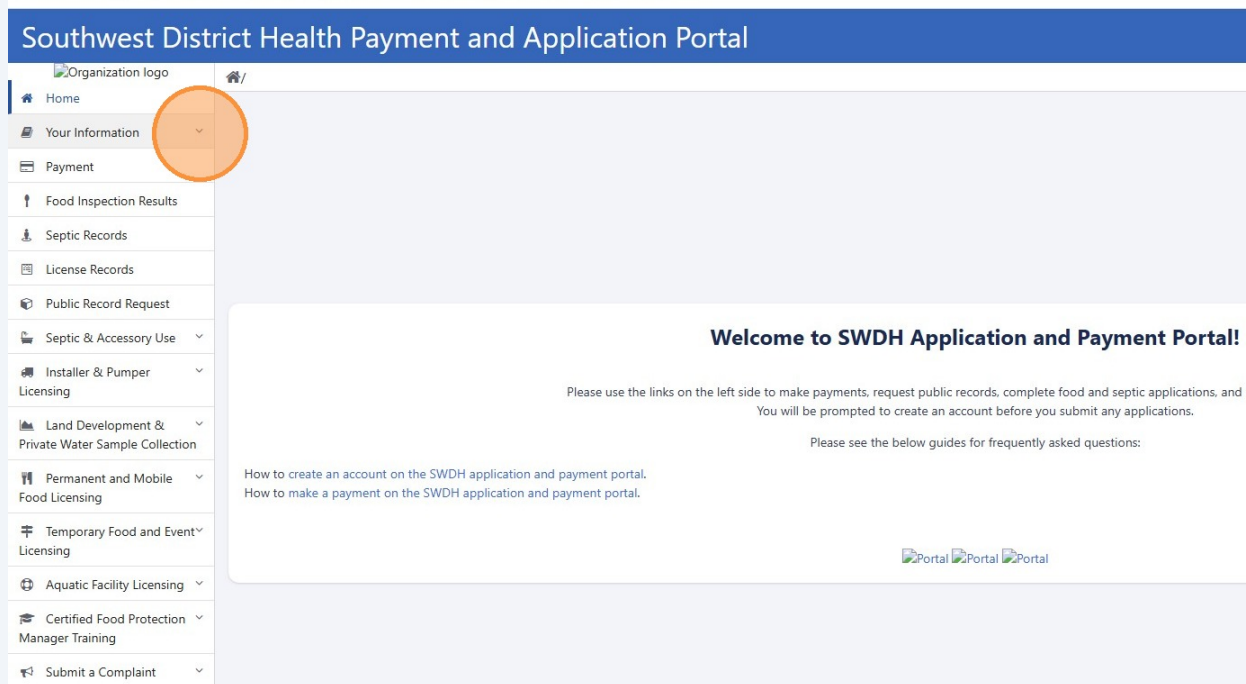


How to View and Send Communications Via the Environmental Health Portal

1

Navigate to the Environmental Health Portal located at <https://swdh3.hedgerowsoftware.com/#/home>

While logged in to your account, click the "Your Information" tab located in the menu on the left side of the page.



2 Click "Open Service Requests".

Application Portal VM

0

Open Violations

2

Open Service Requests

0

New Notifications

Amount ↑↓

\$75.00

+

\$75.00

+

1

\$150.00

Payments

Number ↑↓

Date ↑↓

Amount ↑↓

ⓘ

No records found

<<

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>

>>

3 This menu will show all portal applications submitted via this account. Additional information such as application type, reference number, submission date, and status are also provided.

Hover over the application you want to review or send communications regarding, and click the ellipsis (...) icon.

Dashboard

Profile

Accounts

Documents

Enforcements

Facilities

Inspections

Notifications

Permits

Samples

Service Requests

Sites

Violations

Payment

Food Inspection Results

Septic Records

License Records

Public Record Request

Septic & Accessory Use

Installer & Pumper

Licensina

Service Requests

Service Request ↑↓

Program ↑↓

Type ↑↓

Number ↑↓

Reported Date ↑↓

041688

Accessory Use Application

...

Sewage Residential

Portal - Accessory Use

041688

Jun 6, 2026, 10:15 AM

<<

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1

>

>>

Powered by Hedgehog Portal v5.15.2.6253

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4 Click "Messages" to view or send communications regarding your application.

The screenshot shows the 'Service Requests' portal interface. On the left is a sidebar menu with various options including Dashboard, Profile, Accounts, Documents, Enforcements, Facilities, Inspections, Notifications, Permits, Samples, Service Requests, Sites, Violations, Payment, Food Inspection Results, Septic Records, License Records, Public Record Request, Septic & Accessory Use, and Installer & Pumper Licensing. The main content area displays a table of service requests. The table has columns for Service Request ID, Program, Type, Number, and Reported Date. A row is visible for 'Accessory Use Application' with Program 'Sewage Residential' and Type 'Portal - Accessory Use'. A dropdown menu is open for this row, showing options: View, Edit, and Messages. The 'Messages' option is highlighted with an orange circle. The footer of the page indicates it is powered by Hedgehog Portal v5.15.2.6253 and includes a copyright notice for Hedgerow Software US, Inc.

Service Request ID	Program	Type	Number	Reported Date
Accessory Use Application	Sewage Residential	Portal - Accessory Use	041688	Jun 6, 2026, 10:15 AM

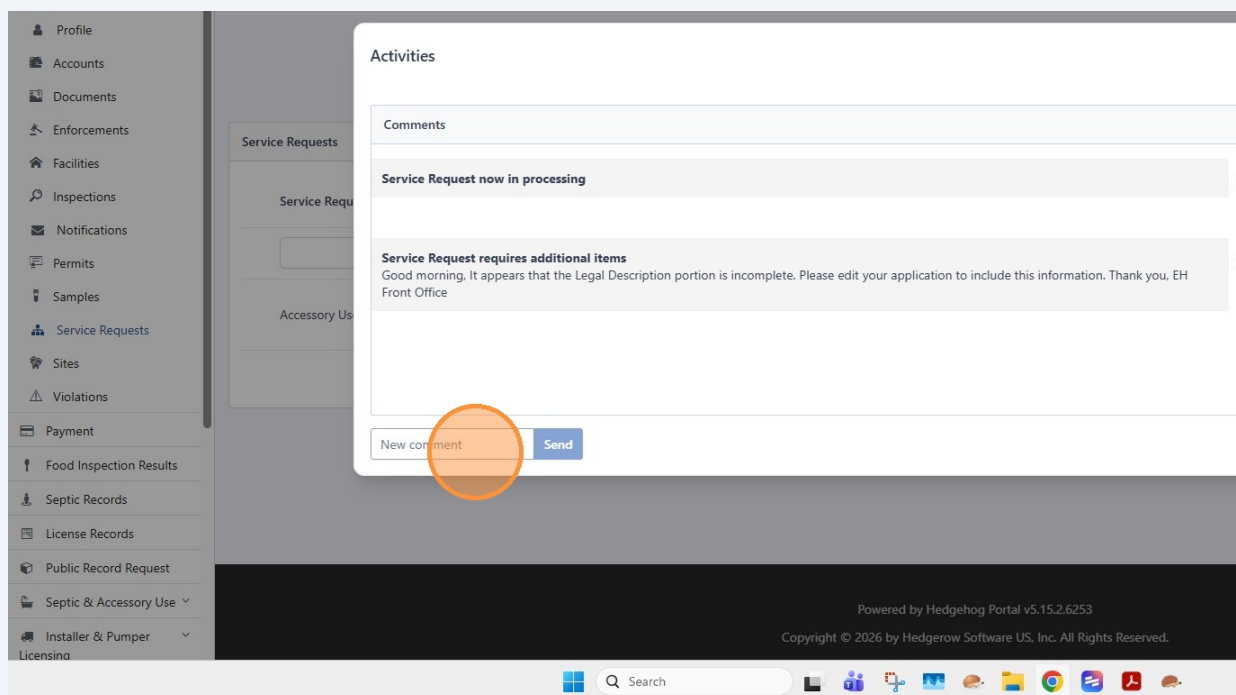
5 This view will show all messages sent and received via the portal regarding this specific application.

The screenshot shows the 'Activities' window, which displays a list of messages sent and received via the portal. The window has a title bar with a close button. The messages are listed in a table with columns for the message content, the date and time, and the user's initials (VM). The first message is 'Service Request now in processing' and the second is 'Service Request requires additional items'. The second message is highlighted with an orange circle. At the bottom of the window is a text input field labeled 'New comment' and a 'Send' button. The footer of the page indicates it is powered by Hedgehog Portal v5.15.2.6253 and includes a copyright notice for Hedgerow Software US, Inc.

Comments	Date/Time	User
Service Request now in processing	Jun 6, 2026, 10:16:05 AM	VM
Service Request requires additional items Good morning. It appears that the Legal Description portion is incomplete. Please edit your application to include this information. Thank you, EH Front Office	Jun 6, 2026, 10:18:27 AM	VM

6

To send a new communication, click the "New comment" text box and type a message.



7

After the message is complete, click "Send".

