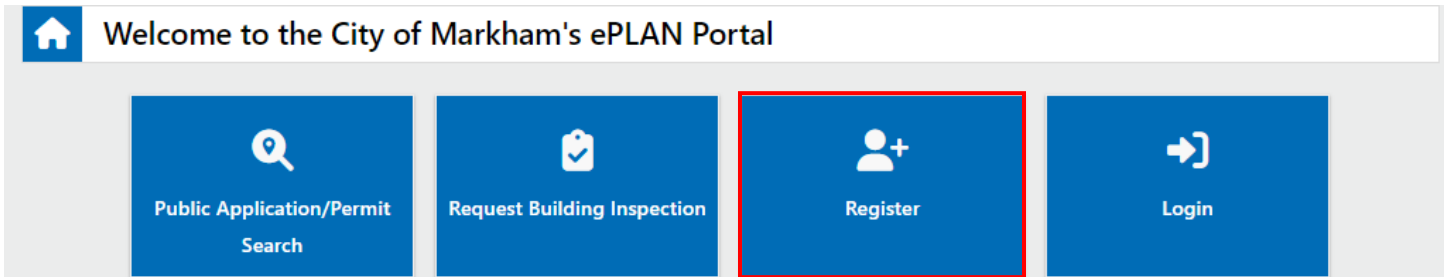


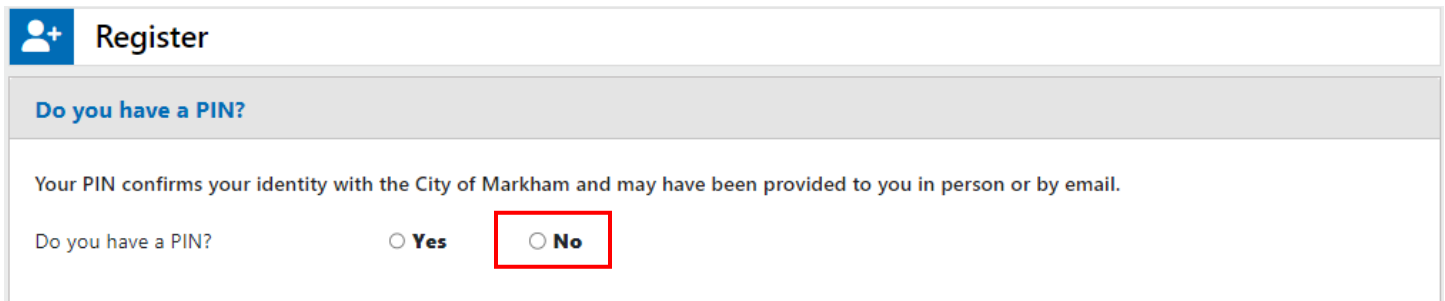
This is a high level guide on how to register an account using the ePLAN Portal. Detailed instructions on using the ePLAN Portal and Digital Review Software can be found in our [ePLAN Steps to Success](#) online guide.

### REGISTER A NEW ACCOUNT

1. First, open your web browser and go to [www.markham.ca/eplanlogin](http://www.markham.ca/eplanlogin)
2. Next, select the **Register** button.



3. Select the NO option when asked Do you have a pin?



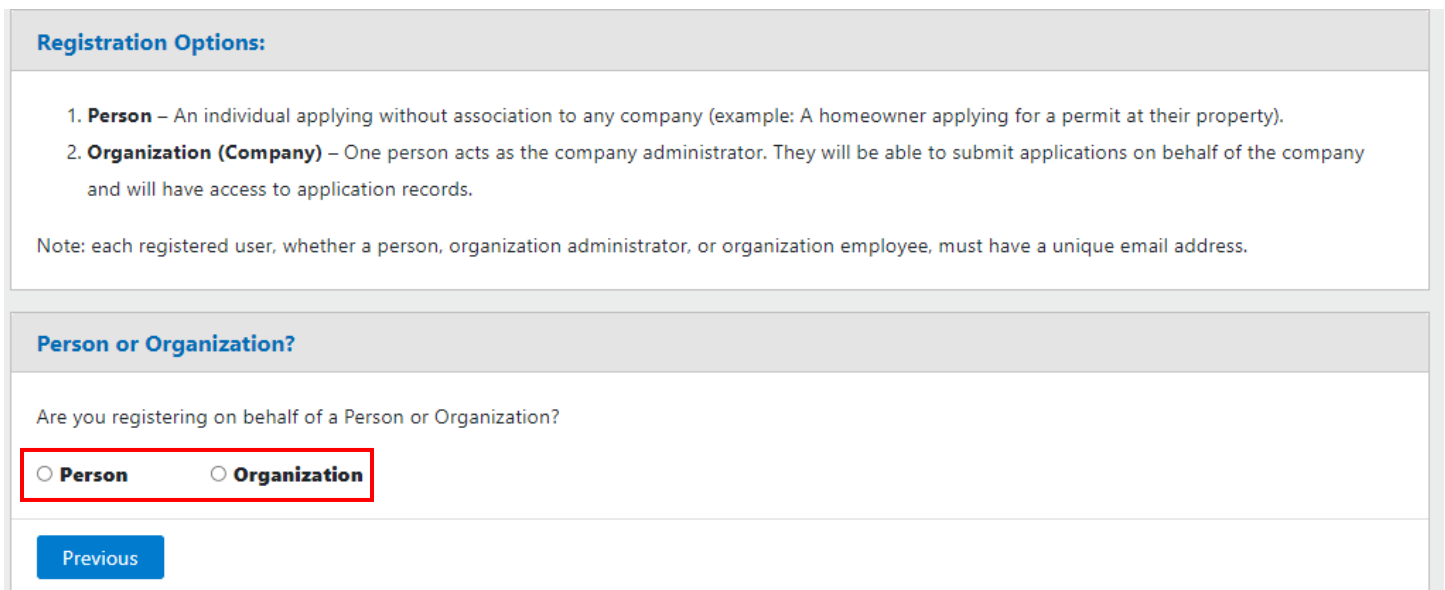
Register

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. Select if you are registering as a Person or as an Organization



Registration Options:

1. **Person** – An individual applying without association to any company (example: A homeowner applying for a permit at their property).
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.

Note: each registered user, whether a person, organization administrator, or organization employee, must have a unique email address.

Person or Organization?

Are you registering on behalf of a Person or Organization?

Person  Organization

Previous

5. Next type in the email account that you would like to use to register for your account then click Continue.

\*indicates required field

Please follow the instruction.

## Email Address

Email *	<input type="text" value="test123@markham.ca"/>
Confirm email *	<input type="text" value="test123@markham.ca"/>

Previous

Continue

6. Fill out your personal account information. When you are complete select “I Agree” confirm that you are not a robot and select the Request for PIN button

## Terms of Use Agreement

The City of Markham maintains this website as a service to members of the public for the purpose of providing on-line information about building application status within the City of Markham. By using this site, you are agreeing to comply with, and be bound by, the following terms of use. Please review the following terms carefully. (opens in new window)

I Agree  I Disagree

I'm not a robot



Previous

Request for PIN

7. A PIN will be emailed to the address that you entered. Once you have received the email please copy the supplied PIN and return to the ePLAN portal tab and select Enter Your PIN



## Register

Your registration request has been submitted. You will receive an email with further instructions. If you do not see the email in your inbox, check your spam or junk folders.

Enter Your PIN

8. When asked Do you have a PIN? Please answer Yes. After you have selected yes you will be prompted to enter your email and PIN, once complete please select the Proceed with Registration button.

**Proceed with Registration**

\*indicates required field

PIN \*

Email \*

[Previous](#) [Proceed with Registration](#)

9. Next you will be prompted to create a password and security question for your account. Please fill out the required fields, check “I am not a Robot” and select the register button to complete your account registration

**Login Information**

Please create a password below

Email


Password \*

Confirm Password \*

**Security Question**


Select your security question \*

Provide your answer to security question \*

I'm not a robot 

[Register](#)

10. Once your account has been verified you will see a message telling you that registration is complete and you are able now to login.



**Register**

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