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EPR for External Customers - Registration

User Guide

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Document Change Sheet

Document	**PL- UG- REGISTRATION - 001** **EPR FOR EXTERNAL CUSTOMER - REGISTRATION** **USER GUIDE**	
Rev. No.	**Changes in document**	**Date**
0	New document	05/27/2016
1	Comments of the Team incorporated.	06/07/2016
2	Updated Screen Shot of Portal Home Page	06/15/2016

Contents

INTRODUCTION

This guide is to assist customers in creating an account for the new Electronic Plan Review services offered by Collier County. This guide provides a step by step process on how to create a GMD Public Portal account for submitting electronic applications. This new electronic service allows the customer to submit applications directly to our interface system CityView, which creates a paperless process.
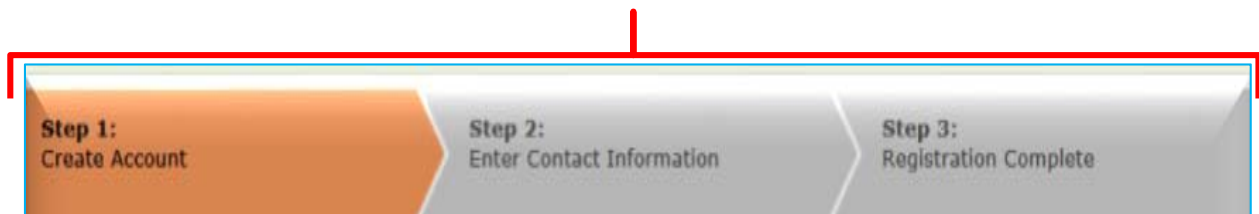
CONVENTIONS USED IN THIS USER GUIDE

The following conventions and notations are used in this user guide to enable the user to interact more naturally with the GMD Public Portal during the online application process.

GMD Public Portal Home Page	http://cvportal.colliergov.net/cityviewweb
Horizontal Navigation Bar	Identifies the current step in the application process and the immediate step highlights in orange.
Portal Email Address / Password	The Email Address you set up during the registration process is used by GMD staff to communicate with customers regarding account profile and the services. Keep it secure.
Required Fields (*)	Required fields identified with a red asterisk (*) next to each area.
Run Time	If your computer has been idle for more than twenty minutes (20), the system will log you out. Before logging you out you will get a reminder that your system is about to be logged out of CityView.

HORIZONTAL STEP NAVIGATION BAR

The Horizontal Step Navigation bar guides you through each step. As you move through the process, the associated bar highlights in orange, identifying the current step. As an example, the illustration below shows the bar corresponding to the Registration process.

Horizontal Step Navigation Bar

PORTAL EMAIL ADDRESS/PASSWORD & REQUIRED FIELDS (*)

The Email Address you set up during the registration process is used by GMD staff to communicate back to our customers regarding account profile and services. Keep it secure.

Red (*) asterisks identify required fields. If you skip one of these fields, the system prompts you to enter the required information.

Required Fields

NEW ACCOUNT REGISTRATION

Go to the Collier County GMD Public Portal: http://cvportal.colliergov.net/cityvieweb.

1. To start a new account Click on **Register** as shown in the following illustration.

Step 1. Create an Account

A dialog box similar to the following illustration appears after you click on Register.

Click to move to next step

1 In the Email Address box, enter your business email address.
2 In the Password box, enter your password.
3 In the Confirm Password box, enter your password again to confirm.
4 Click on Next Step: Enter Contact Information to move to the next step of the process.

Step 2. Enter Contact Information

Enter all your contact information. Red (*) indicates required fields. The system will not advance to the next step unless all requested information is entered. Enter the following required information:

1. In the **Name** box, type the following: Company name – First name + Last name.
2. In the **Preferred Contact Method** drop-down list box, select the preferred contact method in the item list.
3. In the **Street Address** box, type your company address.
4. In the **Additional Address Information** box, type any additional information that helps to complete your mailing address.
5. In the **City/State/Zip** box, type the requested information.
6. In the **Contact Number(s)** type at least one contact number.
7. Click on **Next Step: Complete Registration** button to move to the next step of the process.

Step 3. Registration Complete

The registration process is complete, and you have successfully created your new Portal account. Within the next 30 minutes, a confirmation email will arrive from CityViewSupport@Colliergov.net. You must click on the hyperlink contained in the body of the email to activate your account.