

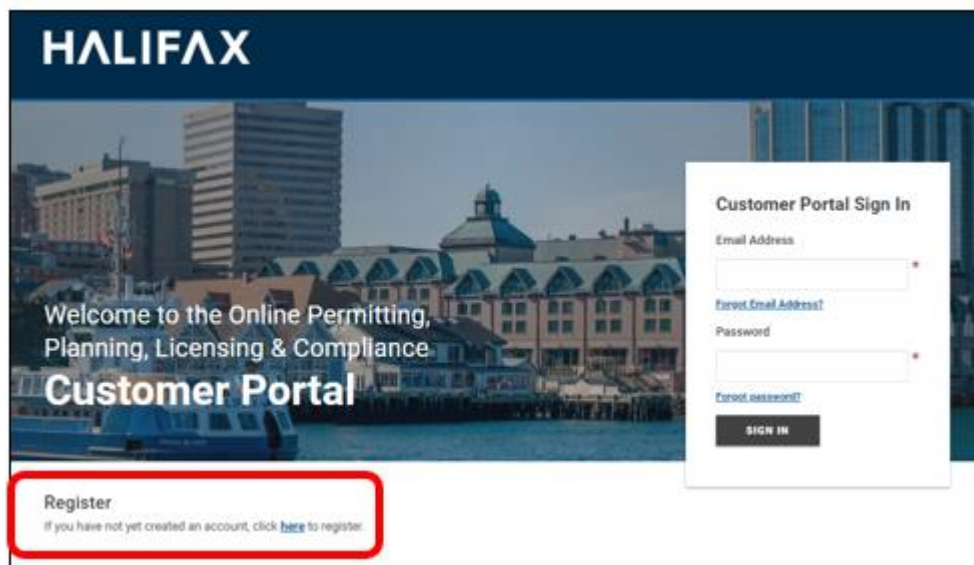
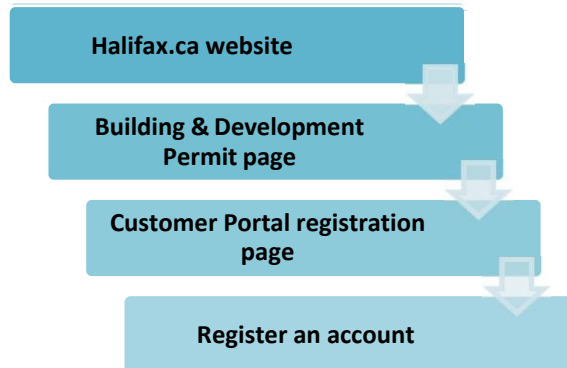
Customer Portal Series

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

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.



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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 page. At the top, there is a dark blue header with the 'HALIFAX' logo on the left and 'Home Sign In' on the right. Below the header, the main heading is 'Welcome to Online LMS'. A paragraph of text explains that users must fill out all fields with asterisks and will receive a confirmation email. 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:

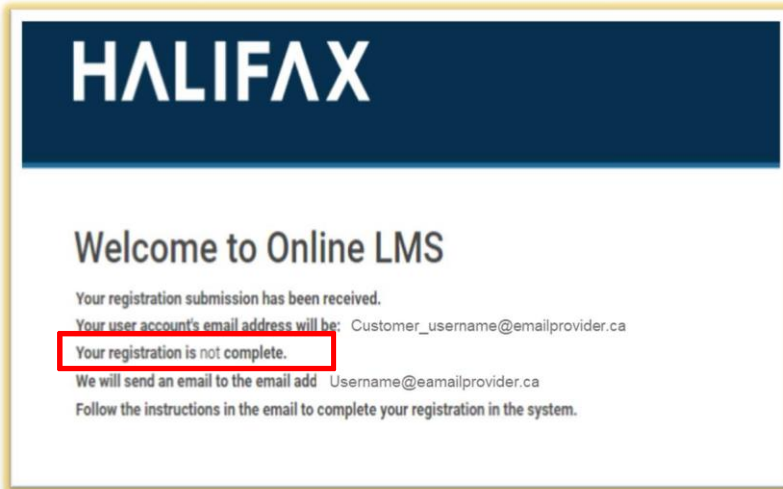
The personal information that you provide on this form and any attachments will be used for communicating with you concerning your application and for billing purposes. It is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy Act and is protected by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

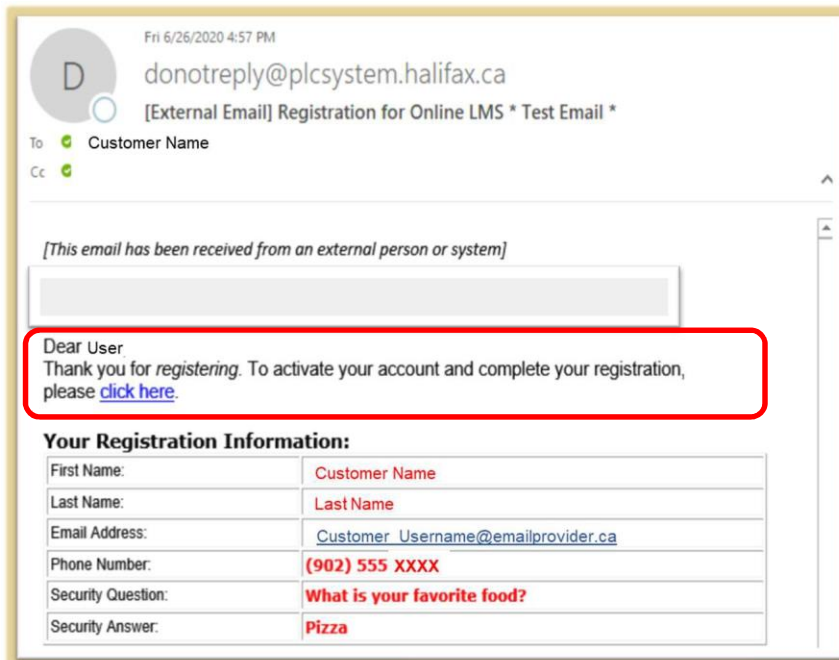
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STEP 4: following the submission of the registration form you will receive confirmation your registration was submitted.

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.



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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.

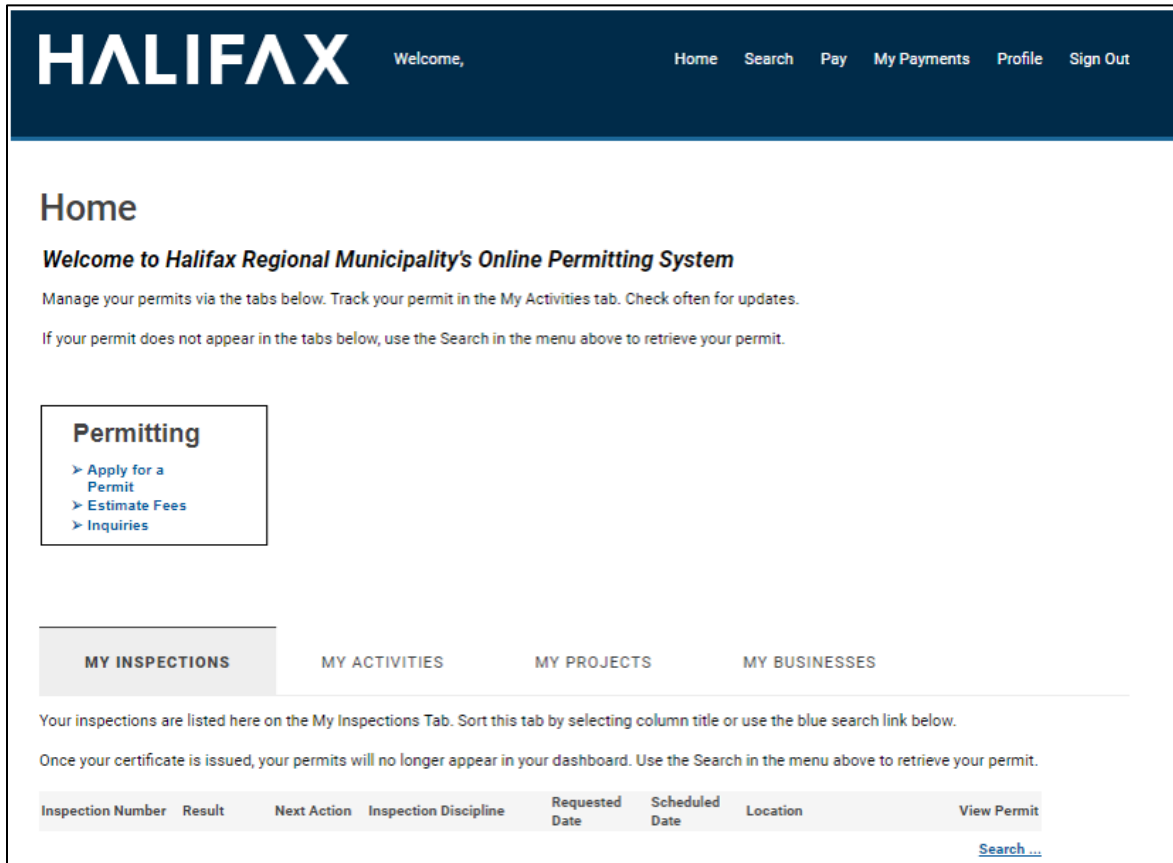
SKIP

SKIP

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STEP 7: 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].



The screenshot shows the Halifax Customer Portal Dashboard. At the top, there is a dark blue header with the HALIFAX logo on the left, a "Welcome," message, and navigation links for Home, Search, Pay, My Payments, Profile, and Sign Out. Below the header, the page is titled "Home" and contains a welcome message: "Welcome to Halifax Regional Municipality's Online Permitting System". It provides instructions on how to manage permits and a search tip. A "Permitting" section lists three options: "Apply for a Permit", "Estimate Fees", and "Inquiries". Below this is a navigation bar with four tabs: "MY INSPECTIONS" (selected), "MY ACTIVITIES", "MY PROJECTS", and "MY BUSINESSES". Under the "MY INSPECTIONS" tab, there is a message about sorting inspections and a search link. At the bottom, a table header is visible with columns: "Inspection Number", "Result", "Next Action", "Inspection Discipline", "Requested Date", "Scheduled Date", "Location", and "View Permit". A "Search..." link is located at the bottom right of the table area.

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].