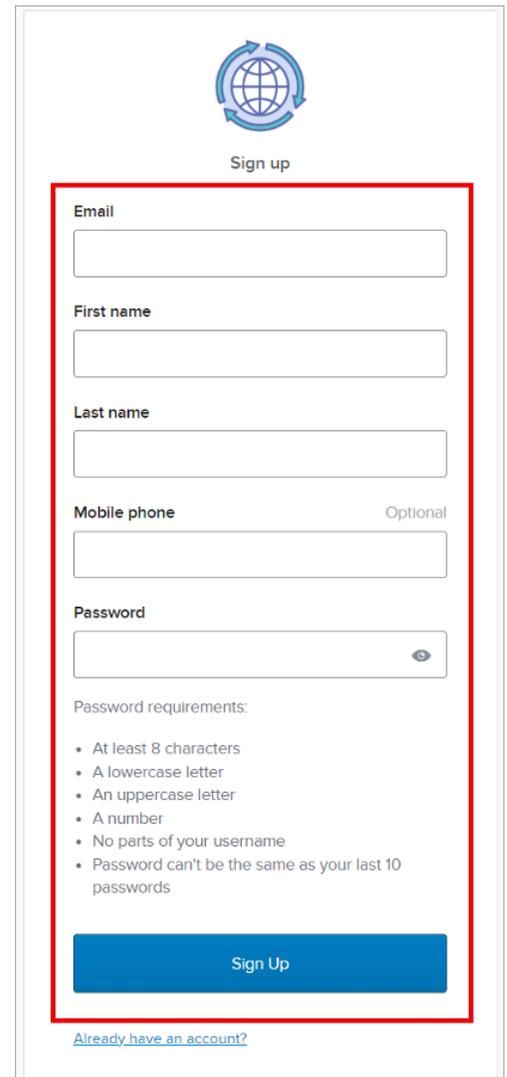
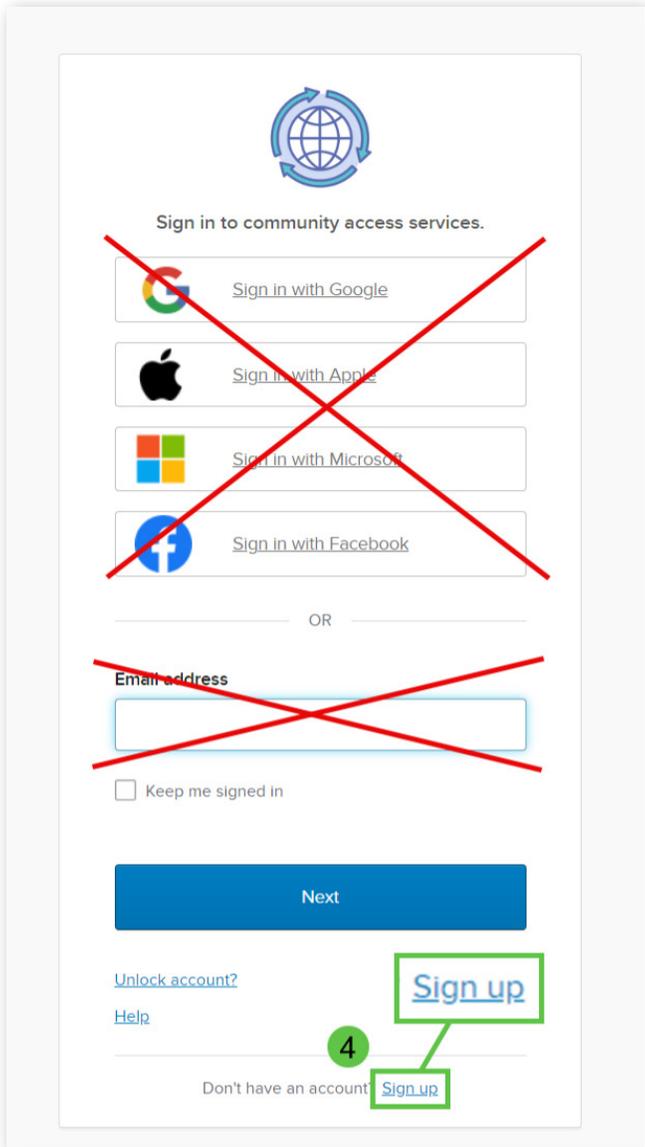
2. Click **Login or Register**



3. Read this message. Click **Continue**.



4. Click **Sign Up**.

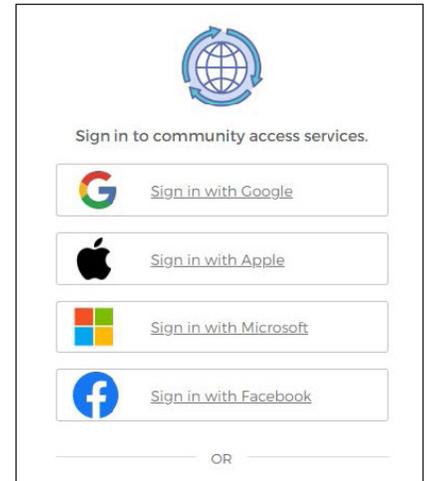


5. If you made it to this screen, you're doing great! Fill out the fields as pictured in the red box and select **Sign Up**. Be sure to enter the same email address you have used for the Permit and Development Portal previously, including your first name, last name, mobile phone number, and a new password.
6. You will receive a verification code in your email address to confirm your account. Enter the verification code and click "**Verify**".

First time trying the social login option?

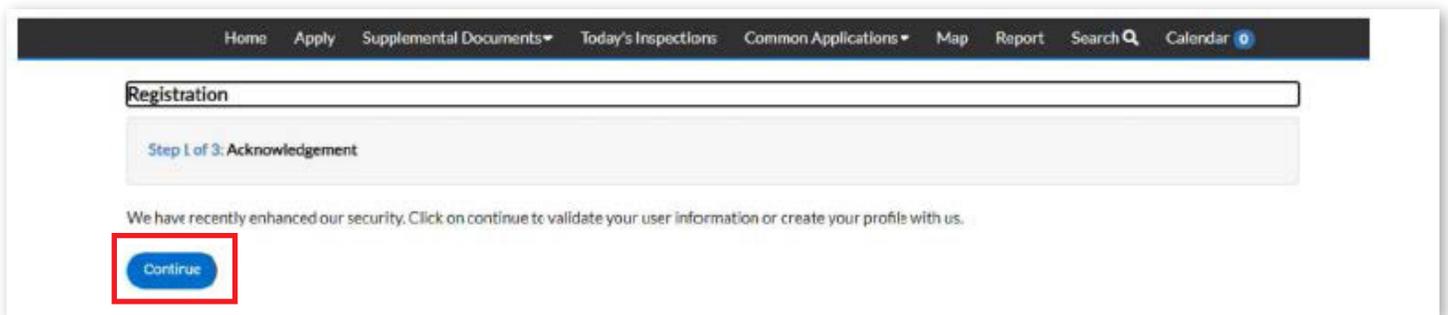
You may also select one of the social login options including Google, Apple, Microsoft, or Facebook IF that email address is the same email you've used for the Permit and Development Portal account before.

If you selected a social login option, you will be directed to that application you selected. Enter the same email address you have used for the Permit and Development Portal, and login using your existing password for that application.



Upon successfully completing registration:

1. You will be directed back to the Permit and Development Portal site and prompted to review your contact information. Update the information as needed or click "**Continue**" if the information is correct.



2. After confirming your account information, the process is complete, and your dashboard will appear.

Registration FAQs

1. Why do I need to update my Permit and Development Portal account login?

We have updated our login process to include two-way authentication to enhance the security of the Permit and Development Portal. This requires you to register using your email address.

2. What if I don't know the email address attached to my Permit and Development Portal account?

Please read the Registration Process section on the Permit and Development Portal Help Center BEFORE you try to register.

If you are still having problems, please email us at ds.help@raleighnc.gov with the following information:

In the Subject line, type **"TID-C - Unable to register"**

In the body of the email, please provide:

1. Your current Username (this will help us tremendously)
2. Your First Name and Last Name
3. Your Phone Number
4. The Email Address you believe you should be using to register
5. The name of your company, if applicable
6. If known, a plan or permit number (ex., BLDR-012345-2023) that is associated with your name
7. A description of the problem
8. A screen snapshot where your problem occurred.

3. When I register my account, will my existing permits and plans be linked to the updated account?

Yes, after you finish the registration, you will see the same account details as before.

4. If I use a social login tool to register (Google, Microsoft, Apple or Facebook), will I be able to login with my email account at another time?

If you register using Google, Microsoft, Apple, or Facebook you will need to continue to use the same login method each time.

5. What if I don't see any of my permits or plans after registering?

Check to make sure you are using the same email that you use currently. If you are still having problems, please email us at ds.help@raleighnc.gov with the following information:

In the Subject line, type **"TID-C - Do not see plans or permits"**

In the body of the email, please provide:

1. Your current Username (this will help us tremendously)
2. Your First Name and Last Name
3. Your Phone Number
4. The Email Address you used to register
5. The name of your company, if applicable
6. If known, a plan or permit number (ex., BLDR-012345-2023) that is associated with your name
7. A description of the problem (ex., I re-registered and don't see any of my plans or permits)
8. A screen snapshot where your problem occurred.