

Customer Portal Series

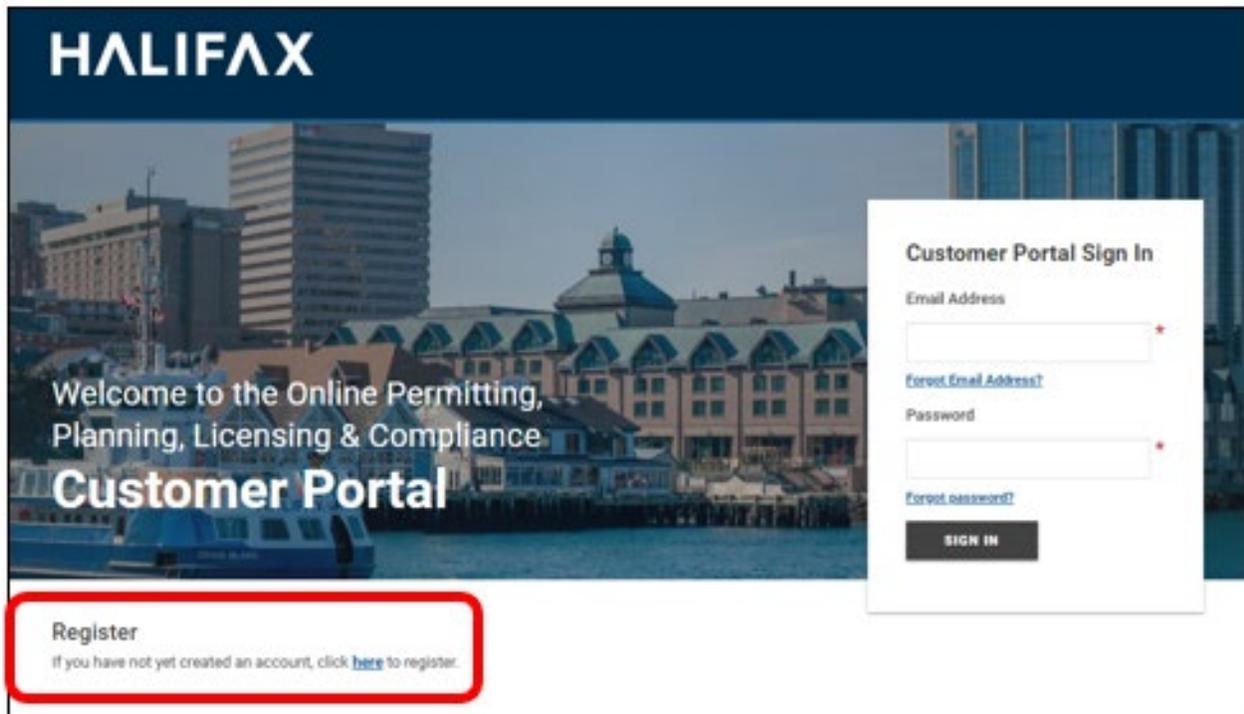
Registering a Customer Portal Account

Customers must register a customer portal account in order to use the online portal. The registration is a one-time process similar to registering for any online platform.

Access the registration / login page

Here is a link to the [Customer Portal Login](#)

STEP 1: At the bottom of the login page is a link to initiate a new account registration.



Customer Portal Series

STEP 2: Click the link

STEP 3: Complete the registration form. Fields marked with an asterisk are required. The registration will not proceed if those fields are blank.

Be sure to provide a security question as this will be used in the future to retrieve your password if you forget it.

When the form is complete click **'Finish Registration'**

The screenshot shows the Halifax Online LMS registration page. At the top, there is a dark blue header with the 'HALIFAX' logo on the left and 'Home Sign In' links on the right. Below the header, the main heading is 'Welcome to Online LMS'. A paragraph of text explains that users must fill out fields marked with asterisks and that a confirmation email will be sent. The form is divided into several sections: 'YOUR INFORMATION' with fields for First Name, Last Name, Phone Number, Email Address, and Confirm Email; 'MAILING ADDRESS' with fields for Address Type, Street Address, Address Line 2, City/Town, State/Province, Country, and Zip/Postal Code; 'SECURITY QUESTION AND PASSWORD' with fields for Security Question, Security Answer, Password, and Confirm Password; and a 'Match Code' section with a CAPTCHA image. A 'Finish Registration' button is located at the bottom left of the form area. A privacy notice is at the bottom of the page.

HALIFAX Home Sign In

Welcome to Online LMS

Please register online. All fields with asterisks must be filled out in order to proceed. Once the information on this screen has been provided, the system will send a confirmation email with a link to this website, where you can confirm your registration. ADMIN

YOUR INFORMATION

* First Name:

* Last Name:

* Phone Number: () -

* Email Address: A valid email is required as your email address will be used to login to the system.

* Confirm Email:

MAILING ADDRESS

* Address Type:

* Street Address:

Address Line 2:

* City / Town:

* State / Province:

* Country:

* Zip / Postal Code:

SECURITY QUESTION AND PASSWORD

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

* Security Question:

* Security Answer:

* Password: Password must:

* Confirm Password: - be at least 8 characters
- contain at least two (2) letters
(one upper case and one lower case)
- and one (1) number.

Enter the code you see below.

* Match Code:

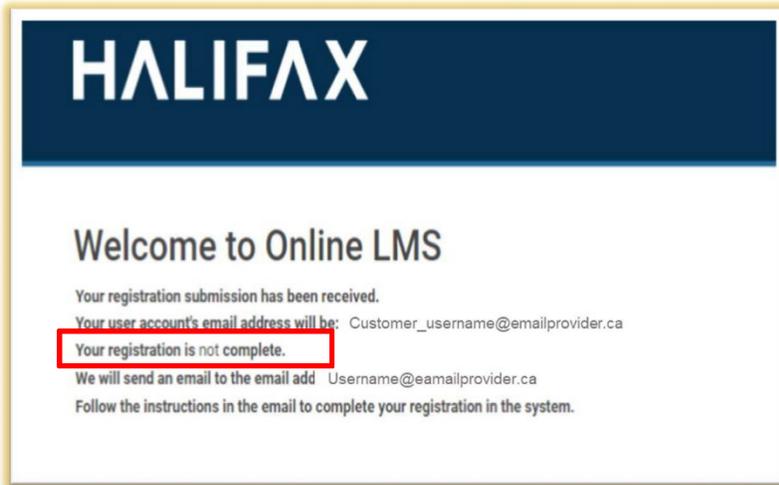
The personal information that you provide on this form and any attachments will be used for communicating with you concerning your application and for billing purposes. It is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act and is protected by the privacy provisions of the Act. Should you have any questions about the collection of this information, you may contact (Name Here) at (email here) or (phone number here). ADMIN

Finish Registration

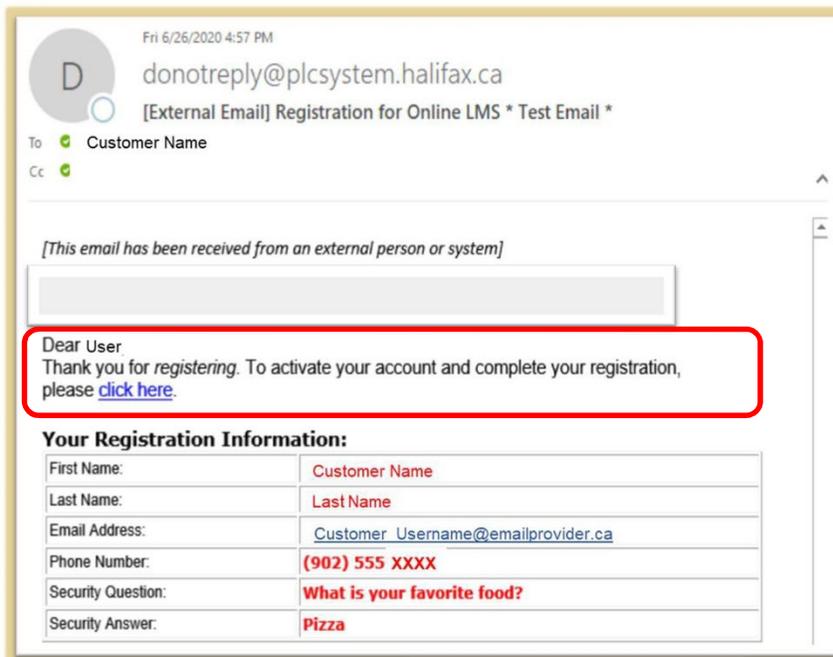
Customer Portal Series

STEP 4: Following the submission of the registration form you will see a confirmation page indicating your registration was submitted.

Note that in states your registration is **NOT** complete. This is because there is a validation step in an email sent to you that will authenticate your registration



STEP 5: You will receive an automated email at the email address you entered in the registration form. The email contains a link to validate and complete the registration process.



Customer Portal Series

STEP 6: Click the link in the email and it verifies your email address is authentic. The login page for the Customer Portal will open.

HALIFAX

Welcome to the Online Permitting, Planning, Licensing & Compliance
Customer Portal

Customer Portal Sign In

Email Address *

[Forgot Email Address?](#)

Password *

[Forgot password?](#)

SIGN IN

Register
If you have not yet created an account, click [here](#) to register.

All future access of the customer portal will begin at this log-in page. The registration steps are a one-time requirement only.

STEP 8: On your initial login you may be asked if you wish to create a contractor profile and a business profile.

Skip these steps for now to complete the activation of your online account. These options are available within your customer portal account at any time. Instructions for creating a contractor or business profile can be found on the website.

HALIFAX Welcome, Home Search Pay My Payments Profile Sign Out

Customer Name

MY CONTRACTOR

To associate your account with an existing contractor, please specify the Contractor Business Name along with the Contractor Association Special-allow.

Contractor PIN: **Associate with Existing Contractor**

Register as a New Contractor

Skip / Next

SKIP

HALIFAX Welcome, Home Search Pay My Payments Profile Sign Out

Customer Name

MY BUSINESSES

Below is the business information we have on record for you. Click the icon to update the information. Below is the business information we have on record for you. Click the icon to update the information. Below is the business information we have on record for you. Click the icon to update the information. Below is the business information we have on record for you. Click the icon to update the information.

Business

To associate your account with an existing business, please specify the PIN. To associate your account with an existing business, please specify the PIN. To associate your account with an existing business, please specify the PIN. To associate your account with an existing business, please specify the PIN.

Business PIN: **Associate with Existing Business**

Skip / Next

SKIP

Customer Portal Series

STEP 9: Customer Portal Dashboard

All future logins will open to the Home Page of the Customer Portal. [See [How-to navigate the customer portal dashboard](#) for further instructions].

HALIFAX Welcome, Jason Thibeau Home Search Pay My Payments Profile Sign Out

Home

Welcome to Halifax Regional Municipality's Online Permitting System

Manage your permits via the tabs below.
Track your permit in the My Activities tab. Check often for updates.
If your permit does not appear in the tabs below, use the Search in the menu above to retrieve your permit.

System Requirements
For the best experience using our system:

- Browser must be current** - The following browsers in the most current version are supported: Chrome (Windows and macOS), Firefox (Windows and macOS), Edge (Windows), Safari (macOS).
- Cookies must be enabled** - Cookies enable many features in the system. If not enabled, the system will not function correctly.
- Cookies are controlled in your browser settings.** The Customer Portal only retains these cookies for the duration of the session; they are deleted when the browser is closed or the session times out.
- JavaScript must be enabled** - JavaScript allows certain features in the system. If not enabled, the system will not function correctly.
- JavaScript is controlled in your browser security settings.** All supported browsers have at least JavaScript 1.1 installed as a plugin by default, but customers may need to enable it if it has been turned off.
- Browser Autofill should not be used** - Browser autofill may cause unnecessary errors when using the system.

Permitting
> Apply for a Permit
> Estimate Fee

Licensing
> Apply for or Renew Licenses

Compliance
> Report an Issue

MY ACTIVITIES MY INSPECTIONS MY PROJECTS MY BUSINESSES

[Show more...](#)

Monitor the status of your permits here. **Note: Permits with a status of DRAFT have not been submitted.**

- Sort the table by selecting the column title
- To address permits returned as "Application Incomplete" click the permit icon to access the application, see notes from staff, and make changes.
- To address permits returned as "Applicant Revisions" click the blue link: Additional Info Required to access the section where you can make edits and re-submit the permit.
- To request inspections use the blue link: Request Inspections to open the request form.

Type	File Number	Description	Location	Status	Created Date	Submitted Date	Revisions Required	Next Action
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Your account is now fully functional, and you can begin submitting applications online [See [How to apply for permits online](#) for further instruction].

To apply for permits on behalf of clients or your employer, you will need to create a contractor profile [See [How to create a contractor profile](#) for further instructions].

To apply for licenses for a Business, you will require a Business Profile. [See **How to create a business Profile from the Customer Portal** or **How to Link to a Business profile created by HRM staff**]