

Plat Tracker Registration and Setup Guide

PLATTRACKER®



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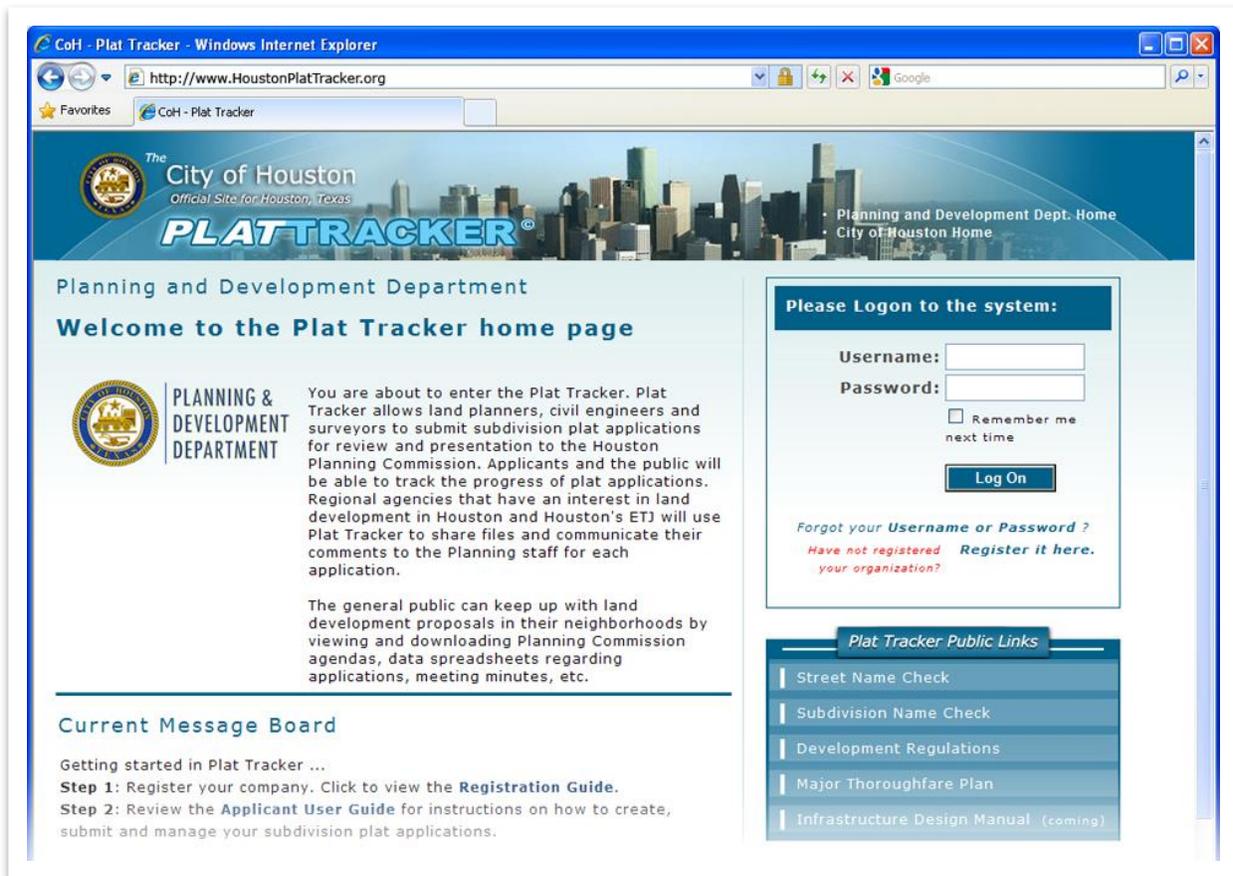


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Welcome to the Plat Tracker

The Plat Tracker is dedicated to customers (applicants) and area agencies that take part in the subdivision platting of property within Houston’s extraterritorial jurisdiction. Applicants are land planners and civil engineers who represent land owners, developers, and builders. An applicant uses Plat Tracker to electronically submit applications along with supporting documents for land development review. The materials are subsequently presented to Houston’s Planning Commission for approval. The Plat Tracker allows the applicant to view the progress of their application during the entire process.



Regional agencies as well as Planning and Development staff use Plat Tracker to review files, route information, communicate comments, and perform other key business processes relating to Houston area land development.

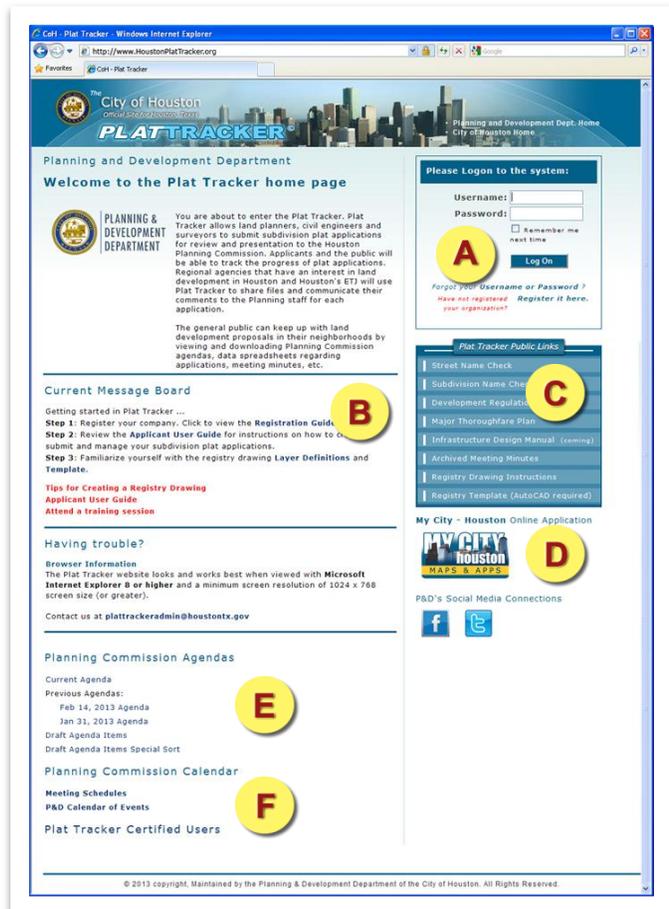
The public can keep up with land development proposals in their neighborhoods by viewing and downloading Planning Commission agendas, spreadsheets regarding applications, meeting minutes, and more.



Plat Tracker Portal Page Features

The Plat Tracker portal page features quick access links and information relating to the Plat Tracker as well as land development in general:

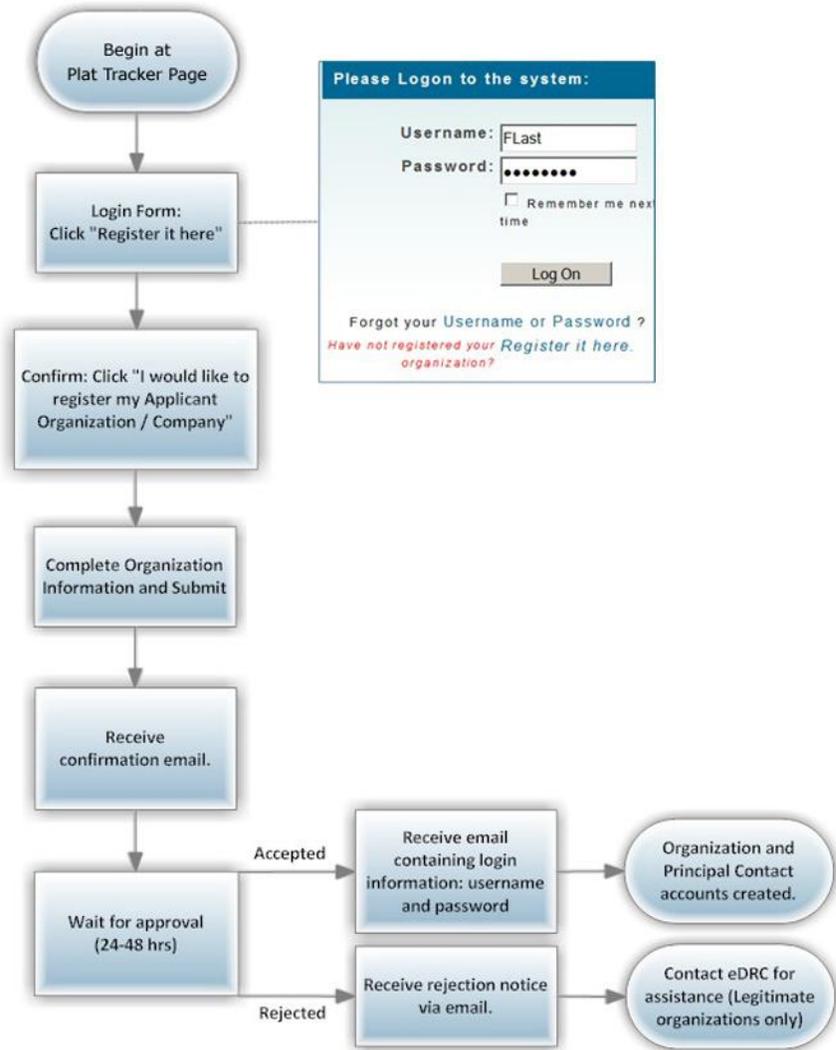
- A Registration/Login**
Register an applicant organization and/or Logon to Plat Tracker.
- B Current Message Board**
Public notices pertaining to the Planning and Development Department.
- C Public Links**
Public tools for land development research including access to Plat Tracker street name and subdivision name check without logging in.
- D GIS Maps**
View public My City GIS maps; locate plat submitted data information and status track. See '**Layer: Plat Tracker Plats**' on My City. Also, including Houston area ETJ, city limit, city council districts, parcels, park sectors, and more.
- E Submittal Period: Open/Close**
Planning Commission current and previous agendas in PDF format, and spreadsheets that relates to plat submittals.
- F Calendar of Events**
Planning Commission meeting dates, special city events, and holiday schedule. Uses Google Calendar technology allowing you to add this to your personal Google calendar with a single click.



Registration Overview

All Houston area land developers must register their organization in the Plat Tracker System. Once approved, the organization may submit applications and documents to Houston's Planning Commission for land development projects.

The first step is to fill out the online organization application. Next, the organization must be approved by The City of Houston Planning and Development Department. Organization approval (or rejection) occurs within 48 hours. Once approved, the individual who submitted the request will receive Plat Tracker login information including a username and temporary password. The diagram on the right is a summary of the Plat Tracker organization registration process.



Note: Agencies and planners are typically pre-registered and pre-approved by the Planning and Development Department.



New Organization Registration

Who Should Register the Organization?

Leader in the Organization—individual in an organization who will become the Principal Contact for their organization.

Reviewing Organization – member of a reviewing agency which participates in the reviewing process of submitted plat applications. Most agency organizations are pre-registered and pre-approved by the City of Houston Planning and Development Department.

Begin Registration

Go to the Plat Tracker portal page 'Logon' form, and click the link, 'Register it Here'. The 'Applicant Organization Registration' page explains the role of the Principal Contact, Applicant Organization Users, and Reviewing Agency Users. Begin the registration process by clicking 'I would like to register my Applicant Organization / Company'.

Applicant Organization Registration

In order to use Plat Tracker System, every user must be associated with an organization. Therefore, first time users must register their organization or company before they can login and start any plat submittal process. The City and Reviewing Agencies organizations and their agents have already been registered and approved.

The person who registers the organization is considered to be the **Principal Contact** for that organization. He or she is automatically registered as a user of that organization once the organization is approved.

The Principal Contact will receive the necessary credentials to login through an email notification after the organization registration is approved by the City of Houston Planning & Development Department Plat Tracker manager.

The Principal Contact will have certain administrative privileges that will allow him or her to manage the organization's account and any other individual user accounts associated with the organization.

Note : [I would like to register my Applicant Organization / Company.](#)

Applicant-Organization Users are individuals in an applicant organization authorized by the Principal Contact to perform in preparing and submitting plat applications.

Role the Organization Users

Principal Contact

The individual who registers an organization is designated as the **Principal Contact** for that organization. Once the organization is approved, this individual has the authority to revise their organization profile, add new users, modify user status, and delegate the role of Principal Contact to another user within the organization. He/she also may draft, review, and/or submit applications on



behalf of the organization. It is important to note that only one principal contact is assigned for any organization.

Organization-Applicant Users

All applicants have the right to draft, review, and/or submit applications on behalf of the organization.

Complete the Organization and Principal Contact Profile

The screenshot shows the 'Organization Registration' form with the following sections highlighted:

- Section A:** Organization Name * (Required field) and Similar Organization Name(s).
- Section B:** Principal Contact information including First Name *, Middle Initial, Last Name *, Email Address *, Re-enter Email Address *, Office Phone *, Office Phone Ext., Cell Phone *, Fax, and Organization Web Site.
- Section C:** Office Address (Line 1*, Line 2, City *, State * (TX), Zip Code *, Zip+4) and Mailing Address (if different) (Line 1, Line 2, City, State * (TX), Zip Code, Zip+4).

At the bottom of the form are 'Submit' and 'Cancel' buttons, and a note: '* Required field.'



Organization Name – Enter your organization slowly (one character at a time). As you type each character, a list will display below the organization name field showing organizations previously approved in the Plat Tracker. If your organization appears in the list, please do not attempt to register it a second time.



B Principal Contact – Recall that the individual who registers an organization is the Principal Contact for that organization. Once approved, he/she may update company information, add users, and modify the status of the users, and delegate the role of Principal Contact to another user in the organization.

C Address – Organization office and mailing address

After completing the Applicant Organization Registration request form, click the '**Submit**' button. If any required information is missing, a message(s) will appear on the screen (see below). If this occurs, complete all missing required information and re-submit. A successful submission of your request is confirmed immediately via email.

First Name * : Required field!

Middle Initial :

Last Name * : Required field!

Approval Process

Please allow 24 to 48 hours for approval. If your organization is approved by the Planning and Development Department, you will be notified via email including a username and temporary password (below). Organizations that are disapproved will also receive email notification. Occasionally, a legitimate organization is disapproved. If this occurs, please contact the Planning and Development Department for assistance. For a complete list of Plat Tracker email correspondence, see the external document '**Plat Tracker Email Notification**'.



PLANNING & DEVELOPMENT DEPARTMENT

Plat Tracker

Dear New Plat Tracker Customer :

Thank you for registering your organization to do business with the City of Houston Planning & Development Department through the use of the Plat Tracker. Your organization registration request has been approved and a user account has been created for you to access and use the Plat Tracker. Please use the following Username and Password to login and use the Plat Tracker.

Your Organization Name: *Sample Applicant Company*

Principal Contact Account Username: *hwatt*

Your Default Password: *password*

Approved: Login ID and Temporary Password

Note: This password is set by default and has no security value. We strongly encourage you to [login](#) and change it to a more secure password as soon as possible. To change your password, click on the menu item **User** and select **Update My Profile** sub-menu item.

As the Organization Principal Contact, you have certain administrative privileges that allow you to manage your organization's account information, your personal user information, and add or remove your employees under your organization into/from Plat Tracker.

In order for you to add your employees you need their first name, middle initial (if any), last name, email address, and telephone number. They will receive an email indicating an Plat Tracker account has been created for them with login instructions.

Please print and save this page in your permanent records. Again, thank you for registering with the Plat Tracker and we hope that your experience will be a good one. If you run into any problems or have questions, comments, or suggestions please contact us at:

Planning and Development Department
 611 Walker Street, Sixth Floor
 Houston, TX 77002
 Phone: 713-837-7701
 E-Mail: plattrackeradmin@houstontx.gov



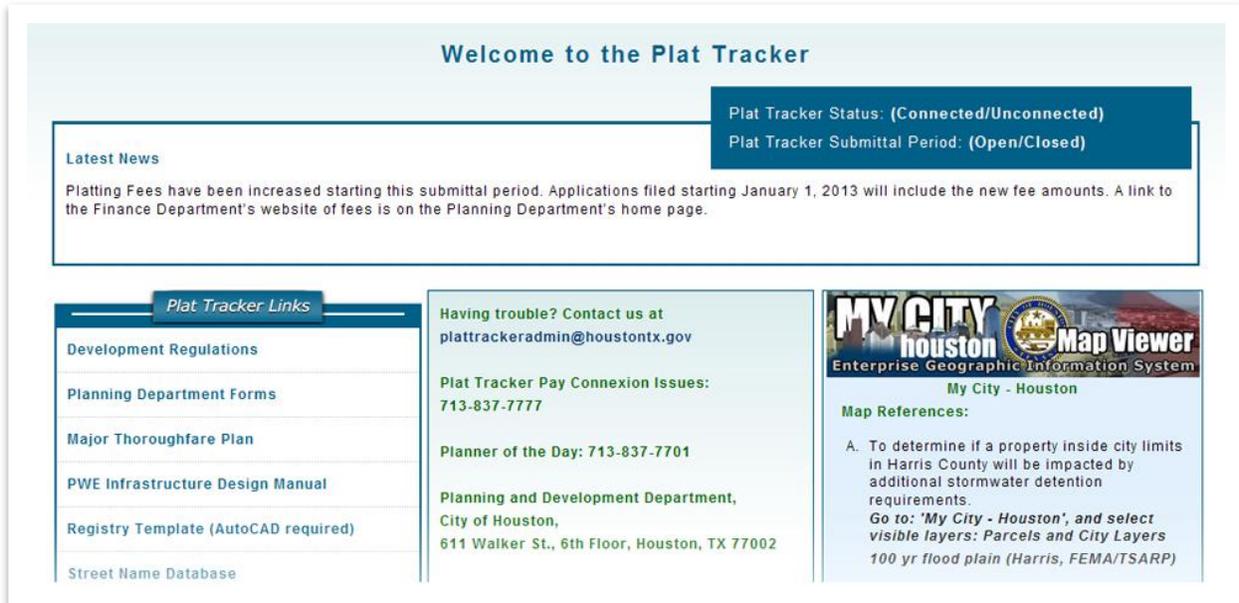
Managing Personal Profile

Login to Plat Tracker

For your security, Plat Tracker recommends that all new applicants login and change their temporary password immediately. Recall that the logon screen can be found on the Plat Tracker System portal page.

Applicant Welcome Screen

Immediately after logging into Plat Tracker, applicants will see the **"Welcome to the Plat Tracker"** page. Here you will find important current information (**Latest News** and **General Message**) regarding the planning department and planning commission. In addition, there are a variety of links that could be useful in application research (**Plat Tracker Links**). It is a good idea to check this page briefly each time you log in as the page is updated regularly.



Changing Your Personal Profile

Your user profile including username and password are accessible by selecting the menu options: 'User/Update My Profile'. This will open your personal profile page: 'My Profile'.



The profile page allows you to update your username, password, and personal contact information.

Username and password requirements:

Username: 6-25 characters composed of letters and numbers (no special characters)

Password: 8-25 characters composed of letters and numbers (no special characters)

Note: For security purposes, you must enter your current password when changing Username or Password.

Enter your username and password revisions, and click the 'Change Username/Password' button to save your changes. Note: duplicate usernames are not allowed in Plat Tracker. If a duplicate is detected, an error message will display and your username and/or password will not be changed.

Your current contact information is displayed at the bottom of the page. Enter revisions in the boxes on the right. Click the 'Update' button to finalize your revision. Updates are posted immediately.

	Current Values	New Values
Name Prefix		
Last Name	Last	Last
First Name	First	First
Middle Initial		
Name Suffix		
Email	plattracker@hotmail.com	plattracker@hotmail.com plattracker@hotmail.com ← Re-enter new email
Office Phone	713-837-7701	713-837-7701
Office Phone Ext.		
Cell Phone		
Employee No.		
Department		
Division		
Principal Contact	YES	

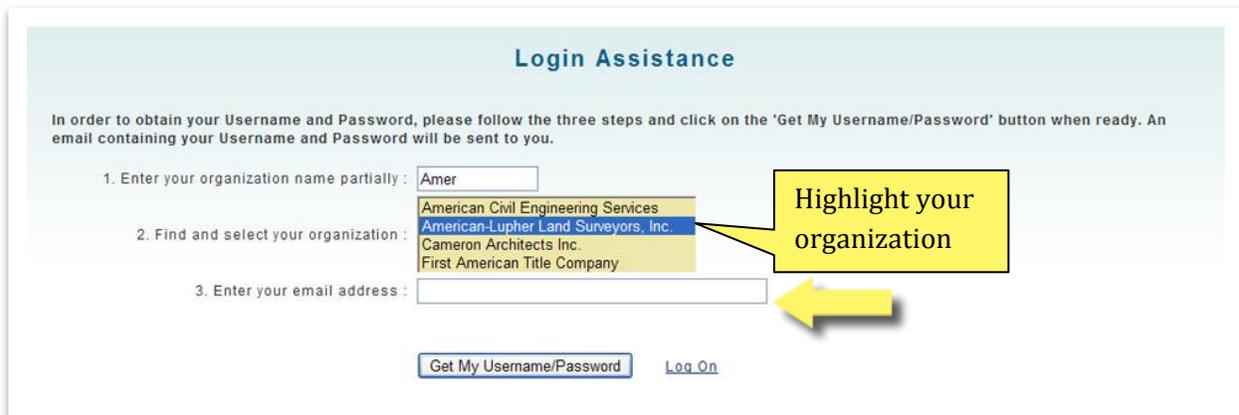


Retrieving Your Username and/or Password

Go to the logon form on the Plat Tracker portal page. Click the link: "**Forgot your 'Username or Password'.**" Next, you will see a prompt requesting your organization name and personal email address. (the '**Login Assistance**' page)

Type your organization name slowly (pausing after each letter). You may type any characters in the organization name as long as they are consecutive. When you see your organization name in the gold box, simply click to highlight the name.

Enter your email address, and click the button: '**Get My Username/Password**'. If your organization and email address exist in the Plat Tracker, you will receive an automatic email including your username and password.



Managing Your Organization Profile

Any valid Plat Tracker user in your organization may view the organization profile. However, changes to the profile are limited to the current Principal Contact for the organization. To view the current profile, select menu option '**Organization/My Organization Profile**'.



Standard View of Organization Profile

Organization profile details visible to all organization users. (screenshot on right)

My Organization Profile

Organization Name :	Sample Applicant Company
Organization Type :	APPLICANT
Status :	Active
Date Registered :	12/4/2012 9:06:36 AM
Principal Contact :	Last, First
Office Address - Line 1 :	611 Walker St.
Line 2 :	6th Floor
City :	Houston
State :	TX
ZIP Code :	77002
ZIP + 4 :	
Mailing Address - Line 1 :	
Line 2 :	
City :	
State :	TX
ZIP Code :	
ZIP + 4 :	
Phone :	713-837-7701
Phone Ext :	
Fax :	
Web Site :	

Modifying the Organization Profile

The principal contact has the authority to revise the organization’s profile. The organization’s information currently in the Plat Tracker is displayed on the left side of the screen. All changes must be entered in the boxes on the right. Simply type all revisions in the appropriate boxes, and click the 'Update' button to submit the new information. (see below)

My Organization Profile

Organization Name :	Sample Applicant Company	<input type="text" value="Sample Applicant Company"/>
Organization Type :	APPLICANT	
Status :	Active	
Date Registered :	12/4/2012 9:06:36 AM	
Principal Contact :	Last, First	
Office Address - Line 1 :	611 Walker St.	<input type="text" value="611 Walker St."/>
Line 2 :	6th Floor	<input type="text" value="6th Floor"/>
City :	Houston	<input type="text" value="Houston"/>
State :	TX	<input type="text" value="TX"/>
ZIP Code :	77002	<input type="text" value="77002"/>
ZIP + 4 :		<input type="text"/>
Mailing Address - Line 1 :		<input type="text"/>
Line 2 :		<input type="text"/>
City :		<input type="text"/>
State :	TX	<input type="text" value="TX"/>
ZIP Code :		<input type="text"/>
ZIP + 4 :		<input type="text"/>
Phone :	713-837-7701	<input type="text" value="713-837-7701"/>
Phone Ext :		<input type="text"/>
Fax :		<input type="text"/>
Web Site :		<input type="text"/>
<input type="button" value="Update"/>		



Manage Organization Users

After logging into Plat Tracker, all users within the organization may view the status of any user listed for that organization. These records are visible regardless of user status: "Active" (may logon) or "Inactive" (may not logon). To view the users, select the menu 'Organization/My Organization Users'.



View Organization Users

Below is the view of users as seen by all active organization users within the organization. Notice that the principal contact's record is highlighted. Also, the principal contact's status is always listed as "Active".

My Organization Users

Organization name: **Sample Applicant Company**

* Principal Contact (PC) of the organization.

	Name (last, first middle)	Phone	Email	Position	*PC	Status
1	Applicant Admin	713-837-7701		Applicant Admin	Y	Active
2	Applicant Editor	713-000-0000		Applicant Editor	N	Active
3	Applicant Editor	713-000-0000		Applicant Editor	N	Active
4	Applicant Editor	713-000-0000		Applicant Editor	N	Inactive



Add New User

The principal contact may create a new user for his/her organization. First click the 'Create New User Account'.

My Organization Users

Organization name: **Sample Applicant Company**
 * Principal Contact (PC) of the organization.

	Name (last, first middle)	Phone	Email	Position	*PC	Status		
1	Applicant Admin	713-837-7701		Applicant Admin	Y	Active		
2	1, Applicant Editor	713-000-0000		Applicant Editor	N	Active	Deactivate	Set As PC
3	2, Applicant Editor	713-000-0000		Applicant Editor	N	Active	Deactivate	Set As PC
4	3, Applicant Editor	713-000-0000		Applicant Editor	N	Inactive	Active	

Enter the new user’s information into the form (shown below) then click the 'Add' button. A message will display after the record is successfully added into the Plat Tracker and the new user will receive an email with logon instructions. You have the option to cancel the process prior to adding the user. Do this by clicking the 'Cancel' button.

Note: Required fields are designated with an asterisk (). Failure to fill in one of these fields will result in an error message. The user will be added in Plat Tracker after ALL required fields are completed.*

My Organization Users

Organization name: **Sample Applicant Company**

Name prefix :

First Name * :

Middle Initial :

Last Name * :

Email Address * :

Re-enter Email Address * :

Office Phone * :

Office Phone Ext. :

Cell Phone :



User Status Management

User status is either "**Active**" or "**Inactive**". An active user may login to the Plat Tracker whereas an inactive user does not have access to the system. The principal contact can change a user's status from "**Active**" to "**Inactive**" by clicking the '**Deactivate**' button for that user. Likewise, an inactive account can be activated by clicking the '**Active**' button.

My Organization Users

Organization name: **Sample Applicant Company**
 * Principal Contact (PC) of the organization.

Name (last, first middle)	Phone	Email	Position	*PC	Status		
1 Applicant Admin	713-837-7701		Applicant Admin	Y	Active		
2 1, Applicant Editor	713-000-0000		Applicant Editor	N	Active	Deactivate	Set As PC
3 2, Applicant Editor	713-000-0000		Applicant Editor	N	Active	Deactivate	Set As PC
4 3, Applicant Editor	713-000-0000		Applicant Editor	N	Inactive	Active	

In addition, the principal contact may delegate any "**Active**" user as the new principal contact simply by clicking the '**Set As PC**' button for that user. This results in:

1. Plat Tracker immediately assigns the new user as the current principal contact.
2. The original principal contact is immediately assigned the role of the user replacing him/her.
3. The original principal contact is immediately logged out of the Plat Tracker forcing him/her to login with new credentials.

Creating an Application

The process of creating an application is explained in the external document "**Plat Tracker Applicant User Guide**".

