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EPR for External Customers - Registration User Guide

	Name	Signature	Date
Author(s):	Dianna Perryman	D.P	06/07/2016
Reviewed by:	Kirsten Wilkie		
QA Reviewed:	Lazaro Pomier	L.P.	06/07/2016
Guarantor:	Lazaro Pomier	L.P.	06/07/2016
Approved by:	Lazaro Pomier	L.P.	06/07/2016



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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

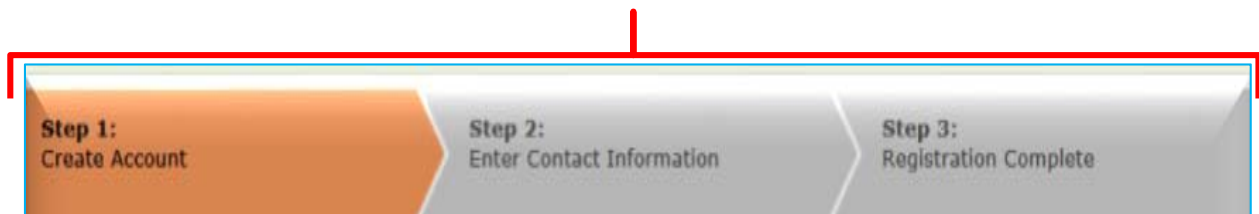
The following conventions and notations are used in this user guide to enable the user to interact more naturally with the GMD Public Portal during the online application process.


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



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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



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NEW ACCOUNT REGISTRATION

Go to the Collier County GMD Public Portal: <http://cvportal.colliergov.net/cityviewweb>.

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

Click here to **Register**

GMD Public Portal

[Sign In](#) [Register](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

The County's new web portal is now online. Through this portal you can submit applications/revisions, submit corrections, pay fees, monitor statuses, and schedule meetings or inspections for Building and/or Planning applications - all from the comfort of your home or office.

The CityView Portal is the first step in the County's plan to improve its service offerings for citizens. Watch for more updates, or contact us with suggestions as we are always trying to improve!



Code Enforcement

[Submit a New Complaint](#)
[Status and Fees](#)



Building Department

[Submit a Building Application](#)
[Request a Meeting](#)
[Status and Fees](#)
[Upload Submittals](#)



Planning Department

[Submit a Planning Application](#)
[Request a Meeting](#)
[Status and Fees](#)
[Upload Submittals](#)



Contractor Licensing

[Status and Fees](#)
[Submit a Complaint](#)
[Check Status of Complaint](#)

Step 1. Create an Account

A dialog box similar to the following illustration appears after you click on [Register](#).



Step 1:
Create Account

Step 2:
Enter Contact Information

Step 3:
Registration Complete

Welcome to Collier County Portal Registration

▼ Please enter your email address and choose a password

NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.

Email Address (this is your Login ID) * Collier1@msn.com
It is important that you provide a valid, working email address that you have access to, as it must be verified before you can use your account. We will never sell or disclose your email address to anyone.

Password (min. 6 characters) *

Confirm Password *

Cancel Next Step: Enter Contact Information

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:

Step 1: Create Account **Step 2: Enter Contact Information** **Step 3: Registration Complete**

New Contact Information

Required information is indicated with a red (*)

Name * **Company Name – First, Last**

Preferred Contact Method *

▼ Mailing Address

Street Address * **Company Name – Address**

Additional Address Information

City/State/Zip *


▼ Contact Numbers

Contact Number(s)	Type	Contact Number	Ext.
	<input type="text" value="Primary"/> <input type="button" value="v"/>	<input type="text" value="2392222222"/>	<input type="text" value=""/>
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

(*Please note: at least one contact number is required)


Click to move to next step

- 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.

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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.



Step 1:
Create Account

Step 2:
Enter Contact Information

Step 3:
Registration Complete

Registration Complete

Your new account was created successfully.

A confirmation email has been sent to Collier1@msn.com. Please allow up to 30 minutes for the email to arrive. Please click on the hyperlink contained in the email to activate your account.