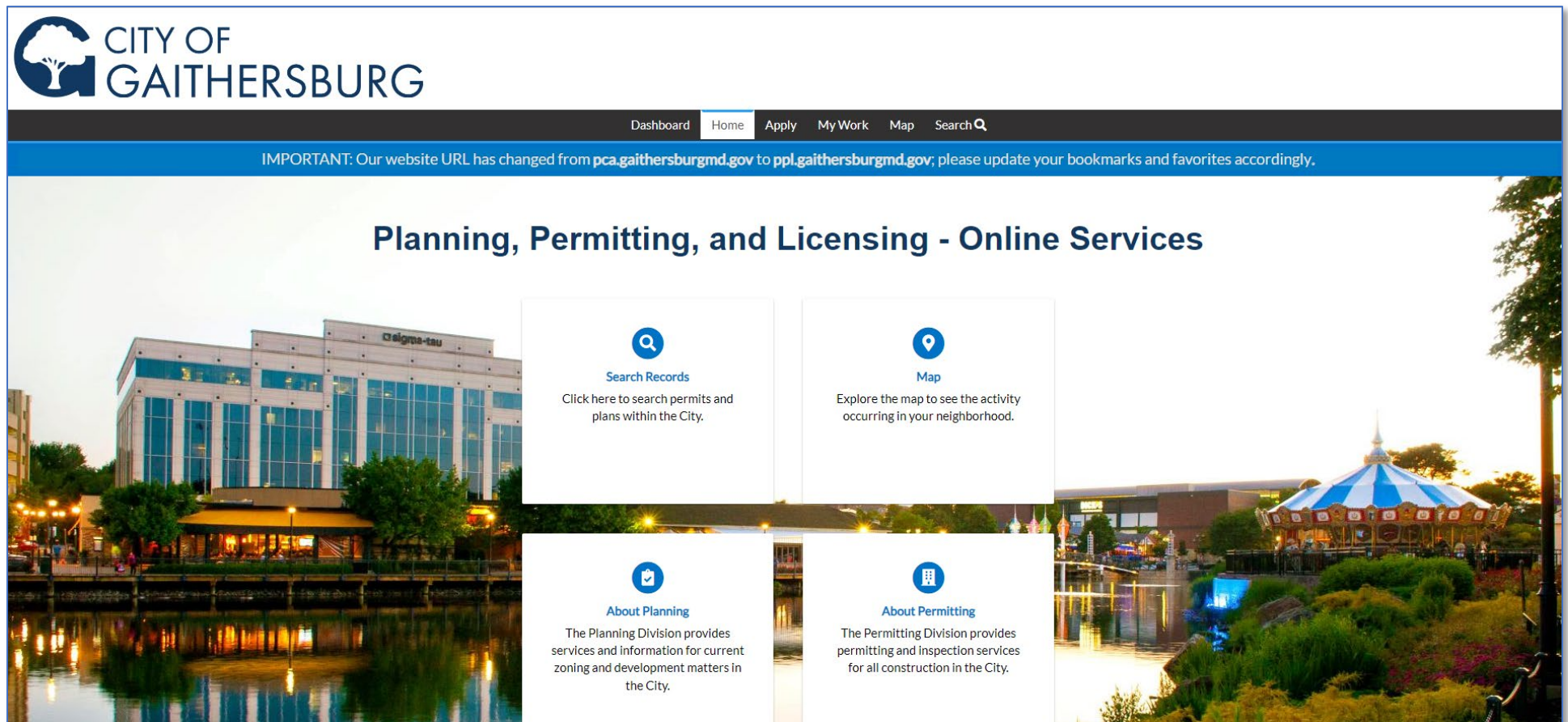


How to Setup a User Account:

Overview:

This online user guide will walk applicants through how to register for a user account on the City of Gaithersburg Planning, Permitting, and Licensing (PPL) Website.



The screenshot shows the homepage of the City of Gaithersburg Planning, Permitting, and Licensing (PPL) website. The header features the City of Gaithersburg logo on the left and a navigation menu with links for Dashboard, Home, Apply, My Work, Map, and Search. A blue banner below the navigation menu contains an important notice: "IMPORTANT: Our website URL has changed from pca.gaithersburgmd.gov to ppl.gaithersburgmd.gov; please update your bookmarks and favorites accordingly." The main content area is titled "Planning, Permitting, and Licensing - Online Services" and features four service tiles: "Search Records" (with a magnifying glass icon), "Map" (with a location pin icon), "About Planning" (with a document icon), and "About Permitting" (with a checklist icon). The background of the page is a scenic image of a city building and a carousel at dusk.

CITY OF GAITHERSBURG

Dashboard Home Apply My Work Map Search

IMPORTANT: Our website URL has changed from pca.gaithersburgmd.gov to ppl.gaithersburgmd.gov; please update your bookmarks and favorites accordingly.

Planning, Permitting, and Licensing - Online Services

Search Records
Click here to search permits and plans within the City.

Map
Explore the map to see the activity occurring in your neighborhood.

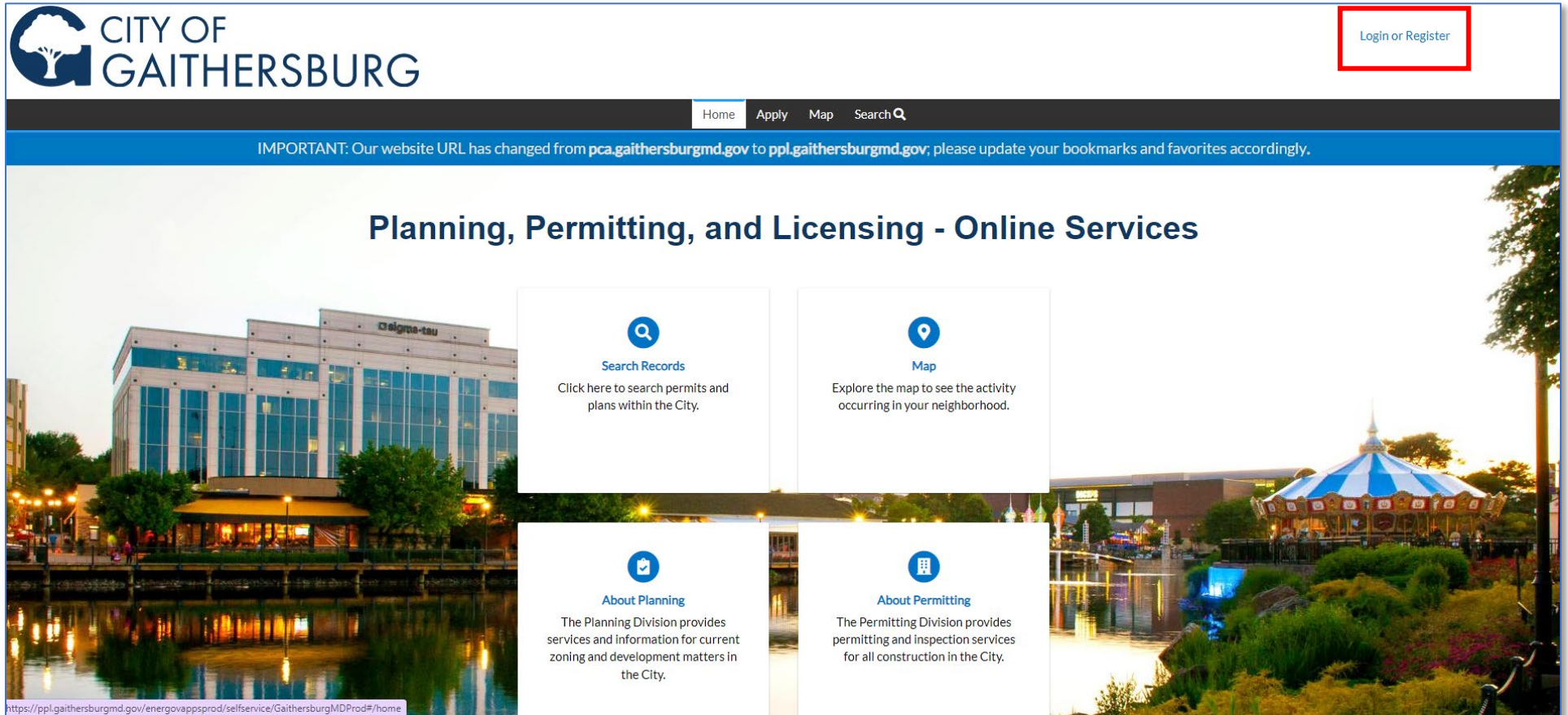
About Planning
The Planning Division provides services and information for current zoning and development matters in the City.

About Permitting
The Permitting Division provides permitting and inspection services for all construction in the City.

How to Setup a User Account:

Navigate to: <https://ppl.gaithersburgmd.gov/>

Select **Login or Register**





The screenshot displays the City of Gaithersburg website. At the top left is the logo for the City of Gaithersburg, featuring a stylized tree and the text "CITY OF GAITHERSBURG". In the top right corner, a red rectangular box highlights the "Login or Register" link. Below the logo is a navigation bar with links for "Home", "Apply", "Map", and "Search". A blue banner below the navigation bar contains an important notice: "IMPORTANT: Our website URL has changed from pca.gaithersburgmd.gov to ppl.gaithersburgmd.gov; please update your bookmarks and favorites accordingly." The main content area features a large background image of a modern building and a carousel. Overlaid on this image are four white service cards: "Search Records" (with a magnifying glass icon), "Map" (with a location pin icon), "About Planning" (with a checklist icon), and "About Permitting" (with a building icon). Each card includes a brief description of the service. At the bottom left, a small URL is visible: <https://ppl.gaithersburgmd.gov/energovappsprod/selfservice/GaithersburgMDProd#/home>.


How to Setup a User Account:


Select **Create and Account**

Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

[Next](#)

[Unlock account?](#) [Help](#)

[Create an account](#)

Complete the required fields and select the **Sign-Up** button.

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

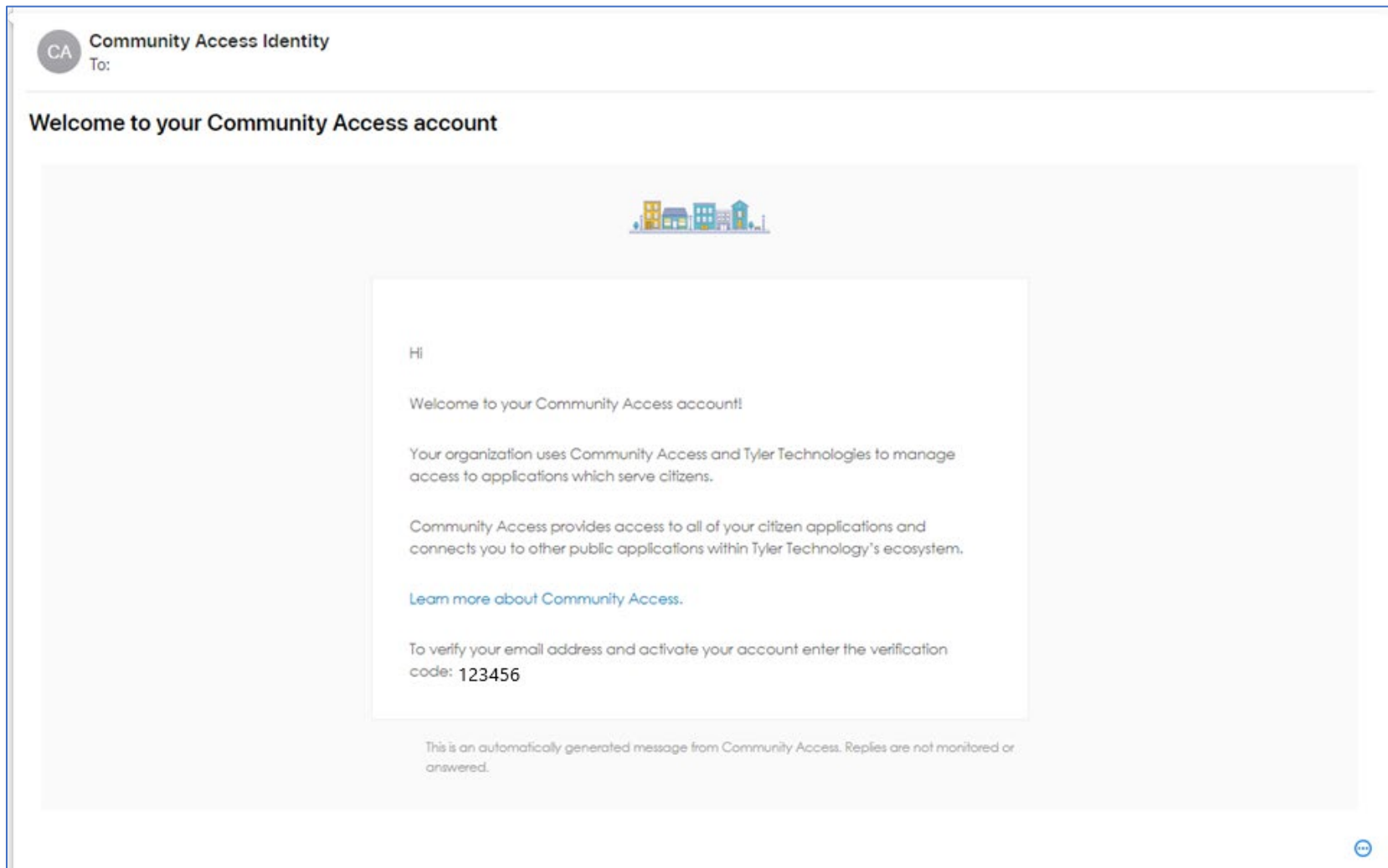
[Sign up](#)

[Already have an account?](#)

How to Setup a User Account:


Verification Code

The system will send a one-time, six-digit verification code to the provided email address. The email will originate from the **Community Access Identity** (noreply@identity.tylerportico.com). If you don't receive the email, check your junk email folder or if needed, please whitelist the sender.




How to Setup a User Account:

Enter the authentication code and select **Verify** button.



Verify with your email

 gretchenwyrick@icloud.com

We sent an email to **users email address** . Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)

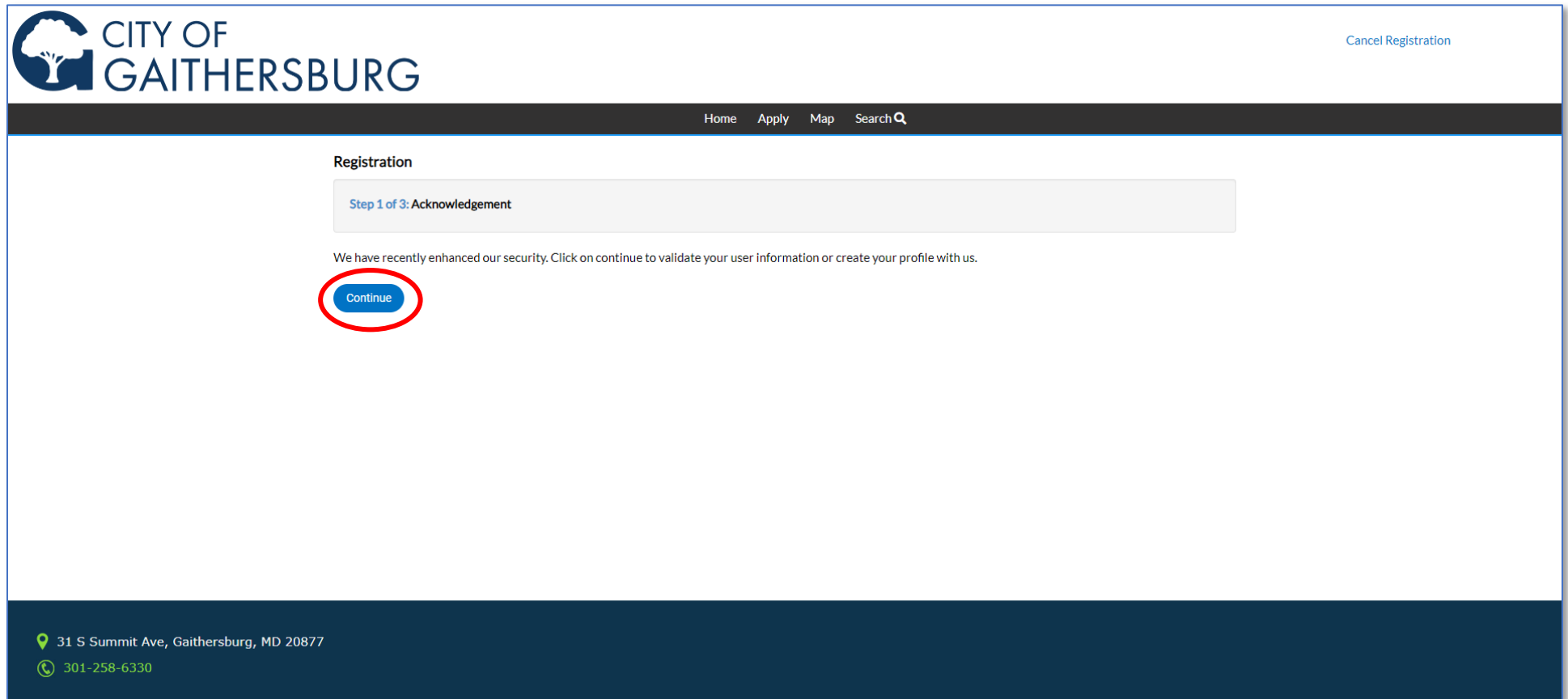
[Back to sign in](#)

How to Setup a User Account:

Registration

The website will walk the user through a three-step registration. The user fills out the fields and selects submit.

Click **Continue**.



The screenshot shows the registration page for the City of Gaithersburg. At the top left is the city logo and name. At the top right is a link for "Cancel Registration". A dark navigation bar contains links for "Home", "Apply", "Map", and "Search". The main content area is titled "Registration" and shows "Step 1 of 3: Acknowledgement". Below this, a message states: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." A blue "Continue" button is highlighted with a red circle. The footer contains the address "31 S Summit Ave, Gaithersburg, MD 20877" and the phone number "301-258-6330".

CITY OF
GAITHERSBURG

Cancel Registration

Home Apply Map Search

Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

Continue

31 S Summit Ave, Gaithersburg, MD 20877
301-258-6330

How to Setup a User Account:

Enter **First Name**, **Last Name**, select **Contact Preference**, and double check **Email Address**, then click **Next**.

CITY OF GAITHERSBURG Cancel Registration

Home Apply Map Search

Registration

Step 2 of 3: Personal Info

***REQUIRED**

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

31 S Summit Ave, Gaithersburg, MD 20877
301-258-6330

How to Setup a User Account:

Enter **Address**, then click **Submit**.

CITY OF GAITHERSBURG [Cancel Registration](#)

Home Apply Map Search

Registration

Step 3 of 3: Address

*REQUIRED

*Address 123 Street Name

Apartment, suite, unit, floor, (optional)

City Gaithersburg

State MD

Postal Code 20877

Back Submit

31 S Summit Ave, Gaithersburg, MD 20877
301-258-6330

How to Setup a User Account:

The user will be redirected back to the homepage for the PPL Website.

The screenshot shows the City of Gaithersburg website. At the top left is the logo with a tree icon and the text "CITY OF GAITHERSBURG". A navigation bar contains links for "Dashboard", "Home", "Apply", "My Work", "Map", and "Search". A blue banner below the navigation bar contains the text: "IMPORTANT: Our website URL has changed from pca.gaithersburgmd.gov to ppl.gaithersburgmd.gov; please update your bookmarks and favorites accordingly." The main heading is "Planning, Permitting, and Licensing - Online Services". Below this are four service cards: "Search Records" (with a magnifying glass icon), "Map" (with a location pin icon), "About Planning" (with a checklist icon), and "About Permitting" (with a building icon). The background features a large image of a modern building and a carousel.

CITY OF GAITHERSBURG

Dashboard Home Apply My Work Map Search

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Planning, Permitting, and Licensing - Online Services

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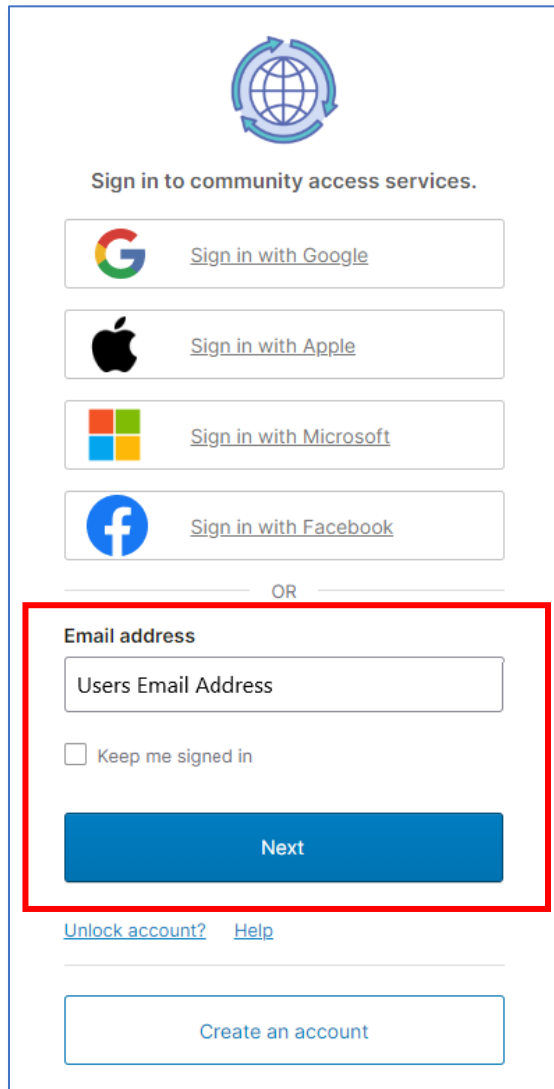
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About Permitting
The Permitting Division provides permitting and inspection services for all construction in the City.


How to Setup a User Account:


How to Log-In for a Current User


Type the email address and Click **Next**.




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

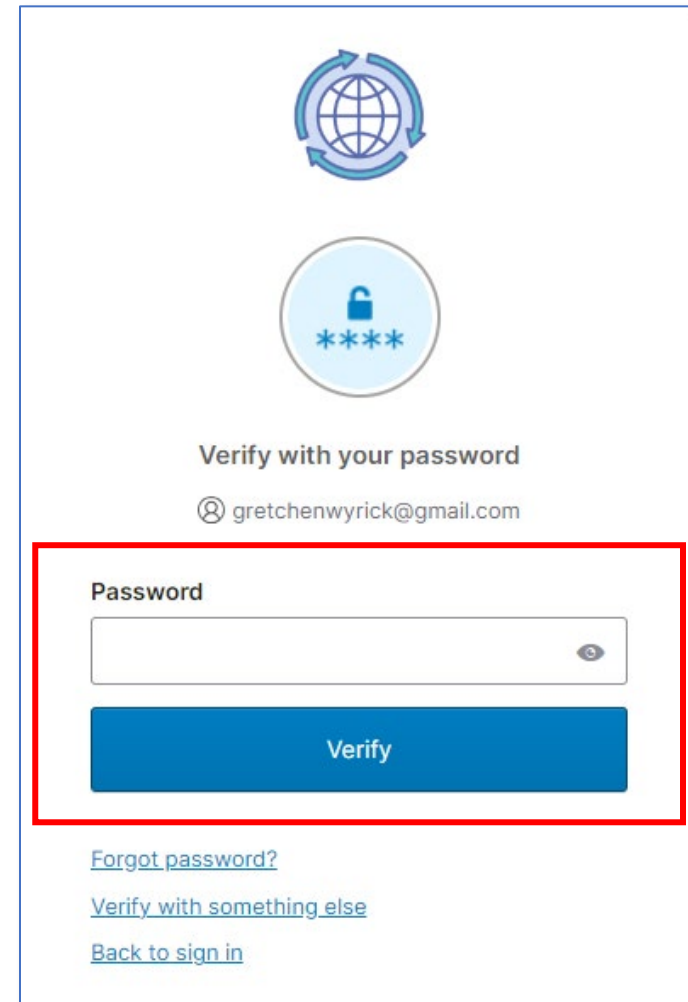
Keep me signed in


Next


[Unlock account?](#) [Help](#)

[Create an account](#)


Enter Password and click **Verify**.







Verify with your password

 gretchenwyrick@gmail.com

Password

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)