

# Collaborator Portal

MyGov's intuitive Collaborator Portal allows you to participate directly with an Agency and is equipped with a Dashboard that automatically updates in real-time, allowing you to stay up-to-date on all projects.

## Becoming A Collaborator

There are two ways to become a collaborator:

1. A person may request access to collaborate with an Agency by creating a new Collaborator account.
2. An Agency may extend an invitation to whom they would like to collaborate.

## Creating a Collaborator Account

1. Follow [this link](#) to begin creating your new account
2. Type in the required information
3. Click the checkbox once you have read and agreed to the Terms of Service
4. Click "Validate Email"
5. Check your email for a verification message containing a 6-Digit Code
6. Once received, enter the 6-Digit Code. Then click "Create Account"
7. Complete the information on your Contact Record
8. Click "Save Contact"
9. Click the checkboxes by the Agencies to work with online
10. Click "Send Request" to request access to work with the selected agencies.
11. You will automatically be logged into your Collaborator account. Once the requested agencies have accepted your request, you will see the status of your request updated to "Approved".

## Accepting an Invitation to Collaborate

1. An invitation email will be sent to you from the Agency.
2. Click the "Collaborator Interface" button in the email
3. Select "Collaborator Login". Using the email address and temporary password found in the email, log in to the Collaborator Interface
4. Once logged in, you will see your Dashboard and be prompted to finish your "Contact Details". Click this link and update information as needed.
5. Click "Save Contact" when finished
6. On your Dashboard, you will see agencies who have requested to collaborate with you.
7. To work with this agency, select "Send Approval"
8. Click "Yes, Accept This"
9. At the top left, next to your Main Dashboard icon, you will now see your Agency appear. You may select the agency to begin working with them.

## Resetting Your Password

1. Click "Forgot your password?"
2. Type in your email address and click "Reset Password"
3. Check your email for a message from MyGov, containing a temporary password.
4. Return to the [Login Page](#), and select "Collaborator Login"
5. Using the email address and temporary password, login to the Collaborator Interface
6. Once logged in, click the "Settings" tool in the top right corner of the page
7. Under "Enter Old Password" paste the temporary password
8. Confirm the new password, and click "Edit Contact" to save all changes

### Collaborator Portal - Main Dashboard

In the top, right corner of the page you will see:

- ❖ The option to “Logout”.
- ❖ A “Settings” tool. Here you can edit your Contact Record or change your password.
- ❖ A “Contextual Help” tool. This tool provides an explanation of the current page and can be found at the top, right-hand corner of every page of your Collaborator Portal.

### MyGov University

- ❖ In the upper right corner of the page, you will see a link to “Help”. Once clicked, this will open MyGov University.
- ❖ MyGov University is a learning system that can be accessed by collaborators at any time.
- ❖ Through MyGov University, you can learn how to collaborate with an agency online through a series of short, instructional videos.
  - Select “Help” to begin.
  - Read and agree to the terms of service.
  - Once viewing your MyGov University dashboard, select any available course to begin learning.

### Main Dashboard - Sidebar

- ❖ Under “Agency Access” you can view:
  - *Agency Listing*: All agencies available to collaborate with online.
  - *Validation Listing*: Agencies that you have requested access to, but require email validation from you before continuing.
  - *Pending Access*: Agencies that are pending approval to access.
  - *Approved Access*: Agencies that have approved you for Collaboration.
- ❖ Under “General Info” you can view and edit your profile, including your contact details, notification settings, and saved credit cards.

### Requesting Access to Another Agency

- ❖ To request access to collaborate with another Agency, select the green button “Request Access” on the Sidebar.
- ❖ Begin on step #7 under the “Creating a Collaborator Account” section found above.

### Collaborator Interface - Agency Dashboard

The Agencies you have been granted access to will appear next to your Main Dashboard icon at the top of the page. By selecting an Agency icon, you will land on a Dashboard specific to that Agency. Dashboard widgets can be activated or inactivated by selecting the gear tool in the top right corner of the page and selecting or deselecting the items you wish to see.

## Agency Dashboard - Sidebar

- ❖ Under “*Credentials*” you may view:
  - *Applications*: A listing of all applications for Credentials.
  - *Active*: Credentials that are active.
  - *Renewing*: Credentials that are in the process of being renewed.
  - *Expiring*: Credentials that will be expiring soon.
  - *Expired*: Credentials that have expired.
  - *Revoked*: Credentials that have been revoked.
  - The option to *Estimate Fees* for a particular Credential.
  
- ❖ Under “*Projects*” you may view:
  - *Projects*: A listing of all projects.
  - *Requested*: Projects that have not been accepted yet.
  - *Reviews*: Projects that are currently on a Review step.
  - *Inspections*: Projects that are currently on an Inspection step.
  - *Archived*: Projects that have been archived.
  - The option to *Estimate Fees* for a particular project.
  
- ❖ Under “*Abatements*” you may view:
  - *All*: A listing of all abatement jobs.
  - *Requested*: Abatement jobs that have not been accepted or rejected yet.
  - *Working*: Abatement jobs that are in the process of being completed.
  - *In Review*: Abatement jobs that are being reviewed.
  - *On Hold*: Abatement jobs that have been placed on hold.
  - *Archived*: Abatement jobs that have been archived.
  
- ❖ Under “*Licenses*” you may view:
  - *Applications*: A listing of all applications for Licenses.
  - *Inspections*: Applications that are currently on an Inspection step.
  - *Active*: Licenses that are active.
  - *Renewing*: Licenses that are in the process of being renewed.
  - *Expiring*: Licenses that will be expiring soon.
  - *Expired*: Licenses that have expired.
  - *Suspended*: Licenses that have been suspended.
  - *Revoked*: Licenses that have been revoked.
  - The option to *Estimate Fees* for a particular License.
  
- ❖ Under “*Invoices*” you may view:
  - *All*: A listing of all invoices.
  - *Due*: Invoices that are due.
  - *Past Due*: Invoices that are past due.
  - *Paid*: Invoices that have been paid.
  
- ❖ From the invoice pages you can email, pay or print an invoice.

*Note: The items described above are dependent on the Agency's subscribed modules.*

### Completing an Abatement Job With An Agency

- ❖ When an agency has assigned an abatement job to you, your list of “*Requested*” Abatements will update.
- ❖ Select *Requested* Abatements, and then select the Job ID of the Abatement Job
- ❖ Depending on your agency’s settings, you may first have to “*Accept*” or “*Reject*” the abatement job at the top of the page.
- ❖ Complete the relevant abatement job details, and click “*Update Changes*” at the bottom of the page to save your work.
- ❖ Once the abatement job details have been completed, select “*Request Review*” at the top of the page.
- ❖ This will submit the abatement job back to the agency user who created the job. The agency can take two actions:
  1. The agency may archive/complete the abatement job.
  2. The agency may ask that the job is “*Retried*”. If this option is chosen, the agency will send the reasoning for the Retry.
- ❖ If a Retry is submitted, your list of “*Working*” Abatements will update.
- ❖ Select *Working* Abatements, and then select the Job ID of the Abatement Job
- ❖ You will see the retry reason and have the opportunity to submit abatement details again.
- ❖ Select “*Request Review*” at the top of the page when you are ready to submit back to the agency.
- ❖ This process will continue until the agency has archived the abatement job as completed.

### Making a New Request With An Agency

- ❖ Select the green button “*Make New Request*” on the Sidebar
- ❖ Select the Department with whom you choose to work.
- ❖ All request types for this Department will expand for your selection.
- ❖ Enter the required information and click the “*Request*” button at the bottom of the page.
- ❖ Upon submission, you will be directed to a “*Details*” page. The purpose of this page is to identify the current step of the process of your application.
- ❖ There are three actions available to you from your Details page:
  - 1. Respond to a Correction Item**
    - When a correction item is available and in need of your response, you will see an option to “*Reply*” on the Details page. This is your direct connection to your Agency via your Collaborator Interface.
  - 2. Pay A Fee**
    - When a fee has become available to pay, you will see an option appear to “*Pay Fees*”.
  - 3. Schedule An Inspection**
    - When an inspection step has become available to schedule, you will see an option appear to “*Schedule Inspection*”.

*Note: The above actions are dependent on the Agency’s subscribed modules. When an action is requested of you for a project, you will receive an email from MyGov, and your Dashboard will be updated.*

If you have questions or need additional information, please contact your Agency administrator directly.