

How to Register for an EPIC Account

This guide will walk you through the steps to create your Electronic Processing and Information Center (EPIC) account.

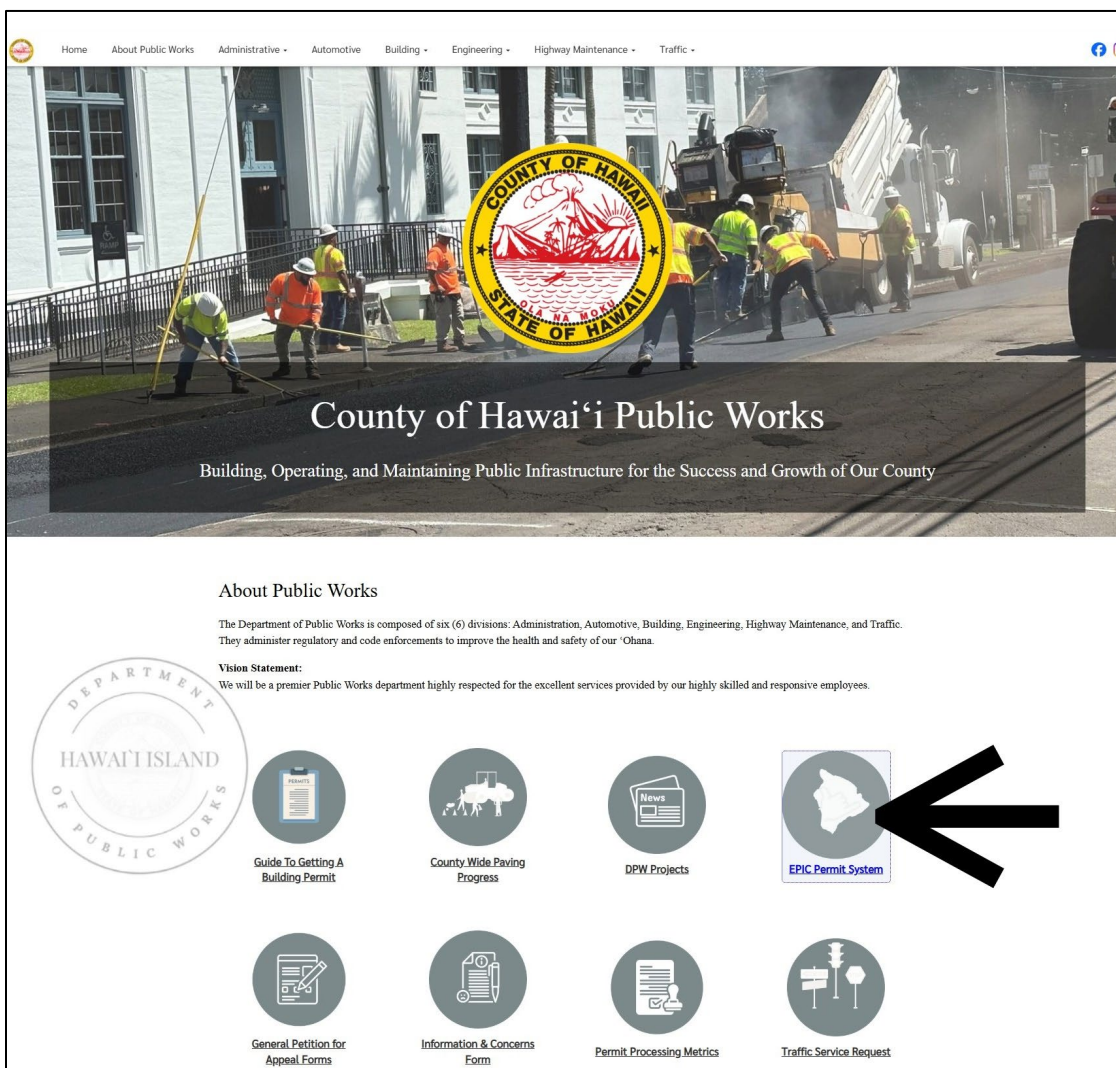
Before You Begin

Make sure you have:

- A valid email address
- Access to your email (you will receive a verification code)

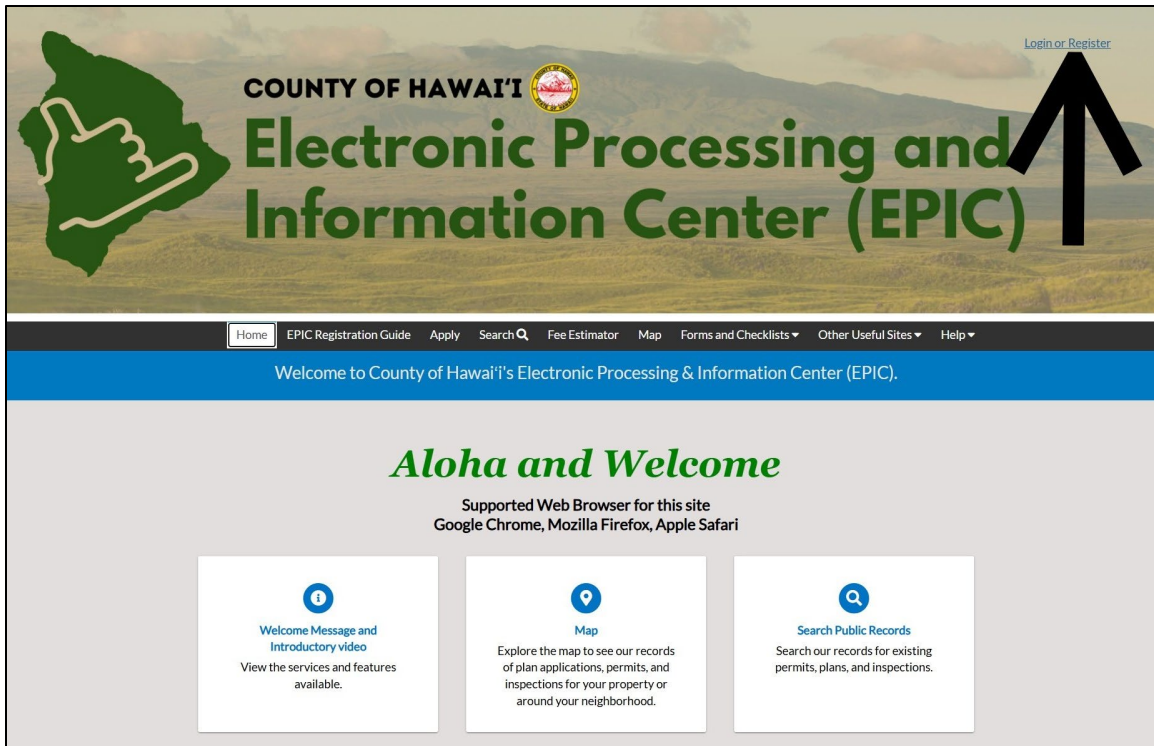
Go to the EPIC System

Visit the [County of Hawaii Public Works website](#), scroll down, and click on [EPIC Permit System](#).

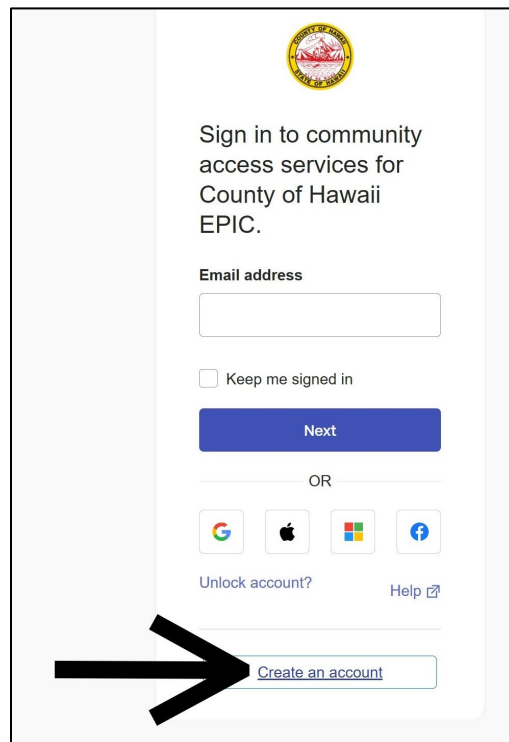


Open the Registration Page

1. On the EPIC Welcome page, click **Login or Register**.

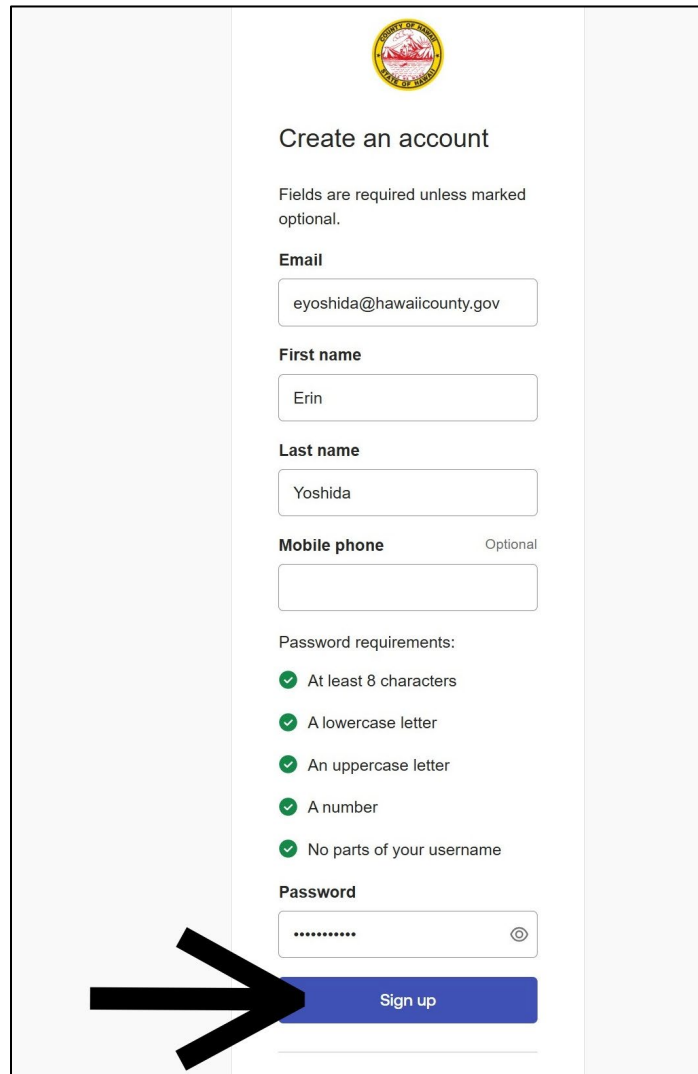



2. Click **Create an account**.



Create Your Account

1. Fill out the required fields on the Create an account form.
 - Email address
 - First name
 - Last name
 - Password
2. Password requirements:
 - At least 8 characters
 - A lowercase letter
 - An uppercase letter
 - A number
 - No parts of your username
3. Once you are done entering all required fields, click **Sign up**.





Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

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

Password

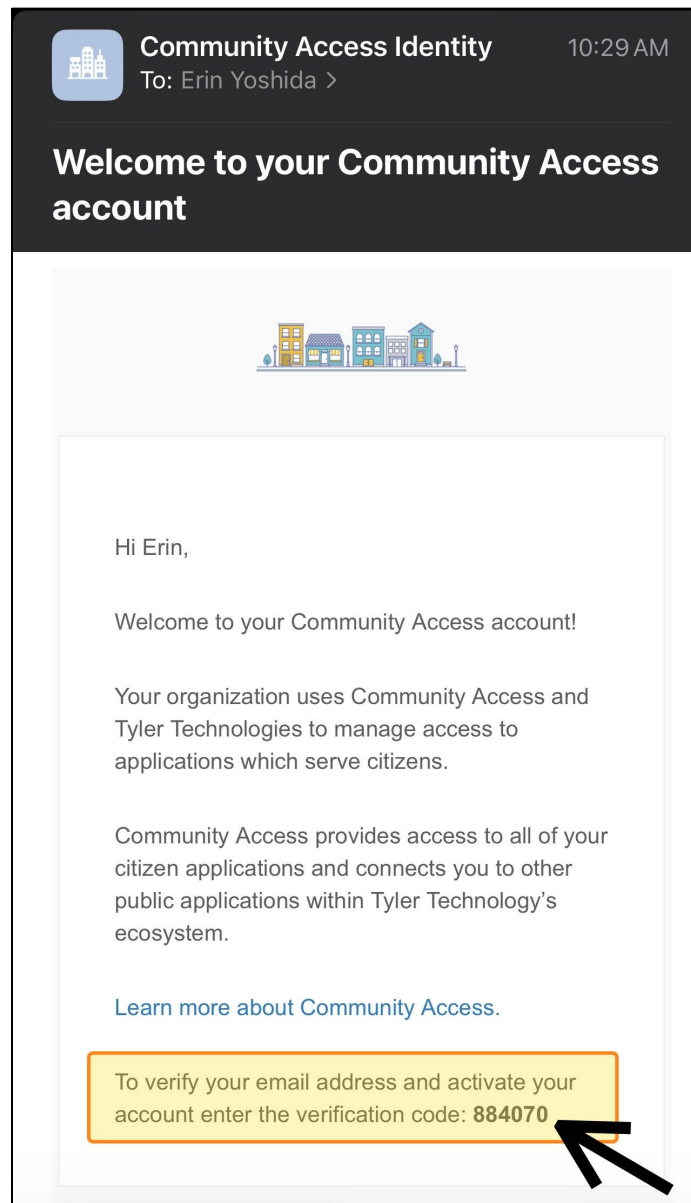
Sign up

Verify Your Email


1. Check your email inbox for a message from:
 - Community Access Identity noreply@identity.tylerportico.com
2. Locate the verification code in the email.
3. Return to the EPIC screen.

Note:

- It may take a few minutes for the email to arrive
- Be sure to check your junk or spam folder if you don't see it



4. Enter the verification code exactly as shown in the email and click **Verify**.



Verify with your email

We sent an email to e***a@hawaiicounty.gov. Enter the verification code in the text box.

Enter Code

Verify

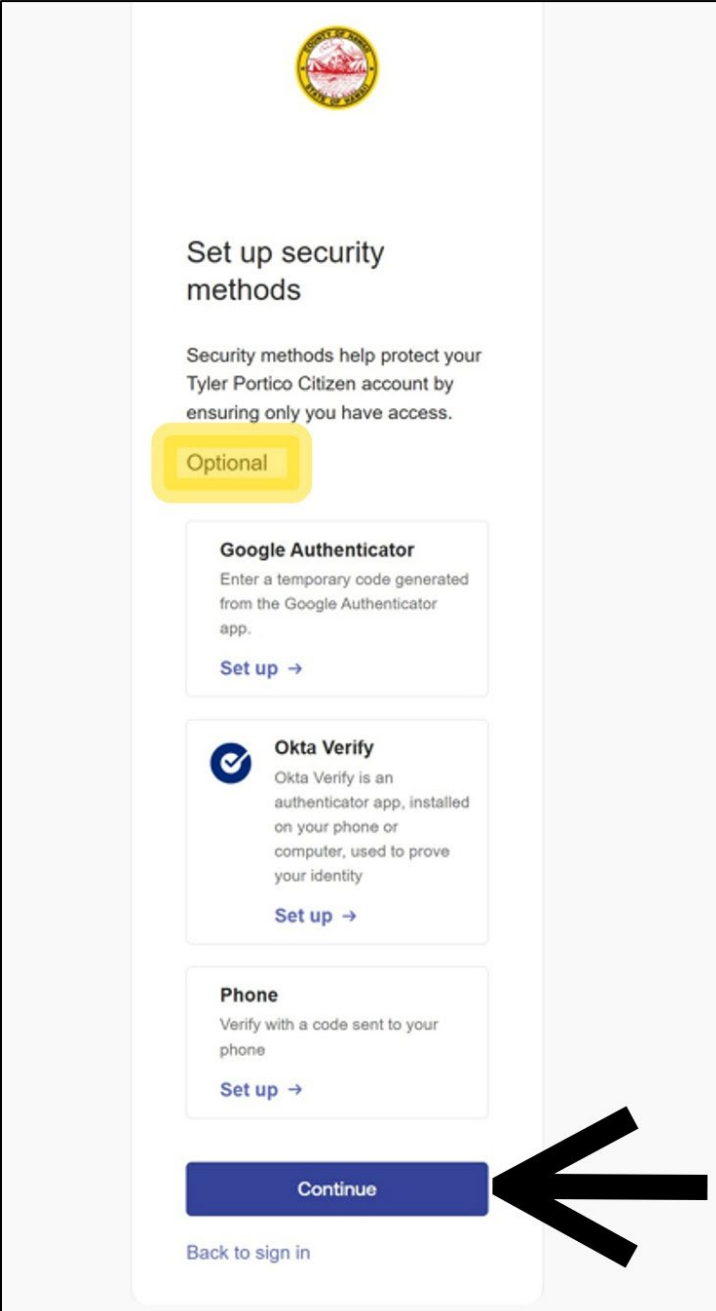
[Return to authentication list](#)


[Back to sign in](#)

Set up security methods (optional)

Set up security methods (optional), then click **Continue**. You will be returned to the EPIC website to complete the 4-step registration process.

- Step 1: Acknowledgement
- Step 2: Personal Information
- Step 3: Address
- Step 4: Signature






Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

- Google Authenticator**
Enter a temporary code generated from the Google Authenticator app.
[Set up →](#)
-  **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.
[Set up →](#)
- Phone**
Verify with a code sent to your phone.
[Set up →](#)

[Continue](#)

[Back to sign in](#)

4-Step Registration Process

Step 1: Acknowledgement

1. Review the acknowledgement statement.
2. Check the box to:
 - Confirm your information is correct
 - Agree to receive electronic communications from the County of Hawaii
3. Click **Continue**.

Registration

Step 1 of 4: Acknowledgement

Welcome to County of Hawai'i's Electronic Processing & Information Center (EPIC)!

For assistance, please check out our online [help library](#) or email us via our [Epic Online Support Page](#).

By submitting this form and providing an email address, I certify that the information provided is correct and am giving consent to receive electronic communication from the County of Hawaii at the email address provided.

[Continue](#)

A large black arrow points to the 'Continue' button.

Step 2: Personal Info

1. Enter your information.
2. Your email address will be filled in and cannot be changed.
3. Click **Next**.

Registration

Step 2 of 4: Personal Info

*REQUIRED

First Name:

Middle Name:

Last Name:

Company:

* Contact Preference:

* Email Address:

Additional Contact Information

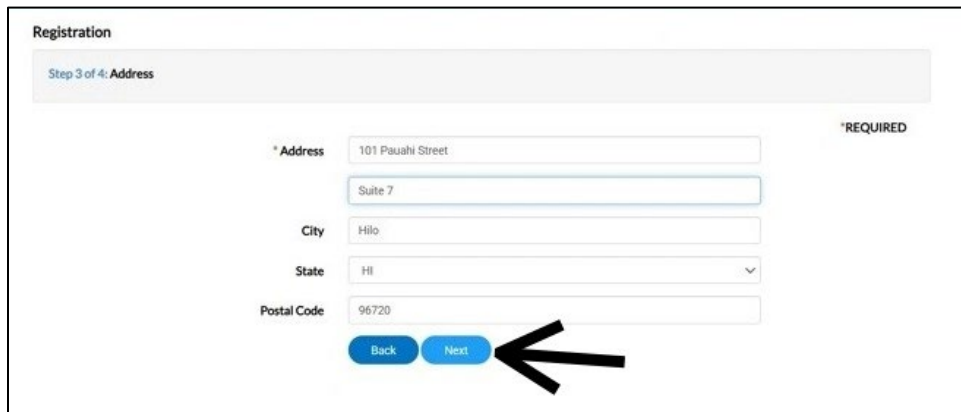
[Back](#) [Next](#)

A large black arrow points to the 'Next' button.

Step 3: Address

1. Enter your information.

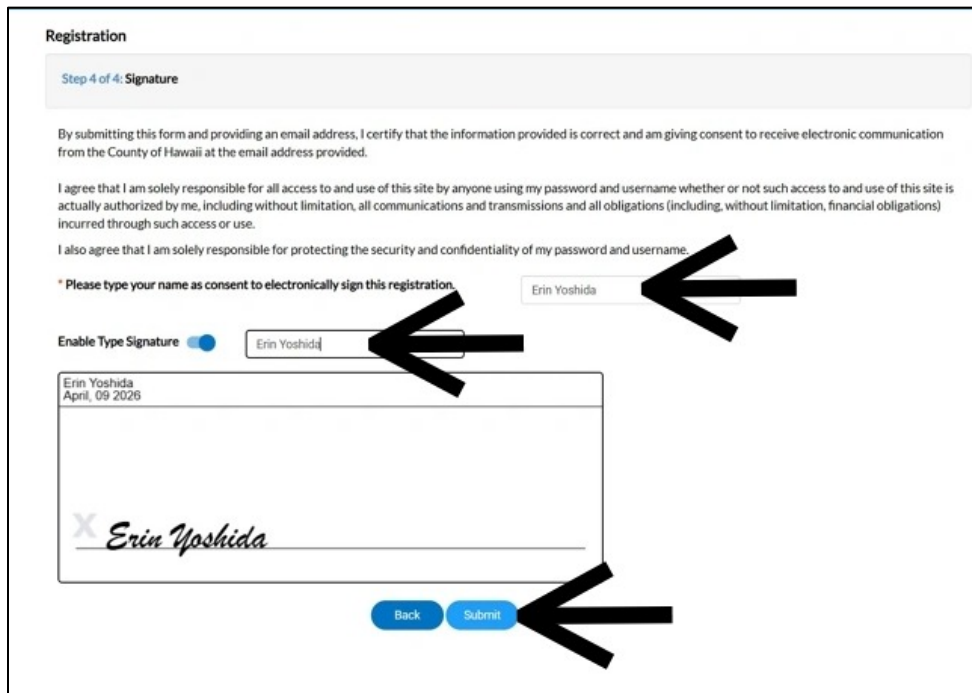
2. Click **Next**.



The image shows a registration form titled "Registration" with a sub-header "Step 3 of 4: Address". The form contains several input fields: "Address" (with "101 Pauahi Street" and "Suite 7" entered), "City" (with "Hilo" entered), "State" (with "HI" selected in a dropdown), and "Postal Code" (with "96720" entered). A "REQUIRED" label is positioned to the right of the address fields. At the bottom of the form are two buttons: "Back" and "Next". A large black arrow points to the "Next" button.

Step 4: Signature

1. Read the step instructions carefully.
2. Type your name to confirm your agreement.
3. Choose one of the following:
 - Enable Type Signature and type your name again
 - Draw your signature
4. Click **Submit**.



The image shows a registration form titled "Registration" with a sub-header "Step 4 of 4: Signature". The form contains several sections: a consent statement, a disclaimer, and a signature section. The signature section includes a text input field with "Erin Yoshida" entered, a toggle switch for "Enable Type Signature" which is turned on, and a signature canvas showing a handwritten signature "Erin Yoshida" with a red 'X' mark. At the bottom of the form are two buttons: "Back" and "Submit". Large black arrows point to the "Erin Yoshida" text input field, the "Enable Type Signature" toggle, and the "Submit" button.

You're Done! Your EPIC account is now set up and ready to use.