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

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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

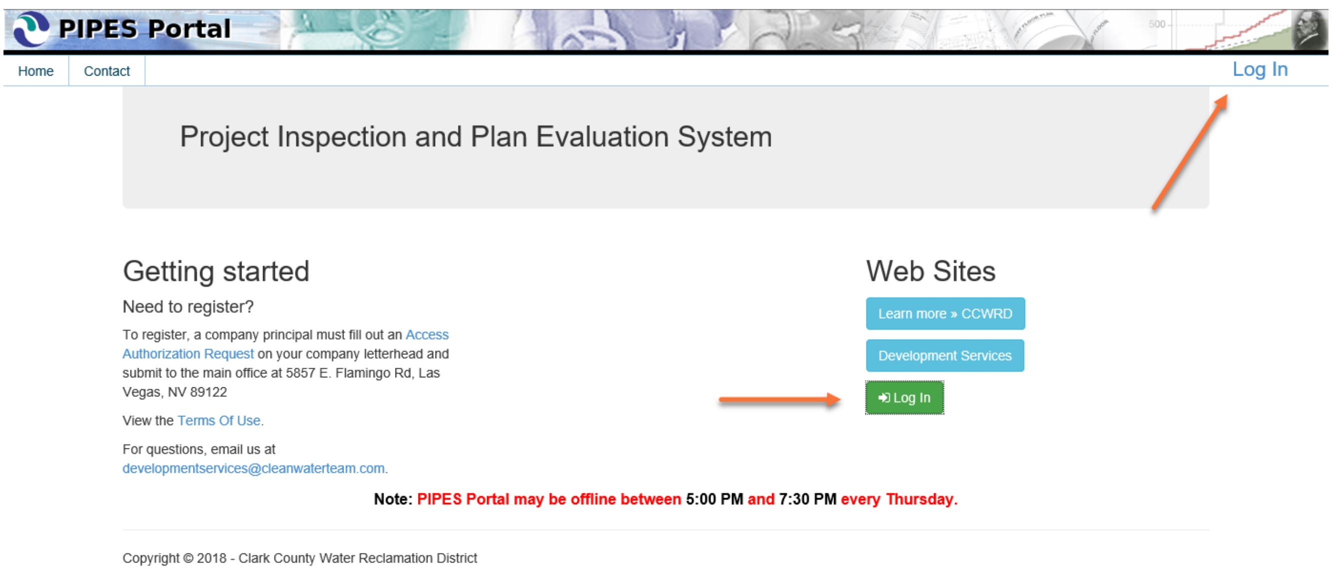
Registration

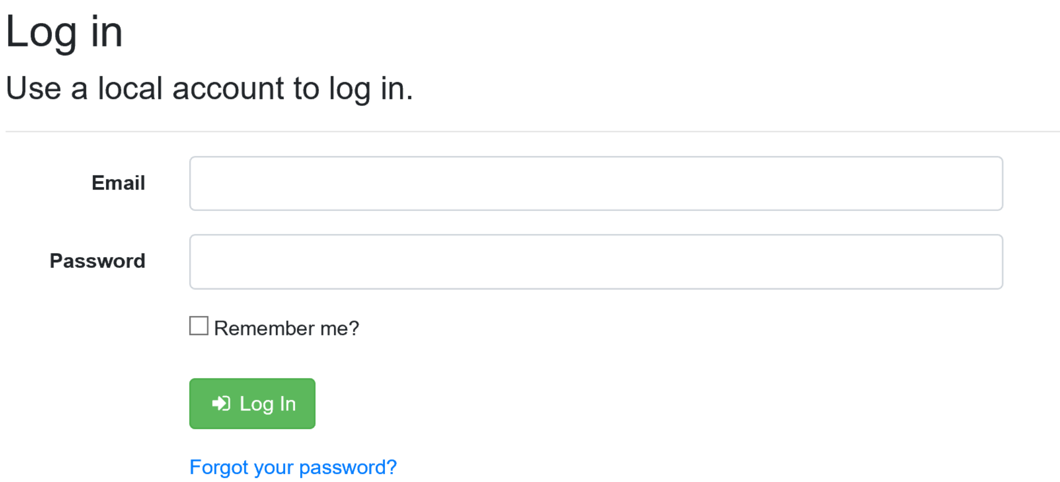
To register a BP Admin (Business Partner Administrator), a company principal must fill out an Access Authorization Request on your company letterhead and submit an original form with a wet signature to the main office at 5857 E. Flamingo Rd, Las Vegas, NV 89122. Once the request is received and accepted,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

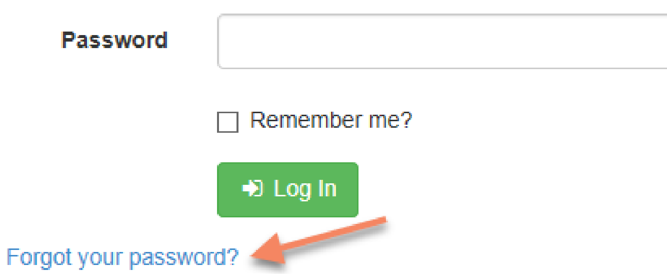




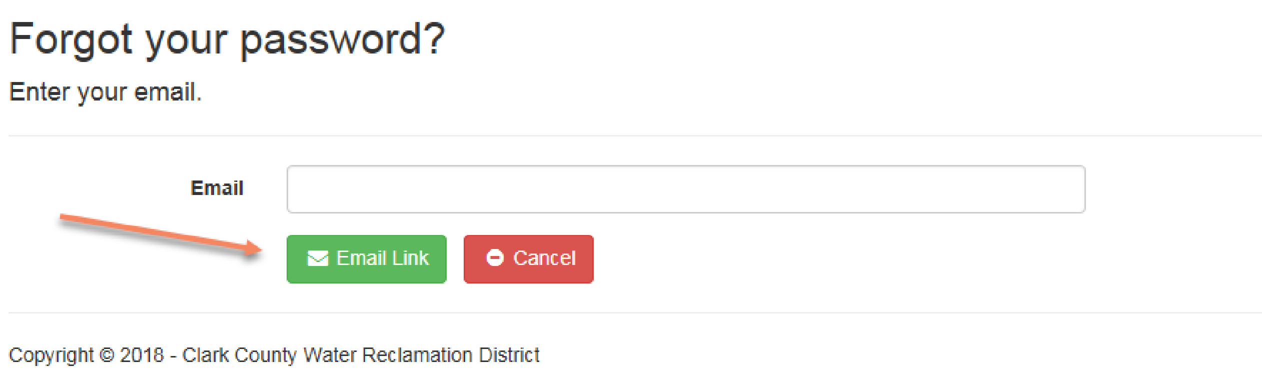
It is important to note that in order to login for the first time **the Password must be changed.** A reminder of this will also be found in the confirmation email from Portal.

Changing your Password

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



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



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

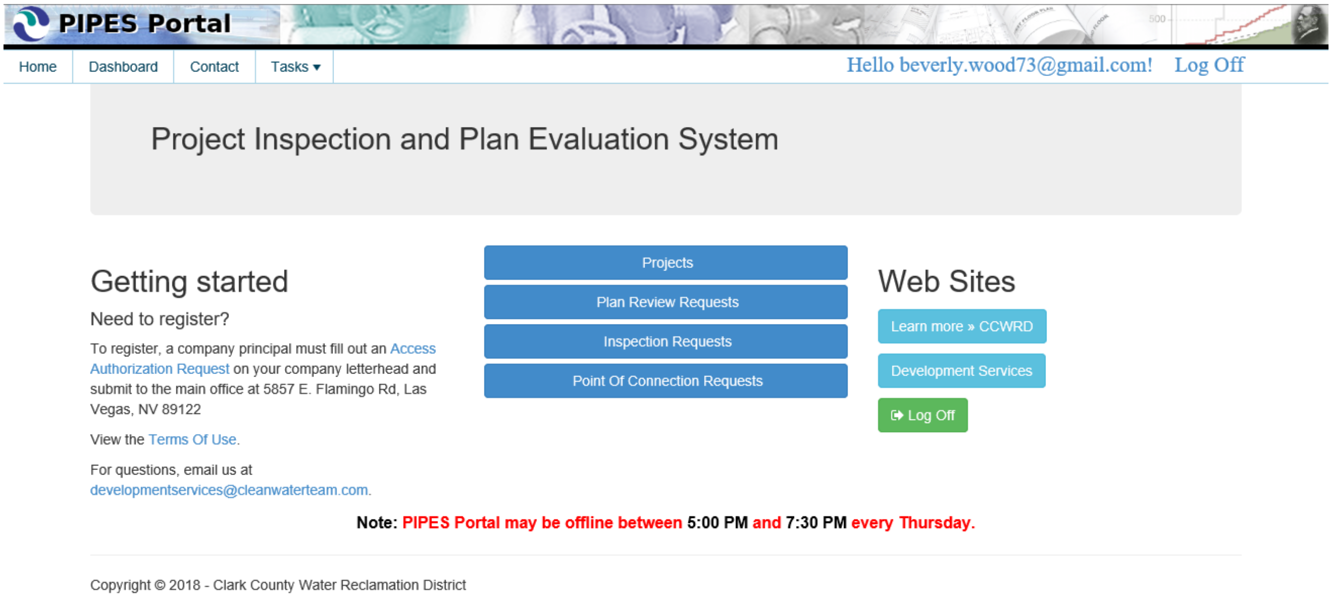
Password Requirements

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.

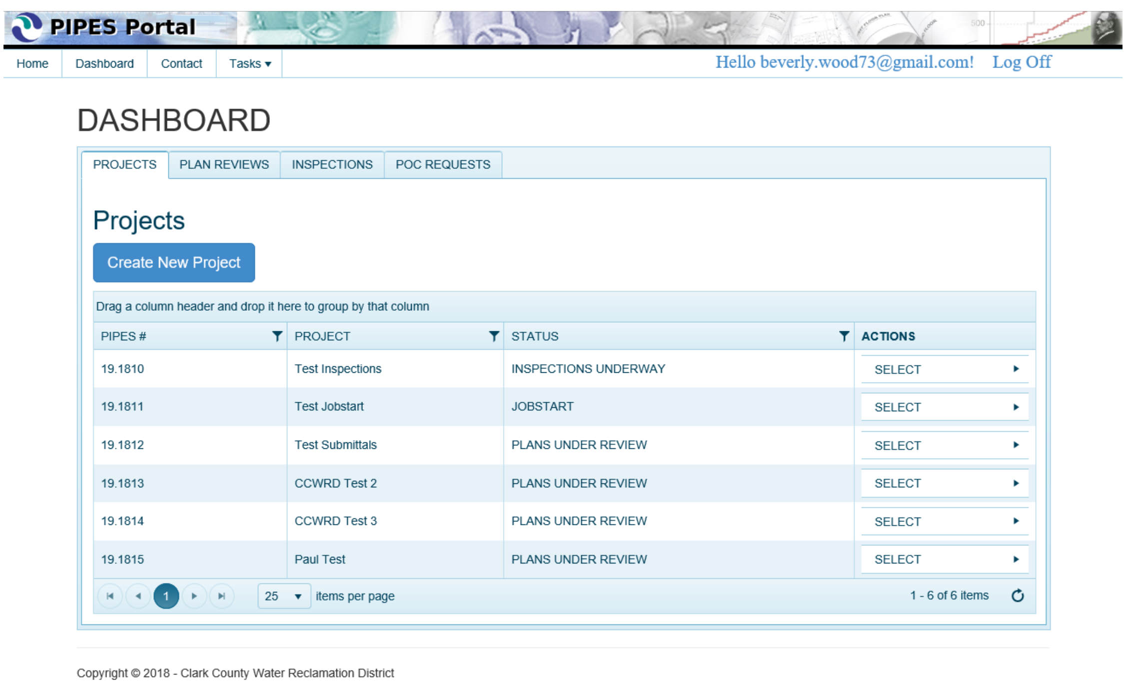


Home

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.



Contact

The "Contacts" menu option displays the CCWRD contact information.

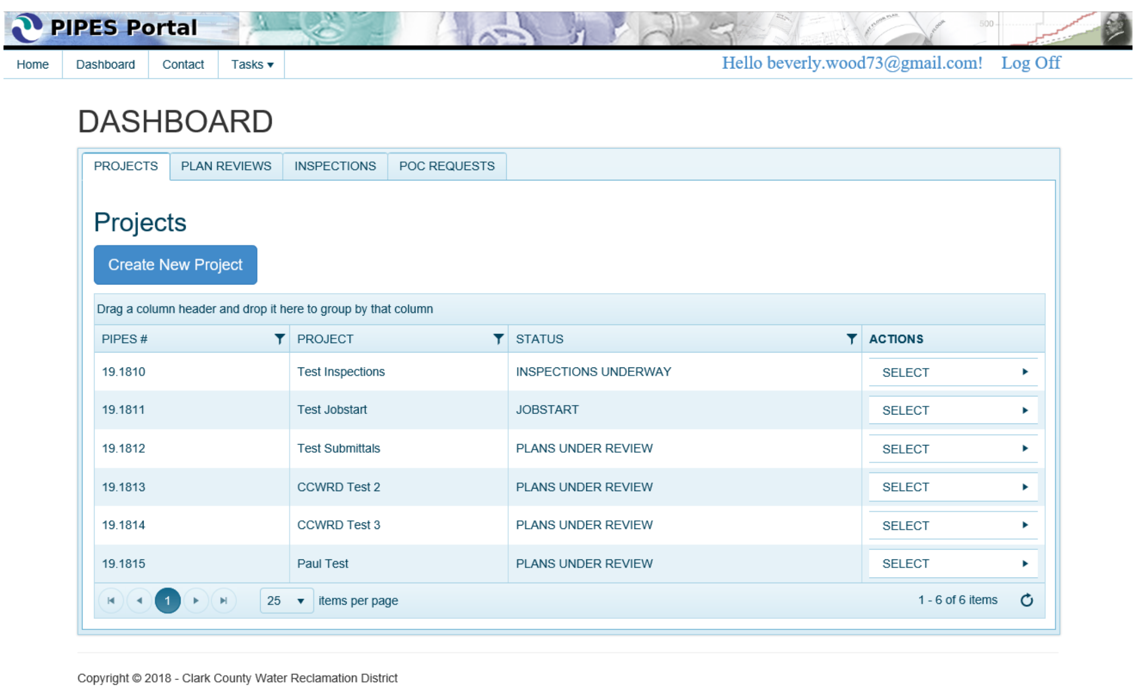
Tasks

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.

Dashboard

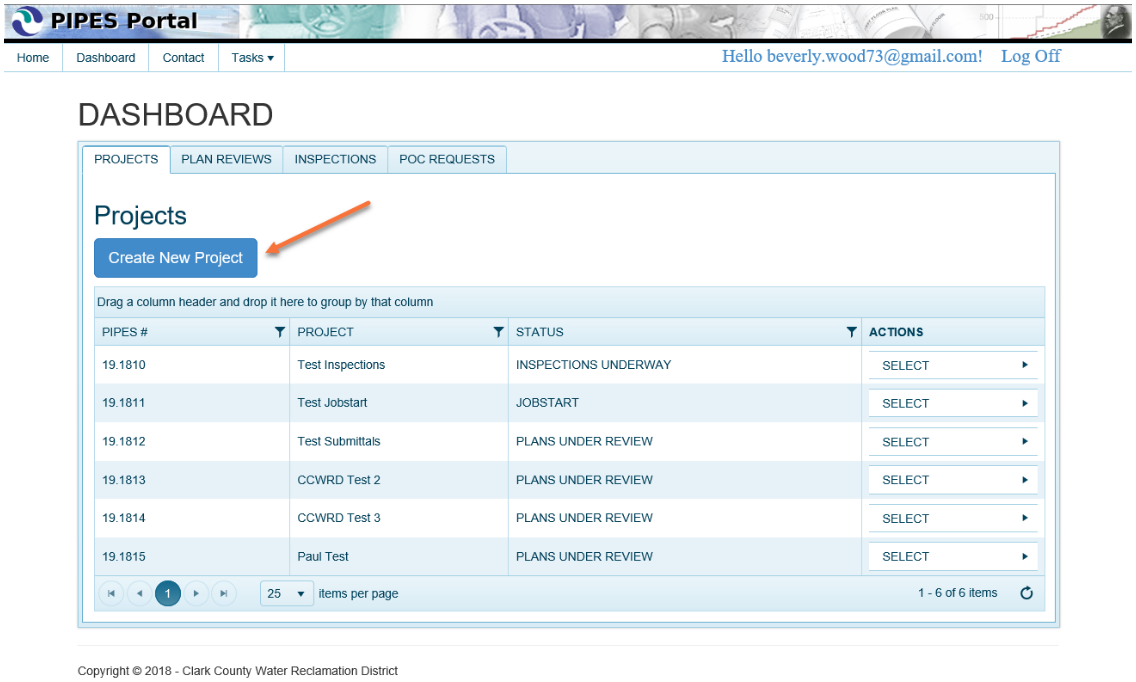
Projects

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.

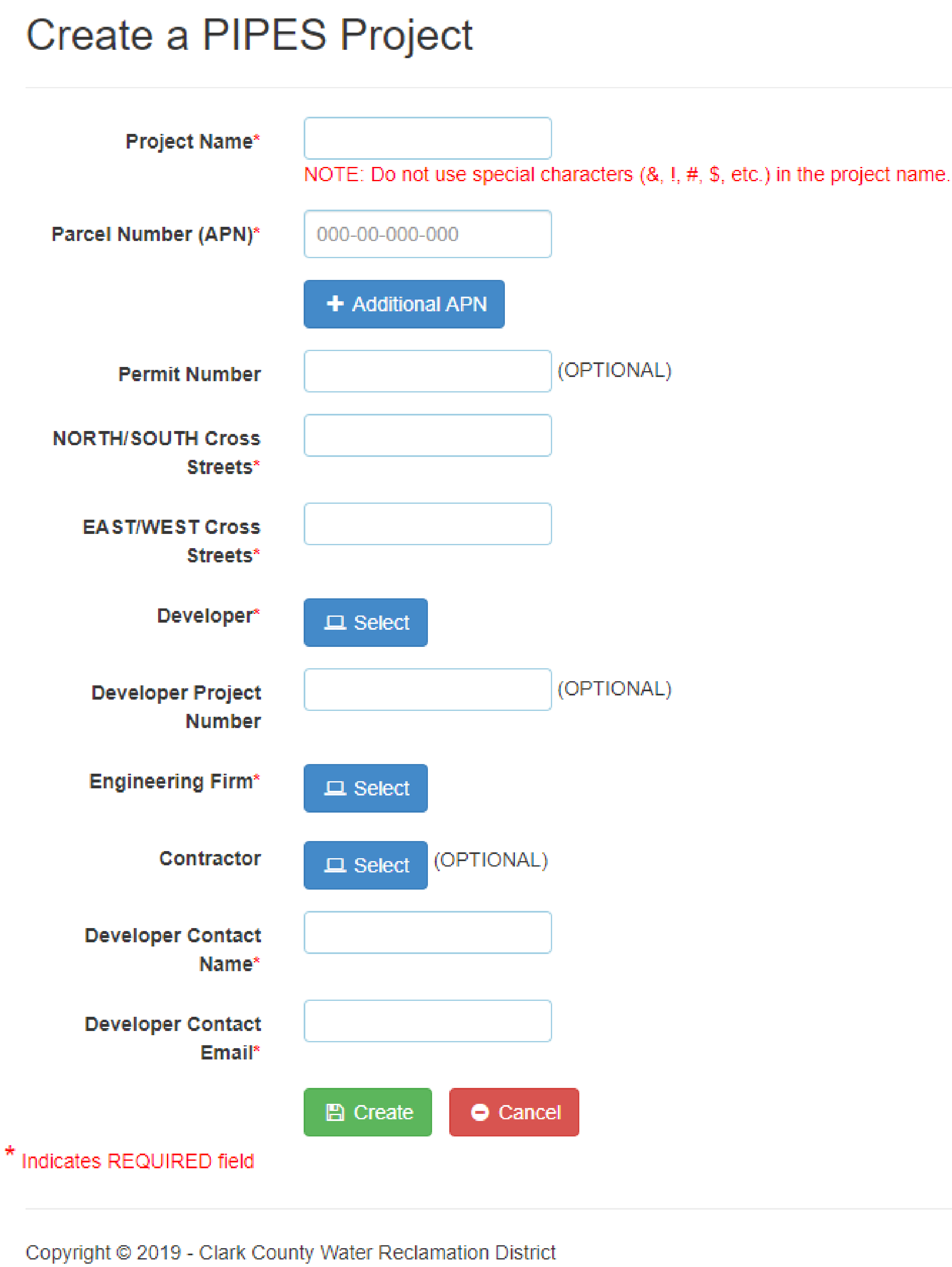


Creating a New Project

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



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)* 000-00-000-000

+ Additional APN

Permit Number (OPTIONAL)

NORTH/SOUTH Cross Streets*

EAST/WEST Cross Streets*

Developer* Select

Developer Project Number (OPTIONAL)

Engineering Firm* Select

Contractor Select (OPTIONAL)

Developer Contact Name*

Developer Contact Email*

Create Cancel

* Indicates REQUIRED field

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.

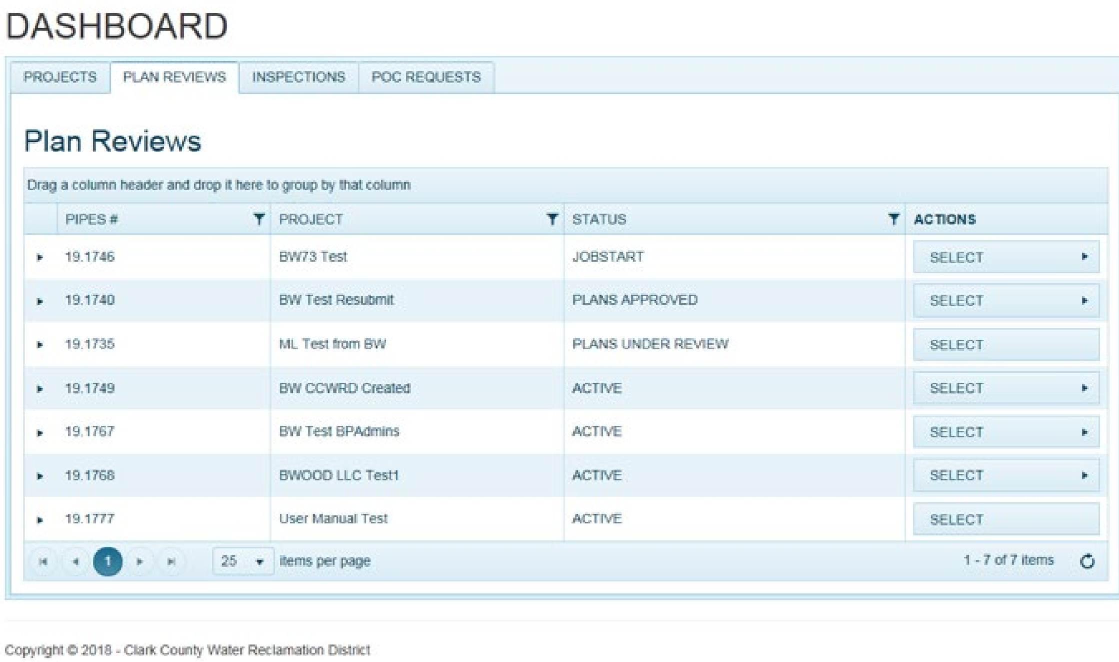
If the PDF file you selected cannot be uploaded. It will be highlighted in RED.
If that occurs, we're unable to receive your file at this time. Please try again in a few minutes.
If you continue to experience this problem, please reach out to Development Services at DevelopmentServices@CleanWaterTeam.com

Plan Submittal File* Select file...

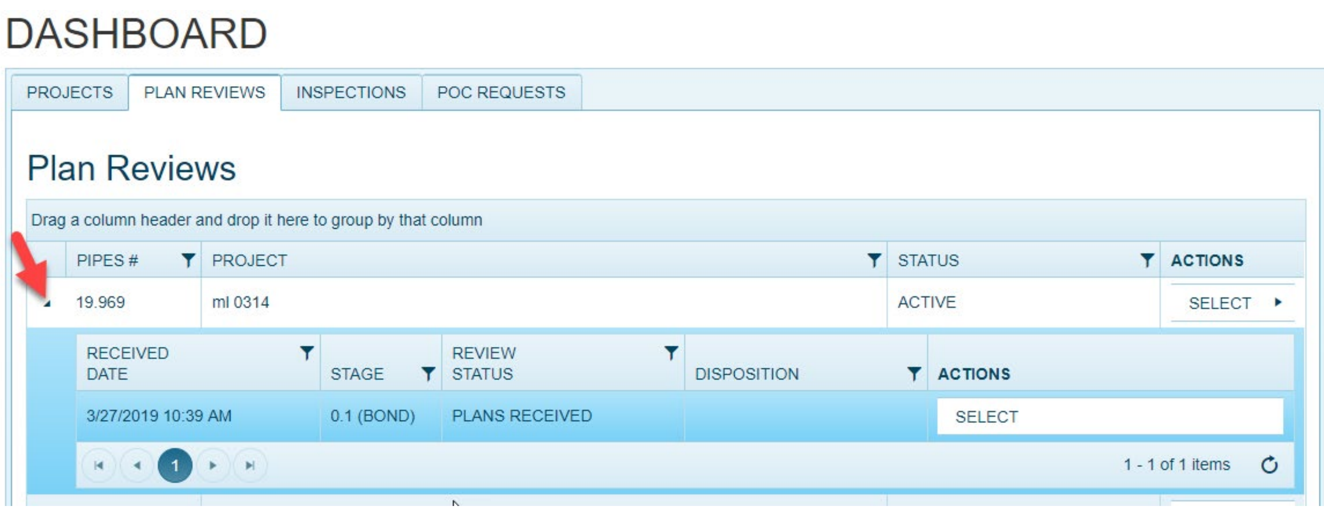
Additional File(s) Select file...

Plan Review

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

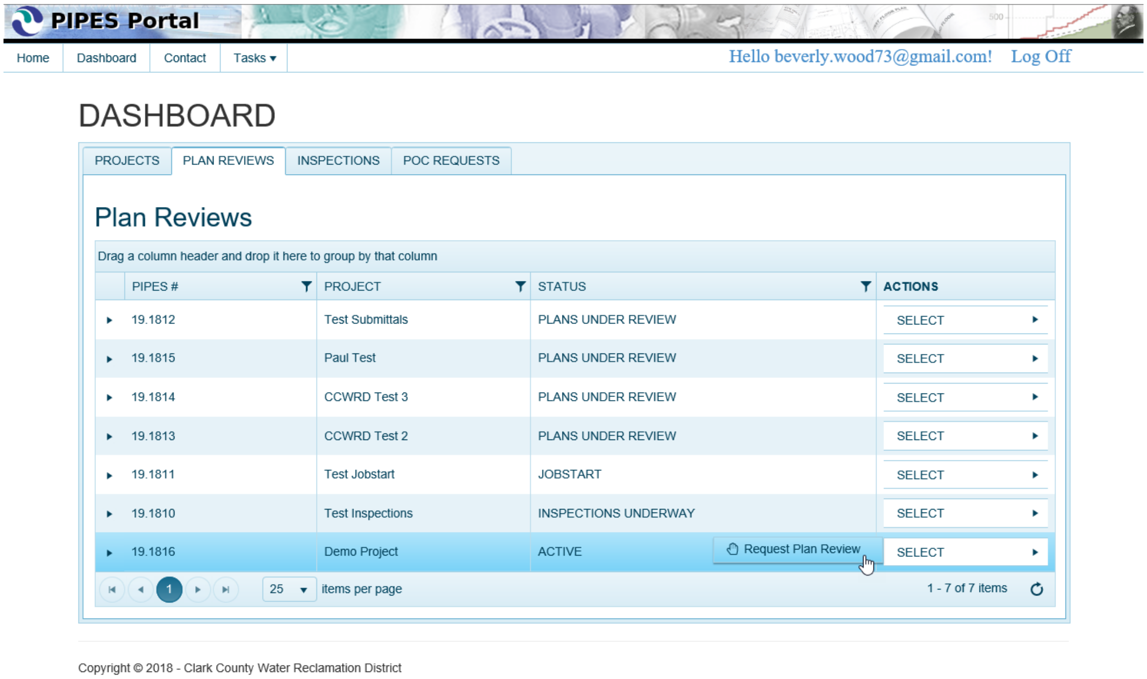


Clicking on the Expand Icon ( ) will expand the row to list the status of the project’s plan review.

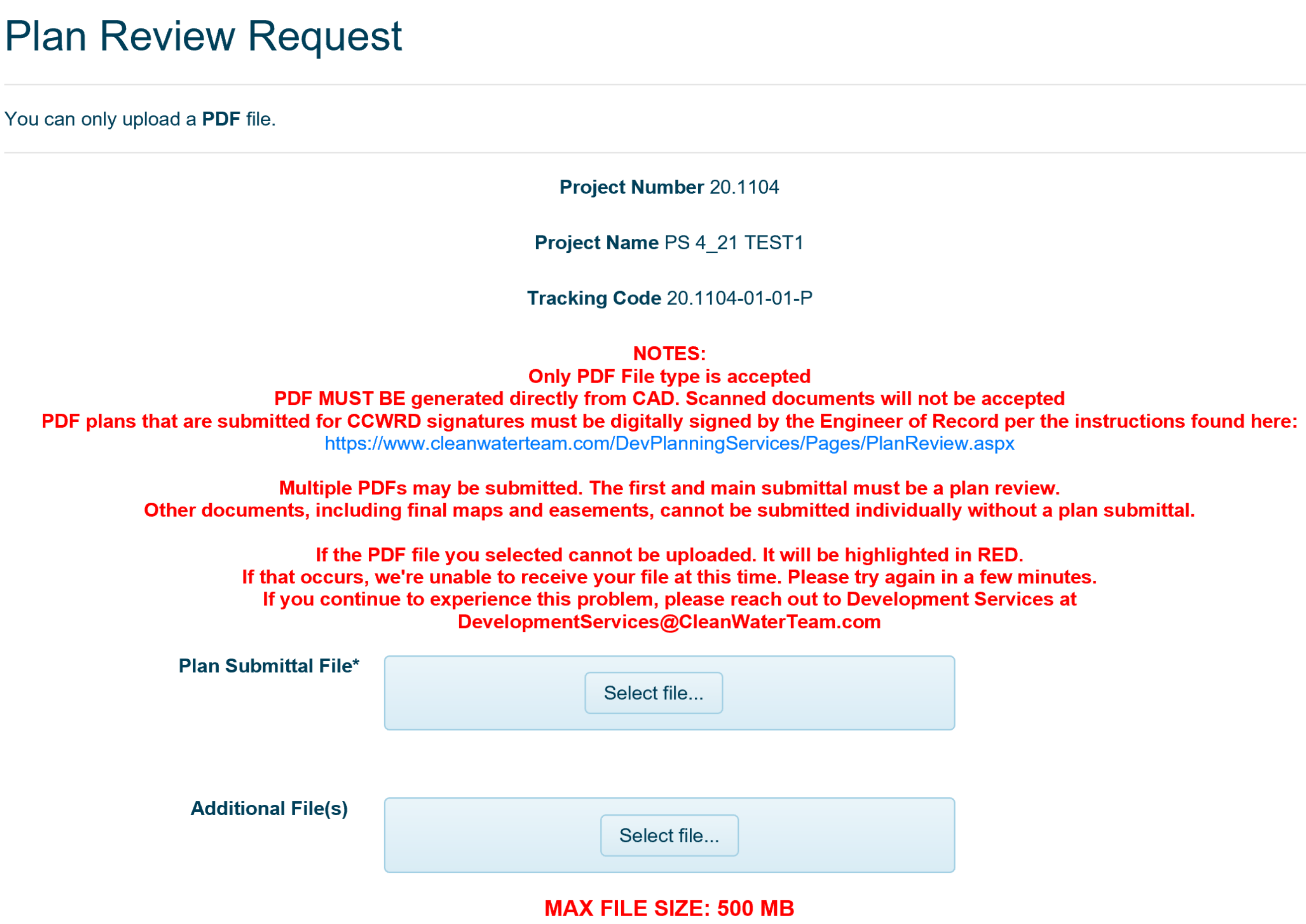


Requesting a Plan Review

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.



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.

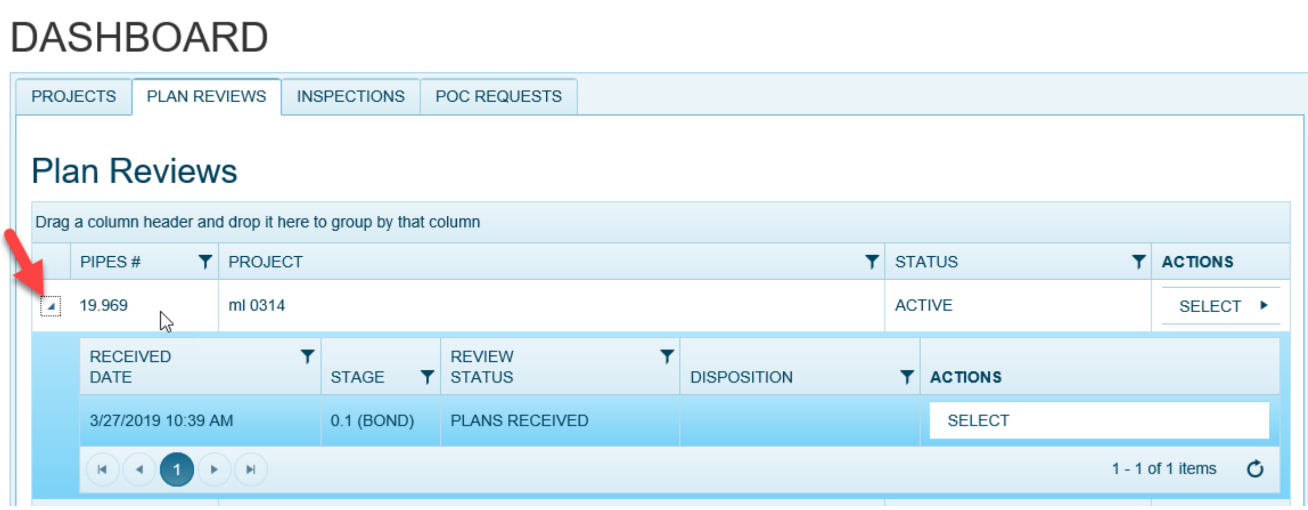
If the PDF file you selected cannot be uploaded. It will be highlighted in RED.
If that occurs, we're unable to receive your file at this time. Please try again in a few minutes.
If you continue to experience this problem, please reach out to Development Services at
DevelopmentServices@CleanWaterTeam.com

Plan Submittal File* Select file...

Additional File(s) Select file...

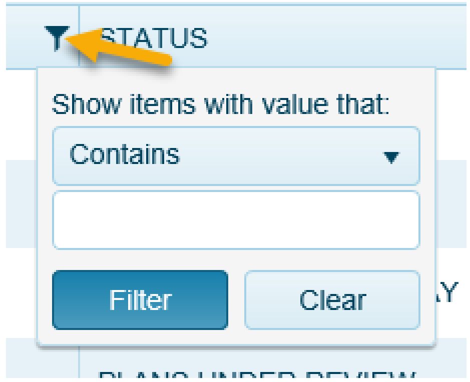
MAX FILE SIZE: 500 MB

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

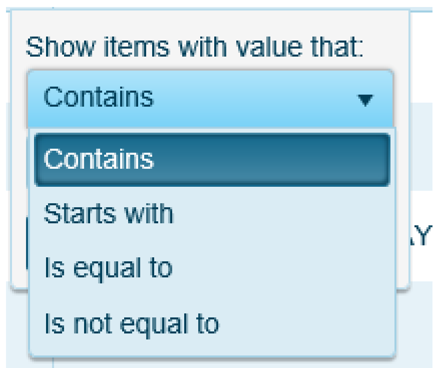


Using the Filter Button

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.



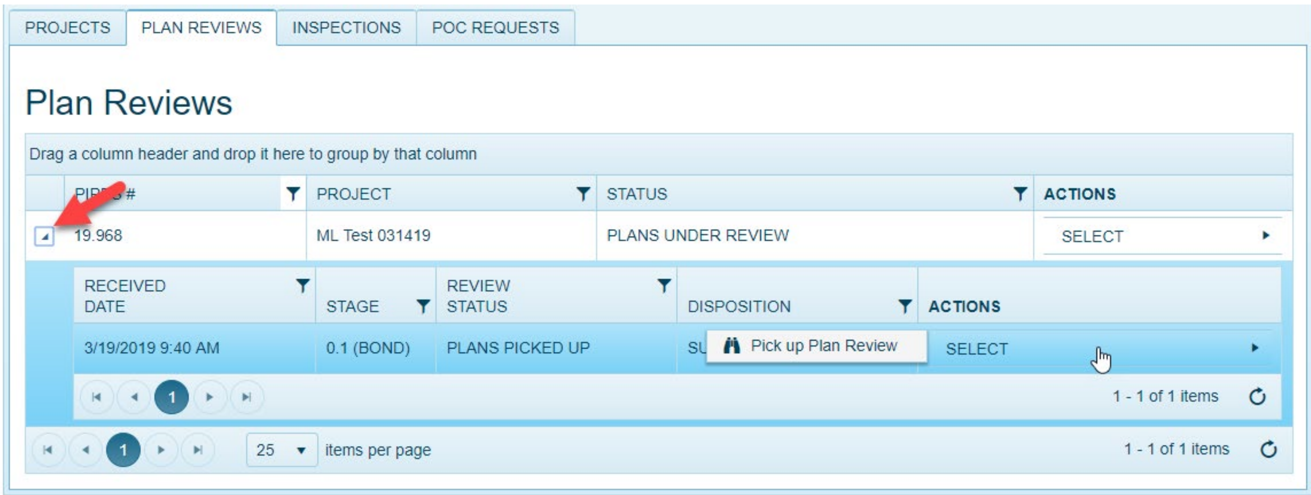
Use the pull-down menu to select the appropriate filter and enter search criteria.



The results will reflect the filter criteria.

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**.

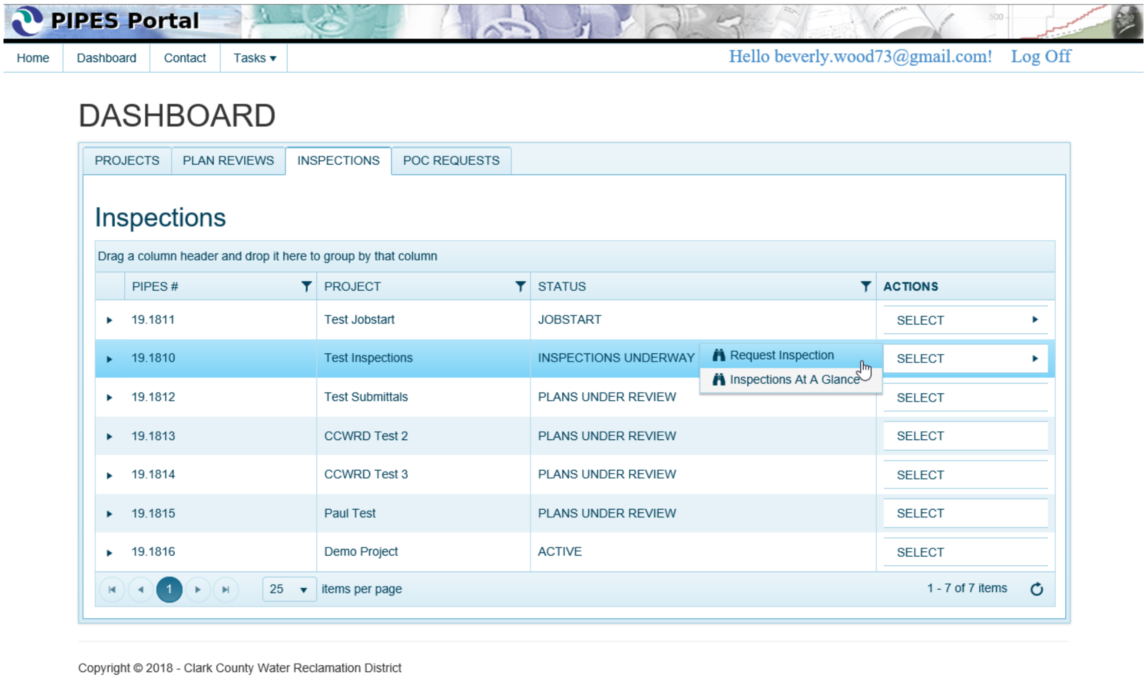


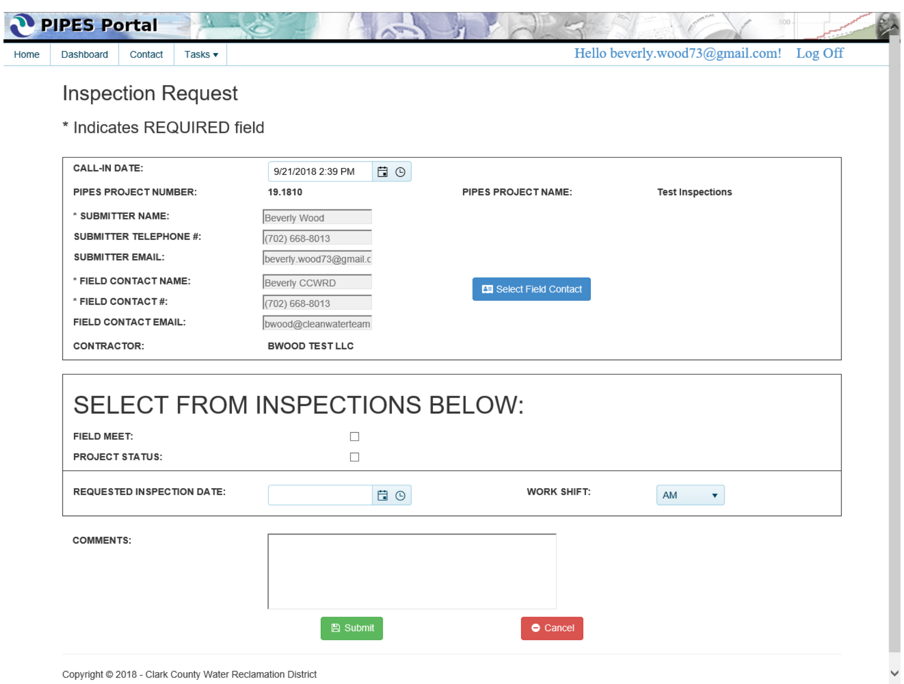
Inspections

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.





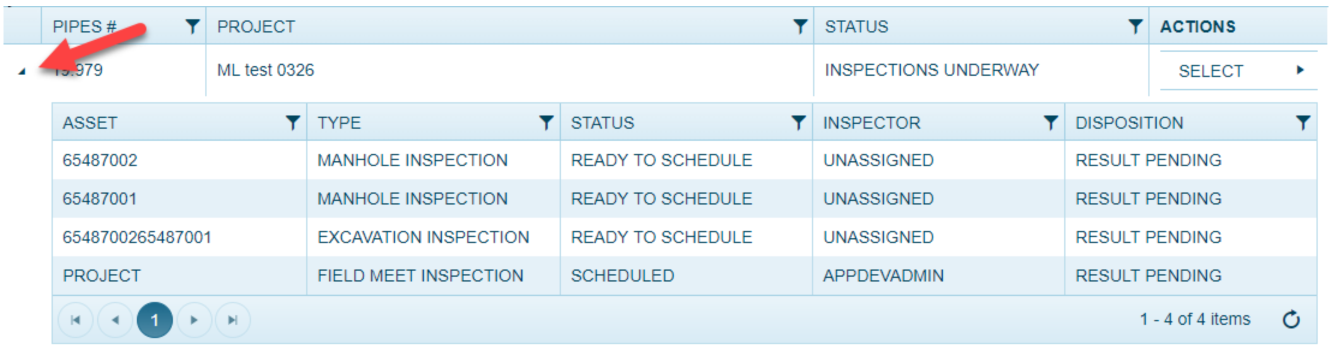
Click the "Select Field Contact" button to display a window to select a Field Contact. Verify that the field contact is correct, since this is who the inspector will call in the morning to coordinate the inspection(s). If a field contact is not available from the list, then the company's BP Administrator 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
	[illegible]979	ML test 0326	INSPECTIONS UNDERWAY	SELECT

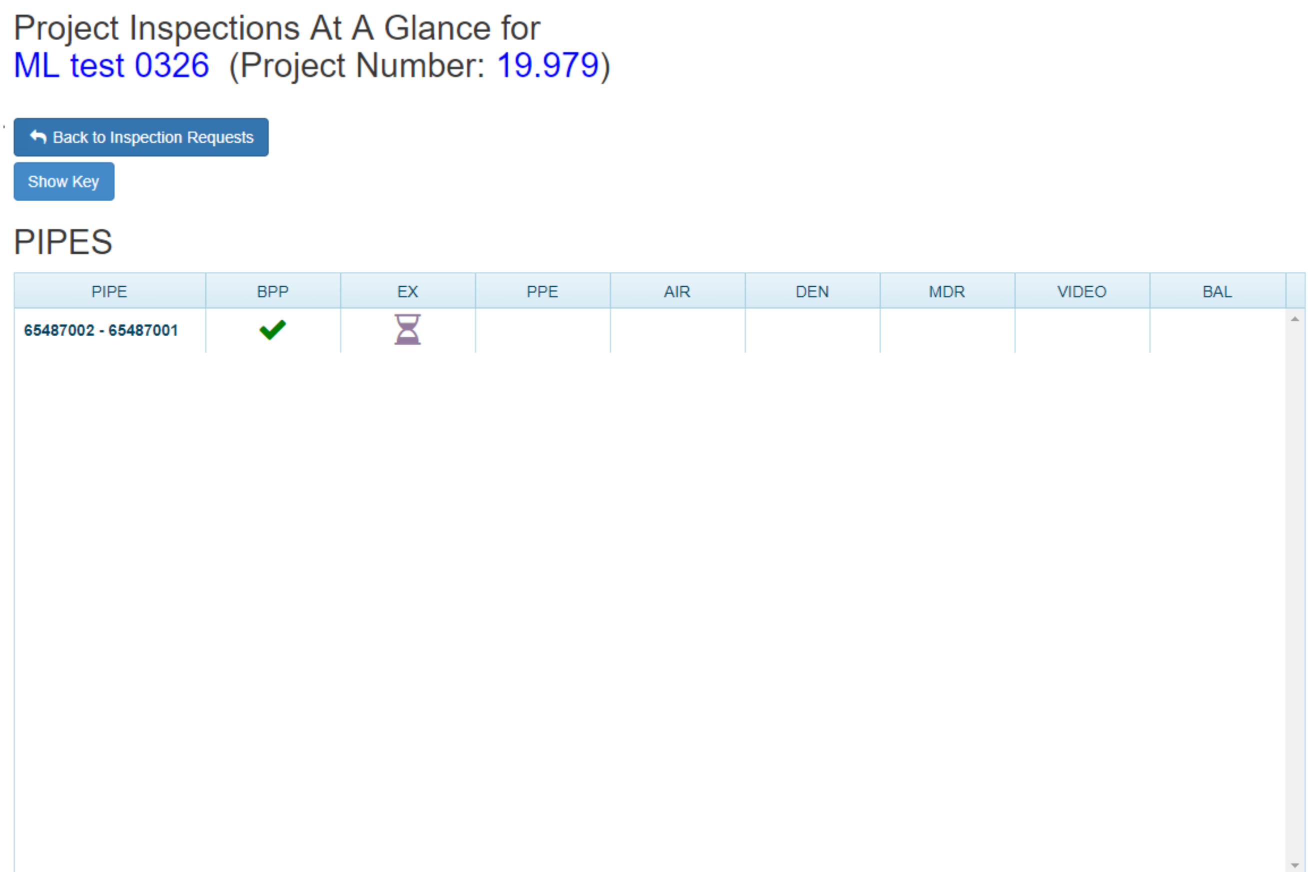
ASSET	TYPE	STATUS	INSPECTOR	DISPOSITION
65487002	MANHOLE INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
65487001	MANHOLE INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
6548700265487001	EXCAVATION INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
PROJECT	FIELD MEET INSPECTION	SCHEDULED	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.

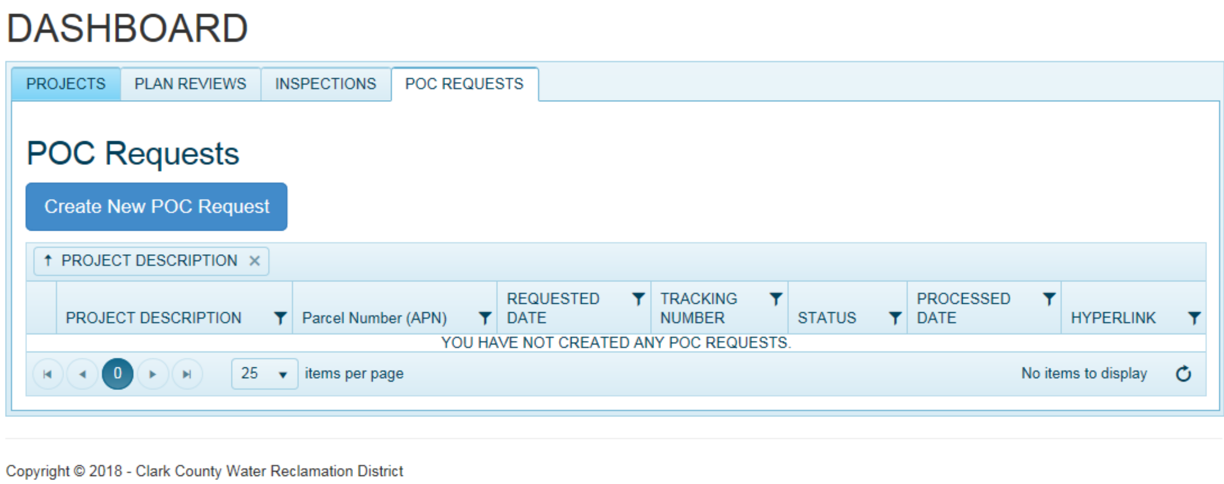


POC Requests

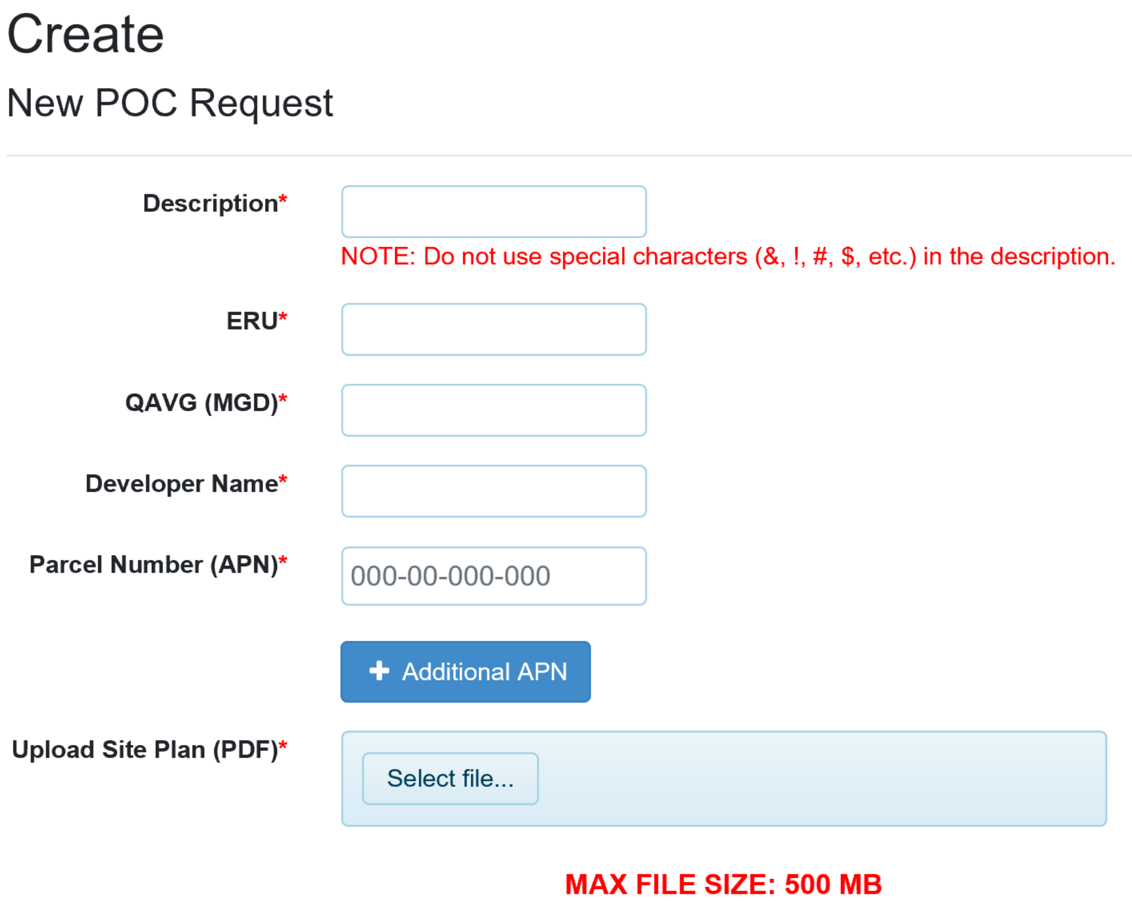
The “POC Request” tab shows all existing POC Requests and associated information. New POC Requests can also be submitted from this Tab.

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.



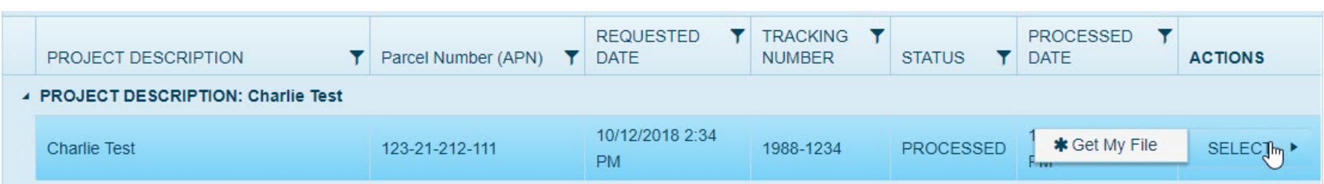
A Basic Description, the ERU (Equivalent Residential Units) of the Sewer Demand, the Average and Peak Wastewater flow rates in Million Gallons per Day (MGD), the APN Parcel Number, and Site Plan in ***.PDF** format will be **required**. Additional Parcel Numbers can be added by clicking the “Additional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



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

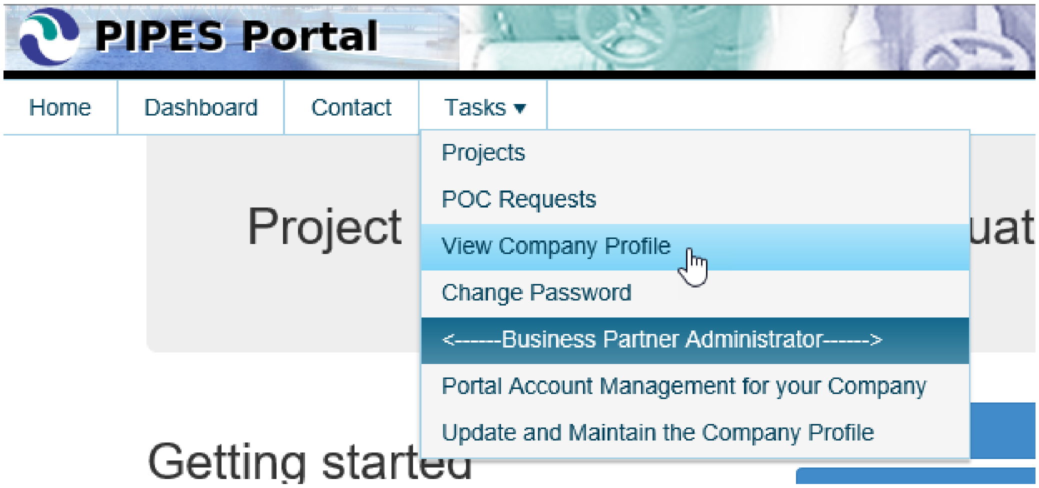
Downloading POC File

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**.



View Company Profile

Information for the User's company can be found from the "Tasks" menu and selecting "View Company Profile" option.



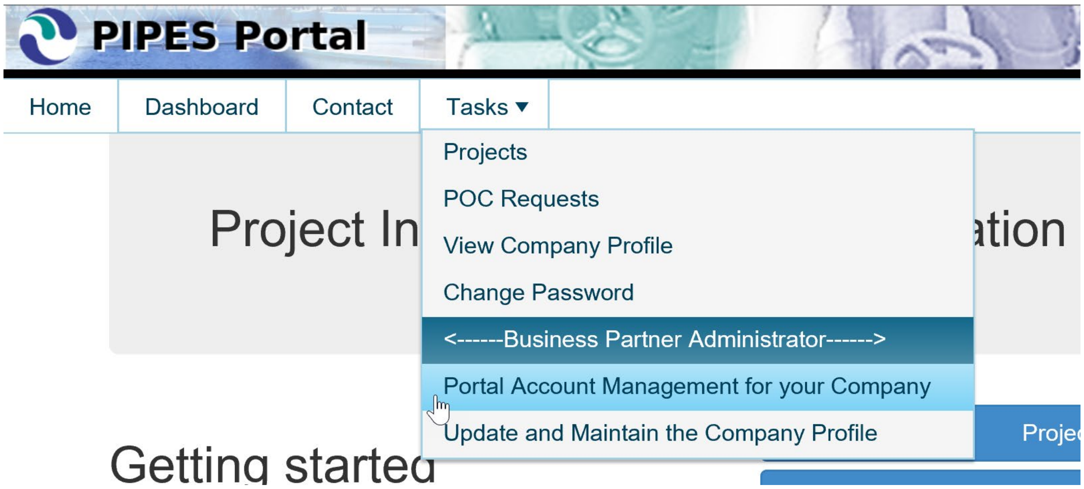
My Company Details

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

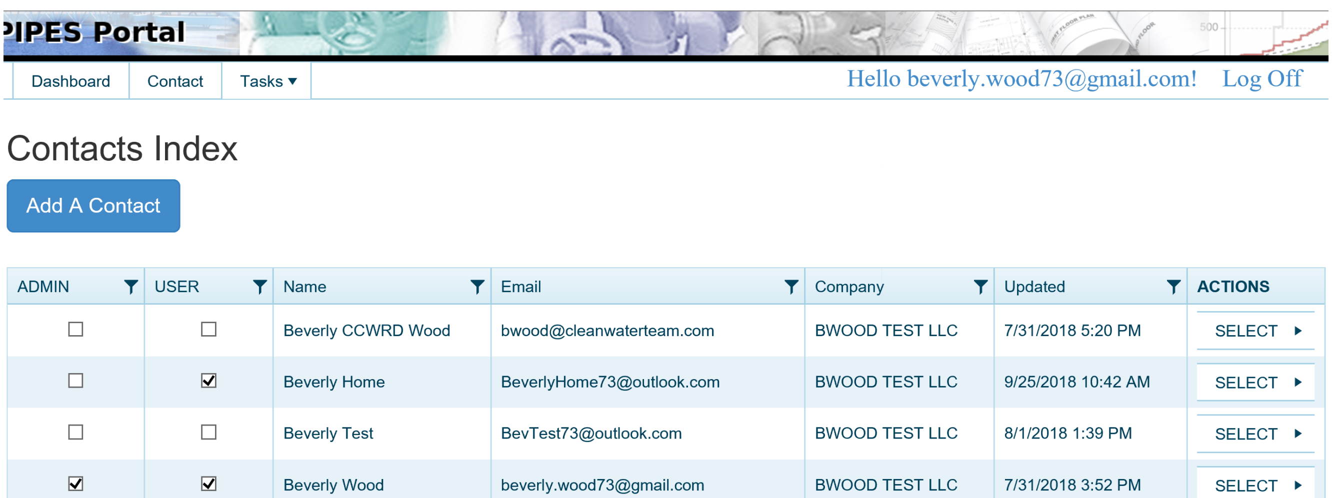
Business Partner Administrator Functionality

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.



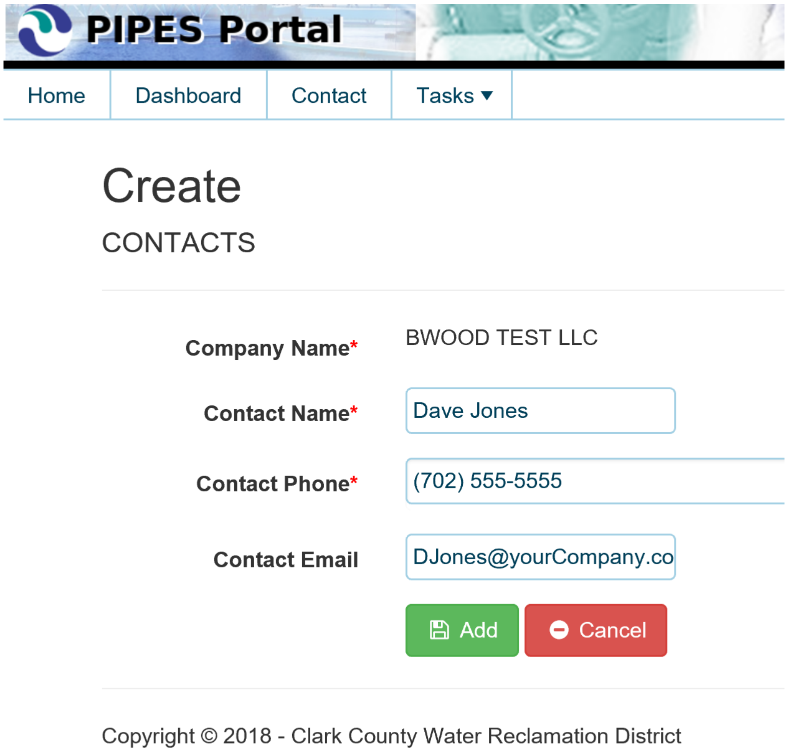
The table will indicate if a user for the company is a BP Administrator and/or a Portal user.



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

Creating a Contact

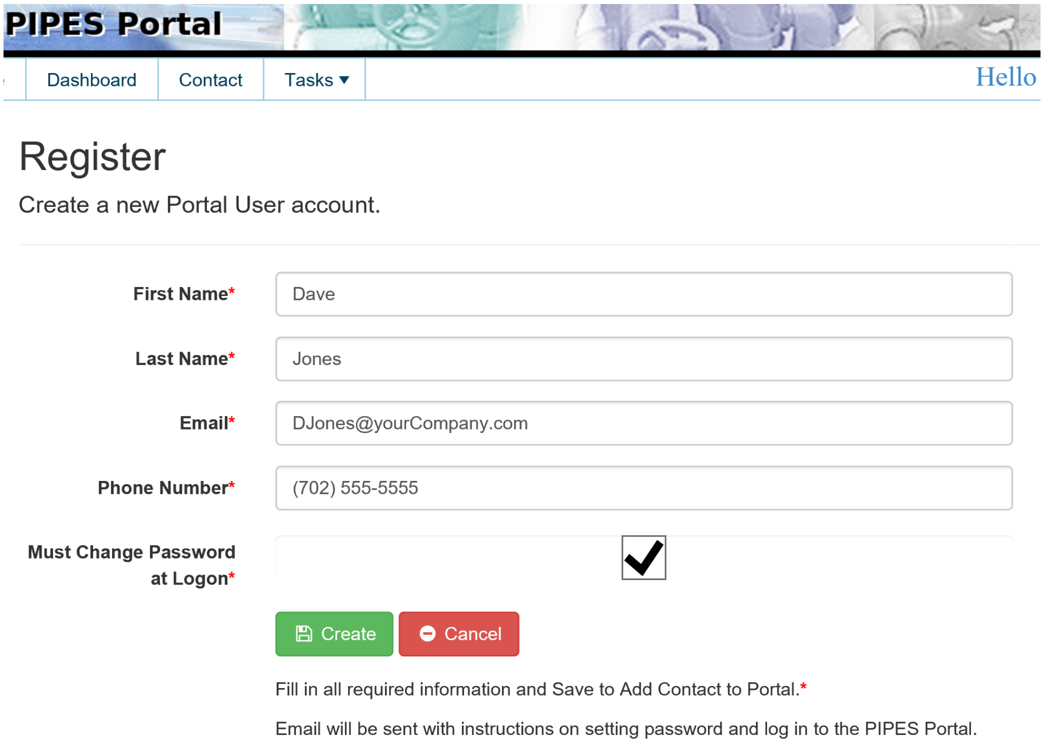
Click “Add A Contact” to add a new user for Portal access and provide their name, phone number, and email address.



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

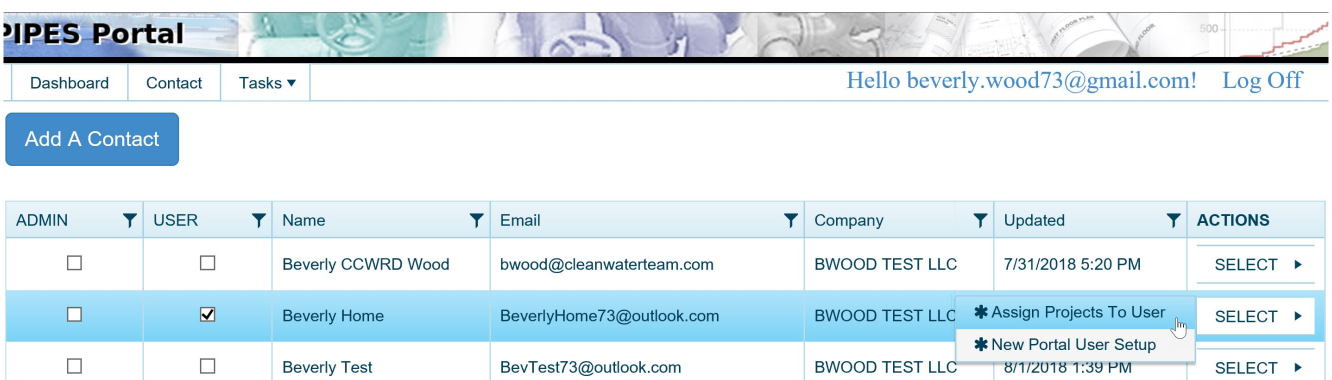
Register User

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.

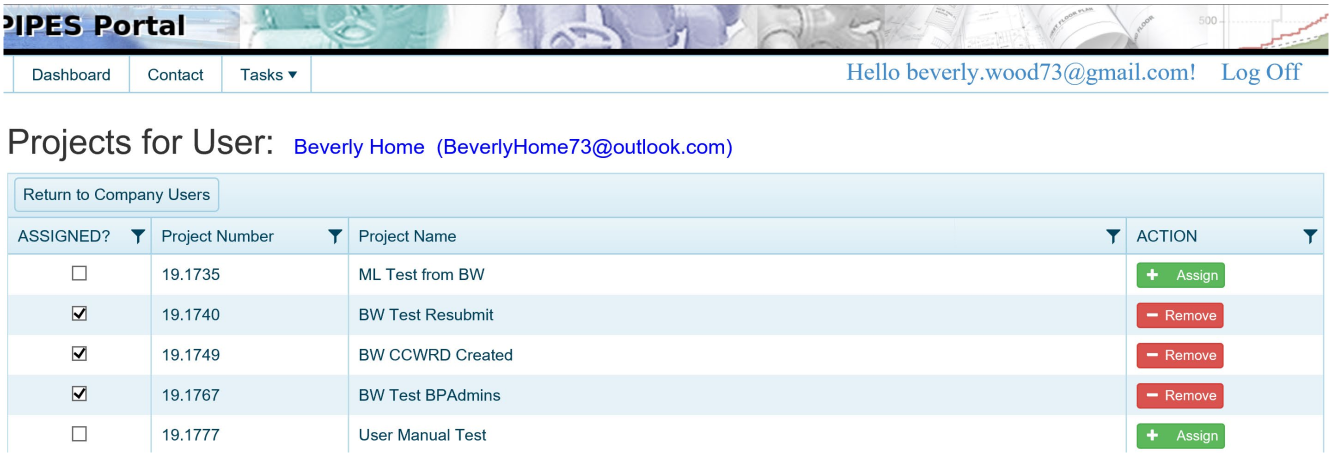


Assign Projects to User

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".

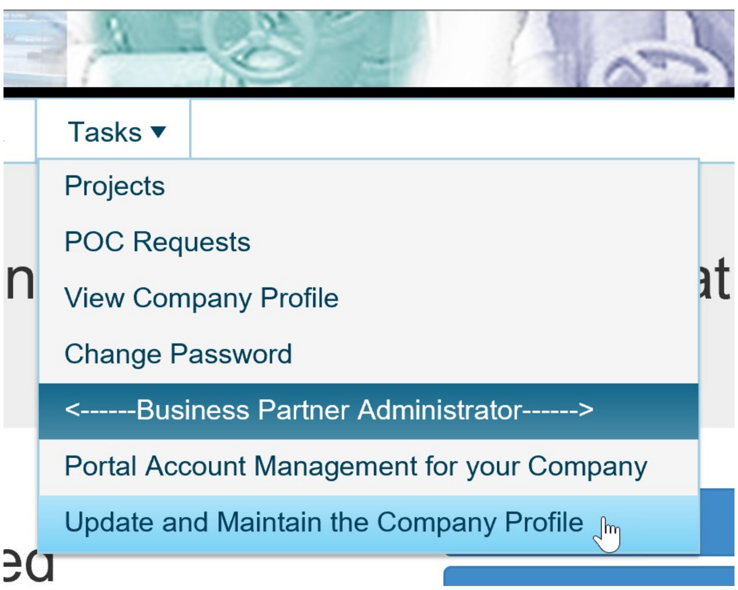


The left column is marked for all projects currently assigned to the user. Click on “Assign” or “Remove” in the right column to change their access.

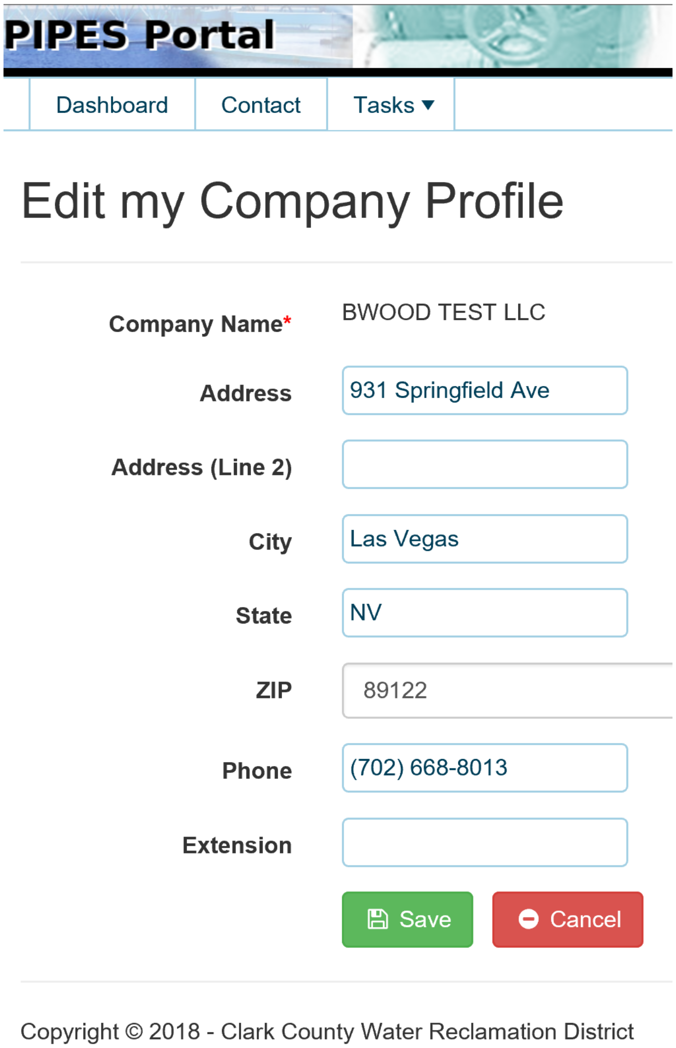


Update Company Profile

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.



Frequently Asked Questions

1. Q: **I can’t see my project, what should I do?**

   A: See your BP Admin and have them assign you the missing project.

2. 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.

3. 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

4. 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