



Customer Help Guide

Permits

Contractor Licensing

Code Enforcement

Planning & Zoning

And More!

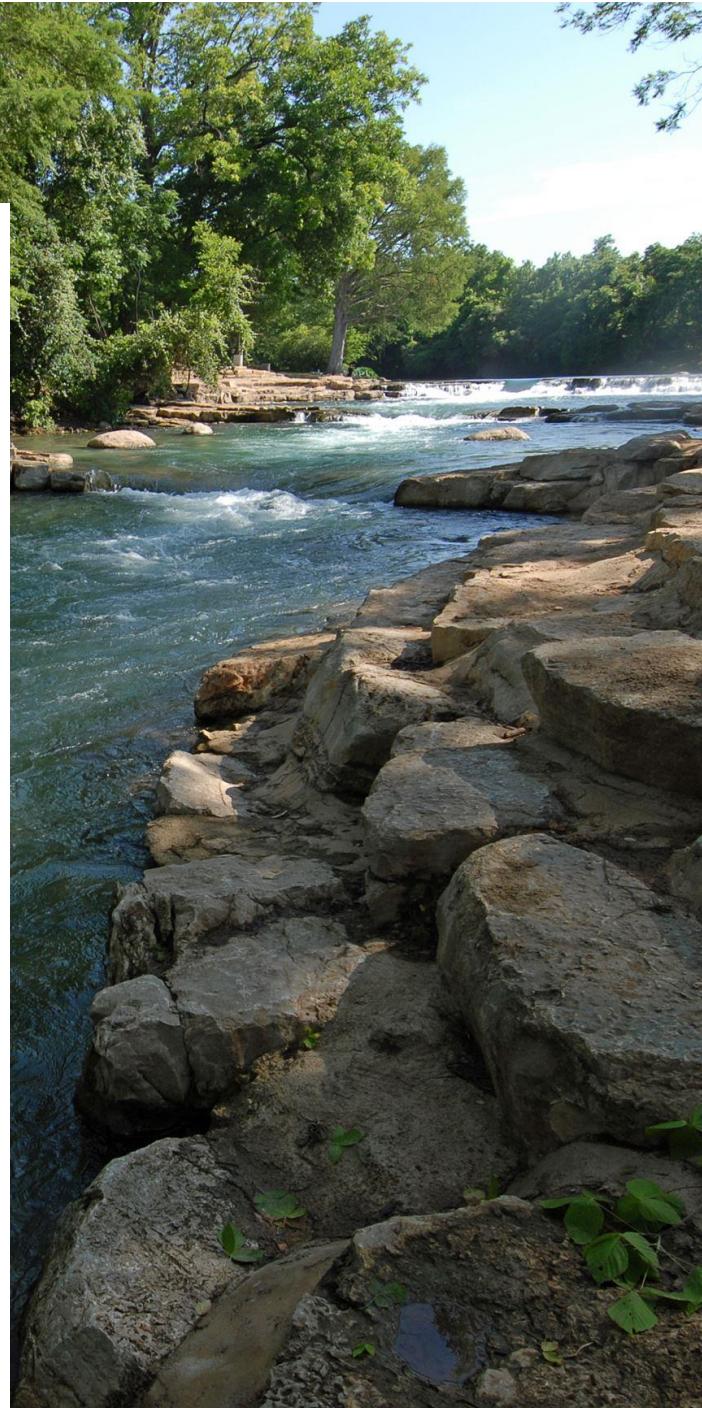
Need Help?

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.

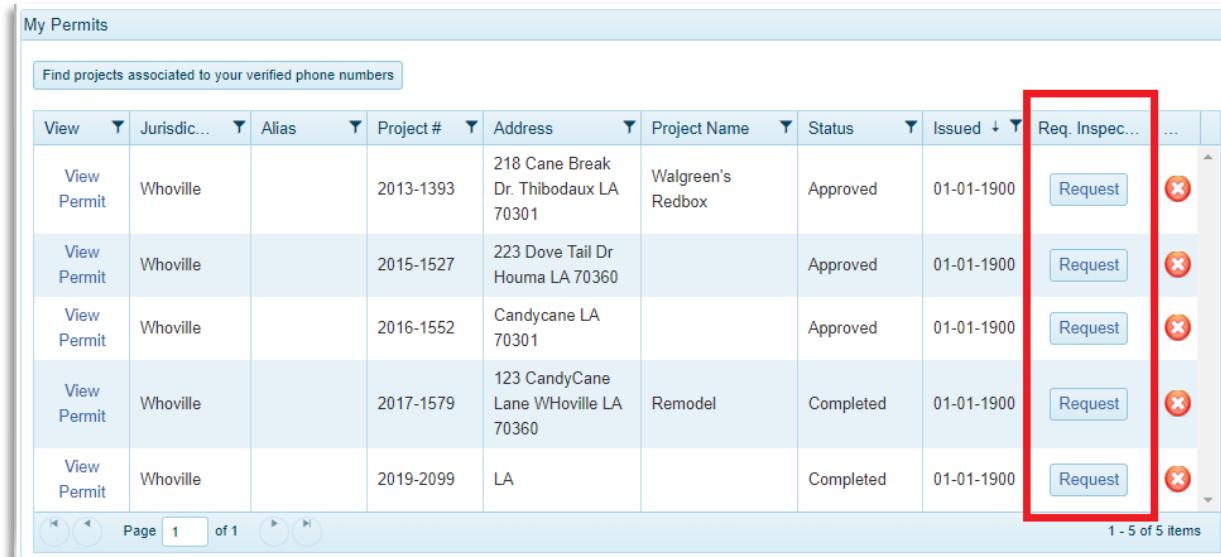
Request an Inspection

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	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 ×

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: * Electrical Open-Wall

Address: * 131 Candycane Lane Building 132 Whoville LA ...

Requested Date: * 7/3/2019

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.

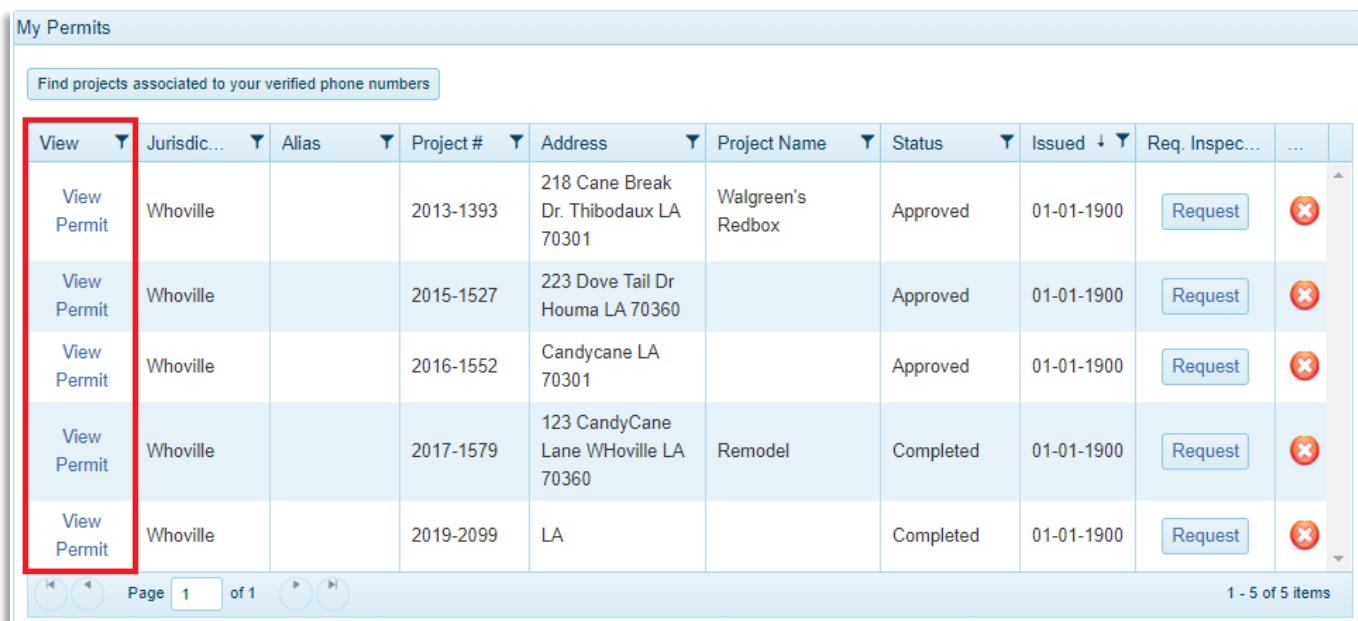
View Project Inspections and Requirements

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 MY ACCOUNT, HELP, CONTACT, and PARTNERSHIP. The MY ACCOUNT link is highlighted with a red box. Below the navigation bar, there are several buttons for Permits & Licensing, Solution Center, Planning & Zoning, and More. At the bottom right, there is a 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 button. The "View" column contains links labeled "View Permit", which are highlighted with a red box. The table shows five rows of project data. At the bottom, there are navigation buttons for first, previous, next, and last pages, and a message: "1 - 5 of 5 items".

View	Jurisdiction	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspect.	More
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 WHowville LA 70360	Remodel	Completed	01-01-1900	Request	
View Permit	Whoville		2019-2099	LA		Completed	01-01-1900	Request	

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

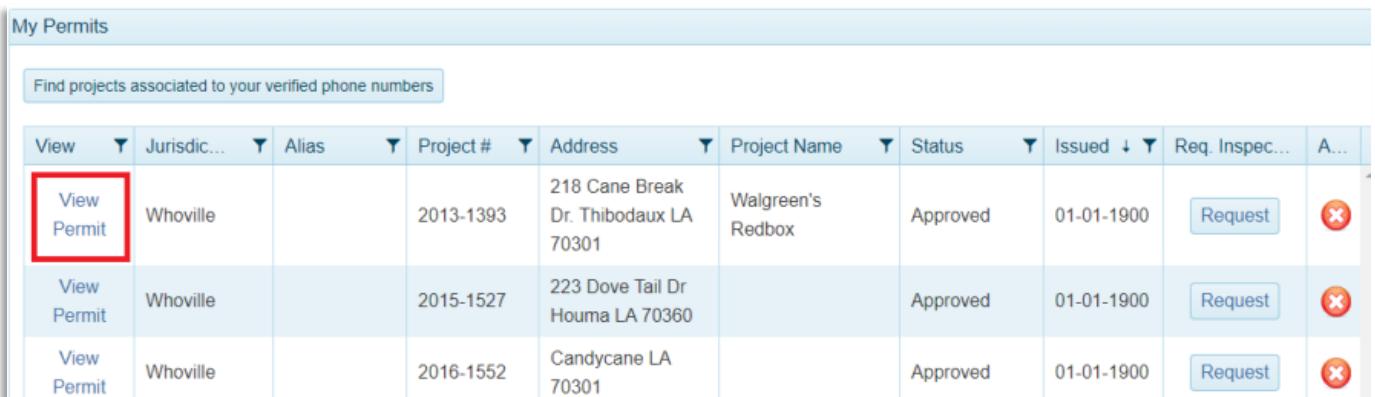
View Inspection Reports

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



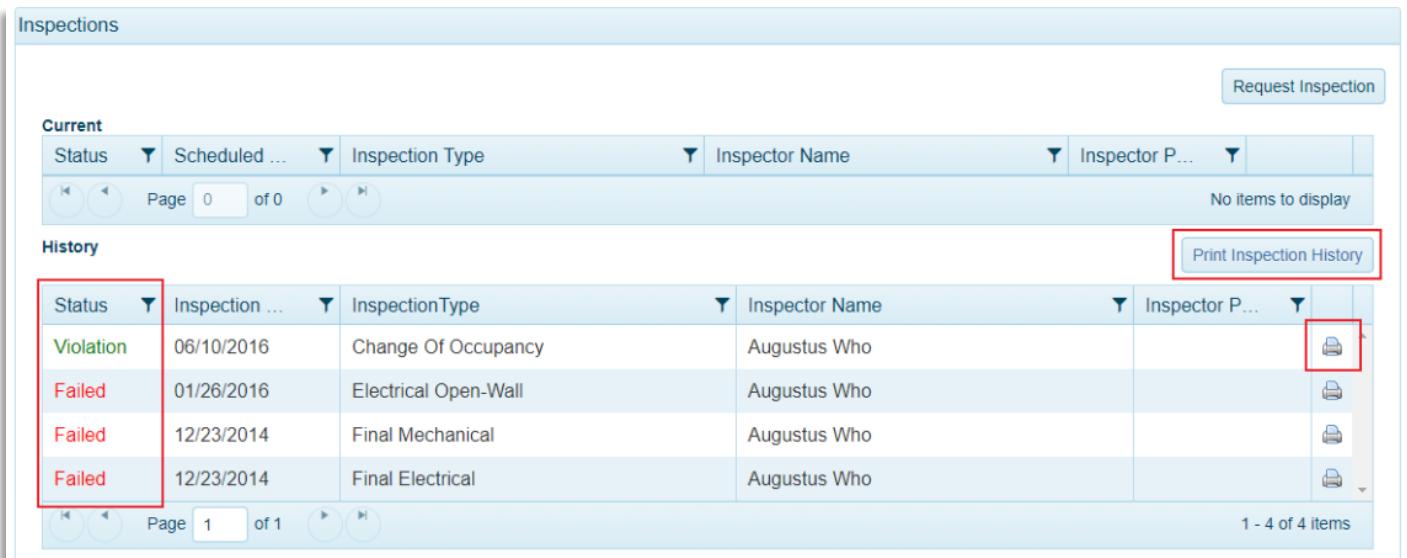
The screenshot shows the MyGovernmentOnline website. At the top, there is a navigation bar with links for 'Permits & Licensing', 'Solution Center', 'Planning & Zoning', and 'More'. On the right side of the navigation bar, there are links for 'MY ACCOUNT', 'HELP', 'CONTACT', and 'PARTNERSHIP'. The 'MY 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'.

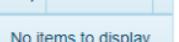
Step 2: Find the My Permits section on your account page. Click View Permit on the desired project.



View	Jurisdic...	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspec...	A...
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 the section named Inspections. The result of past inspections will show under Status. Click **Print Inspection History** to print entire history.



Current						Request Inspection
Status	Scheduled ...	Inspection Type	Inspector Name	Inspector P...		
						
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			

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

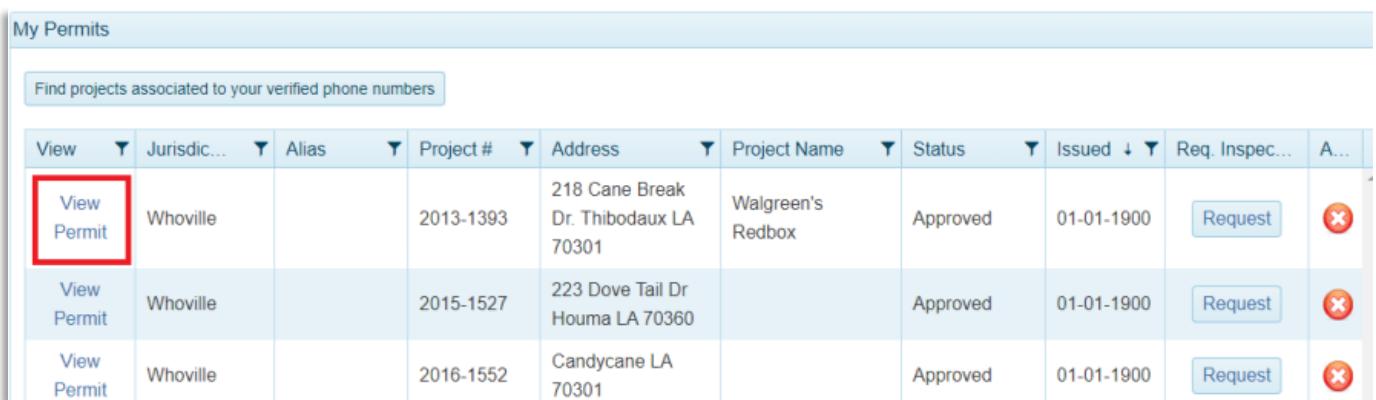
In the event your jurisdiction needs additional documentation or revised plans for a project, you can upload these files through the customer portal. Please save PDF documents to your local computer prior to starting the process.

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



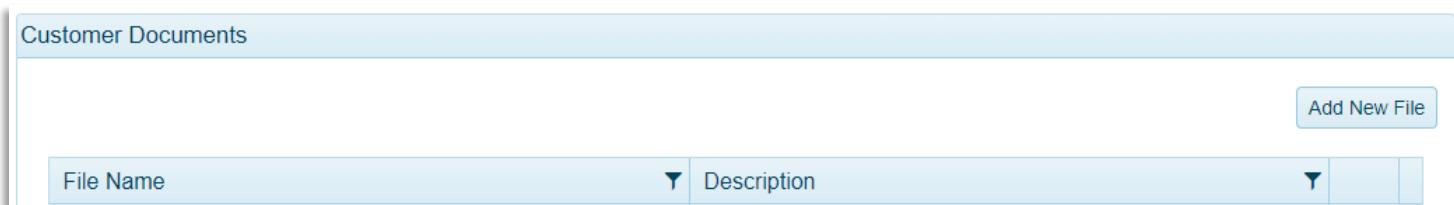
The screenshot shows the MyGovernmentOnline homepage. At the top, there is a navigation bar with links for 'Permits & Licensing', 'Solution Center', 'Planning & Zoning', and 'More'. On the right side of the navigation bar, there are links for 'MY ACCOUNT' (which is highlighted with a red box), 'HELP', '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](#).



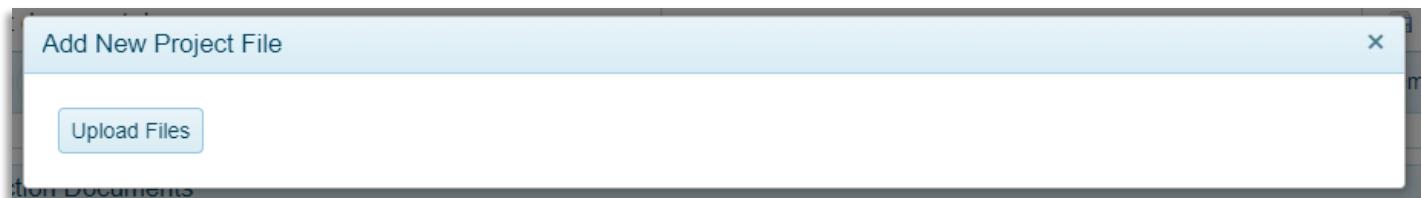
The screenshot shows the 'My Permits' section of the account page. It displays a table of projects with the following columns: View, Jurisdic..., Alias, Project #, Address, Project Name, Status, Issued, Req. Inspec..., and A... (partially visible). The first row, which corresponds to the project '218 Cane Break Dr. Thibodaux LA 70301' (Walgreen's Redbox), has its 'View Permit' button highlighted with a red box. The other two projects in the list are '223 Dove Tail Dr Houma LA 70360' and 'Candycane LA 70301'.

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".



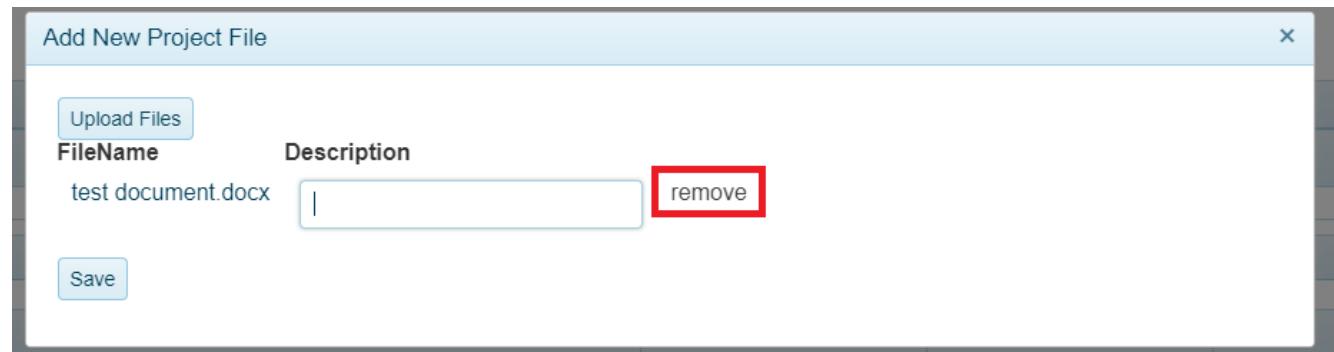
The screenshot shows the 'Customer Documents' section. It features a table with columns for 'File Name' and 'Description'. On the right side of the table, there is a 'Delete' button represented by a red circle with a white 'X'. Above the table, there is a button labeled 'Add New File'.

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



"Open".

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



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

View PDF Files Uploaded by the Jurisdiction

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



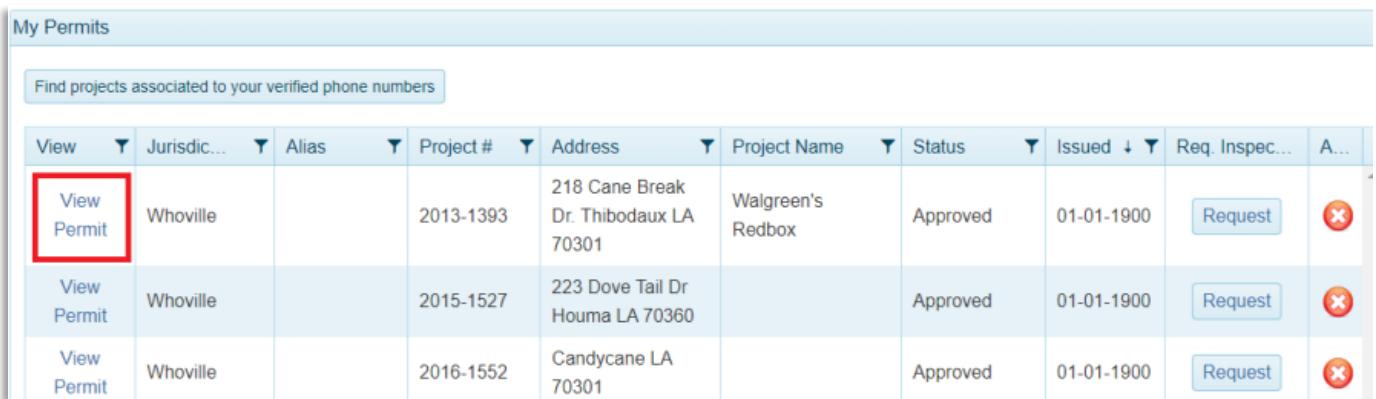
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MY ACCOUNT HELP CONTACT PARTNERSHIP

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							