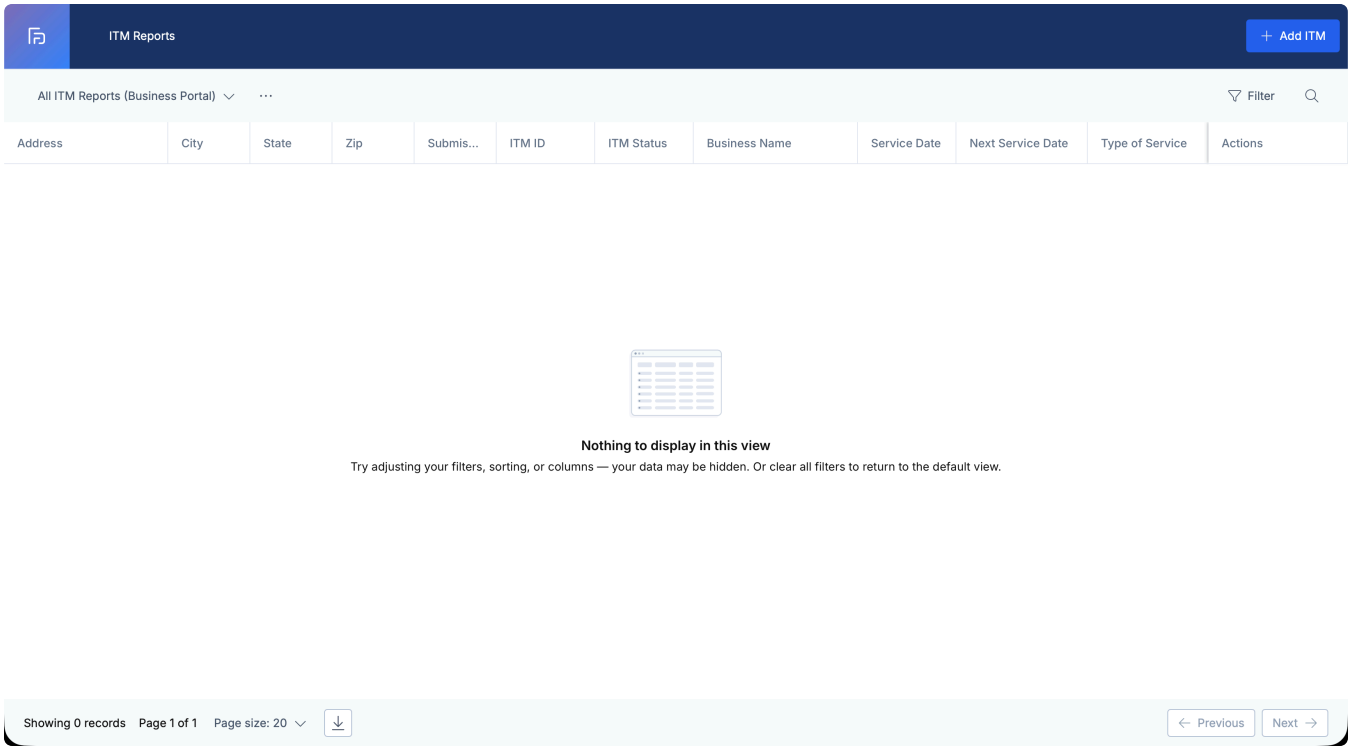
# Fix a First Due Account That Can't Submit Plans

Oct 27, 2026 · Preston Bentley

An account set up for ITM only can't submit permits or plans. To fix it, turn on **Permit Requests** in Business Account Settings and save.

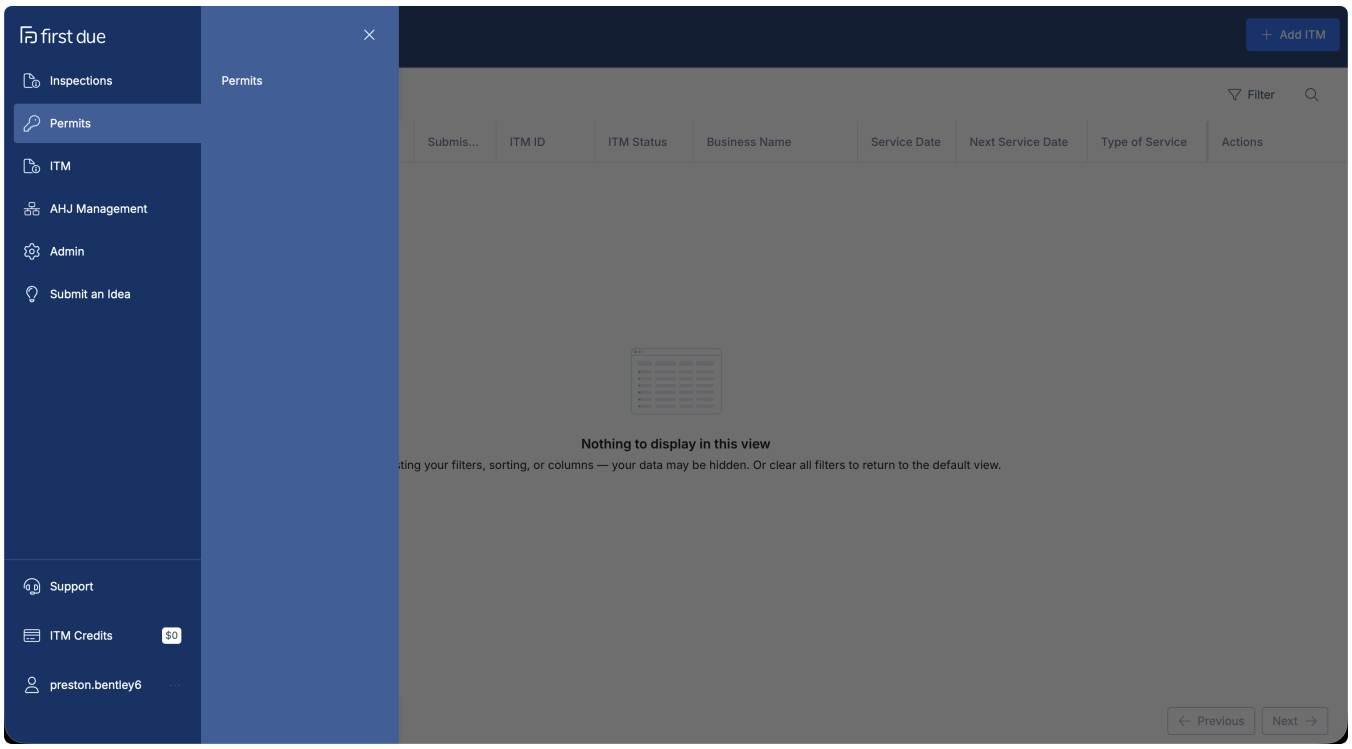
## Step 1: Check whether your account is ITM-only

If you log in and land on **ITM Reports** with only an **+ Add ITM** button (no Request New Permit), your account is set up for ITM only.



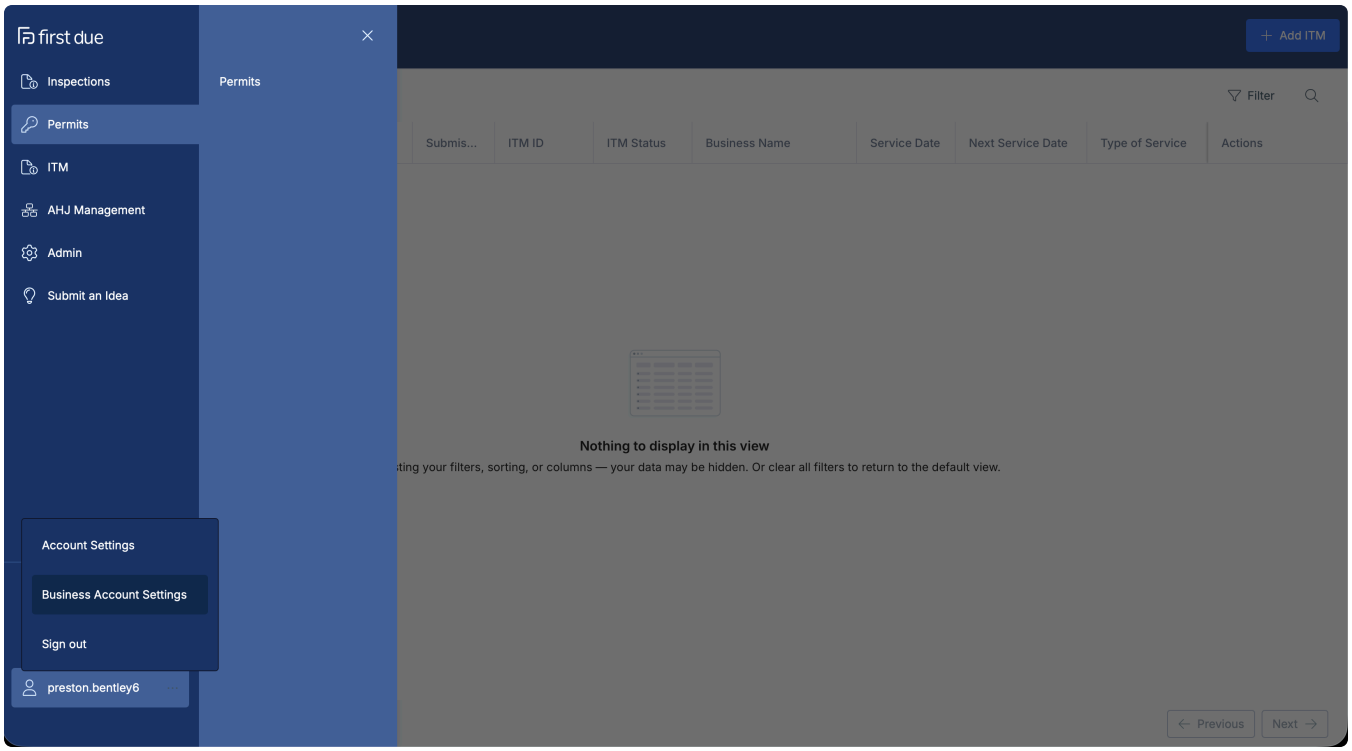

## Step 2: Open the menu

Click the **First Due** icon in the top left to open the side menu.



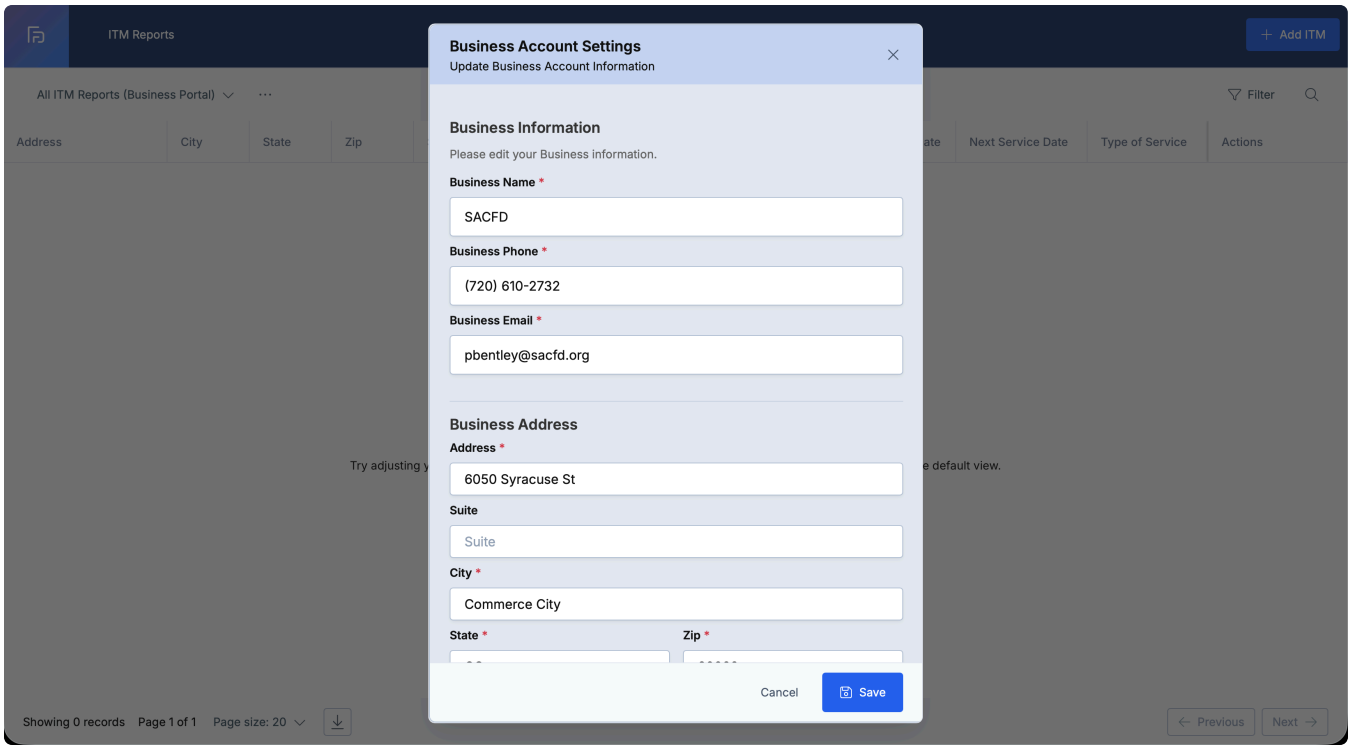

# Step 3: Open Business Account Settings

At the bottom of the menu, click your username, then click **Business Account Settings**.



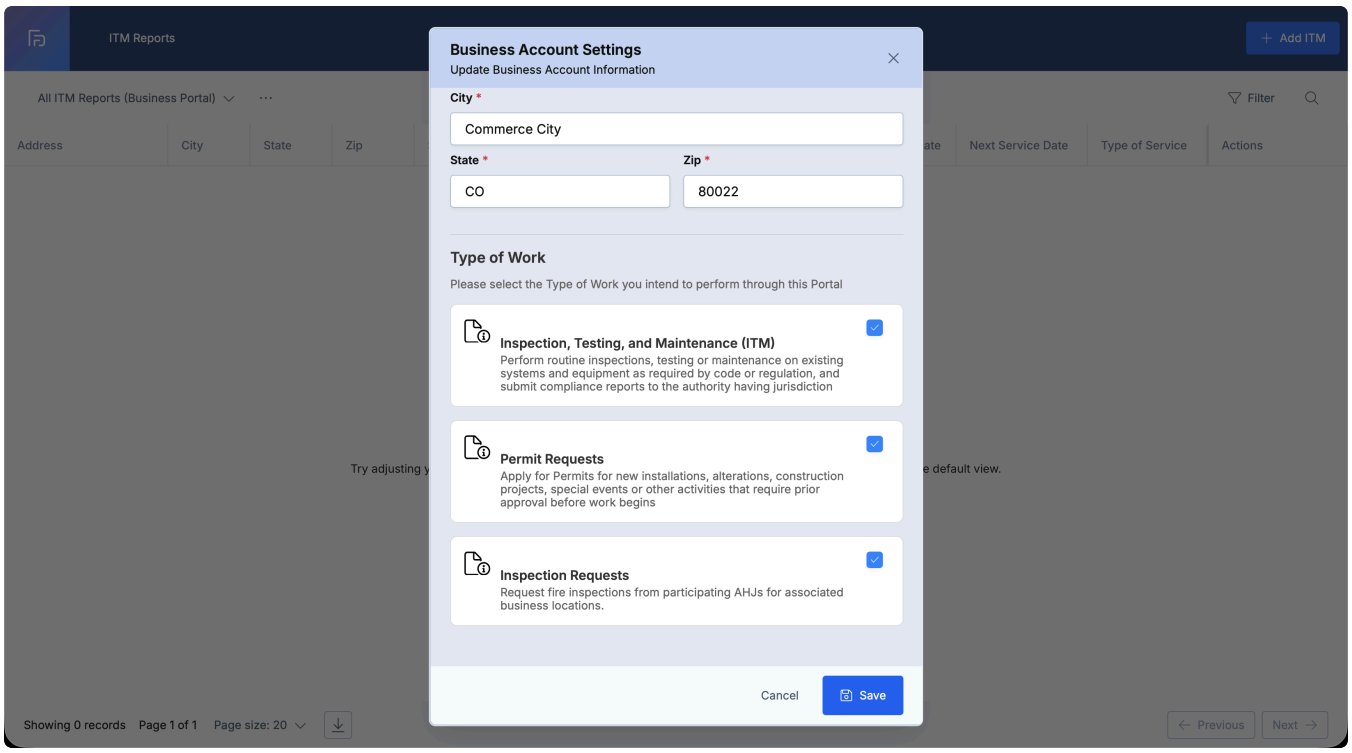
# Step 4: Check your business information

The **Business Account Settings** window opens. Make sure the Business Name, Phone, Email, and Address are correct, then scroll down.

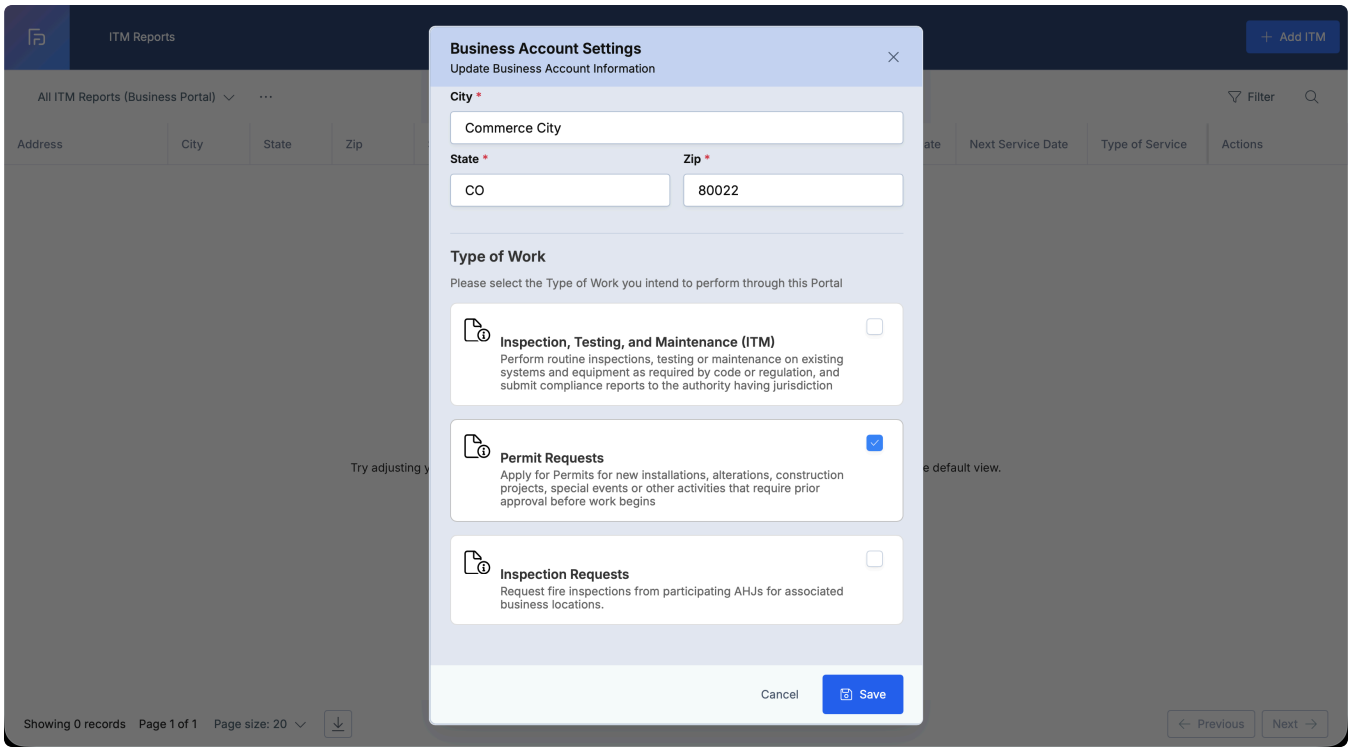



# Step 5: Turn on Permit Requests

Under **Type of Work**, check the box for **Permit Requests**.




Check the permit requests box. (We don't track ITM work through First Due, Brycer is our ITM software.)




## Step 6: Save

Click **Save**. Then go to **Permits** in the side menu to submit your plans.