

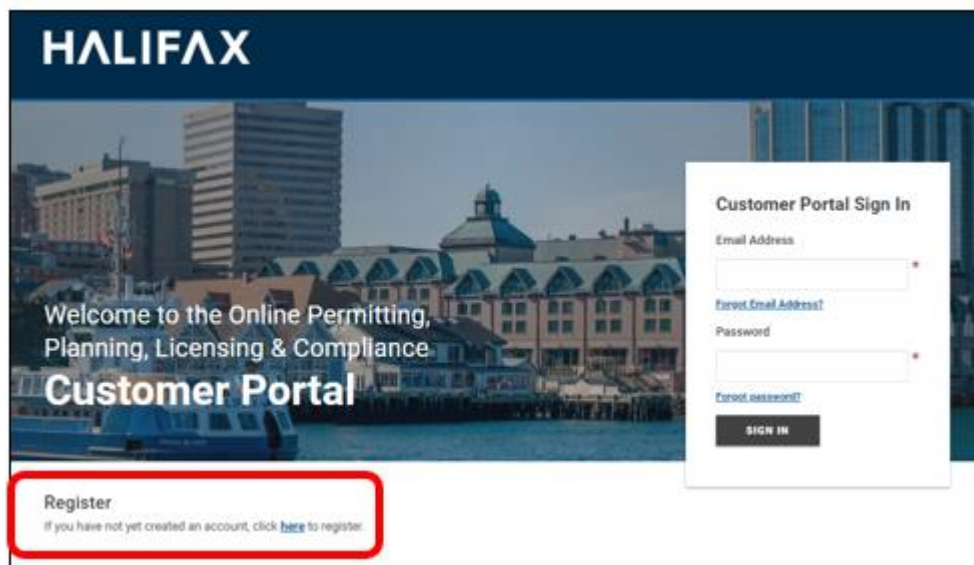
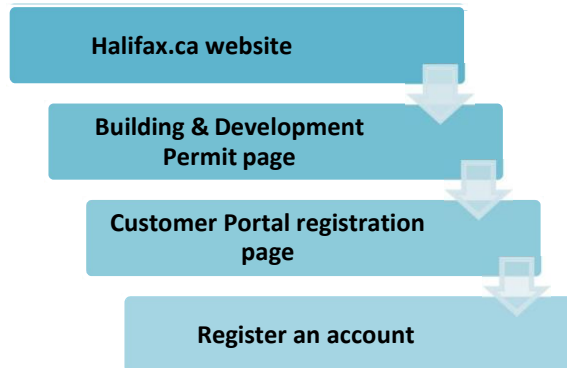
Register a Customer Account

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

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



Register a Customer Account

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 to retrieve your password if you forget it.

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

The screenshot shows the Halifax Online LMS registration form. At the top, the Halifax logo is on the left and 'Home Sign In' is on the right. The main heading is 'Welcome to Online LMS'. Below this is a paragraph of instructions: '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'. 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 at the bottom left. A privacy notice at the bottom states: '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'.

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:

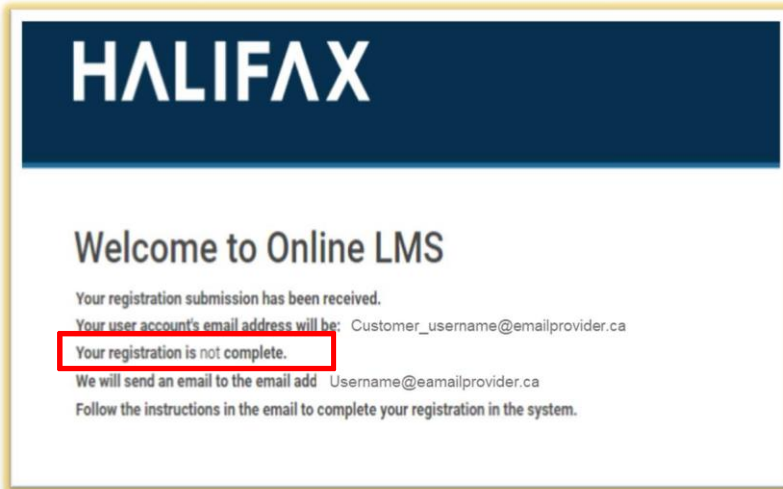
The personal information that you provide on this form and any attachments will be used for communicating with you concerning your application and for billing purposes. It is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act and is protected by 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

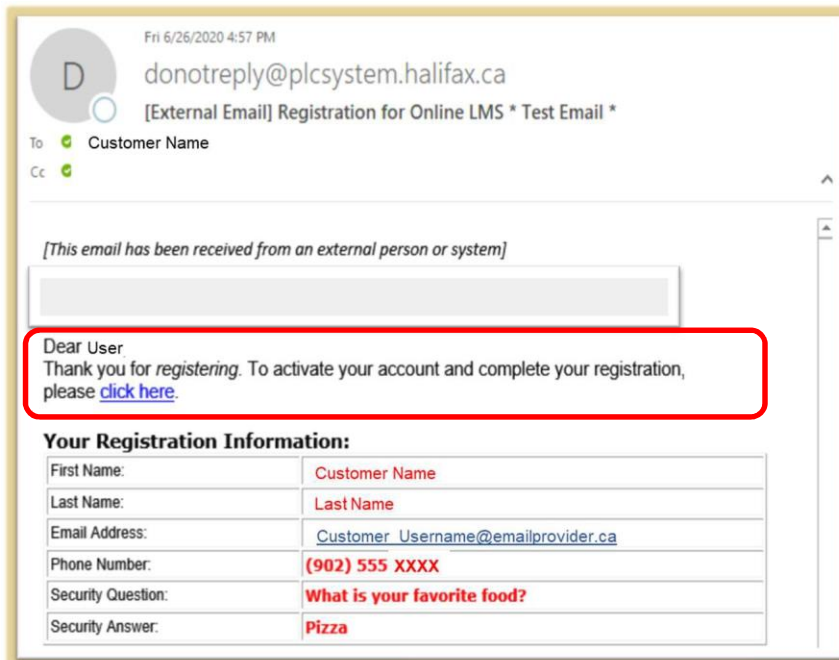
Register a Customer Account

STEP 4: following the submission of the registration form you will receive confirmation your registration was submitted.

Note that in states your registration is NOT complete. This is because there is a validation step to authenticate your registration.

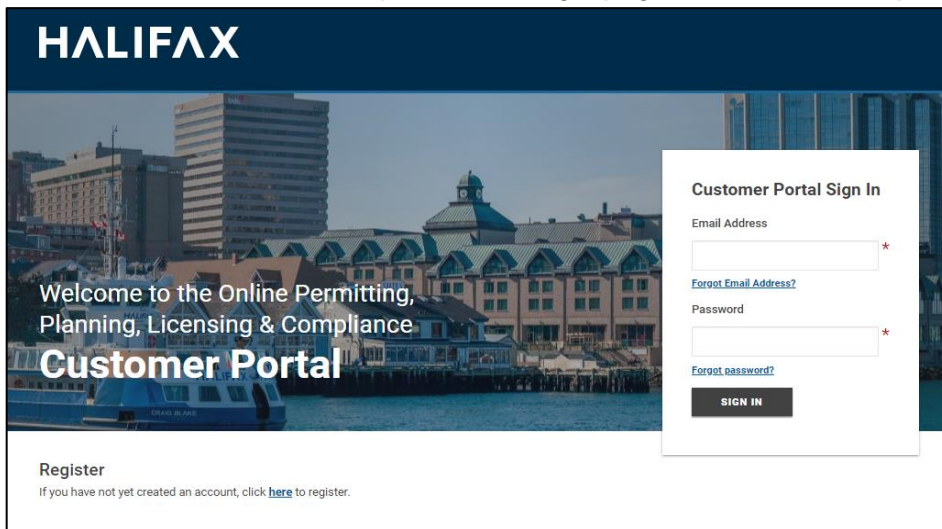


STEP 5: You will receive an automated email to the email you entered in the registration form. The email contains a link to complete the registration. When you click the link it verifies your email address is authentic and will take you to the login page for the Customer Portal.



Register a Customer Account

STEP 6: The link in the email opens to the login page for the customer portal.

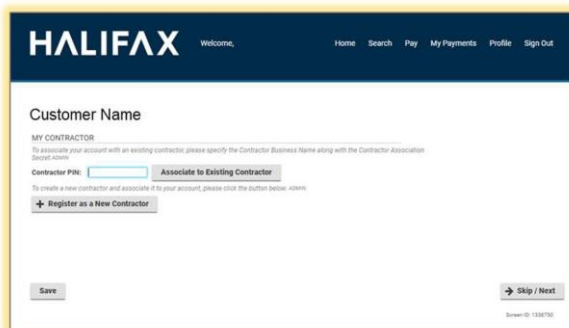


Enter the email you provided in the registration form and the password you created and Click sign in to complete your registration and activate your account.

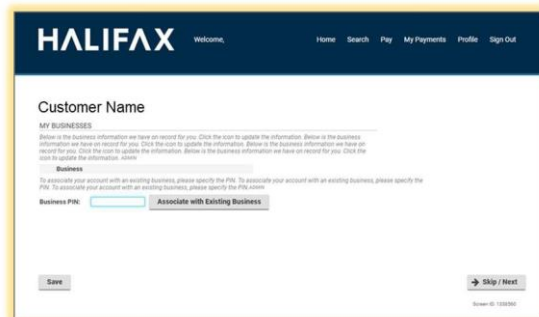
All future access of the customer portal will begin at this log-in page. The registration steps are a one-time requirement only.

STEP 7: On your initial login you will asked if you wish to create a contractor profile and a business profile.

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



SKIP



SKIP

Register a Customer Account

STEP 8: Customer Portal Dashboard

When your account is set up and has been activated following your first login, your account will open to the customer portal Dashboard [See **How-to navigate the customer portal dashboard** for further instruction].

HALIFAX Welcome, Applicant Alex Home Search Pay My Payments Profile Sign Out

Home

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

My Activities is the heart of the Customer Portal - track your applications and check often for updates.
My Inspections is where you can request and manage permit-related inspections.
My Businesses is where you add and create Business Profiles for your License Applications.
My Projects is where you can organize your permit and planning applications.

If your application does not appear in the My Activities tab below, use the Search in the menu above to retrieve. (You must be the applicant for this search to work).

[System Requirements](#)

Permitting

- > Apply for a Permit
- > Estimate Fees

Planning

- > Initiate Planning and/or Subdivision Application

Licensing

- > Apply for or Renew Licenses

Compliance

- > Report an Issue

[My Referrals](#)

MY ACTIVITIES MY INSPECTIONS MY PROJECTS MY BUSINESSES

[Show more...](#)

Note: Applications with a status of DRAFT have not been submitted.

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 and your employer you will need to create your contractor profile [See **How to create a contractor profile** for further instructions].

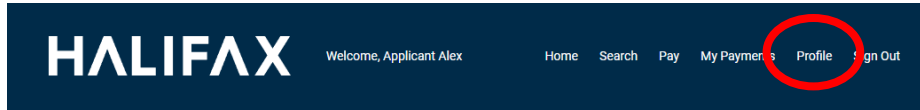
Register a Customer Account

NOTE:

If applying for **Permits**, set-up your account to receive a notification email when your permit is Issued.

Step 1:

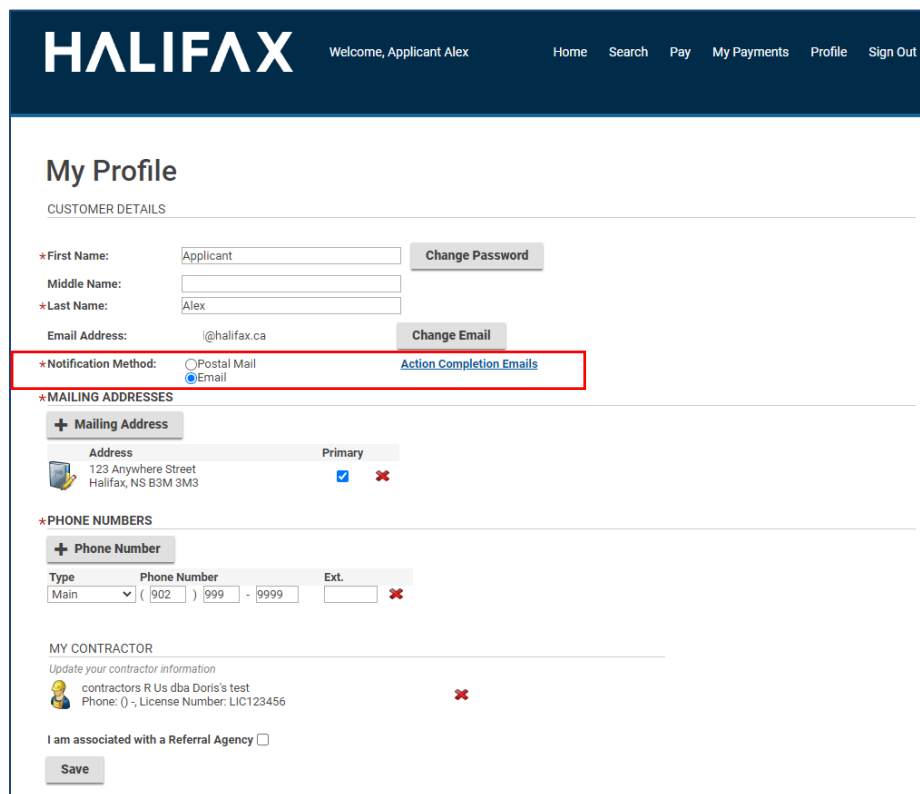
From the **Home** page navigate to Profile in the upper menu



Step 2:

Select notification method as **Email**

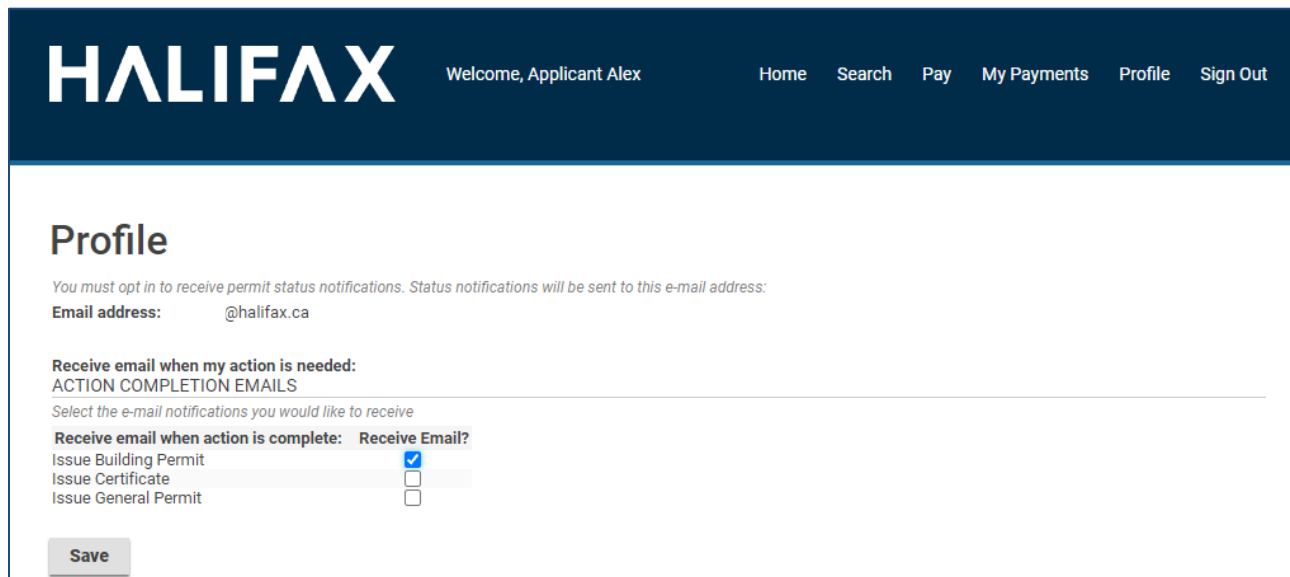
And click the Link to open **Action Completion Emails** Page.

A screenshot of the 'My Profile' page in the Halifax Customer Portal. The page has a dark blue header with the HALIFAX logo and navigation links. Below the header, the page title is 'My Profile'. Underneath, there's a section for 'CUSTOMER DETAILS' with fields for 'First Name' (Applicant), 'Middle Name', 'Last Name' (Alex), and 'Email Address' (@halifax.ca). There are 'Change Password' and 'Change Email' buttons. The 'Notification Method' section is highlighted with a red box, showing 'Postal Mail' and 'Email' (selected) radio buttons, and a link to 'Action Completion Emails'. Below this are sections for 'MAILING ADDRESSES' (with one address: 123 Anywhere Street, Halifax, NS B3M 3M3) and 'PHONE NUMBERS' (with one number: Main, (902) 999-9999). At the bottom, there's a 'MY CONTRACTOR' section with a contractor named 'contractors R Us dba Doris's test' and a license number. There's also a checkbox for 'I am associated with a Referral Agency' and a 'Save' button.

Step 3:

Register a Customer Account

Select tick box for notifications to receive.
Selection will automatically save.



The screenshot shows the Halifax Customer Portal interface. At the top, the Halifax logo is on the left, and the user is logged in as 'Alex'. Navigation links include Home, Search, Pay, My Payments, Profile, and Sign Out. The main content area is titled 'Profile' and contains the following information:

- A note: "You must opt in to receive permit status notifications. Status notifications will be sent to this e-mail address:"
- Email address: @halifax.ca
- Section: "Receive email when my action is needed: ACTION COMPLETION EMAILS"
- Instruction: "Select the e-mail notifications you would like to receive"
- Section: "Receive email when action is complete: Receive Email?"
- Options:
 - Issue Building Permit:
 - Issue Certificate:
 - Issue General Permit:
- A "Save" button at the bottom left.

NOTE: These are the ONLY status email *notifications* available in the system. All other correspondence related to the status of your application is communicated through your **Customer Portal – My Activities Tab**.

Some Actions may trigger a system-generated email to alert you to visit your Customer Portal if an application requires your attention. The email will not contain any application-specific information.