PIPES Portal User Manual

Change Log

Version	Date	Name	Comments
3.00	01/06/2025	Pandora Nheik	Added major functionalities/features for users of portal to request plan reviews of their own dubbed **“New Asset Input”**
2.10	08/17/2022	Jason Hua	Added POC Request Restrictions Added PROJECT Create Restriction Made all Company POCs available to Users of the company Added POC Revisions Functionality Added functionality to associate POCs to a project
2.00	01/26/2022	Eulalio Moreno, Monica Limjuico, Zoyla Orellana	Added Account Lockout, replaced quoted words with bold words, replaced Plan Review and Inspection Request pictures
1.30	04/28/2020	Monica Limjuico	Removed commas in title of document, update Plan Review and POC screen shots, add questions on files not available in FAQ
1.00	10/5/2018	Beverly Wood	Finalize Version 1

Table of Contents

<u>Content</u> <u>Page</u>

Definitions

Abbreviation	Expansion
APN	Assessor Parcel Number
BP	Business Partner
BPAdmin	Business Partner Administrator
CAD	Computer-Aided Design
CCWRD	Clark County Water Reclamation District
ERU	Equivalent Residential Units
MGD	Million Gallons per Day
PDF	Portable Document Format
PIPES	Project Inspections and Plan Evaluations System
POC	Point of Connection
QAVG	Quantity Average
NAI	New Asset Input

Getting Started

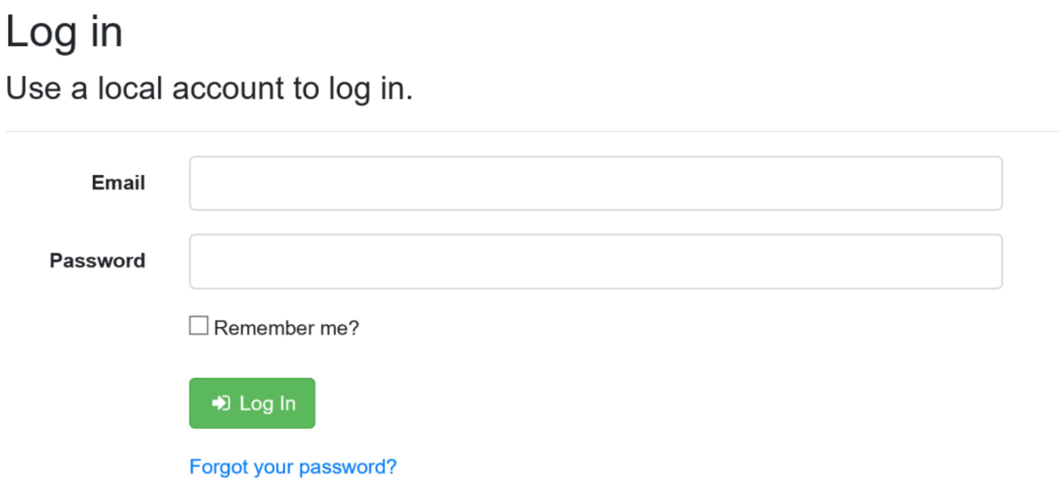
Registration

To register, a company principal must fill out an [Access Authorization Request] on your company letterhead and submit by email to developmentservices@cleanwaterteam.com or to the main office at 5857 E. Flamingo Rd, Las Vegas, NV 89122.

Only the BP Admin can create user accounts for their company. See the section **Creating a Contact** in this portal manual or click here.

Logging In

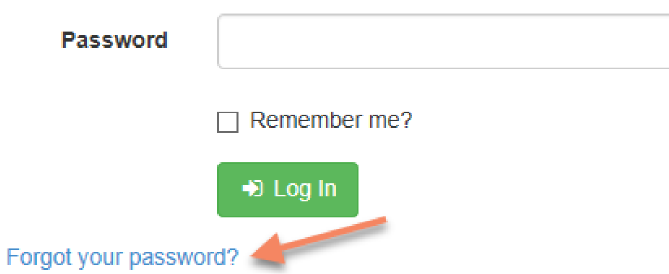
Once registered, clicking the **Log In** button located in the top right corner of the screen will bring up a form to input a User's Email and Password.



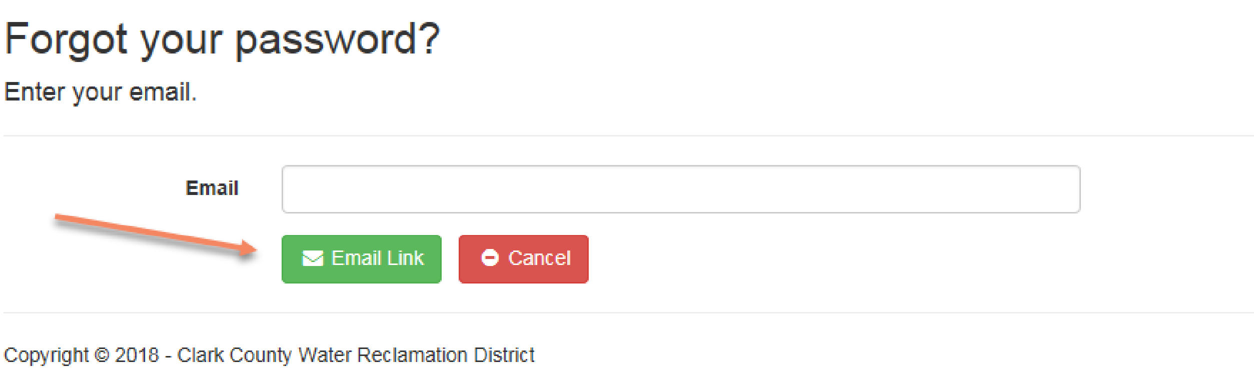
It is important to note that in order to login for the first time **the Password must be changed.** A reminder of this will also be found in the confirmation email from Portal.

Changing Your Password

To change your password, click the **Forgot Your Password** link located under the login form.



Enter the registered email and proceed by clicking the green button labeled **Email Link**.



The user will receive an email with a link to reset their password. Please note the following password requirements.

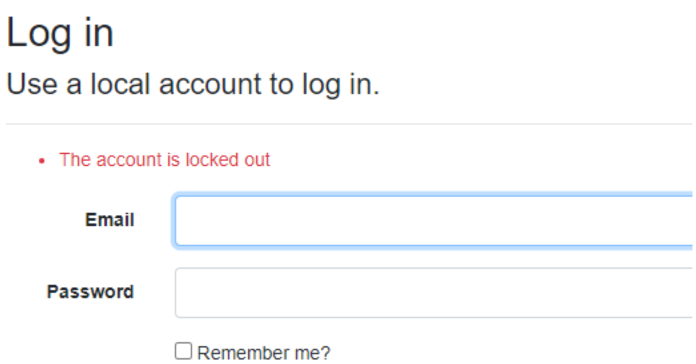
Password Requirements

Must be 15 characters or more and must contain at least 1 character from each of the following:

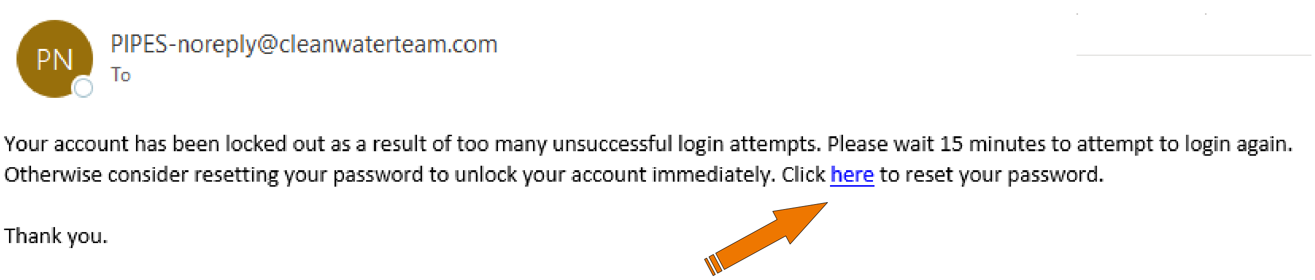
- Uppercase characters (A-Z)
- Lowercase characters (a-z)
- Numbers (0-9)
- Special characters (!, #, $, etc.)

Unlocking Your Account

Should you fail to log in three consecutive times into your account, for your account's safety, your account will be locked for 15 minutes.

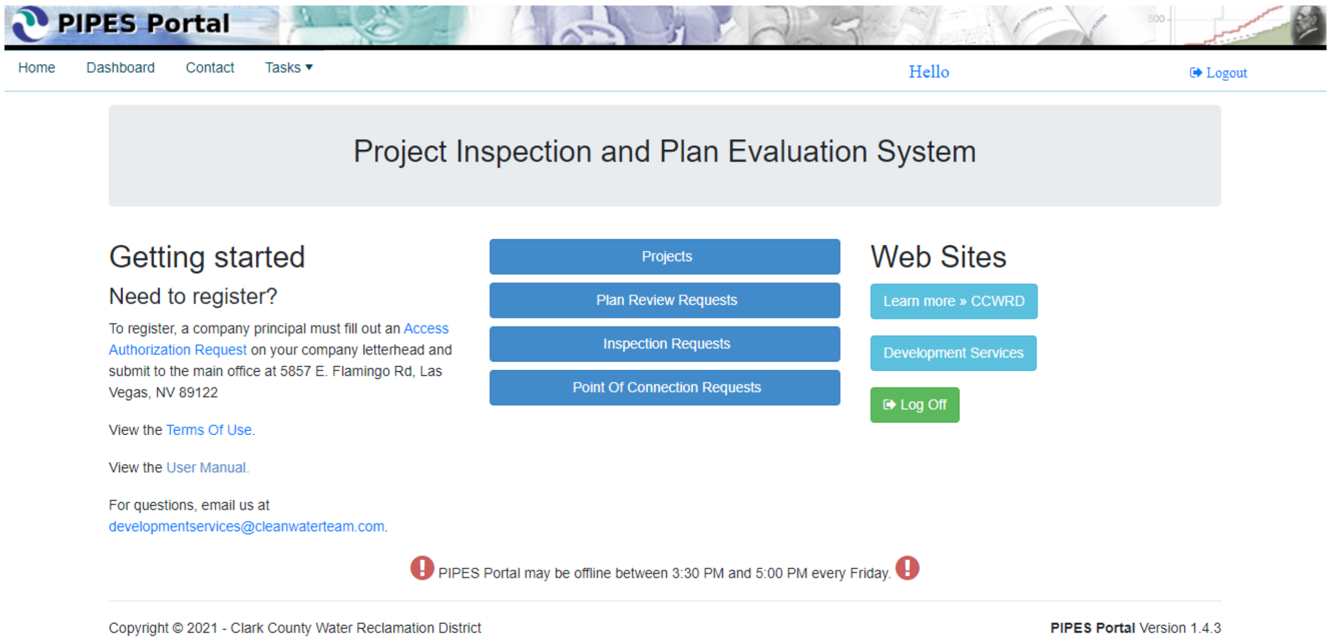


If you need to access your account sooner, an email can be sent allowing you to reset your password. Clicking on the **here** in the email will allow you to reset your password and immediately unlock your account.



Portal Navigation

The PIPES Portal has menu options across the top of the screen. A brief description of each is provided below.

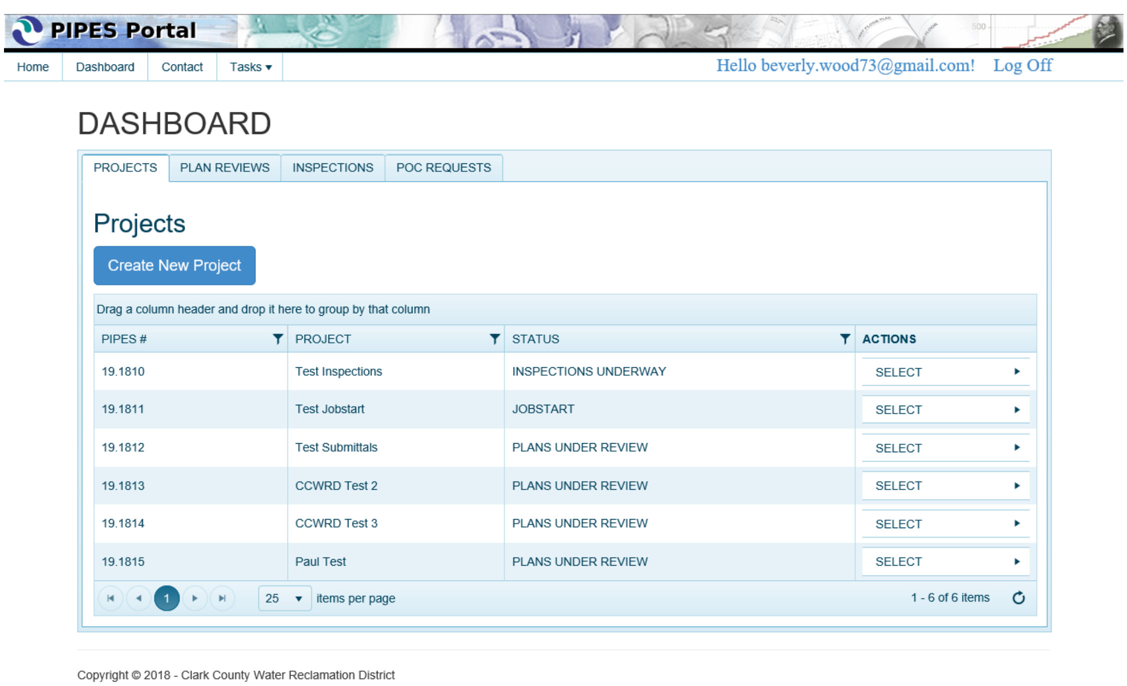


Home

This menu option redirects to the Portal Home Page.

Dashboard

Clicking the **Dashboard** menu tab will bring up the main hub for the Portal tools. The Projects, Plan Review, Inspections, and POC Requests tabs can be found here depending on the user's Access.

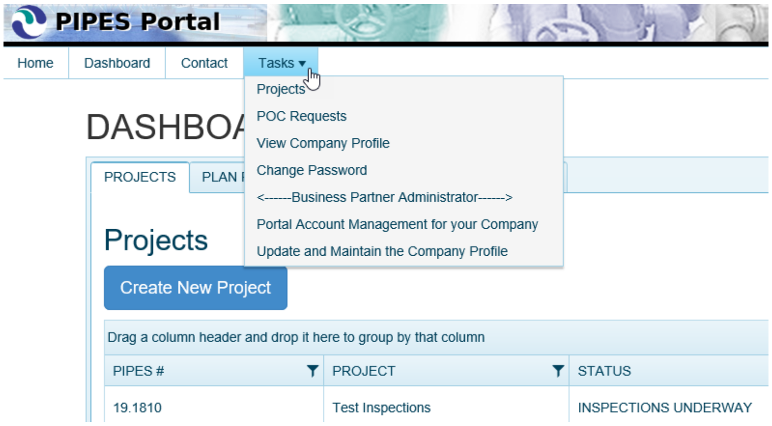


Contact

The **Contact** menu tab displays the current CCWRD contact information.

Tasks

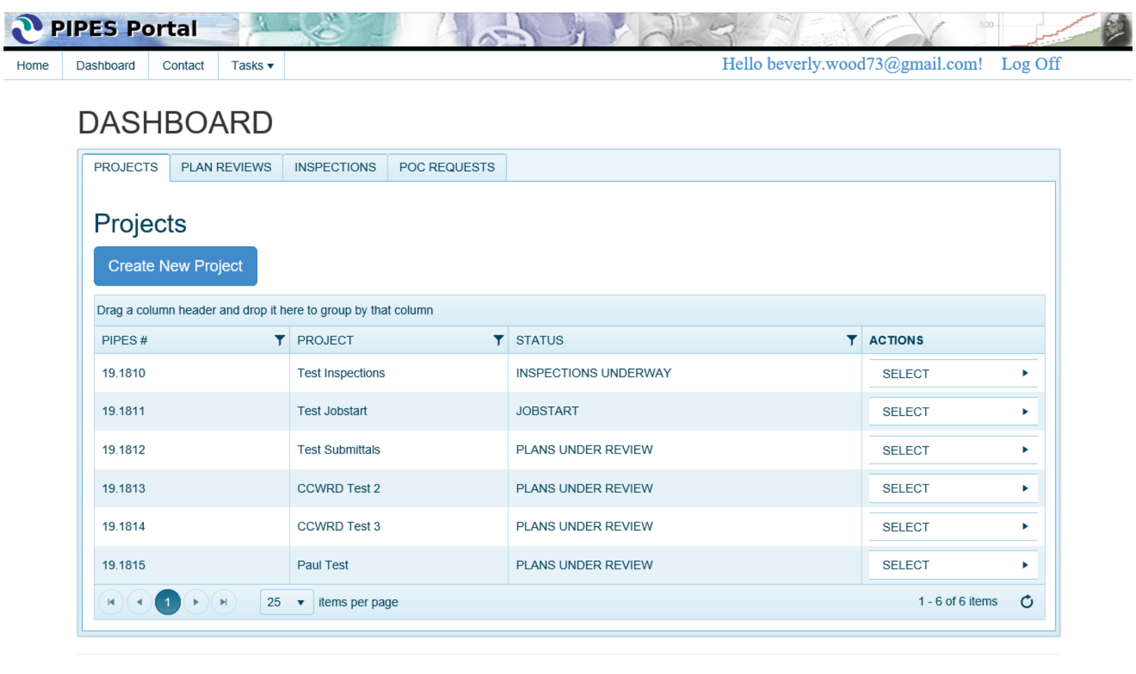
Clicking on **Tasks** menu tab will display Projects, View Company Profile, and Change Password links. A POC Request option will also display if the user belongs to an engineering company. Only a Business Partner (BP) Administrator will be able to see the links listed under the **Business Partner Administrator** section. See the **Business Partner Administrator Functionality** section or click here for more information.



Dashboard

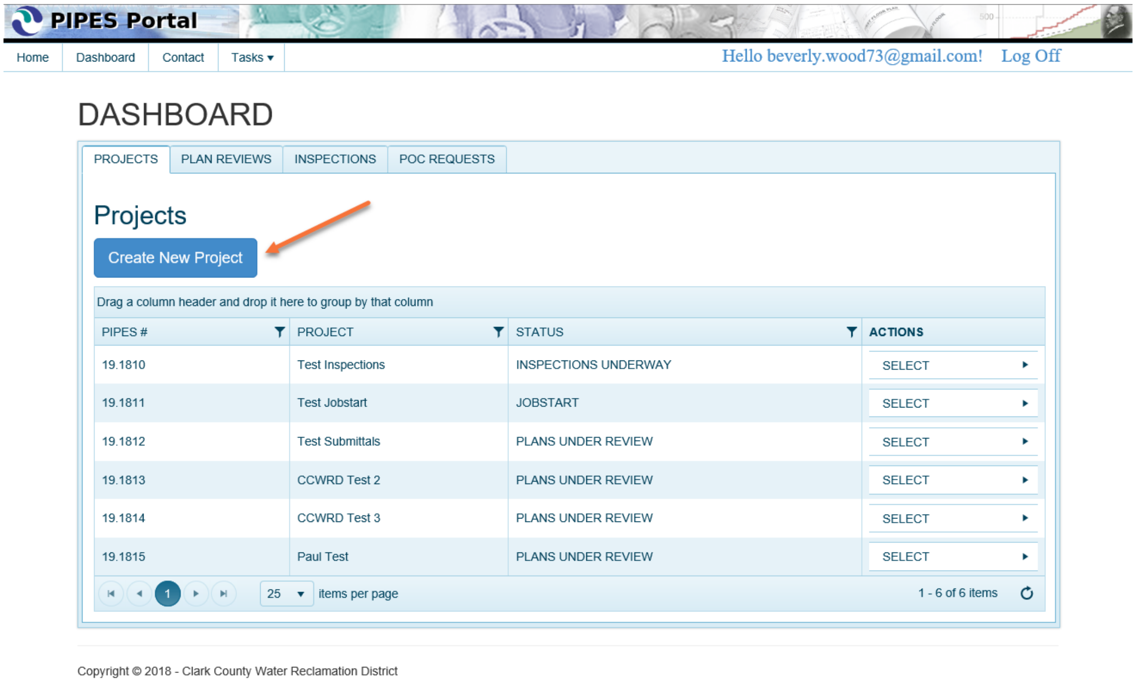
Projects

Clicking the **Projects** tab will bring up all existing projects assigned to the user. An option to create new projects can be found in this tab.

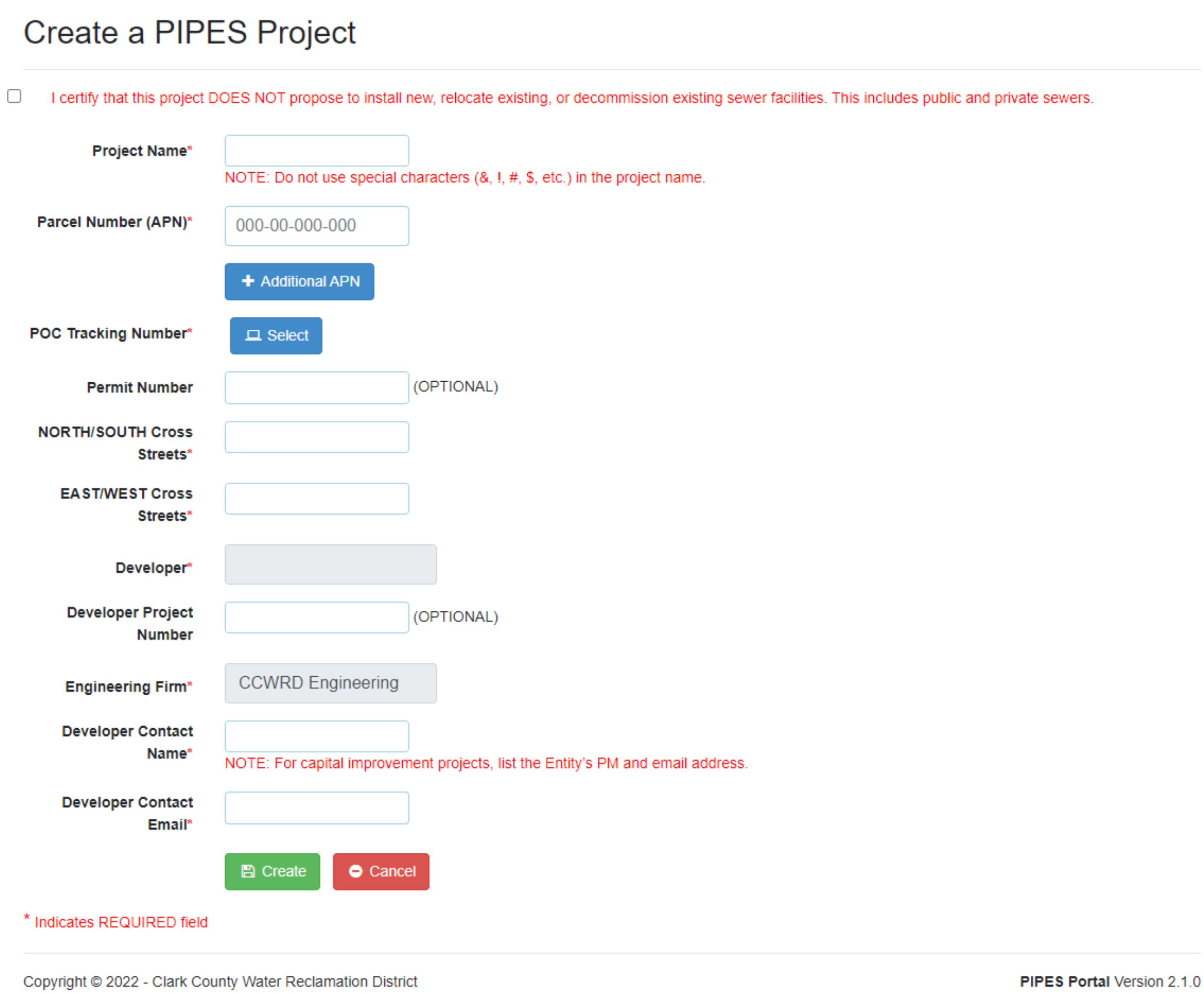


Creating a New Project

Clicking the **Create New Project** button will bring up the form for Project Creation. Note that only users associated to an engineering company who have been given access to create projects will be able to create new projects.



Please note that the following fields are required to create a project: Project Name, Parcel Number, Project Location Information, the Developer Name, Engineering Firm’s name, and the Developer’s contact information. A POC Tracking Number will be required if the project is installing new, relocate existing, or decommissioning existing sewer facilities.



Create a PIPES Project

☐ I certify that this project DOES NOT propose to install new, relocate existing, or decommission existing sewer facilities. This includes public and private sewers.

Project Name*
NOTE: Do not use special characters (&, !, #, $, etc.) in the project name.

Parcel Number (APN)* 000-00-000-000

+ Additional APN

POC Tracking Number* Select

Permit Number (OPTIONAL)

NORTH/SOUTH Cross Streets*

EAST/WEST Cross Streets*

Developer*

Developer Project Number (OPTIONAL)

Engineering Firm* CCWRD Engineering

Developer Contact Name*
NOTE: For capital improvement projects, list the Entity's PM and email address.

Developer Contact Email*

Create Cancel

* Indicates REQUIRED field

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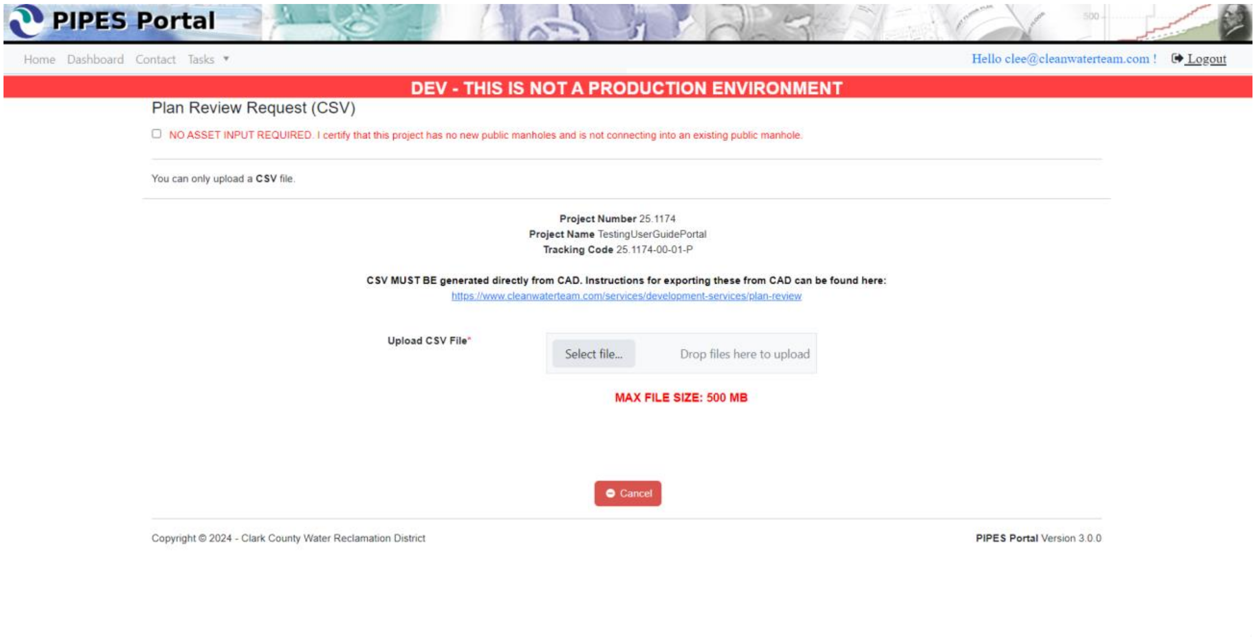
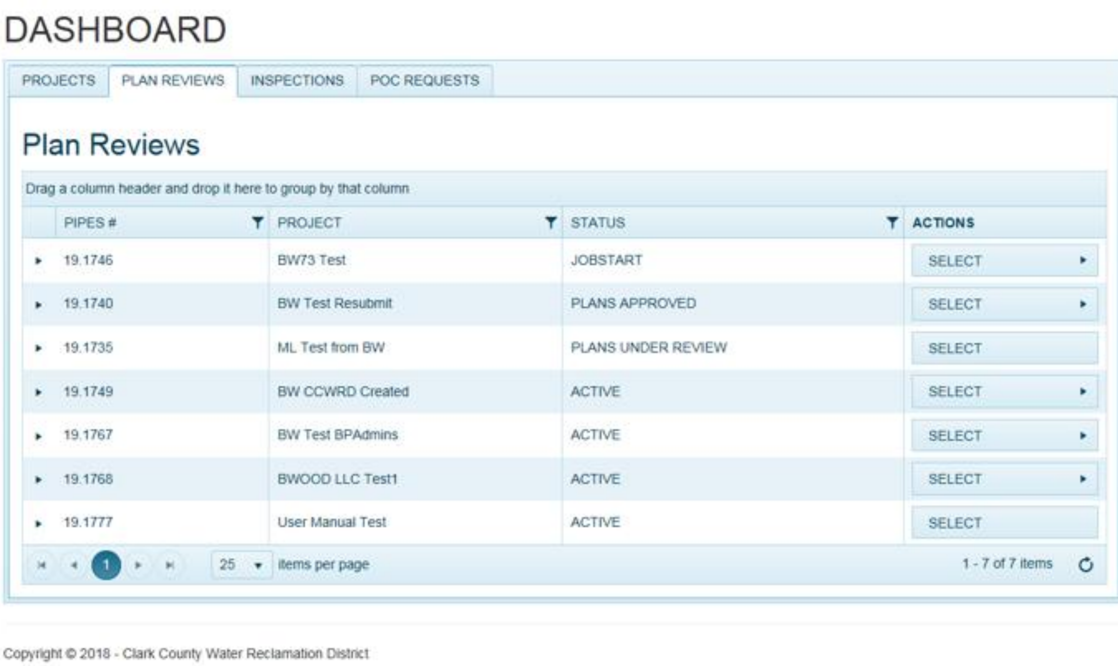
Once all required fields have been filled in, click the **Create** button.

The project will be created, and you'll be redirected to begin a Plan Review Request. See the **Requesting a Plan Review** section or click here for more information.

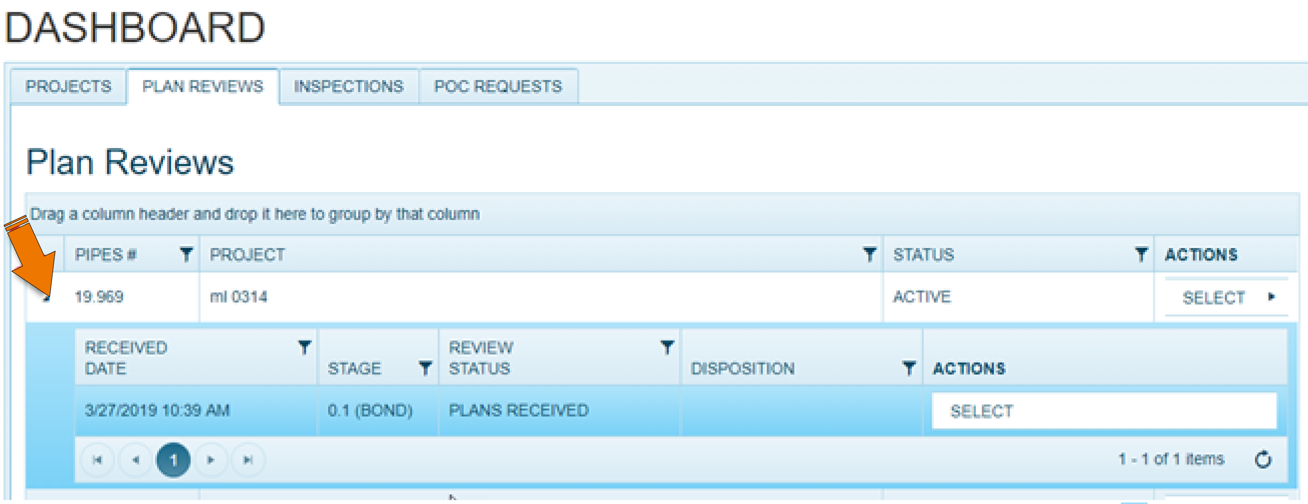


Plan Review

The **Plan Reviews** tab displays all existing projects assigned to the user and their status.



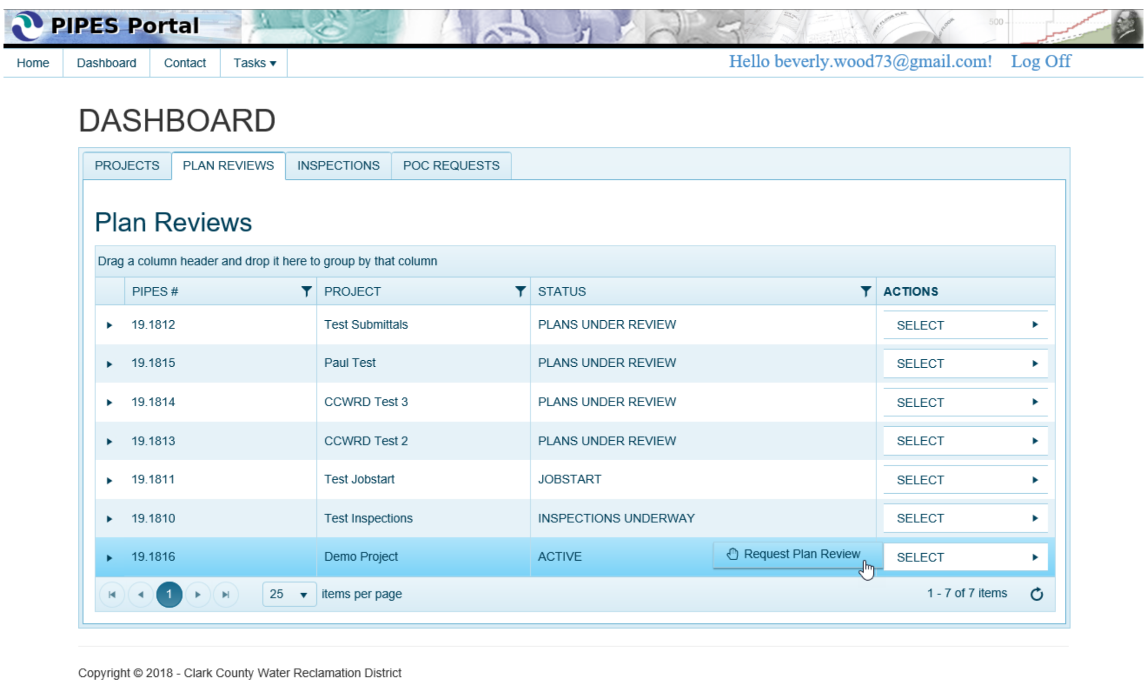
Clicking on the Expand Icon ( ) will expand the row to list the status of the project's plan review.



Information and review status on existing requests can be viewed by clicking the Expand Icon ( ) to the left of the Project Number.

Requesting a Plan Review

A plan review can be requested by hovering over the **Select** menu to the right of your project and clicking the **Request Plan Review** option. This will open a smaller window for the user to submit their plan review.



A plan review can be requested when a project is in an active state. Hovering over the **Select** menu to the right of your project and clicking the **Request Plan Review** option will open a smaller window for the user to submit their plan review. From here plans can be submitted digitally. Note that only ***.PDF** files are accepted. PDF plans that are submitted for CCWRD signatures must be digitally signed by the Engineer of Record per the instructions found here: https://www.cleanwaterteam.com/planreview**.** Multiple PDFs may be submitted. The first and main submittal document must be a plan review. Other documents, including final maps and easements, cannot be submitted individually without a plan submittal. The file must also be directly generated from CAD. Anything else will not be accepted by the Portal. Once the file has been chosen, click the green **Create** button.

Plan Review Request (NAI): Providing a Valid CSV

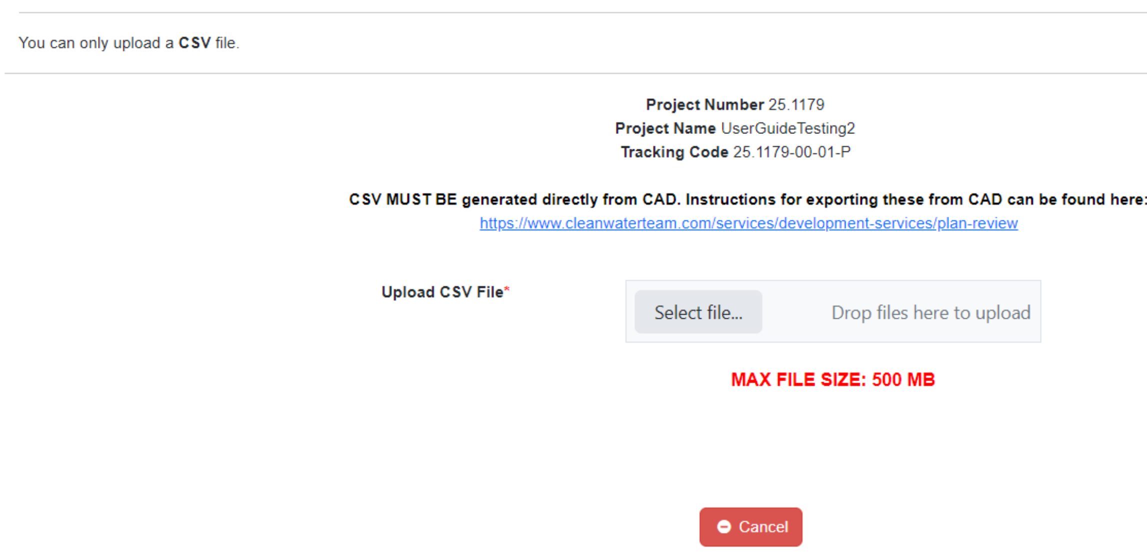
After creating a project, users will be directed to the “Plan Review Request” page. On this page, users must upload a valid CSV file to be parsed if there are assets required. If a project has no assets to upload, clicking on the checkbox indicated with the text “**NO ASSET INPUT REQUIRED**” will skip this section. A valid HTML is generated from Civil 3D and is converted to a CSV.

Please see the link below for more details on how to generate a valid CSV:

www.cleanwaterteam.com/Civil3D

Figure: Plan Review Request Checkbox

Figure: Plan Review Request CSV Form



Please Note:

Every civil plan submittal (including mylar and revisions) requires a new corresponding Civil 3D export and submittal to the District. Multiple Pipe Networks may be included in a single Civil 3D export. New manhole names on the first export and submittal are specified by the consultant (SSMH 1, SSMH 2, SSMH 3, SSMH 4, SSMH 5 etc.). All proposed manholes, all existing POC manholes, and the next manhole downstream of each POC manhole must be included in the Civil 3D export. Manholes must have the same name in both the plan submittal and the Civil 3D export. All subsequent export and submittals must substitute and use the new manhole names as assigned by the District (example: SSMH 17615001, SSMH 17615002, SSMH 17615003, etc.). The Civil 3D report must be uploaded with the plan submittal in the PIPES Portal.

After inputting a valid CSV, provide Manhole Conversion Data if required.

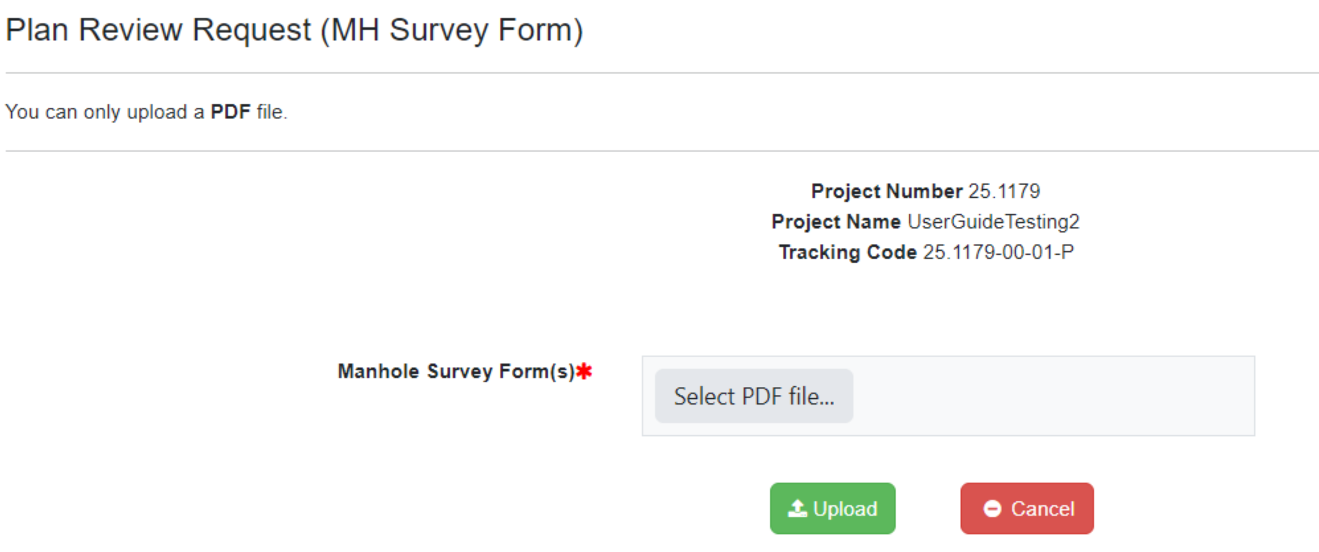
How do I use the Manhole Conversion Data?

Select one manhole and then input the Northing and Easting for that manhole based on the coordinates of the Nevada State Plane East.

Plan Review Request (NAI): Manhole Survey Forms

After successfully submitting a valid CSV, users will be prompted to upload Manhole Survey Form(s), which must be a PDF.

Figure: Manhole Survey Form Upload



Please Note:

MANHOLE SURVEY DATA FORM(S) REQUIRED

If the point-of-connection (POC) requires:

1. Connecting to Existing MH (with or without using existing stub), one (1) Manhole Survey Data Form is required.

2. Pouring a new Cast-in-Place MH on to an existing sewer line, two (2) Manhole Survey Data Forms are required; one for the upstream and one for the downstream manhole.

3. Connecting to a Proposed MH "By Others", a letter of concurrence with the other engineer is required instead of the Manhole Survey Data Form. One (1) Manhole Survey Data Form for this Proposed "By Others" MH will be required before the Pre-Construction meeting.

Please see below for more details on submitting Manhole Survey Form(s).

Figure: Manhole Survey Form Template

Clark County Water Reclamation DISTRICT

The "Clean Water Team"

MANHOLE BASE SURVEY DATA

CCWRD PIPES Number ____________________

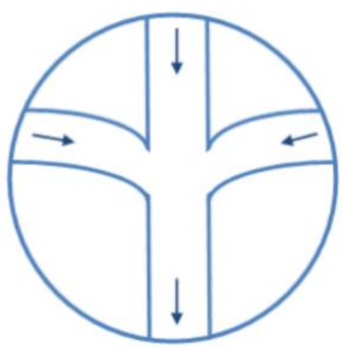
Manhole Diameter ____________________

Project Name ____________________

CCWRD Manhole #____________________

Invert 1 Elevation ____________________

Invert 2 Elevation ____________________



Invert 3 Elevation ____________________

Invert OUT Elevation ____________________

- *Only fill blanks as shown*
- *Data must be complete*
- *Abbreviations will not be accepted*

(Digital Signature Below)	(Surveyor's Stamp)

After Digital Signing,
For projects in design that require POC verification: provide form to engineer for PIPES Portal submittal.
For projects in construction: email the form with the PIPES # in the subject line to: inspection@cleanwaterteam.com

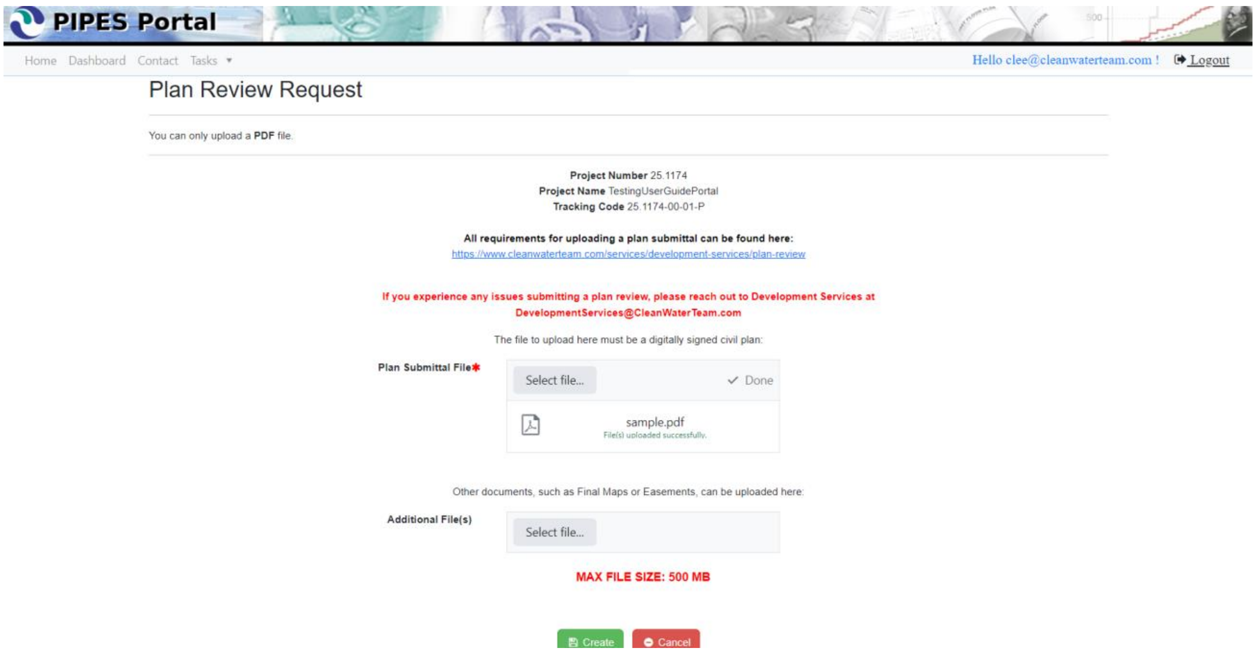
Revised 2/2023

Plan Review Request (NAI): Submitting a Plan Submittal File

After providing Manhole Survey form(s), users will be prompted to upload a plan submittal file along with any additional file(s) they wish to include. Only PDF files will be accepted for upload.

Please see the link below to learn more about the requirements for uploading a plan submittal file:
www.cleanwaterteam.com/planreview

Figure: Plan Submittal File Upload



Plan Review Request (NAI): Viewing Previous Submittal Information

To view previous submittal information, navigate to the Dashboard > Plan Reviews page and locate your project in the plan review table.

Expand the desired project with the arrow on the left (▾) and navigate to the ACTIONS column inside the expanded project then hover over the “Select” button then click “Submittal Information” to view previous plan submittal information.

Figure: Viewing Previous Submittals Information

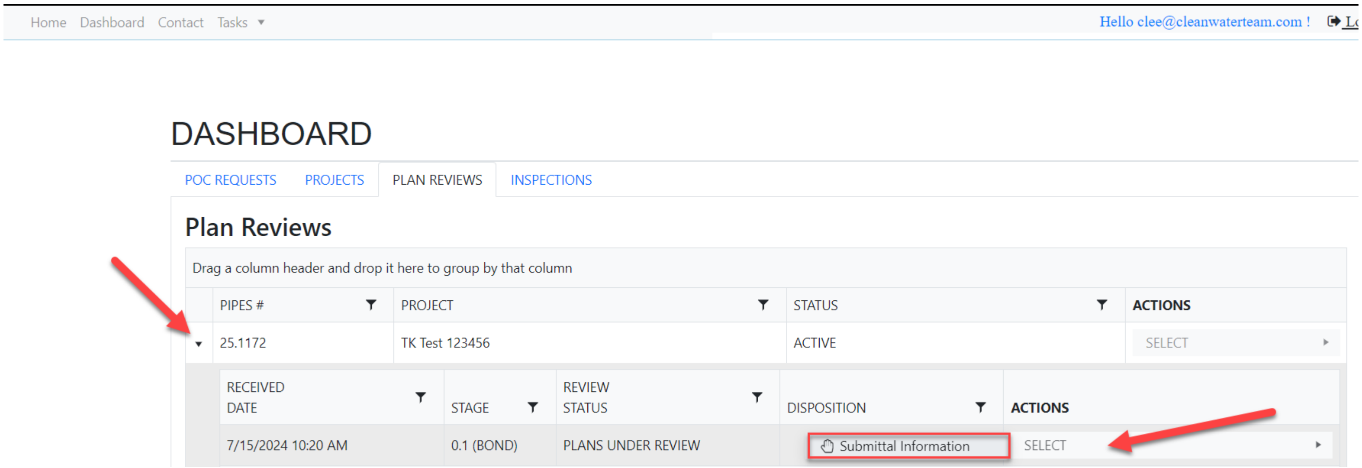
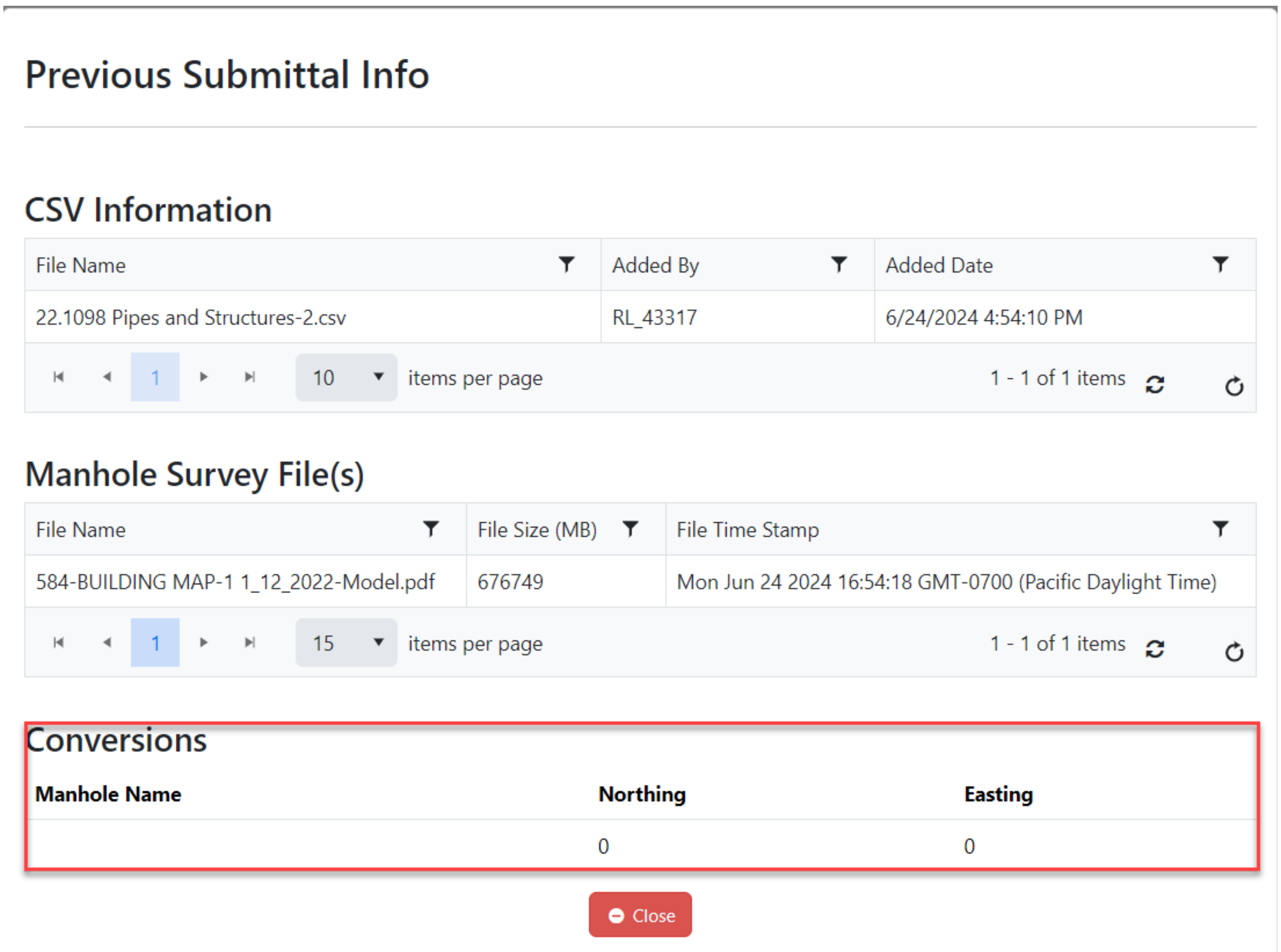


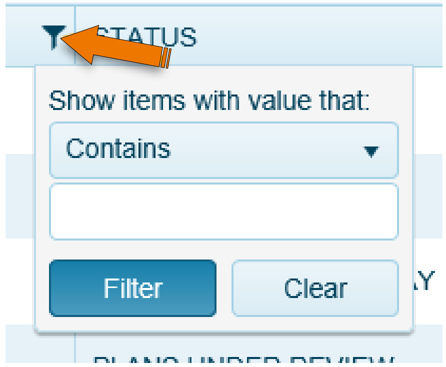
Figure: Previous Submittal Information Pop-up



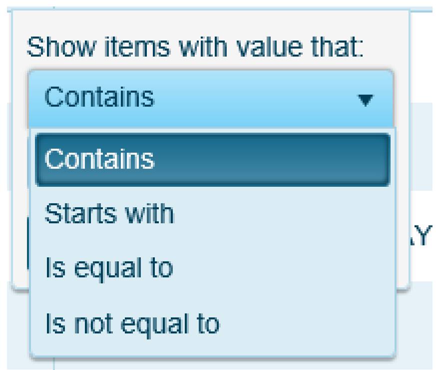
Please Note: Users can highlight and copy Manhole Conversion data. Please see the above figure for reference.

Using the Filter Button

The filter button can be used to search for keywords. This can be helpful if, for example, a specific project is needed. Click on the filter icon under the PROJECTS column and a textbox will appear.



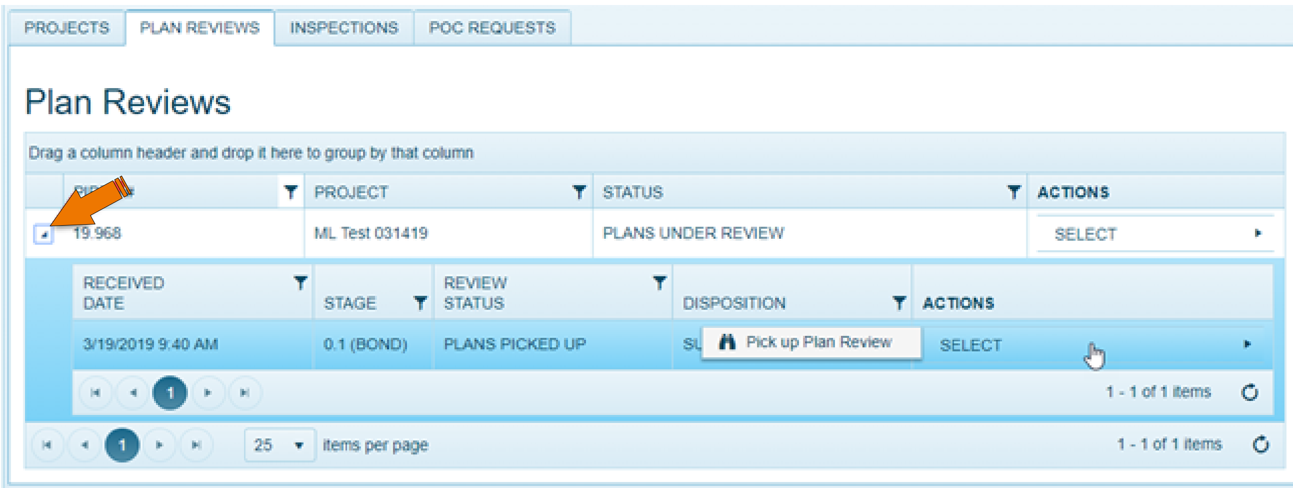
Use the drop-down menu to select the appropriate filter and enter search criteria.



The results will reflect the filter criteria.

Downloading Reviewed Plans

An email will be sent, indicating the plans have been reviewed and its associated file is available for pick up. To download the file, expand the project by clicking on the Expand Icon( ) next to the project's number. Hover over the **Select** menu to the right of your project and click the **Pick up Plan Review** option. Note that the file name used by the Portal is randomly generated. Renaming the file that is downloaded is recommended. **The file will only be available for 30 days, after which you will need to email Development Services to obtain a copy of the file**. **See the FAQ at the end of this document for more information**.

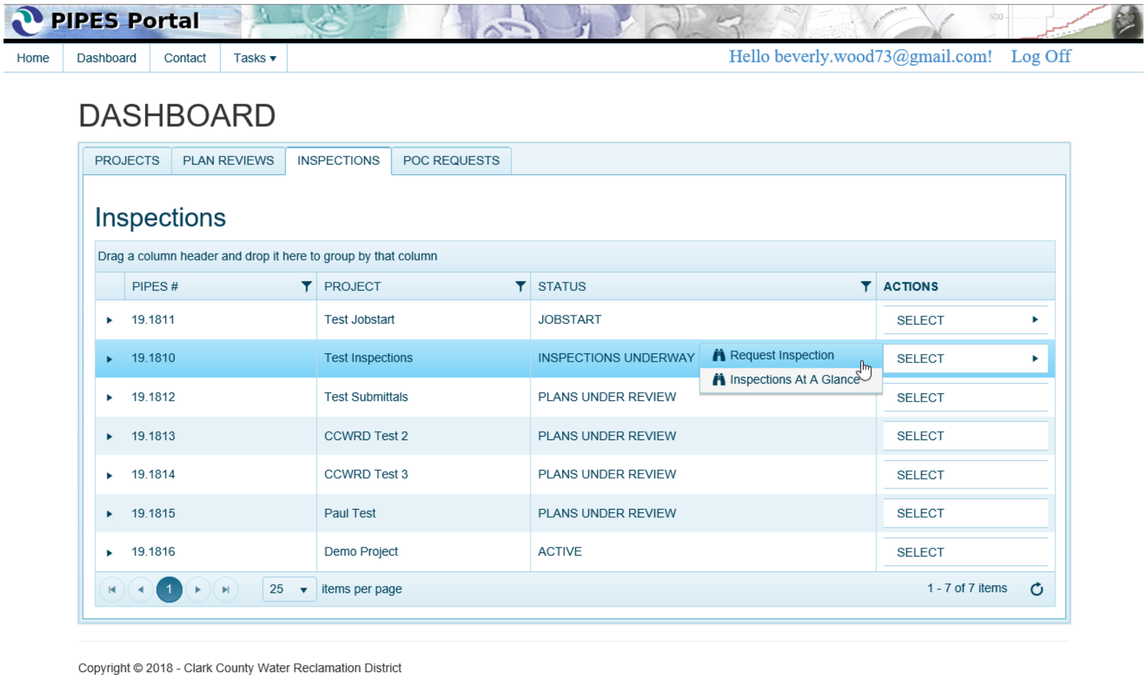


Inspections

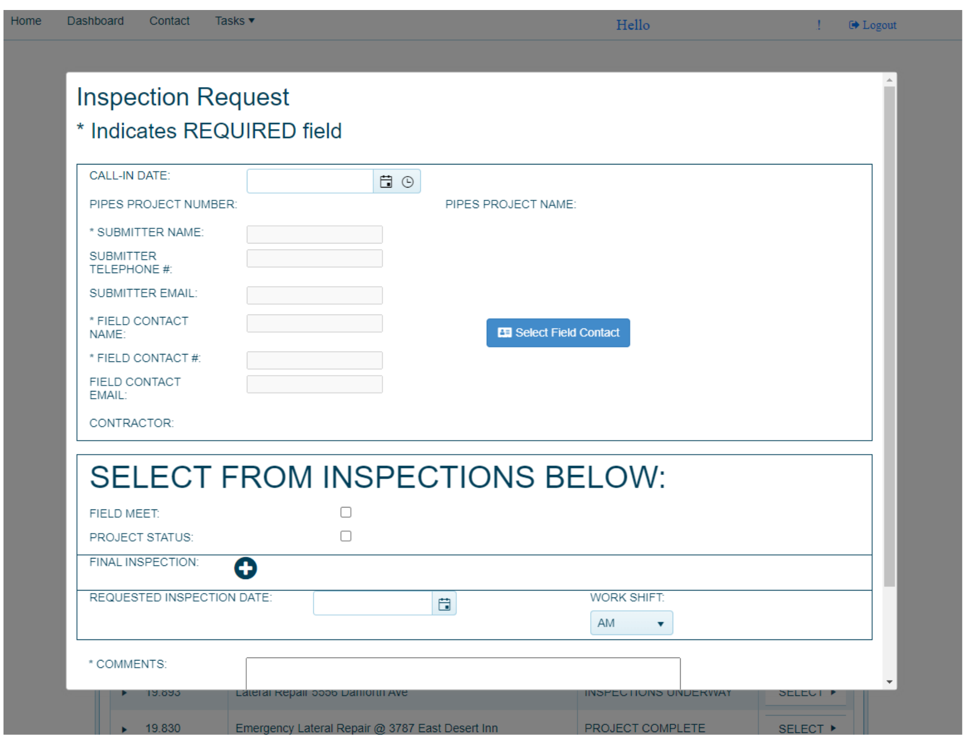
The status pertaining to a Project's Inspections can be found in the **Inspections** tab.

Requesting an Inspection

An inspection for the project can be requested by hovering over the **Select** menu to the right of your project and clicking the **Request Inspection** option.



This will open a new window with the relevant information.



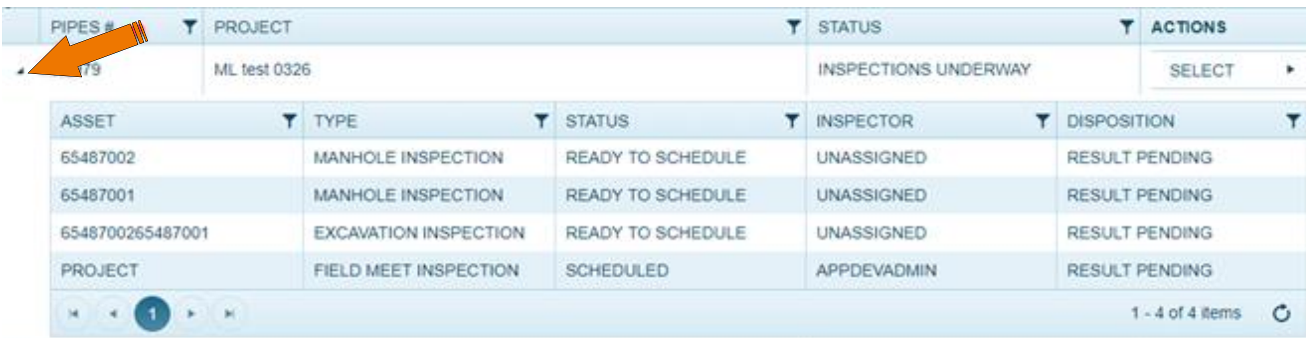
Click the **Select Field Contact** button to display a window to select a Field Contact. Verify that the field contact is correct since this is who the inspector will call in the morning to coordinate the inspection(s). If a field contact is not available from the list, then the company's BP Administrator will need to add the contact information. See the section **Creating a Contact** in the portal manual or click here. The form displays all the available inspections that can be requested. Check the appropriate inspections for the request and make sure to set the requested date for the inspection(s).

If the inspection is an overtime request, continue submitting the inspection request and contact Development Services to confirm the inspection can be scheduled outside of regular business hours.

When ready to submit the request, please click the green **Submit** button.

Inspection Status

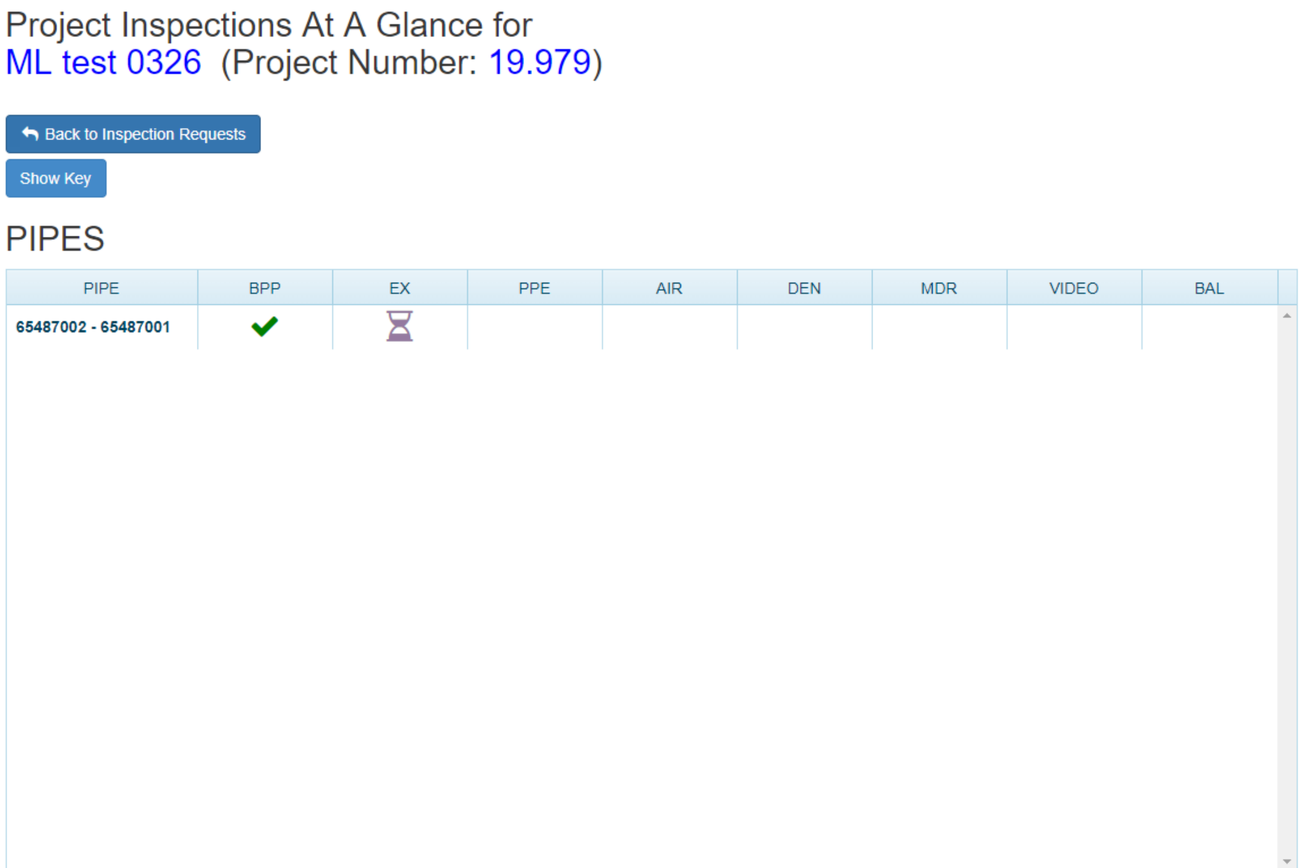
To view the status of an inspection, expand the project row in the **Inspections** tab by clicking on the Expand Icon ( ). A new inspection request's status will be **Ready To Schedule**. When the inspection is scheduled, the status will change to **Scheduled** and the assigned inspector's name will also be available.



Inspections at a Glance

The Inspections at a Glance can be accessed by hovering over the **Select** menu for the project of interest and clicking on the **Inspections At A Glance** option. This will show the status of all the inspections for the project.

Click on Show Key for an explanation of each icon.

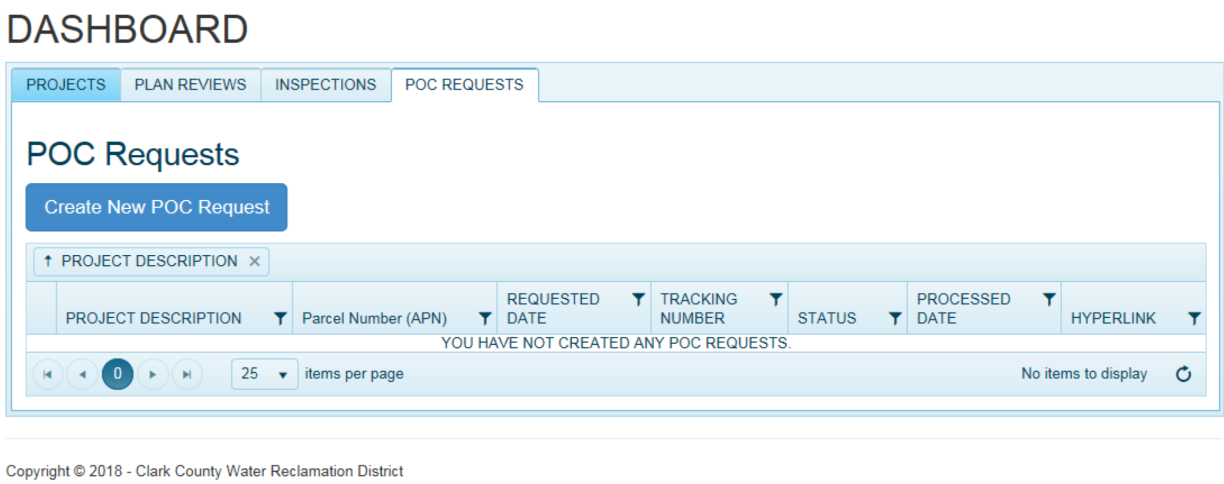


POC Requests

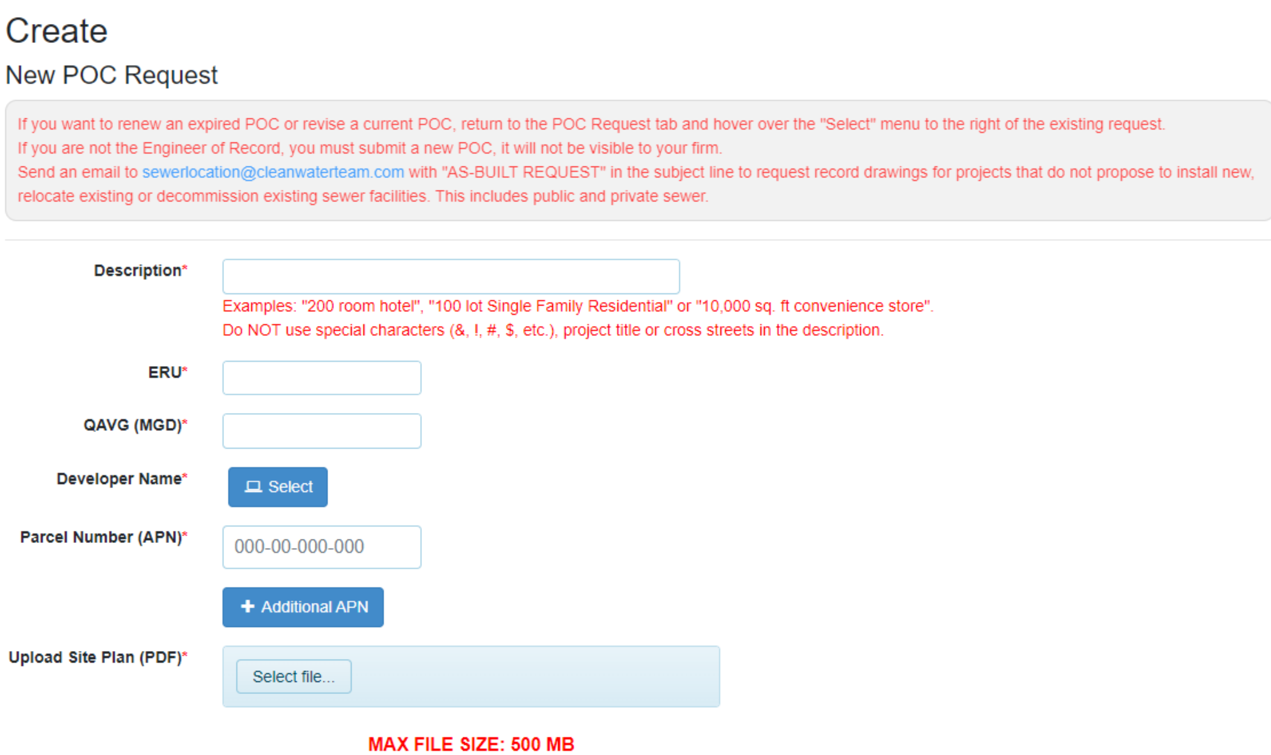
The **POC Requests** tab shows all existing POC Requests and associated information. New POC Requests can also be submitted from this Tab. Note that only users associated to an engineering company who have been given access to create POC requests will be able to access the POC Requests tab.

Creating a POC Request

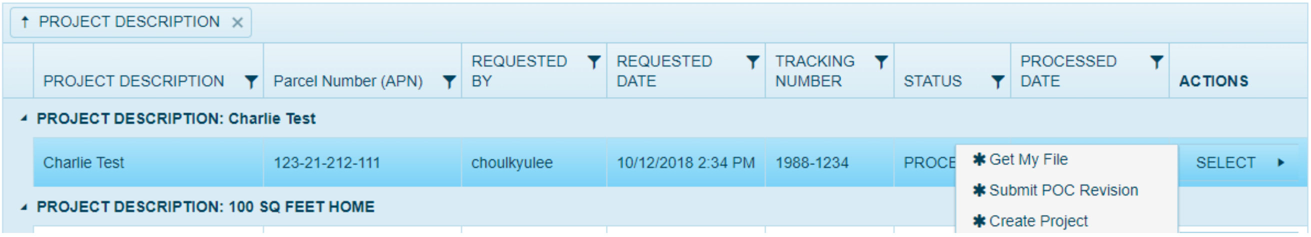
A Point of Connection can be requested in the **POC Requests** tab. Click the **Create New POC Request** button to bring up the form.



A Basic Description, the ERU (Equivalent Residential Units) of the Sewer Demand, the Average and Peak Wastewater flow rates in Million Gallons per Day (MGD), the APN Parcel Number, and Site Plan in ***.PDF** format will be **required**. Additional Parcel Numbers can be added by clicking the **Additional APN** button.



When ready to submit the request please click on the green **Create** button.

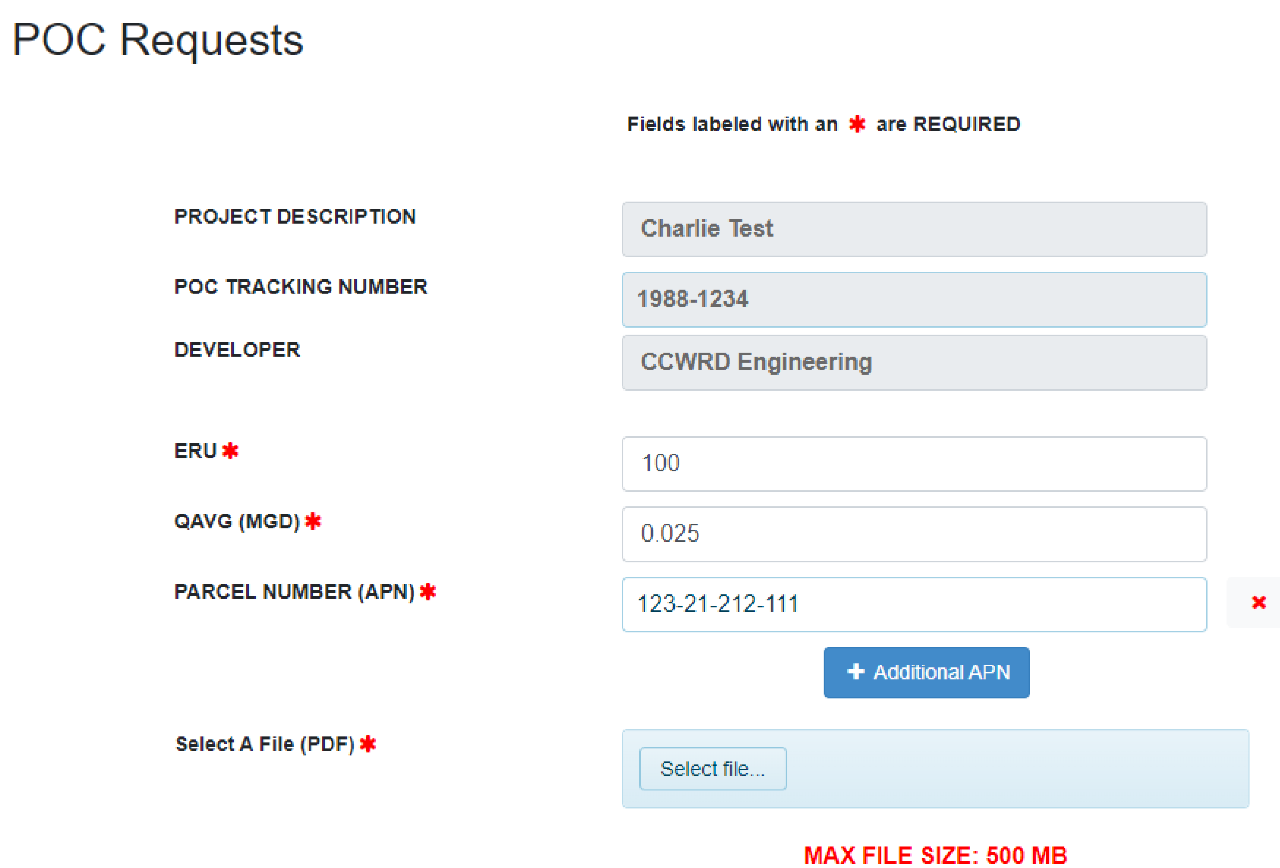


Downloading POC File

To download the file after the POC has been processed, hover over the **Select** menu to the right of the POC description and click **Get My File**. Note that the file name used by the Portal is randomly generated. Renaming the file that is downloaded is recommended. **The file will only be available for 30 days, after which you will need to email Development Services to download the file. See the FAQ at the end of this document for more information.**

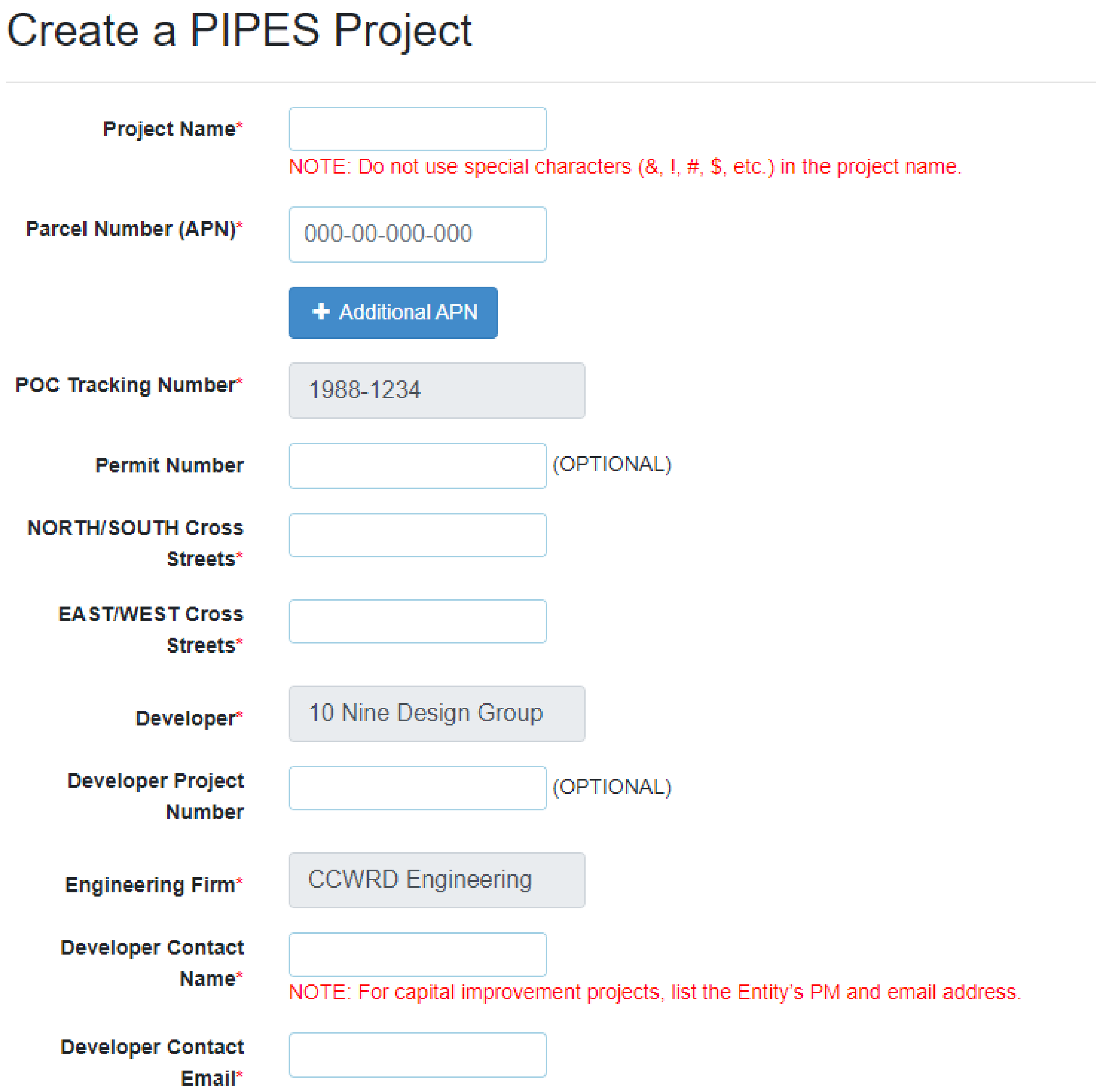
Submit POC Revision

To submit a POC Revision, hover over the **Select** menu to the right of the POC description and click **Submit POC Revision**. Note that POC Revision is only available for processed POCs.



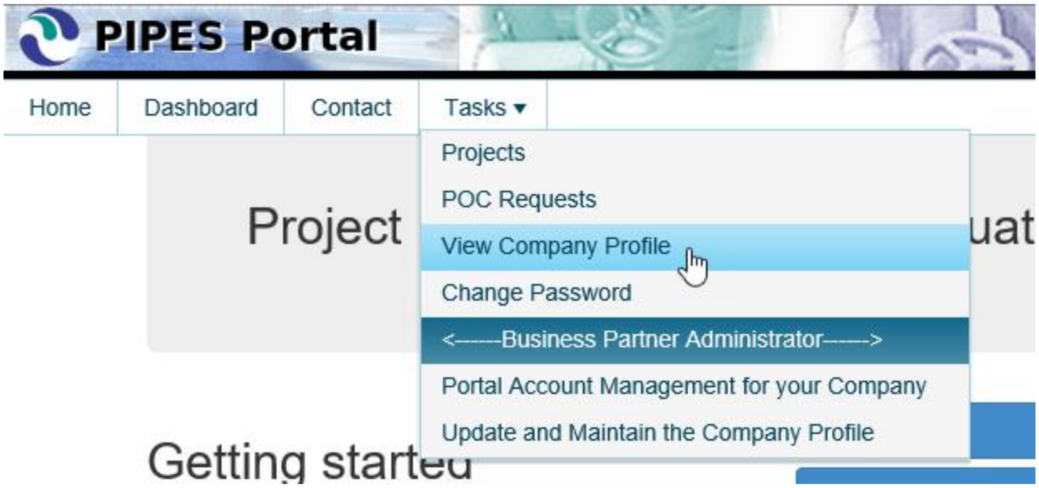
Create Project from POC Request

To create a project from a POC Request, hover over the **Select** menu to the right of the POC description and click **Create Project**. This will auto fill the **POC Tracking Number**, **Developer**, and **Engineering Firm** fields. Note that to create a project from a POC Request is only available for processed POCs.



View Company Profile

Information for the User's company can be found from the **Tasks** menu and selecting **View Company Profile** option.



My Company Details

COMPANY NAME:	BWOOD TEST LLC				
ADDRESS:	931 Springfield Street				
ADDRESS2:					
CITY:	Las Vegas	**STATE:**	NV	**ZIP:**	89122
TELEPHONE:	(702) 668-8013	**EXTENSION:**			

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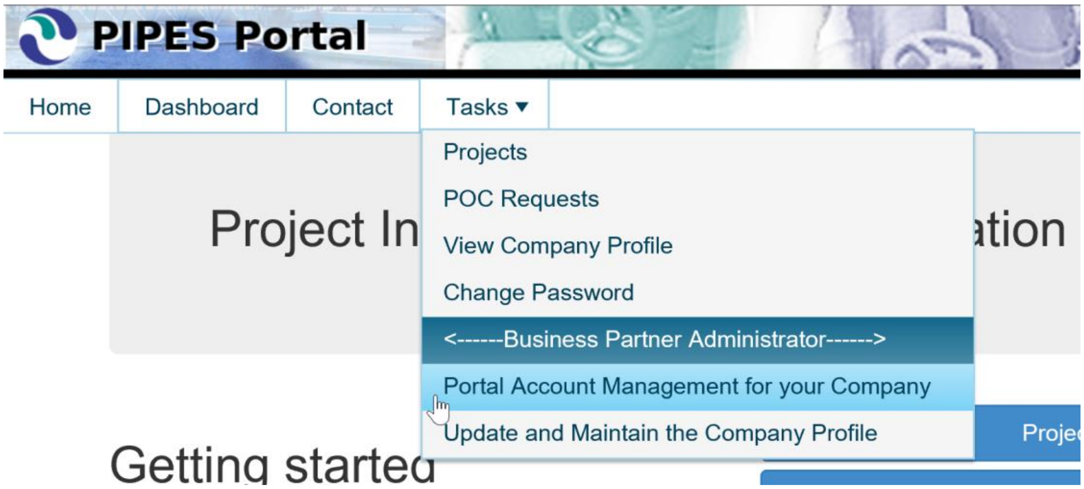
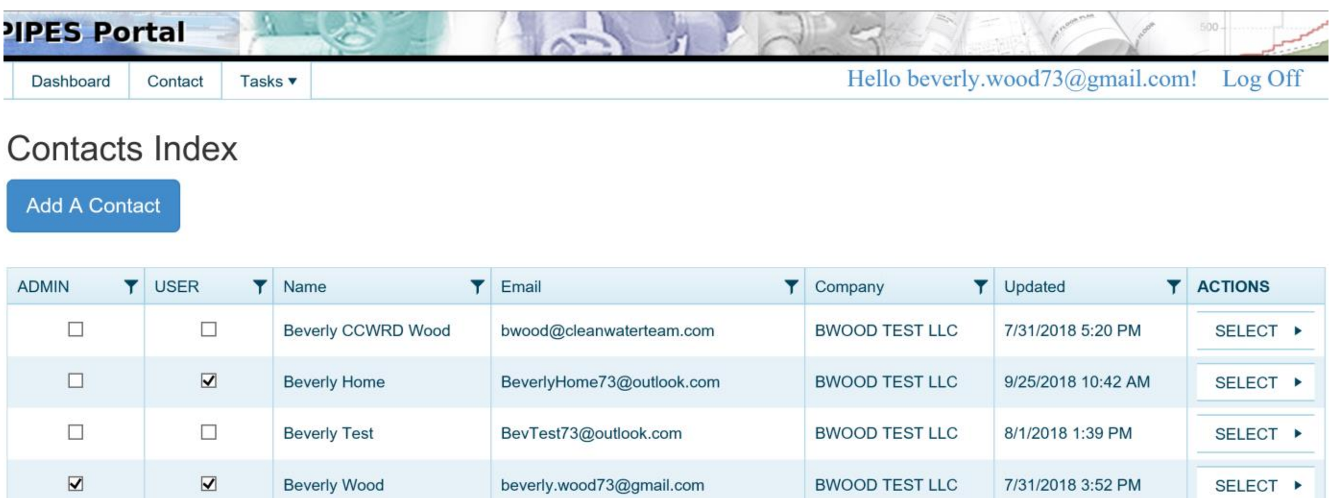
Business Partner Administrator Functionality

Portal Account Management for your Company

Updating project access for users within BP Administrator’s company can be found from the **Tasks** menu and selecting the **Portal Account Management for your Company** option.

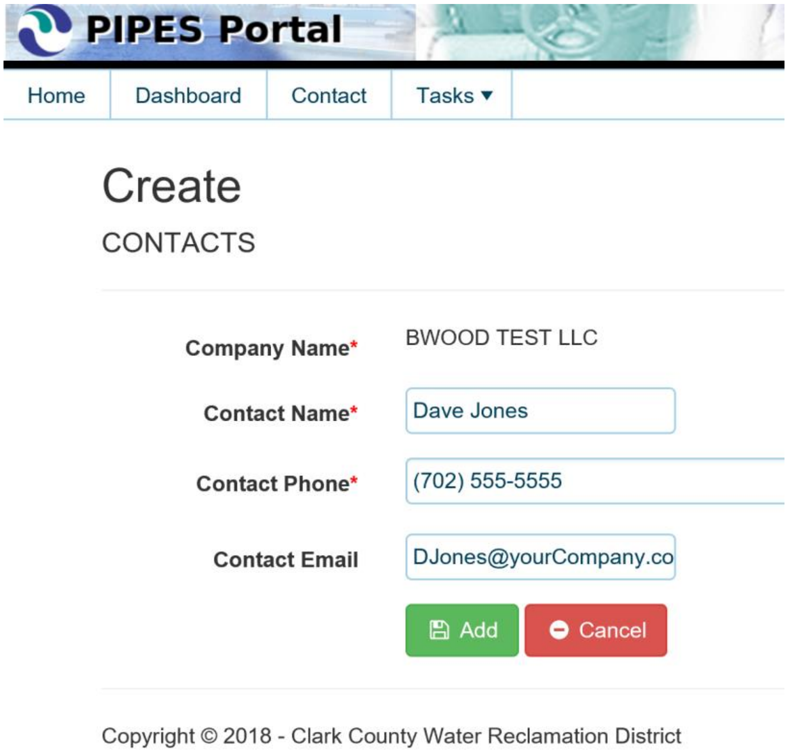


The table will indicate if a user for the company is a BP Administrator and/or a Portal user.



Creating a Contact

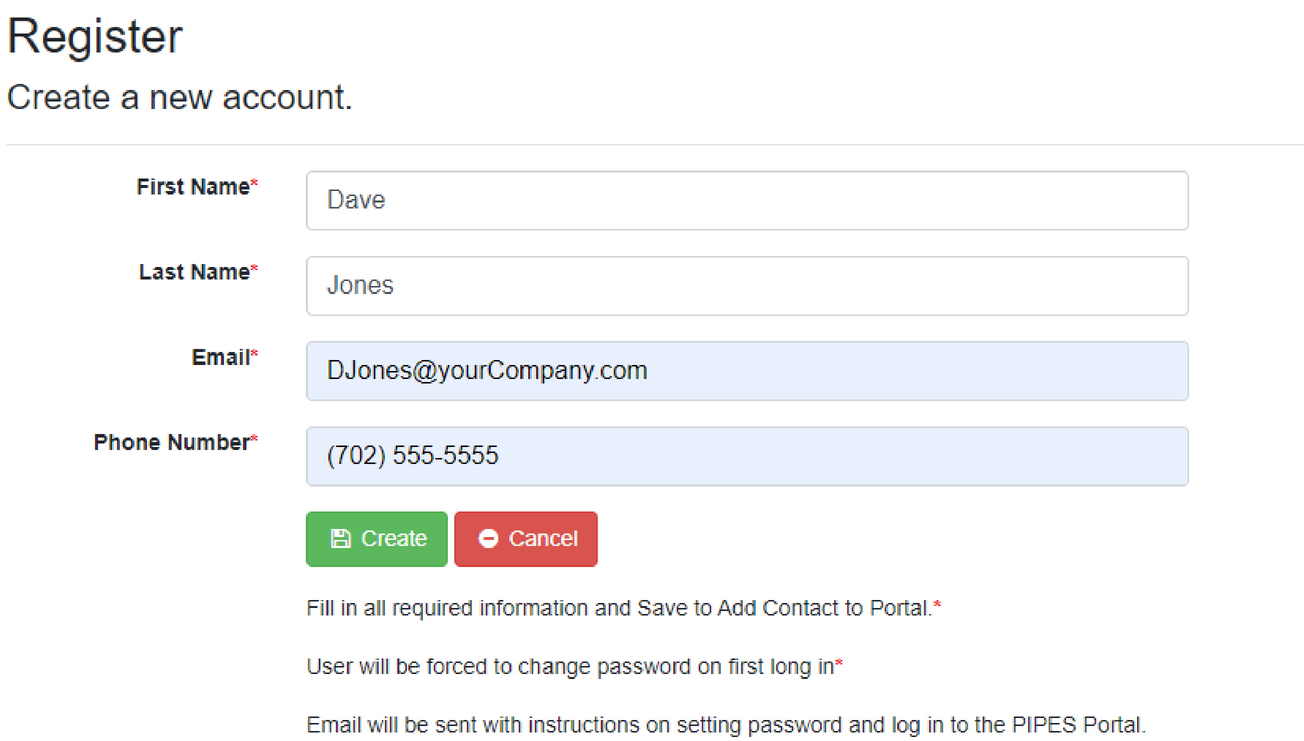
Click **Add A Contact** to add a new user for Portal access and provide their name, phone number, and email address.



Click **Add** and the next screen, Register, will display the info entered.

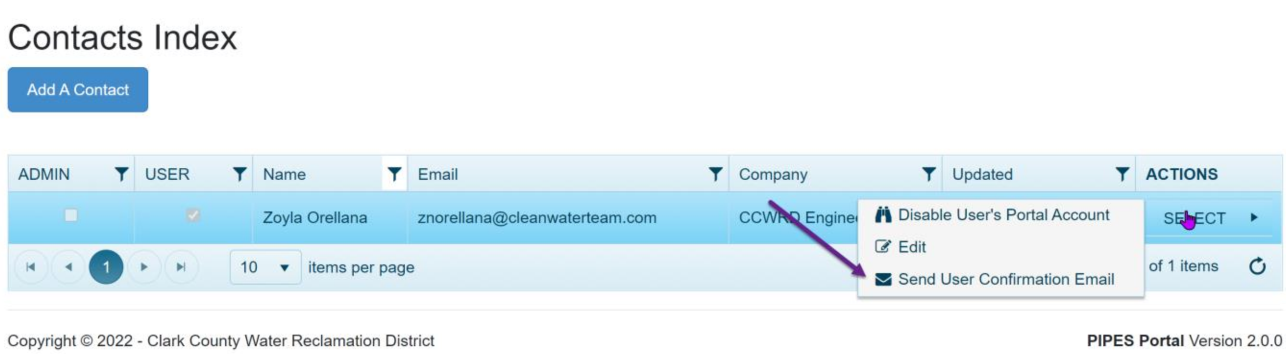
Register User

Provide any corrections to the user's data and click **Create** to initiate the setup of their account. The user will be required to change their password and will receive an email with instructions on how to log into the Portal.



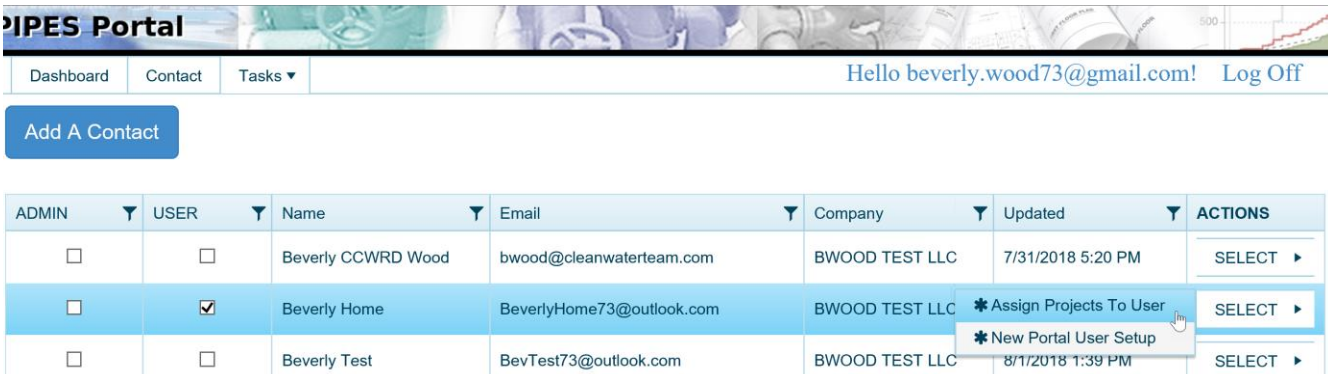
Resend Email Confirmation to Users

A BP Admin can resend a user's confirmation email if they didn't receive it or if the link has expired. To resend the email, hover over the **Select** menu to the right of the user and click on **Send User Confirmation Email.**

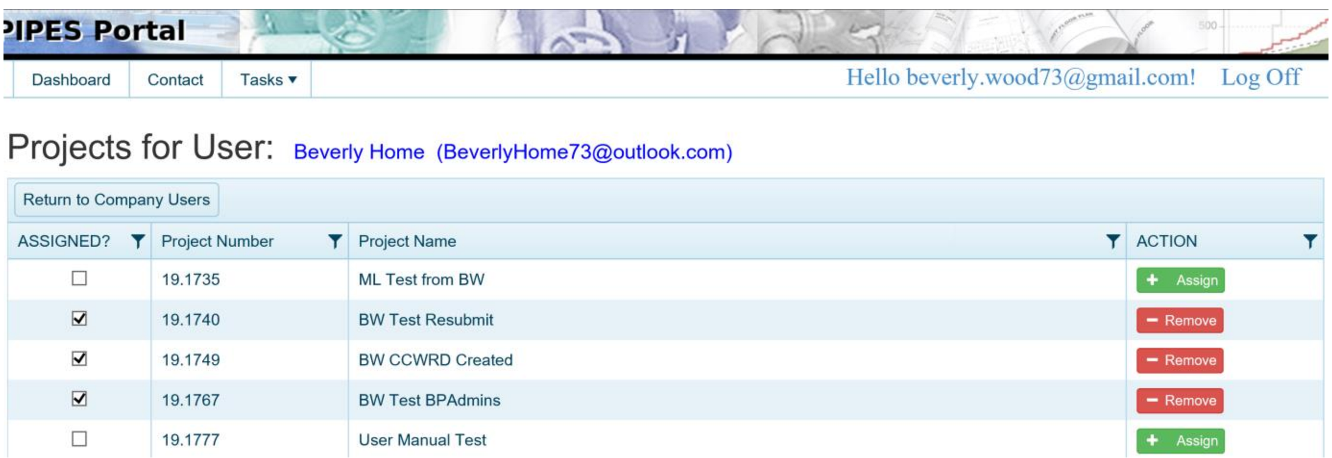


Assign Projects to User

To assign or remove project access for users, hover over the **Select** menu to the right of the user and click on **Assign Projects To User**. If contact does not have the USER field selected and they have not verified their email, projects cannot be assigned.

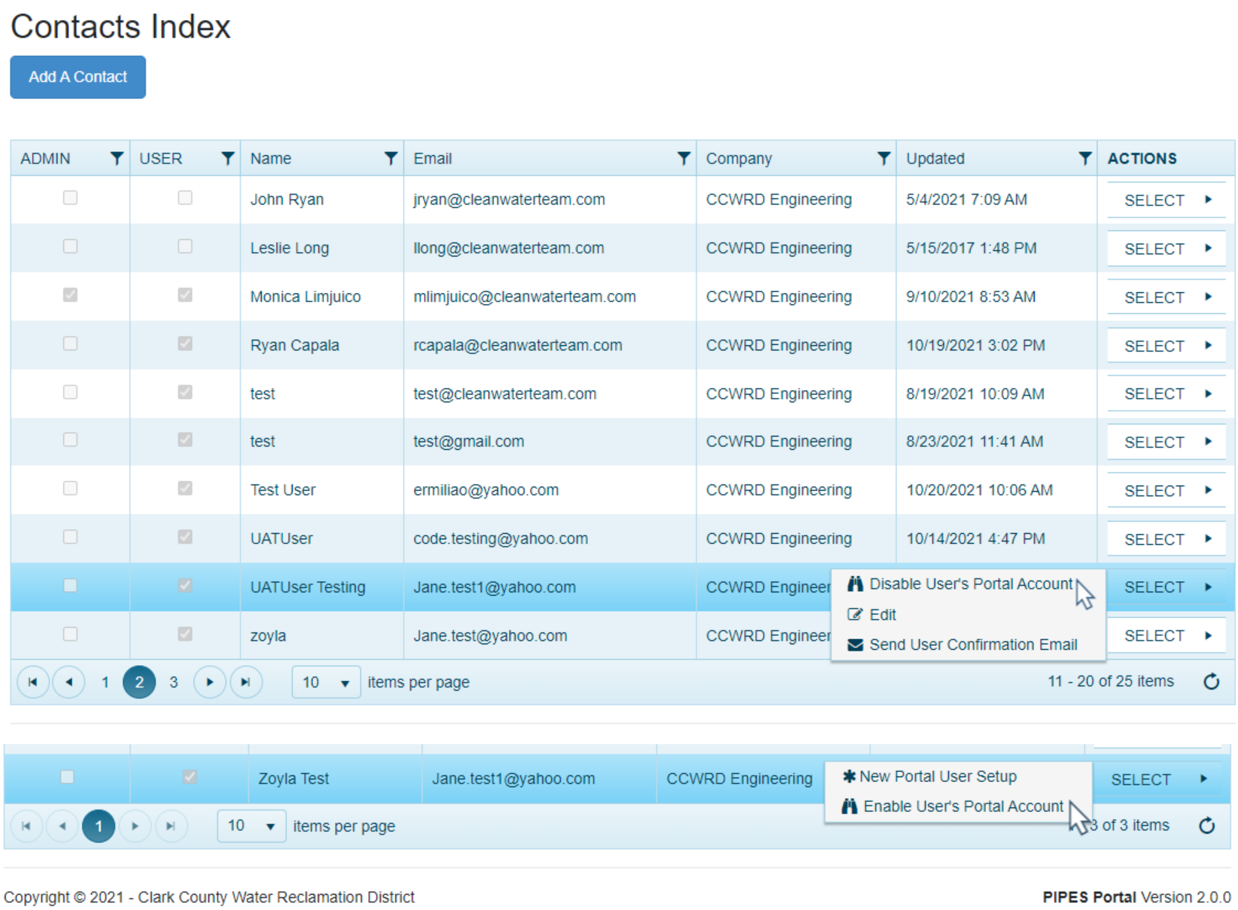


The left column is marked for all projects currently assigned to the user. Click on **Assign** or **Remove** in the right column to change their access.

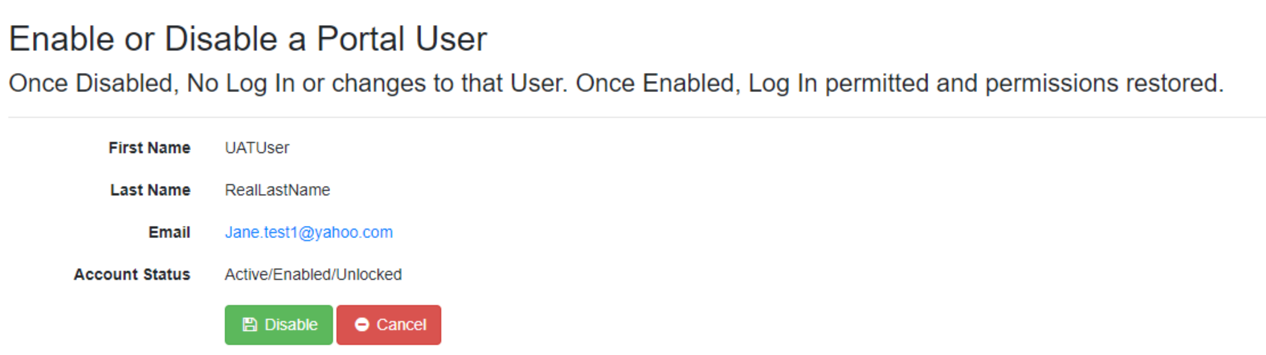


Disable and Enable Pipes Portal User Accounts

To enable or disable account access for users, hover over the **Select** menu to the right of the user and click on **Enable User's Portal Account or Disable User's Portal Account**. If contact does not have either of the options in the **ACTIONS** menu, their PORTAL account needs to be set up.

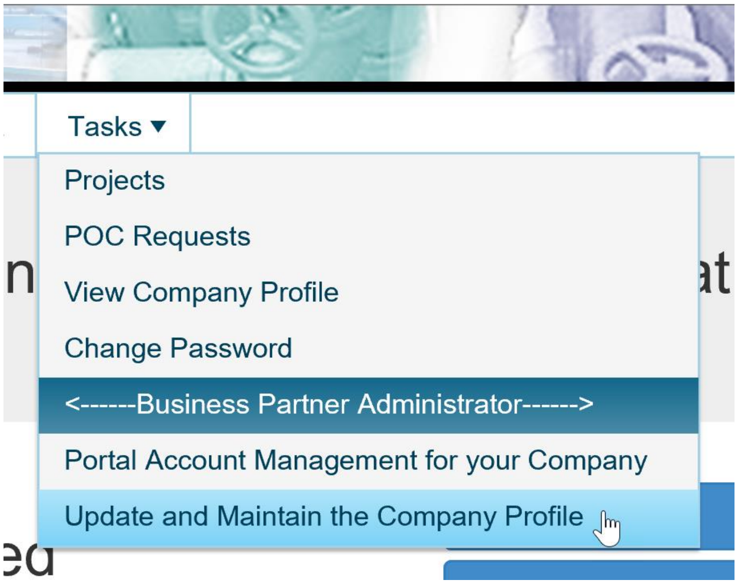


Verify that the Portal user's information is correct and click Disable/Enable button to complete the needed action.

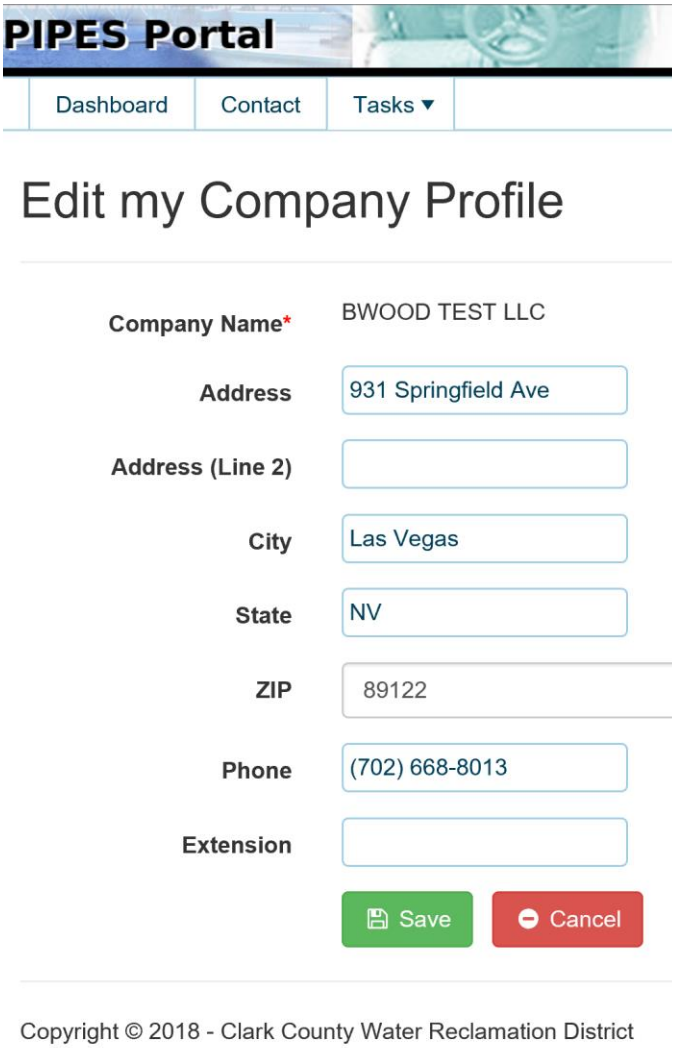


Update Company Profile

Under Task menu, select the **Update and Maintain the Company Profile** option to update the company profile.

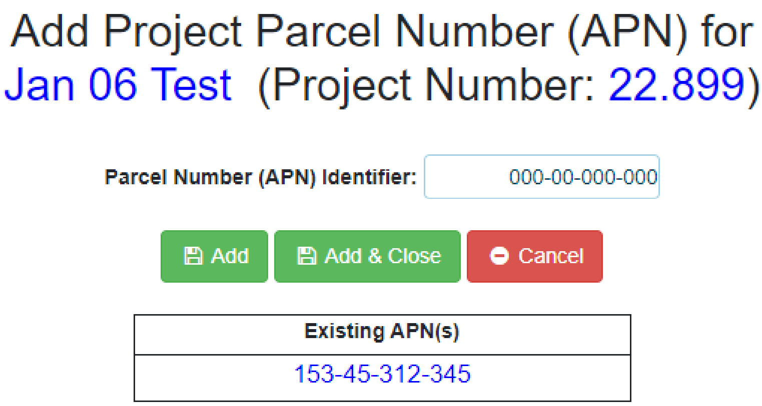


After completing edits to the company profile, click **Save** for the changes to be submitted.



Add Project Parcel Number

To add an APN to an existing project, navigate to the dashboard using the relevant menu option. The page will redirect to the Projects list containing all projects for your company. Select **Add Parcel Number (APN)** under the **Actions** column for the project you wish to add an APN.



Enter the APN identifier and click **Add** for it be included into the **Existing APN(s)** table. Clicking **Add & Close** will redirect the page to the **Projects** tab in the dashboard.

Frequently Asked Questions

1. Q: **I can't see my project, what should I do?**

   A: See your BP Admin and have them assign you the missing project.

2. Q: **I don't have the option to submit plans, what should I do?**

   A: See your BP Admin and have them assign you the project.

3. Q: **The developer name is not listed in the drop down, what should I do?**

   A: Send an email to DevelopmentServices@cleanwaterteam.com with the

      subject: Add Developer Request

      body: Developer company name, address, and phone number

4. Q: **How do I get my inspector's contact information**

   A: Send an email to DevelopmentServices@cleanwaterteam.com with the

      subject: Inspector's Contact Information

      body: Inspector's name

5. Q: **I'm unable to create a project, what should I do?**

   A: Send an email to DevelopmentServices@cleanwaterteam.com with the

      subject: Permission to Create Project

      body: User's full name and company

6. Q: **Why can't I submit plans?**

A: You need to pick up the plans through the PIPES Portal before submitting another set. See the section Downloading Reviewed Plans in the manual or click here.

7. Q: **I have a Final Map and Easement, how do I submit it?**

   A: Submit it through the PIPES Portal with the plan review as a separate PDF. If it is not submitted through the PIPES Portal, it must be brought into 5857 E. Flamingo for a drop off review.

8. Q: **How do I edit project details?**

   A: Send an email to DevelopmentServices@cleanwaterteam.com with the

   subject: Request to Edit Project

   body: Project number, project name, and details on what needs to be modified

9. Q: **My Plan Review file is older than 30 days, how do I access it?**

   A: Send an email to DevelopmentServices@cleanwaterteam.com with the

   subject: Request Plan Review file that is older than 30 days

   body: Project number, project name, and which plan submittal file needed

10. Q: **My POC file is older than 30 days, how do I access it?**

    A: Send an email to SewerLocation@cleanwaterteam.com with the

    subject: POC file that is older than 30 days

    body: Project description and POC tracking number

11. Q: **My account keeps getting logged out of PIPES Portal, why does it do this?**

    A: PIPES Portal will automatically log out users after 15 minutes of inactivity for security

12. Q: **Why do I have to change my password?**

    A: PIPES Portal will ask users to change their passwords every 90 days for security