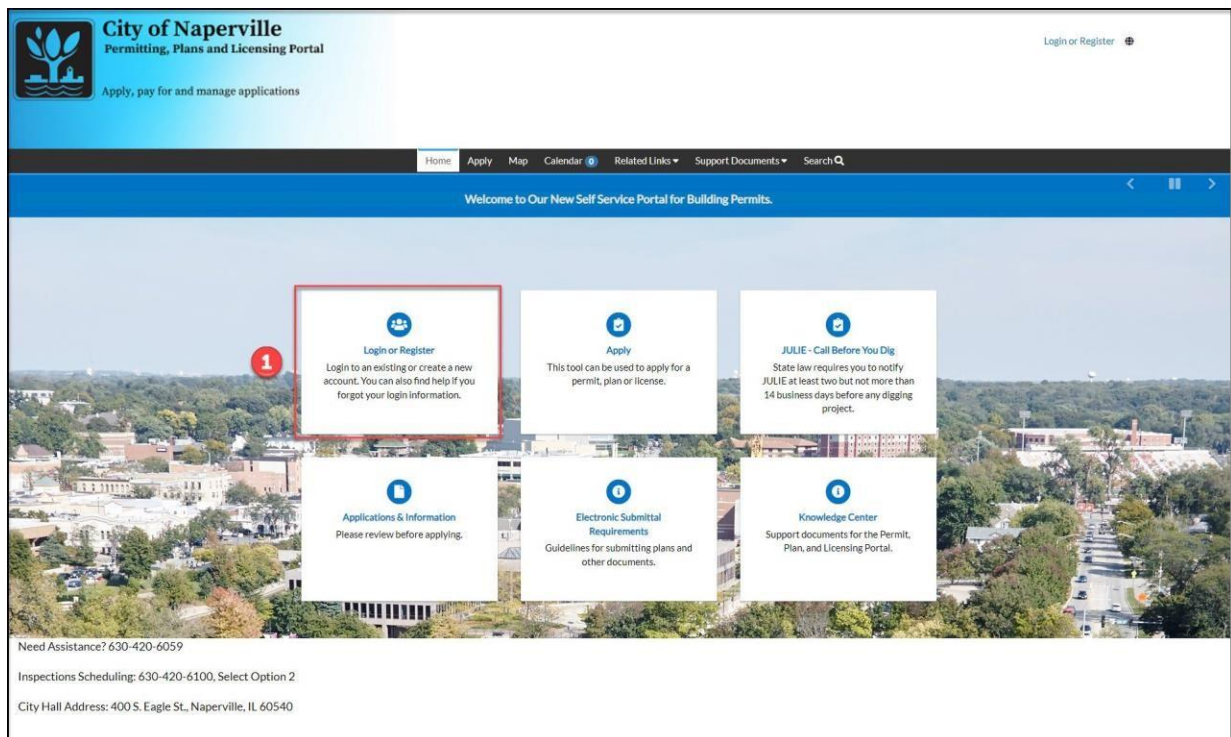


Creating a Permitting, Plans and Licensing Portal Account

Use the following link to the Self-Service Portal page where you can register or login:

<https://napervilleil-energovweb.tylerhost.net/apps/SelfService#/home>

This document will guide the user through the Permitting, Plans and Licensing Portal account registration process.



1 Click on the “Login or Register” tile or the **Login or Register** hyperlink in the upper-right.

The image shows a login and registration interface. At the top, there is a globe icon and the text "Sign In to community access services." Below this are four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". A red box highlights these four options, with a red circle containing the number "3" next to it. A red arrow points from a box labeled "Do not use this to register" to the social login options. Below the social login options is an "OR" separator, followed by an "Email address" field. A red error message "This field cannot be left blank" is shown below the field. There is a "Keep me signed in" checkbox and a blue "Next" button. Below the "Next" button are links for "Unlock account?" and "Help". At the bottom, there is a blue "Create an account" button, which is highlighted with a red box and a red circle containing the number "2". A red arrow points from a box labeled "Register here" to the "Create an account" button.

2 Click the **Create an account**.

3 Once registered, a user can login to the Permitting, Plans and Licensing Portal using a social network account. Click the social network account and login using the matching account information.

The image shows a 'Create an account' form with the following elements:

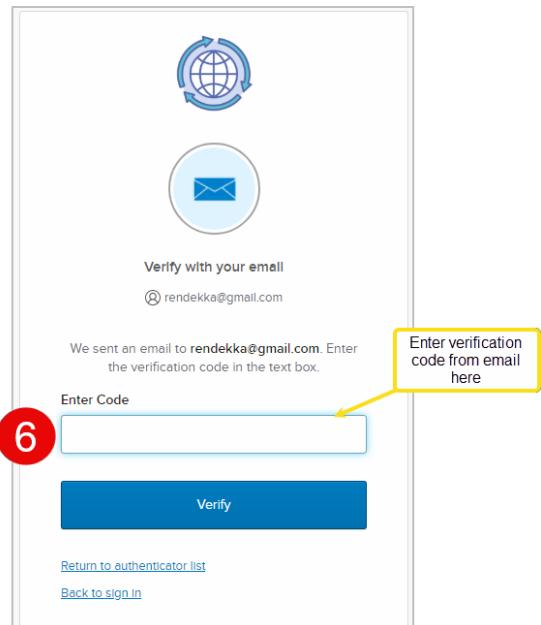
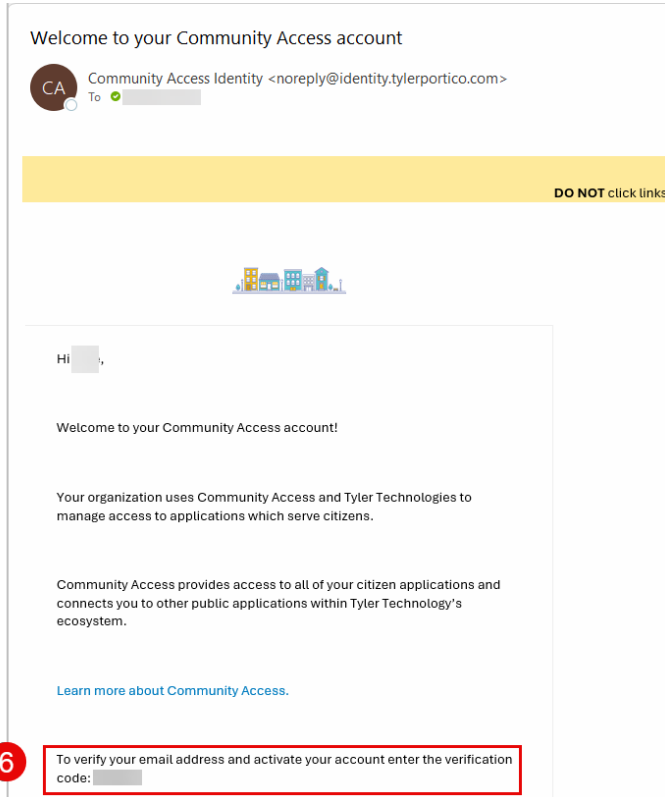
- 4** (in a red circle) is positioned to the left of the form fields.
- A yellow callout box with the text **Fill out all fields** points to the form fields.
- The form title is **Create an account**, accompanied by a globe icon with circular arrows.
- Fields include: **Email**, **First name**, **Last name**, **Mobile phone** (with **Optional** text), and **Password** (with a visibility toggle).
- Password requirements:**
 - At least 8 characters
 - A lowercase letter
 - An uppercase letter
 - A number
 - No parts of your username
- 5** (in a red circle) is positioned to the left of the **Sign up** button.
- A link [Already have an account?](#) is located at the bottom of the form.

4 Complete all fields by entering a valid email address, first and last name, mobile phone number and password.

5 Click the Sign up button to submit the user information.



An email is sent to the email address entered in step 4. The email will contain a verification code that needs to be entered to continue the registration process. Make sure to check the Spam folder as some email systems divert the email there.



Open the email and copy the verification code.

7

Once the code has been verified and approved click **Continue**.

The screenshot shows the top navigation bar with links for Home, Apply, Map, Calendar (with a notification icon), Resources, and Search. Below the navigation bar is a header for "Registration" and a sub-header for "Step 1 of 3: Acknowledgement". The main content area contains the text: "Your ePortal account with the City of Naperville has been approved." At the bottom left of the content area, there is a red circle with the number "7" and a blue button labeled "Continue".

8

Next steps require you to fill out **Personal Info**. Click on **Next**.

The screenshot shows the top navigation bar with links for Home, Apply, Map, Calendar (with a notification icon), Resources, and Search. Below the navigation bar is a header for "Registration" and a sub-header for "Step 2 of 3: Personal Info". The main content area contains a red circle with the number "8" and a "REQUIRED" label. The form fields are: First Name, Middle Name, Last Name, Company, Contact Preference (dropdown menu), Email Address, Business Phone, Home Phone, and Mobile Phone. At the bottom of the form, there are two blue buttons: "Back" and "Next".

9

Continue with entering information.

10

Once all information has been entered, click **Submit**.

Registration

Step 3 of 3: Address

9 *Address *REQUIRED

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

Back Submit 10



Registration has now been completed. You will be returned to the Permitting, Plans and Licensing Portal home page after successfully completing the registration process.

City of Naperville
Permitting, Plans and Licensing Portal
Apply, pay for and manage applications

Your name will appear here

Home Dashboard Apply My Work Map Calendar Resources Search

Welcome to the Self Service Portal.

The Permitting, Plans, and Licensing Portal is designed for use on a desktop/laptop computer.

- My Account**
Click here to access your account information.
- Apply**
Select this option to apply for a permit, plan or license.
- How to Use the Portal**
Support documents for the Permit, Plan and Licensing Portal.
- Applications & Information**
Please review before applying.
- Electronic Submittal Requirements**
Guidelines for submitting plans and other documents.
- JULIE - Call Before You Dig**
State law requires you to notify JULIE at least two but not more than 14 business days before any digging project.