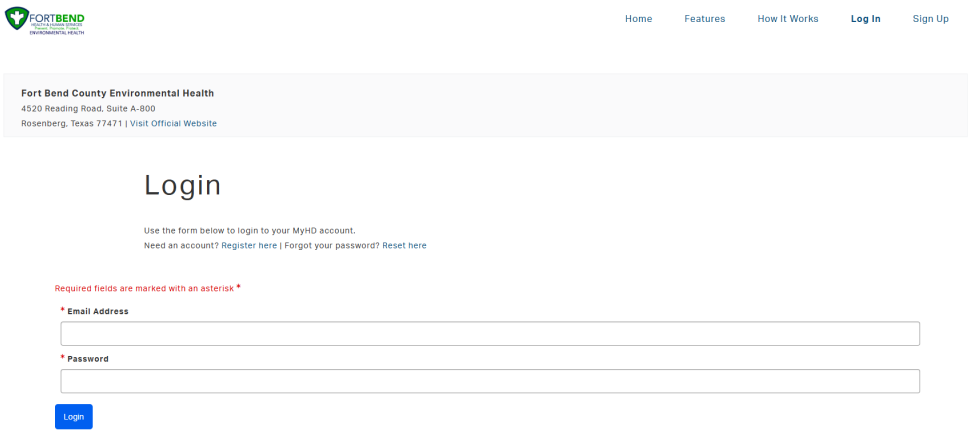
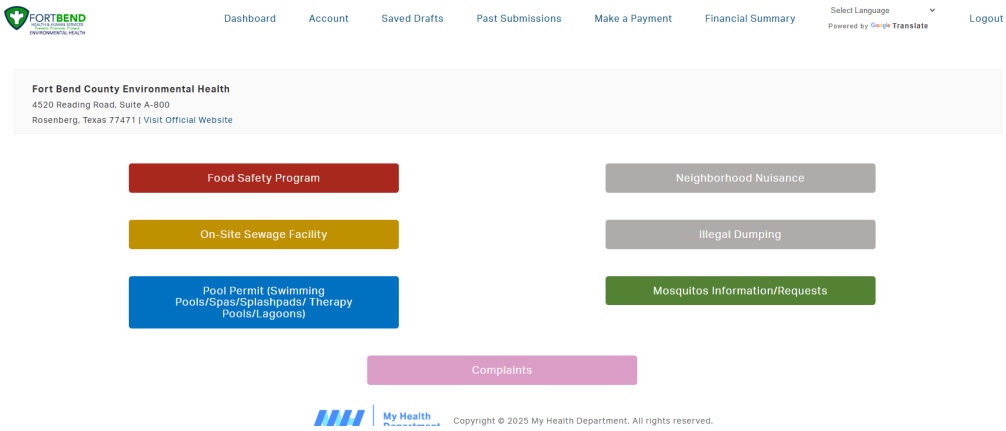
Logging into MyHD Customer Portal

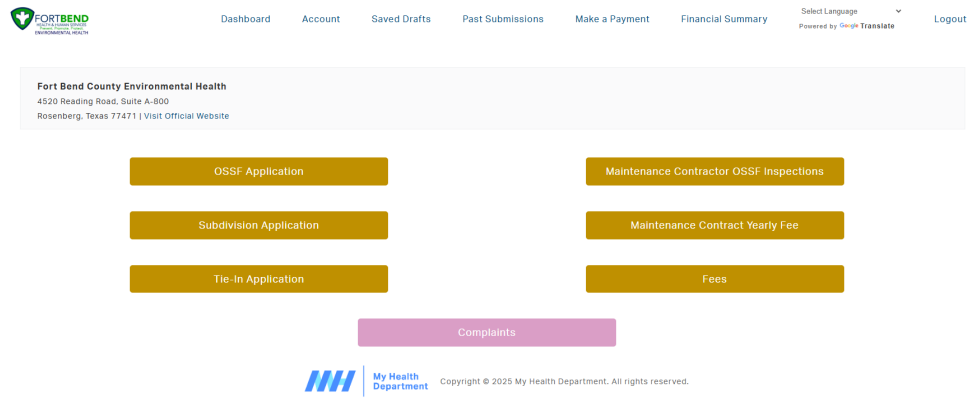
1. You will need to set an account. (it is best to have one log in per company. To avoid duplicate submissions, and invoices.)



2. After logging in, you should come to this screen > you will then click **On- Site Sewage Facility.**

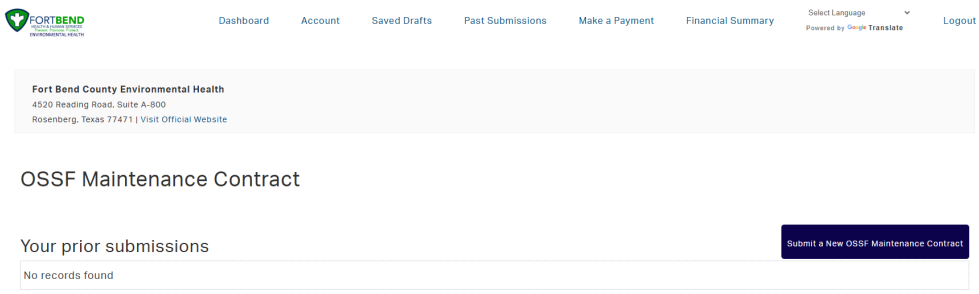


3. Once you click On-Site Sewage Facility, you will come to several options to choose from



4. **For Maintenance Contracts**> Click on **Maintenance Contract Yearly Fee,** once you do that the prior submissions screen will come up. Here you can see the contracts you have submitted. To submit a maintenance contract, click on **Submit a New OSSF Maintenance Contract.**

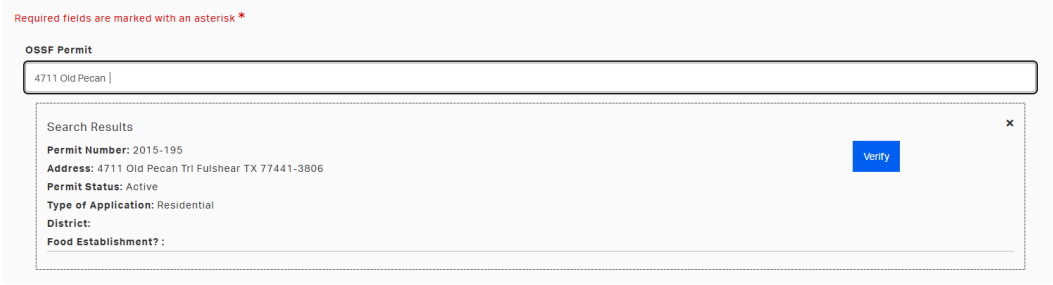
- Click on submit a New OSSF Maintenance Contract



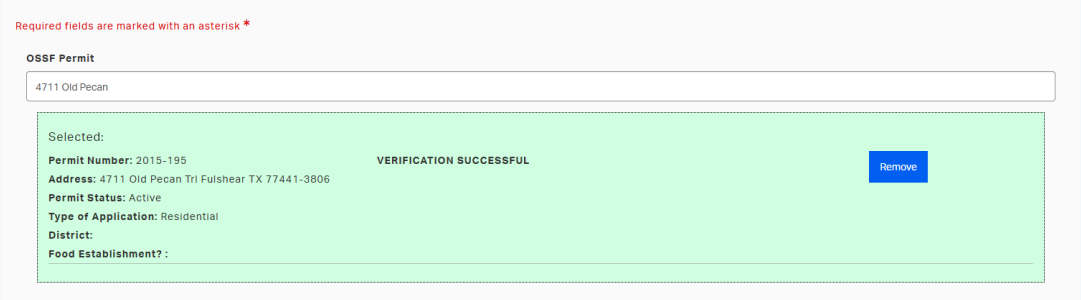
The OSSF maintenance contract screen will open. Here you will need to enter the following information:

- OSSF Permit- You will type in your permit number. When you see it pop up, click on the blue box that says Verify

- If your permit does not show, or if it shows multiple permits you will have to scroll to find it OR search it by address. (MAKE SURE THE STATUS SAYS ACTIVE)

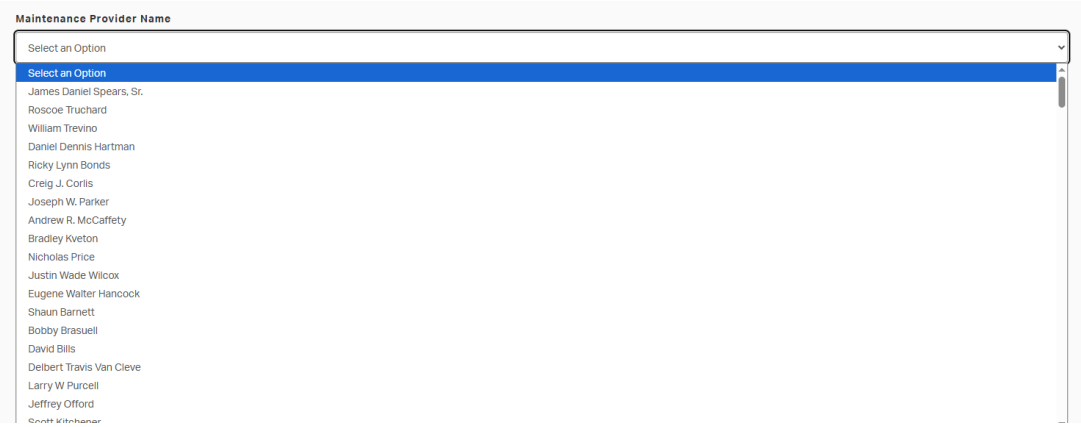


- After verifying the information, it will be confirmed in Green



- Click on **Service Company** down arrow and a list of service companies will show up to choose from. They are working on getting them alphabetical for contracts.

- Click on **Maintenance Provider Name** down arrow and a list of names will show up to choose from. They are working on getting them in alphabetical order for contracts.



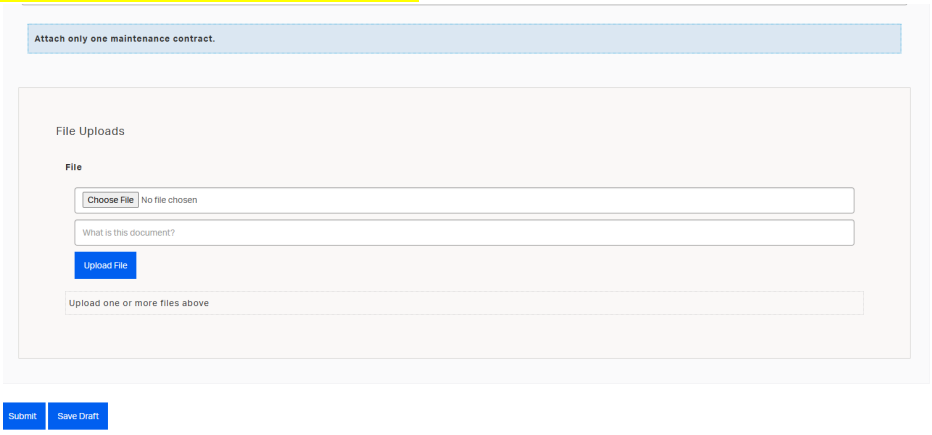
- Enter the **Start Date** of the Maintenance Contract and the **End Date** of the maintenance contract

- **Food Establishment?** – If YES is chosen, then this will notify the reviewers that BOD/TSS testing is required.

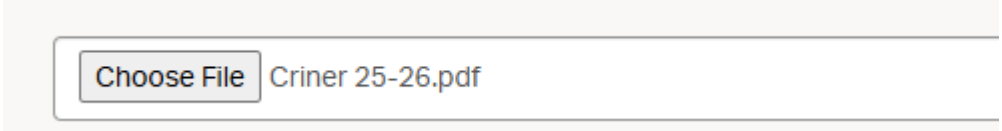
- **Number of Years for this Contract**- the is required and will determine how much is charged to your invoice.

- **Comments**- is used for any notifications that you need to make our office aware of.

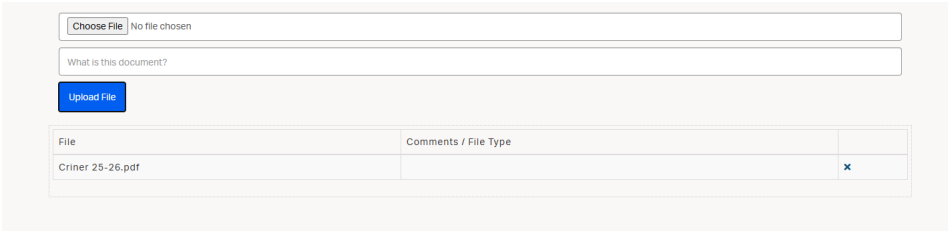
- **Upload**- A copy of the maintenance contract is **REQUIRED** to be uploaded ONLY ONE MAINTENANCE CONTRACT AT A TIME.



- You will save a pdf file to your computer>Click on Choose File>choose the pdf file> once you do that, it will show the name of your file when successful

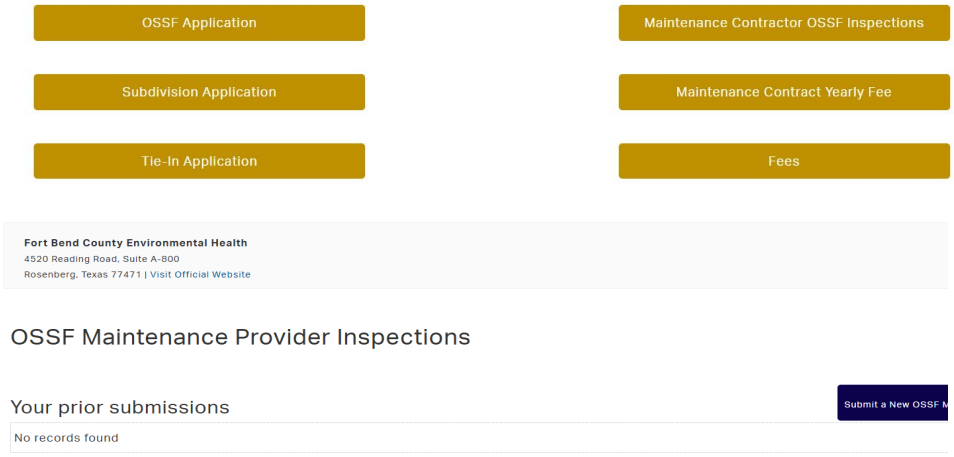


- Once the file is uploaded to submit, it will show the file under the upload button.



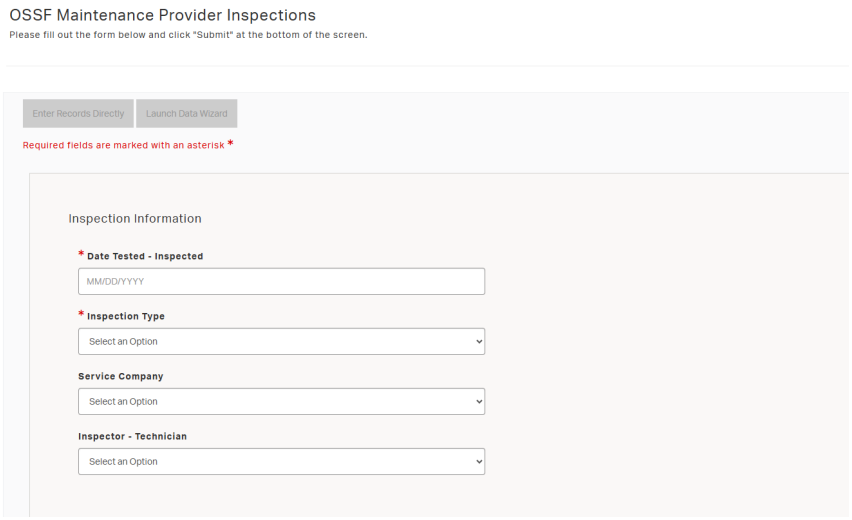
- Click on **Submit**> You should see a confirmation screen showing it was submitted successfully. If not ready to submit, you can save draft for later.
- Contract will not be processed if Contract and/or payment isn't uploaded or made.

5. For **Maintenance Inspections**-> Click on **Maintenance Contractor OSSF Inspections,** once you do that, the prior submissions screen will come up. Here you can see the inspections you have submitted. To submit a maintenance inspection, click on **Submit a New OSSF Maintenance Provider Inspections.**



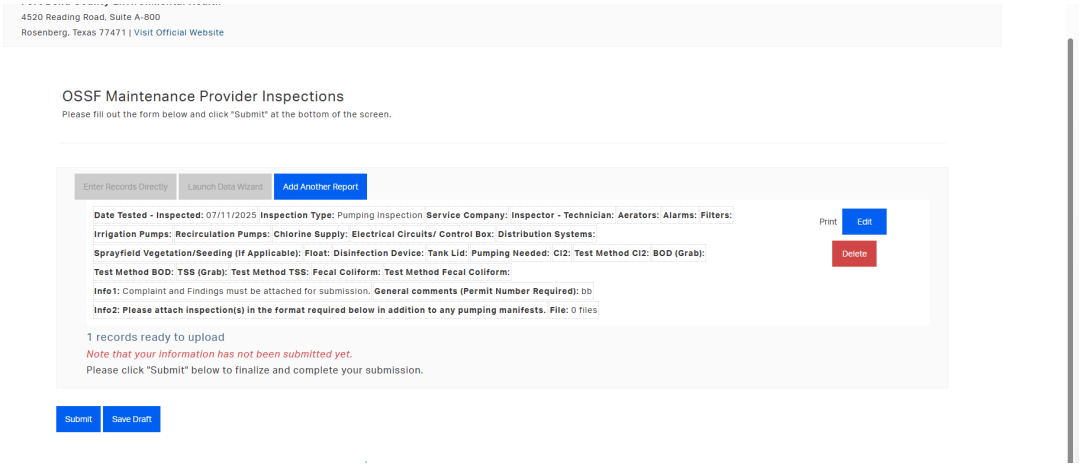
The OSSF Maintenance Provider Inspections screen will open and here you will be able to Enter Records Directly (this is good when you only have a couple of inspections to enter, you can do them one by one) or you can Launch Data wizard (this is preferred when have bulk of inspections to enter)

- **<u>Enter Records Directly</u>** will bring up the screen where you can enter the inspection- just fill in the boxes that are applicable. YOU DO NOT HAVE TO UPLOAD A COPY OF THE INSPECTION, but you do have the option too. We will go by what you enter.

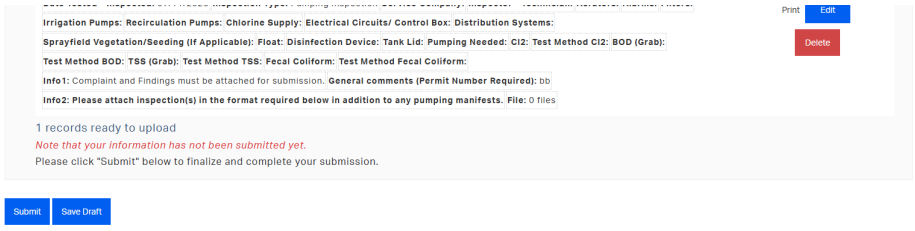


- Once all is entered, you can choose to Save and Add Another inspection, Save and Review, or Save Draft and return to it later.

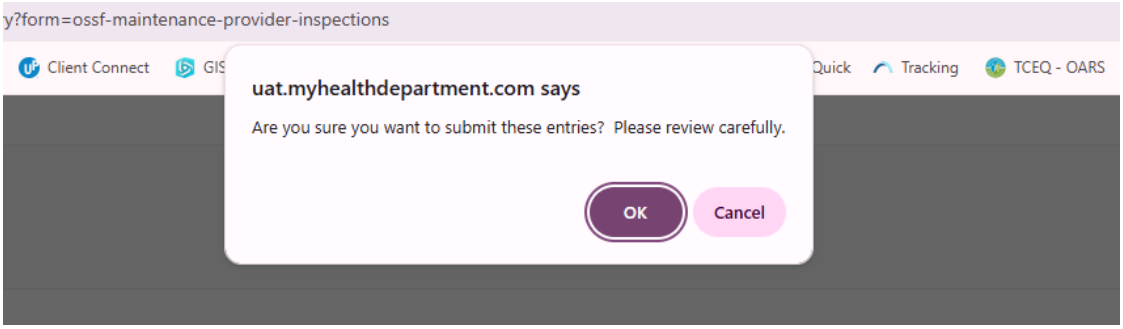
- Once Save and Review is selected it will show your inspection



- You will again be able to add another report from this screen, Edit the inspection, and Delete the inspection. At this time your inspection HAS NOT been submitted yet.
- Once you are ready to submit> Click Submit

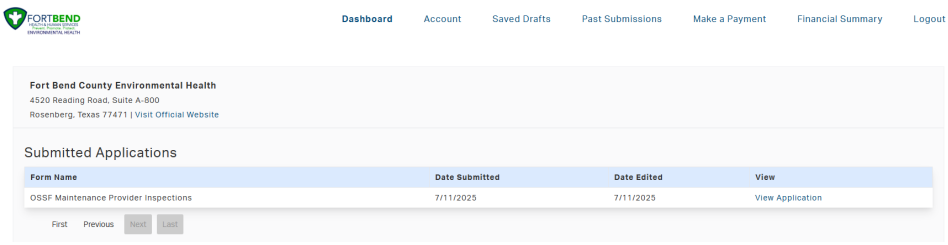


- This message box will pop up to confirm that you are ready to submit

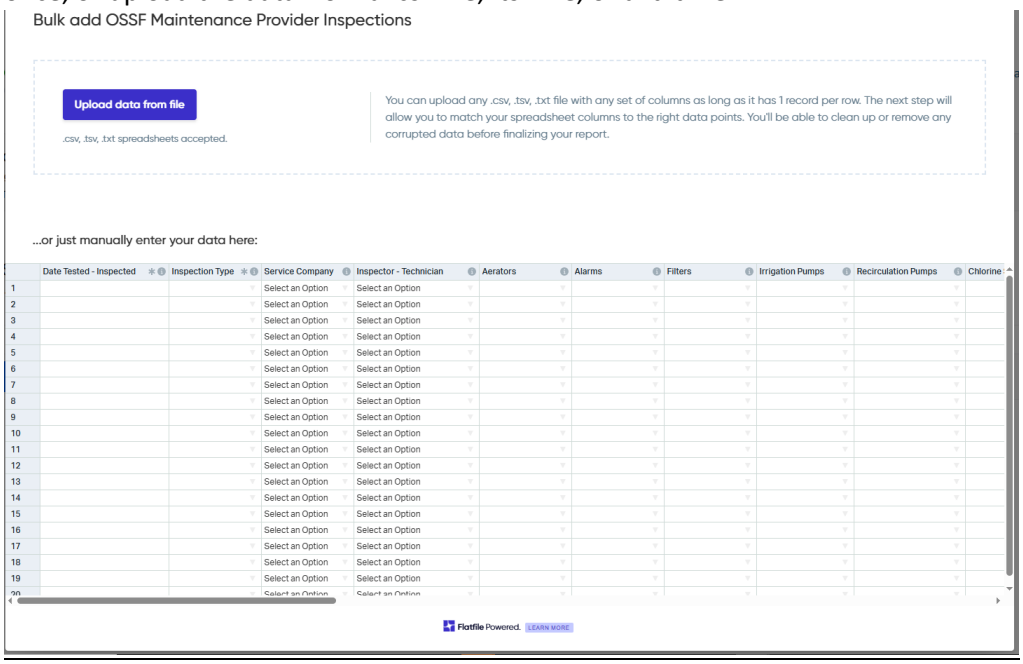


- **Press Ok-** You should get a screen that says the inspection was successfully submitted. If not, it will continue to say Loading…. If this happens, do not resubmit. We did get the inspection.

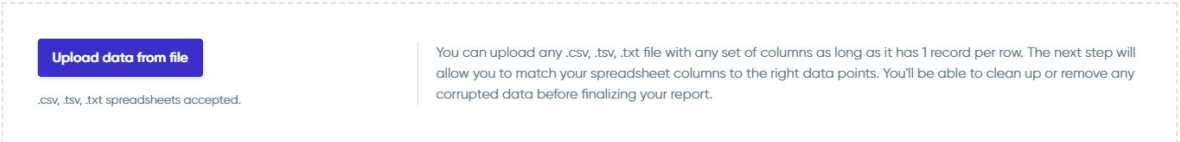
- You can then go back to your home screen and click on Past Submissions and you will see the inspections you submitted



- **<u>Enter by Launch Data Wizard-</u>** Here you can enter multiple inspections manually at once, or upload the data from a .csv file, .tsv file, or a .txt file

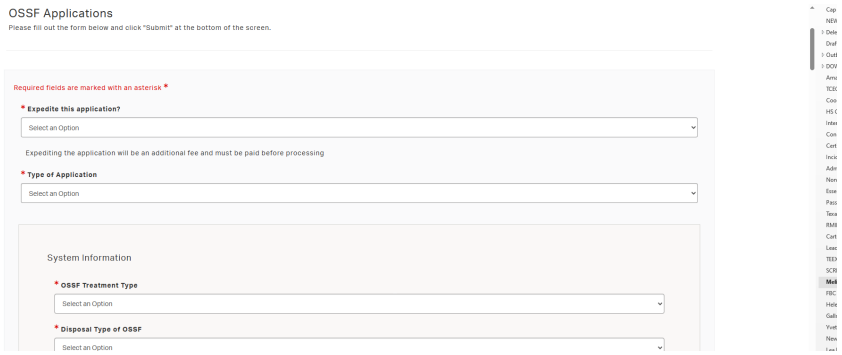


- If you upload data from a file, click on the Upload data from a file button, choose a file, then upload.



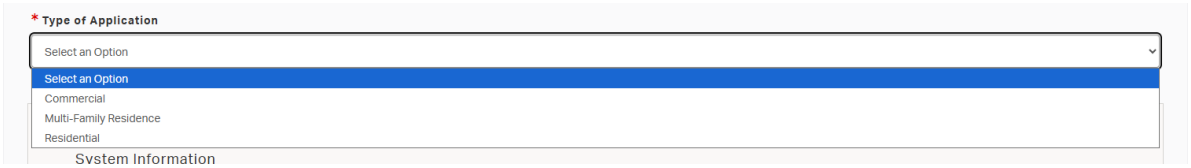
6. For **OSSF Applications**-> Click on **OSSF Application,** once you do that the prior submissions screen will come up. Here you can see the applications you have submitted. To submit a application, click on **Submit a New OSSF Applciation.**

- You will be redirected to the OSSF Application

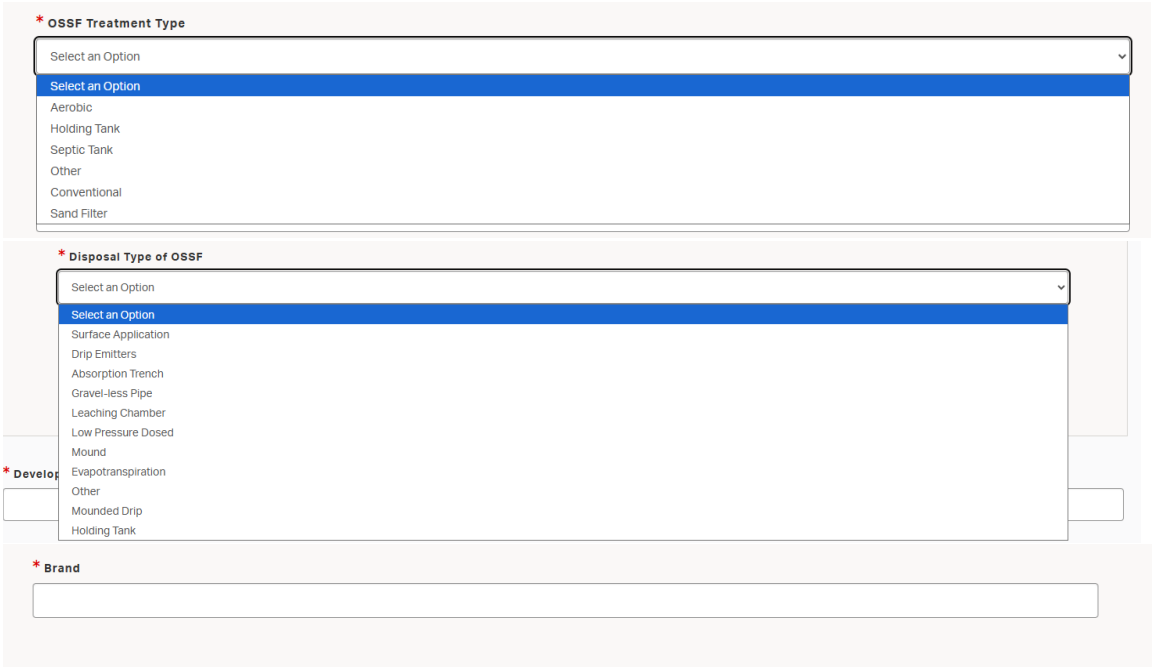


- **Expedite this Application?** You have the option to have your application reviewed faster than the 45-day turnaround. This will move you to the front of the line and have the review process turnaround day to 5 to 7 days. If yes is chosen, then a fee of $500.00 will be automatically generated at checkout.

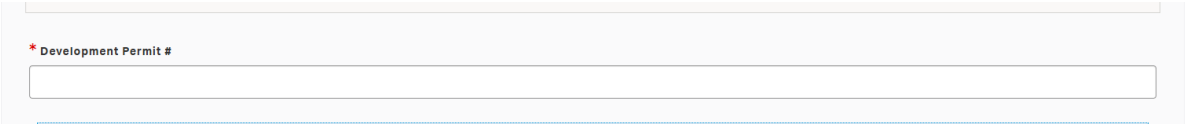
- **Type of Application-** You can choose from Commercial, Multi-Family residence, or Residential.



- **System Information-** What kind of Treatment type (Dropdown), Disposal Type of OSSF (Drop Down), and Brand (Text Box, so you can write the Brand)



- **Development Permit Number-** This is the number you get from Engineering. You must have this number prior to starting the application process with EH. We will not process the application with out it.

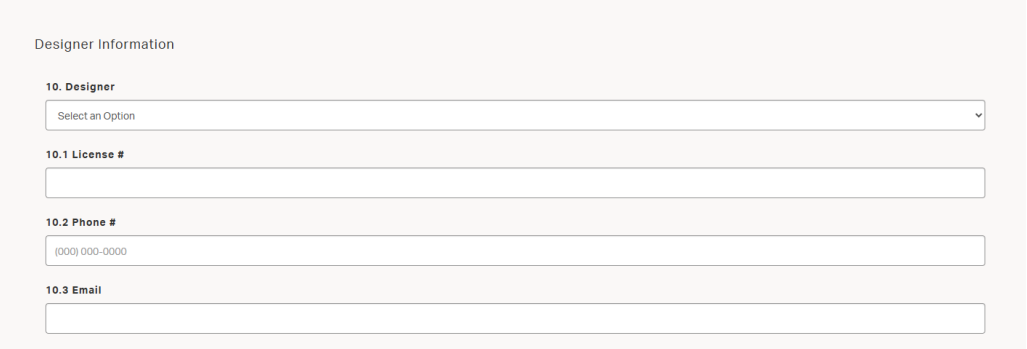


- **Key Map-** Link to find a Key Map number is provided. – See Directions provided.

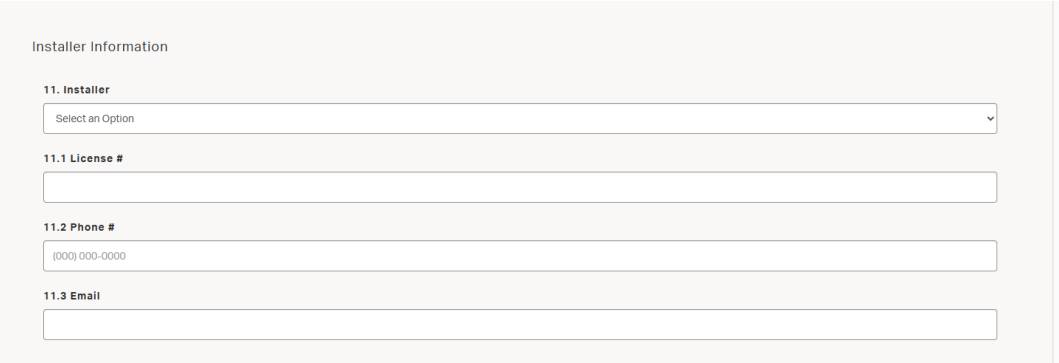
- **Precinct Number –** Link to find Precinct number is provided – See Directions

- Property Owner information and Property Information MUST be filled out to the best of your ability. Emails are very important for invoices.

- **Designer Information-** Information MUST be entered or the application will experience some delay or denied

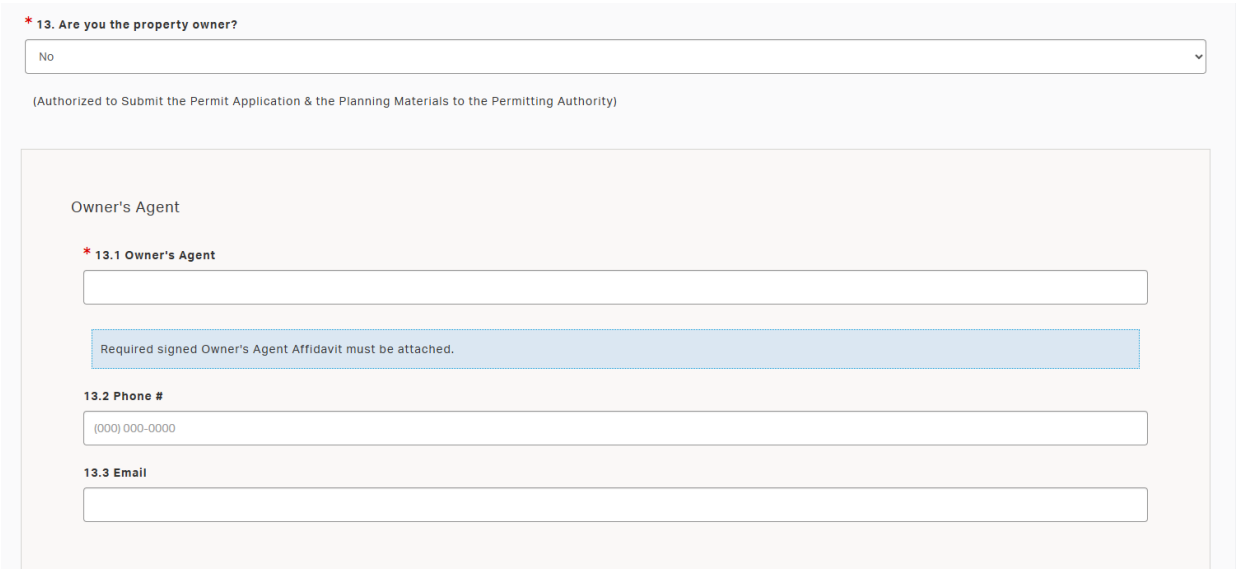


- **Installer information-** Information MUST be entered or the application will experience some delay or denied

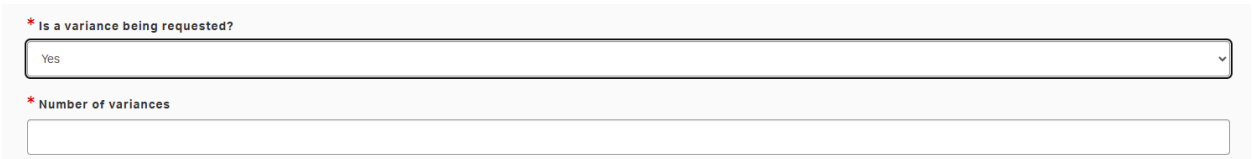


- **Site Evaluator Information** – Information MUST be entered to the application will experience some delay or denied.

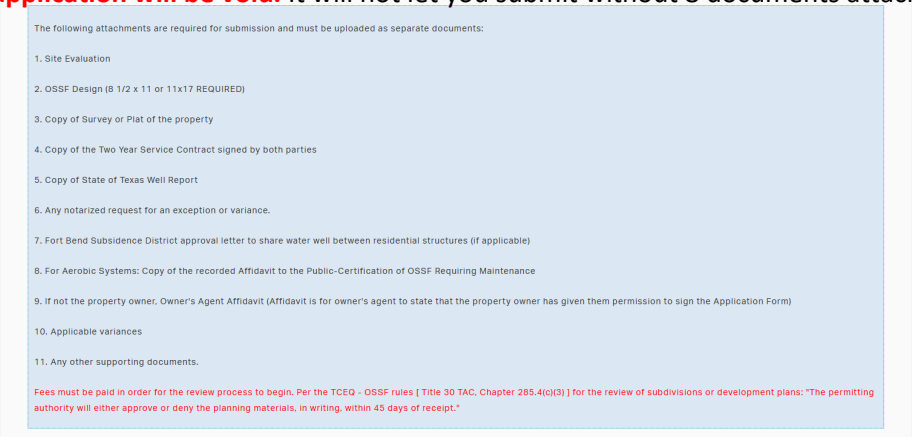
- **Are you the property owner-** If No is selected, The Owner's Agent pop up box will show, and MUST be filled out



- **<u>Is a variance being requested?</u>** This is requesting to have an exception to the OSSF construction standards. YOU MUST HAVE JUSTIFICATION TO ENSURE THAT PUBLIC'S HEALTH WILL BE PROTECTED.



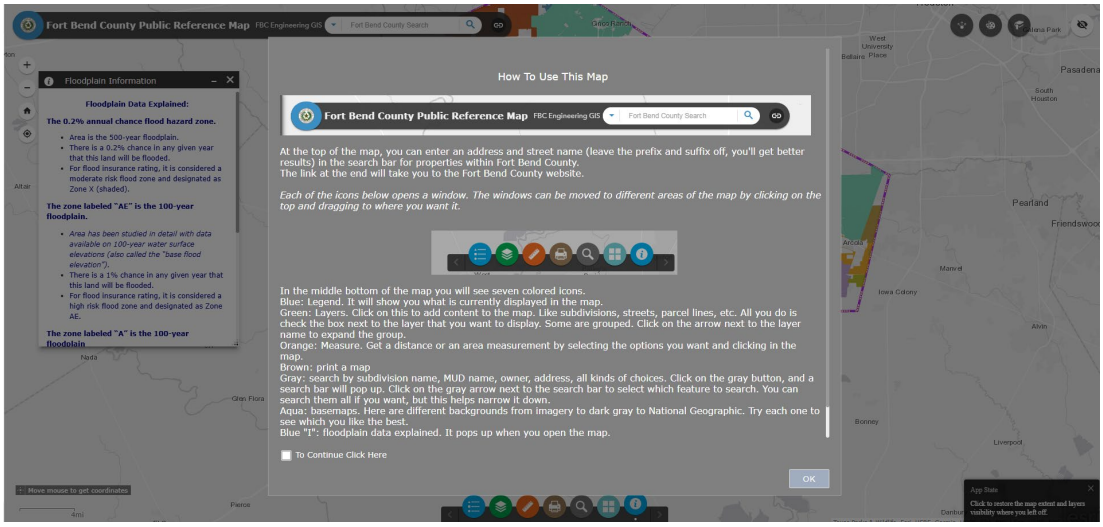
- Signature will be needed and Date
- You MUST upload the following information separately and the fee MUST be paid for the application process to begin. **You have 5 business days to pay the fee or application will be void.** It will not let you submit without 8 documents attached.



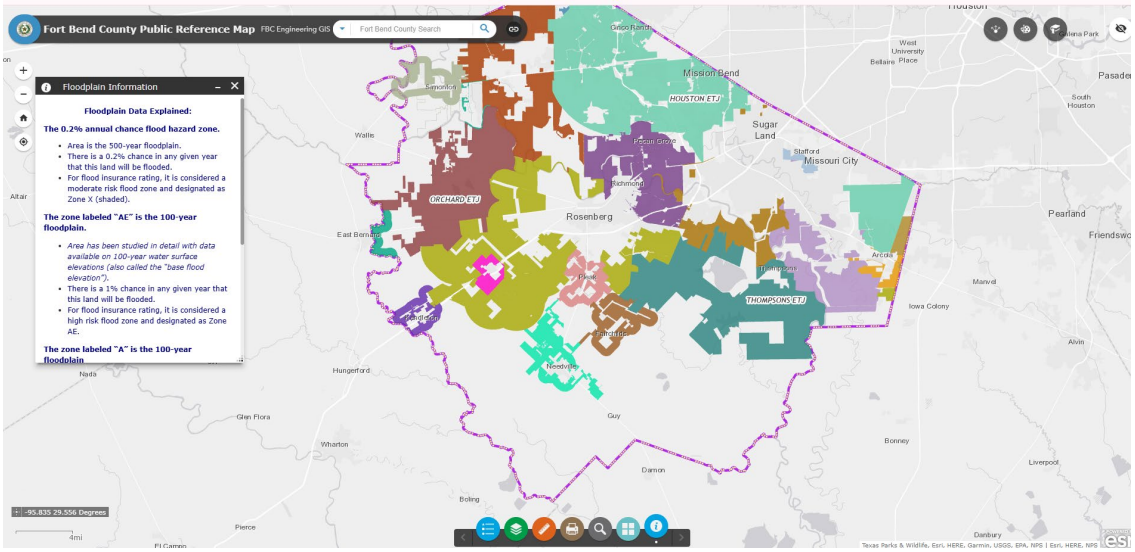
HOW TO FIND A KEY MAP NUMBER USING THE GIS LINK

1. Click on the GIS Link

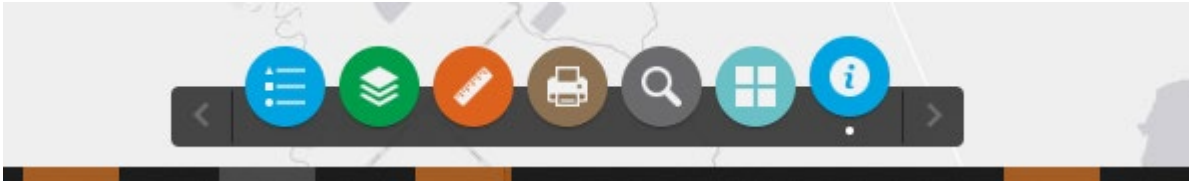
2. The Fort Bend County GIS map will open to Continue, click the check box at the Bottom and then OK



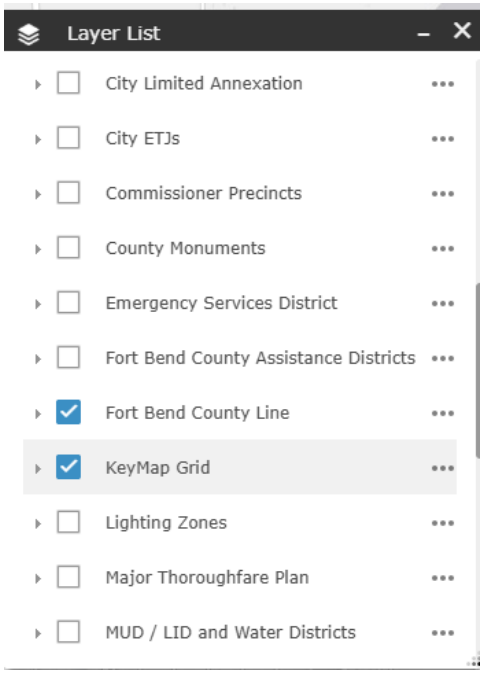
3. It will then show a map of Fort Bend County



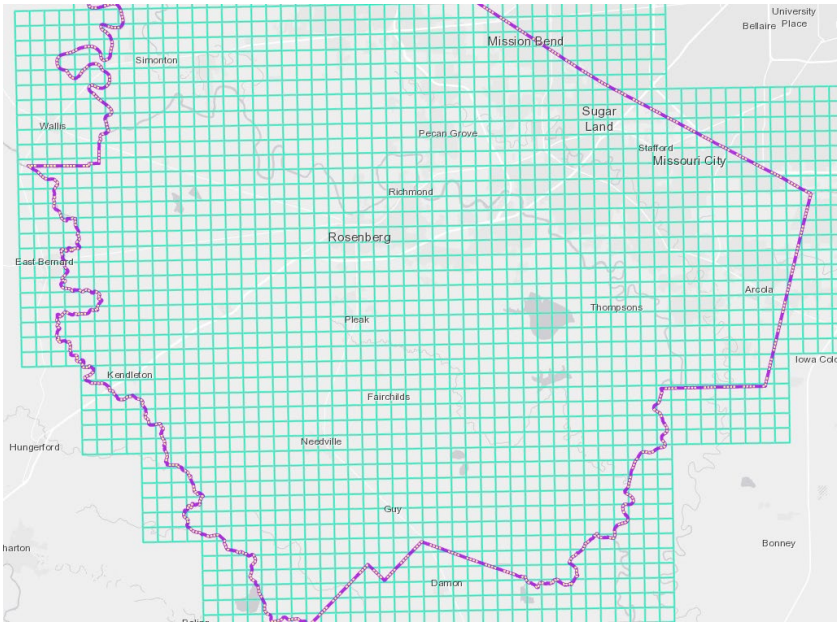
4. At the bottom you will see a legend



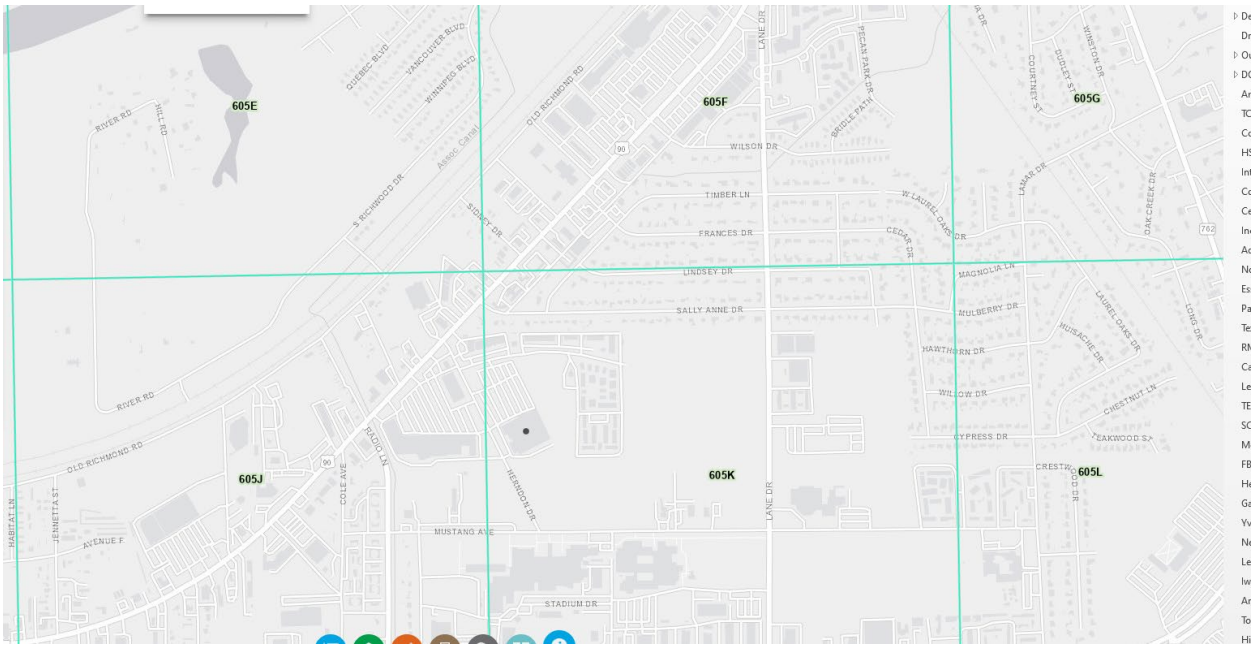
5. Click on the Green Circle and a layer list will open. Here you can apply any layers you are wanting to see. You will choose KeyMap Grid, and uncheck City ETJ's (not required, this will just help you see better)



6. The Map will come up with green grid lines.



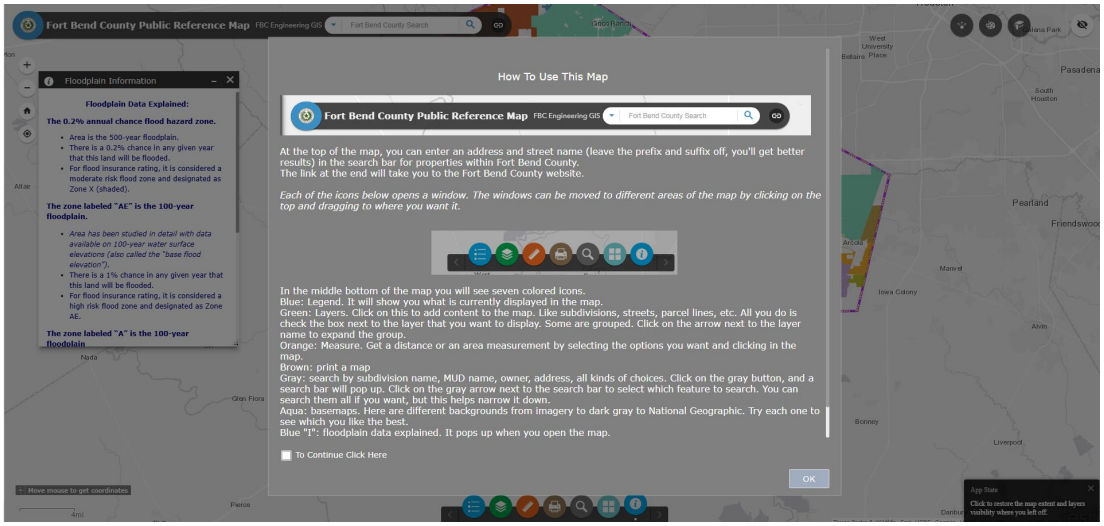
7. Zoom into the map and you will see each square has a Key Map Number- That is the number that will go onto your application.



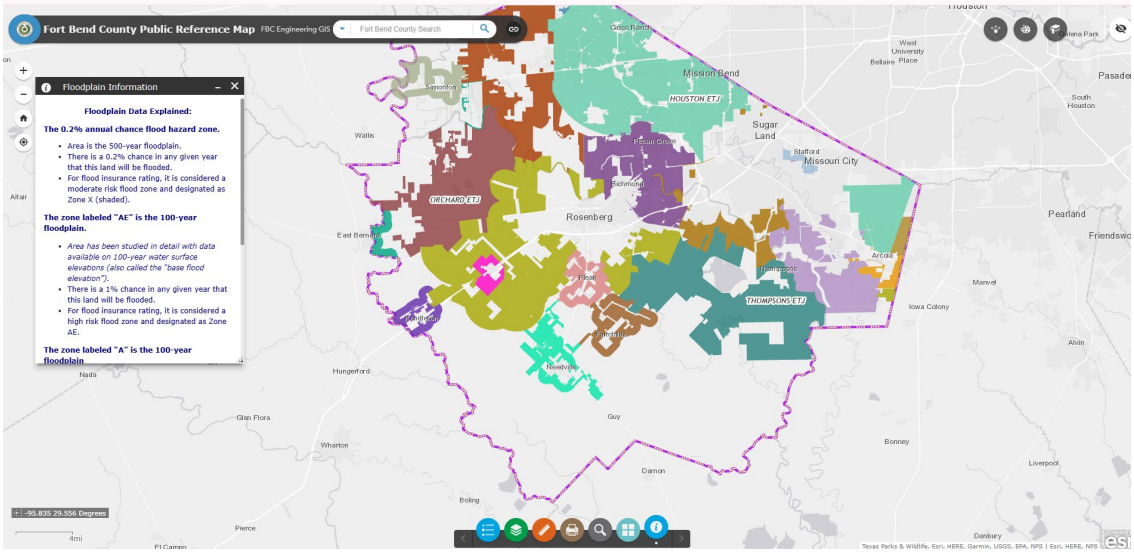
HOW TO FIND A PRECINCT NUMBER USING THE GIS LINK

1. Click on the GIS Link

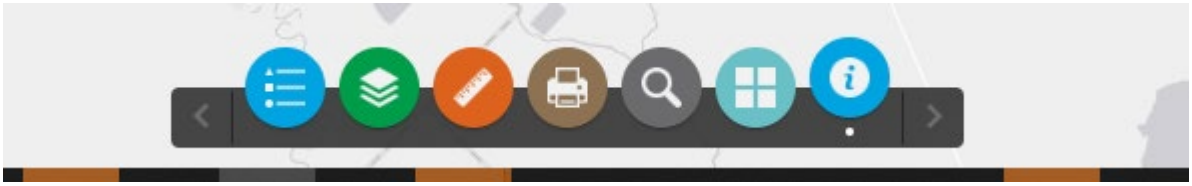
2. The Fort Bend County GIS map will open to Continue, click the check box at the Bottom and then OK



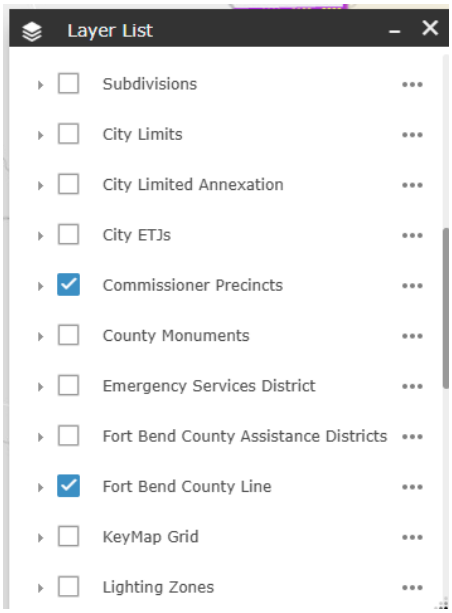
3. It will then show a map of Fort Bend County



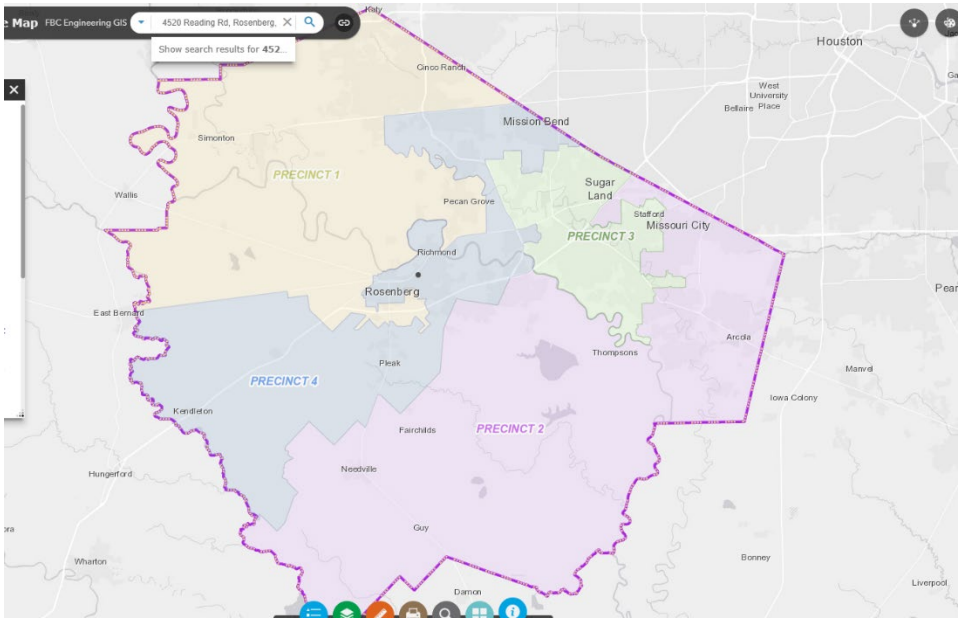
4. At the bottom you will see a legend



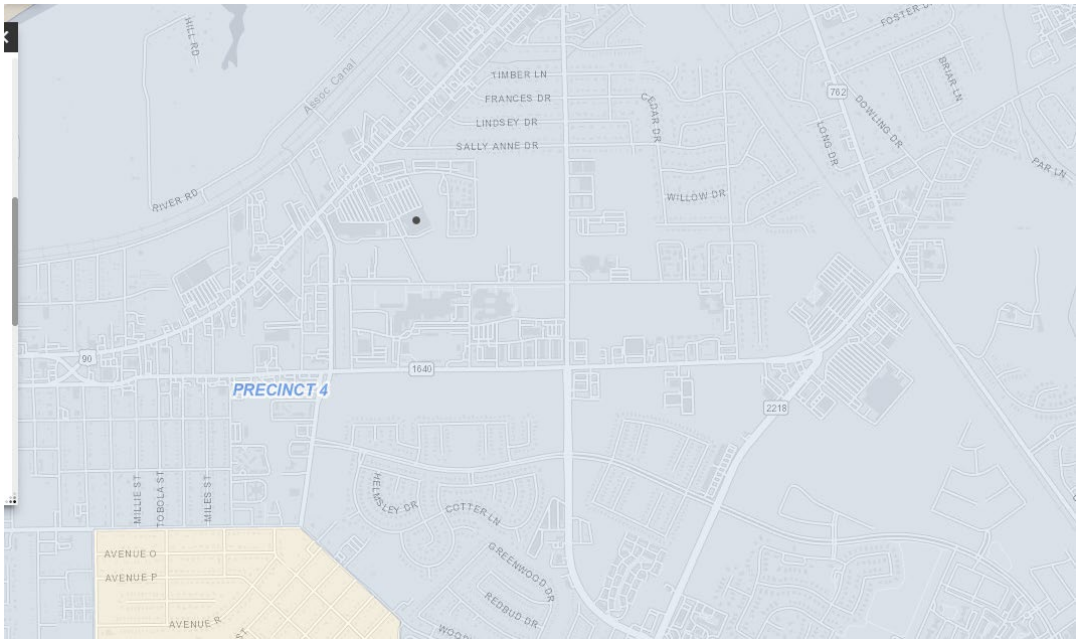
5. Click on the Green Circle and a layer list will open up. Here you can apply any layers you are wanting to see. You will choose Commissioner Precincts, and remove the check from City ETJ's (Not required, this will just help you see better)



6. The Map will come up with the Precincts highlighted by color.

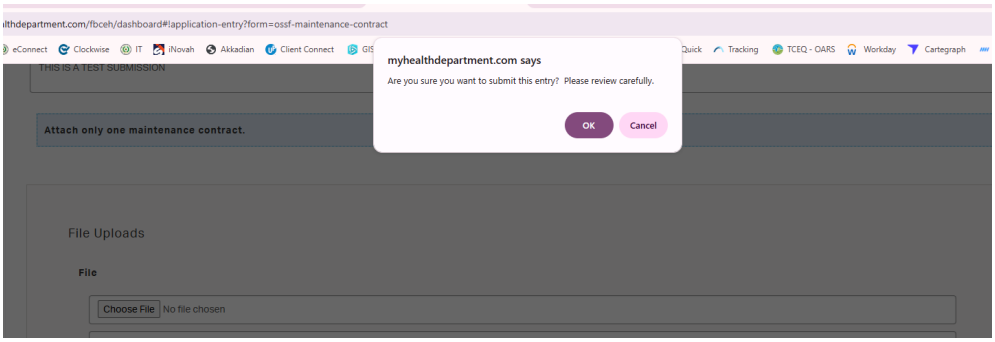


7. Zoom into the map and you will see the dot of the address you are searching and the Precinct it is in- That is the number that will go onto your application.

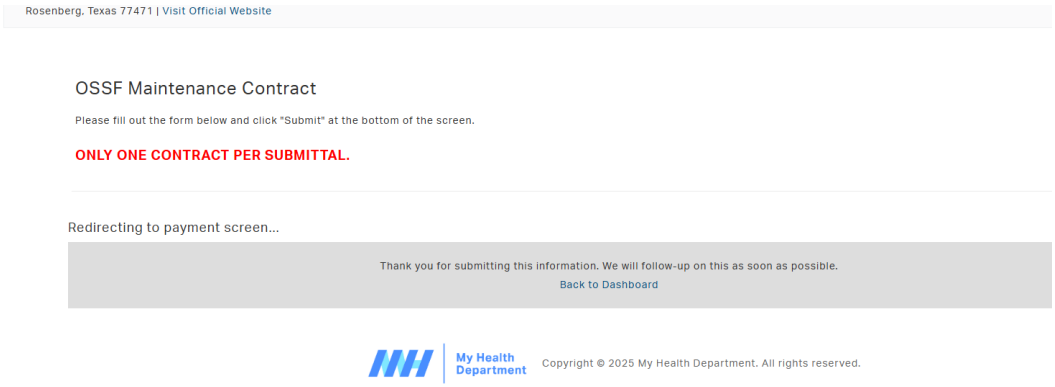


HOW TO MAKE AN ONLINE PAYMENT

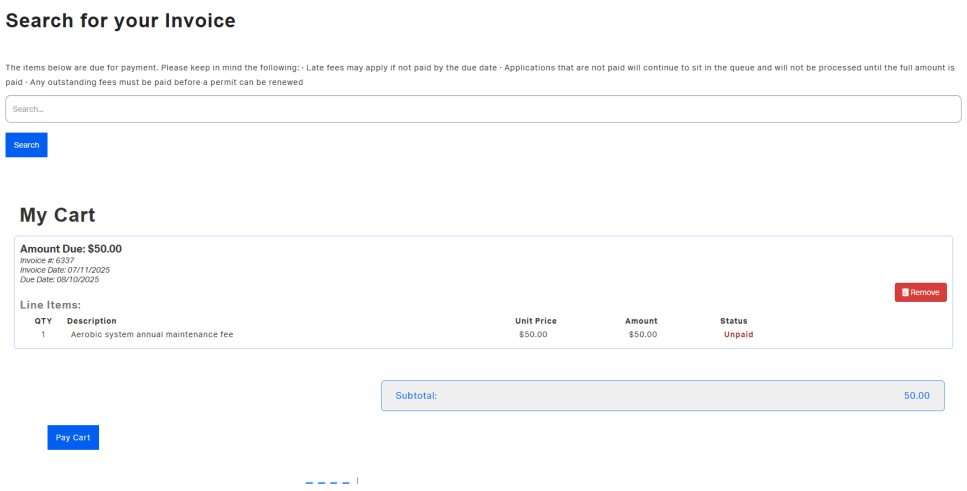
1. Once you submit your application or contract the confirmation box will come up > Click OK if ready to submit for payment.



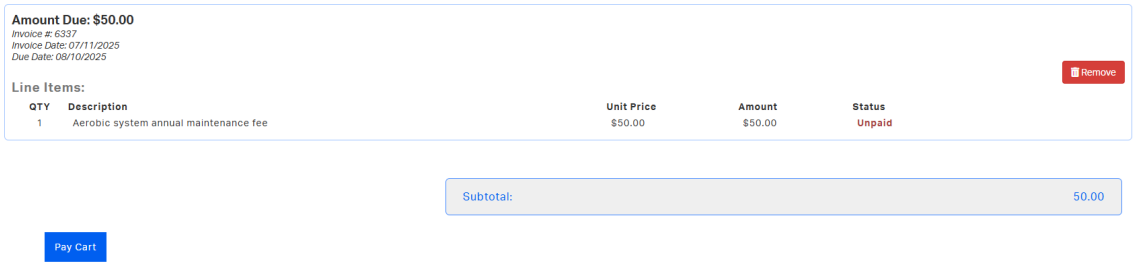
2. The Redirecting to Payment screen will open



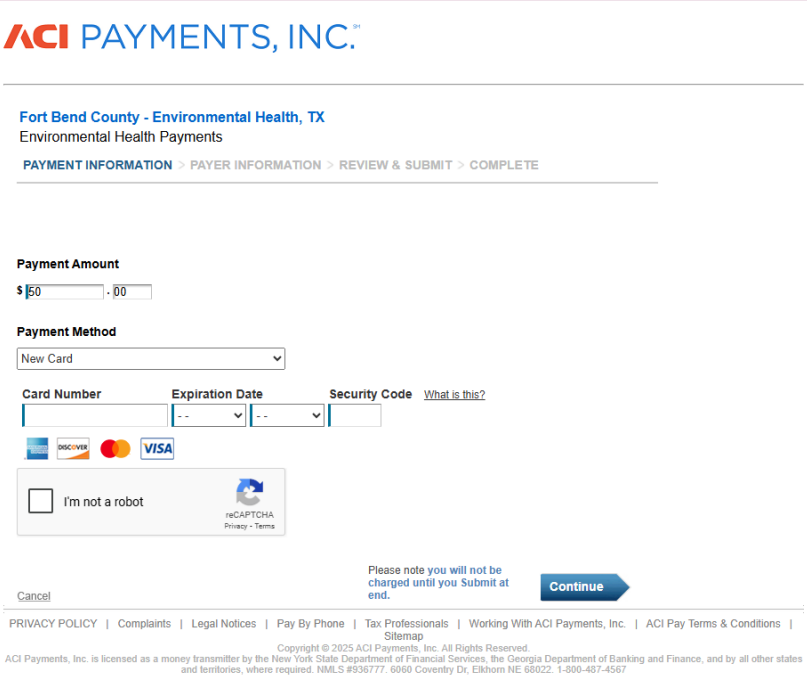
3. Then it will open to your cart



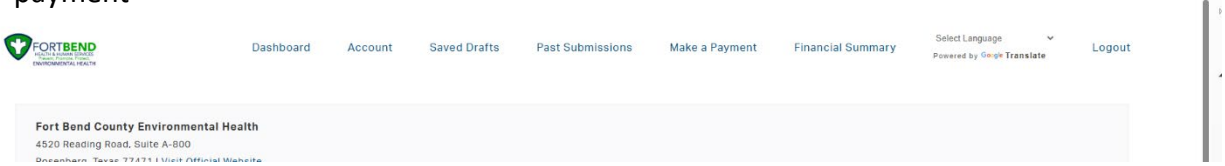
4. Here you will click on Pay Cart



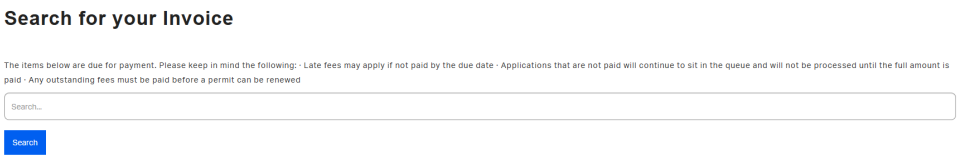
5. You will then be redirected to the ACI Payments, Inc screen. Here you will just follow the steps and enter the required information. Once the payment is processed, then you will get a confirmation email from ACI with the confirmation number.



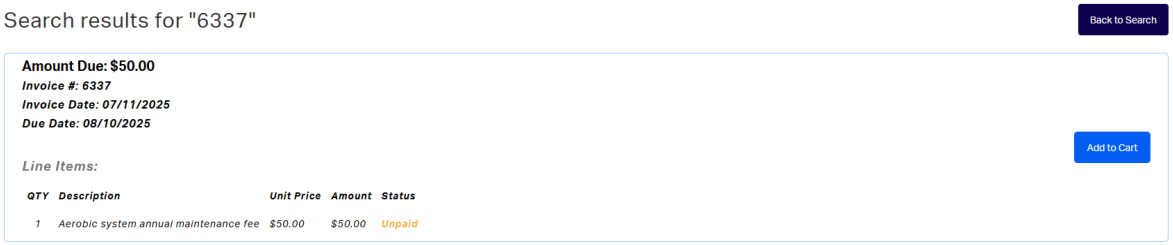
6. If you were issued an invoice. You can log into your account and Click to Make a payment



7. Search for your invoice number



8. Your invoice will come up and you can Add to Cart to Pay



9. **Financial Summary** will show you your outstanding balances, total amount of all payments made, listing of invoices paid, listing of pending invoices…. etc.