

# Contractor Portal Quick Start Guide

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## 1. Overview

To access the new ePZB online Portal go to URL: <https://www.pbcgov.org/ePZB.Admin.WebSPA/#/>

Overtime, more and more of the business interactions you have with PZ&B will become available on this portal. For now, you may **Renew your Licenses** and **Update your Insurance** after following some set up steps. Below is an overview of the set up and renewal steps. Detailed instructions for each step follow this Overview page.

### Register a New Account

You will create an Account for yourself

- This is something you only need to do one time.
- Registering an Account will allow you to do business with PZ&B that is specific to you and your licenses.
- Once you have Registered and then Linked your Licenses to your Account, you may Renew your License.

### Link My Licenses

You will Link your Licenses to the Account you have created

- This is something you only need to do one time for each of your existing Licenses and any new Licenses you may obtain in the future.
- Linking your Licenses to your Account must be performed before you can Renew your Licenses online.

### Renew My Licenses

You may then submit your renewal online. PZ&B will then process the renewal. You may monitor the status of your renewal, resubmit, and pay fees via the online portal.

- After Registering your Account and Linking your Licenses, you may Renew your Licenses online as follows
  - From the portal, you submit your renewal online
    - You will see the renewal fees that are due and may pay them at any time during the renewal process.
  - You will receive an email when there is a status change (“Rejected”, “Accepted”)
  - After you have submitted your renewal, you may visit the portal at any time to:
    - View the status (In-Review, Rejected, Accepted, Renewed, Issued)
    - If it has been rejected, you may view the Rejection Reasons and then resubmit the renewal after you have made the required corrections
    - Pay your fees online. Your license will not be Renewed until it has been Accepted by PZ&B and the renewal fees have been paid. Note that you still have the option to pay your fees by check.

### Update Insurance

If you are Renewing your license, the Insurance will be updated as part of that process. However, Insurance (Bond, General Liability, Workers Comp Insurance and Workers Comp Exemption) may also be updated outside of the Renewal Process.

- The Update Insurance process follows the same steps as License Renewal. You submit the Insurance Updates and it is either Rejected or Accepted. The Rejection and Acceptance is communicated back to you via email and is also available on the portal.

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## 2. First Time User

For now, this portal cannot be used for new County Contractor Applications or new State Contractor Enrollments. You may only **Renew/Re-Enroll your Licenses** and **Update your Insurance**. Below are instructions for the “First Time User”.

If you are a first time user you will need to complete the following **one-time** set up step(s).

**2.1 Register a New Account.** First you must register an account using an email that you would like the PZ&B Contractor Certification Division to use for communications with you.

To start the **Register Account** steps:

- Click the **Menu** icon  in the upper left of the page.
- Click the **“Register Now”** button  and follow the instructions in the **Help** link on the **“User Registration”** page.

(Linking applies only to Contractors)

**2.2 Link your Certification(s) to your Account.** Linking your certification(s) to your account will allow you to perform your Certification Renewals, update your Insurance (outside of the Renewal process) and check the status of your license. State Contractors will need their PIN. County Contractors and Journeymen will need the last four digits of their SSN to complete the Linking steps.

To start the **Link your Certification(s)** steps:

- You must first Register and Sign in
- Click the **Menu** icon  in the upper left of the page.
- Click the **“My Profile”** button  and then follow the instructions for linking my license(s) to my account in the **Help** link on the **“Edit Profile”** page.

**2.3 License Related Activities.** After you have linked your license(s) you can perform the following activities.

- Click the **Menu** icon  in the upper left of the page.
- Click the menu **“Contractors Certification”**  which will expand to show more menu items. Then click menu **“My License”**  which opens the **“License”** screen.
- On the **“License”** screen you can perform the following activities
  - **Renew License.** You can renew your license if it is eligible to do so.
  - **Update Insurance.** You may update your insurance.
  - **View License Info.** You may view the details of your license.

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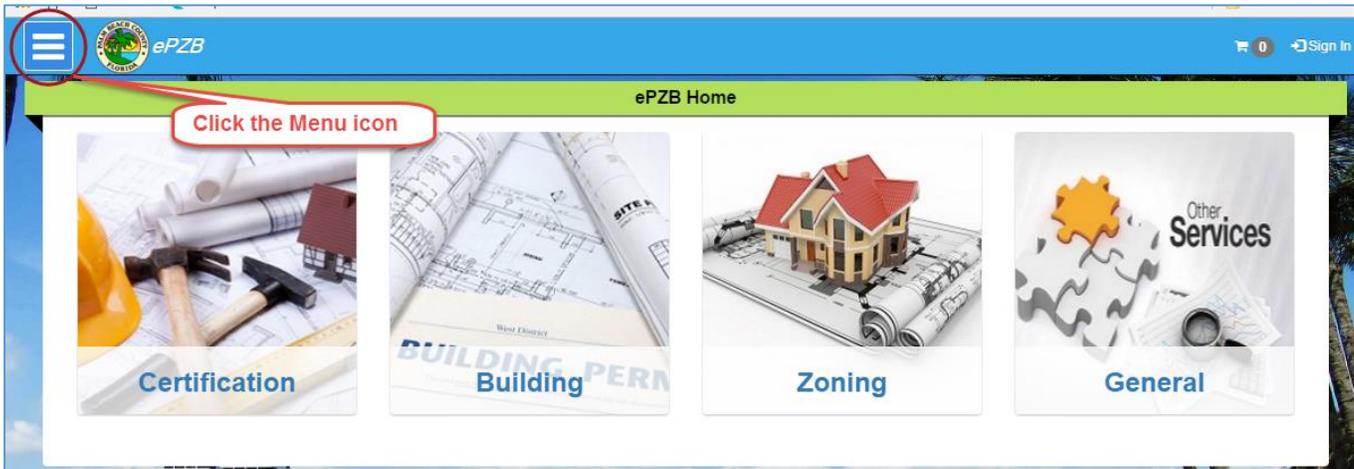
## 3. Register a New Account

Go to URL: <https://www.pbcgov.org/ePZB.Admin.WebSPA/#/>

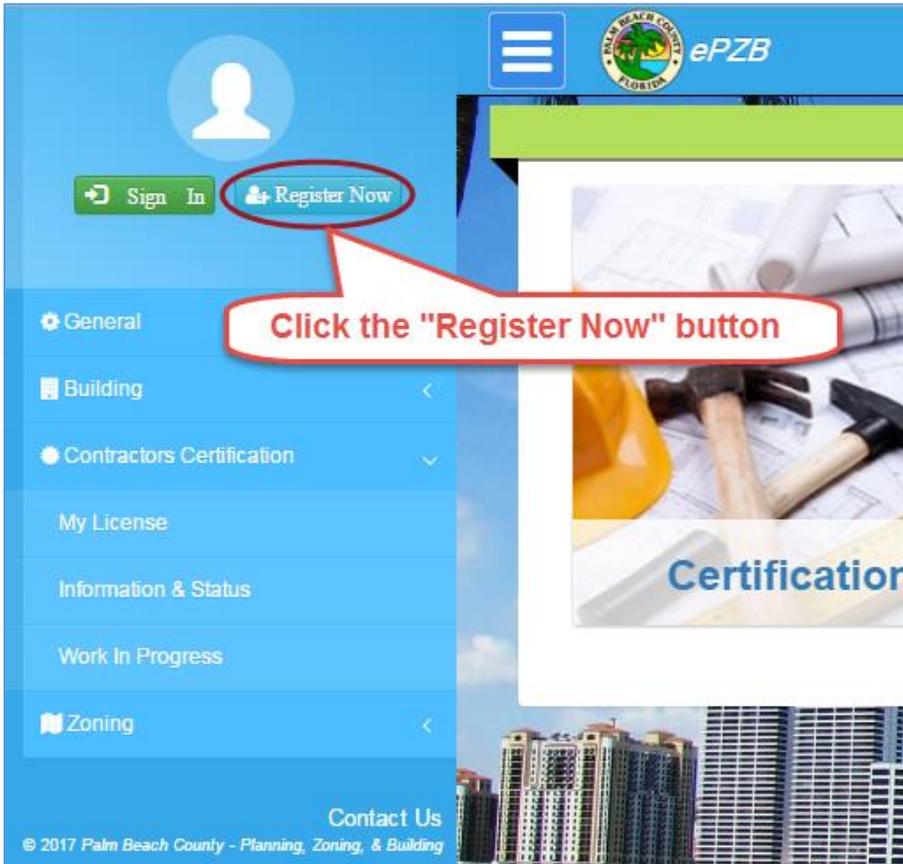
### 3.1. Register the Account

Complete the following steps to Register a New Account

Click the **Menu** icon  and you will see the side menu.



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Click the **“Register Now”** button  and you will see the **“User Registration”** screen. Complete the fields on the screen (required fields have a red asterisk) and check the box next to **“I’m not a robot”**.

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**User Registration**

**Email:\***   
Confirmation and Instructions will be sent to this E-mail. If you do not receive the profile activation email within 1 hour, please check your SPAM folder.  
**Note: Zoning Registered Agents - Email above must match the email on file with the Zoning Division.**

**Password:\***  

**Confirm Password:\***

**First Name:\***

**Last Name:\***

**Contact Phone:\***

**Address:\***

UNITED STATES
Street Address
City
Florida
Zip

**Company Name:**

I'm not a robot   
reCAPTCHA  
[Privacy - Terms](#)

By clicking Create Account, you agree to our [License Agreement](#) and consent to our [Privacy Statement](#)

**Complete the fields on the screen and then check the box for "I'm not a robot"**



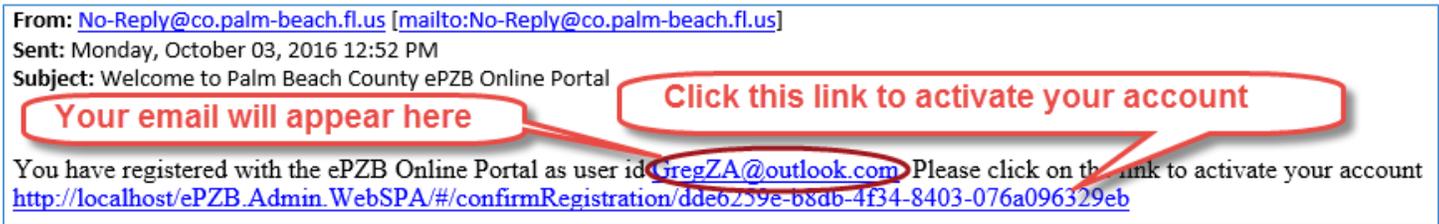
You may see **"I'm not a robot"**. If this is present, check the box and follow the instructions, if any, until you see a green check appear in the checkbox. Click the **"Create Account"** button . You will receive a message pop-up similar to the following...

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You will receive an email containing an **Activation Link** that must be clicked to complete the registration process. **You will not be able to log in to your account** until you have clicked the **Activation Link**. This is a security measure to ensure your email is the one that is actually registered to the account.

The email will look something like this...



## 3.2 Activate the Account

Clicking the **Activation Link** completes the Registration process. You will be allowed to log in after you have clicked the Activation Link.

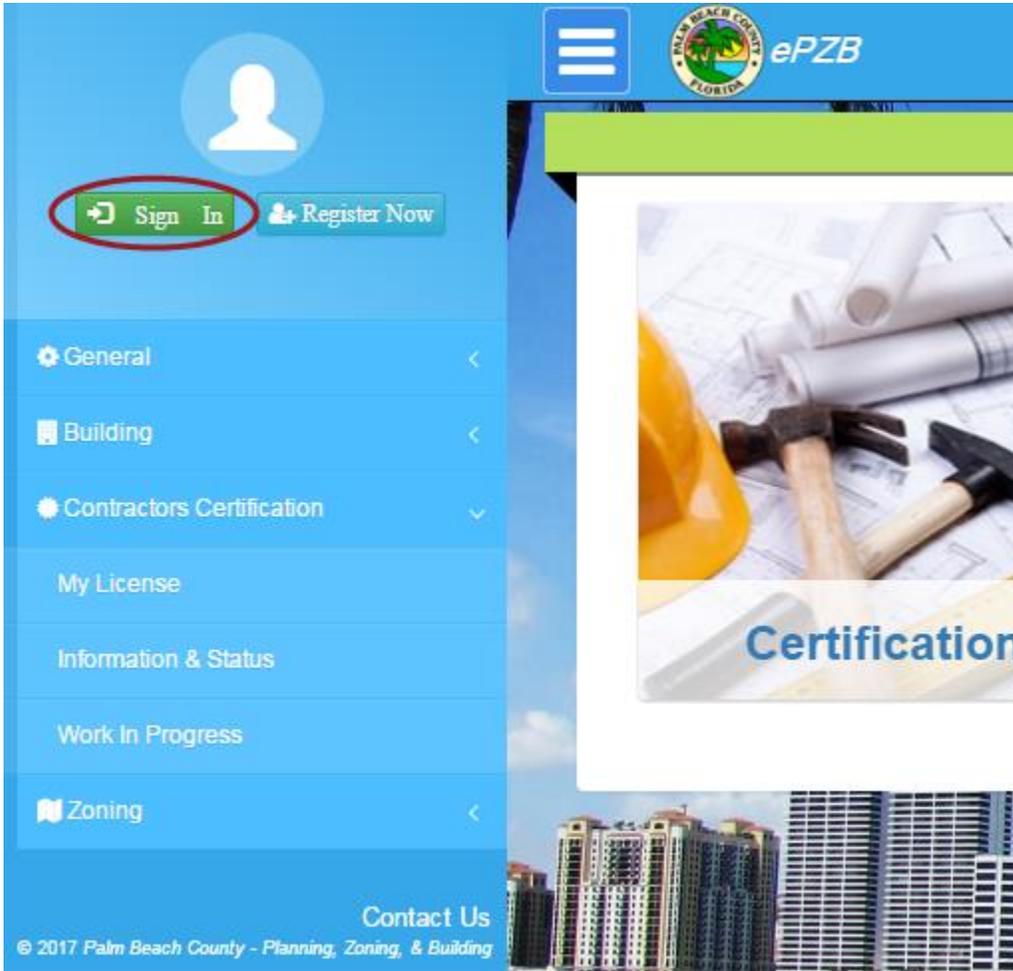
Upon successful activation you will see the following message and you may sign in.



## 3.3 Sign In

Click the **Menu** icon  and you will see the side menu.

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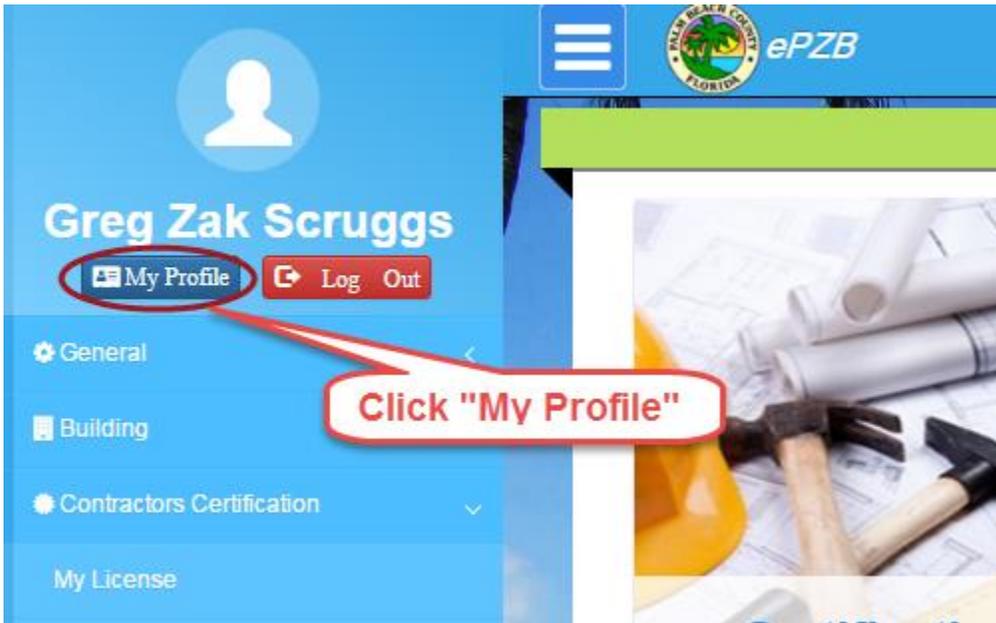
Click the **“Sign In”** button  and you will see the **“ePZB Login”** screen. Enter your **User Name (email)** and **Password** and click the **Log In** button.

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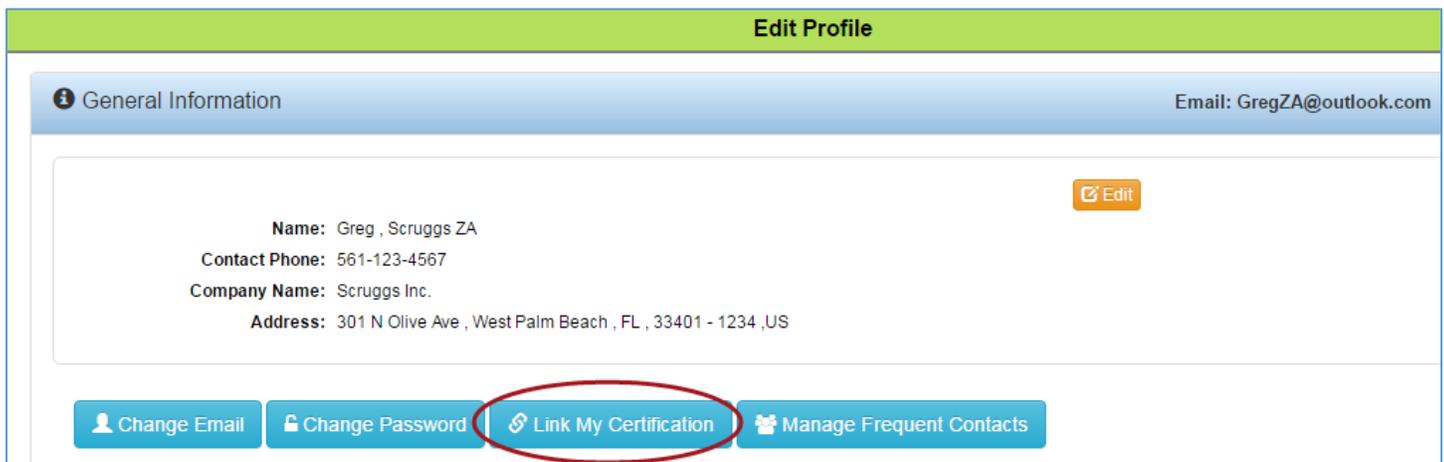
## 4. Link My License(s) to My Account

### 4.1. Go to "My Profile" page

Click the **Menu** icon  and you will see the side menu.



Click on the **"My Profile"** button  to open the **Edit Profile** page



### 4.2. Search and Link My License to My Account

Click the **Link My Certification** button . This opens a pop-up where you Search for your **Certification Number** and verify with either your **PIN** (for State Contractors) or last four digits of your **SSN** (for County Contractors and Journeymen). Then click the Link button to link the Certification Number to your Account.

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**Link My Certification**

Certification No: \* CAC 111222444

PIN: \* 0506597

Note: This is a fictitious certification number that we set up on a test system for the purpose of creating instructions.

Link Cancel

You will then see the **Certification** has been added to the bottom of **Edit Profile** screen and is now successfully linked to your account. Any **Authorized Signers** associated with the Certification are also displayed.

If you have more Licenses to link, just click the **Link My Certification** button again and repeat the steps.

**Edit Profile**

General Information Email: GregZA@outlook.com

Name: Greg , Scruggs ZA  
Contact Phone: 561-123-4567  
Company Name: Scruggs Inc.  
Address: 301 N Olive Ave , West Palm Beach , FL , 33401 - 1234 ,US

Change Email Change Password Link My Certification Manage Frequent Contacts

My Certifications

	Authorized Signer Name	Email	Revoke
 CAC-111222444 Expired	Smith, Terri Air Conditioning Commercial	Jones, Betty Link Userid	Revoke

## 4.3 Link an Authorized Signer

My Certifications

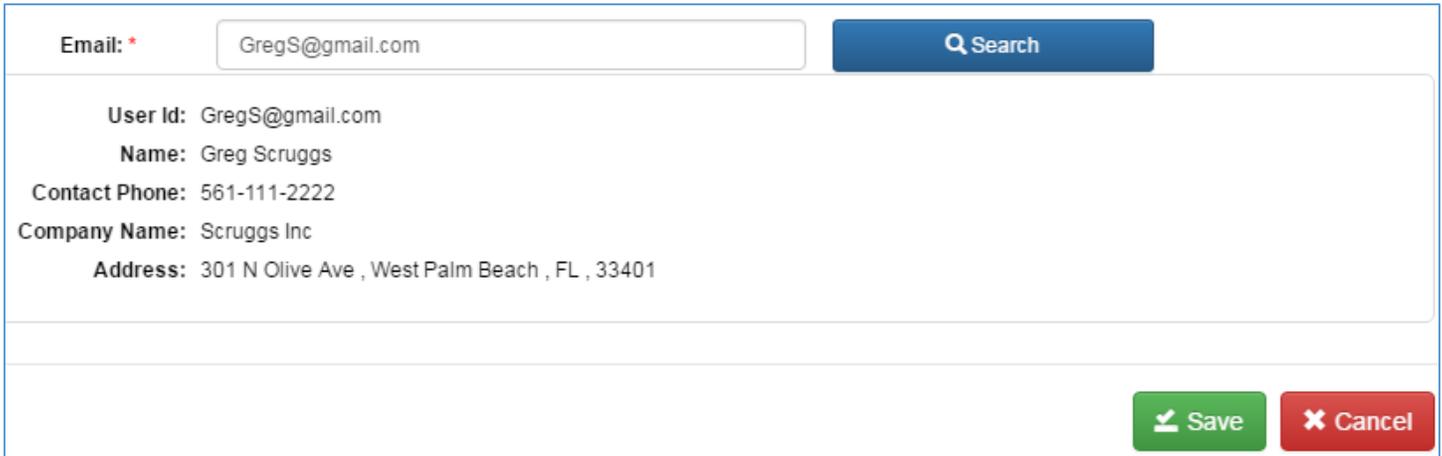
	Authorized Signer Name	Email	Revoke
 CPC-1458338 Expired	Wix, Terry G Residential Pool and Spa Contractor	Scruggs, Greg Link Userid	Revoke

After you have linked a License to your account you may Link the Authorized Signer if one exists.

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The Authorized Signer must first Register an Account.

The Contractor clicks the **Link Userid** button , enters the email associated with the Authorized Signer's account and clicks the **Search** button . This will display the Authorized Signer's account information so the contractor can verify it is the correct individual. Click the **Save** button .



The screenshot shows a search interface with an input field for 'Email: \*' containing 'GregS@gmail.com' and a blue 'Search' button. Below the search results, the following information is displayed:

- User Id: GregS@gmail.com
- Name: Greg Scruggs
- Contact Phone: 561-111-2222
- Company Name: Scruggs Inc
- Address: 301 N Olive Ave , West Palm Beach , FL , 33401

At the bottom right of the results area, there are two buttons: a green 'Save' button and a red 'Cancel' button.

If you have more Licenses to link, click the **Link My Certification** button again and repeat the steps.

### 4.4 Revoke an Authorized Signer

Revoking an Authorized Signer removes them from the Contractor Certification system as an Authorized Singer for this license.

Click the **Revoke** button  to revoke an Authorized Signer. You will receive a prompt to confirm the delete.

### 4.5 Account Management

Click the Change Email button  and follow the steps to change your email.

Click the Change Password button  and follow the steps to change your password.

Click the Edit button  to modify your contact information.

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## 5. Renew My License

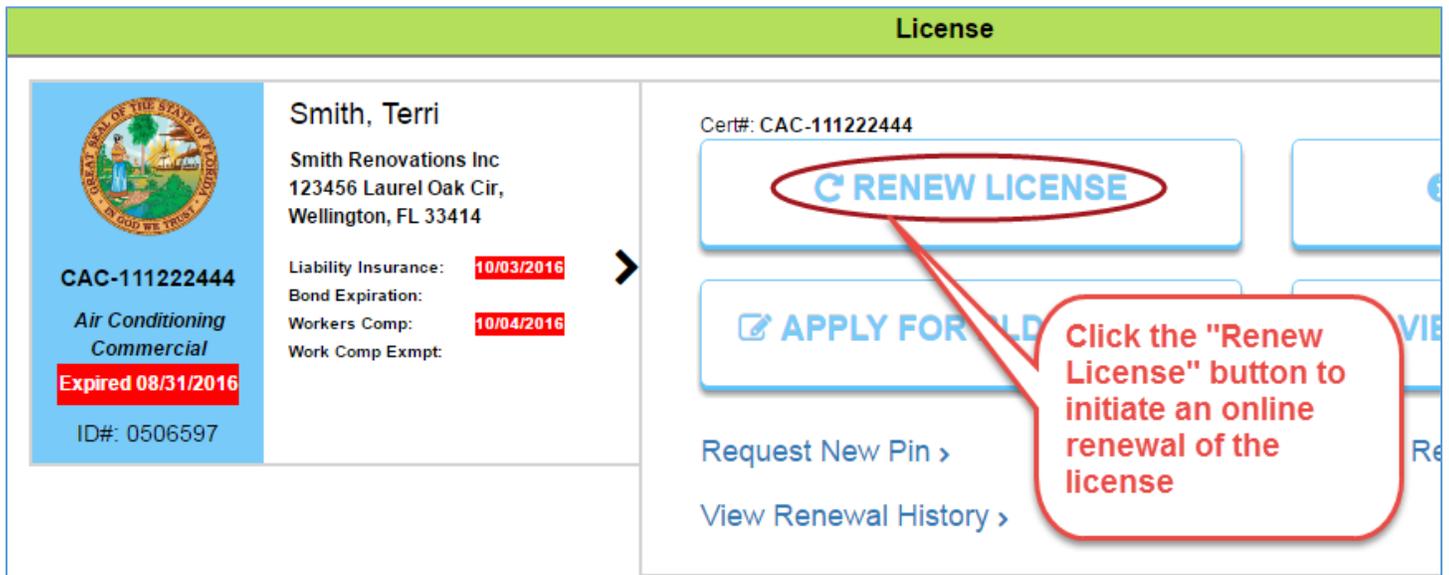
### 5.1. Go to "My License" page

Click the **Menu** icon  and you will see the side menu.



Click on the **Contractor Certification** menu and then **My License**.

This opens the **License** page. Click the **Renew License** button to initiate an online renewal



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Clicking **Renew License** opens the **Renewal Instructions** page. Please read the instructions and click the **Start Renewal** button to proceed. This opens the **Renewal** page.

## 5.2. Complete the Renewal information and Submit

### 4.2.1 Qualifier tab

Click or tap the **Qualifier** tab.

**License Info section.** Enter the BTR information and click the **Save** button .

**Contractor and Company sections.** To modify any of this information, click the **Edit** button . You may then make changes and click the **Save** button .

Note: you must save all changes before you may proceed to another tab.

### 4.2.2 Carrier Info tab

Click or tap the **Carrier info** tab if present. State and County Contractors will have a Carrier tab, while Journeymen will not.

Enter the Carrier Info and use the buttons as follows:

- Clicking the Reset button  prior to Save will return the data to their original values.
- Clicking the Delete button  will remove the insurance entry.
- Click the Save button  to save your changes. Note that all expiration dates must be in the future.

### 4.2.3 Authorized Signer tab

Click or tap the **Authorized Signer** tab. State and County Contractors will have an Authorized Signer tab, while Journeymen will not.

Existing Authorized signers are removed each renewal cycle.

To Add a previously existing Authorized Signer, simply select them from the **Agent** dropdown and then click the **Add** button. You may also select **“New”** from the **Agent** dropdown to add a new Authorized Signer who was not previously associated with your license.

### 4.2.4 Attachment tab

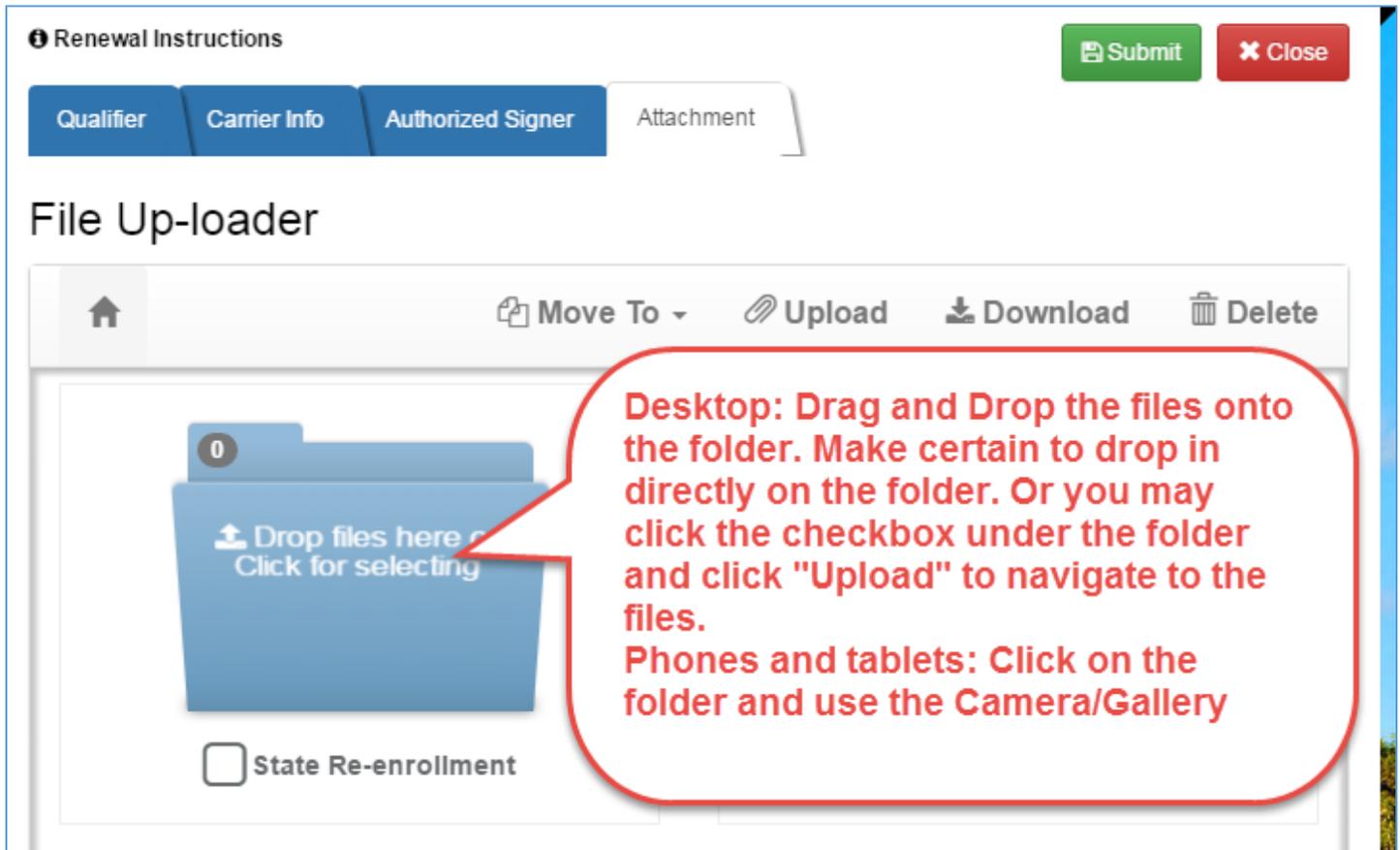
Click or tap the **Attachment** tab.

**On Desktops** you may drag and drop a file into the folder icon. **IMPORTANT:** Take care to drop the file directly on the folder. The folder will appear to open when the document is dragged over it. Dropping the file outside the folder replaces the entire screen and you will need to log back in.

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On Phones and tablets you click the folder and are prompted to take a photo or use the photo gallery.

**IMPORTANT:** Please keep the name of the file you attach to less than 50 characters. If you can specify a name for the file, try to use something meaningful that identifies it's content, like "Insurance", "Drivers License" etc. The meaningful name is not mandatory, but it is helpful during the review process.



Click the **Submit** button to submit your Renewal for review

## 4.2.5 Fees tab

Click or tap the **Fees** tab. Journeymen and County Contractors will have a Fees tab, while State Contractors will not.

On this tab you will see the fees that are due. You can click on the cart icon  at the top of the screen to make your online payments.

## 6. Update Insurance

### 6.1 Carrier Info tab

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Click or tap the **Carrier info** tab.

Enter the Carrier Info and use the buttons as follows:

- Clicking the Reset button  prior to Save will return the data to their original values.
- Clicking the Delete button  will remove the insurance entry.
- Click the Save button  to save your changes. Note that all expiration dates must be in the future.

## 6.2 Attachment tab

Click or tap the **Attachment** tab.

**On Desktops** you may drag and drop a file into the folder icon. **IMPORTANT:** Take care to drop the file directly on the folder. The folder will appear to open when the document is dragged over it. Dropping the file outside the folder replaces the entire screen and you will need to log back in.

**On Phones and tablets** you click the folder and are prompted to take a photo or use the photo gallery.

**IMPORTANT:** Please keep the name of the file you attach to less than 50 characters. If you can specify a name for the file, try to use something meaningful that identifies it's content, like "Insurance", "Drivers License" etc. The meaningful name is not mandatory, but it is helpful during the review process.

## 7. FAQs and Troubleshooting

### 7.1 General

1. Can I use the portal from my phone and tablet? Which browsers can I use?

A: Yes, you can use a PC, laptop, phone or tablet. It has been tested on IE11, Edge, Chrome, Firefox and Safari.

2. Can I still pay by check even though I submitted my renewal online?

A: Yes, you can mail a check. Please include your certification license number and/or the CCREN number that was generated when you submitted your renewal. Paying online speeds up the process, but is not required.

3. Can State Contractors, County Contractors and Journeymen all use the online portal?

A: Yes, State, County and Journeymen are all encouraged to use the online portal. It saves time for both you and county staff!

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4. Phone Number and Zip Codes do not display the digits in the order I have entered them.

A: This is a known issue when using some android keyboards with auto complete turned on. Disabling auto complete should resolve this problem.

### 7.2 Registering My Account

5. I registered an account but I cannot login. I get the message "Invalid username or password. Please try again."

This can result from two conditions

1. You are mistyping either your User Name and/or Password. Remember, your User Name is the email you used when registering. If you cannot remember your password, click "Forgot Password" to receive an email that allows you to reset your password.

2. When you Registered your Account you should have received an email that contains an activation link. **You must click the activation link before you can log in.** This is a security measure to ensure the email owner acknowledges the account activation.

6. I Registered an Account and it said I will receive an activation email, but I have not.

A: Try checking your Spam and Junk folders. Sometimes emails with links are redirected there. If you still cannot find your email, enter your username on the login screen and click "Resend Activation" which will send another email.

### 7.3 Linking My Licenses to My Account

7. I need my PIN to link My License, but I do not have it. How do I get a new one?

A: You must contact the Contractors Certification division at 561-233-5525 to have a new PIN issued.

8. When Linking my License, I get a message "The PIN entered does not match our records".

A: Your PIN is a 7 digit number and you must enter the leading zeros. For example, if your PIN is '0011223' you cannot enter just '11223'. This is a security measure to make it more difficult to guess a PIN.

9. When Linking my License, it says it is already linked to another account.

A: A License may be linked to only one Account. It should be linked only to the Account created by the Contractor. If you find one of your licenses has already been linked, contact the Contractors Certification division at 561-233-5525 for assistance.

10. When Linking my license, I receive a message that the license I am linking does not have a contractor contact email.

A: The license you are attempting to link to does not have an email on file with the Contractors Certification division. In order to link a certification, it must have an email on file. The email should be the contact email for the contractor, not the company they work for or other individuals. Please contact the Contractors Certification division at 561-233-5525 or via email so they may enter an email for your license. Once the email is on file, you may complete the link.

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## 7.4 Renewing My License

11. I cannot see the menu item “My License” under “Contractor Certification” in the side menu.

A: You will not see the “My License” menu until you have linked your certification(s) and have logged in.

12. On the Attachment tab, when I drag a file into a folder the file image opens and replaces the entire screen. I then have to log back into the Portal.

A: When you drag a file onto a folder it must be dropped directly on the folder. The visual key is to look for the folder to “open” and then drop the file. If you do not drop the file onto the folder the browser functionality causes it to replace the entire screen. This is something that is inherent to the browser, so take care when dragging and dropping.