Update Email Form

Permitting Portal | User Guide

Updated December 28, 2021

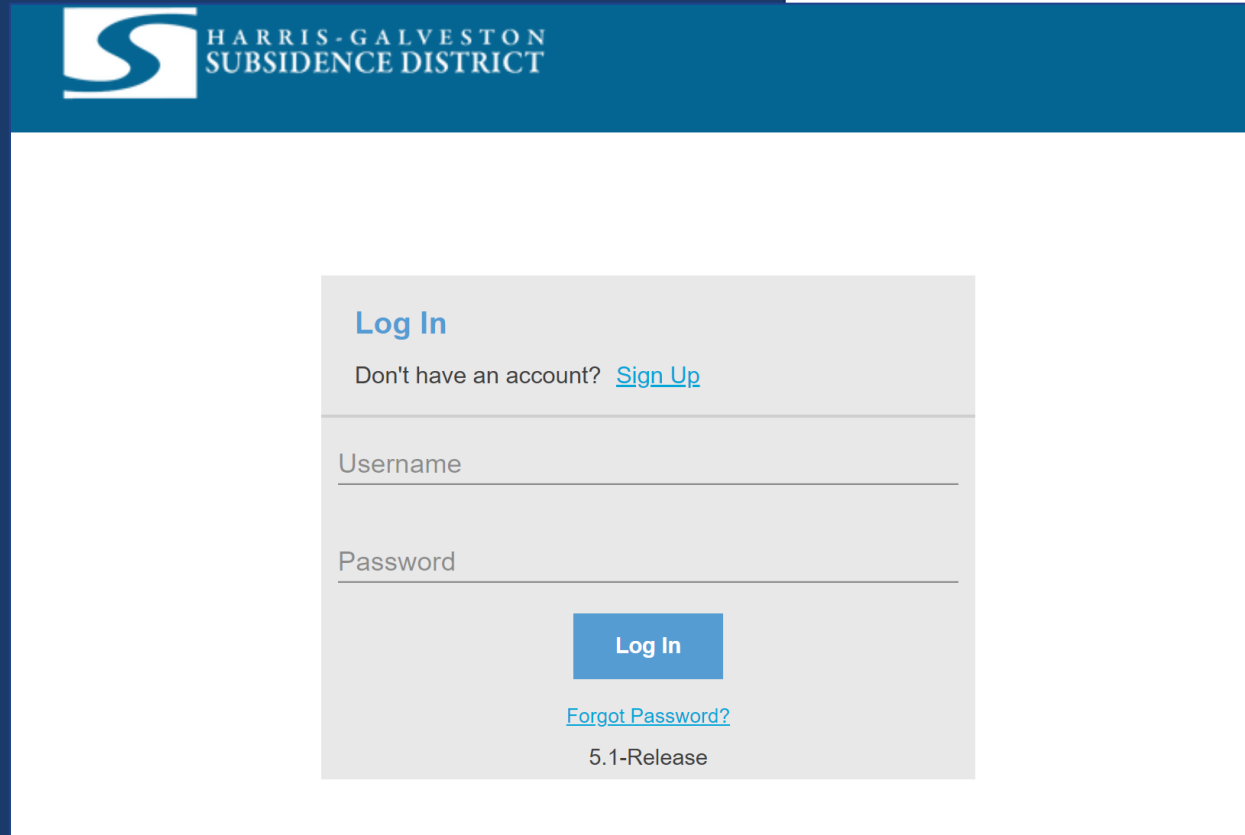**PERMITTING PORTAL**
One-stop-shop for forms and payments

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.

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Update Email Form Process

1. Visit 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.

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Access the Portal

- To access the Permitting Portal from HGSD website, visit 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

- 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

- 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

- A pop-up screen will provide information on the application process.

- Select "OK" and then select "Begin Application" to start the application process.
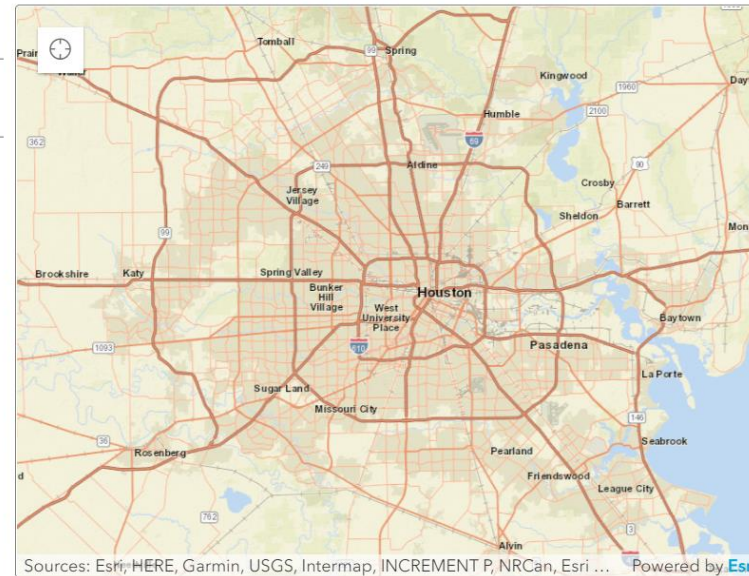
Application Sections

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
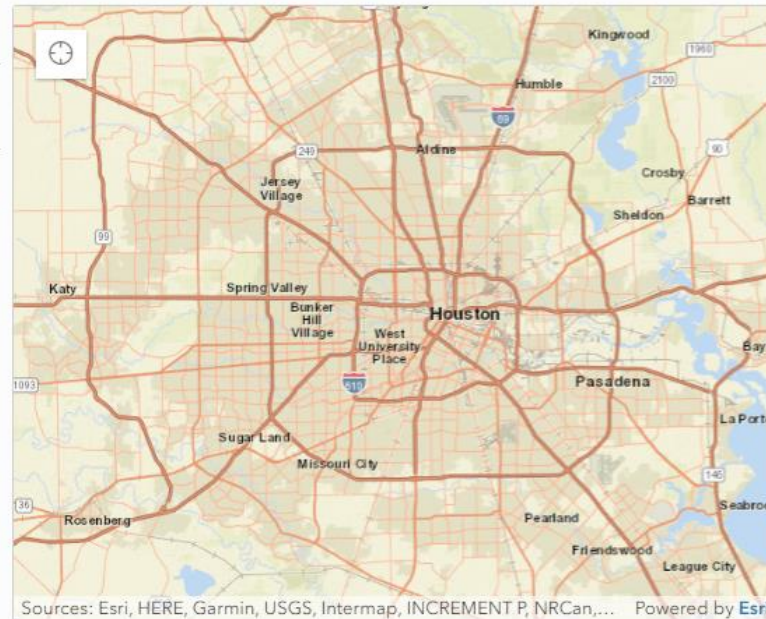
- The **Main** section includes the **lead well address** and the corresponding physical location description of the well (if needed).

- 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

- 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

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.

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Add Remaining Contact Items

Application: Update Email Form   Step 3 of 4

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

- 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 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.

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