



# Customer Help Guide

Permits

Contractor Licensing

Code Enforcement

Planning & Zoning

And More!

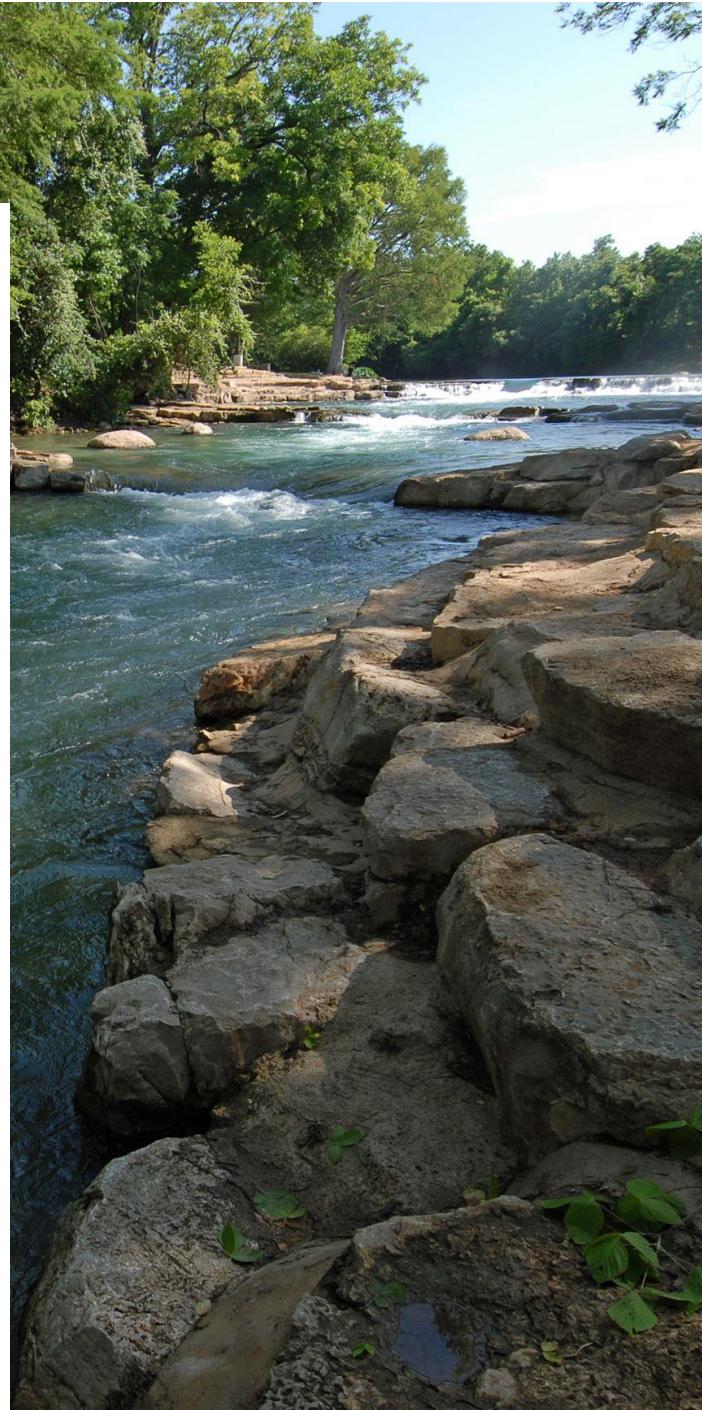
## Need Help?

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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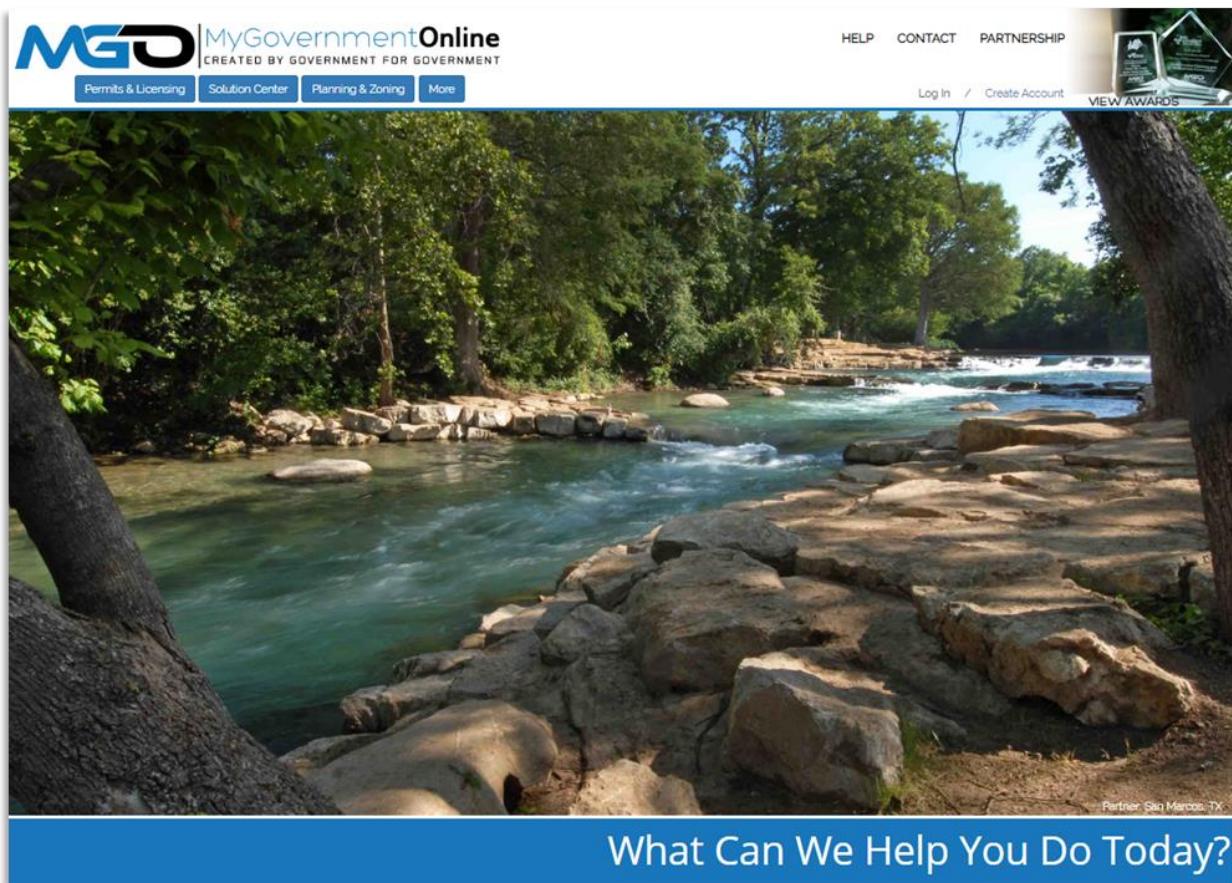
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# Creating New User Account

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](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 1-866-957-3764 and we will help you verify your account.

#### Your Login Information

E-mail *	Confirm E-mail *
<input type="text"/>	<input type="text"/>
Password *	Confirm Password *
<input type="text"/>	<input type="text"/>

#### Your Account Information

First Name *	Last Name *	Business Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<p> ⓘ Enter a phone number that will be used to verify your account.</p>		
<p>Phone Number *</p>		
<input type="text"/> 000	<input type="text"/> 000	<input type="text"/> 0000
<p> ⓘ Enter a question and answer to retrieve your password or verify your account manually.</p>		
Challenge Question *	Challenge Answer *	
<input type="text"/>	<input type="text"/>	
<p><input type="button" value="Create Account"/></p>		

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.

A screenshot of the 'My Account Dashboard' for user 'Account Number 49795'. The dashboard includes fields for First Name (Jane), Last Name (Doe), Business Name (SCPDC), E-mail (mgotest@gmail.com), Password, Secret Question (What is your dogs name?), Secret Answer (Rufus), Mailing Address (Address, City, State dropdown set to 'Select State', Zipcode), and Search Defaults (Country, State, Jurisdiction, all dropdowns set to 'Select Default'). Under 'Account Preferences', there are two checkboxes: 'Send me an e-mail confirmation when I successfully submit an online application.' and 'Send me an e-mail confirmation when I have successfully uploaded files to a project.' A 'Save' button is at the bottom left.

**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.

My Permits											
Find projects associated to your verified phone numbers											
	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.

Jurisdiction: Fort Bend County	Project Description:
Create Date: 05/07/2019	test
Fees: \$0.00 Fees Paid: \$0.00	
Balance Due: \$0.00	
Status: Pending (Under Review)	
Types:	
<a href="#">Print Receipt</a>	

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.

Overview    Contacts    Requirements    Payments

### Assigned Project Types

[Request Service](#)

Current

Status	Scheduled ...	Service Type	Inspector Na...	Inspector P...	
[icons]	Page 0 of 0	[icons]	No items to display		

History

[Print Service History](#)

Status	Inspection ...	ServiceType	Inspector Name	Inspector P...	
[icons]	Page 0 of 0	[icons]	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		
[icons]	Page 0 of 0	[icons]	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
[icons]	Page 0 of 0	[icons]	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	[icon]
05/07/2019	Cassandra "Sandy" Garza	Plat Review Letter (Old)	[icon]
05/07/2019	Cassandra "Sandy" Garza	Construction Plan Review Letter (Old)	[icon]
05/07/2019	Cassandra "Sandy" Garza	Gen Land Plan Review Letter (Old)	[icon]
05/07/2019	Maggie Dalton	Inspection Deficiency Punch List	[icon]

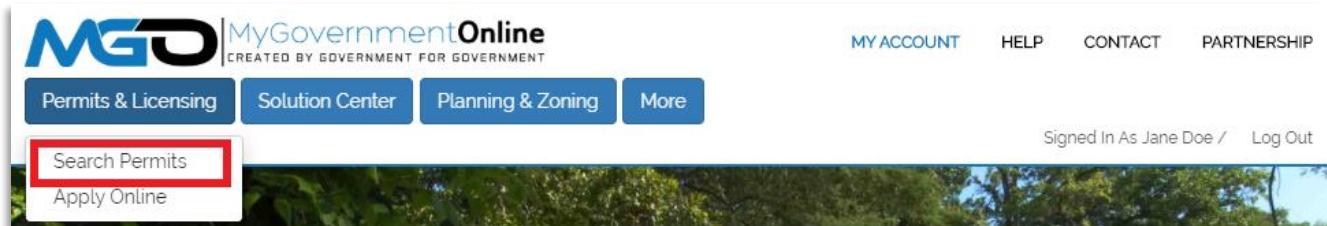
Page 1 of 1

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.

**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: United States      State: Louisiana

Jurisdiction: Whoville

Project Type: Permit

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 #:

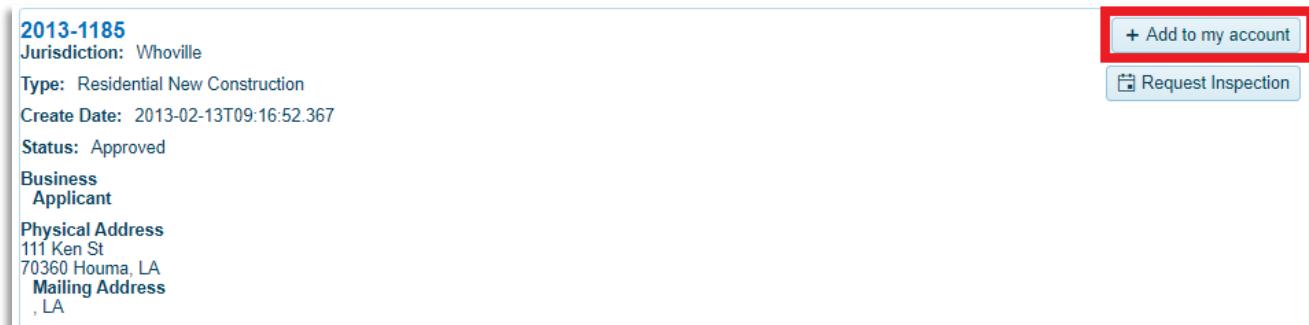
OR

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.

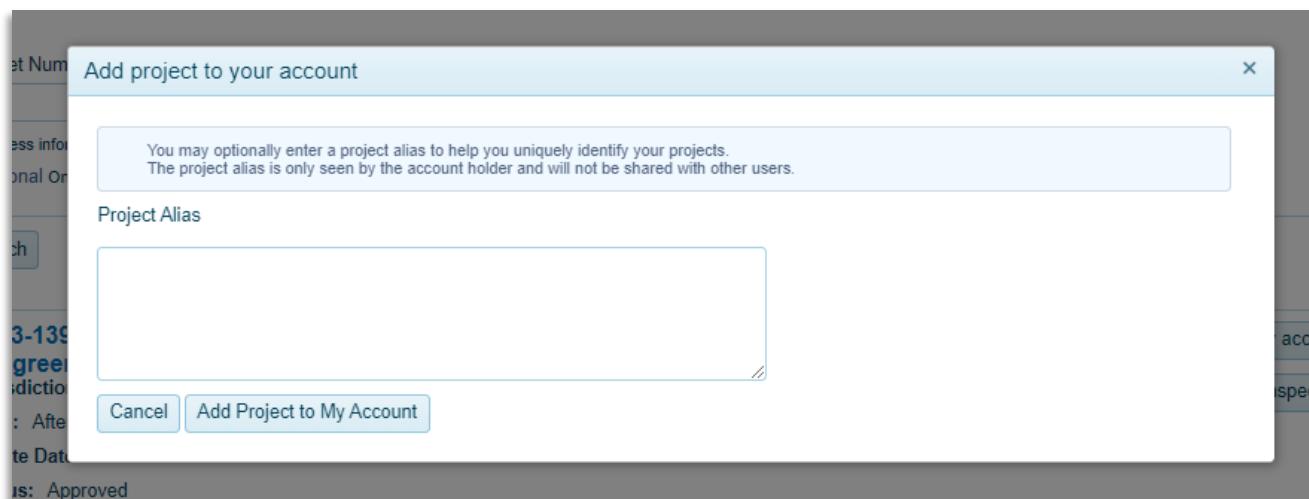


2013-1185  
Jurisdiction: Whoville  
Type: Residential New Construction  
Create Date: 2013-02-13T09:16:52.367  
Status: Approved  
Business Applicant  
Physical Address  
111 Ken St  
70360 Houma, LA  
Mailing Address  
, LA

+ 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.



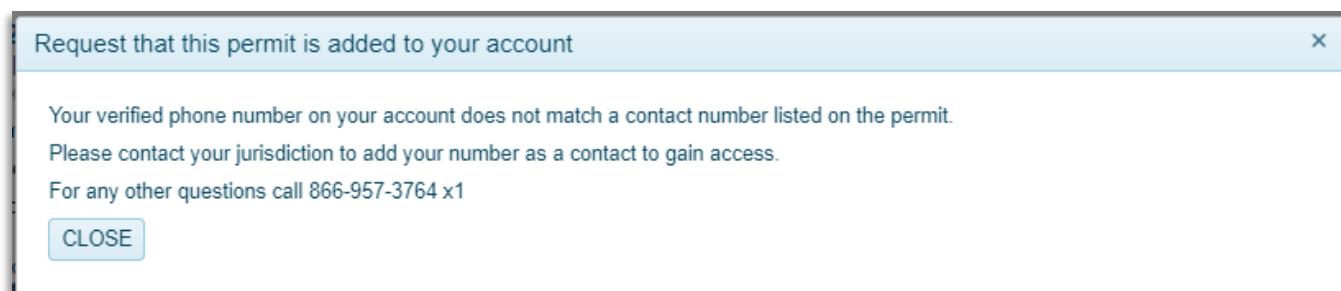
Add project to your account

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>.*

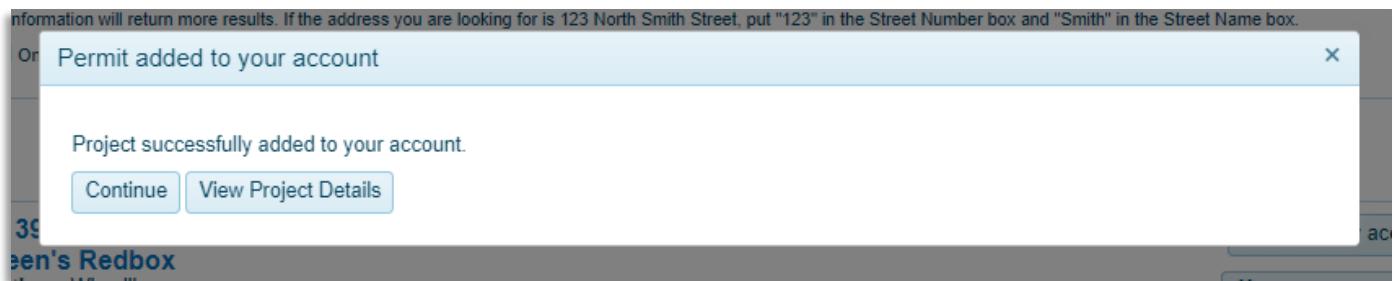


Request that this permit is added to your account

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.

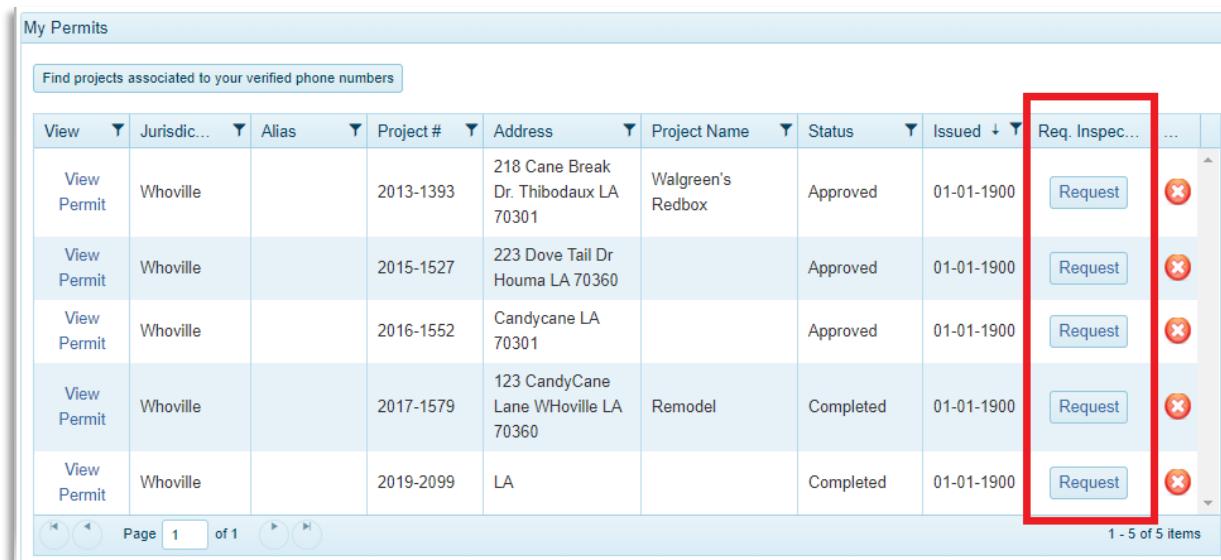
# Request an Inspection

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.

The image shows the 'My Permits' dashboard. It displays a table of projects with columns for View Permit, Jurisdiction, Alias, Project #, Address, Project Name, Status, Issued, and a 'Req. Inspect...' column. The 'Req. Inspect...' column contains a 'Request' button and a red 'X' button. A red box highlights the 'Request' button for the first project. The table has 5 items. At the bottom, there are navigation icons for first, previous, next, and last pages, and a page number indicator 'Page 1 of 1'.

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

**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

The back door key is under the plant. I would prefer the inspection take place in the morning.

Add

**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	<input type="button" value="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.

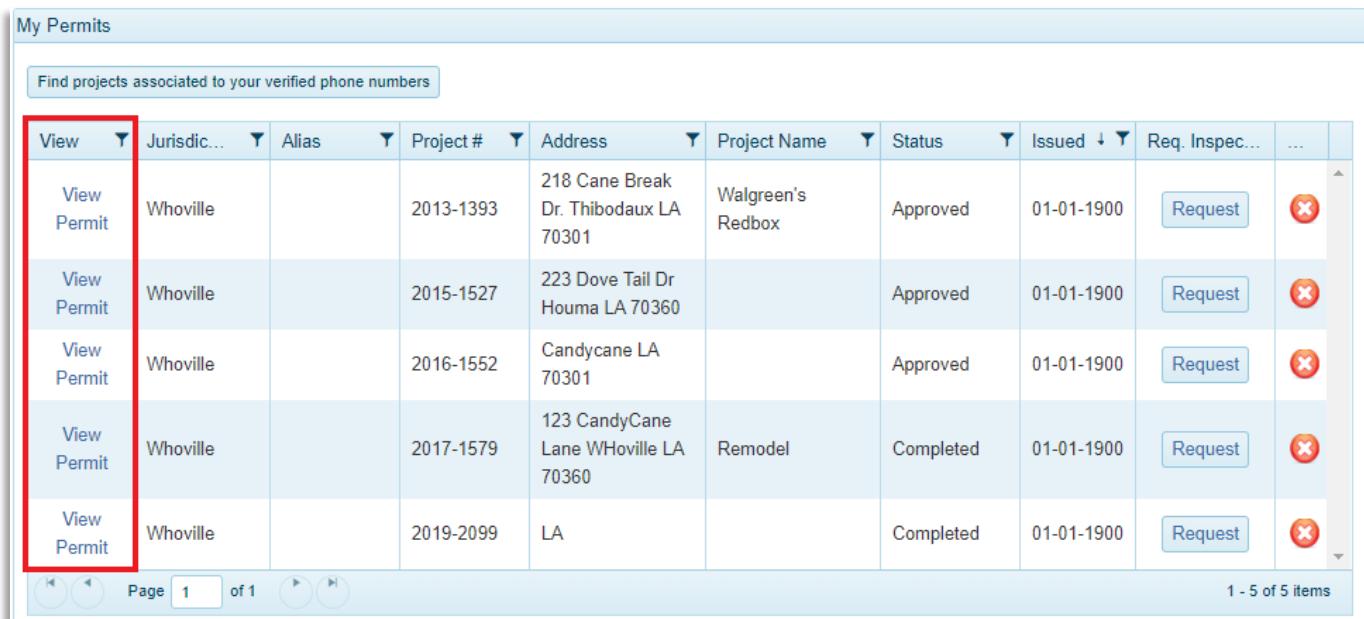
# View Project Inspections and Requirements

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



The screenshot shows the MyGovernmentOnline homepage. At the top, there is a navigation bar with links for 'Permits & Licensing', 'Solution Center', 'Planning & Zoning', and 'More'. On the right side of the navigation bar, there are links for 'MY ACCOUNT', 'HELP', 'CONTACT', and 'PARTNERSHIP'. The 'MY ACCOUNT' link is highlighted with a red box. Below the navigation bar, there is a user sign-in message: 'Signed In As Jane Doe / Log Out'.

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



The screenshot shows the 'My Permits' section of the account dashboard. It displays a table of projects with the following columns: View, Jurisdiction, Alias, Project #, Address, Project Name, Status, Issued, Req. Inspect., and a More column. The 'View' column is highlighted with a red box. The table contains five rows of data, each representing a project. At the bottom of the table, there are navigation buttons for 'Page 1 of 1' and a note '1 - 5 of 5 items'.

View	Jurisdiction	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspect.	More
<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 WHowville 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>	

**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](#)

Overview	Contacts	Requirements	Payments
Description		Priority	Completed
Combination Open Wall		0	No
Consulation/Status		0	No
DEQ Approval		0	No
Construction Drawings Submittal	1	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

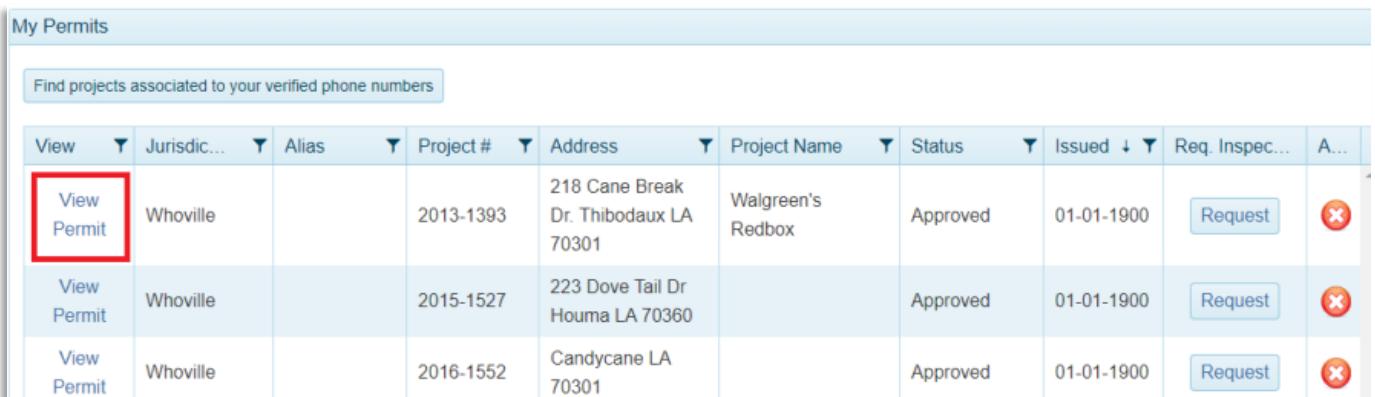
# View Inspection Reports

Step 1: Once logged into [www.MyGovernmentOnline.org](http://www.MyGovernmentOnline.org), click on My Account in the top right of the homepage.



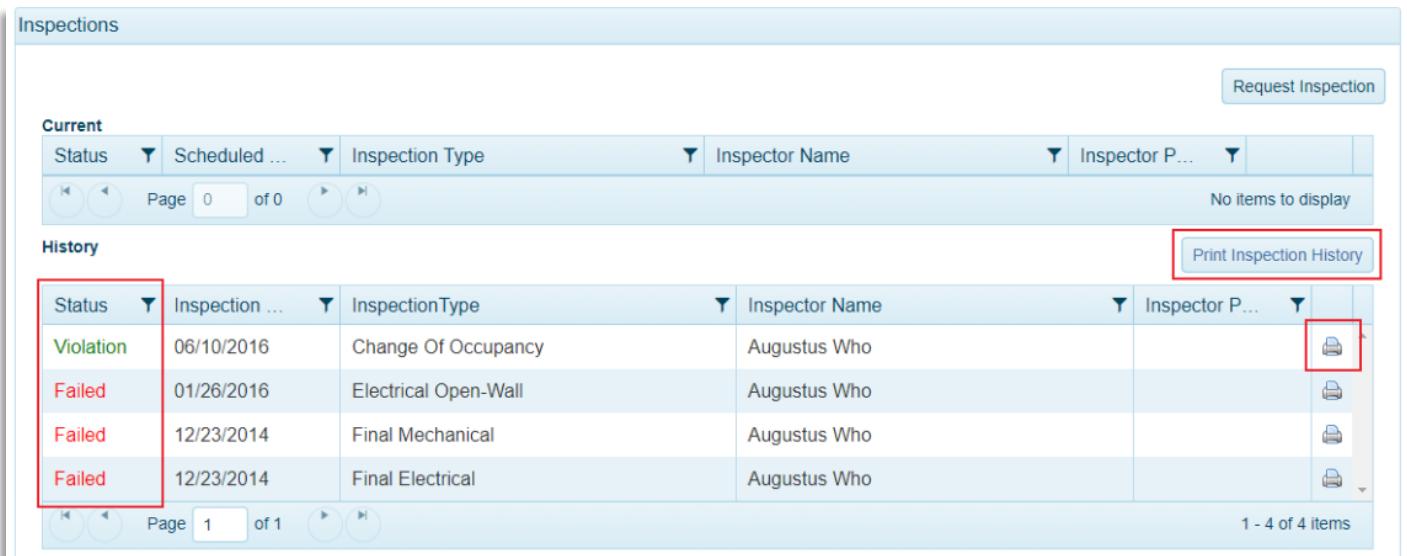
The screenshot shows the MyGovernmentOnline website. At the top, there is a navigation bar with links for 'Permits & Licensing', 'Solution Center', 'Planning & Zoning', and 'More'. On the right side of the navigation bar, there are links for 'MY ACCOUNT', 'HELP', 'CONTACT', and 'PARTNERSHIP'. The 'MY ACCOUNT' link is highlighted with a red box. Below the navigation bar, there is a user sign-in message 'Signed In As Jane Doe / Log Out'.

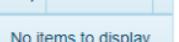
Step 2: Find the My Permits section on your account page. Click View Permit on the desired project.



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.



Current						<a href="#">Request Inspection</a>
Status	Scheduled ...	Inspection Type	Inspector Name	Inspector P...		
						
<b>History</b>						
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			

**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.

	<b>Inspection Report</b>	Inspection Date: 6/10/2016 10:57:00 AM
<b>VIOLATION</b>		
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

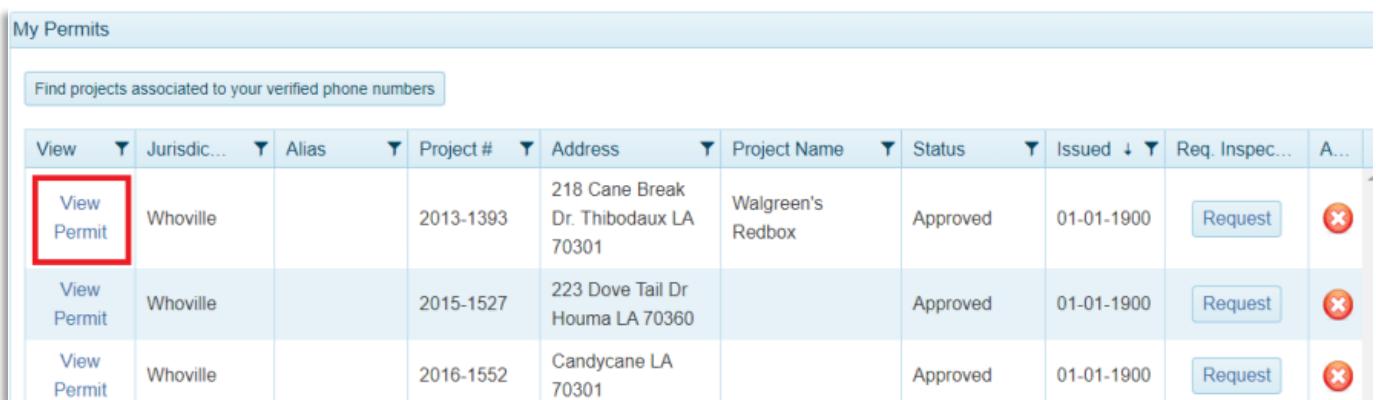
In the event your jurisdiction needs additional documentation or revised plans for a project, you can upload these files through the customer portal. Please save PDF documents to your local computer prior to starting the process.

**Step 1:** Once logged into [www.MyGovernmentOnline.org](http://www.MyGovernmentOnline.org), click on My Account in the top right of the homepage.



The screenshot shows the MyGovernmentOnline homepage. At the top, there is a navigation bar with links for 'Permits & Licensing', 'Solution Center', 'Planning & Zoning', and 'More'. On the right side of the navigation bar, there are links for 'MY ACCOUNT' (which is highlighted with a red box), 'HELP', 'CONTACT', and 'PARTNERSHIP'. Below the navigation bar, there is a user sign-in message: 'Signed In As Jane Doe / Log Out'.

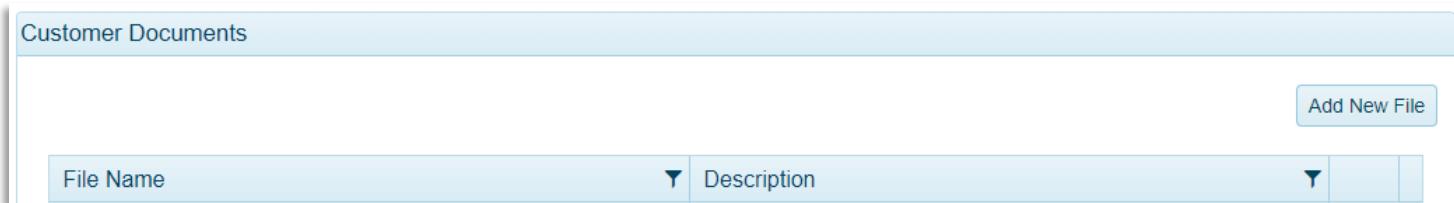
**Step 2:** Under the My Permits section of your account page, select the project you would like to add files to by clicking [View Permit](#).



The screenshot shows the 'My Permits' section of the account page. It displays a table of projects with columns for View, Jurisdiction, Alias, Project #, Address, Project Name, Status, Issued, Req. Inspec..., and A... (Action). The first row's 'View' button is highlighted with a red box. The table data is as follows:

View	Jurisdiction	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>	

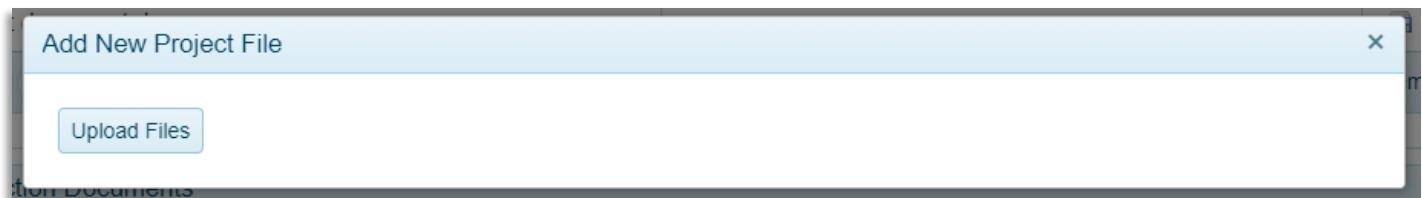
**Step 3:** Once the desired project opens, scroll to the section labelled Customer Documents. Click the button on the right-hand side of that section labeled "Add New File".



The screenshot shows the 'Customer Documents' section. It features a table with columns for File Name, Description, and Action. At the top right of the table area, there is a blue button labeled 'Add New File'. The table data is as follows:

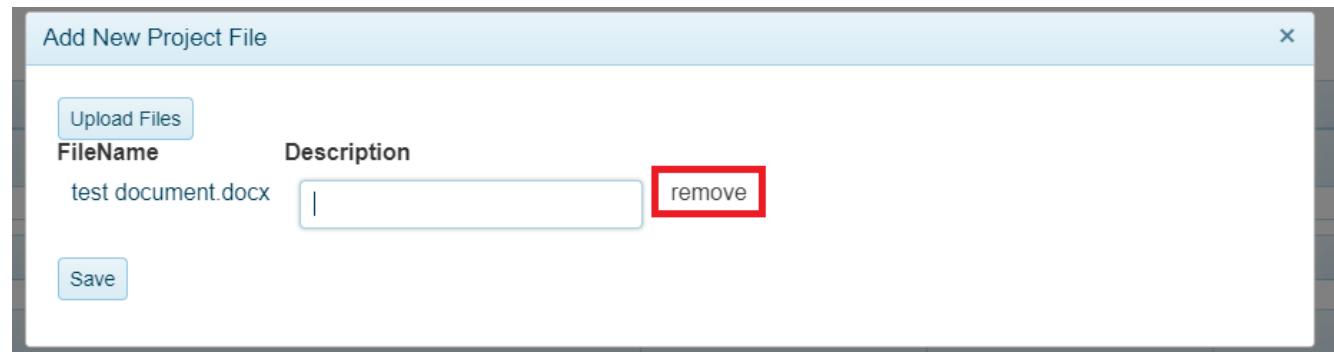
File Name	Description	Action

**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.



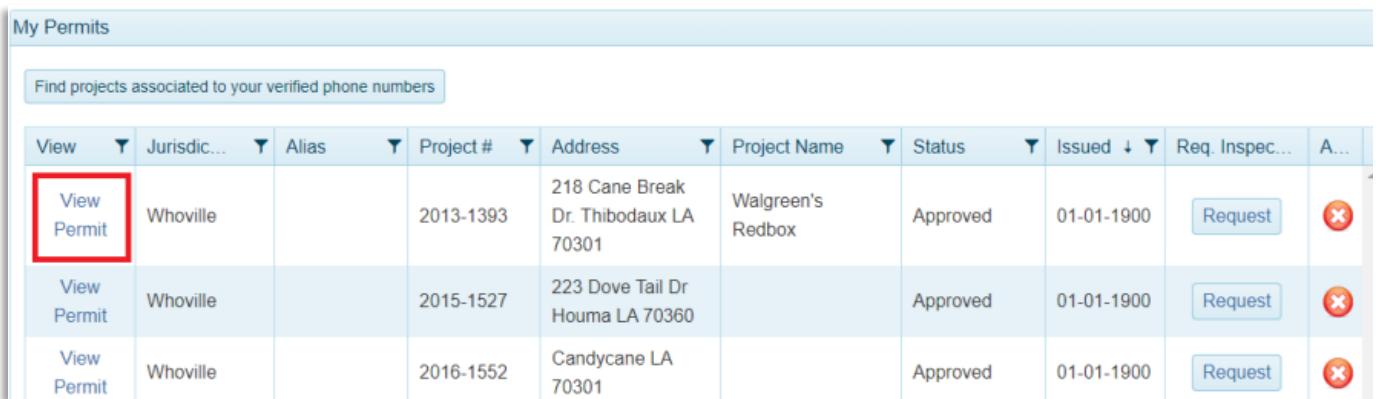
MyGovernmentOnline  
CREATED BY GOVERNMENT FOR GOVERNMENT

Permits & Licensing   Solution Center   Planning & Zoning   More

MY ACCOUNT   HELP   CONTACT   PARTNERSHIP

Signed In As Jane Doe / Log Out

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



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.



Jurisdiction Documents							
File Name	Folder Name	Category	Status	Revisi...	Upload Date		
2017-1579-Test Document.docx	Additional Files		(not set)	0	06/17/2019		1 - 1 of 1 items

# 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 your 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 directly for their application procedure.

Country: \* United States ▾ State: \* Louisiana ▾

Jurisdiction: \* Whoville ▾

Project Type: \* Permit ▾

**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.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_ Suffix \_\_\_\_\_ Business Name \_\_\_\_\_

**Mailing Address**  
Address \_\_\_\_\_ City \_\_\_\_\_ State Louisiana Zipcode \_\_\_\_\_

Email \_\_\_\_\_  Notify

Cell Phone (000) 000 0000  Notify

Home Phone (000) 000 0000  Notify

Work Phone (000) 000 0000  Notify

[Back](#) [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.

**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. - Select Option -

**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.

Click to download or view page. Please include a copy of the valid trade license.' An 'Upload Files' button is shown. On the left, a 'Files' section with an 'Upload Files' button is visible. At the bottom are 'Back' and 'Next' buttons." data-bbox="172 166 825 517"/>

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.

- **Contractor License** [Click to download or view page.](#)  
Please include a copy of the valid trade license.

**Upload Files**

**Files**  
**Upload Files**

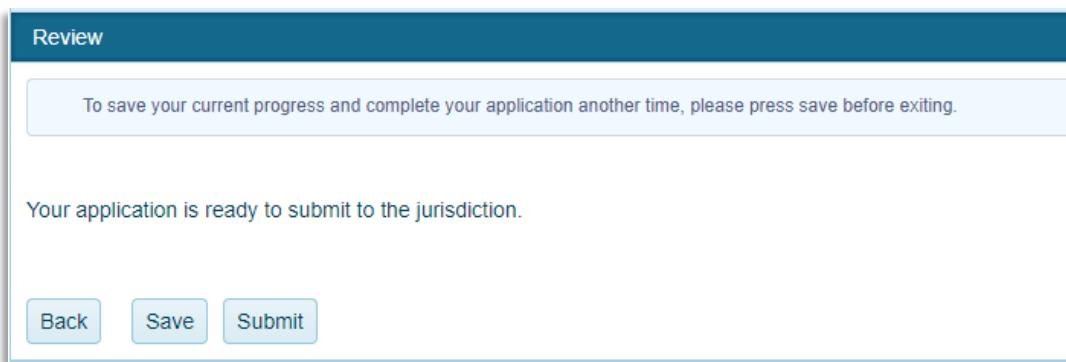
**Back** **Next**

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.



To save your current progress and complete your application another time, please press save before exiting.

Your application is ready to submit to the jurisdiction.

**Back** **Save** **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 your 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 directly.

Country: \* United States ▾ State: \* - Select State - ▾

Jurisdiction: \* - Select Jurisdiction - ▾

Project Type: \* - Select - ▾

**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”.

## 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: \*

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   
Louisiana

Email   Notify

Cell Phone     Notify

Home Phone     Notify

Work Phone     Notify

**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.

As Built-Final Construction Plat Application (In-House Approval)\*

Subdivision Name \*   
Enter the name of the subdivision.

Project Description \*   
Describe the project.  
4000 char(s) available.

Watershed Information (If applicable)  Choose appropriate answer.

Proposed Water and Wastewater Utilities  
Choose the appropriate answer(s).

Proposed Water and Wastewater Utilities (If Other)   
Describe if Other was indicated.  
4000 char(s) available.

Development Phases \*  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.

Files Upload

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**  
Completed Application
- **Additional Files**  
Additional Files
- **Subdivision Plat**
- **Files**

---

**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>	
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>	

**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: \* 5058 W Main St City: \* Houma Zipcode: \* 70360

Add Comment 750 char(s) available.

Jurisdiction and Request Type \*

Jurisdiction: Tangipahoa Project Type: Planning and Zoning Application Type: Family Partition (In-House Approval)

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 Louisiana Zipcode   
Email   Notify

Cell Phone (  )    Notify

Home Phone (  )    Notify

Work Phone (  )    Notify

File Upload

- Files

**SAVE**

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 has his agent listed on this application and that the agent has checked and signed 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 \*

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								
<small>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.</small>								
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								
<small>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.</small>								
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>	

**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.

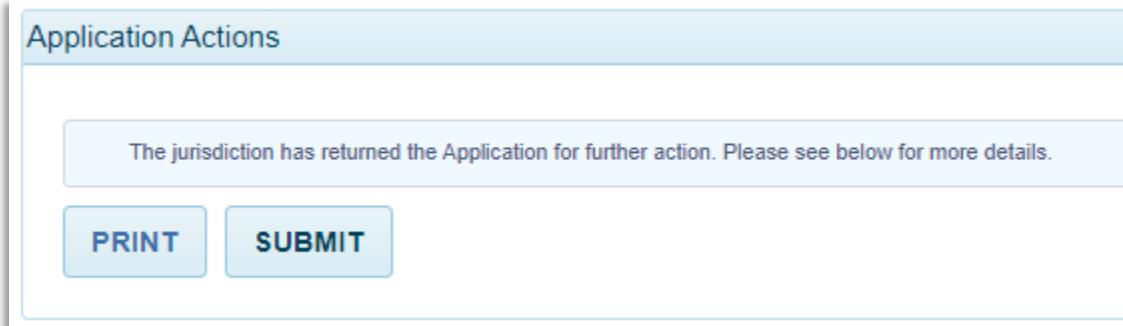
**SAVE**

**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.

My Permits					
Find projects associated to your verified phone numbers					
View	Jurisdict...	Alias	Project #	Address	
<a href="#">View Permit</a>	Fort Bend County		2019-106	TX	

**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			
Total		Amount Due	
\$700.00			\$700.00
Street Dedication			
Total		Amount Due	
\$250.00			\$250.00
Preliminary and Final Plats-Base Fee			
Total		Amount Due	
\$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	Amount	
Credit Card	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:

Credit Card Type:

Credit Card Number:

Expiration Date:

CVC Number: [What is this?](#)

Billing Address

Suite / Apartment

City

State

Postal Code

[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**

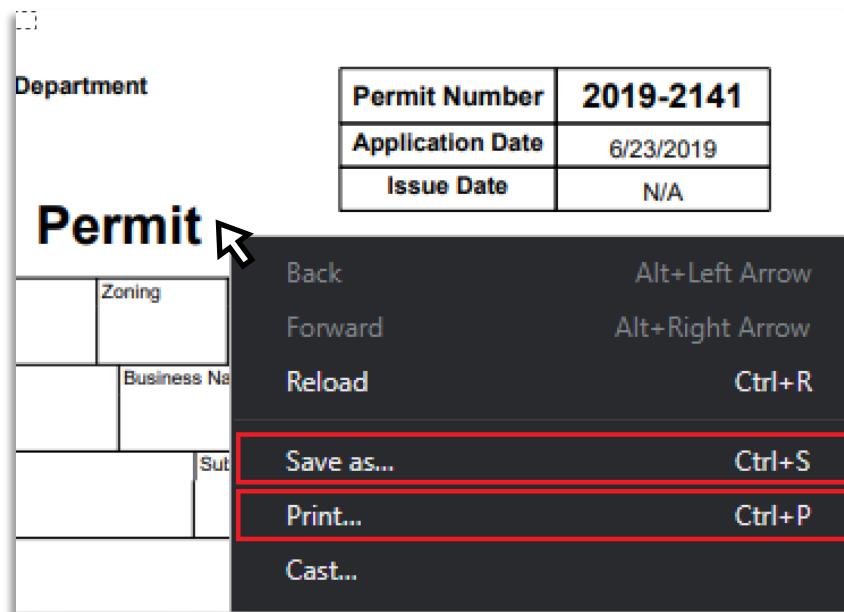
<b>Jurisdiction:</b> Whoville	<b>Project Description:</b> <input type="text"/>
<b>Create Date:</b> 06/23/2019	
<b>Fees:</b> \$10.00	<b>Fees Paid:</b> \$10.00
<b>Balance Due:</b> \$0.00	
<b>Status:</b> Approved	
<b>Types:</b> Garage Sale (6588)	
<input type="button" value="Print Receipt"/>	

**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.

**Project Type Fees**

<b>Garage Sale</b>	<input style="border: 2px solid red; border-radius: 5px; padding: 2px 10px;" type="button" value="Print Permit"/>
<b>Total</b> \$10.00	<b>Amount Due</b>
	 <b>Paid</b>

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>.

