Reference Guide

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0 Introduction

The GovOnline Public Portal site allows registered Public users to apply for all different kinds of permits, pay fees, make inspection requests and citizen requests, and register different kinds of events online, from the comfort and convenience of their own homes.

First-time users should click the (Download Quick User Reference Guide) link to read through the Quick Reference Guide. This is a brief read that will quickly let users know all the important steps and procedures of GovOnline to be able to maximize the benefits of the system.

From the main page, users can click the (Add Website to Bookmarks) link to bookmark the GovOnline site on their personal computer for easy access later on. Click the (Create a new account) link to create an individual account for the first time user. Click the (Forgot your login user name or password?) link to have the system send your password to your registered email account.
1 Create a New Account

To use the GovOnline system, a first-time user would need to establish a new account by registering all required user information. The email address is especially critical to the system, as it will be used as a major communication vehicle. In addition to email, system also offers text messaging and online two-way correspondence.

1.1 Create a New Account

The following steps are used to create a new account:
(Please refer to following screen prints for the corresponding steps).

1. Click the (Create a new account) link and then fill out all required information.
2. Fill out mobile phone number and select mobile provider, and then check the checkbox to receive SMS messages (if desired) in addition to the email notifications.
3. Answer the list of all security questions. You can pick different questions from the dropdown.
4. Finally, key in the verification characters and then click the “Create Account” button.
5. System will email you a randomly generate password. Once you receive the email, you can log into the system and go to My Profile tab to change your password.
6. For contractors only, you can go to My Profile to set up additional preferred subcontractors for later selection. Please refer to section 7.1.3 for entering subcontractors information.

<table>
<thead>
<tr>
<th>1. Click Create Account</th>
<th>2. Fill out Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Create Account Screen" /></td>
<td><img src="image2.png" alt="Fill out Information Screen" /></td>
</tr>
</tbody>
</table>
3. **Answer Security Questions**

Create Account

For public user to create user account. (*) Denotes a required field.

Security Questions

One of the following security questions will be referenced during the app.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 1: What is the first and middle name of your oldest sibling?</td>
<td>Answer:</td>
</tr>
<tr>
<td>Question 2: what is your favorite book?</td>
<td>Answer:</td>
</tr>
<tr>
<td>Question 3: what is the name of the hospital where you were born?</td>
<td>Answer:</td>
</tr>
<tr>
<td>Question 4: what is your best friend’s last name?</td>
<td>Answer:</td>
</tr>
<tr>
<td>Question 5: what is the last name of your favorite teacher?</td>
<td>Answer:</td>
</tr>
</tbody>
</table>

4. **Key in Verification Character**

Create Account

For public user to create user account. (*) Denotes a required field.

Picture Verification

Enter the characters you see in the picture (case sensitive and sending spam).

* Enter the characters you see: r3DFUt

Create Account
1.2 Forget Password

In the event that you forget your password, you can simply click the “Forgot your login user name or password?” link; the system will email your user name and password to your registered email account.

The following steps are used to retrieve your password:

1. Click the ( ) link
2. Enter your email address.

<table>
<thead>
<tr>
<th>1. Click link</th>
<th>2. Fill out your email address</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Login Screen" /></td>
<td><img src="image" alt="Password Retrieval Screen" /></td>
</tr>
</tbody>
</table>

< 1.2 Forget Password >
2 Home Page

The Public site Home Page portal provides various details and quick links to the user for quick access to the desired information.

It contains the following major sections:
- New Applications Quick Access
- Pending Application(s) List
- System Quick Access

2.1 New Applications Quick Access

From the New Application Quick Access section, you can easily select the desired application to apply. The wizard-based application panels will give you step-by-step guidance to fill out the desired application.
2.2 **Pending Application(s) List**

For any unfinished pending applications, user can simply click the desired pending application to fill out any missing information, pay the required fees (if any) and submit the application.

![Pending Application List](image1)

< 2.2 Pending Application List >

2.3 **System Quick Access**

The GovOnline Home Page portal provides quick links for easy access to many different areas such as Application, Inspection, eServices and My Profile.

![System Quick Access](image2)

< 2.3 System Quick Access >
3 Application Manager

The Application Manager is used to handle any application related tasks, such as create a new application, edit an existing pending application, check / retrieve already submitted applications, and retrieve / print out permits or certificates.

It contains the following major sections:

- Create a New Application
- Edit Pending Application
- Submitted Applications
- Permit / Certificate

3.1 Create a New Application

Once you locate the desired application through Home Page portal’s quick access link or through the applications search, you can simply click the Apply (“Apply”) button and then follow the following steps from sections 3.1.1 to 3.1.5. Following screen prints show you the application wizard provides clear step-by-step instruction to fill out, upload attachment, pay the fee and finally submit the application.

Complete the following steps to submit a new application:

- Fill out application data
- Upload attachments
- Check validation
- Make payment
- Submit application
Once the application is submitted, you will have the option of printing out the receipt. Also, you will receive email notification to confirm the submission of your permit application. You can then log into the system to check the status of your application. If the agency configures the system to send automatic emails when application statuses are changed, you will receive additional email notifications of any status changes of your permit application.
3.1.1 Fill out Application Data

3.1.2 Upload Attachments

3.1.3 Check Validation
3.1.4 Make Payment

3.1.5 Submit Application

Submitted Application

For the convenience of our members, beginning May 7, 2012, badges can be picked up at the Membership office located in the Monmouth Beach Boro Hall, Monday to Friday between the hours of 2:30 PM to 4:00 PM. Badge pick up will be available during these HOURS ONLY. Badges can also be picked up on Wednesday, May 23 and Thursday, May 24 between the hours of 4:30 and 6:30 PM. Badges not picked up by Memorial Day weekend will be available for pick up at the Bathing Pavilion.

To print the receipt, please click HERE

Application ID: 546 (Please remember the Application ID for any future references.)

Submitted By: Roger1 Yang
enfoTech & Consulting, Inc.
22 Beach Road
Monmouth Beach NJ 07750
732-229-1000
RogerYang_USA@yahoo.com

Owner Info:
Roger1 Yang
enfoTech & Consulting, Inc.
22 Beach Road
Monmouth Beach NJ 07750
732-229-1000
RogerYang_USA@yahoo.com

Form Detail

- Bathing Pavilion Form

Attachment Detail

There is no required attachments.

< 3.1.1-5 Create a New Application >
3.2 Edit Open Application(s)

For any unfinished permit application, you can simply click the Edit ("Edit") button and then take similar steps to the ones described in sections 3.1.1 to 3.1.5 to submit your permit application.

Complete the following steps to complete and submit an application:
(Steps 3.2.1 – 3.2.5 are the same as steps 3.1.1 – 3.1.5)

- Fill out missing application data
- Upload attachments
- Check validation
- Make payment
- Submit application

3.2.1 Fill out Missing Application Data

3.2.2 Upload Attachments

3.2.3 Check Validation

3.2.4 Make Payment

3.2.5 Submit Application
3.3 Submitted Application(s)

For any submitted permit application, you can simply click the View ("[" button to check the status of the permit application, to pay any additional fees assigned by agency, to modify the permit application which is sent back by agency due to missing or incorrect information.

Submitted Application link allows you to perform following items:
(Please refer to following screen prints for corresponding steps A thru E)

A. Application: You can check permit status, print out the receipt by clicking Receipt ("["") button, print out application form by clicking "Quick Home Improvement Permit" link.
   1. Receipt: It allows you to convert the report to PDF format. You can also save the report to local device, print it out and email it. Report can also be zoomed in and out by clicking the ("["") and ("["") button.
   2. Permit Form: It allows you to save, print permit forms. You can also browse each individual form by clicking Down ("["") and Up ("["") key. Form can also be zoomed in and out by clicking the ("["") and ("["") button.

B. Attachment: Additional attachments with comments can be uploaded by clicking AddFile ("["") button if agency asked for any additional attachments.

C. Payment: Addition fee can be paid here if it exists.

D. Email History: All emails sent by agency can be retrieved and replied here.

E. Correspondence: Both of users and agencies correspondences are can be retrieved and replied here.
A. Submitted Application(s) ➔ Application

Submitted Application(s) ➔ Application ➔ Receipt

The Borough of Monmouth Beach
GovOnline Solution Provider

Bathing Pavilion Application Receipt 1/26/2012

Applicant Information

<table>
<thead>
<tr>
<th>Applicant Information</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application ID</td>
<td>546</td>
</tr>
<tr>
<td>Submission Date</td>
<td>1/26/2012 9:22:53 AM</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>Roger Yang</td>
</tr>
<tr>
<td>Applicant Address</td>
<td>22 Beach Road, Monmouth Beach, NJ 07750</td>
</tr>
<tr>
<td>Applicant Phone</td>
<td>732-229-1000</td>
</tr>
<tr>
<td>Applicant email</td>
<td><a href="mailto:RogerYang_USA@yahoo.com">RogerYang_USA@yahoo.com</a></td>
</tr>
</tbody>
</table>

Additional Information

<table>
<thead>
<tr>
<th>Additional Information</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident: New Member</td>
<td></td>
</tr>
<tr>
<td>Beach &amp; Pool Membership</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Daughter: Mary Smith: 01/08/1948</td>
</tr>
<tr>
<td>Beach Only Membership</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Son: Jack Smith: 01/15/1947</td>
</tr>
<tr>
<td>Guest Card Purchased</td>
<td>1</td>
</tr>
<tr>
<td>Parking Tag Purchased</td>
<td>1</td>
</tr>
<tr>
<td>Umbrella Space Purchased</td>
<td>1</td>
</tr>
</tbody>
</table>
Submitted Application(s) ➔ Application ➔ Permit Form

Regulations and Rules

- Payment in full due on or before APRIL 12. APPLICATIONS RECEIVED AFTER APRIL 12 WILL BE CHARGED A $50.00 PENALTY FEE. LATE APPLICATIONS WILL NOT BE PROCESSED WITHOUT PAYMENT OF PENALTY FEE. Applications WILL NOT be processed at the Bathing Pavilion.
- Seasonal Pre Numbered Badges are issued to all members ages 5 and over. No member shall be admitted without their Badge. BADGES MUST BE WORN AT ALL TIMES.
- BATHHOUSES WILL NOT BE HELD AFTER THE DEADLINE DATE OF APRIL 12
- Seasonal Tag – Hang from rear view mirror (SUBJECT TO SUMMONS IF NOT DISPLAYED AT ALL TIMES). ALL SPACES (INCLUDING HANDICAP) NOT GUARANTEED, NOT RESPONSIBLE FOR LOST OR STOLEN PASSES.
- ALL VEHICLES MUST PARK WITHIN THE WHITE LINED SPACES.
- May be purchased by the Applicant Member. Upon presentation of a completed card, an additional card may be purchased. Unused guest cards will not be refunded. A MEMBER MUST ACCOMPANY GUESTS UNDER AGE 14.
- Season membership may be purchased for a full time baby sitter. Resident/Non Resident rates apply. Sitter may also be admitted with a guest card. SITTER MUST BE 14 YEARS OF AGE OR OLDER.
- HOMEOWNER Year round or summer occupant. RENTER – Year round or summer occupant. Proof required (Driver’s License, lease, current utility bill, Certificate of Occupancy)
- IF YOU RENT YOUR HOME OUT FOR THE YEAR OR FOR THE SUMMER, YOU CANNOT CLAIM RESIDENCY. PAYING TAXES ON A PROPERTY, OR HAVING BEEN A PRIOR RESIDENT, DOES NOT QUALIFY AS RESIDENCY.
- The entrance to the Bathing Pavilion is located at the Valentine Street traffic light, Northbound (right turn) and Southbound (left turn) traffic may exit at the traffic light. Exit located at the southern end of the parking lot is for Northbound traffic only. NO LEFT TURN PERMITTED AT THIS EXIT.
- Smoking will be prohibited on the Pavilion supervised beach except in designated smoking areas as indicated by signs posted on the beachfront. The permitted smoking area shall be within a fifty (50) foot radius of each sign posted at the South and the North End of the supervised beach. Smoking is also prohibited in any area of the Bathing Pavilion including the deck area, pool area or building proper

I certify that I understand and read to the regulations and rules of this application

Applicant Information

- Resident of The Borough of Monmouth Beach? ✦ Owner ☐ Renter
- First Name: Roger  Middle Name:  Last Name: Yang
- Home Phone (555.555.5555 Ext.) 732-229-1000  Mobil Phone (555.555.5555) ☐
- Email Address 1  Email Address 2
B. Submitted Application(s) ➔ Attachment

To include your attachments, click on the “Add File(s)” button and follow the instructions to upload.

*Add File(s)* button can be clicked multiple times to attach multiple files under each category.

C. Submitted Application(s) ➔ Payment
D. Submitted Application(s) ➔ Email History

E. Submitted Application(s) ➔ Correspondence

< 3.3.A-E Submitted Application >
4 My Profile (Account Management)

My Profile allows registered users to update their personal information, such as change password, PIN, notification subscription.

It contains following major sections:

- Basic Information
- Password / PIN
- Security Question
- Notification Subscription

4.1 Basic Information

From Basic Information link, user can update general information and also update the address information.

4.1.1 General Information

From General Information tab of Basic Information, user can update personal information and also update mobile phone and provider information. To receive text message, the checkbox to receive SMS messages would need to be checked.
4.1.2 Address Information

From Address Information tab of Basic Information, user can update personal mailing address and also the billing address.

< 6.1.2 My Profile ➔ Address Information >
4.2 Password and PIN

To change your password, user can simply enter the old password and new password twice and click ("Save Password") button to save it. An email notification will be sent to you if it is configured to do so.
4.3 Security Question

You can change your security questions by selecting the “Security Question” link. Select your desired questions with proper answers and save them.