



Resetting Your Password

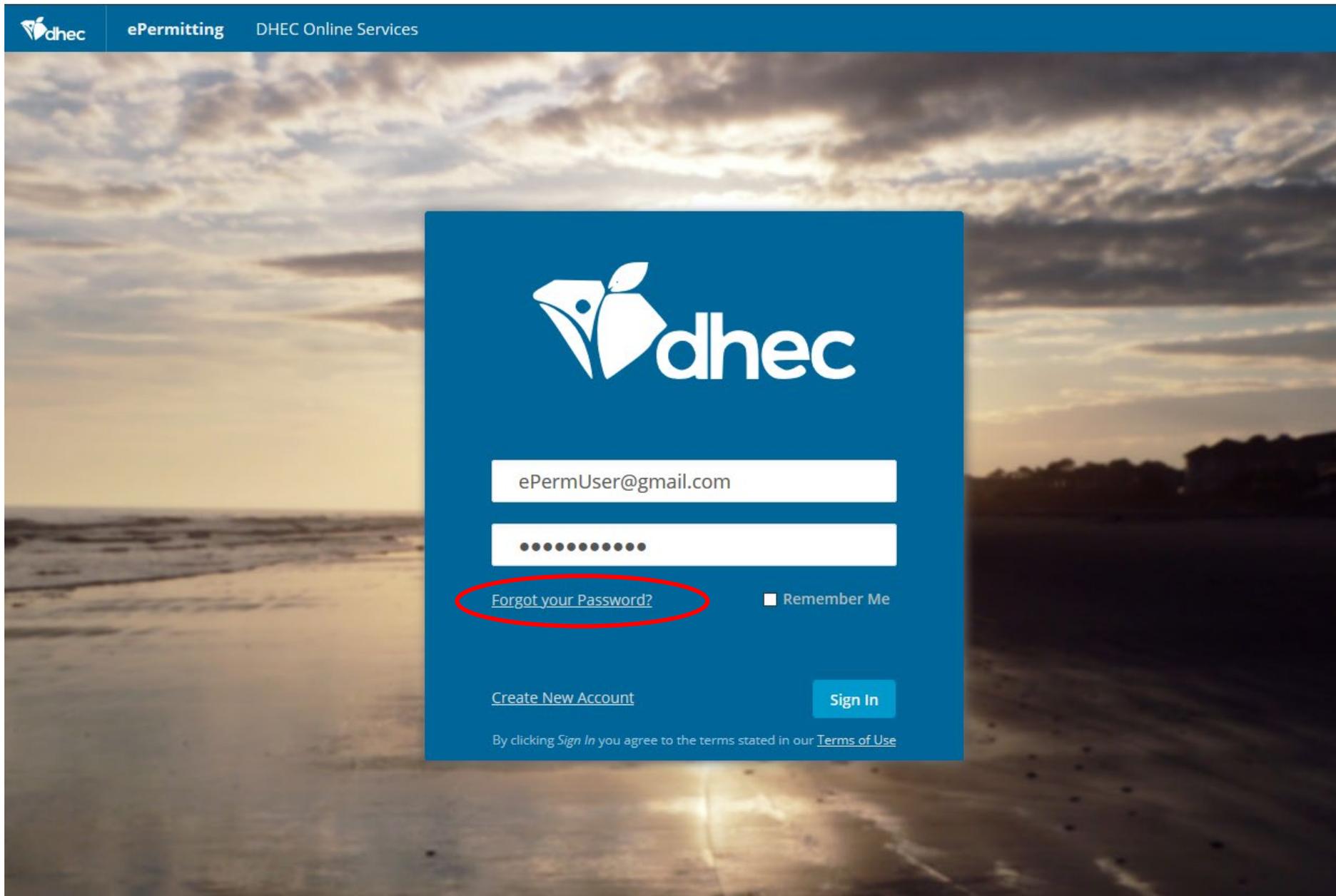
ePermitting

South Carolina Department of Health and Environmental Control
Healthy People. **Healthy Communities.**

Course Objective

The purpose of this training is for users to learn how to reset their password in the online ePermitting system.

If you need to reset your password, you can do so on the sign in screen. From this screen, click on the 'Forgot your Password' (circled below) option.



The image shows a screenshot of the DHEC ePermitting sign-in interface. At the top, a blue header contains the DHEC logo, the text "ePermitting", and "DHEC Online Services". The main content area features a blue sign-in card with the DHEC logo and the text "dhec". Below the logo, there are two white input fields: the first contains the email address "ePermUser@gmail.com" and the second contains a masked password represented by ten dots. Underneath the password field, the text "Forgot your Password?" is circled in red, and to its right is a checkbox labeled "Remember Me". At the bottom of the card, there is a link for "Create New Account" and a blue "Sign In" button. A footer note states: "By clicking Sign In you agree to the terms stated in our [Terms of Use](#)".

Once the 'Reset Account Password' screen appears, enter the email address used when you created the account for your site. Once the email address is entered, click the continue button.



ePermitting

DHEC Online Services

Reset Account Password

Please enter the email address associated with your account. You will receive an email with a link allowing you to choose a new password.

To avoid notifications being marked as spam, please add epermitting@dhec.sc.gov to your address book

Email Address

ePermUser@gmail.com

Continue

After your email address is entered, you will be asked to answer one of the security questions you used to set up your account. Enter your answer in the box circled below and then select 'continue.'



ePermitting

DHEC Online Services

Reset Account Password

Please answer the following security question to proceed.

In what city does your nearest sibling live?

[Use a different security question](#)

Continue

You will then see a notification that a password reset link was sent to the email address that was used to create your account.



ePermitting

DHEC Online Services

Password Reset Link Sent – Check Your Inbox!

We've just sent an email to the address specified, please follow the link inside the message to set a new password.

You will then receive an email containing the link to reset your password just like the one below. Click on the hyperlink to begin the process.

John

You've requested to reset your DHEC Online Services password, click the following link and follow the instruction to reset your password:

<https://epermweb.dhec.sc.gov/ncore/#/resetpassword?token=8B4023898D5F2910BDDBFEDAF6C78E51>

If you did not request to have your password reset, please contact South Carolina DHEC.

Thank you,

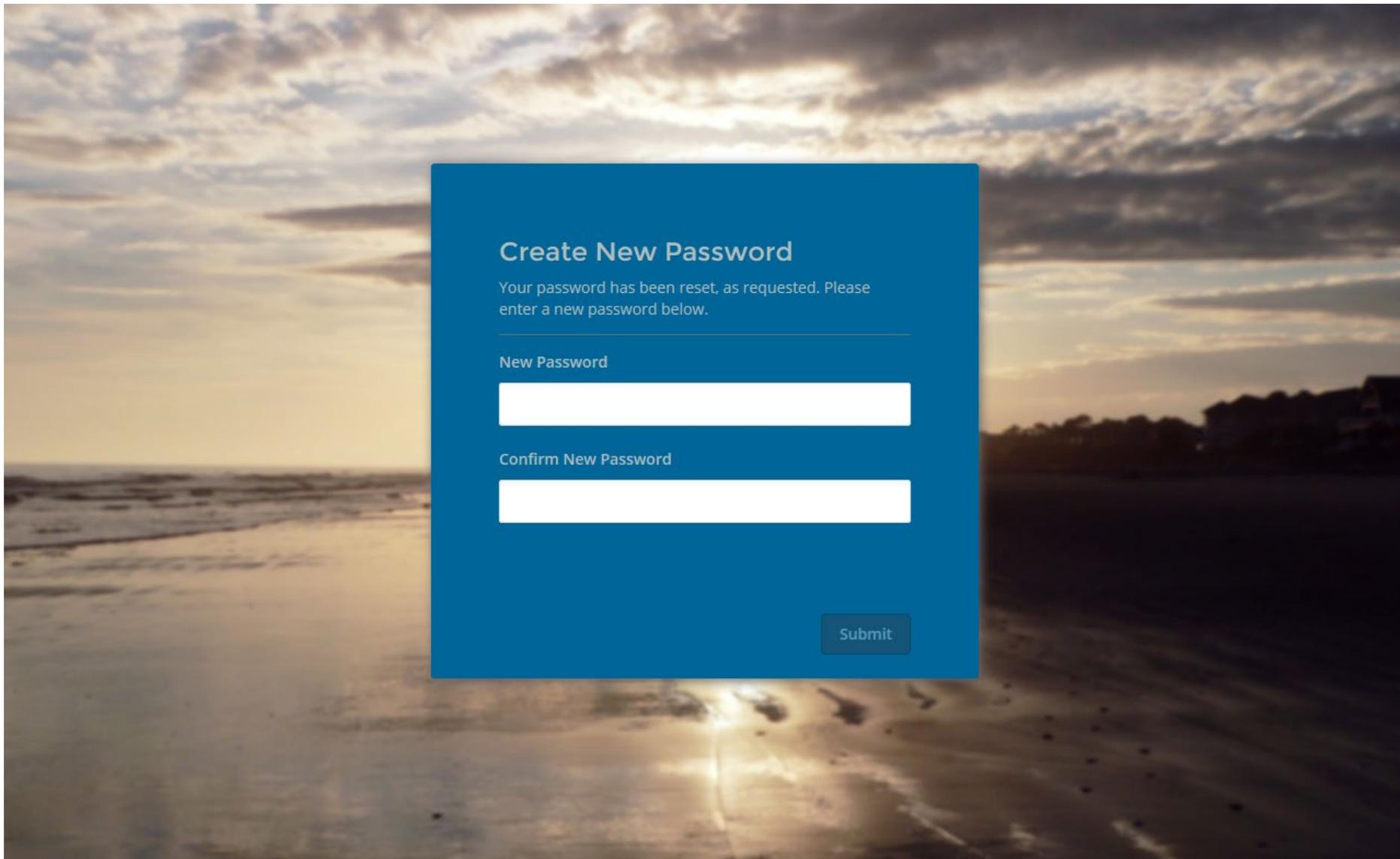


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The 'Create New Password' screen will appear. Enter a new password in the top field and reenter the password in the bottom field to confirm. Remember, your password must contain 8 characters with a number, uppercase letter, lowercase letter and a special character. Click 'submit' to create the new password.



You will receive an email to notify you that your password has been changed. Please take the proper precautions noted in the email if you have not initiated the password reset.

John Doe,

This notification is to inform you that your password has been changed.

If you did not change your password your account may have been compromised. Please contact DHEC Online Services support if this is the case.

This is an automated email sent by the DHEC ePermitting system.

Thank you,

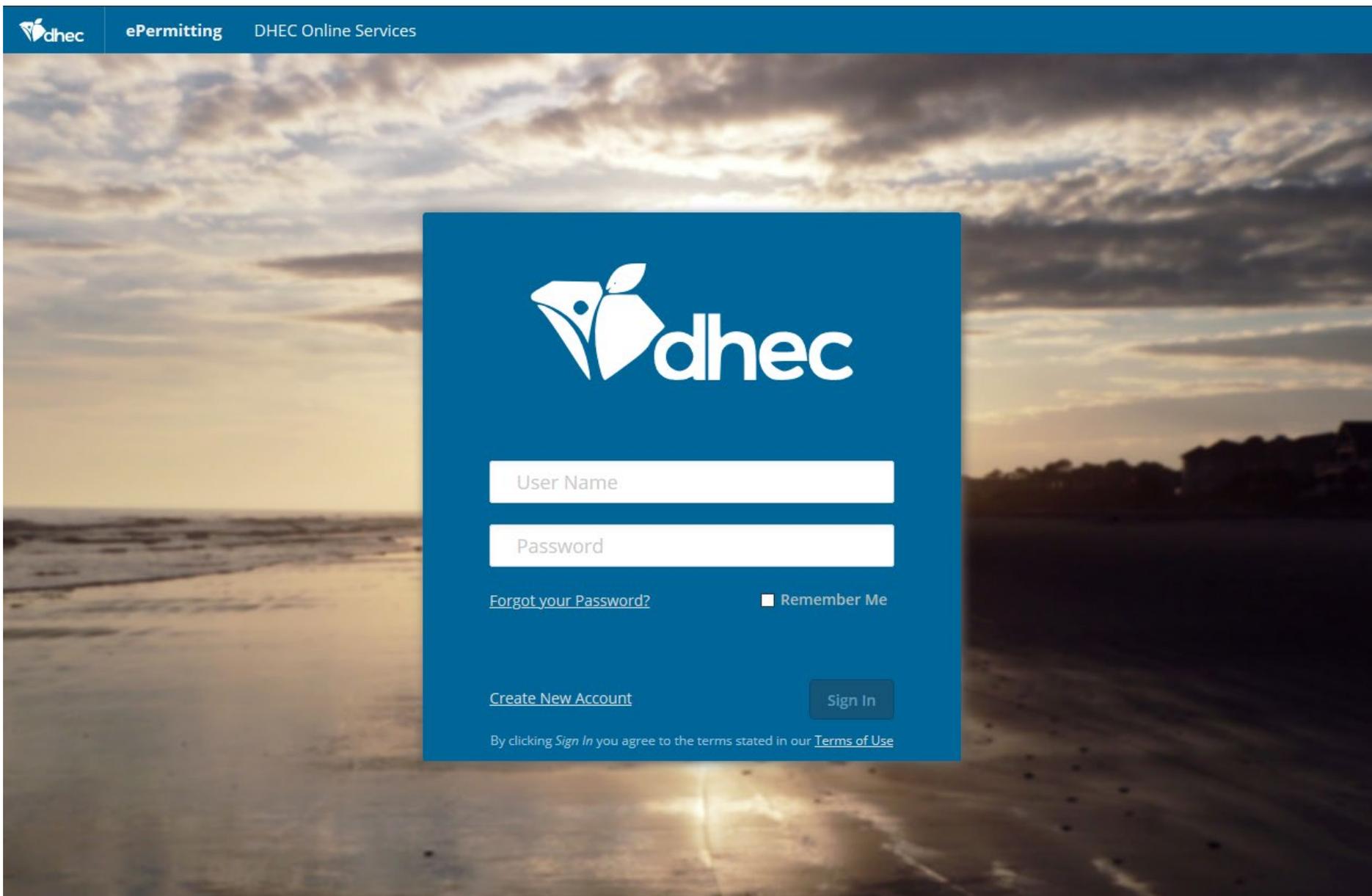


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Once you have completed the password reset, you can sign into your account using the new password.



 **ePermitting** DHEC Online Services



User Name

Password

[Forgot your Password?](#) Remember Me

[Create New Account](#)

By clicking *Sign In* you agree to the terms stated in our [Terms of Use](#)

Once you have successfully signed into your account, you will see the 'Welcome to the South Carolina DHEC ePermitting System' screen and can complete actions linked to your account/site and specific role assigned.

 **ePermitting** DHEC Online Services    John Doe

  **Welcome**

Home

Notifications

Start a New Form

Welcome to the South Carolina DHEC ePermitting System

Getting Started

SC ePermitting is a one-stop portal for submitting permit applications and service requests to South Carolina Department of Health and Environmental Control.

Once you or your organization has been issued a permit or license you can submit required reports or request changes to your permit here.

Finding and Submitting Applications and Requests

Begin by browsing the available forms. Once the desired form is located, you can fill it out, submit it, and track it here.

[Browse Forms](#)

Managing Information for an Existing Facility, Project, or Site

If you are affiliated with an existing facility, project, or site that has had DHEC involvement, your SCDHEC account can be granted access to the site in one of the following ways:

- Contact the facility directly and ask the designated SC ePermitting account administrator to invite you to join the site.
- [Enter a Verification Code](#) provided by mail or e-mail from DHEC
- If the site does not currently have an active account manager, contact SCDHEC support to learn how to set up a site account.

If your facility, project or site has not yet had DHEC involvement, your site will be created after you [fill out and submit an application or service request](#) form.

Getting Help

Use the Help link icon in the top right corner of any page to view screen-specific help. If you still need assistance click the Contact link in the page header for additional support options.



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CONTACT US

ePermittinghelp@dhec.sc.gov

Stay Connected

