MY GovernmentOnline

CREATED BY GOVERNMENT FOR GOVERNMENT

Customer Help Guide

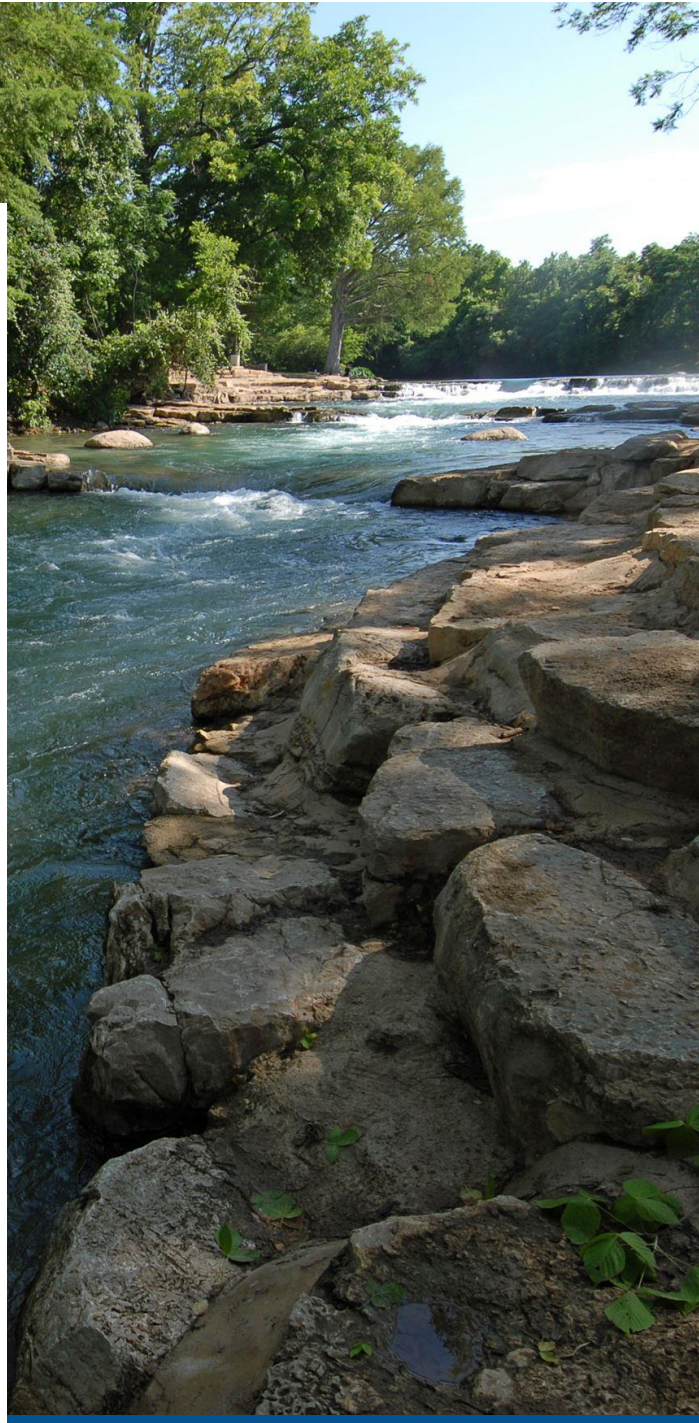
Permits

Contractor Licensing

Code Enforcement

Planning & Zoning

And More!



Need Help?
Call the MyGovernmentOnline Helpdesk
(866) 957-3764
Or go to
https://www.mygovernmentonline.org/#contactus

On the Go?
Apply for permits, report an issue, and search projects right from your phone.

Go to https://m.mygovernmentonline.org/mobile on your mobile device.

Add the link to your home screen for easy and quick access anytime.

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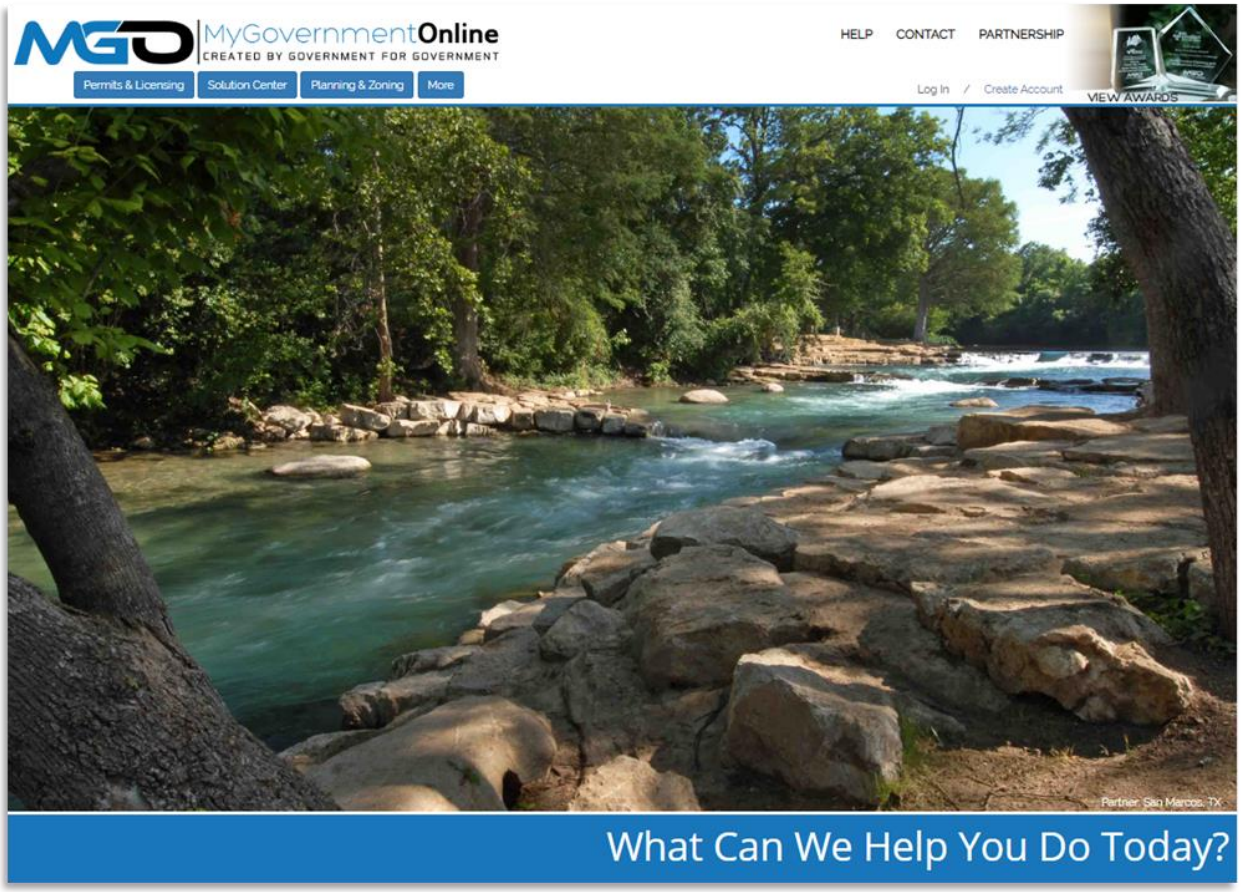
Creating New User Account

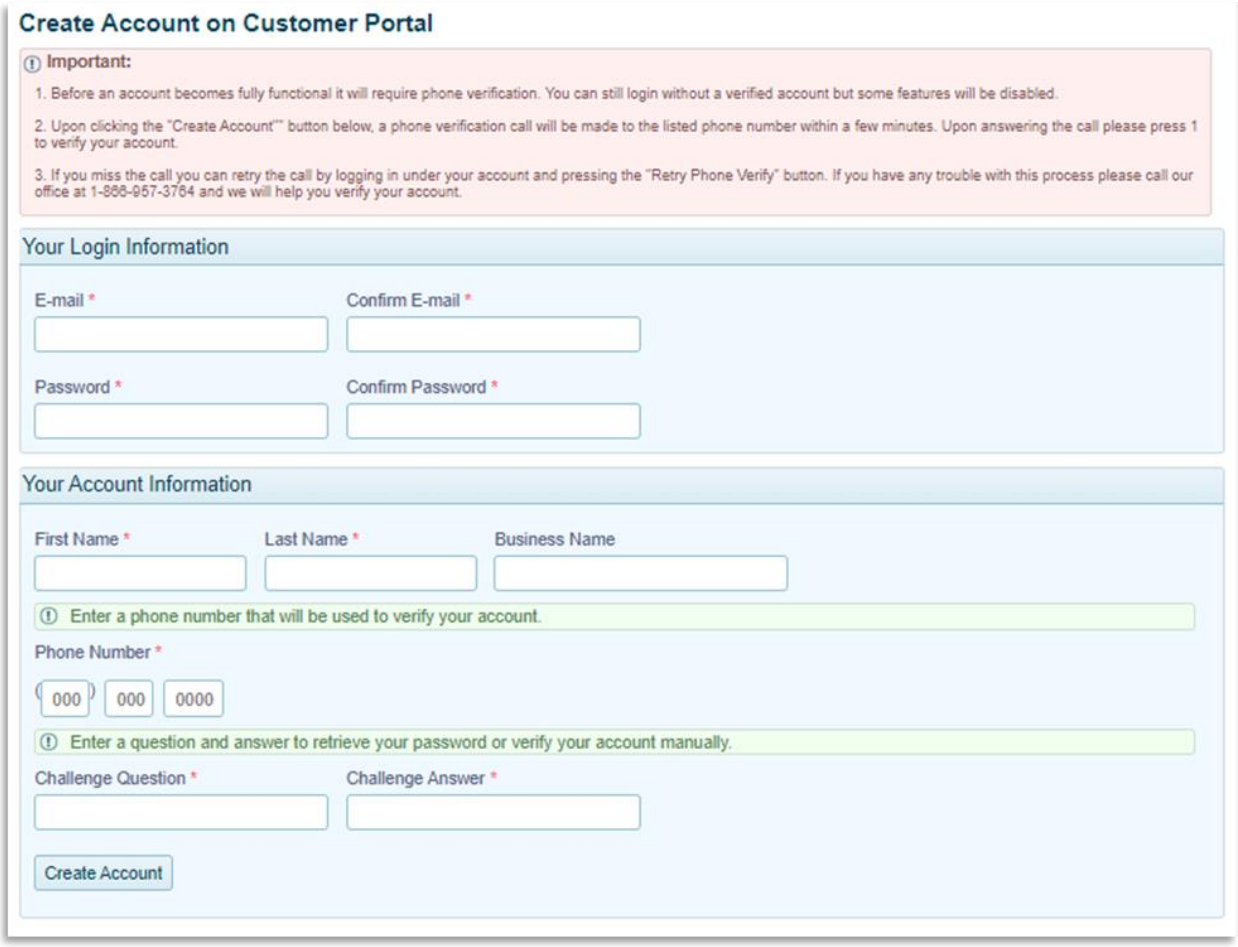
Prior to getting started, we encourage you to download and install Mozilla Firefox or Google Chrome. While the MyGovernmentOnline software is designed to operate in any web browser, we have found that Mozilla Firefox and Google Chrome are the most secure browser platform when logged onto www.mygovernmentonline.org.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

Step 1: To get started, go to 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.



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. 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.

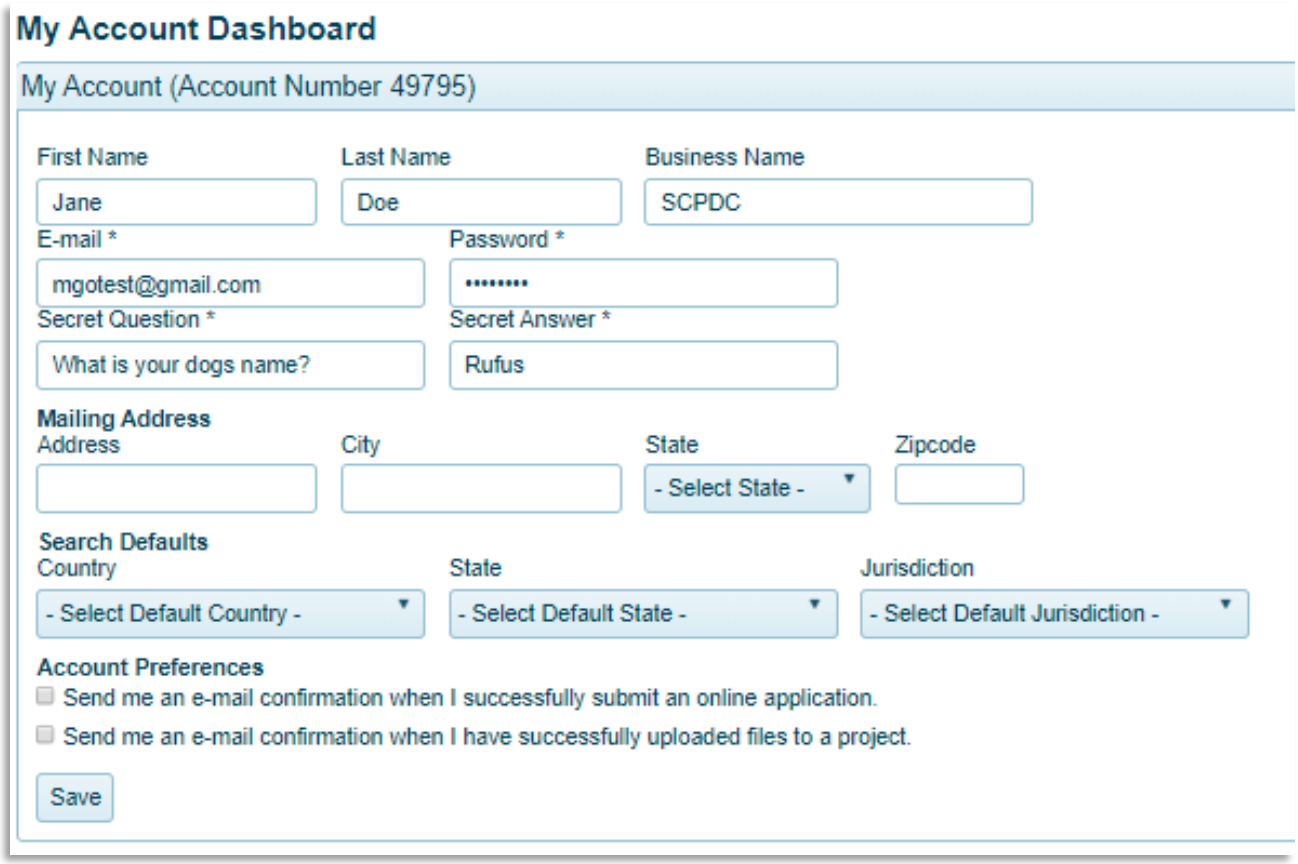
*If you are unable to verify your number via the automated call, you can contact our support team by calling **(866) 957-3764** or going to https://www.mygovernmentonline.org/#contactus.*

Viewing My Permits

The My Permit section allows you to view all permits with your associated verified phone number, whether the permit has been issued or is still pending.

Step 1: Login with your user account by clicking the login link located in the top right of the MyGovernmentOnline homepage. Enter your full e-mail address and password in the login window.

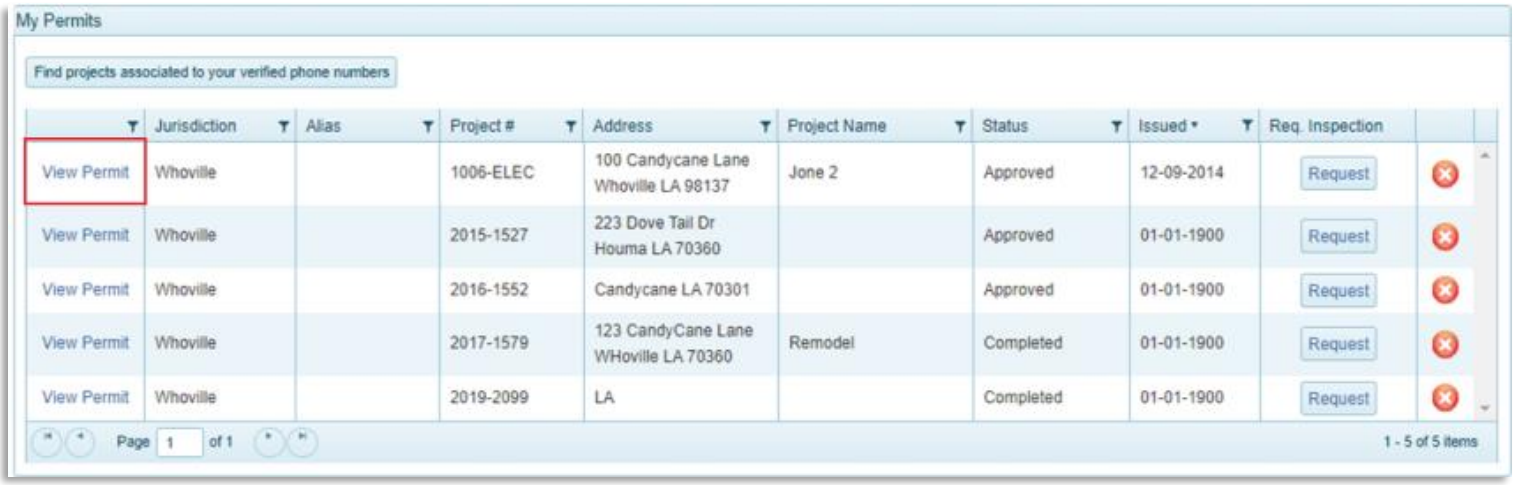
Step 2: Once you are logged in, click My Account in the top right. This will bring you to your account dashboard.



Step 3: Your account dashboard includes the following sections:

- My Account
- My Numbers
- My Registrations
- Pending Inspections
- My Permits
- My Planning & Zoning Projects
- My Solution Center Projects
- My Solution Center Requests
- My Applications

Scroll to the My Permits section. Here, you will find a list of all the permits that have be added to your account. From this section, you are able to view the project details, such as the address, project name, project status, and issue date.


My Permits

Find projects associated to your verified phone numbers

	Jurisdiction	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspection	
View Permit	Whoville		1006-ELEC	100 Candycane Lane Whoville LA 98137	Jone 2	Approved	12-09-2014	Request	
View Permit	Whoville		2015-1527	223 Dove Tail Dr Houma LA 70360		Approved	01-01-1900	Request	
View Permit	Whoville		2016-1552	Candycane LA 70301		Approved	01-01-1900	Request	
View Permit	Whoville		2017-1579	123 CandyCane Lane WHoville LA 70360	Remodel	Completed	01-01-1900	Request	
View Permit	Whoville		2019-2099	LA		Completed	01-01-1900	Request	

Page 1 of 1 1 - 5 of 5 items

Click here if you do not see the desired project on the list to learn how to add projects to your account.

Step 4: Click View Permit to the left of the desired project to go to the **project page.**

This is the **project page**. From here, you can view documents uploaded by your jurisdiction, review project requirements, and pay fees.

Jurisdiction: Fort Bend County
Create Date: 05/07/2019
Fees: $0.00 **Fees Paid:** $0.00
Balance Due: $0.00
Status: Pending (Under Review)
Types:
Print Receipt

Project Description:
test

Clicking through the tabs allow you to access different parts of the project.

Overview | Contacts | Requirements | Payments

The Services section provides an overview of pending and completed inspections for the project.

Assigned Project Types

Services

Request Service
Current project status does not allow requests to be scheduled

Current

Status	Scheduled ...	Service Type	Inspector Na...	Inspector P...

Page 0 of 0 — No items to display

History — Print Service History

Status	Inspection ...	ServiceType	Inspector Name	Inspector P...

Page 0 of 0 — No items to display

Customer Documents is all files and plans uploaded by you, the customer, to the jurisdiction.

Customer Documents

Add New File

File Name	Description

Page 0 of 0 — No items to display

Jurisdiction Documents Includes any files or letters the jurisdiction has uploaded for you to view.

Jurisdiction Documents

Folder Name	Category	Status	Revis...	Upload Date

Page 0 of 0 — No items to display

Plan Review Letters refers to the letters created when jurisdiction members review your building plans.

Plan Review Letters

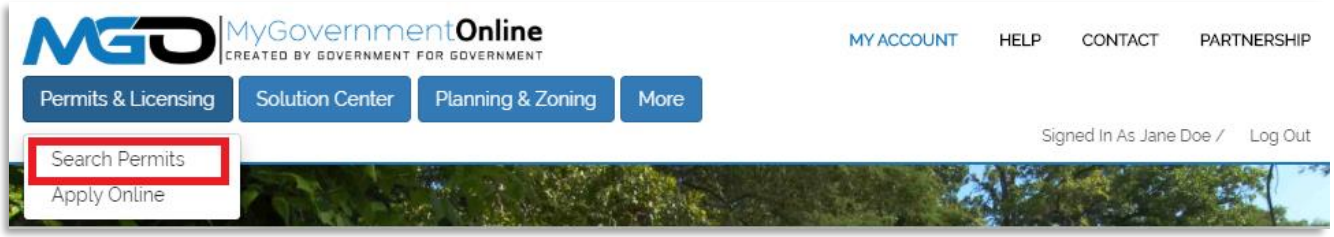
Date Created	Created By	Letter Type	View ...
07/19/2019	Kirsten Thibodeaux	Construction Plan Review Letter	
05/07/2019	Casandra "Sandy" Garza	Plat Review Letter (Old)	
05/07/2019	Casandra "Sandy" Garza	Construction Plan Review Letter (Old)	
05/07/2019	Casandra "Sandy" Garza	Gen Land Plan Review Letter (Old)	
05/07/2019	Maggie Dalton	Inspection Deficiency Punch List	

Page 1 of 1 — 1 - 5 of 5 items

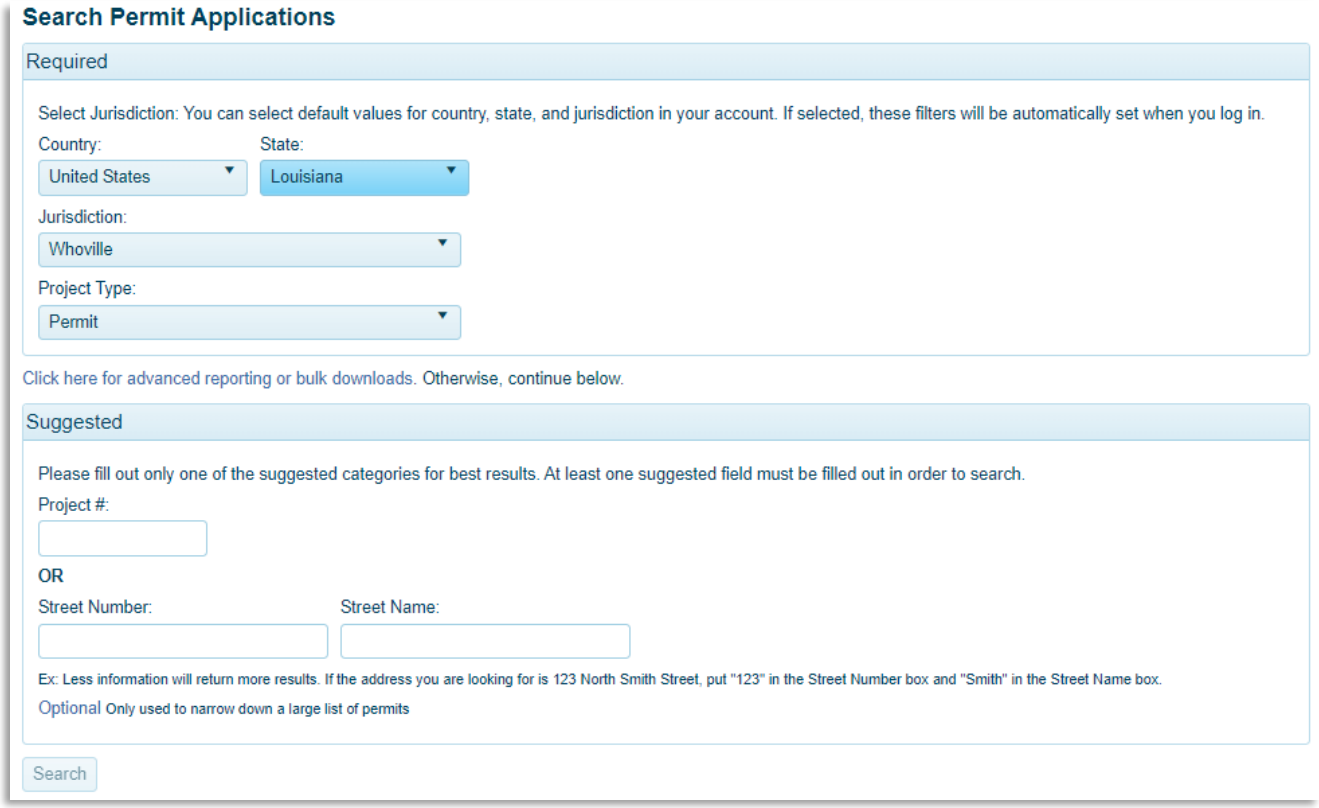
Adding Projects to the My Permits Section

Follow the steps below to add a project to the My permits list on your account.

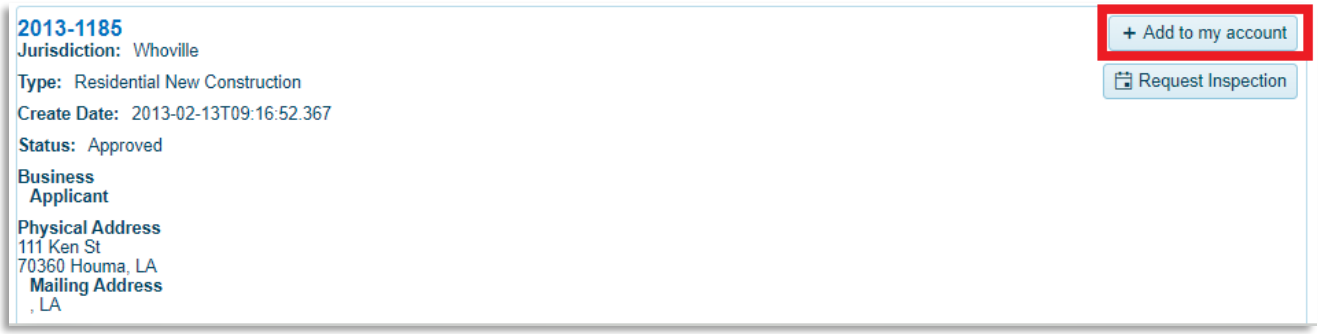
Step 1: Once you are logged into MyGovernmentOnline, hover over the Permits & Licensing button on the top left side of the homepage. Select Search Permits.



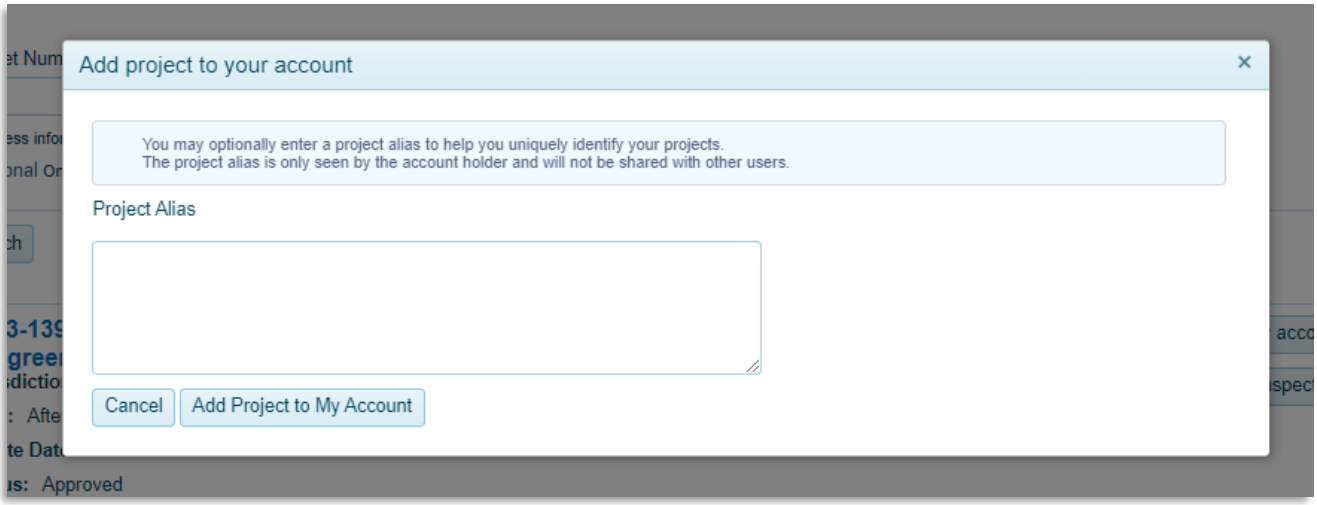
Step 2: Select the state and jurisdiction that is authorizing the permit. Then search by the project number OR the street address of the project.



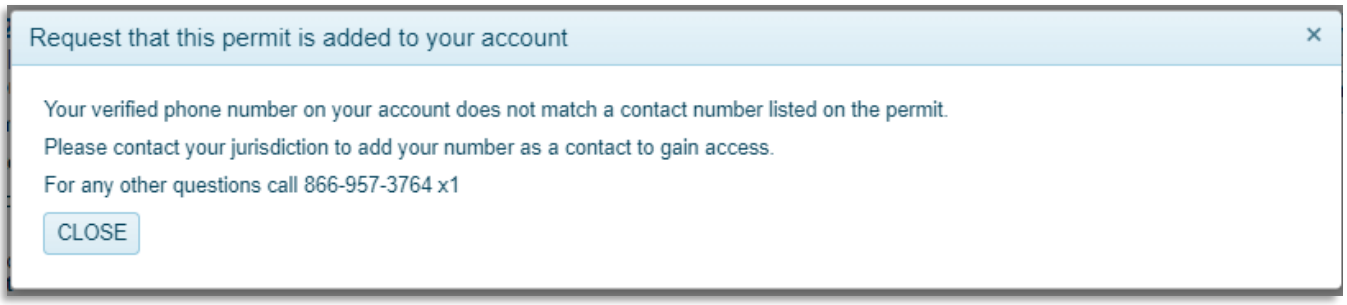
Step 3: The search results will appear below; scroll until you find the correct project. In the right-hand corner of project, click the Add to my account.



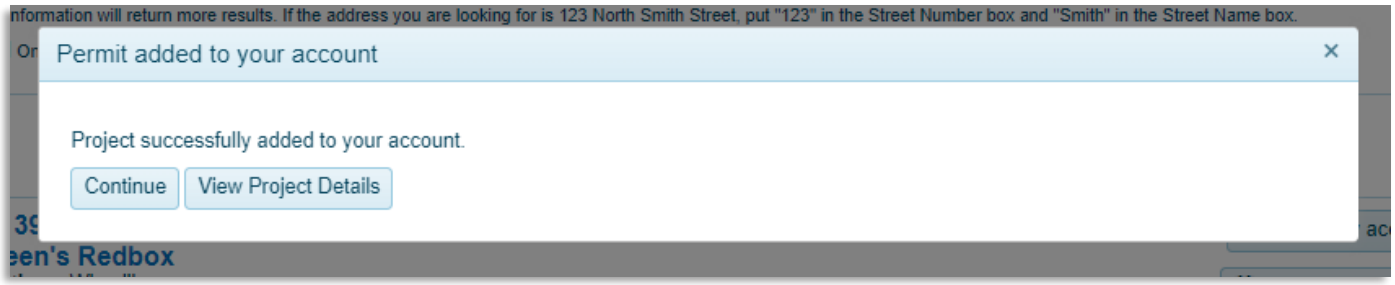
Step 4: If a phone number on the project matches the verified phone number on your account, a window titled "Add project to your account" will appear. In this box, you can add a project alias but it is not required. Click Add Project to My Account.



If you receive the pop-up below, your phone number may not be verified or not present on the project. Please contact the MyGovernmentOnline support team at (866)-957-3764 or go to https://www.mygovernmentonline.org/#contactus.



Step 5: A window will appear to confirm that the project has been added to your account, under the My Permits section. From here you can either choose Continue, to search more projects, or View Project Details.



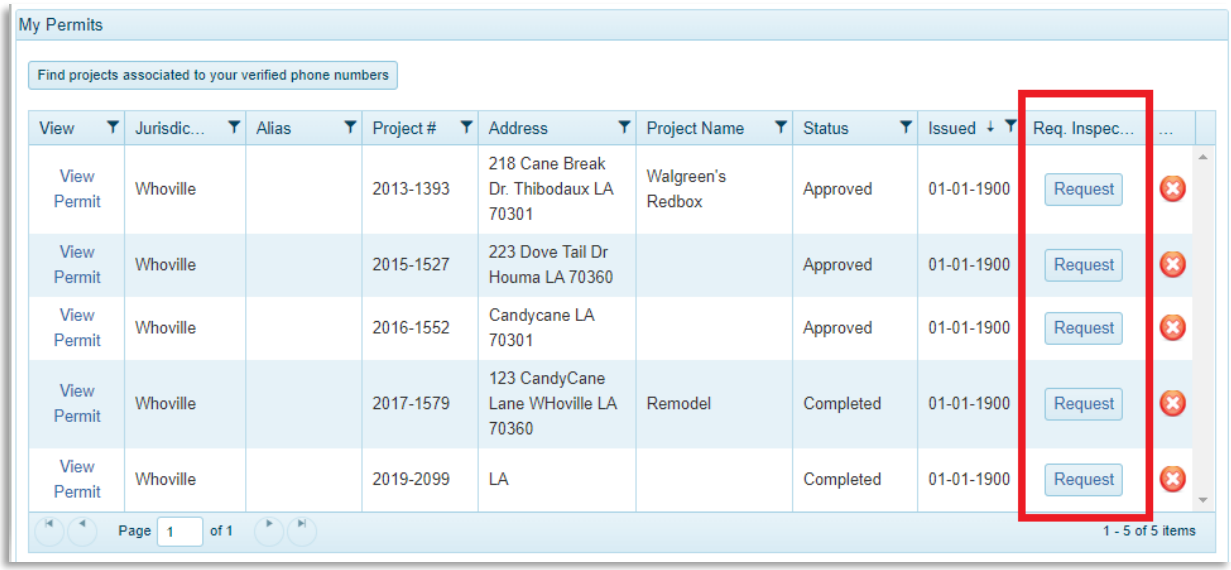
You can also always access all the projects added to your account under the My Permits section of the Account Dashboard. Click here to learn how to view projects on your account.

Request an Inspection

You can request inspections for your project directly from the MyGovernmentOnline website.

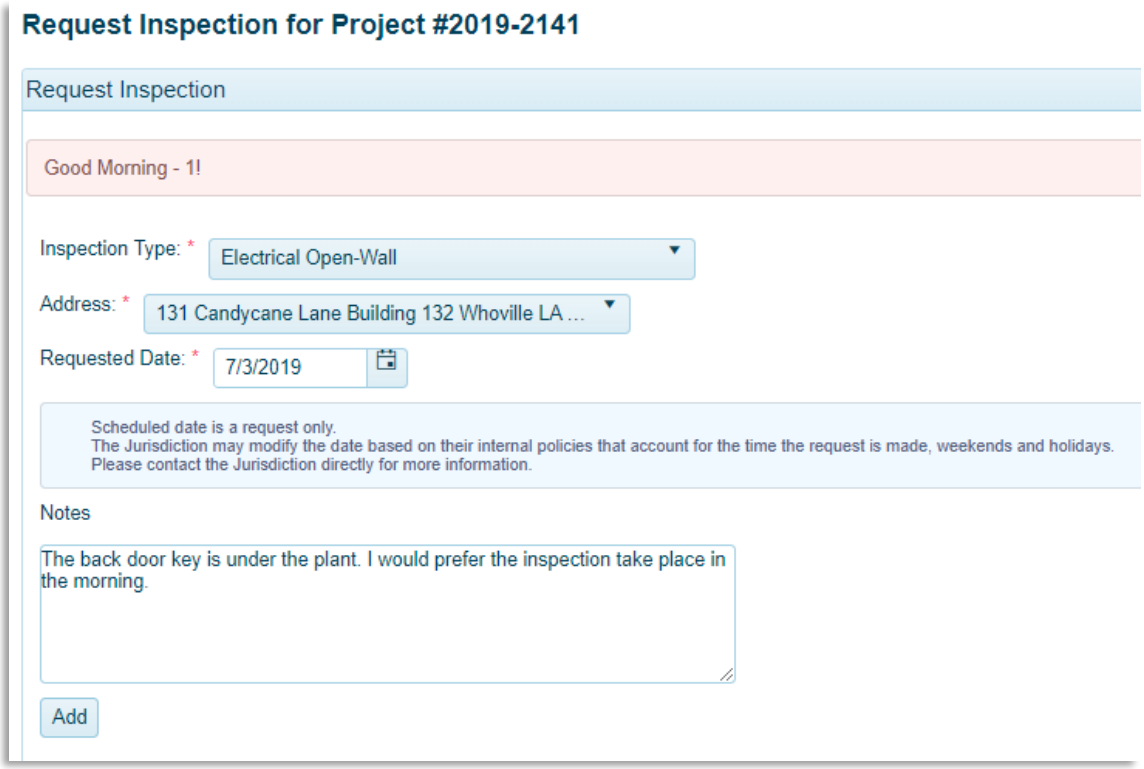
Step 1: Log into your MyGovernmentOnline account. Click My Account in the top right-hand of the homepage.

Step 2: Go to the My Permits section of your Account Dashboard. On the right side of the project will be a Request Inspection button. Click the button the particular project that needs an inspection.

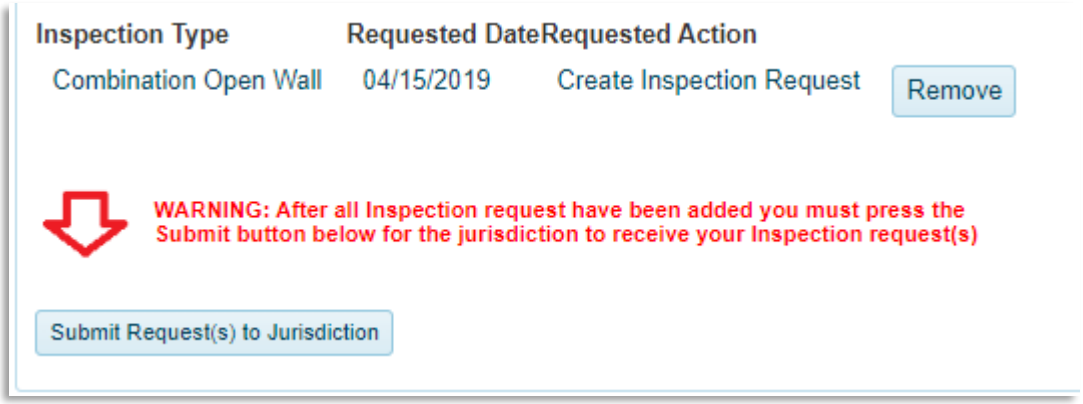


View	Jurisdic...	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspec...	...
View Permit	Whoville		2013-1393	218 Cane Break Dr. Thibodaux LA 70301	Walgreen's Redbox	Approved	01-01-1900	Request	
View Permit	Whoville		2015-1527	223 Dove Tail Dr Houma LA 70360		Approved	01-01-1900	Request	
View Permit	Whoville		2016-1552	Candycane LA 70301		Approved	01-01-1900	Request	
View Permit	Whoville		2017-1579	123 CandyCane Lane WHoville LA 70360	Remodel	Completed	01-01-1900	Request	
View Permit	Whoville		2019-2099	LA		Completed	01-01-1900	Request	

Step 3: On the Request Inspection page, you will select the type of inspection you would like performed and the date on which you would prefer it performed. Additionally, you can leave a note for your inspector such as whether you would prefer the inspection in the morning or the afternoon, or any other special instructions they may need to know.



Step 4: Click the Add button. If you would like to add more inspection requests, do so now. If you are ready to send the requests to your jurisdiction, click Submit Request(s) to Jurisdiction button to complete your request.

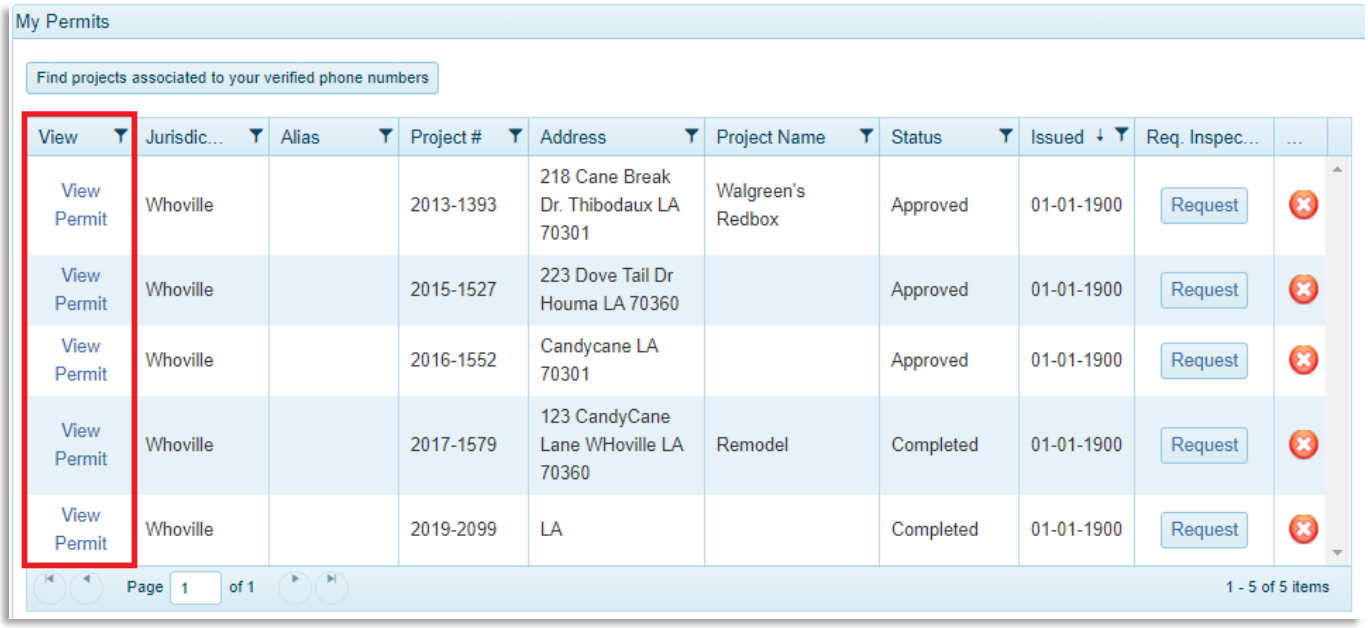


Step 5: You will receive a confirmation message. You are now finished with requesting your inspections.

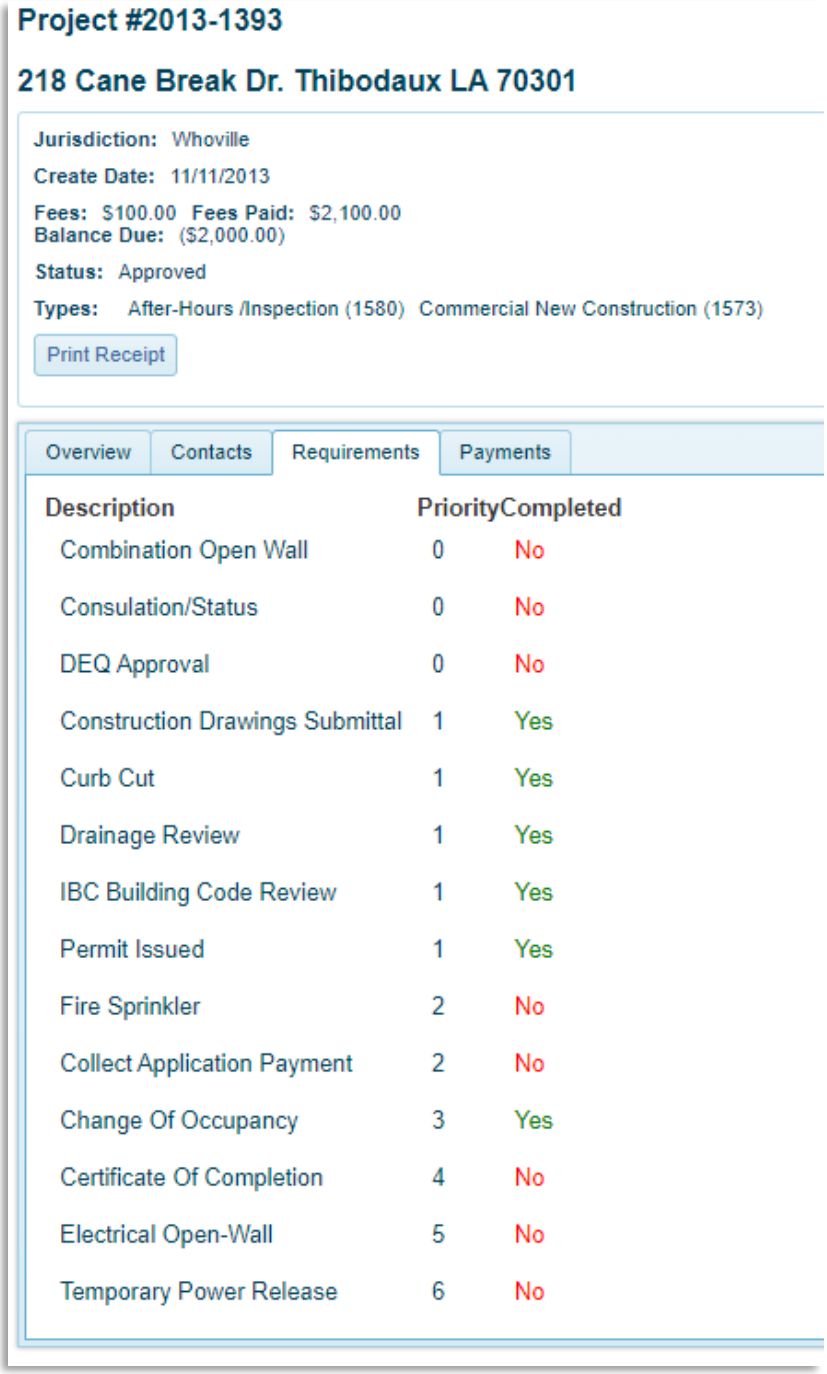
View Project Inspections and Requirements

Step 1: Log into your account and click on the My Account button at the top right of the homepage.

Step 2: Under your account dashboard, go to the My Permits section. Click View Permit to the left of the project you desire.



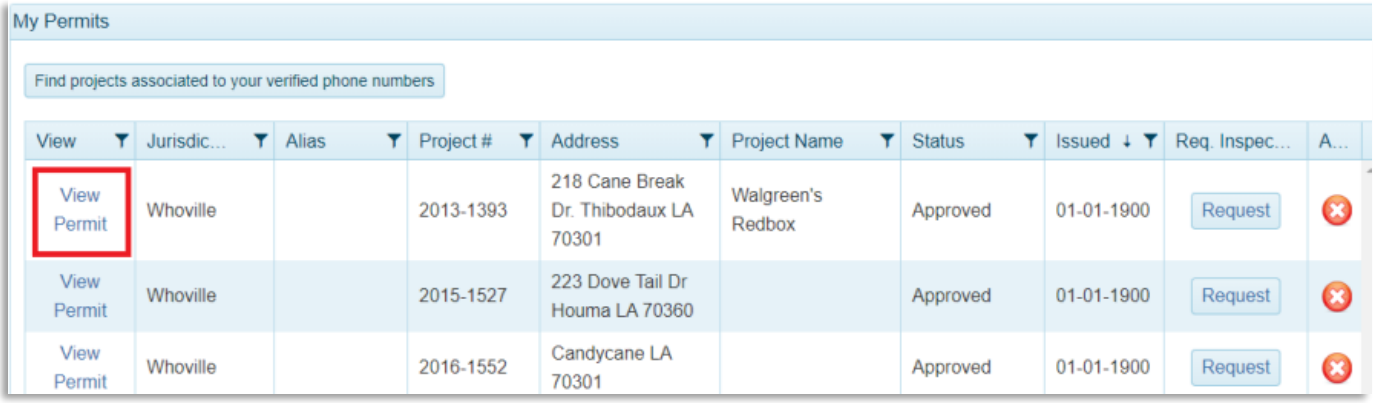
Step 3: On the project page, select the Requirements tab. The project requirements appear in priority order. Items in this list must be completed in sequence. Items with the same priority number can be completed at the same time.



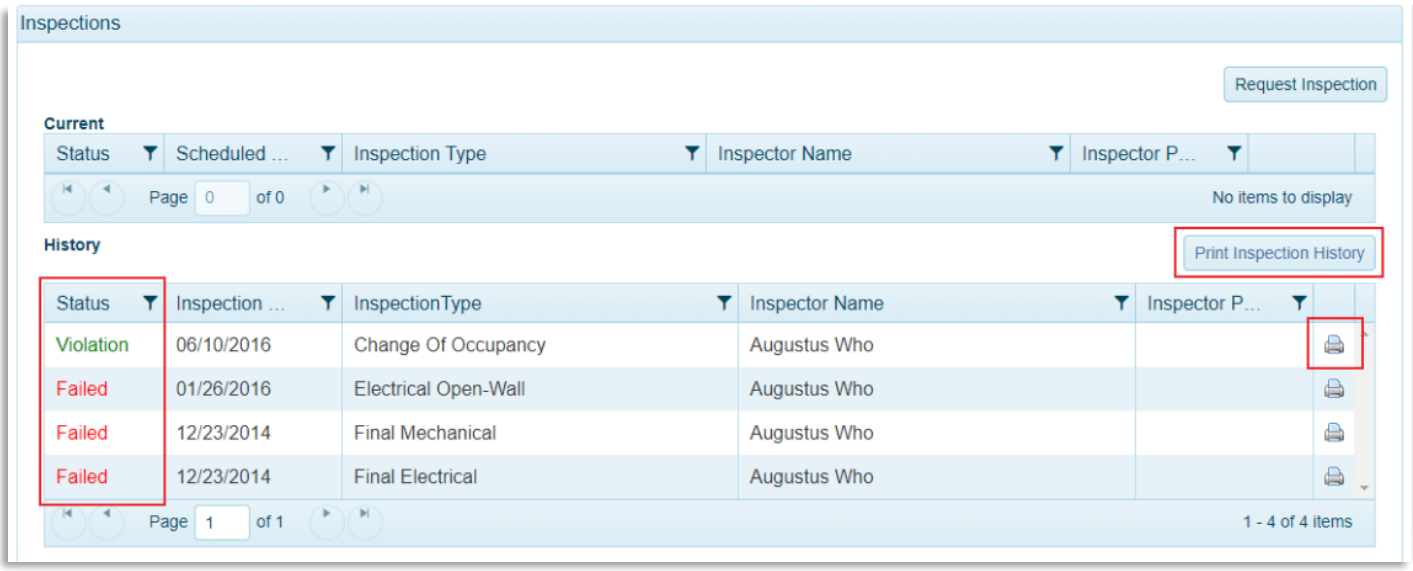
View Inspection Reports

Step 1: Once logged into www.MyGovernmentOnline.org, click on My Account in the top right of the homepage.

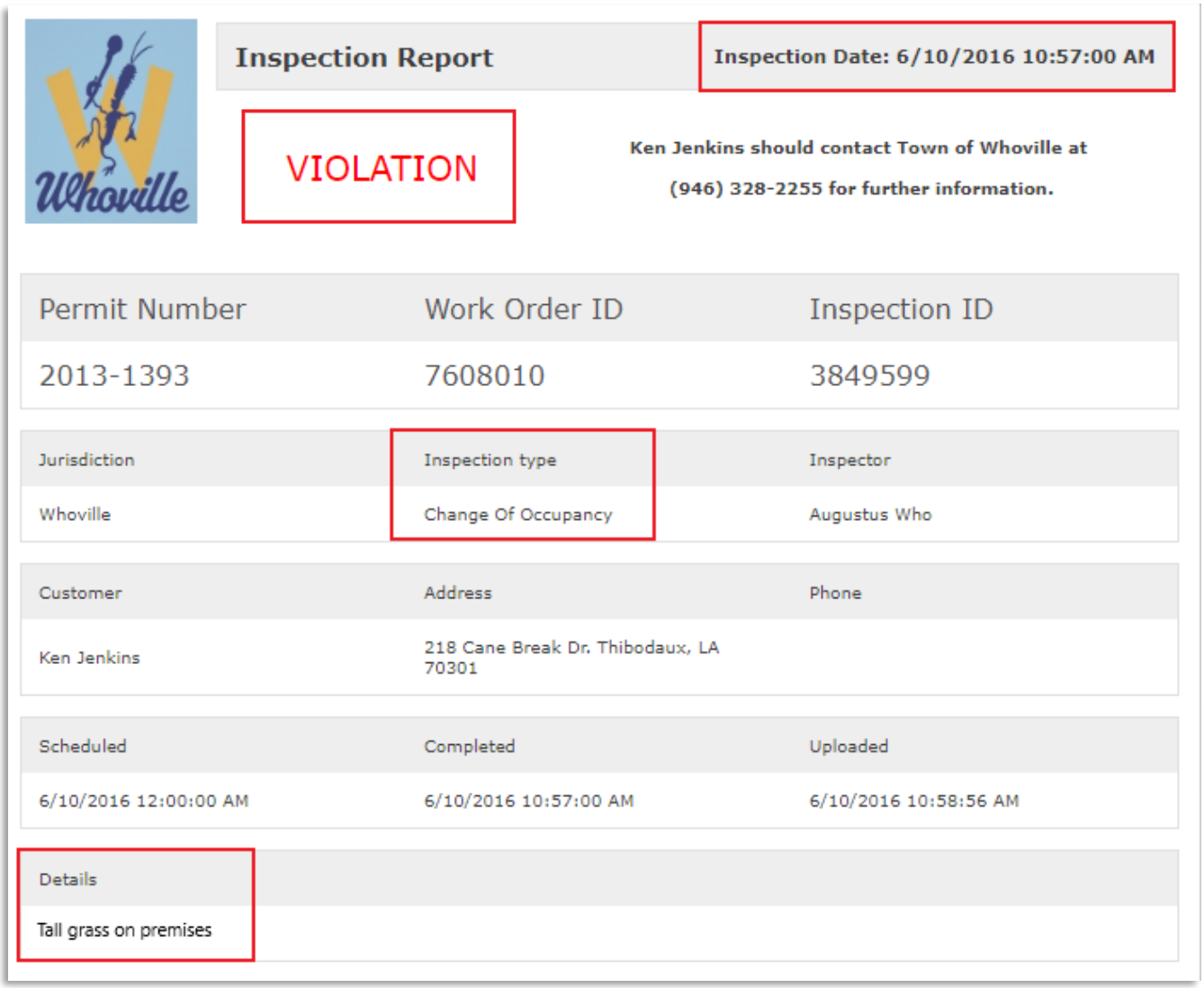
Step 2: Find the My Permits section on your account page. Click View Permit on the desired project.



Step 3: On the project page, scroll to the section named Inspections. The result of past inspections will show under Status. Click **Print Inspection History** to print entire history.



Step 4: Click the printer icon on an individual inspection to see more details about that inspection. The full inspection report will open. Included will be the inspection type, date performed, and the result.



Whoville

Inspection Report

Inspection Date: 6/10/2016 10:57:00 AM

VIOLATION

Ken Jenkins should contact Town of Whoville at (946) 328-2255 for further information.

Permit Number	Work Order ID	Inspection ID
2013-1393	7608010	3849599

Jurisdiction	Inspection type	Inspector
Whoville	Change Of Occupancy	Augustus Who

Customer	Address	Phone
Ken Jenkins	218 Cane Break Dr. Thibodaux, LA 70301	

Scheduled	Completed	Uploaded
6/10/2016 12:00:00 AM	6/10/2016 10:57:00 AM	6/10/2016 10:58:56 AM

Details
Tall grass on premises

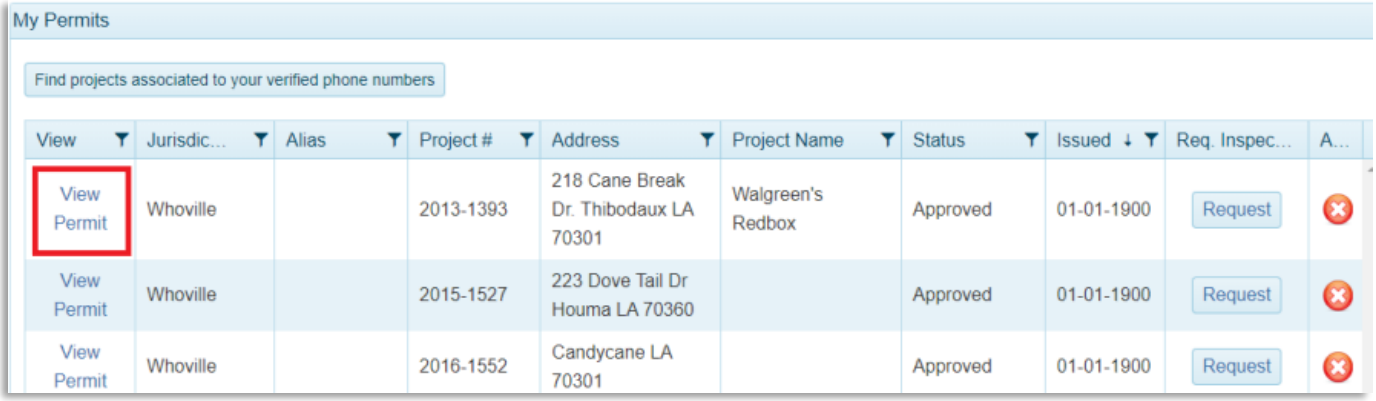
Inspectors may have left additional details at the bottom as well.

Upload PDF Files to Projects

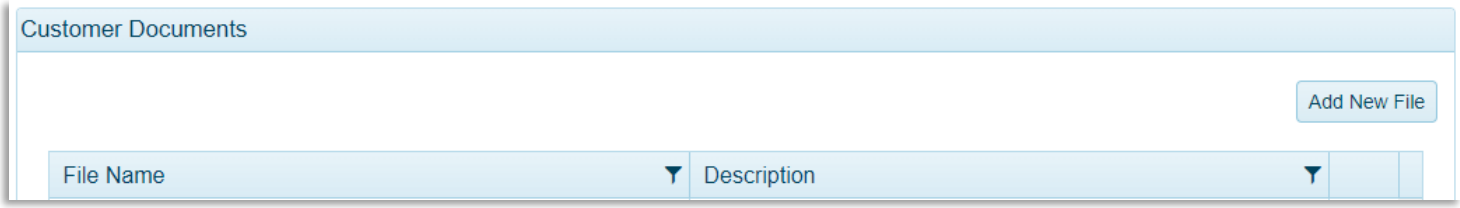
In the event your jurisdiction needs additional documentation or revised plans for a project, you can upload these files through the customer portal. Please save PDF documents to your local computer prior to starting the process.

Step 1: Once logged into www.MyGovernmentOnline.org, click on My Account in the top right of the homepage.

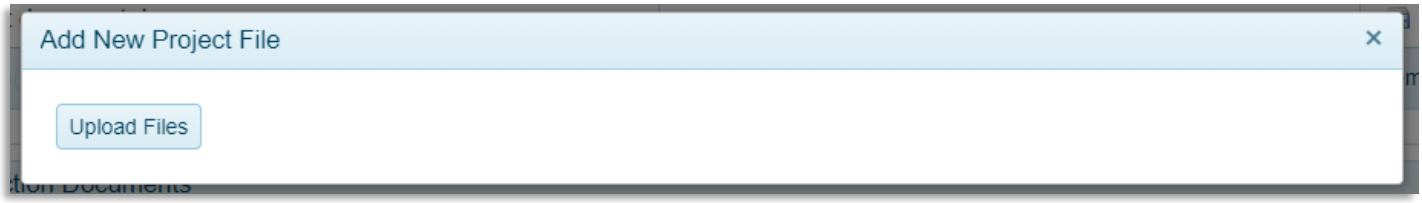
Step 2: Under the My Permits section of your account page, select the project you would like to add files to by clicking View Permit.



Step 3: Once the desired project opens, scroll to the section labelled Customer Documents. Click the button on the right-hand side of that section labeled "Add New File".

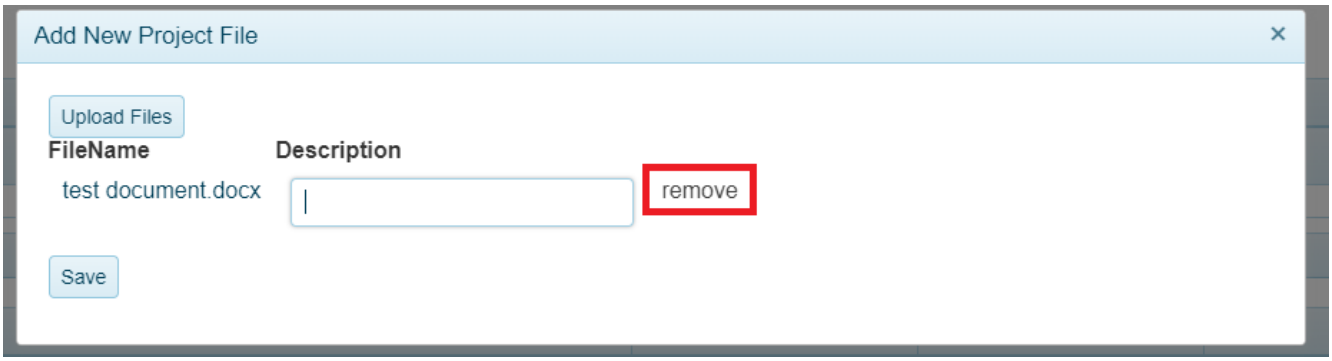


Step 4: A small pop up will appear with an upload Files button. Clicking the button will open your computer's file viewer. Select the desired file and click



"Open".

Step 5: You will be given the option to add a description to the file before saving. You can also remove a file.

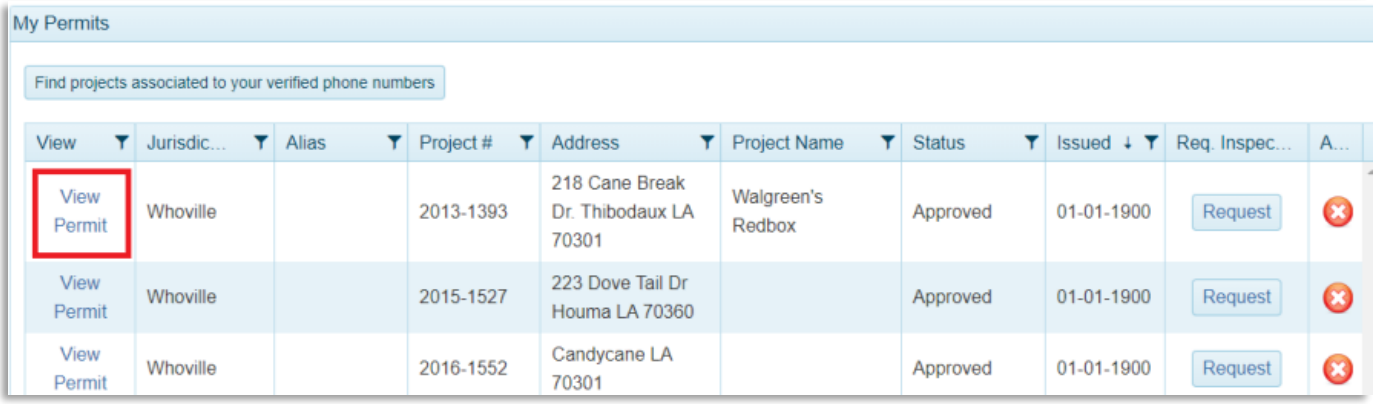


Step 6: Once you click save, the file will be added to the project.

View PDF Files Uploaded by the Jurisdiction

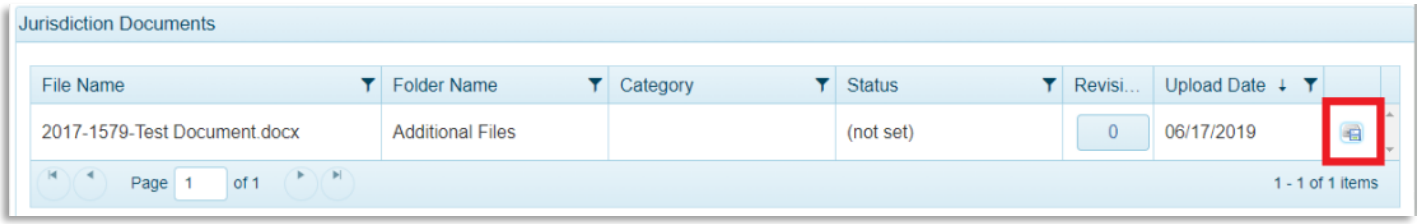
Step 1: Once logged into www.MyGovernmentOnline.org, click on My Account in the top right of the homepage.

Step 2: Under the My Permits section of your account page, select the desired project by clicking View Permit



Step 3: On the project page, scroll to find the section labelled "Jurisdiction Documents". All documents added to the project by your jurisdiction will appear here.

Step 4: Click the save button to the right side of the file to open it.



Apply Online for a Permit

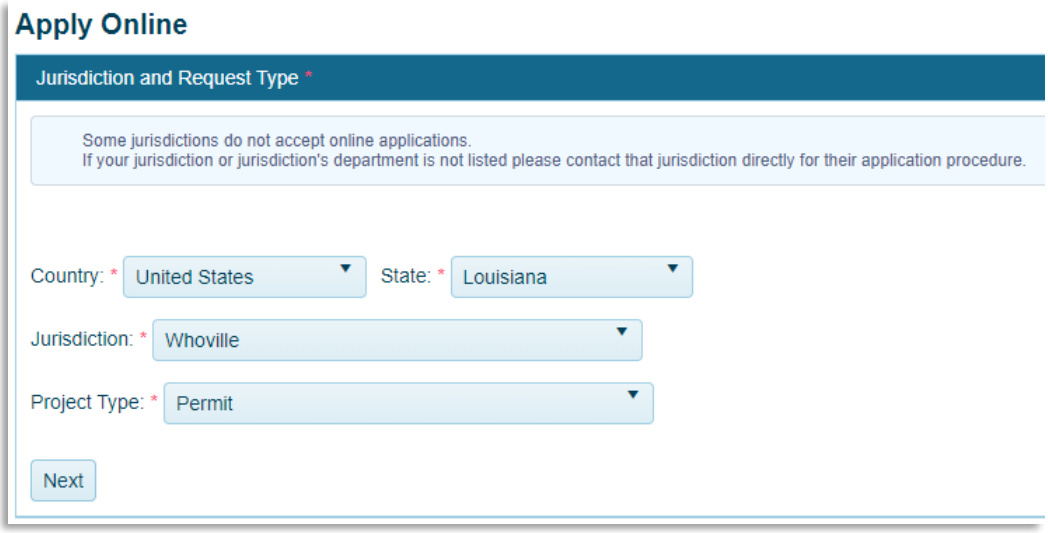
MyGovernmentOnline allows you to submit applications for permits and send the necessary documentation directly to the jurisdiction.

While application questions and requirements differ between every jurisdiction, below is the process you will take to apply for a permit no matter where your project is located.

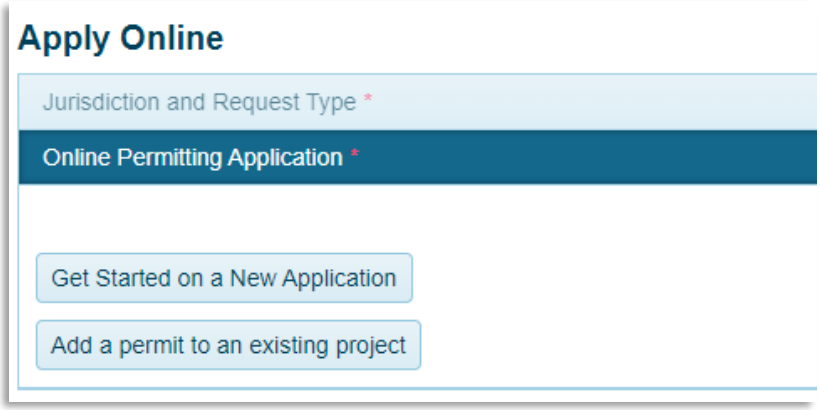
Step 1: Log in to your MyGovernmentOnline account. [Click here if you do not have an account.]

Step 2: Once logged in, hover the Permits & Licensing heading in the top left of the home page. A drop down will show. Select "Apply Online".

Step 3: In the drop downs, select you Country, State, Jurisdiction, and Project Type. Click next.

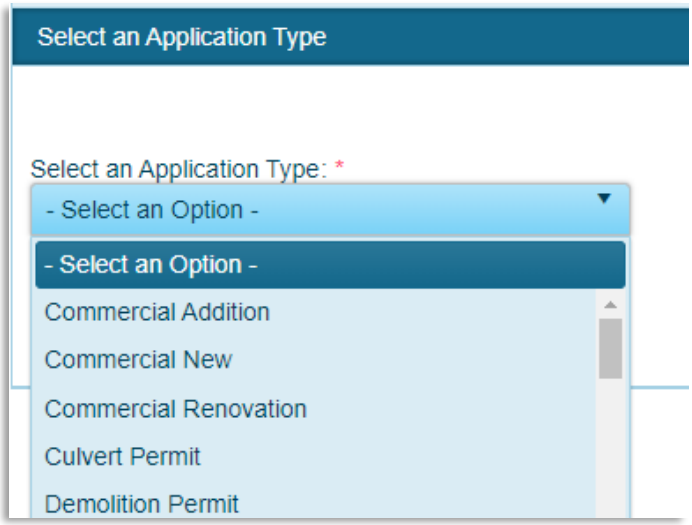


Step 4: To apply for a new project, select "Get Started on a New Application". To add an additional permit to an existing project, select "Add a permit to an existing project".

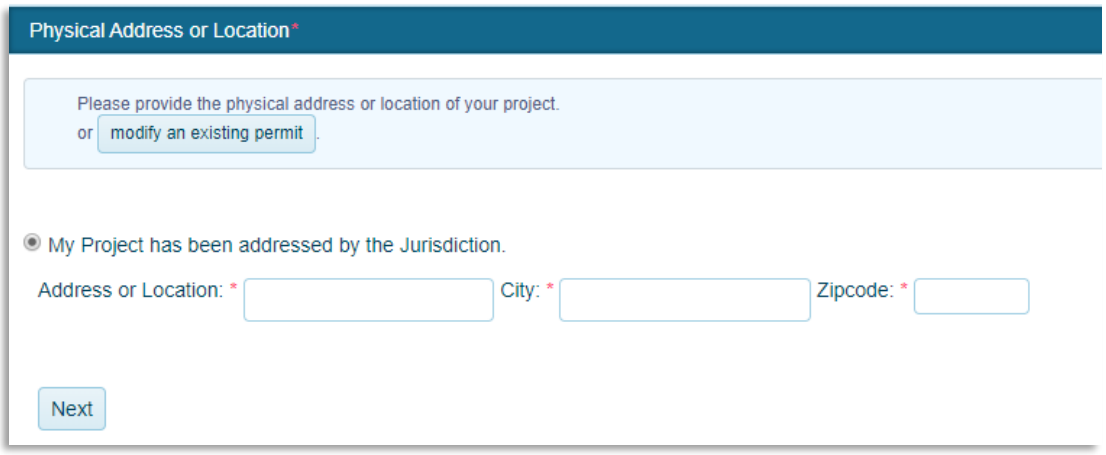


Step 5: Select the application type for the permit you need. "Click Next".

If you do not know what application you need to complete, contact our support team via phone (866) 957-3764 or go to https://www.mygovernmentonline.org/#contactus.

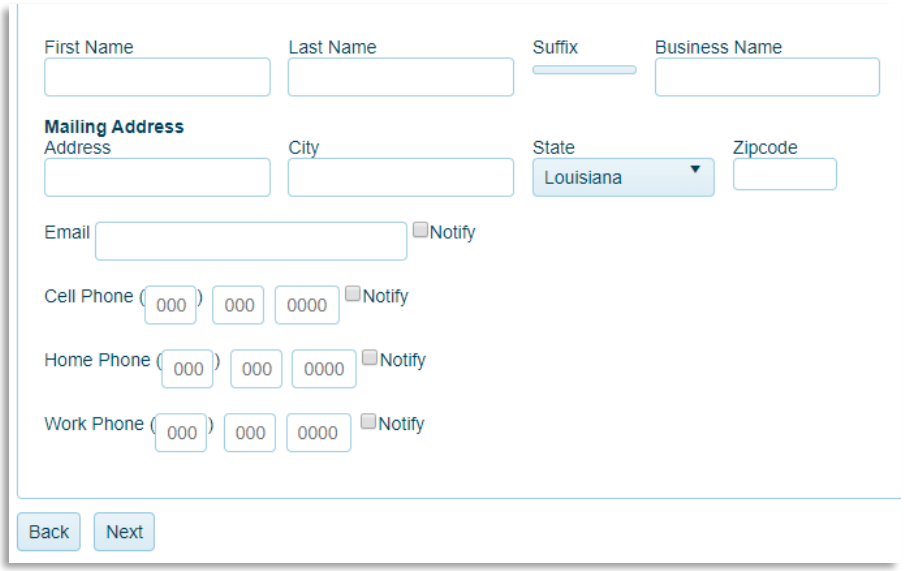


Step 6: The next section is Physical Address or Location. Here, you will enter the address of your project.

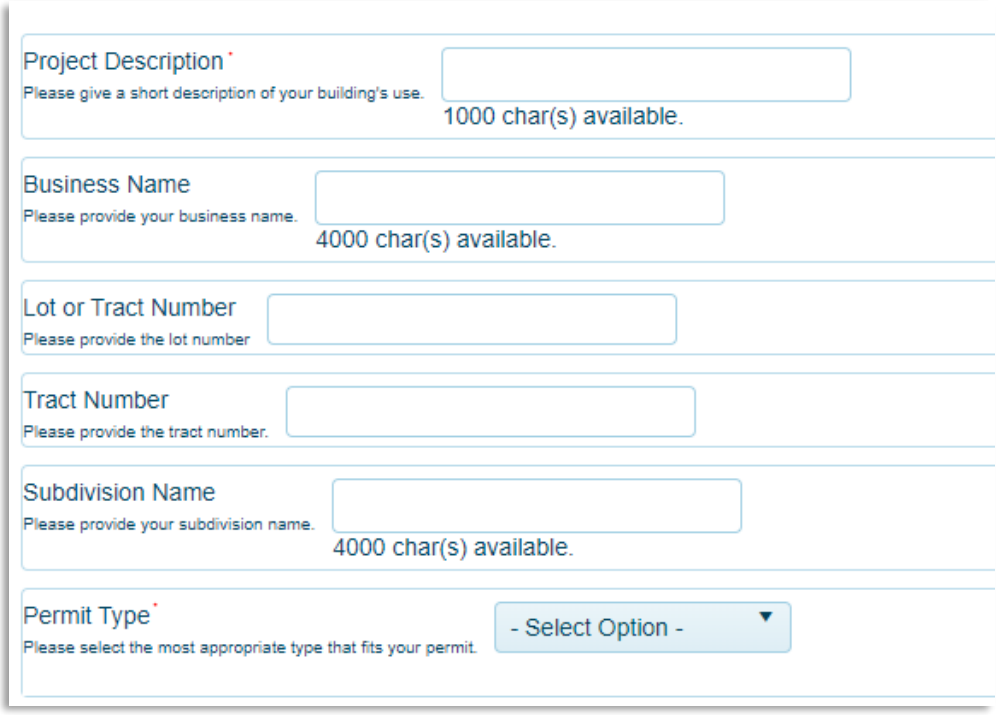


Step 7: Once you have selected the desired application type and filled out the address, you will be able to fill out the Contact Information for the project.

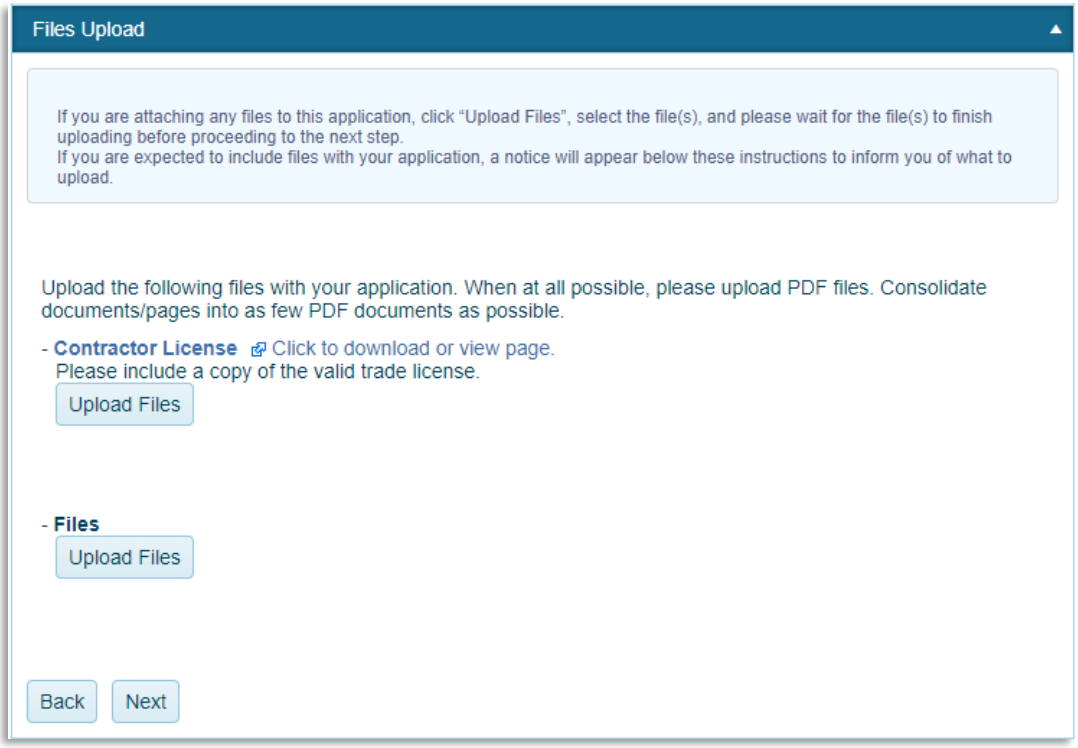
The number of contacts vary between applications. Selecting the "Notify" check box on a phone number or email will notify that contact of any changes on the project. Click "Next' after each contact section.



Step 8: The Application Questionnaire follows the last contact section. Each questionnaire will be different. Below is an example of a permitting application. Fields with a red asterisk are required.



Step 9: Once all required fields on the application are filled, click "Next". This section is called Files Upload. Some applications may ask for specific files in this section, such as in the image below. However, there is always a general file upload.

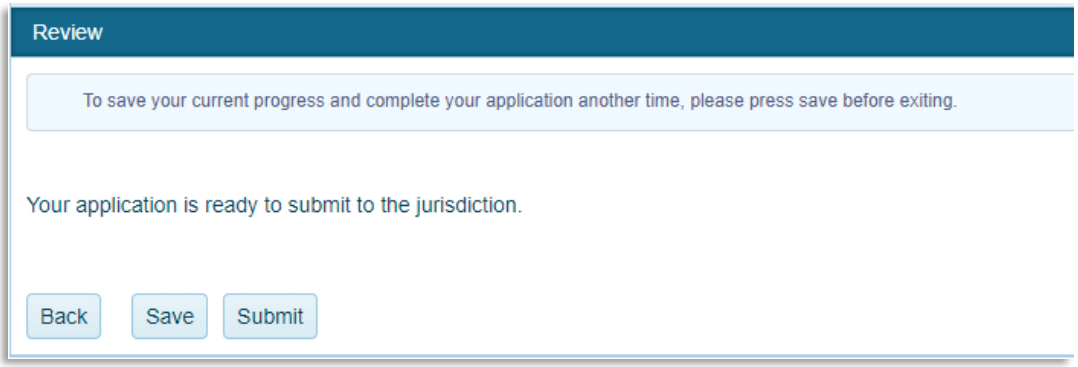


This is where you can upload building plans, drawings, and other documentation that may help in obtaining your permit.

Once you have selected and uploaded the necessary files, click "Next".

Step 10: If all required sections are filled out, you will be able to **submit** the application to your jurisdiction. If there are unfilled required fields, you will be given the option to **save** the application to your account and finish it at another point in time.

Click here to learn how to review your application after its been submitted.

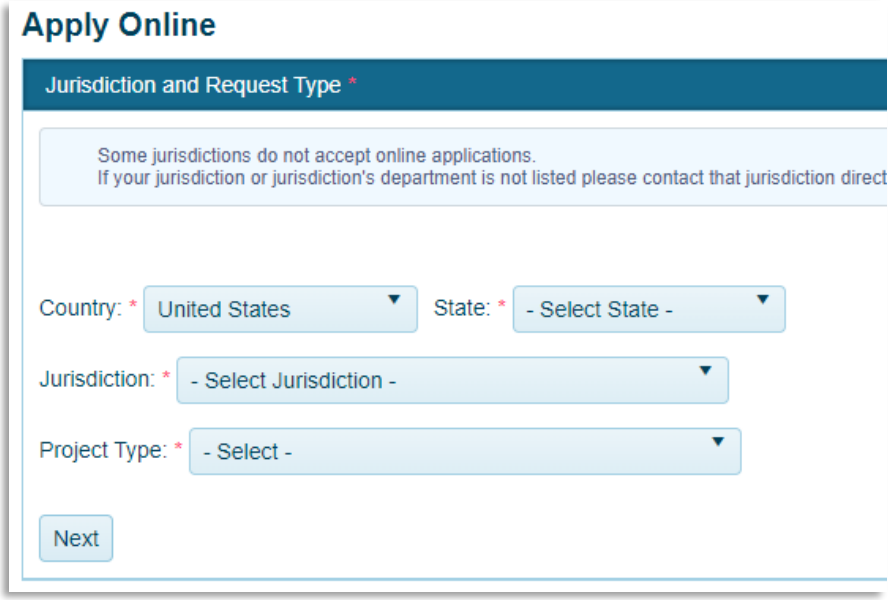


Apply Online for a Planning & Zoning Project

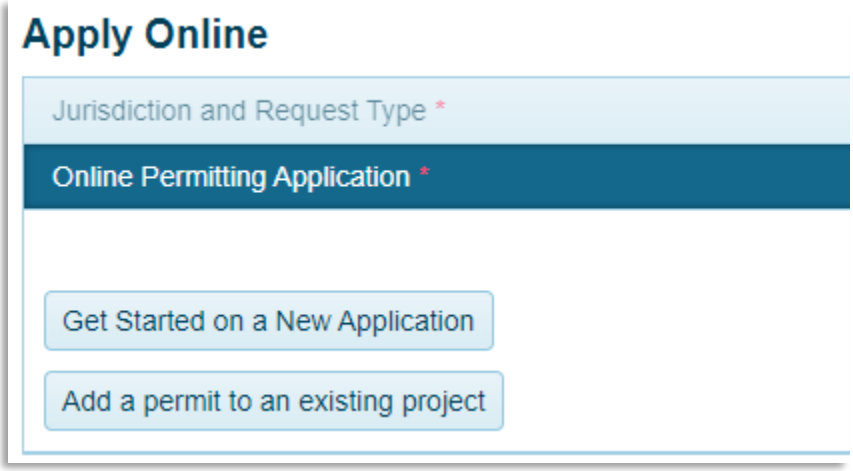
Some jurisdictions use Planning & Zoning projects as well as Permits & Licensing. While similar, Planning & Zoning deals more with permits for subdivisions, zoning change requests, and special use permits. When submitting the application for a Planning & Zoning project, you will be able to upload maps and plans related to your project.

Step 1: Log in to www.MyGovernmentOnline.org. Hover over Planning & Zoning and select "Apply Online".

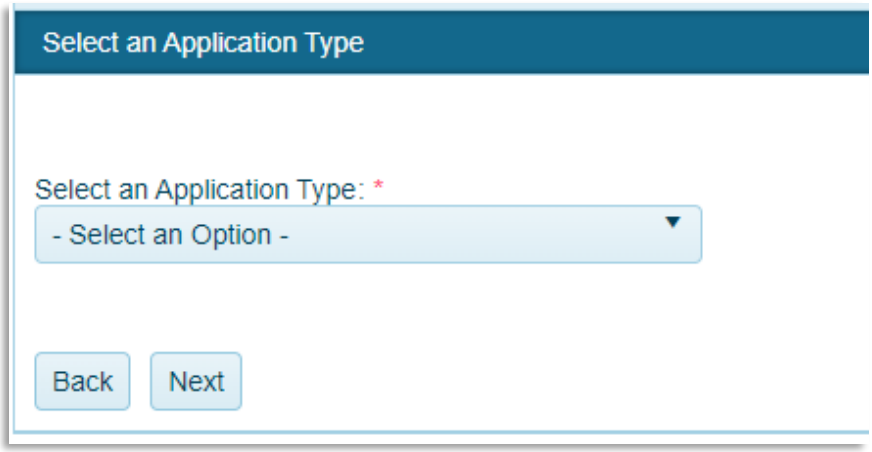
Step 2: In the drop downs, select you Country, State, Jurisdiction, and Project Type. Click next.



Step 3: To apply for a new project, select "Get Started on a New Application". To add an additional permit to an existing project, select "Add a permit to an existing project".

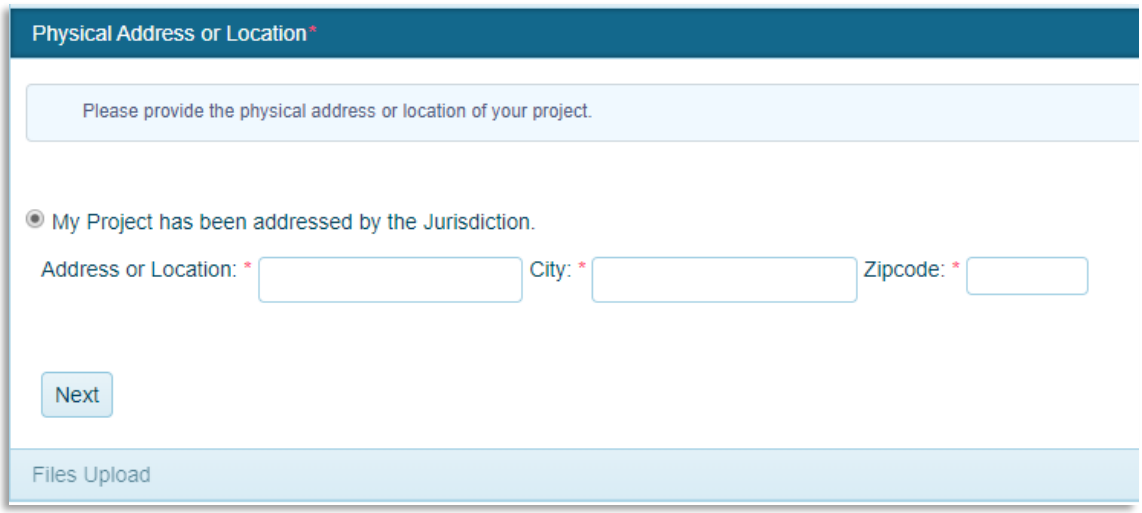


Step 4: The next section will be Application Type. Available application types depend on the jurisdiction. Select the desired application and click "Next".



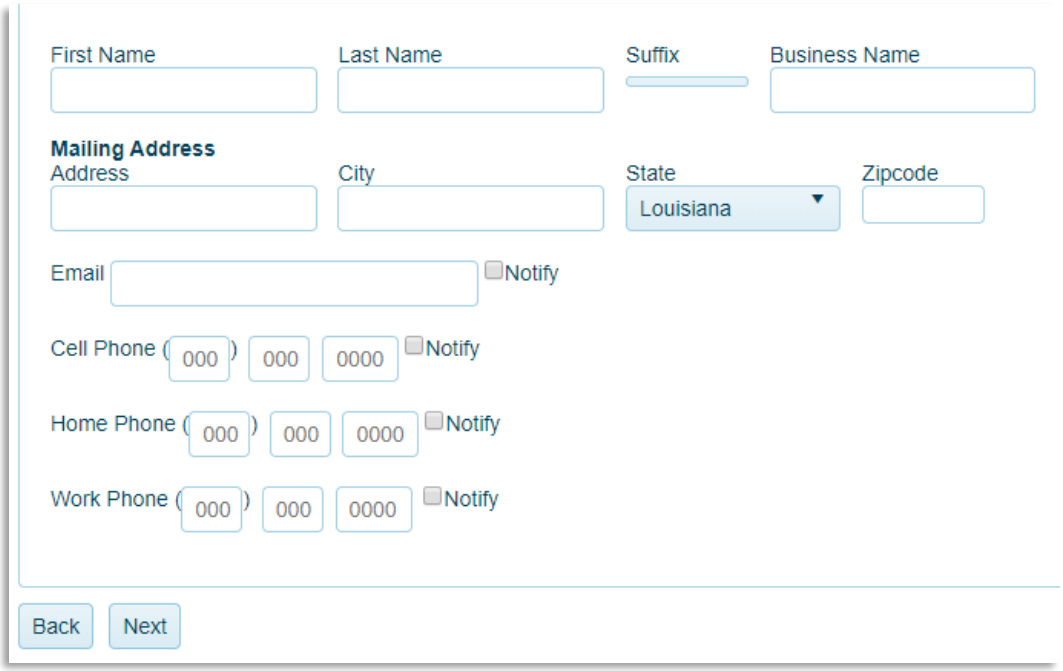
If you do not know what application you need to complete, contact our support team via phone (866) 957-3764 or go to https://www.mygovernmentonline.org/#contactus.

Step 5: The next section is Physical Address or Location. Here, you will enter the address of your project.



Step 6: Once you have selected the desired application type and filled out the address, you will be able to fill out the Contact Information for the project.

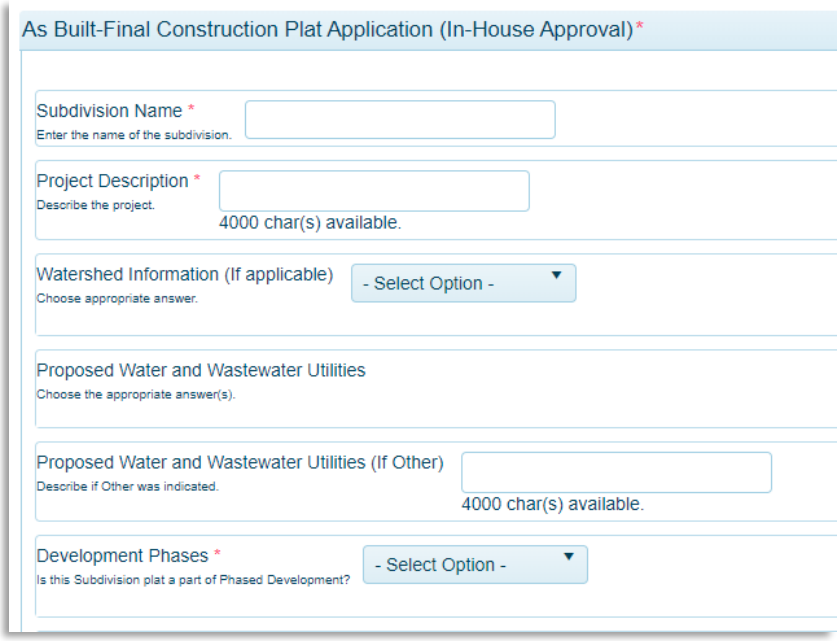
The number of contacts will depend on the application. Selecting the "Notify" check box on a phone number or email will notify that contact of any changes on the project. Click "Next" after completing all contact sections.



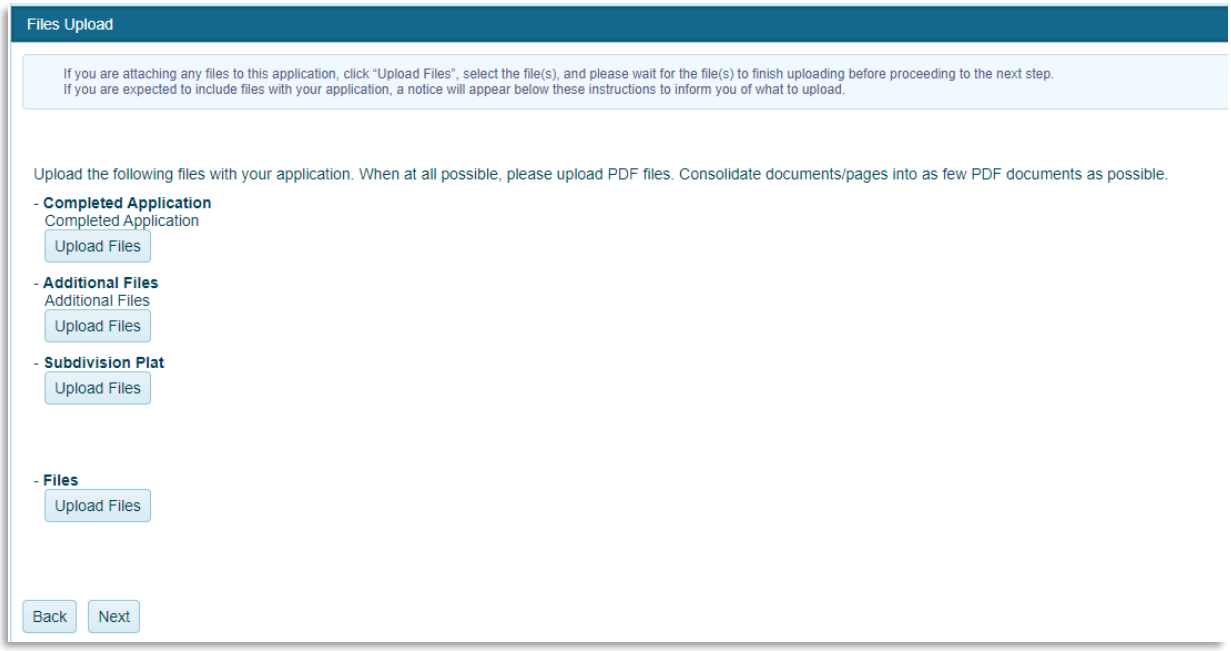
Step 7: After the final contact section, you will be brought to the Application Questionnaire.

Below is an example of a Planning and Zoning questionnaire but each questionnaire will be different. Once complete, click "Next".

Questions with a red asterisk are required for submittal.



Step 8: Finally, in the File Upload section, add all the drawings, maps, and plans necessary to obtain the permit. The jurisdiction may have specifically labeled file types. Additionally, there is a general file upload section.



Step 9: Once you have answered all the required questions and uploaded all required files, you will be given the option to submit the application to your jurisdiction.

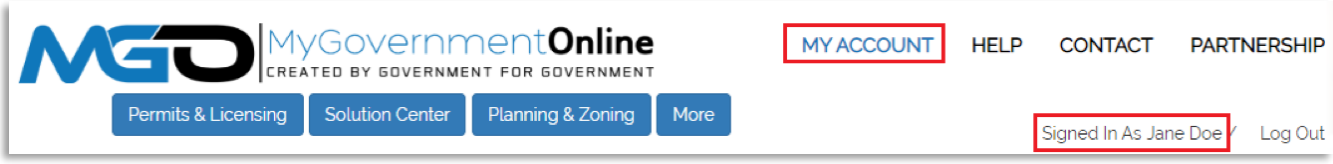
All contact information, project information, and related files will go directly to your jurisdiction for review.

Click here to learn how to review your application after its been submitted.

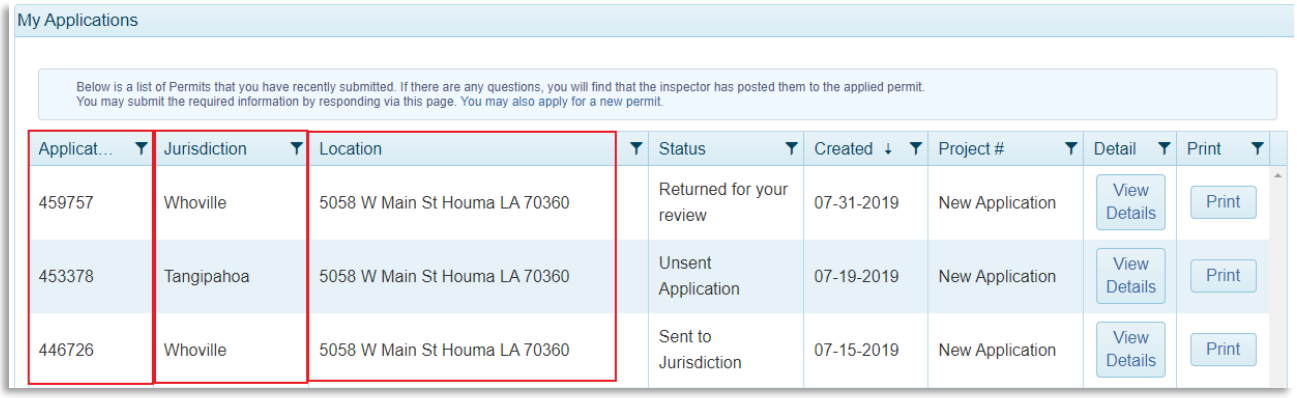
Reviewing Applications

At any time prior to your application being accepted and made into a project, you can check the status of an application, make changes to a returned application, and upload additional files.

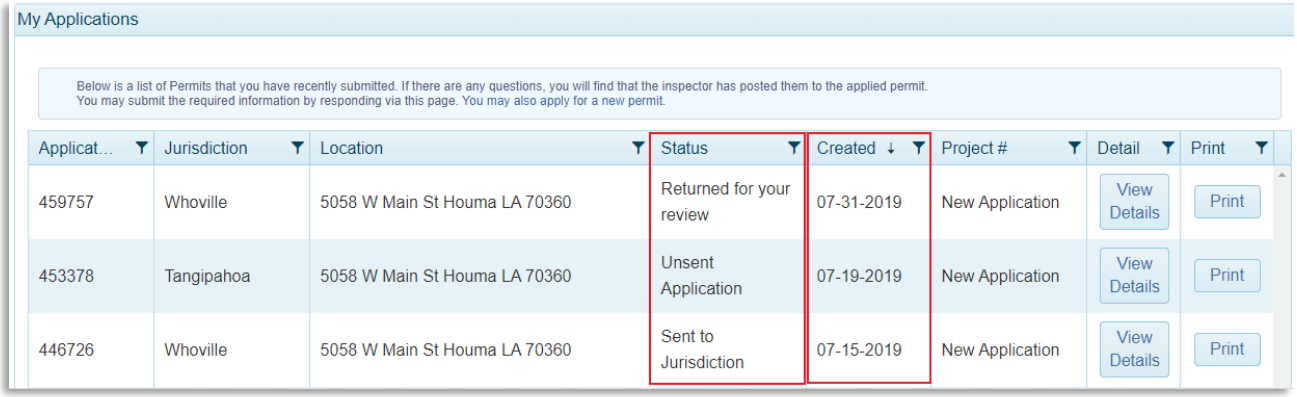
Step 1: To access your saved or submitted applications, first log into www.MyGovernmentOnline.org. Once logged in, go to My Account in the top right side of the screen.



Step 2: Once on your account dashboard, scroll to the bottom where you'll find the second to last section labelled "My Applications". Here, all your saved or submitted applications will be listed with the application number, the jurisdiction, and the address.

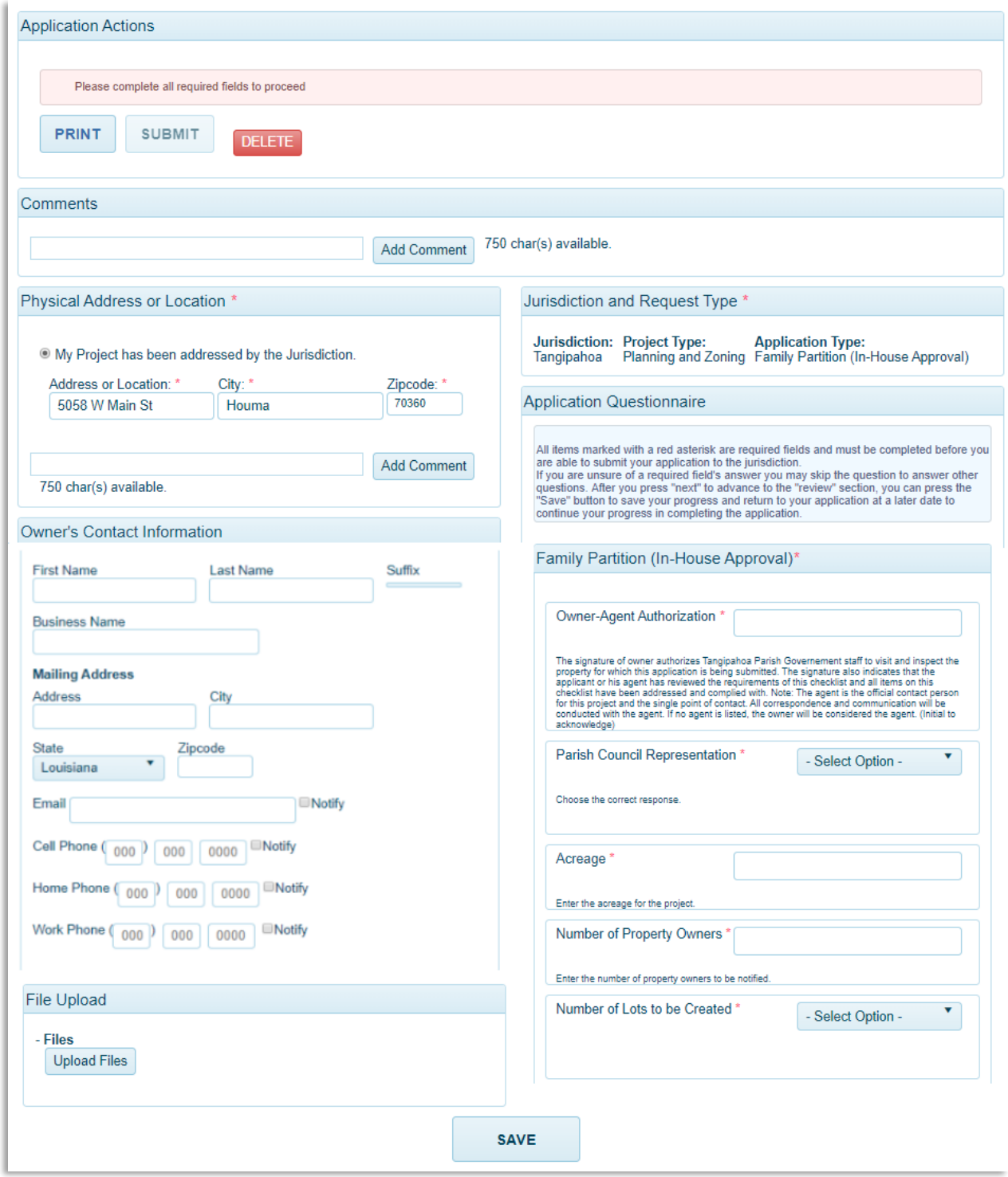


Additionally, this section will show the status of each application and the date it was created.



Step 3: To view more information about your application, click View Details to the righthand side.

This page displays all the same information presented in the original application, now in a two-column layout.

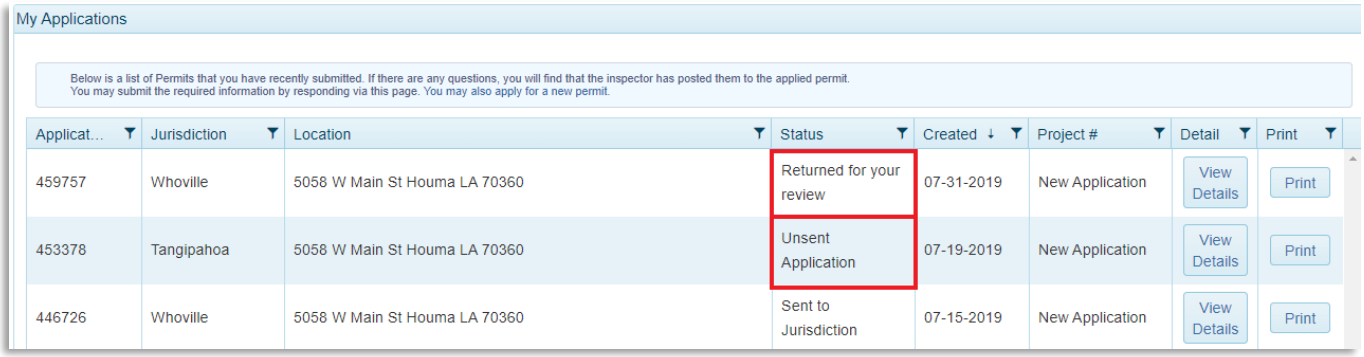


To the left you will find the Physical Address or Location information as well as the application contacts and application files.

On the right there will be a Jurisdiction and Request Type section, which lists the jurisdiction and project type, as well as the application type. Below that will be the Application Questionnaire.

Across the top is a Comments box, where jurisdiction members and customers can add comments on returned applications.

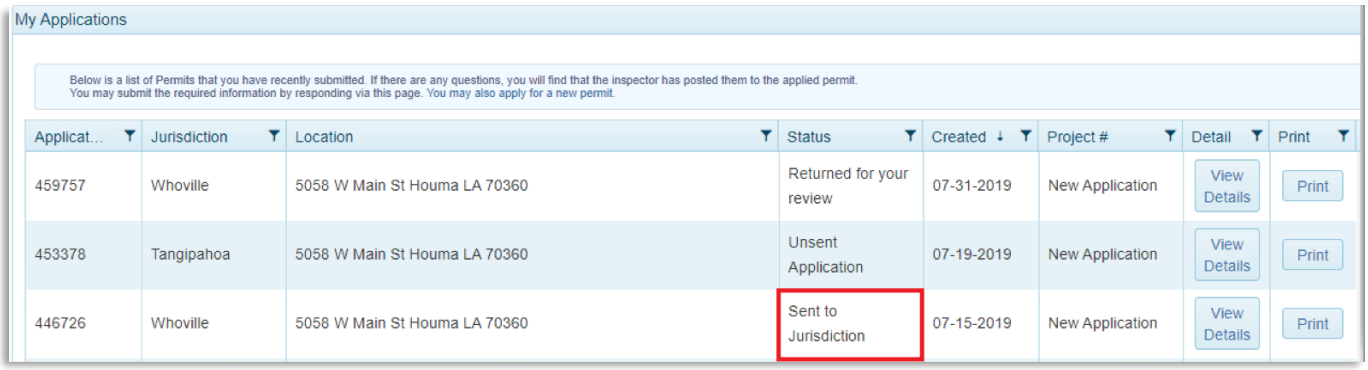
Step 4: Applications in the Unsent or Returned for your review status can be changed or added to.


My Applications

Below is a list of Permits that you have recently submitted. If there are any questions, you will find that the inspector has posted them to the applied permit.
You may submit the required information by responding via this page. You may also apply for a new permit.

Applicat...	Jurisdiction	Location	Status	Created	Project #	Detail	Print
459757	Whoville	5058 W Main St Houma LA 70360	Returned for your review	07-31-2019	New Application	View Details	Print
453378	Tangipahoa	5058 W Main St Houma LA 70360	Unsent Application	07-19-2019	New Application	View Details	Print
446726	Whoville	5058 W Main St Houma LA 70360	Sent to Jurisdiction	07-15-2019	New Application	View Details	Print

Applications in "Sent to Jurisdiction" status cannot be changed until the jurisdiction sets the application status to "Returned for your review".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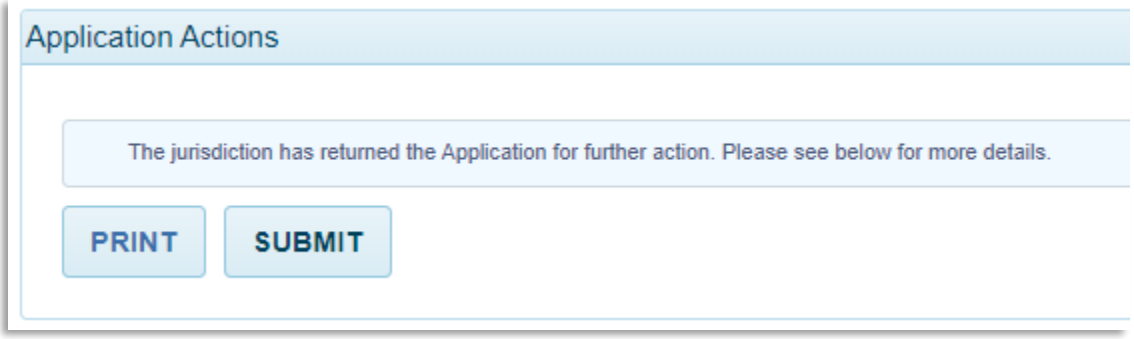
Step 5: To make changes to your application, simply edit your answers in the questionnaire or upload/remove files and then click save at the bottom of the page.

Step 6: When you are ready to submit again, click the Submit button at the top of page. If the button does not appear, there is a required field that is unanswered on your application. Once you have answered the required field and save, you will be able to submit.



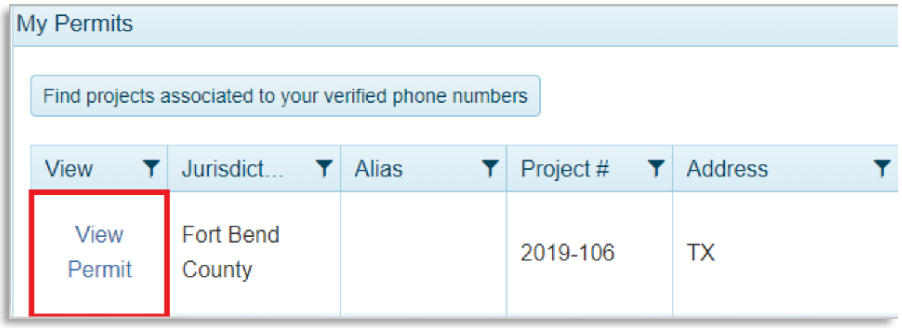
Pay Online

MyGovernmentOnline allows you to pay permitting fees from the convenience of your home or office. The jurisdiction will notify you via email when you are able to pay fees online. Fee amounts vary between permit types and jurisdiction but the process you will take to pay fees through the customer portal is always the same.

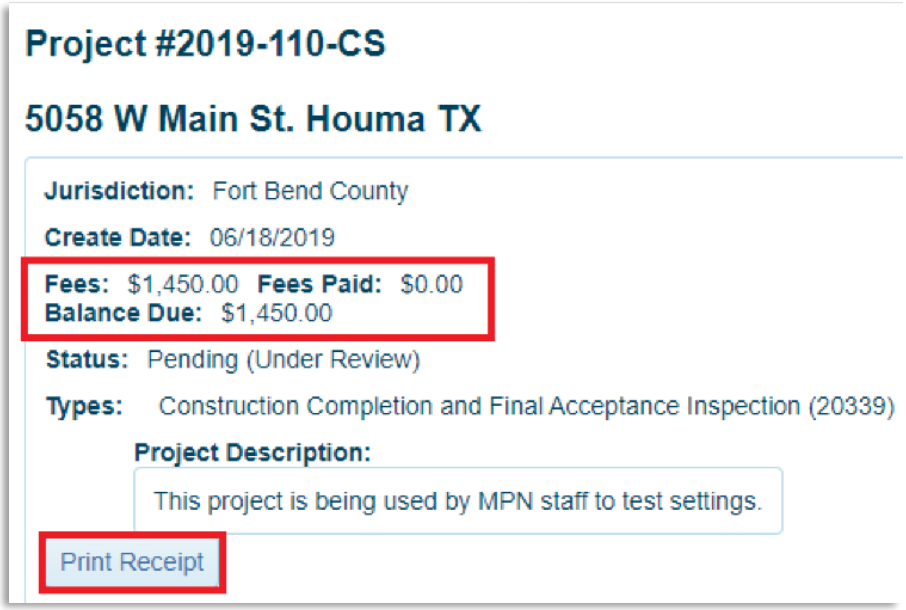
Step 1: Log into your MyGovernmentOnline Account. Click here if you don't have an account.

Step 2: Locate the project by searching the project number or address. You will have to add the project to your account to pay fees. Click here to learn how to add projects to you MyGovernmentOnline account.

Step 3: Open the project by clicking View Permit. The total fee amount, balance due and balance paid will be displayed in the overview box at the top of the project page.

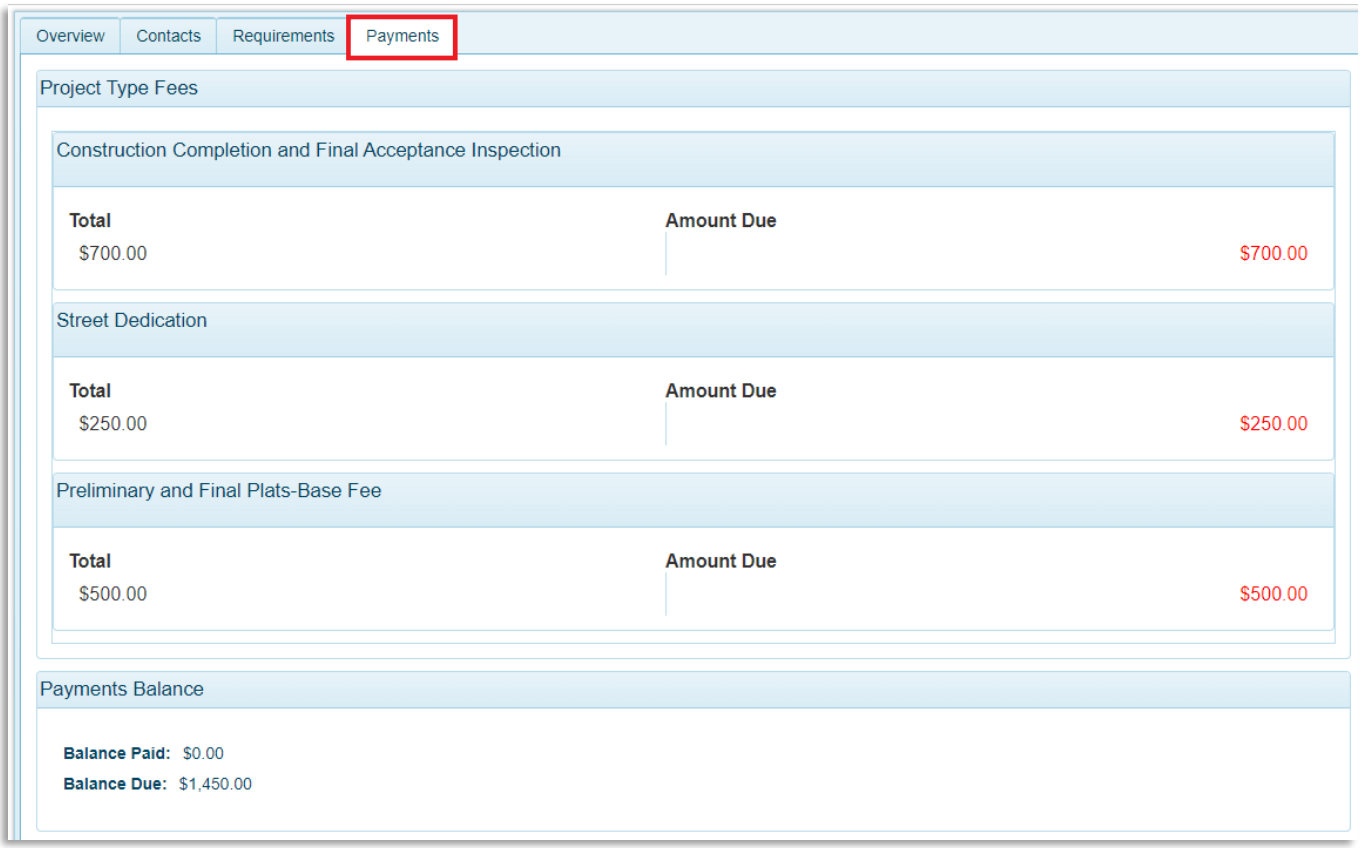


From here, you can click "Print Receipt" to view and print a receipt with the project number, project address and a list of all fees and payments.

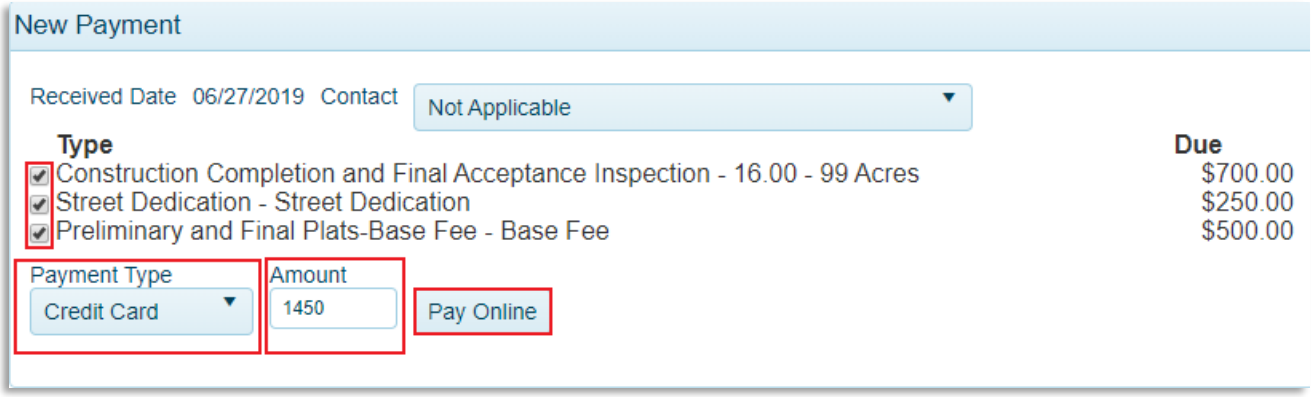


Step 4: Clicking the tab labelled Payments will list out each fee on the project as well as the amount due.

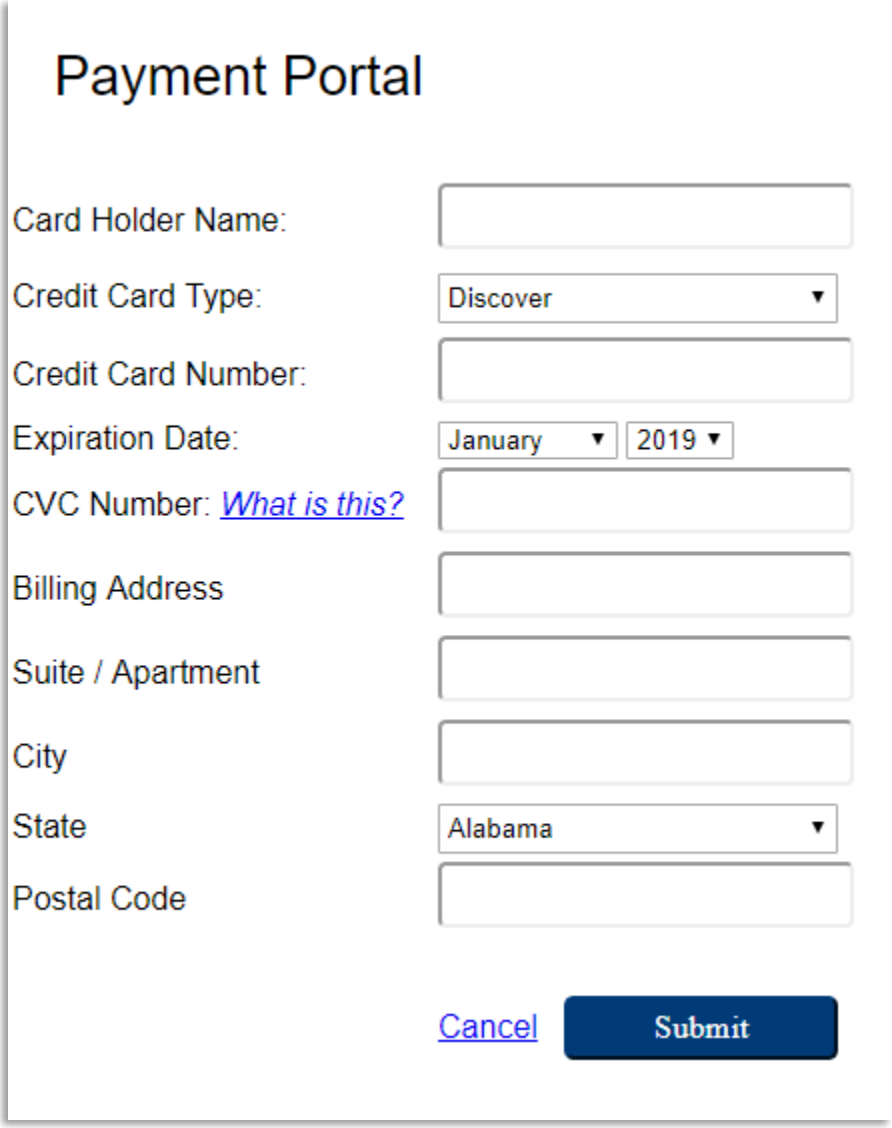
Below this you will find a Payments Balance section. This relists the balance paid and the balance due from the project overview box at the top.



Step 5: Below this is the New Payment section. Here you can select the fees you would like to make a payment on. Payment types are typically Credit Card or ACH. The amount box automatically totals all checked off fees.



Step 6: Click Pay Online. You will be taken to the jurisdiction's payment portal. Here you will enter your card or check information and submit the information. Your payment will be sent directly to the jurisdiction; MyGovernmentOnline does not process any money.



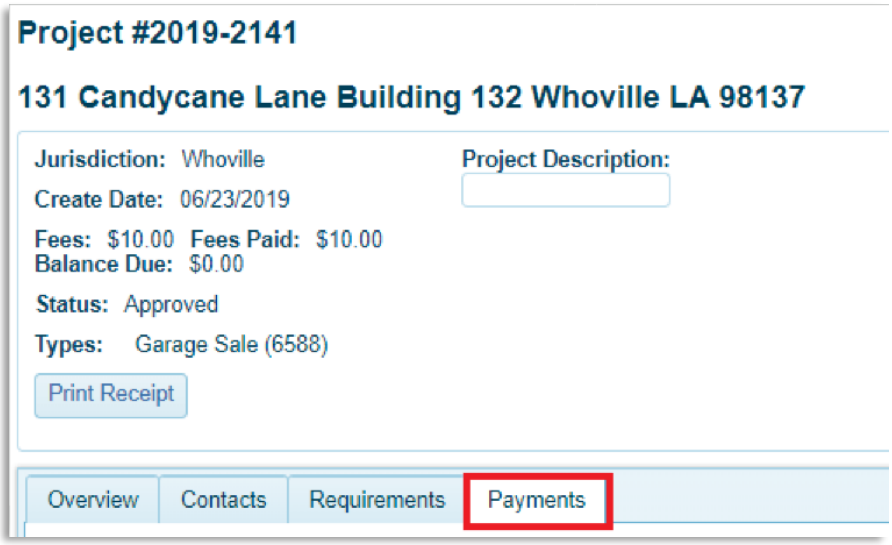
Print a Copy of My Permit

Jurisdictions typically do not allow customers to print their permit until all fees are paid on a project. If you have paid all fees and still do not have access to your permit, please contact the helpdesk at (866) 957-3764 or go to https://www.mygovernmentonline.org/#contactus.

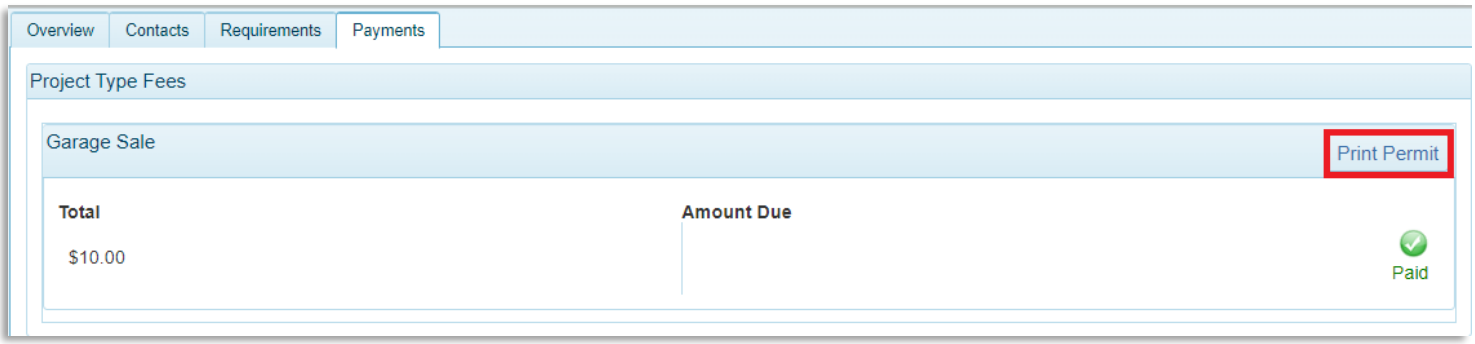
Step 1: Log into your MyGovernmentOnline account. Click here if you don't have an account.

Step 2: Locate your permit by search the project number or address and add the project to your account. Click here to learn how to add a project to your account.

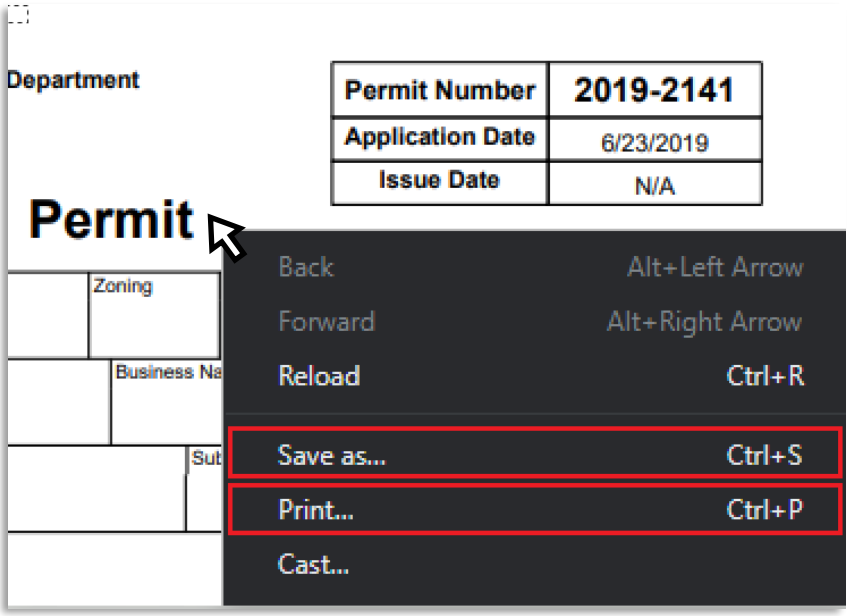
Step 3: Once you have the desired project open, go to the payments tab.



Step 4: If all permitting fees are paid, you will see a button the says "Print Permit". Your permit document will open in a new tab.



Step 5: Right click on your computer mouse to either save or print your permit document.



Still Have Questions?

Here at MyGovernmentOnline, we are committed to providing the best customer service and website support.

Our helpdesk team can be reached Monday through Friday from 7 am to 6 pm by calling (866) 957-3764 and pressing option1.

You can also email us at any time by going to https://www.mygovernmentonline.org/#contactus.

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