

Michigan Gas Utilities

Builder Portal – Quick Start Guide

Signing In

Go to www.michigangasutilities.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.

Service request ID	Service request description	Builder name	Energy company	Service(s) requested	Primary contact	Status
Filter by...	Filter by...	Filter by...	Choose	Filter by...	Filter by...	Choose

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.

New service request close ✕

Builder: Ebuilder MGU Dummy Test Co Energy company: Michigan Gas Utilities Status: Incomplete

Service request description: Service(s) requested: None

Service requested date created: Not created Service requested date submitted: Not submitted Service requested date completed: Not completed

Application/Contact info

Application type

Service request description*

Residential Commercial Subdivisions

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**.

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, 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 Michigan Gas Utilities website interface for searching service requests. At the top, there is a navigation bar with "Service requests" and "My builder profile" tabs, and a "Sign out" link. Below this is a "Service requests" section with a table of search filters. 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 input field or a dropdown menu. There is also an "Add service request +" button in the top right of the table area.

The screenshot shows the details page for a service request with ID 46. It features a "Close" button and several input fields for "Builder" (Test Builder-MGU), "Energy company" (Michigan Gas Utilities), "Status" (Submitted), "Service request description" (New service), and "Service(s) requested" (Residential: Natural gas new service). Below these are three date fields: "Service requested date created" (1/7/2021), "Service requested date submitted" (2/4/2021), and "Service requested date completed" (Not completed). At the bottom, there are five tabs: "Application/Contact info" (selected), "Job information", "Service information", "Verify info/Authorize", and "Comments/Contact us".

The screenshot shows the "Application type" section of the service request details page. It has a blue header "Application type" and a single input field labeled "Service request".

The screenshot shows the "My builder profile" page. It has a navigation bar with "Service requests" and "My builder profile" tabs, and a "Sign out" link. Below this are three tabs: "Builder information" (selected), "Contact list", and "Sub-contractor list". The "Builder information" section has a "Save +" and "Close" button, and input fields for "Legal business name*" (Test Builder-MGU), "Website address", and "Energy companies*" (Michigan Gas Utilities). Below this is the "Builder phone numbers" section with a table and an "Add phone number +" button. The table has columns for "Primary", "Type", "Description", "Phone number", and "Actions". There is one entry with "Business" type, "Lynn" description, and "(111) 111-1111" phone number. At the bottom is the "Builder email address(es)" section with an "Add email address +" button.

