



CLARK COUNTY
WASHINGTON
PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Clark County EPH Online Services Portal

External Customer 'How-to' Guide

Revised 07/27/2020





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Before you begin

Welcome to the Clark County Environmental Public Health Online Permitting Portal, a secure and convenient way to submit applications, attachments and payments for new services with the health department.

Before getting started with the online application, there are a few things to do to prepare:

- Add noreply@clark.wa.gov to your spam or junk mail filter in your email account to allow for automated emails to reach your email inbox. You should also check your spam and junk folder for these automated emails.
- Adobe Reader: Install or update your version of Adobe Reader, a safe and free PDF program used to view and fill out digital worksheets. Most applications in the Online Permitting Portal will require attachments to be uploaded during the submittal process.
- Ensure your browser is up to date by using these links to verify your specific browser:
 - Google Chrome  : <https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en>,
 - Internet Explorer  : <https://support.microsoft.com/en-us/help/4028118/windows-run-the-latest-version-of-internet-explorer-11>
 - Mac Safari  : <https://support.apple.com/en-us/HT204416>
 - Mozilla Firefox  : <https://support.mozilla.org/en-US/kb/update-firefox-latest-release>
 - ***If you experience unresponsive or sluggish website behavior, please close your browser and restart it to clear the cache.***
- Review the fees and definitions in our program pages, a payment will be required to complete the online application.
- Collect all the information you will need to finish, such as email addresses, phone numbers and addresses for the business owner, account, applicant and plan check contact etc.
- The portal software is compatible with all devices however *hand-held devices are not recommended* because most applications require attachments to be uploaded as part of the process, and mobile operating systems (eg Android and IOS) handle attachments in sometimes unpredictable ways.
- Once you start an application or other type of workflow, do not use the browser navigation buttons at the top of the screens to move through the application. Instead, *use the buttons at the bottom of the application pages to move forward or backward, especially in the payment section.*
- New applications require users to create a profile in the portal, which can started here: <https://clarkonline.envisionconnect.com/Login#/register>
- Existing invoices can be paid without logging in using the Quick Payment page here: <https://clarkonline.envisionconnect.com/#/onlinePayments>
- Submitting a Public Health Concern (complaint) without logging in can be done here: <https://clarkonline.envisionconnect.com/#/subm0/1>

Form more detailed instructions on using the portal, please keep reading

Create a profile

Click "I want to register"

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Please Enter Your Information

Username
required

Password
required

Log In

I forgot my password ← I want to register →

Fill out all the information and then click "Register"

New User Registration

First Name *
required

Last Name *
required

Username *
required

Email Address *
required

Password * ?
required

Confirm Password *
required

Reset Register →

← Back to login

Passwords need to be at least 6 characters long have at least:

- one symbol (#,@,& etc)
- one number (1, 2, 3 etc)
- one uppercase letter (A, B, C etc)
- one lowercase letter (a, b, c etc)

Please **verify your account** using the email link as soon as possible and make a note of your password, if you forget your password before successfully logging in the first time then you will not be able to use the 'I forgot my password' function. If you use this feature you will receive an error message that says "invalid token". Please contact us if this happens.

Reset My Password

Invalid token.

If you attempt to register for a new profile using an **email address that has already been used** for a profile then you will see an error and will not be able to continue.

New User Registration

Failed to register user with information provided.

If you attempt to login with the **incorrect password 5** times then your profile will be locked for 5 minutes and then you can try to log in again.

The system will automatically **log you out** after 25 minutes of inactivity and your progress will be lost unless you save your progress as a draft, be sure to save your work if you need to step away.

Check your email inbox account used to create your profile and click the link in the email to verify your email address.

From: Clark County Environmental Public Health Department, Vancouver WA <noreply@dark.wa.gov>
To: Geck, Ariah
Cc:
Subject: Clark County Public Health Online - Confirm your account

Please [click here](#) to confirm your account.

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Please Enter Your Information

Username
required

Password
required

Log In

I forgot my password ← I want to register →

Link a Facility to your profile

There are 3 ways to link a Facility to your profile. When a facility is linked to your profile you will be able to review expiring permits, pay invoices, view inspections reports and submit for new services related to your current facility by using the **My Profile/Dashboard links**. To link a facility to your profile:

1. When you create a profile and you use the same email we already have on file for your Facility Owner record then your permitted facility will be automatically linked to your profile. This email address is listed on your current invoice statement.
2. Submit an application for a new plan review from your profile, when the plans are approved and a new permit is paid for and issued then the resulting facility and permit will be automatically linked to your profile.
3. Manually link (or “claim”) an Owner Record to your profile even if either of first two options applies. To manually link a facility, log into your profile and navigate to My Profile/Owners/Link an Owner to your account and use your most recent Invoice statement to claim the Owner record.

CLARK COUNTY PUBLIC HEALTH

CLARK COUNTY, WASHINGTON

About & Help >

My Profile ▾

Dashboard

Facilities

Owners

Applications

Applications

Applications

Owners

Link an Owner to your account

No owners found

Account ID Number
required

Invoice Number
required

Link

Owner Preferences

Tom Tester

Unlink

Contact Method

Mail

Email

Linked Users

+ Add

Ariah Geck ariah.geck@clark.wa.gov Primary Unlink

Cancel Save

Welcome, Ariah Geck

Once you have “claimed” the owner record in your profile (which will automatically link the Facility to your profile as well), you can then grant access to your Facility to anybody else who has already created a profile in the Online Portal by clicking the ‘Add’ button and entering their email address that is associated with their portal profile. Return to this section to manage linked user’s access and status, only the primary can grant or deny access to other user’s profiles. Once there is more than one linked profile, then the status can be changed if desired.

Linked Users

Email address of user to add

Cancel Link

Ariah Geck ariah.geck.ccnh@gmail.com Primary Unlink

Begin an application

CLARK COUNTY PUBLIC HEALTH

Facilities

No facilities

To submit an application for an **existing** facility such as a remodel or a variance review, be sure start the application (service request) by going to My Profile/Facilities and expand your linked facility and then click the 'Start Service Request'. Select the appropriate request type to continue.

Ariah's Burgers			
FacilityStatus	Active	City	HOME VALLEY
Facility ID	FAD004681	State	WA
Name	Ariah's Burgers	ZIP	98661
Address	123 NE 4th Plain BLVD suite 16	Facility E-mail	ariah.gecki@gmail.com
Phone	(555) 555-5555	Business code	
Second phone		Business type	Restaurant
Number of employees		Hours of operation	
Facility owner ID	OW00049	Permit	

[Details](#) | [Start Service Request](#)

- TEST
- Birth Certificates
- Death Certificates
- Death Certificates - Funeral Homes
- TEST 3
- Well Site Evaluation - Individual and Group B
- Temporary Food Permit
- RWS Pool and Spa Plan Review
- Food Facility Plan Review Application
- Septic Professional App w/ Pay Later
- Septic Professional App w/ Pay Now
- Variance Request

To submit an application for a **new** facility or permit, Use the menu on the left to start an application

- Food
- Food - Mobile
- Recreational Water
- Drinking Water
- Onsite Sewage and

Use "my profile" and then "Submitted applications" to review the details of a submitted application or use "clone" to make a copy of a submitted application. Please be sure to update all information in copied applications and note that attachments will need to be updated and uploaded again

Service Requests

8/27/2018 - TEST 2 / (No Facility Name) SR0022777

Record ID	Contact phone	Status
SR0022777		EC Online Submission
PE code	Assigned to	Plan status
Food Permit Temporary 1-3 consecutive days		
Site location	Assigned date	Service memo
	Aug 27, 2018	
Property owner business name		
15165		

[Details](#) | [Submittal](#) | [Clone](#)

8/27/2018 - TEST 2 / (No Facility Name) SR0022776

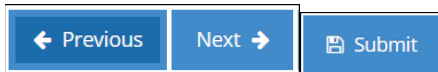
Navigation

After you begin an application in the online portal, it is important to use the navigation buttons at the **bottom** of the screen from the time you begin all the way through the payment section. Use buttons at the **bottom** of the screen to move forward and backward through an application and payment:

Do not use the browser navigation buttons at the top your screen as this will cause a loss of progress and delays in the application process



In the application portal, use the blue buttons at the bottom of the screens:



In the payment processor pages, use the green buttons and check box (required) at the bottom of screens:



Below is a list of general tips for navigating the portal and making the process efficient.

- Fields in **red*** are required to be filled out before moving to the next page
- **Ctrl+mouse wheel Up**=zoom in, or enlarge the screen (Windows and Mac)
- **Ctrl+mouse wheel Down**=zoom out (Windows and Mac)
- **Tab (in a field)**: Move down the page from one field to the next
- **Shift+Tab**: move up the page from one field to previous field
- **Alt+Tab**: switch between open applications on your computer (current to next)
- **Alt+Shift+Tab**: switch between open applications on your computer (current to previous)
- **Alt+Down arrow**: pull open a drop-down menu in field
- **Up/down Arrow** (in a field with a list): move through list options
- Start typing in drop-downs that have list to filter for similar values

Save an application as a draft


Once you have started an application in the online system, you can save it at any point by clicking the county logo in the upper left-hand corner of the page and you will be prompted to leave the application. Click 'Yes' and your application will be automatically saved to a draft list which can contain up to 10 draft applications.

The screenshot shows the Clark County Public Health online application system. The top navigation bar includes the Clark County logo, a 'Select Language' dropdown, a shopping cart icon with '0' items, and a user profile for 'Welcome, Ariah Geck'. The main content area displays a workflow progress bar with five steps: '1 test page 1', '2 test page 2', '3 test page 3', '4 Attachments', and '5 Payment'. The current step is '4 Attachments'. Below the progress bar, there is a form with the following fields: 'Facility name' (Rusty's Cafe Shop), 'Street dir' (NE), and 'Submit' button. A dialog box titled 'Leave Workflow?' is overlaid on the form, asking 'Would you like to leave the current workflow?' with 'No' and 'Yes' buttons. A hand cursor is pointing at the 'Yes' button.

To access a draft application after it has been saved, click the draft applications button in the upper right-hand corner of the page. Be aware that saving an un-submitted application as a draft **will not** save any of the uploaded attachments.

The screenshot shows the Clark County Public Health online application system. The top navigation bar includes the Clark County logo, a 'Select Language' dropdown, a draft applications button with '1' draft, a shopping cart icon with '0' items, and a user profile for 'Welcome, Ariah Geck'. The main content area displays a workflow progress bar with five steps: '1 test page 1', '2 test page 2', '3 test page 3', '4 Attachments', and '5 Payment'. A hand cursor is pointing at the '4 Attachments' step.


Complete an application

Fill in all the fields on each page, required fields are red and have an asterisk* and you will not be able to continue until all required fields have an entry. After all fields are filled in on a page, the 'Next' button at the bottom of the page will no longer be greyed out and it can be clicked and you will be taken to the next page. Some fields have helpful examples or instructions, you can hover over the  to see additional examples or detailed instructions.

Facility name *

Property Tax Parcel Number
 EX: 123-456


Facility street number *






Attachment details:


- File size maximum: 0.9 gigs/file
- Number of files per app: varies
- Allowable file types: .jpg,.png,.gif,.pdf,.doc,.docx,.xls,.xlsx
- Blocked file types: .exe,.com,.dll,.zip,.js

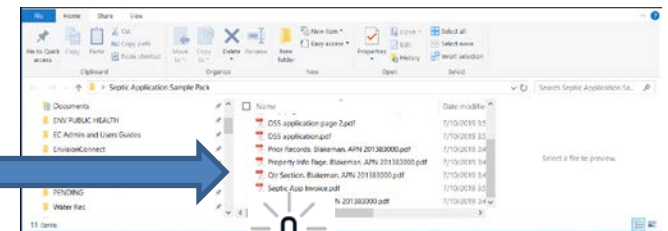
Most applications will require an attachment to be uploaded during the online process. To upload a file from your computer to the online application, simply click anywhere in the 'choose a file to upload' box and this will open your file folder on your computer. Navigate to the appropriate file and click it. Please note: the Progress bar will not change until last step of the application process when you submit the application.

Equipment Specifications Sheets  Optional 1 / 10

 Choose a file to upload...

Actions	Name	Description	Size	Progress	Status
	Frigidaire Cold Blast Freezer Model 1803-C.pdf	Equipment Sp Sheets	0.08 MB		





For all attachments, please use the following naming convention when preparing your files:

Facility (or Project) Name-Document Name-DatePrepared

Examples would look like this: *TimsTacos-FloorPlans-10282019* or *JohnSmith-SepticDesign-06012019*

Payment options

On the payment screen, you can choose your payment method by clicking the down arrow in the Payment Method box and selecting **Credit/Debit** card (Visa, American Express and MasterCard) or **Electronic Check** (Personal or corporate checking accounts only). See the convenience fee calculator below each payment method. A convenience fee will be calculated during checkout and will be displayed before the transaction is completed and will be included in the total amount on the receipt that is auto-emailed after the transaction is finished.



Step 1: Select Payments Step 2: Review and Submit Step 3: Confirmation and Receipt

Step 1: Select Payments

Please complete the form below. When finished, click the Continue button and you will be asked to review the information for accuracy before your payment is processed.
Note: * indicates a required field.

Payment Method: *
Credit or Debit Card

Card: *
Expiry Date: * (in mm/yy format)

CVV: *
Where is this number?

← Choose One →

Payment Method: *
Electronic Check

Routing #: *
Account #: *

Re-enter Account Number: *

Account Type: *
Checking

Routing Number Account Number

Sale amount	Convenience fee
\$0.01 - \$50.00	= \$2.00
\$50.01 - \$100.00	= \$2.95
\$100.01 - \$200.00	= \$4.95
\$200.01 - \$300.00	= \$6.95
\$300.01 - \$400.00	= \$8.95
\$400.01 - \$500.00	= \$10.95
\$500.01 - \$600.00	= \$12.95
\$600.01 - \$700.00	= \$14.95
\$700.01 - \$800.00	= \$16.95
\$800.01 - \$900.00	= \$18.95
\$900.01 - \$1,000.00	= \$20.95
\$1,000.01 - \$1,100.00	= \$22.95
\$1,100.01 - \$1,200.00	= \$24.95
\$1,200.01 - \$1,300.00	= \$26.95
\$1,300.01 - \$1,400.00	= \$28.95
\$1,400.01 - \$1,500.00	= \$30.95
\$1,500.01 - \$1,600.00	= \$32.95

Sale amount	Convenience fee
Any Amount	= \$2.95

The system does not currently support the storage of payment method information. You may utilize your browser options and settings for storing and re-using payment information at your own discretion.

Although Money orders, cashier's checks and Traveler's checks may have routing and account numbers, they are *not* accepted in the online system.

Please note that payments made in the Online Service Portal will show up on your financial statement with the following:

- Bank Statement (Electronic Check) = will show **PNP Bill Payment**
- Credit Card Statement (Credit Card Payment) = will show **Clark County Public Health**

Pay Later (only for professional applications)

If the application you are submitting has the 'Pay Later' in the title then submitting the application will create the invoice for the charges selected but will not require an immediate payment. The Invoice can then be sent via email to the client where they will then be able to make a secure online payment via the 'Quick Payment' portal, mail a check in or pay at our offices in person. The Quick Payment feature does not require a profile to be created but will require a valid email address also with other required payment method information.

To use the Quick Payment portal, the client will need the Invoice (IN) and Account (AR) numbers and the quick pay URL (web address). The invoice contains the Invoice and Account #s and is printable immediately after submitting the application by going to **My Profile/Submitted Applications/SR/Details page/Invoice/View**. Click the Print button and It can be printed to PDF and saved to your desktop. It can then be emailed to the client to be paid.

*Hint: The Account and Invoice numbers and Quick Pay URL can also be copied from the screen and pasted directly into an email. By sending the AR#, IN# and link to the quick payment portal in an email, you can efficiently have a client pay the invoice. You can also check for payment status in this same page.

Service Request

10/25/2019 - 7:01 AM / pnp test 3

Facility name	pnp test	Status 2	P - Pending	Contact phone		Service memo	
Account ID	AR0020214	Amount paid		Contact Email		DLN	
Service Request ID	0023269	PE code	Food Permit Temporary 1-3 Consecutive Days	Assigned to			
Invoice ID		Site location		Assigned date	Oct 25, 2019		
Status 1	Online Submission	Property owner business name		Delivery Method			

Account Details:

Account ID	AR0020214	Last payment date	
Invoice Number	IN0675055	Total due:	\$195.00
Issue date:	Oct 25, 2019	Aid	

Buttons: View, Add to Cart

ENVIRONMENTAL HEALTH SERVICES INVOICE

CLARK COUNTY PUBLIC HEALTH
Center for Community Health
1601 E Fourth Plain Blvd
VANCOUVER, WA 986668825
Phone: (564) 397-8428

CLARK COUNTY, WASHINGTON

Account No: #AR0020214
Invoice No: #IN0675055
Date: Oct 25, 2019

Invoiced To

Applied	Description	Amount
Oct 25, 2019	Food Permit Temporary 1-3 Consecutive Days	\$195.00

Total Due: \$195.00

Buttons: Add to Cart, Print

The Invoice now prints with the AR and the IN#s