



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

1665 Whitten Rd.
Memphis, TN 38134

7:00 a.m. - 3:30 p.m.
Monday - Friday

Builder Services Center: (901) 729-8630

Service Expeditors
(Work Requests - Option #1)

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

Clerk
(Inspections - Option #3)

Fax numbers:
Research Analysts: (901) 729-8607
Service Expeditors: (901) 729-8606

E-Mail: builder.services@mlgw.org





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How to use this Guide

- Select underlined text for more detailed information or the next logical instruction
- Next and Back arrows on bottom right of page directs to the appropriate instruction page

Where is the MLGW Builder Portal?

- Open Internet Browser (Firefox, Chrome, Safari, Edge)
- Log in URL: <https://builder.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](#)



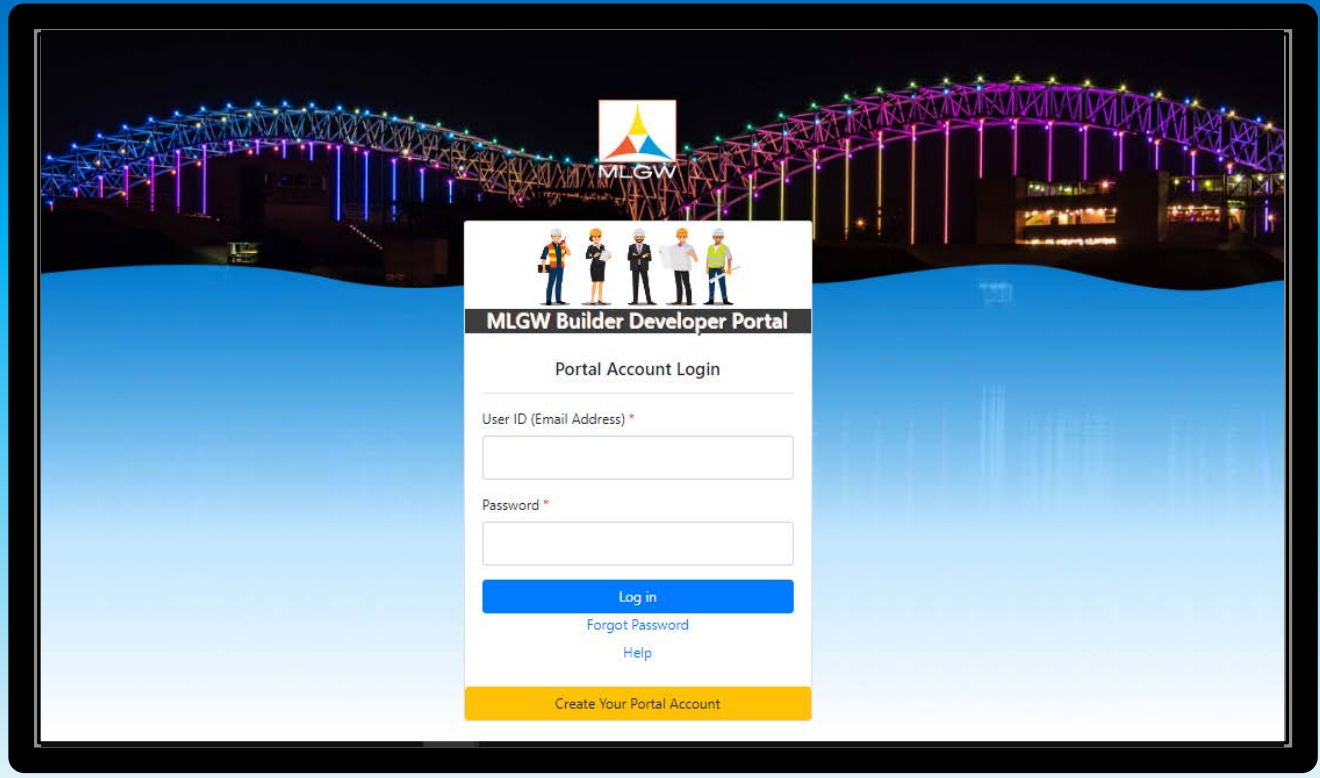


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[How do I log in the first time?](#) [What if I forgot my User ID?](#) [What if I forgot my Password?](#) [Proceed to Create Your Portal Account](#) [Proceed to Home](#)





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- [Create Your Portal Account](#)

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- [Forgot My Password](#)

BACK

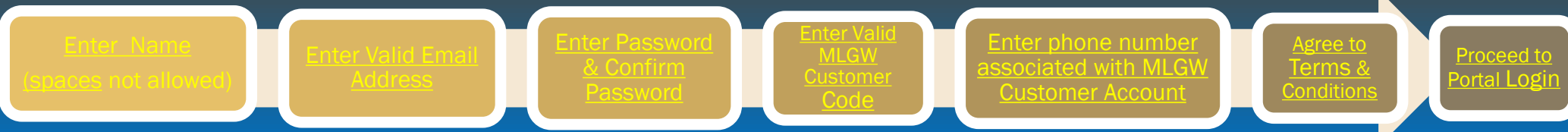




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What if I don't know the Customer Code for my company?

- 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





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Is this the Company' Names

- No, this is the First & Last Name of the person logging in
- Must contain letters only and no spaces or numbers

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.

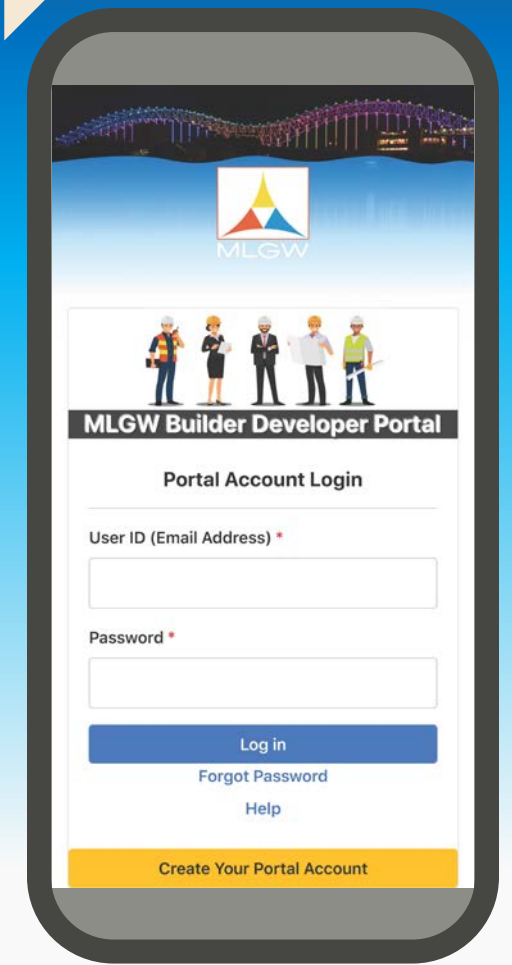
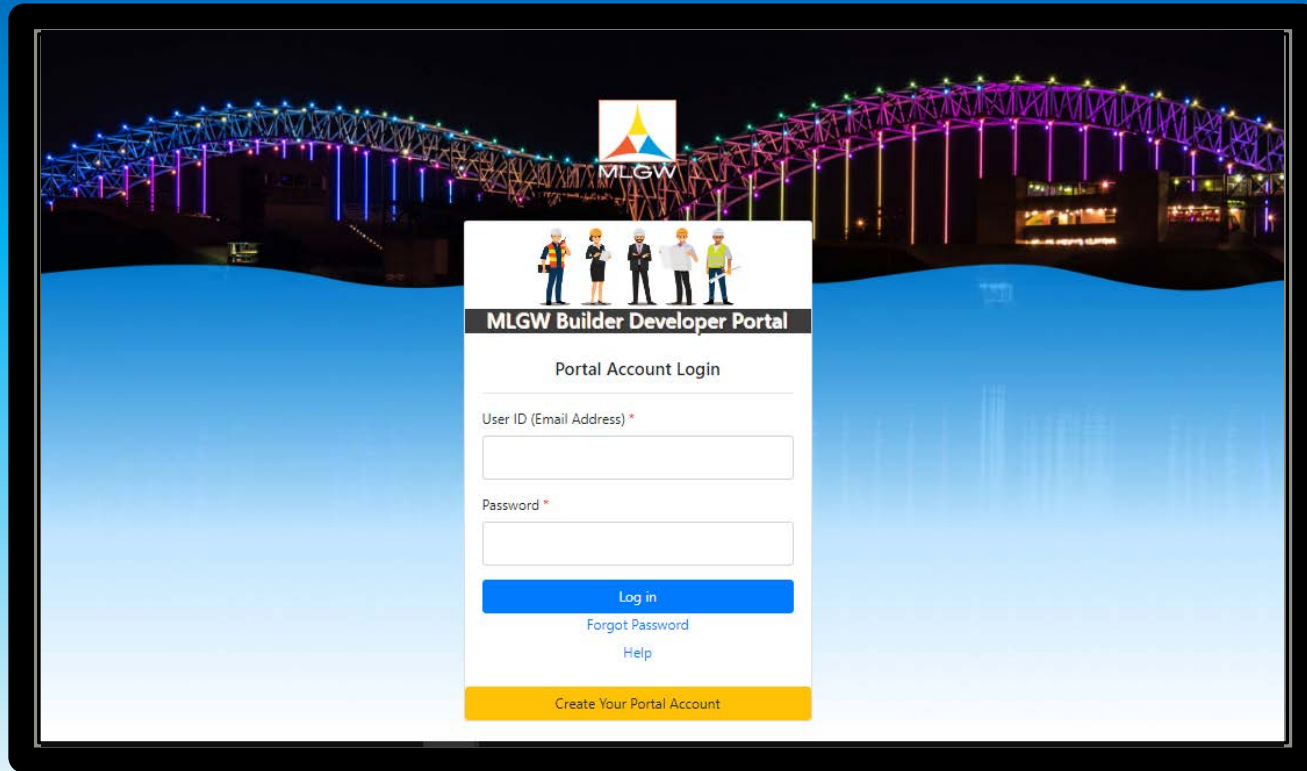
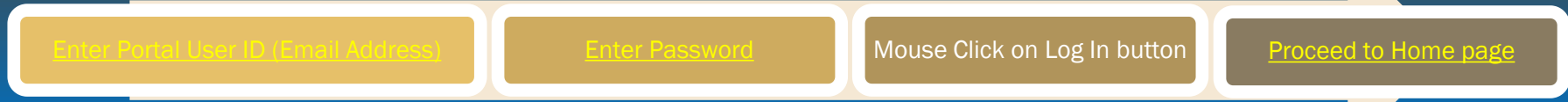




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Is this the email address on the MLGW customer account?

- 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 all lowercase 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?

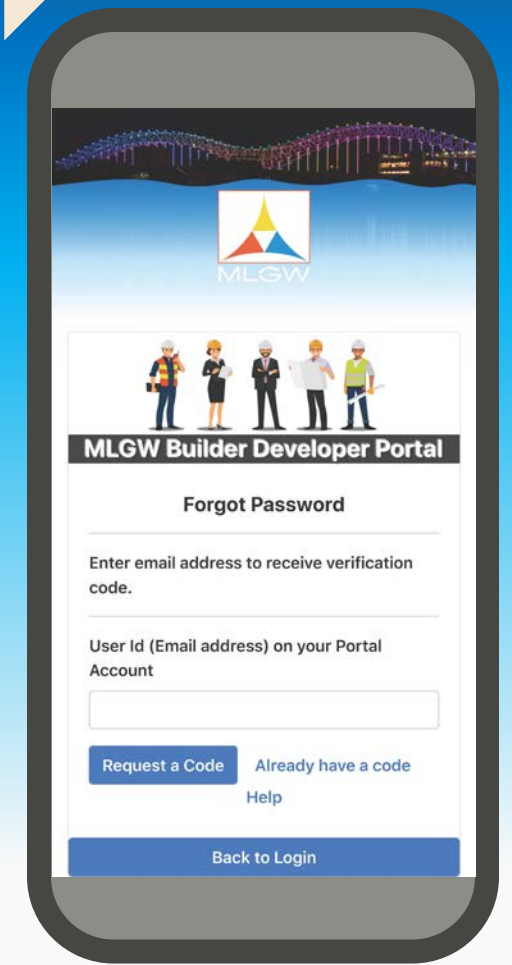
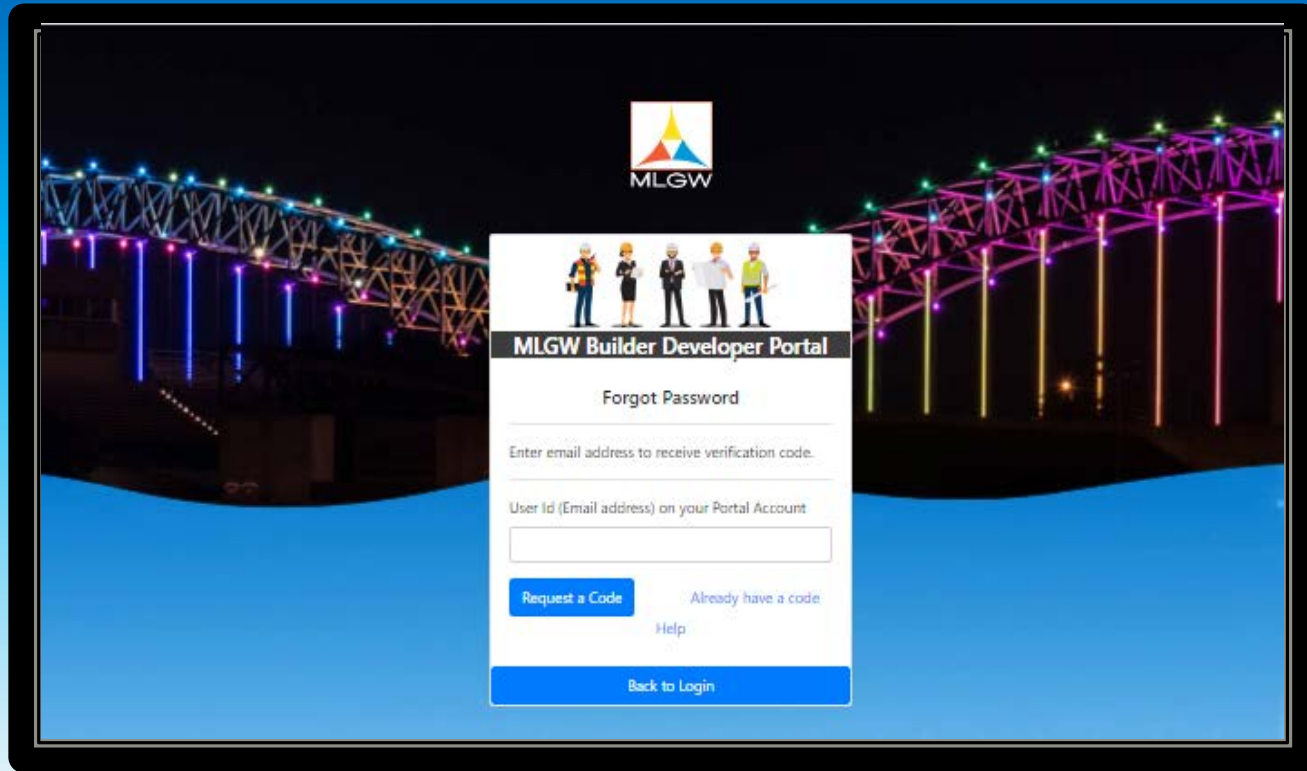
- [Forgot My Password](#)



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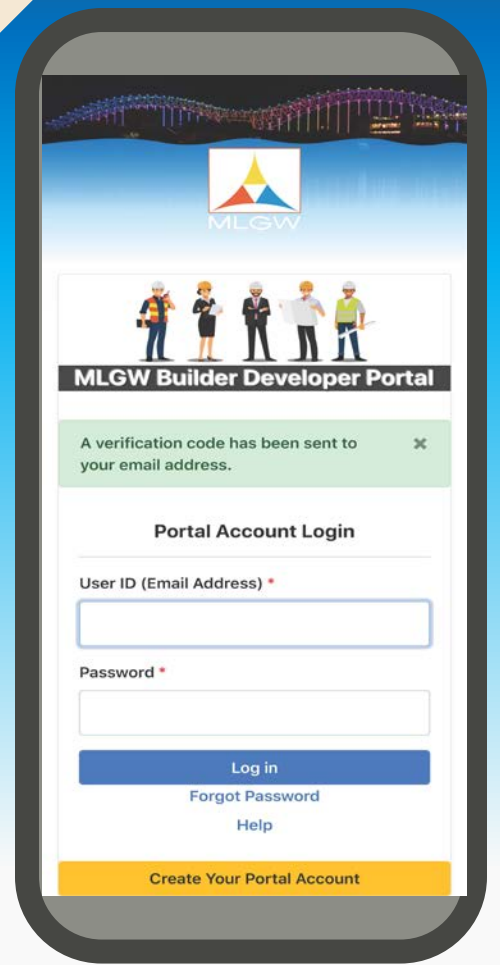
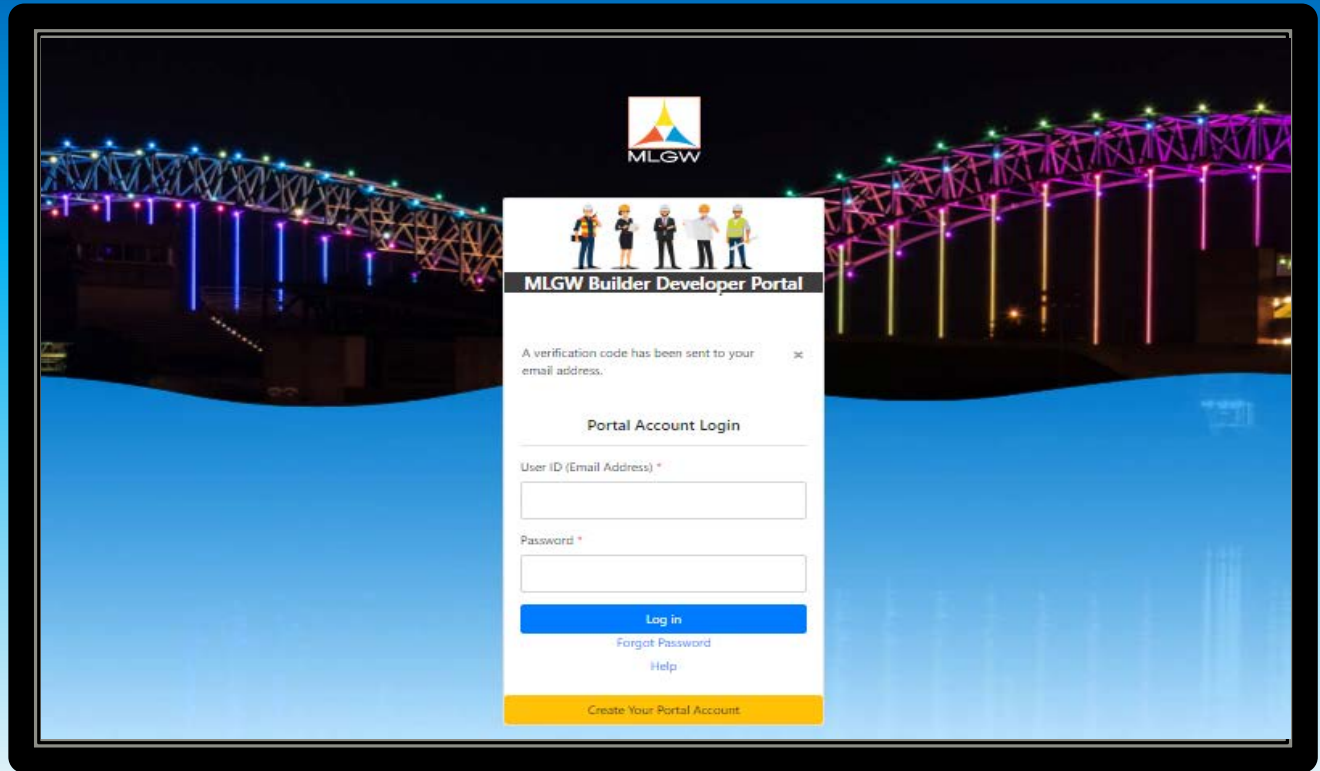


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[No verification code email received?](#) [Received Verification Code email but the link doesn't work?](#) [Click on the link you received in the Verification Code email](#) [Proceed to Verification Code Entry](#)





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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?

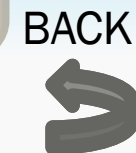
- 24 hours

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

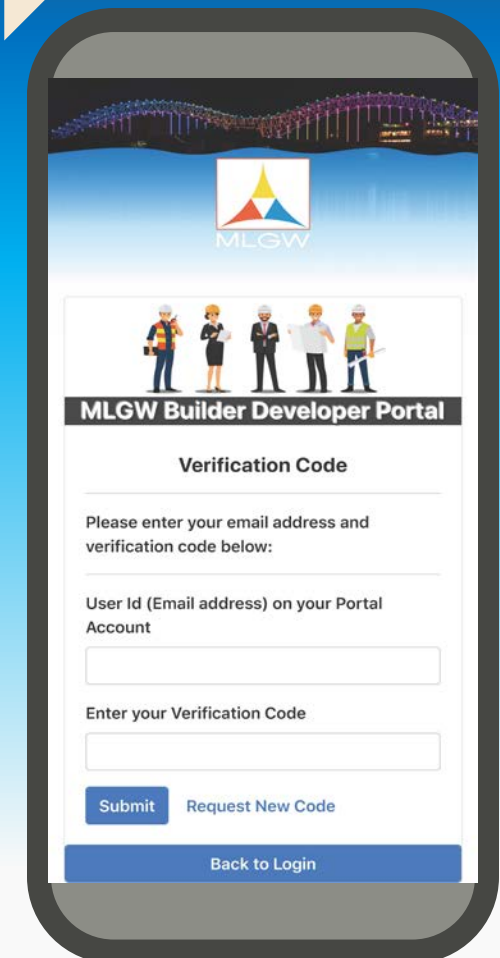
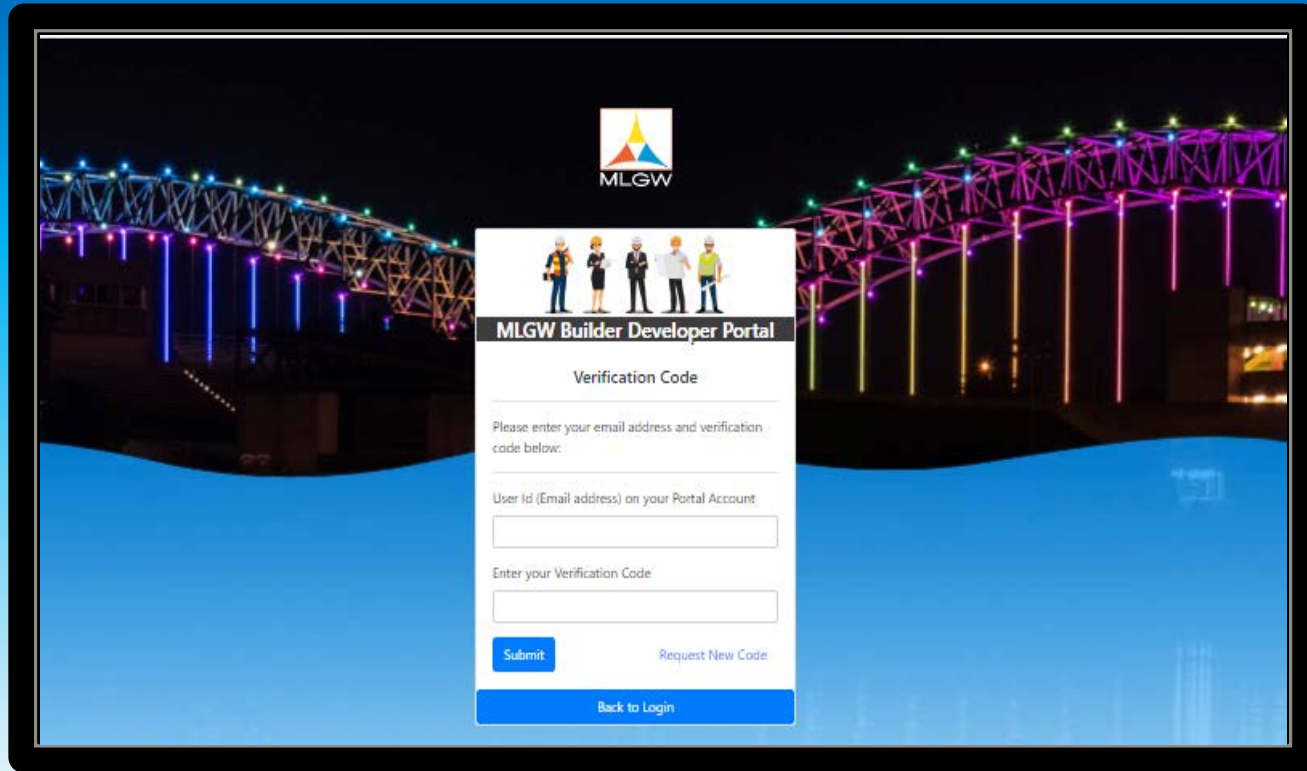
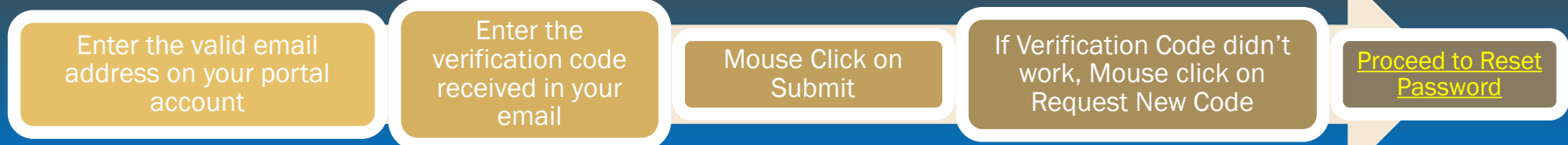




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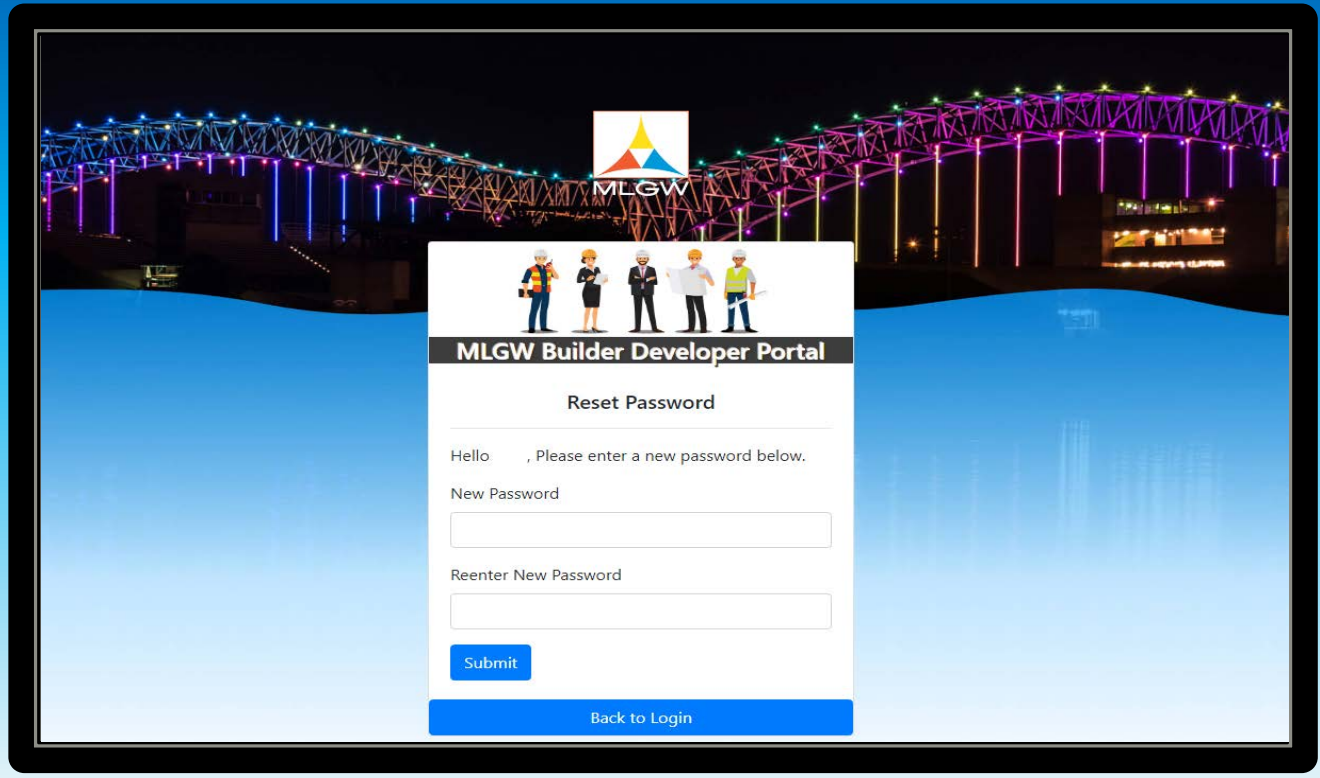
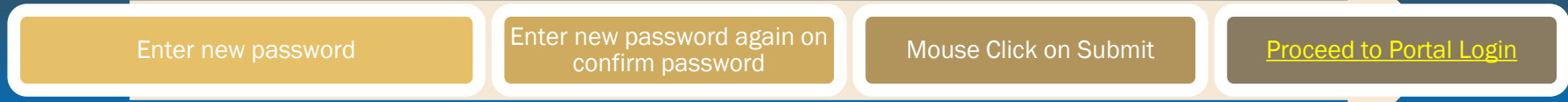




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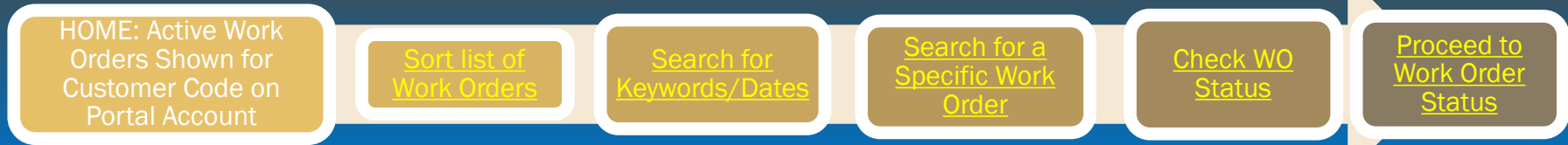




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Active Work Orders

WO Number	Origin Date (YYYY-MM-DD)	WO Type Description	Work Location	Job Name	Status
WO666751	2020-12-07	ELEC - GENERAL POWER SERVICE - 105	1989 VANDERHORN DR	Test for 105 - New Service	Status
WO666701	2020-10-12	ELEC - TEMPORARY SERVICE - 109		Test for Developer Portal	Status
WO666680	2020-09-29	GAS - GENERAL POWER SERVICE - 205	3000 CLAUDETTE ST	Test for Developer Portal	Status
WO543679	2019-11-06	GAS - GENERAL POWER SERVICE - 205	3929 WALES AV	NEW SERVICE	Status
WO511118	2019-08-27	WATER - GENERAL POWER SERVICE - 305	3925 WALES AV	JACKSON ELEMENTARY	Status
WO497609	2019-07-19	ELEC - TEMPORARY SERVICE - 109	9800 MACON RD POWER	Remove OH TMC BY CONTR	Status
WO497606	2019-07-19	ELEC - TEMPORARY SERVICE - 109	9800 MACON RD POWER	Install Oh TMC by Contr	Status
WO430447	2019-01-30	GAS - GENERAL POWER SERVICE - 205	3000 CLAUDETTE ST	NEW SERVICE	Status
WO371273	2018-10-24	GAS - GENERAL POWER SERVICE - 205	3000 CLAUDETTE ST	new Service	Status
WO364668	2018-10-03	ELEC - GENERAL POWER SERVICE - 105	3000 CLAUDETTE ST	NEW SERVICE	Status

Please enter the Work Order Number:

NOTE: A valid work order number is required for the status information.

Active Work Orders

Show 10 entries

Search:

WO Number
WO543679

Origin Date (YYYY-MM-DD)
2019-11-06

WO Type Description
GAS - GENERAL POWER SERVICE - 205

Work Location
3929 WALES AV

Job Name
NEW SERVICE

Status
Status

Showing 1 to 10 of 12 entries

Please enter the Work Order Number:

NOTE: A valid work order number is required for the status information.



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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



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

Please enter the Work Order Number:

NOTE: A valid work order number is required for the status information.

Work Order Number: WO666751 Creation Date: 2020-12-07 Work Order Type: ELEC - GENERAL POWER SERVICE - 105 Work Order Location: 1989 VANDERHORN DR Job Name: Test for 105 - New Service

Category	Status	Date
Address Assignment	N/A	
Customer	COMPLETED	07-DEC-2020
Design	COMPLETED	07-DEC-2020
Internal Approvals	N/A	
Prepare Quote	COMPLETED	07-DEC-2020
External Approvals	N/A	
Contribution	COMPLETED	07-DEC-2020
ROW/Easements	N/A	
Release for Construction	COMPLETED	07-DEC-2020
Job Site Ready	COMPLETED	07-DEC-2020
Construction	COMPLETED	07-DEC-2020
Inspection	COMPLETED	07-DEC-2020
Metering	COMPLETED	07-DEC-2020
Billing	N/A	

Please enter the Work Order Number:

NOTE: A valid work order number is required for the status information.

Work Order Number: WO294036 Creation Date: 2018-04-11 Work Order Type: WATER - GENERAL POWER SERVICE - 305 Work Order Location: 5444 RICH RD Job Name: NEW SERVICE

Category	Status	Date
Address Assignment	N/A	
Customer	COMPLETED	11-APR-2018



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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?

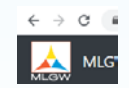
- The summary of the status for each phase is shown here
- N/A – The activities in this phase do not apply to this work order
- NOT STARTED – None of the activities in this phase have been started
- IN PROGRESS – At least one of the activities in this phase has been started
- COMPLETED – All of the activities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



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

MLGW Builder Developer Portal

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

MLGW Builder Developer Portal

Update Your Portal Account

Profile Information

First Name: James
Last Name: Bond
Email: gmail@gmail.com
Status: Active
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Password Update

Password
Reenter Password

Submit



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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

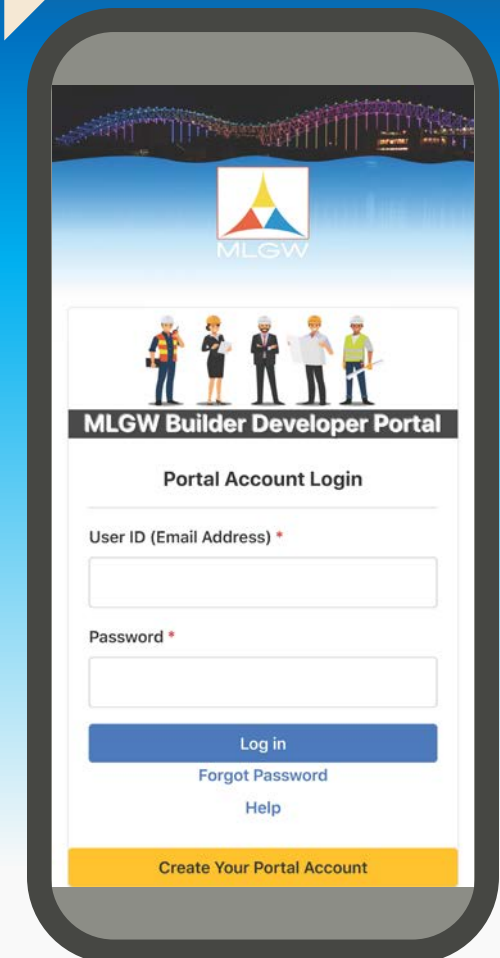
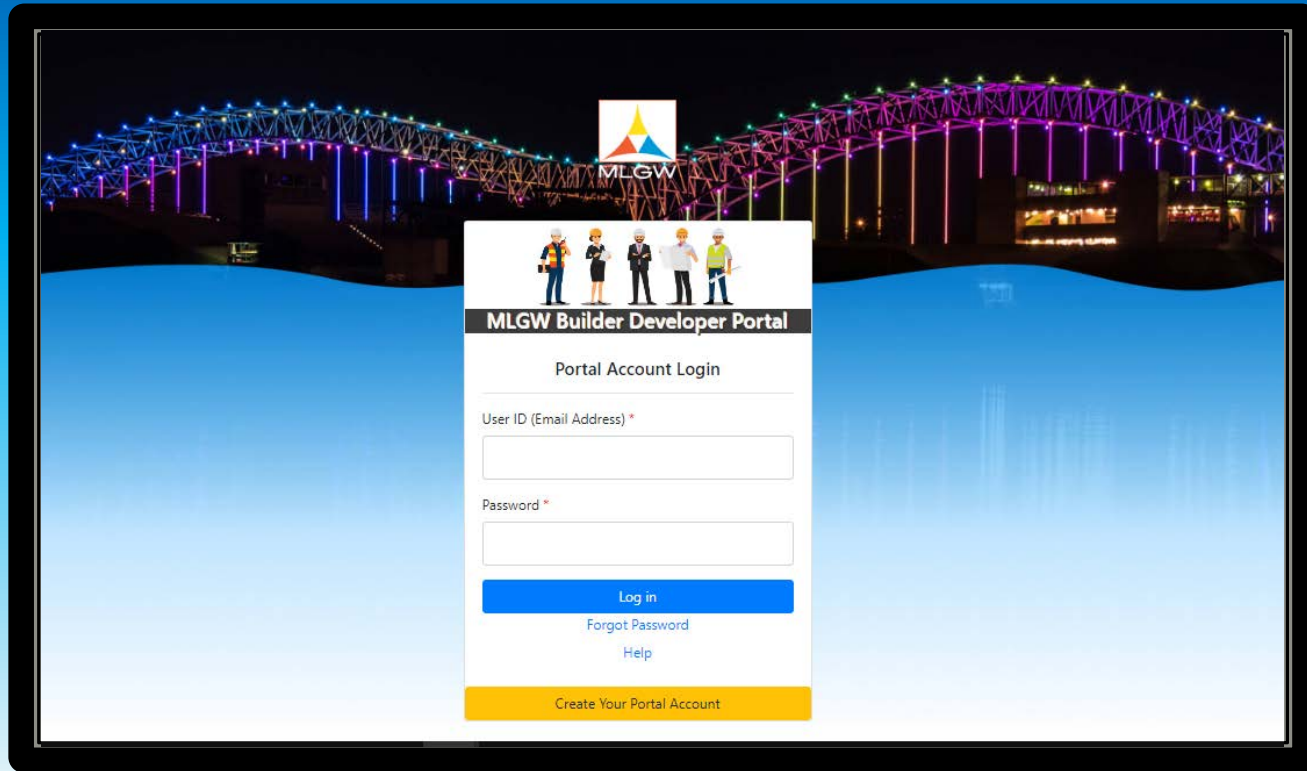
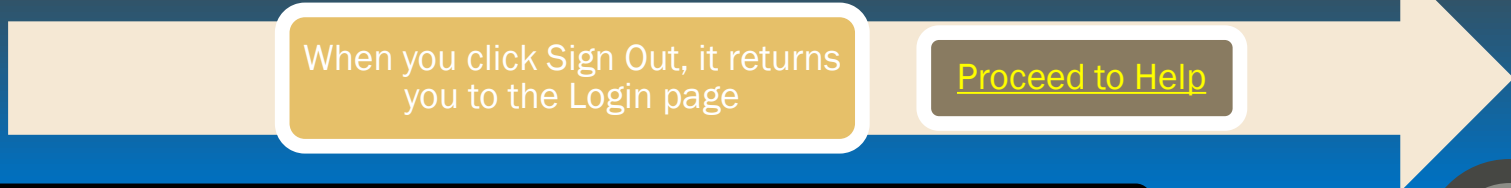




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