Reference Guide

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Introduction

Once public users have registered accounts to log into GovOnline, GovOnline Public Portal site allows Public users to apply all different kinds of permits online, pay fees online, and make inspection requests and citizen requests online, register different kinds of events online.

For the first time user, click (🔗 Download Quick User Reference Guide) link to read through the quick reference guide. It will quickly let users know all important steps and procedures to be able to make good use of GovOnl ine system.

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

To use GovOnline system, first time user would need to establish a new account by registering all required user's information. Especially the email is critical to the system to be used as a major communication vehicle. In addition to email, system also provides text messaging and online two-ways correspondence.

1.1 Create a New Account

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

1. Click link and then fill out all required information.
2. Fill out mobile phone no and select mobile provider, then check the checkbox to receive SMS message in addition to the email notification.
3. Select the account type to be either Home Owner or Contractor.
4. If account type is contractor, additional principal contractor information and license information needs to be filled out.
5. Answer the list of all security questions. You can pick different question from the dropdown.
6. Finally, key in the verification character and then click "Create Account" button.
7. 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.
8. For contractor 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.
1. Click Create Account

   **Public Login**
   - User name:
   - Password:
   - Login

   [Create a new account]

   [Forgot your login user name or password?]
   [Need more help?]

   Release Date: March 11, 2011
   Version: 1.000201.311.11516

2. Fill out Information

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

   **General Information**
   If you want to receive SMS messages through a mobile phone, please input your mobile phone No. and select a service provider.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>FirstName</td>
<td>1st Name</td>
</tr>
<tr>
<td>LastName</td>
<td>Last Name</td>
</tr>
<tr>
<td>Business Name</td>
<td></td>
</tr>
<tr>
<td>Address Line 1</td>
<td></td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
<tr>
<td>State</td>
<td>AK</td>
</tr>
<tr>
<td>Zip</td>
<td></td>
</tr>
<tr>
<td>Primary Phone Number</td>
<td>Mobile Phone Number</td>
</tr>
<tr>
<td>Fax Number</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

   [Mobile Provider]
   - ATT Wireless
   - Sprint PCS
   - T-Mobile
   - Verizon

3. Select Account Type

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

   - Please select your account type: [Home Owner] [Contractor]

4. Fill out Principal Contractor Information

   **Principal Contractor**
   - First Name: John
   - Last Name: Doe
   - Business Name: ABC Plumbing, Inc.
   - Address: 123 Main Street
   - City: MyCity
   - State: FL
   - Zip: 08220
   - Phone Number: 5555555555
   - Fax Number: 4444444444
   - Email: John_Doe@MyMail.com

   **Principal Contractor License List**
   - License No: 11-1111111
   - License Type: Plumbing Contractor
   - Issued Date: Expired Date:

   [Add license]
5. **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

- **Question 1:** What is the first and middle name of your oldest sibling? 
  
  **Answer:**

- **Question 2:** What is your favorite book?
  
  **Answer:**

- **Question 3:** What is the name of the hospital where you were born?
  
  **Answer:**

- **Question 4:** What is your best friend’s last name?
  
  **Answer:**

- **Question 5:** What is the last name of your favorite teacher?
  
  **Answer:**

6. **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

< 1.1 Create a New Account>
1.2 Forget Password

When you forget your password, you can easily click the “Forget your login user name or password”; system will email your user name and password to your registered email account.

Following steps are used to retrieve your password:
1. Click (Create a new account) link
2. Fill out email address.

<table>
<thead>
<tr>
<th>1. Click link</th>
<th>2. Fill out your email address</th>
</tr>
</thead>
</table>

< 1.2 Forget Password >
2 Home Page

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

It contains 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 guide to fill out the desired application.

< 2.1 New Application Quick Access >
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.

2.3 System Quick Access

GovOnline Home Page portal provides quick link for easy access to many different areas such as Application, Inspection, eServices and My Profile.
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 application, and retrieve / print out permits or certificates.

It contains 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 following steps from 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 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 can print 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. You will also receive email notification for any status change of your permit application if agency configures the system to send emails when application status changed.
3.1.1 **Fill out Application Data**

![Application Data Form]

3.1.2 **Upload Attachments**

![Attachment Upload]

3.1.3 **Check Validation**

![Validation Check]

---

**GovOnline Public Portal Reference Guide**

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3.1.4 Make Payment

3.1.5 Submit Application

Submitted Application

AUTHORIZATION TO PROCEED

1. In accordance with NJAC 5:23-2.17A you are hereby authorized to proceed with minor work.
2. You will receive your approved permit application shortly via email.
3. You must print the provided application; sign and seal all documents therein where indicated and submit the completed application to the construction department within five business days of the notice of work.
4. Your construction permit will be issued after the required application is deemed complete, accurate and payment is confirmed. A confirmation email will be sent to your account with your electronic copy of the permit and further directions for inspection and certificate issuance.

Please click HERE to print your Authorization to Proceed Notice.

Application ID: 33

Submitted By:
Roger Yang
enOTech & Consulting, Inc.
1368 How Lane
Hadef NJ 08840
7324547469
Roger_Yang@enOTech.com

Owner Info:
John Doe
111 Main St.
MyCity NJ 08830
John_Doe@MyMail.com

Form Detail
- Quick Home Improvement Permit

Attachment Detail
- Site Plan (Optional) -- Online
  - SitePlan.docx

< 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 ("_PACKETS") button and then follow the similar steps from 3.1.1 to 3.1.5 to submit your permit application.

Complete following steps to submit a new 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 ("Add File(s)") 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 → Receipt

1. Submitted Application(s) → Application → Receipt

Convert file to PDF using Adobe CreatePDF online

Application Information
- Application ID: 34
- Application Name: Quick Home Improvement Permit
- Submitted Date: 6/7/2011 3:10:49 PM
- Submitted by: Roger Yang
- Address: 1368 Howe Lane, Hazlet, NJ 08840
- Phone: 732-464-7484
- Email: Roger_Yang@enfotech.com

Owner Information
- Owner Name: John Doe
- Site Address: 123 Main Street, Hazlet, NJ 07790
- Phone: 732-555-4545
- Email: John_Doe@MyMail.com

Payment Information
- Received From: Roger Yang
- Received Date: 6/7/2011 3:10:49 PM
- Permit Fee: $1,075.00
- Service Fee: $0.00
- Amount Paid: $1,075.00
- Payment Type: Check
- Payment Received By: System

Note
1. In accordance with NJAC 5:23-2.17 you are hereby authorized to proceed with minor work.
2. A confirmation message has been sent to your account and you will receive further instructions on how to file your paper submission.
3. You will be required to submit a paper application; signed and sealed where indicated to the construction department within five (5) business days of the notice of work.
4. Your construction permit will be issued after the required paper application is deemed complete by the Technical Assistant and payment is confirmed.
5. Please include a copy of this receipt with your paper application.
Submitted Application(s) ➔ Application ➔ Permit Form
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

Outstanding Balance

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Home Improvement Permit Fee</td>
<td>$0.00</td>
</tr>
<tr>
<td>Furnace Permit</td>
<td>$0.00</td>
</tr>
<tr>
<td>AC Permit</td>
<td>$0.00</td>
</tr>
<tr>
<td>AC_Furnace Combination Permit</td>
<td>$0.00</td>
</tr>
<tr>
<td>Radon Permit</td>
<td>$0.00</td>
</tr>
<tr>
<td>State Permit Surcharge Fee</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Payment Method

Card Type: {Visa | MasterCard}

Name on Card: [Redacted]
Card Number: [Redacted]
Expiration Date: 01/2011
Verification Number: [Redacted]

Fee Amount: $0.00
D. Submitted Application(s) ➔ Email History

E. Submitted Application(s) ➔ Correspondence

< 3.3.A-E Submitted Application >
3.4 Permit / Certificate

The approved permits and issued certificates can be retrieved by clicking View (“📷”) icon. The Renew icon will be displayed if the permit is configured to be renewable by agency.

1. Select desired Permit or Certificate

2a. Permit  
2b. Certificate

Once Permit form or Certificate form is displayed, it can be saved to local device; it allows you to save, print permit / certificate. You can also browse each individual form by clicking Down (’Brien’) and Up (‘↑”) key. Form can also be zoomed in and out by clicking the (“’+”) and (“−”) button.
4 Inspection Manager

The Inspection Manager is used to handle any inspection related tasks. Such as Make Inspection Request, Check Inspection Status of the permit application.

It contains following major sections:
- Inspection Request
- Inspection Status

4.1 Inspection Request

To make an inspection request, you simply check the checkbox of all desired inspections to be scheduled to be on the same time slot, then click on the Request ("Request") button to continue.

Once the request button is clicked, a calendar with available time slots will be displayed. You can click on any green number ("21") to select available time slot on the specific date. The green number indicates number of available time slots on that date.

As soon as the date is determined, available slots grid will be displayed on the upper right-hand and each slot has individual time frame associated with it. Click and select the desired slot and then click Submit Request ("Submit Request") button to make the inspection request.

1. Select desired inspections
2. Select desired time slots

< 4.1 Inspection Request >
4.2 Inspection Status

By clicking on the Edit ("Edit") button to check the inspection status, the inspection detail general information will be displayed.

A. Click button to check status

B. Check general inspection status

If the inspection status is “Required”, additional tab of Inspection Request will be displayed to allow you to make inspection request. To make inspection request, please follow steps on section 4.1.
C. Make Inspection Request

To request an inspection:

STEP1: Choose a date that is highlighted in green on the Inspection Calendar.

STEP2: Click the check box ( ) of the available time slot listed for that day.

STEP3: Click on the "SUBMIT REQUEST" button ( ) below.

< 4.2 Inspection Status >
5 eService

GovOnline system also provides online services to public users. This functionality provides powerful online services to public users if agency configures the system to allow users to take advantage of GovOnline’s online services.

It contains following major sections:

- Event Registration
- Citizen Request
- Tax / Utility Bills

5.1 Event Registration

For any agency’s sponsored events, agency can configure them to allow public users register the events and pay for it online.

To register the event, user retrieves the desired event through the search functionality.

Once the desired event is found, simply click on the Register (""") button to fill out all required information, pay the fee and submit the application.

5.1.1 Event List

A. Search the desired event to register
**B. Fill out information and submit**

5.1.2 Registration List

Once the event is registered successfully, user can click on Registration List tab to print out the receipt or to cancel the registration of the event.
5.2 Citizen Request

To make citizen request on line, user can simply click the Add New (“Add New”) button and fill out all required information.

By selecting different request type and category, the citizen request will be routed to responsible departments to handle the request.

A. Click Add New button to make Citizen Request

B. Fill out information and submit

Once the request is made, user can log into the system any time to check the status and message of the request. User can also send additional message to the replied message from agency.
C. Check and reply request messages

Request Subject:
Type: Request
Category: Animal Related
Requested Date: 6/7/2011 4:34:14 PM
Department:
Subject: Dead animal on the street

Request Messages
Roger Yang
6/7/2011 4:34:14 PM
There is a dead dog on 123 Main Street

Response
Please clean it up as soon as possible

< 5.2 Citizen Request >
5.3 Tax / Utility Bill

System allows user to pay all kinds of configured fees on line. For any type of configured fee, system will retrieve the fees associated with the user based on the registered information. User can make any necessary update or go ahead to pay the due amount online. Once the fee is paid, user can print out the receipt, check the status of the fee paid and print the receipt any time.

< 5.3 Tax / Utility Bill >
6 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

6.1 Basic Information

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

6.1.1 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.
6.1.2 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 >
6.1.3 Contractor Information

(Only applied to Contractor Account Type)

If the account type was set up as Contractor, user will have one additional tab of Contractor Information from Basic Information of My Profile.

The Contractor Information contains following tabs:
- Principal Contractor
- Sub-Contractor

6.1.3.1 Principal Contractor

For the contractor account type, contractor would need to set up his/her own contractor information. Once the information is registered, the information will be carried over to the permit application when the contractor submits the permit application. It prevents unnecessary data input and also prevents any in-consistent data input.
Once the principal contractor information is entered, principal contractor's license information needs to entered by clicking the plus (‘+’) icon. Any existing license can be deleted by click (‘-’) icon.

B. Principal Contractor's License Information

Principal Contractor License List

Please click the ‘+’ to add a license.

License Detail

<table>
<thead>
<tr>
<th>License No.</th>
<th>License Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-11111111</td>
<td>General Building Contractor</td>
</tr>
<tr>
<td>Issued Date</td>
<td>Expired Date</td>
</tr>
<tr>
<td>05/01/2011</td>
<td>05/01/2013</td>
</tr>
<tr>
<td>License Status</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td></td>
</tr>
</tbody>
</table>

< 6.1.3.1 My Profile ➔ Principal Contractor >
6.1.3.2  Sub-Contractor

If contractor has some regularly hired sub-contractors, the sub-contractor information can be entered into the system by clicking sub-contractor tab’s (“Add Contractor”) button. Once the information is registered, the information will be carried over to the permit application when the contractor submits the permit application. It prevents unnecessary data input and also prevents any in-consistent data input.

Any existing sub-contractors can be edited by clicking Edit (“Edit”) icon. Any existing sub-contractors can be deleted by clicking (“X”) icon. To add additional sub-contractor, simply click (“Add Contractor”) button and fill out sub-contractor’s information.

**A. Sub-Contractor Information**
As soon as the sub-contractor’s information is entered, sub-contractor’s license information needs to be entered for later reference. Enter the license to perform search, system will retrieve the sub-contractor information with associated license numbers if there is existing license number found. Otherwise, system will allow contractor to enter sub-contractor information and sub-contractor’s license numbers.

Contractor can click on plus (“+”) icon to add any number of additional sub-contractors.

B. Sub-Contractor License Information

< 6.1.3.2 My Profile ➔ Sub-Contractor >
6.2 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.
6.3 Security Question

You can change your security questions by select “Security Question” link. Select your desired questions with proper answers and save them.
### 6.4 Notification Subscription

User can decide what kinds of notifications he/she would like to receive by checking the proper checkboxes. System will send out the proper text messages based on user’s selection.

<table>
<thead>
<tr>
<th>Health and Human Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Health</td>
</tr>
<tr>
<td>☐ Human Services</td>
</tr>
<tr>
<td>☐ Animal Control</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Police</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Policing</td>
</tr>
<tr>
<td>☐ Public Safety</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public Works</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Public Buildings &amp; Grounds</td>
</tr>
<tr>
<td>☐ Public Services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recreation</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ School News</td>
</tr>
<tr>
<td>☐ Recreation Event</td>
</tr>
<tr>
<td>☐ Public Library Event</td>
</tr>
</tbody>
</table>

< 6.4 My Profile ⇒ Notification Subscription >