



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

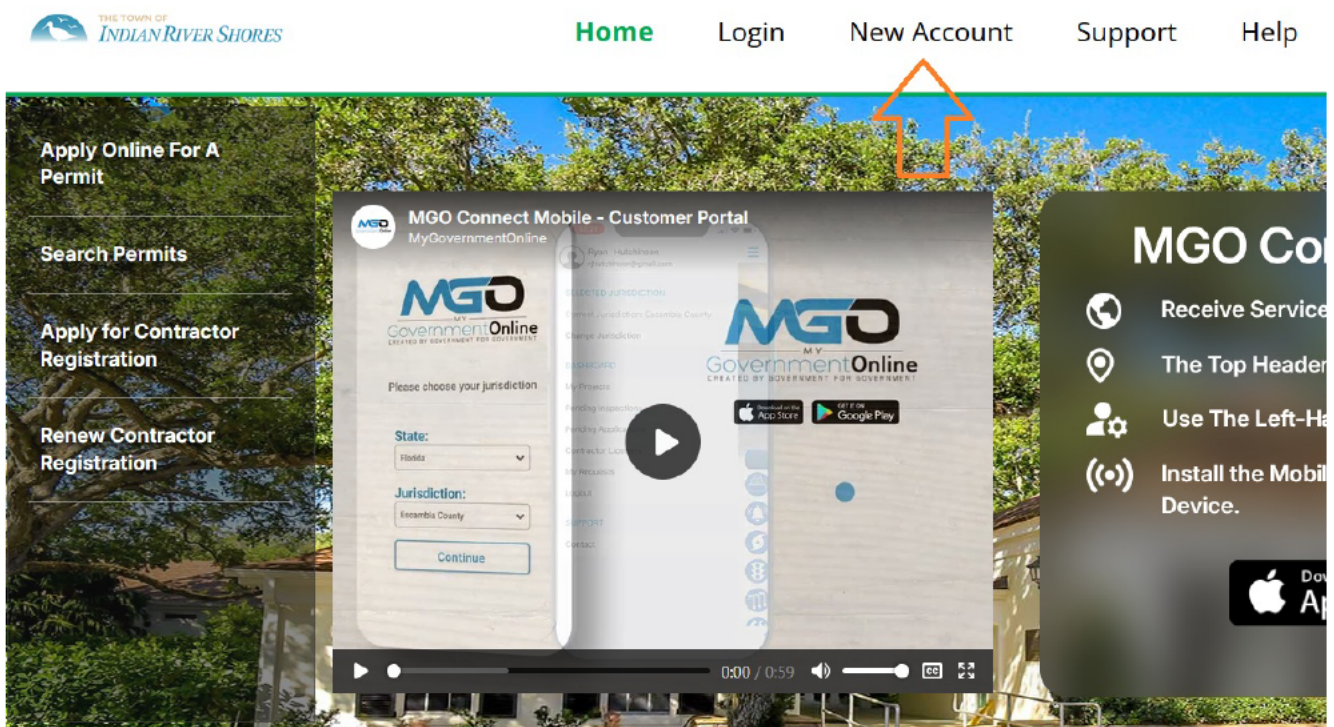
Create a New User Account

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.

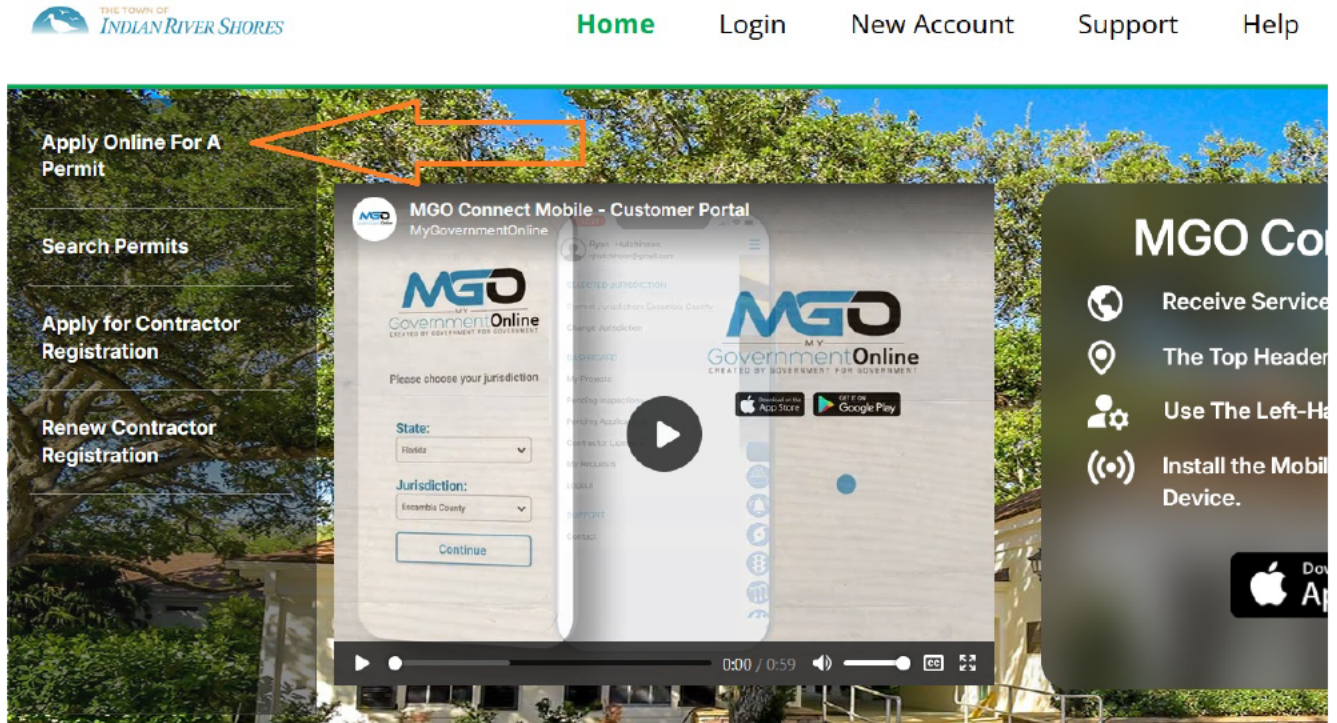


If you already have an account, click Login. For new users of the MyGovernmentOnline customer portal, click the New Account button at the top of the screen and then complete the requested details.



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 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](#)

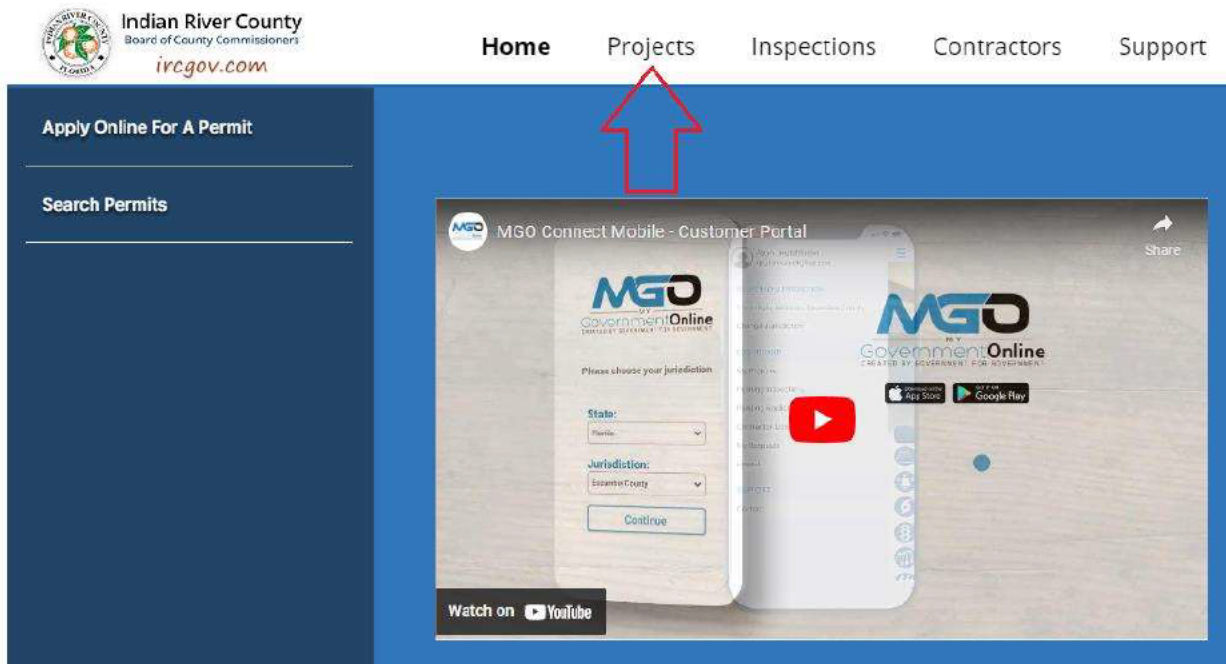


[Submission to an Existing Project](#)



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.

The screenshot shows the Indian River County Government Online portal with the 'Projects' menu selected. The left sidebar contains 'General Filters' and 'Project Filters'. The main content area displays a list of projects and requests. A donut chart titled 'Requests by Type' is also visible.

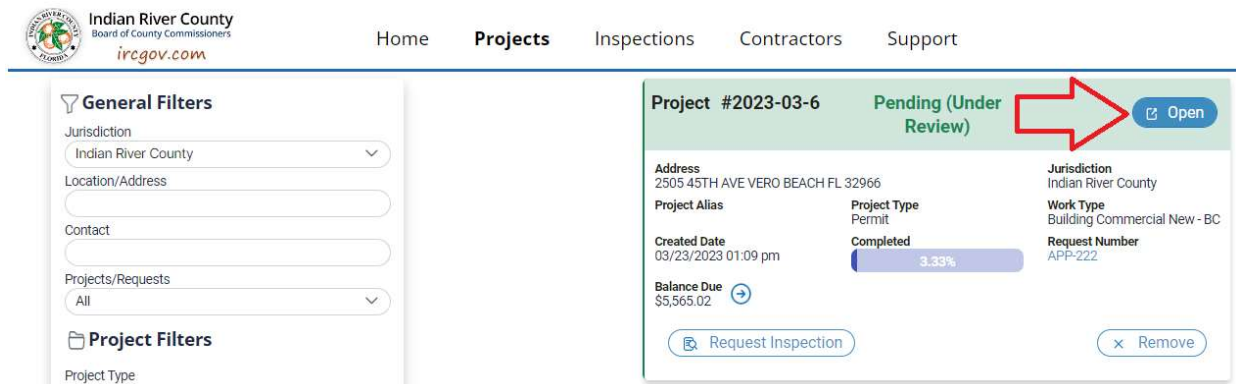
Item	Status	Address	Project Type	Created Date	Balance Due	Request Number
Project #2023-03-6	Pending (Under Review)	2505 45TH AVE VERO BEACH FL 32966	Permit	03/23/2023 01:09 pm	\$5,565.02	APP-222
Request #APP-191	Unsent	123 Main St Vero Beach FL 32945	A/C - Limited Scope of Work	04/29/2022 09:24 am		

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%

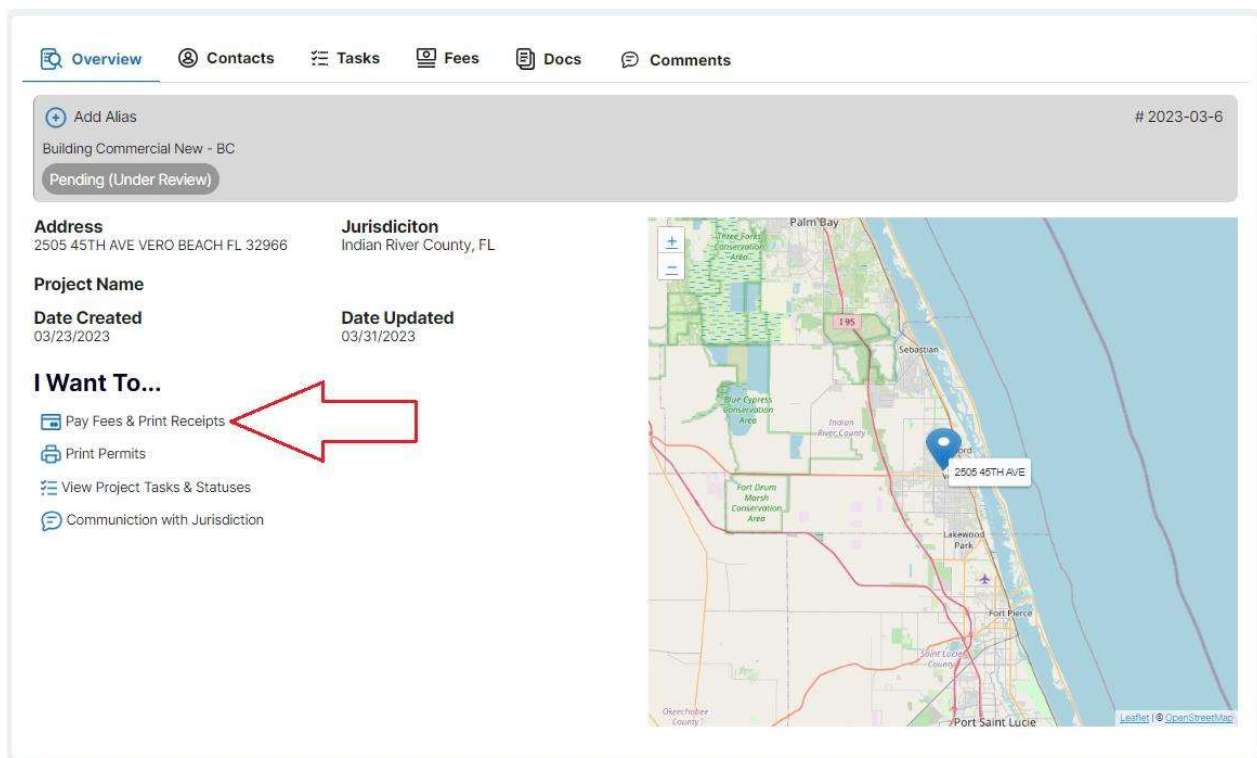
Jurisdiction
Indian River County

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.

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 location of the project in Vero Beach, Florida.

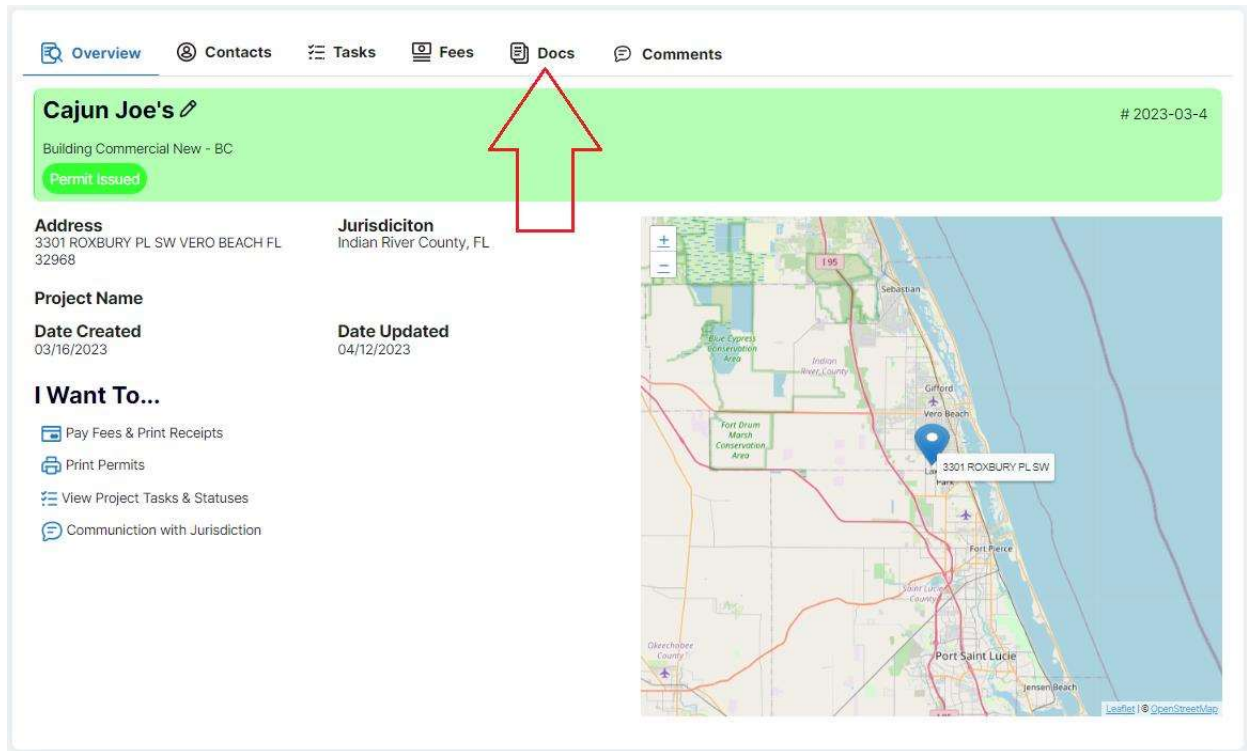
Click the Print Permit button presented. Note, if the permit is not issued yet, the option to print the permit will not be displayed.

The screenshot shows the 'Fees' tab of the project overview page. It displays the 'Balance' section with a 'Paid' amount of \$4,185.41 and a 'Due' amount of \$0.00. Below this, there are two sections: 'Building Commercial IRC' and 'Fire Construction Plan Review'. Each section lists the 'Amount Due' and the 'Total' amount. The 'Building Commercial IRC' section has a total of \$2,665.41, and the 'Fire Construction Plan Review' section has a total of \$1,500.00. A red arrow points to the 'Print Permit' button, which is located next to the 'Building Commercial IRC' section.

Section	Amount Due	Total
Building Commercial IRC	DBPR Surcharge	Paid
	BCAI Surcharge	Paid
	Building Commercial Application Fee	Paid
	Total	\$2,665.41
Fire Construction Plan Review	Fire Construction Plan Review	Paid
	Total	\$1,500.00

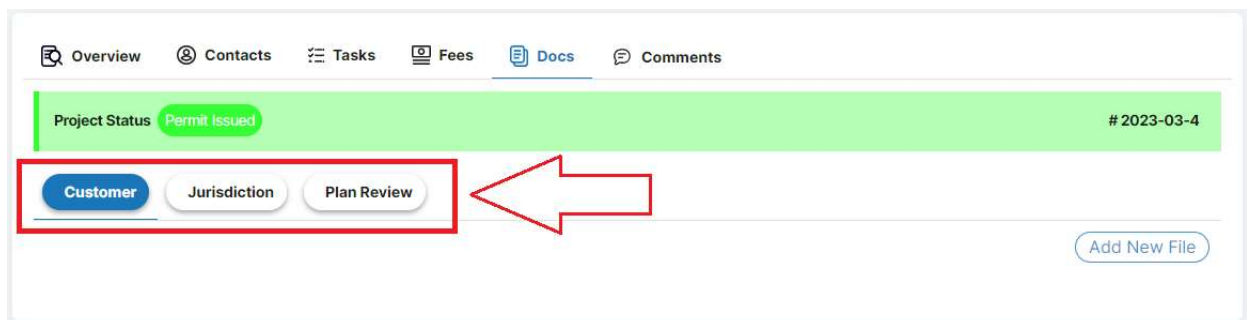
View Project Documents

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 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, the option 'View Project Tasks & Statuses' is highlighted with a red arrow.

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 location of 3301 ROXBURY PL SW in 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.

The screenshot shows the 'Tasks' tab of the project page. The 'Project Status' is 'Permit Issued' and the ID is '# 2023-03-4'. The 'Inspections' section is active, showing a list of pending inspections. A red arrow points to the 'New Request' button.

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' (highlighted with a red arrow), and 'Communication with Jurisdiction'.

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' (highlighted with a red arrow). Under 'Inspections', there is a 'New Request' button and a section for 'Pending Inspections'. The 'Pending Inspections' section 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.

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



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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