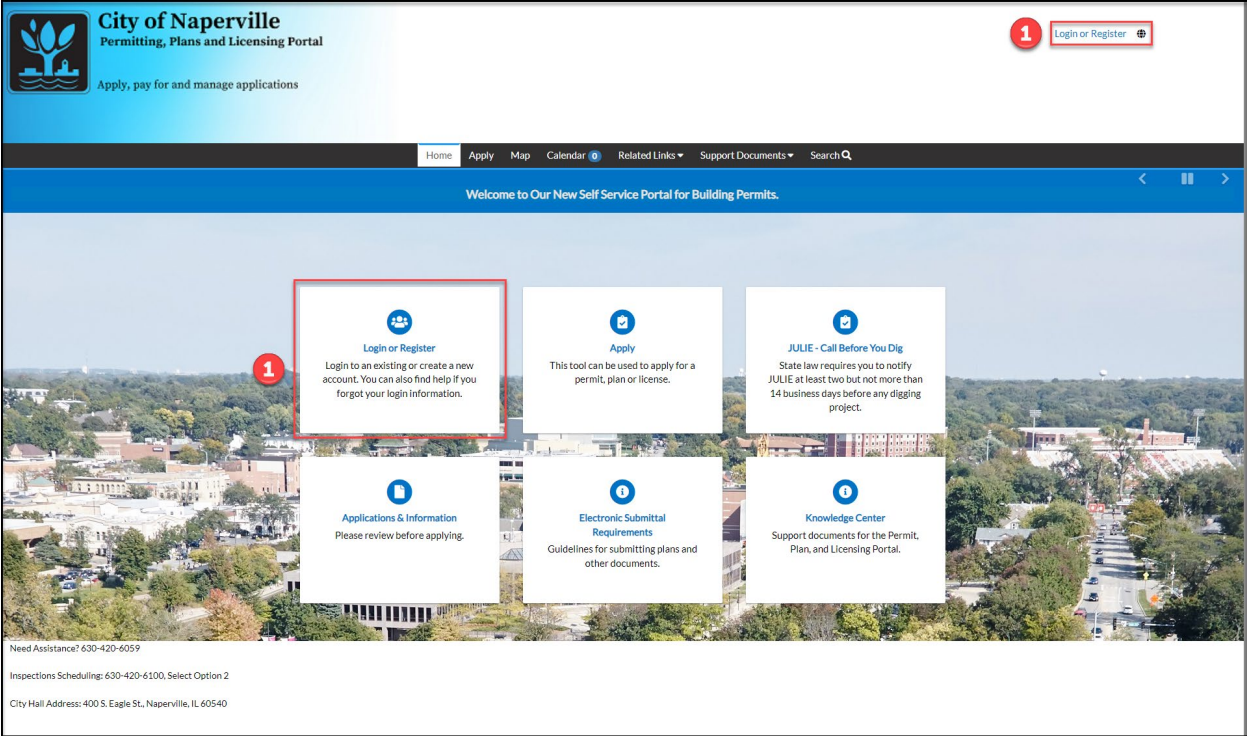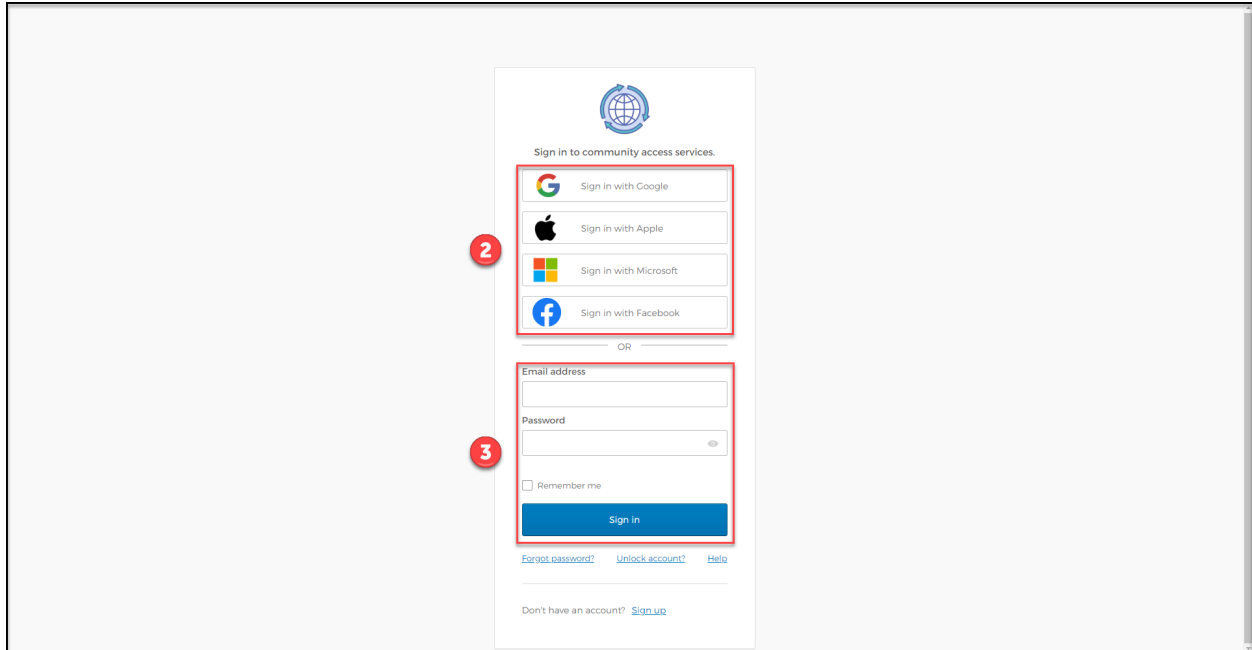# Logging on to Permitting, Plans and Licensing Portal

This document will guide a user through the process of logging into a Permitting, Plans and Licensing Portal user account.

① Select **Login or Register**, either from the upper-right or from the Home screen tiles. This will take the user to the Tyler Identity Community (TID-c) login screen.
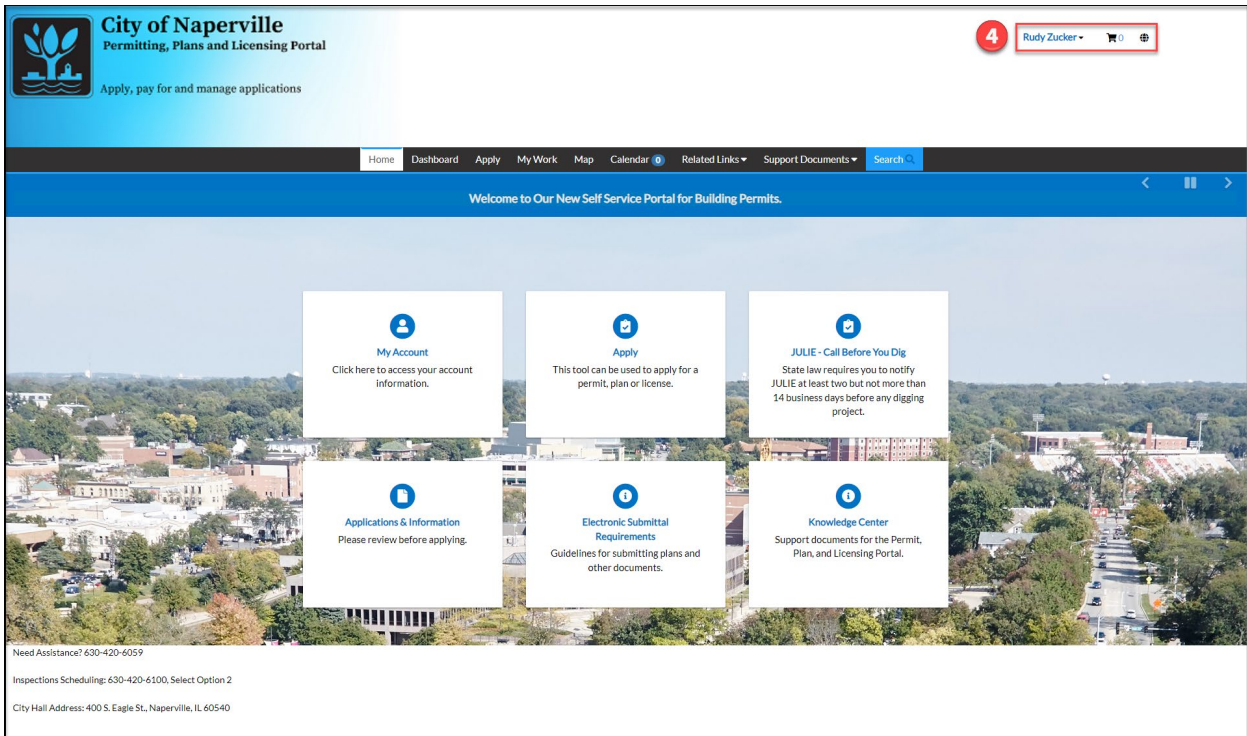
2 Clicking a social signin button will log a user in using their social network credentials. If a user created a TID-c account using a social sign-in button, use the same social sign-in button each time the user logs in.

3 If an account was created using an email address, enter the email address and password for the account, then click **Sign in**.

💡 Use the **Forgot password?** hyperlink to reset an account password.

💡 Three failed log-in attempts will cause the account to be locked for 60 minutes. The Permitting, Plans and Licensing Portal will automatically unlock an account after the 60-minute period is over.

4 A successful sign-in will display the users first and last name in the upper-right of the Home screen.