



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'll 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 are a current account holder, you can use the same account information to create your new account. If you used ePlans (ProjectDox), you **must** use the same email account to connect your new account to your prior records.

2



Once you create an account, you can connect your account to your existing permits/license registrations via the PIN record number process.

- We sent an email with instructions and your PIN information on 2/3/2025.

3



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

4



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

5



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

6



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.

7



Emails with status updates and requests for more information will replace the message board.

8



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

- We retired the QuickTrac phone scheduling system.

9



Save your work using the Save and Resume Later button when submitting a permit or license registration application.

- The E-Permits Portal does not auto-save.

10



The system will automatically sign you out after 20 minutes of inactivity.