New to GovOnline System?
To get started on using the GovOnline system:

- You would need to establish a user account first (for more details, please see "Quick Reference Guide to Common Tasks - (A)" below)
- Once the account is created, a randomly generated password will be emailed to you
- You can then log in to GovOnline by using your designated user name with the password you received in your email
- Once logged in to the GovOnline system, you can change the system generated password to one you prefer
- Reference the Quick Reference Guide section to learn more about some of the more commonly performed tasks offered by the GovOnline system

What can GovOnline System do for you?
- Submit permit applications online
- Pay fees online
- Make inspection requests online
- Check application statuses online
- Print out permits or certificates online
- Receive email notifications of any application status changes
- Receive email notifications of any inspection requests
- Receive email notifications of inspection results

Extra Benefits to Contractors (For Contractors only)
- Add additional sub-contractors at any time to a contractor’s profile
- The added sub-contractors can then be selected (via a drop-down list) when filling out the application form
- If the sub-contractor is defined as the default sub-contractor, the sub-contractor information will be automatically populated when filling out the application form

Quick Reference Guide to Common Tasks
- A. To create a new user account
- B. To change your password
- C. To create and use sub-contractor information (For Contractor only)
- D. To submit an application
- E. To make an inspection request
A. To create a new user account:

I. Click on “Create a new account”

II. Enter required information on “Create Account” screen

Note:  
  a. An asterisk (*) denotes a required information field.  
  b. All mobile device information is required to receive SMS messages  
  c. User name will be the ID used to log into GovOnline system.
III. Click Next to set up security questions

IV. Verify picture and then create account

V. Once the “Create Account” button is clicked, the user account will be created

- A randomly generated password will be emailed to you
- Log in to GovOnline by using the user name and password to customize the password immediately
B. To change your password:

I. Click on “My Account” and then select “Password”

II. Key in old password, new password and confirm it
C. To create and use sub-contractor information:
(For Contractors only)

I. Once log into GovOnline system:
   1. Click on “My Account” and then
   2. Click on “Change Account Type” button
   3. Select “Contractor” and click “Save Profile Info” button.
   4. Click on “Associated Contractor”

II. To add sub-contractor information:
   1. Click on “Sub Contractor” and then
   2. Click on “Add Contractor” button to add sub-contractor
III. Key in sub-contractor’s license number to select the sub-contractor from existing list

IV. If sub-contractor does not exist in the system:
1. Key in sub-contractor information.
2. Click the “+” icon to add sub-contractor’s license information.
3. Repeat the same procedure until all desired sub-contractors are all added.
4. Make sub-contractor as default contractor to be automatically selected when submitting applications.
D. To submit an application:

I. Once logged into the GovOnline system, click either one of the following links to submit an application

II. Click the “Apply” button link to select the corresponding application
III. **Fill in all permit application information and follow wizard instructions**

Quick Home Improvement Permit (Application ID: 64)

Complete the form below for your permit application.

### Project Site Location

- **Address 1**
- **Address 2**
- **City**
- **State**
- **Zip Code**
- Validate Block/Lot
  - Block
  - Lot
  - Qualification Code

### Owner in Fee

- Ownership in Fee: [ ] Public [ ] Private
- **First Name**
- **Last Name**
E. **To make an inspection request (For Construction Permit only):**

I. Once construction permit is issued and construction job is done:
   1. Click on “Inspection” menu item.
   2. Select items to be inspected (multiple items can be selected simultaneously).
   3. Click “Request” button to make inspection request.

II. Select the desired time slot to make inspection request