

PIPES Portal User Manual

Change Log

Version	Date	Name	Comments
1.00	10/5/2018	Beverly Wood	Finalize Version 1
1.30	04/28/2020	Monica Limjuico	Removed commas in title of document, update Plan Review and POC screen shots, add questions on files not available in FAQ

Table of Contents

<u>Content</u>	<u>Page</u>
Change Log	2
Table of Contents	3
Definitions	5
Getting Started	6
Registration	6
Logging In	6
Changing your Password	7
Portal Navigation.....	9
Home	9
Dashboard	9
Contact	9
Tasks	10
Dashboard	10
Projects.....	10
<i>Creating a New Project</i>	11
Plan Review	14
<i>Requesting a Plan Review</i>	15
<i>Using the Filter Button</i>	17
<i>Downloading Reviewed Plans</i>	18
Inspections	19
<i>Requesting an Inspection</i>	19
<i>Inspection Status</i>	20
<i>Inspections At A Glance</i>	21
POC Requests	22
<i>Creating a POC Request</i>	22
<i>Downloading POC File</i>	23
View Company Profile	23
Business Partner Administrator Functionality	25
Portal Account Management for your Company	25
Creating a Contact.....	26
Register User	27

Assign Projects to User.....	27
Update Company Profile	28
Frequently Asked Questions	29

Definitions

Abbreviation	Expansion
APN	Assessor Parcel Number
BP	Business Partner
CAD	Computer-Aided Design
CCWRD	Clark County Water Reclamation District
ERU	Equivalent Residential Units
MGD	Million Gallons per Day
PDF	Portable Document Format
PIPES	Project Inspections and Plan Evaluations System
POC	Point of Connection
QAVG	Quantity Average

Getting Started

Registration

To register a BP Admin (Business Partner Administrator), a company principal must fill out an Access Authorization Request on your company letterhead and submit an original form with a wet signature to the main office at 5857 E. Flamingo Rd, Las Vegas, NV 89122. Once the request is received and accepted, the registered email for this BP Admin can be used to log in.

Only the BP Admin can create user accounts for their company. See the section “**Creating a Contact**” in this portal manual or [click here](#).

Logging In

Once registered, clicking the “Log In” button located in the top right corner of the screen will bring up a form to input a User’s Email and Password.

The screenshot shows the PIPES Portal website interface. At the top left is the PIPES Portal logo with navigation links for Home and Contact. On the top right is a Log In link. Below the navigation is a grey title bar with the text "Project Inspection and Plan Evaluation System". The main content area is divided into two columns. The left column is titled "Getting started" and contains text about registration, a link to "Access Authorization Request", a link to "Terms Of Use", and an email address "developmentsservices@cleanwaterteam.com". The right column is titled "Web Sites" and contains three buttons: "Learn more > CCWRD", "Development Services", and "Log In". An orange arrow points from the "Log In" button in the "Web Sites" section to the "Log In" link in the top right navigation bar. Below the content is a red note: "Note: PIPES Portal may be offline between 5:00 PM and 7:30 PM every Thursday." At the bottom left is the copyright notice: "Copyright © 2018 - Clark County Water Reclamation District".

Log in

Use a local account to log in.

Email

Password

Remember me?

[Log In](#)

[Forgot your password?](#)

It is important to note that in order to login for the first time **the Password must be changed**. A reminder of this will also be found in the confirmation email from Portal.


Changing your Password

To change your password, click the “Forgot Your Password” link located under the login form.

Password

Remember me?

[Log In](#)


[Forgot your password?](#) 

Re-enter the registered email and proceed by clicking the green button labeled “Email Link”.

Forgot your password?

Enter your email.

Email

 [Email Link](#) [Cancel](#)

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The user will receive an email with a link to reset their password. Please note the following password requirements.

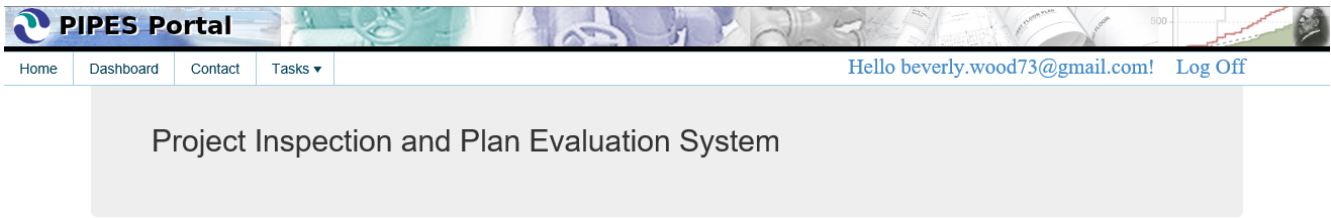
Password Requirements

Must be 6 characters or more and must contain at least 1 character from each of the following:

- Uppercase characters (A-Z)
- Lowercase characters (a-z)
- Numbers (0-9)
- Special characters (!, #, \$, etc.)

Portal Navigation

The PIPES Portal has menu options across the top of the screen. A brief description of each is provided below.



Getting started

Need to register?

To register, a company principal must fill out an [Access Authorization Request](#) on your company letterhead and submit to the main office at 5857 E. Flamingo Rd, Las Vegas, NV 89122

View the [Terms Of Use](#).

For questions, email us at developmentservices@cleanwaterteam.com.

- Projects
- Plan Review Requests
- Inspection Requests
- Point Of Connection Requests

Web Sites

[Learn more » CCWRD](#)

[Development Services](#)

[Log Off](#)

Note: PIPES Portal may be offline between 5:00 PM and 7:30 PM every Thursday.

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Home

This menu option redirects to the Portal Home Page.

Dashboard

Clicking the “Dashboard” menu option will bring up the main hub for the Portal tools. The Projects, Plan Review, Inspections, and POC Requests tabs can be found here depending on the User’s Access.



DASHBOARD

PROJECTS | PLAN REVIEWS | INSPECTIONS | POC REQUESTS

Projects

[Create New Project](#)

Drag a column header and drop it here to group by that column

PIPES #	PROJECT	STATUS	ACTIONS
19.1810	Test Inspections	INSPECTIONS UNDERWAY	SELECT
19.1811	Test Jobstart	JOBSTART	SELECT
19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
19.1815	Paul Test	PLANS UNDER REVIEW	SELECT

25 items per page | 1 - 6 of 6 items

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Contact

The “Contacts” menu option displays the CCWRD contact information.

Tasks

Clicking on “Tasks” menu option will display additional user options. Only a Business Partner (BP) Administrator will be able to see the options listed under the “Business Partner Administrator” section. See the “Business Partner Administrator Functionality” section or [click here](#).



The screenshot shows the PIPES Portal interface. The navigation bar includes Home, Dashboard, Contact, and Tasks. The Tasks dropdown menu is open, showing options: Projects, POC Requests, View Company Profile, Change Password, <-----Business Partner Administrator----->, Portal Account Management for your Company, and Update and Maintain the Company Profile. Below the menu, the Projects section is visible, featuring a 'Create New Project' button and a table with columns for PIPES #, PROJECT, and STATUS.

PIPES #	PROJECT	STATUS
19.1810	Test Inspections	INSPECTIONS UNDERWAY

Dashboard

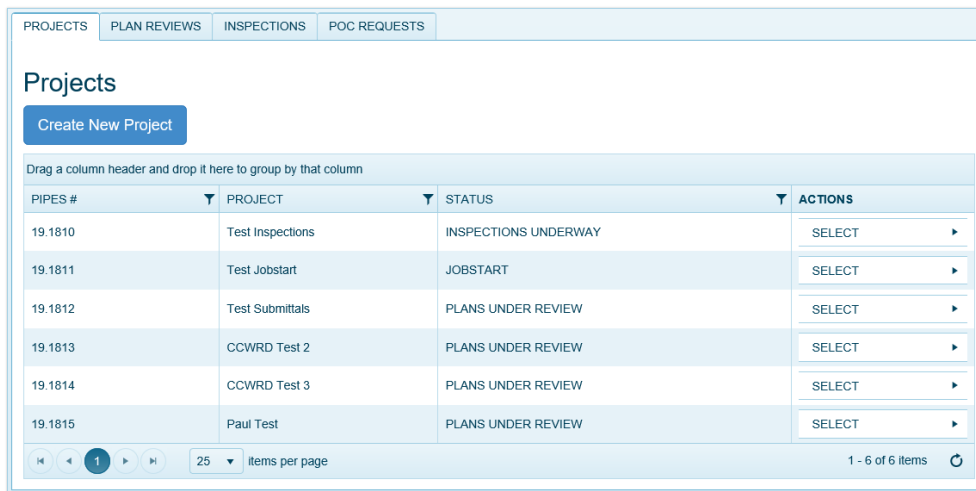
Projects

Clicking the “Projects” tab will bring up all existing projects assigned to the User. An option to create new projects can be found in this tab.



The screenshot shows the PIPES Portal navigation bar. It includes Home, Dashboard, Contact, and Tasks. The user's name and email address, 'Hello beverly.wood73@gmail.com!', and a 'Log Off' link are displayed on the right side.

DASHBOARD

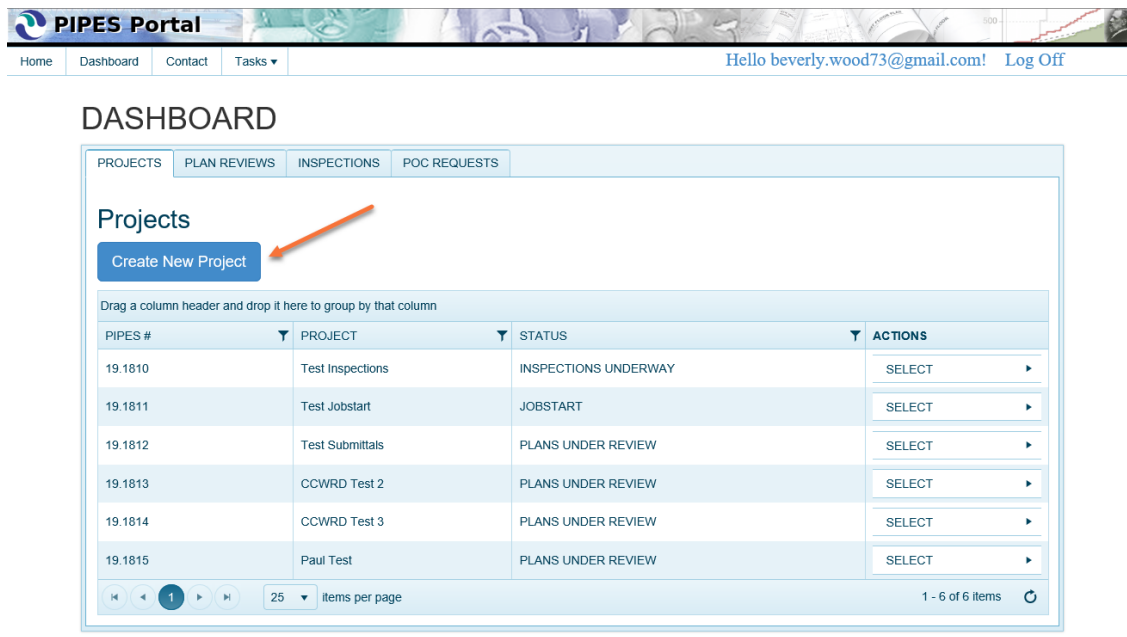


The screenshot shows the PIPES Portal dashboard with the Projects tab selected. It features a 'Create New Project' button and a table with columns for PIPES #, PROJECT, STATUS, and ACTIONS. The table lists six projects with their respective statuses and actions.

PIPES #	PROJECT	STATUS	ACTIONS
19.1810	Test Inspections	INSPECTIONS UNDERWAY	SELECT
19.1811	Test Jobstart	JOBSTART	SELECT
19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
19.1815	Paul Test	PLANS UNDER REVIEW	SELECT

Creating a New Project

Clicking the "Create New Project" button will bring up the form required for Project Creation.



The screenshot shows the PIPES Portal dashboard. At the top, there is a navigation bar with 'Home', 'Dashboard', 'Contact', and 'Tasks'. The user is logged in as 'Hello beverly.wood73@gmail.com!' and can 'Log Off'. The main content area is titled 'DASHBOARD' and has tabs for 'PROJECTS', 'PLAN REVIEWS', 'INSPECTIONS', and 'POC REQUESTS'. The 'PROJECTS' tab is active, showing a 'Projects' section with a 'Create New Project' button highlighted by an orange arrow. Below the button is a table with columns for 'PIPES #', 'PROJECT', 'STATUS', and 'ACTIONS'. The table contains six rows of project data. At the bottom of the table, there are pagination controls showing '25 items per page' and '1 - 6 of 6 items'.

PIPES #	PROJECT	STATUS	ACTIONS
19.1810	Test Inspections	INSPECTIONS UNDERWAY	SELECT
19.1811	Test Jobstart	JOBSTART	SELECT
19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
19.1815	Paul Test	PLANS UNDER REVIEW	SELECT

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Please note that the following fields are required to create a project: Project Name, Parcel Number, Project Location Information, the Developer Name, Engineering Firm's name, and the Developer's contact information.

Create a PIPES Project

Project Name*

NOTE: Do not use special characters (&, !, #, \$, etc.) in the project name.

Parcel Number (APN)*

Permit Number (OPTIONAL)

NORTH/SOUTH Cross Streets*

EAST/WEST Cross Streets*

Developer*

Developer Project Number (OPTIONAL)

Engineering Firm*

Contractor (OPTIONAL)

Developer Contact Name*

Developer Contact Email*

* Indicates REQUIRED field

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Once all required fields have been filled in, click the "Create" button.

The project will be created and you'll be redirected to submit a Plan Review Request.

Plan Review Request

You can only upload a PDF file.

Project Number 20.1111

Project Name ML Test 2

Tracking Code 20.1111-00-01-P

NOTES:

Only PDF File type is accepted

PDF MUST BE generated directly from CAD. Scanned documents will not be accepted

PDF plans that are submitted for CCWRD signatures must be digitally signed by the Engineer of Record per the instructions found here:

<https://www.cleanwaterteam.com/DevPlanningServices/Pages/PlanReview.aspx>

Multiple PDFs may be submitted. The first and main submittal must be a plan review.

Other documents, including final maps and easements, cannot be submitted individually without a plan submittal.

If the PDF file you selected cannot be uploaded. It will be highlighted in RED.

If that occurs, we're unable to receive your file at this time. Please try again in a few minutes.

If you continue to experience this problem, please reach out to Development Services at

DevelopmentServices@CleanWaterTeam.com

Plan Submittal File*

Additional File(s)

Plan Review


The "Plan Reviews" tab displays all existing projects assigned to the user and their current status.

DASHBOARD

PIPES #	PROJECT	STATUS	ACTIONS
19.1746	BW73 Test	JOBSTART	SELECT
19.1740	BW Test Resubmit	PLANS APPROVED	SELECT
19.1735	ML Test from BW	PLANS UNDER REVIEW	SELECT
19.1749	BW CCWRD Created	ACTIVE	SELECT
19.1767	BW Test BPAAdmins	ACTIVE	SELECT
19.1768	BWOOD LLC Test1	ACTIVE	SELECT
19.1777	User Manual Test	ACTIVE	SELECT

25 items per page 1 - 7 of 7 items

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Clicking on the Expand Icon () will expand the row to list the status of the project's plan review.

DASHBOARD

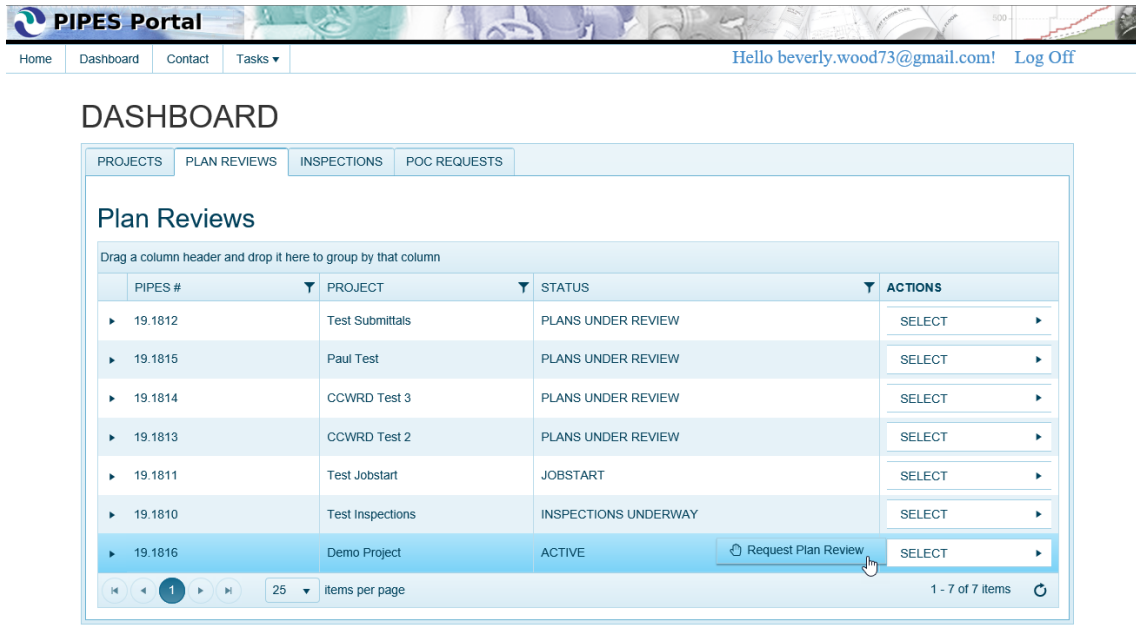
PIPES #	PROJECT	STATUS	ACTIONS
19.969	ml 0314	ACTIVE	SELECT

RECEIVED DATE	STAGE	REVIEW STATUS	DISPOSITION	ACTIONS
3/27/2019 10:39 AM	0.1 (BOND)	PLANS RECEIVED		SELECT

1 - 1 of 1 items

Requesting a Plan Review

A plan review can be requested by hovering over the “Select” menu to the right of your project and clicking the “Request Plan Review” option.



The screenshot shows the PIPES Portal dashboard with the 'Plan Reviews' tab selected. The table below lists various projects and their statuses. The 'Request Plan Review' button is visible next to the 'Demo Project' row.

PIPES #	PROJECT	STATUS	ACTIONS
19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
19.1815	Paul Test	PLANS UNDER REVIEW	SELECT
19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
19.1811	Test Jobstart	JOBSTART	SELECT
19.1810	Test Inspections	INSPECTIONS UNDERWAY	SELECT
19.1816	Demo Project	ACTIVE	Request Plan Review SELECT

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From here plans can be submitted digitally. Note that only *.PDF files are accepted. PDF plans that are submitted for CCWRD signatures must be digitally signed by the Engineer of Record per the instructions found here: <https://www.cleanwaterteam.com/DevPlanningServices/Pages/PlanReview.aspx>. Multiple PDFs may be submitted. The first and main submittal must be a plan review. Other documents, including final maps and easements, cannot be submitted individually without a plan submittal. The file must also be directly generated from CAD. Anything else will not be accepted by the Portal. Once the file has been chosen, click the green “Create” button. The Project will have the status of ACTIVE.

Plan Review Request

You can only upload a PDF file.

Project Number 20.1104

Project Name PS 4_21 TEST1

Tracking Code 20.1104-01-01-P

NOTES:

Only PDF File type is accepted

PDF MUST BE generated directly from CAD. Scanned documents will not be accepted

PDF plans that are submitted for CCWRD signatures must be digitally signed by the Engineer of Record per the instructions found here: <https://www.cleanwaterteam.com/DevPlanningServices/Pages/PlanReview.aspx>

Multiple PDFs may be submitted. The first and main submittal must be a plan review. Other documents, including final maps and easements, cannot be submitted individually without a plan submittal.

If the PDF file you selected cannot be uploaded. It will be highlighted in RED. If that occurs, we're unable to receive your file at this time. Please try again in a few minutes. If you continue to experience this problem, please reach out to Development Services at DevelopmentServices@CleanWaterTeam.com

Plan Submittal File*

Additional File(s)

MAX FILE SIZE: 500 MB

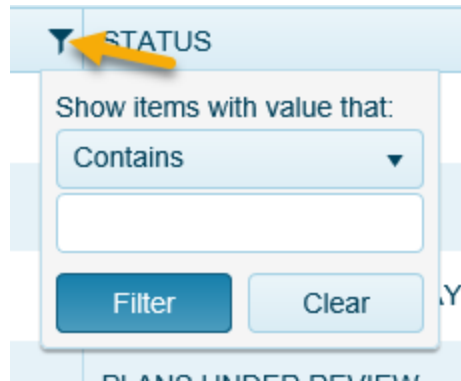
Information and review status on existing requests can be viewed by clicking the Expand Icon (▶) to the left of the Project Number.

DASHBOARD

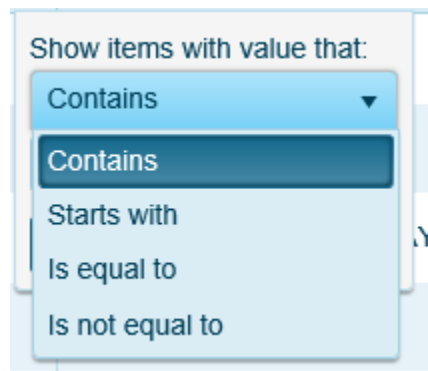
PROJECTS	PLAN REVIEWS	INSPECTIONS	POC REQUESTS																		
<h3>Plan Reviews</h3> <p>Drag a column header and drop it here to group by that column</p> <table border="1"><thead><tr><th>PIPES #</th><th>PROJECT</th><th>STATUS</th><th>ACTIONS</th></tr></thead><tbody><tr><td>19.969</td><td>ml 0314</td><td>ACTIVE</td><td>SELECT ▶</td></tr></tbody></table> <table border="1"><thead><tr><th>RECEIVED DATE</th><th>STAGE</th><th>REVIEW STATUS</th><th>DISPOSITION</th><th>ACTIONS</th></tr></thead><tbody><tr><td>3/27/2019 10:39 AM</td><td>0.1 (BOND)</td><td>PLANS RECEIVED</td><td></td><td>SELECT</td></tr></tbody></table> <p>1 - 1 of 1 items</p>				PIPES #	PROJECT	STATUS	ACTIONS	19.969	ml 0314	ACTIVE	SELECT ▶	RECEIVED DATE	STAGE	REVIEW STATUS	DISPOSITION	ACTIONS	3/27/2019 10:39 AM	0.1 (BOND)	PLANS RECEIVED		SELECT
PIPES #	PROJECT	STATUS	ACTIONS																		
19.969	ml 0314	ACTIVE	SELECT ▶																		
RECEIVED DATE	STAGE	REVIEW STATUS	DISPOSITION	ACTIONS																	
3/27/2019 10:39 AM	0.1 (BOND)	PLANS RECEIVED		SELECT																	

Using the Filter Button

The filter button can be used to search for keywords. This can be helpful if for example, a specific project is needed. Click on the filter icon under the PROJECTS column and a textbox will appear.



Use the pull-down menu to select the appropriate filter and enter search criteria.



The results will reflect the filter criteria.

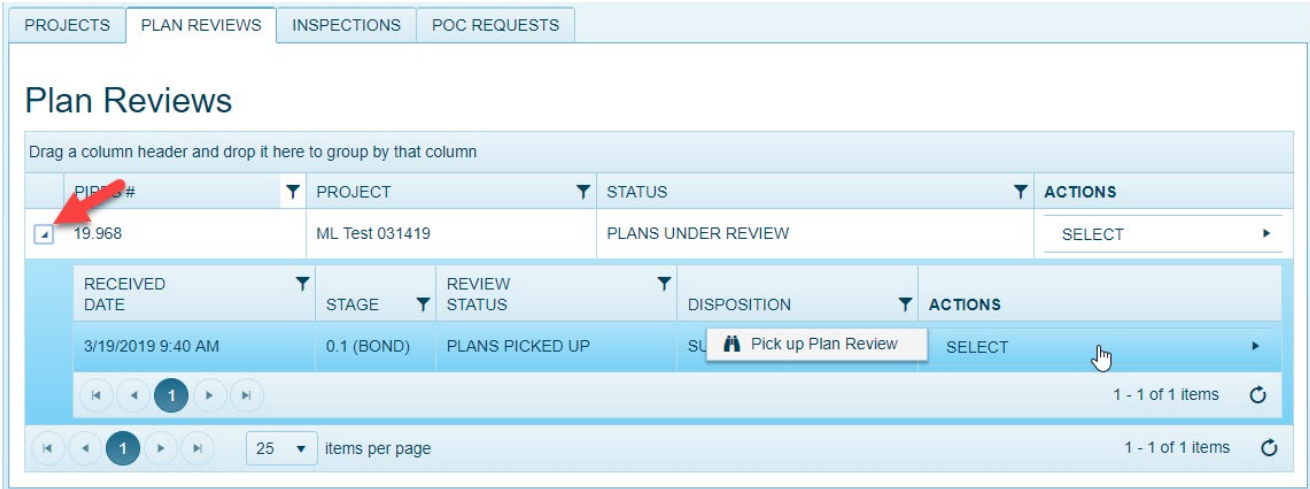
Plan Reviews

Drag a column header and drop it here to group by that column

	PIPES #	PROJECT	STATUS
▶	19.774	6831 Tiffollo Ln - Sewer Lateral Repair	
▶	19.747	Emergency Sewer Lateral Repair at 3959 Monja Circle	
▶	19.714	Sewer Lateral Repair - NE Corner Reno & Maryland	
▶	17.086	Sewer Lateral Repair-Lot 2-166 Pebble Canyon Dr	BOND RELEASE
▶	17.084	Sewer Lateral Repair - Lot 37 - 3457 Biela Avenue	INSPECTIONS UNDERWAY

Downloading Reviewed Plans

An email will be sent, indicating the plans have been reviewed and its associated file is available for pick up. To download the file, expand the project by clicking on the Expand Icon (▶) next to the project's number. Hover over the "Select" menu to the right of your project and click the "Pick up Plan Review" option. Note that the file name used by the Portal is randomly generated. Renaming the file that is downloaded is recommended. **The file will only be available for 30 days.**



The screenshot displays the 'Plan Reviews' section of a software interface. At the top, there are navigation tabs for 'PROJECTS', 'PLAN REVIEWS', 'INSPECTIONS', and 'POC REQUESTS'. Below these is a title 'Plan Reviews' and a sub-header 'Drag a column header and drop it here to group by that column'. The main content is a table with the following columns: PIPES #, PROJECT, STATUS, and ACTIONS. The first row shows PIPES # 19.968, PROJECT ML Test 031419, and STATUS PLANS UNDER REVIEW. A red arrow points to the expand icon (▶) next to the PIPES #. The second row is expanded, showing RECEIVED DATE (3/19/2019 9:40 AM), STAGE (0.1 (BOND)), REVIEW STATUS (PLANS PICKED UP), and DISPOSITION (SL). A tooltip with a house icon and the text 'Pick up Plan Review' is visible over the 'SELECT' button in the expanded row. At the bottom, there are pagination controls showing '1' of '1' items and '25 items per page'.

PIPES #	PROJECT	STATUS	ACTIONS	
▶ 19.968	ML Test 031419	PLANS UNDER REVIEW	SELECT ▶	
RECEIVED DATE	STAGE	REVIEW STATUS	DISPOSITION	ACTIONS
3/19/2019 9:40 AM	0.1 (BOND)	PLANS PICKED UP	SL	Pick up Plan Review SELECT ▶

Inspections

The status pertaining to a Project's Inspections can be found in the "Inspections" tab

Requesting an Inspection

An inspection for the project can be requested by hovering over the "Select" menu to the right of your project and clicking the "Request Inspection" option.

PIPES Portal

Home Dashboard Contact Tasks Hello beverly.wood73@gmail.com! Log Off

DASHBOARD

PROJECTS PLAN REVIEWS INSPECTIONS POC REQUESTS

Inspections

Drag a column header and drop it here to group by that column

PIPES #	PROJECT	STATUS	ACTIONS
▶ 19.1811	Test Jobstart	JOBSTART	SELECT
▶ 19.1810	Test Inspections	INSPECTIONS UNDERWAY	Request Inspection Inspections At A Glance SELECT
▶ 19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
▶ 19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
▶ 19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
▶ 19.1815	Paul Test	PLANS UNDER REVIEW	SELECT
▶ 19.1816	Demo Project	ACTIVE	SELECT

25 items per page 1 - 7 of 7 items

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PIPES Portal

Home Dashboard Contact Tasks Hello beverly.wood73@gmail.com! Log Off

Inspection Request

* Indicates REQUIRED field

CALL-IN DATE: 9/21/2018 2:39 PM

PIPES PROJECT NUMBER: 19.1810 PIPES PROJECT NAME: Test Inspections

* SUBMITTER NAME: Beverly Wood

SUBMITTER TELEPHONE #: (702) 668-8013

SUBMITTER EMAIL: beverly.wood73@gmail.com

* FIELD CONTACT NAME: Beverly CCWRD

* FIELD CONTACT #: (702) 668-8013

FIELD CONTACT EMAIL: bwood@cleanwaterteam.com

CONTRACTOR: BWOOD TEST LLC

Select Field Contact

SELECT FROM INSPECTIONS BELOW:

FIELD MEET:

PROJECT STATUS:

REQUESTED INSPECTION DATE:

WORK SHIFT: AM

COMMENTS:

Submit Cancel

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Click the "Select Field Contact" button to display a window to select a Field Contact. Verify that the field contact is correct, since this is who the inspector will call in the morning to coordinate the inspection(s). If a field contact is not available from the list, then the company's BP Administrator will need to add the contact information. See the section **Creating a Contact** in the portal manual or [click here](#). The form displays all the

available inspections that can be requested. Check the appropriate inspections for the request and make sure to set the requested date for the inspection(s).

If the inspection is an overtime request, continue submitting the inspection request and contact Development Services to confirm the inspection can be scheduled outside of regular business hours.

When ready to submit the request, please click the green “Submit” button.

Inspection Status

To view the status of an inspection, expand the project row in the “Inspections” tab by clicking on the Expand Icon (▶). A new inspection request’s status will be “Ready To Schedule”. When the inspection is scheduled, the status will change to “Scheduled” and the assigned inspector’s name will also be available.

PIPES #	PROJECT	STATUS	ACTIONS	
15379	ML test 0326	INSPECTIONS UNDERWAY	SELECT ▶	
ASSET	TYPE	STATUS	INSPECTOR	DISPOSITION
65487002	MANHOLE INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
65487001	MANHOLE INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
6548700265487001	EXCAVATION INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
PROJECT	FIELD MEET INSPECTION	SCHEDULED	APPDEVADMIN	RESULT PENDING

1 - 4 of 4 items

Inspections At A Glance

The Inspections At a Glance can be accessed by hovering over the “Select” menu for the project of interest and clicking on the “Inspections At A Glance” option. This will show the status of all the inspections for the project.

Click on Show Key for an explanation of each icon.

Project Inspections At A Glance for ML test 0326 (Project Number: 19.979)

[← Back to Inspection Requests](#)

[Show Key](#)

PIPES

PIPE	BPP	EX	PPE	AIR	DEN	MDR	VIDEO	BAL
65487002 - 65487001	✓	⌚						

POC Requests

The “POC Request” tab shows all existing POC Requests and associated information. New POC Requests can also be submitted from this Tab.

Creating a POC Request

A Point of Connection can be requested in the “POC Requests” tab. Click the “Create New POC Request” button to bring up the form.

DASHBOARD

The screenshot shows a web dashboard with a navigation bar containing 'PROJECTS', 'PLAN REVIEWS', 'INSPECTIONS', and 'POC REQUESTS'. The 'POC REQUESTS' tab is active. Below the navigation bar, the title 'POC Requests' is displayed, followed by a blue button labeled 'Create New POC Request'. A search bar contains the text 'PROJECT DESCRIPTION'. Below the search bar is a table with the following columns: 'PROJECT DESCRIPTION', 'Parcel Number (APN)', 'REQUESTED DATE', 'TRACKING NUMBER', 'STATUS', 'PROCESSED DATE', and 'HYPERLINK'. The table is currently empty, with the message 'YOU HAVE NOT CREATED ANY POC REQUESTS.' centered below the column headers. At the bottom of the table, there are pagination controls showing '0' items per page and 'No items to display'.

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A Basic Description, the ERU (Equivalent Residential Units) of the Sewer Demand, the Average and Peak Wastewater flow rates in Million Gallons per Day (MGD), the APN Parcel Number, and Site Plan in ***.PDF** format will be **required**. Additional Parcel Numbers can be added by clicking the “Additional APN” button.

Create

New POC Request

Description*
NOTE: Do not use special characters (&, !, #, \$, etc.) in the description.

ERU*

QAVG (MGD)*

Developer Name*

Parcel Number (APN)*

Upload Site Plan (PDF)*

MAX FILE SIZE: 500 MB

When ready to submit the request please click on the green “Create” button.

Downloading POC File

To download the file after the POC has been processed, hover over the “Select” menu to the right of the POC description and click “Get My File”. Note that the file name used by the Portal is randomly generated. Renaming the file that is downloaded is recommended. **The file will only be available for 30 days.**

PROJECT DESCRIPTION	Parcel Number (APN)	REQUESTED DATE	TRACKING NUMBER	STATUS	PROCESSED DATE	ACTIONS
PROJECT DESCRIPTION: Charlie Test						
Charlie Test	123-21-212-111	10/12/2018 2:34 PM	1988-1234	PROCESSED		<input type="button" value="Get My File"/> <input type="button" value="SELECT"/>

View Company Profile

Information for the User’s company can be found from the “Tasks” menu and selecting “View Company Profile” option.

Home | Dashboard | Contact | **Tasks ▼**

- Projects
- POC Requests
- View Company Profile** (highlighted with mouse cursor)
- Change Password
- <-----Business Partner Administrator----->**
- Portal Account Management for your Company
- Update and Maintain the Company Profile

Project

Getting started

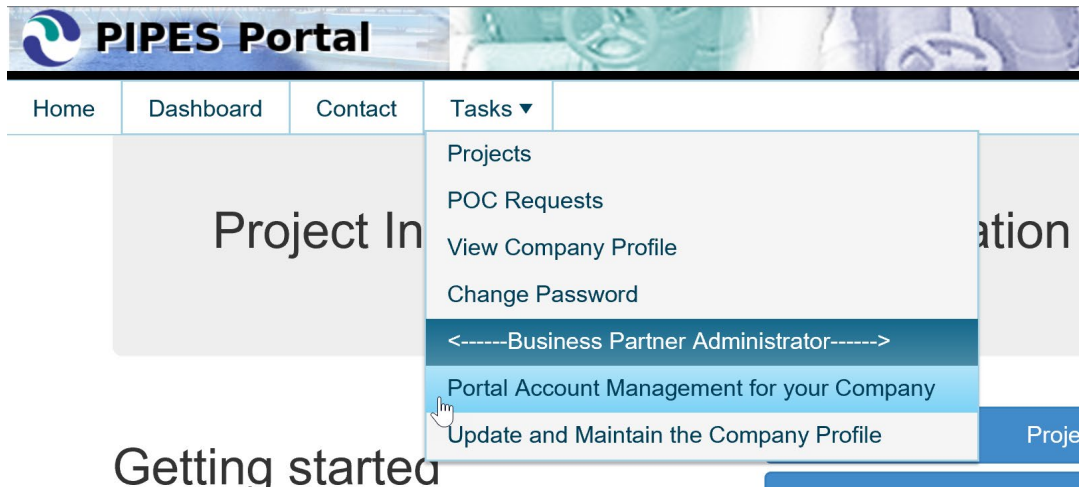
My Company Details

COMPANY NAME:	BWOOD TEST LLC				
ADDRESS:	931 Springfield Street				
ADDRESS2:					
CITY:	Las Vegas	STATE:	NV	ZIP:	89122
TELEPHONE:	(702) 668-8013	EXTENSION:			

Business Partner Administrator Functionality

Portal Account Management for your Company

Updating project access for users within BP Administrator’s company can be found from the “Tasks” menu and selecting the “Portal Account Management for your Company” option.



Getting started

The table will indicate if a user for the company is a BP Administrator and/or a Portal user.




Contacts Index

Add A Contact

ADMIN	USER	Name	Email	Company	Updated	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	Beverly CCWRD Wood	bwood@cleanwaterteam.com	BWOOD TEST LLC	7/31/2018 5:20 PM	SELECT ▶
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Beverly Home	BeverlyHome73@outlook.com	BWOOD TEST LLC	9/25/2018 10:42 AM	SELECT ▶
<input type="checkbox"/>	<input type="checkbox"/>	Beverly Test	BevTest73@outlook.com	BWOOD TEST LLC	8/1/2018 1:39 PM	SELECT ▶
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Beverly Wood	beverly.wood73@gmail.com	BWOOD TEST LLC	7/31/2018 3:52 PM	SELECT ▶

Creating a Contact

Click "Add A Contact" to add a new user for Portal access and provide their name, phone number, and email address.



Home | Dashboard | Contact | Tasks ▾

Create CONTACTS

Company Name*	BWOOD TEST LLC
Contact Name*	<input type="text" value="Dave Jones"/>
Contact Phone*	<input type="text" value="(702) 555-5555"/>
Contact Email	<input type="text" value="DJones@yourCompany.co"/>

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Click "Add" and the next screen, Register, will display the info entered.

Register User

Provide any corrections to the user's data and click "Create" to initiate the setup of their account. The user will receive an email instructing them to set a password to log into the Portal.

PIPES Portal

Dashboard Contact Tasks Hello

Register

Create a new Portal User account.

First Name*

Last Name*

Email*

Phone Number*

Must Change Password at Logon*

Fill in all required information and Save to Add Contact to Portal.*
Email will be sent with instructions on setting password and log in to the PIPES Portal.

Assign Projects to User

To assign or remove project access for users, hover over the "Select" menu to the right of the user and click on "Assign Projects To User".

PIPES Portal

Dashboard Contact Tasks Hello beverly.wood73@gmail.com! Log Off

Add A Contact

ADMIN	USER	Name	Email	Company	Updated	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	Beverly CCWRD Wood	bwood@cleanwaterteam.com	BWOOD TEST LLC	7/31/2018 5:20 PM	SELECT ▾
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Beverly Home	BeverlyHome73@outlook.com	BWOOD TEST LLC	* Assign Projects To User * New Portal User Setup	SELECT ▾
<input type="checkbox"/>	<input type="checkbox"/>	Beverly Test	BevTest73@outlook.com	BWOOD TEST LLC	8/1/2018 1:39 PM	SELECT ▾

The left column is marked for all projects currently assigned to the user. Click on “Assign” or “Remove” in the right column to change their access.

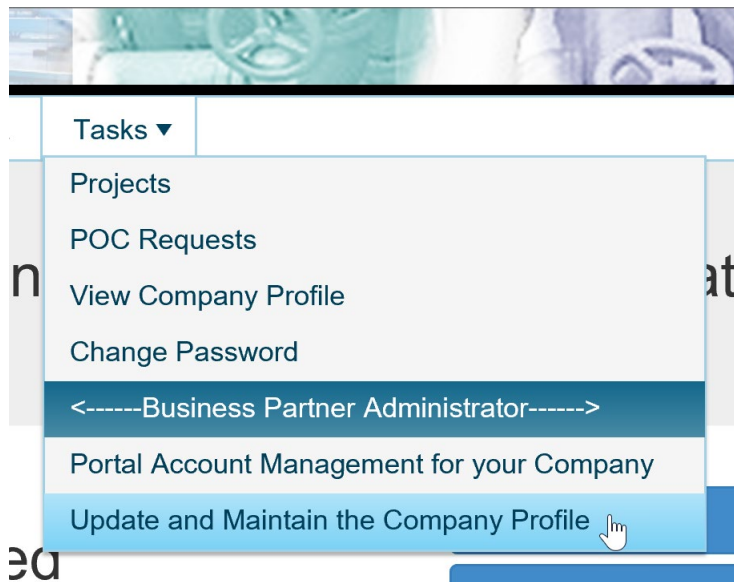


Projects for User: [Beverly Home](#) ([BeverlyHome73@outlook.com](#))

Return to Company Users			
ASSIGNED? ▼	Project Number ▼	Project Name ▼	ACTION ▼
<input type="checkbox"/>	19.1735	ML Test from BW	+ Assign
<input checked="" type="checkbox"/>	19.1740	BW Test Resubmit	- Remove
<input checked="" type="checkbox"/>	19.1749	BW CCWRD Created	- Remove
<input checked="" type="checkbox"/>	19.1767	BW Test BPAAdmins	- Remove
<input type="checkbox"/>	19.1777	User Manual Test	+ Assign

Update Company Profile

Under Task menu, select the “Update and Maintain the Company Profile” option to update the company profile.



After completing edits to the company profile, click “Save” for the changes to be submitted.



Edit my Company Profile

Company Name*	BWOOD TEST LLC
Address	<input type="text" value="931 Springfield Ave"/>
Address (Line 2)	<input type="text"/>
City	<input type="text" value="Las Vegas"/>
State	<input type="text" value="NV"/>
ZIP	<input type="text" value="89122"/>
Phone	<input type="text" value="(702) 668-8013"/>
Extension	<input type="text"/>
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

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Frequently Asked Questions

- Q: I can't see my project, what should I do?**
A: See your BP Admin and have them assign you the missing project.
- Q: I don't have the option to submit plans, what should I do?**
A: See your BP Admin and have them assign you the project.
- Q: The developer name is not listed in the drop down, what should I do?**
A: Send an email to DevelopmentServices@cleanwaterteam.com with the
subject: Add Developer Request
body: Developer company name, address, and phone number
- Q: How do I get my inspector's contact information**
A: Send an email to DevelopmentServices@cleanwaterteam.com with the

subject: Inspector's Contact Information

body: Inspector's name

5. Q: **I'm unable to create a project, what should I do?**

A: Send an email to DevelopmentServices@cleanwaterteam.com with the

subject: Permission to Create Project

body: User's full name and company

6. Q: **Why can't I submit plans?**

A: You need to pick up the plans through the PIPES Portal before submitting another set. See the section Downloading Reviewed Plans in the manual or [click here](#).

7. Q: **I have a Final Map and Easement, how do I submit it?**

A: Submit it through the PIPES Portal with the plan review as a separate PDF. If it is not submitted through the PIPES Portal, it must be brought into 5857 E. Flamingo for a drop off review.

8. Q: **How do I edit project details?**

A: Send an email to DevelopmentServices@cleanwaterteam.com with the

subject: Request to Edit Project

body: Project number, project name, and details on what needs to be modified

9. Q: **My Plan Review file is older than 30 days, how do I access it?**

A: Send an email to DevelopmentServices@cleanwaterteam.com with the

subject: Request Plan Review file that is older than 30 days

body: Project number, project name, and which plan submittal file needed

10. Q: **My POC file is older than 30 days, how do I access it?**

A: Send an email to SewerLocation@cleanwaterteam.com with the

subject: POC file that is older than 30 days

body: Project description and POC tracking number