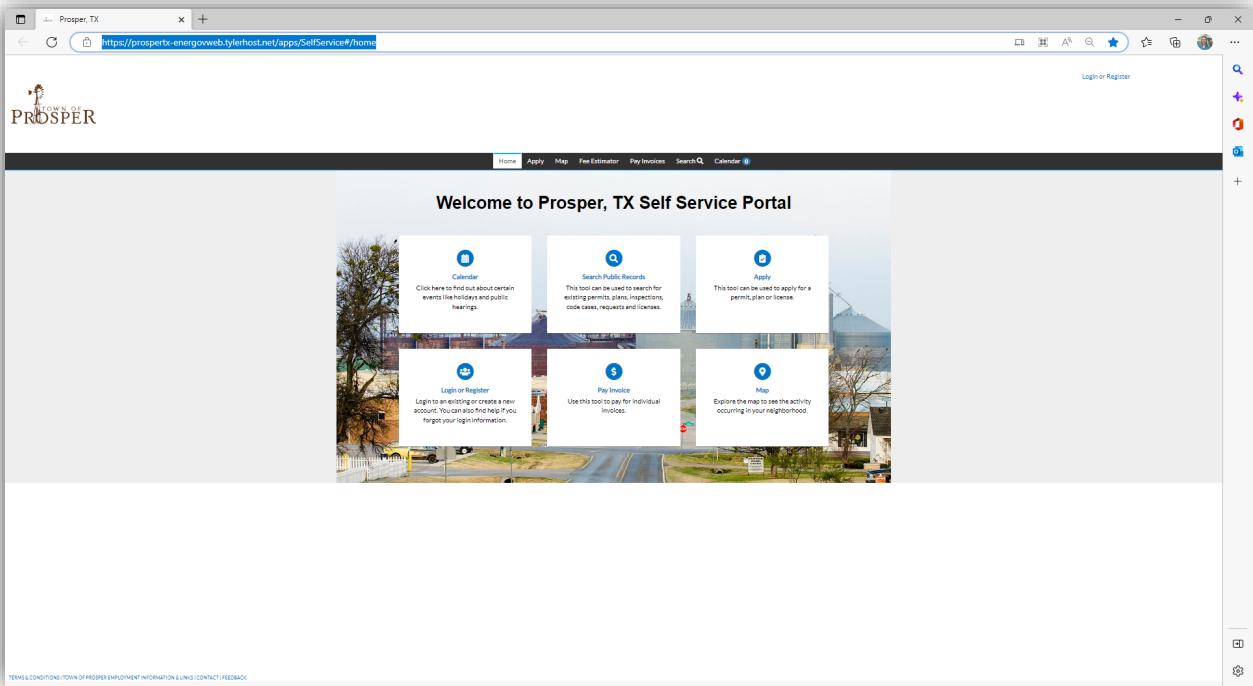


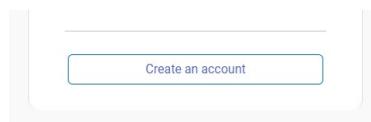
## Creating User Accounts

### Prosper Self Service Portal

1. Navigate to the Prosper Self Service Portal through the Town of Prosper website.  
[Online User Instructions | Prosper, TX](#) – Open the Business Link and select Online User Instructions
2. Select Business on the top ribbon of the home page, select “Developing In Prosper”, followed by “Apply Online” and finally the Energov tile. This will open the portal for all online applications.



3. To create a new account select “Sign in or Register” at the top right of the screen.
4. Select “Create an account” to create a new account. Enter the requested information and select “Sign Up”





Create an account

Fields are required unless marked optional.

**Email**

**First name**

**Last name**

**Mobile phone** Optional

Password requirements:

- ✗ At least 8 characters
- ✗ A lowercase letter
- ✗ An uppercase letter
- ✗ A number
- No parts of your username

**Password**

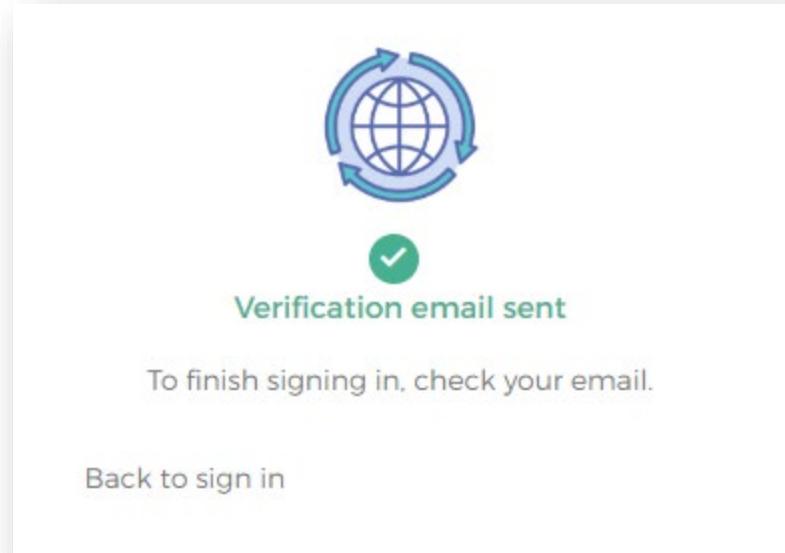
 ①

**Sign up**

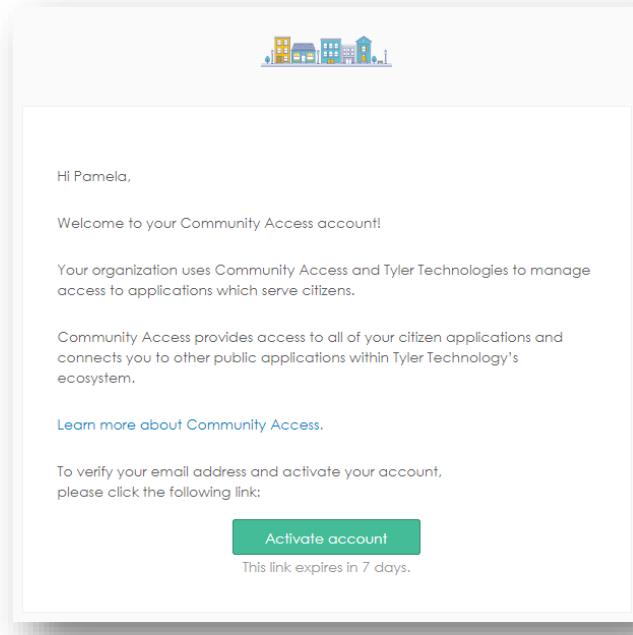
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Already have an account? [Sign In](#)

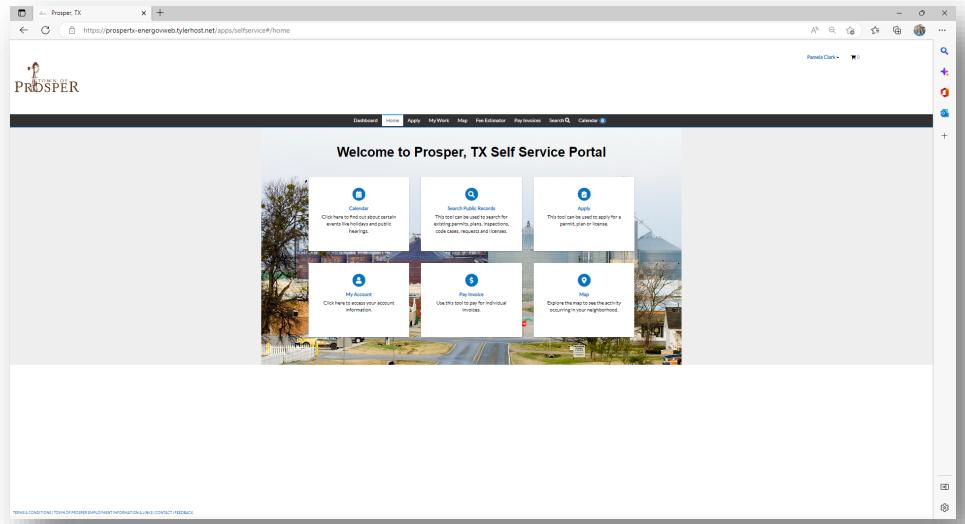
5. A confirmation email will be sent to the preferred email address to confirm creating of the user account.



6. Select activate account from the confirmation email to complete the process and access your online account.



7. Return to the login screen and use the newly created credentials to access your online account.



8. Contact information can be viewed from selecting your name on the top right and selecting contact manager. You will have the ability to search for a contact and obtain the Contact ID.

#### FAVORITE CONTACTS

##### Add Contact

Search:  Exact Match

Contact ID	First Name	Last Name	Company	Email	Select All <input type="checkbox"/>
ID-000000407	Pamela	Clark	Town of Prosper		<input type="checkbox"/>

Results per page  1 - 1 of 1

#### Existing Contacts

Contact ID	First Name	Last Name	Company	Email	Select All <input type="checkbox"/>
No records to display.					