



ePERMITS ONLINE INSPECTIONS MANAGEMENT

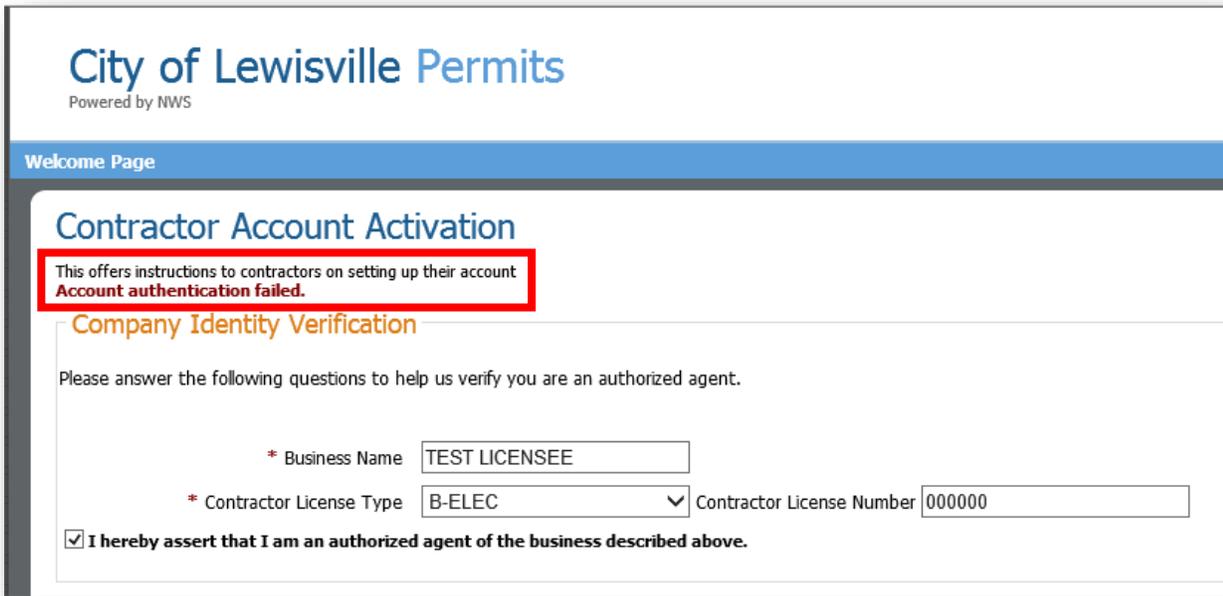
FAQs & Troubleshooting for Contractors

etools.cityoflewisville.com/esuite.permits/

Welcome to ePermits...the City of Lewisville's newest online portal for managing permits & inspections obtained through our Neighborhood Services Department, Health Division or Fire Prevention Division!

- [Why do I get an error message saying, "Account Authentication Failed"?](#)
 - [Why do I get an error message saying, "You must be an authorized user of the business described to create an account"?](#)
 - [Why do I get an error messaging saying, "Your username and password could not be authenticated. Please try again." when I attempt to log in to my account?](#)
 - [How do I reset my ePermits Username and/or Password?](#)
 - [Why do I get an error message saying, "Unable to reset password. Licensee is inactive or there is no current Business License for the Licensee." when I attempt to change my Username and/or Password?](#)
 - [The email address displayed on my account is incorrect, but the field is locked. How can I update my email address?](#)
 - [Why doesn't my business name show up when I type it in the "Business Name" field while attempting to activate my new account?](#)
 - [After I log in to ePermits, it says, "Permits found: 0". Why can't I see any of my permits?](#)
 - [Why aren't there any inspections available to schedule when I view my permit?](#)
 - [How do I cancel an inspection or change the date and/or time preference after I have already requested an inspection?](#)
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Q: When I try to activate my account, why do I get an error message saying, “Account Authentication Failed”?

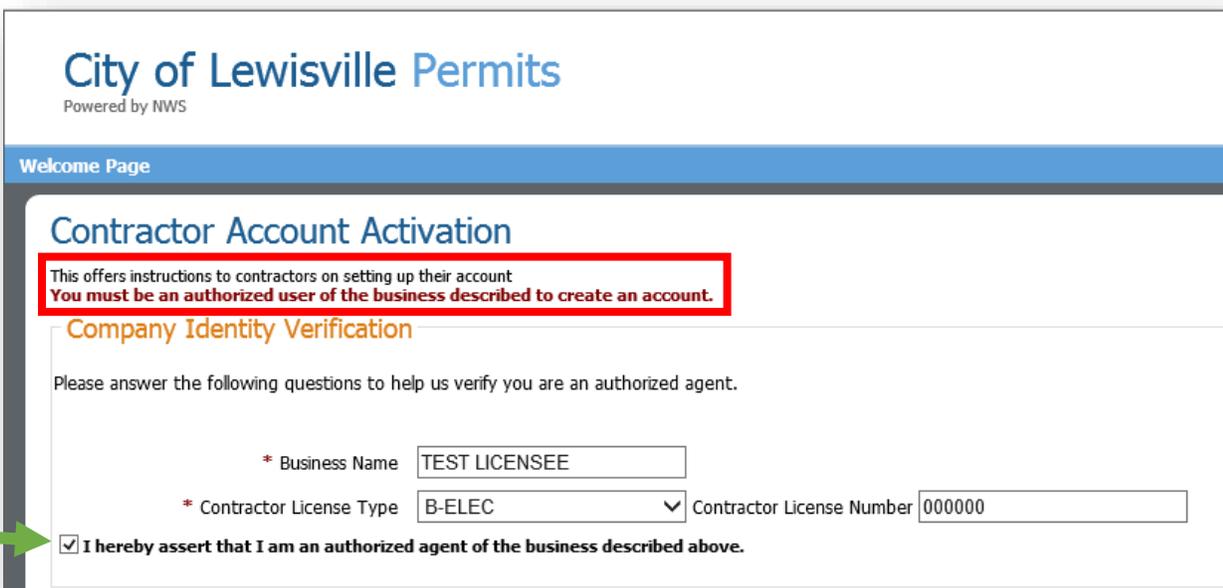


The screenshot shows the 'City of Lewisville Permits' website. The page title is 'Contractor Account Activation'. A red box highlights the error message: 'This offers instructions to contractors on setting up their account. Account authentication failed.' Below this is the 'Company Identity Verification' section with the following fields: Business Name (TEST LICENSEE), Contractor License Type (B-ELEC), and Contractor License Number (000000). A checkbox is checked with the text 'I hereby assert that I am an authorized agent of the business described above.'

A: Type your state license number into the field **exactly as it is shown on your state license**. If you continue to receive the error message, your state license on file with Neighborhood Services could be expired or has been incorrectly entered into our licensing system. Contact Neighborhood Services at 972-219-3470 to update your information.

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Q: Why do I get an error message saying, “You must be an authorized user of the business described to create an account”?



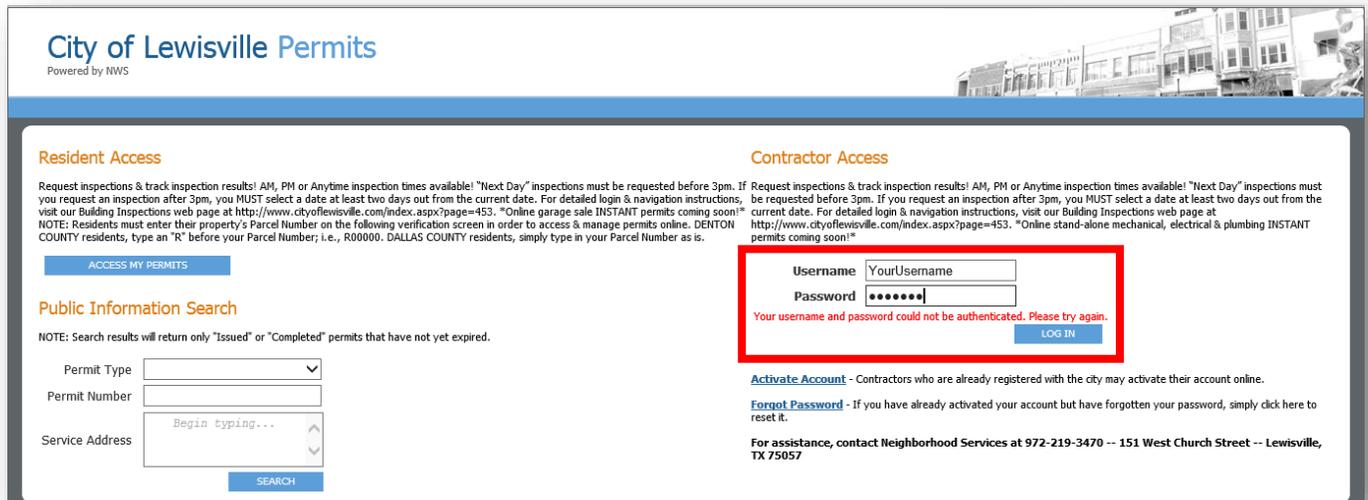
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Answer on Next Page

A: You must check the check box next to the identity affirmation statement in order to activate your contractor account.

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Q: Why do I get an error messaging saying, “Your username and password could not be authenticated. Please try again.” when I attempt to log in to my account?



A: Your business may have been flagged as a “Closed” business in our licensing system. If you feel this was done in error, contact Neighborhood Services at 972-219-3470.

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Q: How do I reset my ePermits Username and/or Password?

A: **[If you are a STATE LICENSED CONTRACTOR:](#)**

CLICK the “Forgot Password” link from the ePermits Welcome Page. You must enter your most recent state license number on file with the Neighborhood Services Department in order to reset your password. To update your information, contact Neighborhood Services at 972-219-3470.

Screen Cap on Next Page

City of Lewisville Permits
Powered by NWS

Resident Access

Request inspections & track inspection results! AM, PM or Anytime inspection times available! "Next Day" inspections must be requested before 3pm. If you request an inspection after 3pm, you MUST select a date at least two days out from the current date. For detailed login & navigation instructions, visit our Building Inspections web page at <http://www.cityoflewisville.com/index.aspx?page=453>. *Online garage sale INSTANT permits coming soon!* NOTE: Residents must enter their property's Parcel Number on the following verification screen in order to access & manage permits online. DENTON COUNTY residents, type an "R" before your Parcel Number; i.e., R00000. DALLAS COUNTY residents, simply type in your Parcel Number as is.

[ACCESS MY PERMITS](#)

Public Information Search

NOTE: Search results will return only "Issued" or "Completed" permits that have not yet expired.

Permit Type

Permit Number

Contractor Access

Request inspections & track inspection results! AM, PM or Anytime inspection times available! "Next Day" inspections must be requested before 3pm. If you request an inspection after 3pm, you MUST select a date at least two days out from the current date. For detailed login & navigation instructions, visit our Building Inspections web page at <http://www.cityoflewisville.com/index.aspx?page=453>. *Online stand-alone mechanical, electrical & plumbing INSTANT permits coming soon!*

Username

Password

[LOG IN](#)

[Activate Account](#) - Contractors who are already registered with the city may activate their account online.

[Forgot Password](#) - If you have already activated your account but have forgotten your password, simply click here to reset it.

If you are a GENERAL, FENCE OR SIGN CONTRACTOR:

Contact Neighborhood Services at 972-219-3470.

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Q: Why do I get an error message saying, “Unable to reset password. Licensee is inactive or there is no current Business License for the Licensee.” when I attempt to change my Username and/or Password?

City of Lewisville Permits
Powered by NWS

Welcome Page

Unable to reset password. Licensee is inactive or there is no current Business License for the Licensee.
Forgot Password

For security reasons, we do not send or display your password. Instead, we ask that you verify your identity and provide a new password.

Company Identity Verification
In order to reset your password we must first verify your identity. Please provide the following information.

* Business Name

* Contractor License Type Contractor License Number

I hereby assert that I am an authorized agent of the business described above and have been authorized to act on its behalf.

A: Your business may have been flagged as a “Closed” business in our licensing system. If you feel this was done in error, contact Neighborhood Services at 972-219-3470.

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Q: The email address displayed on my account is incorrect, but the field is locked. How can I update my email address?

A: Contact Neighborhood Services at 972-219-3470 to have this field unlocked for editing.

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Q: Why doesn't my business name show up when I type it in the "Business Name" field while attempting to activate my new account?

A: Contact Neighborhood Services at 972-219-3470 to have your business added to the ePermits portal.

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Q: After I log in to ePermits, it says, "Permits found: 0". Why can't I see any of my permits?

A: The ePermits portal will only display permits that have been issued or inspected on or after March 9, 2015.

Also, permits can only be accessed on the ePermits portal by contractors who are listed as the **General**, or **primary** contractor on the permit. Sub-contractors will not be able to access permits via the ePermits portal. All sub-contractor inspections will need to be requested using the General, or primary contractor's ePermits account.

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Q: Why aren't there any inspections available to schedule when I view my permit?

A: There may have been an oversight when your permit was processed. Contact Neighborhood Services at 972-219-3470 to activate your inspection types.

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Q: How do I cancel an inspection or change the date and/or time preference after I have already requested an inspection?

A: Inspection cancellations & date and/or time preference changes cannot be made via the ePermits portal. Contact Neighborhood Services at 972-219-3470 to communicate any changes to pending inspection requests.

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