

ACTIVATING EXISTING ACCOUNTS

EXISTING OPAL USERS

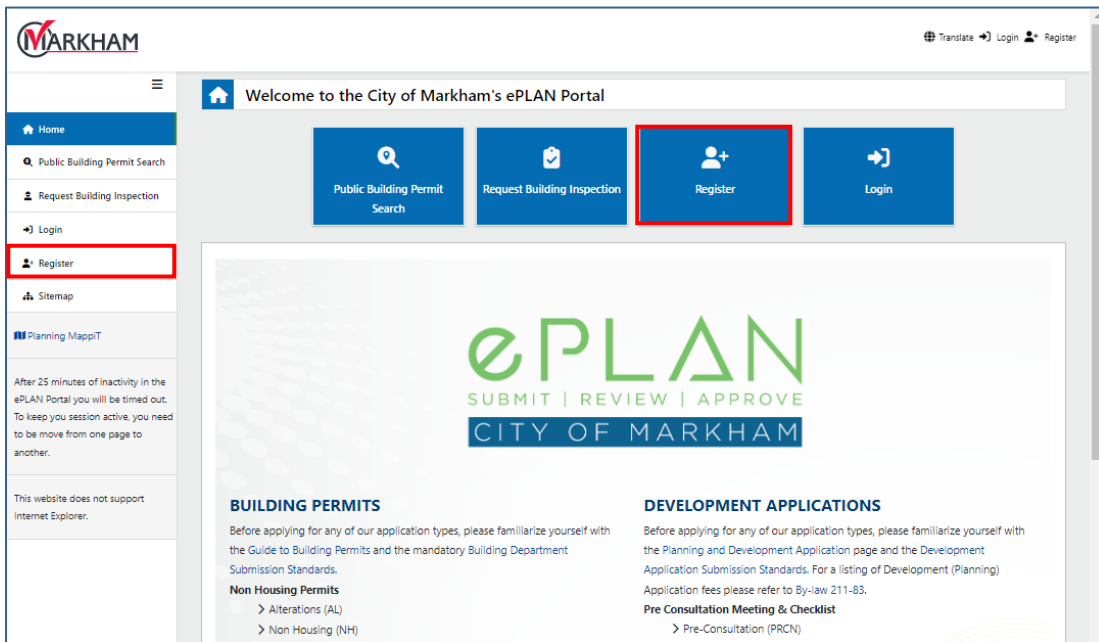
Your OPAL account has been transferred to ePLAN. Use your OPAL e-mail and password to login to the ePLAN portal.

EXISTING APPLICANTS

If you are having trouble logging in, email dsc@markham.ca.

REGISTER A NEW ACCOUNT

1. First, open your web browser and go to www.markham.ca/eplanlogin
2. Next, select the **Register** button.



3. If you are a new customer, who has never registered before, you will not have a PIN yet.

Register

Do you have a PIN?

Your PIN confirms your identity with the City of Markham and may have been provided to you in person or by email.

Do you have a PIN? Yes No

4. Specify whether you are opening an account for yourself personally or if you work for an organization

The screenshot shows a web form titled "Register" with a user icon and a plus sign. Below the title is a section "Registration Options:" containing two numbered items: "1. Person – An individual applying without association to any company (example: A homeowner applying for a permit at their property)." and "2. Organization (Company) – One person acts as the company administrator. They will be able to submit applications on behalf of the company and will have access to application records." A note below states: "Note: each registered user, whether a person, organization administrator, or organization employee, must have a unique email address." The next section is "Person or Organization?" with the question "Are you registering on behalf of a Person or Organization?" and two radio button options: "Person" and "Organization". A "Previous" button is at the bottom left.

5. Enter the email address you want associated with your account.

NOTE: You may only have one ePLAN account under any single email address.

The screenshot shows the "Person Email" section of the "Register" form. It includes a red asterisk note: "*indicates required field" and the instruction "Please follow the instruction." Below this is a dark blue header "Email Address" and two input fields: "Email *" and "Confirm email *". A "Previous" button is at the bottom left and a green "Continue" button is at the bottom right.

- You will be required to provide all your contact information and agree to the City of Markham’s ePLAN Terms of Use. Click the **Request for PIN** button.

- Open your email inbox and look for an email titled “City of Markham ePLAN Portal Registration” sent from no_relp@markham.ca
- Copy the 7-digit PIN number and then return to ePLAN. Go to the Registration page. When asked for your PIN number, enter it.

- You will be asked to set a password between 12 and 30 characters in length.

10. You will be presented with the contact information you had previously provided and have the opportunity to edit it. You will also be required to select a security question. This is the question you will be asked in the event you forget your password.


Password must contain the following:

- ✘ One **lowercase** letter
- ✘ One **uppercase** letter
- ✘ One **number**
- ✘ One **special character** letter
- ✘ Minimum **12-30 characters** long


Security Question

Select your security question *

Provide your answer to security question *

I'm not a robot 

[Register](#)

 **Register**

Thank You. Your registration is now complete. Please [login](#) to continue


11. Congratulations! You have successfully registered for an ePLAN Account. You may now login for the first time.

Login

Login With Credentials:

Email

Password

I'm not a robot 

Forgot password? [Login](#)

If you do not have a user account
[Register](#)

Login Verification

When you login for the first time, are logging in from a different internet browser, or you have cleared your internet browser cache, you will be emailed a one time Authentication Code. You will need to obtain the code and enter it in the Login Verification page.

Login Verification

A one time Authentication Code has been send to your email.

Authentication Code

enter Authentication Code

Trust this device

→ Verify