City of Port St. Lucie

Single Sign-on User Guide



Updated 04/12/2022 tv

Table of Contents

What is Single-Sign on?page 3
New Contractor Registrationpage 4
How to Log into E-Permitting once Registeredpage 5
How to Link Two Contractor IDs for E-Permittingpage 6-9
Adding other Servicespage 10-12
Managing Servicespage 13
Delegating Task (applying and paying)page 14
Changing or Updating Passwordpage 20
Forget Password?page 21



What is PSL Single Sign-On?

- Single Sign On allows users to registered an account and link existing application services provided by the City of PSL (ex. Business Tax, Public Works, etc).
- Users can then login to their linked application services with the same set of credentials (e.g., username and password).

How to Register for Online E-Permitting Services

- 1. First the qualifier must visit the contractor licensing office to sign the online agreement. This must be done in person, one time.
- 2. Next, visit https://reg.cityofpsl.com/
- 3. Click on REGISTER NOW!



- 4. Enter the primary email address, you must be able to access this email to confirm.
- 5. Create a secure password
- 6. Click Register

	SINGLE SIGN-ON	
Register an	account	0
Email		
Password		
Confirm passwore	đ	
	Register	
G	Sign in with Google	

- 7. Confirm email address by clicking confirmation link in the mail sent to the provided address.
- 8. You can now login to the Online E-Permitting Portal here www.cityofpsl.com/building
- 9. Already registered? Go to page 5

How to log into the E-Permitting System, once registered.

1. Click on E-Permitting <u>www.cityofpsl.com/building</u>



2. You will be directed to here -

Log in Email Password Log in Forgot your password? G Sign in with Google	
Email Password Log in Forgot your password? G Sign in with Google	۲
Password Log in Forgot your password? G Sign in with Google	
Log in Forgot your password? G Sign in with Google	
G Sign in with Google	
Create a new account	

- 3. Use the PRIMARY email and password, click Log In.
- 4. Please note For contractor registrations you must first visit contractor licensing to sign the online agreement to utilize our system. Creating an account in the registration system, does not allow you access to the Contractor E-Services Portal until the agreement has been signed. Once you have signed the online agreement, go to page 4 and complete the registration.
- 5. Click Log In

How to Link Two Contractor ID's for use of E-Permitting

If you have two contractor licenses that are registered to pull online permits, you must link them together through the new single sign-on. This will allow a single login for both licenses and allow you to choose which one you are doing work under once you enter the E-permitting portal.

If you're attempting to login with your online ID and it is not working, please email <u>permitting@cityofpsl.com</u> with your email address and Online Contractor ID numbers. Staff will let you know which number to login under to begin the linking or you can try both online ID numbers. One of your ID's should work and the other will need to be linked by following the below steps.

1. To link both licenses together you will go to: <u>https://reg.cityofpsl.com</u>



2.. Click on Login in the upper right-hand corner.

4. Under Add Services, Click on Start Now.



5. Under Building Online Contractor, click on Begin.

dd Services		
Search	Building Online Contractor	
Keywords Classification	Linking this services will allow users to login to the building departments onlince services and apply for permits online.	Begin
Building Public Works/Engnieering Finance	PWE Online Contractor	
Filter Clear	Linking this service will allow users to login to the Port St. Lucie Public Works/Engineering online services and pay for re-inspection fees online.	Begin
	Business Tax	
	Linking this service will allow users to login to the Port St. Lucie Business Tax online services and pay for fees online.	Begin

6. In the Agreement section, click Next.

Agreement	Information	Review	Complete
Welcome to the	Registration for Build	ing Department O	nline Contractor.
Com	pletion of this Wizard will allow a	access to Panda Online Serv	rices.
	If you have multiple On	line Contractor #s,	
please com	plete this wizard for each to add	all under your single sign-o	on account.
			Ne

6. Enter your primary email address and online contractor ID number of the <u>unlinked</u> contractor. Click next.

Agreement	Information	Review	Complete
Email			
Unline Contractor #			

7. Review the information listed, then click Submit.

Building	g - Contractor Registr	ation			
	Agreement	Information	Review	Complete	
Please re Contract	view your information below be tor Type: AIR CONDITIONING - tor Email: tvalure@cityofpsl.cor	efore submitting. CLASS A n			
Online Contractor #: 37091 Online Contractor Agreement Completed: Yes					
	_				
Previou	LS			Submit	

8. You will receive a registration email that will need to be confirmed.

PR	Tue 11/27/2018 1:23 PM PSL Register <registration@cityofpsl.com> PSL Registration - City of PSL Contractor Account Link</registration@cityofpsl.com>	
To Tracy Valure		
1 This message	vas sent with High importance.	^

Your PSL Online Contractor Id 37091 has been linked with the City of Port Saint Lucie Single Sign On. Please click the following link to confirm your activation: <u>Confirm</u>

9. Click confirm in the email that is received



10. You have now linked BOTH Of your contractor ID's. You will now only need to login to Panda once and you will be able to toggle between both types of contractors rather than log in, log out, log in, etc.

The Online Contractor Services screen will look like this:



At the top you will see a DROP DOWN, click this to select which license you are wanting to view, apply for, or schedule inspections for.

Please contact <u>permitting@cityofpsl.com</u> or <u>contractorlicensing@cityofpsl.com</u> if you are having any difficulties or questions concerning this..

Adding other Services to your Single Sign On

Once registration is complete, account holders can add services to their account that will allow them to access various online services provided by the City of Port St. Lucie. To begin this process, navigate to the add services page by clicking Menu -> Commercial Services -> Add Service.



Finding a Service

The Add Service page is a listing of all the services that can be linked to an account. This listing can be searched by keywords or department classification, which is highlighted on the left-hand side of the image below. Once you have located a service to link, select the "Begin" button of that service on the right side, which is also highlighted in the below image.

Add Services		
Search	Building Online Contractor	
Keywords Classification	Linking this services will allow users to login to the building departments onlince services and apply for permits online.	Begin
Building Dublic Works/Engnieering Finance	PWE Online Contractor	
Filter Clear	Linking this service will allow users to login to the Port St. Lucie Public Works/Engineering online services and pay for re-inspection fees online.	Begin
	Business Tax	
	Linking this service will allow users to login to the Port St. Lucie Business Tax online services and pay for fees online.	Begin

Completing the Wizard

Adding a service requires the completion of a 4-step wizard. In the following steps we are completing a wizard for Building Online Contractor

STEP 1 – Welcome

Building - Contractor Regi	stration					
Agreement	Information	Review	Complete			
Welcome to the Re	Welcome to the Registration for Building Department Online Contractor.					
Comple	tion of this Wizard will allow	access to Panda Online Serv	nces.			
nlease comple	If you have multiple Of te this wizard for each to add	niine Contractor #s, d all under vour single sign-r	on account			
please complete this wizard for each to add all under your single sign-on account.						
			Next			

STEP 2 - Information

Building - Contractor R	egistration		
Agreement	Information	Review	Complete
Email			
Online Contractor #			
Previous			Next

This step users must provide information related to the service that is being linked. In this example, the email on record with the Building Department matching the online contractor number must be used; as well as, the online contractor number.

STEP 3 - Review

Building - Contractor	Registration		
Agreement	Information	Review	Complete
Please review your informatio	on below before submitting.		
Contractor Email:			
Online Contractor #:	I		
Online Contractor Agreeme	nt Completed: Yes		
Previous			Submit

This step will provide the user an opportunity to review and ensure the system information matches.

STEP 4 – Confirmation



In this step, a confirmation email will be sent to the email address provided in step 2. This confirms the addition of the service. The user will need to navigate to the email address, then click the link in the confirmation email.



Once all steps are completed, the user account will have access to the newly linked online services, as well as, a new menu option for that service.



Managing Services

The City of Port St. Lucie Single Sign-On allows users to remove services that have been linked to a Single Sign-On Account.

You can also give access to users to apply for and pay for permits. These task can be completed through the Manage Services Portal, as seen below:

Current Services						
Here you can view and manage	Account Type	Account #	Status	Date Added		
services that are linked to this account.	Building Contractor	9148	\checkmark	11/15/2018 11:06:14 AM	Manage Users	Unlink
	Building Contractor	37091	1	11/27/2018 1:23:18 PM	Manage Users	Unlink

To remove a linked service, simply click the "unlink" button as seen in the image above and then confirm the removal.

Single Sign On allows the primary user to delegate tasks such as applying and paying for permits to their employees. Remember, when applying for permits your username and login, in essence, acts as your signature on permit applications. By delegating these tasks your office staff can apply for permits without signing for the permits. The qualifier will receive notification that there are permits that need approving (signed). Once the qualifier signs/approves the permits, then staff that are delegated to pay for permits can make an online payment to submit the permit for application.

To delegate task staff that you wish to delegate must create a user account in Single-Sign on. Please have them go to register.cityofpsl.com and click register now!



Once they have registered with single sign-on and confirmed their email. You can delegate them to a task thru the Manage Services function of Single-Sign On.

The primary holder must sign into single-sign on at register.cityofpsl.com

Click on Manage Services

Commercia	l Services
Add Services	Manage Services
Linking a new service with your single sign-on will allow access to those online services through this account.	Manage existing services associated with this user account.
Start Now!	Manage

Choose Manage Users under the Building Contractor account that you wish to delegate task to.

						/
Here you can view and manage services that are linked to this	Account Type	Account #	Status	Date Added	*	
account.	Building Contractor	9148	\checkmark	11/15/2018 11:06:14 AM	Manage Users	Unlink
	Building Contractor	37091	\checkmark	11/27/2018 1:23:18 PM	Manage Users	Unlink

Click on the + next to the search field.

Manage Users for Building Contract	or: #9148	
		+ Search
User Name	Selected Roles	



Type in the email address of the delegated user. If they have registered, it should populate. Select their email.

er Name: Valure@cityofpsl.com Selected Roles User Name: Valure@cityofpsl.com Apply for Permits Apply for Permits Pay for Permits Save Cancel	anage U	sers for Building Contractor:	#9148	
er Name Selected Roles Selected Roles				+ Q Search
User Name: tvalure@dtyofpsl.com Selected Roles: Apply for Permits Apply for Permits Pay for Permits Save Cancel	er Name		Selected Roles	
Selected Roles: Apply for Permits X Apply for Permits Pay for Permits Cancel	User Name:	tvalure@cityofpsl.com	•	
Apply for Permits Save Cancel	Selected Roles:	Apply for Permits 🗶		
Pay for Permits		Apply for Permits	▲	Save Cance
		Pay for Permits		

Next click in Selected Roles and select what roles you wish for them to conduct. You can choose one role or both roles. Neither of these roles allow for them to approve and submit permits. Only to apply and pay. The Qualifier is the only user account that has the ability to approve and submit for a permit.

Click Save

Once roles have been saved, you can go back and delete roles at any time by logging into Single-Sign On, then go to Manage Services, then to Manage Users and click on Delete.

Manage Users for Building Contractor:	#9148	
	+ Q Search	
User Name	Selected Roles	
tvalure@cityofpsl.com	Apply for Permits, Pay for Permits	Delete



Those that have been given the role of Applying for permits can now go to the Contractor E-permitting Services and login as themselves. They will only be given the options for whatever roles they have been delegated.

The below user was given the role of applying for permits and paying for fees.

Online Contractor Services				
	Select Contractor #: 9148 - RESIDENTIAL CONTRACTO			
APPLY FOR A PERMIT	VIEW LIST OF TODAY'S SCHEDULED INSPECTIONS			
PAY PERMIT FEES PAY REINSPECTION FEES				

The user will then go through the normal process of applying for a permit up until the point of signature verification of the permit.

The user will then select "Submit to Qualifier for Approval"

	Signature Verification
SUBMIT TO QUALIFIER FOR APPROVAL	←
BACK TO CONTRACTOR SERVICES MENU	
Amount:\$55.00	
BACK TO APPLICATION	

An email will be sent to the Qualifier/Primary User notifying them that they have permit submittals waiting for approval.



Follow the link in the email or log into Contractor E-Services and select Apply for a Permit.

The Yellow will denote applications that need to be approved.



Select Approve



Once you click Approve, you will be taken to the Signature Verification Page.

Type in your name as shown. Then select to Verify signature and go to payment page, if you will be making the payment or select Verify signature only, if you have delegated that task to another person to make the payments on permits.

Signature Verification		
Please type in your name, exactly as seen below, to sign application.		
Tracy		
VERIFY SIGNATURE AND GO TO PAYMENT PAGE		
VERIFY SIGNATURE ONLY		
BACK TO CONTRACTOR SERVICES MENU		
Amount:\$55.00		
BACK TO APPLICATION		

If you select the Verify signature and go to payment screen you will be asked to make payment to finish submitting your application.

If you select Verify Signature Only, you will see that the permit has been signed. Your staff will then need to login to Contractor E-services to complete the payment for the permit in order for it to be submitted for review.

Please type in your name, exactly as seen below, to sign application. Tracy Tracy	Signature Verification
Tracy Tracy	Please type in your name, exactly as seen below, to sign application.
VERIFY SIGNATURE AND GO TO PAYMENT PAGE VERIFY SIGNATURE ONLY Permit has been signed. BACK TO CONTRACTOR SERVICES MENU	Tracy Tracy VERIFY SIGNATURE AND GO TO PAYMENT PAGE VERIFY SIGNATURE ONLY Permit has been signed. BACK TO CONTRACTOR SERVICES MENU

Please note, applications for permits are NOT submitted until approval has been done AND payment has been processed.

Changing or Updating a Password

- 1. Go to <u>https://reg.cityofpsl.com</u>
- 2. Log in
- 3. Click on Menu in the upper left-hand corner.
- 4. Click on User Profile

Profile	Profile	
Password External logins	Username tvalure@cityofpsl.com	
	Email tvalure@cityofpsl.com	
	Phone number	
	Save	

5. Select Password

Profile	Change password
Password External logins	Current password
	New password
	Confirm new password
	Update password

6. Enter current password, then enter your new password, confirm new password. Select update password.

How to Reset a Forgotten Password

1. (Option 1) From the Online E-permitting Single Sign-on screen or click on Forgot your Password.

(Option 2) Go to <u>https://reg.cityofpsl.com</u>, click on Log In, select Forget your Password.



1. Enter the Primary Email, click submit.



2. You will receive an email to the primary email account with a link to reset.



Please reset your password by clicking here: link

4. Click LINK. Enter the primary email and new password, confirm password. Click RESET.

F	Reset password
I	Reset your password.
E	Email
F	Password
0	Confirm password
	Reset

5. Login to the E-permitting system at <u>www.cityofpsl.com/building</u>

