

ePortal – How to Re-Register for an ePortal Account After Nov. 15, 2024

Prince William County, VA upgraded our ePortal application on November 15, 2024 to allow customers to use Google, Apple, Microsoft, or Facebook to log into their ePortal accounts if they wish. Customers can also use their existing company/private emails.

Due to this change in the login methods, it does require everyone to re-register. You must register using your **“email”** **NOT** your User Name. User Names are no longer being used.

If you want your new registration to be linked to your existing contact in the application so that you can continue to view the plans/permits linked to your account, then please use the email address that is linked to your existing contact.

If you would like to change to your Facebook, Google, etc. accounts and the emails linked to those accounts are not currently associated to your contact in the application, then you will need to contact us so that we can merge your contact records and you can then view your cases online. *This could take up to 24-48 hours depending on when you request the merge.*

The best way to keep things simple is to use the existing email address linked to your contact record... the email used when you originally registered.

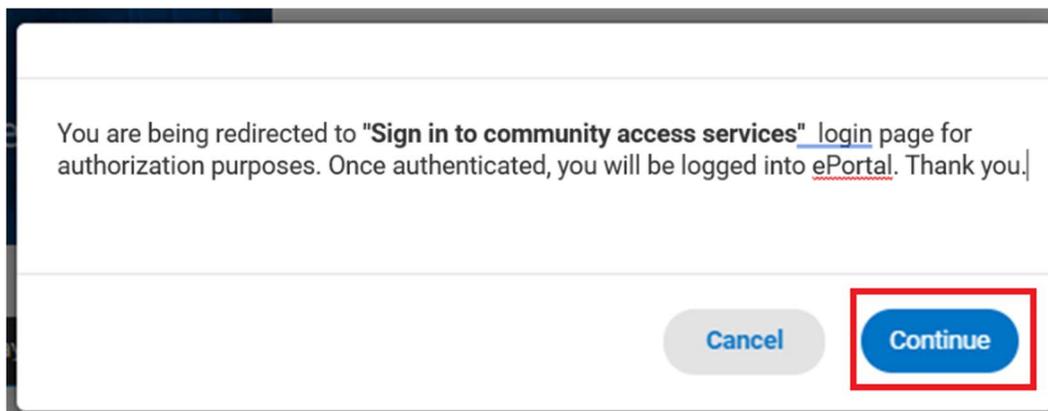
PLEASE NOTE: If you have an account with another jurisdiction (such as Loudoun County) and you get an error that the email is already being used, you need to login using the same account info as the other jurisdiction. We are using the same service, so it will see you in the system.

To re-register, simply follow these steps.

Step 1: Click on **Login or Register** in the upper right-hand corner.



Step 2: You will receive this message, click on **Continue**:



Step 3: If you plan to use Facebook, Google, Apple or Microsoft with your new registration then click on those buttons. Otherwise, if you plan to use your existing email (email used when you originally registered ← **recommended method**) then click on **Create an account**.

Sign In to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Keep me signed in

Next

[Unlock account?](#) [Help](#)

Create an account

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Step 4: Next fill in your name and email address (phone is optional), then click on **Sign Up**



Important: Although the phone number is optional, please enter a number in case we need to reach you.


Create an account

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

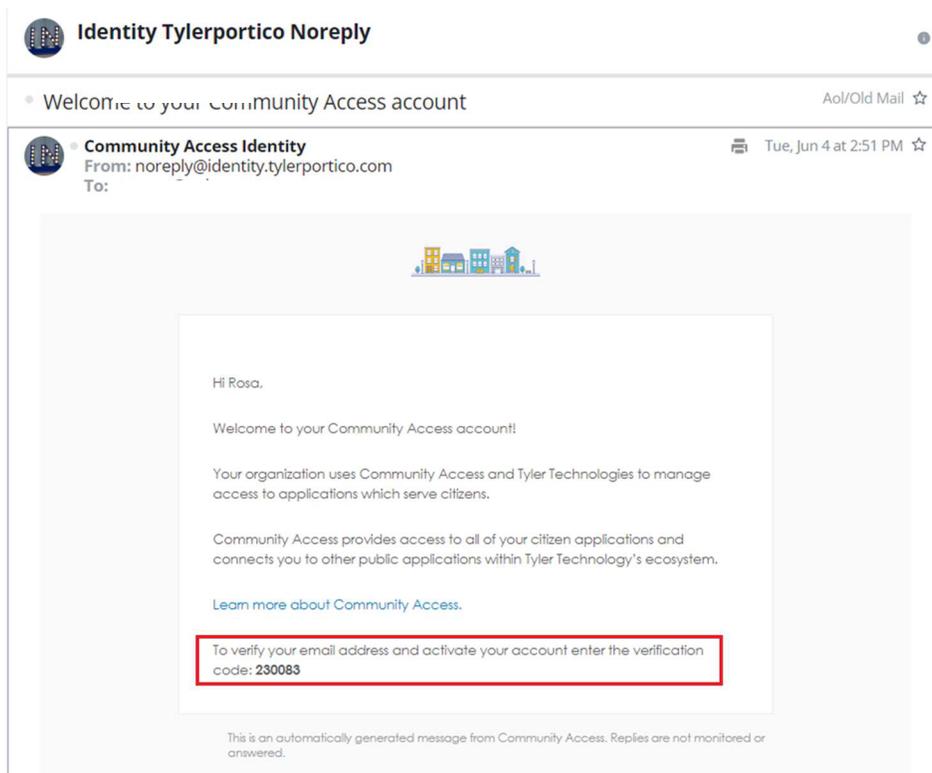
[Already have an account?](#)

Step 5: The application will send an email to the account you registered under. The **Email From** will be: **Community Access Identity**

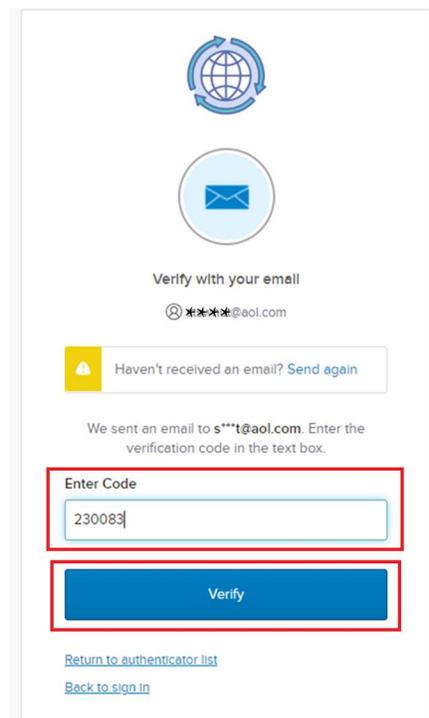
Community Access Identity ☆ **Welcome to your Community Access account** Hi Rosa, Welcome to your Community Access account! You...

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Step 6: Open the email and take note of the verification code.



Step 7: Enter your verification code in the appropriate field on your screen. Then click on **Verify**. If you do not receive the email, you may also click on **Send Again**.



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Step 8: You will be taken back into ePortal, click on **Continue**.

The screenshot shows the top navigation bar with the Prince William County logo and 'Development Services ePortal'. Below the navigation bar, there is a 'Registration' header and a sub-header 'Step 1 of 3: Acknowledgement'. The main content area contains a welcome message: 'Welcome to Prince William County, VA's ePortal! Please enter a valid email address to start your registration process. If the email already exists, the application will let you know. Then proceed to "Log In". From there you can either log in, choose to reset your password, or email your username.' At the bottom of the form, there is a blue 'Continue' button highlighted with a red box.

Step 9: Confirm the information and click on **Next**.

The screenshot shows the 'Registration' page at 'Step 2 of 3: Personal Info'. The form includes fields for 'First Name' (filled with 'ROSA'), 'Middle Name', 'Last Name' (filled with 'MORAN'), 'Company' (filled with 'PRINCE WILLIAM COUNTY'), '* Contact Preference' (set to 'Email'), and '* Email Address' (filled with '***@aol.com'). A '*REQUIRED' label is present. At the bottom, there are 'Back' and 'Next' buttons, with the 'Next' button highlighted by a red box.

Step 10: Confirm the information and click **Submit**.

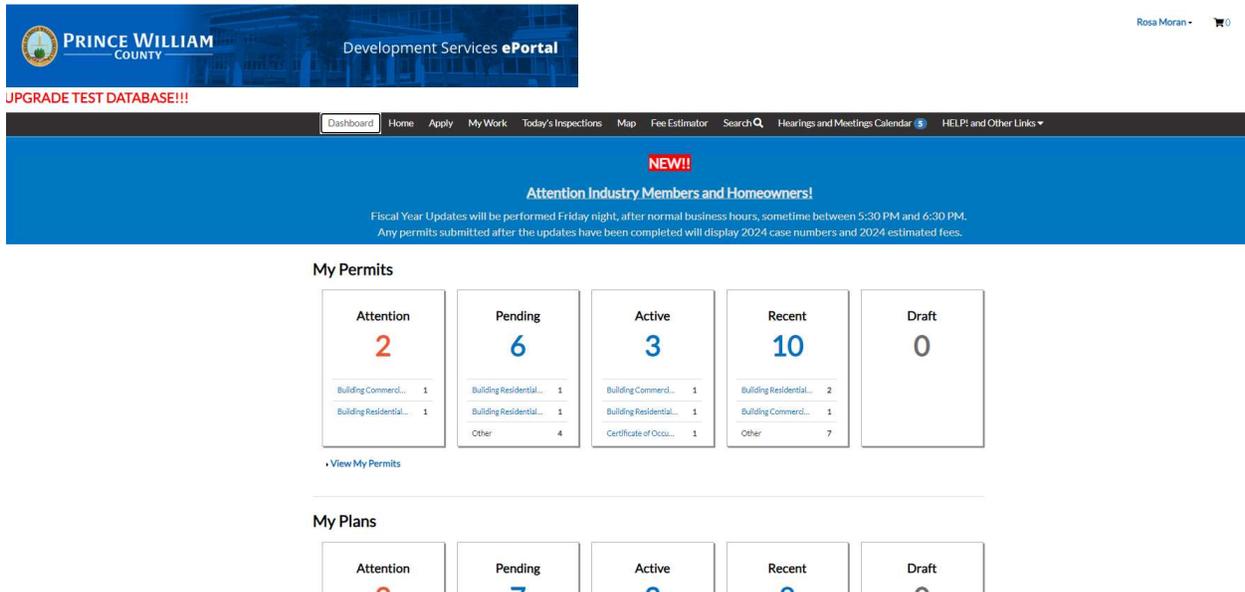
The screenshot shows the 'Registration' page at 'Step 3 of 3: Address'. The form includes fields for '* Address' (filled with '5'), 'City' (filled with 'WOODBIDGE'), 'State' (filled with 'VA'), and 'Postal Code' (filled with '22192'). A '*REQUIRED' label is present. At the bottom, there are 'Back' and 'Submit' buttons, with the 'Submit' button highlighted by a red box.

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Step 11: You'll receive a "Thank you" then click on **Return to Home**.



You have now officially re-registered. If you used the existing email address that is linked to your contact, you should see all of your records on your Dashboard as normal.



If your Dashboard is empty and you know you have cases link the system, then the email used was not the same as your existing contact. Please contact **703-792-6875, M-F 8:00 a.m. to 4:30 p.m. or email DMS@pwcgov.org** for assistance. Explain that you just re-registered using a different email than you originally registered with and need to be linked to your cases; provide your old username/email used for eportal as well any other identifying information, such as a current case number, your main address, or phone number. Staff will merge your old contact with your new contact.