

Create a Civic Access Account

This document will guide the user through the City of Naperville Civic Access Portal account registration process. Use the following link to the Self-Service Portal page where you can register or login:

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

City of Naperville Civic Access
Apply, pay for and manage applications

Login or Register

Home Apply Pay Invoices Map Calendar Resources City of Naperville Website Public Records Search

Welcome to the Self Service Portal

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

NON-PRODUCTION ENVIRONMENT

1 Login or Register
Log in to an existing or create a new account. You can also find help if you forgot your login 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.

Required Application Forms and Information
Click here to find required application attachments and information related to permits, plans, or licenses.

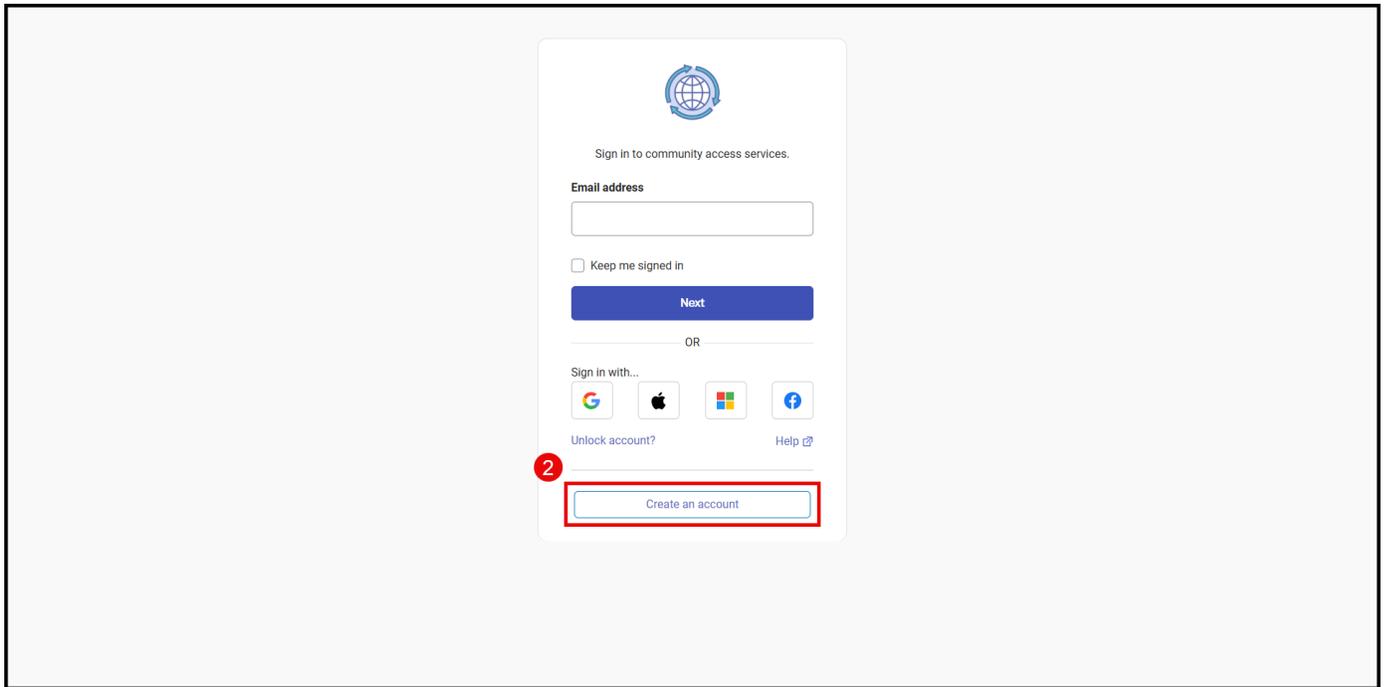
Electronic Submittal Requirements
Guidelines for submitting plans and other documents.

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.

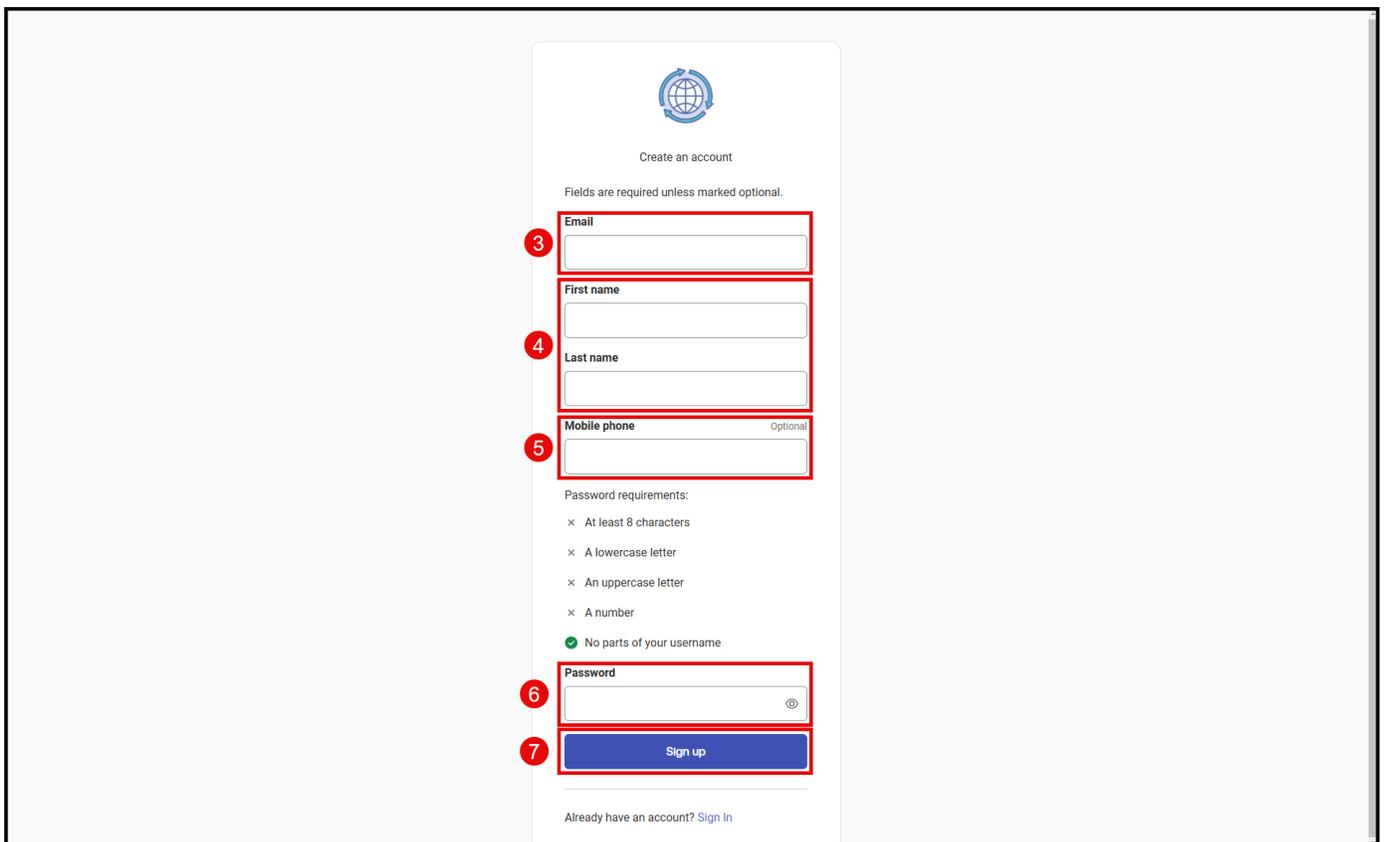
Need Assistance? 630-420-6059
Inspections Scheduling: 630-420-6100, Select Option 1
City Hall Address: 400 S. Eagle St., Naperville, IL 60540

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

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2 Click the **Create an account** button. Clicking this button will begin the account registration process.



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3 Enter the email address to associate with this Civic Access account. This email address will be used by City of Naperville staff to email you invoices, documents, or ask questions.

4 Enter your First and Last name. The name entered here will appear on permits and other documents generated through the Enterprise Permitting & Licensing software.

5 (Optional) Enter your preferred contact phone number. If a phone number is provided, City of Naperville staff may use this phone number to contact you.

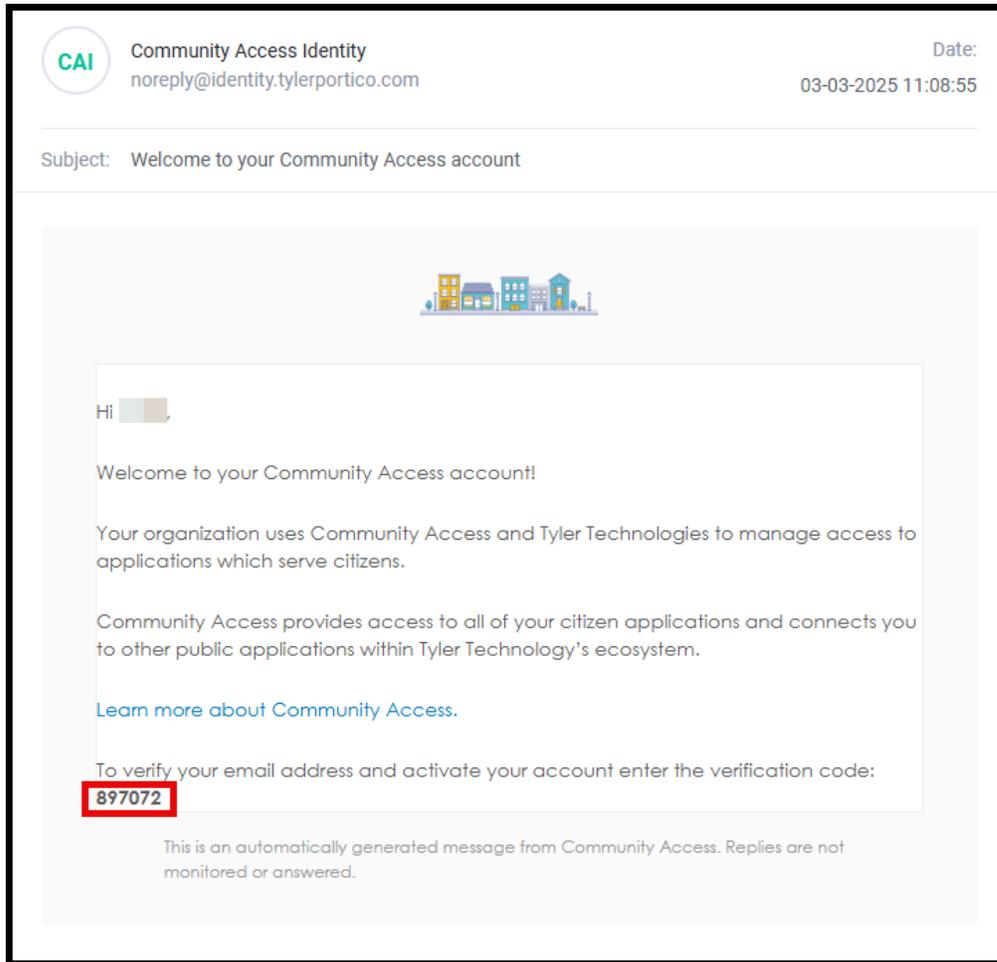
6 Create a password for your account. A password must meet the following requirements:

- It must be at least eight characters long.
- It must include at least one lowercase character.
- It must include at least one uppercase character.
- It must include at least one number character.
- The password can't include your email or first/last name.

7 Click the **Sign up** button to submit your information and create a Civic Access account. An email is sent from the Civic Access Portal to the email address entered in step 3. The email contains a six-digit verification code. This code must be entered to complete the registration process.

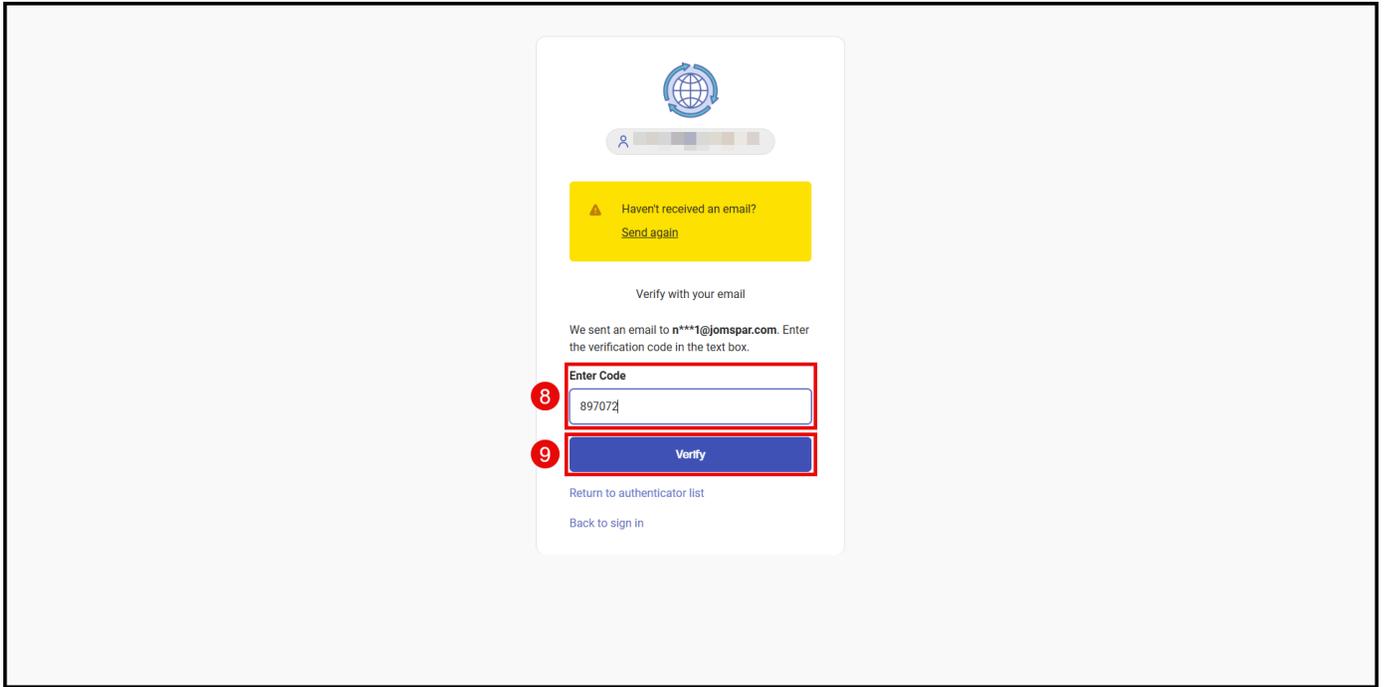
 Your email client may mark the verification email as spam. If you don't receive the message after 15 minutes, try adding noreply@eplmail.tylerapp.com to your safe sender/whitelist. This website, [How to Whitelist an Email in Gmail, Outlook, and Yahoo](#), can help with whitelisting an email for commonly used email providers.

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An example of the email sent by the Civic Access portal and where the six-digit code can be found.

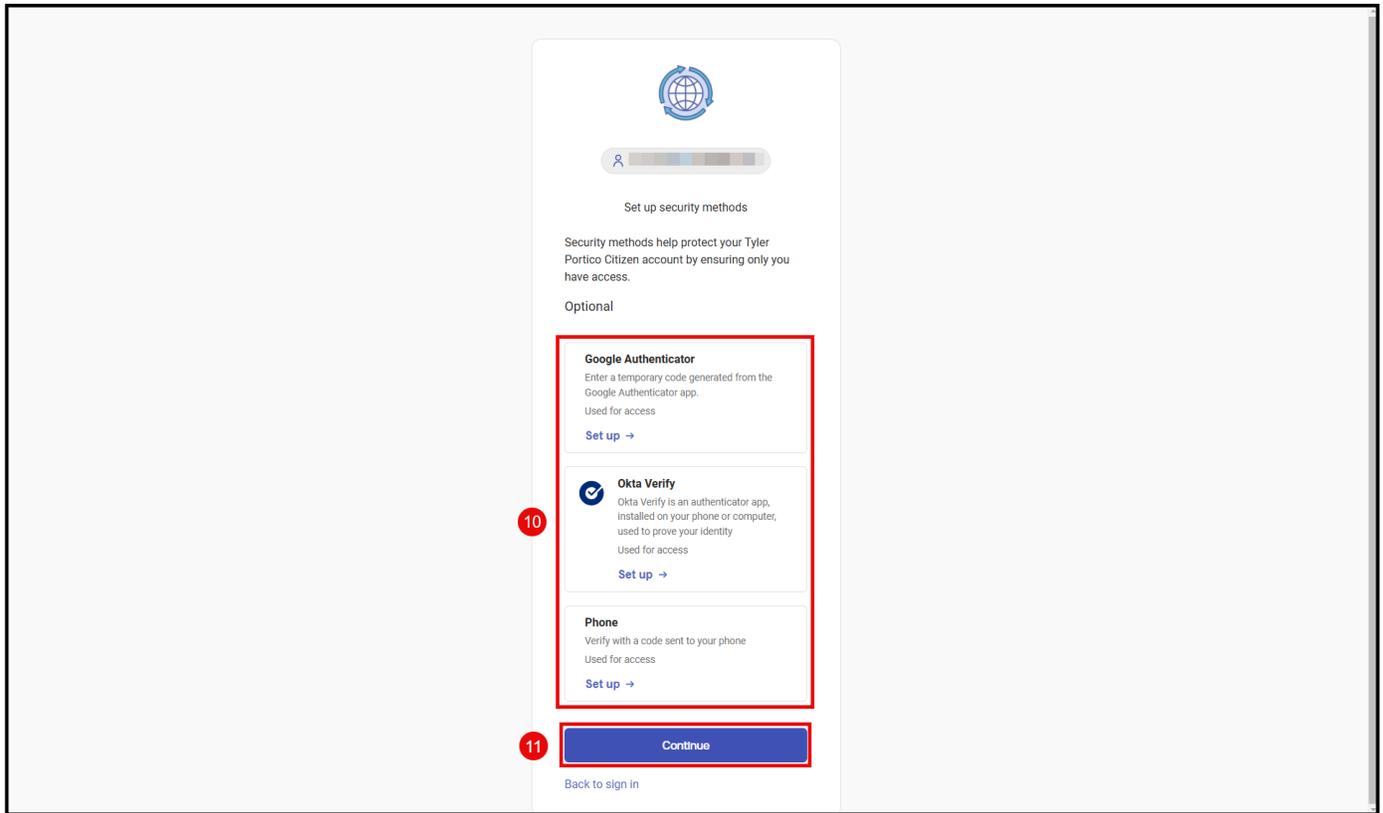
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8 Type or copy and paste the six-digit code from the verification email into the **Enter Code** field.

9 Click the **Verify** button to complete the verification process.

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10 (Optional) You can use these options to setup a multi-factor authentication (MFA) to better protect your account from being breached. The City of Naperville recommends that you use MFA to better protect your information from being compromised.

11 Click on the **Continue** button to return to the Civic Access Portal to complete registration process.

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The screenshot shows the top navigation bar with the City of Naperville logo and 'Civic Access' text. Below the navigation bar, the page title is 'Registration' and the sub-header is 'Step 1 of 3: Acknowledgement'. The main content area contains the text: 'Your ePortal account with the City of Naperville has been approved.' Below this text is a blue 'Continue' button highlighted with a red box and a red circle containing the number 12. At the bottom of the page, there is contact information: 'Need Assistance? 630-420-6059', 'Inspections Scheduling: 630-420-6100, Select Option 1', and 'City Hall Address: 400 S. Eagle St., Naperville, IL 60540'.

12 Click on the **Continue** button to progress to step 2 of the registration process.

The screenshot shows the registration page at 'Step 2 of 3: Personal Info'. The form includes several input fields: 'First Name', 'Middle Name', 'Last Name', and 'Company'. A 'Contact Preference' dropdown menu is highlighted with a red box and a red circle containing the number 13, with 'Email' selected. Below it is an 'Email Address' field. A section titled 'Additional Contact Information' contains three fields: 'Business Phone', 'Home Phone', and 'Mobile Phone', which are also highlighted with a red box and a red circle containing the number 14. At the bottom of the form are 'Back' and 'Next' buttons, with the 'Next' button highlighted by a red circle containing the number 15. The same contact information as the previous screenshot is at the bottom of the page.

13 Select your preferred contact method from the **Contact Preference** drop-down menu. This will communicate to

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City of Naperville staff the best way to contact you.

14 Enter at least one phone number. The City of Naperville may use this number to contact you.

15 Click the **Next** button to proceed to step 3 of the registration process.

The screenshot shows the 'City of Naperville Civic Access' registration portal. The header includes the city logo and navigation links like 'Home', 'Apply', 'Pay Invoices', 'Map', 'Calendar', 'Resources', 'City of Naperville Website', and 'Public Records Search'. The main content area is titled 'Registration' and 'Step 3 of 3: Address'. A red box highlights the address input fields, which include: '* Address' (with '400 S Eagle' entered), 'Apartment, suite, unit, floor, (optional)', 'City' (with 'Naperville' selected), 'State' (with 'IL' selected), and 'Postal Code' (with '60540' entered). A '*REQUIRED' label is positioned to the right of the address fields. Below the form are 'Back' and 'Submit' buttons. A red circle with the number '16' is placed to the left of the address fields, and a red circle with the number '17' is placed below the 'Submit' button. At the bottom left, contact information is provided: 'Need Assistance? 630-420-6059', 'Inspections Scheduling: 630-420-6100, Select Option 1', and 'City Hall Address: 400 S. Eagle St., Naperville, IL 60540'.

16 Enter your mailing address. This address may appear on permits, licenses, or other documents issued by the City of Naperville.

17 Click the **Submit** button to complete the registration process. Once you click **Submit** the registration process will be complete and the Civic Access Portal will redirect you to the **My Work** page.

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City of Naperville
Civic Access
Apply, pay for and manage applications

[Home](#) | [Dashboard](#) | [Apply](#) | [My Work](#) | [Pay Invoices](#) | [Map](#) | [Calendar](#) | [Resources](#) | [City of Naperville Website](#) | [Public Records Search](#)

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My Inspections

Requested	Scheduled	Closed
0	0	0

[View My Inspections](#)

My Invoices

Current	0	\$0.00
Past Due	0	\$0.00
Total	0	\$0.00

[View My Invoices](#)

My Permits

Attention	Pending	Active	Recent	Draft
0	2	0	2	0
	Amplifier Permit 1 REISSUE Real Exem... 1		Amplifier Permit 1 REISSUE Real Exem... 1	

[View My Permits](#)

My Licenses

Expired 308 DAYS HARD CORE BEV, INC No. LIQ-0001-2023 Type Annual Liquor License	Draft 0
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[View My Licenses](#)

My Plans

Attention	Pending	Active	Recent	Draft
0	0	0	0	0

[View My Plans](#)

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