

# Wisconsin Public Service

## Builder Portal – Quick Start Guide

### Signing In

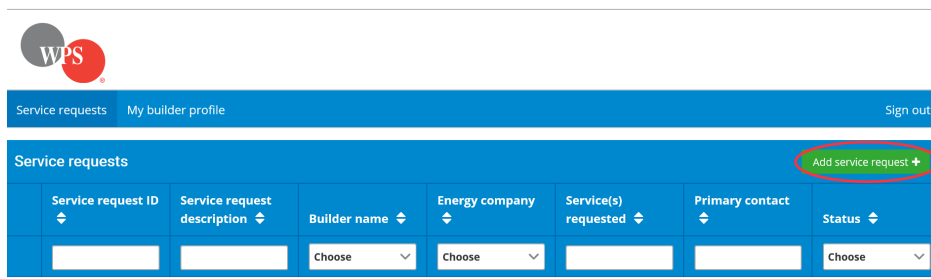
Go to [www.wisconsinpublicservice.com/partners/builders](http://www.wisconsinpublicservice.com/partners/builders). To access the Builder Portal and your work request history you will need to **Sign In**. If you do not already have an account you will need to select **Register for the Builder Portal** and enter your information to create an account. **There is no need to register twice.**

### The home screen

Any active service requests you saved previously will be on the home screen once you sign in. The status of each service request is indicated in the far right column.

Some builders will have multiple pages of service requests.

If you are a first-time user or have not added service requests. Click on **Add service request +** to add a new service request.

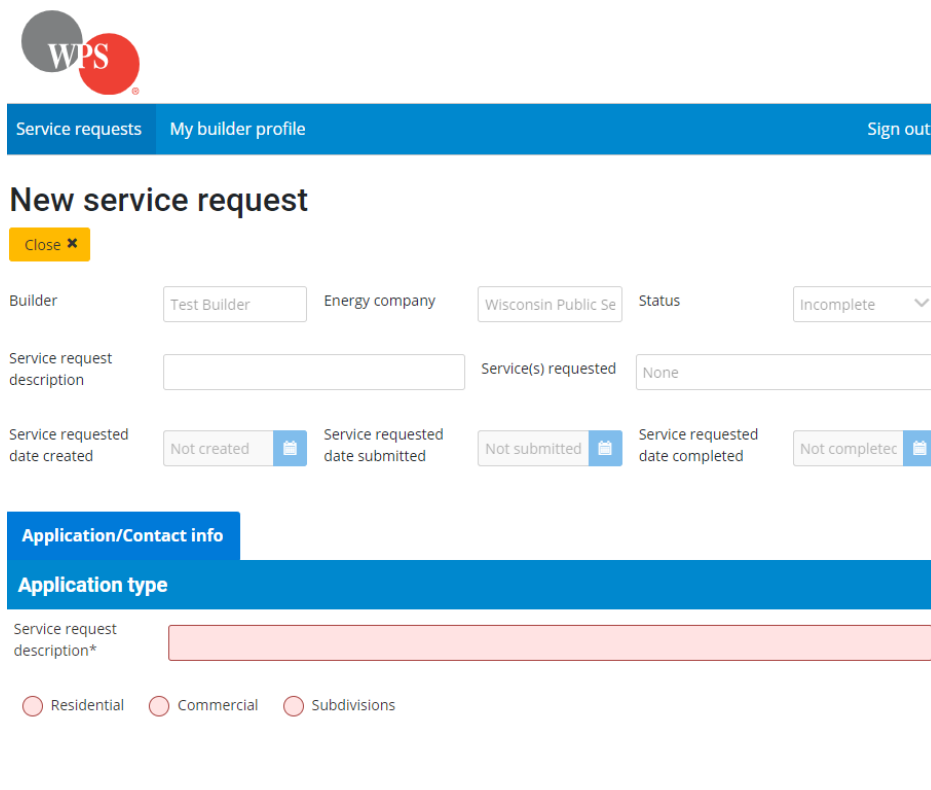


The screenshot shows the top navigation bar with 'Service requests' and 'My builder profile' tabs, and a 'Sign out' link. Below is a table with columns: Service request ID, Service request description, Builder name, Energy company, Service(s) requested, Primary contact, and Status. A green circle highlights the 'Add service request +' button in the top right corner of the table area.

### Adding a new service request

You can add a new service request by selecting the **Add service request +** button in the top right corner of the screen.

The top portion of the form will automatically be completed with the information in your profile. You will need to enter: **Service request description** and select **Residential, Commercial or Subdivisions**, then select the type of service being requested. Finally select **Continue**.



The screenshot shows the 'New service request' form. It includes a 'Close' button and several input fields: Builder (Test Builder), Energy company (Wisconsin Public Se), Status (Incomplete), Service request description, Service(s) requested (None), Service requested date created (Not created), Service requested date submitted (Not submitted), and Service requested date completed (Not completed). Below these is a section titled 'Application/Contact info' with a sub-section 'Application type' containing a text input for 'Service request description\*' and radio buttons for 'Residential', 'Commercial', and 'Subdivisions'.

## Searching for a service request

You can search for a service request by entering information into any of the search boxes at the top or selecting from the drop-down menus provided.

## Viewing service request details

You can view/add or update details for a service request by selecting the number of the service request. You will then be brought to a new screen with six tabs of information: Application/Contact info, Job information, Service information, Verify info/Authorize, Work requests, Comments/Contact us and Work requests. To see job status view the Work request(s) tab.

## My builder profile

In the **My builder profile** tab you can view and update your profile information. There are three sections that can be completed or updated under **My builder profile**: **Builder information**, **Contact list** and **Sub-contractor list**.

The screenshot shows the WPS 'Service requests' search page. At the top, there is a navigation bar with 'Service requests' and 'My builder profile' tabs, and a 'Sign out' link. Below the navigation bar is a search area with a table of search criteria. The table has columns for 'Service request ID', 'Service request description', 'Builder name', 'Energy company', 'Service(s) requested', 'Primary contact', and 'Status'. Each column has a search box or a dropdown menu. A green 'Add service request +' button is located in the top right corner of the search area.

The screenshot shows the WPS 'Service request ID: 57' details page. At the top, there is a navigation bar with 'Service requests' and 'My builder profile' tabs, and a 'Sign out' link. Below the navigation bar is a 'Service request ID: 57' header with a 'Close' button. The main content area is divided into six tabs: 'Application/Contact info', 'Job information', 'Service information', 'Verify info/Authorize', 'Work requests', and 'Comments/Contact us'. The 'Application/Contact info' tab is selected. The form contains fields for 'Builder' (Test Builder), 'Energy company' (Wisconsin Public Services), 'Status' (Complete), 'Service request description' (2460 Beeker Ave), 'Service(s) requested' (Residential: Natural gas new service), 'Service requested date created' (1/22/2021), 'Service requested date submitted' (1/22/2021), and 'Service requested date completed' (2/1/2021).

The screenshot shows the WPS 'My builder profile' page. At the top, there is a navigation bar with 'Service requests' and 'My builder profile' tabs, and a 'Sign out' link. Below the navigation bar is a 'Builder information' section with a 'Save' button and a 'Close' button. The form contains fields for 'Legal business name\*' (Test Builder), 'Website address' (Test), and 'Energy companies\*' (4 items selected). Below the 'Builder information' section is a 'Builder phone numbers' section with a table of phone numbers. The table has columns for 'Primary', 'Type', 'Description', 'Phone number', and 'Actions'. The first row has a checked checkbox, 'Business' type, 'PRIMARY' description, '(555) 555-5555' phone number, and a delete icon. Below the table is a 'Builder email address(es)' section with an 'Add email address +' button.

