

# PIPES Portal User Manual

## Change Log

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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 <b>"New Asset Input"</b>
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

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## Definitions

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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

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### 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](mailto: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.

## Project Inspection and Plan Evaluation System

Effective 08/17/2022,

A valid POC, submitted by a Nevada Professional Engineer, will be required BEFORE civil improvement plans can be accepted by the CCWRD via the PIPES Portal for review, further: Civil improvement plans will be rejected at the first submittal if the POC Tracking Number does not match the project or if the POC Tracking number is missing when required.

### Getting started

#### Need to register?

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

View the [Terms Of Use](#).

View the [User Manual](#).

For questions, email us at [developmentservices@cleanwaterteam.com](mailto:developmentservices@cleanwaterteam.com).

### Web Sites

[Learn more » CCWRD](#)

[Development Services](#)

[Log In](#)

! PIPES Portal may be offline between 3:30 PM and 5:30 PM every Wednesday. !

# Log in

Use a local account to log in.

---

Email

Password

☐ Remember me?

➔ Log In

[Forgot your 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.

Password

☐ Remember me?

➔ Log In

[Forgot your password?](#)

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

## Forgot your password?

Enter your email.

---

Email

➔ Email Link

⌂ Cancel

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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.

## Log in

Use a local account to log in.

• The account is locked out

Email

Password

☐ Remember me?

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.

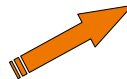


PIPES-noreply@cleanwaterteam.com

To

Your account has been locked out as a result of too many unsuccessful login attempts. Please wait 15 minutes to attempt to login again. Otherwise consider resetting your password to unlock your account immediately. Click [here](#) to reset your password.

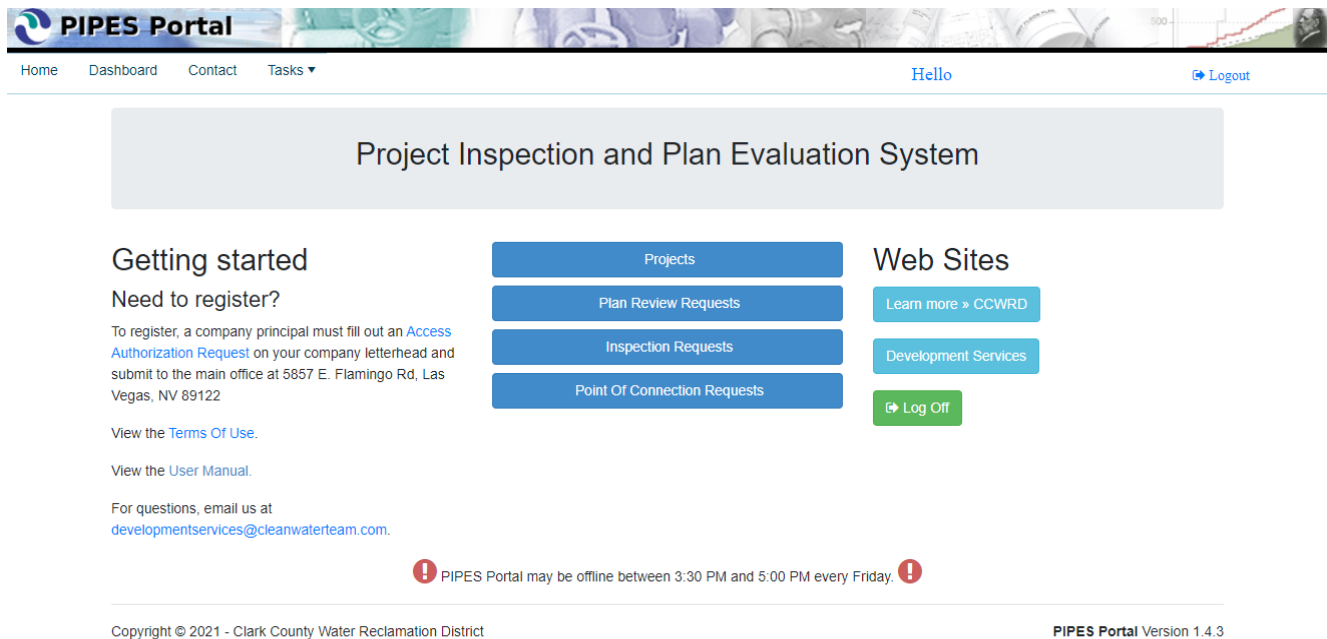
Thank you.





## Portal Navigation

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



The screenshot shows the PIPES Portal Home Page. At the top is a navigation bar with links: Home, Dashboard, Contact, Tasks, Hello, and Logout. Below the navigation bar is a large header area with the title "Project Inspection and Plan Evaluation System". To the left of the header is a "Getting started" section with a "Need to register?" link. Below this link is a paragraph explaining the registration process: "To register, a company principal must fill out an Access Authorization Request on your company letterhead and submit to the main office at 5857 E. Flamingo Rd, Las Vegas, NV 89122". Below this paragraph are two links: "View the Terms Of Use." and "View the User Manual.". Below these links is a paragraph: "For questions, email us at development@cleanwaterteam.com.". To the right of the "Getting started" section is a "Web Sites" section with a "Learn more » CCWRD" link, a "Development Services" link, and a "Log Off" button. Below the "Getting started" section is a warning message: "PIPES Portal may be offline between 3:30 PM and 5:00 PM every Friday.". At the bottom of the page is a copyright notice: "Copyright © 2021 - Clark County Water Reclamation District" and the version number: "PIPES Portal Version 1.4.3".

PIPES Portal

Home Dashboard Contact Tasks Hello Logout

### Project Inspection and Plan Evaluation System

#### Getting started

**Need to register?**

To register, a company principal must fill out an [Access Authorization Request](#) on your company letterhead and submit to the main office at 5857 E. Flamingo Rd, Las Vegas, NV 89122

View the [Terms Of Use](#).

View the [User Manual](#).

For questions, email us at [development@cleanwaterteam.com](mailto:development@cleanwaterteam.com).

**Web Sites**

[Learn more » CCWRD](#)

[Development Services](#)

[Log Off](#)

PIPES Portal may be offline between 3:30 PM and 5:00 PM every Friday.

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PIPES Portal Version 1.4.3

## 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.



The screenshot shows the PIPES Portal Dashboard. At the top is a navigation bar with links: Home, Dashboard, Contact, Tasks, Hello beverly.wood73@gmail.com!, and Log Off. Below the navigation bar is a large header area with the title "DASHBOARD". Below the header is a tabbed interface with four tabs: PROJECTS, PLAN REVIEWS, INSPECTIONS, and POC REQUESTS. The "PROJECTS" tab is selected. Below the tabs is a "Create New Project" button. Below the button is a table with the following columns: PIPES #, PROJECT, STATUS, and ACTIONS. The table contains six rows of data. Below the table is a pagination bar with the text "1 - 6 of 6 items".

PIPES Portal

Home Dashboard Contact Tasks Hello beverly.wood73@gmail.com! Log Off

### DASHBOARD

PROJECTS PLAN REVIEWS INSPECTIONS POC REQUESTS

#### Projects

[Create New Project](#)

Drag a column header and drop it here to group by that column

PIPES #	PROJECT	STATUS	ACTIONS
19.1810	Test Inspections	INSPECTIONS UNDERWAY	<a href="#">SELECT</a>
19.1811	Test Jobstart	JOBSTART	<a href="#">SELECT</a>
19.1812	Test Submittals	PLANS UNDER REVIEW	<a href="#">SELECT</a>
19.1813	CCWRD Test 2	PLANS UNDER REVIEW	<a href="#">SELECT</a>
19.1814	CCWRD Test 3	PLANS UNDER REVIEW	<a href="#">SELECT</a>
19.1815	Paul Test	PLANS UNDER REVIEW	<a href="#">SELECT</a>

1 - 6 of 6 items

## Contact

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

## Tasks

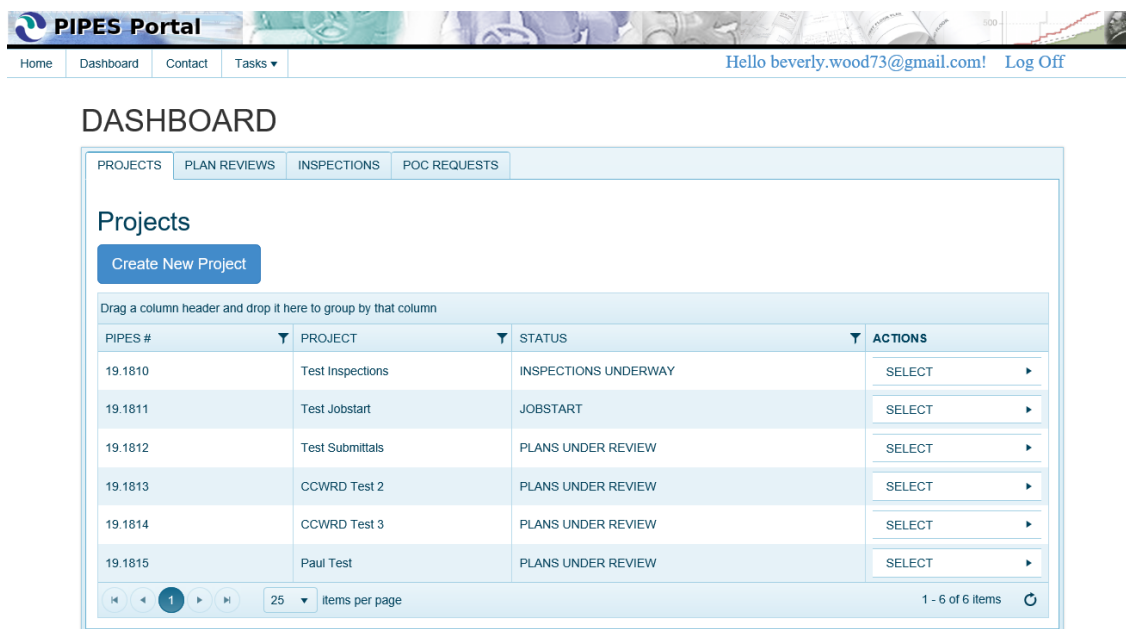
Clicking on **Tasks** menu tab will display Projects, View Company Profile, and Change Password links. A POC Request option will also display if the user belongs to an engineering company. Only a Business Partner (BP) Administrator will be able to see the links listed under the **Business Partner Administrator**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

The screenshot shows the PIPES Portal dashboard. At the top, there is a navigation bar with links for Home, Dashboard, Contact, and Tasks. The user is logged in as 'Hello beverly.wood73@gmail.com!' and can click 'Log Off'. The main section is titled 'DASHBOARD' and contains tabs for PROJECTS, PLAN REVIEWS, INSPECTIONS, and POC REQUESTS. The 'PROJECTS' tab is active, showing a 'Projects' section with a 'Create New Project' button highlighted by a red arrow. Below this is a table with columns: PIPES #, PROJECT, STATUS, and ACTIONS. The table lists six projects, all with a status of 'PLANS UNDER REVIEW'. The first project is 'Test Inspections' (PIPES # 19.1810) with status 'INSPECTIONS UNDERWAY'. The last project is 'Paul Test' (PIPES # 19.1815). At the bottom of the table, there are pagination controls showing '1' of 6 items, '25' items per page, and a refresh button.

PIPES #	PROJECT	STATUS	ACTIONS
19.1810	Test Inspections	INSPECTIONS UNDERWAY	SELECT
19.1811	Test Jobstart	JOBSTART	SELECT
19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
19.1815	Paul Test	PLANS UNDER REVIEW	SELECT

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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)\*

+ 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

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.

[Home](#)
[Dashboard](#)
[Contact](#)
[Tasks](#)

Hello cleecleanwaterteam.com!
[Logout](#)

DEV - THIS IS NOT A PRODUCTION ENVIRONMENT

### Plan Review Request (CSV)

☐ NO ASSET INPUT REQUIRED. I certify that this project has no new public manholes and is not connecting into an existing public manhole.

You can only upload a CSV file.

Project Number 25.1174  
Project Name TestingUserGuidePortal  
Tracking Code 25.1174-00-01-P

CSV MUST BE generated directly from CAD. Instructions for exporting these from CAD can be found here:

<https://www.cleancleanwaterteam.com/services/development-services/plan-review>

Upload CSV File\*

Select file...

Drop files here to upload

MAX FILE SIZE: 500 MB

Cancel

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PIPES Portal Version 3.0.0

### Plan Review

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

### DASHBOARD

PROJECTS

PLAN REVIEWS

INSPECTIONS

POC REQUESTS

### Plan Reviews

Drag a column header and drop it here to group by that column

PIPES #	PROJECT	STATUS	ACTIONS
▶ 19.1746	BW73 Test	JOBSTART	SELECT ▶
▶ 19.1740	BW Test Resubmit	PLANS APPROVED	SELECT ▶
▶ 19.1735	ML Test from BW	PLANS UNDER REVIEW	SELECT
▶ 19.1749	BW CCWRD Created	ACTIVE	SELECT ▶
▶ 19.1767	BW Test BPAAdmins	ACTIVE	SELECT ▶
▶ 19.1768	BWOOD LLC Test1	ACTIVE	SELECT ▶
▶ 19.1777	User Manual Test	ACTIVE	SELECT

◀ 1 ▶

25

items per page

1 - 7 of 7 items

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

## DASHBOARD

PROJECTS PLAN REVIEWS INSPECTIONS POC REQUESTS				
Plan Reviews				
Drag a column header and drop it here to group by that column				
PIPES #	PROJECT	STATUS	ACTIONS	
19.969	ml 0314	ACTIVE	SELECT	
RECEIVED DATE	STAGE	REVIEW STATUS	DISPOSITION	ACTIONS
3/27/2019 10:39 AM	0.1 (BOND)	PLANS RECEIVED		SELECT
1 - 1 of 1 items				

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.



## DASHBOARD

PROJECTS

PLAN REVIEWS

INSPECTIONS

POC REQUESTS

Plan Reviews

Drag a column header and drop it here to group by that column

PIPES #	PROJECT	STATUS	ACTIONS
▶ 19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
▶ 19.1815	Paul Test	PLANS UNDER REVIEW	SELECT
▶ 19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
▶ 19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
▶ 19.1811	Test Jobstart	JOBSTART	SELECT
▶ 19.1810	Test Inspections	INSPECTIONS UNDERWAY	SELECT
▶ 19.1816	Demo Project	ACTIVE	<div>Request Plan Review</div> <div>SELECT</div>

◀

◀

1

▶

▶

25

items per page

1 - 7 of 7 items

↻

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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](http://www.cleanwaterteam.com/Civil3D)

Figure: Plan Review Request Checkbox

### Plan Review Request (CSV)

☐ **NO ASSET INPUT REQUIRED.** I certify that this project has no new public manholes and is not connecting into an existing public manhole.

Figure: Plan Review Request CSV Form

You can only upload a CSV file.

Project Number 25.1179  
Project Name UserGuideTesting2  
Tracking Code 25.1179-00-01-P

CSV MUST BE generated directly from CAD. Instructions for exporting these from CAD can be found here:  
<https://www.cleanwaterteam.com/services/development-services/plan-review>

Upload CSV File\*

Select file...

Drop files here to upload

**MAX FILE SIZE: 500 MB**

Cancel

### 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.***

Do you want to provide Manhole Conversion Data? YES ☒ NO ☐

Select Manhole\* SSMH 1 (Network - (1))

Northing: 26,707,877.70 Easting: 765,957.97

## 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

### Plan Review Request (MH Survey Form)

You can only upload a **PDF** file.

Project Number 25.1179  
Project Name UserGuideTesting2  
Tracking Code 25.1179-00-01-P

Manhole Survey Form(s)\*

Select PDF file...

### ***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

MANHOLE BASE SURVEY DATA

CCWRD PIPES Number

Project Name

Manhole Diameter

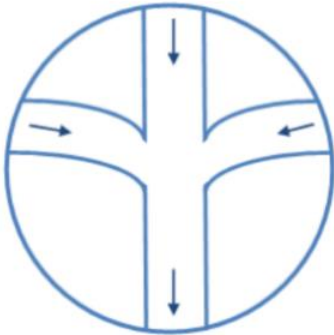
CCWRD Manhole #

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](mailto:inspection@cleanwaterteam.com)

## 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](http://www.cleanwaterteam.com/planreview)

Figure: Plan Submittal File Upload

The screenshot displays the 'PIPES Portal' interface for a 'Plan Review Request'. The page includes a navigation bar with 'Home', 'Dashboard', 'Contact', and 'Tasks'. A user greeting 'Hello cleec@cleanwaterteam.com !' and a 'Logout' link are visible in the top right. The main heading is 'Plan Review Request'. Below this, a message states 'You can only upload a PDF file.' Project details are listed: 'Project Number 25.1174', 'Project Name TestingUserGuidePortal', and 'Tracking Code 25.1174-00-01-P'. A link provides 'All requirements for uploading a plan submittal can be found here: https://www.cleanwaterteam.com/services/development-services/plan-review'. A red notice advises users to contact 'DevelopmentServices@CleanWaterTeam.com' if they experience issues. A note specifies 'The file to upload here must be a digitally signed civil plan:'. The 'Plan Submittal File\*' section features a 'Select file...' button, a 'Done' button, and a file named 'sample.pdf' with the status 'File(s) uploaded successfully.'. Below this, the 'Additional File(s)' section has another 'Select file...' button. A red warning 'MAX FILE SIZE: 500 MB' is displayed. At the bottom, there are 'Create' and 'Cancel' buttons.

## 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

HomeDashboardContactTasks

Hello cleee@cleanwaterteam.com !

DASHBOARD

POC REQUESTSPROJECTSPLAN REVIEWSIINSPECTIONS

Plan Reviews

Drag a column header and drop it here to group by that column

PIPES #	PROJECT	STATUS	ACTIONS
25.1172	TK Test 123456	ACTIVE	SELECT

RECEIVED DATE	STAGE	REVIEW STATUS	DISPOSITION	ACTIONS
7/15/2024 10:20 AM	0.1 (BOND)	PLANS UNDER REVIEW	Submittal Information	SELECT

Figure: Previous Submittal Information Pop-up

Previous Submittal Info

CSV Information

File Name	Added By	Added Date
22.1098 Pipes and Structures-2.csv	RL_43317	6/24/2024 4:54:10 PM

1

10

items per page

1 - 1 of 1 items

Manhole Survey File(s)

File Name	File Size (MB)	File Time Stamp
584-BUILDING MAP-1 1_12_2022-Model.pdf	676749	Mon Jun 24 2024 16:54:18 GMT-0700 (Pacific Daylight Time)

1

15

items per page

1 - 1 of 1 items

Conversions

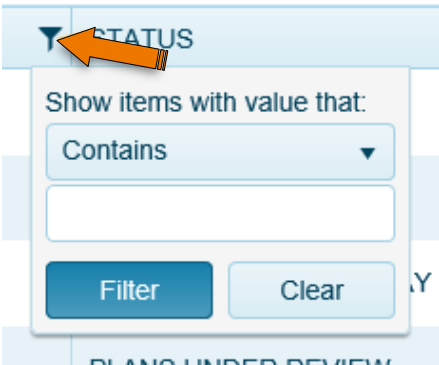
Manhole Name	Northing	Easting
	0	0

Close

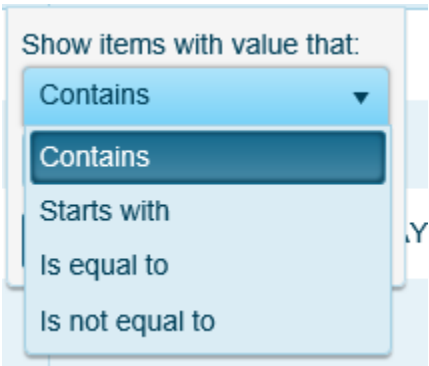
Please Note: Users can highlight and copy Manhole Conversion data. Please see the above figure for reference.

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.

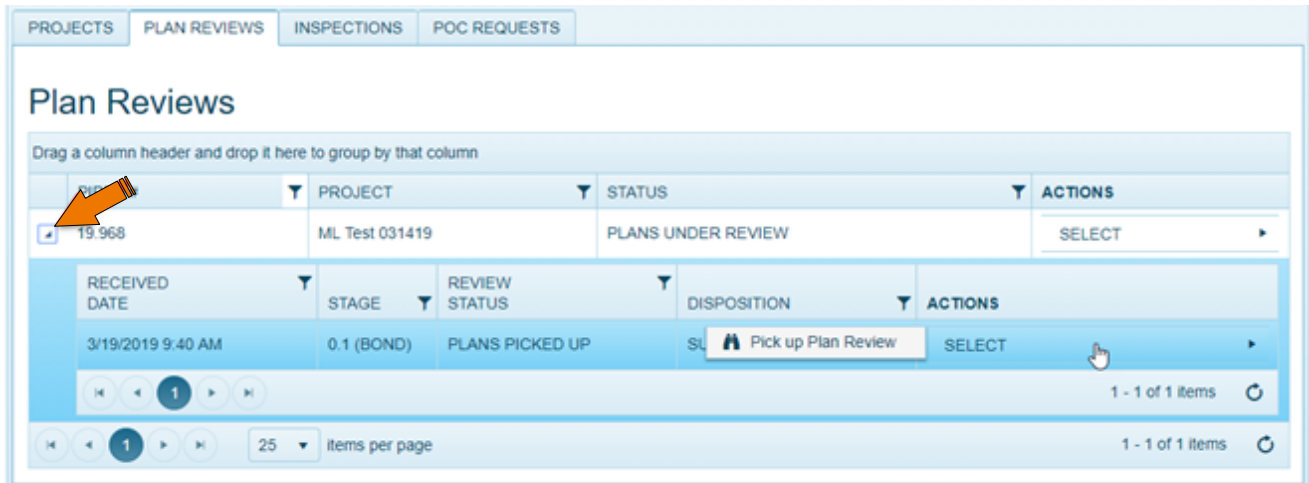
Plan Reviews

Drag a column header and drop it here to group by that column

	PIPES #	PROJECT	STATUS
▶	19.774	6831 Tiffollo Ln - Sewer Lateral Repair	
▶	19.747	Emergency Sewer Lateral Repair at 3959 Monja Circle	
▶	19.714	Sewer Lateral Repair - NE Corner Reno & Maryland	
▶	17.086	Sewer Lateral Repair-Lot 2-166 Pebble Canyon Dr	BOND RELEASE
▶	17.084	Sewer Lateral Repair - Lot 37 - 3457 Biela Avenue	INSPECTIONS UNDERWAY

## 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.**



The screenshot displays the 'Plan Reviews' section of a web application. At the top, there are tabs for 'PROJECTS', 'PLAN REVIEWS', 'INSPECTIONS', and 'POC REQUESTS'. The 'PLAN REVIEWS' tab is active. Below the tabs, the title 'Plan Reviews' is shown, followed by a instruction: 'Drag a column header and drop it here to group by that column'. The main content is a table with the following columns: PROJECT, STATUS, and ACTIONS. The first row shows project number '19,968', project name 'ML Test 031419', and status 'PLANS UNDER REVIEW'. The ACTIONS column contains a 'SELECT' dropdown menu. An orange arrow points to the expand icon (▶) next to the project number. Below the table, there is a detailed view of the selected item, showing 'RECEIVED DATE' (3/19/2019 9:40 AM), 'STAGE' (0.1 (BOND)), 'REVIEW STATUS' (PLANS PICKED UP), and 'DISPOSITION' (ST). A button labeled 'Pick up Plan Review' is visible next to the 'REVIEW STATUS'. The bottom of the interface shows pagination controls, including a '25' items per page dropdown and a '1 - 1 of 1 items' indicator.

PROJECT	STATUS	ACTIONS
19,968	ML Test 031419	PLANS UNDER REVIEW
SELECT		

RECEIVED DATE	STAGE	REVIEW STATUS	DISPOSITION	ACTIONS
3/19/2019 9:40 AM	0.1 (BOND)	PLANS PICKED UP	ST	Pick up Plan Review
				SELECT

1 - 1 of 1 items

25 items per page

1 - 1 of 1 items

## 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.

PIPES Portal

Home Dashboard Contact Tasks ▾ Hello beverly.wood73@gmail.com! Log Off

### DASHBOARD

PROJECTS PLAN REVIEWS INSPECTIONS POC REQUESTS

#### Inspections

Drag a column header and drop it here to group by that column

PIPES #	PROJECT	STATUS	ACTIONS
▶ 19.1811	Test Jobstart	JOBSTART	SELECT ▶
▶ 19.1810	Test Inspections	INSPECTIONS UNDERWAY	Request Inspection Inspections At A Glance SELECT ▶
▶ 19.1812	Test Submittals	PLANS UNDER REVIEW	SELECT
▶ 19.1813	CCWRD Test 2	PLANS UNDER REVIEW	SELECT
▶ 19.1814	CCWRD Test 3	PLANS UNDER REVIEW	SELECT
▶ 19.1815	Paul Test	PLANS UNDER REVIEW	SELECT
▶ 19.1816	Demo Project	ACTIVE	SELECT

25 items per page 1 - 7 of 7 items

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This will open a new window with the relevant information.

Home Dashboard Contact Tasks ▾ Hello ! Logout

### Inspection Request

\* Indicates REQUIRED field

CALL-IN DATE:

PIPES PROJECT NUMBER:  PIPES PROJECT NAME:

\* SUBMITTER NAME:

SUBMITTER TELEPHONE #:

SUBMITTER EMAIL:

\* FIELD CONTACT NAME:  [Select Field Contact](#)

\* FIELD CONTACT #:

FIELD CONTACT EMAIL:

CONTRACTOR:

#### SELECT FROM INSPECTIONS BELOW:

FIELD MEET: ☐

PROJECT STATUS: ☐

FINAL INSPECTION: ☒

REQUESTED INSPECTION DATE:

WORK SHIFT:

\* COMMENTS:

19.630 Lateral Repair @ 3536 Diamond Ave INSPECTIONS UNDERWAY SELECT ▶

19.630 Emergency Lateral Repair @ 3767 East Desert Inn PROJECT COMPLETE SELECT ▶


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.

PIPES #	PROJECT	STATUS		ACTIONS
79	ML test 0326	INSPECTIONS UNDERWAY		SELECT
ASSET	TYPE	STATUS	INSPECTOR	DISPOSITION
65487002	MANHOLE INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
65487001	MANHOLE INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
6548700265487001	EXCAVATION INSPECTION	READY TO SCHEDULE	UNASSIGNED	RESULT PENDING
PROJECT	FIELD MEET INSPECTION	SCHEDULED	APPDEVADMIN	RESULT PENDING

1

1 - 4 of 4 items

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.

Project Inspections At A Glance for  
ML test 0326 (Project Number: 19.979)

↩ Back to Inspection Requests

Show Key

PIPES

PIPE	BPP	EX	PPE	AIR	DEN	MDR	VIDEO	BAL	
65487002 - 65487001	✔	⌛							



## 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.

## DASHBOARD

The screenshot shows a web dashboard with a tabbed interface. The 'POC REQUESTS' tab is selected. Below the tabs is a 'Create New POC Request' button. A table with the following columns is shown: PROJECT DESCRIPTION, Parcel Number (APN), REQUESTED DATE, TRACKING NUMBER, STATUS, PROCESSED DATE, and HYPERLINK. The table is currently empty, with a message 'YOU HAVE NOT CREATED ANY POC REQUESTS.' and a pagination bar showing '0' items per page and 'No items to display'.

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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.

## Create

### New POC Request

If you want to renew an expired POC or revise a current POC, return to the POC Request tab and hover over the "Select" menu to the right of the existing request.  
If you are not the Engineer of Record, you must submit a new POC, it will not be visible to your firm.  
Send an email to [sewerlocation@cleanwaterteam.com](mailto:sewerlocation@cleanwaterteam.com) with "AS-BUILT REQUEST" in the subject line to request record drawings for projects that do not propose to install new, relocate existing or decommission existing sewer facilities. This includes public and private sewer.

The form contains the following fields and controls:

- Description\***: Text input field. Examples: "200 room hotel", "100 lot Single Family Residential" or "10,000 sq. ft convenience store". Do NOT use special characters (&, !, #, \$, etc.), project title or cross streets in the description.
- ERU\***: Text input field.
- QAVG (MGD)\***: Text input field.
- Developer Name\***: Dropdown menu with a "Select" button.
- Parcel Number (APN)\***: Text input field containing "000-00-000-000". Below it is a "+ Additional APN" button.
- Upload Site Plan (PDF)\***: File upload button labeled "Select file...".

MAX FILE SIZE: 500 MB

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

PROJECT DESCRIPTION							
PROJECT DESCRIPTION	Parcel Number (APN)	REQUESTED BY	REQUESTED DATE	TRACKING NUMBER	STATUS	PROCESSED DATE	ACTIONS
PROJECT DESCRIPTION: Charlie Test							
Charlie Test	123-21-212-111	choulkyulee	10/12/2018 2:34 PM	1988-1234	PROCE		<ul style="list-style-type: none"><li>* Get My File</li><li>* Submit POC Revision</li><li>* Create Project</li></ul>
PROJECT DESCRIPTION: 100 SQ FEET HOME							

### 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.

## POC Requests

Fields labeled with an \* are REQUIRED

PROJECT DESCRIPTION	Charlie Test
POC TRACKING NUMBER	1988-1234
DEVELOPER	CCWRD Engineering
ERU *	100
QAVG (MGD) *	0.025
PARCEL NUMBER (APN) *	123-21-212-111
	<div>+ Additional APN</div>
Select A File (PDF) *	<div>Select file...</div>

MAX FILE SIZE: 500 MB

### 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.

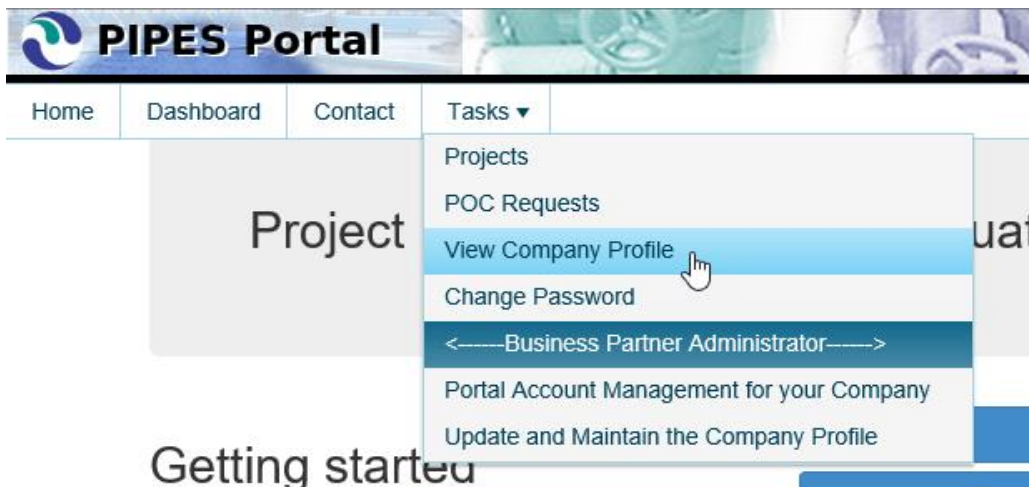
## Create a PIPES Project

---

Project Name*	<input type="text"/>	
	NOTE: Do not use special characters (&, !, #, \$, etc.) in the project name.	
Parcel Number (APN)*	<input type="text" value="000-00-000-000"/>	
	<button>+ Additional APN</button>	
POC Tracking Number*	<input type="text" value="1988-1234"/>	
Permit Number	<input type="text"/>	(OPTIONAL)
NORTH/SOUTH Cross Streets*	<input type="text"/>	
EAST/WEST Cross Streets*	<input type="text"/>	
Developer*	<input type="text" value="10 Nine Design Group"/>	
Developer Project Number	<input type="text"/>	(OPTIONAL)
Engineering Firm*	<input type="text" value="CCWRD Engineering"/>	
Developer Contact Name*	<input type="text"/>	
	NOTE: For capital improvement projects, list the Entity's PM and email address.	
Developer Contact Email*	<input type="text"/>	

### 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

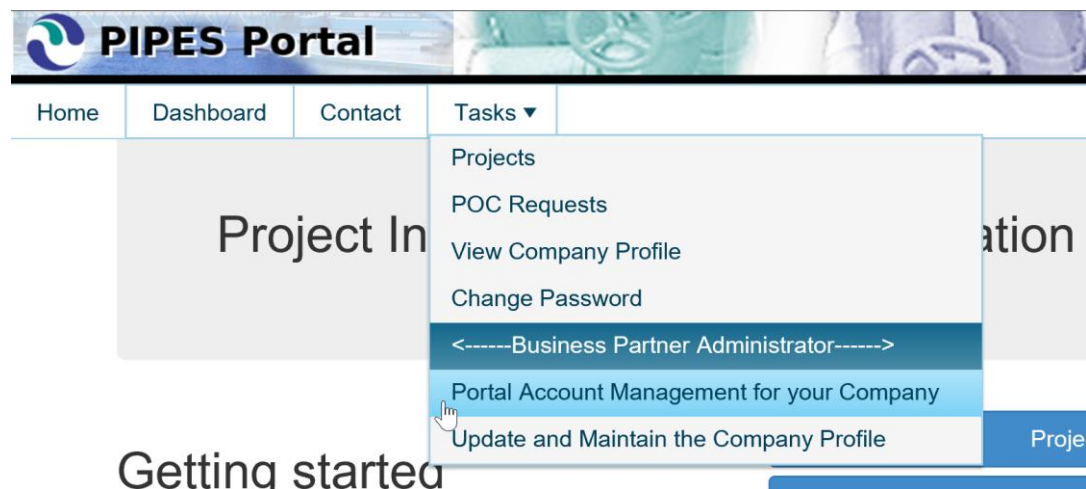
<b>COMPANY NAME:</b>	BWOOD TEST LLC				
<b>ADDRESS:</b>	931 Springfield Street				
<b>ADDRESS2:</b>					
<b>CITY:</b>	Las Vegas	<b>STATE:</b>	NV	<b>ZIP:</b>	89122
<b>TELEPHONE:</b>	(702) 668-8013	<b>EXTENSION:</b>			

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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.




### Contacts Index

Add A Contact

ADMIN	USER	Name	Email	Company	Updated	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	Beverly CCWRD Wood	bwood@cleanwaterteam.com	BWOOD TEST LLC	7/31/2018 5:20 PM	SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Beverly Home	BeverlyHome73@outlook.com	BWOOD TEST LLC	9/25/2018 10:42 AM	SELECT
<input type="checkbox"/>	<input type="checkbox"/>	Beverly Test	BevTest73@outlook.com	BWOOD TEST LLC	8/1/2018 1:39 PM	SELECT
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Beverly Wood	beverly.wood73@gmail.com	BWOOD TEST LLC	7/31/2018 3:52 PM	SELECT

## Creating a Contact

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



PIPES Portal

---

Home Dashboard Contact Tasks ▼

---

### Create

#### CONTACTS

---

Company Name*	BWOOD TEST LLC
Contact Name*	<input type="text" value="Dave Jones"/>
Contact Phone*	<input type="text" value="(702) 555-5555"/>
Contact Email	<input type="text" value="DJones@yourCompany.co"/>

---

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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.

## Register

Create a new account.

First Name*	<input type="text" value="Dave"/>
Last Name*	<input type="text" value="Jones"/>
Email*	<input type="text" value="DJones@yourCompany.com"/>
Phone Number*	<input type="text" value="(702) 555-5555"/>
<div><div>Create</div><div>Cancel</div></div>	

Fill in all required information and Save to Add Contact to Portal.\*

User will be forced to change password on first long in\*

Email will be sent with instructions on setting password and log in to the PIPES 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**.

## Contacts Index

Add A Contact

ADMIN	USER	Name	Email	Company	Updated	ACTIONS
	<input checked="" type="checkbox"/>	Zoyla Orellana	znorellana@cleanwaterteam.com	CCWRD Engineer		<div>Disable User's Portal Account</div> <div>Edit</div> <div>Send User Confirmation Email</div> <div>SELECT</div>
		10 items per page				of 1 items

## 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.

PIPES Portal

Dashboard
Contact
Tasks ▼

Hello beverly.wood73@gmail.com! Log Off

Add A Contact

ADMIN ▼	USER ▼	Name ▼	Email ▼	Company ▼	Updated ▼	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	Beverly CCWRD Wood	bwood@cleanwaterteam.com	BWOOD TEST LLC	7/31/2018 5:20 PM	SELECT ▶
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Beverly Home	BeverlyHome73@outlook.com	BWOOD TEST LLC	8/1/2018 1:39 PM	* Assign Projects To User * New Portal User Setup SELECT ▶
<input type="checkbox"/>	<input type="checkbox"/>	Beverly Test	BevTest73@outlook.com	BWOOD TEST LLC		SELECT ▶

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.

PIPES Portal

Dashboard
Contact
Tasks ▼

Hello beverly.wood73@gmail.com! Log Off

Projects for User: [Beverly Home \(BeverlyHome73@outlook.com\)](#)

Return to Company Users			
ASSIGNED? ▼	Project Number ▼	Project Name ▼	ACTION ▼
<input type="checkbox"/>	19.1735	ML Test from BW	+ Assign
<input checked="" type="checkbox"/>	19.1740	BW Test Resubmit	- Remove
<input checked="" type="checkbox"/>	19.1749	BW CCWRD Created	- Remove
<input checked="" type="checkbox"/>	19.1767	BW Test BPAAdmins	- Remove
<input type="checkbox"/>	19.1777	User Manual Test	+ Assign



## 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.

### Contacts Index

Add A Contact

ADMIN	USER	Name	Email	Company	Updated	ACTIONS
<input type="checkbox"/>	<input type="checkbox"/>	John Ryan	jryan@cleanwaterteam.com	CCWRD Engineering	5/4/2021 7:09 AM	SELECT
<input type="checkbox"/>	<input type="checkbox"/>	Leslie Long	llong@cleanwaterteam.com	CCWRD Engineering	5/15/2017 1:48 PM	SELECT
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Monica Limjuico	mlimjuico@cleanwaterteam.com	CCWRD Engineering	9/10/2021 8:53 AM	SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ryan Capala	rcapala@cleanwaterteam.com	CCWRD Engineering	10/19/2021 3:02 PM	SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	test	test@cleanwaterteam.com	CCWRD Engineering	8/19/2021 10:09 AM	SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	test	test@gmail.com	CCWRD Engineering	8/23/2021 11:41 AM	SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Test User	ermiliao@yahoo.com	CCWRD Engineering	10/20/2021 10:06 AM	SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	UATUser	code.testing@yahoo.com	CCWRD Engineering	10/14/2021 4:47 PM	SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	UATUser Testing	Jane.test1@yahoo.com	CCWRD Engineering		SELECT
<input type="checkbox"/>	<input checked="" type="checkbox"/>	zoyla	Jane.test@yahoo.com	CCWRD Engineering		SELECT

Disable User's Portal Account  
 Edit  
 Send User Confirmation Email

1 **2** 3 10 items per page 11 - 20 of 25 items

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Zoyla Test	Jane.test1@yahoo.com	CCWRD Engineering		SELECT
--------------------------	-------------------------------------	------------	----------------------	-------------------	--	--------

New Portal User Setup  
 Enable User's Portal Account

1 10 items per page 3 of 3 items

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PIPES Portal Version 2.0.0

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

### Enable or Disable a Portal User

Once Disabled, No Log In or changes to that User. Once Enabled, Log In permitted and permissions restored.

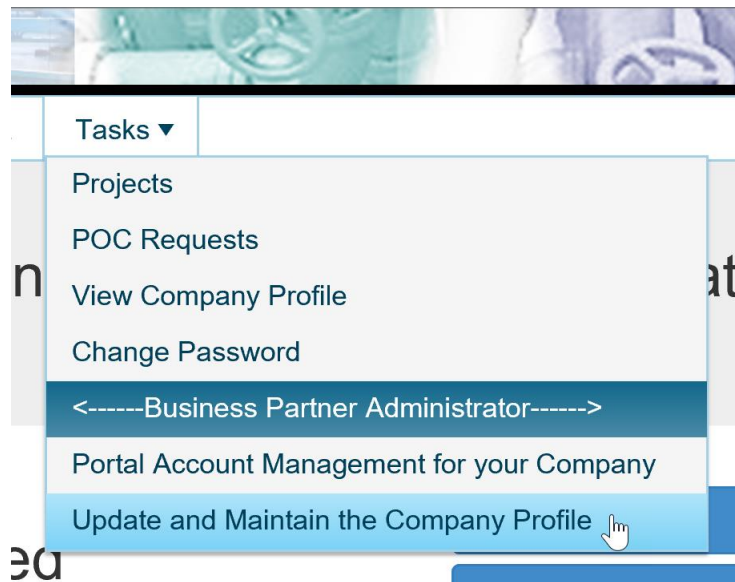
**First Name** UATUser  
**Last Name** RealLastName  
**Email** [Jane.test1@yahoo.com](mailto:Jane.test1@yahoo.com)  
**Account Status** Active/Enabled/Unlocked

Disable

Cancel

## 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.

PIPES Portal

Dashboard

Contact

Tasks ▼

# Edit my Company Profile

Company Name\*

BWOOD TEST LLC

Address

931 Springfield Ave

Address (Line 2)

City

Las Vegas

State

NV

ZIP

89122

Phone

(702) 668-8013

Extension

Save

Cancel

## 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.

### Add Project Parcel Number (APN) for Jan 06 Test (Project Number: 22.899)

Parcel Number (APN) Identifier:

 Add

 Add & Close

 Cancel

Existing APN(s)
153-45-312-345

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

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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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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