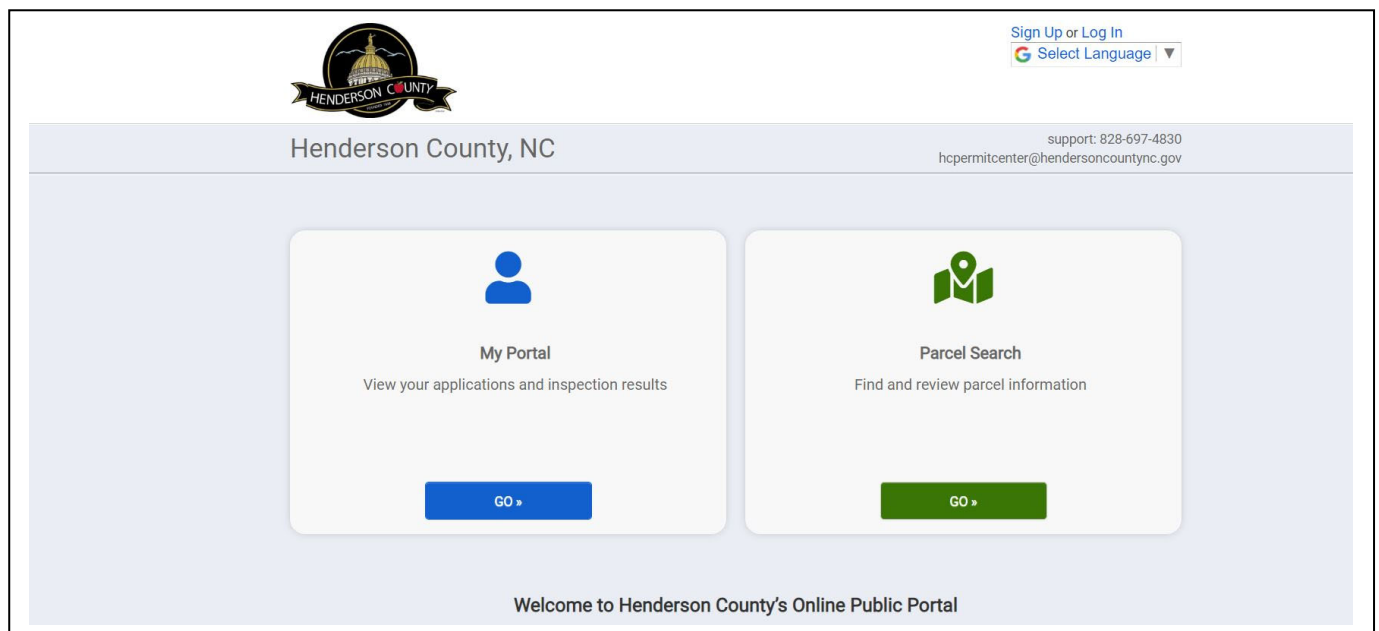


How To: Citizen Portal Registration and Login

If you want to submit a permit application, pay fees online, or schedule an inspection you will need to create an account and login. Instruction to register for an account are provided below. **You do not need to create an account or login to view permits or public information in the portal. Just use the search function on the portal.**

How to Register for the Citizen Portal

- **Go to the Citizen Portal for Henderson County.** We suggest you bookmark this page or create a shortcut on your desktop to make it easy to come back to later.
- In the top right corner of the page, click **Sign Up**. This will open the three-step account registration page.



Account

- Enter your **Email Address**. (This email address must be valid.) Once registration is completed, a verification email will be sent to the address provided.
- Enter a **Password** of at least 8 characters and then enter the same password in the **Confirm Password** field.
- Enter an **Access Code**, if applicable, to associate the new portal account with any permits you have already applied for. (If you do not have an access code, skip this step or contact Henderson County Permitting and Inspections for more information.)
- Click **Next**.

1 Account 2 Contact 3 Review

Create a Portal Account

Do you already have an account? [Sign In](#)

Email Address: * Valid Email Address

Password: * Minimum 8 characters

Confirm Password: * Re-enter password

Access Code

Code:

The access code will help associate your new account with any permits you may already have applied for. Don't have one? [Skip this step.](#)

Contact

- Enter any applicable contact information, such as **Account User Name or Business Name, Address, and Phone #**. *Required fields are indicated with an asterisk (*)*.
- Once all necessary fields have been completed, click **Next**.

Review

- Verify that all information provided is correct
- If changes need to be made, click **Edit** next to that section of the account application. This will bring you back to the step.
- Click **Terms and Conditions** to view the terms of use provided by Henderson County in a new tab.
- Once you have reviewed the terms and conditions, check the box at the bottom of the page to agree to these terms.
- Click **Create My Account** once all information has been reviewed and changes have been made. A verification email will be sent to the email address provided. (Check you spam or junk email folders if you do not receive an email shortly after creating your account.)
- You must **Verify** your registration before logging into the portal.

How to Log In to the Citizen Portal

- **Go to the Citizen Portal for Henderson County**. We suggest you bookmark this page or create a shortcut on your desktop to make it easy to come back to later.
- In the top right corner of the page, click **Log In**. (If you have not yet registered for an account, you will need to register before continuing.)
- Enter your email address and password into the available fields and click **Log In**.

How to Reset your Password

- In the top right corner of the page, click **Log In**.
- Click the **Forgot your password** link.
- Enter your email address and click **Submit**. A window will display informing that an email has been sent with instructions to reset your password.
- From the email, click the **Reset Password** button.
- In the window that displays, enter and re-enter your new password.
- Click **Change Password**.

For more information or assistance, please contact Henderson County Permits and Inspections staff at hcpemitter@hendersoncountync.gov or by phone at (828) 697-4830.