



## Online Services Registration Help

Are you having trouble completing registration for our new online services for permits, inspections, planning and licensing? Try these tips to finish creating your account.

### Troubleshooting Tips

The page does not seem to load correctly. I am not sure what is wrong.

- Make sure you are using a modern browser such as Chrome (preferred) or Edge.
- Currently Safari is not supported. We are working on it!

I filled out the Tyler Identity form but never received a verification email.

- Try searching your email for it. The email comes in from [noreply@tyleridentity.com](mailto:noreply@tyleridentity.com).
- Check your spam and junk folders. If you find it there, move the email to your inbox and then use the link to verify.
- In Outlook, if you split your emails into Focused and Other, it may be in Other.
- In Gmail, if you categorize your inbox, check the Promotions tab for the email.
- If you are a large company, you may need to check with your IT department to see if it is being blocked.

I received an error message that my email addresses “already have accounts?”

- Someone else from your company has already used the email address that you are trying to use. An email address can only be affiliated with one account in our system.
- Either use a different email address for your account or discuss with your co-workers whether you want to use a shared email account for your online services.

I tried to submit my form on Step 4 and received a warning, “Unable to register user: Object reference not set to an instance of an object.”

- Please contact the Permit Center for resolution. There is a conflict in our system from previous service entries.

Need additional help? Contact us for registration assistance at [PermitCenter@GreshamOregon.gov](mailto:PermitCenter@GreshamOregon.gov) or call 503-618-2845.