

How to Sign Up for an Account on the Pender Online Resource Tool (PORT)

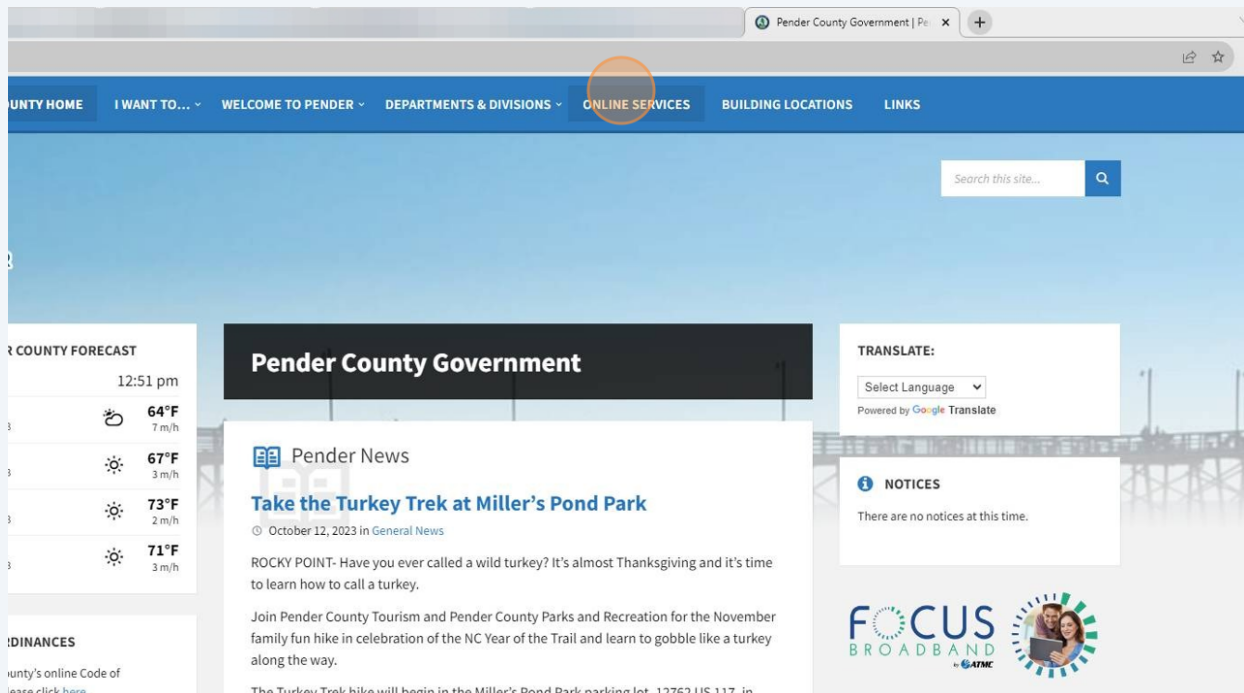


The PORT is an online portal that allows citizens of Pender County to apply for permits, see the status of current permits, and even pay fees online. This guide provides step-by-step instructions on how to create a PORT account and update contact information. By following these steps, users can easily set up their account and ensure that their contact details are up to date.

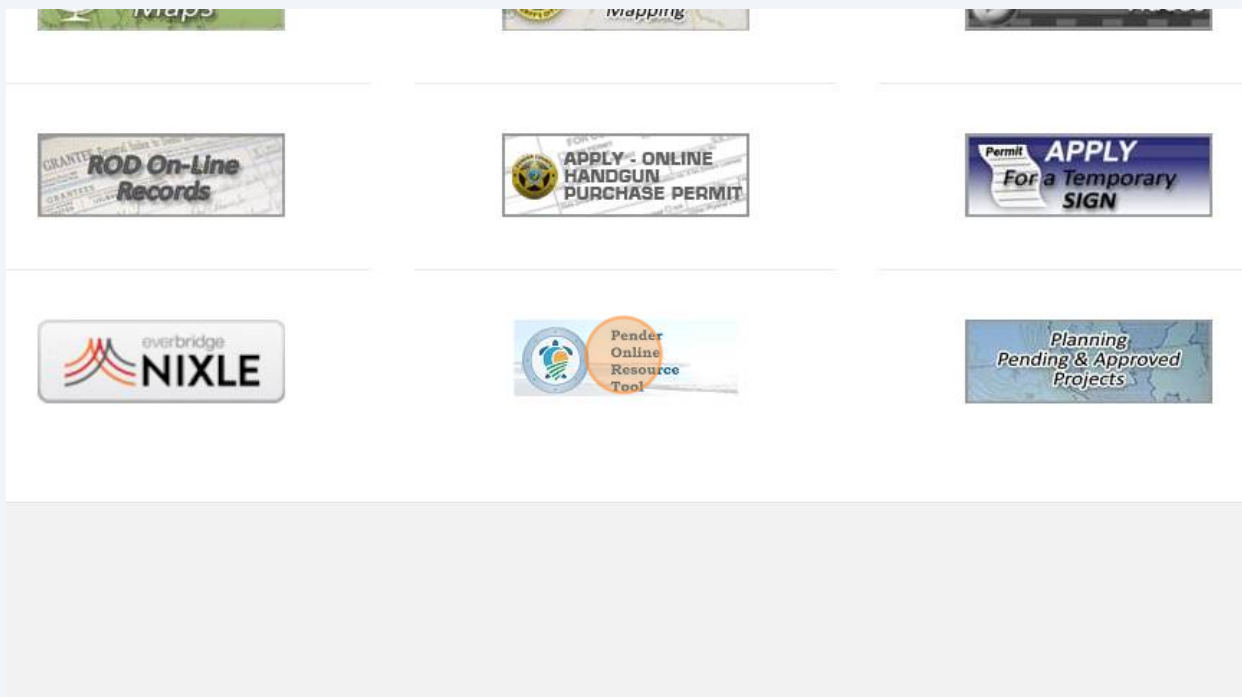
Creating Your PORT Account

1

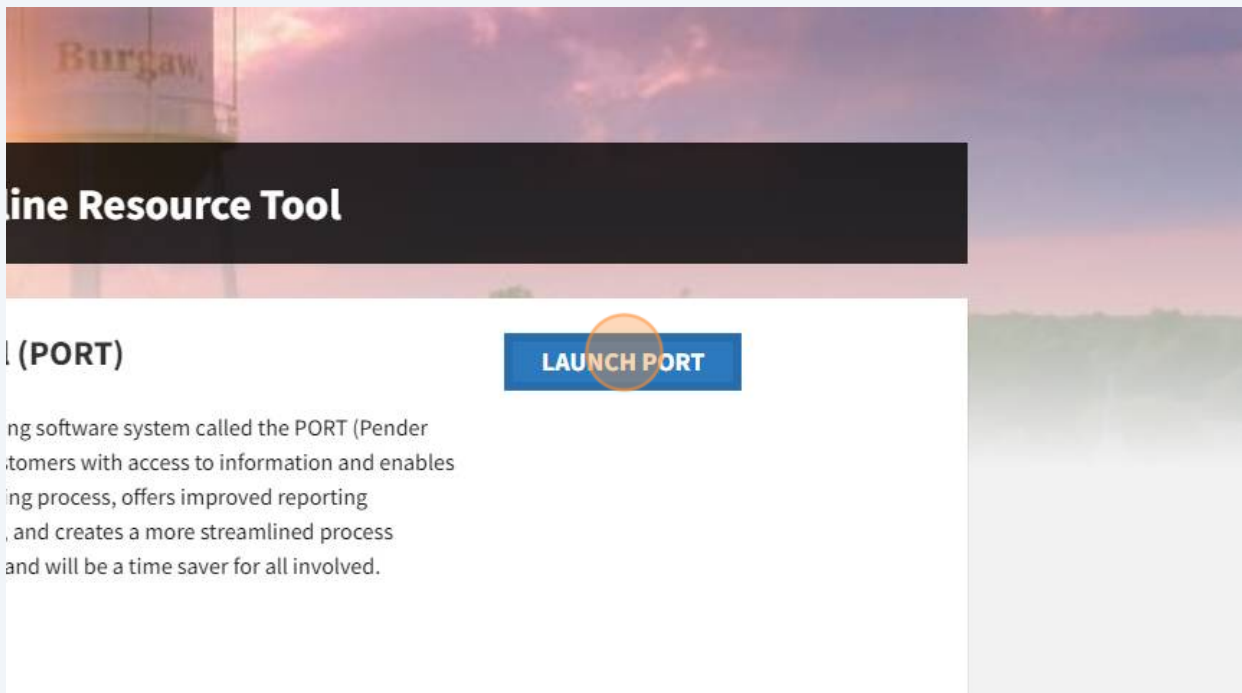
Go to <https://pendercountync.gov> and click "ONLINE SERVICES" from the top menu.



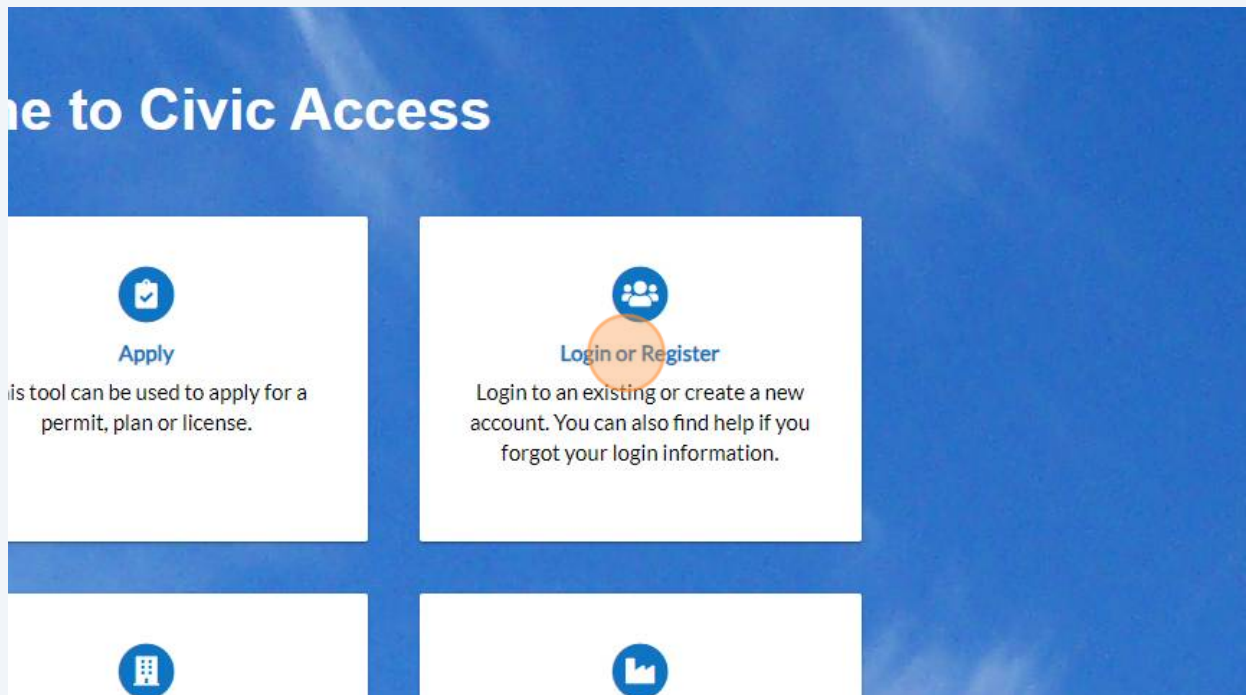
2 Click "PORT" icon.



3 Click "LAUNCH PORT" icon.



- 4 Click "LOGIN OR REGISTER" link.



- 5 Click "SIGN UP" link at the bottom of the page.

6 Click in "Email".



The image shows a 'Sign up' form with a globe icon at the top. The form has five input fields: 'Email', 'First name', 'Last name', 'Mobile phone', and 'Password'. An orange circle is placed over the 'Email' field, indicating where to click.

Sign up

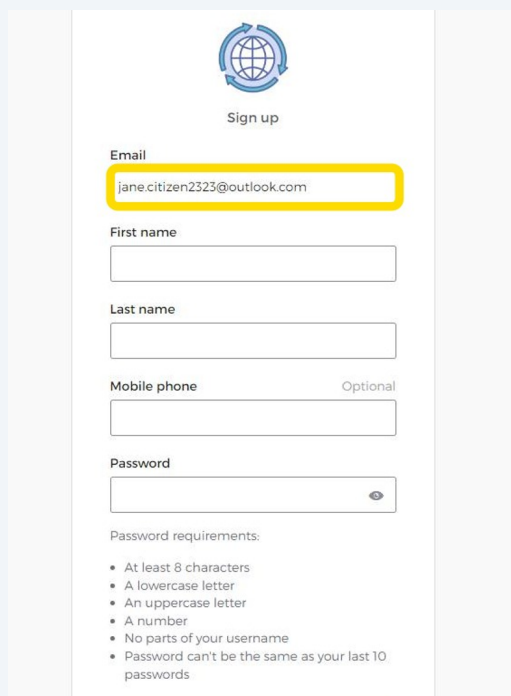
Email

First name

Last name

Mobile phone Optional

7 Type your email "ex:jane.citizen2323@outlook.com".



The image shows the same 'Sign up' form as in step 6, but now the 'Email' field is highlighted with a yellow border. The email address 'jane.citizen2323@outlook.com' is entered into the field. Below the 'Mobile phone' field, there is a 'Password' field and a list of password requirements.

Sign up

Email

First name

Last name

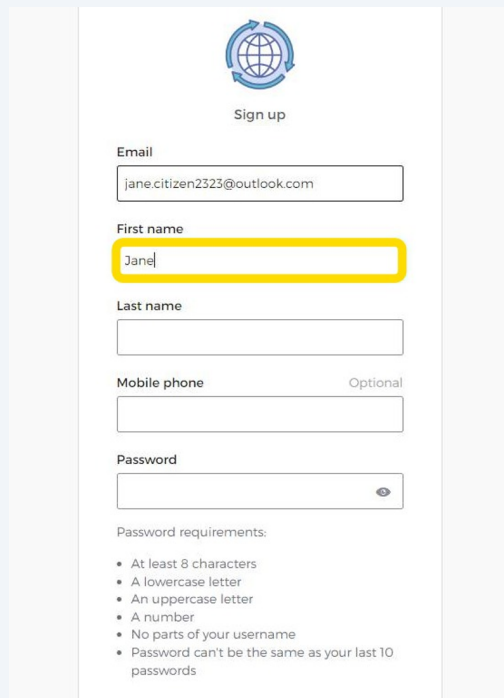
Mobile phone Optional

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

8 Next, type your First Name.



The image shows a 'Sign up' form with a globe icon at the top. The form fields are: Email (jane.citizen2323@outlook.com), First name (Jane), Last name (empty), Mobile phone (empty), and Password (empty). The 'First name' field is highlighted with a yellow border. Below the fields are password requirements: At least 8 characters, A lowercase letter, An uppercase letter, A number, No parts of your username, and Password can't be the same as your last 10 passwords.

Sign up

Email
jane.citizen2323@outlook.com

First name
Jane

Last name

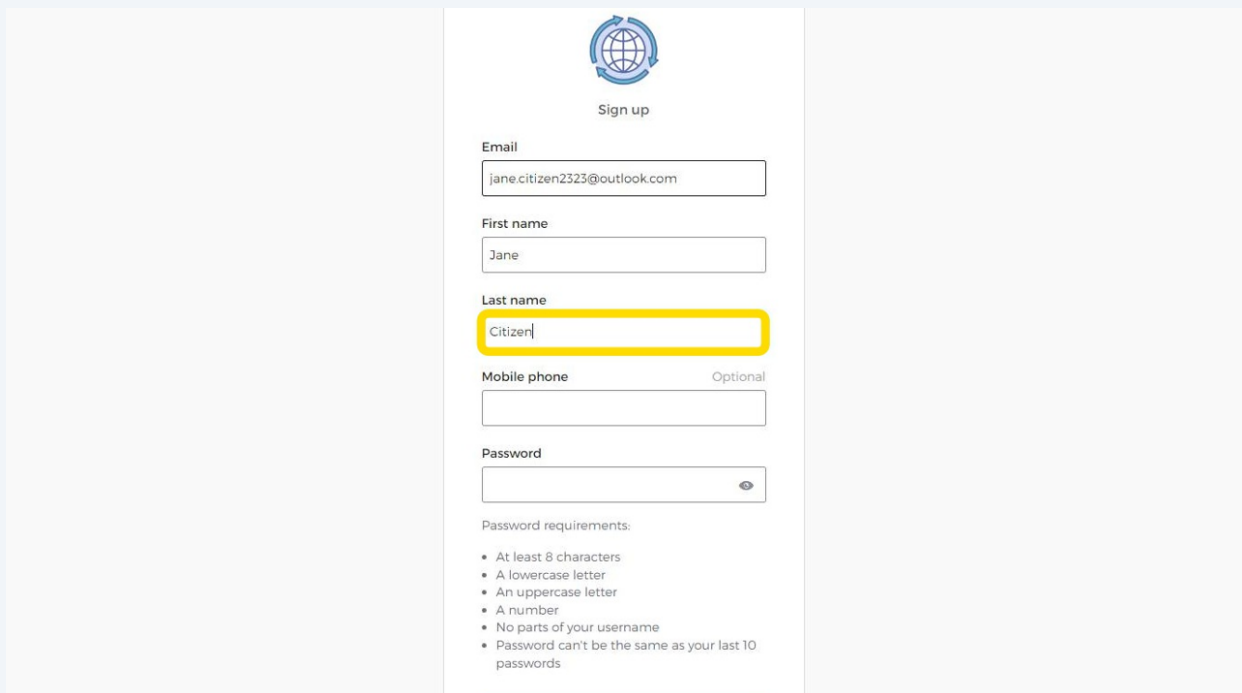
Mobile phone Optional

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

9 Next, enter your last name in the "Last Name" field.



The image shows the same 'Sign up' form as in step 8, but now the 'Last name' field is highlighted with a yellow border and contains the text 'Citizen'. The 'First name' field now contains 'Jane'.

Sign up

Email
jane.citizen2323@outlook.com

First name
Jane

Last name
Citizen

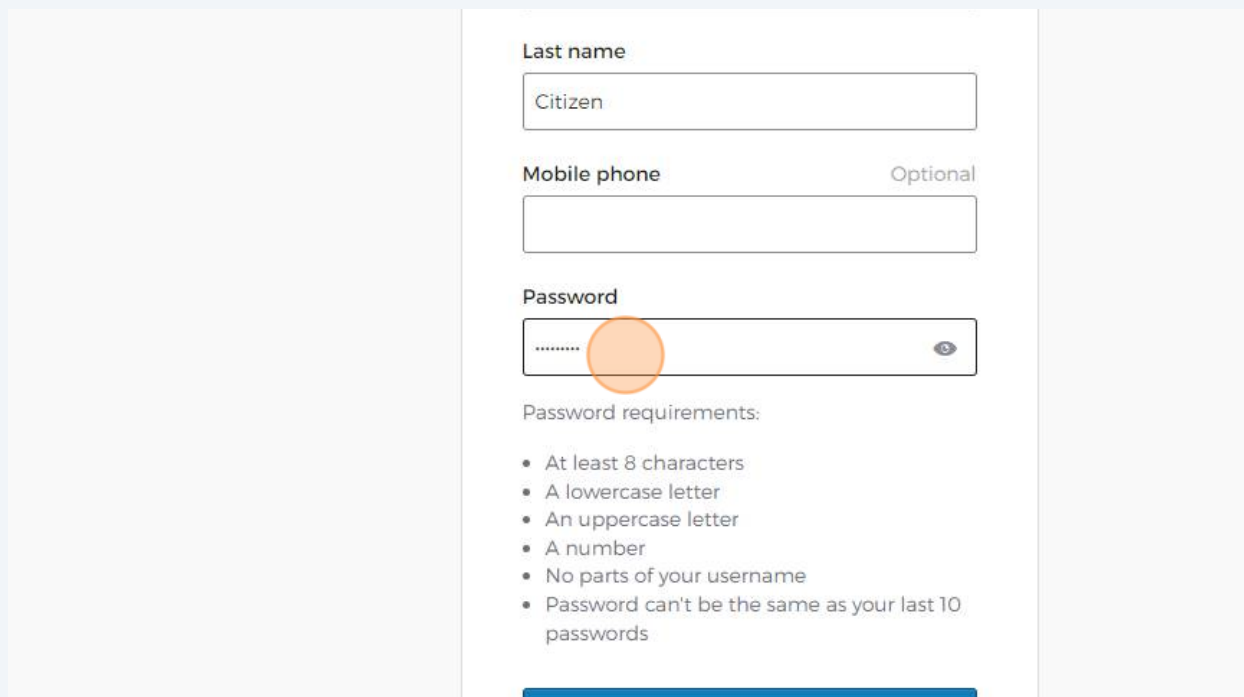
Mobile phone Optional

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

10 Next, choose and type a password that meets the criteria stated.



A registration form with the following fields and labels:

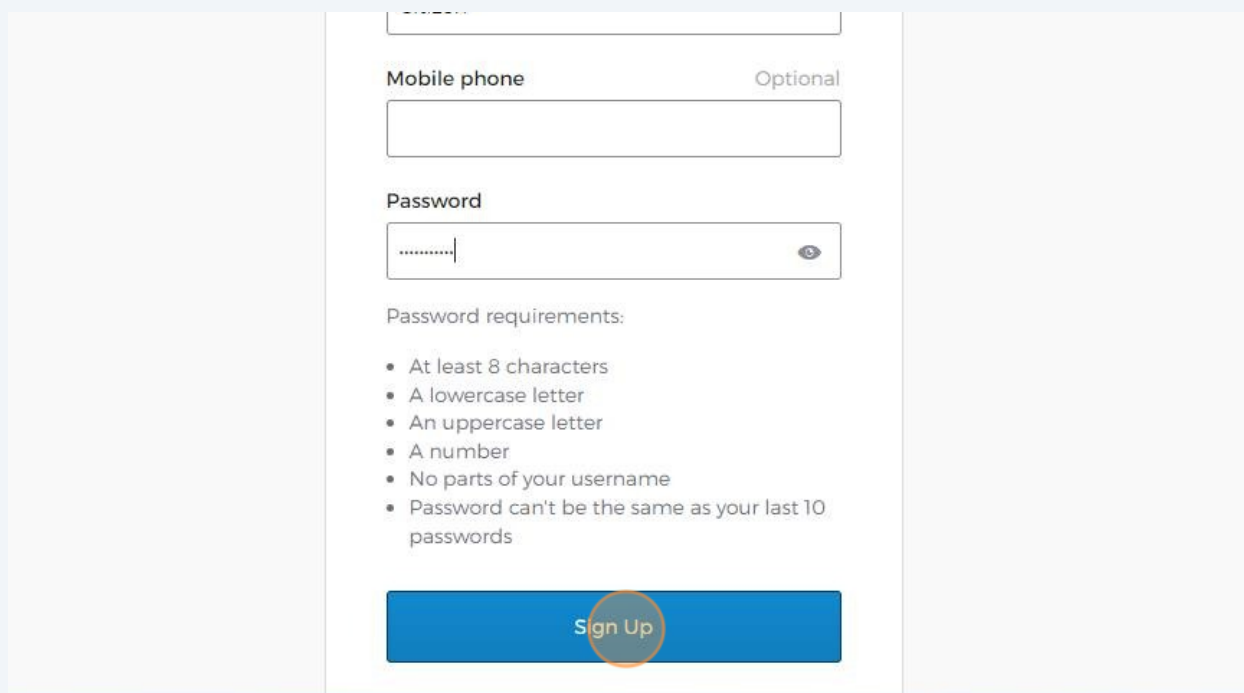
- Last name**: A text input field containing the text "Citizen".
- Mobile phone**: A text input field, labeled as "Optional".
- Password**: A text input field containing seven dots. An orange circle highlights the password field.

Below the password field, the text "Password requirements:" is followed by a bulleted list:

- 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

A blue horizontal bar is visible at the bottom of the form area.

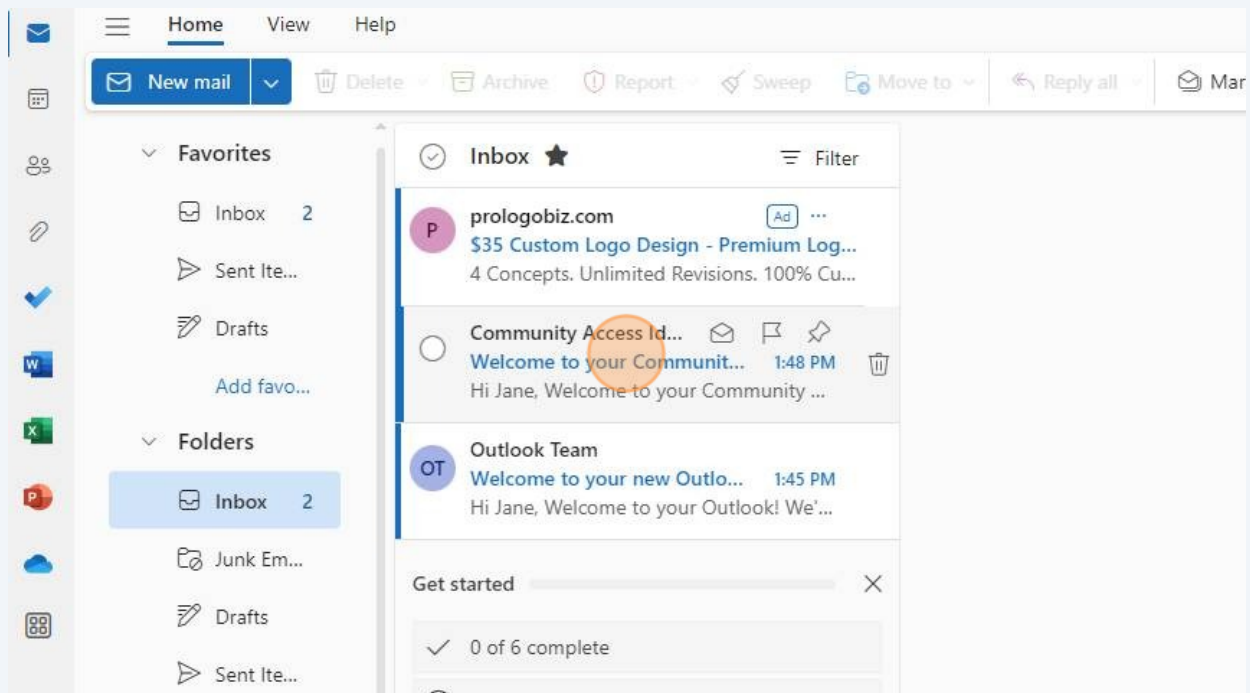
11 Click "Sign Up".



The same registration form as in step 10, but with the "Sign Up" button highlighted by an orange circle. The "Sign Up" button is a blue rectangular button located at the bottom of the form.

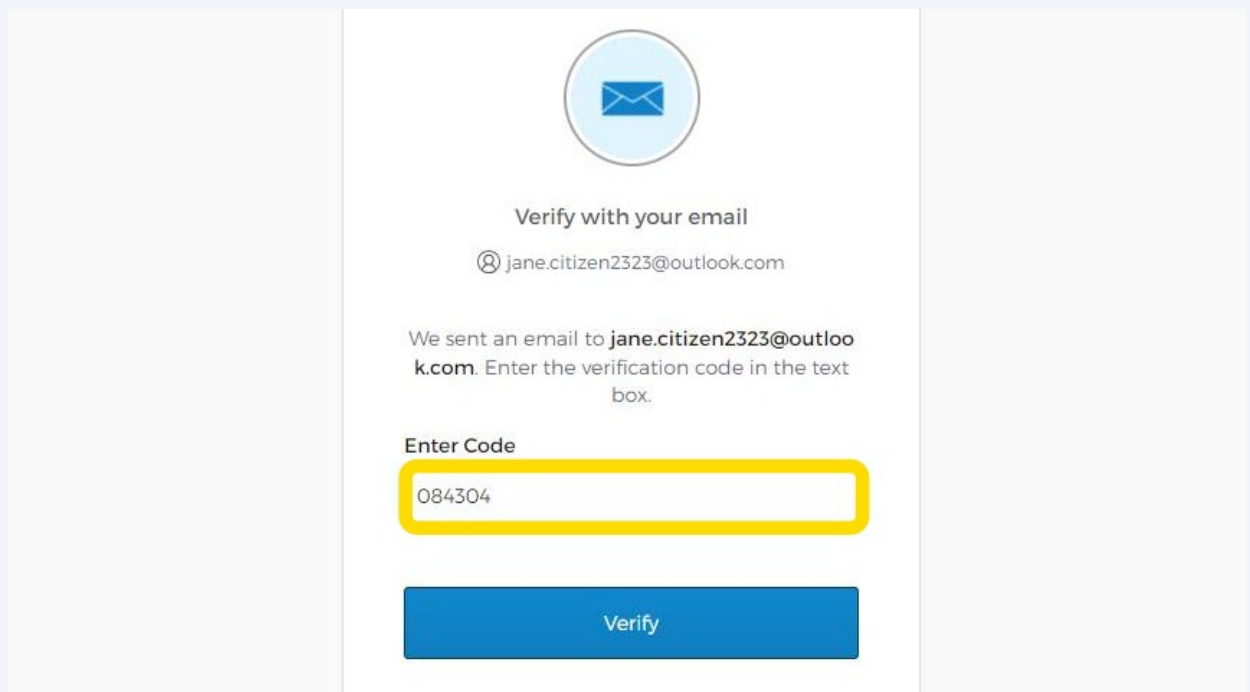
12

Go to the email account that you signed up with and Click the email titled "Welcome to your Community Access account" to see the 6-digit code that was sent.

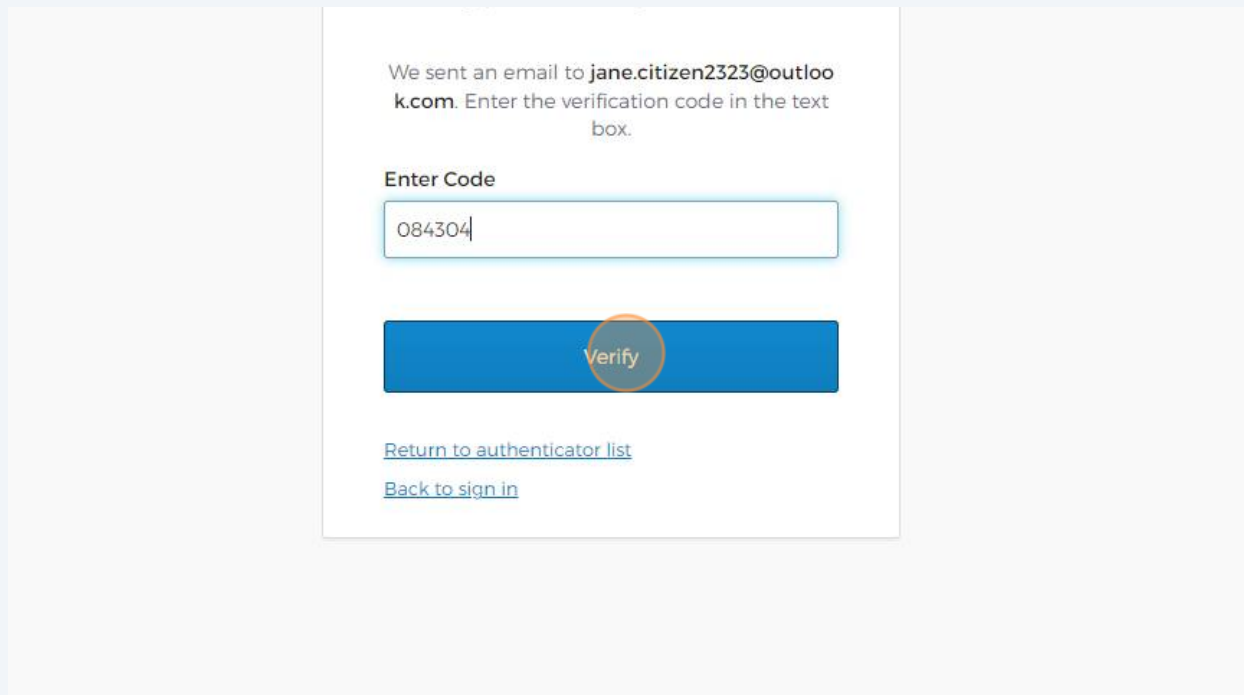


13

Enter in the code received in the email.



14 Click "Verify".



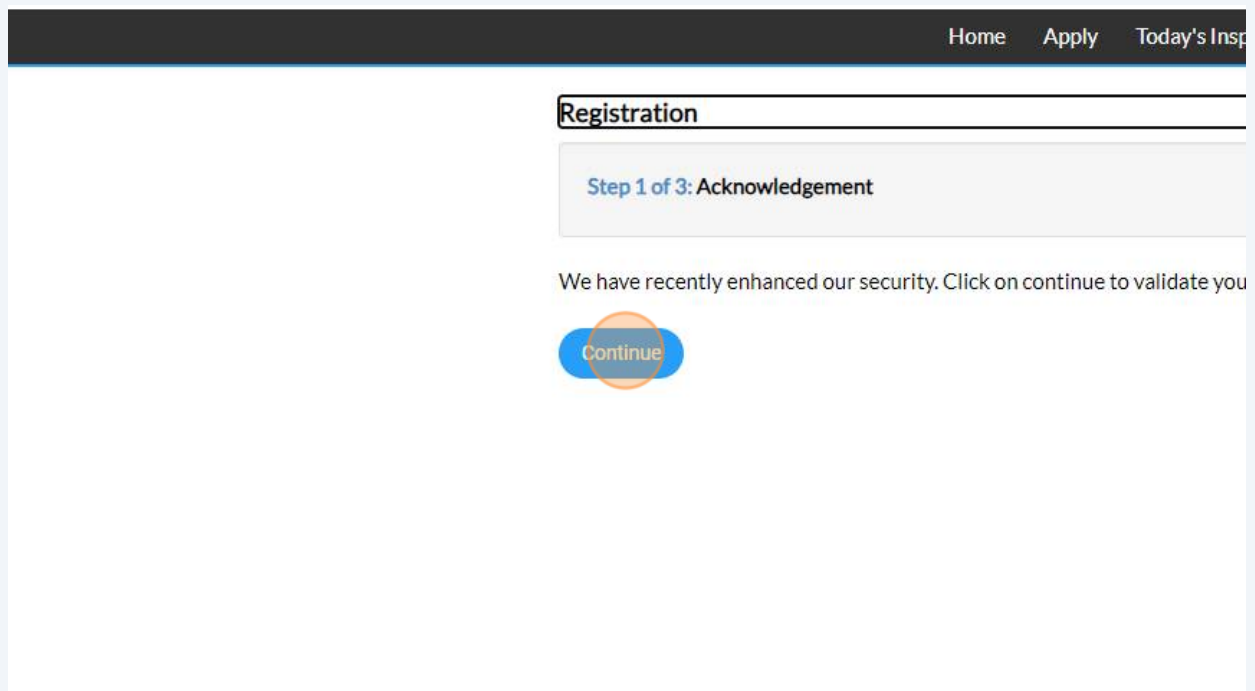
We sent an email to **jane.citizen2323@outlook.com**. Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)
[Back to sign in](#)

15 Click "Continue".



Home Apply Today's Insp

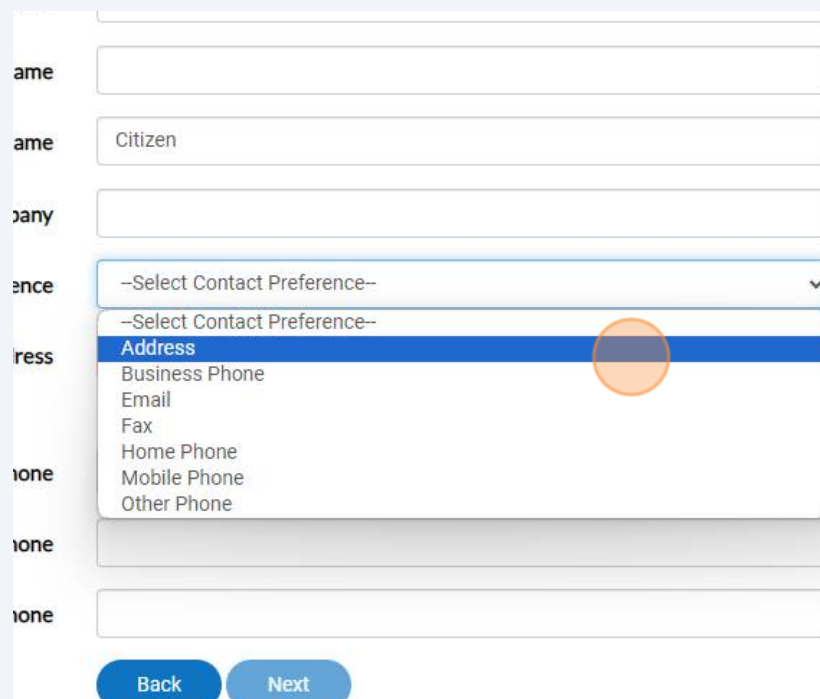
Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate you

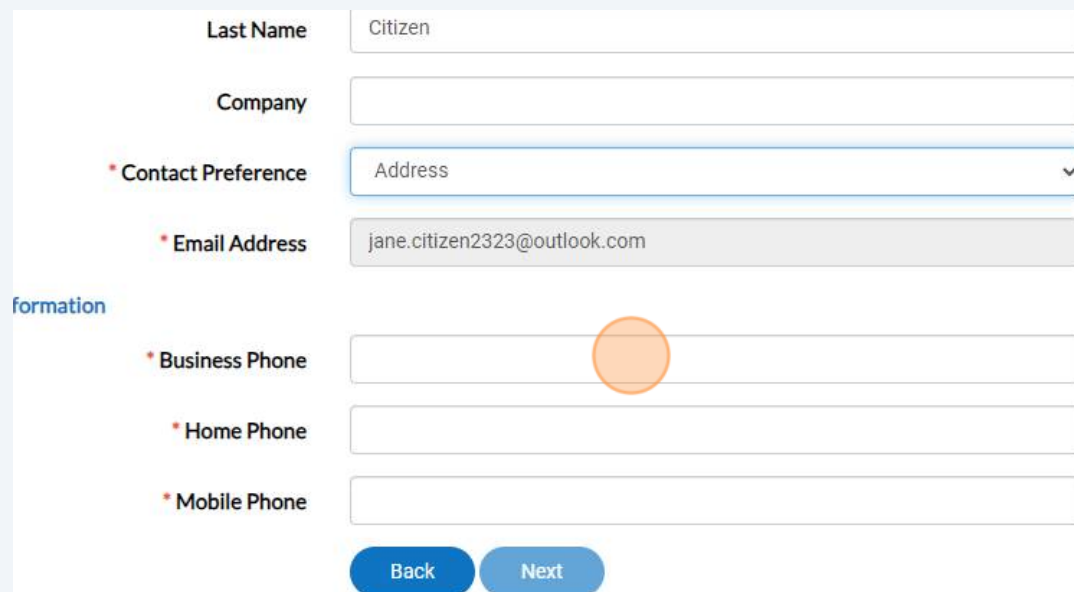
Continue

16 Click and type in your "Email Address".



A screenshot of a contact form. The form has several input fields: a text field at the top, a text field labeled "ame", a text field labeled "ame" containing "Citizen", a text field labeled "pany", a dropdown menu labeled "ence" with the text "--Select Contact Preference--", a dropdown menu labeled "ress" with a list of options: "--Select Contact Preference--", "Address", "Business Phone", "Email", "Fax", "Home Phone", "Mobile Phone", and "Other Phone", a text field labeled "ione", and a text field labeled "ione". An orange circle highlights the "Address" option in the "ress" dropdown menu. At the bottom, there are two buttons: "Back" and "Next".

17 Click and type in your "Business Phone".



A screenshot of a contact form. The form has several input fields: a text field labeled "Last Name" containing "Citizen", a text field labeled "Company", a dropdown menu labeled "* Contact Preference" with the text "Address", a text field labeled "* Email Address" containing "jane.citizen2323@outlook.com", a text field labeled "* Business Phone", a text field labeled "* Home Phone", and a text field labeled "* Mobile Phone". An orange circle highlights the "Business Phone" field. At the bottom, there are two buttons: "Back" and "Next".

18 Click "Next".

Last Name

Company

*** Contact Preference**

*** Email Address**

Contact Information

Business Phone

Home Phone

Mobile Phone

19 Enter Complete Address and Click "Submit"

*** Address**

City

State

Postal Code

20

Registration is complete and you are now logged in to the PORT.

The screenshot shows a web browser window with the URL `eplselfservice.pendercountync.gov/energoproduct/selfservice#/home`. The page title is "Pender Online Resource Tool - Citizen Self Service" with a sub-header "Apply, Build and Review". The user is logged in as "Jane Citizen". The dashboard features a navigation bar with links: Dashboard, Home, Apply, My Work, Today's Inspections, Map, Pay Invoices, Search, and Calendar. The main content area has a blue header "Welcome to the PORT!" and a large blue section titled "Welcome to Civic Access". This section contains six white cards with icons and descriptions:

- Search Public Records**: This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.
- Apply**: This tool can be used to apply for a permit, plan or license.
- My Account**: Click here to access your account information.
- Pay Invoice**: Use this tool to pay for individual invoices.
- Change of Contractor**: Form to Update General Contractor Information.
- Temp/Prior Power Application**: Apply for Temporary/Prior Electrical Service.