

How to Create a New User Account for MyGovernmentOnline

*Prior to getting started, we encourage you to download and install the web browser Mozilla Firefox. While the MyGovernmentOnline software is designed to operate in any web browser, we have found that Mozilla Firefox is the most secure browser platform when logged on to www.mygovernmentonline.org

Firefox is a free web browser that can be downloaded from the following website; www.mozilla.org

1. To get started, go to www.mygovernmentonline.org



2. Click on the blue Create Account link at the top right of your screen.



3. Fill in the user account login information required to create your new account. A valid E-mail address is required. The password you enter is very important. Please do not forget the e-mail address. Also ensure that you are not typing in capital letters as the password you enter will be case sensitive. The telephone number you enter must be an active working telephone number. The software service will call the telephone number once you have completed the account creation process. You must be able to answer the telephone call in order for your account to become active. Please phrase the Challenge Question in the form of a question such as “What is your mother’s maiden name?” The answer you type should be one word only such as “Smith.”



4. You will receive an “Account Created” confirmation stating that your account has been created. Click the Close button to close the message. A telephone call to the telephone number you provided will follow shortly. When you receive the call, answer the call and press the number 1 on your keypad when prompted. This completes the account activation process.

If you do not receive the telephone call within 10 minutes, please call the MyGovernmentOnline support line at 1-866-957-3764, option 2 for assistance. Please have your e-mail address and the telephone number used to create your account ready.

MGD MyGovernmentOnline
CREATED BY GOVERNMENT FOR GOVERNMENT

Permits & Licensing | Solution Center | Planning & Zoning

HELP CONTACT PARTNERSHIP

Log In / Create Account VIEW AWARDS

Create Account on Customer Portal

Important:

1. Before an account becomes fully functional it will require phone verification. You can still login without a verified account but some features will be disabled.
2. Upon clicking the "Create Account" button below, a phone verification call will be made to the listed phone number within a few minutes. Upon answering the call please press 1 to verify your account.
3. If you miss the call you can retry the call by logging in under your account and pressing the "Retry Phone Verify" button. If you have any trouble with this process please call our office at 1-888-957-3764 and we will help you verify your account.

Your Login Information

E-mail * Confirm E-mail *

Password * Confirm Password *

Your Account Information

First Name * Last Name * Business Name

① Enter a phone number that will be used to verify your account.

Phone Number *

① Enter a question and answer to retrieve your password or verify your account manually.

Challenge Question * Challenge Answer *

Account Created

Your account has been created.

***This completes the account creation process and you are now ready to login.**