Resetting Your Password

ePermitting

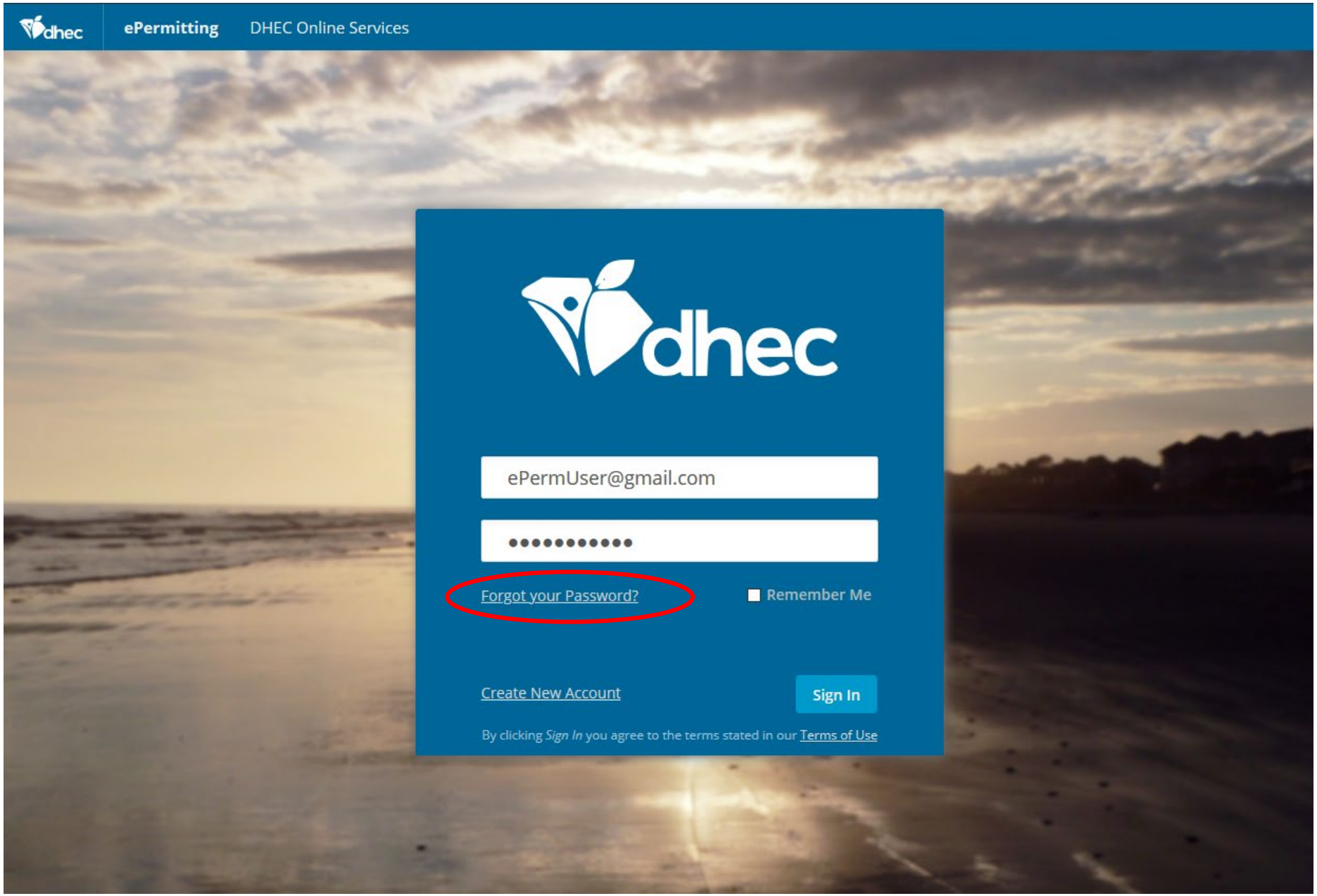
South Carolina Department of Health and Environmental Control

Healthy People. Healthy Communities.

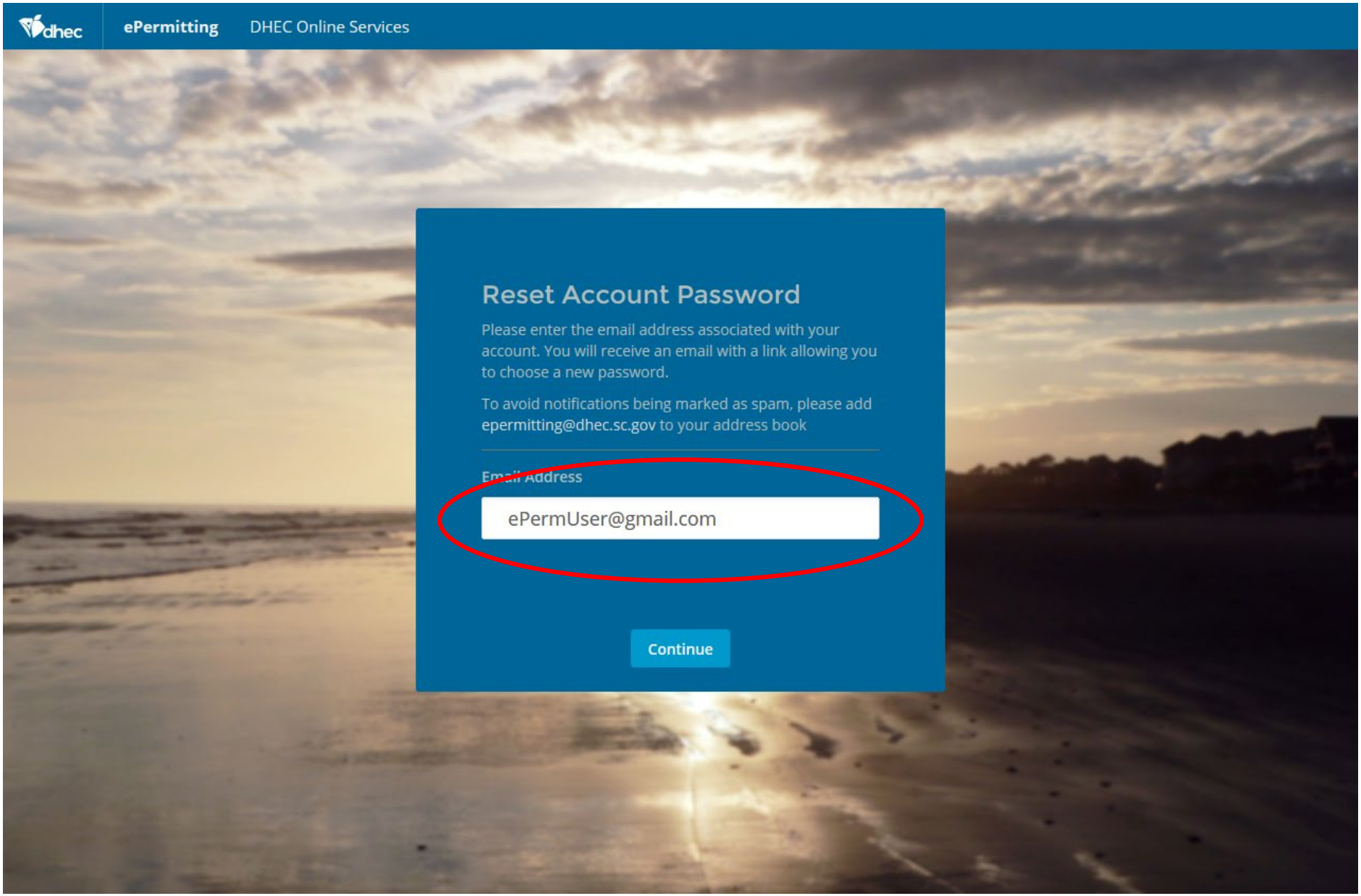
Course Objective

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

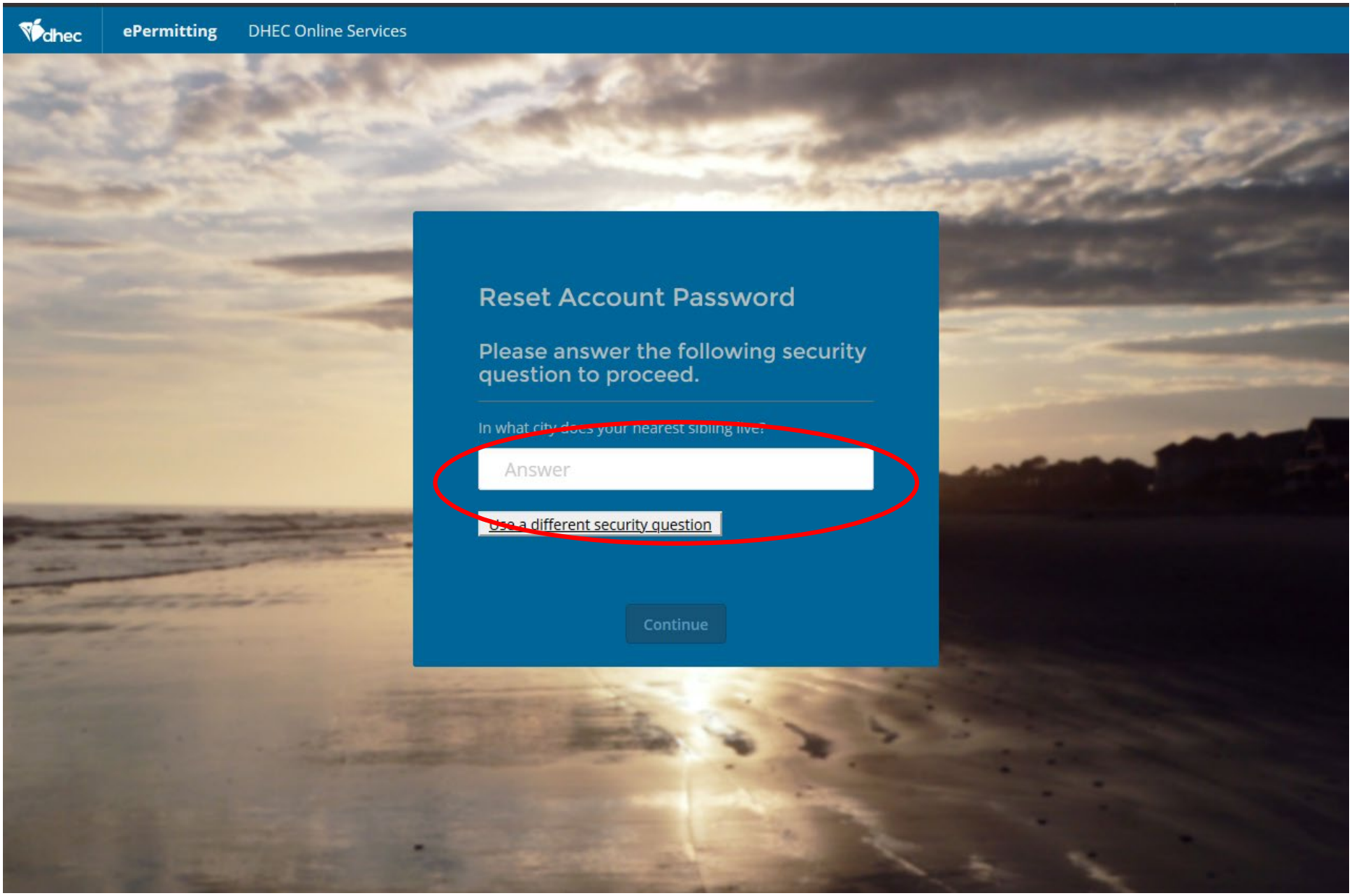
If you need to reset your password, you can do so on the sign in screen. From this screen, click on the 'Forgot your Password' (circled below) option.



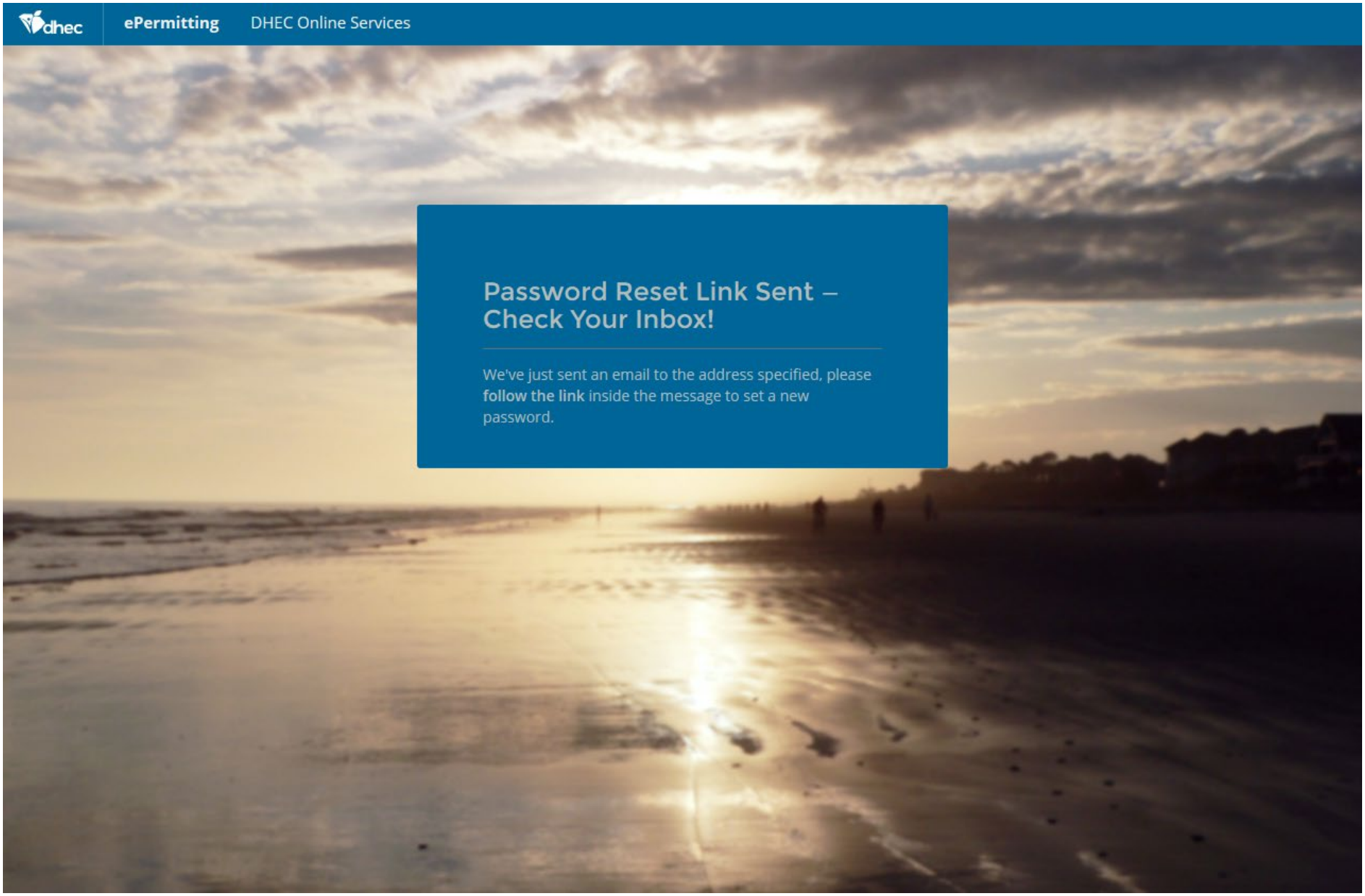
Once the ‘Reset Account Password’ screen appears, enter the email address used when you created the account for your site. Once the email address is entered, click the continue button.



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.'



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



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,

dhec

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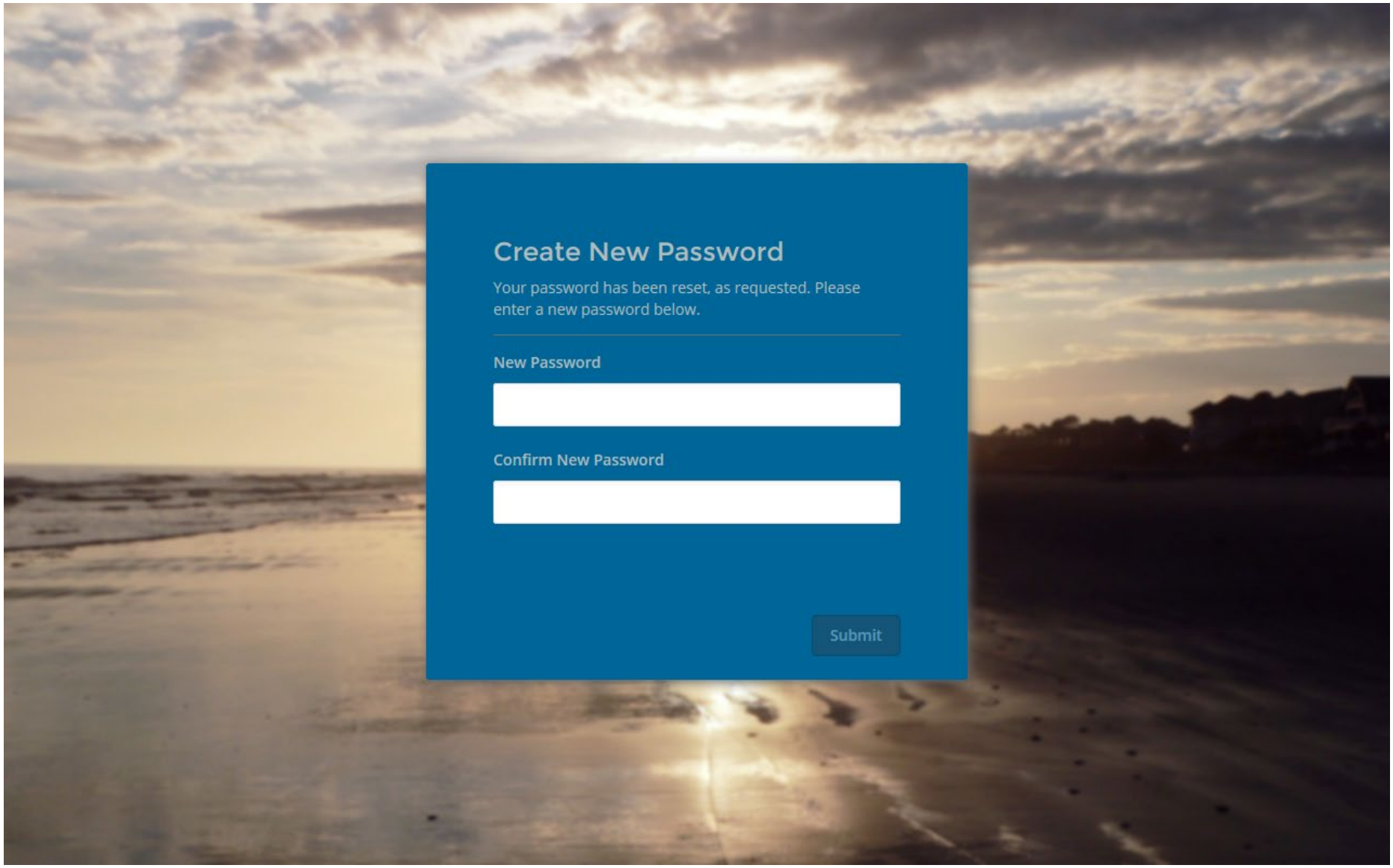
The ‘Create New Password’ screen will appear. Enter a new password in the top field and reenter the password in the bottom field to confirm. Remember, your password must contain 8 characters with a number, uppercase letter, lowercase letter and a special character. Click ‘submit’ to create the new password.



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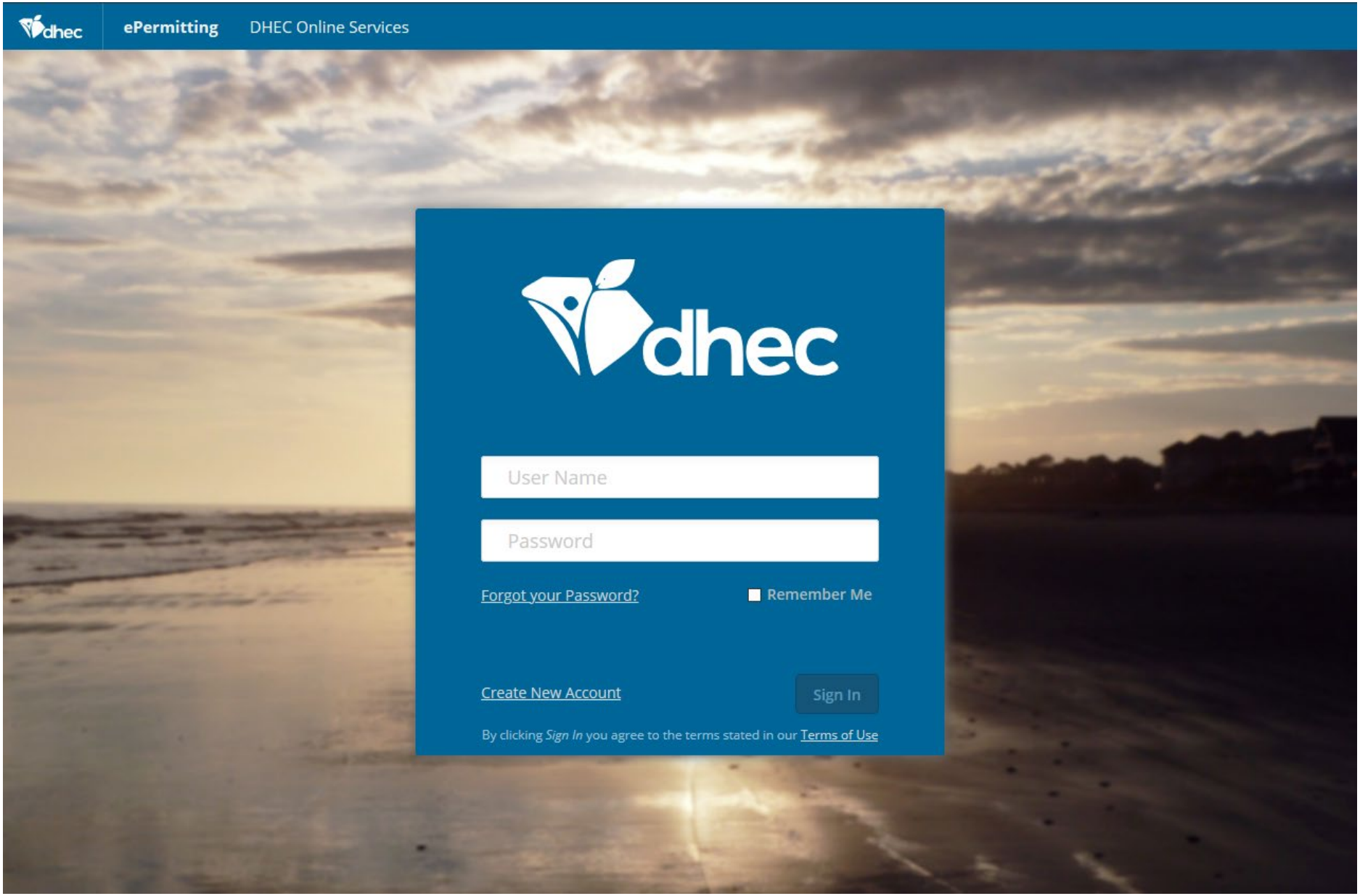
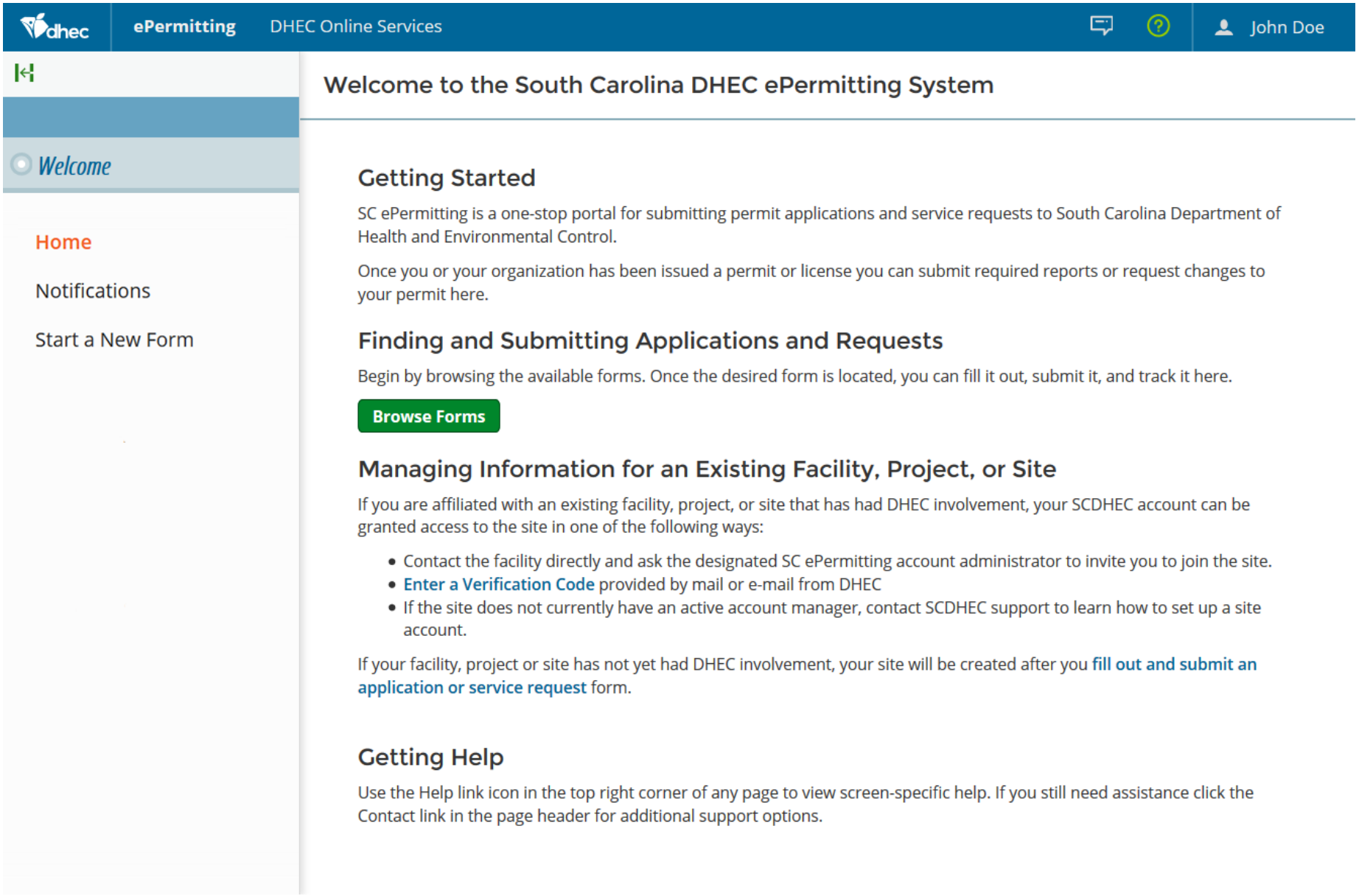
Once you have completed the password reset, you can sign into your account using the new password.



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.



CONTACT US

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