



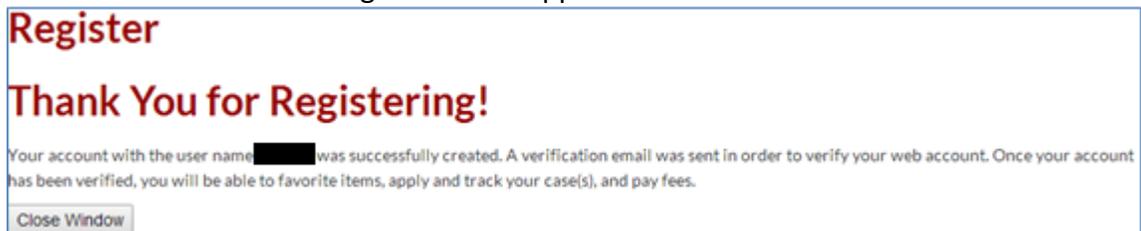
Online Permitting Services – User Account Registration Guide

This document provides instructions for obtaining a Town of Chapel Hill Online Permitting Services User Account. Registered users can submit permit applications, track their progress, and make payments. Once registration is complete, users will be able to submit applications for subpermits and building permits for all residential projects.

1. Complete Registration Form

- 1) Go to <http://permits.townofchapelhill.org> and click on  **Register** in the top right of the screen.
- 2) The Register screen will appear and complete the following sections. *If you are applying as a contractor, enter your business information instead of your personal information.*
 - A. Account Information
 - B. Contact Information
 - C. Contractor Information. If you are registering as a contractor, select the checkbox to **Register as a Contractor** and complete the following (if you're not a contractor skip to step D):
 - Contractor Type i.e. Electrical, Mechanical, Plumbing, General.
 - State Contractor License Number
 - D. Security Question
 - E. Password
 - Type in your Password and Confirm password

NOTE: Check the ***Notify me when my requests are processed*** box if you would like to receive emails when your permits are processed.
- 3) Click **Register**. The following screen will appear:



2. Verify Account

There is a two-step verification process for user accounts.

1) Verify Email Address

- a. A verification link will automatically be sent to your email address when you click register.
- b. Find the email from **noreply@chapelhill.developmentreview.net** and click on link provided in the email.

NOTE: If you do not find this email, check Spam / Junk folders

2) Complete Account Affidavit

- a. Complete the Online Permitting Services Affidavit. **The affidavit must be notarized.**
- b. Mail or bring the completed form to the Development Services Center, located at the following address:

**Development Services Center
405 Martin Luther King Jr Blvd
Chapel Hill, NC 27514**

- c. Once Development Services has processed your Account Affidavit, you will receive an email notifying you that your account is ready to use.

Once both verification steps are completed, you can begin applying for permits with the Town of Chapel Hill's Online Permitting Services.