# Getting Started - How to Create a New User Account

**\*Prior to getting started, we encourage you to download and install the latest versions of**

**Chrome** (google.com/**chrome**), **Firefox** (https://www.mozilla.org) or **IE** (http://www.microsoft.com/).

To get started, go to www.mygovernmentonline.org to create a new user account. If you already have a MyGovernmentOnline user account, please note that you may use your existing MGO user account and bypass the account creation step. Advance to page 4 of this document to proceed with instructions on how to search for Escambia County DRC and Land Use projects.
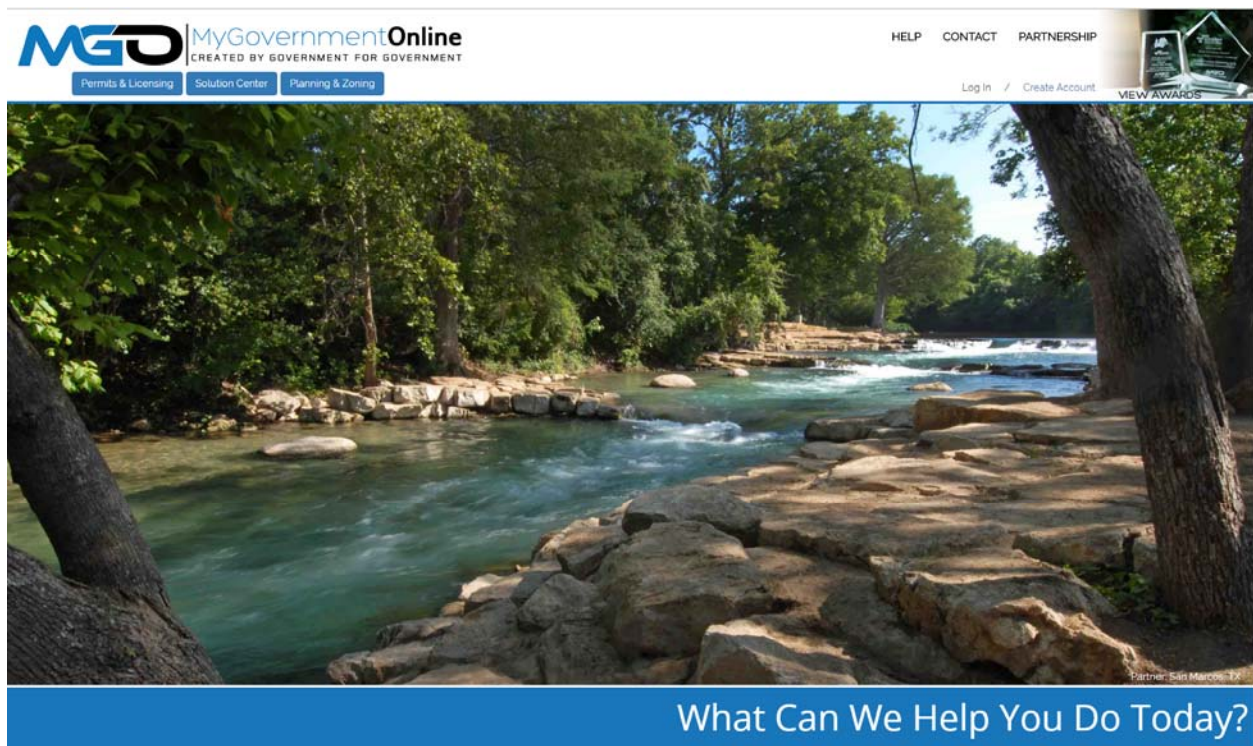
1. Click on the blue Create Account link at the top right of your screen.



2. Fill in the user account login information required to create your new account. A valid E-mail address is required. The password you enter is very important. Please do not forget the e-mail address. Also ensure that you are not typing in capital letters as the password you enter will be case sensitive. The telephone number you enter must be an active working telephone number. The software service will call the telephone number once you have completed the account creation process. You must be able to answer the telephone call in order for your account to become active. Please phrase the Challenge Question in the form of a question such as "What is your mother's maiden name?" The answer you type should be one word only such as "Smith."



3. You will receive an "Account Created" confirmation stating that your account has been created. Click the Close button to close the message. A telephone call to the telephone number you provided will follow shortly. When you receive the call, answer the call and press the number 1 on your keypad when prompted. This completes the account activation process.

**If you do not receive the telephone call within 10 minutes, please call the MyGovernmentOnline support line at 1-866-957-3764, option 2 for assistance. Please have your e-mail address and the telephone number used to create your account ready.**



**\*This completes the account creation process and you are now ready to login.**
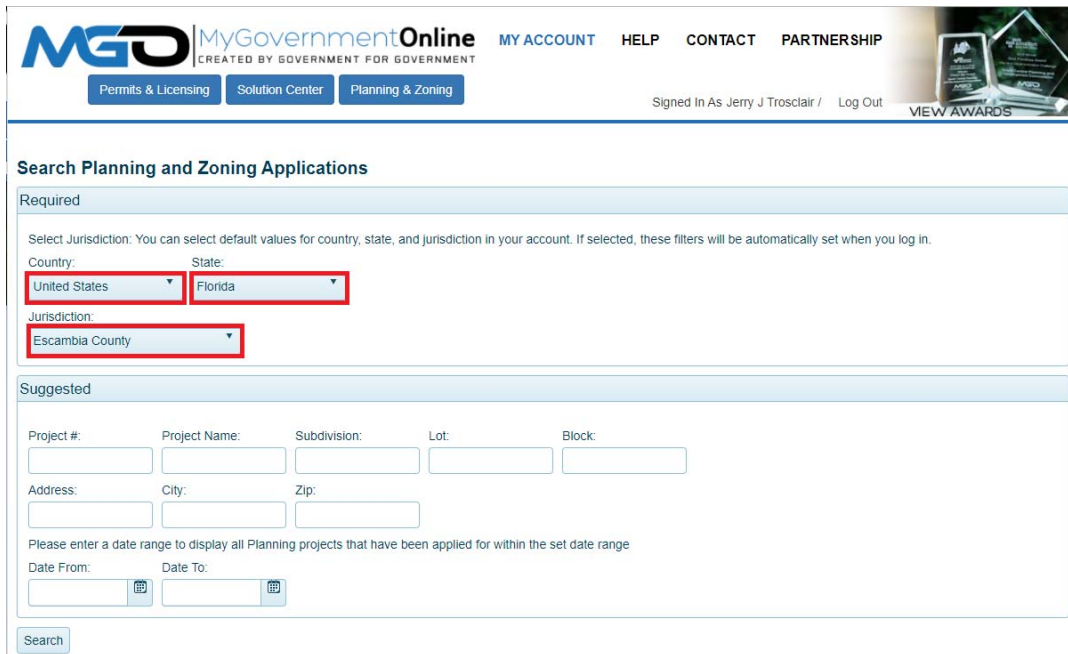
# How to Search for Planning & Zoning Projects

To search for Planning & Zoning Projects, please follow these simple steps.

1. Please make sure that you login with your user account. The login link is located at the top right area of the screen. Once you are logged into the portal, place your mouse over the third menu option that says "Planning & Zoning". A drop-down menu with 2 more options will appear. Click the first option on that drop-down list (Search).



2. Select the appropriate state your project is located in first. Then select the Jurisdiction that is authorizing the project. Enter the Project Number **OR** you may search for the project by the address. Please do not try to search using both the Project Number and the Address. Click the Search button.

3. The search result will show up at the lower part of the page. Ensure you have located the correct project and then click either the "Add to My Account" or "Click to View Details" button on the right side of the screen in the search result.



# Viewing Project Details

To view various details, click the "Click To View Details" button on the right of any project. A window will pop up containing three sections:

- **Payment Summary** – The total fees on the project, as well as its current balance paid and balance due will be shown here.
- **Associated Files** – Any files uploaded on the project will appear in this section.
  - **COMING SOON** – You will be able to view these files by clicking on the file name.
- **Meeting Dates** – Any meeting dates associated with this project will appear here.
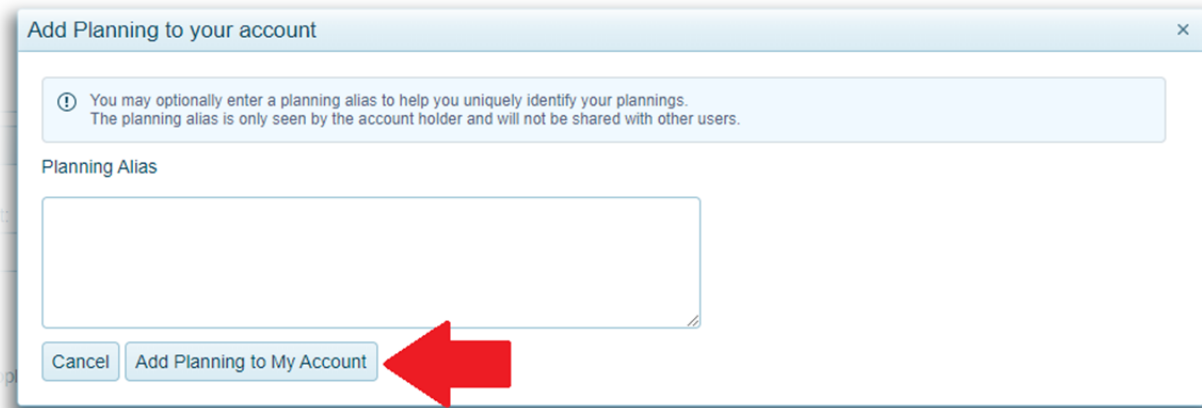
# Adding the Project to the "My Planning & Zoning Projects" List

To add the project to your account, click the "Add to My Account" button on the right of any project and follow the steps below:

1.  A window will open as shown below. You may enter a planning alias (special name) if you want to personally name your project (this is **not required)**. Click the button that says **"Add Planning to My Account"**. **Note: If you receive a message stating that you cannot add the planning to your account, please call technical support for assistance at 1-866-957-3764, option 2.**



2.  You will see a new window confirming the project is added to your account. It is now in your "My Planning & Zoning Projects" list. Click "View Planning Details" to view the project.



**\*Remember that you may click on the "My Account" button at the top right area of the webpage (shown below) at any time to return to your My Account Dashboard page to view your entire "My Planning & Zoning Projects" list.**

# Advanced Search Option – By Date

We support the option to search for all planning projects by the date the project was created. To use this feature, please leave all of the search fields blank, except for the "Date From:" and "Date To:" boxes. In the "Date From:" box, please select the earliest date in which you would like to search for projects. In the "Date To:" box, please select the latest date in which you would like to search for projects. Once you have a selected a "To" and "From" date, please click "Search".

**\*If a large number of projects are returned matching these criteria, only the first 100 will be shown. If your project is not listed, please narrow your date range and try again.**



*These criteria will return the first 100 projects created in the month of January 2018.*