

LA County – EPIC-LA – Login Instructions and Troubleshooting

Overview

This guide describes how new and returning users must register to use the upgraded login process for Los Angeles County’s Electronic Permitting and Inspections Portal (EPIC-LA) beginning January 18, 2025. This upgrade will require all new and returning users to **create an account**, instructions are provided in this guide.

The new account registration process will provide you with a more secure single sign-on (SSO) method using **Tyler Identity - Community Access (TID-C)**. This upgrade will enhance security and streamline access, allowing users to log into EPIC-LA and other related services using a single set of credentials.

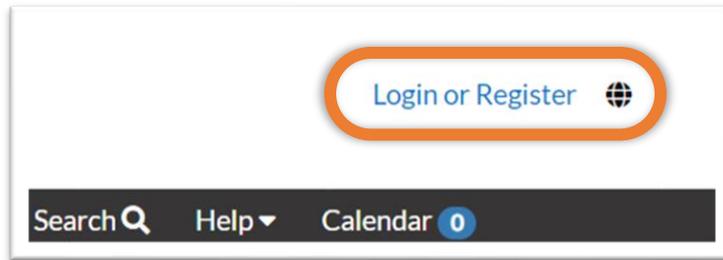
If you have any questions, or encounter issues, please contact EPIC-LA Technical Support via email at epiclahelp@lacounty.gov.

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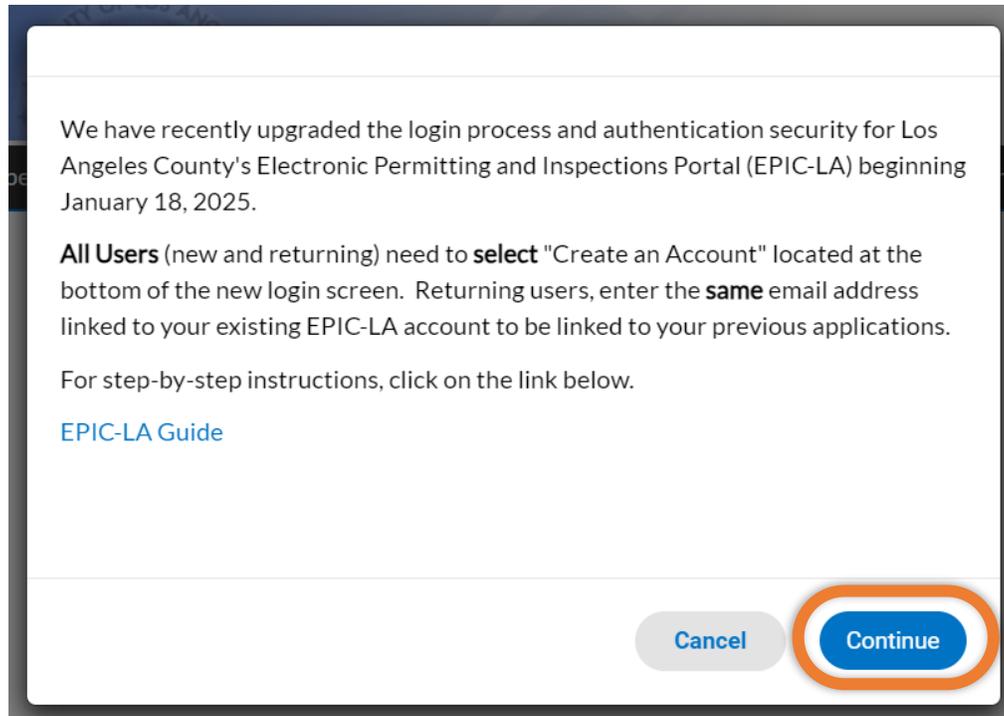
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Registration (new and returning users)

1. Navigate to the EPIC-LA website, located at:
 - a. https://epicla.lacounty.gov/energov_prod/selfservice/Selfservice#/home
2. Click on the **Login or Register** link at the top-right corner of the screen.



3. Read the pop-up which will appear at the top of the screen when you first try to login. Click **Continue**.



4. Click **Create an Account** located at the bottom of the next screen, even if you are a returning user.

Email address

Keep me signed in

Next

OR

Sign in with...

[Unlock account?](#) [Help](#)

Create an account

5. Fill out all required fields, then click **Sign up**.
 - a. Returning users: Enter the same email address linked to your existing EPIC-LA account to be linked to your previous applications.

Create an account

Fields are required unless marked optional.

Email

First name

Last name

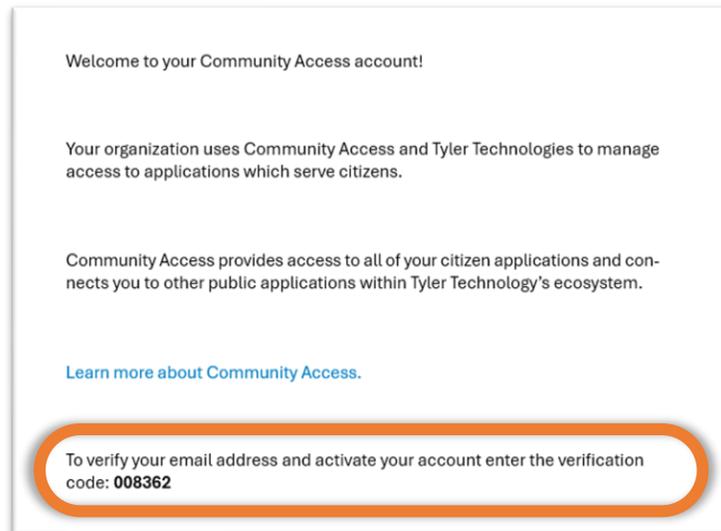
Mobile phone Optional

Password

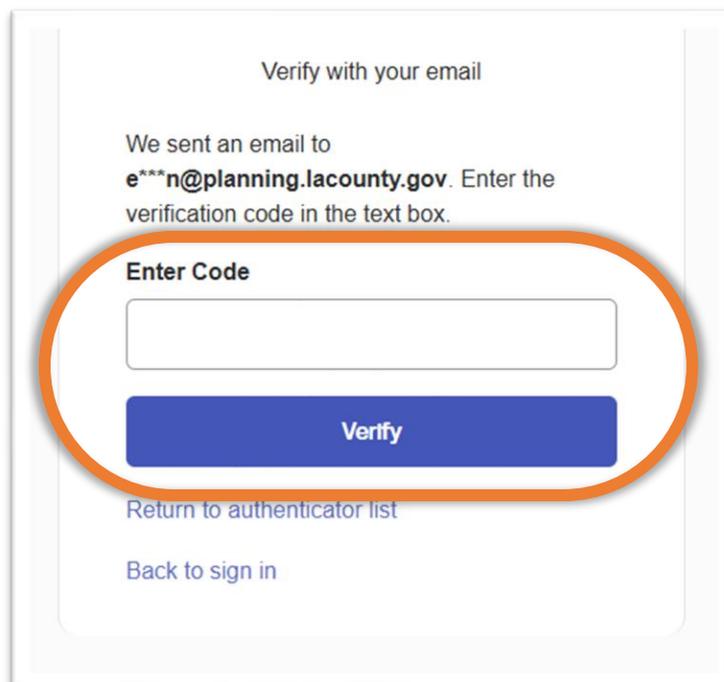
Sign up

[Already have an account? Sign In](#)

6. You will receive a notification that a verification email has been sent to you.
 - a. The verification email will be delivered by Community Access Identity <noreply@identity.tylerportico.com>.
 - b. Please allow a few minutes and check both inbox and spam folders.
 - c. Locate the six-digit code located at the bottom.
 - d. An example of the email is shown below:



7. Enter the six-digit code from the bottom of your email and then click [Verify](#).

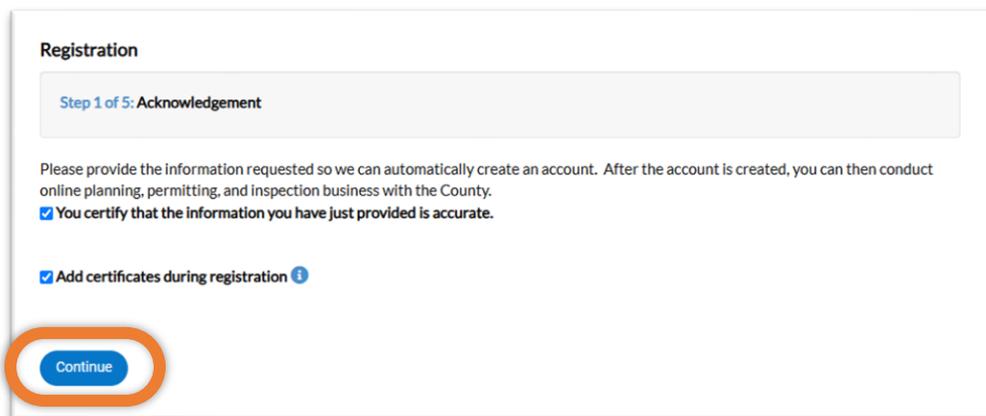


Complete Account Registration

1. Returning Users: After completing the Create an Account steps, you will be automatically logged into the dashboard. You will not need to follow the next steps.
2. New Users: Follow the next steps to complete your new account registration.

Acknowledgement

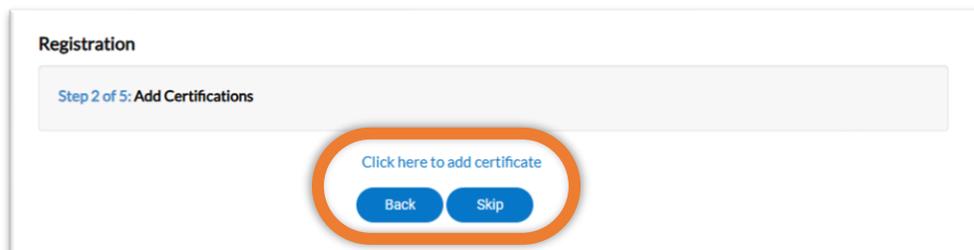
1. Read the statement to acknowledge the registration and click **Continue**.
 - a. If you need to add architectural, structural, contractors, and/or insurance certificate(s), select the **Add certificates during registration** checkbox.



The screenshot shows a registration form titled "Registration" with a progress bar indicating "Step 1 of 5: Acknowledgement". Below the progress bar, there is a paragraph of text: "Please provide the information requested so we can automatically create an account. After the account is created, you can then conduct online planning, permitting, and inspection business with the County." Below this text are two checkboxes: the first is checked and labeled "You certify that the information you have just provided is accurate.", and the second is also checked and labeled "Add certificates during registration" with a small information icon to its right. At the bottom left of the form, a blue "Continue" button is highlighted with an orange oval.

Certifications (optional)

1. On this page, you may add any of your certifications such as Architectural, Structural, Contractors, Insurance, and more. This step is not required.
2. Click the **Click here to add certificate** link, if applicable, select each license from the dropdown menu and type in your certificate number(s).
3. After adding certificates click **Next**. If none apply, or if you are encountering any issues, click **Skip**.



The screenshot shows a registration form titled "Registration" with a progress bar indicating "Step 2 of 5: Add Certifications". Below the progress bar, there is a blue link that says "Click here to add certificate". Below this link are two blue buttons: "Back" and "Skip". The "Click here to add certificate" link and the "Back" and "Skip" buttons are all enclosed within an orange oval.

Personal Information

1. Fill in all the information to finalize this section. Required fields are marked with a red asterisk.
2. You can add extra contact numbers by clicking [Additional Contact Information](#).
3. After all required fields are filled, click [Next](#).

Registration

Step 3 of 5: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

[Additional Contact Information](#)

Address

1. Fill in a mailing address to be listed in applications you file.
2. After all required fields are filled, click [Next](#).

Registration

Step 4 of 5: Address

*REQUIRED

* Address

City

State

Zip Code

Electronic Signature

1. Type your full name to consent to completing your online registration.
2. You may draw your signature or re-type your name by clicking the sliding button.
3. After you have typed your name and completed the e-signature, click **Submit**.

Registration

Step 5 of 5: Signature

* Please type your name as consent to electronically sign this registration.

Enable Type Signature

November, 18 2024

X Draw Signature Here

Clear

Back Submit

Completion

1. This will complete the registration process, and you will be redirected to the dashboard. Your account will show applications with you listed as a contact.

EPIC-LA
Los Angeles County - Electronic Permitting & Inspections

Home Dashboard Apply My Work Request Inspection Transportation Building Permit Help Customer Survey Map Pay Invoices Report Search Help Calendar

My Permits

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
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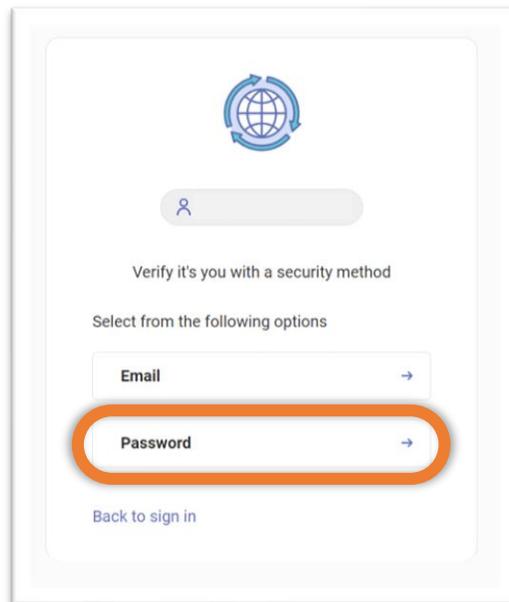
View My Permits

2. If you have any questions, please contact EPIC-LA Technical Support via email at epiclahelp@lacounty.gov.

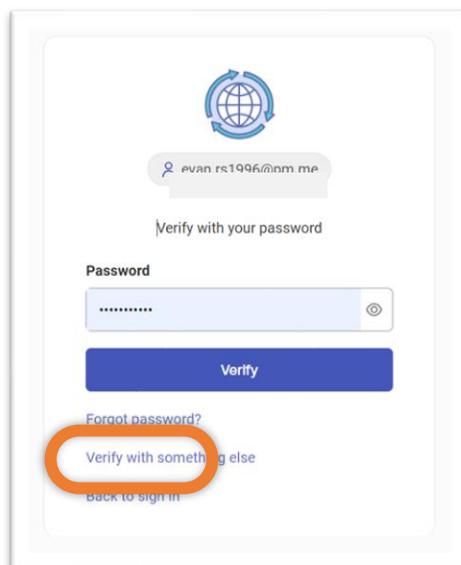
Troubleshooting your EPIC-LA account

How to Reset a Forgotten Password

1. Enter the login screen, type your account's email address, then click [Next](#).
2. On the following screen, select to verify via [Password](#).



3. On the next screen, click [Forgot Password](#).



4. On the following screen click [Send me an email](#).
5. The verification email will be delivered by [Community Access Identity <noreply@identity.tylerportico.com>](mailto:noreply@identity.tylerportico.com).
 - a. Please allow a few minutes and check both inbox and spam folders.
 - b. Locate the six-digit code located at the bottom.
 - c. An example of the email is shown on page 4 of this guide.
6. Enter the six-digit code from your email and then click [Verify](#).
7. You will be prompted to create a new account password.
 - a. Type a new, secure password twice, and then click [Reset your password](#).
 - b. After completion, you will be logged in to EPIC-LA.

Reset your Tyler Portico Citizen password

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- × No parts of your username

New password

Re-enter password

× Passwords must match

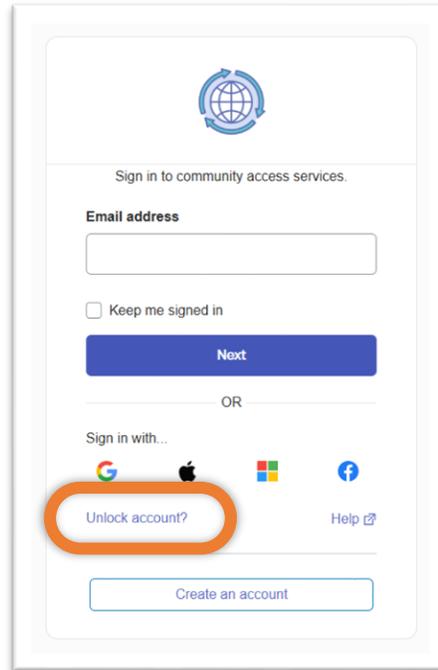
Sign me out of all other devices

[Reset your password](#)

[Back to sign in](#)

How to Unlock an Account

1. Enter the login screen then click the [Unlock Account?](#) link.



2. Type your email address, click [Select](#) and then [Send me an email](#).
3. On the next screen, click [Forgot Password](#), then click [Send me an email](#).
 - a. The verification email will be delivered by [Community Access Identity <snoreply@identity.tylerportico.com>](mailto:snoreply@identity.tylerportico.com).
 - b. Please allow a few minutes and check both inbox and spam folders.
 - c. Locate the six-digit code located at the bottom.
 - d. An example of the email is shown on page 4 of this guide.
4. Enter the six-digit code from your email and then click [Verify](#).
5. At this time, you will be logged in. Follow the [How to Reset a Forgotten Password](#) instructions, above, if needed.

How to Update User Account Information

1. To update your account's personal information and privacy settings, please visit: <https://profile.tylerportico.com/portal/profile>.
2. Under the privacy settings you will also be able to disable or enable the extra verification of receiving an additional email upon each login.