

ePortal – How to Re-Register for an ePortal Account

Prince William County, VA recently upgraded our ePortal application 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.

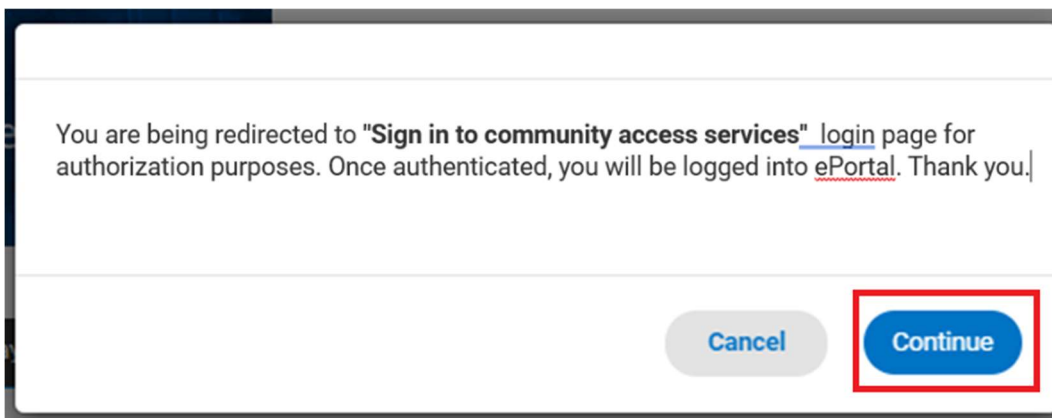
The best way to keep things simple is to use the existing email address linked to your contact record... the email used when you first registered.

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](#)

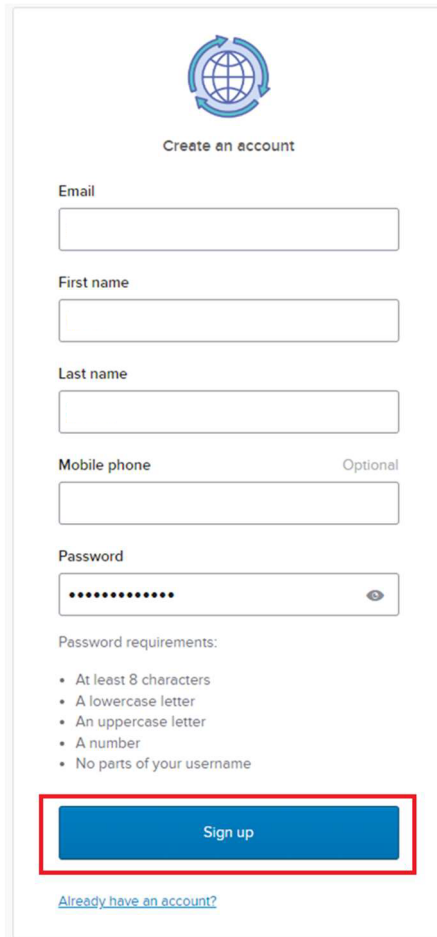
[Unlock account?](#) [Help](#)


[Create an account](#)

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

Sign up

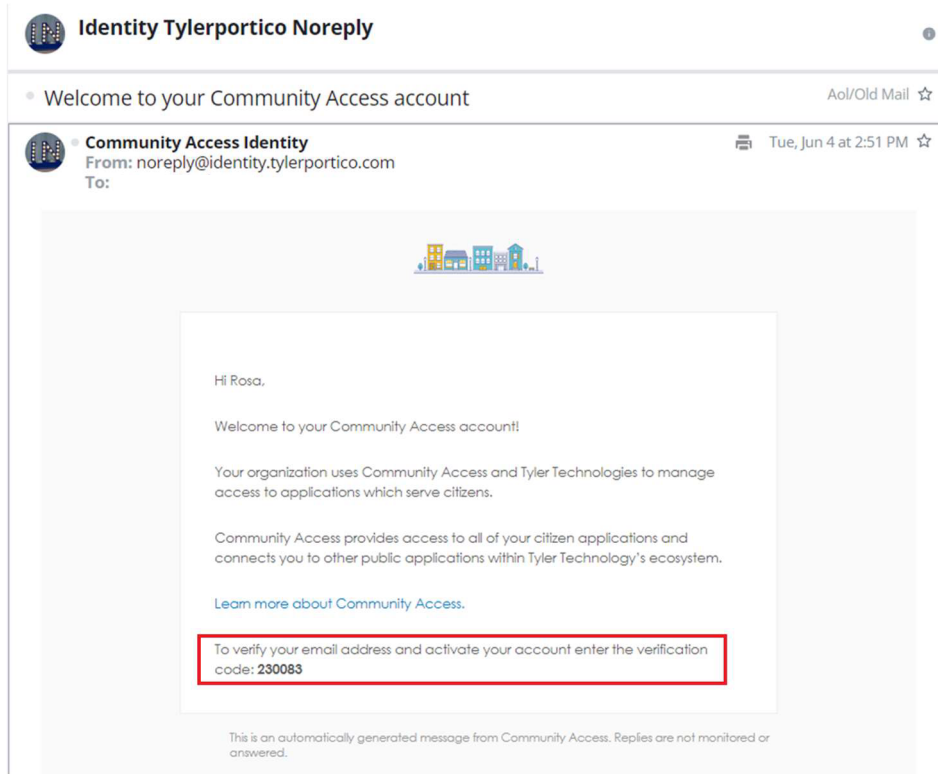
[Already have an account?](#)

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

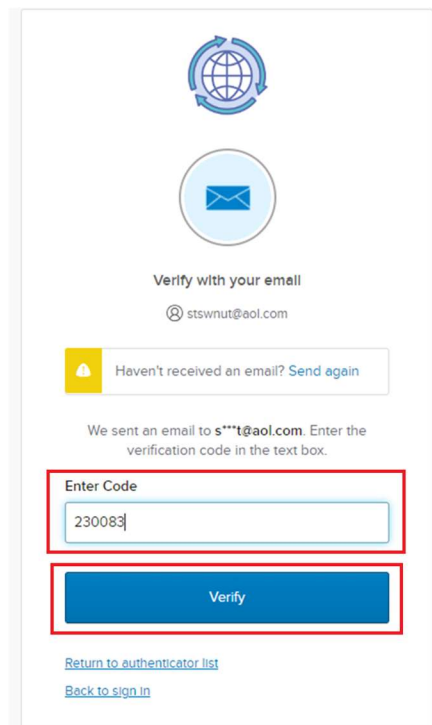
• **Community Access Identity** ☆ **Welcome to your Community Access account** Hi Rosa, Welcome to your Community Access account! You...

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

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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**.



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

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The screenshot shows the top of the ePortal website with the Prince William County logo and navigation menu. Below the header, a red banner reads "UPGRADE TEST DATABASE!!!". The main content area is titled "Registration" and "Step 1 of 3: Acknowledgement". It contains a welcome message and instructions: "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." A blue "Continue" button is highlighted with a red box.

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

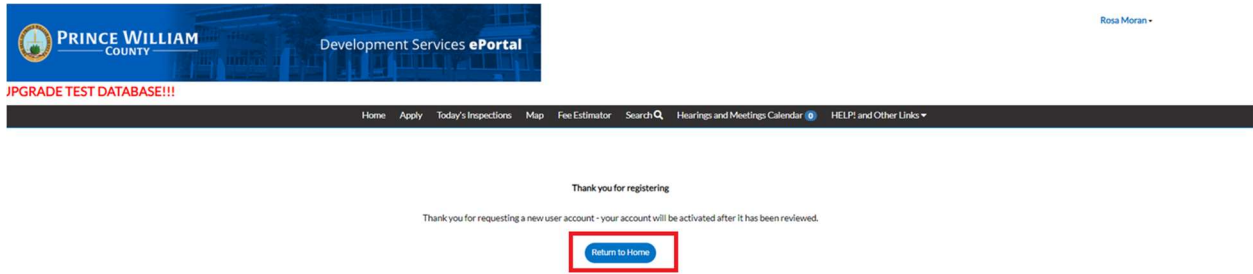
The screenshot shows the "Registration" page at "Step 2 of 3: Personal Info". It features several input fields: "First Name" (filled with "ROSA"), "Middle Name" (empty), "Last Name" (filled with "MORAN"), "Company" (filled with "PRINCE WILLIAM COUNTY"), "Contact Preference" (dropdown menu set to "Email"), and "Email Address" (filled with "stswm@aol.com"). A "Back" button and a "Next" button (highlighted with a red box) are at the bottom.

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

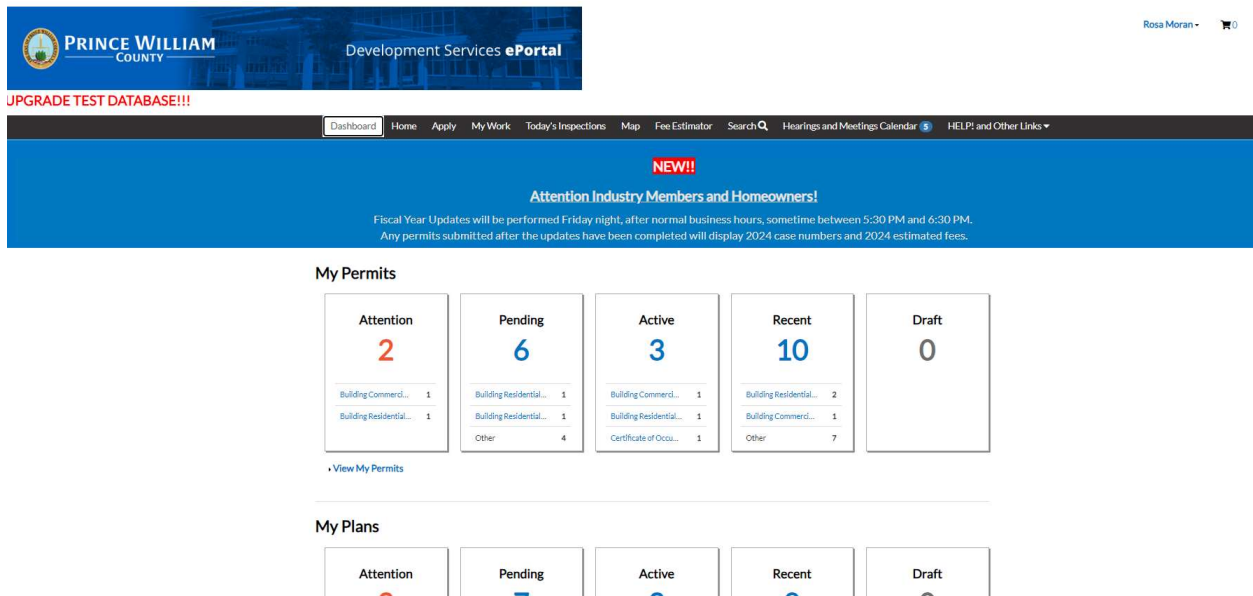
The screenshot shows the "Registration" page at "Step 3 of 3: Address". It contains input fields for "Address" (filled with "5" and "270"), "City" (filled with "WOODBIDGE"), "State" (filled with "VA"), and "Postal Code" (filled with "22192"). A "Back" button and a "Submit" button (highlighted with a red box) are at the bottom.

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

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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. Staff will merge your old contact with your new contact.