

County of Hawai‘i’s EPIC Account Registration Guide

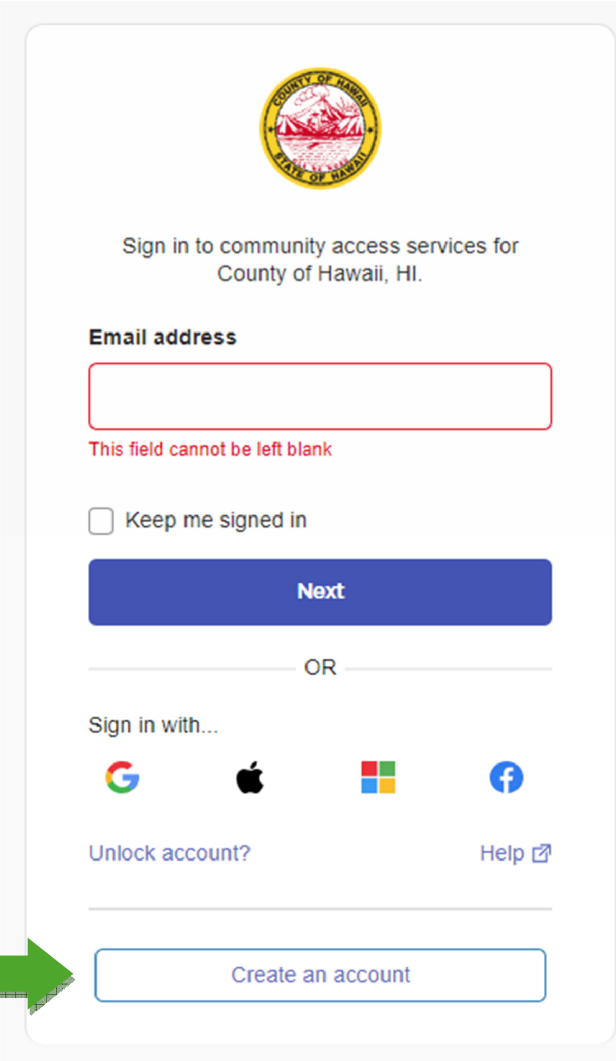
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We've improved our security system, so if you have an EPIC account, you'll need to re-register. Follow these easy steps to set up your new EPIC account.

Steps to Register Your Account

1. Start the Registration

- Click the “Create an Account” box.

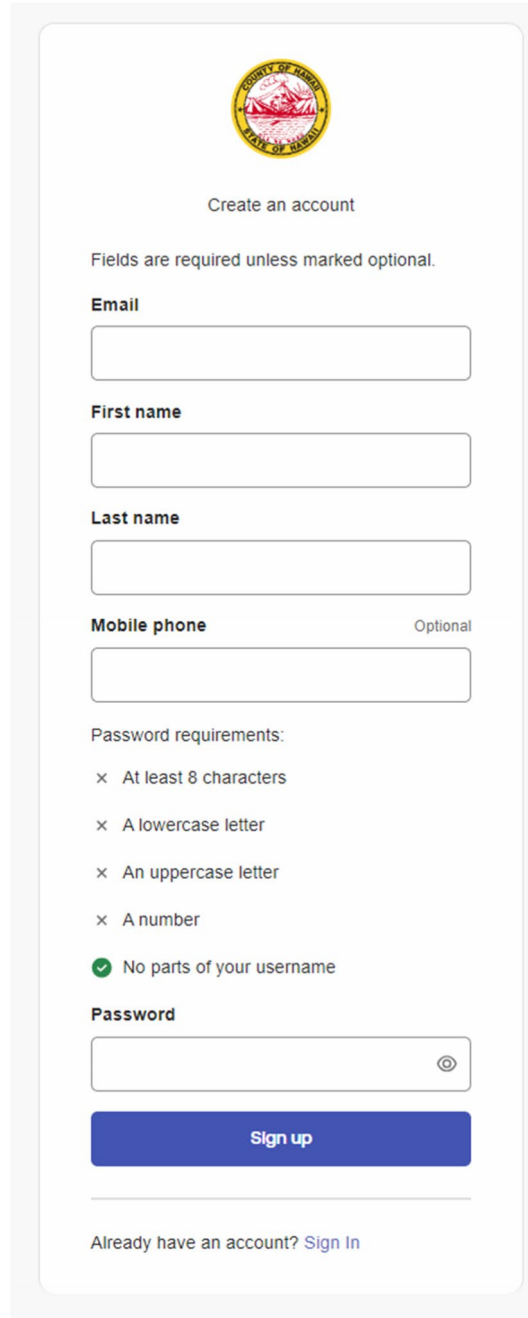



The screenshot shows a web form for logging in or registering for EPIC services. At the top is the County of Hawaii seal. Below it is the text "Sign in to community access services for County of Hawaii, HI." followed by an "Email address" label and a text input field with a red border. A red error message "This field cannot be left blank" is displayed below the field. There is a "Keep me signed in" checkbox. A blue "Next" button is positioned below the checkbox. An "OR" separator is centered below the button. Underneath is the "Sign in with..." section with icons for Google, Apple, Microsoft, and Facebook. At the bottom left are links for "Unlock account?" and "Help" with an external link icon. At the bottom center is a "Create an account" button, which is highlighted by a green arrow pointing from the left.

Figure 1: Login or Register form.

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

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](#)

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

Figure 2: Create an account form.

3. Check Your Email

- You'll get an email from **Community Access Identity** noreply@identity.tylerportico.com with a verification code.

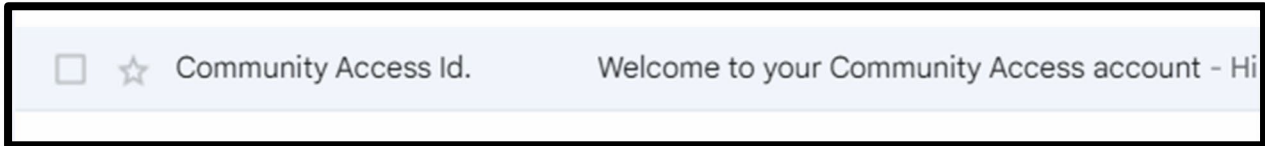


Figure 3: Snip of email message received.

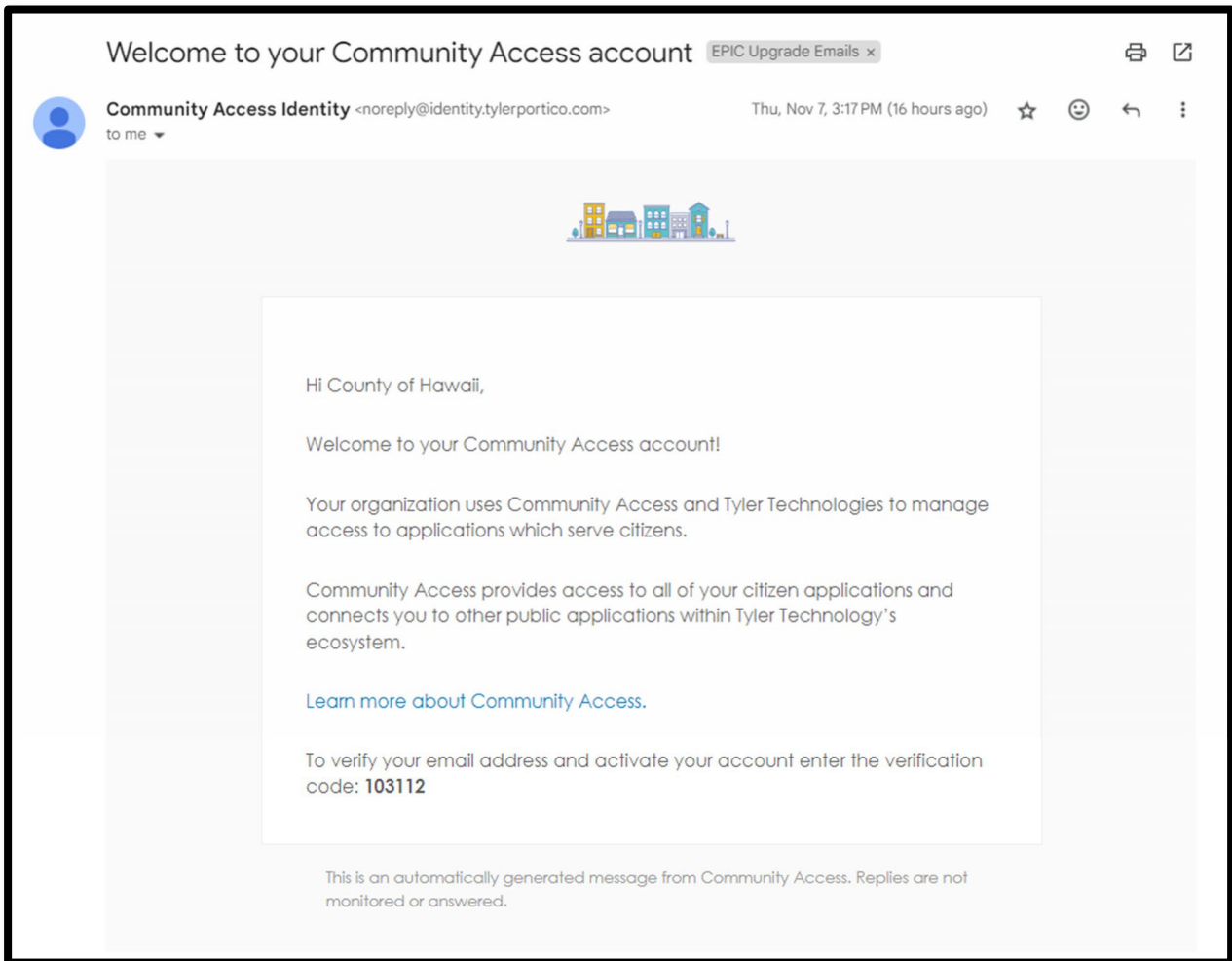


Figure 4: Sample of email message

- If you don't see it right away, wait up to 10 minutes and check your junk or spam folder.

4. Finish the Setup

- Enter the verification code from the email and complete the the setup. Once you're done, your dashboard will appear.

Troubleshooting Tips

If You Run Into Problems:

- **Different Email Address Used:**

If you signed up with a different email than the one you originally used, this might cause issues.

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

- **Shared Account Issued:**

If you share an EPIC account with others, one of them may have already re-registered it.

- **Solution:** Check with the other users for updated login info, or create a new account for yourself.

- **Didn't get the Verification Email:**

Sometimes the email with the verification code doesn't arrive

- **Solution:** Search your email for noreply@tylerportico.com, and check your junk or spam folder.

- **Already Have an Account with Another County:**

If you already have an account with another County that uses the same service, you might see issues.

- **Solution:** Sign into EPIC with the account you created with the other county.

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