



What's New with the New DHCD E-Permits System Volume 2

Welcome to our new DHCD E-Permits System update series! In this series, we share the updates and changes you will see in the new E-Permits system. **This issue highlights features in the E-Permits Portal.**

10 Features of New E-Permits Portal

1



You must create a new account in the E-Permits Portal.

- If you had an account in the prior system, you can create your new account using the same information you used before.

2



Once you make an account, you can link it to your old permits or license records using the [PIN Record Number process](#).

- An email with a PIN number and your permit or license registration number has been sent to the email address we have on file for prior customers.
- If you had more than one permit or license, you will get several emails, each with a different PIN.

3



You can pay fees by clicking the payment link in the E-Permits Portal.

- All outstanding balances must be paid before permits are issued or license registrations are approved.

4



E-Permits uses email to send updates or ask for more information from customers.

- E-Permits does not have a message board.

5



All inspections must be scheduled online through the E-Permits Portal.

- The QuickTrac phone scheduling system is no longer available.

6



Click the "Save and Resume Later" button to save your work when you are submitting a permit or license application.

- E-Permits does not save your work automatically.

7



E-Permits will log you out after 20 minutes of inactivity.

8



'Help bubbles' provide information to help you complete the permit application.

9



You can use the Google language translation feature to translate the E-Permits Portal webpage.

10



When you enter the address on a permit application, the E-Permits Portal automatically adds the parcel (block and lot) information.