

## Non-Contractor Update Account Profile Information

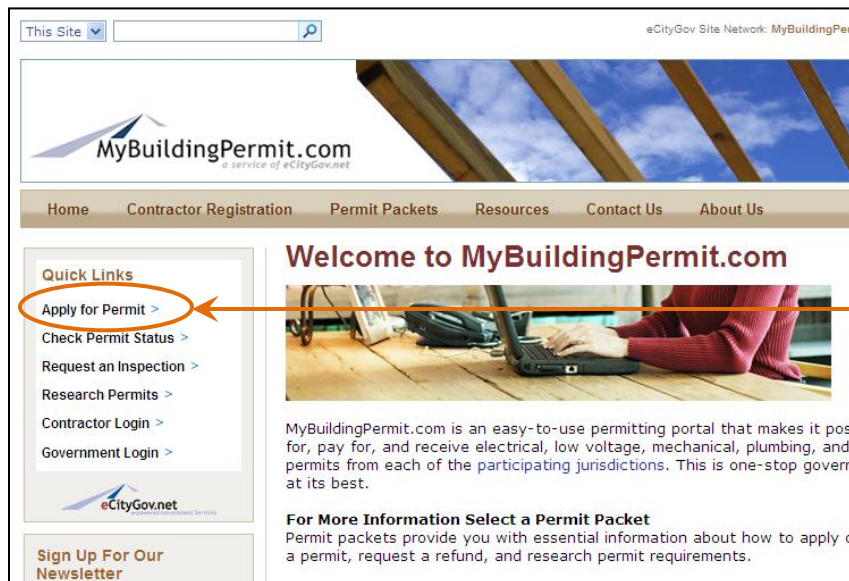
This feature will allow you to update your MyBuildingPermit.com profile information including your email address, security question and security answer.

### Preparation

Before starting this procedure, you will need the following:

1. An active registered account with MyBuildingPermit.com
2. Your MyBuildingPermit.com registered account Login Name
3. Your MyBuildingPermit.com registered account password
4. Internet access

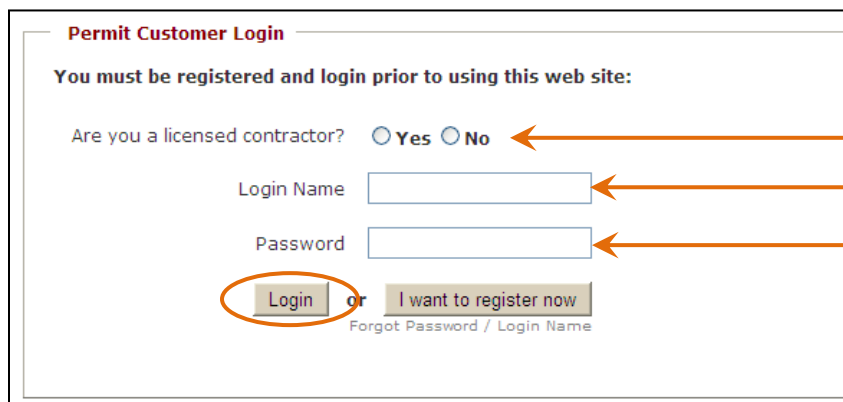
### Instructions



This screenshot shows the MyBuildingPermit.com homepage. The navigation menu includes Home, Contractor Registration, Permit Packets, Resources, Contact Us, and About Us. A 'Quick Links' menu on the left contains several options, with 'Apply for Permit >' circled in orange. An orange arrow points from this link to the first instruction box on the right. The main content area features a 'Welcome to MyBuildingPermit.com' message and a 'For More Information Select a Permit Packet' section.

1. Navigate to the MyBuildingPermit home page:  
<http://www.mybuildingpermit.com/default.aspxb>

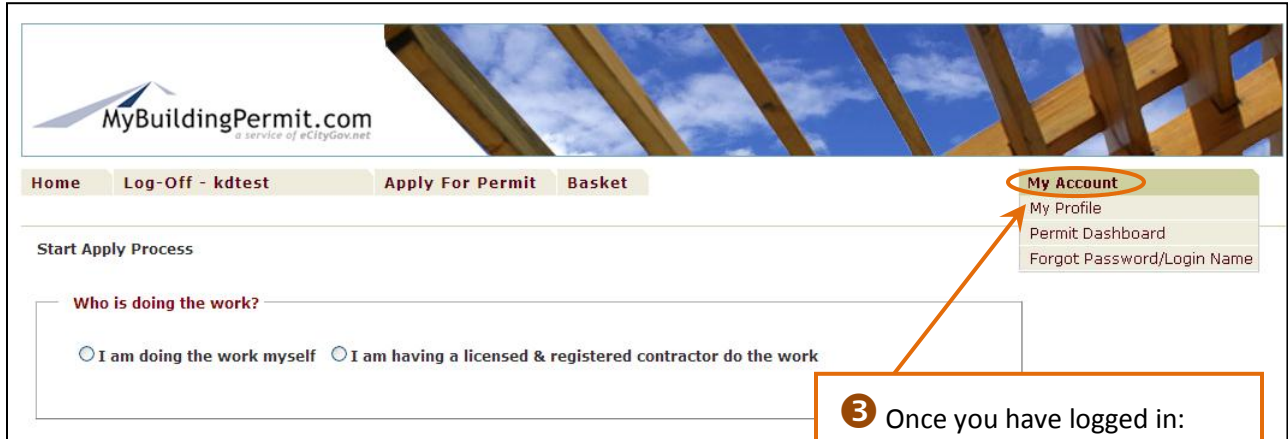
Click on **“Apply for Permit”** on the Quick Links Menu.



This screenshot shows the 'Permit Customer Login' page. It includes a heading 'Permit Customer Login' and a sub-heading 'You must be registered and login prior to using this web site:'. Below this, there is a question 'Are you a licensed contractor?' with radio buttons for 'Yes' and 'No'. There are input fields for 'Login Name' and 'Password'. At the bottom, there is a 'Login' button circled in orange, followed by 'or' and 'I want to register now'. A link for 'Forgot Password / Login Name' is also present. An orange arrow points from the 'Login' button to the second instruction box on the right.

2. From the **Permit Customer Login** page, log in to your account:
  1. Indicate **YES** or **NO** if you are a licensed contractor
  2. Enter your **Login Name**
  3. Enter your **current Password**
  4. Click on the **Login** button

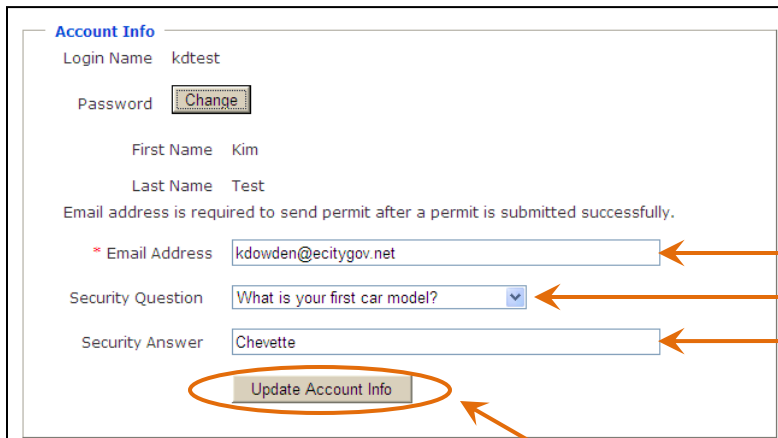
## Non-Contractor Update Account Profile Information



The screenshot shows the top navigation bar with links for Home, Log-Off - kdtest, Apply For Permit, and Basket. A 'My Account' dropdown menu is open, showing options for My Profile, Permit Dashboard, and Forgot Password/Login Name. Below the navigation is a 'Start Apply Process' section with a form titled 'Who is doing the work?' containing two radio button options: 'I am doing the work myself' and 'I am having a licensed & registered contractor do the work'.

**3** Once you have logged in:

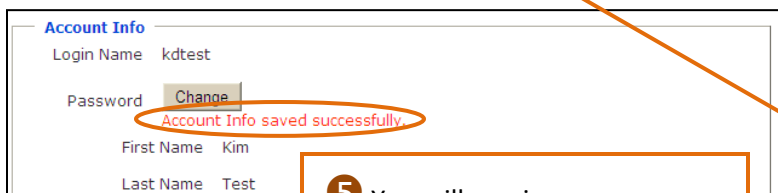
1. Hover over the **My Account** link
2. Click on **My Profile** from the drop down menu



The 'Account Info' form displays the following fields: Login Name (kdtest), Password (with a 'Change' button), First Name (Kim), Last Name (Test), Email Address (kdowden@ecitygov.net), Security Question (What is your first car model? with a dropdown arrow), and Security Answer (Chevette). An 'Update Account Info' button is located at the bottom of the form.

**4** In the **Account Info** box, click on:

1. Email address box and **enter new address** in the box, OR
2. Chose a new security **question from drop down menu**, AND/OR
3. Change the **Security Answer** by typing in the box
4. Click on the **Update Account** info button when you are done making changes\*



The 'Account Info' form is shown with a red confirmation message: 'Account Info saved successfully.' The 'Update Account Info' button is circled in red.

**5** You will receive a **confirmation message in red** if your Account Info is saved successfully.

**\*Please note that your account First Name and Last Name cannot be edited using this feature. You must contact a [participating jurisdiction](#) or [eGovSupport@ecitygov.net](mailto:EGovSupport@ecitygov.net) if you need to update your name.**