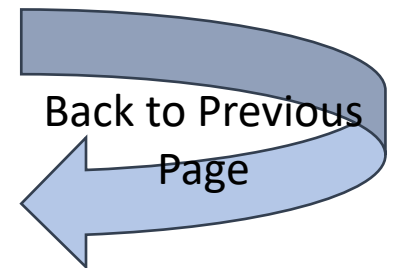


DBS Online Portal Users Guide

Frequently Asked Questions

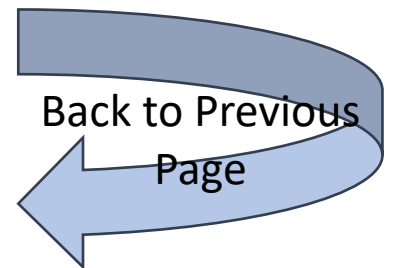
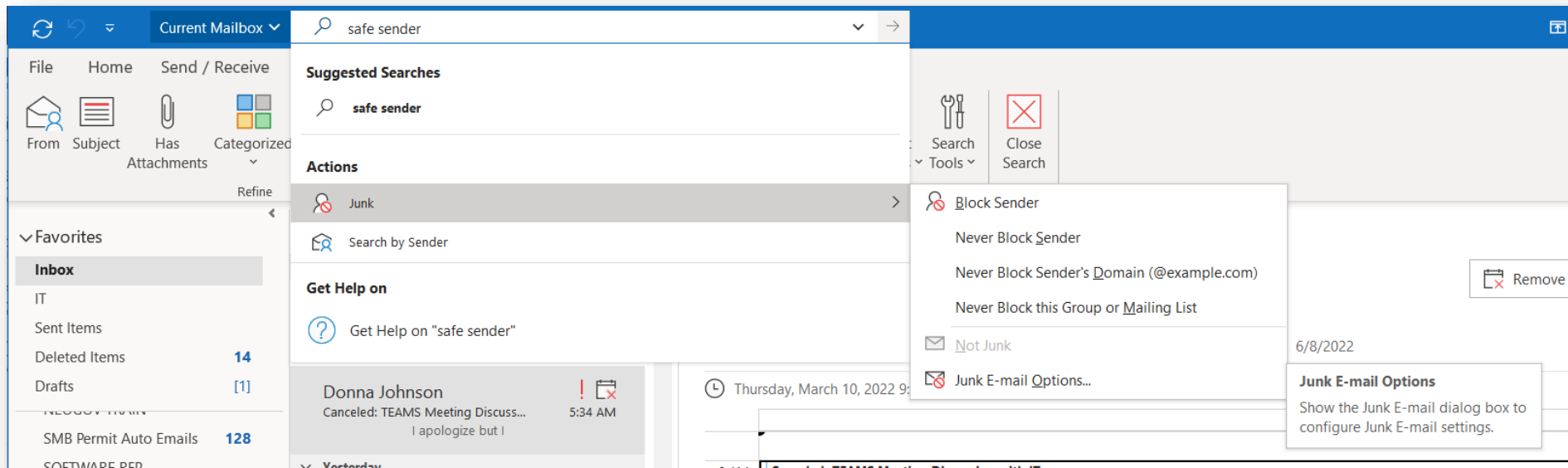
Why didn't I get a confirmation email from the online portal while registering?

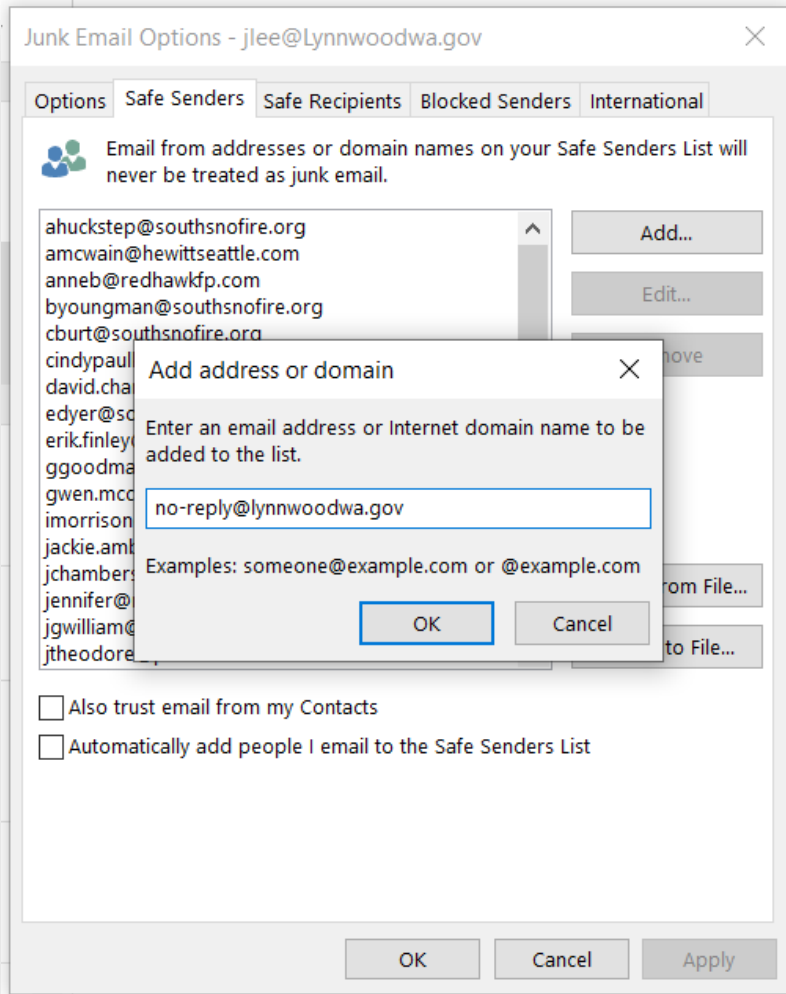
- Check your Junk/Spam folder or,
- Your email account may be blocking no-reply@lynnwoodwa.gov
 - Check your Junk E-mail Settings no-reply@lynnwoodwa.gov
(see next page for Outlook instructions)
 - Contact your IT Dept. for help
 - Try using a different email address



Adding Lynnwoodwa.gov as a safe sender in Outlook

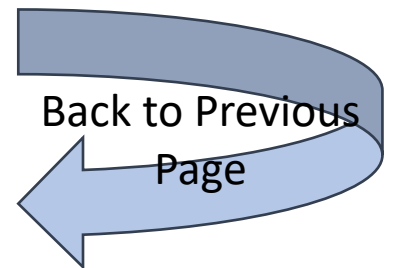
- In your search bar, type “Safe Sender”
- Go down to “Junk” and select “Junk Email Options”





Adding Lynnwoodwa.gov as a safe sender in Outlook (Continued)

- In the Junk Email Options, navigate to the “Safe Senders” tab
- Click the Add... button
- Type in no-reply@lynnwoodwa.gov
- Click OK and then the “Apply” button
- Now go back to the portal and try the registration again (or “forgot password” if you are already a registered user)

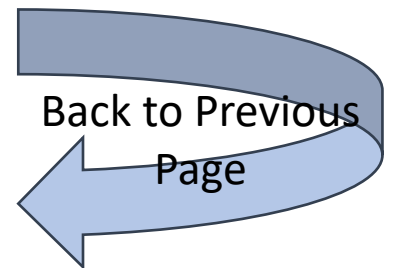


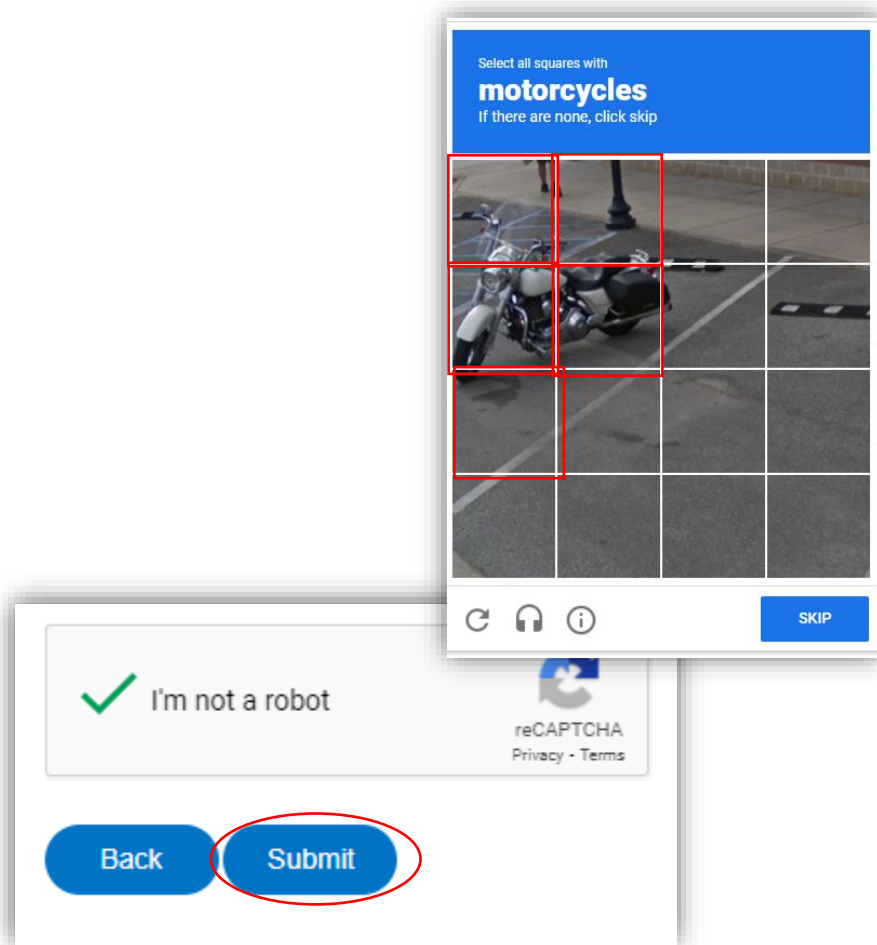
Why are there no checkboxes available to request an inspection?

- Usually this is because you are not logged into the portal. If you look at the top right of your screen, it should say “Good Morning/Afternoon/Evening **Your Name**”
(Example: `Good Evening, John Doe`)

Why is there a red message that reads "This inspection cannot be requested yet due to prerequisites"?

- This typically means 1 of 2 things:
 - A. The permit has not yet been issued or has outstanding fees
 - B. You have other inspections that need to be completed before you can request this one





How do I complete the reCAPTCHA verification?

- Check “I’m not a robot” & complete the reCAPTCHA if prompted
 - Keep completing the reCAPTCHA until it confirms your answers
 - Sometimes the reCAPTCHA will appear at the very top of the form. If you don’t see it appear right away, scroll up to complete it.
 - Click the boxes as prompted or “skip” to try a different picture
- Once you see the green checkmark, click “Submit”

