

# ACCESSING ePERMITTING

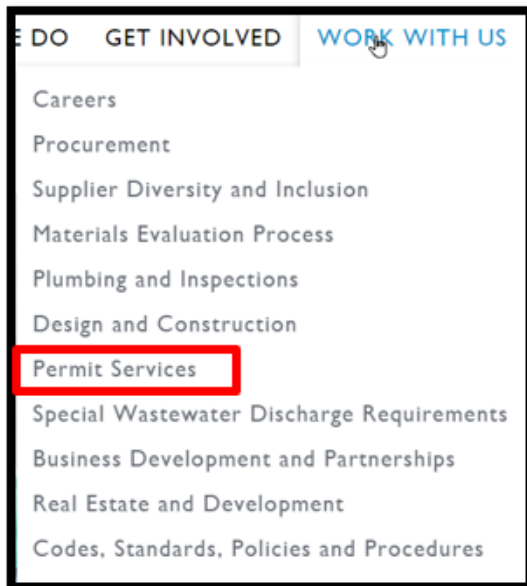
This Quick Reference Guide (QRG) describes how WSSC Water customers access the WSSC Water ePermitting web site and register for an ePermitting account. An ePermitting account is needed to apply for licenses and permits, to register a company, to pay fees, to submit manifests, and to schedule inspections.

## Access ePermitting

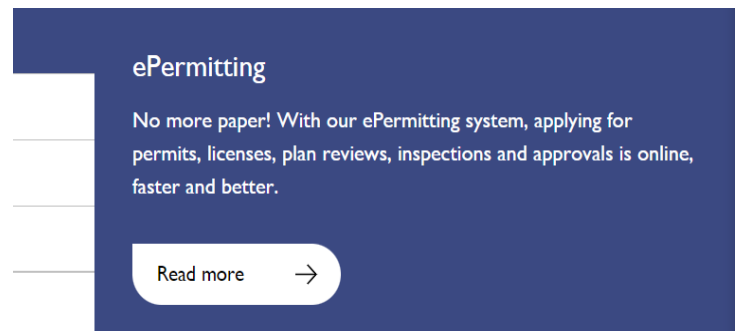
There are two ways to access the ePermitting system home page: using the WSSC Water link or the ePermitting link; both are described below.

### WSSC Water Link

1. Go to the WSSC Water home page at [Homepage | WSSC Water](#).
2. Click the **Work with Us** tab.
3. Click on **Permit Services** from the drop-down menu displayed below.



4. Scroll down until you see **ePermitting**. Click **Read more**.



5. Scroll down and click on:



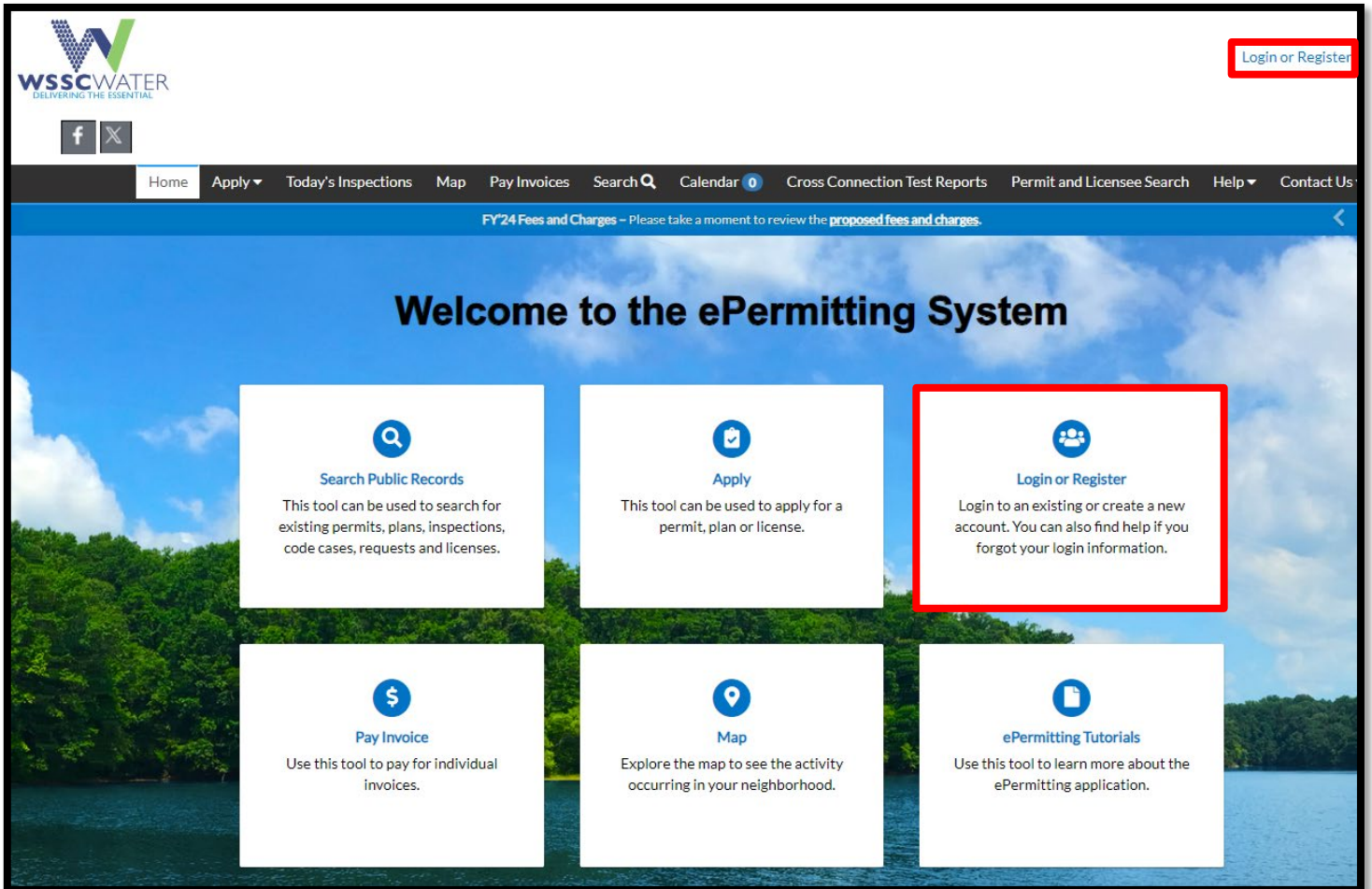
The **Welcome to the ePermitting System** home page opens.

### ePermitting Link

A second way to access the ePermitting home page is to:

1. Click [WSSC CSS \(wsscwater.com\)](http://wsscwater.com).

This will bring you directly to the **Welcome to the ePermitting System** home page.



## Create My Account

### Sign-Up

To sign up for an ePermitting account:

1. Click the **Login or Register link** on the upper right of the ePermitting home page screen, as seen above.
- OR**
2. Click the **Login or Register tile** on the body of the home page, as seen above.
  3. A sign in page opens.
  4. Scroll to the bottom of the screen.

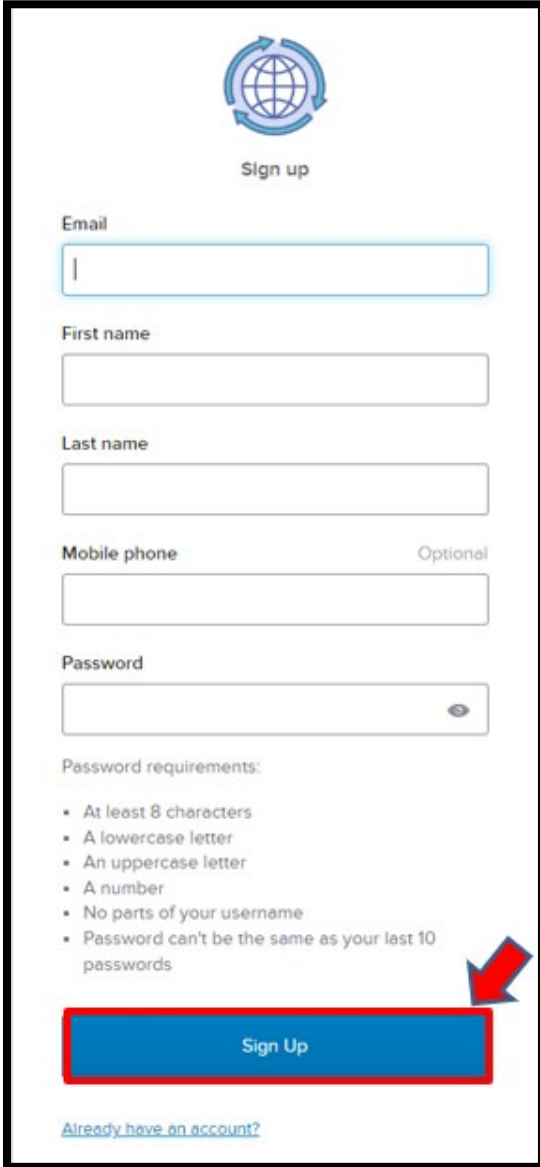


Create an account

5. Click the button.

A **sign-up screen** opens.

6. Complete all fields except mobile phone, which is optional.
7. Click the **Sign up** button on the bottom of the screen.



The sign-up screen features a globe icon with arrows at the top, labeled "Sign up". Below are input fields for Email, First name, Last name, Mobile phone (Optional), and Password. A "Sign Up" button is at the bottom, highlighted with a red box and a red arrow. A link "Already have an account?" is at the bottom left.

Sign up

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

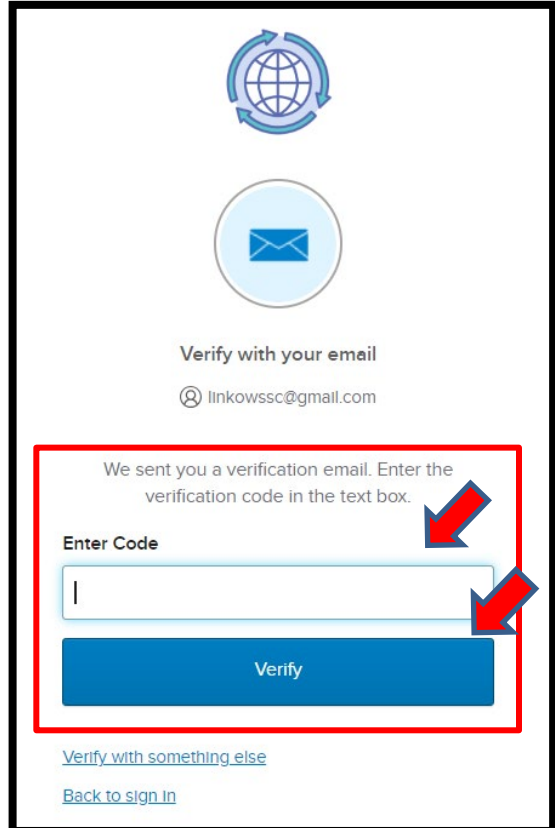
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

Sign Up

[Already have an account?](#)

## Multi-Factor Authentication

After clicking **Sign up**, a verification screen opens which has an **Enter Code** field.



The verification screen features a globe icon with arrows at the top, followed by an envelope icon. Below is the text "Verify with your email" and the email address "linkowssc@gmail.com". A red box highlights the "Enter Code" field and the "Verify" button, with red arrows pointing to them. A link "Verify with something else" is below the "Enter Code" field, and a link "Back to sign in" is at the bottom.

Verify with your email

linkowssc@gmail.com

We sent you a verification email. Enter the verification code in the text box.

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

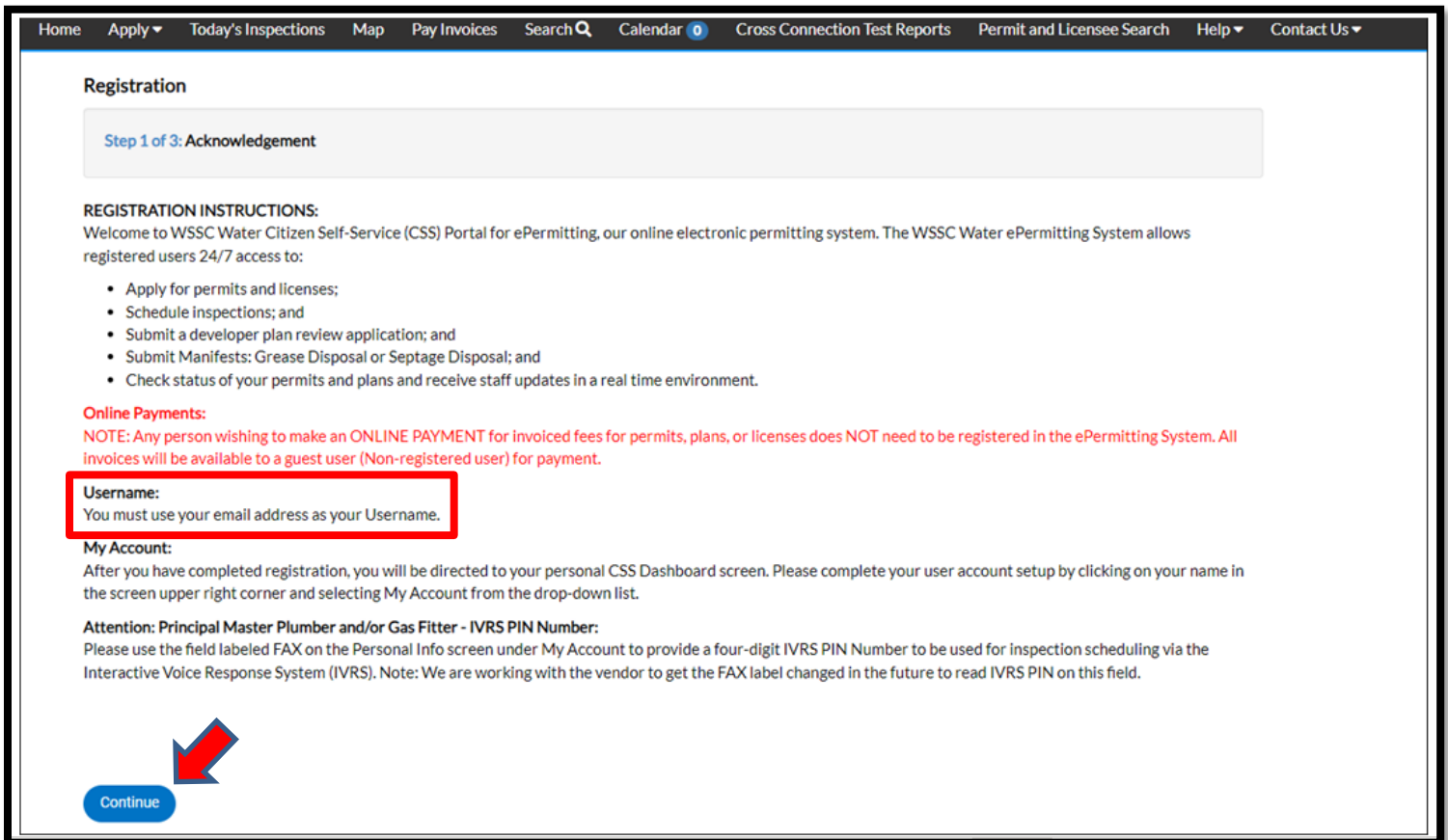
1. Check your e-mail account. There will be a **numeric verification code** in your email.
2. Enter it in the **Enter Code** field seen above.
3. Click **Verify**.

## Registration

The Registration section opens. There are three steps that need to be taken.

### Step 1 of 3: Acknowledgement

1. Read all sections.  
**NOTE:** You MUST use your email address as your username.
2. Click **Continue** to move to step 2 of 3.



The screenshot shows the 'Registration' section of the WSSC Water Citizen Self-Service (CSS) Portal. At the top, there is a navigation bar with links for Home, Apply, Today's Inspections, Map, Pay Invoices, Search, Calendar, Cross Connection Test Reports, Permit and License Search, Help, and Contact Us. Below the navigation bar, the page title is 'Registration'. A progress indicator shows 'Step 1 of 3: Acknowledgement'. The main content area contains 'REGISTRATION INSTRUCTIONS' and a list of services available to registered users. A red box highlights the 'Username' field, which requires an email address. Below this, there is a 'My Account' section and an 'Attention' note about the IVRS PIN number. A red arrow points to a 'Continue' button at the bottom left of the registration area.

Home Apply Today's Inspections Map Pay Invoices Search Calendar Cross Connection Test Reports Permit and License Search Help Contact Us

### Registration

Step 1 of 3: Acknowledgement

**REGISTRATION INSTRUCTIONS:**  
Welcome to WSSC Water Citizen Self-Service (CSS) Portal for ePermitting, our online electronic permitting system. The WSSC Water ePermitting System allows registered users 24/7 access to:

- Apply for permits and licenses;
- Schedule inspections; and
- Submit a developer plan review application; and
- Submit Manifests: Grease Disposal or Septage Disposal; and
- Check status of your permits and plans and receive staff updates in a real time environment.

**Online Payments:**  
**NOTE:** Any person wishing to make an ONLINE PAYMENT for invoiced fees for permits, plans, or licenses does NOT need to be registered in the ePermitting System. All invoices will be available to a guest user (Non-registered user) for payment.

**Username:**  
You must use your email address as your Username.

**My Account:**  
After you have completed registration, you will be directed to your personal CSS Dashboard screen. Please complete your user account setup by clicking on your name in the screen upper right corner and selecting My Account from the drop-down list.

**Attention: Principal Master Plumber and/or Gas Fitter - IVRS PIN Number:**  
Please use the field labeled FAX on the Personal Info screen under My Account to provide a four-digit IVRS PIN Number to be used for inspection scheduling via the Interactive Voice Response System (IVRS). Note: We are working with the vendor to get the FAX label changed in the future to read IVRS PIN on this field.

Continue

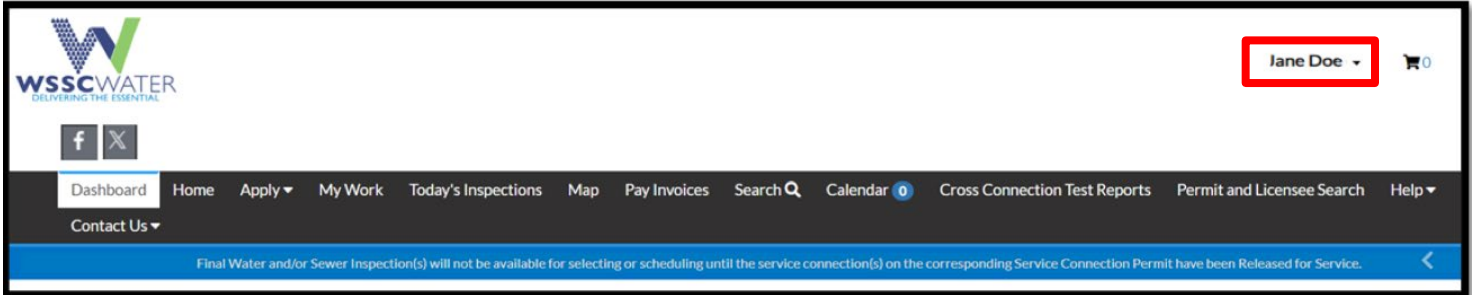
## Step 2 of 3: Personal Information

1. Enter your:
  - a. First Name
  - b. Last Name
  - c. Company
  - d. Contact Preference – Select from the drop-down menu.
  - e. Email address – Verify your email address, which is auto filled.
2. Click **Next** to move to step 3 of 3.

## Step 3 of 3: Address

1. Enter your:
  - a. Address – Street address, P.O. Box (required)
  - b. Address – Apartment, suite, unit, floor (optional)
  - c. City
  - d. State – Select from the drop-down menu
  - e. Postal Code
2. Click **Submit** to close the registration process.

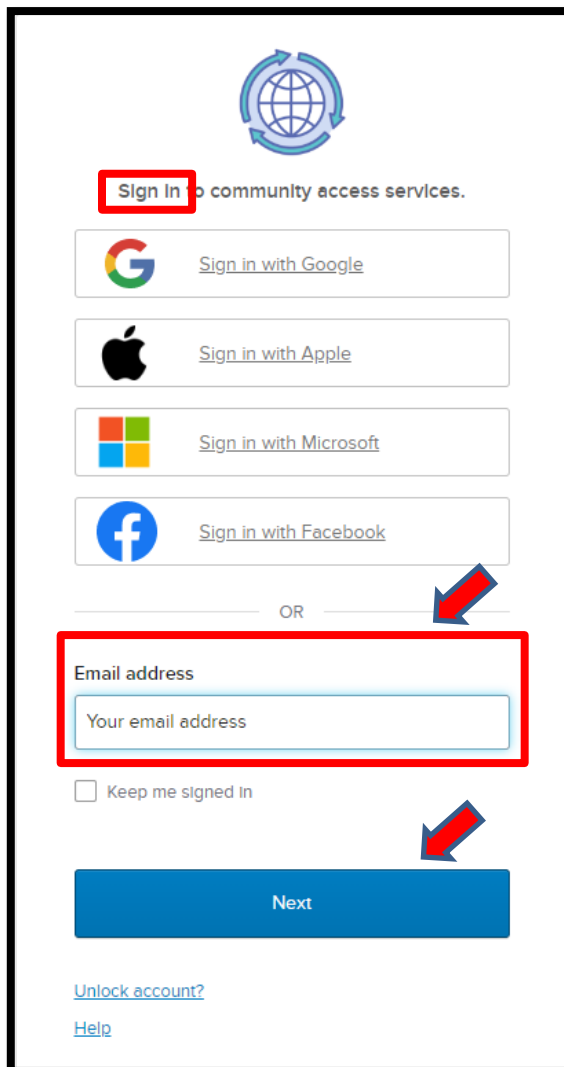
You have now successfully created your **ePermitting** account! Your name is in the upper right corner of the page.



## Use My Account

### Sign in / Log In

Use your **Login or Register** link from the toolbar or the **Login or Register** tile from the body of the home page, then enter your **email** to sign into the ePermitting system.

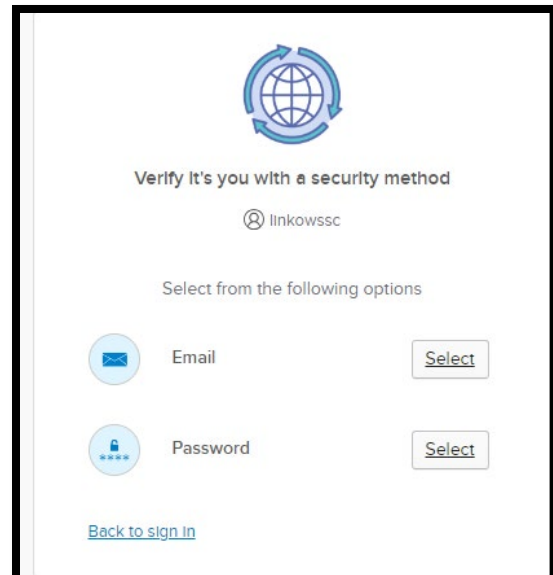


On the Sign in screen (seen on the left):

1. Enter your **email address** that you used to register for an ePermitting account.
2. Click **Next**.

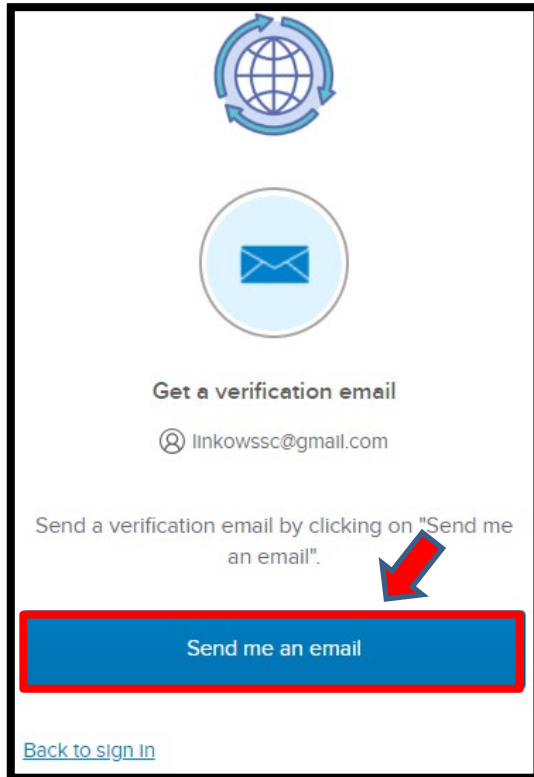
### Choose a Verification Method

You are prompted to select a verification method.



**Email** – If you want a verification code sent via email:

1. Select **Email** on the prior screen.
2. On the next screen, click **Send me an email**.



3. Check your email.
4. Enter the numeric code provided in your email.
5. Click **Verify**.

You are brought back to the [ePermitting dashboard](#).

## Update My Account

To update your user account:

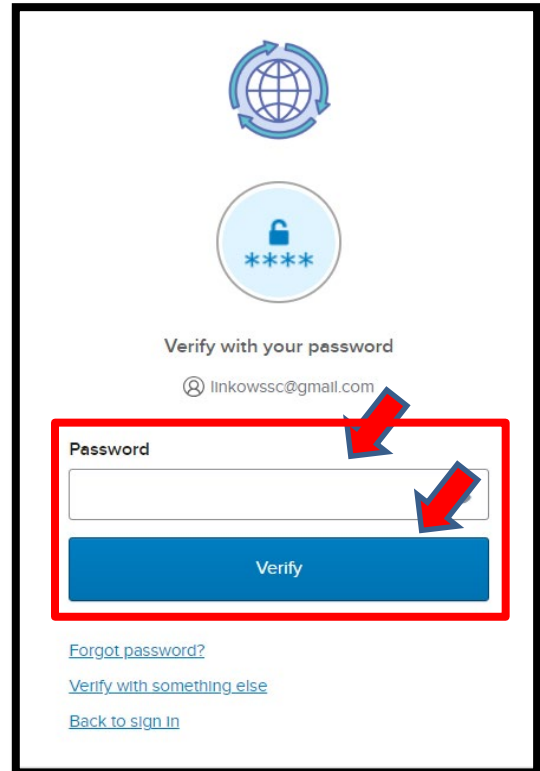
1. Click on your name on the upper right of the screen.
2. Select **My Account** from the drop-down menu to update profile information (but not username).

You can also update your profile from the **Welcome to the ePermitting System** home page, where the **My Account** tile replaces the **Log in or Register** tile.

3. Click the **My Account** tile to make your updates.

**Password** – If you prefer to verify with a password:

1. Select **Password** on the prior screen.
2. On the next screen, enter your **password**.



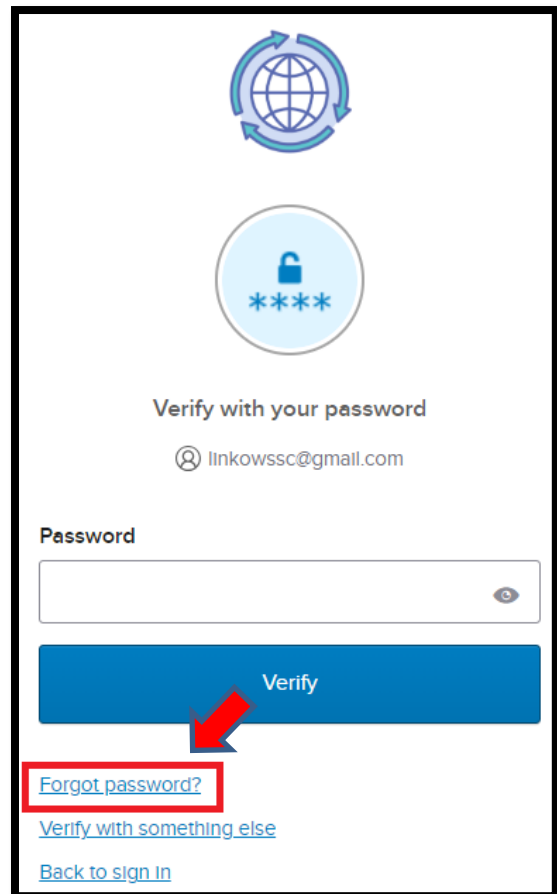
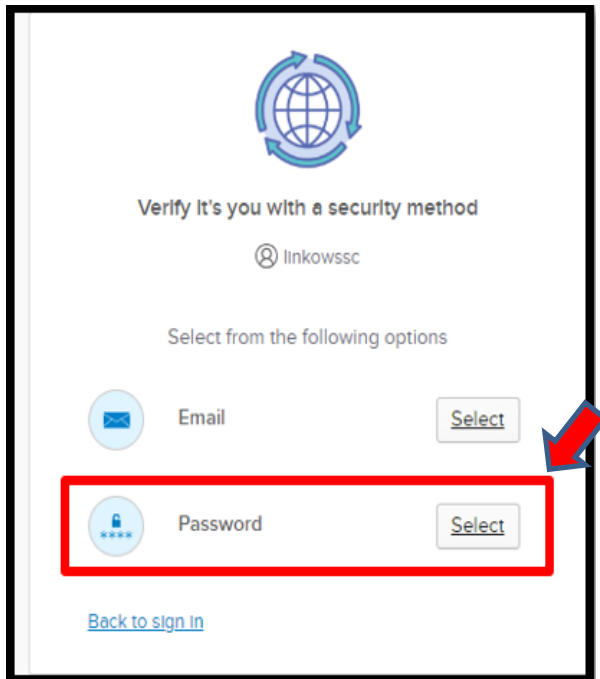
3. Click **Verify**.

You are brought back to the [ePermitting dashboard](#)

## Forgot My Password

From the ePermitting home page, click the **Log in or Register** link or **Log in or Register** tile. The **sign in** page opens.

1. Enter your email address.
2. Click **Next**.
3. On the next screen, click the **Select** button to the right of **Password**.
4. Scroll down and click the [Forgot Password?](#) link.



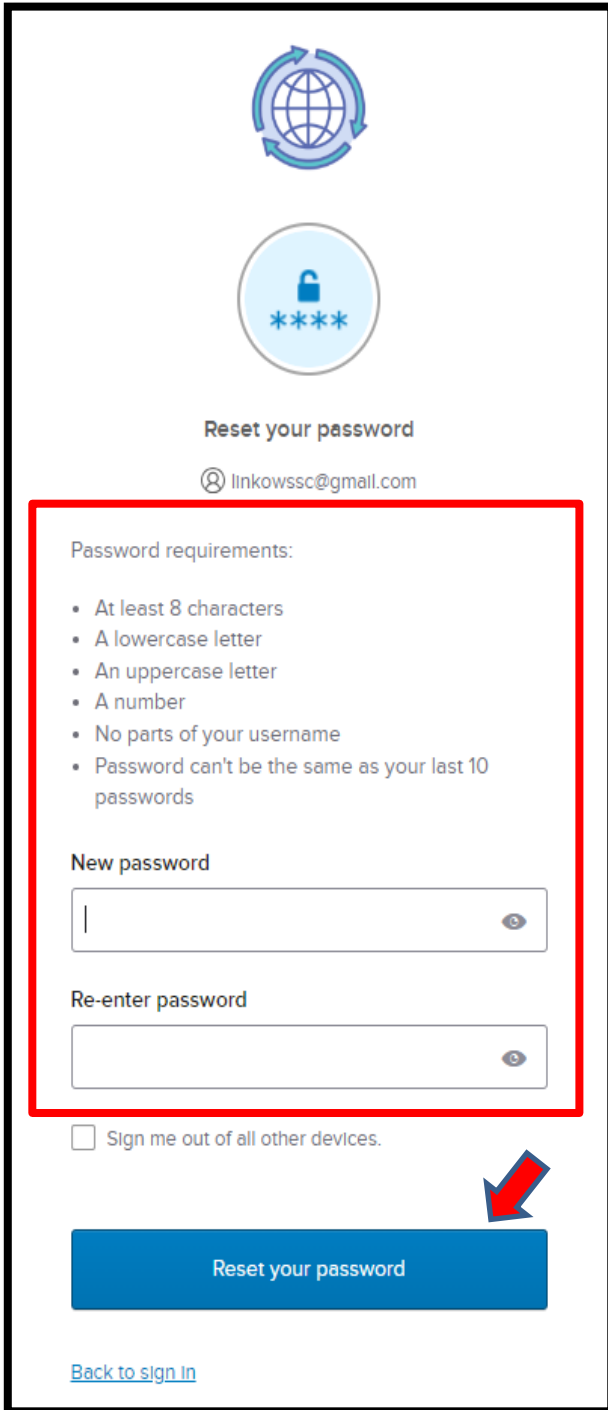
5. Click **Send me an Email** on the **Get a verification email** screen.
6. Enter the **verification code** (found in your email) in the **Enter Code** field.
7. Click **Verify**.

The **Re-Set Password** screen opens.



## Reset Password

The password requirements are listed on the **Reset Your Password** screen.



Reset your password

l@inkowssc@gmail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

New password

Re-enter password

Sign me out of all other devices.

Reset your password

[Back to sign in](#)

**NOTE:** The new password cannot be the same as any of your last 10 passwords.

1. Follow the guidelines to create a new password
2. Enter your new password.
3. Re-enter the password to confirm.
4. Click **Reset your password**.
5. The Permitting system brings you to your ePermitting dashboard.

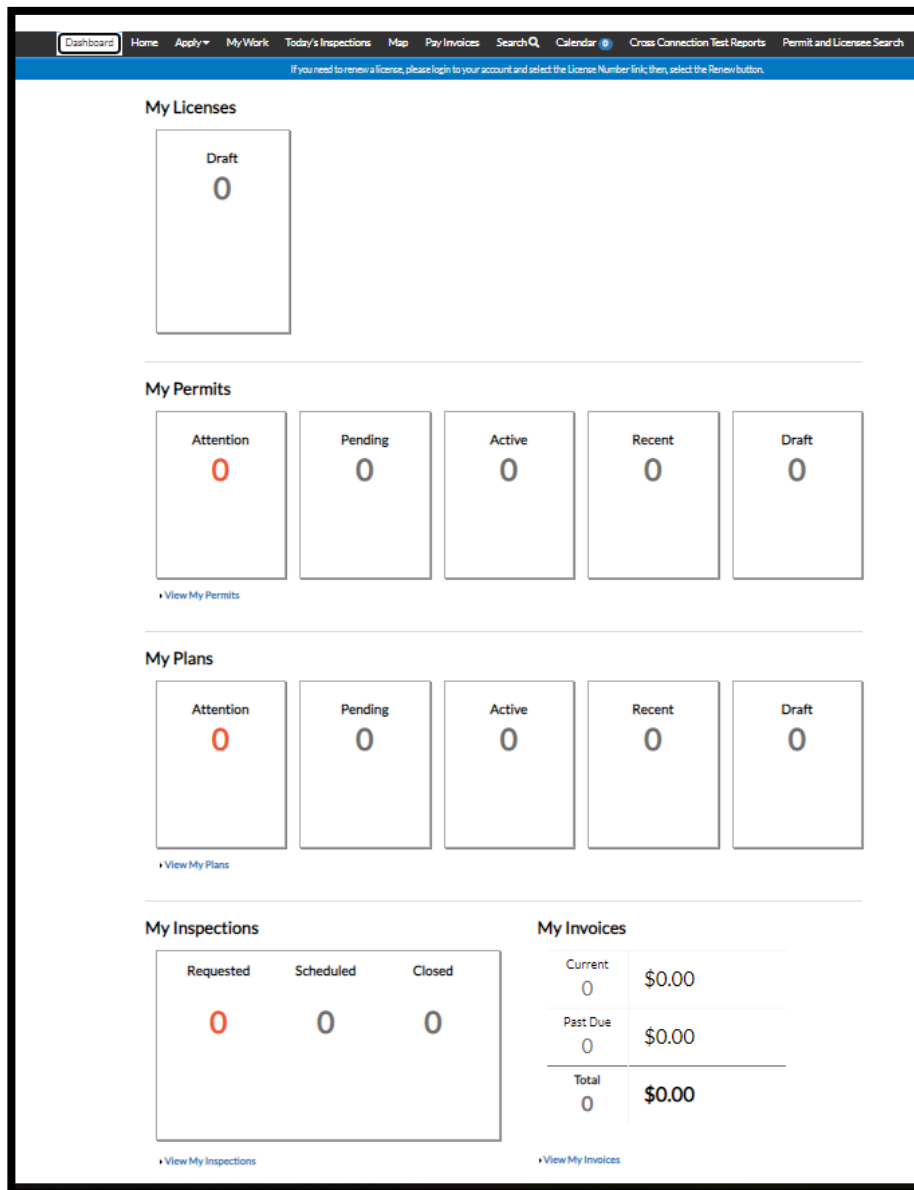


## View Dashboard

The ePermitting dashboard shows the number of:

- My Licenses
- My Permits
- My Plans
- My Inspections

More details on your permits, plans, inspections, and invoices can be seen by clicking the **View My Permits**, **View My Plans**, or **View My Inspections** links below each set of horizontal tiles, or by clicking the **View my Invoices** link below Total (due).



The screenshot shows the ePermitting dashboard with the following sections:

- My Licenses:** A single tile showing "Draft" with a count of 0.
- My Permits:** Five tiles showing counts for "Attention" (0), "Pending" (0), "Active" (0), "Recent" (0), and "Draft" (0). A link "View My Permits" is located below the tiles.
- My Plans:** Five tiles showing counts for "Attention" (0), "Pending" (0), "Active" (0), "Recent" (0), and "Draft" (0). A link "View My Plans" is located below the tiles.
- My Inspections:** Three tiles showing counts for "Requested" (0), "Scheduled" (0), and "Closed" (0). A link "View My Inspections" is located below the tiles.
- My Invoices:** A table showing the following values:
 

Current	0	\$0.00
Past Due	0	\$0.00
<b>Total</b>	<b>0</b>	<b>\$0.00</b>

 A link "View My Invoices" is located below the table.

**NOTE:** Click the **Home** tab to go to the [Welcome to the ePermitting System](#) home page.