



## VisualVault Frequently Asked Questions

1. What is VisualVault?  
VisualVault is the City of Lincoln's new online portal where trade professionals can access and complete all activity related to their professional registration.
2. How does it work?  
Each trade professional, apprentice, journeyman or master, will create a user profile. With that profile users can complete their initial registration and annual renewals, apply to take an exam, submit and track approved continuing education units and much more.
3. How do I create an account in VisualVault?  
Visit the Building and Safety website homepage and click the Create a VisualVault Trade Professional Account link. After clicking Create Account, your temporary password will be emailed to you within 15 minutes.
4. How do I access the VisualVault Trade Professional Registration site?  
Visit the Building and Safety website homepage and click the VisualVault Trade Professional Registration link.
5. Will I be able to use my Contractor Trust Account to pay the fees for my registration or renewal?  
VisualVault is not integrated with any other City systems so you will not be able to use your Contractor Trust Account to make payments. VisualVault does accept credit card and soon you will be able to choose ACH payments.
6. What's the advantage for an Apprentice?  
VisualVault allows you to take ownership of your registration and record your employment history as a trade professional. This makes it easier for you to know when you are eligible for the Journeyman Exam.
7. What's the advantage for a Journeyman?  
VisualVault provides an easy way for trade professionals to submit and track approved continuing education units. You will also receive email notifications throughout the year regarding your registration.

8. What's the advantage for a Master Contractor?  
VisualVault will help you keep track of all of the trade professionals you employ. The online system allows easy access for you to verify their employment and check the status of their registration with the City.
9. Does it matter which browser I use to access VisualVault?  
VisualVault works best if you are using Google Chrome but you can use any of the standard browsers.
10. Is there a VisualVault App?  
No, but you can access the site through the same link on your mobile device to open a mobile friendly webpage.
11. What are the requirements for my VisualVault password?  
The VisualVault password security requirements are a minimum of eight characters, one uppercase letter, one number and one special character.
12. What do I do if I forget my password?  
Click the "Forgot user name or password?" link on the VisualVault log in page.
13. What do I do if I forget my User Name?  
Your User Name is your unique email address associated with your VisualVault account.
14. When should I choose 'Initial Registration' as the registration type on an Application for Registration?  
Only a new apprentice who have never registered with the City of Lincoln for that specific trade will choose 'Initial Registration' as the registration type on an Application for Registration.
15. When should I choose 'Renewal' as the registration type on an Application for Registration?  
If you are currently registered with the City of Lincoln as a trade professional that is about to expire you will choose 'Renewal' as the registration type on the Application for Registration.