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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 Form]

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

![Forgot Password Form]

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.”

![Password Reset Confirmation]

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

```
IPSUAT@louisvillmsd.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.

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.

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.”
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.**”

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.
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.

![Submit an Application or Request](image)

2) From the Submit a New Record screen, expand the list of Service Request types, by clicking **Request Services from MSD**.

![Submit a New Record](image)

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.

![Submit a New Record](image)

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.

![Add Primary Site Window](image)

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**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.

![Upload Attachments Window](image)

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.

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

![My Projects screenshot](image1)

b. Click the **Edit** button.

![LOJIC Orders screenshot](image2)

c. Click the **Invite More** button.

![LOJIC Orders screenshot](image3)
2. From the **Invite Additional Applicants popup**, enter the email address in the email field.

   ![Invite Additional Applicants](image)

   - **Email of the additional applicant:**
   - **Click to add more than 1 additional applicant.**
   - **Click the "x" to remove the email address from the...**
   - **Click Save to Save the applicant email and send an invitation.**

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:

   ![Invitation Email](image)

   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.

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.

3) **Click** Make Payment button. **Click OK** on the Payment Processing popup.
4) You will be redirected to the third party payment site. Click **Checkout** to confirm payment amount and continue to process the payment.

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

6) The Dynamic Currency Confirmation popup will appear, click **Pay** button to confirm payment.
7) You will be returned to the MSD eService site with a payment confirmation message.

![Payment Confirmation](image)

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](image)

2) The My Fees detail window will appear.

![My Fees Details](image)
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.

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