



## MyGovernmentOnline FAQ (Frequently Asked Questions)

What is the MyGovernmentOnline website URL/link?

<https://www.mygovernmentonline.org/>. MyGovernmentOnline is not to be confused with MyGov, which serves cities such as Waco.

Where do I fill out a permit application?\*

Go to the MyGovernmentOnline website. Hover over the Permits & Licensing button on the MyGovernmentOnline home page, then click the Apply Online option. Select Temple as the Jurisdiction and Permit as the Project Type. Click Next. If you are submitting an application to be added to an already existing permit, select Add a Permit to an Existing Project. Otherwise, select Get Started on a New Application. If you are not sure which Application Type to choose, try to find the best fit. Continue by providing the requested application information.

Where do I fill out a planning application?\*

Go to the MyGovernmentOnline website. Hover over the Planning & Zoning button on the MyGovernmentOnline home page, then click the Apply Online option. Select Temple as the Jurisdiction and Planning and Zoning as the Project Type. After clicking Next, select Get Started on a New Application. Select the Planning Department Universal Application as the Application Type, and click next. Continue by providing the requested application information.

\*When your application is completed, make sure you click the Submit button. Clicking Save will only update the application with your most recently entered information. You must click Submit for your application to be received by the City of Temple. If you are not prompted to press the Submit button, please make sure all required application questions have been answered.

I want to add myself to an existing permit as an electrical, mechanical, plumbing, or general contractor. How do I do this?

Hover over the Permits & Licensing button on the MyGovernmentOnline home page, then click the Apply Online option. Select Temple as the Jurisdiction and Permit as the Project Type. Click Next. Select Add a permit to an existing project. Select the application type. Then search for the correct permit that your application should be associated with – you can search by address or by permit number. Once the search results have been returned, click the Details button to the right of the correct entry. In this window, click the Select button in the top left corner. Continue by providing the requested application information.

When I try to add a project to my account, I receive an error message which reads that my 'verified phone number does not match'. What should I do?

If you are adding a planning project, please call Planning at 254-298-5668.

If you are trying to add yourself onto an existing permit which you did not originally apply for, hover over the Permits & Licensing button

on the MyGovernmentOnline home page, then click the Apply Online option. Select Temple as the Jurisdiction and Permit as the Project Type. Click Next. Select Add a permit to an existing project. Select the application type. Then search for the correct permit that your application should be associated with – you can search by address or by permit number. Once the search results have been returned, click the Details button to the right of the correct entry. In this window, click the Select button in the top left corner. Provide the requested application information. Once your application has been approved, you will be granted access to view the permit.

How do I verify my phone number on my MyGovernmentOnline account?

To check the phone numbers on your account, click the My Account link at the top of the MyGovernmentOnline home page. Scroll down to the My Numbers section. If your phone number is verified, you should see a green Yes under the Verified column for that phone number. If your phone number is not verified, you will see a Retry Phone Verify button. Please make sure you or someone else can answer the phone number listed before pressing this button.

I sent in an application online and received an APP number. This application was returned for review. Where can I find my application?

Click the My Account link at the top of the MyGovernmentOnline home page. Scroll down to the bottom, and you will find a section called My Applications. Click the Details button on the right of the

application you wish to view. You should see comments from the Temple Permitting or Planning Department in the Comments section near the top of the page. You can then revise your application accordingly, including uploading additional files if needed. Make sure you have filled in all required fields. These are marked by red asterisks. Once you are finished with your application, click the large Submit button at the top of the page (in the Application Actions section) to send your application back to the Temple Permitting or Planning Department. Make sure you click Submit as clicking Save will only update the page with your newly entered information. You must click Submit for your application to be received by the City of Temple. If the Submit button is not available, try saving your application first and then refresh the page.

## How do I add comments to my application?

Click the My Account link at the top of the MyGovernmentOnline home page. Scroll down to the bottom, and you will find a section called My Applications. Click the Details button on the right of the application you wish to view. You can submit comments back to the City of Temple by typing in the blank under the Comments section. Then, click the 'Add Comment' button.

Please note that the comments feature is only available on applications. There is not a comments feature associated with Permits or Planning Projects.

## How do I add additional files to my application?

Click the My Account link at the top of the MyGovernmentOnline home page. Scroll down to the bottom, and you will find a section called My Applications. Click the Details button on the right of the application you wish to view. Once you have clicked on the Details button, scroll down to the File Upload section and select the Upload Files button. You will then be prompted to locate the file you wish to upload.

## I added a project to my account successfully. How do I view it?

Click the My Account link at the top of the MyGovernmentOnline home page. If you are looking for a Planning project, you will find this under the section called My Planning & Zoning Projects. If you are looking for a permit, you will find this under the section called My Permits.

## How do I add additional files to my permit?

Click the My Account link at the top of the MyGovernmentOnline home page. Scroll down until you see a section called My Permits. Click the View Permit link on the left of the permit you wish to view. Scroll down to the section called Customer Documents, and click the Add New File button on the right side. Click the Upload Files button on the screen which pops up. You will then be prompted to locate the file you wish to upload.

## How do I add additional files to my planning project?

Click the My Account link at the top of the MyGovernmentOnline home page. Scroll down until you see a section called My Planning & Zoning

Projects. Click the View Project link on the left of the project you wish to view. Scroll down to the section called Customer Documents, and click the Add New File button on the right side. Click the Upload Files button on the screen which pops up. You will then be prompted to locate the file you wish to upload.

How do I schedule an inspection online?

Click the My Account link at the top of the MyGovernmentOnline home page. Scroll down until you see a section called My Permits. Each permit will have its own Request button on the right side. Click the Request button and fill out the required inspection details.

Is there a way around having to input my contact information every time for a new application?

**Yes, if you are listed in our contractor database.** To check whether this is the case, Click the My Account link at the top of the MyGovernmentOnline home page. Scroll down to the section called My Registrations, then click the Find my Registrations button. If a registration is found, you will be prompted to add it to your account. Please verify that this is your information before doing so. Then, the next time you get started on a new application, you should see an option to 'Use my registration'. Click the 'Select' button below.

You can also access MyGovernmentOnline's help guide by navigating to their website <https://www.mygovernmentonline.org/> and clicking on the 'Help' link in the top right portion of the page. This is located in between the 'My Account' and 'Contact' links.