

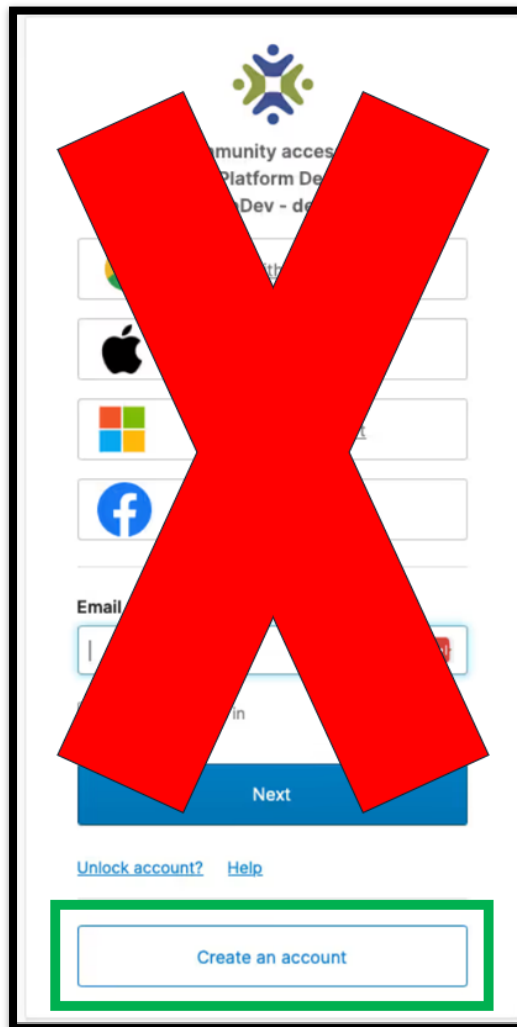
Create New EPIC login

DPW will be updating the EPIC security system, those currently with an EPIC account needs to create a new account when the EPIC security update is complete.

The NEW EPIC link and complete these simple steps to get your account set up:


1. Start the Registration

- Click the "Create an Account" box. Ignore the other options above it.



2. Fill Out the Form

- Complete the “Create an account” form that appears.
- **Important:** Use the email address you originally used for your EPIC account. Fill in the rest of the form and click “Sign Up.”



Create an account

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

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

[Already have an account?](#)

3. Check Your Email

- You'll get an email from noreply@tylerportico.com with a verification code.
- If you don't see it right away, wait up to 10 minutes and check your junk mail folder too.

4. Finish the Setup

- Enter the verification code from the email and complete the rest of the setup. Once done, your dashboard will appear.

If You Run Into Problems:

Different Email Address Used: Issues have been reported when customers have registered for an account using a different email address from what was used to create their original account.

Solution: Go to the [EPIC Online Support page](#) and ask to merge your original account with the new one.

Shared Account Issued: Issues have been reported in situations where an EPIC account is shared between multiple users. One of the users sharing the account may have already completed the re-registration process.

Solution: Check with others who share the account for password information, or just create a new account for yourself.

Didn't get the Verification Email: Issues have been reported that the email with the verification code was not received.

Recommendation: Search your email for messages from noreply@tylerportico.com, and look in your junk mail folder.

Already Have an Account with Another County: Issues have been reported when customers attempted to create for an account but already have an account with another County that uses the same authentication service.

Solution: Sign into EPIC with the account you created with the other County.

For any other help, contact our support team via the [EPIC Online Support page](#).