

**MGD**

MY

Government**Online**

CREATED BY GOVERNMENT FOR GOVERNMENT

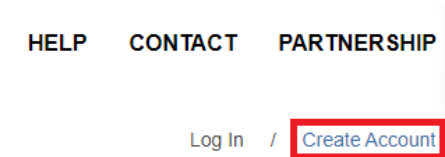
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## [Creating a MyGovernmentOnline.org Account](#)

[To create an account with MyGovernmentOnline, you will first need to go to [MyGovernmentOnline.org](#).]

1. On MyGovernmentOnline (Customer Portal), in the top right-hand corner, you will see the options: *Log in / Create Account*. - Click on *Create Account*.



2. You will be directed to the *Create Account on Customer Portal* page.

A screenshot of the 'Create Account on Customer Portal' page. At the top, there is a pink banner with an 'Important!' notice containing three instructions regarding phone verification. Below this is a section titled 'Your Login Information' with four input fields: 'E-mail \*', 'Confirm E-mail \*', 'Password \*', and 'Confirm Password \*'. The 'E-mail' and 'Password' fields contain placeholder text.

3. Under *Your Account Information*, you will fill out your name, last name. The business name can be left blank.

A screenshot of the 'Your Account Information' form. It includes three input fields for 'First Name \*' (containing 'Jane'), 'Last Name \*' (containing 'Smith'), and 'Business Name'. Below these are two informational banners: one for entering a phone number and another for entering a challenge question. The phone number field has a dropdown menu and three input boxes. The challenge question and answer fields are empty. A 'Create Account' button is located at the bottom left.


4. For the Phone number, you will need to use a phone number used by your company or the phone put on the permit. (If you cannot verify this phone number you can contact our Help Desk Support Team at 866-957-3764.)

A screenshot of the 'Your Account Information' form, identical to the previous one but with the 'First Name' and 'Last Name' fields empty. The 'Business Name' field is also empty. The phone number field and challenge question/answer fields remain the same. The 'Create Account' button is at the bottom left.

5. For the challenge question, you can make up a question of your choice. Click on *Create account* when done


Your Account Information

First Name *	Last Name *	Business Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Phone Number \*

<input type="text" value="000"/>	<input type="text" value="000"/>	<input type="text" value="0000"/>
----------------------------------	----------------------------------	-----------------------------------

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

Challenge Question *	Challenge Answer *
<input type="text" value="A question of your choice."/>	<input type="text" value="Your Answer"/>

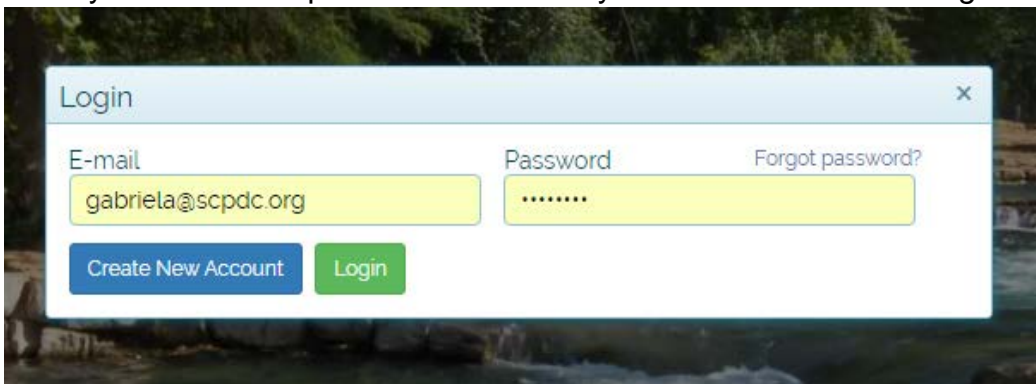
## [Signing in to MyGovernmentOnline](#)

1. Click here to be directed to [MyGovernmentOnline](#).
2. On MyGovernmentOnline (Customer Portal), in the top right-hand corner, will see the options: Log in / Create Account. - Click on Log In.

HELP CONTACT PARTNERSHIP

[Log In](#) / [Create Account](#)

3. Fill in your email and password to access your account and click *Login*.



The screenshot shows a login form titled "Login" with a close button (X) in the top right corner. The form contains two input fields: "E-mail" with the value "gabriela@scpdc.org" and "Password" with masked characters "\*\*\*\*\*". A "Forgot password?" link is located to the right of the password field. At the bottom of the form, there are two buttons: "Create New Account" (blue) and "Login" (green).

## Apply Online for a Permit

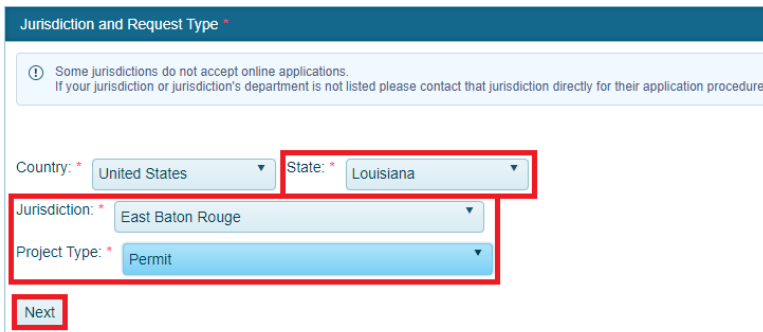
1. Once one is signed in, go to the “**Permits and Licensing**” button on the top left area of the screen. Hovering over the tab will provide two options, *Search Permits* and *Apply Online* - click on **Apply Online**.



The screenshot shows the MyGovernmentOnline logo and navigation tabs: Permits & Licensing, Solution Center, Planning & Zoning, and More. A dropdown menu is open under 'Permits & Licensing', with 'Apply Online' selected and highlighted by a red arrow. Below the navigation is a section titled 'Jurisdiction and Request Type' with a warning message: '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.' There are four dropdown menus: Country (United States), State (- Select State -), Jurisdiction (- Select Jurisdiction -), and Project Type (- Select Project Type -). A 'Next' button is at the bottom left.

2. In the following order, select the State, Jurisdiction, and Project Type as shown below and then click next. (If one does not see the jurisdiction in which one desires to apply for after selecting the state, then the jurisdiction does not yet offer the “Apply Online” feature at this time.)

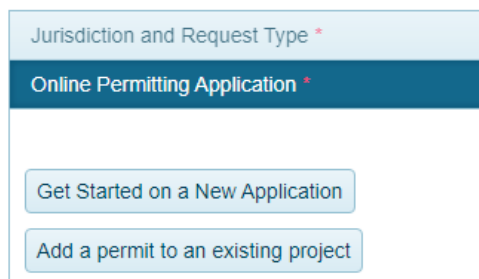
### Apply Online



This screenshot shows the 'Apply Online' form with the following selections highlighted by red boxes: State: Louisiana, Jurisdiction: East Baton Rouge, Project Type: Permit, and the Next button.

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

### Apply Online



This screenshot shows the 'Apply Online' form with the following options highlighted by blue boxes: 'Get Started on a New Application' and 'Add a permit to an existing project'.

4. Select an application type.  
**Apply Online**

Jurisdiction and Request Type \*

Online Permitting Application \*

Select an Application Type

Select an Application Type: \*

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

Physical Address or Location \*

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

My Project has been addressed by the Jurisdiction.


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

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

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Permits & Licensing Solution Center Planning & Zoning

Signed In As jane jane / Log Out 

Search

**Apply Online**

Jurisdiction and Request Type \*

Online Permitting Application \*

Select an Application Type

Physical Address or Location \*

**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

Applicant's Contact Information

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

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MY ACCOUNT HELP CONTACT PARTNERSHIP

Signed In As jane jane / Log Out VIEW AWARDS

**Apply Online**

Jurisdiction and Request Type \*  
Online Permitting Application \*  
Select an Application Type  
Physical Address or Location \*  
Owner's Contact Information

**Applicant's Contact Information**

First Name Last Name Suffix Business Name  
jane jane - Business Name

**Mailing Address**  
Address City State Zipcode  
- Select State -

Email mgotest2@scpsc.org  Notify

Cell Phone ( ) ( ) ( )  Notify

Home Phone ( ) ( ) ( )  Notify

Work Phone ( ) ( ) ( )  Notify

Back Next

- Click the *Click Here* button to enter the Contractor's Information or proceed to enter the Contractor's contact information and then click *Next*.

**Contractor's Contact Information**

Click here to search a Jurisdiction Registered Contractor

First Name Last Name Business Name License Number

**Mailing Address**  
Address City State Zipcode  
- Select State -

Email  Notify

Cell Phone ( ) ( ) ( )  Notify

Home Phone ( ) ( ) ( )  Notify

Work Phone ( ) ( ) ( )  Notify

Back Next



10. Select the *Application Type* desired from the drop-down list. This represents the type of permit one is applying for- Click *Next*.

Select an Application Type

Application Type: \* Commercial New Building

Back Next

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

1. **\*Note: There is an option to select "I do not know which fee to use" in the event one is simply unaware which fee to select. The jurisdiction will be able to select the appropriate fee for One if this is the case. \***

Select Available Fees

Commercial New Building

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

Calculation: \* - Select Calculation - Add

Category	Type	Calculation	Calculation Value
Commercial/Industrial Construction	Commercial New	Range Calculation TBD	<input type="button" value="Remove"/>

I do not know which fee to use.

Back Next

13. Answer all questions in the Application Questionnaire. This is information required to process one's application. Please make the absolute best effort to answer all questions accurately. If one does not know the answer to a question or if it is not applicable to one's project, please enter "**Not Applicable**" so that One may proceed with submitting One's application. Once One have completed all questions, click *Next* to proceed.

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.

### Commercial Building\*

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

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

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

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

Heated Square Footage\*   
Please provide the heated area square footage.

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

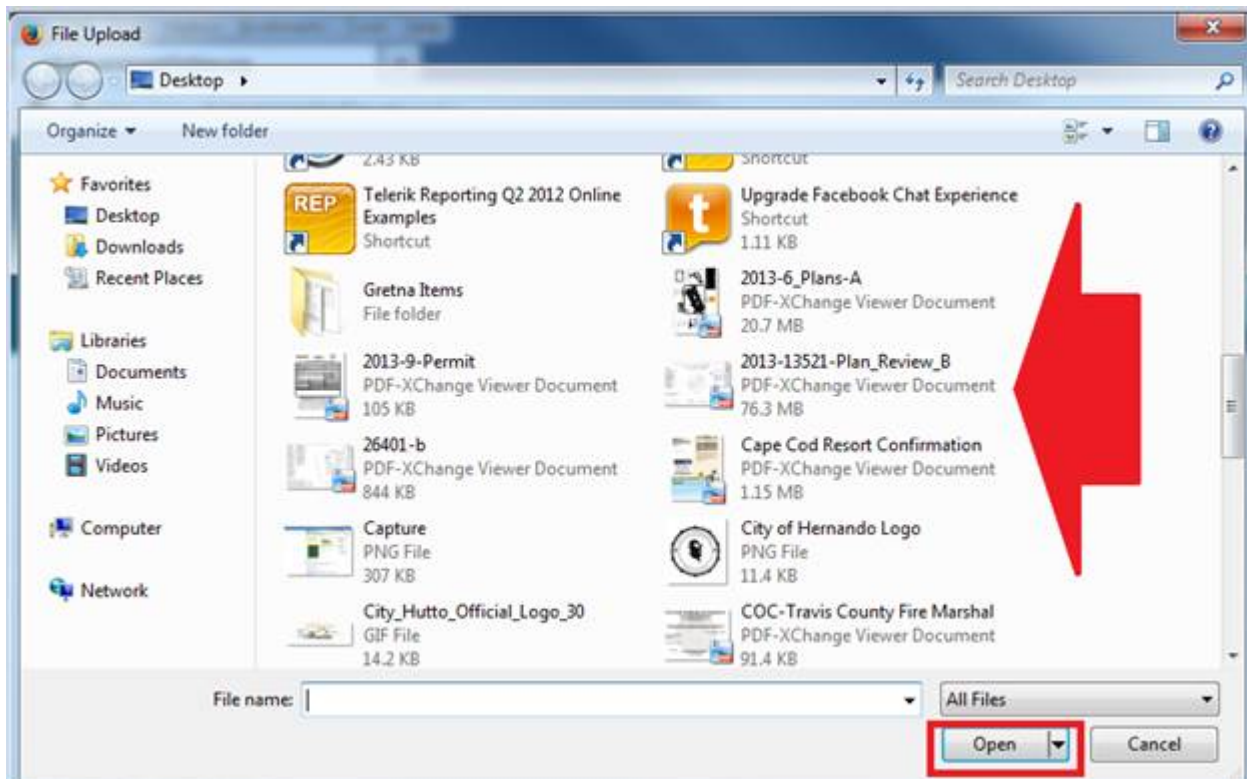
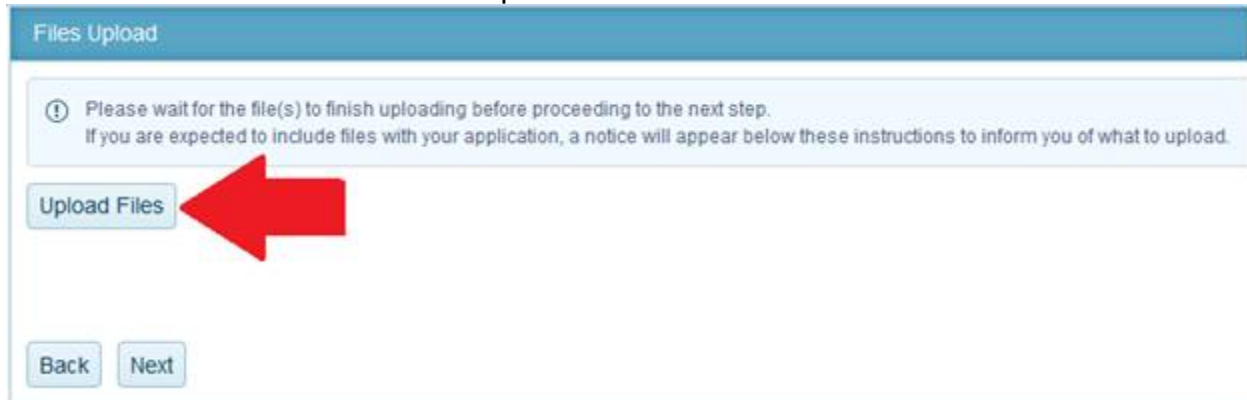
Valuation\*   
Please provide the valuation of your project. This is also referred to as the contract value of the project.

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

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

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

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



17. Click the Submit button only once to submit One's application to the jurisdiction for review.



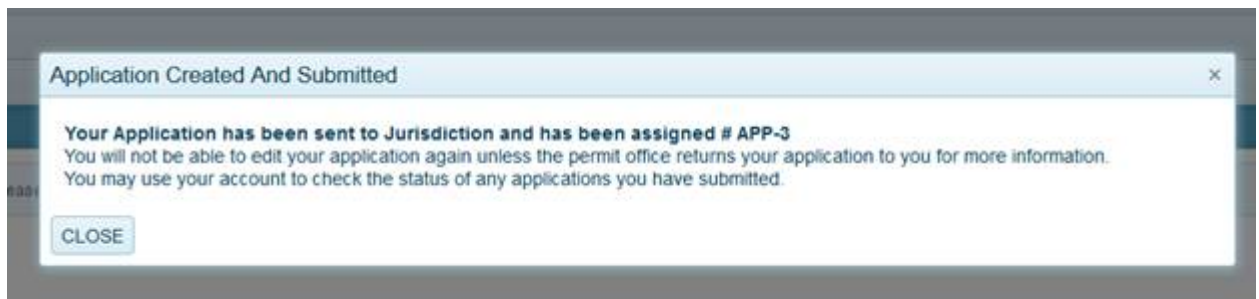
Review

**i** 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**

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



Application Created And Submitted

**Your Application has been sent to Jurisdiction and has been assigned # APP-3**

You will not be able to edit your application again unless the permit office returns your application to you for more information.  
You may use your account to check the status of any applications you have submitted.

CLOSE

## How to Search for a Permit

1. You can look up permits on [MyGovernmentOnline](#).
2. Hover your mouse over the “Permits & Licensing” button at the top left of the page, then click on “Search Permits” from the drop down.



3. Select your country, state, jurisdiction and project type. When those 4 boxes are filled, a section will pop up that allows you to search for a project by its number or address.

### 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

4. Once you have searched for your project you will see a brief description of it, and to the right there should be an “ADD TO MY ACCOUNT BUTTON”.

Current project status does not allow requests to be scheduled

- a. When you click this Add to my account, if you get a message box stating that your verified phone number does not match a phone number on the permit, you most likely will need to contact the jurisdiction to get added as a contact on that permit. We can provide you with the phone number to the correct contact at your jurisdiction. Our Help Desk Phone Number is 866-957-3764.

## How to Upload File

1. To upload files to one's permit, first one must log in to your [MyGovernmentOnline](#) account.
2. Once logged in to MyGovernmentOnline, click on **"MY ACCOUNT"** at the top right-hand in blue.

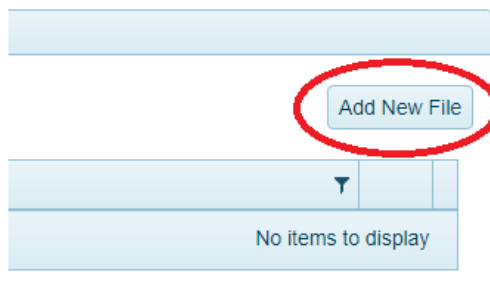


3. Scroll about halfway down the page until you see the *My Permits* box, then click on *View Permit* to the left of the permit number one is trying to make a payment on. Clicking on this will open your project information.



4. When the permits come up stay on the *Overview* tab and scroll half way down the page to find *Customer Documents* and press *Add New File* located to the far right.

[Print Receipt](#)



## How to Request an Inspection

1. One will need to log in to your [MyGovernmentOnline](#) account.
2. Click on “MY ACCOUNT” at the top right in blue.



3. Scroll down about halfway until you see the “My Permits” category, then click on “View Permit” to the left of the permit number. [If the permit is not under *My Permits*, then [click here](#) to learn how to search for the permit.]



4. When this new page opens, you’ll be on the “OVERVIEW” tab, where your inspections are listed. If you scroll down slightly, you’ll see the “Inspections” section, and all the way to the right, a “request Inspection” button.



5. This will bring you to another page where you will then choose what type of inspection needed, the date one would like to request for and then click *Add* to be able to submit the request over to the Jurisdiction.

### **Request Inspection for Project #18-145 Production testing july 7, 2018**

Request Inspection

Inspection Type: \*  ⓘ Selection Required

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

Add

## How to view inspection reports

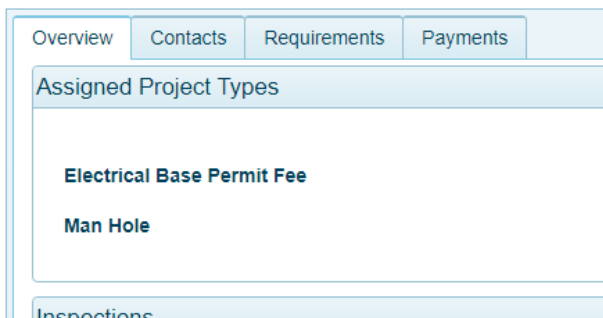
1. You will need to log on to your [MyGovernmentOnline](#) account.
2. Click on “MY ACCOUNT” at the top right in blue.



3. Scroll down about halfway until you see the “My Permits” category, then click on “View Permit” to the left of the permit INSERT PROJECT NUMBER.



4. When this new page opens, you’ll be on the “OVERVIEW” tab, where your inspections are listed. If you scroll down slightly, you’ll see a list of the inspection history.



5. All the way to the right of each inspection, there will be a printer icon. Clicking on the icon will open your inspection results in a new page where you can save and/or print.

A screenshot of the 'History' section showing a table of inspection records. The table has columns for 'Sta...', 'Inspection...', 'InspectionType', 'Inspector Name', and 'Inspector...'. A row is shown with 'Passed' status, date '12/08/2018', type 'Electrical - Permanent Power', and inspector 'Gabriela Perez'. A printer icon is visible in the bottom right corner of the table row.

Cancelled	05/31/2018	Fire - Sprinkler Rough-in	Michael Self	(936) 559-2557	Canc...
Page 1	of 1	1 - 6 of 6 items			
Sta...	Inspection...	InspectionType	Inspector Name	Inspector...	
Passed	12/08/2018	Electrical - Permanent Power	Gabriela Perez		