



# 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](#)
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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?

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

**(985) 851-0760**

# 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](http://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.

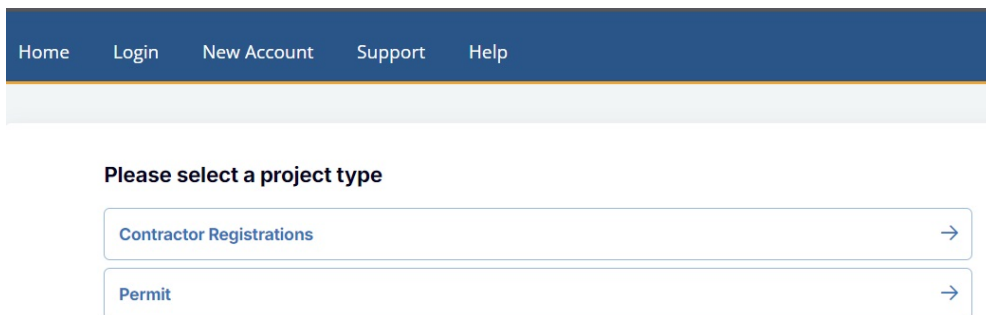


# Apply Online for a Permit

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.



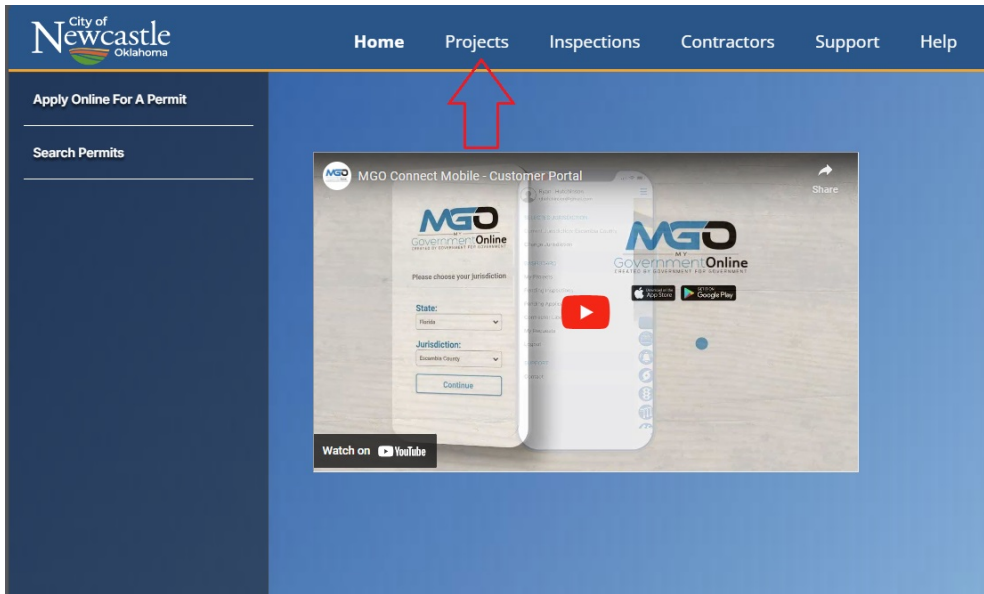
Select get started on a new application. The '**Submission to an Existing Project**' is applicable to sub-contractor permits and other special scenarios. Your jurisdiction will inform you if/when this option is applicable. Continue to select an application type and complete the application.

Do you want to use an existing project?



# 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.

A screenshot of the Indian River County website. The navigation bar includes 'Home', 'Projects', 'Inspections', 'Contractors', and 'Support'. The user is logged in as Kenyon Jenkins. The main content area shows a list of projects and requests. The first item is 'Project #2023-03-6' with status 'Pending (Under Review)'. The second item is 'Request #APP-191' with status 'Unsent'. To the right, there is a 'Requests by Type' donut chart showing three categories: 'Unsent' (orange), 'Sent to Jurisdiction' (green), and 'Denied Projects' (grey).

Item	Request Number	Status	Address	Jurisdiction	Work Type
Project	#2023-03-6	Pending (Under Review)	2505 45TH AVE VERO BEACH FL 32966	Indian River County	Building Commercial New - BC
Request	#APP-191	Unsent	123 Main St Vero Beach FL 12345	Indian River County	A/C - Limited Scope of Work

# Complete an Online Payment

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

The screenshot shows the Indian River County website header with navigation links: Home, **Projects**, Inspections, Contractors, and Support. On the left, there are 'General Filters' and 'Project Filters'. The main content area displays a project card for '#2023-03-6' with a status of 'Pending (Under Review)'. A red arrow points to the 'Open' button on the right side of the card. The project details include: Address (2505 45TH AVE VERO BEACH FL 32966), Project Type (Permit), Jurisdiction (Indian River County), Work Type (Building Commercial New - BC), Created Date (03/23/2023 01:09 pm), Completed (3.33%), and Balance Due (\$5,565.02). There are buttons for 'Request Inspection' and 'Remove'.

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.

The screenshot shows the project details page for project #2023-03-6. The page has a navigation bar with 'Overview', 'Contacts', 'Tasks', 'Fees', 'Docs', and 'Comments'. Below the navigation bar, there is an 'Add Alias' button and the project name 'Building Commercial New - BC'. The status is 'Pending (Under Review)'. The page displays the following information: Address (2505 45TH AVE VERO BEACH FL 32966), Jurisdiction (Indian River County, FL), Project Name, Date Created (03/23/2023), and Date Updated (03/31/2023). On the left, there is an 'I Want To...' section with a red arrow pointing to the 'Pay Fees & Print Receipts' option. Other options include 'Print Permits', 'View Project Tasks & Statuses', and 'Communication with Jurisdiction'. On the right, there is a map showing the project location at 2505 45TH AVE in Vero Beach, Florida.

# Print a Permit

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

The screenshot shows the 'Overview' tab of a project named 'Cajun Joe's' with ID # 2023-03-4. The project status is 'Permit Issued'. The address is 3301 ROXBURY PL SW VERO BEACH FL 32968, and the jurisdiction is Indian River County, FL. The project was created on 03/16/2023 and last updated on 04/12/2023. Under the 'I Want To...' section, there are four options: 'Pay Fees & Print Receipts', 'Print Permits' (highlighted with a red arrow), 'View Project Tasks & Statuses', and 'Communication with Jurisdiction'. A map on the right shows the project location in Vero Beach, Florida.

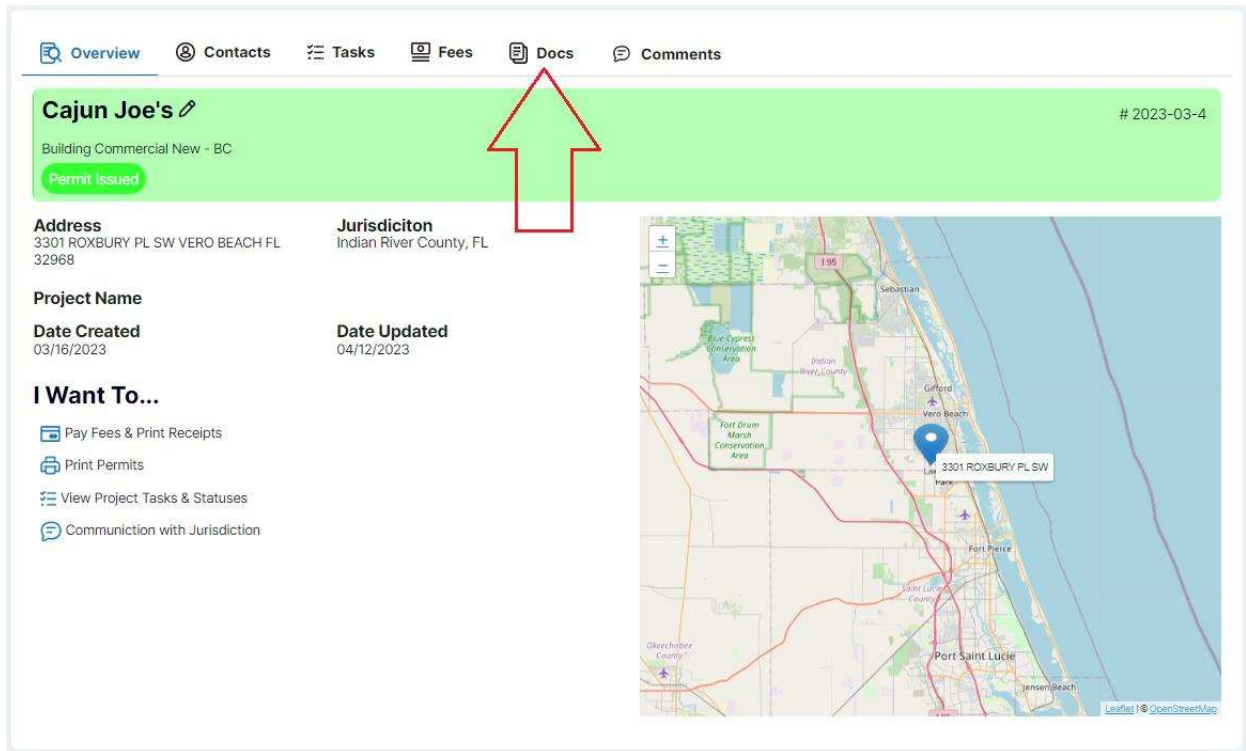
Click the Print Permit button presented. Note, if the permit is not issued yet, the option to print the permit will not be displayed.

The screenshot shows the 'Fees' section of the project. The project status is 'Permit Issued'. The balance section shows a paid amount of \$4,165.41 and a due amount of \$0.00. There are two tabs: 'Fees' and 'Payments'. The 'Fees' tab is active, showing a table of fees. A red arrow points to the 'Print Permit' button.

Category	Amount Due	Status
Building Commercial IRC	DBPR Surcharge	Paid
	BCAI Surcharge	Paid
	Building Commercial	Paid
	Application Fee	Paid
	<b>Total</b>	<b>\$2,665.41</b>
Fire Construction Plan Review	Fire Construction Plan Review	Paid
	<b>Total</b>	<b>\$1,500.00</b>

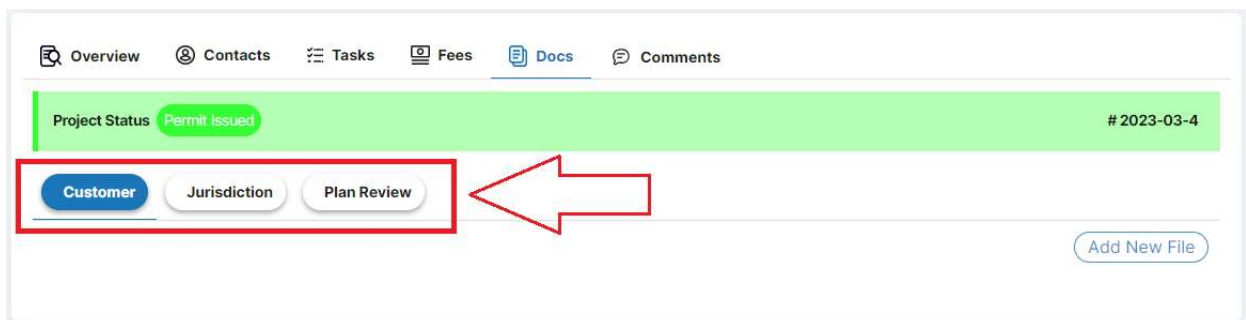
# View Project Documents

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.

The screenshot shows the 'Overview' tab of a project named 'Cajun Joe's' with ID # 2023-03-4. The project status is 'Permit Issued'. The address is 3301 ROXBURY PL SW VERO BEACH FL 32968, and the jurisdiction is Indian River County, FL. The project was created on 03/16/2023 and last updated on 04/12/2023. Under the 'I Want To...' section, there are four options: 'Pay Fees & Print Receipts', 'Print Permits', 'View Project Tasks & Statuses', and 'Communication with Jurisdiction'. A red arrow points to the 'View Project Tasks & Statuses' option. To the right is a map showing the project location in Vero Beach, Florida.

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.

The screenshot shows the 'Inspections' section of the project overview. The 'Inspections' tab is selected, and a red arrow points to the 'New Request' button. Below this, there is a table of pending inspections:

Inspection Type	Work Order Request Date	Assigned Inspector	Action
Aluminum InFill (C) <span>New</span>	03/31/2023 12:00 AM	Richie W. Schofield	<a href="#">Call</a>
Columns (C) <span>New</span>	04/19/2023 12:00 AM	Shawn Doutrich	<a href="#">Call</a>

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

**Cajun Joe's** # 2023-03-4  
3301 ROXBURY PL SW VERO BEACH FL 32968  
Permit Issued

### Request New Inspection

Type \*  
Drywall (C)

Address \*  
3301 ROXBURY PL SW VERO BEACH FL 32968

Requested Date \*  
05/10/2023


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:  
Requesting a drywall inspection. AM preferred.

← Back   **Add Selected Type**

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.

### Request Inspection List

Drywall (C)   
05/10/2023  
Create Inspection Request

After all Inspection request have been added you must press the Submit button below for the jurisdiction to receive your Inspection request(s)

**Submit Request(s) to Jurisdiction**

Cancel   Add Inspection to request

# 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.

The screenshot shows the 'Overview' tab of a project page. At the top, there are navigation tabs: Overview, Contacts, Tasks, Fees, Docs, and Comments. The project name is 'Cajun Joe's' with a status of 'Permit Issued' and a reference number '# 2023-03-4'. Below this, the address is '3301 ROXBURY PL SW VERO BEACH FL 32968' and the jurisdiction is 'Indian River County, FL'. The project name is also listed, along with the date created '03/16/2023' and the date updated '04/12/2023'. A map on the right shows the location of the project. Under the 'I Want To...' section, there are four options: 'Pay Fees & Print Receipts', 'Print Permits', 'View Project Tasks & Statuses', and 'Communication with Jurisdiction'. A red arrow points to the 'View Project Tasks & Statuses' option.

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

The screenshot shows the 'Requirements' tab selected in the 'Tasks' section. The project status is 'Permit Issued' and the reference number is '# 2023-03-4'. Below the status, there are two tabs: 'Inspections' and 'Requirements'. A red arrow points to the 'Requirements' tab. Under the 'Inspections' section, there is a 'New Request' button. Below that, there is a table of pending inspections:

Inspection Type	Work Order Request Date	Assigned Inspector	Action
Aluminum InFill (C) New	03/31/2023 12:00 AM	Richie W. Schofield	Call
Columns (C) New	04/19/2023 12:00 AM	Shawn Doutrich	Call

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.

Overview Contacts Tasks Fees Docs Comments

Project Status **Permit Issued** #2023-03-4

Inspections **Requirements**

**Stages**

- Expand Current Stage
- Expand All Requirements

**Inspection Results**

ALL

**Stage 2 (Current Stage)**

Building Division Review	Completed
County Planning Review	Completed
Electrical Plan Review	To Do
Environmental Health Review	To Do
Fire Department Review	To Do

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.

 App Store Preview

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**MGO Connect** 4+  
MyGovernmentOnline Mobile App  
SCPDC  
Designed for iPad  
★★★★★ 4.8 • 20 Ratings  
Free

 Google Play

# MGO Connect

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