This guide is to troubleshoot users with access to the Napa County’s Online Permit Center: https://citizen.countyofnapa.org/citizenaccess/Customization/NAPACO/launchpad.aspx

From the log in page, if you receive on one of the following errors please follow the tips provided.

- **Invalid Username or password**
- **Account is locked**
- **The account is not active**
- **Operation failed error**

**Error! Invalid Username or Password**

- User name Hint: Can be 4 – 32 characters and may contain letters, numbers and these special characters: @_-.)
- Password Hint: Can be 8 – 20 characters
- Use the “I’ve forgotten my password” button in the lower right corner.
  - It will ask you for the registered user’s email address.
  - Answer the security question provided at registration.
  - An email will be sent shortly to the register’s email address with a temporary password.
  - Once logged in with the temporary password, you will be directed to reset.
Error! Your account has been locked

- User has attempted to log in multiple times with an invalid username and/or password.
- Please send an email to OPC@countyofnapa.org with your username or email address associated to your profile and a brief description of the issue.
Error! The account is not active

- During the registration process, the account was not fully verified/activated.
- If recent original activation email is still available, read through and use the ‘Account Verification Link’ to verify account.
- If additional assistance is needed, please send an email to OPC@countyofnapa.org with your username or email address associated to your profile and a brief description of the issue.

Activation Email Sample:
Error! ACA######## - EMSE operation failed

Due to the number of departments across Napa County, you may have register for a non-Planning, Building & Environmental Services department type. Below images are valid login and home pages for Napa County’s Online Permit Center for Planning, Building and Environmental Services:

- URL for the online permit center:
  https://citizen.countyofnapa.org/citizenaccess/Customization/NAPACO/launchpad.aspx
- You may need to register at this time, use the register link in the upper right corner to start.