MGO
MY
GovernmentOnline
CREATED BY GOVERNMENT FOR GOVERNMENT

▦ Apps ■ Welcome to City of... ★ Bookmarks G Google 🌐 2015 International... ✦ Georgetown Buildin... ⊂⊃ | Unified Developm... ⊂⊃ CHAPTER 15.

GEORGETOWN
TEXAS
more than welcome

Home   Login   New Account   Support

- Apply for a Permit
- Contractor Registration
- Search for a Permit
- Apply for a Planning & Zoning Project
- Search for a Planning & Zoning Project
- Apply for a Systems Engineering Permit
- Apply for an Electrical Engineering Permit
- Unified Development Code
- Building Code
- GIS Maps - Interactive Maps

MGO Connect Mobile - Customer Portal   ↗ Share

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Please choose your jurisdiction

State:
Florida

Jurisdiction:
Escambia County

Continue

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⬇ Download on the App Store   ▶ GET IT ON Google Play

Watch on ▶ YouTube

For application questions or assistance, contact:
Building Inspections and Permitting   Planning & Zoning

MGO Connect Customer Portal Help Guide

This instructional guide is designed to point you in the right direction to complete common tasks on the MGO connect customer portal. All Instructions are intentionally relayed in a short and simplified manner. The MGO Connect platform follows a modern navigation workflow common to other popular websites. You will find that with this practical arrangement, the steps to complete a task are quite intuitive. This guide will place you at the starting point of each 'How To' subject where you will be able to complete the task with ease.

I Want To:

This guide is interactive. You can click on a subject below to jump straight to the section.

1. Create a New User Account
2. Apply Online for a Permit and Other Applications
3. View Your Projects List
4. Complete an Online Payment
5. Print a Permit
6. View Project Documents
7. Upload Files to a Project (See the View Project Documents section.)
8. Request an Inspection
9. View the Tasks List for a Project

Need Further Assistance?

Contact Mygovernmentonline.org at:

No worries. Give us a call. Our friendly support team is standing by to assist you.

1-866-957-3764 Press 1

Create a New User Account

IMPORTANT NOTE – If you already have a user account for the MyGovernmentOnline.org Customer Portal, please use your existing user account to login. The login credentials are the same.

Go to www.mgoconnect.org and select the Customer Portal option as shown in the illustration. Follow the prompts to select the State and Jurisdiction that you would like to connect with. Then click Go.


If you already have an account, click Login. For new users of the MyGovernmentOnline customer portal, click the New Account button at the top of the screen and then complete the requested details.
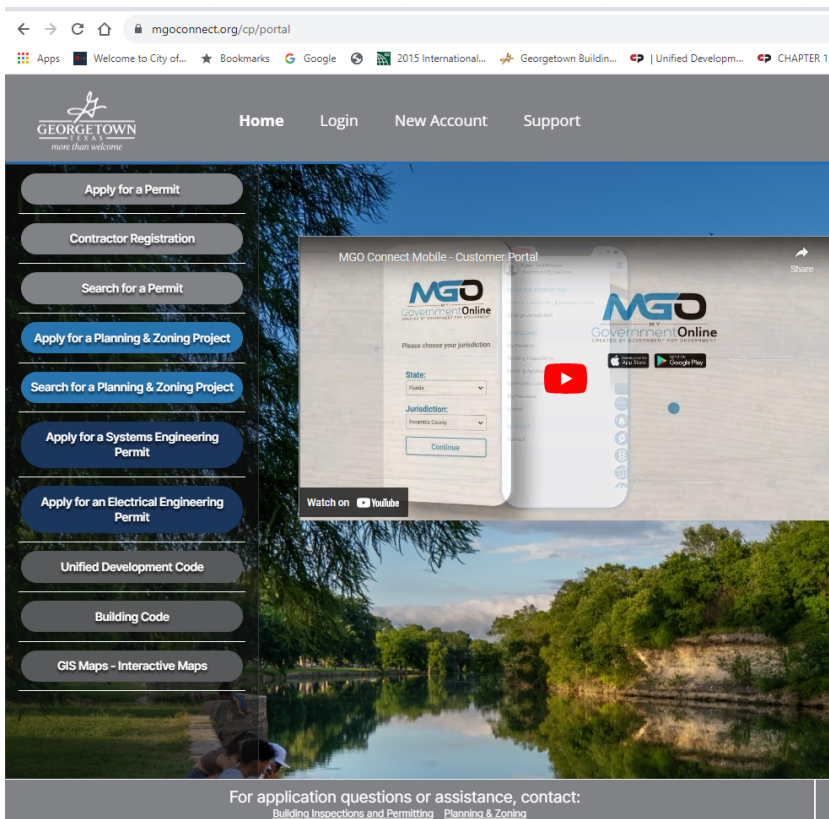
Apply Online for a Permit

The left side navigation menu will contain several options. To apply online for a permit, select the 'Apply Online for a Permit' link and then proceed through the steps.
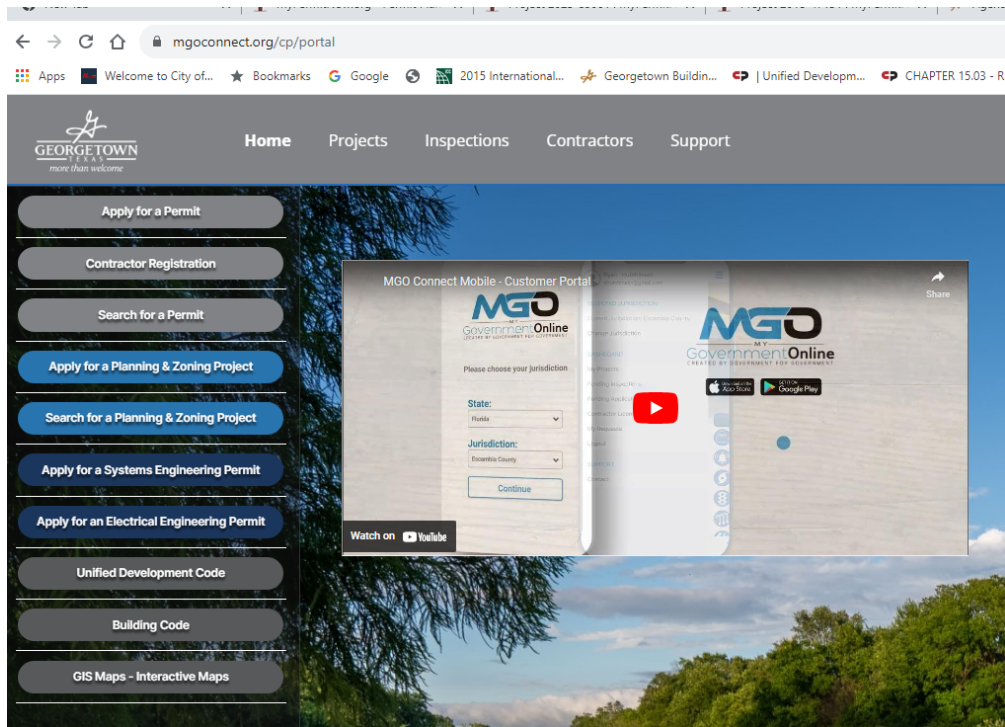
Select the section for the appropriate permit type desired.

Please select a project type

Building Safety (Permits)
Permit

Contractor Registration
Occupational License

Select get started on a new application. The **'Submission to an Existing Project'** is applicable to sub-contractor permits and other special scenarios. Your jurisdiction will inform you if/when this option is applicable. Continue to select an application type and complete the application.

Do you want to use an existing project?

Get Started on A New Application   →

Submission to an Existing Project   →

View Your Projects List

The 'Projects' menu will contain your personal list of pending applications that you've submitted as well as projects that are in progress. For reference, an application will be listed in the list until the jurisdiction accepts the application. Applications are temporary and will be listed with a 'Request Number' (Ex. APP-191). Once the jurisdiction accepts the application, the application turns into a 'Project' automatically. The original 'Request Number' will no longer be shown in the list being that it has transitioned to a more permanent project number.
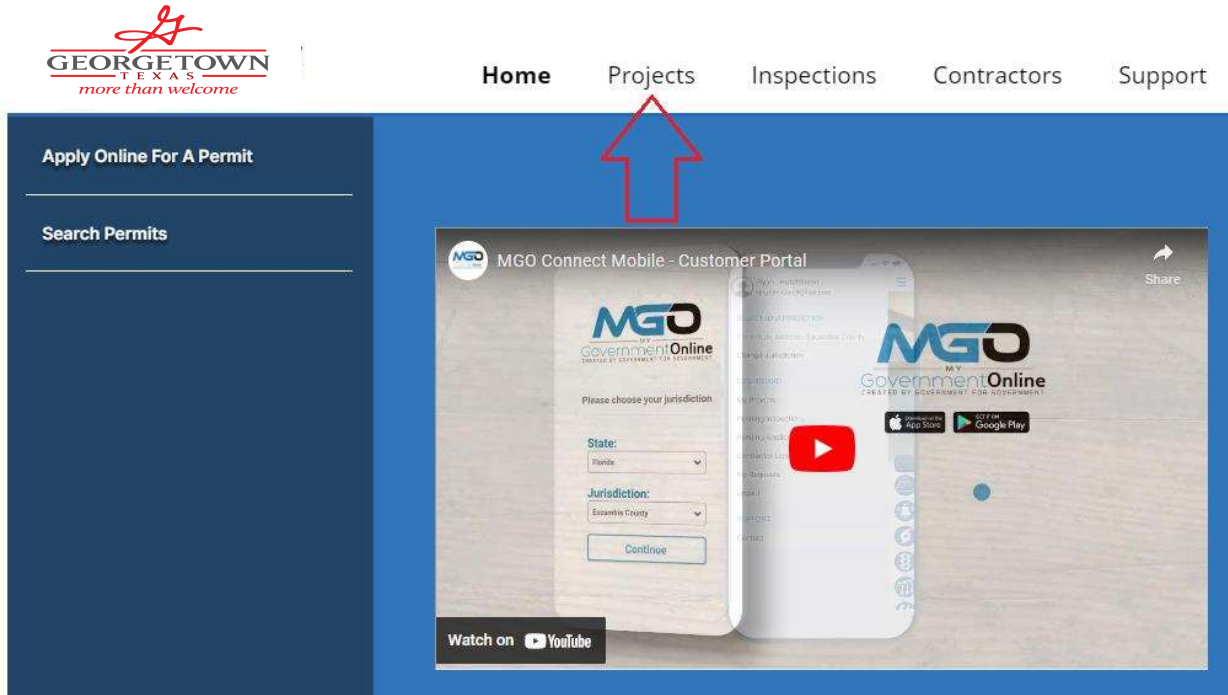
From the Project list, you can view a project or request by clicking the 'Open' button.
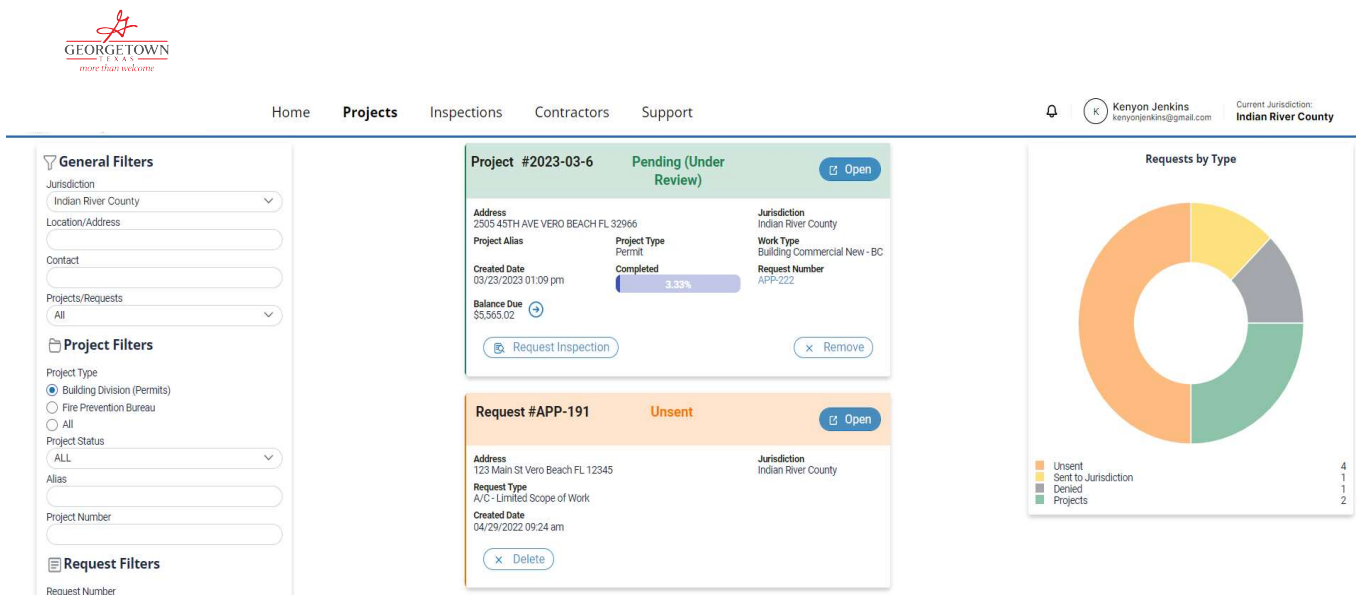
Complete an Online Payment

To complete an online payment, click the 'Open' button on the appropriate project from your Projects list.
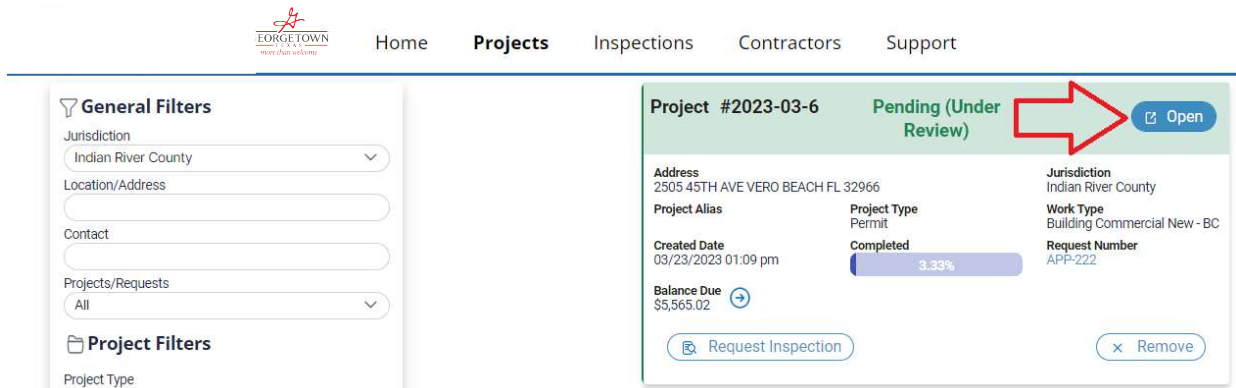
Click the 'Pay Fees & Print Receipts' option under the 'I Want To' section. This link will take you to the section to complete the payment online.
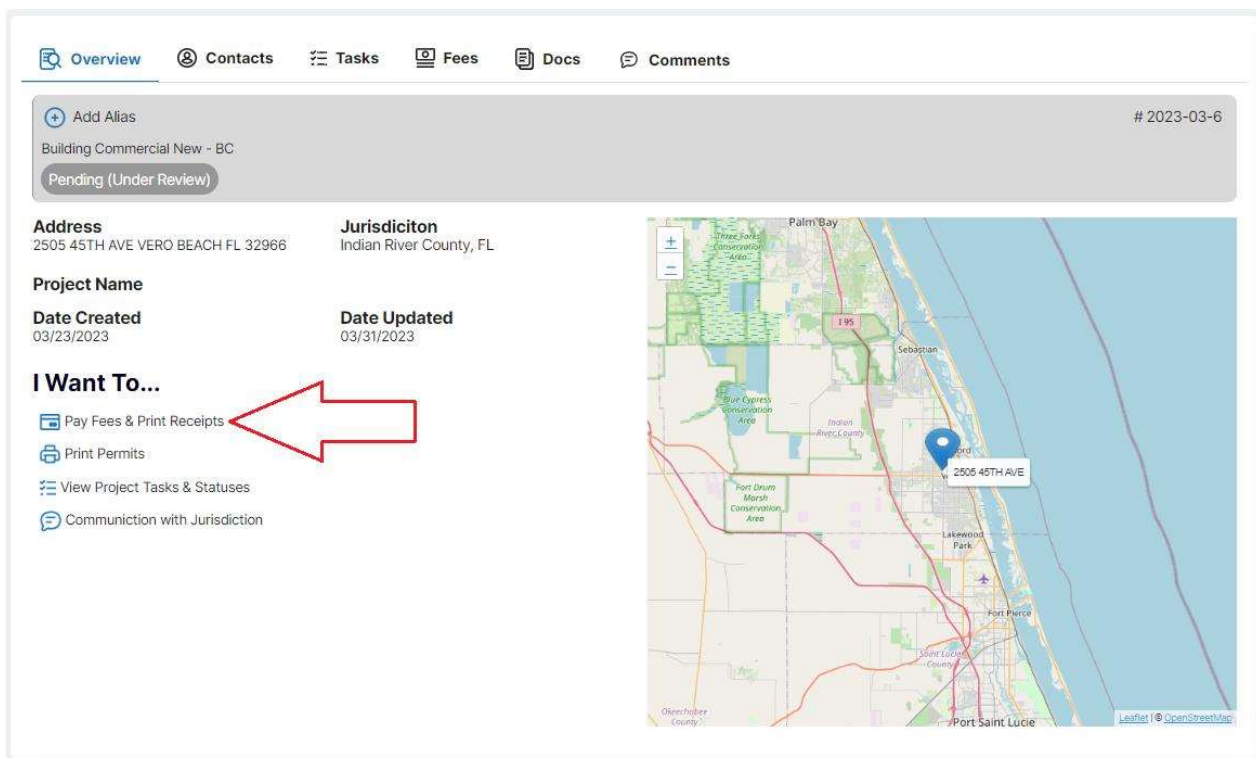
OTHER PAYMENT OPTIONS:

BY CHECK OR IN PERSON:

MAIL TO:
CITY OF GEORGETOWN
ATTN: BUILDING PERMITS
300-1 INDUSTRIAL AVE
GEORGETOWN, TEXAS 78627
PLEASE REFERENCE THE PERMIT NUMBER ON ALL CHECKS

Print a Permit

Once you have opened a project, click the 'Print Permits' option under the 'I Want To' section.

Click the Print Permit button presented. Note, if the permit is not issued yet, the option to print the permit will not be displayed.

View Project Documents

Once you have opened a project, click the 'Docs' tab as shown in the illustration.
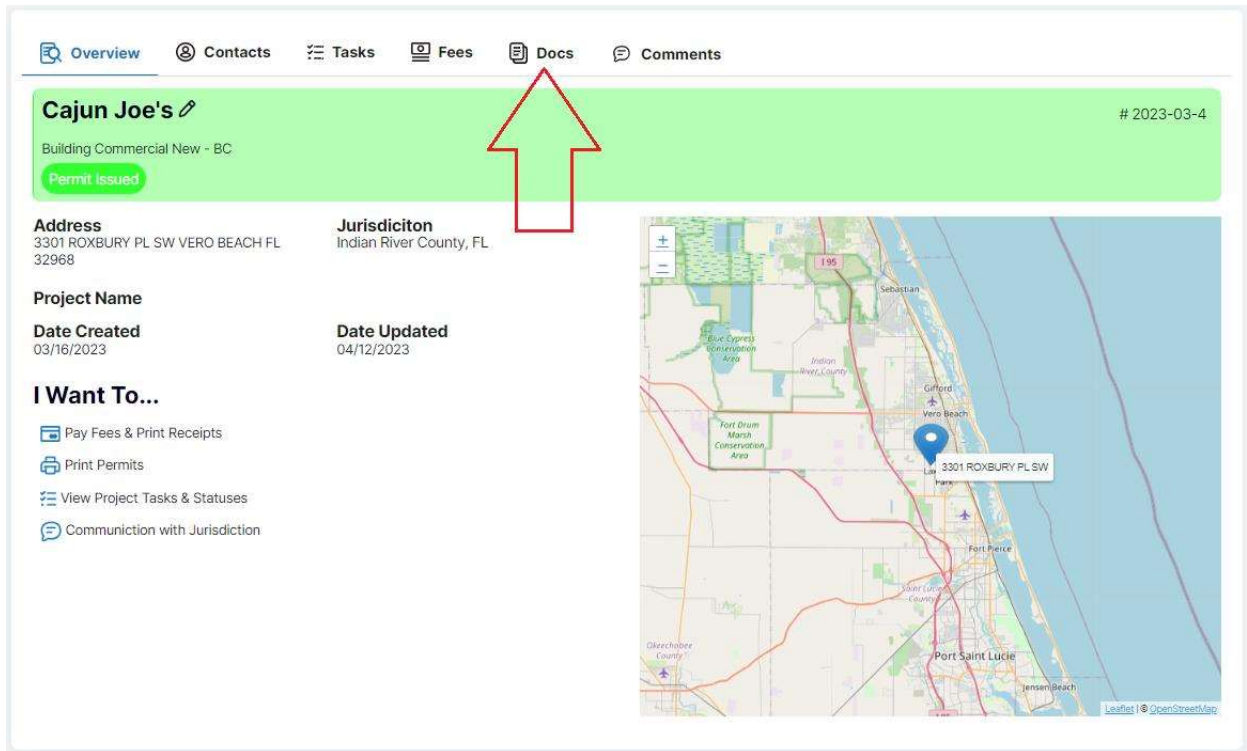
There are three buttons under the Docs tab.

- **Customer** – This is the button you will click on when you want to upload documents to the jurisdiction. Click the 'Add New File' button to upload/send documents to the jurisdiction.
- **Jurisdiction** – This is the button you will click on when you need to access documents that the jurisdiction has on file related to the project. These could range from PDF documents that the jurisdiction has placed comments on, to approved/stamped plans.
- **Plan Review** – This is the button you will click on to access Plan Review Letters and other forms.
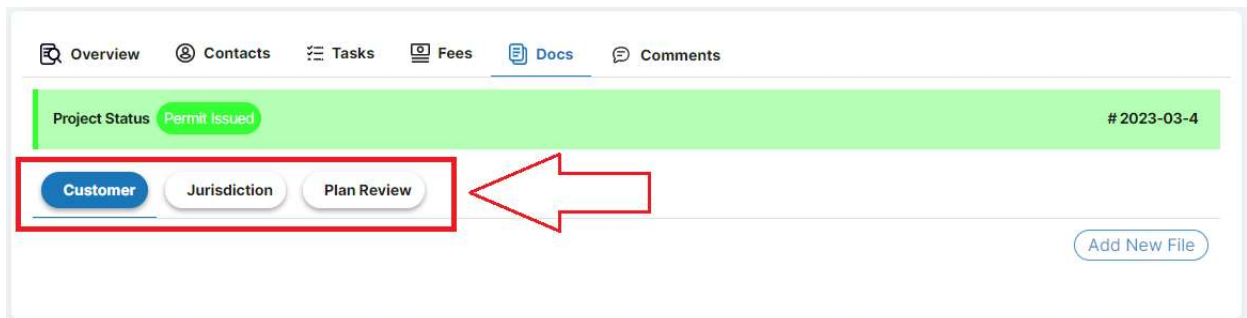
Request an Inspection

Once you have opened a project, click the 'View Project Tasks & Statuses' option under the 'I Want To' section.

Select the 'New Request' button. This selection will take you to the page where you will select the Inspection Type, Project Address, enter the Requested Date for the Inspection, and Notes.

Click the 'Add Selected Type' button once you've entered the requested details.

Click the 'Submit Request(s) to Jurisdiction' button to complete the inspection request. Note, if you would like to schedule more than one inspection for the same project, select the 'Add Inspection to Request' button to select another inspection type. This action allows you to schedule inspections in bulk before finally clicking the 'Submit Request(s) to Jurisdiction' button.

View the Tasks List for a Project

Once you have opened a project, click the 'View Project Tasks & Statuses' option under the 'I Want To' section.

In the next screen, click the 'Requirements' tab.

The 'Requirements' tab is designed to present the project workflow which is made up of tasks that are necessary for completion to advance the project further. The workflow is separated into 'Stages' which indicates the tasks that must be completed before moving on to the tasks in the next stage. Two view options are available:

- **Expand Current Stage** – This view focuses the workflow on the current stage of the project.
- **Expand All Requirements** – This view expands the entire workflow, providing insight into tasks that are currently awaiting completion, as well as what to expect and prepare for in future stages.

It is recommended that you take advantage of the Tasks feature as it will provide a wealth of information and keep you up to date on the status of plan review, required inspections, and many other project milestones.

Thank You!

Please take a moment to download the MGO Connect app for iOS and Android. Many tasks can be completed from the convenience of your mobile device while on the go.
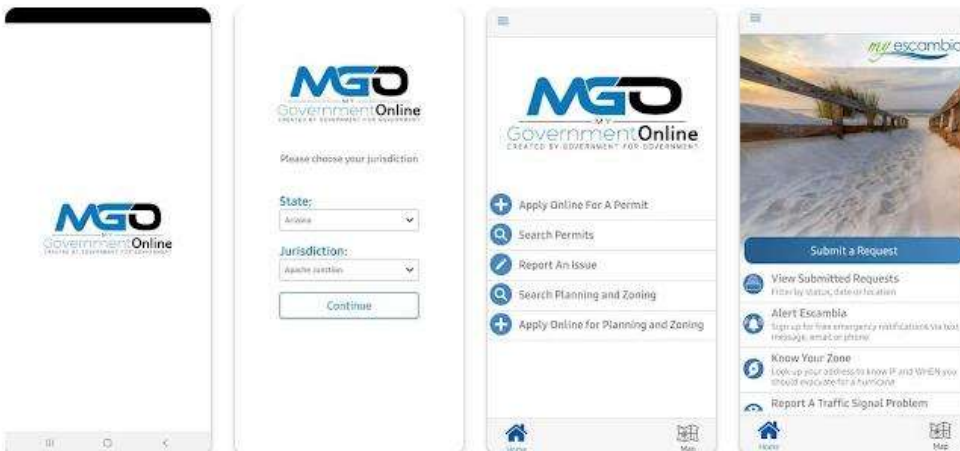
How to add a permit to your mgo account

Please note: The verified phone number on your mgo account must be listed on the permit otherwise you will not be able to add the permit to your account.

If you are a trade, you will need to apply for a permit under the main permit number. See directions for applying for a permit under a main permit # .

Select submission to an existing permit. Do not create a new permit.
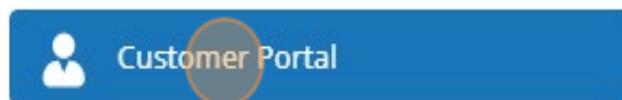
Mygovernmentonline phone number: 1-866-957-3764 for tech support

2 Click "Select a State" Texas and Select Georgetown as city then select GO

3 Click "Search for a Permit"

4 Click the "Permits" tab at the top of the page

ome   Projects   Inspections   Contractors   Support

Applications   **Permits**

Your search results were limited to the top 500 results. Please enter additional search criteria to return mo

⚖️ **Jurisdiction**

State   Jurisdi

Texas   ⌄   George

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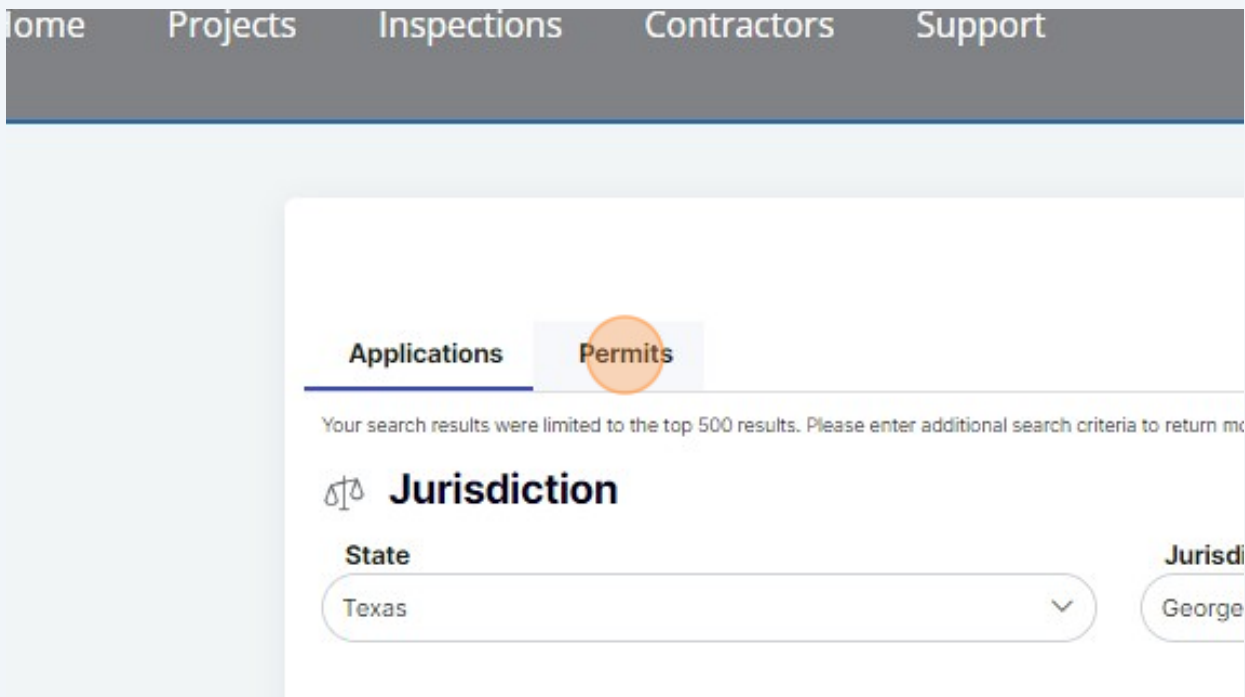
5 Click the "Number" field and enter in the last five digits of the permit number and click search

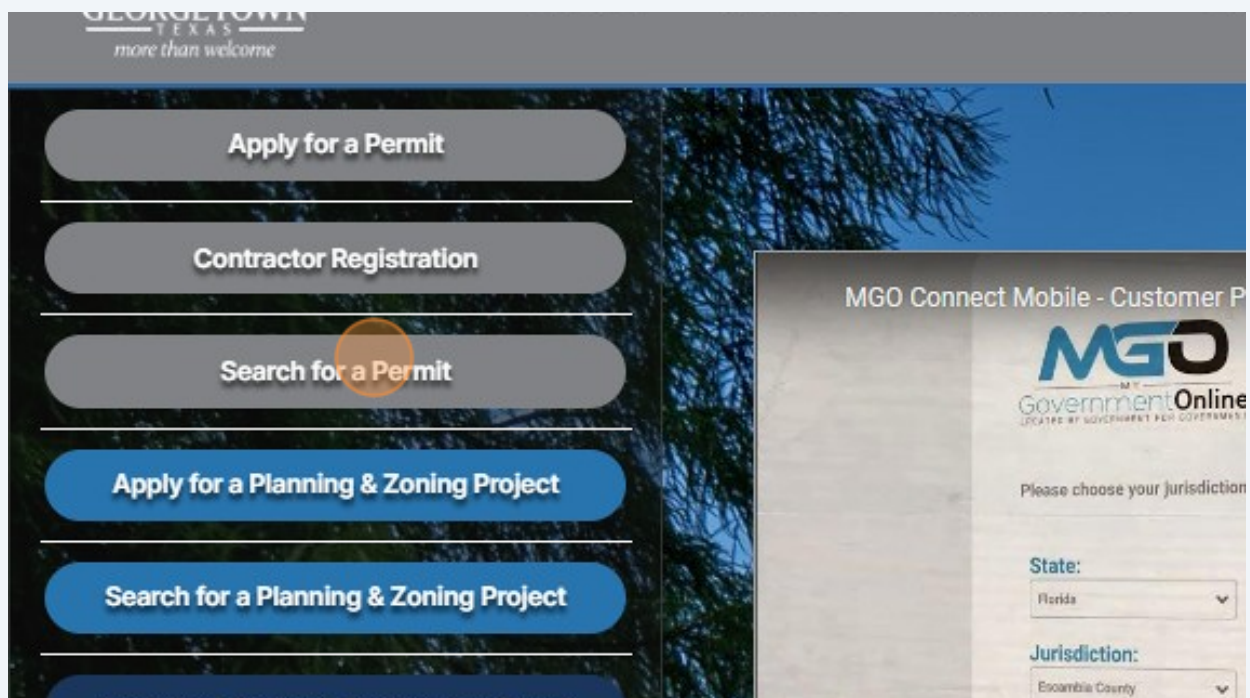Please fill out only one of the suggested categories for best results. At

Click here for advanced reporting or bulk downloads. Otherwise, continue b

📋 **Project Details**

Number   Designatior

Number   Select Desigr

Project Name   Project Alia:

Project Name   Project Alias

Created Before   Created Aft

Created Before   📅   Created Afte
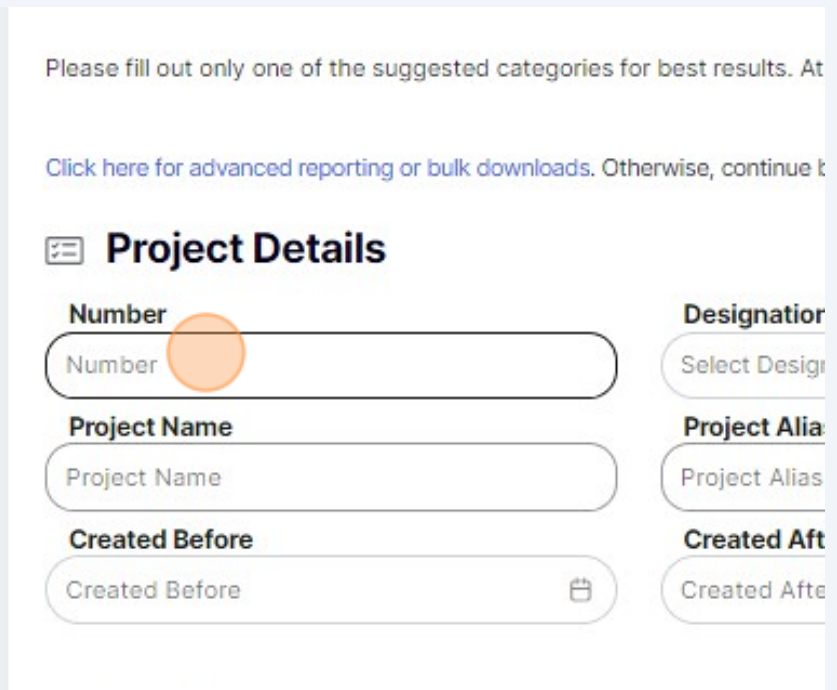
6 Select the three dots and a drop down will appear to add to your account, view project, or request inspection - select add to your account. If your verified phone number is not listed on the permit, you cannot add the permit to your account. If you are a trade, you pull a permit under an existing permit to be added to the permit - do not try to add to your account. See directions for applying for a permit under a main permit. If you have any questions, please email us at permits@georgetown.org

Helpful Contact Information:

MGO Tech Support # 1-866-957-3764 Press 1

City of Georgetown Building Permits: Email permits@georgetown.org. Please include permit number and address with all correspondence.

City of Georgetown Building Permits Phone # 512-930-2550.

City of Georgetown Building Inspector: firstname.lastname@georgetown.org if you need to get a hold of the inspector assigned to your inspection. The name will me listed on the inspection once it is assigned. All desk phones are forwarded to their cell phone for field calls.

If we do not answer the phone between 8-5 Monday-Friday, we are either with a customer or on the other line with a customer.

For the quickest response: Please send an email with your questions to permits@georgetown.org. Please include name, phone number, address, and any questions you may have. Please include permit number if applicable.

City of Georgetown Mailing and Physical address for building permits:

City of Georgetown
Attn Building Permits
300-1 Industrial Ave
Georgetown, Texas 78627

You must create a Utility Billing Account at css.georgetown.org and upload a copy of the certificate of occupancy once it is issued in order for utilities to transfer or start in your name or business name. Contact customercare@georgetown.org and das@georgetown.org for questions regarding utility billing account. I

For other information, please visit our website at https://permits.georgetown.org/

For questions regarding the city setting water meters, please email WUMetering@georgetown.org

Please download the MGOConnect App. It's very handy!