MEMORANDUM

DATE: November 2020

TO: All Plumbing Portal Account Holders

FROM: David Moore, Director

RE: Plumbing Permit Portal

We are pleased to announce our forthcoming transition to SmartGov, an enterprise system for permits, project review, and licensing. The transition scheduled for the week of November 9, 2020, has been rescheduled to December 7, 2020. When we transition, you will begin using the SmartGov Online Portal for your permit purchases. From the Department’s website, www.dhbc.ky.gov, you will find a link under E-Services for the SmartGov Online Portal. As you prepare for this migration, please utilize the tips below to ensure a smooth transition. If you have questions on the transition please call us at 502-573-0397.

- You must have a KOGS (Kentucky Online Gateway System) account to be able to access the SmartGov Online Portal. If you don’t already have a KOGS account, you are able to create one now. You will use your KOGS account to access the SmartGov Portal when it is made available.

- **You must create your account using the exact same email address and password currently assigned to your JO Plumbing Portal account. If your JO portal account password is less than 8 characters, please update your password in the JO Portal to meet the new requirement which requires one capital letter, one lower case letter and one number.**

- **Please enter the Master Plumber’s name exactly as it appears on the license card or a recent permit.**

- When you are no longer able to access the current JO Plumbing Portal for permit entry, the SmartGov Portal will be available for you to create your plumbing permit.