



## Palm Beach Citizen Access Portal – How to Sign into Citizen Access Portal for the First Time with TID-C

1. Go to the [Citizen Access Portal](#).



Town of  
**PALM BEACH**  
Florida

Good Afternoon, **Guest** ▾

Home Apply Helpful Links ▾ Fee Estimator Today's Inspections Map Pay Invoices Search 🔍 Calendar 0

### Palm Beach Citizen Access Portal

- Request Inspection**  
Click here to request an inspection on an existing record applied for after April 1, 2024.
- Building Records (Prior to April 1, 2024)**  
This tool can be used to search for permit and inspection records using our legacy Eden system PRIOR to April 1, 2024.
- Apply**  
This tool can be used to apply for a permit, plan or license.

2. Select the “Guest” drop down menu and select “Log In”.

Town of  
**PALM BEACH**  
Florida

Good Afternoon, **Guest** ▾

Log In  
Register

Home Apply Helpful Links ▾ Fee Estimator Today's Inspections Map Pay Invoices Search 🔍 Calendar 0

### Palm Beach Citizen Access Portal

- Request Inspection**  
Click here to request an inspection on an existing record applied for after April 1, 2024.
- Building Records (Prior to April 1, 2024)**  
This tool can be used to search for permit and inspection records using our legacy Eden system PRIOR to April 1, 2024.
- Apply**  
This tool can be used to apply for a permit, plan or license.

1

3. On the next screen, click the “Create an account.”
  - a. DO NOT sign in with Google/Apple/Microsoft/Facebook unless you are confident that the count uses the same email associated with your EPL account.
  - b. Personal Google/Apple Microsoft/Facebook accounts WILL not properly link to your EPL account.
  - c. The following instructions do not apply if you sign in with Google/Apple/Microsoft/Facebook.

Sign In to community access services.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

Keep me signed in

[Next](#)

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

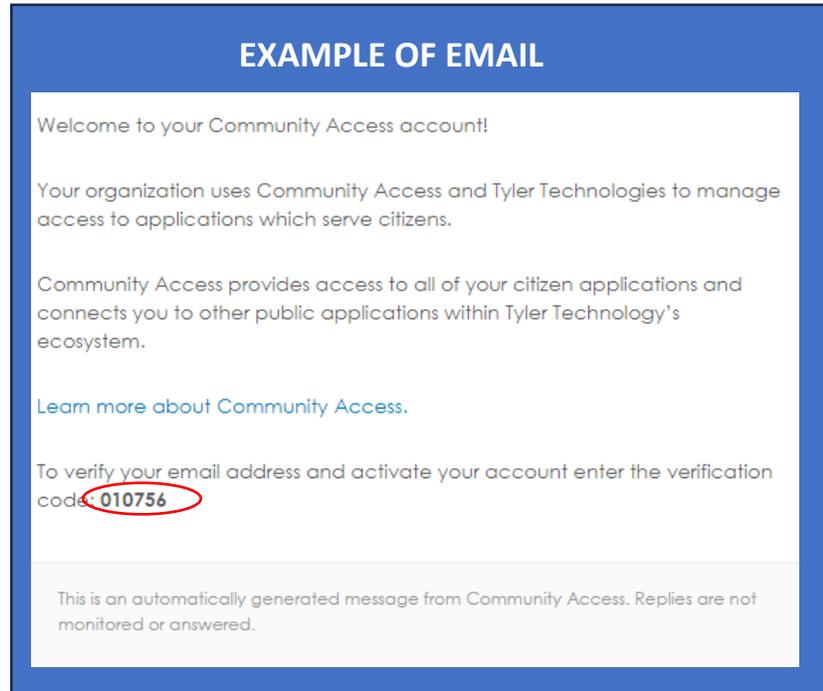
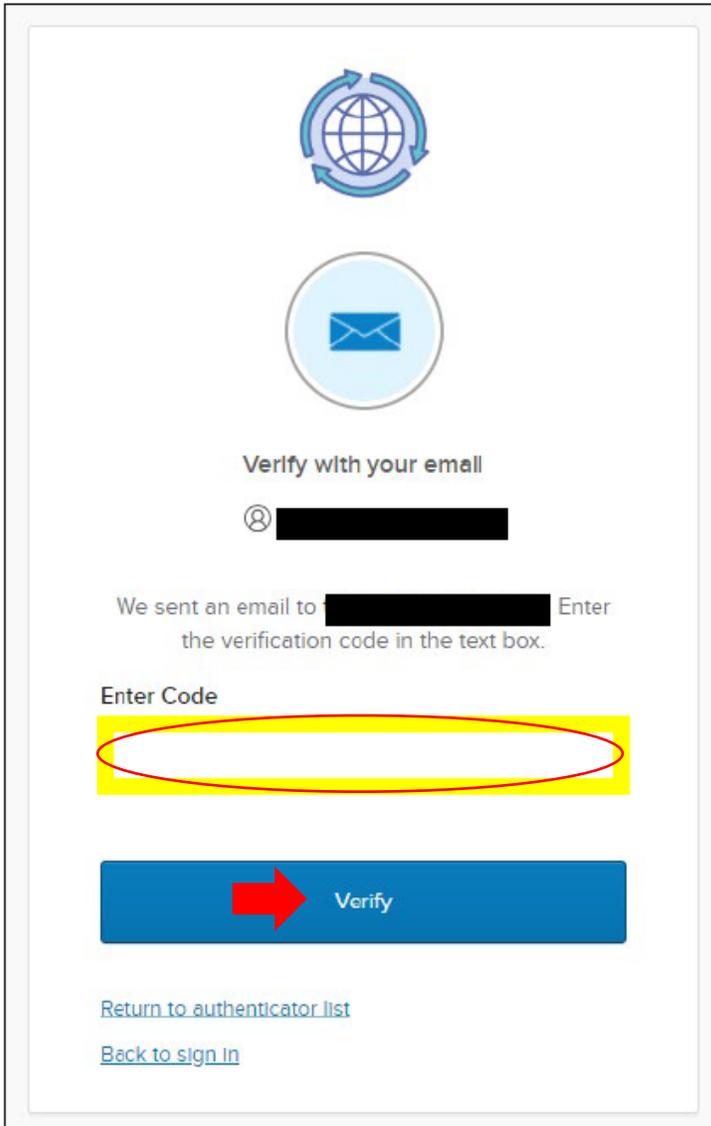
[Create an account](#)

4. Your email address (same email that you signed into the Citizen Access Portal with). Fill out the information on the screen. Then click the blue “Sign up” button.
  - a. Enter a password. You may choose the same password that you previously used for the Citizen Access Portal or a new password.

The image shows a 'Create an account' form with the following fields and elements:

- Email:** Input field with a red arrow pointing to it.
- First name:** Input field with a red arrow pointing to it.
- Last name:** Input field with a red arrow pointing to it.
- Mobile phone:** Input field with 'Optional' text to its right and a red arrow pointing to it.
- Password:** Input field with a red arrow pointing to it and a toggle icon on the right.
- Password requirements:**
  - At least 8 characters
  - A lowercase letter
  - An uppercase letter
  - A number
  - No parts of your username
- Sign up:** A blue button with the text 'Sign up', circled in red with a red arrow pointing to it.
- Already have an account?:** A blue link at the bottom of the form.

5. On the “Verify with your email” page, you will need to KEEP this window open and check your email for a verification code.
  - a. Go to your email and check for an email from [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com). Within this email there is a verification code. Copy this code to the “Verify with your email” page. Once the code has been entered, click “Verify”.



6. You will be taken back to your dashboard on the Citizen Access Portal.