

The first step in accessing the Plans and Permits portal is to create a new account.

1. Go to the site: <https://friscoplansandpermits.avolvecloud.com/Portal/>

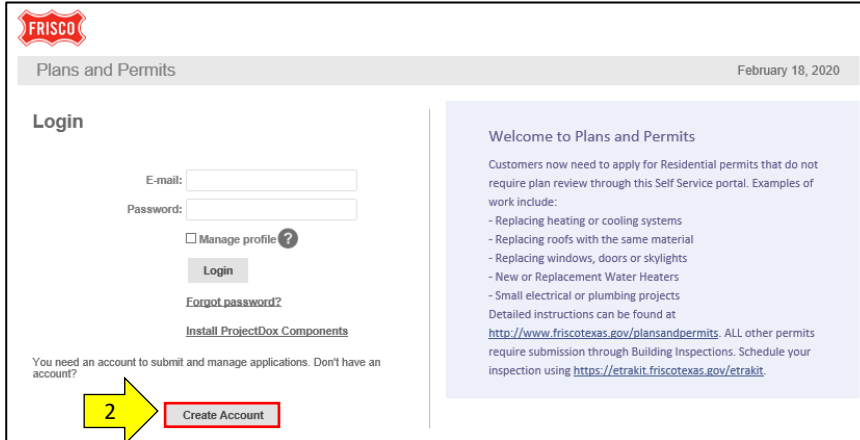


Figure 1 Self-Service Portal

2. Select the **Create Account** button.
3. Enter the required information indicated by a red asterisk (\*). Follow the password requirements. Be sure to choose the email address where you want to receive notices for the projects you manage.

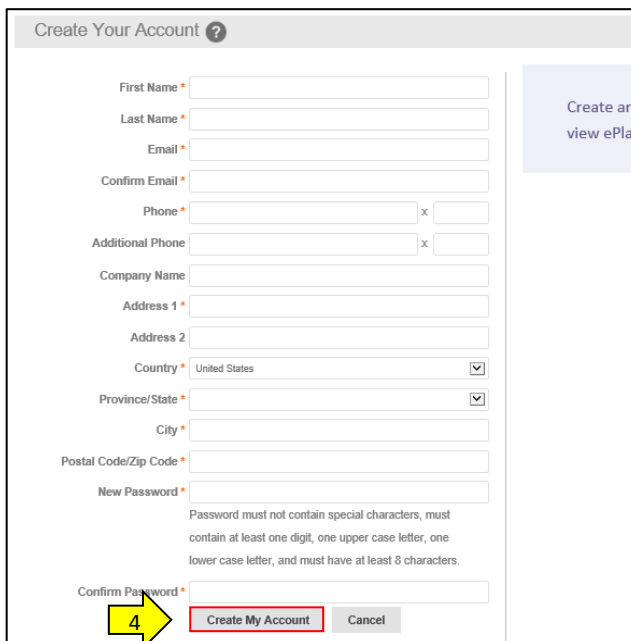


Figure 2 Create Your Account

**TIP** You can make updates later if needed using the **Manage profile** login option or the **Profile** tab once you are logged in.

**TIP** Do NOT change the email address on your profile. This will break any links to projects that you have already started.

4. Select the **Create My Account** button. A Verification Page will open for entry of the verification code received by email.
5. Check for an email message containing a verification code. It will come from **friscopiansandpermits-donotreply@avolvecloud.com**. *You must use this code within 4 hours, or it will expire.*  
**TIP** If you don't see the email message within a few minutes, check the spam folder.  
**TIP** Click on the **Resend Code** button to receive a new email.

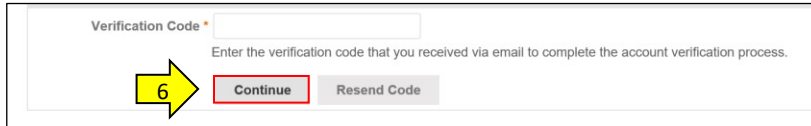


Figure 3 Verification Page

6. Enter the code into the Verification Page and select the **Continue** button.
7. Once your account is verified, log into the site.  
**TIP** If you receive the message that an account exists for this user already, follow the '**Forgot Password?**' link on the Login page.

If you have further questions visit <https://www.friscotexas.gov/PlansAndPermits>.