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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 Planning & Zoning Project and Other Applications
3. Add Older Projects to Your Account/Search Projects
4. View Your Projects List
5. Complete an Online Payment
6. View Project Documents
7. Upload Files to a Project (See the View Project Documents section.)
8. View the Tasks List for a Project

Need Further Assistance?

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

(985) 851-0760

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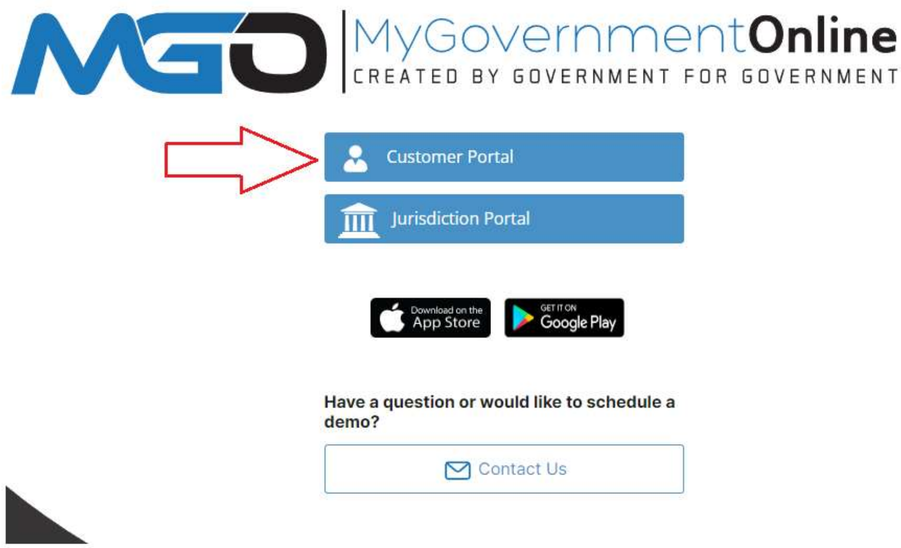
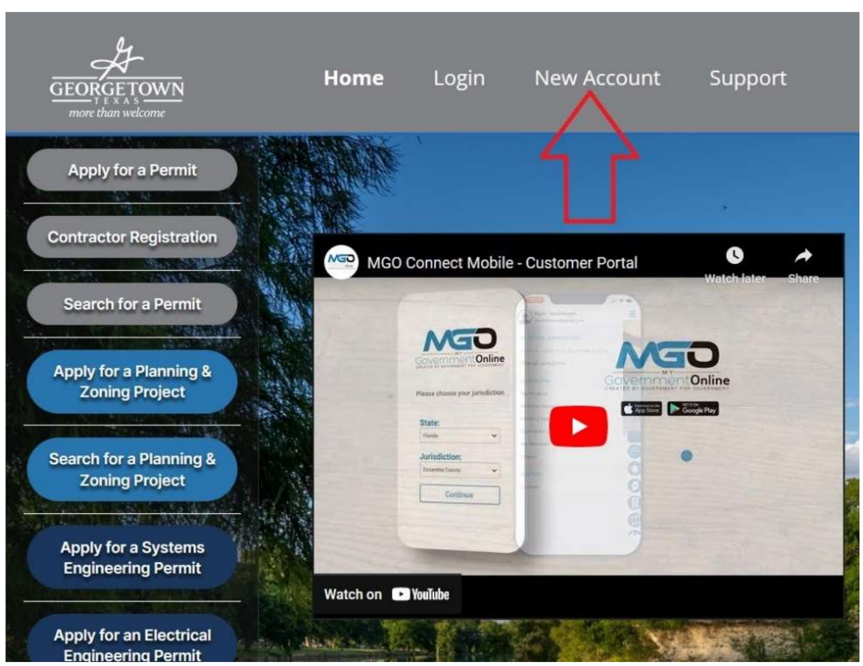
Create a New User Account

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.

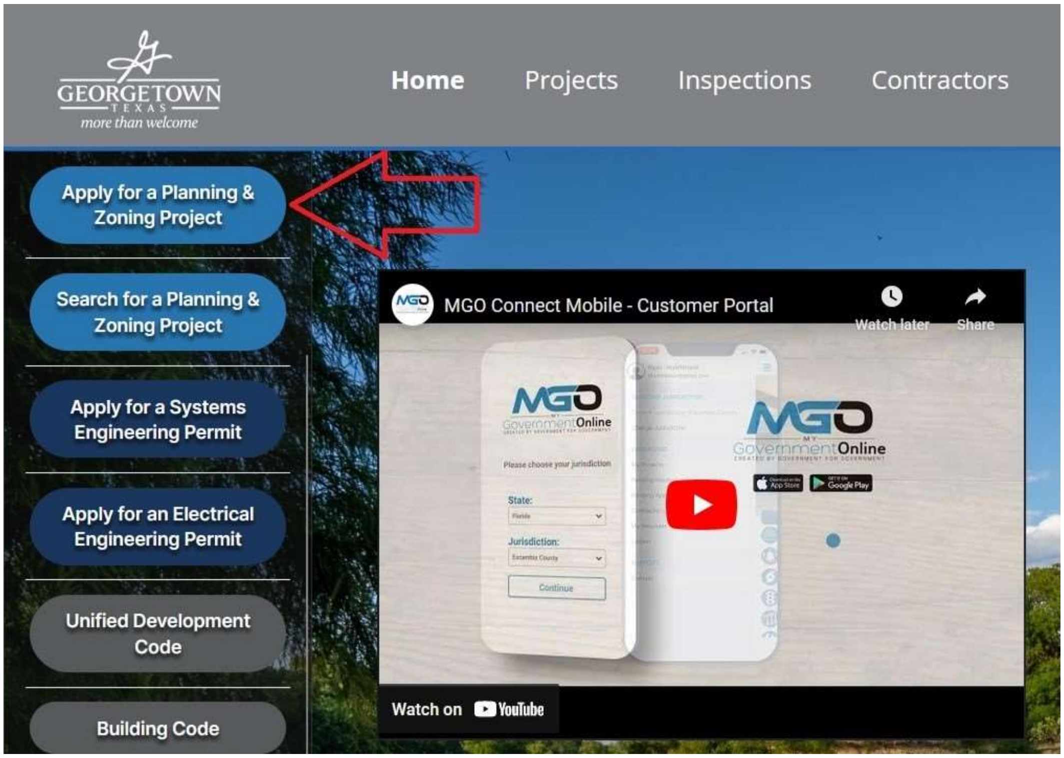


If you already have an account, click Login. For new users of the MyGovernmentOnline customer portal, click the New Account button at the top of the screen and then complete the requested details.

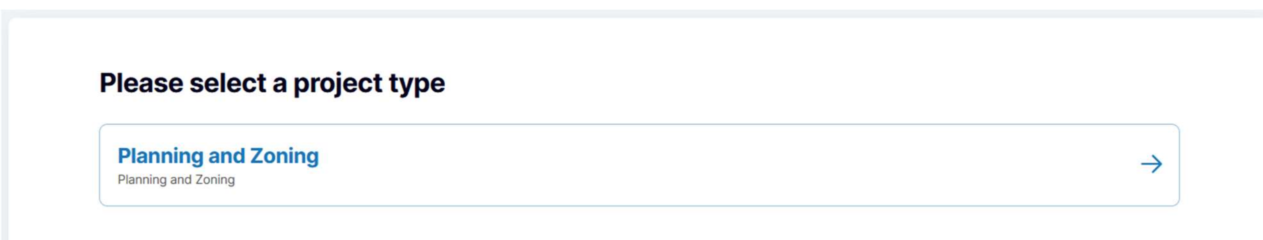


Apply Online for a Planning & Zoning Project

The left side navigation menu will contain several options. To apply online for a planning & zoning project, select the 'Apply for a Planning & Zoning' link and then proceed through the steps.



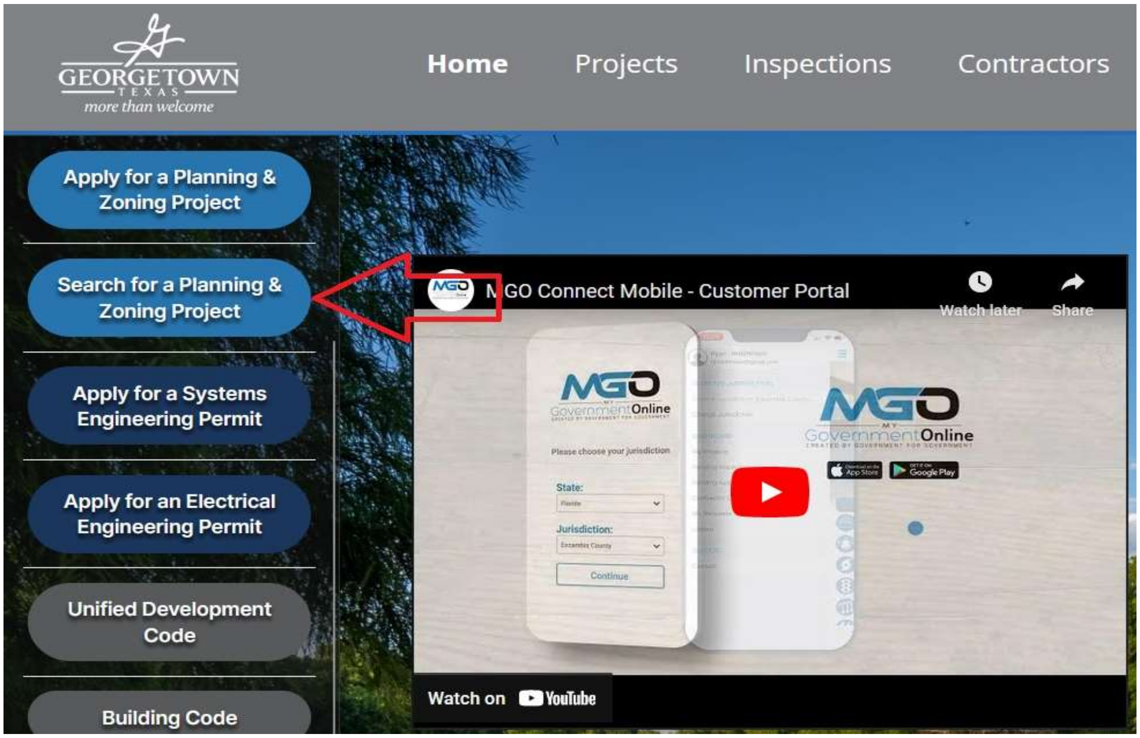
Select the section for the appropriate project type desired.



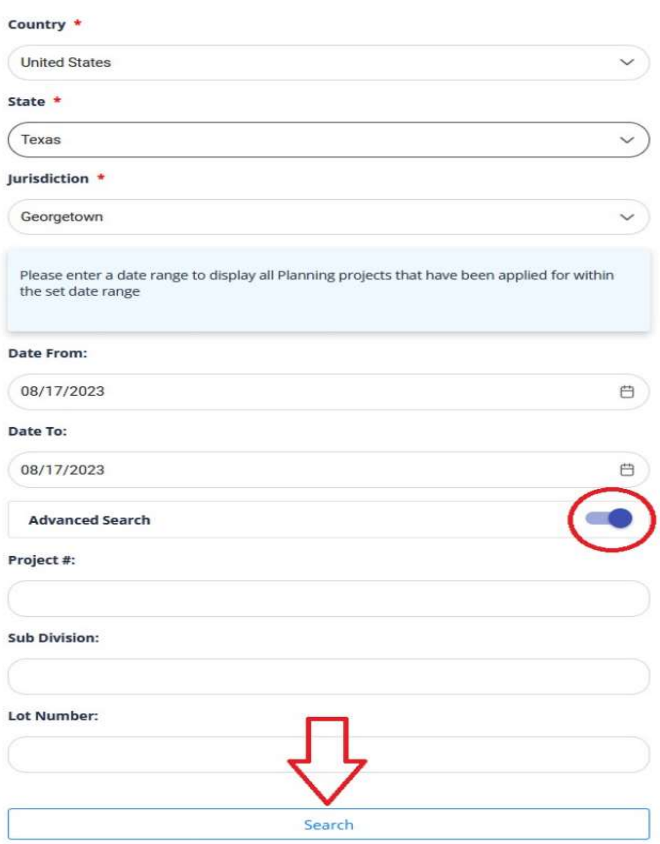
Select get started on a new application. The '**Submission to an Existing Project'** is applicable to sub-contractor projects and other special scenarios. Your jurisdiction will inform you if/when this option is applicable. Continue to select an application type and complete the application.

Add Older Projects to Your Account/Search Projects

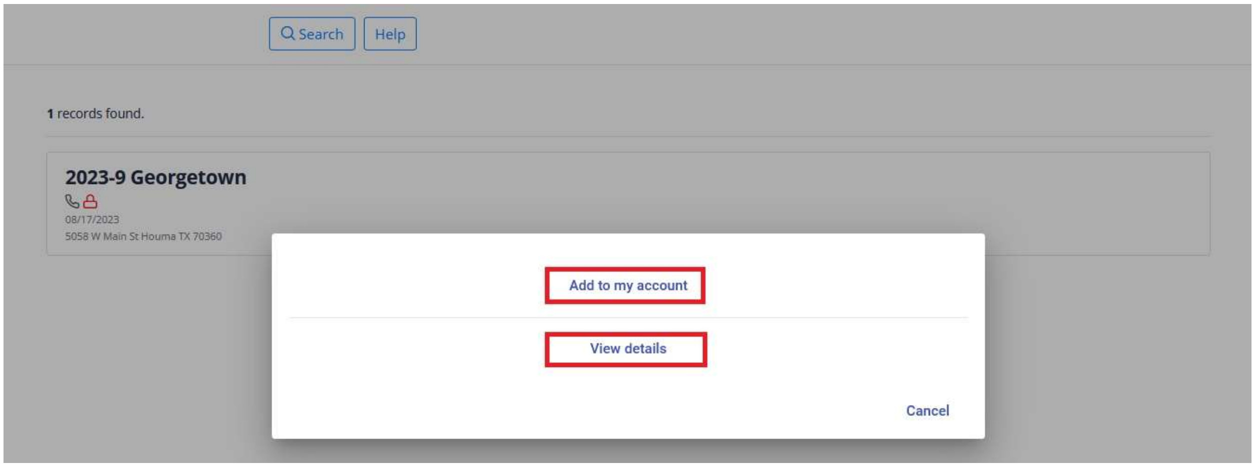
The left side navigation menu will contain several options. To add older projects to your account or search for a planning project, select the 'Search for a Planning & Zoning Project' link.



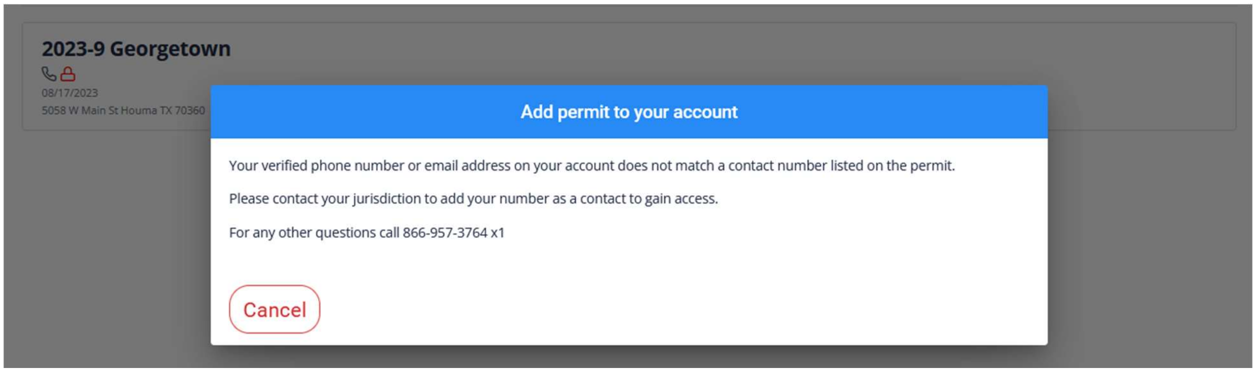
Enter any date range for the planning project you wish to find, or click the 'Advanced Search' slide bar to search for a specific project #.



Once the project has been found, click the project number and two options will appear: ‘Add to my account’ and ‘View details’. ‘Add to my account’ will add the project to your main projects list, while ‘View details’ will bring you straight into the project.

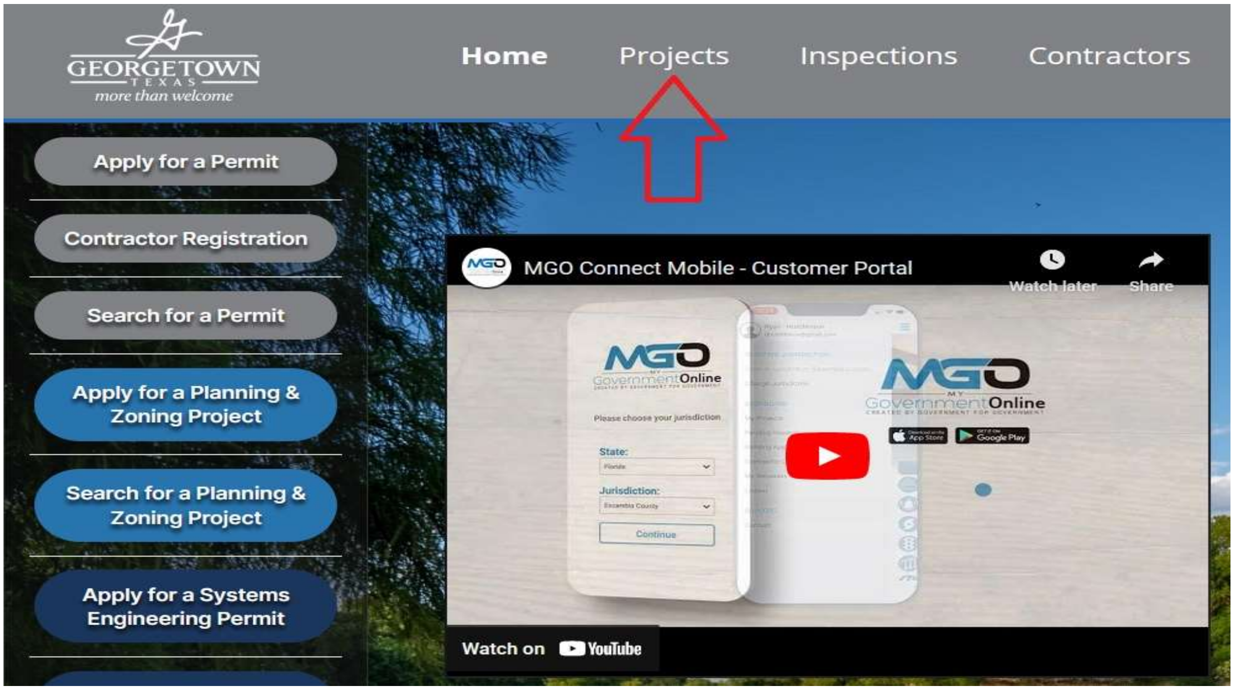


Both of these options are secured and can only be accessed if you have a matching phone number or email on the project and on the customer portal account.

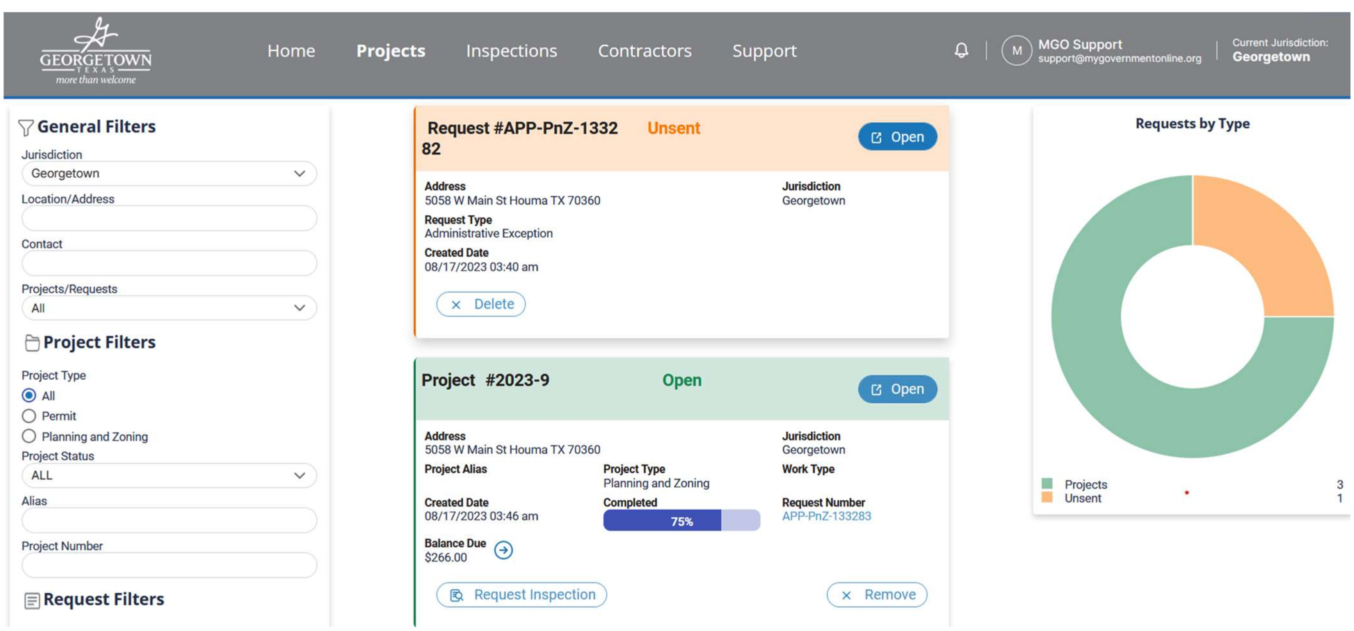


View Your Projects List

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.

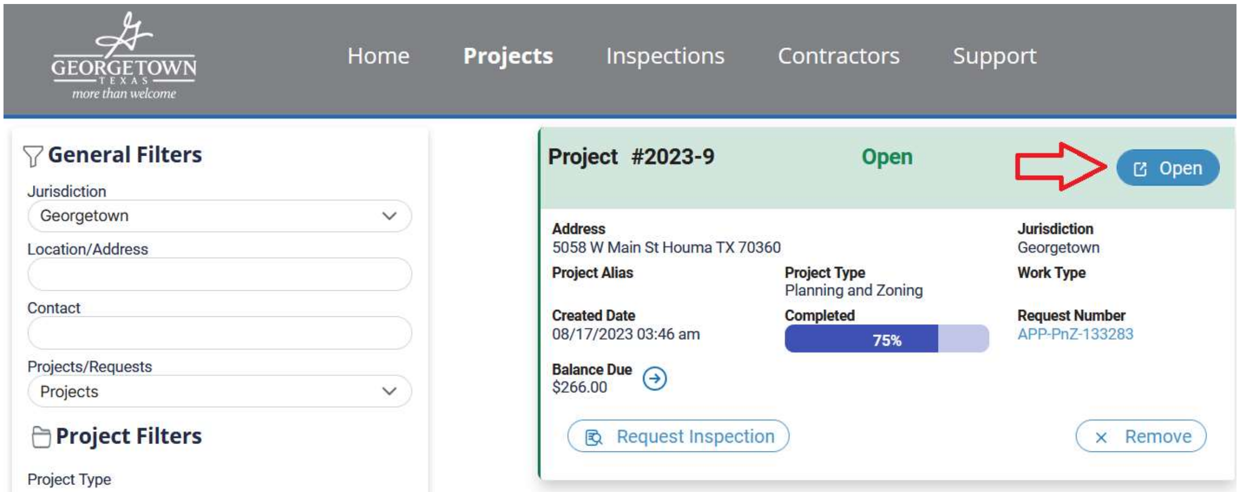


From the Project list, you can view a project or request by clicking the ‘Open’ button.

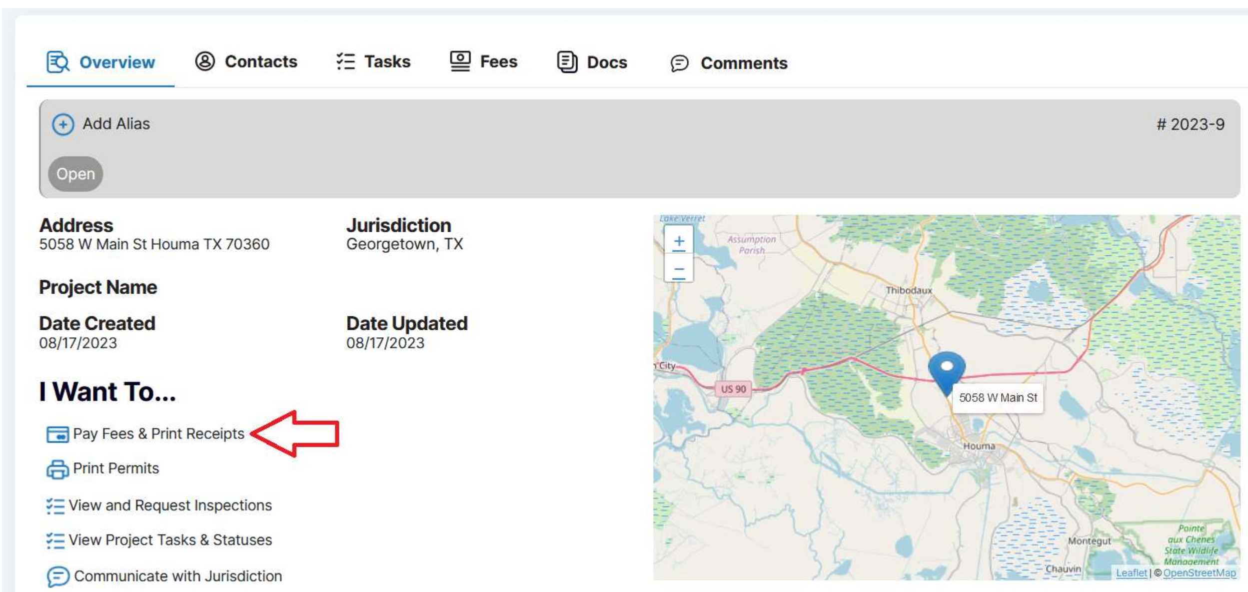


Complete an Online Payment

To complete an online payment, click the ‘Open’ button on the appropriate project from your Projects list.

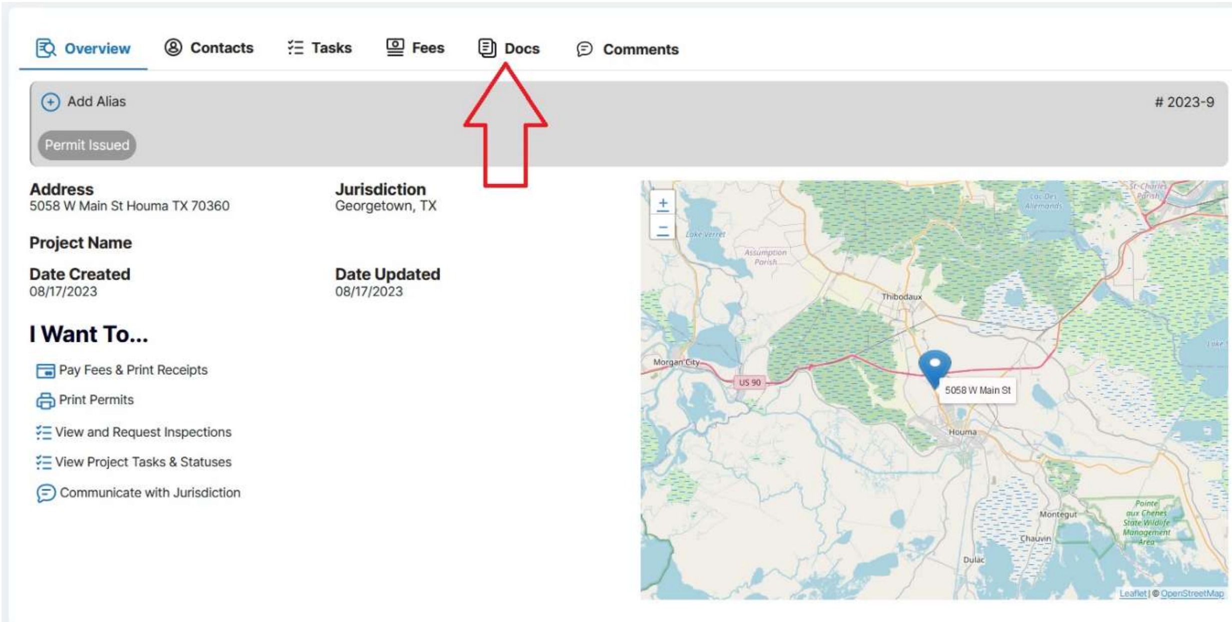


Click the ‘Pay Fees & Print Receipts’ option under the ‘I Want To’ section. This link will take you to the section to complete the payment online.



View Project Documents

Once you have opened a project, click the ‘Docs’ tab as shown in the illustration.

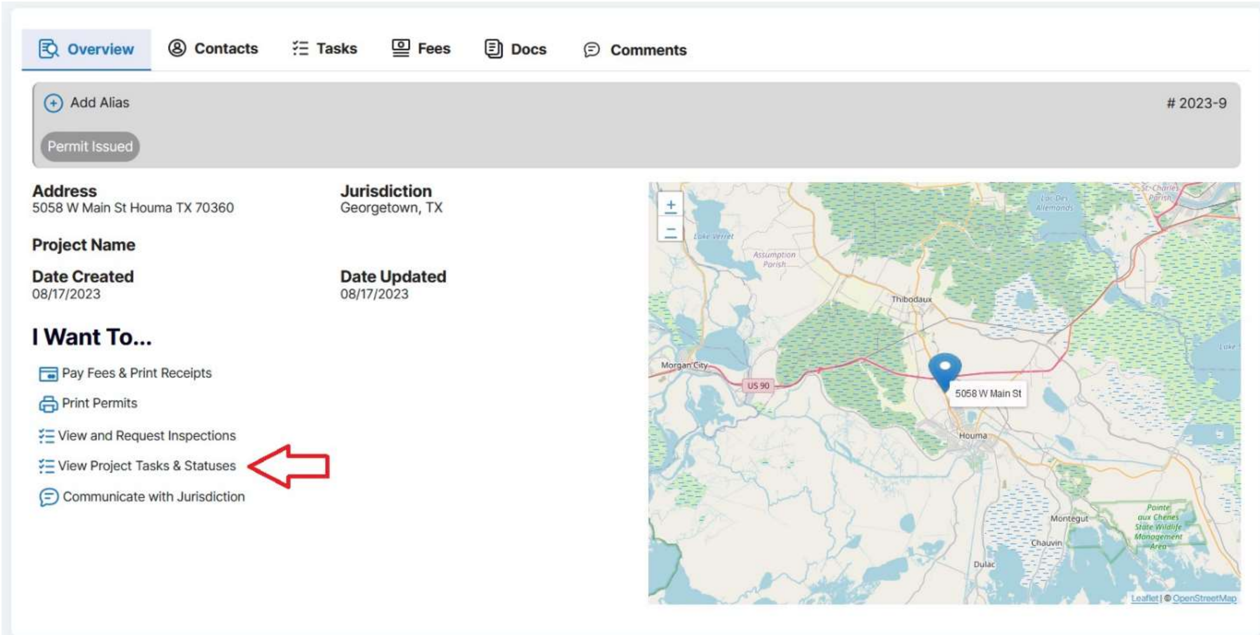


There are three buttons under the Docs tab.

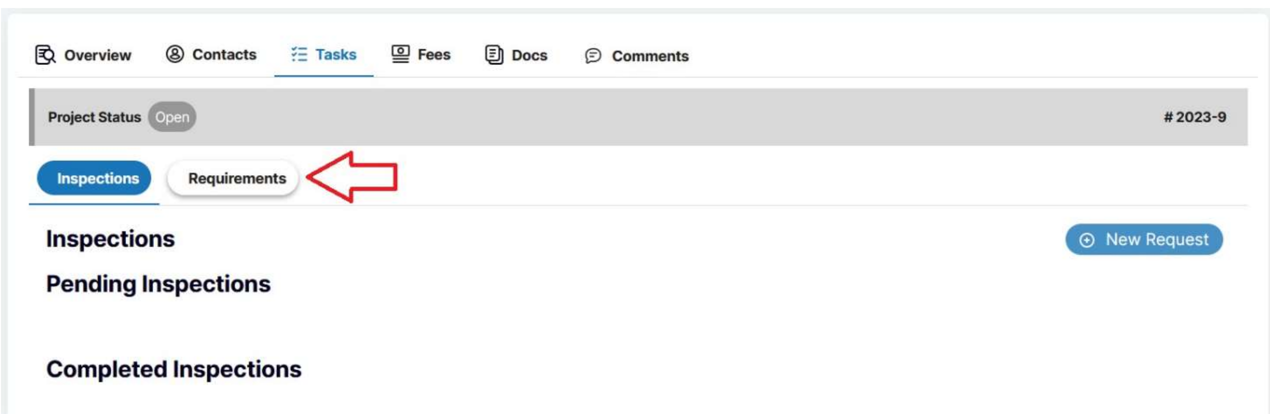
- **Customer** – This is the button you will click on when you want to upload documents to the jurisdiction. Click the ‘Add New File’ button to upload/send documents to the jurisdiction.
- **Jurisdiction** – This is the button you will click on when you need to access documents that the jurisdiction 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.

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.

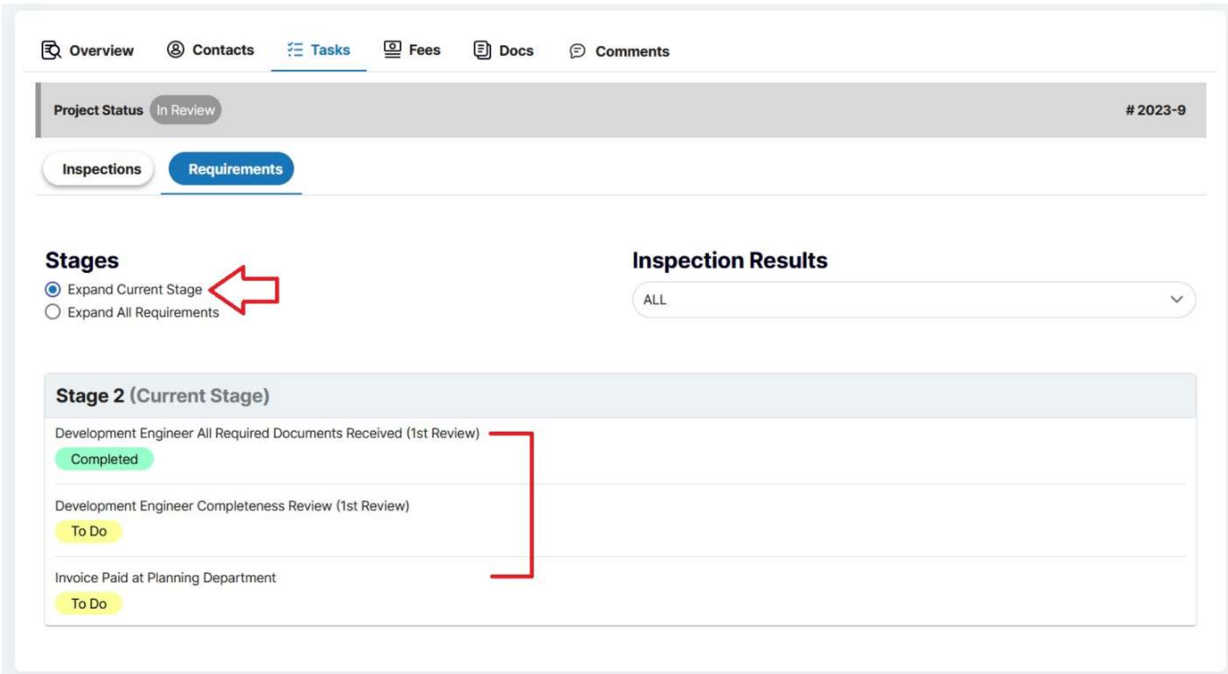


In the next screen, click the ‘Requirements’ tab.



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.