



Troubleshooting Guide: Registration

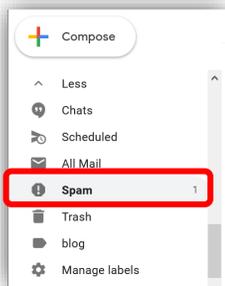


Situation:

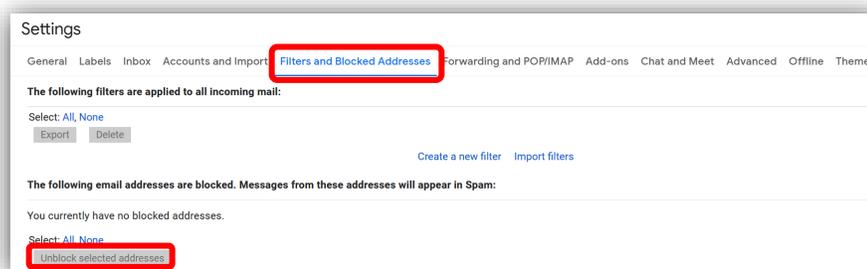
You have entered your email address in the Registration window and are waiting for the confirmation email to appear in your in-box but it hasn't arrived.

Note: Internet Explorer is not a supported internet browser.

1. Check your spam or junk mail folder. The email is automatically generated and comes from noreply@epmail.tylerapp.com. Sometimes these get trapped in spam.



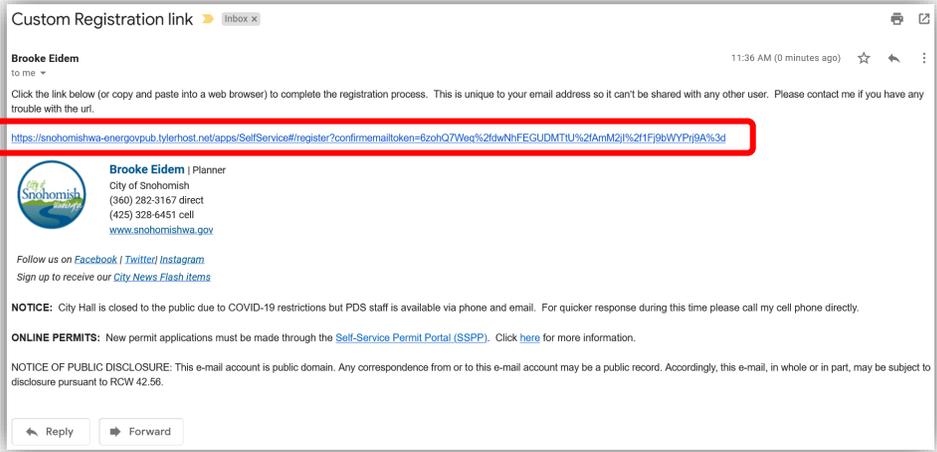
2. Check your email server permission settings. Sometimes these are set to block automatically generated emails. Have the noreply@epmail.tylerapp.com address whitelisted/unblocked, and the confirmation should appear. *This may require assistance from your IT department if you are using a company email address.*



3. If you tried both the solutions above and still don't receive the confirmation email, contact staff and follow the instructions below.

Tell us the email address you used in the Registration window of the Portal. Be sure to tell us whether you've already checked spam and your email security settings, and that you need a custom registration link. We will generate a unique link and email it to you directly.

Open your email and click the link. This will take you directly to Step 2 in the registration process.



Enter a username and password and click **Next**.

A registration form titled "Registration" with the sub-header "Step 2 of 4: Login information". It includes a reCAPTCHA "I'm not a robot" checkbox, and three required text input fields for "Username", "Password", and "Confirm Password". There is also an "Email" label at the bottom left.

Enter your name and contact preference and click **Next**.

A registration form titled "Registration" with the sub-header "Step 3 of 4: Personal Info". It includes required text input fields for "First Name", "Middle Name", and "Last Name", with red error messages "First Name is required." and "Last Name is required." below them. There is also a "Company" field, a "Contact Preference" dropdown menu, and an "Email Address" field with the value "planningdept@snohomishwa.gov". A blue "Next" button is highlighted with a red border at the bottom center.

Enter your address and click **Submit**.

Registration

Step 4 of 4: Address

***REQUIRED**

Country Type

* Address Line 1

Pre Direction

Address Line 2

Street Type

Post Direction

Unit Or Suite

City

State

Postal Code

County

* Address Type

[Back](#) [Submit](#)

You're all done!

Home Apply Map Reports Fee Estimator Search Hearings and Meetings Calendar Help I Want To...

Thank you for registering

Thank you for requesting a new user account - your account will be activated after it has been reviewed.

[Return to Home](#)

Welcome to the Permit Portal!