

Table of Contents

Create New User Account..... 1
Reset Password..... 5
Portal Basic Navigation..... 8
Submit a Service Request..... 9
Submit an Application..... 12
Add Additional Applicants..... 14
Make a Credit Card Payment Online..... 17
Review Charges..... 19
Review Payment History..... 20

Create New User Account

- 1) Enter the URL <https://eservice.louisvillemsd.org/home> in a web browser.
- 2) From the Main page, click the **Create a Profile** link.

The screenshot shows a login form with the following elements: a title 'Login', an 'Email Address' field with an asterisk, a 'Password' field with an asterisk, a 'Remember Me' checkbox, a 'Forgot Password?' link, a blue 'LOG IN' button, and a question 'Would you like to register as a new user?' with a 'Create a Profile' link highlighted in a green box.

- 3) Enter the email you want associated with the user account in the email field. **Click Continue.**

The screenshot shows the 'Create a New Profile' page. At the top, there is a navigation bar with the MS&D logo and links for 'My Dashboard', 'Request Inspection', 'Lookup Record', and 'Submit an Application or Request'. Below the navigation bar, the page title is 'Create a New Profile' with a sub-note 'Fields with * are required.'. The main section is 'Profile Information', which contains an 'Email *' field with the text 'someone@louisvillemsd.org'. A blue 'Continue' button is located to the right of the email field. Below the email field, there is a link: 'Already have an account? [Log in now](#)'. The bottom of the form has sections for 'Contact Information' and 'Privacy Settings'.

- a) If you receive the message: **“This user name already exists. You may have an existing login profile. To create a new login profile, choose a different user name.”**, try resetting your password.

This screenshot shows the same 'Create a New Profile' form as above, but with an error message. The 'Email *' field now has a red border and contains the same email address. Below the field, there is a red error icon and the text: 'This user name already exists. You may have an existing login profile. To create a new login profile, choose a different user name.'. The 'Log in now' link is still present at the bottom of the form.

- 4) Enter your **Contact Information** in the required fields: First Name, Last Name, Address 1 (number and street name), City, State, Zip Code, and Phone number. Click **Continue**.

Contact Information [Edit](#)

Fields with * are Required

Enroll as:
 Individual Company

Title

Address 1 *

First Name * MI

Last Name *

Address 2

City *

State / Province *

Postal / Zip Code *

Phone *
(123)456-7890

[Continue](#)

- 5) Enter a **Password** for the MSD eService portal in the Password and Confirm Password fields. Passwords are case sensitive, and must have between 8 and 30 characters.

Privacy Settings

Password *

Must be between 8 and 30 characters

Confirm Password *

- a) If you receive a warning message, the password entered does not have enough characters.

Privacy Settings

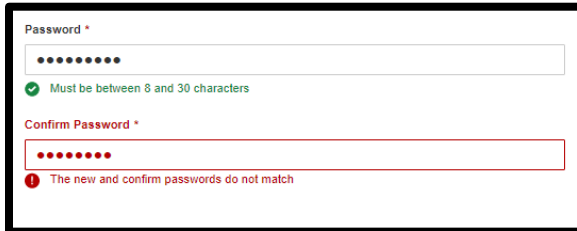
Password *

Must be between 8 and 30 characters

Confirm Password *

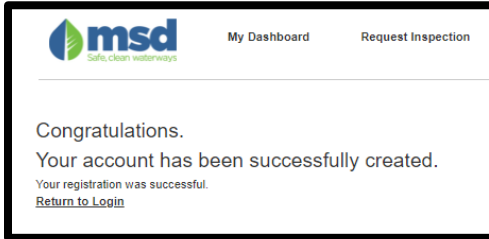
- 6) Select a **Security Question** from the drop down.
 7) Enter the answer to the security question in the **Answer** field. Click **Continue**.

- a) If you receive the message: “**The new and confirm passwords do not match**”, correct the **Password** and **Confirm Password** field, and click **Continue**.



The screenshot shows a web form with two password fields. The top field is labeled "Password *" and contains a green checkmark icon followed by the text "Must be between 8 and 30 characters". The bottom field is labeled "Confirm Password *" and contains a red error message: "The new and confirm passwords do not match".

- 8) When the **reCAPTCHA** image appears, click the box. Click **Create Account**.
9) The account has been created successfully message will appear.



- a) If you do not receive the message: “Your account has been successfully created.” **call MSD customer service** at: (502)-540-6000.

Reset Password

- 1) Enter the URL <https://eservice.louisvillemisd.org/home> in a web browser.
- 2) From the Main page, click the **Forgot Password?** link.

The screenshot shows the 'Login' page with fields for 'Email Address' and 'Password'. A 'Remember Me' checkbox is present, and the 'Forgot Password?' link is highlighted with a green box. Below the fields is a blue 'LOG IN' button. At the bottom, there is a link to 'Create a Profile'.

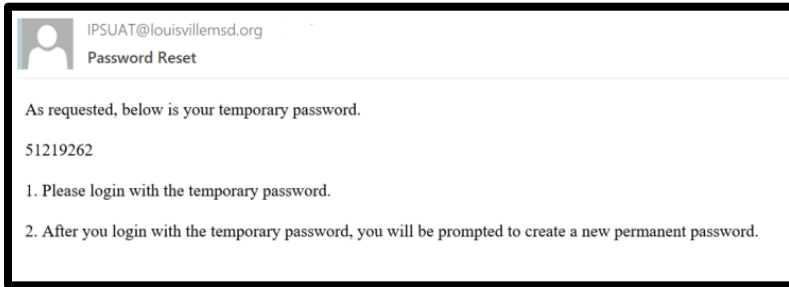
- 3) The Forgot Password window will appear. Enter the **Email Address** associated with the MSD eService portal.
- 4) Click the **reCAPTCHA** box.

The screenshot shows the 'Forgot Password' page. The 'Email Address' field contains 'someone@louisvillemisd.org' and is highlighted with a green box. Below it is a reCAPTCHA box with a green checkmark, also highlighted with a green box. At the bottom, there are 'Cancel' and 'Next' buttons, with 'Next' highlighted in green.

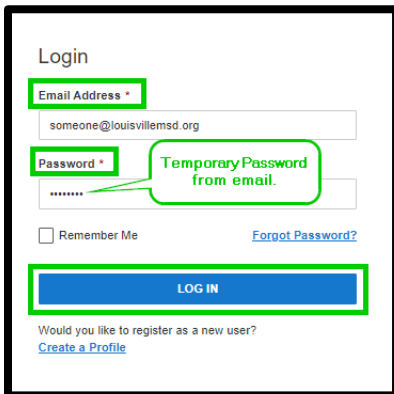
- 5) Click **Next**.
- 6) The **Forgot Password** window will appear. Enter the answer to the **Security Question** in the box provided.
- 7) Click **Reset Password**. The following message will appear: "Your password has been reset. If the supplied security answer is valid, you should receive an email shortly with a temporary password. If you did not receive an email and still require assistance, please contact MSD Customer Service at 502-540-6000."

The screenshot shows the MSD eService portal header with navigation links: 'My Dashboard', 'Request Inspection', 'Lookup Record', and 'Submit an Application or Request'. The main content area displays a message: 'Your password has been reset.' Below this message is a paragraph of text: 'If the supplied security answer is valid, you should receive an email shortly with a temporary password. If you did not receive an email and still require assistance, please contact MSD Customer Service at 502-540-6000.' A 'Return to Login' link is at the bottom of the message box.

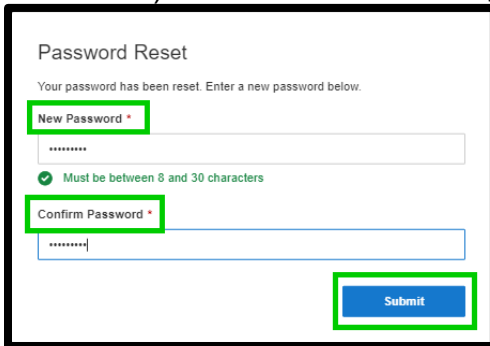
- 8) If the answer to the security question was correct, you will receive an email like the one below.



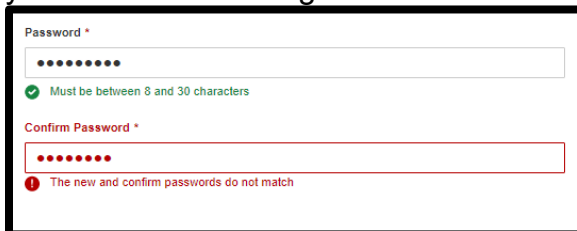
- 9) Return to the MSD online portal home page (<https://eservice.louisvillemisd.org>). Enter the **Email Address** and the **Temporary Password**, and click **Log In**.




- 10) The Password Reset popup will appear. Enter a new password (between 8 and 30 characters) in the **New Password**, and **Confirm Password** fields. Click **Submit**.



- a) Retype the password into the **New Password**, and **Confirm Password** fields if you receive a message **"The new and confirm passwords do not match."**

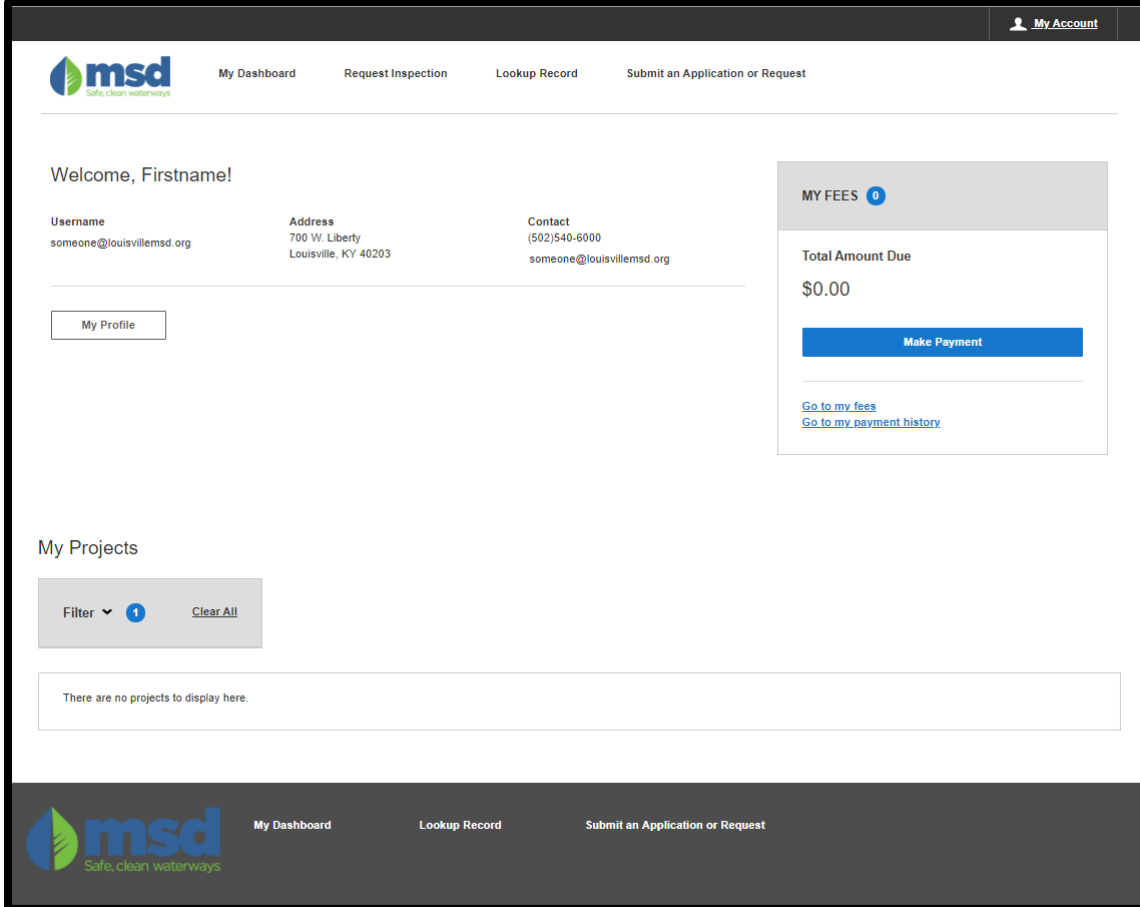


- b) Choose a new password and retype it into the **New Password**, and **Confirm Password** fields if you receive a message “**Must be between 8 and 30 characters.**”



A screenshot of a web form with two password input fields. The top field is labeled "Password *" and contains four dots. Below it, a red error message "Must be between 8 and 30 characters" is displayed in a green-bordered box. The bottom field is labeled "Confirm Password *" and also contains four dots.

- 11) The Password change was successful if you are able to log into the online portal.



A screenshot of the MSD online portal dashboard. The top navigation bar includes the MSD logo and links for "My Dashboard", "Request Inspection", "Lookup Record", and "Submit an Application or Request". A "My Account" link is in the top right. The main content area features a "Welcome, Firstname!" message, a user profile section with fields for Username, Address, and Contact, and a "My Profile" button. To the right, a "MY FEES" section shows a "Total Amount Due" of "\$0.00" and a "Make Payment" button. Below this, there are links for "Go to my fees" and "Go to my payment history". The "My Projects" section has a "Filter" dropdown with a "1" indicator and a "Clear All" button. A message at the bottom of the projects section states "There are no projects to display here." The footer contains the MSD logo and navigation links for "My Dashboard", "Lookup Record", and "Submit an Application or Request".

Portal Basic Navigation

- 1) From the main MSD online portal page (<https://eservice.louisvillemsd.org/home>), log into your account by entering your email address and password in a web browser.
- 2) Enter Email Address and Password to login to your MSD self-service portal account.

Login

Email Address *

someone@louisvillemsd.org

Password *

Remember Me [Forgot Password?](#)

LOG IN

Would you like to register as a new user?
[Create a Profile](#)

- 3) Click **Log In** button.
- 4) Your self-service portal **Dashboard** will appear with links to Submit an application or Service Request, ability to view and pay fees, edit your profile, and view status of permit applications and service requests.

msd Safe, clean waterways

My Dashboard Request Inspection Lookup Record **Submit an Application or Request** My Account

Welcome, KRISTIE!

Username: kristie.mallory@louisvillemsd.org | Address: 700 W LIBERTY ST LOUISVILLE, KY 40203 | Contact: (502)540-6402 kristie.mallory@louisvillemsd.org

MY FEES 6

Total Amount Due: \$2,375.00

Make Payment

[Go to my fees](#)
[Go to my payment history](#)

My Profile

Link to edit profile information such as address, phone number, and password.

My Projects

Filter 1 Clear All

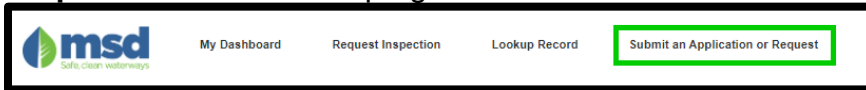
Sort by Added Date

List of applications and/or service request submitted

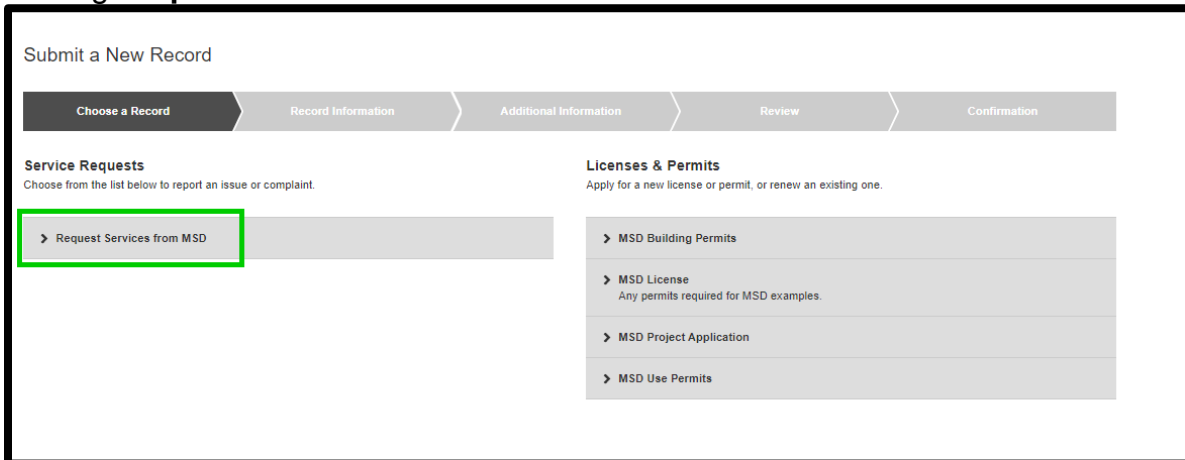
Status	Added Date
Lateral Extension Delete Application	02/19/2021

Submit a Service Request

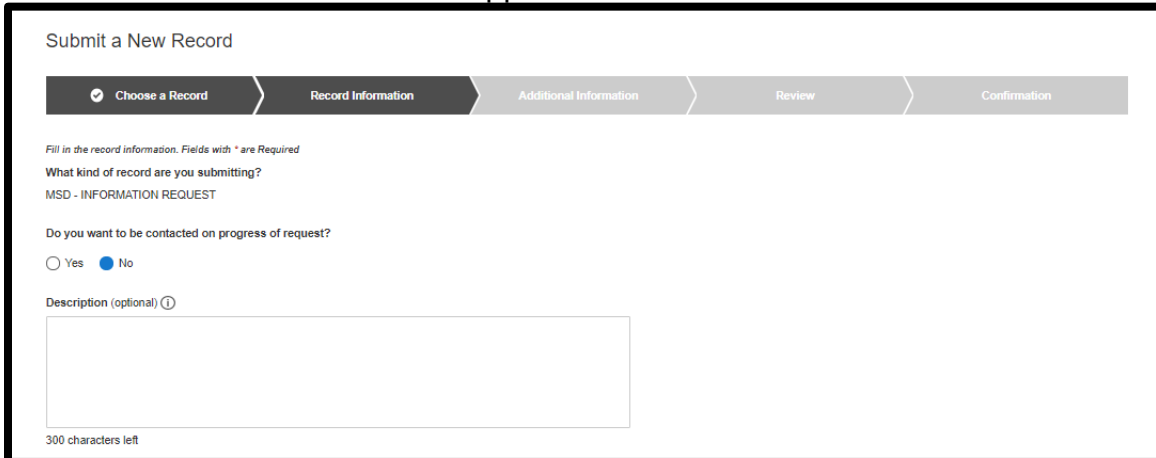
- 1) From your MSD self-service portal dashboard, click the **Submit an Application or Request** located in the top right of the Dashboard.



- 2) From the Submit a New Record screen, expand the list of Service Request types, by clicking **Request Services from MSD**.



- 3) A list of MSD Service Request Types will appear. **Click on the Service Request type** (e.g. MSD – Information Request) that best fits the complaint or issue. The **Submit a New Record** view will appear.



- 4) Enter the information to submit a service request:
 - a) If you want to be contacted on the progress of the request? Select **Yes**.
 - b) Enter the Description of the issue, complaint, or type of information being requested into the **Description** field.
 - c) **Add a Primary Site**. This is the address of the issue, complaint, or information request.

- i) The Add Primary Site window appears. Enter the known information into the fields, and click **Search**. Results of the address search will appear. **Select** the button next to the desired address. Click **Add Site**.

d) Add Attachments (optional)

- i) To add attachments to a request, click the **Add Attachment** button. The **Upload Attachment** popup appears.
- ii) Add the desired file as an attachment by clicking **browse** or **drag and drop** the file from your device to the popup window.

- iii) Click **Save** to save the attachments to the Service Request.
- iv) Repeat steps i) through iii) to add additional attachments.
- e) Click **Continue** to review the Service Request before submitting.

5) Review the information on the Service Request, and if correct click **Submit**.

6) On the Submit popup, click **Submit** button, otherwise click the Back button and edit the request before submitting the service request.

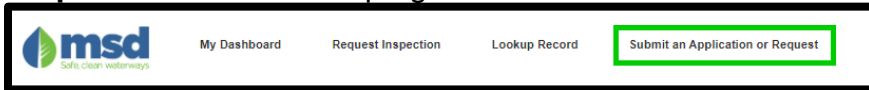
7) The confirmation window will appear.

8) The Service Request will be available from the Dashboard under Projects.

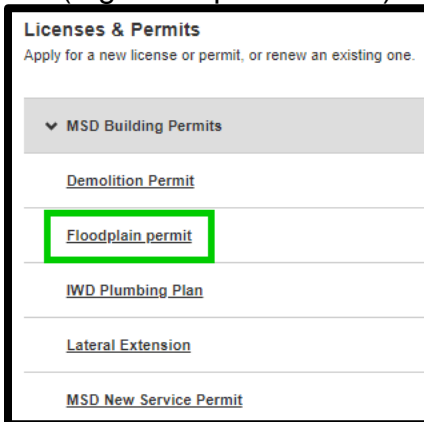
Project Name	Status	Added Date
MSD - INFORMATION REQUEST 5340059	Open	02/26/2021

Submit an Application

- 1) From your MSD self-service portal dashboard, click the **Submit an Application or Request** located in the top right of the Dashboard.

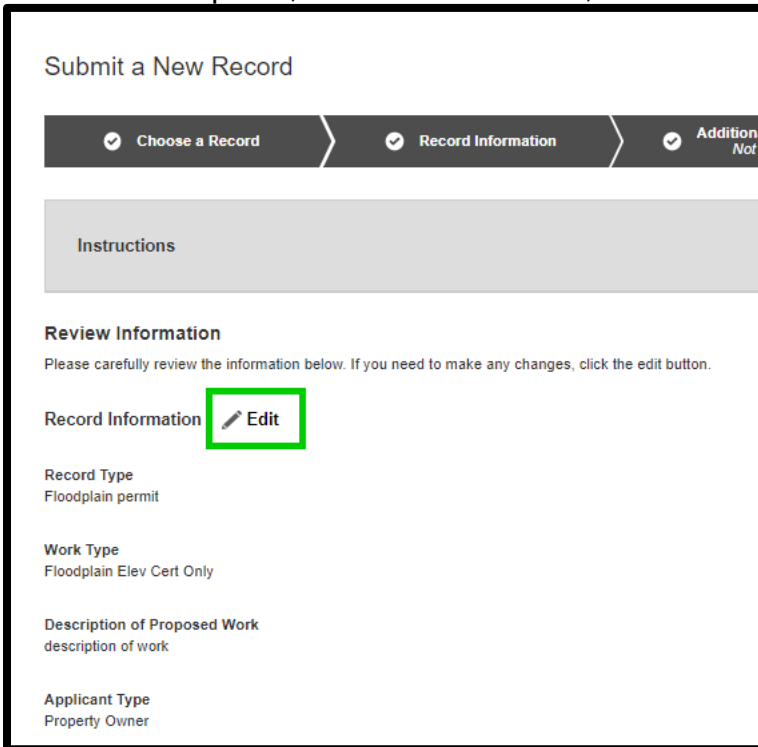


- 2) Under **Licenses & Permits** select the appropriate application type by clicking on the link (e.g. Floodplain Permit).



- 3) Enter all required information on the application. All MSD applications require a **Primary Site** (i.e. address or parcel), and an **Applicant**. Additional information may be required per the permit type (e.g. Description of work, work type, etc.).
- 4) Click **Save & Continue** button at the bottom of the page.
- 5) The **Review** window will appear. Please review the information entered.

- a) If **Edits** are required, click the Edit button, and make necessary changes.



Submit a New Record

Choose a Record Record Information Additional Information

Instructions

Review Information
Please carefully review the information below. If you need to make any changes, click the edit button.

Record Information **Edit**

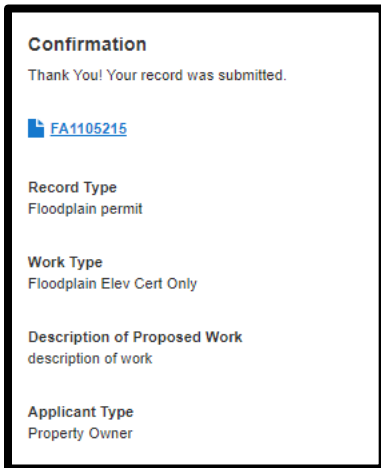
Record Type
Floodplain permit

Work Type
Floodplain Elev Cert Only


Description of Proposed Work
description of work

Applicant Type
Property Owner

- 6) Click the **Submit** button, to submit the application request.
7) Click **Submit** on the confirmation popup.



Confirmation
Thank You! Your record was submitted.

 FA1105215

Record Type
Floodplain permit

Work Type
Floodplain Elev Cert Only

Description of Proposed Work
description of work

Applicant Type
Property Owner

Add Additional Applicants

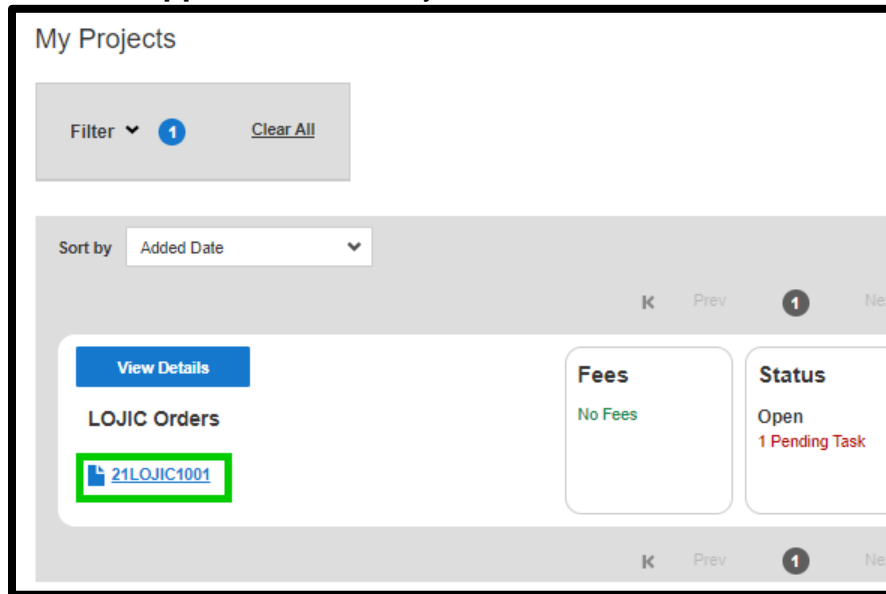
When submitting a new service request or application, you can invite additional applicants. This will allow multiple people to see the same application process, and allow for multiple people to make payments on the same application if necessary.

1. If it is a new application
 - a. From the **Submit a New Activity** page, click **Invite Applicant**, then skip to step 2

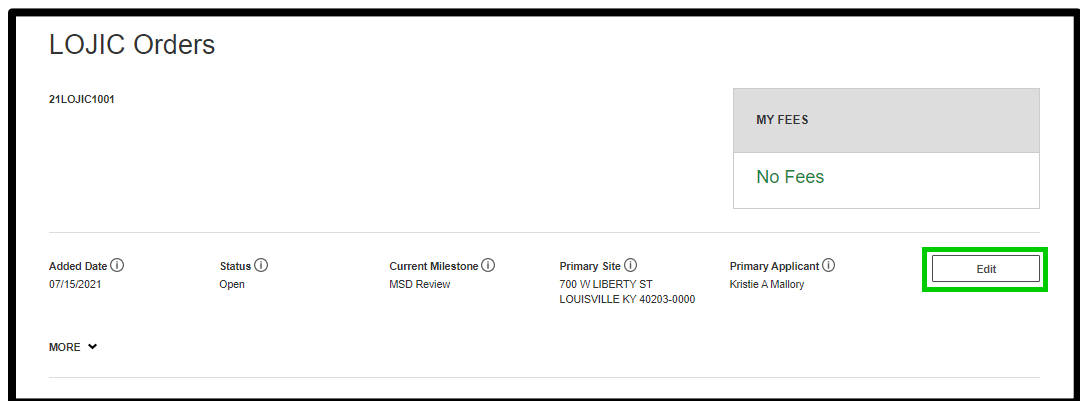
The screenshot shows the 'Submit a New Activity' page. At the top, there is a progress bar with five steps: 'Choose an Activity' (completed), 'Activity Information' (current step), 'Additional Information', 'Review', and 'Confirmation'. A 'Save Progress' link is visible in the top right corner. Below the progress bar is an 'Instructions' section with a scrollable area containing text about ordering items from LOJIC and acceptable forms of bond payment. Below the instructions, there is a question: 'What kind of application are you submitting?' with the answer 'LOJIC Order process.' and a 'Description' text area with a character count of '203 characters left'. At the bottom of the page, there is an 'Additional Applicants' section with a list of applicants (currently empty) and a blue 'Invite Applicant' button highlighted with a green border.

1. If the application has already been submitted:

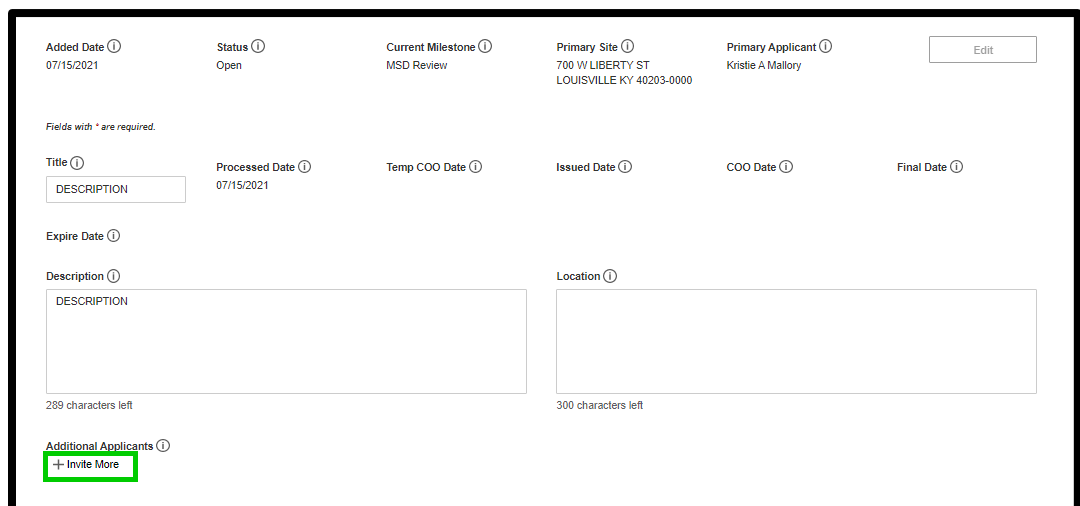
- a. Click the **Application #** from your dashboard.



- b. Click the **Edit** button.

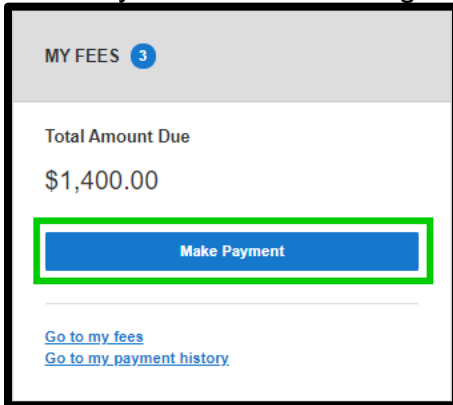


- c. Click the Invite More button.

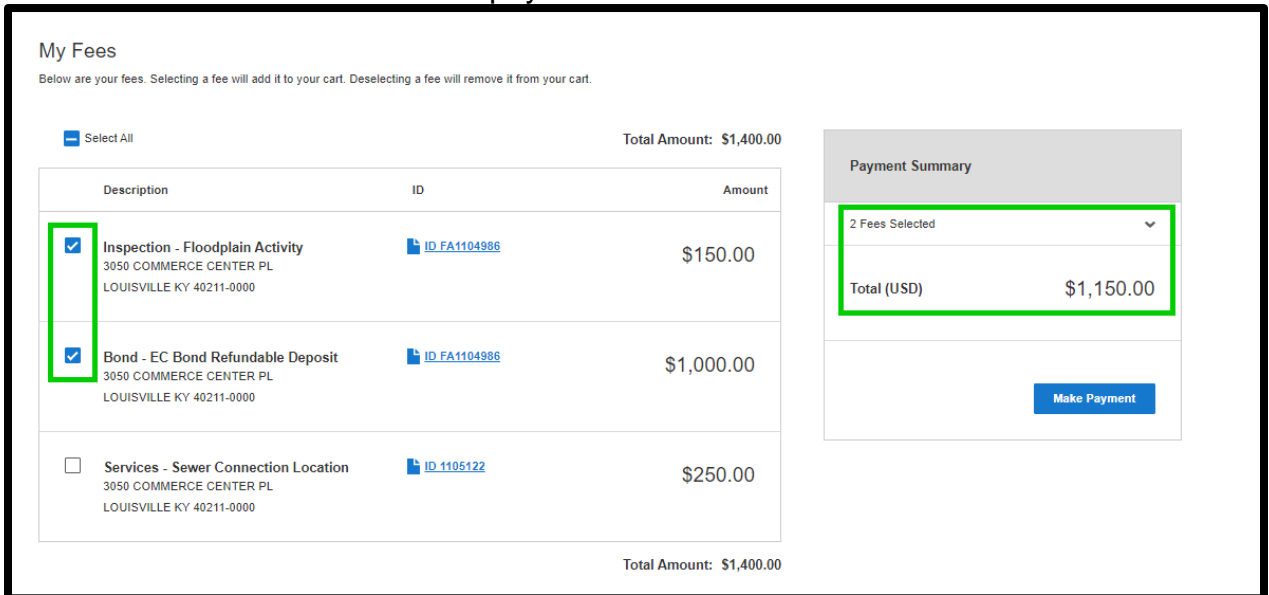


Make a Credit Card Payment Online

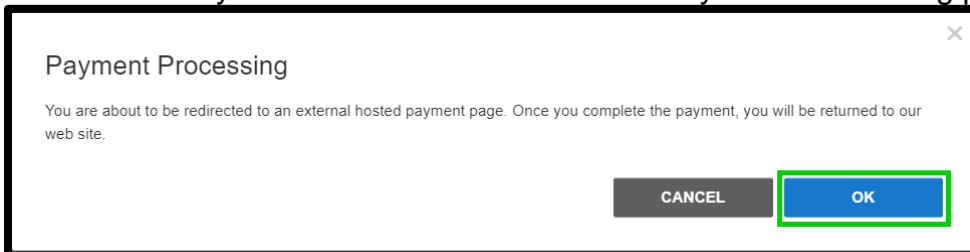
- 1) From your MSD self-service portal dashboard, click **Make a Payment** button located in the My Fees box on the right of the Dashboard.



- 2) The My Fees window appears. Click the boxes next to the applications you wish to make a payment on, or select all applications. The total will be adjusted according to the number of fees selected for payment.



- 3) Click **Make Payment** button. Click **OK** on the Payment Processing popup.



- 4) You will be redirected to the third party payment site. Click **Checkout** to confirm payment amount and continue to process the payment.

The screenshot shows a section titled "Order Section" with a blue header. Below the header, there is a white box containing the text "Amount" on the left and "1,500.00 CAD" on the right. Below this box is a large blue button labeled "CHECKOUT". At the bottom of the section, there is a "Secure Payment" logo consisting of a padlock icon and the text "Secure Payment".

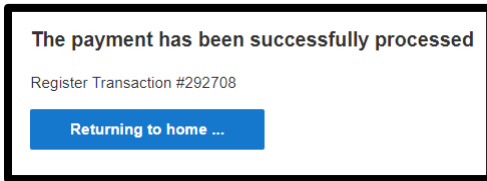
- 5) Enter your payment information, then click **Submit Payment** button.

The screenshot shows a payment form with two main sections: "Order Section" and "Billing Address". The "Order Section" on the left shows the amount "1,500.00 CAD" and a "Payment" section with tabs for "PAYMENT CARD" and "GIFT CARD". The "PAYMENT CARD" tab is active, showing fields for "Card Number*", "Expiration Date(MMYY)*", and "CVV2*". The "Billing Address" section on the right includes fields for "Company", "First Name", "Last name", "Address1*", "Address2", "City", "State/Province", "Postal Code*", "Country", "Email Address", and "Phone". Below the billing address is a "Shipping Address" section with a checked "Same as billing" option. At the bottom center, a blue button labeled "SUBMIT PAYMENT" is highlighted with a green border.

- 6) The Dynamic Currency Confirmation popup will appear, click **Pay** button to confirm payment.

The screenshot shows a "Dynamic Currency Confirmation" popup. It contains the following text: "Total CAD:", "Conversion Rate: 1500.00", "Fee Included: %", "Total:", and "Source:". At the bottom right, there is a button labeled "PAY CAD 1500.00" and a blue button labeled "PAY" which is highlighted with a green border.

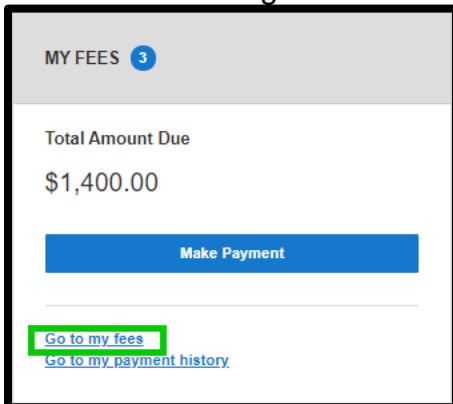
7) You will be returned to the MSD eService site with a payment confirmation message.



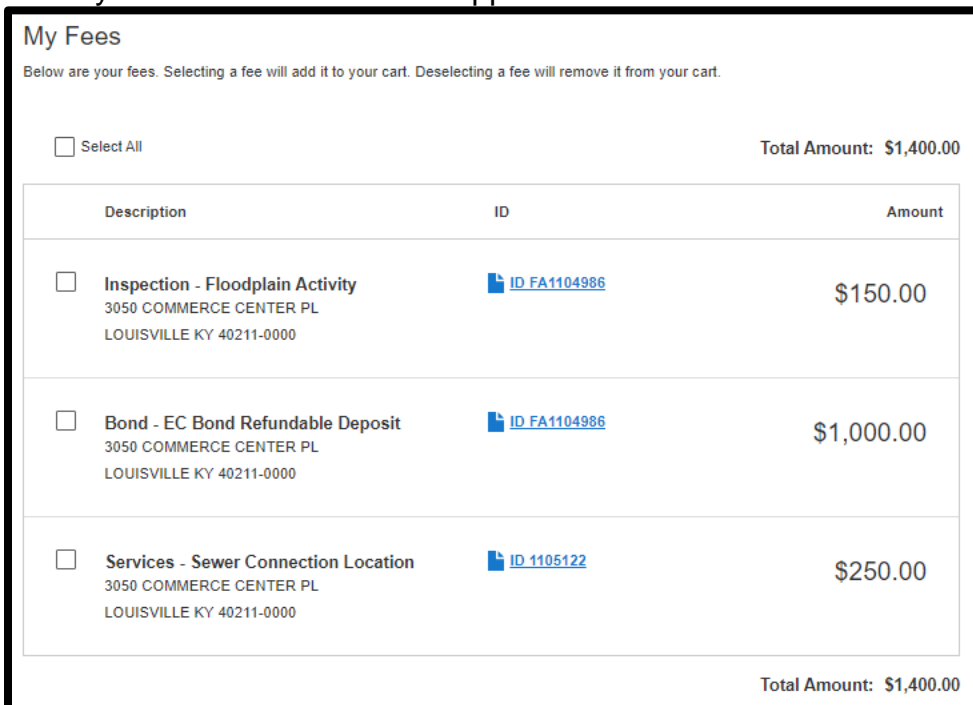
8) You will also receive an confirmation email.

Review Charges

1) From your MSD self-service portal dashboard, click **Go to my fees** located in the My Fees box on the right of the Dashboard.



2) The My Fees detail window will appear.



- 3) Click on application ID's to launch the application, and review the Fee information on the application.

Sewer Locate Request

1106122

[Request Withdrawal](#) [Ask a question](#)

MY FEES

Total (paid and unpaid)	\$250.00	PAYMENT HISTORY
Unpaid Balance	\$250.00	PAY BALANCE
Minimum Due	\$250.00	PAY MINIMUM

Added Date 02/03/2021
 Status Open
 Current Milestone Awaiting Fee Payment
 Primary Site 3050 COMMERCE CENTER
 FL LOUISVILLE KY 40211-0000
 Primary Applicant Kristia Mallory
 Other Contact

[Edit](#)

MORE ▾

NEEDS ACTION ALL

All fees must be paid. 1 ^

Description	Status ▾	Balance ▾
Services - Sewer Connection Location	Unpaid	\$250.00

Total Balance
\$250.00

[Pay Balance](#)

Review Payment History

- 1) From your MSD self-service portal dashboard, click **Go to my payment history** located in the My Fees box on the right of the Dashboard.

MY FEES 3

Total Amount Due
\$1,400.00

[Make Payment](#)

[Go to my fees](#)
[Go to my payment history](#)

- 2) The Payment History window appears, with all payments made by the applicant associated with this email address.

Payment History

Filter View All ▼

Transaction ▼	Description	Memo	Date ▼	Status ▼	Method ▼	Amount ▼
1	Inspection - Demolition DEMO1105093		01/08/2021	Paid	Cash	\$150.00 REQUEST REFUND
1	Inspection - Sanitary Assets LE1105085		12/31/2020	Paid	Cash	\$875.00 REQUEST REFUND
1	Review - Floodplain Activity FA1104991		11/02/2020	Paid	Cash	\$100.00 REQUEST REFUND

- 3) Click application links to display the application and application details.