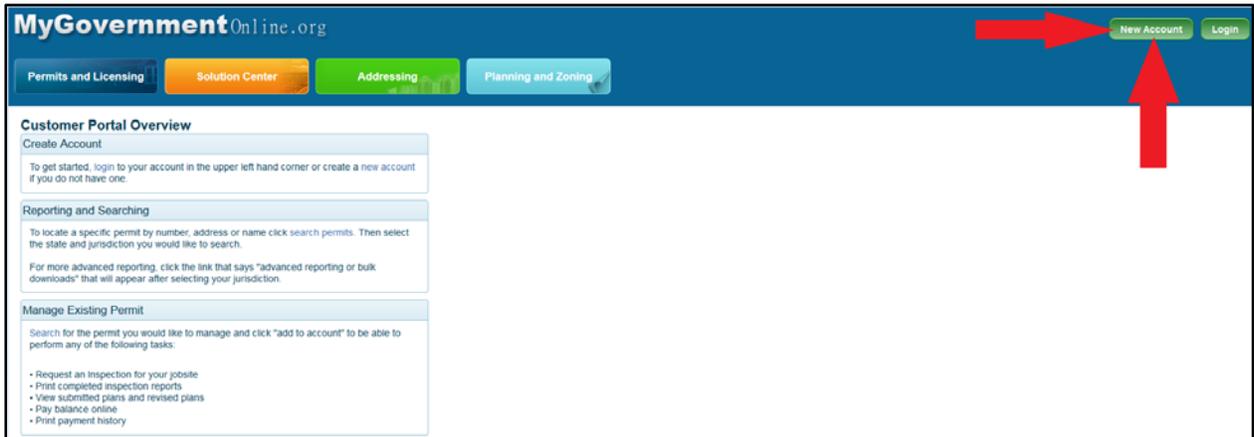


How to Create a New User Account for MyGovernmentOnline

1. Go to www.mygovernmentonline.org and click on the **Permits and Licensing** link as shown with the red arrow below.



2. Click on the New Account link at the top right of your screen.

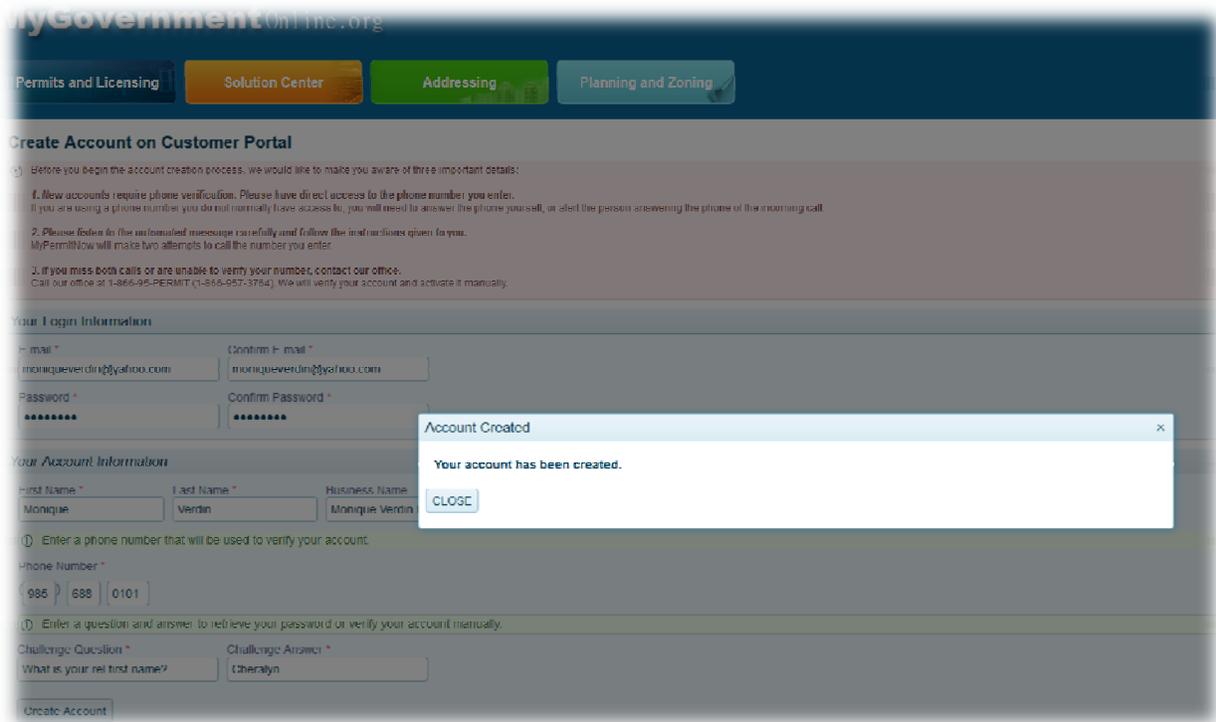


3. Fill in the user account login information required to create your new account. A valid E-mail address is required. The password you enter is very important. Please do not forget the e-mail address. Also ensure that you are not typing in capital letters as the password you enter will be case sensitive. The telephone number you enter must be an active working telephone number. The software service will call the telephone number once you have completed the account creation process. You must be able to answer the telephone call in order for your account to become active. Please phrase the Challenge Question in the form of a question such as “What is your mother’s maiden name?” The answer you type should be one word only such as “Smith.”

The image shows the 'Create Account on Customer Portal' page. At the top is the MyGovernmentOnline.org logo and navigation buttons. Below is a section titled 'Create Account on Customer Portal' with a warning icon and three important details: 1. New accounts require phone verification. 2. Please listen to the automated message carefully. 3. If you miss both calls or are unable to verify your number, contact our office. Below this is the 'Your Login Information' section with fields for E-mail, Confirm E-mail, Password, and Confirm Password. The 'Your Account Information' section includes fields for First Name, Last Name, Business Name, Phone Number (with area code dropdowns), Challenge Question, and Challenge Answer. A 'Create Account' button is at the bottom left.

4. You will receive an “Account Created” confirmation stating that your account has been created. Click the Close button to close the message. A telephone call to the telephone number you provided will follow shortly. When you receive the call, answer the call and press the number 1 on your keypad when prompted. This completes the account activation process.

If you do not receive the telephone call within 10 minutes, please call the MyGovernmentOnline support line at 1-866-957-3764, option 2 for assistance. Please have your e-mail address ready.



***This completes the account creation process and you are now ready to login. Please refer to the table of contents on page 4 to perform the next task desired.**

Table of Contents

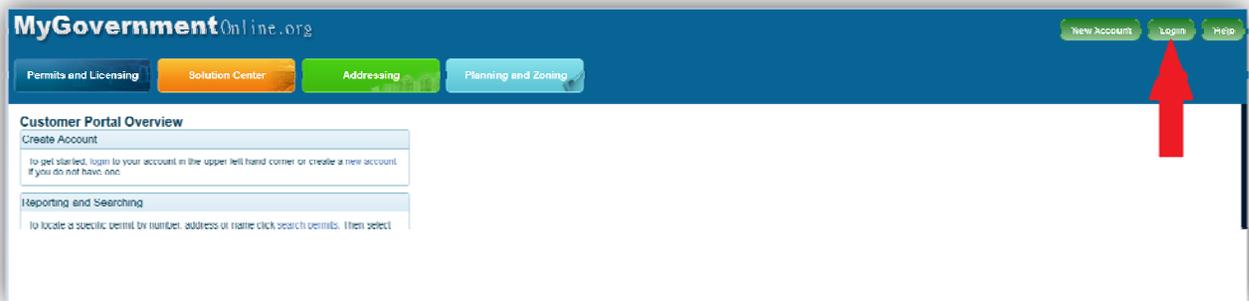
After creating your MyGovernmentOnline user account, here are several items you may want to accomplish using the MyGovernmentOnline software.

1. I want to view a list of “My Permits” online (Pending and/or Issued). (Jump to page 5)
2. I want to ADD a permit to my “My Permits” list. (Jump to page 7)
3. I want to request an inspection. (Jump to page 9)
4. I want to view a required inspection sequence and other requirements for my project. (Jump to page 12)
5. I want to view a completed inspection report (Passed or Failed). (Jump to page 14)
6. I want to upload PDF documents required for my project. (Jump to page 16)
7. I want to view PDF documents my jurisdiction has uploaded to my project such as Plan Review Comment Letters, Copies of “Permitted/Approved” Plans, etc. (Jump to page 18)
8. I want to apply online for a permit or other type of project. (Jump to page 19)

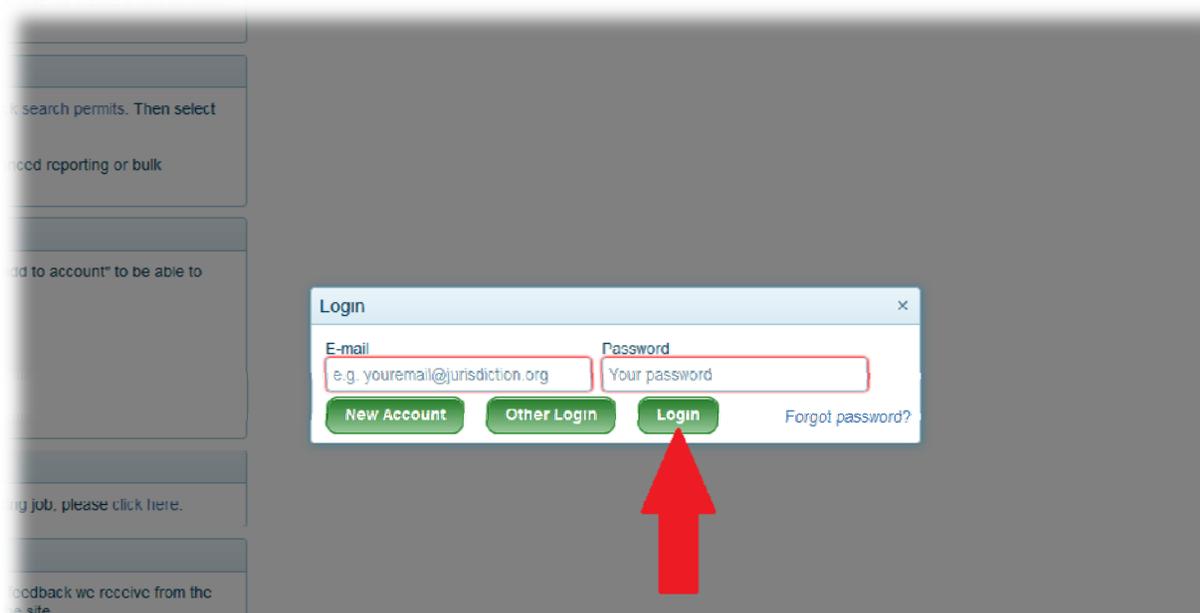
“My Permits” – View a List of Your Personal Permits (Pending and/or Issued)

The MyPermits section allows you to view your personal list of permits whether the permit has been issued or is still pending. Here are the steps to view the MyPermits list.

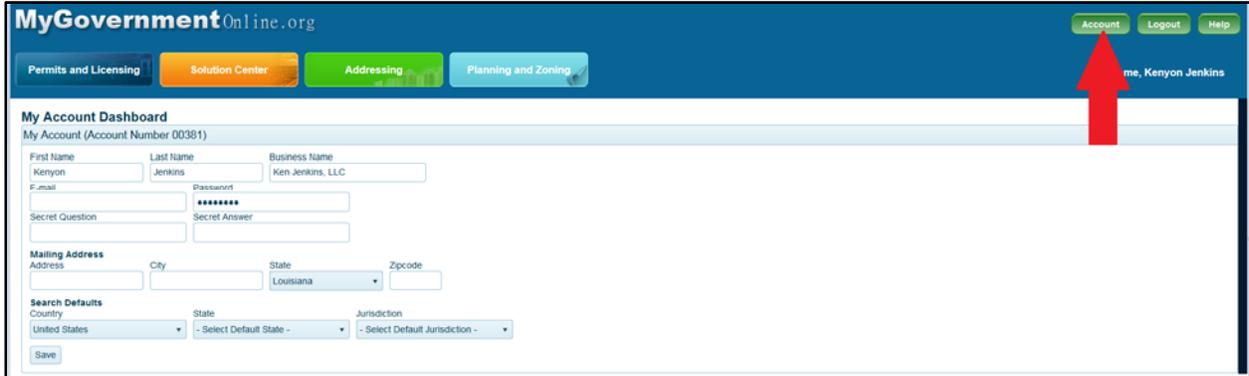
1. Login with your user account by clicking the Login link located at the top right area of the website.



2. Enter your FULL e-mail address and then the password to your account in the window that appears.



- Click on the “Account” button in the top right section of the webpage. This will take you to your My Account dashboard.



- Scroll down the page until you see the section called “My Permits” as shown below. This is the section that contains all of the permits that have been added to your account. From this section you are able to view the project details, completed inspection reports, view plan review documents, and upload documents to a project by clicking the “View Permit” button on the left. You may also request an inspection by clicking “Request” on the right side of the screen.

The screenshot shows the 'My Permits' section of the website. A red arrow points to the 'My Permits' header. Below the header is a table with the following columns: ProjectID, Jurisdiction, Project #, Address, Issued, and Request Inspection. The first row of the table is highlighted, and red boxes are drawn around the 'View Permit' button on the left and the 'Request' button on the right of that row.

ProjectID	Jurisdiction	Project #	Address	Issued	Request Inspection
View Permit	Plugerville	15 105	15505 Bridgetamer Plugerville TX 78750	1/7 17 2015	Request
View Permit	Georgetown	2013-12334	201 SAN GABRIEL VILLAGE BLVD GEORGETOWN TX 78626	6-4-11-2013	Request
View Permit	Georgetown	2013-12721	1217 HAVEN LLS, #101 GEORGETOWN TX 78626	1-4-17-2015	Request
View Permit	Cedar Park	2012 /101	123421 N US20 N AUSTIN TX 78750	12-28-2012	Request
View Permit	Cedar Park	2012 /206	825 WILLIAMS WY CEDAR PARK TX 78613	12-14-2012	Request
View Permit	Georgetown	2012-10872	2205 WOLF RANCH PKWY GEORGETOWN TX 78626	12-03-2012	Request
View Permit	East Baton Rouge	17605	4000 SHERWOOD COMMON BLVD STE 101 BATON ROUGE LA 70816	11-10-2012	Request

***If you do not see a particular project in your My Permits list, please proceed to the instructions on the next page which will show you how to add a permit to your My Permits list.**

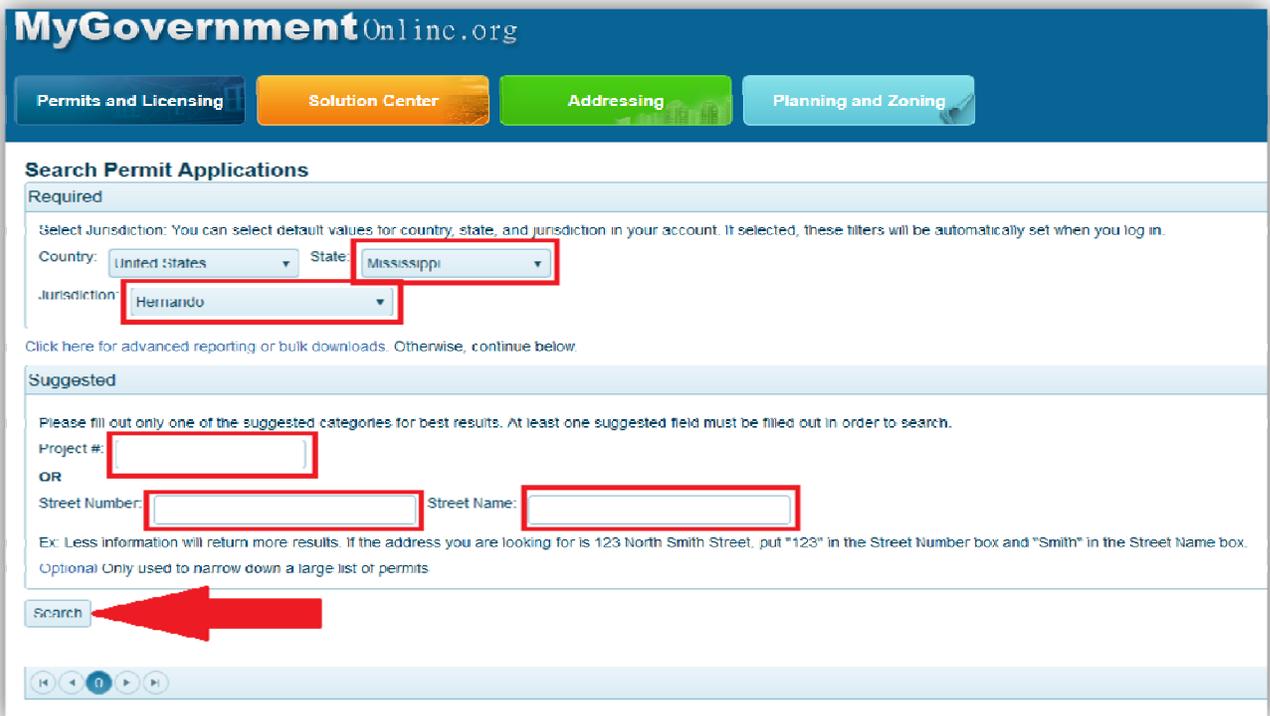
Add a Permit to the “My Permits” List

If you would like to add a project to your My Permits list, please follow these simple steps.

1. Once you are logged into the portal, click on the button at the top left side of the screen that says Permits and Licensing.



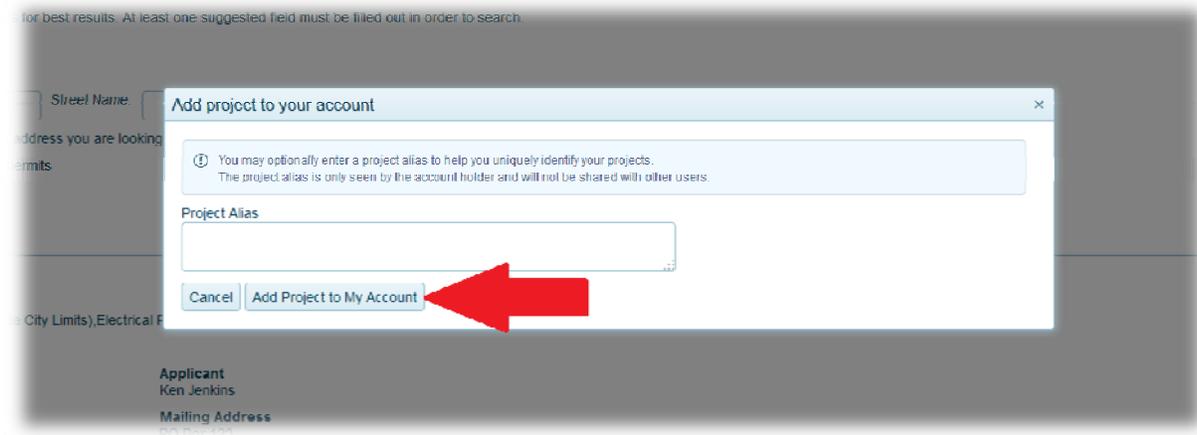
2. Select the appropriate state your project is located in first. Then select the Jurisdiction that is authorizing the permit. Enter the Project Number (This is the same number as the permit number) **OR** you may search for the permit by the address **Street Number** and **Street Name**. Please do not try to search using both the Project Number and the Address. **Note: If you choose to search by address, you must enter the Street Number ONLY in the Street Number field and then enter the Street Name ONLY in the Street Name field.** Then click the Search button.



- The search result will show up at the lower part of the page. Ensure you have located the correct project and then click the “Add to My Account” button on the right side of the screen in the search result.



- A window will open as shown below. You may enter a project alias (special name) if you want to personally name your project but this is **not required**. Click the button that says “Add Project to My Account”. **Note: If you receive a message stating that you cannot add the project to your account, please call technical support for assistance at 1-866-957-3764, option 2.**



- You will see a new window confirming the permit is added to your account. The project is now in your “My Permits” list. Click “View Project Details” to view the project.



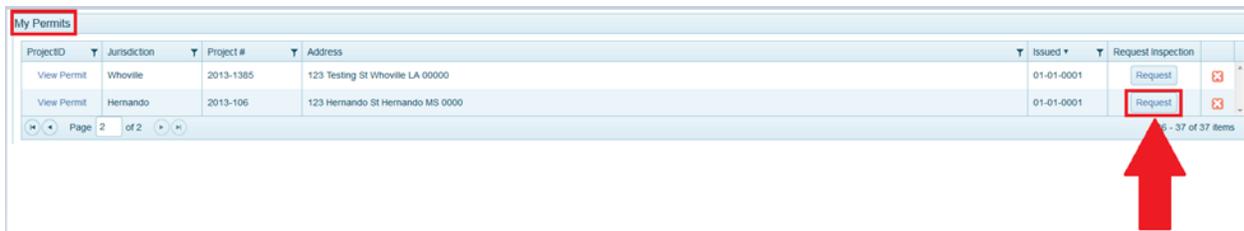
***Remember that you may click on the button at the top right area of the webpage at any time to return to your My Account Dashboard page to view your entire “My Permits” list.**

Request an Inspection Online

1. Once you are logged in, click on the “Account” button at the top right area of the webpage.



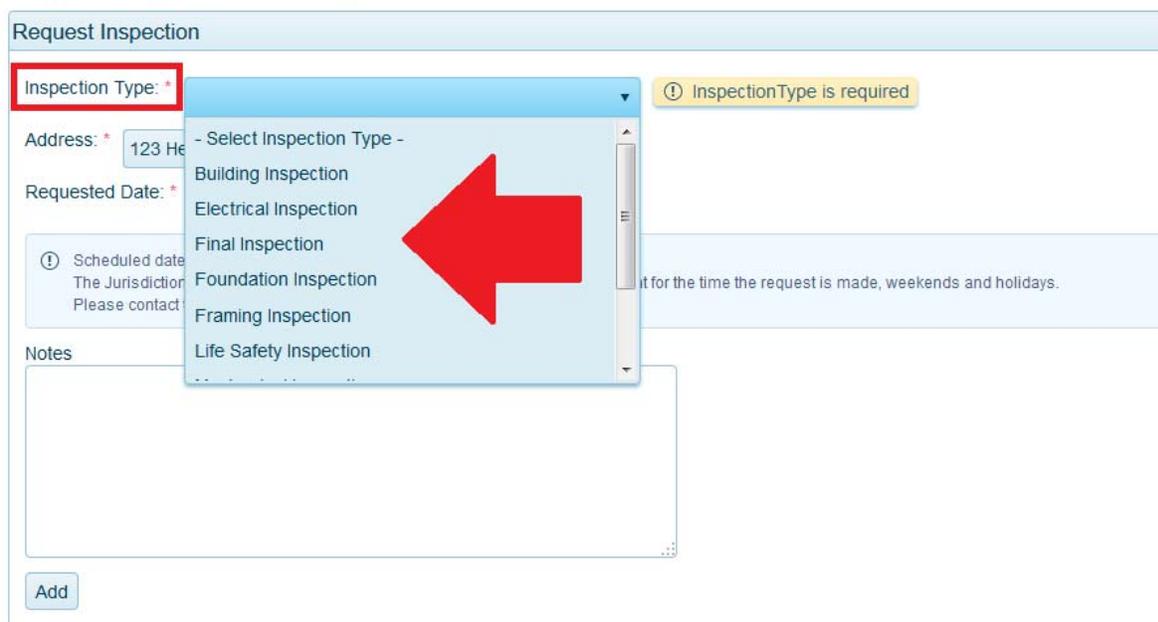
2. Scroll down to the “My Permits” section and click on the “Request” button associated with the project you desire.



3. Begin by selecting the inspection type you wish to have performed from the drop down list.



Request Inspection for Project #2013-106



4. Select the date you wish to have the inspection performed by clicking on the calendar icon and then clicking on the date within the calendar displayed. **Please note that based on work load, weather and other factors, it is possible that the jurisdiction may not be able to perform the inspection on the date requested. The jurisdiction will contact you in the event they are unable to perform the inspection on the date requested.**

MyGovernmentOnline.org

Permits and Licensing | Solution Center | Addressing | Planning and Zoning

Request Inspection for Project #2013-106

Request Inspection

Inspection Type: * Building Inspection

Address: * 123 Hernando St Hernando MS 0000

Requested Date: * 

! Scheduled date The Jurisdiction Please contact... internal policies that account for the time the request is made, weekends and holidays.

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Thursday, September 19, 2013

Notes

Add

5. Enter a note to the jurisdiction if desired. For example, you may want to provide a gate code, lock box, or any other information helpful to the inspector that will arrive at your job site. Notes are not required however.

Notes

- Click the “Add” button to add the inspection request to the queue. You may repeat steps 3 – 6 to add another inspection type to the list. **IMPORTANT: Once you have added the inspections you desire you must click the “Submit Request(s) to Jurisdiction” button to complete the process.**

Request Inspection for Project #2013-106

Request Inspection

Inspection Type: * - Select Inspection Type -

Address: * 123 Hernando St Hernando MS 0000

Requested Date: *

! Scheduled date is a request only.
The Jurisdiction may modify the date based on their internal policies that account for the time the request is made, weekends and holidays.
Please contact the Jurisdiction directly for more information.

Notes

Inspection Type	Requested Date	Requested Action
Building Inspection	09/20/2013	Create Inspection Request <input type="button" value="Remove"/>

WARNING: After all inspection request have been added you must press the Submit button below for the jurisdiction to receive your inspection request(s)

- You will receive a confirmation message as shown below which confirms that your request has been submitted. You are now finished with requesting your inspection.

Request(s) Sent

Success! Your inspection request(s) have been created.

View Inspection Sequence and Other Requirements

1. Once you are logged in, click on the “Account” button at the top right area of the webpage.



2. Scroll down to the “My Permits” section and click on the “View Permit” link associated with the project you desire.



3. When the project opens, click on the tab called Requirements as shown below.



- The list of requirements will appear in Priority order. The items must be completed in the priority order displayed. Items in the same priority number can be requested or completed at the same time. If you have questions about the Requirements for any particular project, please contact your jurisdiction for explanation.

Project #2013-106
123 Hernando St Hernando MS 0000

Jurisdiction: Hernando

Create Date: 09/12/2013 **Update Date:** NaN/NaN/NaN

Permit Fees: \$2,551.95 **Fees Paid:** \$0.00
 & **Balance Due:** \$2,551.95

Permit Types:

Water Closets (5630) Showers (5632) Tubs (5633) Sinks (5635) Garbage Disposal (5636)
 Commercial - New/Replace Unit (5627) 4 Inch Sewer Tap (Inside City Limits) (6224)

[Print Permit Receipt](#)

Overview **Contacts** Requirements **Payments**

Description	Priority	Completed
Building Department Plan Review (1st Review)	1	Yes
Are All Comments Addressed?	2	Yes
Issue Permit	3	Yes
Engineering Plan Review (2nd Review)	3	Yes
Fire Department Plan Review (2nd Review)	3	Yes
Life Safety Inspection	4	No
Plumbing Rough-In Inspection	4	No
Framing Inspection	4	No
Mechanical Inspection	4	No
Electrical Inspection	4	No
Zoning Inspection	4	No
Foundation Inspection	4	No
Building Inspection	4	No
Final Inspection	4	No

View Completed Inspection Reports

You can view a completed inspection report online any time. This will allow you to see if you Passed an inspection or if you Failed and inspection and why.

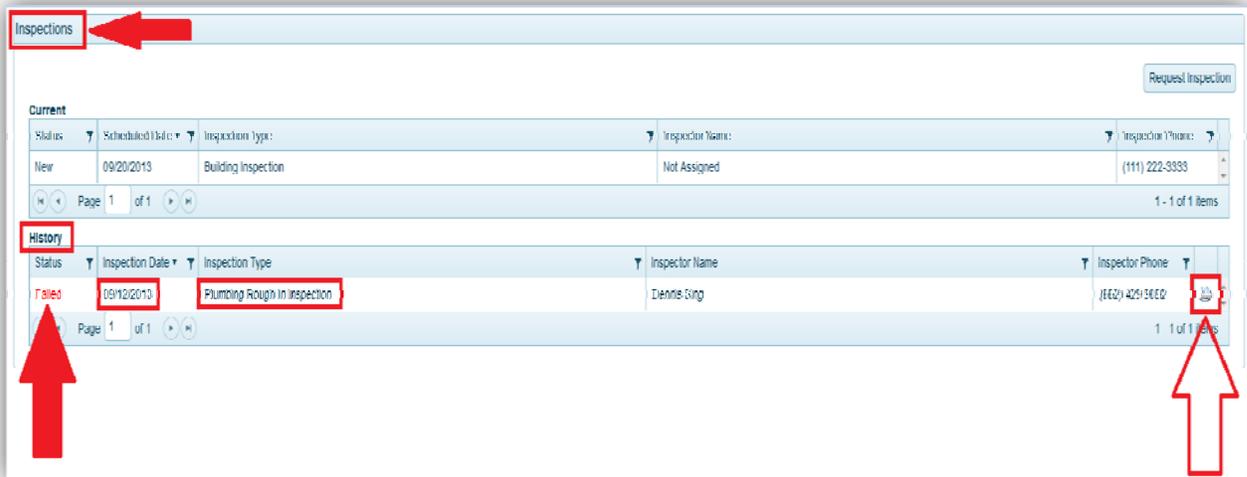
1. Once you are logged in, click on the “Account” button at the top right area of the webpage.



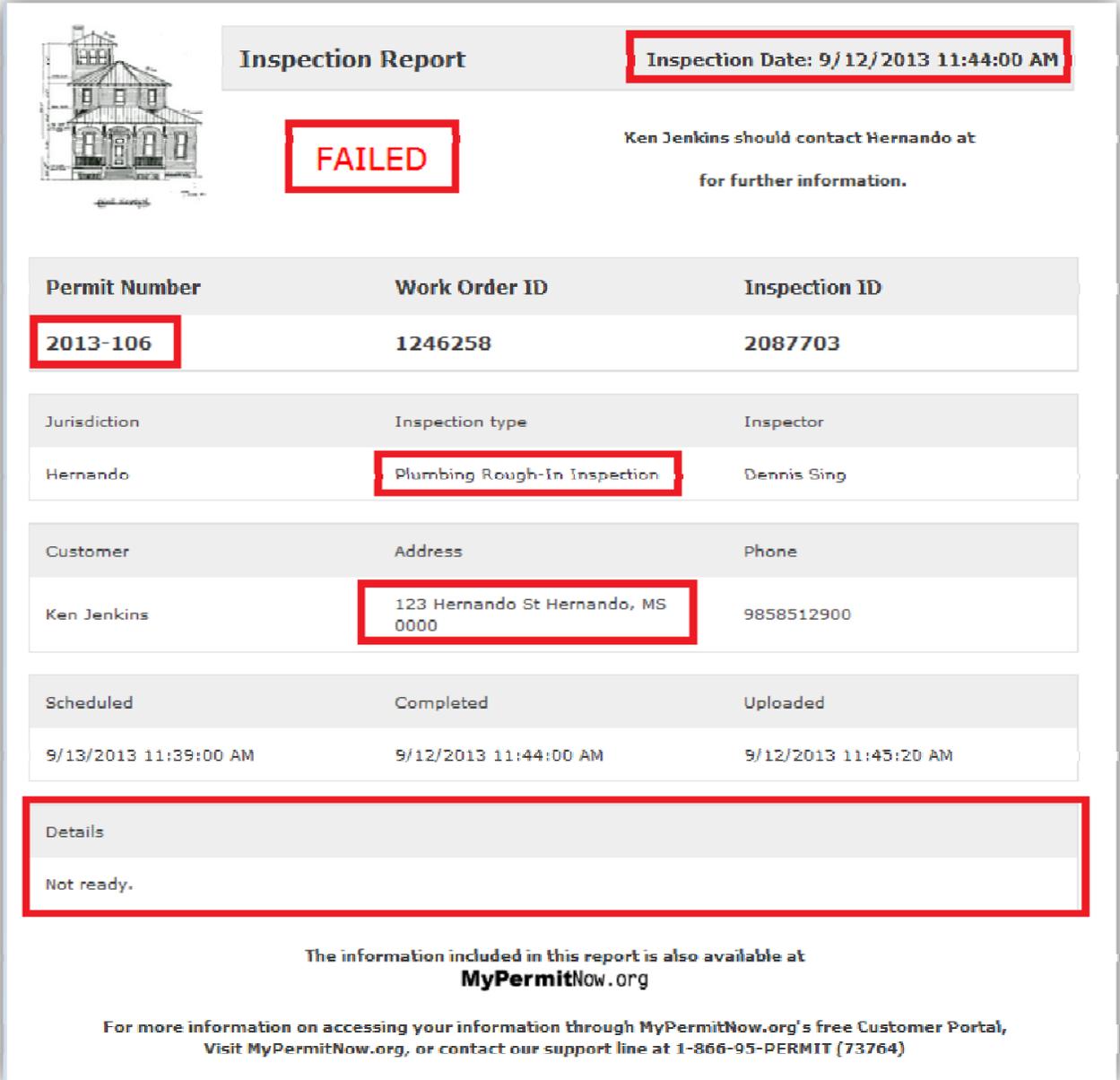
2. Scroll down to the “My Permits” section and click on the “View Permit” link associated with the project you desire.



3. When the project opens, **scroll** down the page to the section called **Inspections** and view the **History** of inspections performed. To view the full report details, click on the **PRINTER ICON** at the far right.



- The full inspection report will open in another window of your web browser. If the inspector chose to provide additional information about the inspection, the **Details** will be displayed at the bottom of the report. The basic report will always provide the **Inspection Type**, **DATE** the inspection was performed, and the result of the inspection (**Pass or Fail**).



The screenshot displays an inspection report for a plumbing rough-in. The report is titled "Inspection Report" and shows a "FAILED" result. Key information includes the inspection date of 9/12/2013 at 11:44:00 AM, permit number 2013-106, work order ID 1246258, and inspection ID 2087703. The jurisdiction is Hernando, and the inspection type is Plumbing Rough-In Inspection. The inspector is Dennis Sing. The customer is Ken Jenkins, located at 123 Hernando St, Hernando, MS 0000, with a phone number of 9858512900. The report also shows the scheduled date (9/13/2013 11:39:00 AM), completed date (9/12/2013 11:44:00 AM), and upload date (9/12/2013 11:45:20 AM). The details section is currently "Not ready." The report footer provides information on how to access the report through MyPermitNow.org and offers contact information for support.

Permit Number	Work Order ID	Inspection ID
2013-106	1246258	2087703

Jurisdiction	Inspection type	Inspector
Hernando	Plumbing Rough-In Inspection	Dennis Sing

Customer	Address	Phone
Ken Jenkins	123 Hernando St Hernando, MS 0000	9858512900

Scheduled	Completed	Uploaded
9/13/2013 11:39:00 AM	9/12/2013 11:44:00 AM	9/12/2013 11:45:20 AM

Details
Not ready.

The information included in this report is also available at **MyPermitNow.org**

For more information on accessing your information through MyPermitNow.org's free Customer Portal, Visit MyPermitNow.org, or contact our support line at 1-866-95-PERMIT (73764)

*If you wish to print the report, please go to the FILE menu option in the top left corner of your browser and select print.

Upload PDF Documents to Your Project

In the event the jurisdiction will need additional documents or revised plans for your project, you will have the option of uploading the documents through the customer portal. Please ensure that the document is a PDF document and is saved to your local computer prior to starting the process.

1. Once you are logged in, click on the “Account” button at the top right area of the webpage.



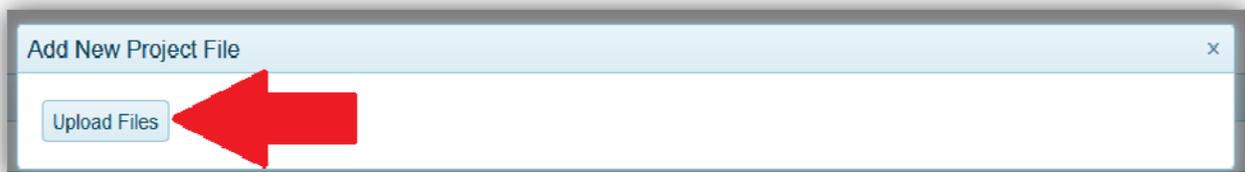
2. Scroll down to the “My Permits” section and click on the “View Permit” link associated with the project you desire.



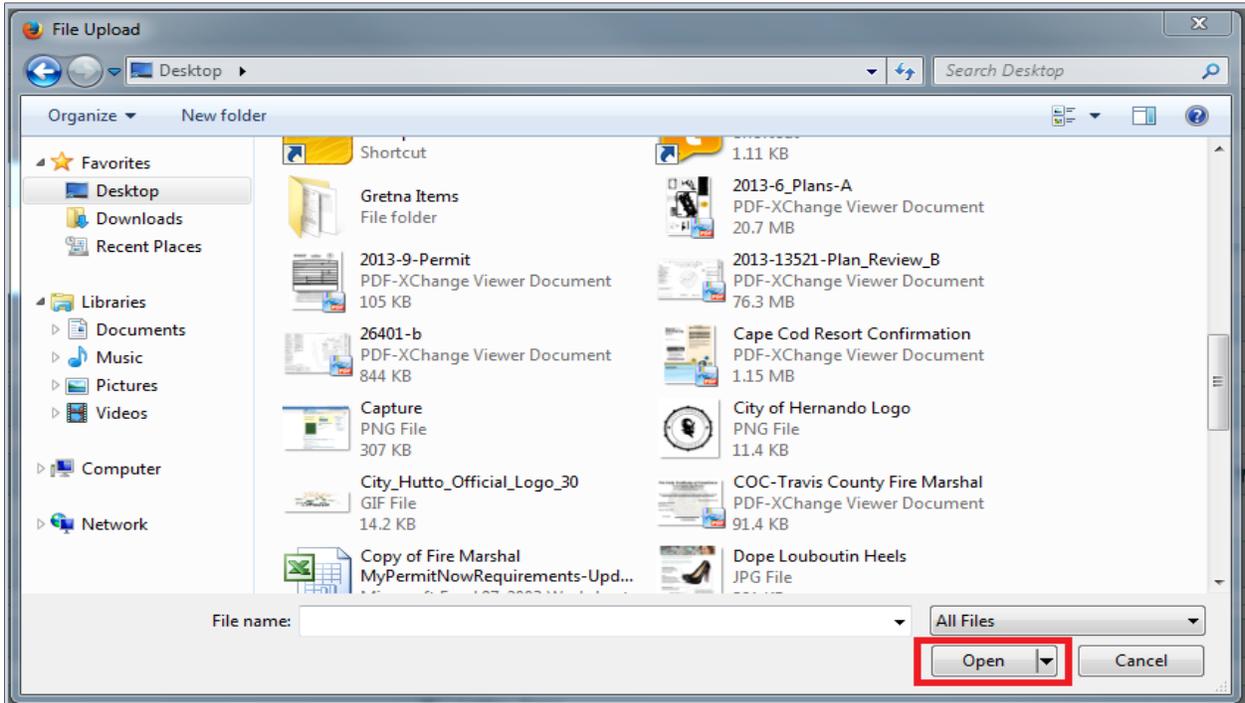
3. When the project opens, **scroll** down the page to the section called **Customer Documents**. Click on the link at the far right that says “Add New File”.



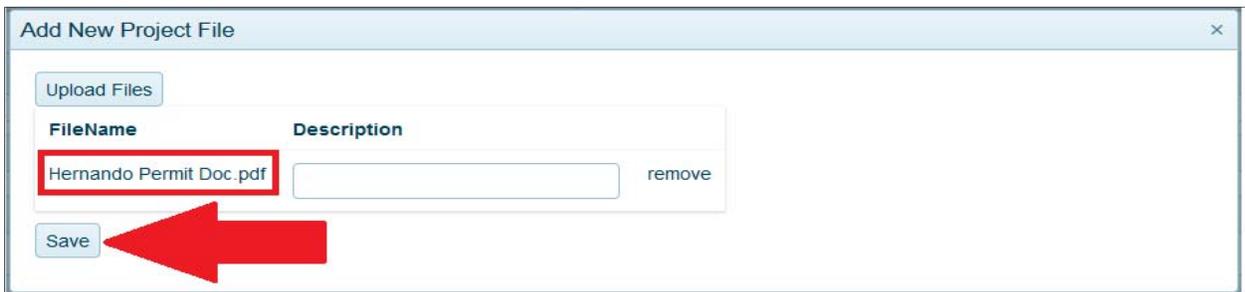
4. Click the “Upload Files” button in the window that appears.



5. Select the file you wish to upload from the folder location on your computer and then click Open.



6. Allow the file time to upload. The length of time to upload will vary based on your Internet connection speed and the size of the file. Once the file has finished uploading you will see the File Name in the window. You may enter a short description in the Description box but it is not required. Click the Save button to complete the file upload process.



7. The file name will display in the Customer Documents section confirming the document has uploaded to the project. The jurisdiction will see the file and contact you if necessary.



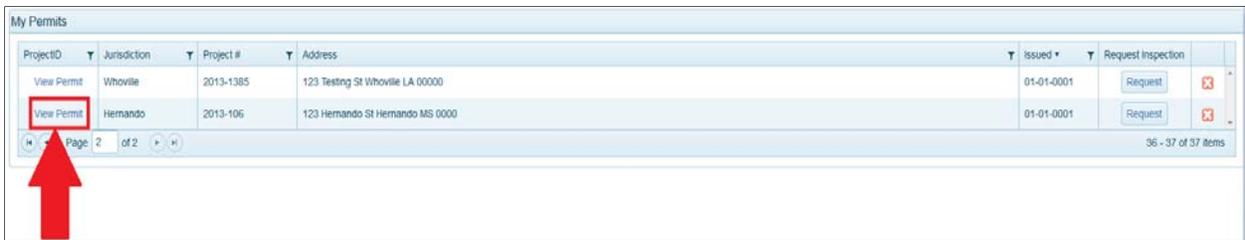
View Files and Plan Review Letters from the Jurisdiction

You can view documents and plan review letters that the jurisdiction has added to your project. These documents may communicate a need for revisions required to plans you have submitted or other information related to the project. This section also catalogs the plans you have submitted to the jurisdiction and saves the files historically.

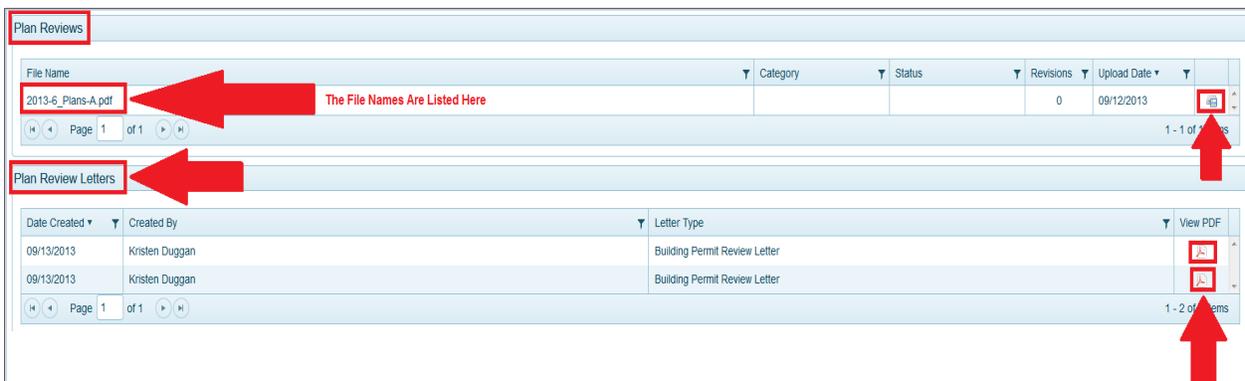
1. Once you are logged in, click on the “Account” button at the top right area of the webpage.



2. Scroll down to the “My Permits” section and click on the “View Permit” link associated with the project you desire.



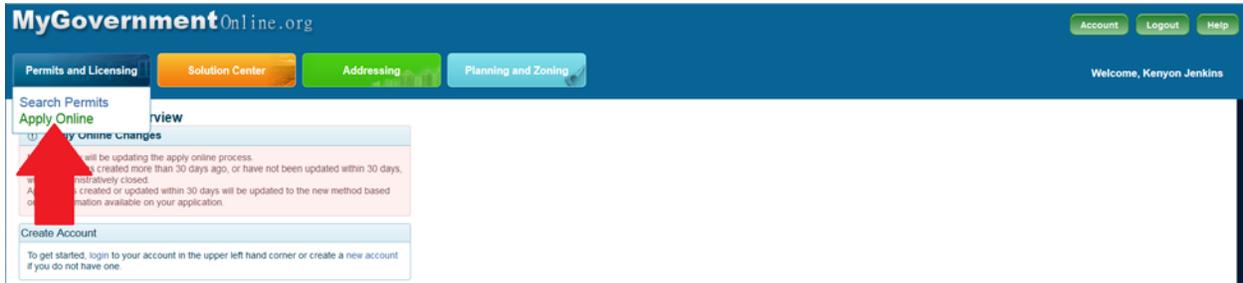
3. When the project opens, **scroll** down the page to the section called **Plan Reviews and Plan Review Letters**. The Plan Reviews section displays files that can be downloaded and viewed in PDF format. The Plan Review Letters section allows you to download and view letters in PDF format. The links to the far right allow you to view any of the items. The documents will open in your computers PDF Reader just as any other PDF document is viewed.



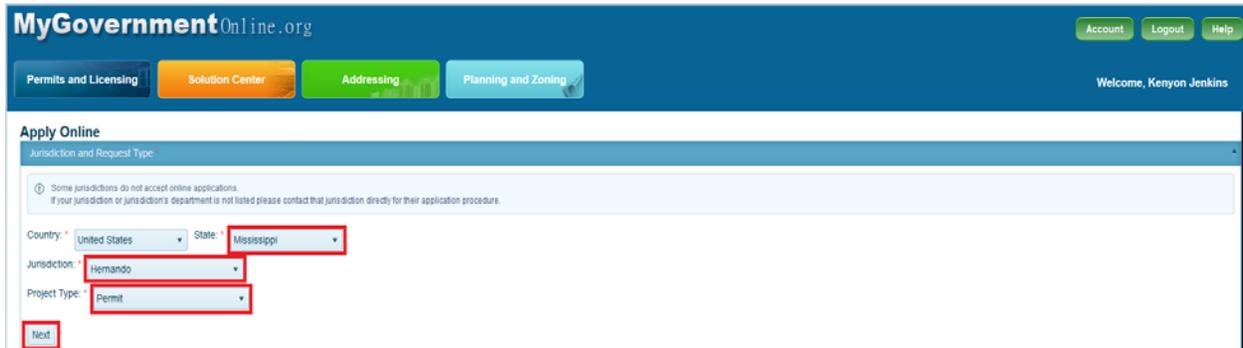
Apply Online for a Permit

You may apply for your permit online if your jurisdiction offers this feature. When applying for the permit you will be able to also upload plans and other documents in PDF format if documents and drawings are required for your project.

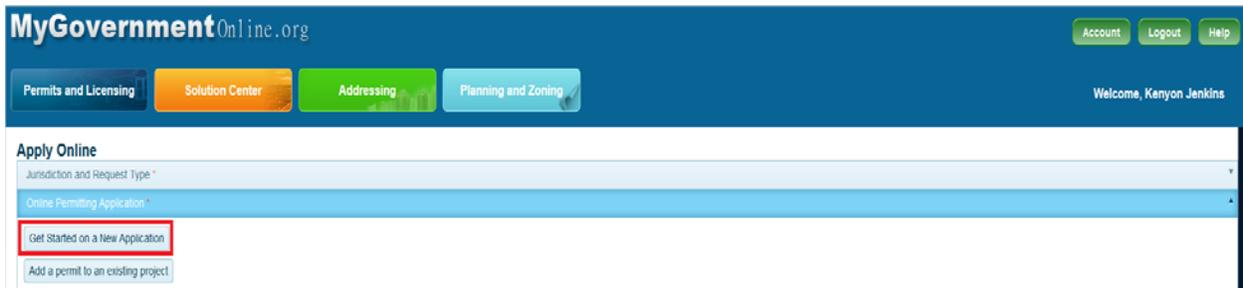
1. Once you are logged in, go to the **“Permits and Licensing”** button in the top left area of the screen and then click on **Apply Online**.



2. In order, select the State, Jurisdiction, and Project Type as shown below and then click next. If you do not see the jurisdiction in which you desire to submit an application to after selecting the state, then the jurisdiction does not yet offer the **“Apply Online”** feature at this time.



3. Select **“Get Started on a New Application”** to begin the application process. You should only use the **“Add a Permit to an Existing Account”** option if you are applying for an Electrical, Mechanical or Plumbing permit that will be added on to an already issued building permit.



4. Enter the physical address of the project and then click next.

The screenshot shows the 'Apply Online' form on MyGovernmentOnline.org. The 'Physical Address' section is active, with a text input field for the address, a city dropdown, and a zip code dropdown. A 'Next' button is visible at the bottom left of the form.

5. The Applicant contact information will automatically pre-fill from the user account information of your log-in account. You may select how you wished to receive automatic notifications during the project. Please note that e-mail notifications are more convenient and can be referred back to at any time since the notifications arrive in your e-mail inbox. It is strongly encouraged that you opt in for e-mail notifications. Missed telephone calls can cause you to miss some of your notifications during the project. To opt in for any notification method type, please click the check box next to the preferred method in which you would like to be notified. Click next to proceed.

The screenshot shows the 'Apply Online' form on MyGovernmentOnline.org, now displaying the 'Applicant's Contact Information' section. The form is pre-filled with user account information: First Name (Kenyon), Last Name (Jenkins), Suffix (dropdown), and Business Name (Ken Jenkins, LLC). The 'Mailing Address' section includes Address (1702 Rio Vista Ave), City (Houma), State (Louisiana), and Zipcode (70363). The 'Email' field is Kenyonjenkins@gmail.com, with a checked 'Notify' checkbox highlighted by a red arrow. There are also fields for Cell Phone, Home Phone, and Work Phone, each with a 'Notify' checkbox. A 'Next' button is highlighted with a red box at the bottom left.

6. Now enter the Property Owner's contact information and then click next.

The screenshot shows the 'Apply Online' section of the MyGovernmentOnline.org website. The 'Owner's Contact Information' section is highlighted with a red box. It includes a checkbox for 'Duplicate Applicant's Contact Information to Owner'. Below this are input fields for 'First Name', 'Last Name', 'Suffix', and 'Business Name'. The 'Mailing Address' section includes fields for 'Address', 'City', 'State' (a dropdown menu), and 'Zipcode'. There are also input fields for 'Email', 'Cell Phone', 'Home Phone', and 'Work Phone', each with a 'Notify' checkbox. At the bottom of the section are 'Back' and 'Next' buttons, with the 'Next' button highlighted by a red box.

7. Click the "Click Here" button to enter the Contractor's Information.

The screenshot shows the 'Contractor's Contact Information' section. A red box highlights the 'Click Here' button. Below the button is a search bar labeled 'Search Jurisdiction Registered Contractors*'. A red arrow points to the 'Click Here' button. Below the search bar are input fields for 'Business Name', 'First Name', 'Last Name', 'Local License Number', and 'State License Number'. There is also a 'Notify' checkbox.

Proceed to enter the Contractor's contact information and then click next.

The screenshot shows the 'Contractor's Contact Information' form. A red box highlights the 'Click here' button. Below the button is a search bar labeled 'to search a Jurisdiction Registered Contractor'. Below the search bar are input fields for 'First Name', 'Last Name', 'Business Name', and 'License Number'. The 'Mailing Address' section includes fields for 'Address', 'City', 'State' (a dropdown menu), and 'Zipcode'. There are also input fields for 'Email', 'Cell Phone', 'Home Phone', and 'Work Phone', each with a 'Notify' checkbox. At the bottom of the form are 'Back' and 'Next' buttons.

8. Select the **Application Type** desired from the drop down list. This represents the type of permit you are applying for.

Select an Application Type

Application Type: * Commercial New Building

Back Next

9. Select the Applicable Fee that corresponds with the permit you are applying for. You must go in order by selecting the Category first, next select the Type, then select the Calculation and then click the Add button. Sometimes a variable will be required to calculate the fee. If a variable is required, an additional box will display for you to enter it. If you add a fee in error, you may click the Remove button and then select the correct fee by following the steps again.

Select Available Fees

Commercial New Building

Category: * - Select Category - Type: * - Select Type -

Calculation: * - Select Calculation - Add

Category	Type	Calculation	Calculation Value
Commercial/Industrial Construction	Commercial New	Range Calculation TBD	

I do not know which fee to use.

Back Next

***Note: There is an option to select “I do not know which fee to use” in the event you are simply unaware which fee to select. The jurisdiction will be able to select the appropriate fee for you if this is the case.**

10. Answer all questions in the Application Questionnaire. This is information required to process your application. Please make the absolute best effort to answer all questions accurately. If you do not know the answer to a question or if it is not applicable to your project, please enter “Not Known” or Not Applicable” so that you may proceed with submitting your application. Once you have completed all questions, click next to proceed.

Application Questionnaire

i All items marked with a red asterisk are required fields and must be completed before you are able to submit your application to the jurisdiction. If you are unsure of a required field's answer you may skip the question to answer other questions. After you press "next" to advance to the "review" section, you can press the "Save" button to save your progress and return to your application at a later date to continue your progress in completing the application.

Commercial Building*

Business Name or Building Name *
Please enter the name of the Business or Building.

Project Description *
Please enter a short description of your project such as "New Single Family House." Limit your response to ONE sentence.

Method of Payment *
Please select your preferred method of payment. The permit office will contact you once the fees are ready for payment.

Total Square Footage *
Please provide the total square footage of your project.

Heated Square Footage *
Please provide the heated are square footage.

Un-Heated Square Footage *
Please provide the un-heated area square footage.

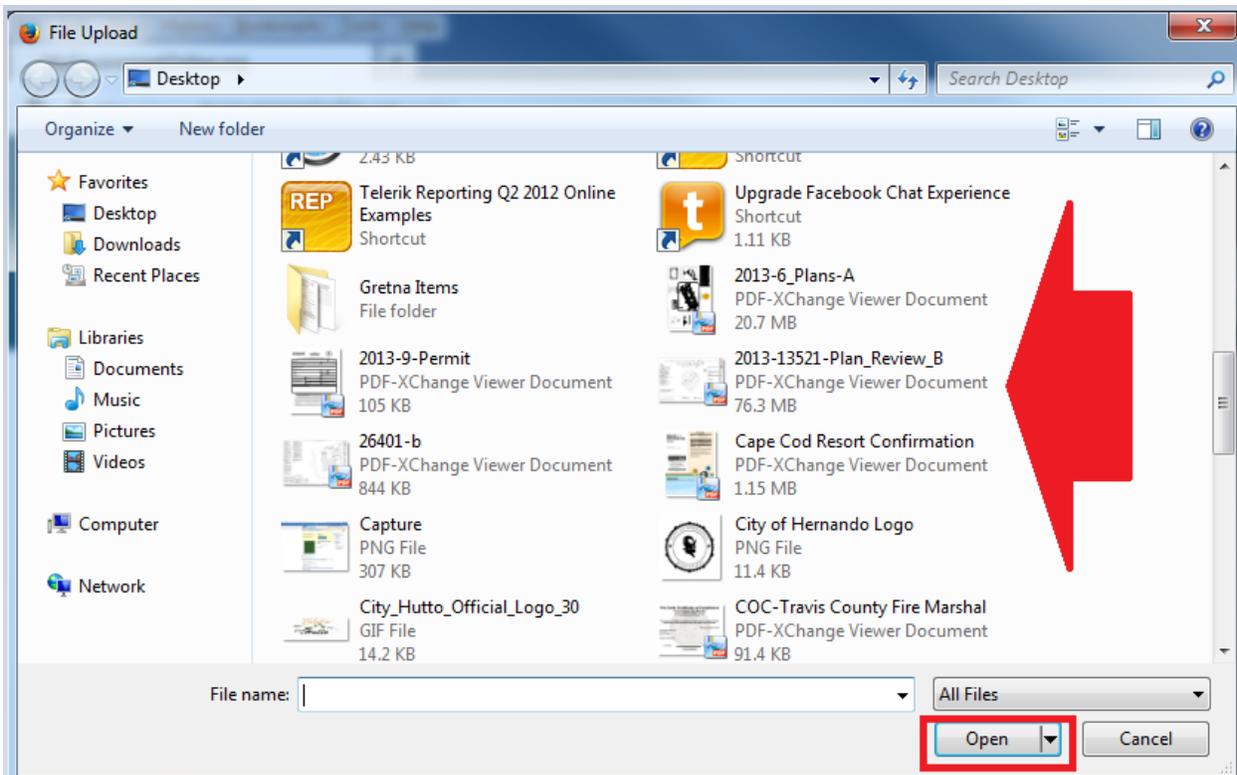
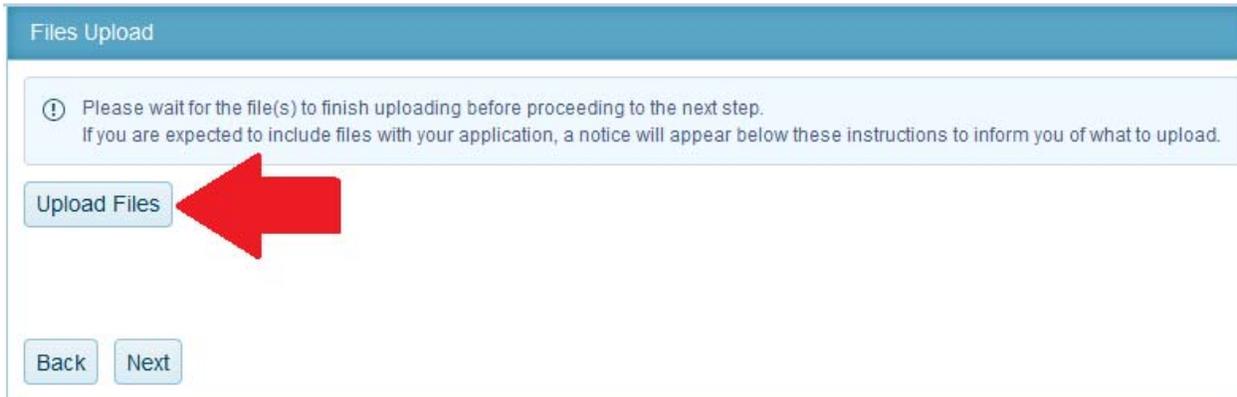
Valuation *
Please provide the valuation of your project. This is also referred to as the contract value of the project.

Acknowledgment (Building) * **Required**
I understand that construction shall not start until all permits have been pulled and a permit number has been issued.

Flood Plain * Yes
 No
Is this a property in the Flood Plain?

Historic District * No
 Yes
Is this a property in the Historic District?

11. You may upload any files required with your application. Files uploaded must be in PDF format. Some types of files that may be required include a Site Plan, Survey, Building Drawings, Foundation Certification Letter, etc. To upload documents, click on the **Upload Files** button. Search for the files on your computer. Select the file and then click Open. Allow the file time to upload. You may repeat this process to upload multiple files. Once you have uploaded all files click the **Next** button to proceed.

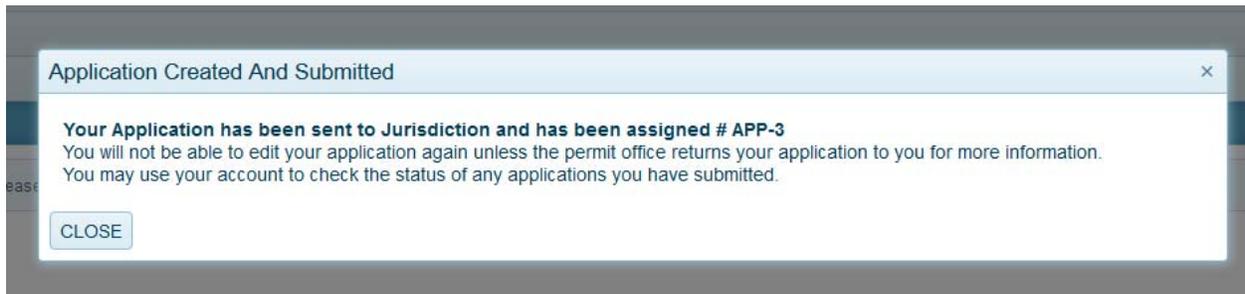


12. Click the Submit button only once to submit your application to the jurisdiction for review.



The screenshot shows a web interface with a blue header bar labeled "Review". Below the header is a light blue box containing a warning icon and the text: "To save your current progress and complete your application another time, please press save before exiting." Below this is the text: "Your application is ready to submit to the jurisdiction." At the bottom, there are three buttons: "Back", "Save", and "Submit". The "Submit" button is highlighted with a red rectangular border.

You will receive a confirmation message and an application number. The jurisdiction will receive your application and begin processing the application. Once the jurisdiction accepts the application, you will be able to pay the permit fees. Please be patient. Someone from the jurisdiction will contact you to proceed or if they need additional information.



The screenshot shows a confirmation dialog box with a title bar that says "Application Created And Submitted" and a close button (X). The main text inside the dialog reads: "Your Application has been sent to Jurisdiction and has been assigned # APP-3. You will not be able to edit your application again unless the permit office returns your application to you for more information. You may use your account to check the status of any applications you have submitted." At the bottom left of the dialog is a "CLOSE" button.