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Create New User Account

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

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

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

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

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

   a) If you receive a warning message, the password entered does not have enough characters.
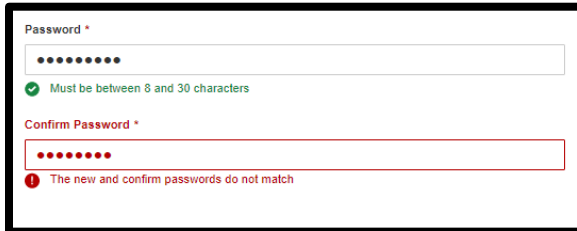
6) Select a **Security Question** from the drop down.
7) Enter the answer to the security question in the **Answer** field. Click **Continue.**

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

8) When the **reCAPTCHA** image appears, click the box. Click **Create Account**.
9) The account has been created successfully message will appear.
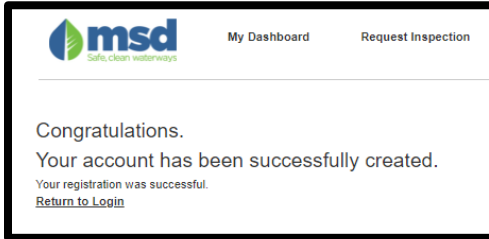
a) If you do not receive the message: "Your account has been successfully created." **call MSD customer service** at:
(502)-540-6000.

Reset Password

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

Login

Email Address *

_____

Password *

_____

☐ Remember Me   Forgot Password?

LOG IN

Would you like to register as a new user?
Create a Profile

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

Forgot Password
To reset your password, please provide your email address.

Email Address

someone@louisvillemsd.org

✓ I'm not a robot   reCAPTCHA
                           Privacy - Terms

Cancel   Next

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

msd
Safe, clean waterways

My Dashboard   Request Inspection   Lookup Record   Submit an Application or Request

Your password has been reset.

If the supplied security answer is valid, you should receive an email shortly with a temporary password. If you did not receive an email and still require assistance, please contact MSD Customer Service at 502-540-6000.

Return to Login

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

IPSUAT@louisvillemsd.org
Password Reset

As requested, below is your temporary password.

51219262

1. Please login with the temporary password.

2. After you login with the temporary password, you will be prompted to create a new permanent password.
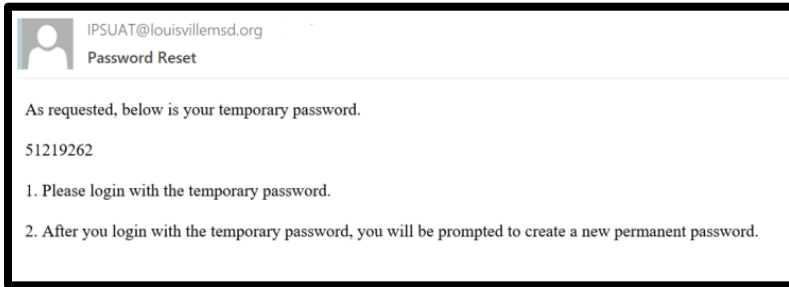
9) Return to the MSD online portal home page (https://eservice.louisvillmsd.org). Enter the **Email Address** and the **Temporary Password**, and click **Log In**.
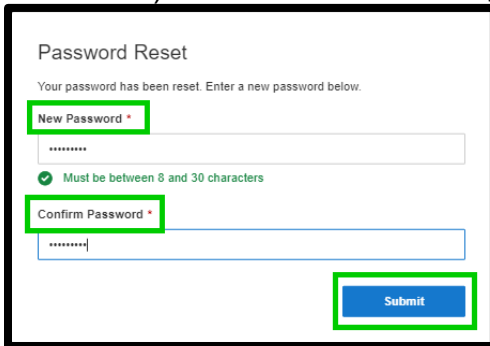
Login

Email Address *

someone@louisvillemsd.org

Password *   Temporary Password from email.

•••••••

☐ Remember Me   Forgot Password?

LOG IN

Would you like to register as a new user?
Create a Profile
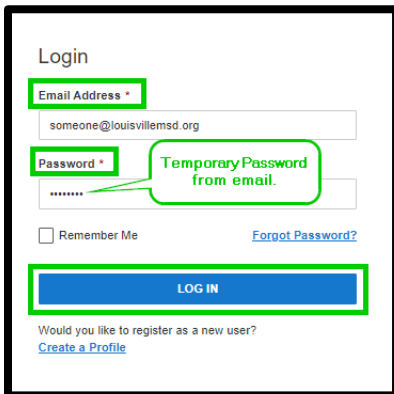
10) The Password Reset popup will appear. Enter a new password (between 8 and 30 characters) in the **New Password**, and **Confirm Password** fields. Click **Submit**.

Password Reset

Your password has been reset. Enter a new password below.

New Password *

•••••••••

✓ Must be between 8 and 30 characters

Confirm Password *

•••••••••

Submit

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

Password *

•••••••••

✓ Must be between 8 and 30 characters

Confirm Password *

••••••••

⊘ The new and confirm passwords do not match
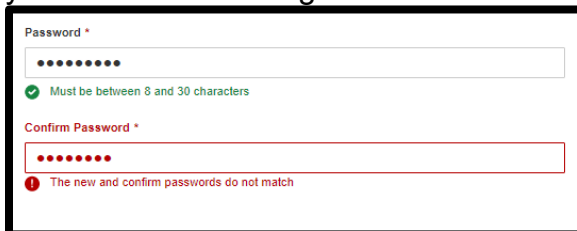
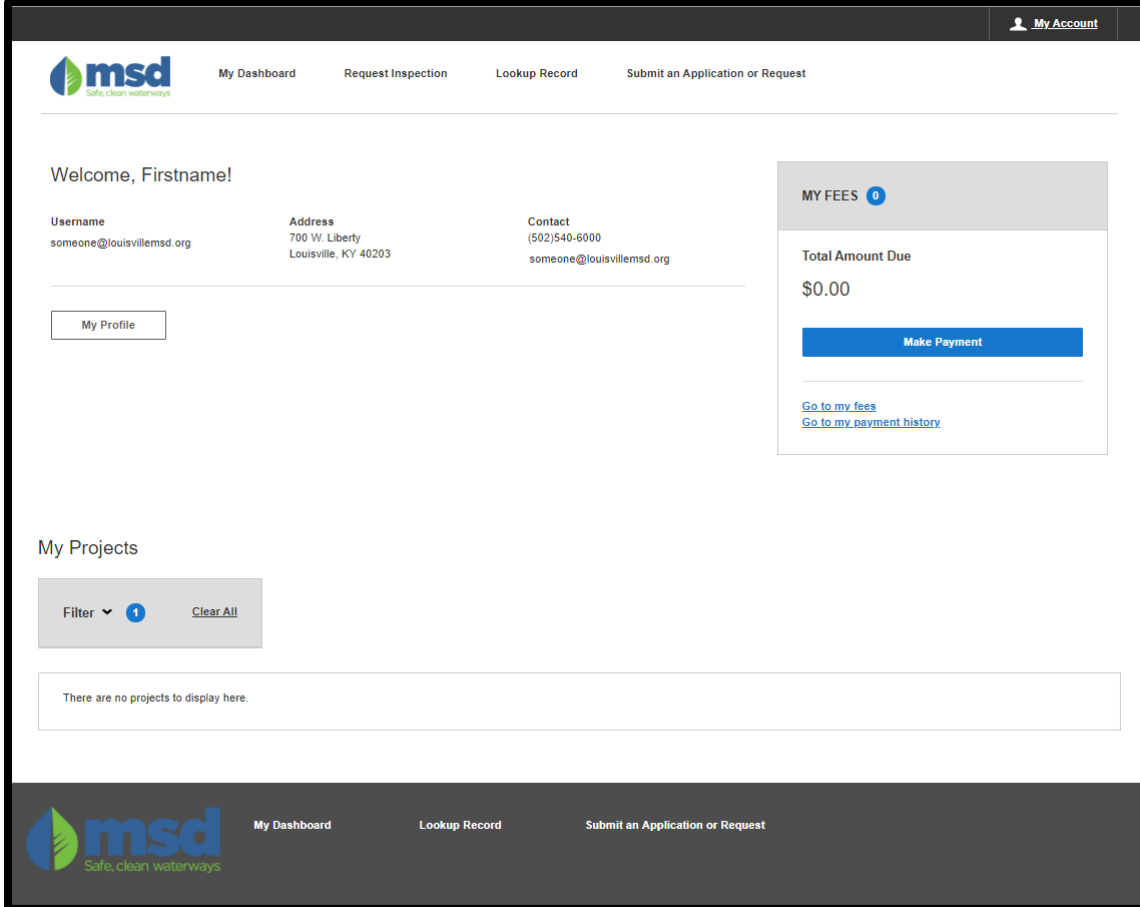b) Choose a new password and retype it into the **New Password**, and **Confirm Password** fields if you receive a message "Must be between 8 and 30 characters."

Password *

Must be between 8 and 30 characters

Confirm Password *

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

Portal Basic Navigation

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

Login

Email Address *

someone@louisvillemsd.org

Password *

••••••••

☐ Remember Me   Forgot Password?

LOG IN

Would you like to register as a new user?
Create a Profile

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

Submit a Service Request

1) From your MSD self-service portal dashboard, click the **Submit an Application or Request** located in the top right of the Dashboard.
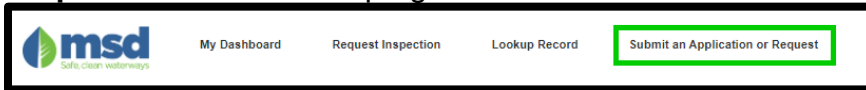
2) From the Submit a New Record screen, expand the list of Service Request types, by clicking **Request Services from MSD**.
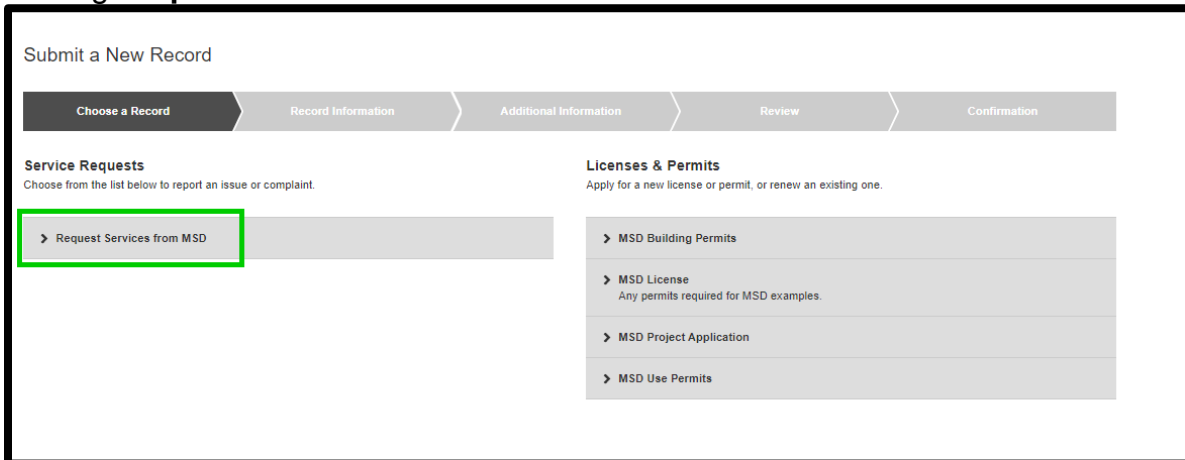
3) A list of MSD Service Request Types will appear. **Click** on the **Service Request type** (e.g. MSD – Information Request) that best fits the complaint or issue. The **Submit a New Record** view will appear.
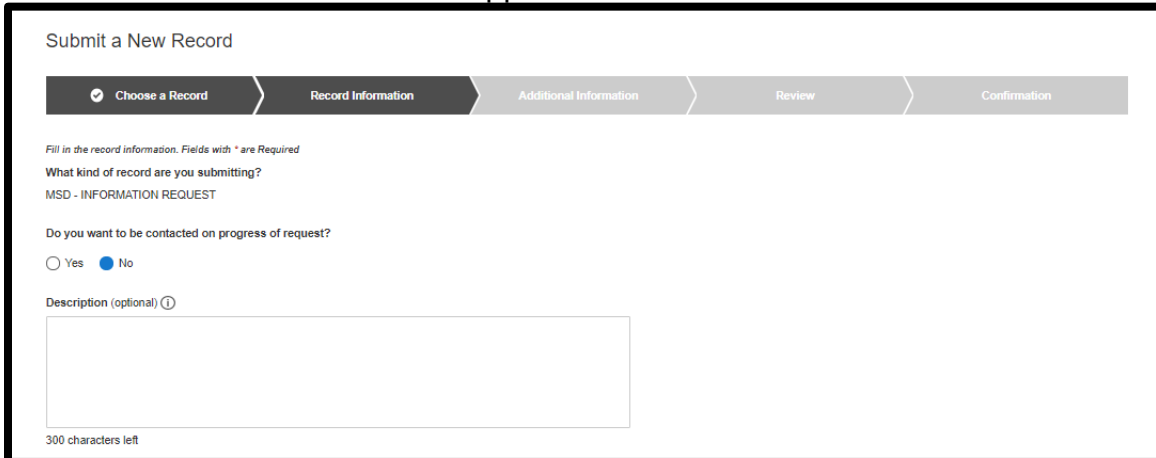
4) Enter the information to submit a service request:
    a) If you want to be contacted on the progress of the request? Select **Yes**.
    b) Enter the Description of the issue, complaint, or type of information being requested into the **Description** field.
    c) **Add a Primary Site.** This is the address of the issue, complaint, or information request.

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

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

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

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

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

7) The confirmation window will appear.

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

Submit an Application

1) From your MSD self-service portal dashboard, click the **Submit an Application or Request** located in the top right of the Dashboard.
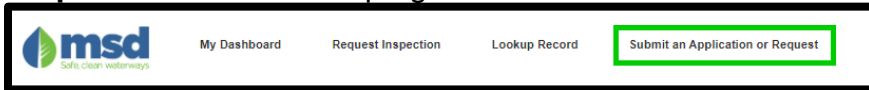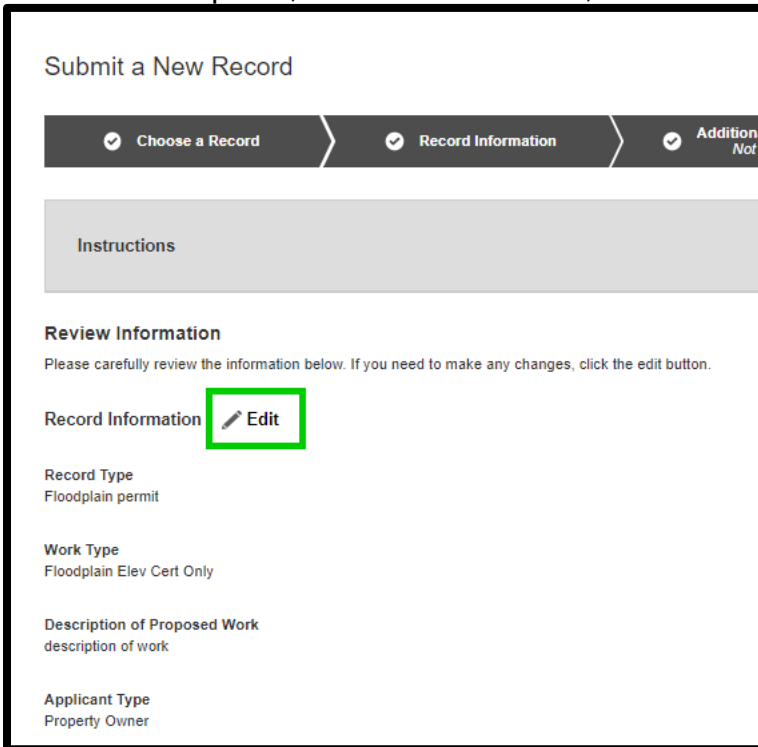
2) Under **Licenses & Permits** select the appropriate application type by clicking on the link (e.g. Floodplain Permit).
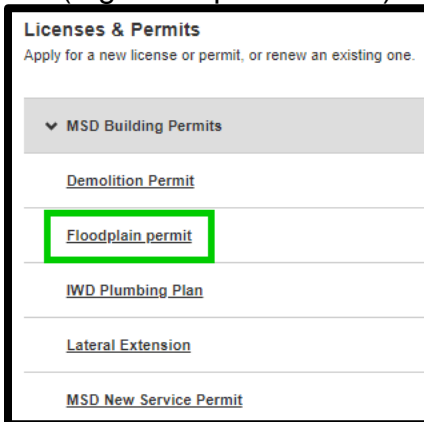
3) Enter all required information on the application. All MSD applications require a **Primary Site** (i.e. address or parcel), and an **Applicant**. Additional information may be required per the permit type (e.g. Description of work, work type, etc.).
4) Click **Save & Continue** button at the bottom of the page.
5) The **Review** window will appear. Please review the information entered.

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

Submit a New Record

✔ Choose a Record	✔ Record Information	✔ Additional Not

Instructions

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

Record Information ✏ Edit
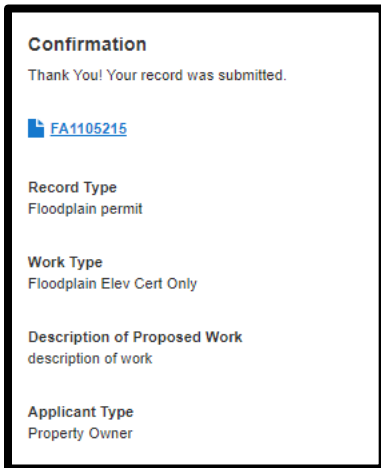
Record Type
Floodplain permit

Work Type
Floodplain Elev Cert Only

Description of Proposed Work
description of work

Applicant Type
Property Owner

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

Confirmation
Thank You! Your record was submitted.

📄 FA1105215

Record Type
Floodplain permit

Work Type
Floodplain Elev Cert Only

Description of Proposed Work
description of work

Applicant Type
Property Owner

Add Additional Applicants

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

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

1. If the application has already been submitted:

a. Click the **Application #** from your dashboard.
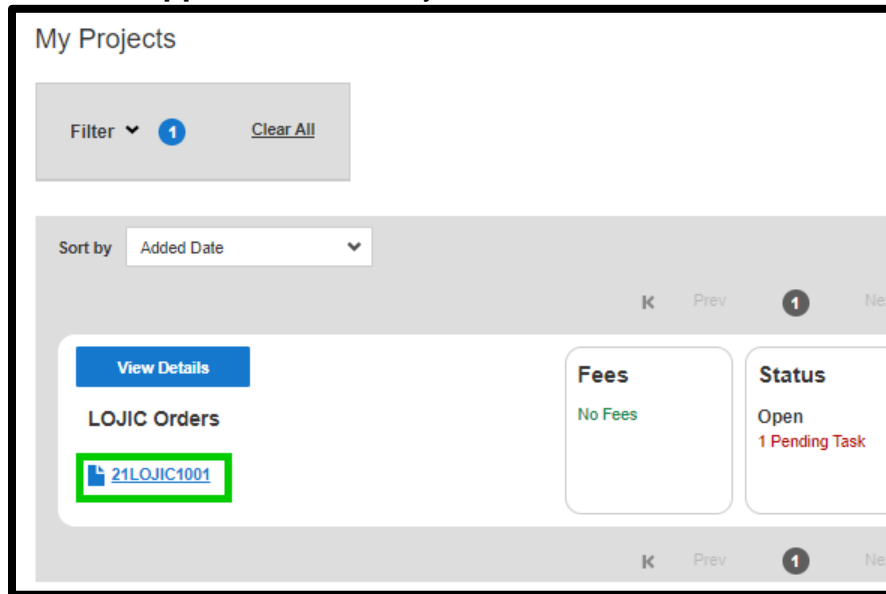
b. Click the **Edit** button.
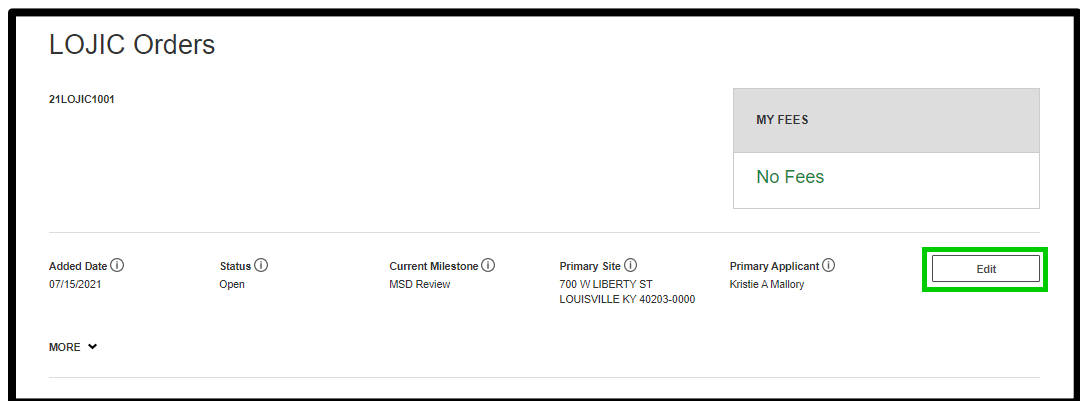
c. Click the Invite More button.

2. From the **Invite Additional Applicants popup**, enter the email address in the email field

3. Click **Add New Invite** to add more than 1 additional email to the application.
4. Click **Save** to send an invitation to the additional applicants.
5. The additional applicant will receive an email similar to the one below:

a. To accept the invitation, the Additional applicants will click the link and be prompted to create an account if one does not exist.

Make a Credit Card Payment Online

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

MY FEES 3

Total Amount Due

$1,400.00

Make Payment

Go to my fees
Go to my payment history

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

My Fees

Below are your fees. Selecting a fee will add it to your cart. Deselecting a fee will remove it from your cart.

Select All   Total Amount: $1,400.00

Description	ID	Amount
☑ Inspection - Floodplain Activity 3050 COMMERCE CENTER PL LOUISVILLE KY 40211-0000	ID FA1104986	$150.00
☑ Bond - EC Bond Refundable Deposit 3050 COMMERCE CENTER PL LOUISVILLE KY 40211-0000	ID FA1104986	$1,000.00
☐ Services - Sewer Connection Location 3050 COMMERCE CENTER PL LOUISVILLE KY 40211-0000	ID 1105122	$250.00

Total Amount: $1,400.00

Payment Summary

2 Fees Selected   ⌄

Total (USD) $1,150.00
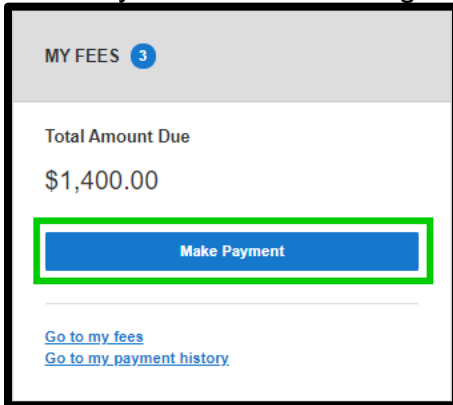
Make Payment

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

Payment Processing   ✕

You are about to be redirected to an external hosted payment page. Once you complete the payment, you will be returned to our web site.

CANCEL   OK

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

Order Section

Amount	**1,500.00 CAD**

CHECKOUT

🔒 **Secure** Payment

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

Order Section

Amount	1,500.00 CAD

Payment

PAYMENT CARD   GIFT CARD

Card Number *

Change Card

Expiration Date(MMYY) *   CVV2 *   ❓

Billing Address

Company

First Name   Last name

Address1 *
3050 Commerce Center

Address2

City   State/Province   Postal Code *
Louisville   KY   40211

Country ▾

Email Address

Phone

Shipping Address   ☑ Same as billing

SUBMIT PAYMENT

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

Dynamic Currency Confirmation

Total CAD:	
Conversion Rate:	1500.00
Fee Included:	%
Total :	
Source:	

PAY CAD 1500.00   PAY

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

The payment has been successfully processed

Register Transaction #292708

Returning to home ...
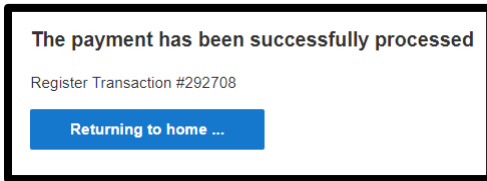
8) You will also receive an confirmation email.
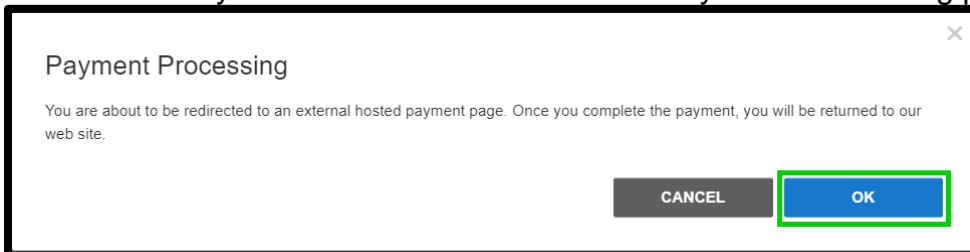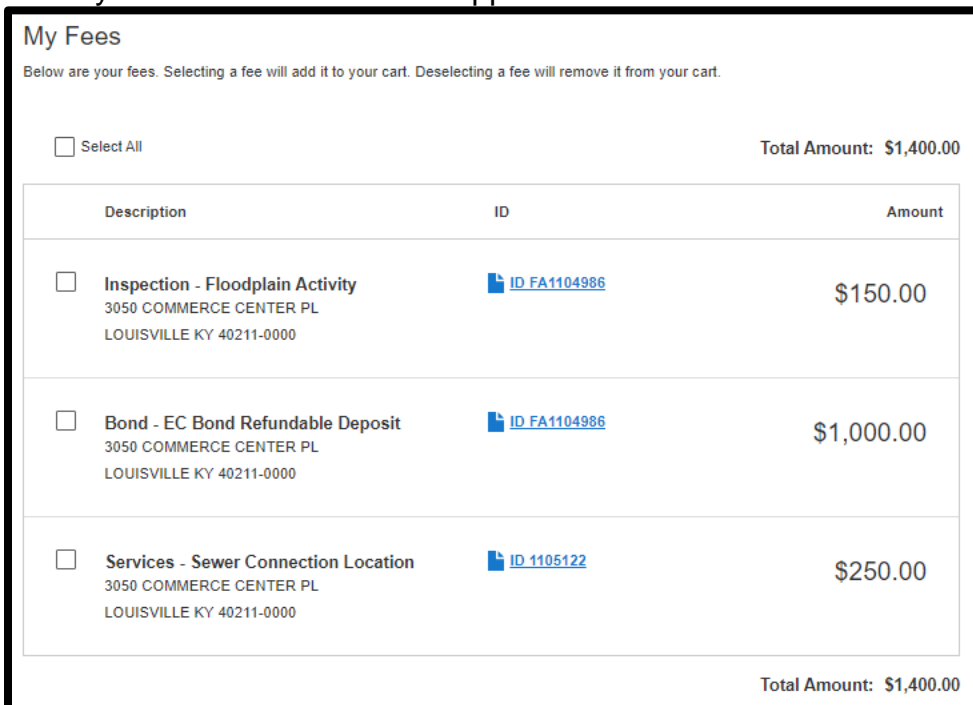
Review Charges

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

MY FEES 3

Total Amount Due

$1,400.00

Make Payment

Go to my fees
Go to my payment history
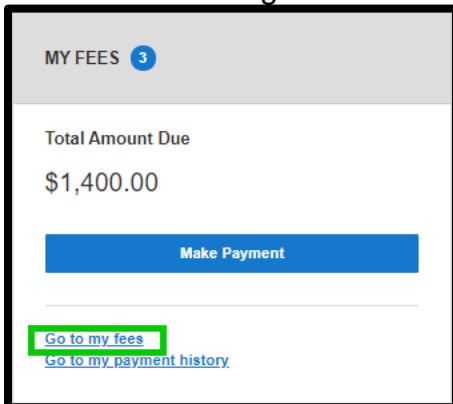
2) The My Fees detail window will appear.

My Fees

Below are your fees. Selecting a fee will add it to your cart. Deselecting a fee will remove it from your cart.

☐ Select All   Total Amount: $1,400.00

Description	ID	Amount
Inspection - Floodplain Activity 3050 COMMERCE CENTER PL LOUISVILLE KY 40211-0000	ID FA1104986	$150.00
Bond - EC Bond Refundable Deposit 3050 COMMERCE CENTER PL LOUISVILLE KY 40211-0000	ID FA1104986	$1,000.00
Services - Sewer Connection Location 3050 COMMERCE CENTER PL LOUISVILLE KY 40211-0000	ID 1105122	$250.00

Total Amount: $1,400.00

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

Review Payment History

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

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

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

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