Quick Start Guide

- ◆ Portal Login
- ◆ Create Your Portal Account
- ◆ Forgot Password
- ◆ Home (Work Order List by Customer)
- ◆ Home (Work Order Status)
- ◆ Profile (User)
- ◆ Sign Out
- ◆ Help

MLGW BUILDER SERVICES CONTACT INFORMATION

5791 Summer Trees Dr.
Memphis, TN 38134
7:00 a.m. - 3:30 p.m.
Monday - Friday

Builder Services Center: (901) 729-8630

Service Expediters
(Work Requests - Option #1)

Research Analysts
(Meter Turn On/Billing Inquiries - Option #2)

Clerk
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- Help

Where is the MLGW Builder Portal?
- Open Internet Browser (i.e. Firefox, Chrome, Safari, Edge, etc.)
- Log in URL: https://builderuat.mlgw.org/login
- Or MLGW.com ~ Builders Tab

Where can I get a copy of this document?
- The Quick Start User Guide can be downloaded from the Builder Developer Portal HELP option

What if I forgot my User ID?
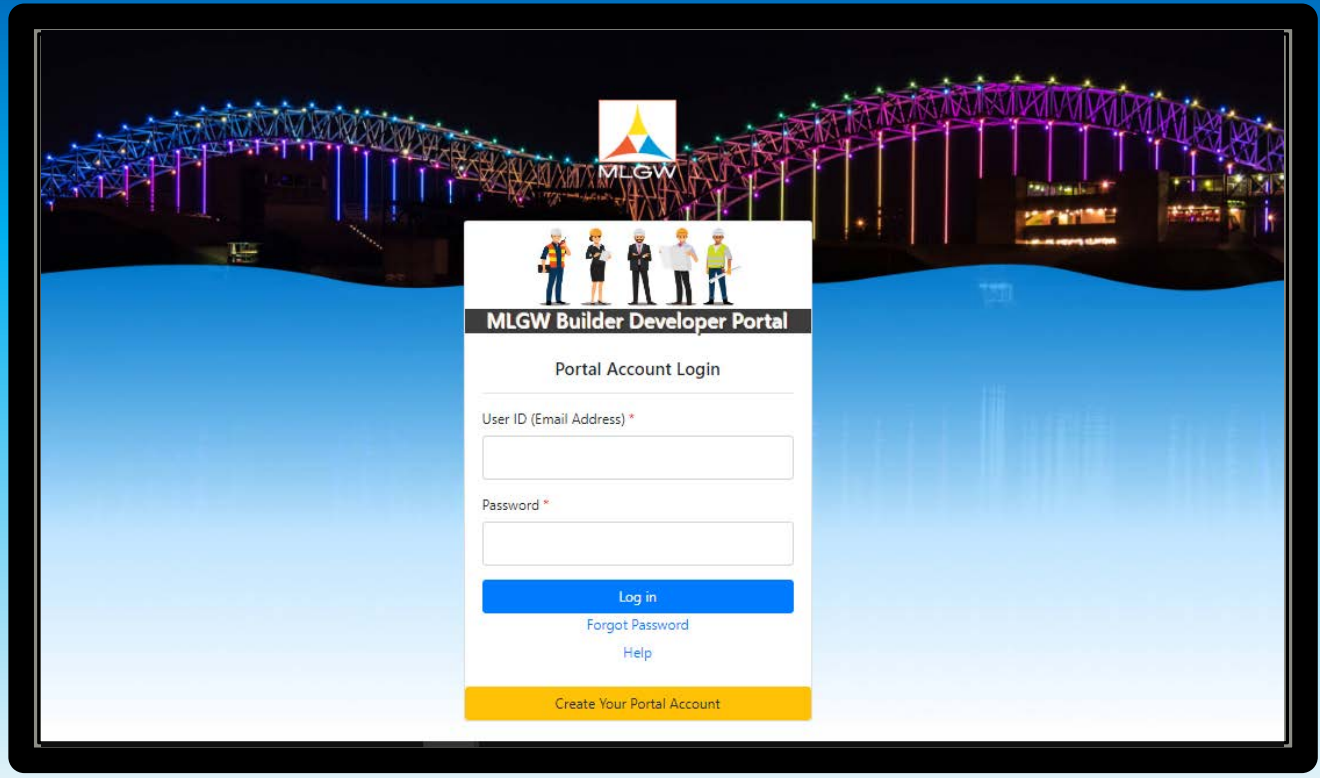- Call MLGW Builder Services

NEXT

Quick Start Guide

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- ◆ Sign Out
- ◆ Help

[How do I log in the first time?](#) | [What if I forgot my User ID?](#) | [What if I forgot my Password?](#) | [Proceed to Create Your Portal Account](#) | [Proceed to Home](#)

MLGW Builder Developer Portal

Portal Account Login

User ID (Email Address) *

Password *

Log in

Forgot Password

Help

Create Your Portal Account

Quick Start Guide

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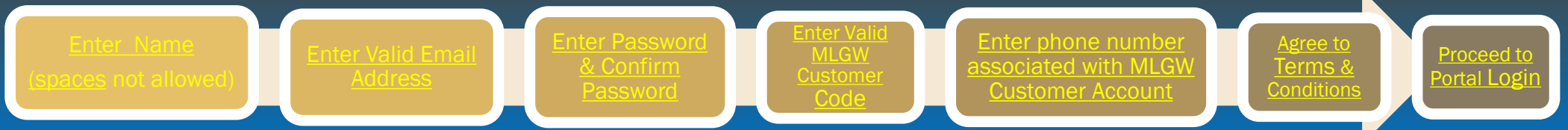- Call MLGW Builder Services
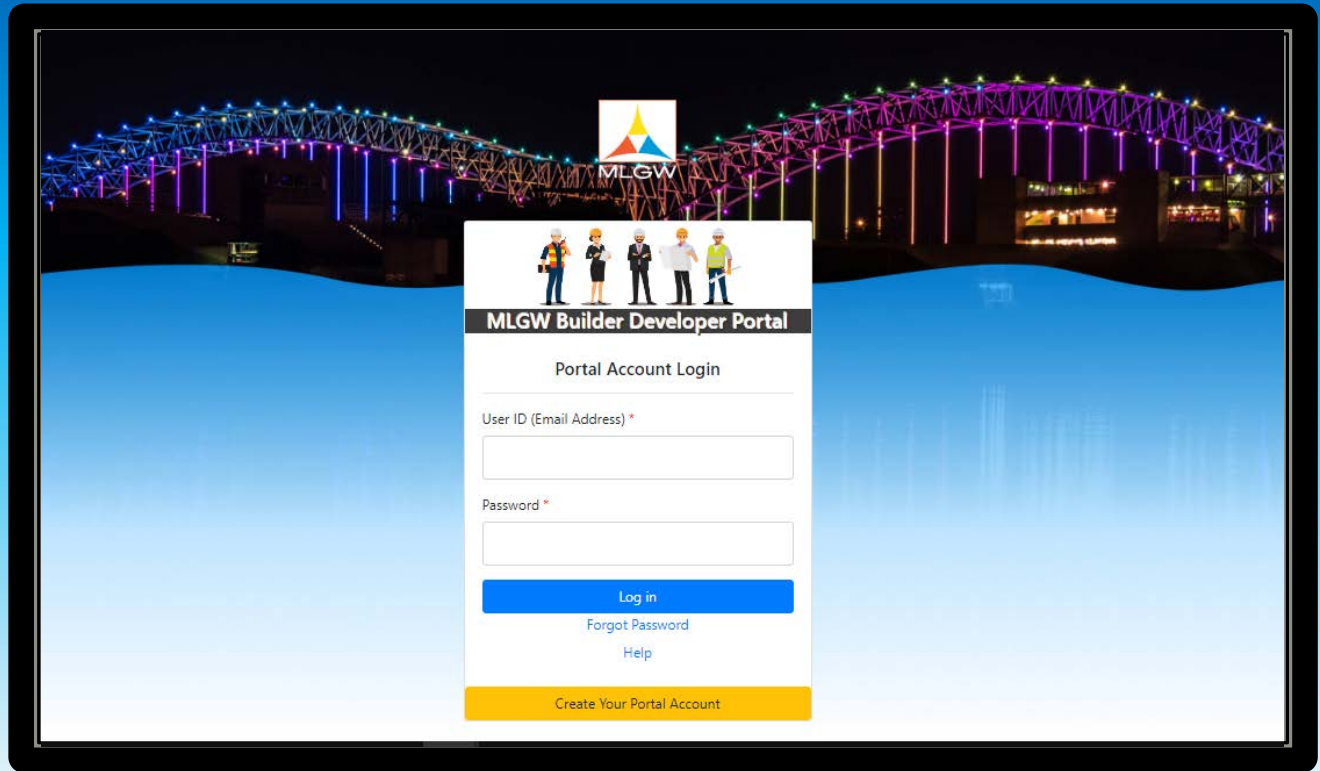
What if I forgot my Password?
- Forgot My Password

BACK

Quick Start Guide

- Portal Login
- Create Your Portal Account
- Forgot Password
- Home (Work Order List by Customer)
- Home (Work Order Status)
- Profile (User)
- Sign Out
- Help

Enter Name (spaces not allowed) → Enter Valid Email Address → Enter Password & Confirm Password → Enter Valid MLGW Customer Code → Enter phone number associated with MLGW Customer Account → Agree to Terms & Conditions → Proceed to Portal Login

MLGW Builder Developer Portal

Create Your Portal Account

Portal Account Credentials

Your First Name *

Your Last Name *

User ID (Email Address) *

Password *

Confirm Password *

MLGW Customer Information
This is the customer associated to the work that will be displayed. ie. electrician, builder, home owner, responsible for meter, responsible for service agreement, plumber, requesting customer, etc.

MLGW Customer Code to Link to this Account *

Phone Number on MLGW Customer Account(for Verification) *

☐ Yes, I agree to *
Terms and Conditions

Submit   * Indicates Required Fields

Back to Login

Quick Start Guide

MLGW Builder Developer Portal

What if I don't know the Customer Code for my company?

- Call MLGW Builder Services

What if there are two MLGW Customer Codes for my company?

- Set up two different Portal accounts with different email addresses and MLGW Customer codes

What if I don't know the phone number on the MLGW Account for my company?

- Call MLGW Builder Services

What if I don't want to accept the Terms and Conditions

- MLGW Builder Services will continue to support you as they did before

BACK

Quick Start Guide

MLGW Builder Developer Portal

Is this the Company' Names
- No, this is the First & Last Name of the person logging in
- Must contain letters only and no spaces

Is this the email address on the customer account?
- No, this is the business or personal email of the person logging in. Must match exactly when entered on the login screen.

Why do you need my email address?
- To send you a verification code if you forget your password

What are the requirements for the password?
- No spaces allowed. Must match exactly when entered on the login screen.

BACK

Quick Start Guide

MLGW Builder Developer Portal

Enter Portal User ID (Email Address) → Enter Password → Mouse Click on Log In button → Proceed to Home page

MLGW Builder Developer Portal

Portal Account Login

User ID (Email Address) *
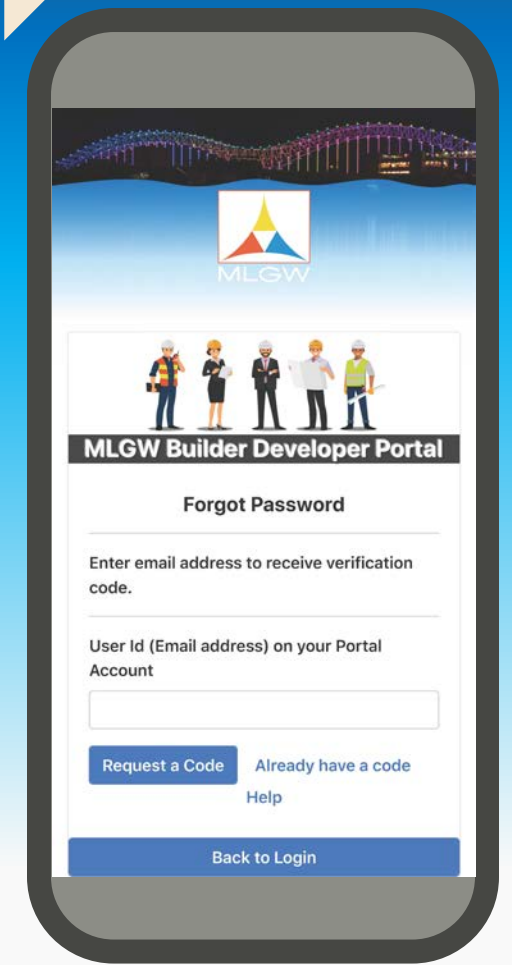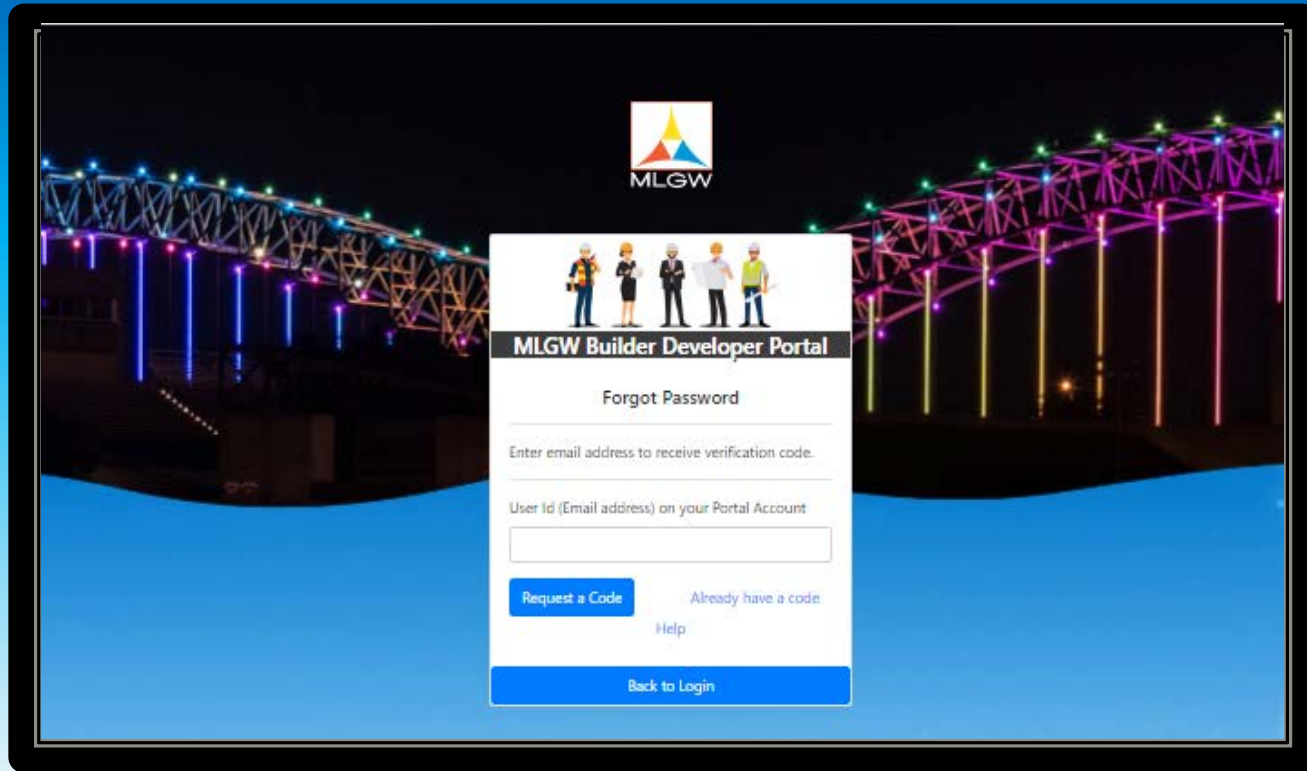
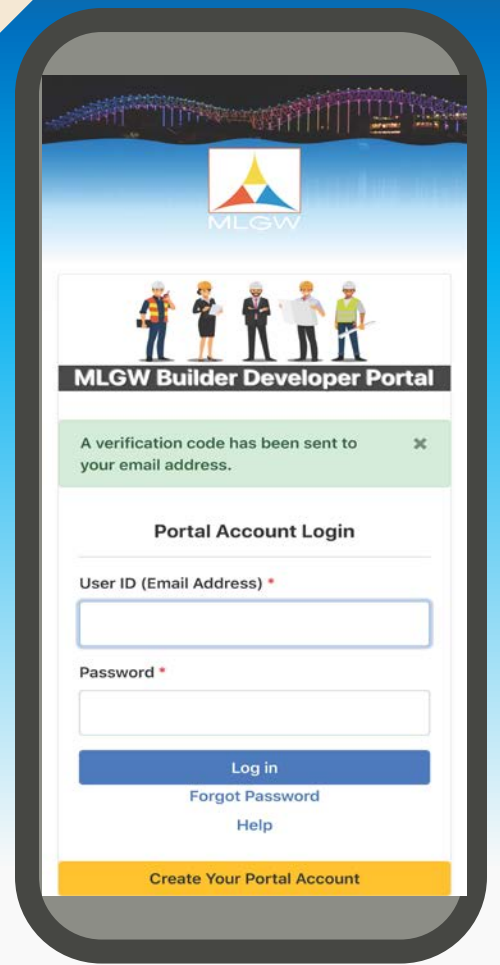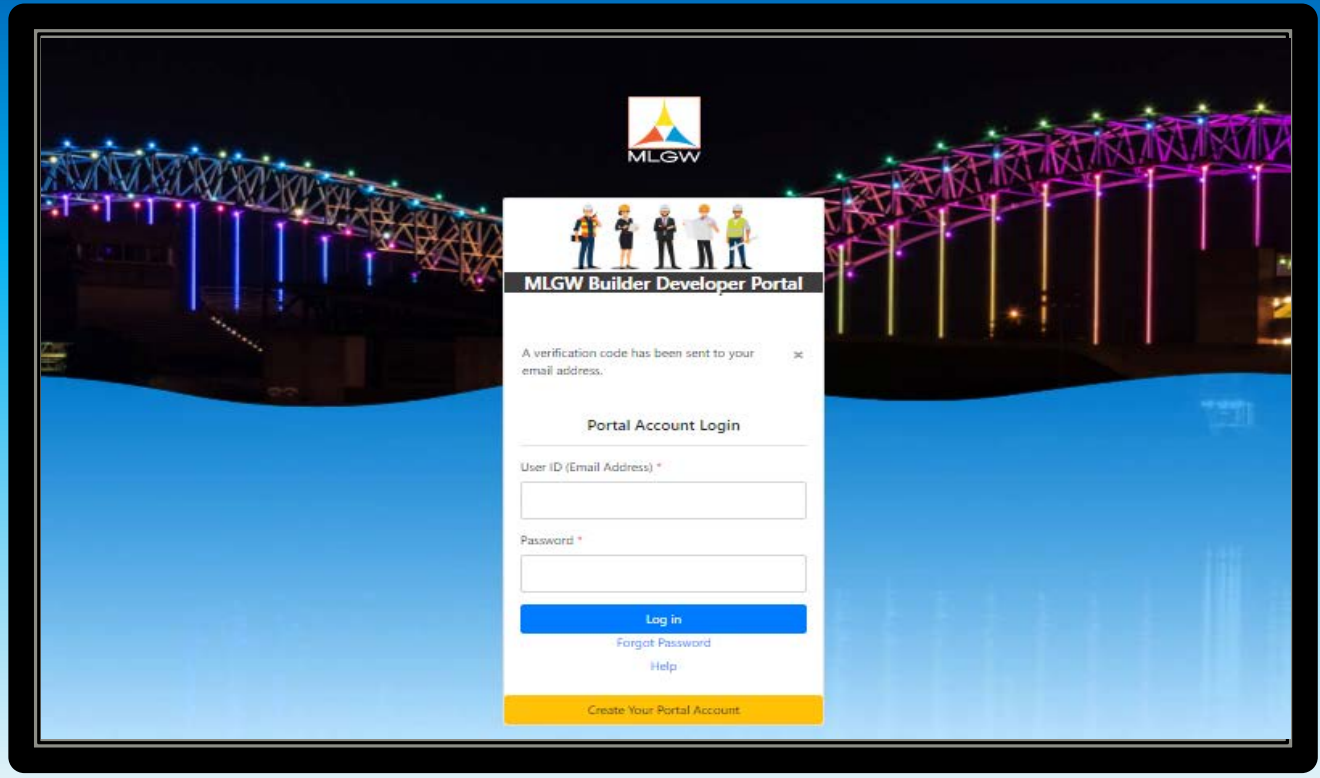Password *

Log in

Forgot Password

Help

Create Your Portal Account
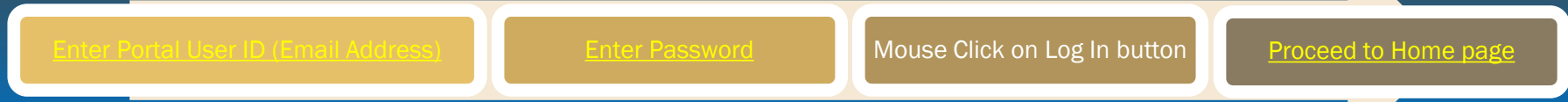
Quick Start Guide

- Portal Login
- Create Your Portal Account
- Forgot Password
- Home (Work Order List by Customer)
- Home (Work Order Status)
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- Sign Out
- Help

Is this the email address on the MLGW customer account?

- No, this is the business or personal email of the person logging in that you used when you created your portal account.

The email address I used to set up my account is not working?

- It must match exactly with capital letters and punctuation when entered on the login screen.

What if I forgot my User ID?

- Call MLGW Builder Services

What if I forgot my Password?

- Forgot My Password

BACK

Quick Start Guide

- Portal Login
- Create Your Portal Account
- **Forgot Password**
- Home (Work Order List by Customer)
- Home (Work Order Status)
- Profile (User)
- Sign Out
- Help

| Enter the valid email address on your portal account | Mouse Click on "Request a Code" button | Check your email for the Verification Code | Proceed to Portal Account Login |

MLGW Builder Developer Portal

Forgot Password

Enter email address to receive verification code.

User Id (Email address) on your Portal Account
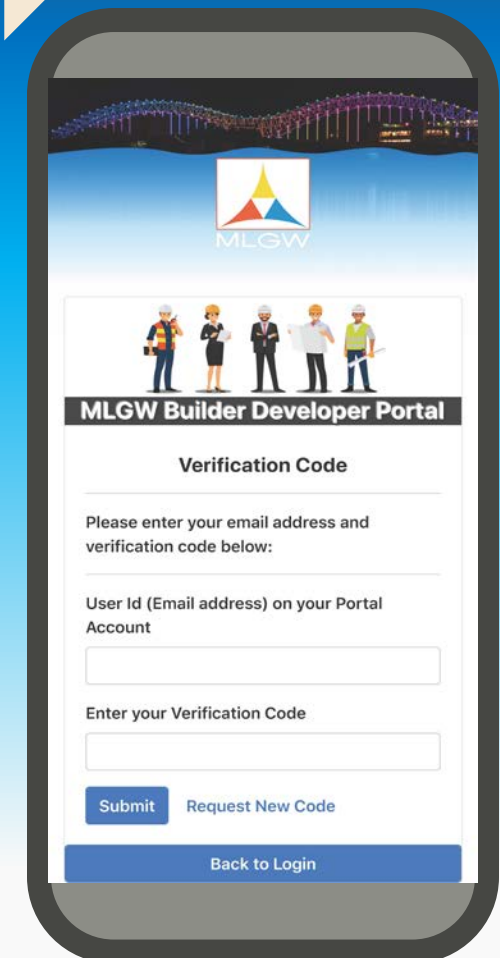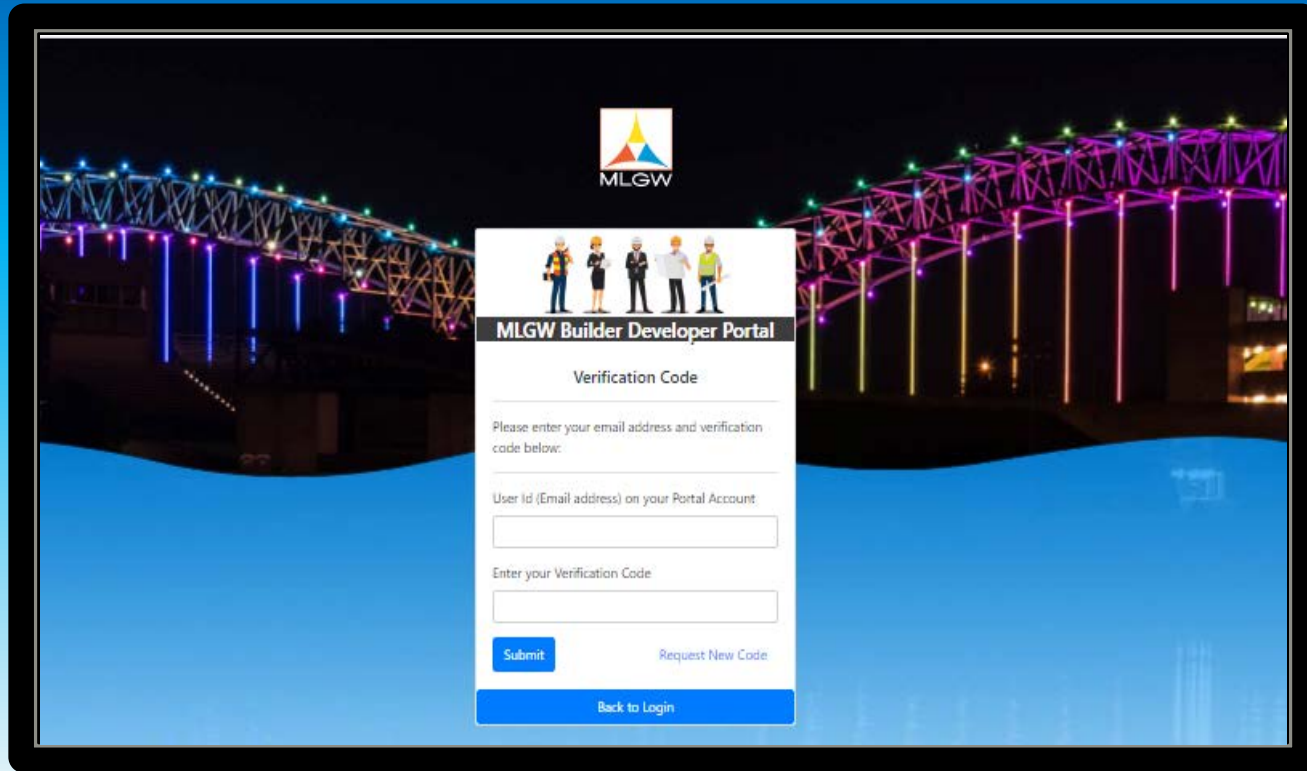
Request a Code   Already have a code

Help

Back to Login

Quick Start Guide

- Portal Login
- Create Your Portal Account
- Forgot Password
- Home (Work Order List by Customer)
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- Sign Out
- Help

No verification code email received?

Received Verification Code email but the link doesn't work?

Click on the link you received in the Verification Code email

Proceed to Verification Code Entry

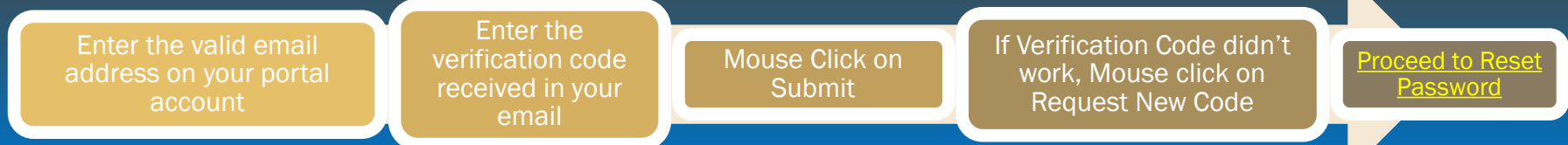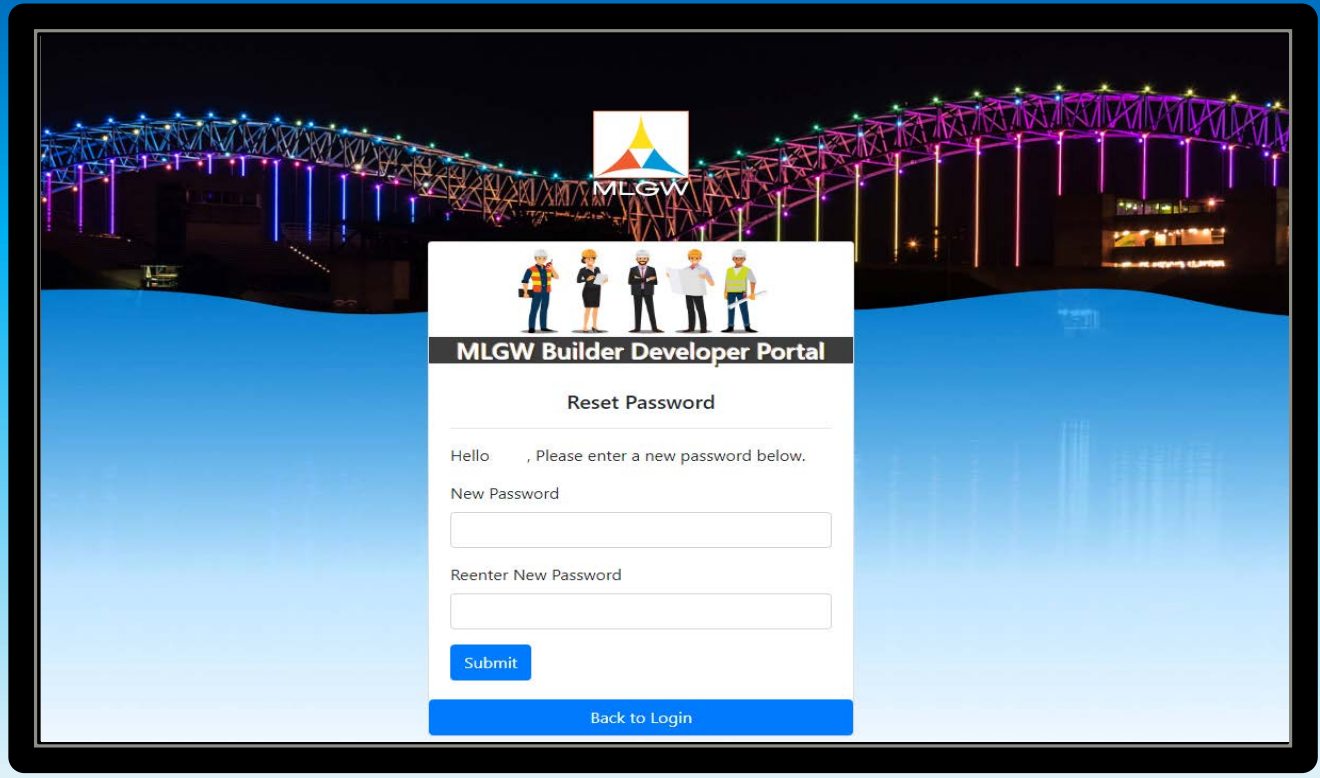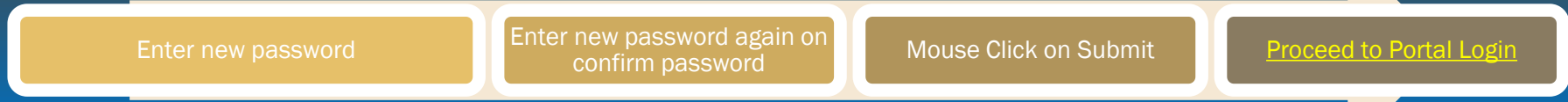# Quick Start Guide

- Portal Login
- Create Your Portal Account
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- Home (Work Order List by Customer)
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- Profile (User)
- Sign Out
- Help

What if I didn't get the Verification Code?
- Check your spam or junk mail for an email from MLGW – Developer/Builder <DoNotReply@mlgw.org>

How long is the verification code good for?
- 24 hours

What if I still don't get a verification code after requesting a code twice?
- Call MLGW Builder Services

What if I received the email but the link doesn't work?
- From the Log In page, Click "Forgot My Password" link and then "Already Have a Code" link

BACK

Quick Start Guide

MLGW Builder Developer Portal

Enter the valid email address on your portal account

Enter the verification code received in your email

Mouse Click on Submit

If Verification Code didn't work, Mouse click on Request New Code

Proceed to Reset Password

MLGW Builder Developer Portal

Verification Code

Please enter your email address and verification code below:

User Id (Email address) on your Portal Account

Enter your Verification Code

Submit   Request New Code

Back to Login

Quick Start Guide

- Portal Login
- Create Your Portal Account
- Forgot Password
- Home (Work Order List by Customer)
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- Sign Out
- Help

| Enter new password | Enter new password again on confirm password | Mouse Click on Submit | Proceed to Portal Login |

MLGW Builder Developer Portal

Reset Password

Hello   , Please enter a new password below.

New Password

Reenter New Password

Submit

Back to Login

MLGW Builder Developer Portal

Reset Password

Hello Lesa, Please enter a new password below.

New Password

Reenter New Password

Submit

Back to Login

Quick Start Guide

- Portal Login
- Create Your Portal Account
- Forgot Password
- Home (Work Order List by Customer)
- Home (Work Order Status)
- Profile (User)
- Sign Out
- Help

HOME: Active Work Orders Shown for Customer Code on Portal Account

Sort list of Work Orders

Search for Keywords/Dates

Search for a Specific Work Order

Check WO Status

Proceed to Work Order Status

Quick Start Guide

- Portal Login
- Create Your Portal Account
- Forgot Password
- **Home (Work Order List by Customer)**
- Home (Work Order Status)
- Profile (User)
- Sign Out
- Help

Sort list of Work Orders
- Mouse click on the column heading to sort ascending or click again to sort descending.

How do I find a work order by any keyword?
- Use any word in the Work Location, Job Name, WO Type Description, or Origin Date for this customer

How do I find a work order by WO number?
- Enter WO Number in the Please Enter the Work Order Number field at the bottom of the page
- Enter the WO Number in the Search field at the top of the page

Can I look for Work Orders that are for my other Customer Code?
- No, the Search and Work Order display is specific to the customer code associated to the log in criteria.

What is the status of my work order?
- Mouse Click on Status

BACK

Quick Start Guide

- Portal Login
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- Forgot Password
- Home (Work Order List by Customer)
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- Help

Shows each of the WO phases | Status in each phase | Date of Each phase | Go Back to Home | Proceed to Profile

Quick Start Guide

MLGW Builder Developer Portal

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What are the WO phases?
- The life cycle of a work order is divided into activities
- These activities are grouped into 14 phases
- Click on the ? next to each phase for the description

**What are the Status definitions?**
- The summary of the status for each phase is shown here
- N/A – The activities in this phase do not apply to this work order
- NOT STARTED – None of the activities in this phase have been started
- IN PROGRESS– At least one of the activities in this phase has been started
- COMPLETED – All of the activities in this phase have been completed

Why is there only one Date on each phase?
- The phases are not continuous but concurrent
- There can be multiple activities in progress at the same time in different phases
- The Date for that phase is when the first activity in that phase was started

How do I go back to the Work Order List?
- Use the back arrow of your browser in the top left-hand corner of the application
- Click on Home in the left side panel
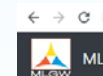
BACK

Quick Start Guide

MLGW Builder Developer Portal

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| View Account Information | Change Password | Mouse Click to Submit | Proceed to Sign Out |

MLGW Builder Developer Portal

- Home
- Profile
- Sign Out
- Help

Update Your Portal Account

Profile Information

First Name: **James**

Last Name: Bond

Email: tjordan@mlgw.org

Status: Active

Customer Code: 777777

Phone: 9010000007

Password Update

Password

Reenter Password

Submit

Update Your Portal Account

Profile Information

First Name: **James**

Last Name: **Bond**

Email: gmail@gmail.com

Status: Active

Customer Code: 777777

Phone: 9010000007

Password Update

Password

Reenter Password

Submit

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- Help

How do I see my account information?
- The name, email, MLGW customer code, MLGW customer phone, and status can be viewed here

Can I change my account information?
- No, the account information cannot be changed at this time except password

How do I change my password?
- Enter in the new password without spaces.
- Re-enter the same password again
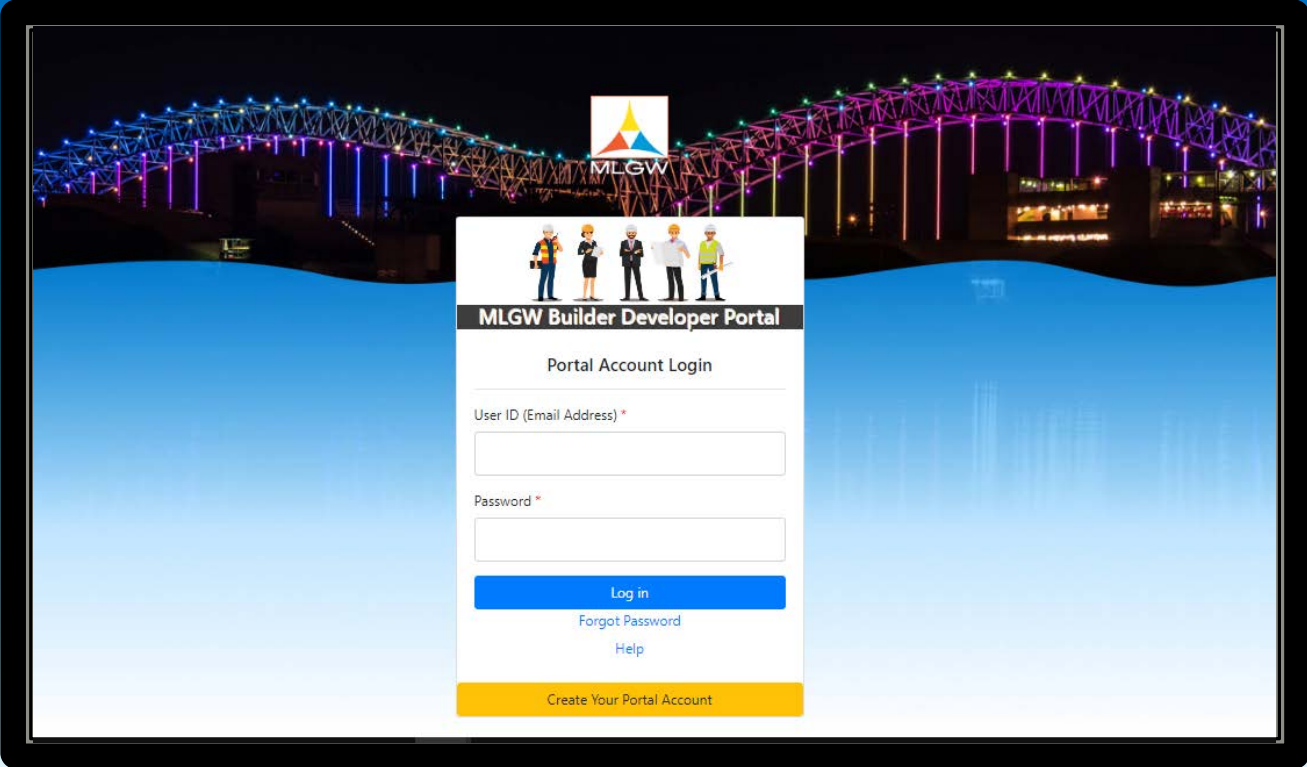- Mouse click on Submit

BACK

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