

Click “password” to use your password. If you don’t recall your password, you can click “forgot password” to get a reset link. Please Note: This will also change your password for the other jurisdiction since the account is now the same.

Select from the following options

Verify with your password

Back to sign in

Forgot password?

If you click “email” in this section, you will receive a verification code instead of needing to use your password.

4. When I try to register, I get stuck on step 2; the “next” button isn’t clickable.

In this instance, the original email address used for the account may have been changed over time with new people using the same account, and our system isn’t able to discern the “correct email” to use, so it gets stuck here. Or there are multiple contacts with the same email address. Please email DMS@pwcgov.org and let them know you are stuck with the “next button” greyed out on step 2 and would like to have your account looked at by IT. Please identify the email address that you have access to in your email to us, so we can make sure the account is updated correctly.

Registration

Step 2 of 3: Personal Info

Back Next

*If you no longer have access to the email address used for the account, registering with your email address would be the best option so you can proceed with new applications.

**In some instances, we can merge duplicate accounts. Please note: We only merge accounts that are duplicated in some way for the same person or where someone inadvertently registered with a different email address than their original account.

5. Every time I log in, it sends me a verification code; I want to use my password.

You can click “verify with something else” and then click “password.”

Get a verification email

Verify it's you with a security method

Back to sign in

6. I’m logged in, but I don’t see any or not all of my active projects.

It’s possible that when you registered, you used a different email address than your original account had on file, so you have technically created a new account. The good news is that you can apply for new projects, but you must reach out to see if IT can merge your accounts. Please email DMS@pwcgov.org and let them know your name, the old email address (if you have it), the new email address, the location address, and the phone number. The IT department will check if they can merge the accounts with the new email address. Someone may reach out if they need additional information.

7. I’m logged in but don’t see my old completed projects under My Work.

The My Work section can be a bit particular. So try changing the “last year” to a specified date range (sometimes the larger, the better) and click the magnifying glass button.

8. When I go back to try reregistering again, it has “continue registration or cancel registration” in the top right of the window and I get an error.

Please clear your browser cache totally; the system sees that you have been trying to reregister before and are erroring. How to clear cache using [Chrome](#), [Edge](#), [Firefox](#), [Safari](#)