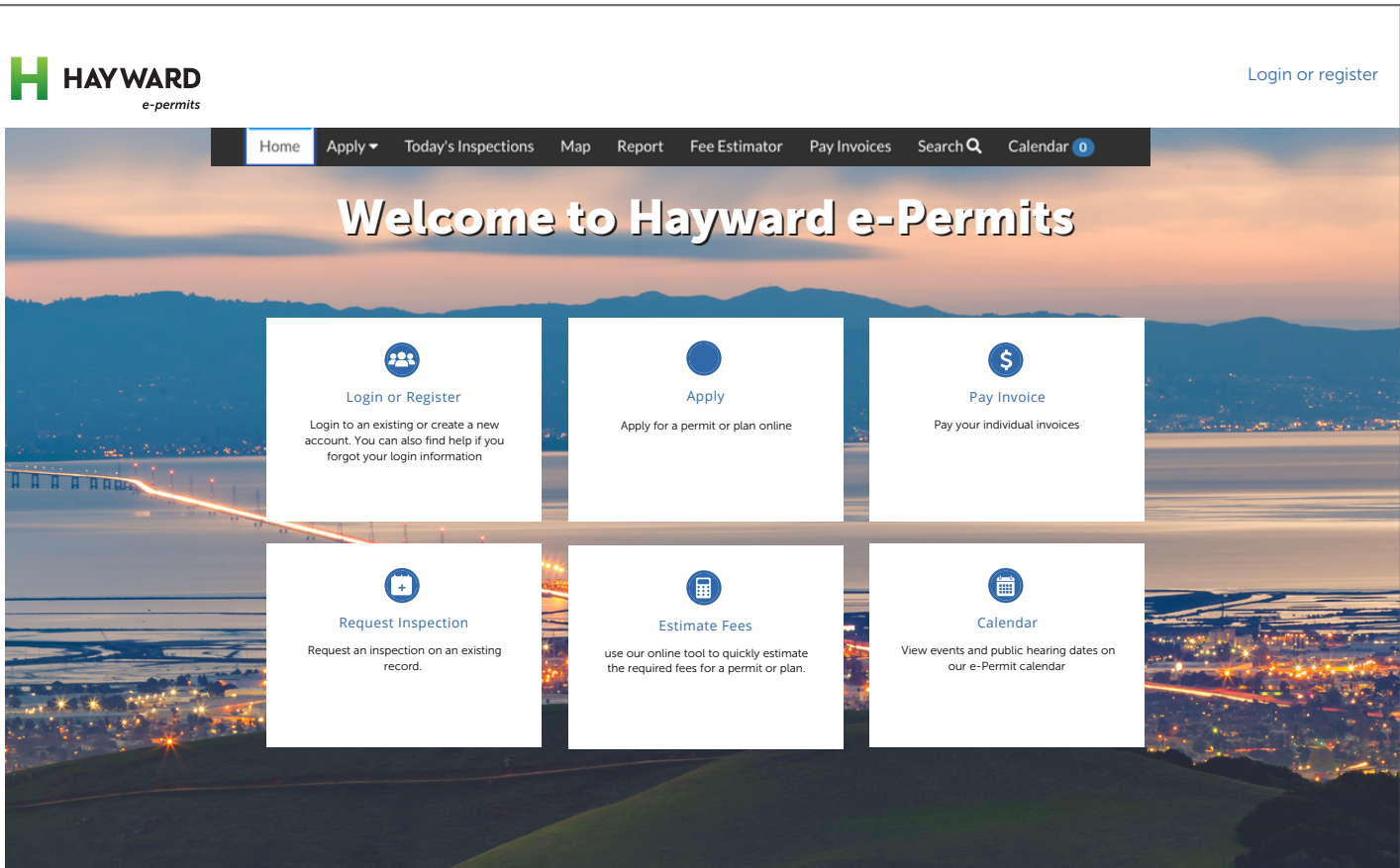




# How to Register

For an e-Permit account



# Helpful tips to get you started

Hayward e-Permits is an online version of our Permit Center that allows you to apply for permits, schedule inspections, make payments, and more. To make sure you get the most out of this new software, follow these helpful tips

## Check your web browser

Hayward e-Permits works best when using **Chrome** as your web browser.

## Clear your caches

The cache is something we all have on our computers. It stores data so that future requests for that data can be sent faster. To clear your cache in Chrome:

- Click the Tools menu (three dotted lines in the upper-right corner).
- Select More Tools.
- Select Clear Browsing Data
- Click the Advanced tab.
- Set the Time Range set to All Time.
- Check all boxes (except Passwords and other sign-in data and Autofill data.)
- Click Clear data.
- Close and re-open all Chrome windows to save your changes.

## Don't bookmark

As updates are made to the portal, old links can provide outdated information or not load properly. Refrain from bookmarking a particular permit submittal or case type in your browser.

## Need more help?

Contact our Hayward e-Permits help desk for additional help with registering for a new account, updating an existing application, navigating the portal, and more.

[e-permits@hayward-ca.gov](mailto:e-permits@hayward-ca.gov)

1

Visit the Permit Center on our website, [www.hayward-ca.gov/permit-center](http://www.hayward-ca.gov/permit-center) and click one of the **E-PERMIT PORTAL** buttons

**INTRODUCING HAYWARD E-PERMITS PORTAL!**

Hayward's new online permitting system offers an easy, convenient way to submit permit applications for development projects, add contractors to your project, pay fees, download permits, schedule inspections, check your inspector's estimated time of arrival (ETA), see inspection results, and so much more without ever leaving your home or office. Learn more about our new system with our YouTube series below.

**Click Here**

**Click Here**

**Click Here**

**Click Here**

2

On the e-Permit Portal homepage, click one of the **LOGIN OR REGISTER** links

**Click Here**

**Click Here**

**Click Here**

City of Hayward | 777 B Street, Hayward CA, 94541 | 510.583.4000 | [info@hayward-ca.gov](mailto:info@hayward-ca.gov) | [Visit our website](#)

3

Scroll to the bottom of the page and click **SIGN UP**

The screenshot shows a sign-in interface with the following elements:

- Logo: A globe icon with circular arrows.
- Text: "Sign in to community access services."
- Buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft".
- Text: "OR"
- Buttons: "Sign in with Facebook" (with a Facebook icon).
- Form fields: "Email address" and "Password".
- Text: "Remember me" with an unchecked checkbox.
- Button: "Sign in" (blue).
- Links: "Forgot password?", "Unlock account?", "Help".
- Link: "Don't have an account? [Sign up](#)" (highlighted with a red box).

Click Here

4

On the Create an account page, fill in the required info and click **SIGN UP**

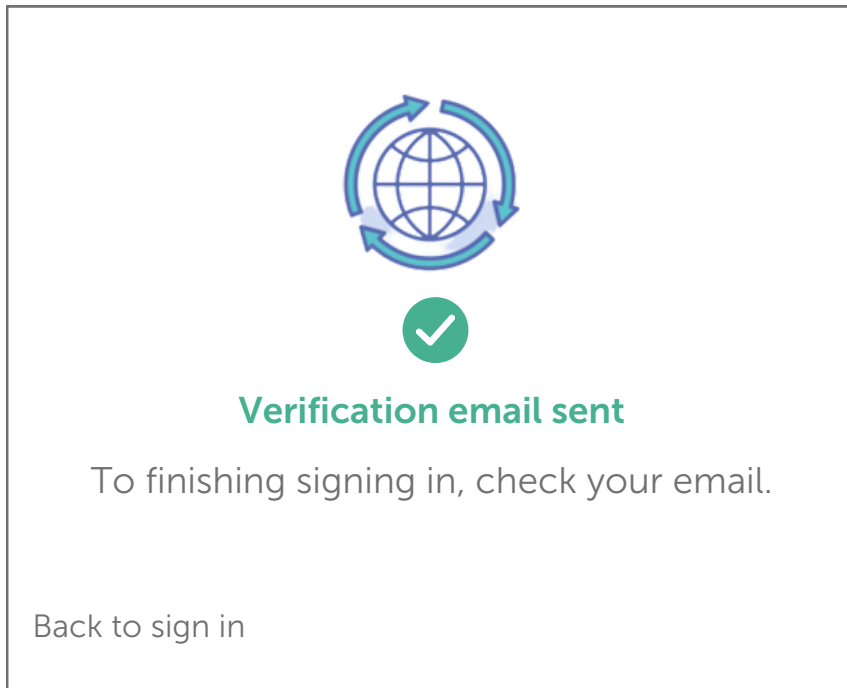
The screenshot shows a "Create an account" form with the following elements:

- Logo: A globe icon with circular arrows.
- Text: "Create an account"
- Form fields: "Email\*", "Password\*", "First name\*", "Last name\*".
- Text: "\*indicates required field"
- Button: "Sign up" (blue, highlighted with a red box).
- Link: "Back to sign in"

Click Here

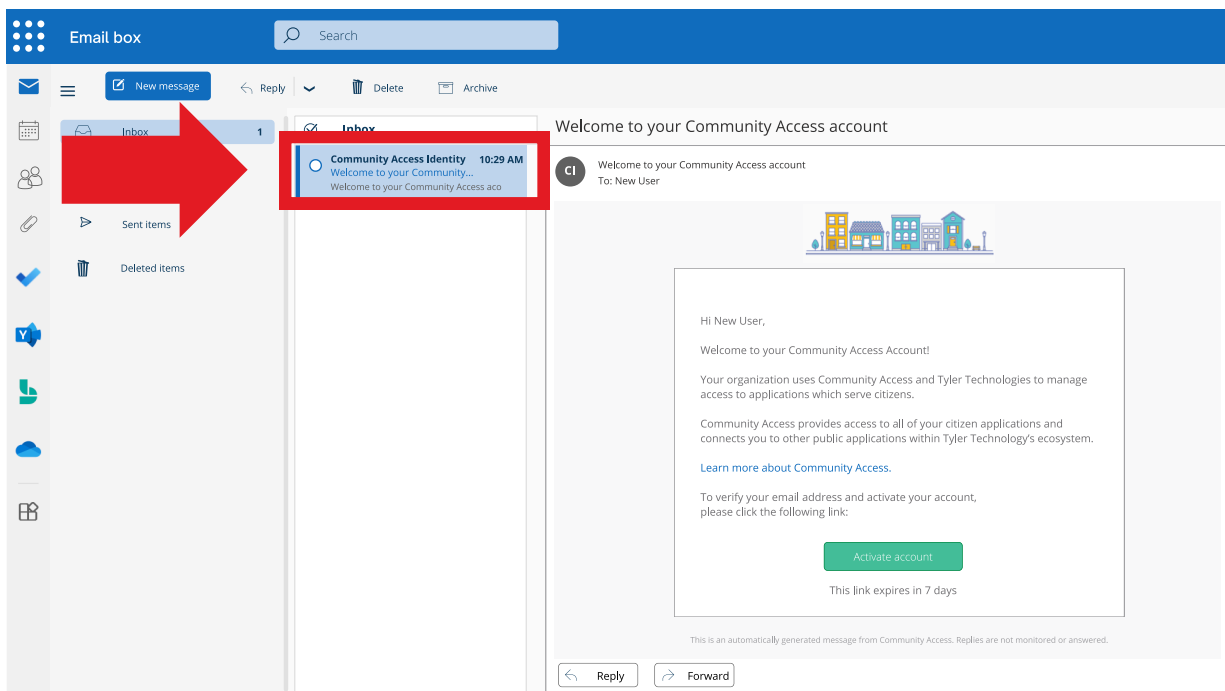
5

Check your email for a message from **Community Access Identity**

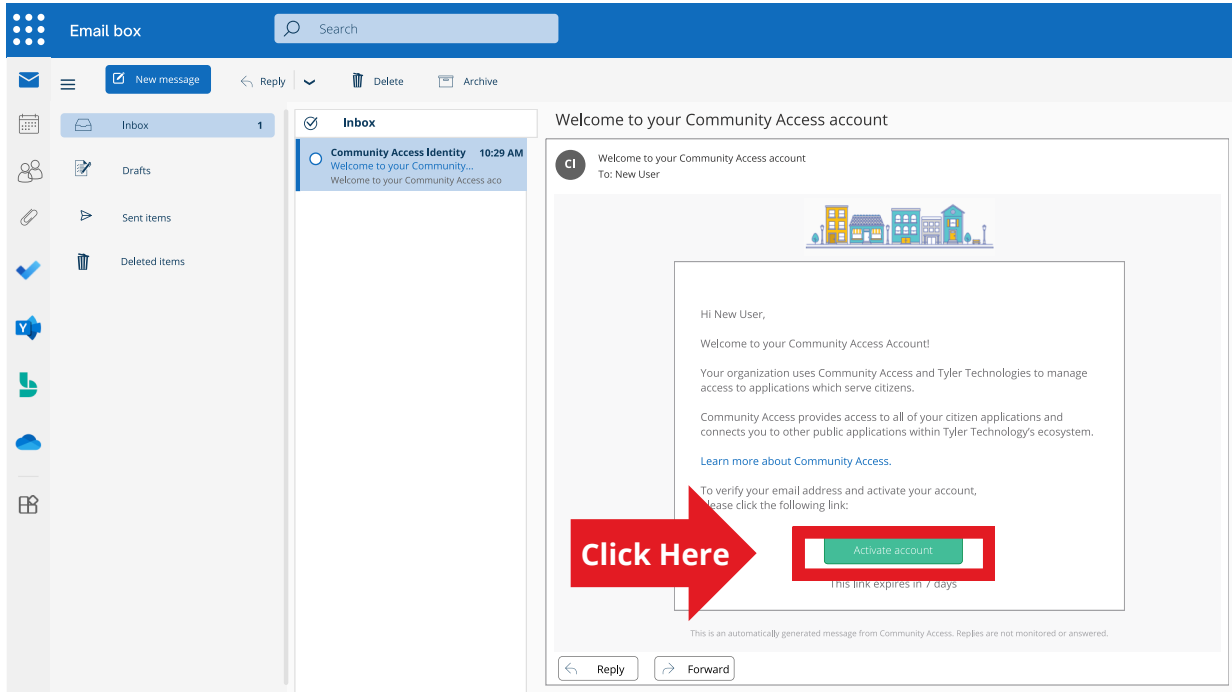


\*

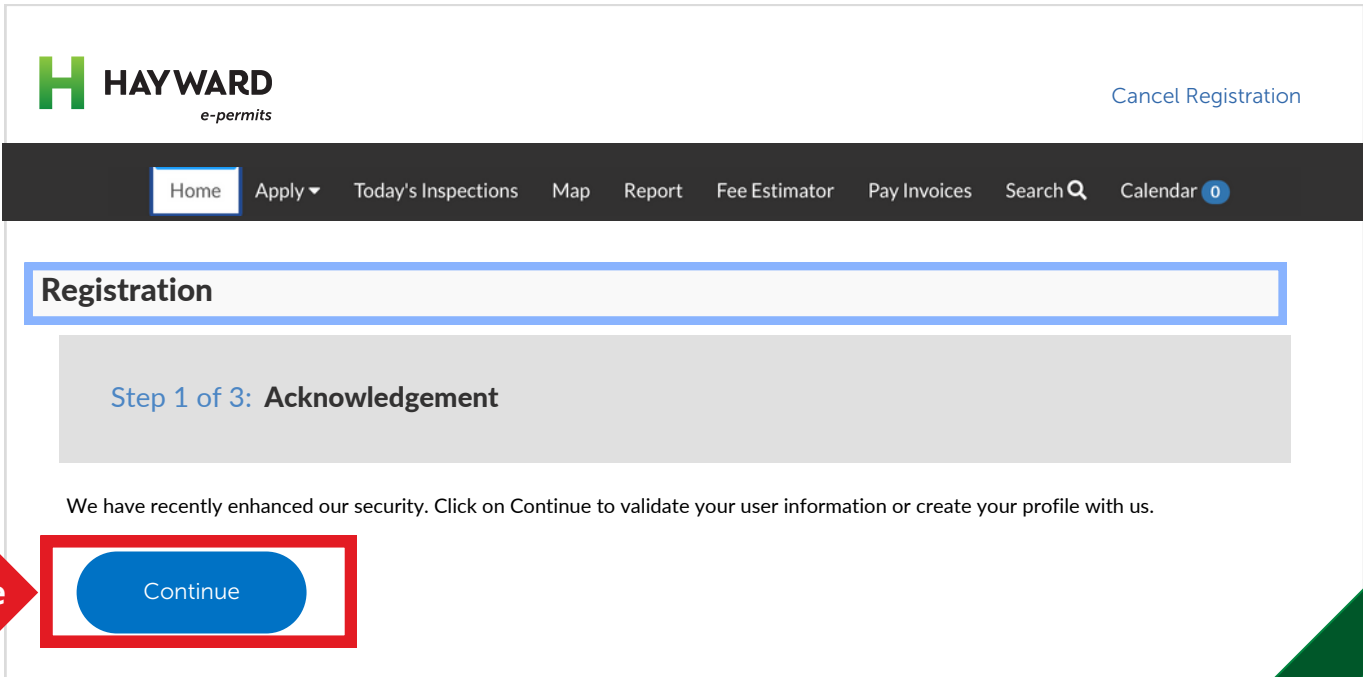
If you don't see the message in your inbox, check your **Spam folder**



**6** At the bottom of the email, click **ACTIVATE ACCOUNT**



**7** To confirm your new account, click **CONTINUE**



8

Update your personal info and click **NEXT**

**HAYWARD**  
e-permits

Cancel Registration

Home Apply Today's Inspections Map Report Fee Estimator Pay Invoices Search Calendar

**Registration**

Step 2 of 3: Personal Info

First Name  \*REQUIRED

Middle Name

Last Name

Company

\*Contact Preference

\*Email Address

Additional Contact Information

Business Phone

Home Phone

M

Click Here

9

The final step is to fill in your address info and click **SUBMIT**

**HAYWARD**  
e-permits

Cancel Registration

Home Apply Today's Inspections Map Report Fee Estimator Pay Invoices Search Calendar

**Registration**

Step 3 of 3: Address

Country Type  \*REQUIRED

\*Address Line 1

Pre Direction

Address Line 2

Street Type

Post Direction

Unit or Suite

City

State

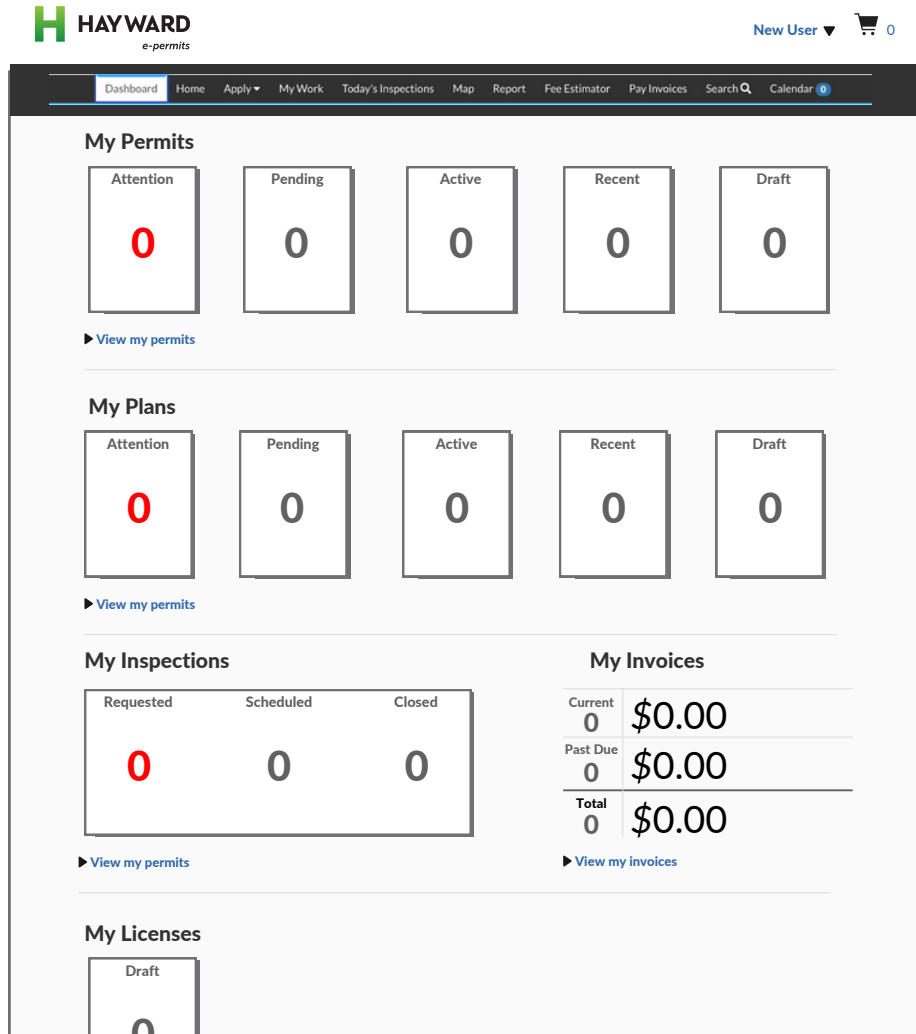
Postal Code

County

\*Address Type

Click Here

# You are now ready to start using the e-Permits Portal!



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[e-permits@hayward-ca.gov](mailto:e-permits@hayward-ca.gov)