

## How to Log in to ePlanReview using Boise Secure

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### Overview

Planning and Development Services has updated the login process for ePlanReview. The new login process uses a platform called **Boise Secure**. This new way to log in to ePlanReview will help us bridge the multiple systems that are currently used across the city by public users.

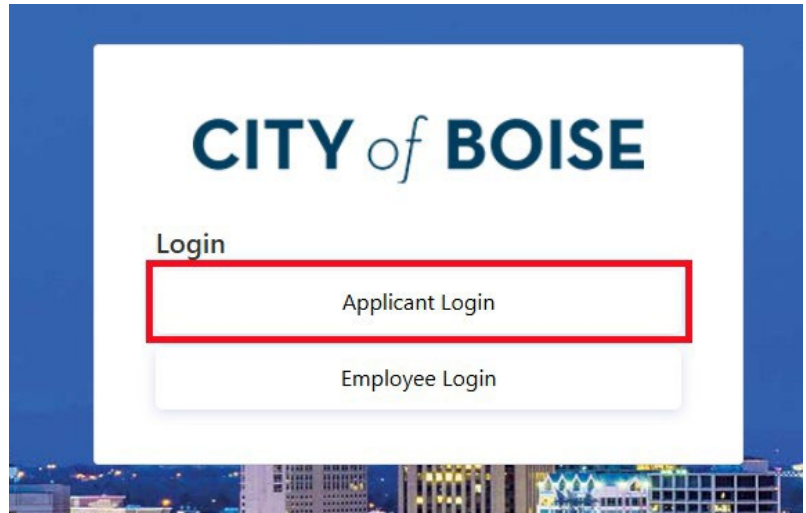
If you would prefer to review a video, [please visit the Boise Secure Community Guide Video](#).



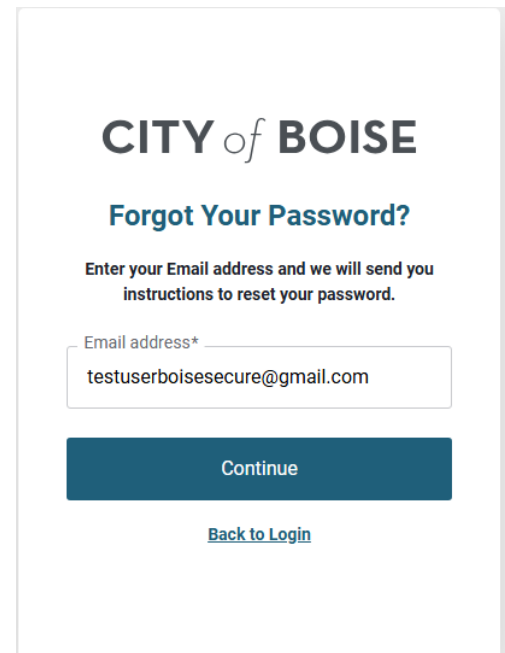
## Returning Users on ePlanReview

If you had an ePlanReview account prior to January 21, 2026, or have added a new computer device, or your browser was recently updated and no longer remembers your password, please follow the steps below to reset your account password.

1. [Click to go to ePlanReview.](#)
2. Click on **Applicant Login**.



3. Enter your email address, and then click **Continue**.



## Returning Users on ePlanReview, *continued*

### 4. Click on **Forgot Password?**

**CITY of BOISE**

**SECURE LOGIN**

One login for all your City of Boise accounts.  
We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#).

testuserboisesecure@gmail.com [Edit](#)

Password\*

[Forgot password?](#)

By continuing you agree to the City of Boise's [Terms of Use](#).

**Continue**

New to Boise Secure? [Create account](#)

### 5. Click **Continue** and follow prompts to verify your identity (be sure to check your junk or spam folder for the email address entered).

**CITY of BOISE**

**Verify Your Identity**

We've sent an email with your code to:  
testuserboisesecure@gmail.com

Enter the 6-digit code\*

**Continue**

Didn't receive a code? [Resend](#)

[Go back](#)

## Returning Users on ePlanReview, *continued*

- Follow the prompts by entering and re-entering a new password, ensuring to follow the new password guidelines for your Boise Secure account.

New passwords must contain:

- At least 8 characters,
- At least 3 of the following:
  - Lower case letters (a-z)
  - Upper case letters (A-Z)
  - Numbers (0-9)
- Special characters (e.g. !@#\$\$%^\*)
- Cannot include these characters + ,
- Cannot contain your username

Click on **Reset password** to continue.

**CITY of BOISE**

**Change Your Password**

Enter a new password below to change your password.

New password\*

Re-enter new password\*

**Reset password**

**CITY of BOISE**

**Change Your Password**

Enter a new password below to change your password.

New password\*

Re-enter new password\*

Your password must contain:

- ✓ At least 8 characters
- ✓ At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - ✓ Upper case letters (A-Z)
  - ✓ Numbers (0-9)
- Special characters (e.g. !@#\$\$%^\*)

**Reset password**

## Returning Users on ePlanReview, *continued*

- On the next screen, validate your account information including your phone number and whether it is SMS enabled. Click **Save**.

**CITY of BOISE**

**Manage your account**

---

**Update your profile**

First Name\*

Last Name\*

Phone\*

Your current selection for SMS - **Yes**

SMS (text) Enabled?\*

Yes

No

- If prompted to verify your phone number, which will enable 2-factor authentication.

**NOTE:** You may skip this step initially but will get prompted in the future to complete this step.

**CITY of BOISE**

**Verify your phone number.**

Verify your phone number to enable text and 2-factor authentication. Skipping will disable this option.

**Continue**

**Skip**

**CITY of BOISE**

**Enter the code.**

Please enter the 6-digit verification code that was sent to \*\*\*\*\*1741. The code is valid for five minutes.

Verification code\*

**Continue**

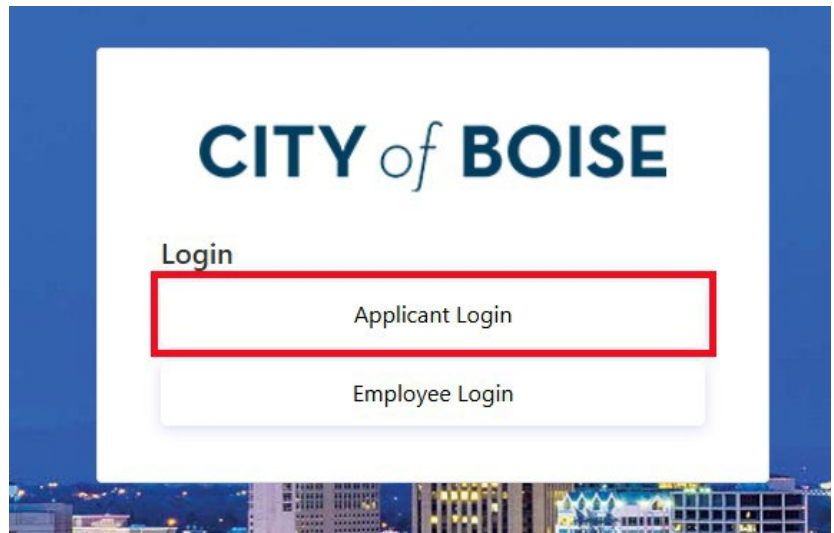
Didn't receive the code? **Resend**

**Skip**

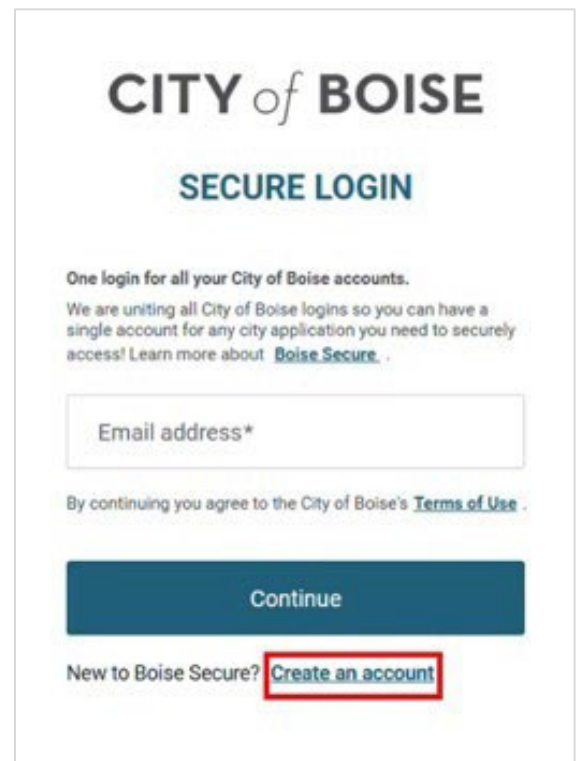
## First Time Users on ePlanReview

For first time users on ePlanReview AND who have not previously created a Boise Secure account, please follow the steps below.

1. [Click to go to ePlanReview.](#)
2. Click on the **Applicant Login**.



3. Click **Create an account**.



## First Time Users on ePlanReview, *continued*

- Follow the system instructions to input your information in each field provided, and then click **Continue**. Boise Secure allows citizens to have an extra layer of security by allowing SMS (Text) enabled notifications. This multi-factor authentication is recommended but not required and can be skipped, if desired.

**NOTE:** The fields shown are for illustrative purposes only. You will input your specific information in each field before clicking on the **Continue** button.

**SECURE SIGN UP**

One login for all your City of Boise accounts.  
We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#).

Email address\*  
permits@cityofboise.org

First Name\*  
Alex

Last Name\*  
Smith

Phone Number\*  
2086087070

SMS (text) Enabled?\*  Yes  No

By continuing you agree to the City of Boise's [Terms of Use](#).

**Continue**

Already have an account? [Log in](#)

- Once all fields have been completed, click **Continue**. Please note, by clicking continue, you are agreeing to the City of Boise's [Terms of Use](#).

**SECURE SIGN UP**

One login for all your City of Boise accounts.  
We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#).

Email address\*  
permits@cityofboise.org

First Name\*  
Alex

Last Name\*  
Last Name is required.

Phone Number\*  
2086087070

SMS (text) Enabled?\*  Yes  No

By continuing you agree to the City of Boise's [Terms of Use](#).

**Continue**

Already have an account? [Log in](#)

## First Time Users on ePlanReview, *continued*

6. The Boise Secure system will then send an email to the email address you provided on the previous page. Please note that you can always return to the prior screen to correct the information or email address entered. Simply click **Go back** to return to the previous page.

**CITY of BOISE**

**Verify Your Identity**

We've sent an email with your code to:  
permits@cityofboise.org

Enter the 6-digit code\*

Continue

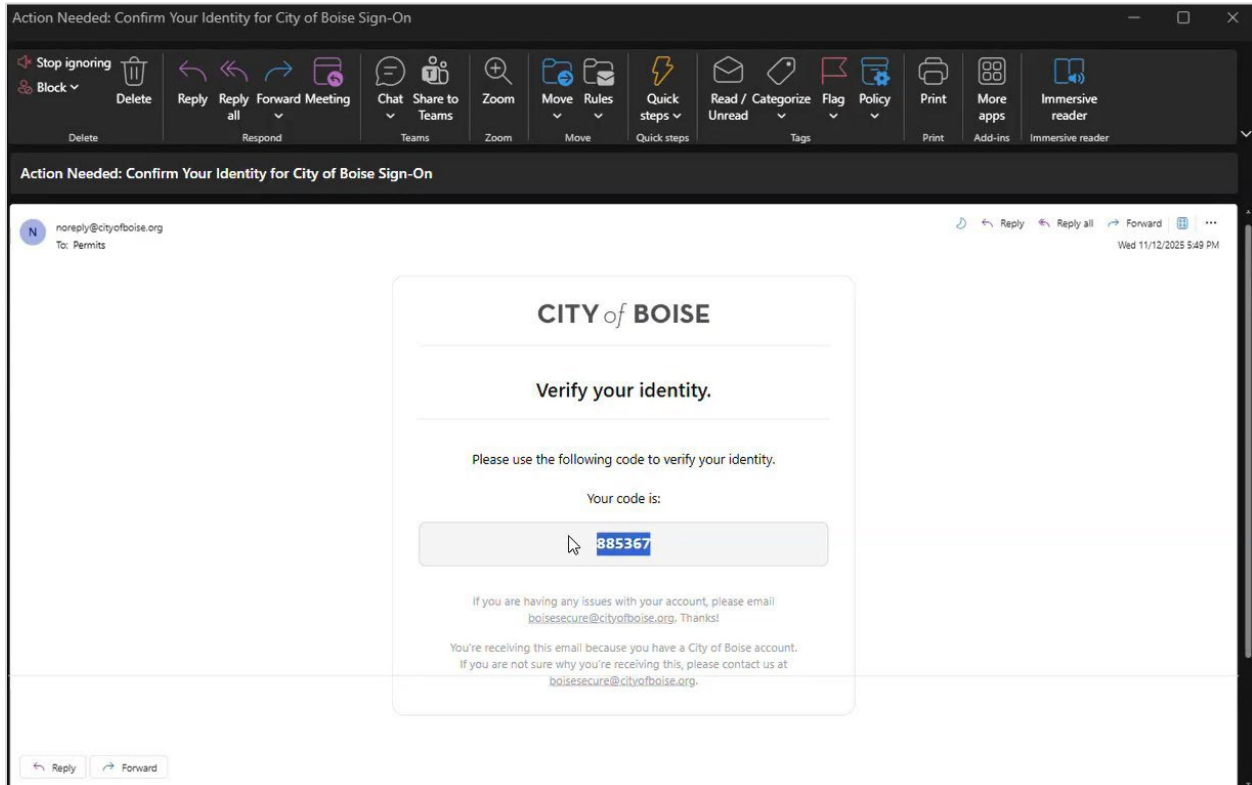
Didn't receive a code? [Resend](#)

[Go back](#)

## First Time Users on ePlanReview, *continued*

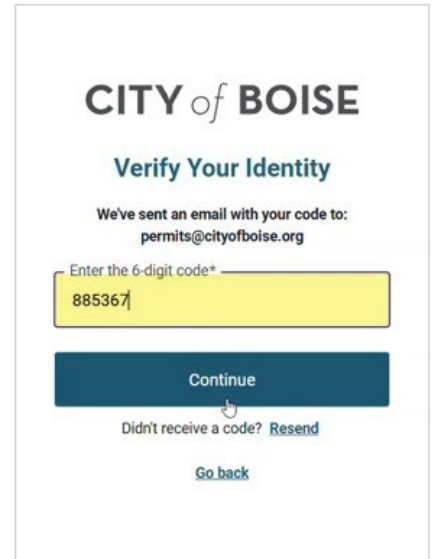
- The Boise Secure email containing your verification code, shown below, will be sent from email address [noreply@cityofboise.org](mailto:noreply@cityofboise.org). Locate the email sent from the “noreply” email address, which may be directed to your spam or junk email folders.

**IMPORTANT:** Please make sure you add [noreply@cityofboise.org](mailto:noreply@cityofboise.org) as a contact in your email contact list. This will ensure any future correspondence will be directed to your regular inbox, so you don’t miss any notifications.



## First Time Users on ePlanReview, *continued*

8. Copy/paste or manually enter the verification code received into the field provided and then click **Continue**.



**CITY of BOISE**

### Verify Your Identity

We've sent an email with your code to:  
permits@cityofboise.org

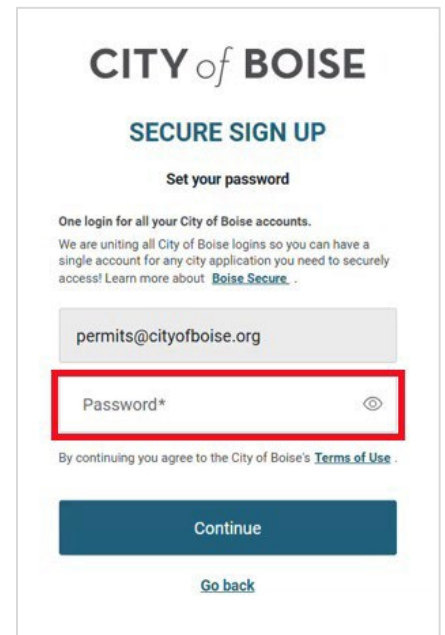
Enter the 6-digit code\*

**Continue**

Didn't receive a code? [Resend](#)

[Go back](#)

9. To create a password, click in the **Password** field, enter your desired password, and then click **Continue**.



**CITY of BOISE**

### SECURE SIGN UP

Set your password

One login for all your City of Boise accounts.  
We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#) .

**Password\***

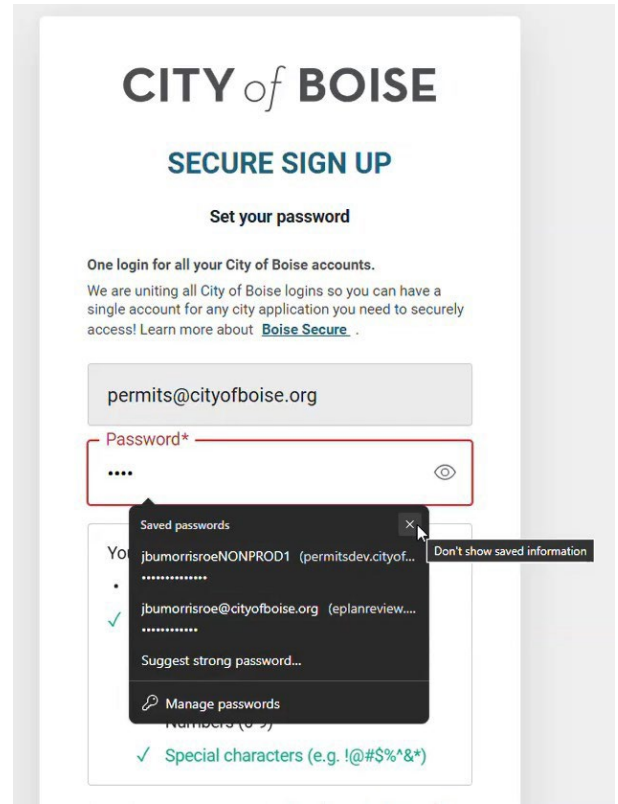
By continuing you agree to the City of Boise's [Terms of Use](#) .

**Continue**

[Go back](#)

## First Time Users on ePlanReview, *continued*

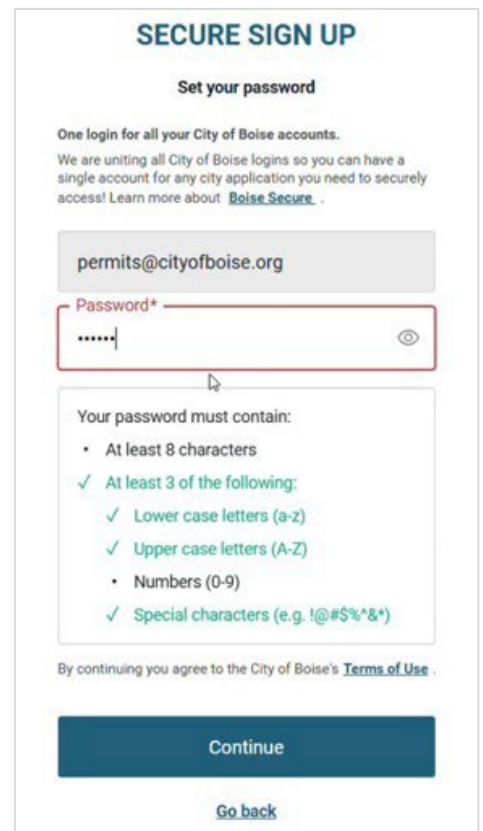
10. When you begin to type a new password, your browser may display **saved passwords** or even display password suggestions. Please close out of the password options presented, as this site will require a new password for registration.



11. You'll notice as you type your new password that the requirements below the password field will begin to interact with the password that you are creating. Green means that the password requirement has been met.

New passwords must contain:

- At least 8 characters,
- At least 3 of the following:
  - Lower case letters (a-z)
  - Upper case letters (A-Z)
  - Numbers (0-9)
- Special characters (e.g. !@#\$\$%^&\*)
- Cannot include these characters + ,
- Cannot contain your username.



## First Time Users on ePlanReview, *continued*

12. You can verify the new password you entered by clicking on the “eye” icon located on the right side of the password field.

**SECURE SIGN UP**

**Set your password**

One login for all your City of Boise accounts.  
We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#).

permits@cityofboise.org

Password\* @Boiseriver2025

Hide password

Your password must contain:

- ✓ At least 8 characters
- ✓ At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - ✓ Upper case letters (A-Z)
  - ✓ Numbers (0-9)
  - ✓ Special characters (e.g. !@#\$\$%^&\*)

By continuing you agree to the City of Boise's [Terms of Use](#).

**Continue**

[Go back](#)

13. Click **Continue** to move on to the next step.

**SECURE SIGN UP**

**Set your password**

One login for all your City of Boise accounts.  
We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#).

permits@cityofboise.org

Password\* @Boiseriver2025

Hide password

Your password must contain:

- ✓ At least 8 characters
- ✓ At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - ✓ Upper case letters (A-Z)
  - ✓ Numbers (0-9)
  - ✓ Special characters (e.g. !@#\$\$%^&\*)

By continuing you agree to the City of Boise's [Terms of Use](#).

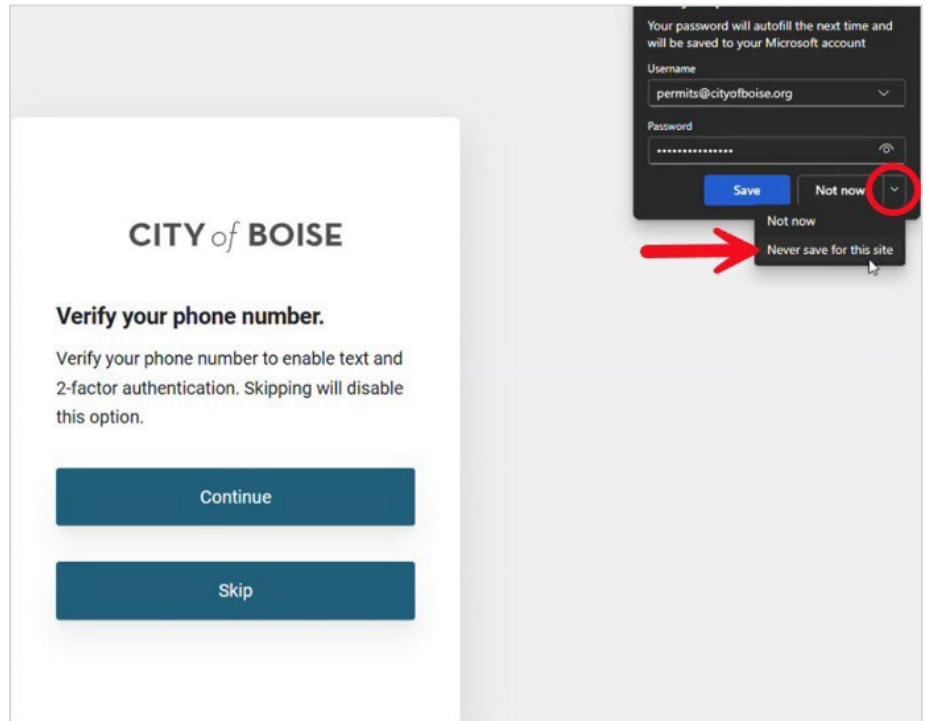
**Continue**

[Go back](#)

## First Time Users on ePlanReview, *continued*

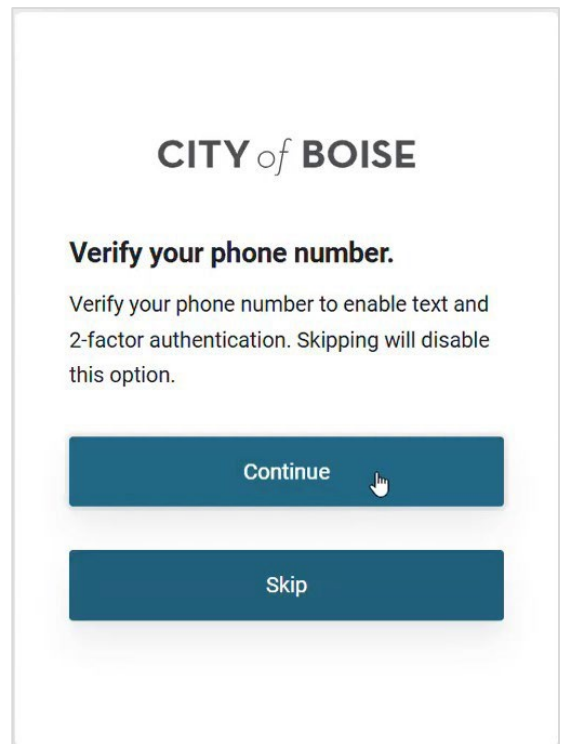
14. Depending on your web browser or device setup and environment, you may be prompted to save the password.

**IMPORTANT:** Please do not save your password if you're using a publicly accessible workspace such as a library or educational setting.



15. In this example, we're going to verify the phone number I entered in step 5. I had changed the phone number to receive a text and 2-factor authentication to a cell phone.

**NOTE:** You can click **Skip** at this step if you do not wish to setup a phone verification at this time.



## First Time Users on ePlanReview, *continued*

16. Locate the verification code sent as a text message to the phone number entered in Step 9 and enter the code in the **Verification Code** field. If you didn't receive a verification code, click **Resend** for a new code to be generated and sent as a text to your phone. If you don't recognize the partial phone number displayed, please skip this step, as it may be a number used in the past.

**CITY of BOISE**

**Enter the code.**

Please enter the 6-digit verification code that was sent to \*\*\*\*\*5785. The code is valid for five minutes.

Verification code\*

|

Continue

Didn't receive the code? [Resend](#)

Skip

17. After entering the verification code, click **Continue**.

**NOTE:** If you have requested to resend the code multiple times, you may receive multiple text messages with different verification codes. If this happens, make sure to enter the most recent code in the verification field.

**CITY of BOISE**

**Enter the code.**

Please enter the 6-digit verification code that was sent to \*\*\*\*\*5785. The code is valid for five minutes.

Verification code\*

835623

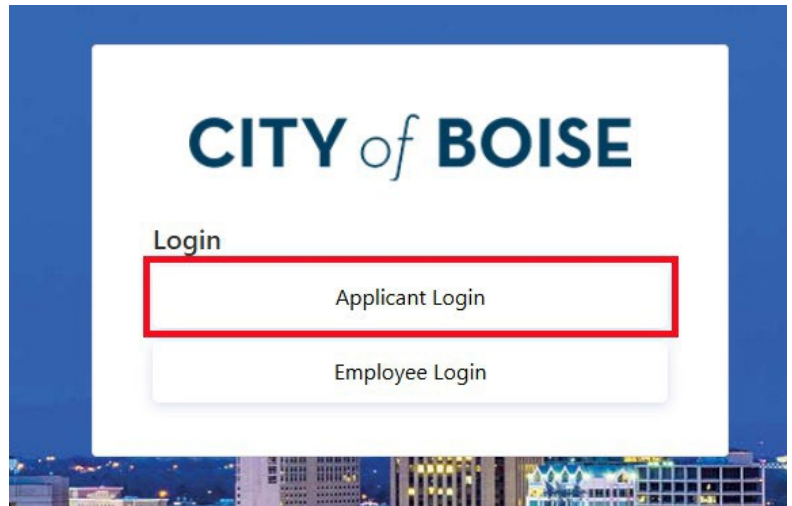
Continue

Didn't receive the code? [Resend](#)

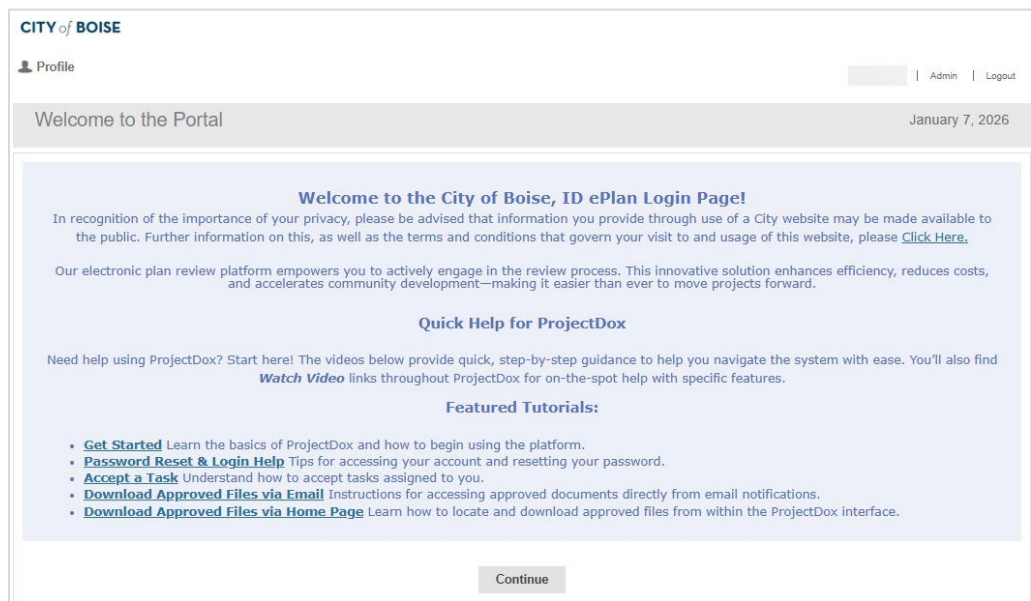
Skip

## First Time Users on ePlanReview, *continued*

18. Once the phone verification step has been completed from the verification code received via text, you'll be directed to the **Login** page for ePlanReview. You have successfully created your new Boise Secure account. Please click on **Applicant Login** to test your new account login.



19. After clicking on the Login button in the previous step, the ePlanReview system will open. Once you click **Continue**, you will be directed to your project list.



## First Time Users on ePlanReview, *continued*

20. First time user on ePlanReview will be prompted to provide additional information within ePlanReview.

**CITY of BOISE**

[Home](#) [Profile](#)

My Profile ?

**Personal Information**

In order to start your application request, please verify your profile information.

First Name \*

Last Name \*

Email  [Request email change](#)

Phone \*  x

Additional Phone  x

I Have a Company \*  Yes  No

Company Name \*

Address 1 \*

Address 2

Country \*  ▼

Province/State \*  ▼

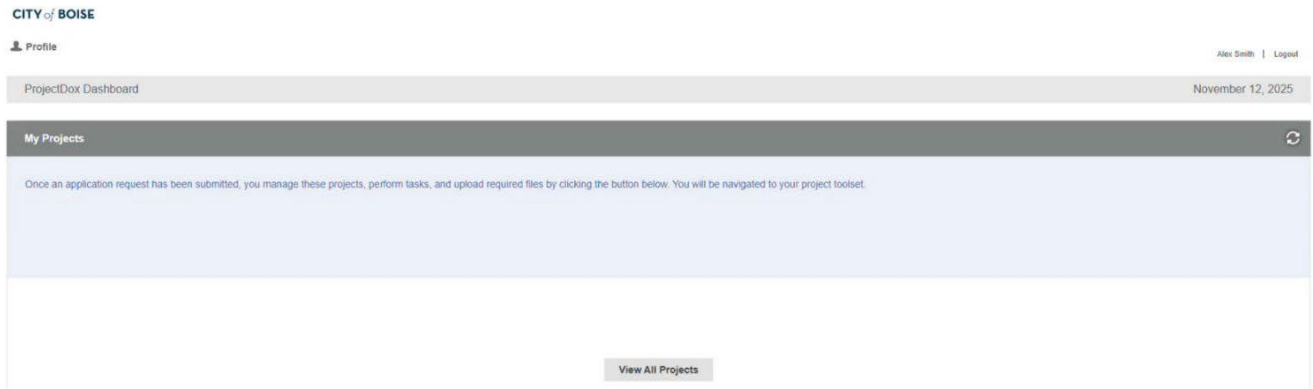
City \*

Postal Code/Zip Code \*

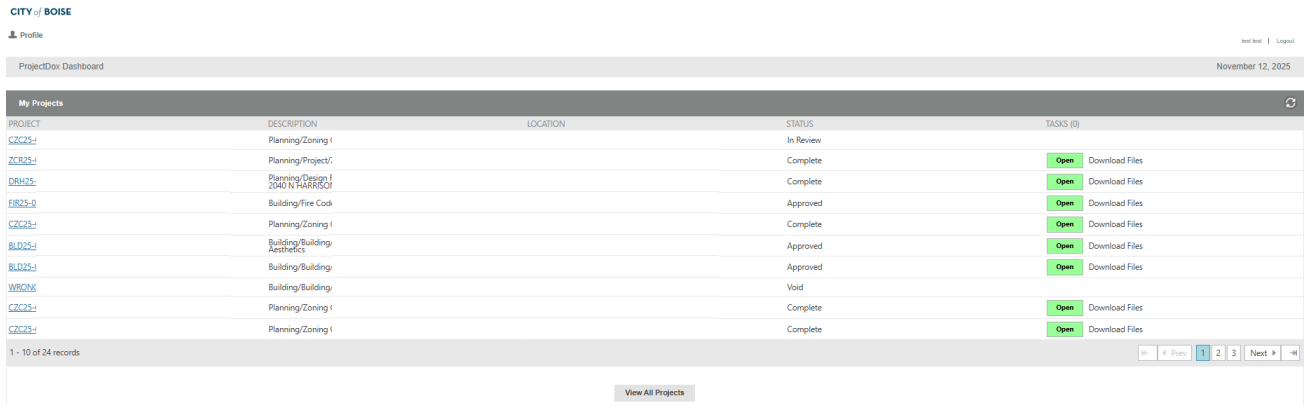
## First Time Users on ePlanReview, *continued*

- After you have completed the registration process, you will be directed to your projects page which will list records that you have started within Planning and Development services, if applicable.

The example below is a user profile with no cases currently in ePlanReview (new users):



The example below is a user profile with current cases in ePlanReview (current users):



## New Steps to Log in to ePlanReview

- For **existing users of ePlanReview**, please ensure you've [registered your account](#) on the new Boise Secure system before following the steps below.
- For **new users of ePlanReview**, please ensure you've [registered for a new account](#) on the new Boise Secure system before following the steps below.

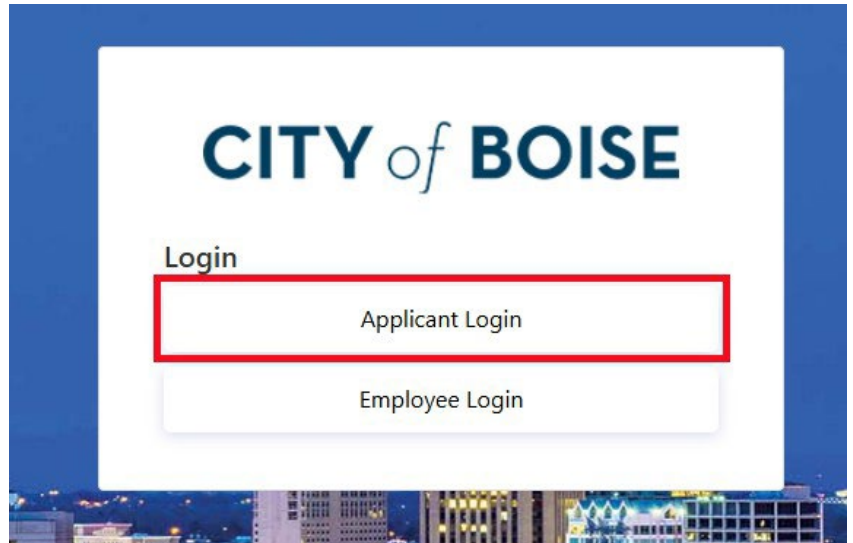
Following are the steps to log in to ePlanReview after registering on Boise Secure on/after January 21<sup>st</sup>, 2026:

1. Go to our City of Boise website and [click to go to ePlanReview](#).
2. The login options have changed, which you will no longer see an email address and password field. Citizens will now log in by clicking on the “**Applicant Login**” button, shown below:

The screenshot displays the City of Boise login interface. On the left, a red-bordered box highlights the 'Old ePlanReview login prior to January 21, 2026' section. This section includes the 'CITY of BOISE' logo, the text 'Login Here', an email input field containing 'test@test.test', a password input field with masked characters, a link for 'Forgot password / reset password?', a blue 'Sign in' button, and a link for 'Don't have an account? Create an account'. On the right, a green-bordered box highlights the 'New ePlanReview login with Boise Secure beginning January 21, 2026' section. This section includes the 'CITY of BOISE' logo, the text 'Login', and two buttons: 'Applicant Login' (highlighted with a green border) and 'Employee Login'. Below these sections, there is a 'Login for Employees' section with an 'Employee Login' button.

## New Steps to Log in to ePlanReview, *continued*

3. Click on **Applicant Login** to begin the Boise Secure registration.



4. The new Boise Secure site will bridge multiple city system login IDs into one safe and secure platform for citizens. ePlanReview will be the first system to implement the Boise Secure site and we will ask that everyone follow these steps to setup their profiles. Other City of Boise systems accessed by citizens using a login and password will be added in the future.

City of Boise

## SECURE LOGIN

**One login for all your City of Boise accounts.**  
 We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#) .

Email address\*

By continuing you agree to the City of Boise's [Terms of Use](#) .

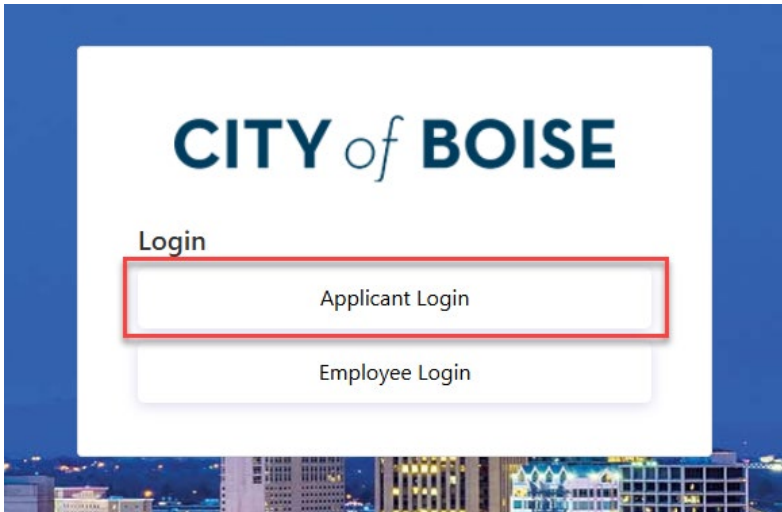
Continue

New to Boise Secure? [Create an account](#)

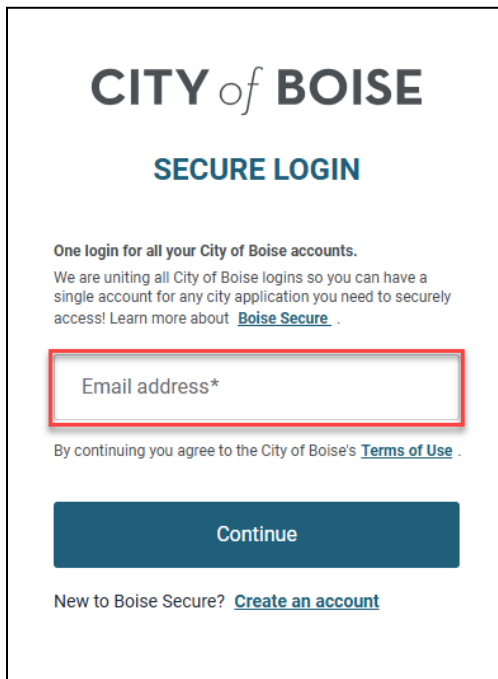
## Password Reset Instructions

Follow these steps to change your password:

1. [Click here to go to ePlanReview.](#)
2. Click on **Applicant Login**.



3. Enter your email address, and then click **Continue**.



## Password Reset Instructions, *continued*

4. Click on the link “**Forgot Password?**”.

**CITY of BOISE**

**SECURE LOGIN**

One login for all your City of Boise accounts.  
We are uniting all City of Boise logins so you can have a single account for any city application you need to securely access! Learn more about [Boise Secure](#).

Your email address [Edit](#)

Password\*

**Forgot password?**

By continuing you agree to the City of Boise's [Terms of Use](#).

**Continue**

New to Boise Secure? [Create account](#)

5. Enter the 6-digit code that is sent to your email address and then click **Continue**. Follow the system prompts to verify your identity.

**CITY of BOISE**

**Verify Your Identity**

We've sent an email with your code to:  
**Seatoadar@gmail.com**

Enter the 6-digit code\*

**Continue**

Didn't receive a code? [Resend](#)

[Go back](#)

## Password Reset Instructions, *continued*

6. Follow the prompts by entering and re-entering a new password, ensuring to follow the new password guidelines for your Boise Secure account.

### **New passwords must contain:**

- At least 8 characters
- At least 3 of the following:
  - Lower case letters (a-z)
  - Upper case letters (A-Z)
  - Numbers (0-9)
- Special characters (e.g. !@#\$%^&\*)
- Cannot include these characters + , &
- Cannot contain your username

Click on **Reset password** to continue.

The image displays two side-by-side screenshots of the City of Boise password reset process.

**Left Screenshot:** Shows the "CITY of BOISE Change Your Password" screen. It prompts the user to "Enter a new password below to change your password." There are two input fields: "New password\*" and "Re-enter new password\*", each with a toggle icon. A blue "Reset password" button is at the bottom.

**Right Screenshot:** Shows the same screen after the password has been entered. The "New password\*" and "Re-enter new password\*" fields are filled with asterisks. Below the fields, a box titled "Your password must contain:" lists the requirements with checkmarks: "At least 8 characters", "At least 3 of the following:" (which includes "Lower case letters (a-z)", "Upper case letters (A-Z)", and "Numbers (0-9)"), and "Special characters (e.g. !@#\$%^&\*)". A blue "Reset password" button is at the bottom.

## Frequently Asked Questions

### **I have set up my Boise Secure account and now what?**

Congratulations, you have successfully created your new login for the Boise Secure system. Moving forward, you will only be required to enter your password if:

- you're using a device that is not already registered on Boise Secure. This may be a device that is in a public space, such as a school or library, or you have installed a new device.
- your browser has been updated to a new version.

You will be prompted to verify your identity either through email, text, or both if that is how you set up your account preferences. Moving forward as the city begins to adopt Boise Secure across more systems, you will be able to use the registered account already in place.

### **How do I log in if I have a new computer?**

If you're trying to log in to Boise Secure on a new computer, you'll need to use the "**Forgot Password**" process. [Click here](#) for instructions on using the "**Forgot Password**" process.

### **I have logged in using Boise Secure in the past, so why is it asking me for my password?**

If your browser was recently updated, you will be required to enter your password the first time you log in after the update. If you are unable to remember your password, [click here](#) for instructions on using the "**Forgot Password**" process.

### **Can I use more than one email address for Boise Secure, since I submit permit requests from different accounts?**

We highly discourage using multiple accounts within ePlanReview. However, if you require more than one login account you would need to use a different browser to log into Boise Secure for each separate login ID. For example:

- Login ID #1 use Microsoft Edge,
- Login ID #2 use Google Chrome,
- Login ID #3 use a Microsoft Edge "*In Private*" window,
- Login ID #4 use a Google Chrome "*Incognito*" window.

### **What other City of Boise systems can I use Boise Secure for logging in?**

ePlanReview is our first system that will utilize Boise Secure. We will be adding additional systems in the future, which announcements will be posted once additional systems are added to Boise Secure.

For additional FAQs, please visit [ePlanReview Boise Secure FAQs](#)

## Technical/Process Questions

For any technical or process questions for ePlanReview or Boise Secure, please reach out to us:

### **Joe Bu Morrisroe**

#### ***Business Data/Process Analyst III***

*Planning and Development Services*

**Office:** (208)608-7114

[jbumorrisroe@cityofboise.org](mailto:jbumorrisroe@cityofboise.org)

**In Office:** Wednesdays & Fridays

**Remote:** Tuesdays & Thursdays

**OFF:** Mondays

### **Todd Duncan**

#### ***Business Data/Process Analyst I***

*Planning and Development Services*

**Office:** (208)608-7063

[tduncan@cityofboise.org](mailto:tduncan@cityofboise.org)

**In Office:** Mondays & Wednesdays

**Remote:** Tuesdays & Thursdays

**OFF:** Fridays

[Book time to meet with us](#)