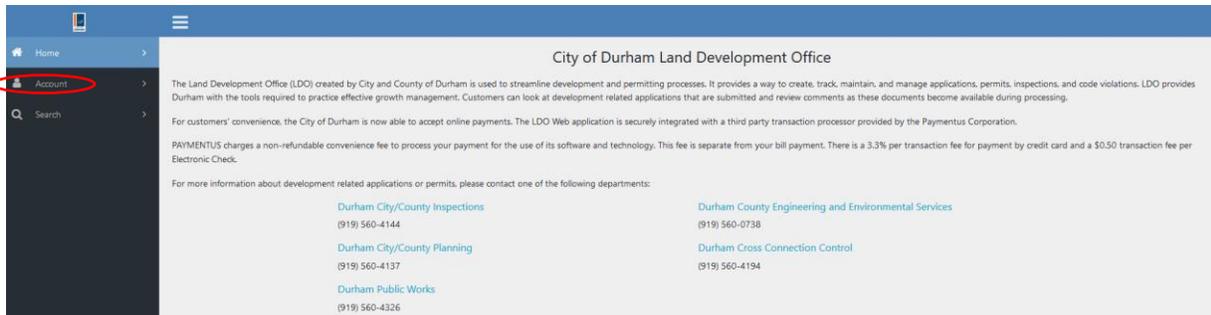
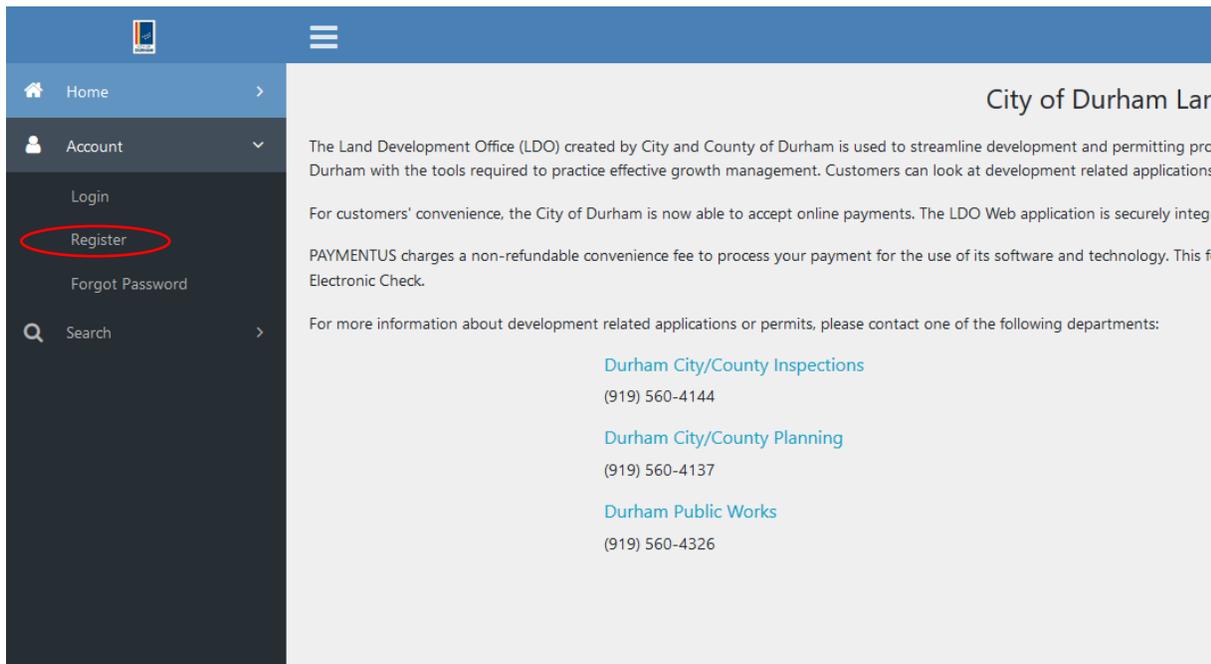


The Durham City-County Inspections Department will be rolling out a new LDO website in early May 2020. This is a guide to help with the login process for the redesigned website.

To login, you must have a contractor account with the disciplinary division you are conducting business with. The contractor account will require an email address; this will establish our primary point of contact with you for all future official correspondence. Once you have your contractor account, you will need to register on the new LDO website. If you have an existing account, you can use it to register also.



Once you are on the website, click on Account.



A drop down menu will appear. Click on Register.

Register Account

For first time users only:
Prior to logging into the LDO system you must register your account for access.

Email address:
Enter email

Password:
Enter Password

Confirm Password:
Enter Password

Register

Enter the email that was linked to the contractor account. Now you will need to create a password. This password should be unique to you can written down. Click Register.

Your registration is almost complete...

Thank you for submitting your information.

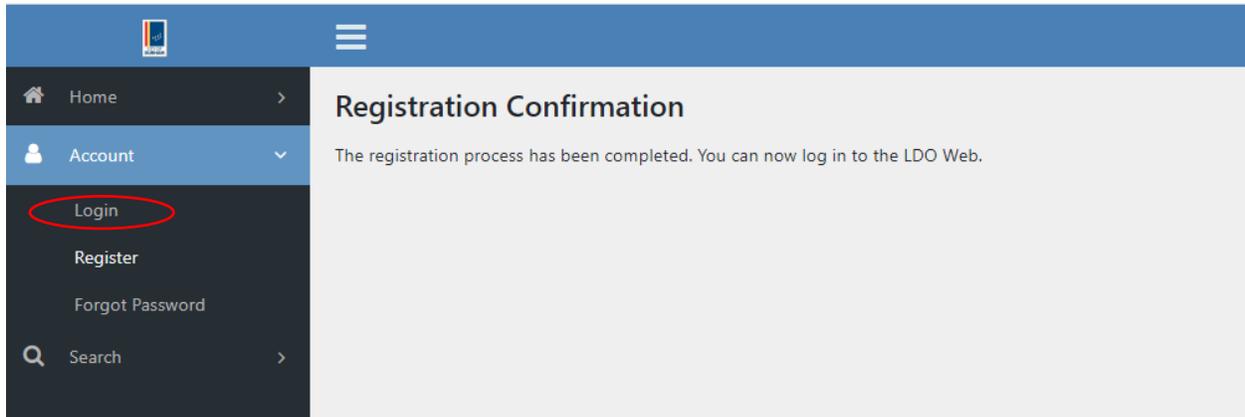
An email with a verification link has been sent to the address you provided. Please click on the verification link to validate your email address. Once you have done this, your registration will be complete and you will be able to log in to the LDO Web.

You will receive this dialog box. At this point, check your email for the confirmation email.

From: Durham LDO Web <no-reply@durhamnc.gov>
Date: April 20, 2020 at 9:56:29 AM EDT
To:
Subject: LDO web email address registration confirmation

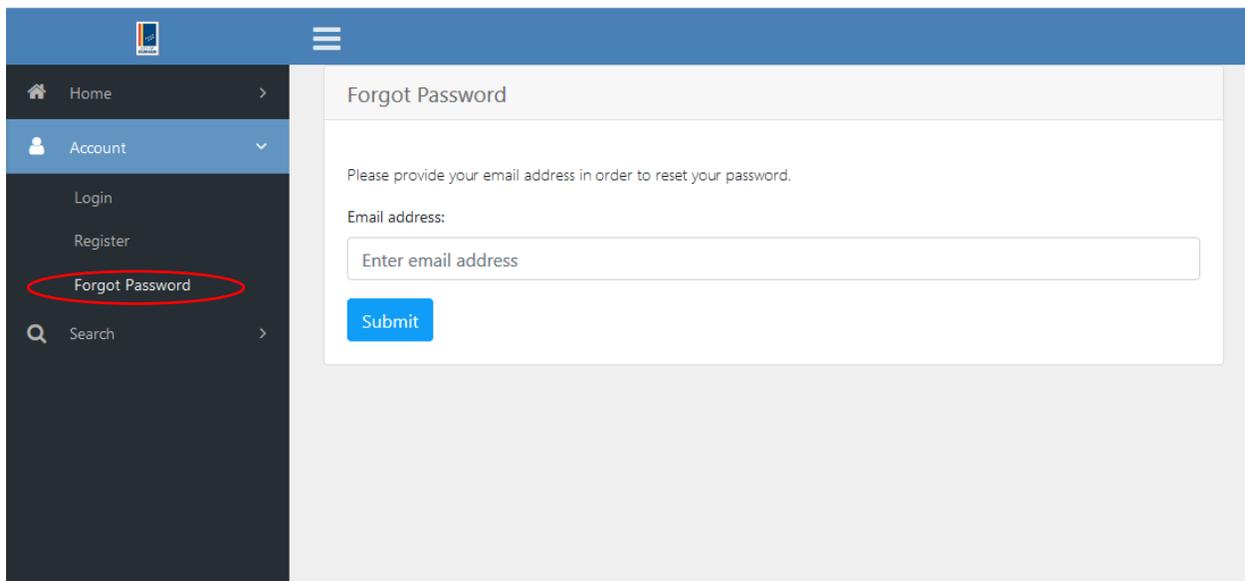
Click [here](#) to confirm registration of your email account. You must verify your registration prior to logging in to the LDO web application.

The email you will receive for confirmation will look this this. Click on [here](#).

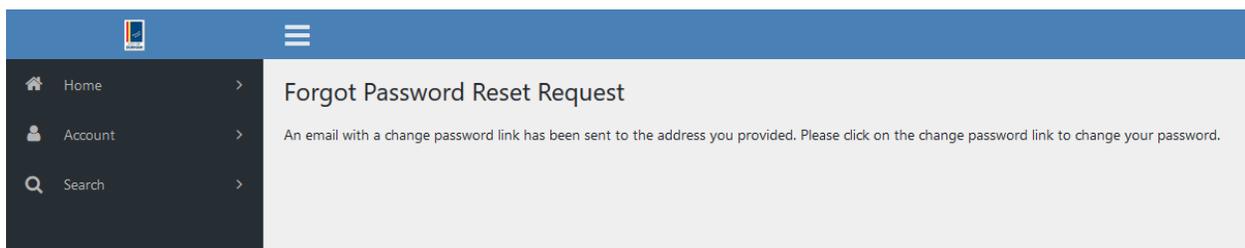


At this point, click on Login, enter your email and password to start using the LDO website. You will only need to register the first time.

If you have forgotten your secure password, use the Forgot Password option. The staff from the City of Durham will not be able to give you your password, as they do not have access to it.



Enter your email and click submit.

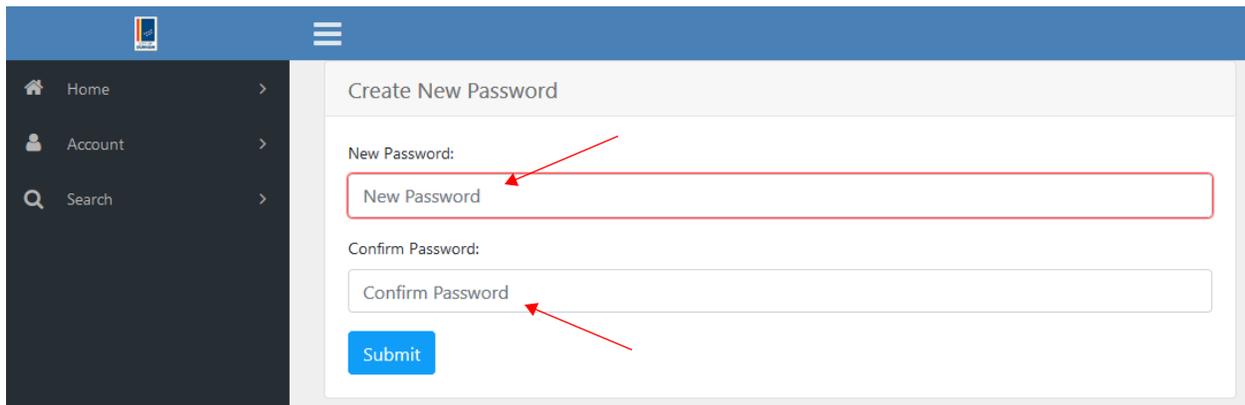


You will receive this dialog box. At this point, check your email for the confirmation email.

From: Durham LDO Web <no-reply@durhamnc.gov>
Date: April 21, 2020 at 11:46:43 AM EDT
To:
Subject: LDO web email address password reset confirmation

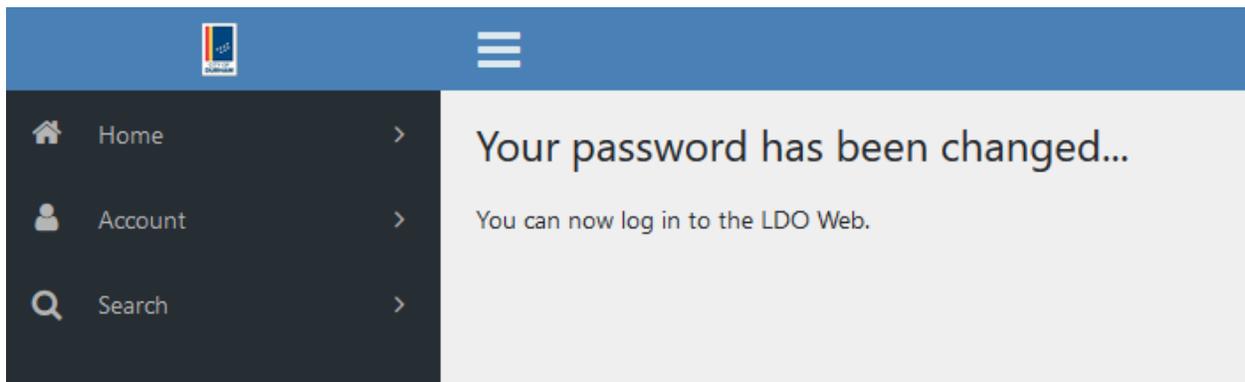
Click [here](#) to reset your password to log into the LDO web application.

The email you will receive for confirmation will look this this. Click on [here](#).



The screenshot shows the 'Create New Password' form. The sidebar on the left contains 'Home', 'Account', and 'Search'. The main form area has the title 'Create New Password' and two input fields: 'New Password' and 'Confirm Password'. A blue 'Submit' button is located below the 'Confirm Password' field. Red arrows point to the 'New Password' and 'Confirm Password' input fields.

Enter your new password. Click Submit.



The screenshot shows the confirmation message: 'Your password has been changed... You can now log in to the LDO Web.' The sidebar on the left contains 'Home', 'Account', and 'Search'.

Click on Account, then Login.