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What Can We Help You Do Today?

USER GUIDE

A GUIDE TO USING MGO FOR APPLICANTS
PLANNING DEPARTMENT



COG PLANNING DEPARTMENT | 406 W 8th St, Georgetown TX 78626

Revised June 8, 2020

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MYGOVERNMENTONLINE APPLICATION TRACKING SOFTWARE

Welcome! MyGovernmentOnline (aka MyPermitNow) is the City's application tracking software that is designed to streamline submittal and review of development plans and permits. This web-based system is currently active for all applications through the Planning Department, as well as all permits and inspections through the Inspections Services Department.

MyGovernmentOnline will allow those seeking building and development-related approvals to track the progress of their application from submittal to approval to inspection. Features include digital submission, digital review of staff comments, and online information about pending application.

The City of Georgetown Planning Department has created this User Guide to guide and help you use MyGovernmentOnline, including creating your account, submitting applications online, tracking the status and progress of your application, paying fees online and so much more.

If you have any questions please contact 512-930-3575 or email planning.georgetown.org.

For assistance with MyGovernmentOnline - www.mygovernmentonline.org tech support, creating account, associating files, and paying online – please call their customer service number 1-866-957-3764.

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HOW TO CREATE YOUR MYGOVERNMENTONLINE ACCOUNT

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org.

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Click on the blue “Create Account” link at the top right of your screen.



3. Type in the required user account login information:
 - a Email (email address to be used on your applications)
 - b Password (case sensitive)
 - c First Name
 - d Last Name
 - e Phone Number (to be used on your applications). Please note that this phone number that will be used to verify your account.
 - f Challenge Question
 - g Challenge Answer

Create Account on Customer Portal

Important:

1. Before an account becomes fully functional it will require phone verification. You can still login without a verified account but some features will be disabled.
2. Upon clicking the "Create Account" button below, a phone verification call will be made to the listed phone number within a few minutes. Upon answering the call please press 1 to verify your account.
3. If you miss the call you can retry the call by logging in under your account and pressing the "Retry Phone Verify" button. If you have any trouble with this process please call our office at 1-866-957-3764 and we will help you verify your account.

Your Login Information

E-mail * Confirm E-mail *

Password * Confirm Password *

Your Account Information

First Name * Last Name * Business Name

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

Phone Number *

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

Challenge Question * Challenge Answer *

IMPORTANT:

- Before an account becomes fully functional it will require phone verification.
- Upon clicking the "Create Account" button, an automated phone call verification will be made to the listed phone number within a few minutes. You must be able to answer the telephone call in order for your account to become active. Upon answering the call please press 1 to verify your account. If you do not receive a telephone call within 10 minutes, please contact MyGovernmentOnline technical support at 1-866-957-3764, option 1 for assistance.
- If you miss the call your number will remain unverified. You can retry the call by logging in under your account and pressing the "Retry Phone Verify" button in "My Account Dashboard". If you have any trouble with this process please call MyGovernmentOnline technical support at 1-866-957-3764 and they will help you verify your account.

My Numbers

Enter a phone number that will be used to verify your identity. The system will call this number to confirm you are the creator. Please be available to answer the phone at this number. You can add as many numbers as you want, as long as you have access to answer calls made to these numbers.

Add Phone Number

Number	Type	Activation ...	Verified
(512) 930 - 3576	Work	05/26/2017	Yes
(512) 930 - 3575	Home		You have 1 verification tries remaining

Page 1 of 1 1 - 2 of 2 items

- After the account is created and your identity verified, you will have the option to add additional phone numbers to your account. Please note that each phone number associated with an account must be verified by MyGovernmentOnline .
- The City recommends that you use your main office's phone number as the primary account number in both the application and the user account, and add your direct phone number to

your account as a secondary number. This is extremely important if your business has multiple employees accessing the same project, paying, printing and uploading documents.

- In order to add projects (applications) to your account, this phone number must match the phone number provided in the application. If the two numbers do not match, you will not be able to add/associate the project (application) to your account.

4. Click on “Create Account”
5. You will receive an “Account Created” confirmation stating that your account has been created. Click the Close button to close the message.



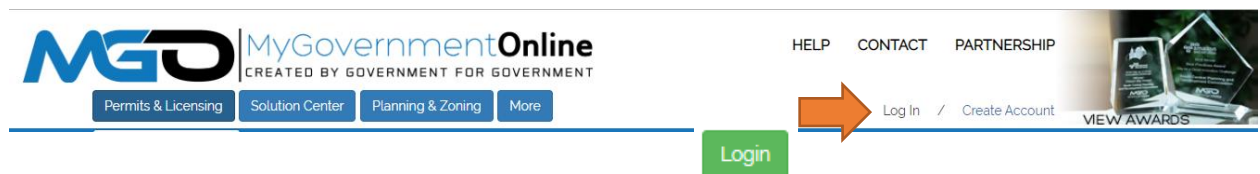
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HOW TO LOG IN TO YOUR ACCOUNT AND MANAGE YOUR SETTINGS

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the “Log In” link located at the top right portion of your screen



3. Type in your email address and password, and click on

A screenshot of the login form. It has a title 'Login' and a close button. There are two input fields: 'E-mail' with a placeholder 'e.g. youremail@jurisdiction.org' and 'Password' with a placeholder 'Your password'. A 'Forgot password?' link is next to the password field. Below the fields are two buttons: 'Create New Account' and 'Login'. Orange arrows point to the 'E-mail' and 'Password' fields.

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.



5. Under Search Defaults, select the state (Texas) and Jurisdiction (Georgetown).


A screenshot of the 'Search Defaults' and 'Account Preferences' section. Under 'Search Defaults', there are three dropdown menus: 'Country' (United States), 'State' (Texas), and 'Jurisdiction' (Georgetown). Orange arrows point to the 'State' and 'Jurisdiction' dropdowns. Below this is the 'Account Preferences' section with two checkboxes: 'Send me an e-mail confirmation when I successfully submit an online application.' and 'Send me an e-mail confirmation when I have successfully uploaded files to a project.' Both are checked. A 'Save' button is at the bottom.

- Under Account Preferences, check the notification box(es) to receive notifications regarding your submittal.

Search Defaults

Country: United States State: Texas Jurisdiction: Georgetown

Account Preferences

 ☒ Send me an e-mail confirmation when I successfully submit an online application.

☒ Send me an e-mail confirmation when I have successfully uploaded files to a project.

Save

- Saved or submitted Development Applications that have not been accepted for review will be listed under “My Applications”

My Applications						
<p>Below is a list of Permits that you have recently submitted. If there are any questions, you will find that the inspector has posted them to the applied permit. You may submit the required information by responding via this page. You may also apply for a new permit by clicking here</p>						
Applic...	Jurisdiction	Location	Status	Created	Project #	
APP-PnZ-46485	Georgetown	406 W 8th St Georgetown TX 78626	Unsent Application	12-06-2018	New Application	Detail...
APP-PnZ-36652	Georgetown	123 Street Name Georgetown TX 78626	Returned for your review	03-23-2018	REZ-2013-000	Detail...
<p>Page 1 of 1 1 - 2 of 2 Items</p>						

- Submitted Development Applications that have been accepted for review will be listed under “My Planning and Zoning Projects”

My Planning & Zoning Projects										
	Jurisd...	Alias	Proje...	Address	ProjectName	Status	Issu...	Me...	Con...	
								03/21/2017 Applicant Submittal 04/21/2017 Applicant Submittal 06/14/2017 Staff Comments 08/04/2017 Applicant Submittal 09/05/2017 Staff		

HOW TO FIND AND ASSOCIATE PROJECTS (APPLICATIONS) WITH YOUR ACCOUNT

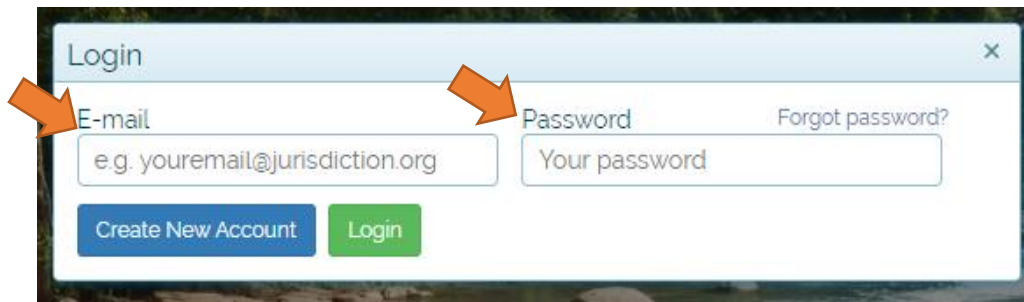
1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the “Log In” link located at the top right portion of your screen

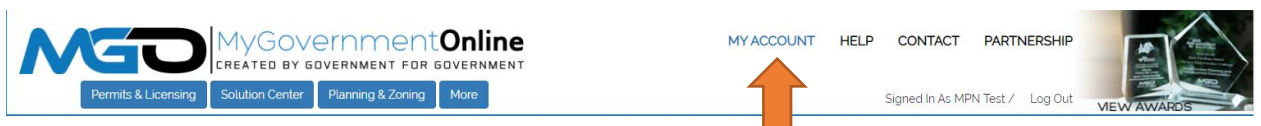


3. Type in your email address and password, and click on




To find and add projects associated with your phone number


4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.



5. Scroll down to the “My Permits” section and click on the “Find projects associated to your verified phone numbers” button.

My Permits

Find projects associated to your verified phone numbers 

	Jurisdic...	Alias	Project #	Address	Project Name	Status	Issued	Req. Inspection
View Permit	Georgetown		REZ-2013-000	123 Street Name Georgetown TX 78626	Test Project	Awaiting Revision	01-01-1900	Request 

Page 1 of 1 1 - 1 of 1 items

NOTE: By selecting “Find Projects Associated to your verified phone numbers” all the projects submitted by your office with the same phone number will be identified. In this case, you will need to select the exact application number you wish to add and click on “Add to My Account”.

- Verify the state (Texas) and jurisdiction (Georgetown) information, and click on “Search”


Find projects associated to your verified phone numbers

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:

[Search](#) 

- You will be given the option to add projects (applications) found to your account, which will be displayed under the “My Permits” box. To add the project (application) to your account, click on “Add to my account”

REZ-2013-000
Test Project

Jurisdiction: Georgetown

Type: Unknown

Create Date: 2013-01-08T14:56:20.717

Status: Awaiting Revision

Business
Company, LLC

Physical Address
123 Street Name
78626 Georgetown, TX

Lot Number


Square Footage
0

Description
Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

Applicant
MPN Test

Mailing Address
123 Street Name
78626 Georgetown, TX

SubDivision
GEORGETOWN CITY OF

 [+ Add to my account](#)
[Request Inspection](#)

- A window will open as shown below. You may enter a planning alias (special name or company’s internal project number) if you want to personally name your project (application) but this is not required. Please note that you will not be able to add or edit an alias in the future.

REZ-2013-000
Test Project
Jurisdiction: Georgetown
Type: Unknown
Create Date: 2013-01-08T14:56
Status: Awaiting Revision
Business
Company, LLC
Physical Address
123 Street Name
78626 Georgetown, TX
Lot Number
Square Footage
0
Description
Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

Add project to your account x

① You may optionally enter a project alias to help you uniquely identify your projects.
The project alias is only seen by the account holder and will not be shared with other users.

Project Alias

Cancel Add Project to My Account

+ Add to my account
Request Inspection

9. Click the button that says “Add Project to My Account”.

REZ-2013-000
Test Project
Jurisdiction: Georgetown
Type: Unknown
Create Date: 2013-01-08T14:56
Status: Awaiting Revision
Business
Company, LLC
Physical Address
123 Street Name
78626 Georgetown, TX
Lot Number
Square Footage
0
Description
Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

Add project to your account x

① You may optionally enter a project alias to help you uniquely identify your projects.
The project alias is only seen by the account holder and will not be shared with other users.

Project Alias

Cancel Add Project to My Account

+ Add to my account
Request Inspection

10. You will see a new window confirming the permit is added to your account. The project (application) is now in your “My Permits” list. Click “View Planning Details” to view the project (application).

Permit added to your account

Project successfully added to your account.

Continue View Project Details

To find and associate projects through the “Planning and Zoning” Module

1. Scroll the mouse to the **Planning & Zoning** button at the top left side of the screen, and click on “Search”.



2. Select the appropriate state (Texas), and jurisdiction (Georgetown).

Search Planning and Zoning 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:

3. Type in the Project Number (i.e. 2019-000-REZ, or REZ-2017-001 for cases prior to 2019) in the Project Number field. You can also search by Project Name, Address, Submittal Date, and other options.

Suggested

Project #: Project Name: Subdivision: Lot: Block:

Address: City: Zip:

Please enter a date range to display all Planning projects that have been applied for within the set date range

Date From: Date To:

4. Click the Search button. The search result will show up at the lower part of the page.

5. Ensure you have located the correct project (application) and then click the button on the right side of the screen in the search result.

+ Add to my account

REZ-2013-000

Jurisdiction: Georgetown

Create Date: 2013-01-08T14:56:20.717

Business
Company, LLC

Applicant
MPN Test

Physical Address
123 Street Name
78626 Georgetown, TX

Mailing Address
123 Street Name
78626 Georgetown, TX

Description
Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

Click To View Details

+ Add to my account

NOTE: To associate a project (application) to your account, the phone number on your account must match a phone number in the project (application). If you receive a message stating that you cannot add the project (application) to your account, please call technical support for assistance at 1-866-957-3764, option 1.

6. A window will open as shown below. You may enter a planning alias (special name, your internal office project number, or internal employees name) if you want to personally name your project (application) but this is not required.

MGDO MyGovernmentOnline
CREATED BY GOVERNMENT FOR GOVERNMENT

MY ACCOUNT HELP CONTACT PARTNERSHIP

Permits & Licensing Solution Center Planning & Zoning

Signed In As MPN Test / Log Out

VIEW AWARDS

Project #: REZ-2013-000

Please enter a date range to display all Planning projects that have been applied for within the set date range.

Date From:

Search

REZ-2013-000

Jurisdiction: Georgetown

Create Date: 2013-01-08T14:56:20.717

Business
Company, LLC

Physical Address
123 Street Name
78626 Georgetown, TX

Description
Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

Add Planning to your account

① You may optionally enter a planning alias to help you uniquely identify your plannings.
The planning alias is only seen by the account holder and will not be shared with other users.

Planning Alias

Cancel Add Planning to My Account

1 - 1 of

7. Click the button that says “Add Planning to My Account”.

The screenshot shows the MyGovernmentOnline interface. At the top, there's a navigation bar with 'MGD MyGovernmentOnline' and links for 'MY ACCOUNT', 'HELP', 'CONTACT', and 'PARTNERSHIP'. Below this is a sub-navigation bar with 'Permits & Licensing', 'Solution Center', and 'Planning & Zoning'. The main content area displays project details for 'REZ-2013-000', including jurisdiction (Georgetown), create date (2013-01-08T14:30), business name (Company, LLC), physical address (123 Street Name, 78626 Georgetown, TX), and description (Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)). A modal dialog box titled 'Add Planning to your account' is open in the center. It contains a message: 'You may optionally enter a planning alias to help you uniquely identify your plannings. The planning alias is only seen by the account holder and will not be shared with other users.' Below this is a text input field for 'Planning Alias'. At the bottom of the dialog are two buttons: 'Cancel' and 'Add Planning to My Account'. An orange arrow points to the 'Add Planning to My Account' button.

- You will see a new window confirming the permit is added to your account. The project (application) is now in your “My Permits” list. Click “View Planning Details” to view the project (application).

This screenshot shows the same MyGovernmentOnline interface as the previous one, but with a confirmation dialog box titled 'Planning added to your account'. The dialog box contains the message 'Planning successfully added to your account.' and two buttons: 'Continue' and 'View Planning Details'. An orange arrow points to the 'View Planning Details' button. In the background, the project details for 'REZ-2013-000' are visible, including the applicant name (MPN Test) and mailing address (123 Street Name, 78626 Georgetown, TX). The bottom of the page shows a pagination bar with '1 - 1 of 1 items'.

HOW TO SUBMIT A DEVELOPMENT APPLICATION ONLINE

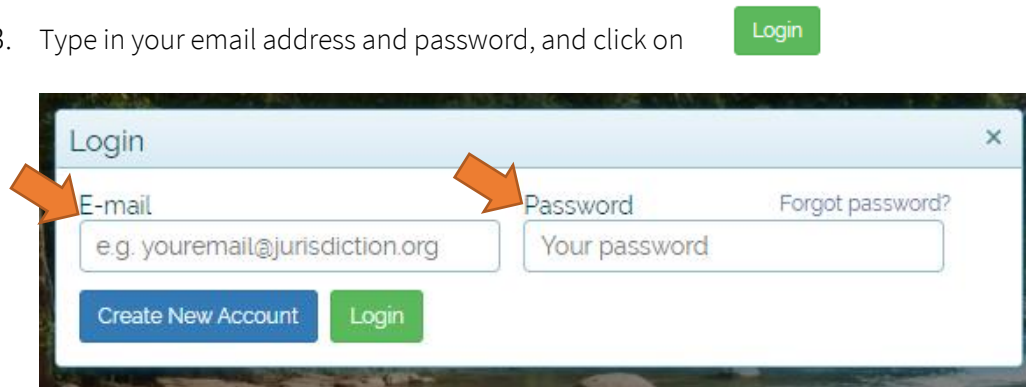
1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen



3. Type in your email address and password, and click on



4. Scroll the mouse to the **Planning & Zoning** button at the top left side of the screen, and click on "Apply Online".



5. Complete the *Jurisdiction and Request Type* information. Please note that all fields are required.

- a Select the state (Texas)
- b Select the Jurisdiction (Georgetown)
- c Select the Project Type (Planning and Zoning)
- d Click on Next

6. Complete the Online Permitting Application information.

- a Click on “Get Started on a New Application”

Apply Online

Jurisdiction and Request Type *

Online Permitting Application *

Get Started on a New Application 

Add a permit to an existing project

7. Complete the *Select an Application Type* information. **Please note that all fields are required.**

- a Select the Application Type for which you are submitting an application.

NOTE: Some applications require a Sub-Application Type (i.e. final plats). In this case, you will be prompted to select the Sub-Application Type under the *Application Questionnaire* section. For information on Application and Sub-Application types, please refer to the [Appendix](#).

Application Type	Sub-Application Type
Administrative Exception	N/A
Annexation (Voluntary)	N/A
Appeal	-Administrative Action/Decision -Appeal of a Board Action/Decision
Certificate of Appropriateness (CoA)	-HARC Review -HPO Review -Minor HPO Review
Comprehensive Plan Amendment	N/A
Development Agreement	-Development Agreement -Amendment to an existing agreement
Historic Landmark Designation	N/A

Application Type	Sub-Application Type
Heritage Tree Removal and Pruning	N/A
Letter of Regulatory Compliance	-Plat Certification Letter -Zoning Verification Letter
Planned Unit Development (PUD)	-Planned Unit Development (PUD) -Planned Unit Development (PUD) Amendment, Major -Planned Unit Development (PUD) Amendment, Minor
Site Development Plan (SDP)	-Site Development Plan (SDP) -Site Development Plan (SDP) Amendment -Site Development Plan (SDP), Minor
Special Exception	N/A
Municipal Utility District (MUD)	N/A
Public Improvement District (PID)	N/A
Special Use Permit (SUP)	N/A
Preliminary Plat	-Preliminary Plat -Preliminary Plat Amendment
Final Plat	-Amending Plat -Final Plat -Minor Plat -Replat
Preliminary Final Plat Combo	N/A
Plat Vacation	N/A
Subdivision Variance	-Subdivision Variance with Plat -Subdivision Variance without a Plat
UDC Text Amendment	N/A
Zoning Map Amendment (Rezoning)	N/A
Zoning Variance	N/A
Construction Plans, Subdivision (Infrastructure)	-Construction Plans (Approved), Major Revision -Construction Plans, Subdivision (Infrastructure)
Driveway Access Permit	-Driveway Access Permit: Agricultural -Driveway Access Permit: Non-Residential -Driveway Access Permit: Residential


Application Type	Sub-Application Type
License to Encroach	-Easement Encroachment -Right-Of-Way Encroachment
Stormwater Permit	-Stormwater Permit (SWP) -Stormwater Permit (SWP) Revision, Major
Traffic Impact Analysis (TIA)	N/A

Apply Online

Jurisdiction and Request Type *

Online Permitting Application *

Select an Application Type *

Select an Application Type: * - Select an Option -  ⓘ Please select an option

b Click on Next

8. Complete the *Physical Address or Location* information. Please note that all fields are required.

a Type in the Address or General Location of the property subject to the Application, City and Zip Code

Physical Address or Location

ⓘ Please provide the physical address or location of your project.

* My Project has been addressed by the Jurisdiction.

Address or Location: * 406 W 8th St City: * Georgetown Zipcode: * 78526

Files Upload

b Click on Next

9. Complete the Owner, Applicant and other contact (i.e. Engineer) information. Fields will be provided for each contact. Please note that Property Owner and Application information are required for all applications.

Contact Information

[Click here](#) to search the Jurisdiction's Contacts Database

First Name	Last Name	Suffix	Business Name
MPN	Test	-	Company, LLC

Mailing Address

Address	City	State	Zipcode
409 PO Box, City of Geor	Georgetown	Texas	Georgetown

Email ☒ Notify

Cell Phone ☐ Notify

Home Phone ☐ Notify

Work Phone ☐ Notify

[Back](#) [Next](#)

- a Type the First Name, Last Name and Business Name
- b Type the Address, City, and Zip Code. Select the State
- c Type the Email Address and check “Notify”. **It is required that the Notify box be checked off to receive notifications and correspondence regarding the application.**

Email ☒ Notify 

- d Type the Cell Phone, Home Phone and Work Phone numbers. Only check “Notify” if you wish to receive a phone call notification every time the application moves to the next step. It’s recommended to be notified by email.

NOTE: In order to associate the project (application) to your account, one of these phone numbers must match the phone number in your account.

- e Click on Next

10. Complete the *Application Questionnaire* information. Please note that fields identified with a red asterisk (*) are required.

- a Information to be provided include at a minimum:
 - ✓ Project Name;
 - ✓ Project Description (provide a detail description of the proposed project);
 - ✓ Legal Description;
 - ✓ Total Acreage; and
 - ✓ Applicant Acknowledgment certifying that all information contained and provided in the documents to be attached to the application are true and correct.

NOTE: Additional questions will be required depending on your Application Type, such as the selection of the Sub-Application Type. For information on Application and Sub-Application types, please refer to the [Appendix](#).

- b Click on Next

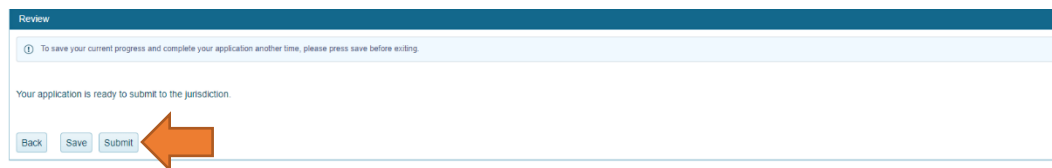
11. Upload all required files in the *Files Upload* information box. **Please note that all file sets specified in the Application Checklist are required to be uploaded to process your application.**

- a When uploading files, please ensure that:
- i All files must be in PDF format, unless specified in the application's checklist. HEC RAS, HEC HMS, and HCS Synchro files must be zipped together into one zip file.
 - ii Layers in a single PDF file are flattened and merged with no digital signatures or passwords.
 - iii All pages are oriented in the same direction.
 - iv All files are consolidated into each set of PDF file as specified in the application's checklist.
 - v Each file are named using the standardized naming scheme specified in the application's checklist. Please do not add project name, dates, numbers, acronyms, special characters (!, @, #, \$, %, ^, &, " , " , and *), version numbers or prefix numbers to the file names.
- NOTE:** Files that do not follow format will be rejected and require resubmittal before they can be distributed to staff for review. For examples on naming schemes, please see the [Appendix](#).

- b Click on Next

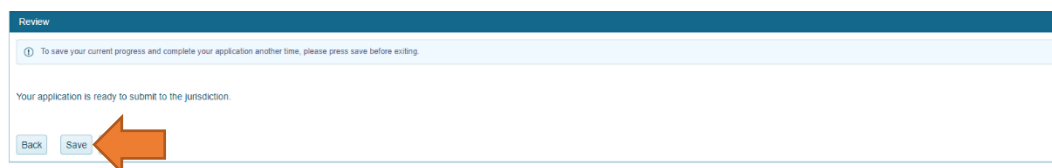
12. Complete the *Review* information. **Please note that you will not be able to submit your application if any of the required fields are not complete.**

- a Click on Submit



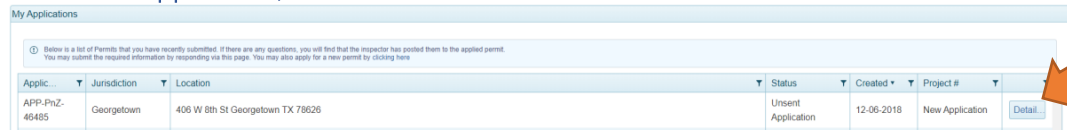
The screenshot shows a web interface titled "Review". At the top, there is a blue header bar with the word "Review" in white. Below the header, a light blue box contains a warning icon and the text: "To save your current progress and complete your application another time, please press save before exiting." Below this, a message states: "Your application is ready to submit to the jurisdiction." At the bottom of the interface, there are three buttons: "Back", "Save", and "Submit". An orange arrow points directly to the "Submit" button.

- b If you are not ready to submit your application, you can save your current progress and complete your application another time. To do this, click on Save before exiting.



This screenshot is identical to the one above, showing the "Review" screen with the "Back", "Save", and "Submit" buttons. However, in this instance, an orange arrow points directly to the "Save" button.

NOTE: A temporary Application Number will be provided to you to access your application. Saved applications are listed under “My Applications” in your account. To review, edit and submit the application, click on [Detail...](#)



Applic.	Jurisdiction	Location	Status	Created	Project #	
APP-PnZ-46485	Georgetown	406 W 8th St Georgetown TX 78626	Unsent Application	12-06-2018	New Application	Detail...

13. A temporary Application Number (i.e. APP-PnZ-XXXXX) will be provided to all submitted and saved applications. You will be notified via email when the application has been accepted by staff and payment may be made online.



NOTE: Once the submittal is accepted by City staff, the submittal will be associated to your project (application) and this temporary submittal application number will be deleted.

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HOW TO RESUBMIT OR ADD TO AN EXISTING PROJECT (APPLICATION)

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen



3. Type in your email address and password, and click on

Login

4. Scroll the mouse to the **Planning & Zoning** button at the top left side of the screen, and click on "Apply Online".



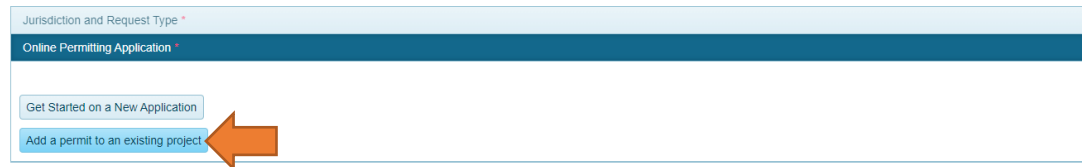
5. Complete the *Jurisdiction and Request Type* information. Please note that all fields are required.

- a Select the state (Texas).
- b Select the Jurisdiction (Georgetown).
- c Select the Project Type (Planning and Zoning OR Engineering) depending on the Application Type you will be submitting.
- d Click on Next.

6. Complete the Online Permitting Application information.

- a Click on “Add a permit to an existing project”

Apply Online

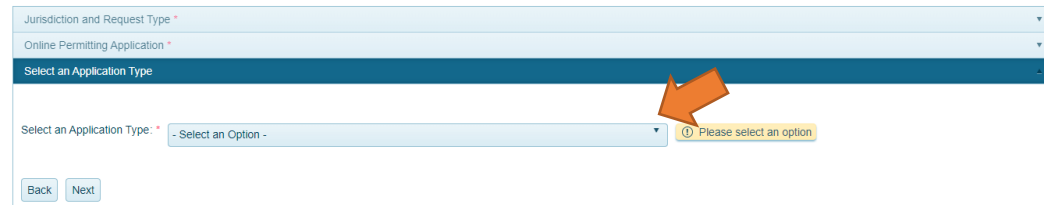


The screenshot shows the 'Apply Online' section of a web form. It has a light blue header with 'Jurisdiction and Request Type *' and a dark blue sub-header with 'Online Permitting Application *'. Below these are two buttons: 'Get Started on a New Application' and 'Add a permit to an existing project'. An orange arrow points to the 'Add a permit to an existing project' button.

7. Complete the *Select an Application Type* information. Please note that all fields are required.

- a Select the Application Type for which you are submitting an application.

Apply Online



The screenshot shows the 'Apply Online' section of a web form. It has a light blue header with 'Jurisdiction and Request Type *' and a dark blue sub-header with 'Online Permitting Application *'. Below these is a section titled 'Select an Application Type' with a dropdown menu. The dropdown menu is currently set to '- Select an Option -'. An orange arrow points to the dropdown menu. To the right of the dropdown menu is a yellow tooltip that says 'Please select an option'. Below the dropdown menu are 'Back' and 'Next' buttons.


- i To submit revised plans to a project (application) in progress (resubmittal), **select Application Resubmittal.**
- ii To add a request to an APPROVED project (application) (extensions of an approval date for an application about to expire, reinstatement of an expired Site Development Plan, or minor revision to an approved application), **select the applicable Extension, Reinstatement or Minor Revision application type.**

- b Click on Next

8. Type in the Project Number (i.e. 2019-000-REZ or 2018-REZ-000 for cases prior to 2019) in the Project Number field. You can also search by Project Name, Address, Submittal Date, and other options.

Search Project *

① In order to add a permit to an existing Building Permit you must begin by locating the existing Building Permit using the search form below.
Use only ONE of the search fields below to access the existing Building Permit.
Once you have found the existing Building Permit, click the "Details" button to confirm you have found the correct permit and then click "Select" to proceed.
Otherwise to apply for a new application [click here](#)


Project Number  Address Business Name First Name Last Name

Search

Files Upload

NOTE: Application Resubmittals and additional request may only be submitted when the status of the application is "Awaiting Revision" or "Permit Issued". New submittals may not be submitted to applications that are "In Review", "Ready to Issue", "Withdrawn" or "Closed". You can view the status of your application in your account.

My Planning & Zoning Projects

	Jurisdiction	Alias	Project #	Status	Issued	Meeting ...	Contact	
View Project	Georgetown		REZ-2013-000	Closed (Planning and Zoni	01-01-1900		Carla Benton 5129303580	

Page 1 of 1 1 - 1 of 1 items

9. Select the project (application) you wish to resubmit revised plans to and click on

[Details](#)

Project Number Address

REZ-2013-000 123 Street Name Georgetown TX 78626

[Details](#) 

NOTE: If you do not see your project, we ask that you DO NOT upload plans to another development application. This will delay the development process. For assistance on the status of your Application, please contact the Case Manager.

10. Click on [+ Select](#)

Project #REZ-2014-035

REZ-2013-000

Jurisdiction: Georgetown

Type: Unknown

Create Date: 2013-01-08T14:56:20.717

Business
Company, LLC

Applicant
MPN Test

Physical Address
123 Street Name
78626 Georgetown, TX

Mailing Address
123 Street Name
78626 Georgetown, TX

Lot Number

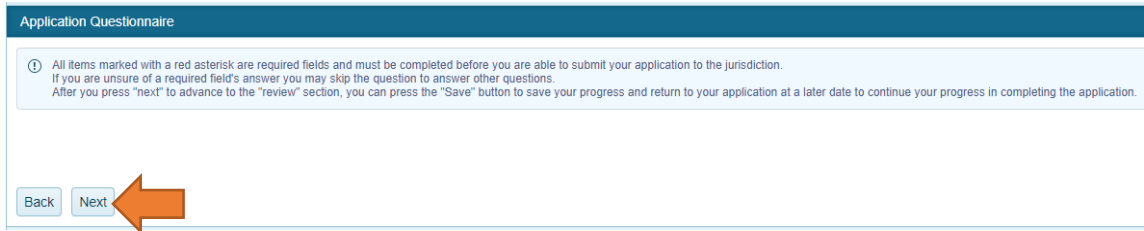
SubDivision
GEORGETOWN CITY OF

Square Footage

Description
Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

[+ Select](#) 

11. Complete the acknowledgements under the “Application Questionnaire” by clicking on “Next.”



The screenshot shows the 'Application Questionnaire' form. At the top, there is a blue header bar with the title 'Application Questionnaire'. Below the header, a light blue box contains a note: '① 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.' At the bottom of the form, there are two buttons: 'Back' and 'Next'. An orange arrow points to the 'Next' button.

12. Upload all required files in the *Files Upload* information box. **Please note that all specified file sets are required to be uploaded to process your application.**

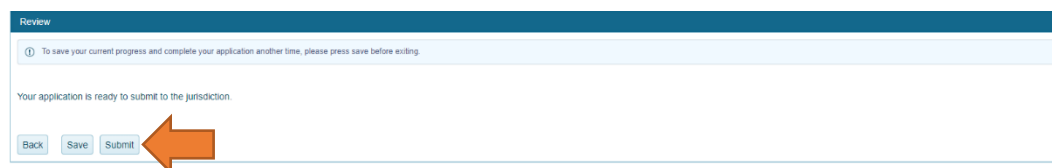
- a When uploading files, please ensure that:
 - i All files are in PDF format, except as specified in the application’s checklist.
 - ii Layers in a single PDF file are flattened and merged with no digital signatures or passwords.
 - iii All pages are oriented in the same direction.
 - iv All files are consolidated into each set of PDF file as specified in the application’s checklist.
 - v Each file are named using the standardized naming scheme specified in the application’s checklist. Please do not add project name, numbers, dates, acronyms, special characters (!, @, #, \$, %, ^, &, “, “, and *), version numbers or prefix numbers to the file names.

NOTE: Files that do not follow format will be rejected and require resubmittal before they can be distributed to staff for review. For examples on naming schemes, please see the [Appendix](#).

- b Click on Next

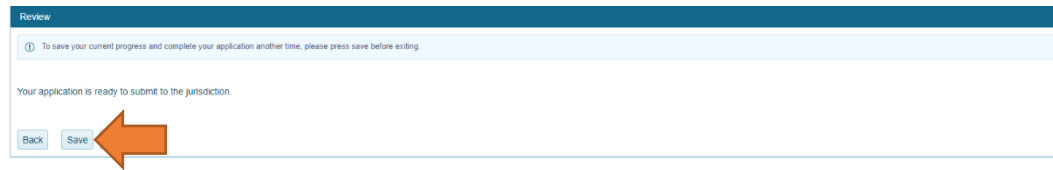
13. Complete the *Review* information. **Please note that you will not be able to submit your application if any of the required fields are not complete.**

- a Click on Submit



The screenshot shows the 'Review' form. At the top, there is a blue header bar with the title 'Review'. Below the header, a light blue box contains a note: '① To save your current progress and complete your application another time, please press save before exiting.' Below this, a message states: 'Your application is ready to submit to the jurisdiction.' At the bottom of the form, there are three buttons: 'Back', 'Save', and 'Submit'. An orange arrow points to the 'Submit' button.

- b If you are not ready to submit your application, you can save your current progress and complete your application another time. To do this, click on Save before exiting.

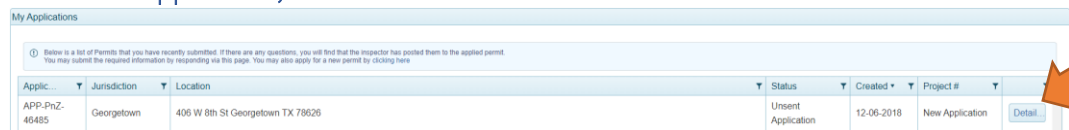


The screenshot shows a 'Review' page with a blue header. Below the header, there is a message: 'To save your current progress and complete your application another time, please press save before exiting.' Below this message, it says 'Your application is ready to submit to the jurisdiction.' At the bottom left, there are two buttons: 'Back' and 'Save'. An orange arrow points to the 'Save' button.

NOTE: A temporary Application Number will be provided to you to access your application. Saved applications are listed under “My Applications” in your account. To review, edit and

submit the application, click on

[Detail...](#)



The screenshot shows a table titled 'My Applications'. Below the title, there is a message: 'Below is a list of Permits that you have recently submitted. If there are any questions, you will find that the inspector has posted them to the applied permit. You may submit the required information by responding via this page. You may also apply for a new permit by clicking here.' The table has columns: 'Applic.', 'Jurisdiction', 'Location', 'Status', 'Created', 'Project #', and 'Detail...'. There is one row of data with the following values: 'APP-PnZ-46485', 'Georgetown', '406 W 8th St Georgetown TX 78626', 'Unsent Application', '12-06-2018', 'New Application', and a 'Detail...' button. An orange arrow points to the 'Detail...' button.

Applic.	Jurisdiction	Location	Status	Created	Project #	Detail...
APP-PnZ-46485	Georgetown	406 W 8th St Georgetown TX 78626	Unsent Application	12-06-2018	New Application	Detail...

14. A temporary Application Number (i.e. APP-PnZ-XXXXX) will be provided to all submitted and saved applications. You will be notified via email when the application has been accepted by staff and payment may be made online.



The screenshot shows a 'Review' page with a blue header. A modal dialog box titled 'APPLICATION CREATED AND SUBMITTED CONFIRMATION' is open. The dialog box contains the following text: 'Your Application has been received by Georgetown and has been assigned application number APP-PnZ-27899. Your application can not be edited unless the jurisdiction returns it to you requesting changes. You can check the status and review your application by clicking the review application button below or by reviewing the "My Applications" section of your account dashboard. You will also receive an e-mail once the jurisdiction processes your application.' At the bottom of the dialog box, there are two buttons: 'CLOSE' and 'REVIEW APPLICATION'. The background page shows the 'Review' page with a message: 'To save your current progress and complete your application another time, please press save before exiting.' Below this message, it says 'Your application is ready to submit to the jurisdiction.' At the bottom left, there are three buttons: 'Back', 'Save', and 'Submit'.

NOTE: Once the submittal is accepted by City staff, the submittal will be associated to your project (application) and this temporary submittal application number will be deleted.

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HOW TO PAY APPLICATION FEES ONLINE

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen



3. Type in your email address and password, and click on

Login

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.



To make a payment

5. Scroll down to the “My Planning and Zoning Projects” section and click on the “View Project” link associated with the project (application) you desire.

	Jurisdiction	Alias	Project #	Status	Issued	Meeting ...	Contact	
View Project	Georgetown		REZ-2013-000	Closed (Planning and Zoni	01-01-1900		Carla Benton 5129303580	

- Click on the “Payments” tab. This will take you to the page listing the fees assessed to your project (application). It is also the page that allows you to pay fees online using either Master Card, Visa or Discover. Please note that your project (application) will not be accepted for review until all outstanding fees have been paid.

Project #REZ-2013-000

123 Street Name Georgetown TX 78626

Jurisdiction: Georgetown
Create Date: 01/08/2013
Fees: \$550.00 **Fees Paid:** \$0.00
Balance Due: \$550.00
Status: Open (Planning and Zoning)
Types: Rezoning (4973) Technology Fee (\$50) (5284)

[Print Receipt](#)

Overview Contacts Requirements **Payments**

Project Type Fees

- Scroll down to the “New Payment” Section, check off all outstanding fees, and click on “Pay Online”

New Payment

Received Date: 06/09/2017 Contact: Company, LLC (MPN Test) (Owner)

Type	Due
<input checked="" type="checkbox"/> Rezoning - Rezoning	\$500.00
<input checked="" type="checkbox"/> Technology Fee (\$50) - Technology Fee (\$50)	\$50.00

Payment Type: Credit Card Amount: 550 [Pay Online](#)

- Insert your payment information and click on “Pay Now”

MyGovernmentOnline.org

Order Information
*Required Fields
Description: <https://www.mygovernmentonline.org>

Payment Information Total: 550.00

First Name: *
Last Name: *
Card Number: * (enter number without spaces or dashes)
Expiration Date: * (mmyy)
CVV: *
Zip: *

[Pay Now](#) [Cancel](#)

NOTE: If you prefer to pay by check, you can mail or bring the check to the Planning Department to the address listed below. The check MUST include the project (application) number.

City of Georgetown
c/o Planning Department (Project No. XXXX-XXX-XXX)
406 W. 8th Street
Georgetown, Texas 78626

To print receipt

9. Print a copy of your receipt by clicking on the “Print Receipt” button located under the project (application) information

Project #REZ-2013-000

123 Street Name Georgetown TX 78626

Jurisdiction: Georgetown

Create Date: 01/08/2013

Fees: \$550.00 **Fees Paid:** \$0.00

Balance Due: \$550.00

Status: Closed (Planning and Zoni

Types: Rezoning (4973) Technology Fee (\$50) (5284)

[Print Receipt](#)



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HOW TO VIEW AND TRACK THE STATUS OF YOUR APPLICATION

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen



3. Type in your email address and password, and click on

Login

E-mail Password Forgot password?

e.g. youremail@jurisdiction.org Your password

Create New Account Login

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.



5. Scroll down to the “My Planning and Zoning Projects” section and click on the “View Project” link associated with the project (application) you desire.

View Project	Jurisdiction	Alias	Project #	Status	Issued	Meeting ...	Contact	
	Georgetown		REZ-2013-000	Closed (Planning and Zoni	01-01-1900		Carla Benton 5129303580	

Page 1 of 1 1 - 1 of 1 items

- General information, to include the application's current status will be displayed below the address.

Project #REZ-2013-000

123 Street Name Georgetown TX 78626

Jurisdiction: Georgetown

Create Date: 01/08/2013

Fees: \$0.00 **Fees Paid:** \$0.00

Balance Due: \$0.00

Status: Awaiting Revision

Types:

[Print Receipt](#)

Project Description:

Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

[Overview](#)

[Contacts](#)

[Requirements](#)

[Payments](#)

- Click on the "Requirements Tab" to view the specific stage your application is in the process. The list of requirements will appear in Priority order and in sequence of the development review process. Completed tasks (requirements) will be identified with "Yes", incomplete tasks will be identified with "No".

Overview Contacts Requirements Payments		
Description	Priority	Completed
Notification of Application to Building Permits Department	0	No
Link to Separate Related Applications (A.E., S.E., etc.)	0	No
Basic Completeness Check	1	Yes
Invoice Paid at Planning Department	1	Yes
Project Assigned to Case Manager	2	Yes
Case Manager Completeness Review	2	Yes
Planning Review (1st Review)	3	Yes
Williamson County Review (1st Review)	3	No
Development Engineer Review (1st Review)	3	Yes
Transportation Review (1st Review)	3	Yes
Electric Department Review (1st Review)	3	No
Fire Plans Examiner Review (1st Review)	3	Yes
Urban Forester Review (1st Review)	3	No
Parks and Rec. (1st Review)	3	Yes
		View Notes

8. To view notes or comments that have been provided on a specific task (requirement), click the View Notes button

Parks and Rec. (1st Review)	3	Yes	 View Notes
Addressing Review (1st Review)	3	Yes	View Notes

9. A new window will display with the comment associated with that task (requirement)



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HOW TO VIEW AND DOWNLOAD FILES AND PLAN REVIEW LETTERS

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen



3. Type in your email address and password, and click on

Login

E-mail Password Forgot password?

e.g. youremail@jurisdiction.org Your password

Create New Account Login


4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.












5. Scroll down to the “My Planning and Zoning Projects” section and click on the “View Project” link associated with the project (application) you desire.








View Project	Jurisdiction	Alias	Project #	Status	Issued	Meeting ...	Contact	
	Georgetown		REZ-2013-000	Closed (Planning and Zoni	01-01-1900		Carla Benton 5129303580	✖

Page 1 of 1 1 - 1 of 1 items

- To view and download files (i.e. Plan Review Files), scroll down to “Jurisdiction Documents” and click on  to the left of the desired file name.

Jurisdiction Documents							
File Name	Folder Name	Category	Status	Revisi...	Upload Date		
REZ-2013-000-Revocable License Agreement_blank document.doc	Planning Review (1st Review)			0	06/27/2017		
REZ-2013-000-master application form.pdf	Additional Files			0	06/21/2017		
REZ-2013-000-10 Preapplication Request Form.pdf	Additional Files			0	06/09/2017		
REZ-2013-000-plan review.pdf	Additional Files			0	05/26/2017		
<div>   Page 1 of 1   </div>							1 - 4 of 4 items

- To view and download review letters, scroll down to “Plan Review Letters” and click on  to the left of the desired letter date.

Plan Review Letters				
Date Crea...	Created By	Letter Type		View ...
12/03/2018	Andreina Davila-Quintero	Planning and Zoning Review Letter		
12/03/2018	Andreina Davila-Quintero	Planning and Zoning Review Letter		
05/26/2017	Tammy Gianville	Planning and Zoning Review Letter		
<div>   Page 1 of 1   </div>				1 - 3 of 3 items

APPENDIXES

Naming Schemes

Each file to be uploaded to an application must be merged and named using the standardized naming scheme specified in the application's checklist.

Please do not add project name, dates, numbers, acronyms, special characters (!, @, #, \$, %, ^, &, “, “, and *), version numbers or prefix numbers to the file names.

The following are examples of naming standards for files to be uploaded with your application.

- ✓ Application Information.pdf
- ✓ Plan Review.pdf
- ✓ Additional Water Quality Information.pdf
- ✓ Tree Preservation Plan.pdf
- ✓ Tree Survey Tree ID List.xlsx
- ✓ Drainage Study.pdf
- ✓ Drainage Study.zip
- ✓ Utility Service Plan.pdf
- ✓ Electric Service Site Plan.dwg
- ✓ Existing Improvements Exhibit.pdf
- ✓ Street Projection Exhibit.pdf

Application and Sub-Application types

Some applications require a Sub-Application Type (i.e. final plats). In this case, you will be prompted to select the Sub-Application Type as identified in the Application Submittal Checklist under the Application Questionnaire section of the online application form.

For your reference, below is a list of the Application and associated Sub-Application types:

Application Type	Sub-Application Type
Administrative Exception	N/A
Annexation (Voluntary)	N/A
Appeal	-Administrative Action/Decision -Appeal of a Board Action/Decision
Certificate of Appropriateness (CoA)	-HARC Review -HPO Review -Minor HPO Review
Comprehensive Plan Amendment	N/A
Development Agreement	-Development Agreement -Amendment to an existing agreement
Historic Landmark Designation	N/A
Heritage Tree Removal and Pruning	N/A
Letter of Regulatory Compliance	-Plat Certification Letter -Zoning Verification Letter
Planned Unit Development (PUD)	-Planned Unit Development (PUD) -Planned Unit Development (PUD) Amendment, Major -Planned Unit Development (PUD) Amendment, Minor
Site Development Plan (SDP)	-Site Development Plan (SDP) -Site Development Plan (SDP) Amendment -Site Development Plan (SDP), Minor
Special Exception	N/A
Municipal Utility District (MUD)	N/A
Public Improvement District (PID)	N/A
Special Use Permit (SUP)	N/A

Application Type	Sub-Application Type
Preliminary Plat	-Preliminary Plat -Preliminary Plat Amendment
Final Plat	-Amending Plat -Final Plat -Minor Plat -Replat
Preliminary Final Plat Combo	N/A
Plat Vacation	N/A
Subdivision Variance	-Subdivision Variance with Plat -Subdivision Variance without a Plat
UDC Text Amendment	N/A
Zoning Map Amendment (Rezoning)	N/A
Zoning Variance	N/A
Construction Plans, Subdivision (Infrastructure)	-Construction Plans (Approved), Major Revision -Construction Plans, Subdivision (Infrastructure)
Driveway Access Permit	-Driveway Access Permit: Agricultural -Driveway Access Permit: Non-Residential -Driveway Access Permit: Residential
License to Encroach	-Easement Encroachment -Right-Of-Way Encroachment
Stormwater Permit	-Stormwater Permit (SWP) -Stormwater Permit (SWP) Revision, Major
Traffic Impact Analysis (TIA)	N/A

Frequently Asked Questions

Q: How do I know which tab to apply under?

A: For applications that are submitted to the Planning Department, all applications must be submitted through the **Planning & Zoning** tab. Applications that are submitted to the Building and Inspections Department must be submitted through the **Permit & Licensing** tab.

Q: Do I still have to enter the owners and applicant information online if I'm submitting the owner's consent form?

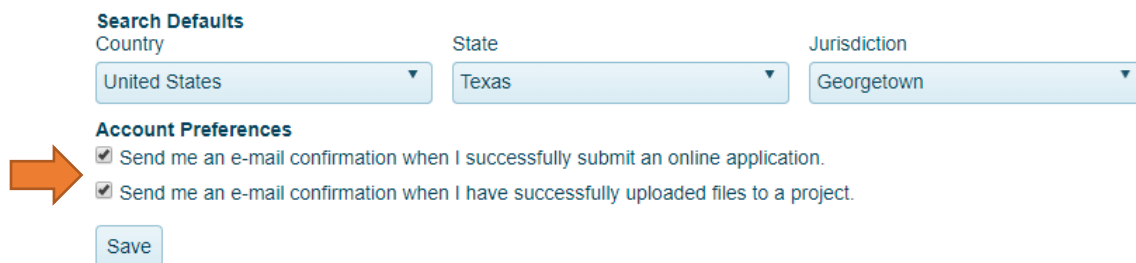
A: Yes, otherwise your application will be deemed incomplete and returned for completion.

Q: What is the difference between APP-PnZ-XXXX, SDP-2018-001, 2019-1-SDP?

A: Applications that have an "APP-PnZ-XXXX" in them are temporary application numbers that are assigned to process the intake of your applications. Once an application has been accepted for processing it will be assigned a new number (Project Number). For planning applications, it will include the abbreviation of your application type (i.e. Final Plats will have an FP in the project number)

Q: How do I make sure I am notified about successful online submittals and file uploads?

A: Under "My Account Dashboard" check both Account Preferences to receive notifications.



Search Defaults

Country	State	Jurisdiction
United States	Texas	Georgetown

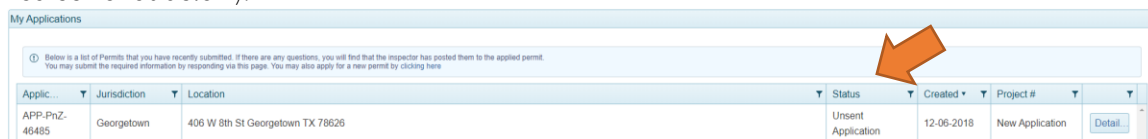
Account Preferences

- ☒ Send me an e-mail confirmation when I successfully submit an online application.
- ☒ Send me an e-mail confirmation when I have successfully uploaded files to a project.

[Save](#)

Q: I submitted an application online, but have not received notification from MyGovernmentOnline that it was received. How do I find out if the Planning Department received the application?

A: You can check the status of your submittal by looking at the status column of your application (see screen shot below).



Applic...	Jurisdiction	Location	Status	Created	Project #	
APP-PnZ-46485	Georgetown	406 W 8th St Georgetown TX 78626	Unsent Application	12-06-2018	New Application	Detail

Q: How do I delete files prior to submitting the application or after the jurisdiction returns the application via their MyGovernmentOnline account?

A: You can delete files by clicking on the “remove” button next to the file name (please see screen shot below)

File Upload

Upload the following files with your application. When at all possible, please upload PDF files. Consolidate documents/pages into as few PDF documents as possible.

- Site Plan
This file should include detailed drawings for the placement of the structure on the lot. Please include all property lines, setbacks, and existing structures.
[Upload Files](#)

- Site Plan
This file should include detailed drawings for the placement of the structure on the lot. Please include all property lines, setbacks, and existing structures.
[Upload Files](#)

- Commercial Construction Checklist
Please include a completed new residential construction checklist available at [www.somewebsite.com](#).
[Upload Files](#)

- Contractor License [Click to download or view page.](#)
Please include a copy of the valid trade license.
[Upload Files](#)

- Files
[Upload Files](#)

Site Plan	planreviewsbyreviewer.pdf	(02/20/2019)	remove
Commercial Construction Checklist	planreviewsbyreviewer.pdf	(02/20/2019)	remove
Commercial Construction Checklist	invoice.pdf	(02/20/2019)	remove
	2019-02-20-einvoice_receipt_5764832.doc	(02/20/2019)	remove

Q: Why was my application returned to me?

A: Reasons your APP-PnZ-XXXX application maybe returned:

- Applicant did not submit the required documents
- Applicant did not follow the naming convention provided on the specified checklist
- Applicant did not merge appropriate documents together

Q: I never received an invoice for my project; however, the applicant has changed since we submitted?

A: It's the responsibility of the Applicant to notify the Planning Department if contact information has changed or if employees leave and the projects are given to others within your office. Otherwise you will never receive information in regard to the project.

Q: My client wants to mail a check to pay the application fee. When is the best time to do this?

A: Once the application has been accepted. Please note that the project number (once it has been accepted) must be listed on the check or the invoice provided through MyGovernmentOnline attached to the check when submitted. Projects will not proceed to the technical review

departments until paid in full. In addition, checks typically do not have phone numbers listed on them therefore, they will be mailed back if project number is not provided.


Q: What do the City project numbers mean?

A: The City project numbers give you three pieces of information about a project. They tell you the year that application was submitted (**2019-1-FP**), what number application it was of that type (**2019-1-FP**), and what type of application it was (**2019-1-FP**). Some of the most common application types are:

PP = Preliminary Plat	REZ = Rezoning	AE = Admin. Exception
FP = Final Plat	VAR = Variance	SDP= Site Dev. Plan
PFP = Prelim. Final Plat	WAV = Waiver	CON = Construction Plans
COA = Certificate of Appropriateness		SWP = Stormwater Permit

Q: How do I know who the Case Manager is for my project?

A: Under “**My Account**”, “**My Planning & Zoning Projects**” you are able to see the Case Manager/Planner assigned to your project. You should also receive an email notifying you when your project has been assigned.



My Planning & Zoning Projects							
	Jurisdiction	Alias	Project #	Status	Issued	Meeting ...	Contact
View Project	Georgetown		REZ-2013-000	Closed (Planning and Zoni	01-01-1900		Carla Benton 5129303580

Page 1 of 1 1 - 1 of 1 items

Q: My project is under review, but I cannot upload revised or new files. What can I do?

A: Once an application is under review, the review must be completed by all Departments prior to submitting revised or new information. Below is a table for reference of when new/revised information may be submitted depending on the status of the project.

Status	Applicant Upload Documents through Customer Portal
Awaiting Revision	Yes
Closed	No
Expired	Yes
In Review	No
Open	Yes
Permit Issued	Yes
Ready to Issue	No
Void	No
Withdrawn	No

Again, refer to “**My Account**”, “**My Planning & Zoning Projects**” to see the “**Status**” of your project.

Helpful Tips

- Use the Planning & Zoning tab on the MyGovernmentOnline homepage for Planning Department applications
- All recording plats should be submitted under final plat, and the sub-application type will be indicated on the application questionnaire tab
- Use the application checklist to identify the required file naming system. Note that certain files should be merged together. <https://udc.georgetown.org/development-manual/>
- The APP-PNZ-XXXX number you receive after submitting an application is not a project number. It means your application has been filed, but not accepted.
- When your application is accepted you will receive a project number and an invoice. Do not pay the required application fees until you receive the invoice.

NOTES
