How to Create or Retrieve Your Portal Login:

How to create a login for new Permits or Permittees that do not have an existing login:

1. Go to the portal login page (link below)
    a. https://lonestar.halff.com/login.aspx?ReturnUrl=%2f
2. Select "Create New Account" at the bottom of the login page
3. Enter an account name
    a. This will be the username to login - username is case sensitive.
4. After entering the account name, proceed to the next page to enter the remaining information required to create the account (email, password, security question)
5. Once entered and saved, the registrant will receive an email with a link to verify/activate the account. Ensure the link in the email is clicked to activate the account.
6. Once activated, the portal login account is created, but the permit will not be linked. See below for how to link the specific permit to the individual portal.

How to link a permit to the portal login:

1. Linking the permit must be executed internally by District Staff. Please email Permitting@lonestargcd.org with the username you created and your permit name/number.
2. Once the District links the permit in the portal, access will be granted to enter your monthly meter readings
    a. See "How to Enter Meter Readings" guide for further instructions on how to enter monthly meter readings

If you have an existing login, but do not know your password:

1. Go to the portal login page (link below)
    a. https://lonestar.halff.com/login.aspx?ReturnUrl=%2f
2. Select "Forgot User ID/Password"
3. Enter the User Name and select "submit"
4. This will trigger an email from the system that includes a new password.
    a. This password will consist of numbers, letters, and symbols. To change this to a preferred password, you will select "Change your password" on the login screen.

If you have an existing login but don't know your username or password:

1. Reach out to the District (Permitting@lonestargcd.org) for further assistance.