

E-Permits Portal Customer Support Guide

Need Help? Follow the steps below to get your E-Permits Portal-related questions answered.



Step 1 – Review the E-Permits Portal Resources on the [DHCD Permits](#) website:

- [How to Create an E-Permits Account](#)
- [E-Permits Resources](#)
- [E-Permits PIN Record Number Process Guide](#)
- [Permit Like a Pro](#)



Step 2 – If you have questions, use the **subject guide** below submit your questions. Please be sure to include your name, phone number and clearly describe your question or concern.

SUBJECT LINE GUIDE - If you have a question about:	Type this in the email subject line:	Use this email address:	Department Name and Phone Number Available Mon-Fri 8:30a – 3:30p
How to Create An E-Permits Account	E-Permits Account	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809
How to Connect Your New E-Permits Accounts to Your Previous Permits or License Registration Information	E-Permits PIN Record Number Process	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809
DHCD Permits*	Permits	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809
DHCD Inspections	Inspections	DHCD.ConstructionInspection@baltimorecity.gov	Construction and Demolition 410-396-3470
ProjectDox (ePlans) - uploading plans	ProjectDox	DHCD.PlansReview@baltimorecity.gov	Plans Review 410-396-3460
License Registrations	License Registrations	DHCD.TradesLicense@baltimorecity.gov	Permits Office 443-984-1809
Trouble Accessing the Portal	Access Issues	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809

*DHCD Permits (One- and Two-Family Combo, Commercial and Multifamily Combo, Use and Occupancy, Razing or Moving, and Temporary Event)