



MGO Connect Customer Portal Help Guide

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

I Want To:

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

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

Need Further Assistance?

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

(985) 851-0760

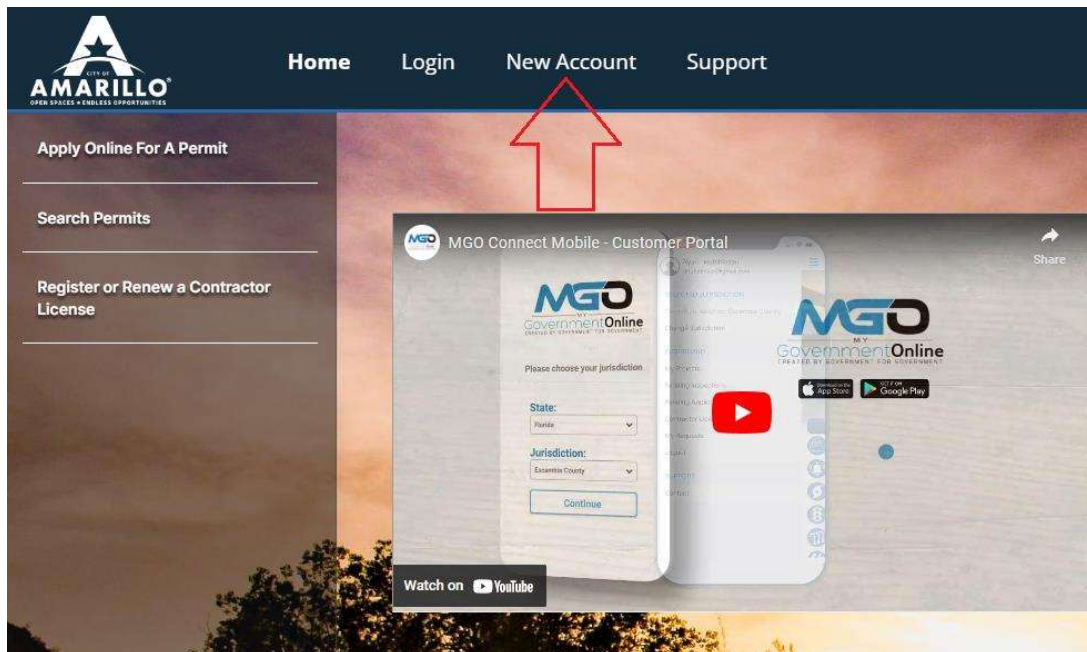
Create a New User Account

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

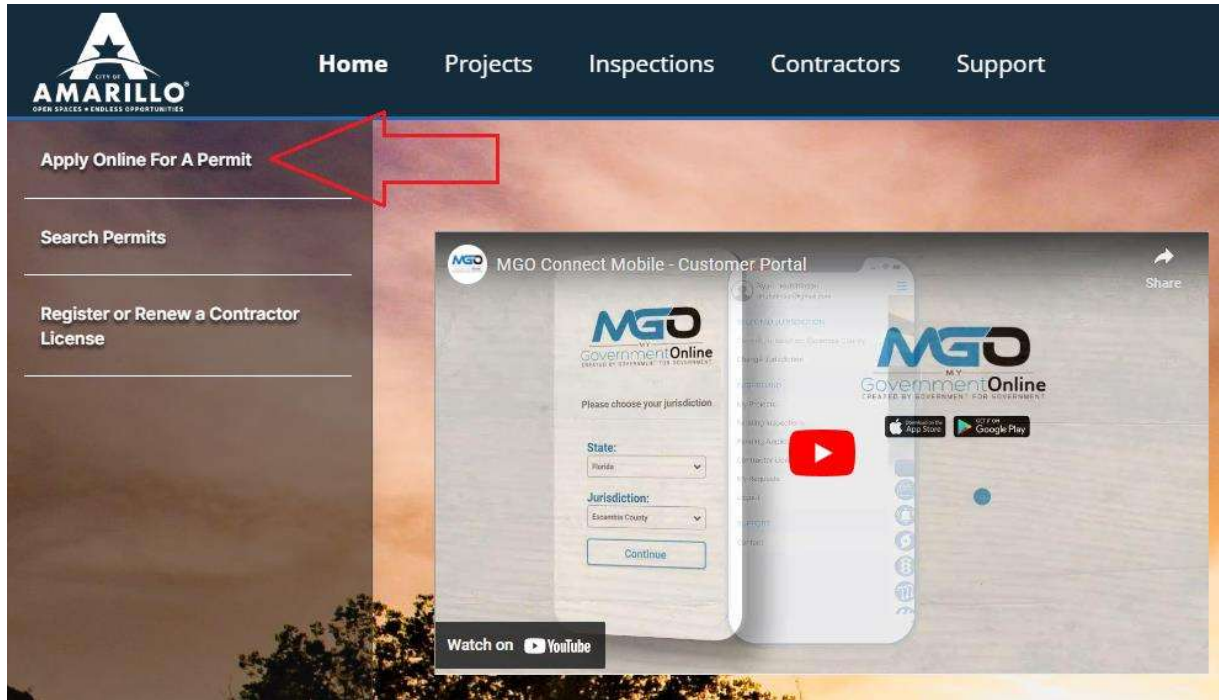


If you already have an account, click Login. For new users of the MyGovernmentOnline customer portal, click the New Account button at the top of the screen and then complete the requested details.



Apply Online for a Permit

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



Select the section for the appropriate permit type desired.

Please select a project type

Building Safety (Permits) →

Permit

Contractor Registration →

Occupational License

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

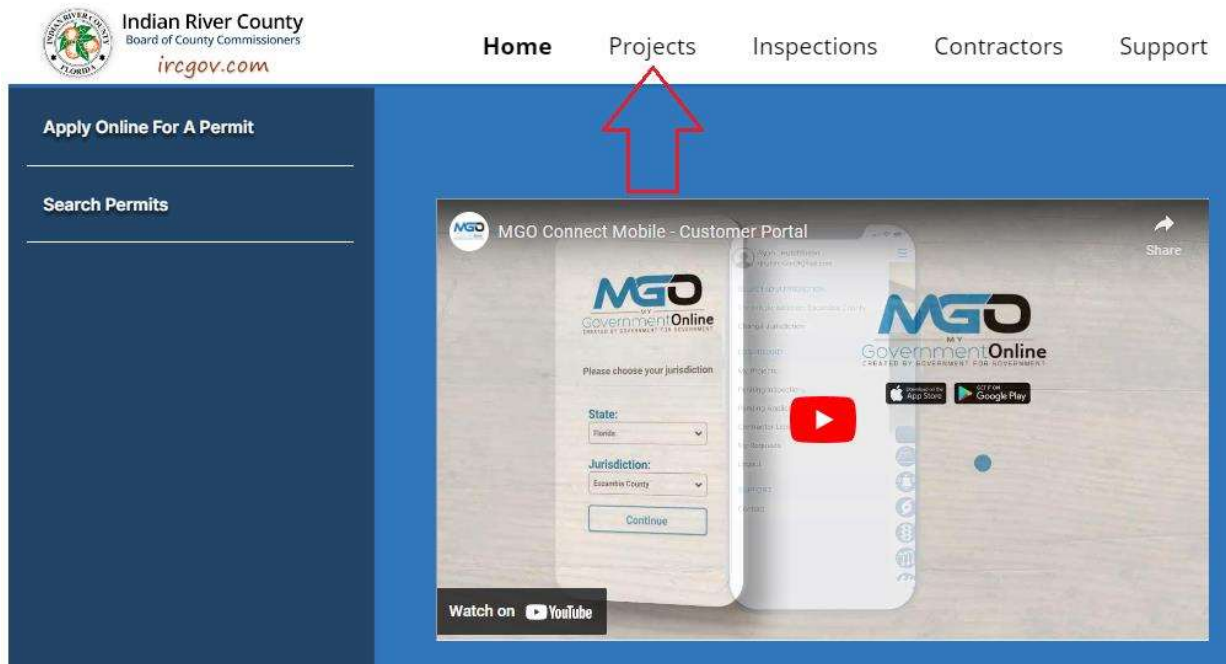
Do you want to use an existing project?

Get Started on A New Application →

Submission to an Existing Project →

View Your Projects List

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



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

A screenshot of the Indian River County website showing the 'Projects' list. The header includes the county logo, the name 'Indian River County Board of County Commissioners', the website 'ircgov.com', and navigation links: 'Home', 'Projects', 'Inspections', 'Contractors', and 'Support'. The 'Projects' link is highlighted. On the left sidebar, there are links for 'Apply Online For A Permit' and 'Search Permits'. The main content area displays a list of projects and requests. The first item is a 'Project #2023-03-6' with a status of 'Pending (Under Review)' and an 'Open' button. The second item is a 'Request #APP-191' with a status of 'Unsent' and an 'Open' button. To the right of the list is a 'Requests by Type' donut chart showing the distribution of requests by type: Unsent (4), Sent to Jurisdiction (1), Denied (1), and Projects (2).

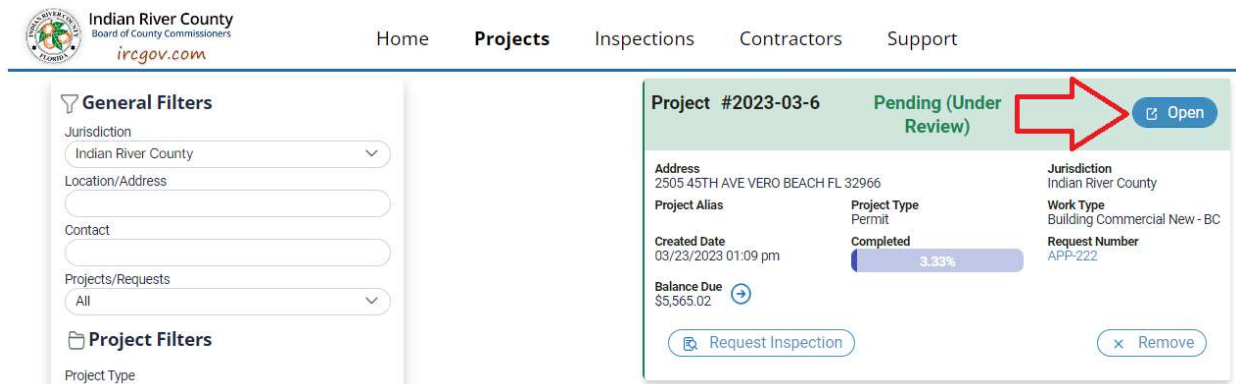
Project/Request	Status	Address	Project Type	Created Date	Balance Due	Request Number
Project #2023-03-6	Pending (Under Review)	2505 45TH AVE VERO BEACH FL 32966	Permit	03/23/2023 01:09 pm	\$5,565.02	APP-222
Request #APP-191	Unsent	123 Main St Vero Beach FL 12345	A/C - Limited Scope of Work	04/29/2022 09:24 am		

Requests by Type

Type	Count
Unsent	4
Sent to Jurisdiction	1
Denied	1
Projects	2

Complete an Online Payment

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



Indian River County
Board of County Commissioners
ircgov.com

Home Projects Inspections Contractors Support

General Filters

Jurisdiction
Indian River County

Location/Address

Contact

Projects/Requests
All

Project Filters

Project Type

Project #2023-03-6 Pending (Under Review) [Open](#)

Address
2505 45TH AVE VERO BEACH FL 32966

Project Alias

Created Date
03/23/2023 01:09 pm

Balance Due
\$5,565.02

Project Type
Permit

Completed
3.33%

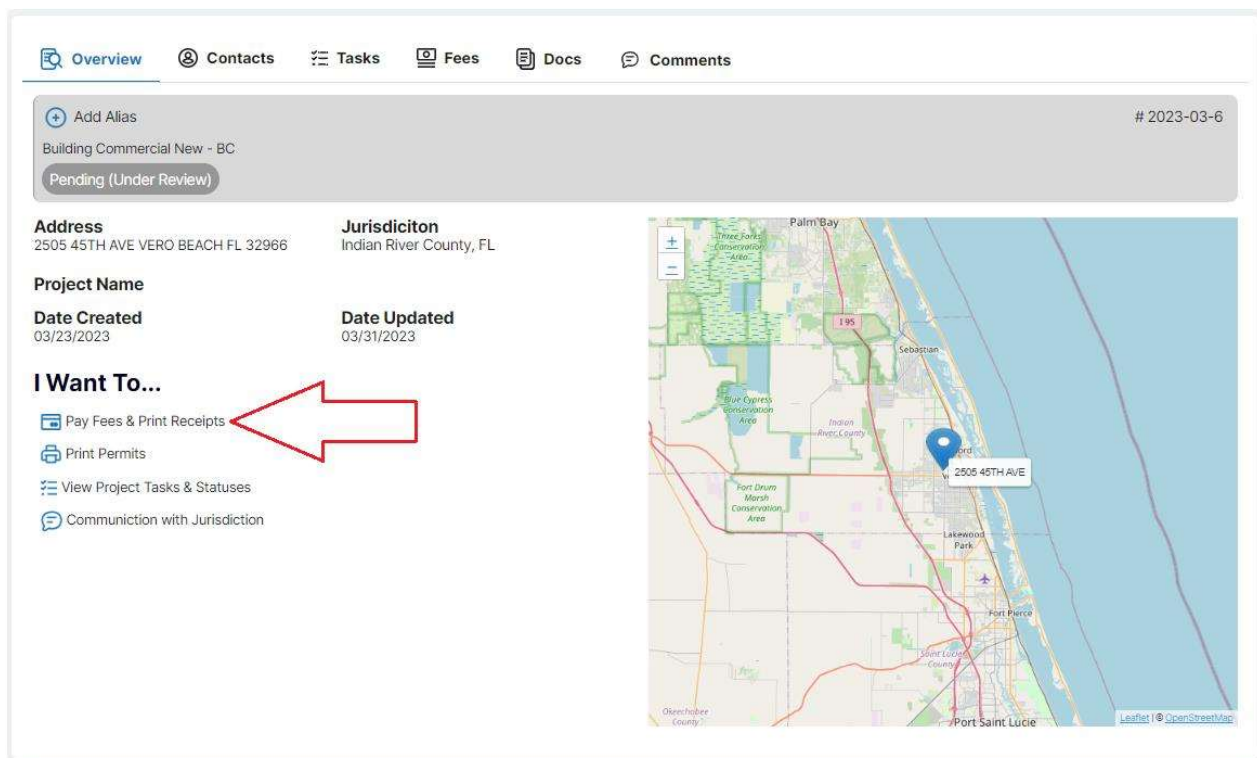
Jurisdiction
Indian River County

Work Type
Building Commercial New - BC

Request Number
APP-222

[Request Inspection](#) [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.



[Overview](#) [Contacts](#) [Tasks](#) [Fees](#) [Docs](#) [Comments](#)

[Add Alias](#) # 2023-03-6

Building Commercial New - BC

Pending (Under Review)

Address
2505 45TH AVE VERO BEACH FL 32966

Jurisdiction
Indian River County, FL

Project Name

Date Created
03/23/2023

Date Updated
03/31/2023

I Want To...

- [Pay Fees & Print Receipts](#)
- [Print Permits](#)
- [View Project Tasks & Statuses](#)
- [Communication with Jurisdiction](#)

Map

Map showing the location of the project at 2505 45TH AVE, Vero Beach, FL. The map includes labels for Palm Bay, Sebastian, Lakewood Park, Fort Pierce, Port Saint Lucie, and various conservation areas.

Print a Permit

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

Overview

Contacts

Tasks

Fees

Docs

Comments

Cajun Joe's

2023-03-4

Building Commercial New - BC

Permit Issued

Address

3301 ROXBURY PL SW VERO BEACH FL 32968

Jurisdiction

Indian River County, FL

Project Name

Date Created

03/16/2023

Date Updated

04/12/2023

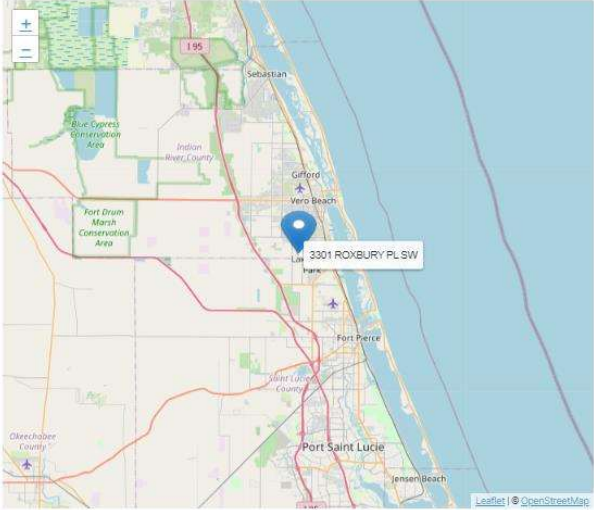
I Want To...

Pay Fees & Print Receipts

Print Permits

View Project Tasks & Statuses

Communication with Jurisdiction



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

Overview

Contacts

Tasks

Fees

Docs

Comments

Project Status

Permit Issued

2023-03-4

Balance

Paid

\$4,165.41

Due

\$0.00

Fees

Payments

Building Commercial IRC

Amount Due

DBPR Surcharge

BCAI Surcharge

Building Commercial

Application Fee

Total

Paid

Paid

Paid

Paid

Paid

\$2,665.41

Fire Construction Plan Review

Amount Due

Fire Construction Plan Review

Total

Paid

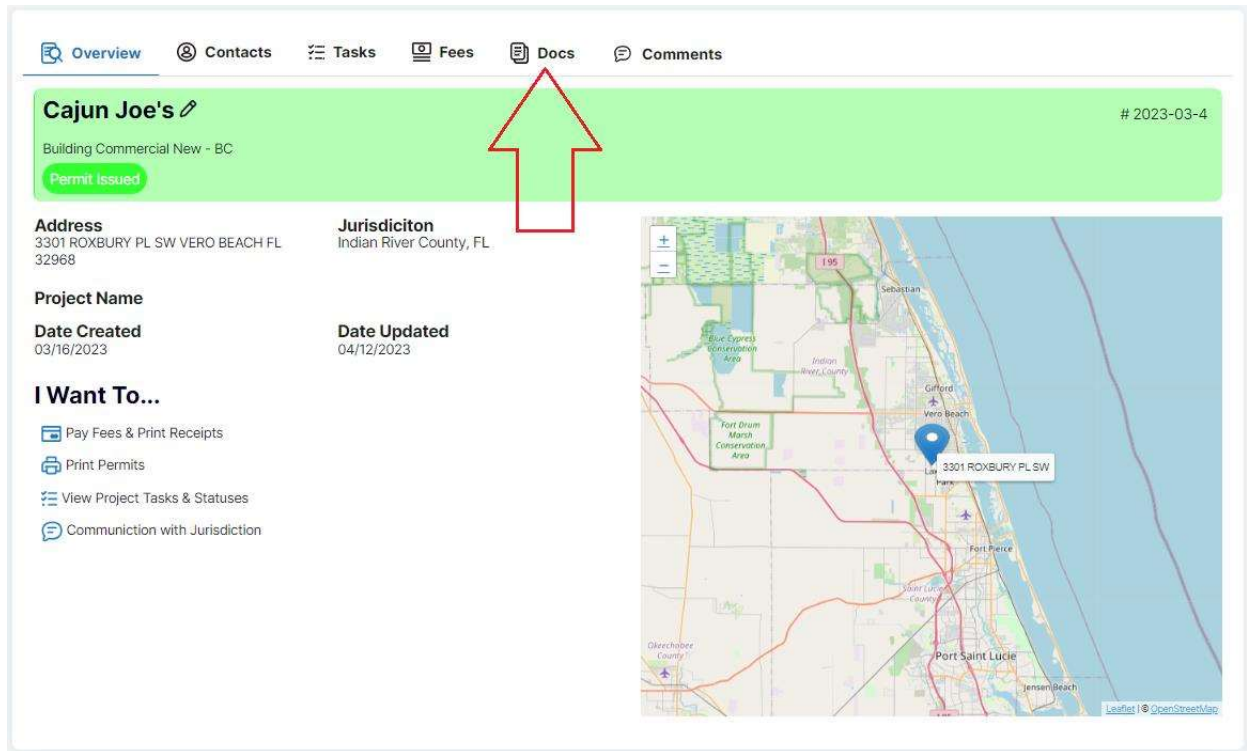
Paid

\$1,500.00

Print Permit

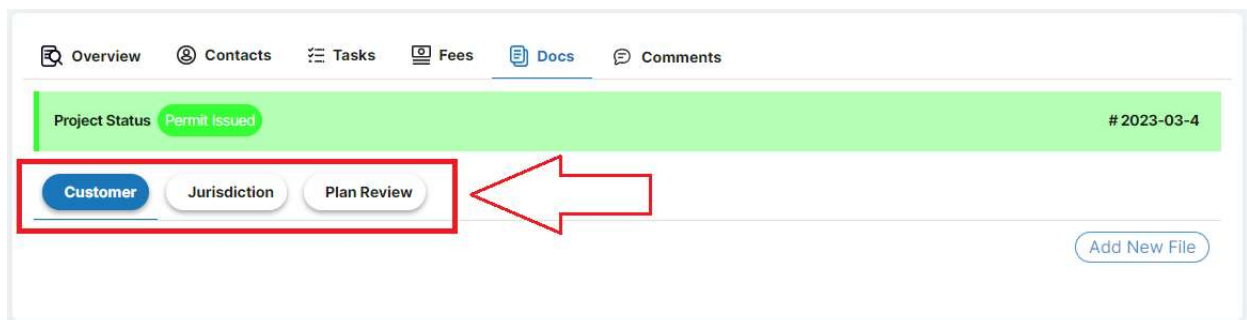
View Project Documents

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.

Overview | Contacts | Tasks | Fees | Docs | Comments

Cajun Joe's # 2023-03-4
Building Commercial New - BC
Permit Issued

Address
3301 ROXBURY PL SW VERO BEACH FL 32968

Jurisdiction
Indian River County, FL

Project Name

Date Created
03/16/2023

Date Updated
04/12/2023

I Want To...

- Pay Fees & Print Receipts
- Print Permits
- View Project Tasks & Statuses**
- Communication with Jurisdiction

Map showing the project location at 3301 ROXBURY PL SW, Vero Beach, FL.

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.

Overview | **Tasks** | Contacts | Fees | Docs | Comments

Project Status Permit Issued # 2023-03-4

Inspections | Requirements

Inspections

Pending Inspections

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

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 for 'Cajun Joe's'. The project status is 'Permit Issued' and the ID is '# 2023-03-4'. 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'. A map on the right shows the location. 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.

Cajun Joe's # 2023-03-4
Building Commercial New - BC
Permit Issued

Address
3301 ROXBURY PL SW VERO BEACH FL 32968

Jurisdiction
Indian River County, FL

Project Name

Date Created
03/16/2023

Date Updated
04/12/2023

I Want To...

- Pay Fees & Print Receipts
- Print Permits
- View Project Tasks & Statuses
- Communication with Jurisdiction

Map showing location: 3301 ROXBURY PL SW, Vero Beach, FL.

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

The screenshot shows the 'Tasks' tab of the project page. The project status is 'Permit Issued' and the ID is '# 2023-03-4'. There are two tabs: 'Inspections' and 'Requirements'. A red arrow points to the 'Requirements' tab. Below the tabs, there is a 'New Request' button. The 'Inspections' section is titled 'Pending Inspections' and lists two items: 'Aluminum InFill (C)' and 'Columns (C)'. Each item has a 'New' button, a 'Work Order Request Date', an 'Assigned Inspector', and a 'Call' button.

Overview **Contacts** **Tasks** **Fees** **Docs** **Comments**

Project Status Permit Issued # 2023-03-4

Inspections **Requirements**

Inspections [New Request](#)

Pending Inspections

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



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

 Google Play

MGO Connect

5.0★
9 reviews

1K+
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Everyone

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