



# 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](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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# Table of Contents

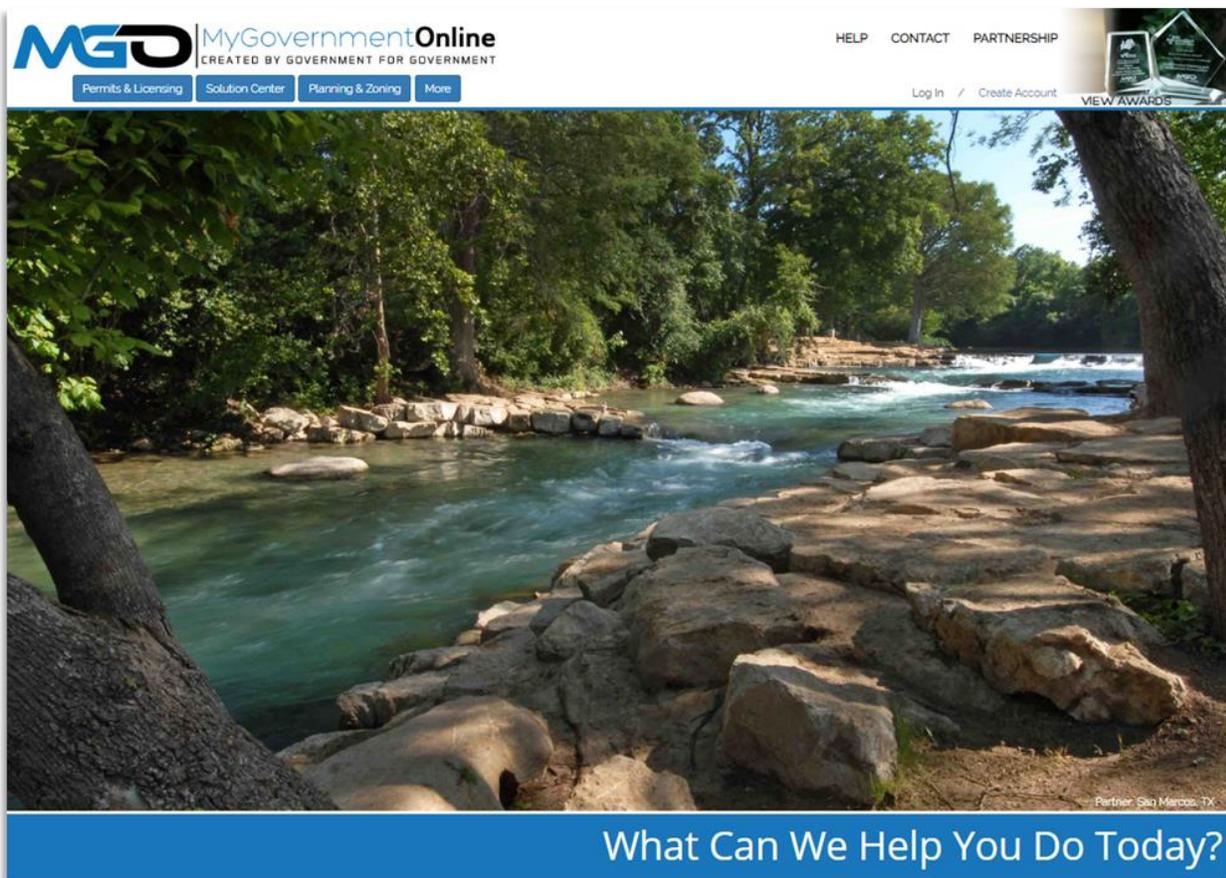
(click to jump to section)

Creating New User Account .....	3
Viewing My Permits.....	5
Adding Projects to the My Permits Section .....	8
Request an Inspection .....	11
View Project Inspections and Requirements .....	13
View Inspection Reports .....	15
Upload PDF Files to Projects.....	17
View PDF Files Uploaded by the Jurisdiction.....	19
Apply Online for a Permit.....	20
Apply Online for a Planning & Zoning Project.....	24
Reviewing Applications.....	29
Pay Online .....	33
Print a Copy of My Permit.....	36

# 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.

**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 \*

000    000    0000

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. 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.

### My Account Dashboard

My Account (Account Number 49795)

First Name	Last Name	Business Name	
<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	<input type="text" value="SCPDC"/>	
E-mail *	Password *		
<input type="text" value="mgotest@gmail.com"/>	<input type="password" value="*****"/>		
Secret Question *	Secret Answer *		
<input type="text" value="What is your dogs name?"/>	<input type="text" value="Rufus"/>		
<b>Mailing Address</b>			
Address	City	State	Zipcode
<input type="text"/>	<input type="text"/>	<input type="text" value="- Select State -"/>	<input type="text"/>
<b>Search Defaults</b>			
Country	State	Jurisdiction	
<input type="text" value="- Select Default Country -"/>	<input type="text" value="- Select Default State -"/>	<input type="text" value="- Select Default Jurisdiction -"/>	
<b>Account Preferences</b>			
<input type="checkbox"/> Send me an e-mail confirmation when I successfully submit an online application.			
<input type="checkbox"/> Send me an e-mail confirmation when I have successfully uploaded files to a project.			
<input type="button" value="Save"/>			

**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 been 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.

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

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.

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

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

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

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

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

**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

Overview

Contacts

Requirements

Payments

**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...
No items to display					

[Print Service History](#)

History	Status	Inspection ...	ServiceType	Inspector Name	Inspector P...
No items to display					

**Customer Documents**

[Add New File](#)

File Name	Description
No items to display	

**Jurisdiction Documents**

Folder Name	Category	Status	Revis...	Upload Date
No items to display				

**Plan Review Letters**

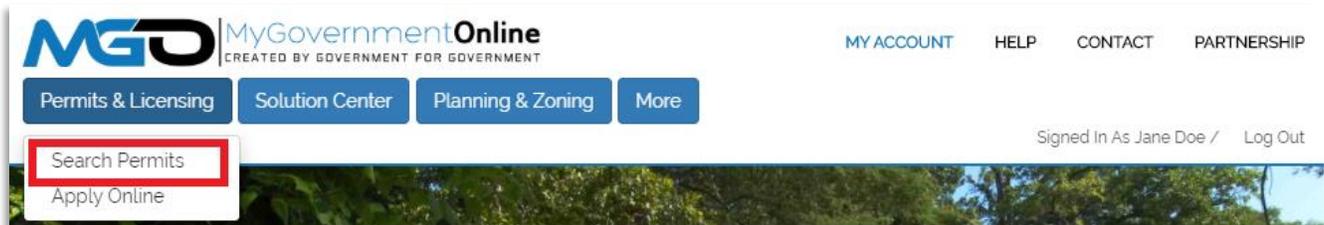
Date Created	Created By	Letter Type	View ...
07/19/2019	Kirsten Thibodeaux	Construction Plan Review Letter	
05/07/2019	Casandra "Sandy" Garza	Plat Review Letter (Old)	
05/07/2019	Casandra "Sandy" Garza	Construction Plan Review Letter (Old)	
05/07/2019	Casandra "Sandy" Garza	Gen Land Plan Review Letter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

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.

### Search Permit Applications

**Required**

Select Jurisdiction: You can select default values for country, state, and jurisdiction in your account. If selected, these filters will be automatically set when you log in.

Country:  State:

Jurisdiction:

Project Type:

[Click here for advanced reporting or bulk downloads.](#) Otherwise, continue below.

**Suggested**

Please fill out only one of the suggested categories for best results. At least one suggested field must be filled out in order to search.

Project #:

**OR**

Street Number:  Street Name:

Ex: Less information will return more results. If the address you are looking for is 123 North Smith Street, put "123" in the Street Number box and "Smith" in the Street Name box.

Optional Only used to narrow down a large list of permits

**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.

**2013-1185**  
Jurisdiction: Whoville  
Type: Residential New Construction  
Create Date: 2013-02-13T09:16:52.367  
Status: Approved  
Business Applicant  
Physical Address  
111 Ken St  
70360 Houma, LA  
Mailing Address  
, LA

+ Add to my account  
Request Inspection

**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.

Add project to your account

You may optionally enter a project alias to help you uniquely identify your projects.  
The project alias is only seen by the account holder and will not be shared with other users.

Project Alias

Cancel 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>.*

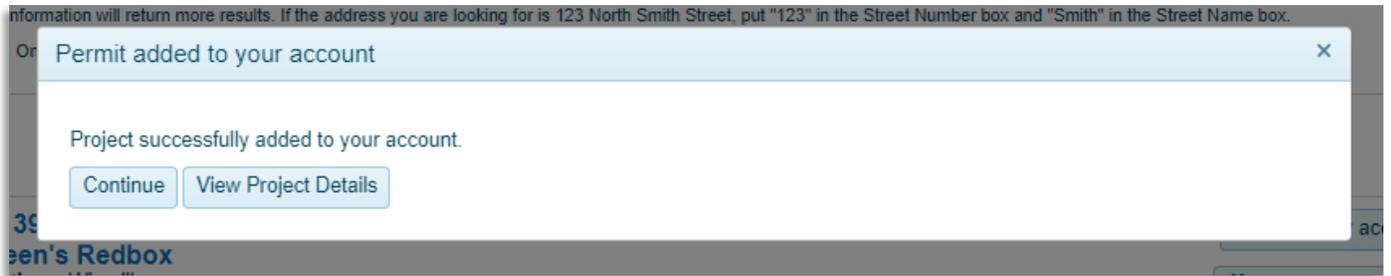
Request that this permit is added to your account

Your verified phone number on your account does not match a contact number listed on the permit.  
Please contact your jurisdiction to add your number as a contact to gain access.  
For any other questions call 866-957-3764 x1

CLOSE

---

**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.

My Permits

Find projects associated to your verified phone numbers

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

Page 1 of 1 1 - 5 of 5 items

**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.

### Request Inspection for Project #2019-2141

Request Inspection

Good Morning - 1!

Inspection Type: \*

Address: \*

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

**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.

Inspection Type	Requested Date	Requested Action
Combination Open Wall	04/15/2019	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)**

**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.

My Permits

Find projects associated to your verified phone numbers

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

Page 1 of 1 1 - 5 of 5 items

**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.

**Project #2013-1393**  
**218 Cane Break Dr. Thibodaux LA 70301**

Jurisdiction: Whoville  
 Create Date: 11/11/2013  
 Fees: \$100.00 Fees Paid: \$2,100.00  
 Balance Due: (\$2,000.00)  
 Status: Approved  
 Types: After-Hours /Inspection (1580) Commercial New Construction (1573)

[Print Receipt](#)

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Overview | **Contacts** | Requirements | Payments

Description	Priority	Completed
Combination Open Wall	0	No
Consulation/Status	0	No
DEQ Approval	0	No
Construction Drawings Submittal	1	Yes
Curb Cut	1	Yes
Drainage Review	1	Yes
IBC Building Code Review	1	Yes
Permit Issued	1	Yes
Fire Sprinkler	2	No
Collect Application Payment	2	No
Change Of Occupancy	3	Yes
Certificate Of Completion	4	No
Electrical Open-Wall	5	No
Temporary Power Release	6	No

# View Inspection Reports

Step 1: Once logged into [www.MyGovernmentOnline.org](http://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.

My Permits

Find projects associated to your verified phone numbers

View	Jurisdic...	Alias	Project #	Address	Project Name	Status	Issued ↓	Req. Inspec...	A...
<a href="#">View Permit</a>	Whoville		2013-1393	218 Cane Break Dr. Thibodaux LA 70301	Walgreen's Redbox	Approved	01-01-1900	<a href="#">Request</a>	
<a href="#">View Permit</a>	Whoville		2015-1527	223 Dove Tail Dr Houma LA 70360		Approved	01-01-1900	<a href="#">Request</a>	
<a href="#">View Permit</a>	Whoville		2016-1552	Candycane LA 70301		Approved	01-01-1900	<a href="#">Request</a>	

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.

Inspections

[Request Inspection](#)

**Current**

Status	Scheduled ...	Inspection Type	Inspector Name	Inspector P...
Page 0 of 0				
No items to display				

**History**

[Print Inspection History](#)

Status	Inspection ...	InspectionType	Inspector Name	Inspector P...
Violation	06/10/2016	Change Of Occupancy	Augustus Who	
Failed	01/26/2016	Electrical Open-Wall	Augustus Who	
Failed	12/23/2014	Final Mechanical	Augustus Who	
Failed	12/23/2014	Final Electrical	Augustus Who	

Page 1 of 1

1 - 4 of 4 items

**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.



**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](http://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.

My Permits

Find projects associated to your verified phone numbers

View	Jurisdic...	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspec...	A...
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	✕

**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".

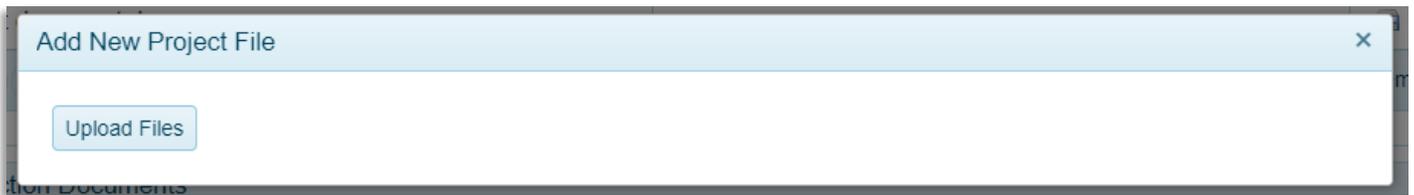
Customer Documents

Add New File

File Name	Description		
-----------	-------------	--	--

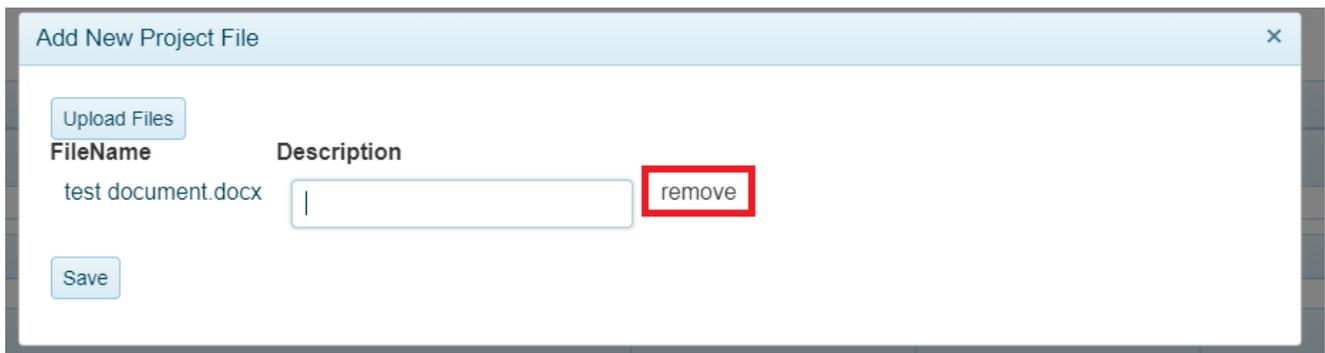
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**Step 4:** A small pop up will appear with an upload Files button. Clicking the button will open your computer's file viewer. Select the desired file and click



“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](http://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

The screenshot shows the "My Permits" section of the user's account. It features a search bar with the text "Find projects associated to your verified phone numbers". Below the search bar is a table with the following columns: View, Jurisdic..., Alias, Project #, Address, Project Name, Status, Issued, Req. Inspec..., and A... The first row of the table is highlighted, and the "View Permit" link in the first column is circled in red. The data in the first row is: View Permit, Whoville, (blank), 2013-1393, 218 Cane Break Dr. Thibodaux LA 70301, Walgreen's Redbox, Approved, 01-01-1900, Request, and a red 'x' icon.

View	Jurisdic...	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspec...	A...
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	✘

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.

The screenshot shows the "Jurisdiction Documents" section of the project page. It features a table with the following columns: File Name, Folder Name, Category, Status, Revisi..., and Upload Date. The first row of the table is highlighted, and the save icon in the rightmost column is circled in red. The data in the first row is: 2017-1579-Test Document.docx, Additional Files, (not set), 0, and 06/17/2019. Below the table, there is a pagination bar showing "Page 1 of 1" and "1 - 1 of 1 items".

File Name	Folder Name	Category	Status	Revisi...	Upload Date
2017-1579-Test Document.docx	Additional Files		(not set)	0	06/17/2019

# 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”.

**Apply Online**

Jurisdiction and Request Type \*

Online Permitting Application \*

Get Started on a New Application

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>.*

Select an Application Type

Select an Application Type: \*

- Select an Option -

- Select an Option -

Commercial Addition

Commercial New

Commercial Renovation

Culvert Permit

Demolition Permit

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

Physical Address or Location \*

Please provide the physical address or location of your project.  
or [modify an existing permit](#)

My Project has been addressed by the Jurisdiction.

Address or Location: \*  City: \*  Zipcode: \*

Next

**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.

The screenshot shows a form titled "Contact Information" with the following fields and options:

- First Name:
- Last Name:
- Suffix:
- Business Name:
- Mailing Address**
- Address:
- City:
- State:
- Zipcode:
- Email:   Notify
- Cell Phone: (  )    Notify
- Home Phone: (  )    Notify
- Work Phone: (  )    Notify

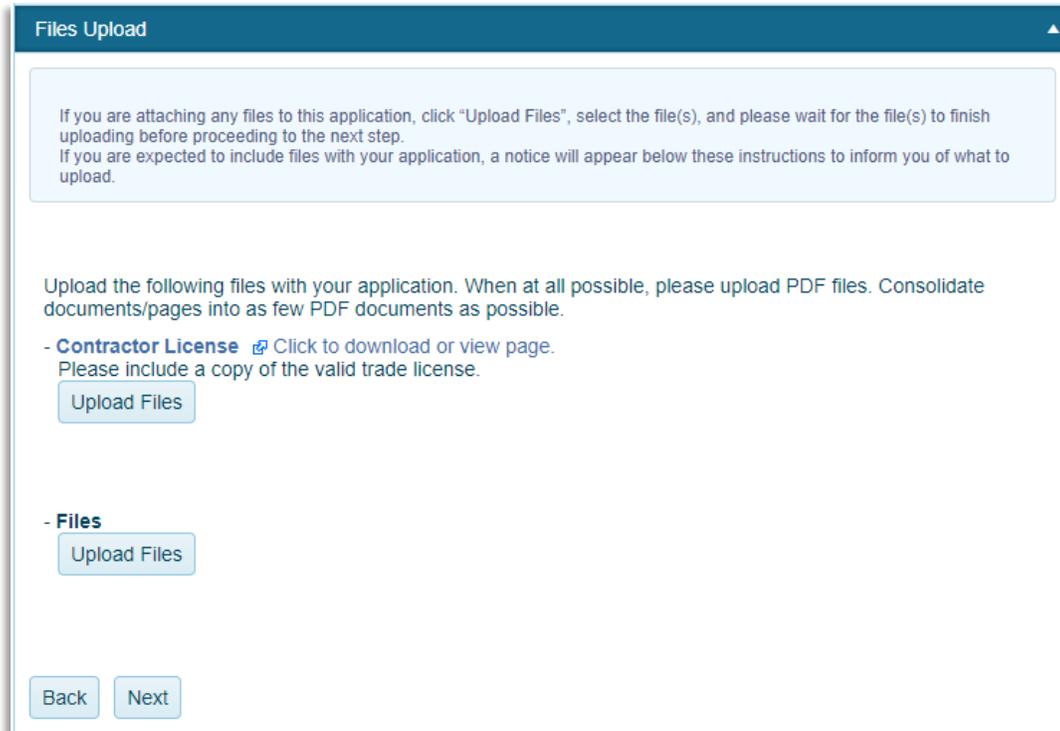
At the bottom of the form are two buttons: "Back" and "Next".

**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.

The screenshot shows a form titled "Application Questionnaire" with the following fields and options:

- Project Description\*:   
Please give a short description of your building's use. 1000 char(s) available.
- Business Name:   
Please provide your business name. 4000 char(s) available.
- Lot or Tract Number:   
Please provide the lot number.
- Tract Number:   
Please provide the tract number.
- Subdivision Name:   
Please provide your subdivision name. 4000 char(s) available.
- Permit Type\*:   
Please select the most appropriate type that fits your permit.

**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.



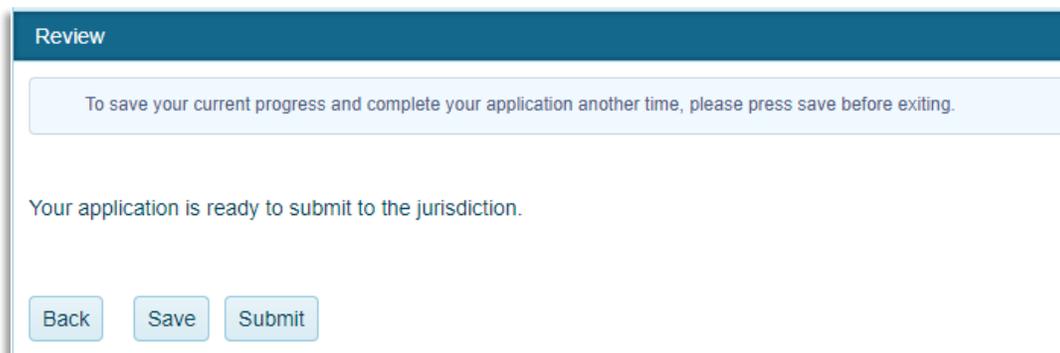
The screenshot shows a window titled "Files Upload" with a dark blue header. Inside, there is a light blue box with instructions: "If you are attaching any files to this application, click 'Upload Files', select the file(s), and please wait for the file(s) to finish uploading before proceeding to the next step. If you are expected to include files with your application, a notice will appear below these instructions to inform you of what to upload." Below this, there is a paragraph: "Upload the following files with your application. When at all possible, please upload PDF files. Consolidate documents/pages into as few PDF documents as possible." This is followed by a section for "Contractor License" with a link icon and text: "Click to download or view page. Please include a copy of the valid trade license." Below this is an "Upload Files" button. Then, there is a section for "Files" with another "Upload Files" button. At the bottom of the window are "Back" and "Next" buttons.

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.



The screenshot shows a window titled "Review" with a dark blue header. Inside, there is a light blue box with a warning: "To save your current progress and complete your application another time, please press save before exiting." Below this, the text reads: "Your application is ready to submit to the jurisdiction." At the bottom of the window are three buttons: "Back", "Save", and "Submit".

# 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](http://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.

**Apply Online**

**Jurisdiction and Request Type \***

Some jurisdictions do not accept online applications.  
If your jurisdiction or jurisdiction's department is not listed please contact that jurisdiction direct

Country: \*  State: \*

Jurisdiction: \*

Project Type: \*

**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”.

**Apply Online**

Jurisdiction and Request Type \*

**Online Permitting Application \***

Get Started on a New Application

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”.

**Select an Application Type**

Select an Application Type: \*

- Select an Option -

Back 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.

Physical Address or Location \*

Please provide the physical address or location of your project.

My Project has been addressed by the Jurisdiction.

Address or Location: \*  City: \*  Zipcode: \*

Next

Files Upload

**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.

First Name  Last Name  Suffix  Business Name

**Mailing Address**

Address  City  State  Zipcode

Email   Notify

Cell Phone (  )    Notify

Home Phone (  )    Notify

Work Phone (  )    Notify

Back Next

**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.

The screenshot shows a web form titled "As Built-Final Construction Plat Application (In-House Approval) \*". The form contains several sections:

- Subdivision Name \***: A text input field with the placeholder "Enter the name of the subdivision."
- Project Description \***: A text input field with the placeholder "Describe the project." and a note "4000 char(s) available."
- Watershed Information (If applicable)**: A dropdown menu with the selected option "- Select Option -" and the instruction "Choose appropriate answer."
- Proposed Water and Wastewater Utilities**: A section with the instruction "Choose the appropriate answer(s)."
- Proposed Water and Wastewater Utilities (If Other)**: A text input field with the placeholder "Describe if Other was indicated." and a note "4000 char(s) available."
- Development Phases \***: A dropdown menu with the selected option "- Select Option -" and the question "Is this Subdivision plat a part of Phased Development?"

**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.

The screenshot shows the "Files Upload" section of the application. It includes the following elements:

- Files Upload** (Section Header)
- Instructions:** "If you are attaching any files to this application, click 'Upload Files', select the file(s), and please wait for the file(s) to finish uploading before proceeding to the next step. If you are expected to include files with your application, a notice will appear below these instructions to inform you of what to upload."
- Upload the following files with your application. When at all possible, please upload PDF files. Consolidate documents/pages into as few PDF documents as possible.**
- Completed Application**: A sub-section with the text "Completed Application" and an "Upload Files" button.
- Additional Files**: A sub-section with the text "Additional Files" and an "Upload Files" button.
- Subdivision Plat**: A sub-section with the text "Subdivision Plat" and an "Upload Files" button.
- Files**: A sub-section with the text "Files" and an "Upload Files" button.
- Navigation:** "Back" and "Next" buttons at the bottom left.

---

**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](http://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.

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	<a href="#">View Details</a>	<a href="#">Print</a>
453378	Tangipahoa	5058 W Main St Houma LA 70360	Unsent Application	07-19-2019	New Application	<a href="#">View Details</a>	<a href="#">Print</a>
446726	Whoville	5058 W Main St Houma LA 70360	Sent to Jurisdiction	07-15-2019	New Application	<a href="#">View Details</a>	<a href="#">Print</a>

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

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	<a href="#">View Details</a>	<a href="#">Print</a>
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446726	Whoville	5058 W Main St Houma LA 70360	Sent to Jurisdiction	07-15-2019	New Application	<a href="#">View Details</a>	<a href="#">Print</a>

**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.

### Application Actions

Please complete all required fields to proceed

[PRINT](#) [SUBMIT](#) [DELETE](#)

### Comments

[Add Comment](#) 750 char(s) available.

### Physical Address or Location \*

My Project has been addressed by the Jurisdiction.

Address or Location: \*  City: \*  Zipcode: \*

[Add Comment](#)

750 char(s) available.

### Jurisdiction and Request Type \*

Jurisdiction:  Project Type:  Application Type:

### Application Questionnaire

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.

### Owner's Contact Information

First Name  Last Name  Suffix

Business Name

#### Mailing Address

Address  City

State  Zipcode

Email   Notify

Cell Phone (  )    Notify

Home Phone (  )    Notify

Work Phone (  )    Notify

### Family Partition (In-House Approval) \*

Owner-Agent Authorization \*

The signature of owner authorizes Tangipahoa Parish Government staff to visit and inspect the property for which this application is being submitted. The signature also indicates that the applicant or his agent has reviewed the requirements of this checklist and all items on this checklist have been addressed and complied with. Note: The agent is the official contact person for this project and the single point of contact. All correspondence and communication will be conducted with the agent. If no agent is listed, the owner will be considered the agent. (Initial to acknowledge)

Parish Council Representation \*

Choose the correct response.

Acreage \*

Enter the acreage for the project.

Number of Property Owners \*

Enter the number of property owners to be notified.

Number of Lots to be Created \*

### File Upload

- Files

[Upload Files](#)

[SAVE](#)

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	<a href="#">View Details</a>	<a href="#">Print</a>
453378	Tangipahoa	5058 W Main St Houma LA 70360	Unsent Application	07-19-2019	New Application	<a href="#">View Details</a>	<a href="#">Print</a>
446726	Whoville	5058 W Main St Houma LA 70360	Sent to Jurisdiction	07-15-2019	New Application	<a href="#">View Details</a>	<a href="#">Print</a>

Applications in “Sent to Jurisdiction” status cannot be changed until the jurisdiction sets the application status to “Returned for your review”.

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	<a href="#">View Details</a>	<a href="#">Print</a>
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446726	Whoville	5058 W Main St Houma LA 70360	Sent to Jurisdiction	07-15-2019	New Application	<a href="#">View Details</a>	<a href="#">Print</a>

**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.

**SAVE**

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**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.

Application Actions

The jurisdiction has returned the Application for further action. Please see below for more details.

**PRINT**   **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 your 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.

View	Jurisdiction	Alias	Project #	Address
<a href="#">View Permit</a>	Fort Bend County		2019-106	TX

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.

## Project #2019-110-CS

### 5058 W Main St. Houma TX

**Jurisdiction:** Fort Bend County  
**Create Date:** 06/18/2019  
**Fees:** \$1,450.00 **Fees Paid:** \$0.00  
**Balance Due:** \$1,450.00  
**Status:** Pending (Under Review)  
**Types:** Construction Completion and Final Acceptance Inspection (20339)  
**Project Description:**  
This project is being used by MPN staff to test settings.  
[Print Receipt](#)

**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.

Overview   Contacts   Requirements   **Payments**

Project Type Fees

Construction Completion and Final Acceptance Inspection

<b>Total</b>	<b>Amount Due</b>
\$700.00	\$700.00

Street Dedication

<b>Total</b>	<b>Amount Due</b>
\$250.00	\$250.00

Preliminary and Final Plats-Base Fee

<b>Total</b>	<b>Amount Due</b>
\$500.00	\$500.00

Payments Balance

**Balance Paid:** \$0.00  
**Balance Due:** \$1,450.00

**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.

New Payment

Received Date 06/27/2019   Contact Not Applicable

Type	Due
<input checked="" type="checkbox"/> Construction Completion and Final Acceptance Inspection - 16.00 - 99 Acres	\$700.00
<input checked="" type="checkbox"/> Street Dedication - Street Dedication	\$250.00
<input checked="" type="checkbox"/> Preliminary and Final Plats-Base Fee - Base Fee	\$500.00

Payment Type: Credit Card   Amount: 1450   Pay Online

**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.

## Payment Portal

Card Holder Name:	<input type="text"/>
Credit Card Type:	<input type="text" value="Discover"/>
Credit Card Number:	<input type="text"/>
Expiration Date:	<input type="text" value="January"/> <input type="text" value="2019"/>
CVC Number: <a href="#">What is this?</a>	<input type="text"/>
Billing Address	<input type="text"/>
Suite / Apartment	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="Alabama"/>
Postal Code	<input type="text"/>

[Cancel](#)

# 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.

**Project #2019-2141**  
**131 Candycane Lane Building 132 Whoville LA 98137**

Jurisdiction: Whoville      Project Description:  
Create Date: 06/23/2019        
Fees: \$10.00    Fees Paid: \$10.00  
Balance Due: \$0.00  
Status: Approved  
Types: Garage Sale (6588)

[Print Receipt](#)

Overview    Contacts    Requirements    **Payments**

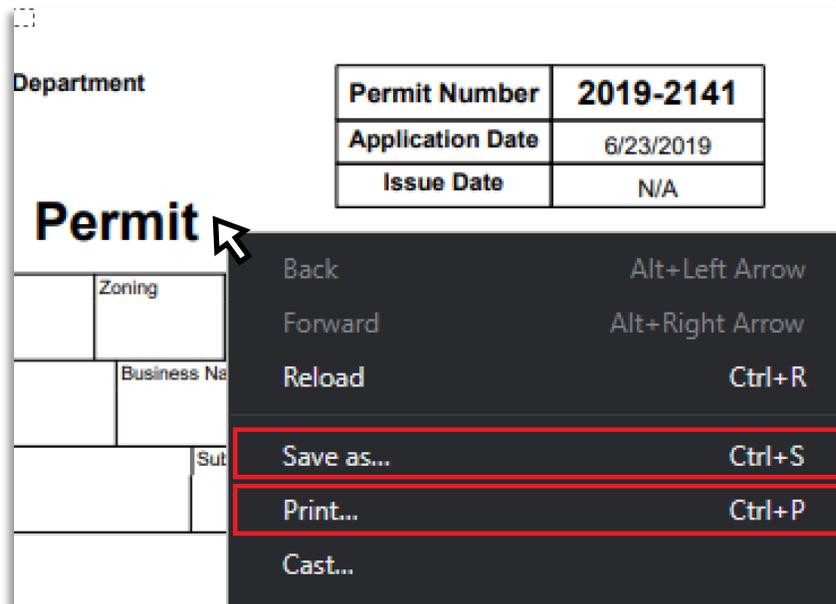
**Step 4:** If all permitting fees are paid, you will see a button the says “Print Permit”. Your permit document will open in a new tab.

Overview    Contacts    Requirements    Payments

Project Type Fees

Project Type Fees	Amount Due	
Garage Sale		<a href="#">Print Permit</a>
Total		
\$10.00		Paid

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



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## 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 option 1.

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