

Complete User Guide for MyGov

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How to Navigate Throughout MyGov

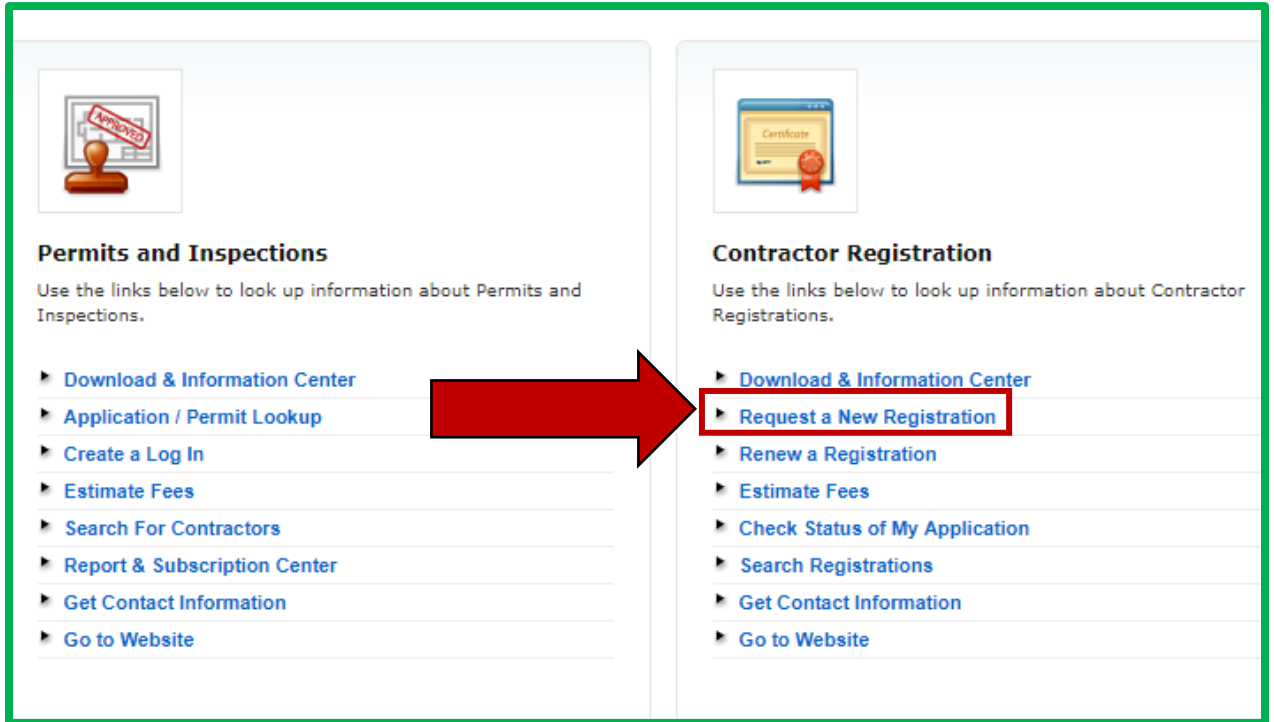
*Before starting, we encourage you to download and install the Google Chrome web browser. While MyGov will work with other browsers, we have found that Google Chrome works best when logged into <https://www.mygov.us/>

Google Chrome is a free web browser that can be downloaded from the following website; <https://www.google.com/chrome/>

1. To get started, go to <https://app.mygov.us/task/city/cityhome.php?cityname=373>
2. You will now be at the main page which will have Permits and Inspections, along with Contractor Registration.

Register as a Contractor for the First Time

1. Once at the City of Denison's MyGov page you will click on **Request a New Registration**.



The screenshot displays two side-by-side panels on a light blue background. The left panel is titled "Permits and Inspections" and features an icon of a document with a red "APPROVED" stamp and a wooden gavel. Below the title, it says "Use the links below to look up information about Permits and Inspections." and lists several menu items: "Download & Information Center", "Application / Permit Lookup", "Create a Log In", "Estimate Fees", "Search For Contractors", "Report & Subscription Center", "Get Contact Information", and "Go to Website". The right panel is titled "Contractor Registration" and features an icon of a yellow certificate with a red seal. Below the title, it says "Use the links below to look up information about Contractor Registrations." and lists several menu items: "Download & Information Center", "Request a New Registration", "Renew a Registration", "Estimate Fees", "Check Status of My Application", "Search Registrations", "Get Contact Information", and "Go to Website". A large red arrow points from the "Application / Permit Lookup" link in the left panel to the "Request a New Registration" link in the right panel, which is also enclosed in a red rectangular box.

2. Select the contractor registration you wish to request. This guide will do General as an Example

associated with your account at the agency. If you are not sure if you have a registered contractor account, [click here](#) to look up contractors at this agency. If you have not yet created a login account, [click here](#) to do so now. You will need your account information that was supplied for the agency when you were registered.

Backflow Tester	This is an annual registration issued to Backflow Contractors that hold a valid, active state Backflow testing license.	Request Now
Concrete Contractor	This is an annual registration issued to Concrete Contractors.	Request Now
Electrical Contractor	This is an annual registration issued to Electrical Contractors that hold a valid, active state Electrical License.	Request Now
Fire Alarm Contractor	Annual registration for state licensed Fire Alarm contractors.	Request Now
Fire Sprinkler Contractor	Fire Sprinkler contractor registration	Request Now
Fence Contractor	This is an annual registration issued to Fence Contractors.	Request Now
General Contractor	This is an annual registration issued to General Contractors	Request Now
Utility Contractor	This is an annual registration issued to Utility Contractors	Request Now
Irrigation Contractor	This is an annual registration issued to Irrigation Contractors that hold a valid, active state Irrigator's License.	Request Now
Mechanical Contractor	This is an annual registration issued to Mechanical Contractors that hold a valid, active state Mechanical license	Request Now
Plumbing Contractor	This is an annual registration issued to Plumbing Contractors that hold a valid, active state Plumbing License.	Request Now
Pool Contractor	This is an annual registration issued to Pool Contractors.	Request Now
Propane Contractor	This is an annual registration issued to Propane Contractors that hold a valid, active state Propane License.	Request Now
Roofing Contractor	This is an annual registration issued to Roofing Contractors that hold a valid, active state Propane License.	Request Now
Sign Contractor	This is an annual registration issued to Sign Contractors.	Request Now
Architect	This is a registration for Architect's to start the permit process before a General Contractor is selected	Request Now

Some registrations require additional information as listed below. (All registrations require a copy of your driver's License)

- Backflow Tester – Backflow Calibration and Backflow State License
- Concrete Contractor – Concrete bond in the amount of \$1,000 to the City of Denison
- Electrical Contractor – Master Electrical License and Contractor License
- Irrigation Contractor – Irrigation license
- Mechanical Contractor – State License
- Plumbing Contractor – State Master Plumber License
- Propane Contractor – Railroad Commission License

1. You will now be on a page like this one where you will click **Choose File** to upload your Driver License and any other applicable license or documents. The registration documents you upload can be PDF, image files such as JPEG or pictures taken with a phone.

Request a Registration - Key Items

1 Pick Type ▶ 2 Key Items ▶ 3 Information ▶ 4 Agree To Terms ▶ 5 Verify and Submit

You have picked "General Contractor". To request this Registration type, complete all the information below, then click the "Next" button on the bottom of this page.

Key Items

This registration is valid for one year from date of issuance.

The registration fee is \$50 and can be paid after the application is approved by the City. You will get an email when payment is ready (Check your spam folder).

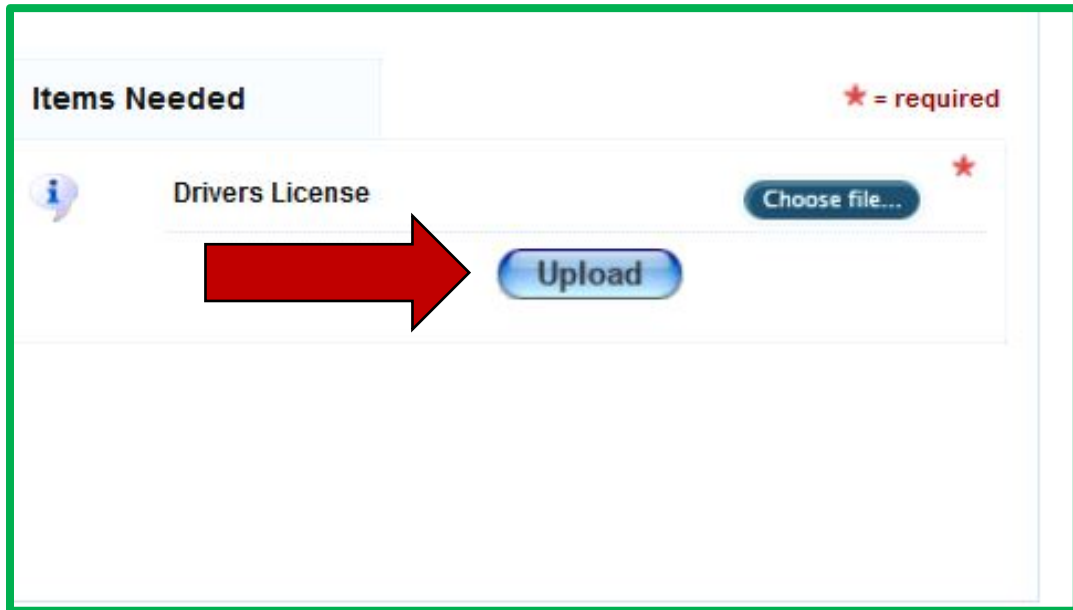
This registration **REQUIRES** a copy of the contractors State Drivers License.

Items Needed

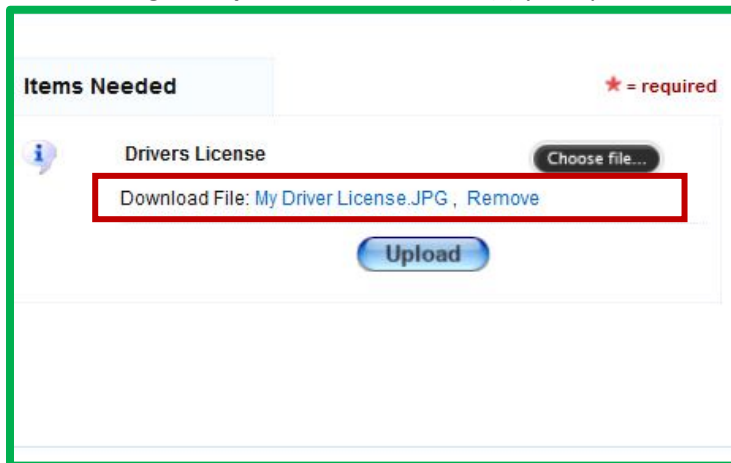
★ = required

Drivers License ★

2. Once you have selected your files the **Choose File** button will turn blue and you will need to click the blue **Upload** button.



3. After clicking the **Upload** button, the file(s) you uploaded will appear next to download file.



4. Once you have completed this step you will click **next**

bottom of this page.

Key Items

This registration is valid for one year from date of issuance.

The registration fee is \$50 and must be paid at time of submittal. Once approved you will get an email with your registration and an activation letter to activate your account from MyGov. (Check spam folder)


This registration **REQUIRES** a copy of the contractors State Drivers License.

Items Needed

***** = required

i Drivers License

Download File: [My Driver License.JPG](#), [Remove](#)



5. On the next page you will fill out the required information and click next. This information must match the person who holds the license.


contact information	
first name	Kirk *
last name	J *
business name	KJ Construction *
date of birth	November / 01 / 1982 *
driver's license	999999999 TX *
phone	9034652720 *
mobile	
email	permits@cityofdenison.com *

additional information	
Names of authorized users to pull permit *	Albert Einstein John Lennon

physical address	
address	300 W. Main *
address (cont.)	
city	Denison *
state	TX *
zip	75020 - [] *

mailing address	
Same as Physical Address	
address	300 W. Main *
address (cont.)	
city	Denison *
state	TX *
zip	75020 - [] *

Set Fees	
General Contractor Fee *	<input checked="" type="checkbox"/> 1 @ \$50.00

Cancel Next 

6. Check the box to agree to terms above. Click **Next** to continue.

Agree To Terms

1 Pick Type ▶ 2 Key Items ▶ 3 Information ▶ 4 **Agree To Terms** ▶ 5 Verif

You have picked "General Contractor". To request this Registration type, complete all the information below, then click the "Next" bottom of this page.

Terms of Agreement

- By clicking this box, I am acknowledging that I am that I am submitting an electronic document to a government agency certifying that all information contained in that document is true and correct.

I Agree with the Terms above.





7. Review and check that the information is correct and click **Submit Application**.

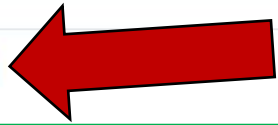
information below, then click the "Submit Application" button on the bottom of this page.

Registration type & date range	
Registration Type	General Contractor (edit)
Start Date	2020-10-15
Expire Date	2021-10-15

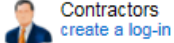
client information			
Name	Kirk J	Physical Address 300 W. Main Denison, TX 75020 (view map)	(edit)
Business Name	KJ Construction		
Date of Birth	1982-11-01	Mailing Address 300 W. Main Denison, TX 75020	
Driver's License	999999999 TX		
Phone	(903) 465-2720		
Email	permits@cityofdenison.com		
Additional Information			
Names of authorized users to pull permit	Albert Einstein John Lennon		

fees and charges	
General Contractor Fee	1 @ \$50.00 = \$ 50.00 (edit)

Items Needed	
 Drivers License  Download File: My Driver License.JPG (edit)	



8. A new page will open where you can select a payment method by clicking the circle.

City of Denison 

General Contractor
Payment: Payment Due
↳ ID # GCGC9215759 ↳ View # 8879

Fees and Payments

✘ General Contractor Fee	\$ 50.00
▶ total fees	\$ 50.00
There have been no payments.	
▶ amount due	\$ 50.00

Physical Address
430 W. Chestnut
Denison, TX 75020

Mailing Address
P.O. Box 347
Denison, TX 75020


Contact Information
Building Inspections Department
(903) 465-2720 phone
(903) 464-9811 fax

Make a Payment

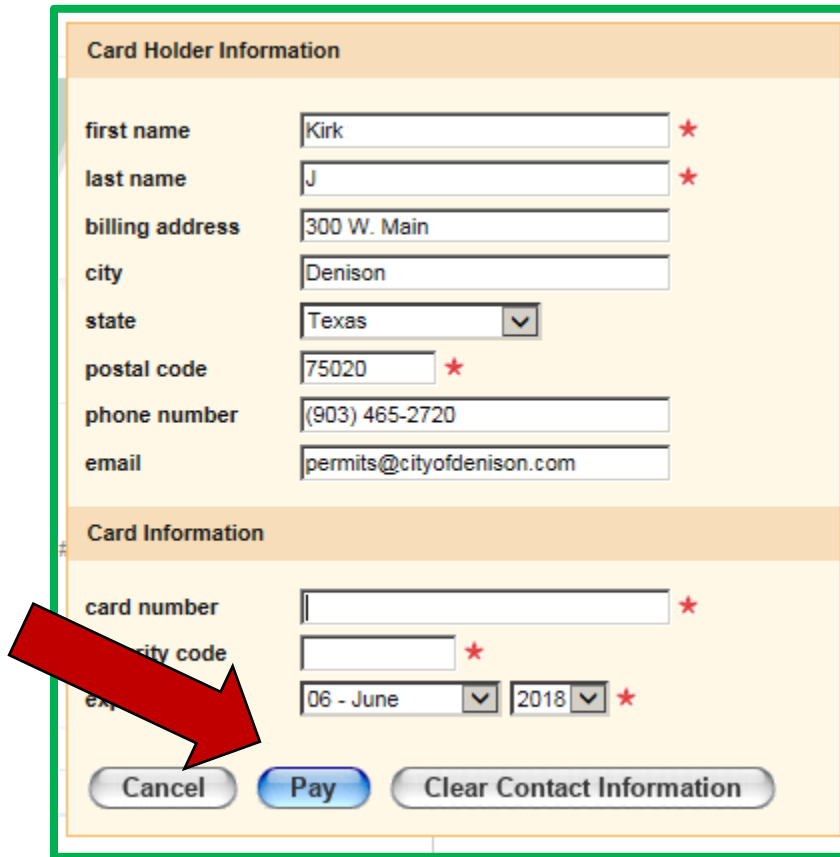
You must pay the total amount due of **\$50.00** before you can submit this request.

Please select the payment method below to proceed.

Credit / Debit Card



9. After clicking the circle, a payment window will appear where you can enter your payment information. The **postal code must match** the **card information** entered. Once completed hit pay and a receipt will be sent to the email provided.



The screenshot shows a payment form with two main sections: "Card Holder Information" and "Card Information".

Card Holder Information:

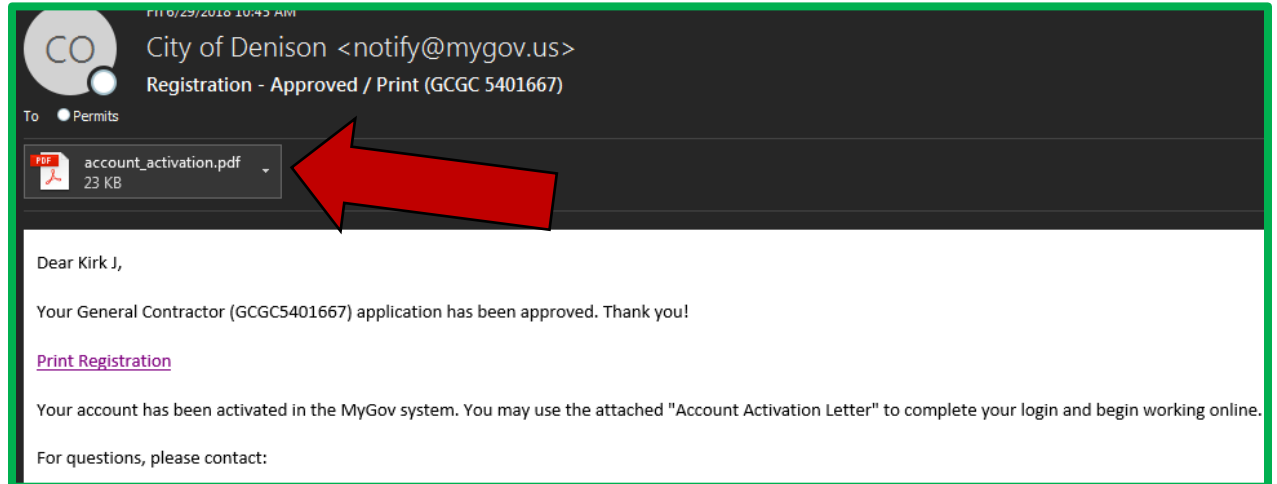
- first name: Kirk *
- last name: J *
- billing address: 300 W. Main
- city: Denison
- state: Texas (dropdown)
- postal code: 75020 *
- phone number: (903) 465-2720
- email: permits@cityofdenison.com

Card Information:

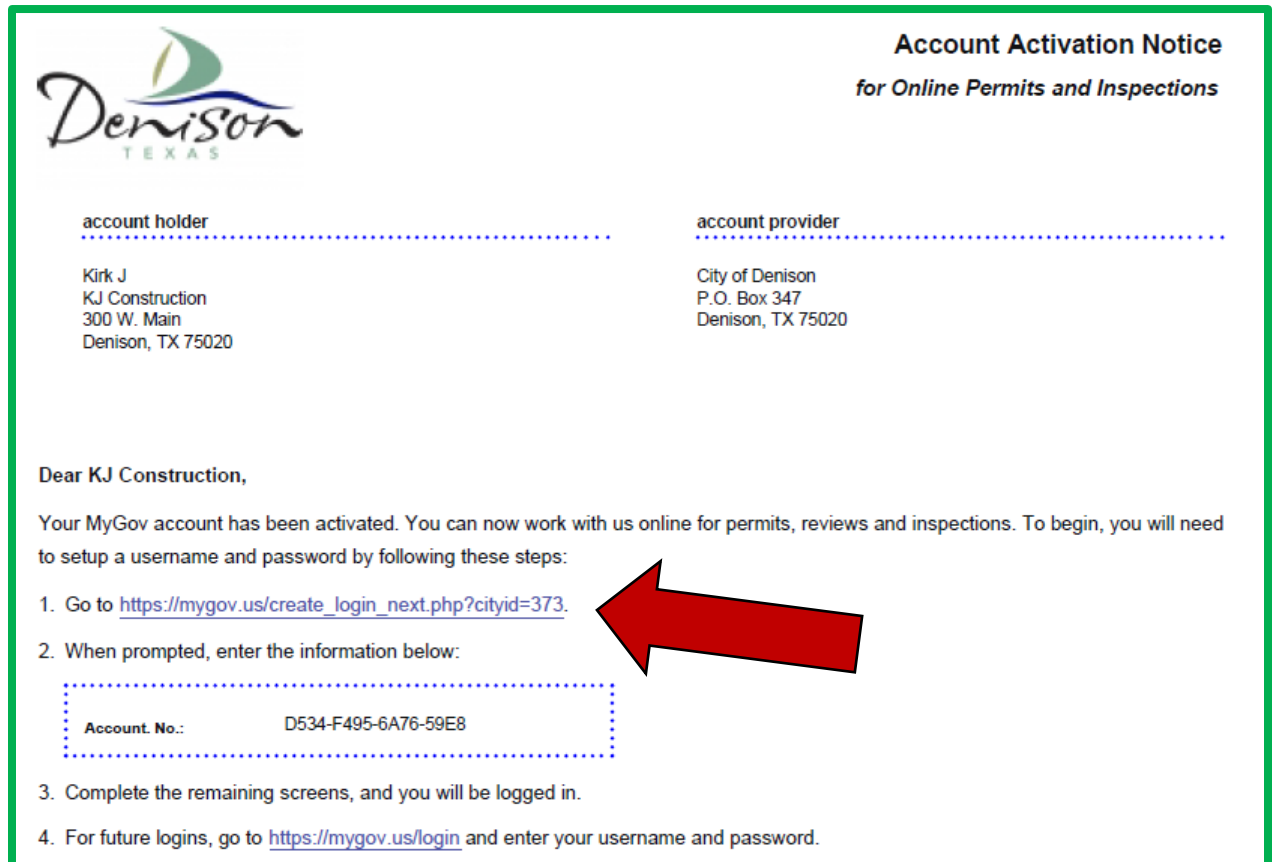
- card number: [empty] *
- city code: [empty] *
- exp: 06 - June (dropdown) 2018 (dropdown) *

At the bottom, there are three buttons: "Cancel", "Pay", and "Clear Contact Information". A large red arrow points to the "Pay" button.

10. After payment, a Permit Tech will review your information and if complete will issue your registration which will be sent to the email you provided from notify@mygov.us. Along with the registration there will be an **Account_Activation** attachment that will guide you through setting up your online account. (The attachment is a .pdf file)



11. Once you open the attachment it will have instructions on setting up your online account, which we will go through on the next step. The document will look similar to the one below.



12. When you visit the link on the activation letter you will see the webpage below where you will enter your **account number** from your activation letter. Once you have entered the **Account No.** click **search**.

Home » Create Login [Return to Online Action Center](#)

Denison
TEXAS

Creating a Contractor's Log-In

1 Record Search ▶ 2 Validate Info ▶ 3 Terms of Service ▶ 4 Setup Login ▶ 5 Process Done

My Record Search

Here you may create a Contractor log-in to use the MyGov system.
Use the form below to search for your Contractor record.

Account No. - - -

Please note that you must first be placed into the system by a participating service provider in order to create a log-in.

[Back](#) [Search](#)

13. You will come to a page that will show your information. Please verify that your information is correct and click **Continue**.

Creating a Contractor's Log-In

1 Record Search ▶ 2 **Validate Info** ▶ 3 Terms of Service ▶ 4 Setup Login ▶ 5 Process

Validate Information

Validate your information below.

Please verify that the information shown right is correct. If not, please contact [Building Inspections Department at the City of Denison](#).

D534-F495-6A76-59E8

Kirk J
KJ Construction
300 W. Main
Denison, TX 75020 -0000
Phone: (903) 465-2720

Back Continue

14. Agree to the terms of service and click **Continue**.

Creating a Contractor's Log-In

1 Record Search ▶ 2 Validate Info ▶ 3 Terms of Service ▶ 4 Setup Login ▶ 5 Process Done

Agree to Terms of Service

This agreement is between MyGov, LLC, an Oklahoma corporation (**MyGov**), and the user agreeing to these terms (**User**).

SOFTWARE-AS-A-SERVICE

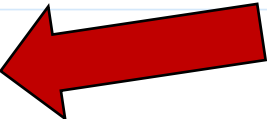
This agreement provides User access to and usage of an Internet based software service (Service).

USE OF SERVICE

1) User Responsibilities

User (i) must keep its passwords secure and confidential; (ii) is solely responsible for User data and all activity in its account in the Service; (iii) must use commercially reasonable

I have read and agree to the Terms of Service.



15. You will now be on the page below where you will setup your login information. Please keep this information as you will need to remember it to login. Once you have completed the login click **Submit**.

Creating a Contractor's Log-In

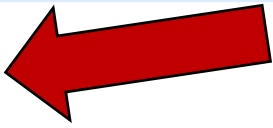
1 Record Search ▶ 2 Validate Info ▶ 3 Terms of Service ▶ 4 Setup Login ▶

Setup your Login

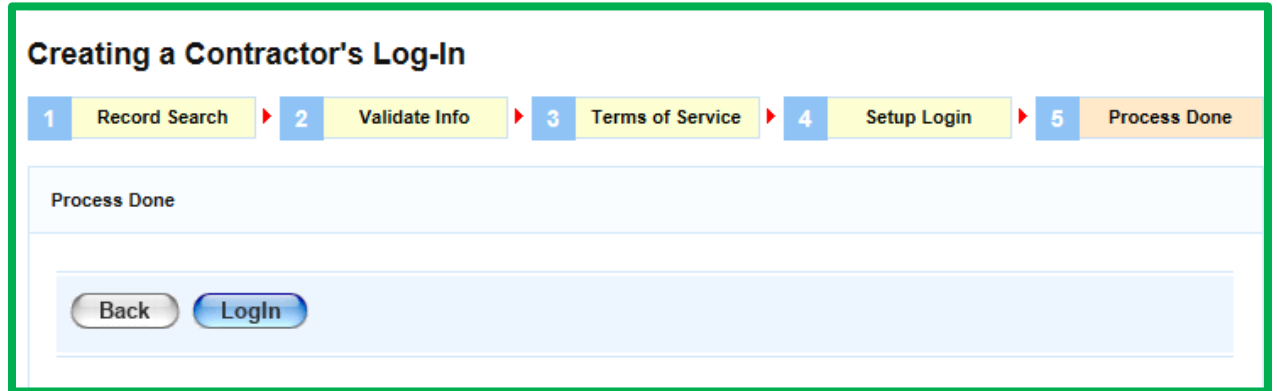
Below is the result of your validation.

✓ Your validation was successful.

Username	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Set PIN	<input type="text"/>
Set PIN Hint	<input type="text"/>



16. Once clicking **submit** you will be taken to the page below. You can click the **Login** button for immediate login.



The screenshot shows a web interface titled "Creating a Contractor's Log-In". At the top, there is a progress bar with five steps: 1. Record Search, 2. Validate Info, 3. Terms of Service, 4. Setup Login, and 5. Process Done. Step 5 is highlighted in orange, indicating it is the current step. Below the progress bar, the text "Process Done" is displayed. At the bottom of the page, there are two buttons: "Back" and "Login".

17. For future logins, be sure to add <https://app.mygov.us/login> to your favorites for quick login. From there enter your **username** and **password** and you will be taken to your homepage.

Requesting a new project online

1. Once you have logged in you will be taken to your home page. First before requesting a permit you will need to make sure you have the proper documents to upload. This will vary depending on what job you are doing.
2. To get the permit submittal checklist click on **Download Forms** from the home page. These forums are also available at [City of Denison Building Department](#)

Home

Permits and Inspections


Welcome, Kirk J

My Projects	0
Requested	0
Payments Due	0
Expiring Projects	0
Holding Projects	0
Delayed	0
Notes to Read	0
Ready to Archive	0

My Reviews	0
In Review	0
Items Required	0
Items Received	0

My Inspections	0
Available	0
Requested - Ready	0

- ▶ Request Inspection
- ▶ Request Project
- ▶ Request a New License / Registration
- ▶ Estimate Fees
- ▶ Download Forms
- ▶ My Account

**Licenses / Registrations**
License 1

3. Once here click the arrow and select **City of Denison** as the agency.

The screenshot shows a web browser window with a blue header bar containing a "LOG OUT" link. Below the header is a breadcrumb trail: "Home » Download Forms" and a "Return to Online Action Center" button. The main content area features the City of Denison logo and the text "City of Denison". To the right, there is a "Contractors create a log-in" link with a small profile picture icon. The section is titled "Download and Information Center" with a sub-heading "Permits and Inspections". A "Select an agency" dropdown menu is open, showing three options: "--Select an agency--", "--Select an agency--", and "City of Denison" (which is highlighted in blue). A "Back" button is located below the dropdown menu.

4. You will now see helpful information and any forms or guides.

Select an agency

City of Denison ▼

Search: [View](#) | [Off](#)

Showing 1 - 3 of 3

Applications and Checklists

You will need Adobe Acrobat in order to sign the forms digitally. You may also print out the form then scan it for upload into mygov

Documents

- ▶ [Certificate of Occupancy App](#)
- ▶ [Commercial Permit Application](#)
- ▶ [Residential Permit Application](#)

Guides

No description

Links

- ▶ <https://www.youtube.co...>

City Building department page

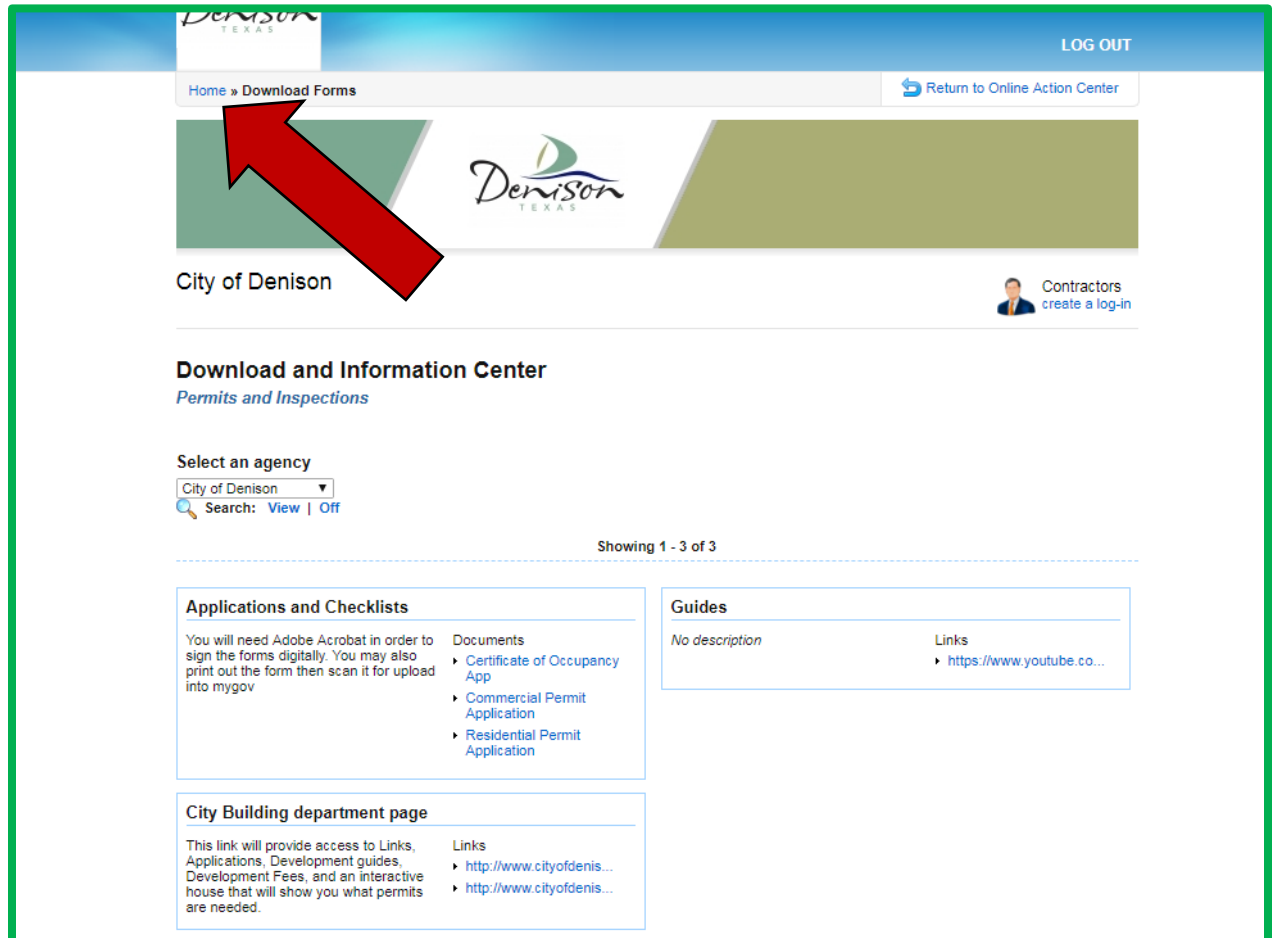
This link will provide access to Links, Applications, Development guides, Development Fees, and an interactive house that will show you what permits are needed.

Links

- ▶ <http://www.cityofdenis...>
- ▶ <http://www.cityofdenis...>

Showing 1 - 3 of 3

5. Go to the top of the page and click **Home** to return to the home page where you will start your permit.



The screenshot shows the City of Denison website's "Download Forms" page. At the top, there is a blue header with the "Denison TEXAS" logo on the left and a "LOG OUT" link on the right. Below the header is a breadcrumb navigation bar showing "Home » Download Forms" and a "Return to Online Action Center" button. A large red arrow points to the "Home" link in the breadcrumb. The main content area features the "City of Denison" logo and a "Contractors create a log-in" button. Below this is the "Download and Information Center" section, which includes a "Permits and Inspections" sub-section. A "Select an agency" dropdown menu is set to "City of Denison", with search options for "View" and "Off". The page displays "Showing 1 - 3 of 3" results. The first result is "Applications and Checklists", which includes a description about using Adobe Acrobat and a list of documents: "Certificate of Occupancy App", "Commercial Permit Application", and "Residential Permit Application". The second result is "City Building department page", which provides access to links, applications, development guides, and fees. The third result is "Guides", which includes a link to a YouTube video.

6. To start a new permit, click on **Request Project** on the home page.

The screenshot shows a user interface for 'Permits and Inspections'. At the top, it says 'Home' and 'Welcome, Kirk J'. Below this is a section titled 'Permits and Inspections'. On the left, there is a 'My Projects' section with a table of project statuses, all with a count of 0. A red arrow points from the 'Requested' row to the 'Request Project' link in the right-hand menu. The menu also includes 'Request Inspection', 'Request a New License / Registration', 'Estimate Fees', 'Download Forms', and 'My Account'. At the bottom right, there is a 'Licenses / Registrations' section showing 1 License.

My Projects		0
Requested		
Payments Due		0
Expiring Projects		0
Holding Projects		0
Delayed		0
Notes to Read		0
Ready to Archive		0

My Reviews		0
In Review		0

- Request Inspection
- Request Project
- Request a New License / Registration
- Estimate Fees
- Download Forms
- My Account

Licenses / Registrations
License 1

7. Make sure the agency selected is City of Denison, then select the **Project Type** for what type of permit you are requesting. In the **Describe Work** you will give a brief description of the job. Once finished click **Next**. (We will use Accessory Building for this example)

The screenshot shows the 'New Project Request' form with a progress bar at the top containing five steps: 1. Set Project Type, 2. Set Location Information, 3. Set Sub-Contractors, 4. Contact Information, and 5. Summary (Submit Application). Step 1 is highlighted. Below the progress bar, a message says 'Complete the information below. Then, click the "Next" button.' The form is divided into several sections:

- PICK AGENCY:** A dropdown menu showing 'City of Denison'. A red arrow labeled '1' points to this dropdown.
- PICK PROJECT TYPE:** A dropdown menu with a list of project types. 'Accessory Building - Residential' is selected. A red arrow labeled '2' points to this dropdown.
- DESCRIBE WORK:** A text area with the instruction 'Simple explanation of proposed work.' and the example text 'Building a 10 x 12 wood storage shed with comp shingle roof on concrete foundation.'
- City of Denison:** A section containing 'physical address' information: '430 W. Chestnut Denison, TX 75020'. A red arrow labeled '3' points to this section.
- contact information:** A section containing 'Building Inspections Department', phone numbers '(903) 465-2720 phone' and '(903) 464-9811 fax', '(903) 464-0173 inspection line', email 'permits@cityofdenison.com', and website 'www.cityofdenison.com'.

At the bottom of the form are 'Back' and 'Next' buttons.

8. The next step will ask for address information where the project will take place. For our example we will use the city hall address at 300 W. Main. In street No: you will put **300** in street name **Main** and then click **Search Address**. (**Do not include Cardinal Direction N,S,E,W**)

The screenshot shows a web form titled "New Project Request" for a "Accessory Building - Residential" project in "City of Denison". The form is divided into five steps: 1. Project Type, 2. Set Location Information (current step), 3. Set Information, 4. Terms, and 5. Summary. A "Contact Information" link is visible in the top right. Below the step indicators, a message says "Please enter an address where the project is located." The "Search for Address" section contains three input fields: "Street No:" with the value "300", "Street Name:" with the value "main", and "Suite:". To the right of these fields is a "Search Address" button with a magnifying glass icon and the text "(case-insensitive)". At the bottom left, there are "Back" and "Next" buttons. At the bottom right, there is a "Top of Page" link.

9. Depending on the address you may see multiple locations. Make sure you select the correct address for your job and click **Select**. (If your address does not show up you may have typed the address wrong or the address does not exist. Click **Search Again** at the top to try searching again)

New Project Request

↳ Accessory Building - Residential ↳ City of Denison ↳ [Contact Information](#)

1. Set Project Type **2. Set Location Information** 3. Set Information 4. Agree To Terms 5. Summary

i Please select the correct address or [Search Again](#).

ID #	Address	Owner	Legal	
0076861	300 E Main St.	IN TRIUMPH - A TEXAS NON-PROFIT CORPORATION	OTP DENISON Blk 56 Lot 14 15 16	SELECT
0076505	300 Main	City of Denison	OTP DENISON, BLOCK 51, LOT 1 THRU 3 Blk 51 Lot 1	SELECT
0005795	300 W MAIN St.	City of Denison	3233 Blk O	SELECT

[expand all / collapse all](#) Page 1

[Back](#) [Next](#) [↑ Top of Page](#)

10. Next you will fill in some permit information. Steps 1-3 will autofill in most circumstances unless the job is commercial. In step 4 you will give the square footage if applicable. In step 5 you will put the total value of the job (Only required for commercial) Once the information is entered hit the **Add** button.

The screenshot shows a form titled "Set Occupancy and Valuation" with a legend indicating that asterisks (*) denote required fields. The form contains five numbered fields:

- 1 Building Code: Accessory Building (Commercial)
- 2 Occupancy Type: Accessory Building Accessory Building Access
- 3 Construction Type: VB VB
- 4 Square Feet: 120
- 5 Valuation: 3000

At the bottom of the form are two buttons: "Add" and "Cancel". A large red arrow labeled "3" points to the "Add" button. Other red arrows labeled "1" and "2" point to the Building Code and Occupancy Type dropdown menus, respectively.






Next you will upload your completed plans by clicking **Choose File** and going to the file location on your computer. You will also need to upload a site plan showing where the building will be placed with correct setbacks marked. (Other permits may require additional information) (Files must be in PDF format)

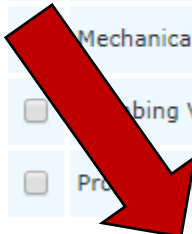
The screenshot shows a form titled "Set Documents" with a legend indicating that asterisks (*) denote required fields. The form contains a list of document types, each with a "Choose File" button and a "No file chosen" status:

Document Type	Action	Status	Info
Engineering - Foundation Letter	Choose File	No file chosen	?
Engineering - Pier Letter	Choose File	No file chosen	?
Engineering Letter - Field Verification	Choose File	No file chosen	?
Engineering Letter - Structural Framing	Choose File	No file chosen	?
Media	Choose File	No file chosen	?
Permit Application *	Choose File	No file chosen	?
Site Plan (Plot Plan or Survey) *	Choose File	No file chosen	?

Once you have uploaded your required documents you can go to the bottom and click the **Next** button.

Set Fees * = required

<input checked="" type="checkbox"/>	Accessory Building Permit Fee *	1 @	(Residential Additions, Alterations and Repairs based on selected occupancy types)	
<input type="checkbox"/>	Electrical Validation Fee	<input type="text"/> @	\$25.00	
<input type="checkbox"/>	Mechanical Validation Fee	<input type="text"/> @	\$25.00	
<input type="checkbox"/>	Plumbing Validation Fee	<input type="text"/> @	\$25.00	
<input type="checkbox"/>	Professional Validation	1 @	\$25.00	



11. Agree to the terms on the next page and click **Next**.

New Project Request

↳ Accessory Building - Residential ↳ City of Denison ↳ [Agree To Terms](#)

1. Set Project Type 2. Set Location Information 3. Set Information **4. Agree To Terms** 5. Summary

📘 Complete the items below. Click "Next" when done.

Terms of Agreement

By clicking this box, I am acknowledging that I am that I am submitting an electronic document to a government agency and certifying that all information contained in that document is true and correct.

I Agree with the Terms above.

[Back](#) [Next](#) [↑ Top of Page](#)

(Red arrow 1 points to the 'Terms of Agreement' section. Red arrow 2 points to the 'Next' button.)

12. Go over your information on the next page to make sure it is correct and click **Submit Application**.

1. Set Project Type
2. Set Location Information
3. Set Information
4. Agree To Terms
5. Summary

ⓘ Check your information below. Click the "Submit Application" button when done.

Address

City of Denison
 300 W MAIN St.
 Denison, TX 75020

Legal

3233 Blk OTP DENISON Lot 51
 Acres 1 THRU 3

Owners

City of Denison
 500 W Chestnut
 Denison, TX 75020
 ph. (903) 465-2720

Property Information

Geo ID	D016 3131457
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Occupancy Information

Accessory Building	
Accessory Building	SQ. FT. : 120
Accessory Building	Declared : \$3,000.00
Accessory Building VB	Calculated : \$4,200.00 ↕
VB	

Documents

Engineering - Foundation Letter	No document selected.
Engineering - Pier Letter	No document selected.
Engineering Letter - Field Verification	No document selected.
Engineering Letter - Structural Framing	No document selected.
Media	No document selected.
Permit Application	↓
Site Plan (Plot Plan or Survey)	↓

Fees

Accessory Building Permit Fee	1 @ (Residential Additions, Alterations and Repairs based on selected occupancy types)
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Description

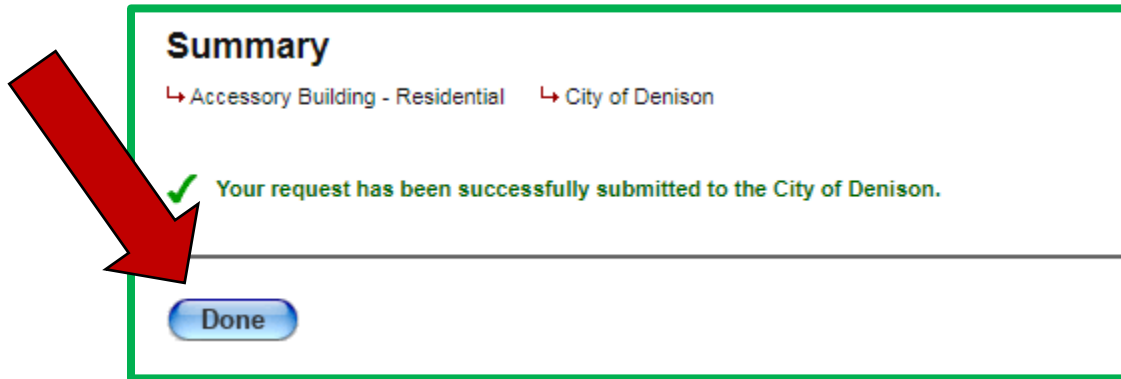
Building a 10 x 12 wood storage shed with comp shingle roof on concrete foundation.

Date and time of this request: 07/10/2018 9:59 am

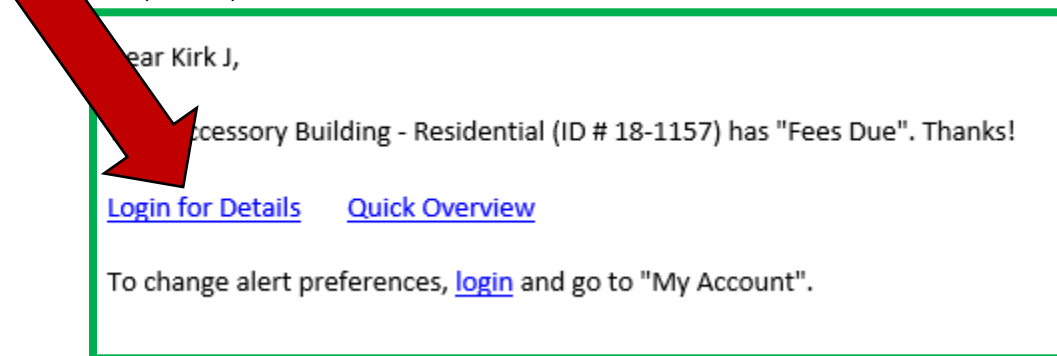
Back
Submit Application

[↑ Top of Page](#)

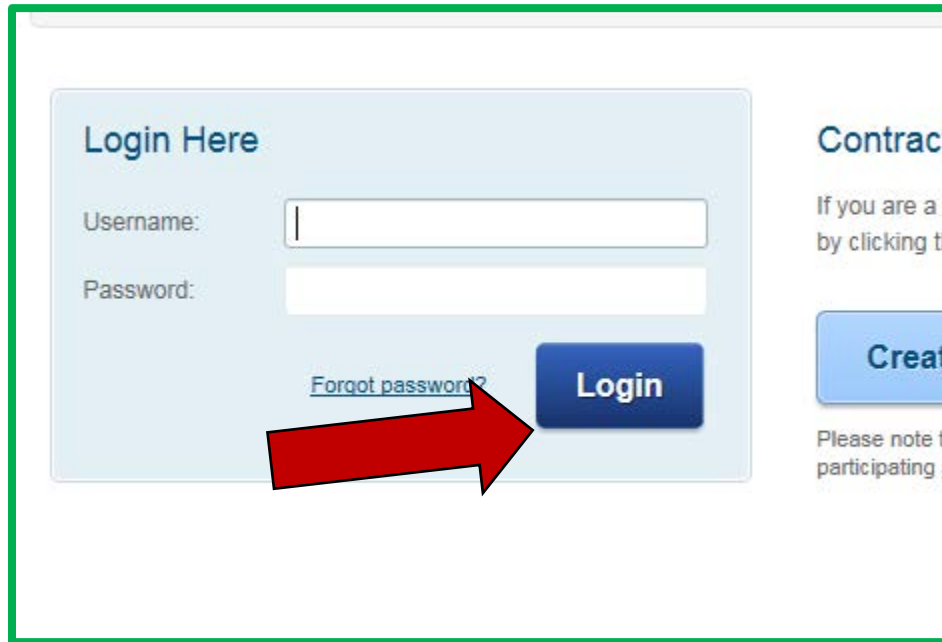
13. You will be taken to the page below which will confirm that the permit has been successfully submitted. Click **Done** and you will be taken back to the home page.



14. If everything is correct your permit will be sent through the review process. Once approved you will get an email like the one below letting you know payment is ready. You can either pay online (**Click Login for Details**) or come into the office and pay with Cash, Check, or Credit Card.

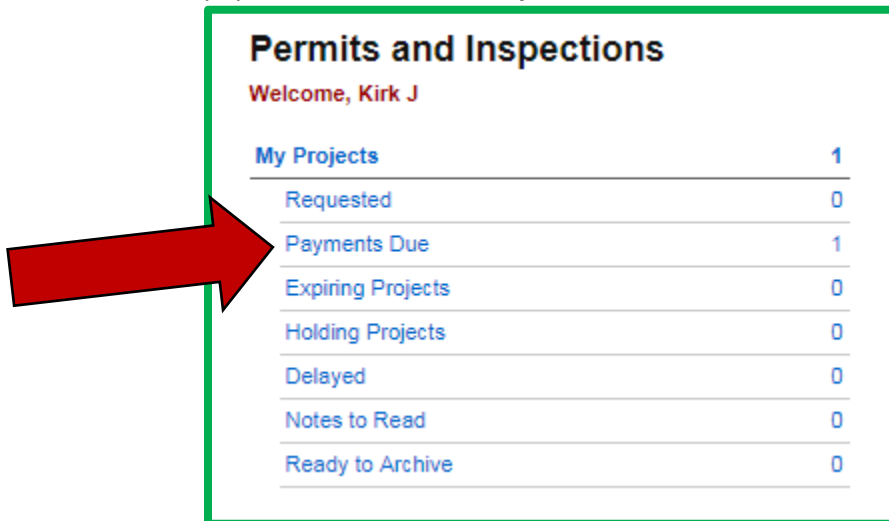


15. After clicking “Login for Details” You will be taken to the login page where you will Login using your existing username and password and click **Login**.



The screenshot shows a login form titled "Login Here" with fields for "Username:" and "Password:". Below the password field is a link for "Forgot password?". A blue "Login" button is positioned to the right of the "Forgot password?" link. A large red arrow points from the "Forgot password?" link towards the "Login" button. To the right of the login form, there is a section titled "Contract" with some partially visible text and a blue "Creat" button.

16. Once logged in you will see a section labeled **My Projects** which below that will show payments due. Click on **Payments Due**.



The screenshot shows a dashboard section titled "Permits and Inspections" with a welcome message "Welcome, Kirk J". Below this is a table with the following data:

My Projects	
Requested	0
Payments Due	1
Expiring Projects	0
Holding Projects	0
Delayed	0
Notes to Read	0
Ready to Archive	0

A large red arrow points from the left side of the image towards the "Payments Due" row in the table.

17. Find the project you wish to pay for and click the **magnifying glass** to the right.

My Payments Due

Filters: [View](#) | [Hide](#) | [Off](#)

Showing 1 - 1 of 1

id #	address	city	step	project	fees	paid	
18-1157	500 W Chestnut St.	Denison, TX	Payment Due	Accessory Building - Residential	\$80.00	\$0.00	\$80.00

Total \$80.00

18. Click on the **Pay Icon**.

Fees Due **\$80.00** [Pay](#)

Ready

STEPS

19. Click on **Credit or Debit Card**

ACC-18-1157
Accessory Building - Residential

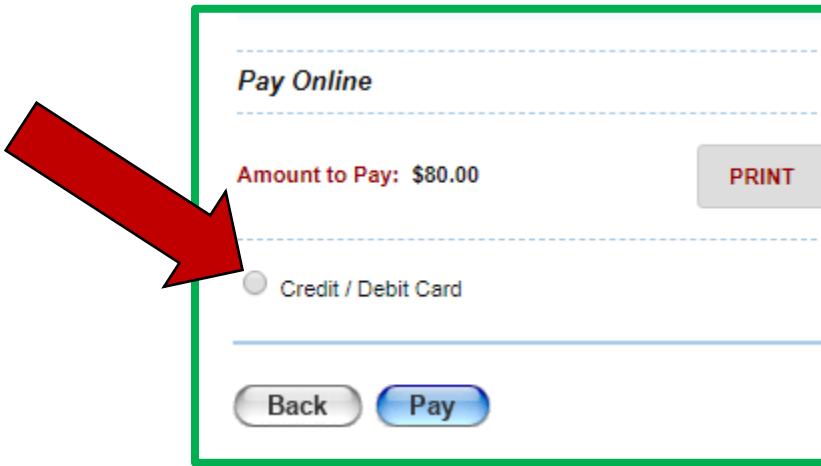
Address:
500 W Chestnut St.
Denison TX

[Credit or Debit Card](#)

[Pay at the City of Denison](#)

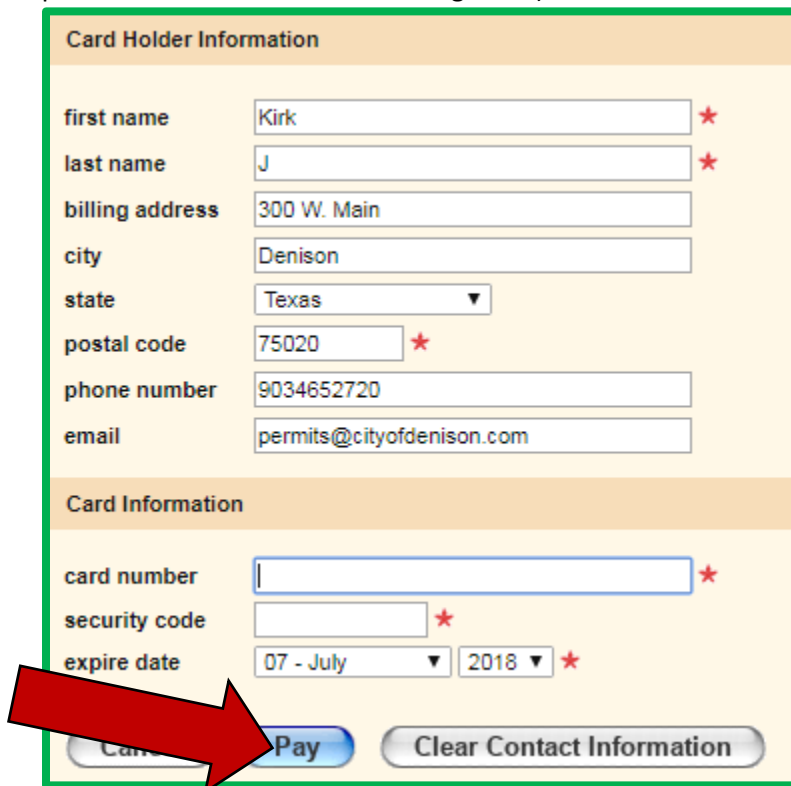
[Back](#)

20. Click **Credit / Debit Card**



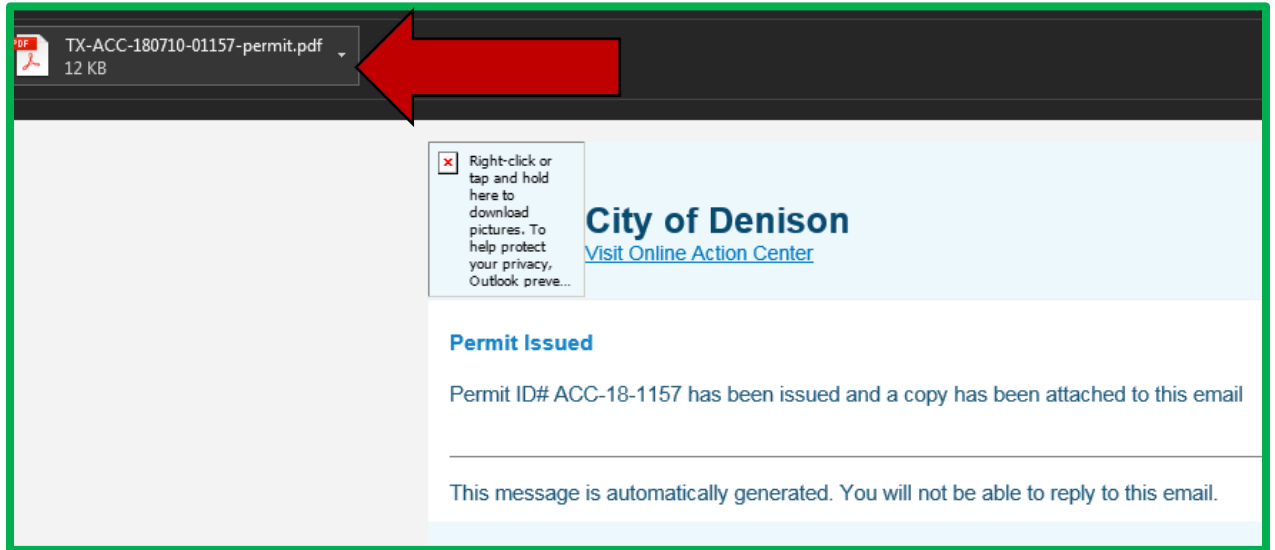
The screenshot shows a 'Pay Online' form. At the top, it says 'Pay Online'. Below that, it displays 'Amount to Pay: \$80.00' and a 'PRINT' button. There are two radio buttons: 'Credit / Debit Card' (which is selected and highlighted by a red arrow) and another unselected one. At the bottom, there are 'Back' and 'Pay' buttons.

21. A box will pop up where you can enter your Credit Card information. (Make sure the postal code matches the card being used.) Once entered hit **Pay**.



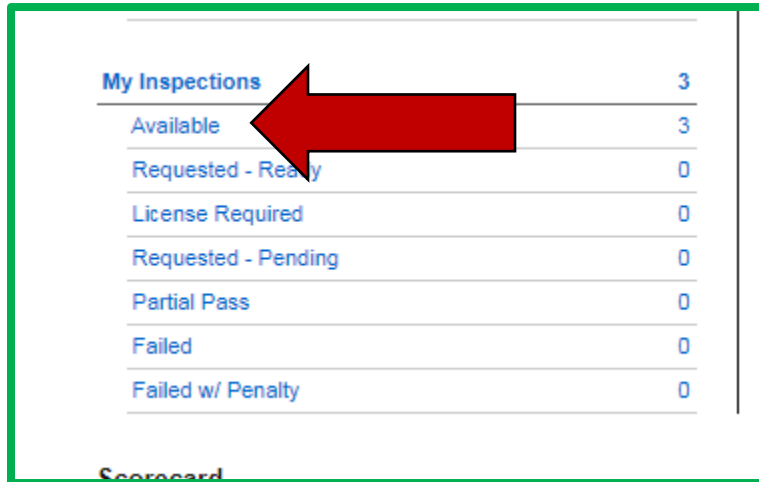
The screenshot shows a 'Card Holder Information' form. It is divided into two sections: 'Card Holder Information' and 'Card Information'. The 'Card Holder Information' section includes fields for first name (Kirk), last name (J), billing address (300 W. Main), city (Denison), state (Texas), postal code (75020), phone number (9034652720), and email (permits@cityofdenison.com). The 'Card Information' section includes fields for card number, security code, and expire date (07 - July, 2018). A red arrow points to the 'Pay' button at the bottom.

22. Once paid you will receive a receipt by email along with a copy of your permit. You can now check the status of your project under **My Inspections** where you can request inspections and check if requested inspections have passed or failed. (To learn about requesting inspections go to the next page).



Requesting Inspections Online

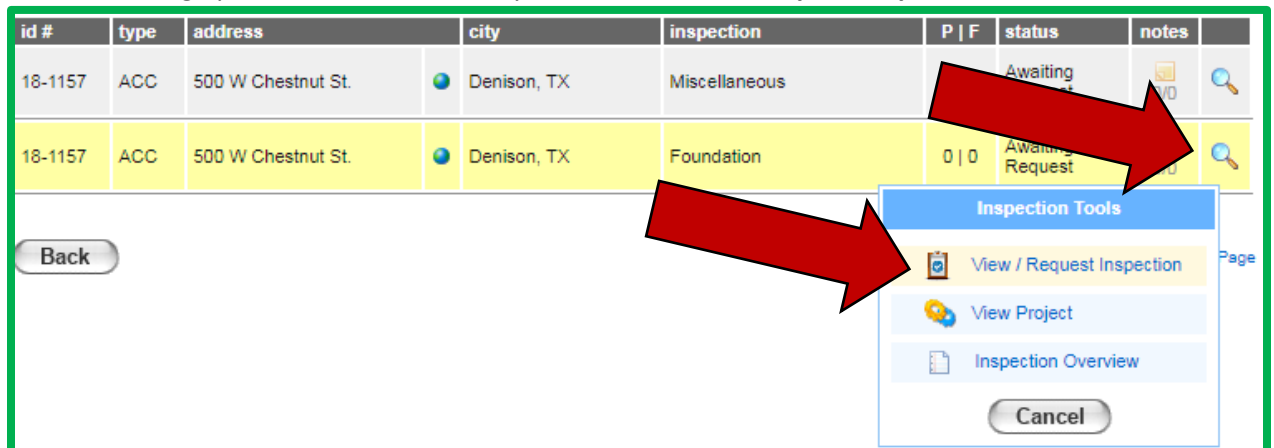
1. Once logged in and on the home page click on **Available** under My Inspections to see inspections waiting to be requested. (Only request inspections for projects that are ready)



A screenshot of a web application interface showing a list of inspection categories. A red arrow points to the 'Available' category, which has a count of 3. The categories and their counts are:

Category	Count
My Inspections	3
Available	3
Requested - Ready	0
License Required	0
Requested - Pending	0
Partial Pass	0
Failed	0
Failed w/ Penalty	0

2. You will see all available inspections for all permits you have. To request the inspection, find which inspection you want to request (in this case foundation) and click the magnifying glass which will bring up a small window where you then click **View/Request Inspection**.



A screenshot of a table displaying inspection details. A red arrow points to the magnifying glass icon in the 'notes' column of the 'Foundation' row. Another red arrow points to the 'View / Request Inspection' option in the 'Inspection Tools' dropdown menu.

id #	type	address	city	inspection	P	F	status	notes
18-1157	ACC	500 W Chestnut St.	Denison, TX	Miscellaneous			Awaiting Request	
18-1157	ACC	500 W Chestnut St.	Denison, TX	Foundation	0	0	Awaiting Request	

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Inspection Tools

- View / Request Inspection
- View Project
- Inspection Overview

Cancel

3. On this page you will click on **Request Inspection** then click the blue **Set** Button.

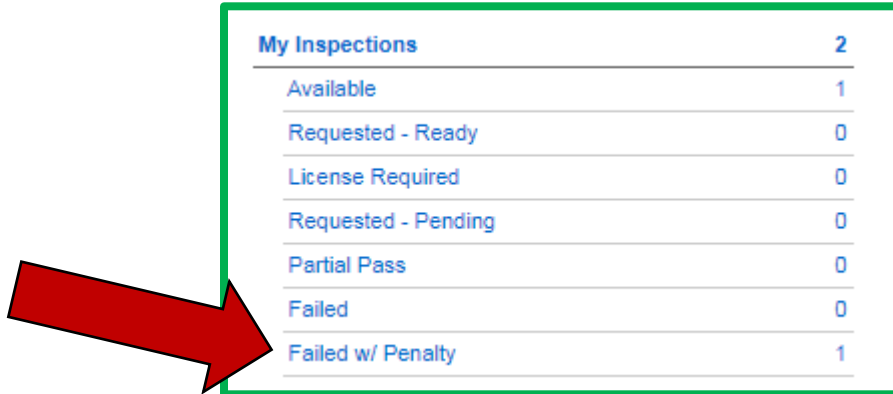
The screenshot shows a web interface for requesting an inspection. At the top, there is a blue button labeled "Request Inspection" with a red arrow pointing to it labeled "1". Below this, there is a section titled "Ready Now:" with the text "Jul 11, 2018 at 10:10 am CDT" and a link "(edit date)". Below this section are two buttons: a blue "Set" button and a grey "Cancel" button, with a red arrow pointing to the "Set" button labeled "2". At the bottom, there is a table titled "Inspection Updates" with columns for status, date, user, time, and cost. The table contains one row with the status "Awaiting Request" and date "07/10/2018 @ 03:45 pm CDT". Below the table, there are fields for "Inspector: 0d 0h" and "Contractor: 0d 0h", and two boxes for "0d" and "\$ 0.00".

4. On the home page you can look under **My Inspections** and see that your inspection was requested as well as any passed or failed inspections.

My Inspections	2
Available	1
Requested - Ready	1
License Required	0
Requested - Pending	0
Partial Pass	0
Failed	0
Failed w/ Penalty	0

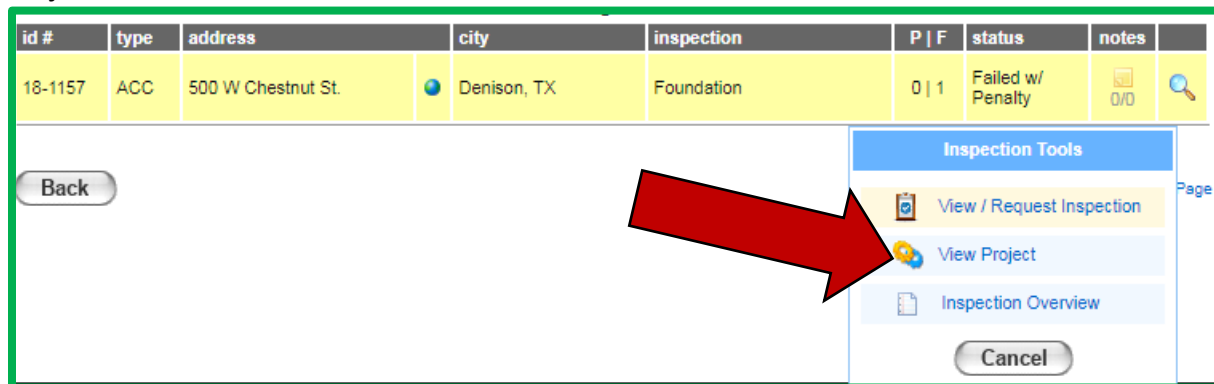
Paying Failed Inspection Fees

1. If you fail an inspection there may sometimes be a fee. You will get an email saying the inspection failed with a fee. Once you've logged in to MyGov you will see under **My Inspections** the status of all inspections and requests. To pay a failed inspection fee you will click **Failed w/ Penalty**.



My Inspections	2
Available	1
Requested - Ready	0
License Required	0
Requested - Pending	0
Partial Pass	0
Failed	0
Failed w/ Penalty	1

2. From here you will see a list of failed inspections with penalties. Click the magnifying glass on the right and an inspection tool box will pop up. You want to click **View Project** within this box.



id #	type	address	city	inspection	P F	status	notes
18-1157	ACC	500 W Chestnut St.	Denison, TX	Foundation	0 1	Failed w/ Penalty	0/0

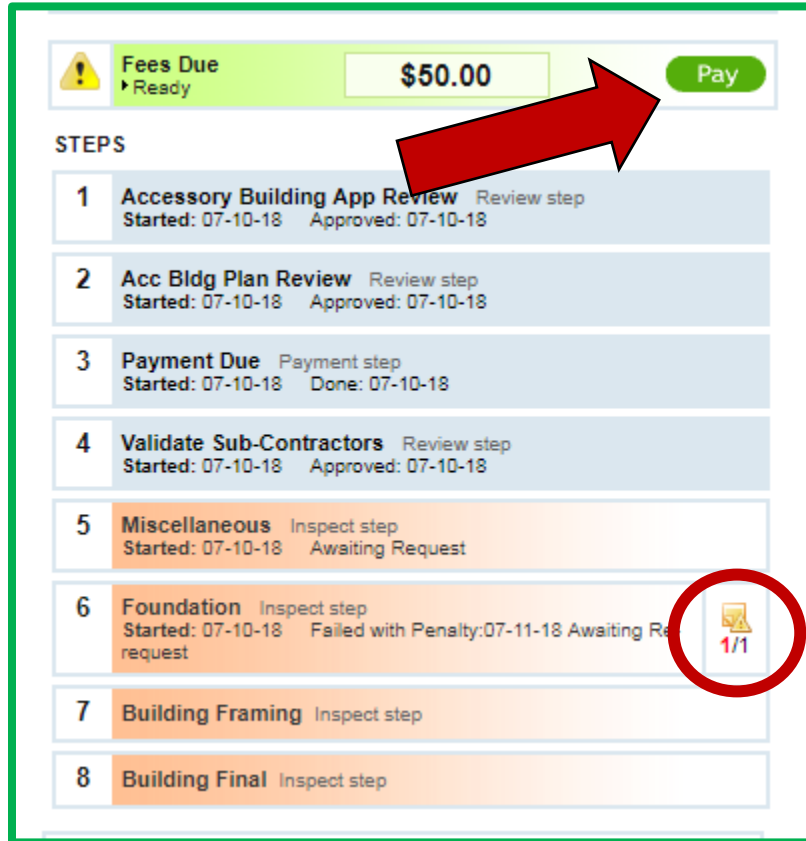
Back

Inspection Tools

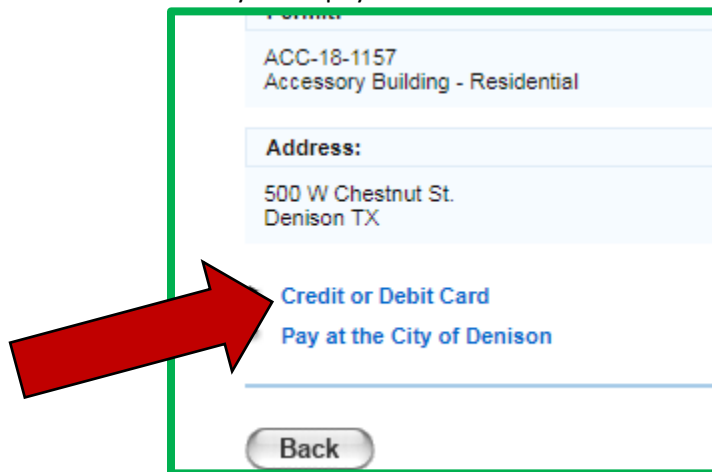
- View / Request Inspection
- View Project**
- Inspection Overview

Cancel

3. You should see a screen like below that shows the overall job. To pay for the fee just hit the green **Pay** button at the top. To see notes as to why the inspection failed click icon circled below. You must pay the reinspection fee before requesting the inspection again.



4. Once you hit pay click on **Credit or Debit Card**.



5. Click the circle **Credit/Debit Card** and a box will pop up where you can submit your payment information. Once complete you will be sent an email with your receipt.

The image shows a payment form with a modal window for card payment. The modal is titled "Card Holder Information" and "Card Information". It contains several input fields for personal and card details, with red asterisks indicating required fields. At the bottom of the modal are three buttons: "Cancel", "Pay", and "Clear Contact Information". Below the modal, a radio button labeled "Credit / Debit Card" is selected.

Card Holder Information	
first name	Kirk *
last name	J *
billing address	300 W. Main
city	Denison
state	Texas ▼
postal code	75020 *
phone number	9034652720
email	permits@cityofdenison.com

Card Information	
card number	_____ *
security code	_____ *
expire date	07 - July ▼ 2018 ▼ *

Credit / Debit Card