

## Online Permitting FAQ

1. **I cannot log into my user account**

If you have an account, please check to make sure your username is correct by selecting "forgot username." Your username does not have to be your email address. If your username is correct, try "forgot password." If you are still having trouble logging into your account, call the Cottage Grove Building Department at 651-458-2804 or email [building@cottagegrovemn.gov](mailto:building@cottagegrovemn.gov).

2. **I am receiving an invalid token message during the password reset**

Please check to make sure your username is correct by selecting "forgot username." Your username does not have to be your email address. If you confirmed your username is correct and you are trying to reset your password and you receive the error message "invalid token," the link you clicked on to reset your password has expired. Try resetting your password again from scratch and use the most recent password reset email sent.

3. **In the registration email, I receive an error when I select the confirm button.**

Hold down the confirm button and select copy link. Paste the link in a new web browser. Continue following the registration steps.

4. **I cannot pay my fees.**

If the user can see the invoice but cannot pay it, the user is not on the invoice as a billable contact. Please call the City of Cottage Grove Building Department at 651-458-2804 or if you have the invoice number, select "Pay Invoices" on the black menu bar, search the invoice number, and follow the payment steps.

5. **The registration says check my email. What does that mean?**

The new user account confirmation email is sent to the email address you registered with. The user needs to open their email account and find the email sent by the ePermit Center with the subject line, "Citizen Self Service New User Account Confirmation." Open the email and click the blue underlined CONFIRM link to complete the registration. If the email is not in your inbox, check your spam or junk folders.

6. **I need to update my contact info on my ePermit Center account**

To update your contact information on your ePermit Center Account, contact Cottage Grove Building Department at 651-458-2804 or email [building@cottagegrovemn.gov](mailto:building@cottagegrovemn.gov).

7. **Can I change my email address on my ePermit Center user account?**

After you set up an account with an email address, we cannot change the email address. You will have to create a new account.

8. **I am trying to register for a user account, but the new user account confirmation email is not coming through**

If the email is not in your inbox, check your spam or junk folders. The email is sent from the ePermit Center with the subject line, "Citizen Self Service New User Account Confirmation."

Business email addresses can have issues with their company email server dumping the message as spam before it ever gets to you.

9. **I am logged in, selected "My Work" and I am a contact on the permit. I do not see my permit/plan.**

Under "My Permits" go to the DISPLAY box, select the drop-down arrow, and choose "All."

10. **Where can I find my saved draft?**

Log in to the ePermit Center. In the upper right-hand corner, select your username and "Saved Work" from the drop-down menu. Select "My Drafts" and then the blue resume button to continue where you left off.

11. **What is the status of my permit?**

The status of a permit can be found by selecting "Search" on the black menu bar and entering the record number in the search bar. The search results will show the permit status. Or the user can log into their account, select "My Work" on the black menu bar, search or select the blue record number. Once the record opens, the record status will be listed in the light blue box.

12. **The address I am searching for is not displaying any results?**

If the address is not found, enter only the street number and the street name without the street type, unit number, or pre- post directional. ex. 220 Main instead of 220 South Main Street. If your address is still not found, skip the location step, and include the address in the description box or contact the Cottage Grove Building Department at 651-458-2804 or email [building@cottagegrovemn.gov](mailto:building@cottagegrovemn.gov).

13. **How do I find out my inspection results and read my inspector's comments?**

Log into the ePermit Center. Select "My Work" on the black menu bar, select "My Permits", select the record number. Select the "Inspection" tab, select the inspection number to view the inspection case. Once the inspection is open, the inspection status will be in the light blue box and the inspector's comments will be under the "Checklist" tab.

14. **The blue printer icon in the upper right-hand corner is not working**

The printer icon on the Record Details page does not work. Once in the desired record, select the "Attachments" tab, click on the blue pdf file name to open the pdf and print the document.