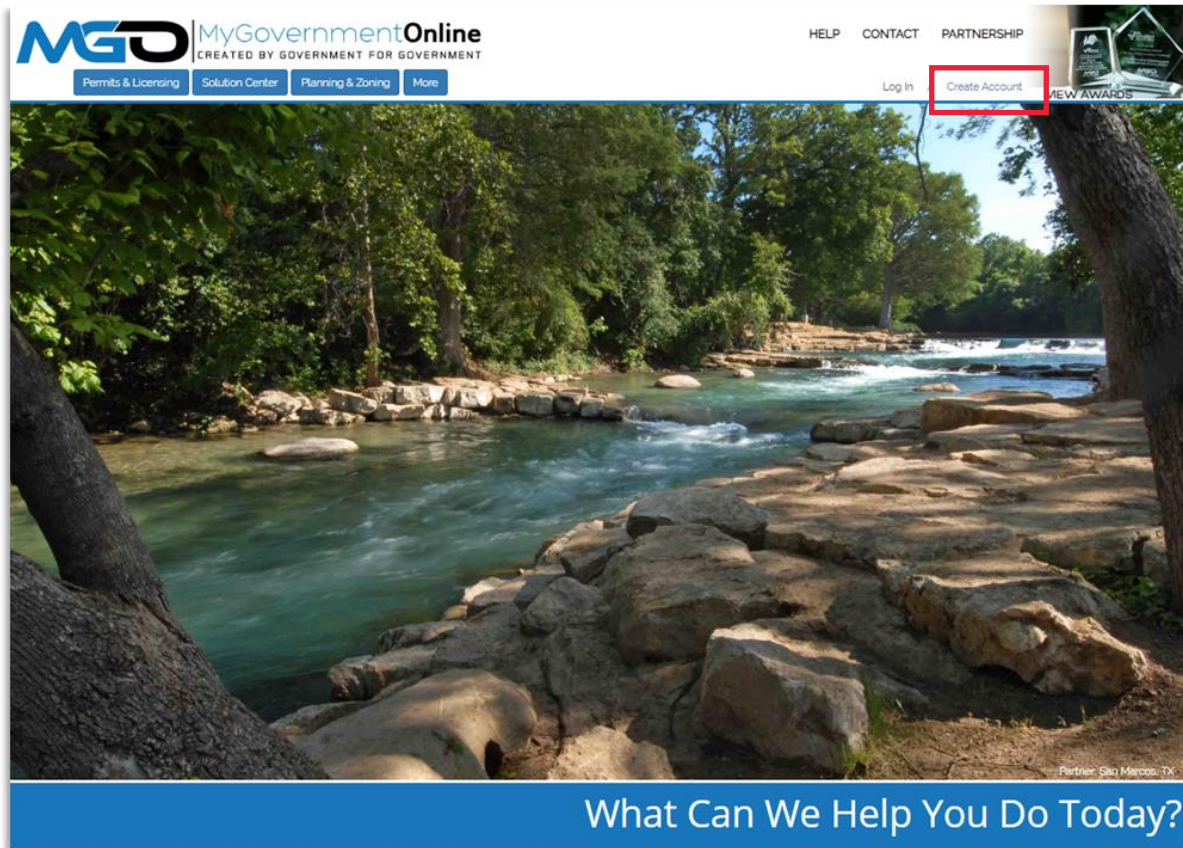


# Creating New User Account

Prior to getting started, we encourage you to download and install Mozilla Firefox or Google Chrome. While the MyGovernmentOnline software is designed to operate in any web browser, we have found that Mozilla Firefox and Google Chrome are the most secure browser platform when logged onto [www.mygovernmentonline.org](http://www.mygovernmentonline.org). You can download Mozilla Firefox by clicking [here](#) and Google Chrome by clicking [here](#).

**Step 1:** To get started, go to [www.mygovernmentonline.org](http://www.mygovernmentonline.org)



**Step 2:** Click on the blue Create Account link at the top right of your screen.

**Step 3:** Fill out the short questionnaire with a valid e-mail, first name, last name, and a working phone number. Choose a password and challenge question that you can remember. This question will be used to verify your identity should you misplace your password.

**Important Step - you must verify your phone number. Please refer to Step 4.**

## Create Account on Customer Portal

### Important:

1. Before an account becomes fully functional it will require phone verification. You can still login without a verified account but some features will be disabled.
2. Upon clicking the "Create Account" button below, a phone verification call will be made to the listed phone number within a few minutes. Upon answering the call please press 1 to verify your account.
3. If you miss the call you can retry the call by logging in under your account and pressing the "Retry Phone Verify" button. If you have any trouble with this process please call our office at 1-888-957-3764 and we will help you verify your account.

### Your Login Information

E-mail \*

Confirm E-mail \*

Password \*

Confirm Password \*

### Your Account Information

First Name \*

Last Name \*

Business Name

Enter a phone number that will be used to verify your account.

Phone Number \*

Enter a question and answer to retrieve your password or verify your account manually.

Challenge Question \*

Challenge Answer \*

Create Account

Once you click create account, you will be brought to the customer portal overview. This page includes detailed information about the site and helpful links.

**Step 4:** You will receive an automated phone number verification call immediately after creating your account. This call will come from a Louisiana area code. Phone numbers are how we connect you with your projects, so it's important that the phone number on your account is a working number. You can always add more numbers to your account later.

*If you are unable to verify your number via the automated call, you can contact our support team by calling **(866) 957-3764** or going to <https://www.mygovernmentonline.org/#contactus>.*