



# HillsGovHub

## User Guide

### Manage My Account



**Hillsborough**  
**County Florida**

SM

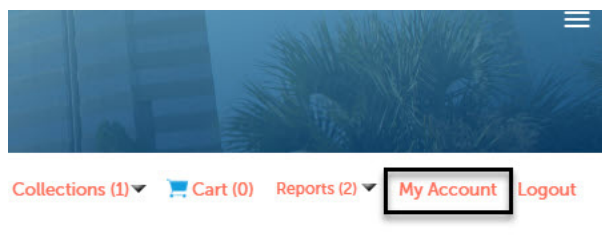
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# Manage My Account

The **My Account** link allows the account holder to update account information, edit and add contacts, associate Licensed Professionals, and add delegates. To access **My Account**, [log in to the portal](#) and select **My Account** from the upper right-hand menu.



## Account Type

The **Account Type** displays the type of account associated to the login. The account type cannot be changed.

### Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

#### Account Type

Citizen Account

## Login Information

The **Login Information** section details the user's login information. Select the **Edit** link to make edits to the information and select **Save**, if applicable.

### Login Information

Edit

User Name:

E-mail:

Password:

Security Question:

## License Information

The **License Information** section will list all Licensed Professionals associated to the user's account. Adding an associated Licensed Professional allows the applicant to quickly and easily select and associate the Licensed Professional to any given application.

### License Information

Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

| State License #   | License Type | Issued On | Expired Date | Status | Action | Country |
|-------------------|--------------|-----------|--------------|--------|--------|---------|
| No records found. |              |           |              |        |        |         |

- 1) Select **Add a License**, to add a Licensed Professional to the section.

- 2) Select **License Type** from the drop-down, enter a valid state license number, and select **Find License**

#### Updating Your Account:

##### Adding a License:

By adding a professional license you may gain access to additional features in the Citizen Portal. Select a license type and enter a license number to look up your license. Your license must be valid and active to be added to your citizen account. If your license does not display, contact the Agency. In certain circumstances, such as license-right by proxy through an employer, even after identifying your license(s), an Agency employee must perform additional validation. In these cases, your access to certain features of the Citizen Portal may be limited pending approval.

\* indicates a required field.

#### License Information

\* License Type:

--Select--

\* State License Number:

Find License

**Please note:** The Licensed Professional's **State License Number** is required to perform this step.

- 3) Select **Add License to Account** and select **OK** to confirm.

#### Adding a License:

\* indicates a required field.

#### License Information

Showing 1-1 of 1

| License Number | Type               | Name | Action |
|----------------|--------------------|------|--------|
| 123654789      | Aluminum Structure |      |        |

## Contact Information

The **Contact Information** section lists all contacts associated to the user's account.

### Contact Information

Showing 1-1 of 1 | [Download results](#)

| First Name | Middle Name | Last Name | Business Name | SSN | FEIN | Contact Type | Status   | Action  | Full Name |
|------------|-------------|-----------|---------------|-----|------|--------------|----------|---------|-----------|
|            |             |           |               |     |      | Individual   | Approved | Actions |           |

View  
Set as Account Owner

## View Contact

- 1) Select **View** from the **Action** drop-down to view information for the listed contacts.
- 2) Update information, if applicable, and select **Save**.

## Set Contact as Account Owner

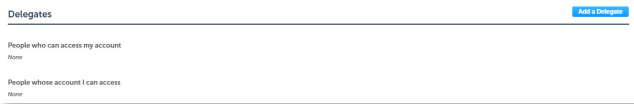
Select **Select as Account Owner** from the **Action** drop-down to set the contact as the account owner.

# Delegates

## Add a Delegate

Account holders can appoint delegates to submit applications, create records, and perform transactions on their behalf.

- 1) Select the **Add a Delegate** link.

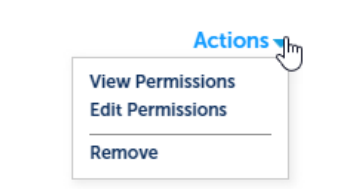


- 2) Enter the name and email of the person to delegate access to.
- 3) Enable the checkbox next to each permission that the delegated user will have access to.
- 4) Complete the reCaptcha requirements and select **Invite a Delegate**. The invited delegate will receive an email to accept the invitation.

**Please note:** Delegates must have an account utilizing the same email address added in step 2

## Edit Delegate User Access

- 1) Select the **Actions** drop-down in the **Delegates** section and select the appropriate option.
  - a. **Edit Permissions** - select this option to edit the delegate's rights in specific categories.
  - b. **View Permissions** - select this option to view the delegate's permissions.
  - c. **Remove** - select this option to remove the delegate from the account.



- 2) Update the settings, if applicable, and select **Save Changes**.

## Accept the Delegate User Invitation

Prior to performing functions on the account holder's behalf, the delegate must first accept the invitation.

- 1) Click **Account Management** link.
- 2) Select the **Accept** link in the Delegates section.