ePortal - Trouble Re-Registering or Logging In

Do you do business with either Loudoun County or the City of Alexandria?

If yes, and you use the same email address with them as with us, you just need to log into our system with the same login info you use with those jurisdictions, including the same password. We use the same software, and that means that the system will know that you have an existing account with Tyler Portico Citizen.

If not, please click "create an account" at the bottom of the sign-in screen to re-register. (see #2)

1. When trying to re-register, I get a 400 Bad Request error

This means you are using a bookmark that is now broken. Please go to <u>www.pwcva.gov/eportal</u> and save a new bookmark.



2. There is no place to Re-Register, my previous login isn't working, or I'm not receiving an email when I click "forgot password."

To re-register, you must click "create an account" and fill in your old email address and information. You cannot log in until you have done the re-registry, including trying to reset your password.



If you try to log in but have not yet re-registered completely and you try resetting your password and do not get an email, please try re-registering again by clicking "create an account." Please verify that you use the email address you initially used to create the account. Sometimes, email addresses change, but the system needs the original email address to link the account.

3. When I try to re-register by clicking "create an account," it says, "a user with this email already exists."

<u>If you have an account with another jurisdiction</u> that uses the same software as PWC, you can go to "sign in" at the bottom of this screen and log in with your email address and the password used in that jurisdiction. Our system will match your email to your existing PWC account. Your previous cases, plans, and permits are still in our system.

We found some errors. Please review the form and make corrections.		Sign in to community access services. Email address
Create an account	Sign up	om
Fields are required unless marked optional.		Keep me signed in
Email		
	Already have an account? Sign In	Next
A user with this Email already exists		

Click "password" to use your password. If you don't recall your password, you can click "forgot password" to get a reset link. <u>Please Note</u>: 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	
Email	→	Password	
Password		©	
		Verify	
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, <u>the original email address used for the account may have</u> 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 <u>DMS@pwcgov.org</u> 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.



*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 <u>some</u> 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
Send a verification email to k***n@gmail.com by clicking on "Send me an email".	Select from the following options
Send me an email	Email k***n@gmail.com →
Verify with something else	Password -
Back to sign in	Password

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 <u>DMS@pwcgov.org</u> 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 <u>Chrome</u>, <u>Edge</u>, <u>Firefox</u>, <u>Safari</u>