

HARRIS-GALVESTON



SUBSIDENCE  
DISTRICT

# Update Email Form Permitting Portal | User Guide

Updated December 28, 2021

**PERMITTING**  
One-stop-shop for forms  
and payments **PORTAL**



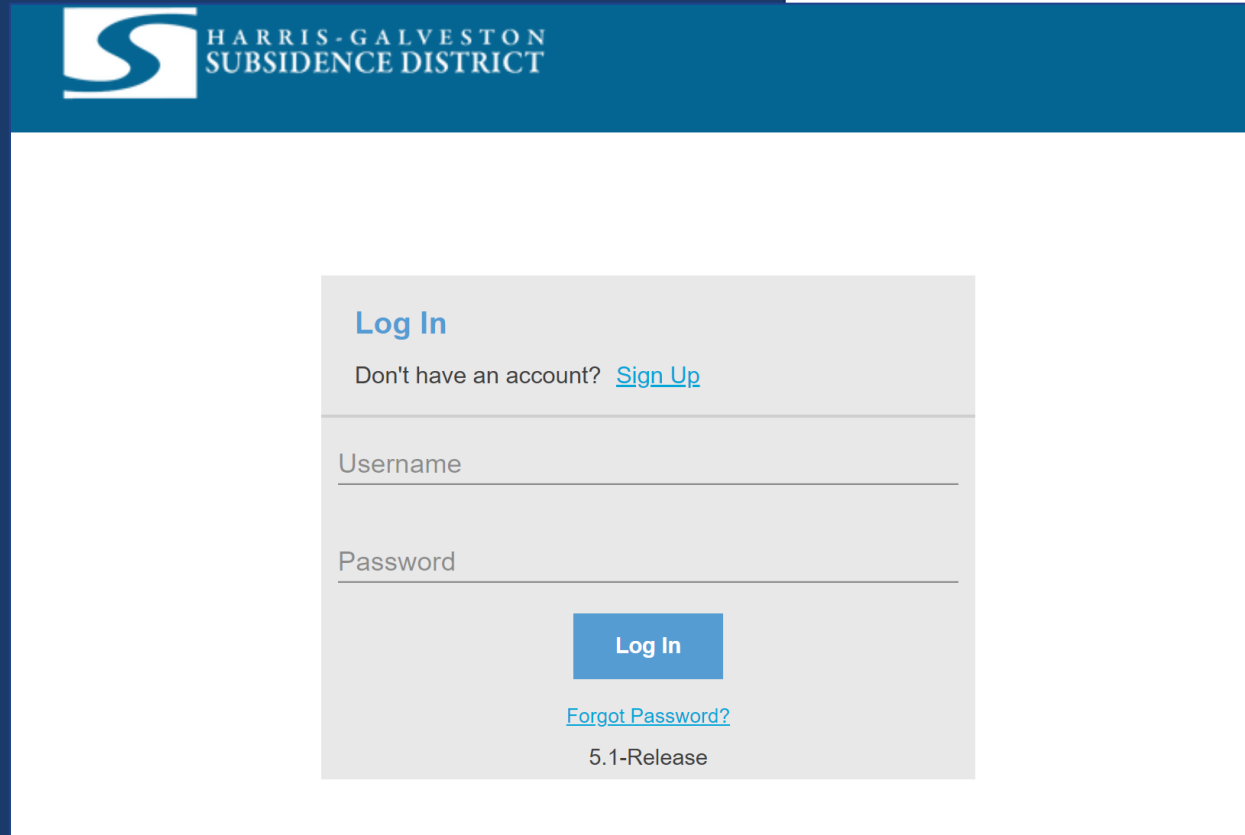
## Overview

In order for your well history to appear in the Portal, your email login must match the email already associated with your permit. This form should be completed to make this request.

# Update Email Form Process

1. Visit [hgsubsidence.org/portal](https://hgsubsidence.org/portal). Create account and/or log in to your account
2. Choose **Update Email Form**. Designate Well address in **Main** section. Input the lead well number in the **App Data** section. Under **People** section, include the applicant, which should be the person requesting access to the permit.
3. Submit application for processing. District staff will verify your application. Staff may also contact you if there are questions about your request.
4. You will receive an email once your request is approved. If your request is not approved, you will also be notified by email.

# Access the Portal



**HARRIS-GALVESTON  
SUBSIDENCE DISTRICT**

**Log In**  
Don't have an account? [Sign Up](#)

Username

Password

**Log In**

[Forgot Password?](#)

5.1-Release

- To access the Permitting Portal from HGSD website, visit [hgsubsidence.org/portal](https://hgsubsidence.org/portal)
- You can also bookmark the [direct portal link](#).
- [Click here](#) for instructions on how to create an account
- **You must log in using the email address associated with last year's well application to view the permit to renew.**

PLEASE NOTE: there are a limited number of logins that can be made available per permit application. We recommend the email used for this account to be accessible in the long-term.

# Create Application

**HARRIS - GALVESTON SUBSIDENCE DISTRICT** [Create Application](#)

**Submitted** **Incomplete**

**Submitted**

search Sort ▼

<b>Meter Card</b> MTR2021-459	AD200 1652	<b>PENDING</b> Actions... Actions... Check Case Status Pay Fees Get PDF Report <b>Renew</b>
<b>Well Registration</b> REG2021-418	No Location Specified No Application Name	
<b>Well Permit</b> WP2021-460	No Location Specified No Application Name	<b>PENDING</b> Actions... <b>Created</b>

- After logging in, choose the "Submitted" tab
- Your most recent, active applications should appear here.
- Any applications that are saved but not submitted will appear under the "Incomplete" tab.
- If you are creating a new application, click on "Create Application" to start the application process.

# Application Selection

## Select an Application

search Applications...

Applications

Categories

- Rebates and Amendments
- Meter Information

Applications

- Well Registration
- Well Permit
- Sponsorship for Groundwater Credits
- Well Pumpage (Annual Report)
- Update Email Form**

Begin Application

- After selecting “Create Application”, you will be taken to the Application Selection menu.
- Select “Update Email Form” to submit a request to associate your email with an existing permit.

# Application Pop-up Screen

The screenshot shows a web interface titled "Select an Application". At the top is a search bar labeled "search Applications...". Below it are sections for "Applications", "Categories", and "Applications" again. Under "Categories", there is a folder icon for "Rebates and Amendments". Under the second "Applications" section, there is a card for "Well Registration" with a document icon. A white pop-up window titled "Application Help" is centered over the page. The pop-up contains the following text: "In order for your well history to appear in the Portal, your email login must match the email associated with your permit. If your permit information does not pre-populate after you create an account, please fill out the Update Email Form by clicking the 'Begin Application' button below." and "Note that this form does NOT replace the Transfer of Ownership Amendment - this form is ONLY to be used for associating an email with a permit to provide access to the information." At the bottom right of the pop-up is a blue "OK" button.

- A pop-up screen will provide information on the application process.
- Select “OK” and then select “Begin Application” to start the application process.

# Application Sections

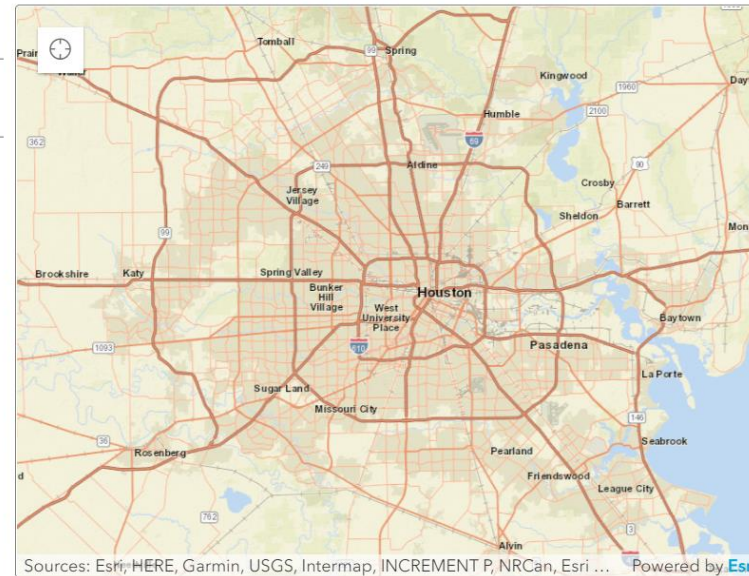
## Application: Update Email Form

Step 1 of 4

### 1 Main

Well Number

Physical Location of Well



Cancel Clear Next

### 2 App Data

### 3 People

## Overview of Sections

- **Main Panel:** this is where you enter your lead well number (if you have one) and physical location of the lead well
- **App Data Panel:** this is where you enter details regarding your application
- **People Panel:** this is where you provide your contact information in the applicant role code.
- **Rel Docs Panel:** this is where you may attach related documents that you would like to share with District staff (if applicable)



# Input Well Address

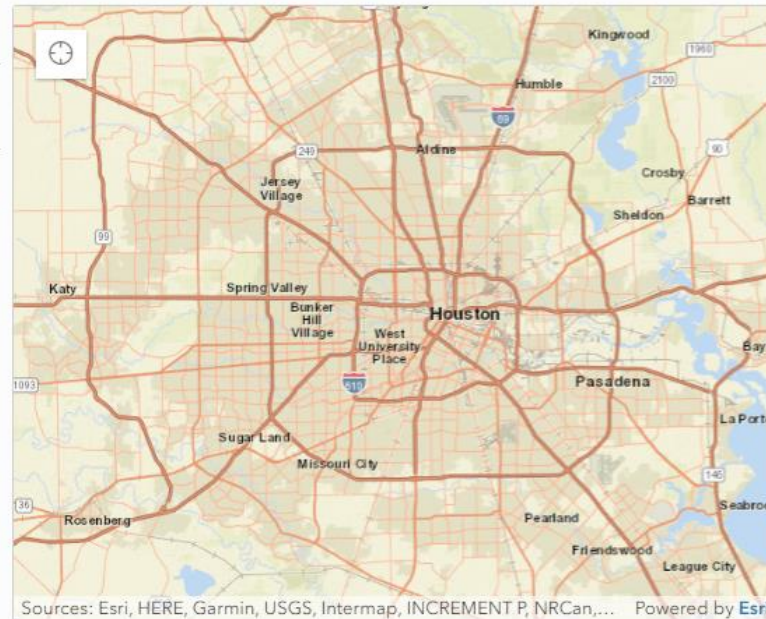
Application: Permit Amendment - Owner Amend

Step 1 of 3

1 Main

Description

Address



Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, NRCan,.... Powered by Esri

Cancel Clear Next

2 App Data

3 People

- The **Main** section includes the **lead well address** and the corresponding physical location description of the well (if needed).
- If you cannot enter an accurate physical location of the well, leave it blank. You may also upload a map of the well location in the additional documents section.

# Input Application Data

## Application: Update Email Form

Step 2 of 4

1 Main

2 App Data

**Lead Well Number** ^

! Lead Well Number ?

Number

**Update Email** ^

! Please provide an explanation of why you should be provided access to this permit. Note, you must file a transfer of ownership amendment if you want to change contact information on the permit. ?

Comment

Cancel Clear Previous Next

3 People

4 Add'l Docs

- In the App Data Panel, required fields are shaded in red.
- Input **Lead Well Number**. If you have multiple wells, the lead well number will be the lowest numerical well number. If you do not have a lead well number, then enter 0 (zero).
- Input an explanation of the reason that you are requesting access to the well permit.

# Input Contact Information

## Application: Update Email Form

Step 3 of 4

1 Main

2 App Data

3 People

APPLICANT [more....](#)

Use My Information

Name

Address Line1

City Name

State

Zip Code

Phone (Home)

Phone (Mobile)

Email

Comment

Cancel

Clear

Previous

Next

4 Add'l Docs

- In the People Panel, information regarding the **Applicant** is required.
- Input the name, phone number and email of the **Applicant**, or the person submitting the application (which should also be the person requesting access to the permit).
- **TIP:** When your request is approved, you will receive an email notification. It will be sent to the email address entered for the applicant.

# Add Remaining Contact Items

Application: Update Email Form Step 3 of 4

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1 Main

---

2 App Data

---

3 People

APPLICANT less... Use My Information

Name

Address Line1

Address Line2

Address Line3

City Name  State  Zip Code

Country Code  Company Name

Phone (Home)  Phone (Mobile)

Phone (Work)  Phone Work Ext.

Fax Number

- **Before you click Next, make sure to select "more..." for all required contacts: Permittee, Owner and Applicant.**
- Fill out the required Phone (Work) number.
- You will not be able to move on to the next step until you've filled in all required red fields.
- You will be asked to accept the terms and conditions before you submit the form.
- **Troubleshooting tip:** If your application times out, log back into the and visit the "Incomplete" tab on the home page. You'll find a draft of your application there.

# Review Account Summary

← Back

### Application

Update Email Form  
EML2021-5939

No Location Specified  
No Application Name

**PENDING**  
Actions...

Created:12/15/2021  
Expires:12/31/2022

### Addresses

Address	Location Type	Location Id
-	-	-

### People

Title	Name	Address
APPLICANT	test	

### Data

#### Lead Well Number

Lead Well Number ?

Number  
1234

#### Update Email

Please provide an explanation of why you should be provided access to this permit. Note, you must file a transfer of ownership amendment if you want to change contact information on the permit. ?

a

### Workflow

Description	Result	Target End	Completed	M	Comments
Update Email Request Approved?		12/17/2021 4:37 PM		1	

### Related Documents

📎 Add 🗑️ Delete all

- Once you submit your application, it will be reviewed by staff typically within 3-5 business days.
- **Workflow** gives you the status step in the application process with the estimated timeline.
- The typical workflow includes the following steps:
  - Update Email Request Approved?

# Questions?



- Email [info@subsidence.org](mailto:info@subsidence.org) with PORTAL in the subject line. Please include your name, well number and application number (if available).
- Given the volume of questions, response time may take up to two business days.