

The City of Denison is excited to announce the launch of our newest version of the MyGovernmentOnline (MGO) customer portal platform. November 14th, we are launching the new **MGO Connect** customer portal! **MGO Connect** brings an all-new customer portal experience based on suggested improvements and feedback that Contractors and Residents have provided. Simply visit www.mgoconnect.org and login with the same e-mail address and password that you use today with the MyGovernmentOnline (MGO) customer portal. New users can use the information at the bottom of this page or the QR code in the flyer if attached. In addition to the web-based platform, MGO Connect offers a mobile app that can be downloaded onto your mobile device. Simply go to the Apple App Store or the Google Play store for Android devices and search 'MGO Connect' to download the app to your mobile device.

Enhancements

We want to encourage all contractors, residents, and other users of the customer portal to consider trying out the new MGO Connect customer portal at your earliest convenience. We are certain you will appreciate and eventually prefer to use the new MGO Connect customer portal. The new customer portal offers the same features and services you're accustomed to, only now with a more intuitive and modern user interface. The enhancements include:

- A simpler online application submittal experience that is easier to navigate.
- An informational landing page where Denison can share important messages through the customer portal.
- A condensed 'Projects' list that allows you to view your pending applications as well as permits that are in-progress from a single location.
- Useful Maps and Graphical interfaces.
- Simple "I Want To..." feature where you can quickly Pay Fees, Print Receipts, Print Permits, Request Inspections and more.
- View the progress of your project with a modernized "Tasks List" feature indicating the current project stage as well as any incomplete and completed tasks.

For contractors that are new to MGO, you can also create a free customer portal account at www.mgoconnect.org using your preferred e-mail address. Simply select the 'New Account' link at the top of the page and enter the requested details.

If further assistance is needed, please contact the MGO support team by sending an email to support@mygovernmentonline.org or calling the MGO Help Desk at 985-851-0760. MyGovernmentOnline (MGO) representatives are available to assist with any software related questions.

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