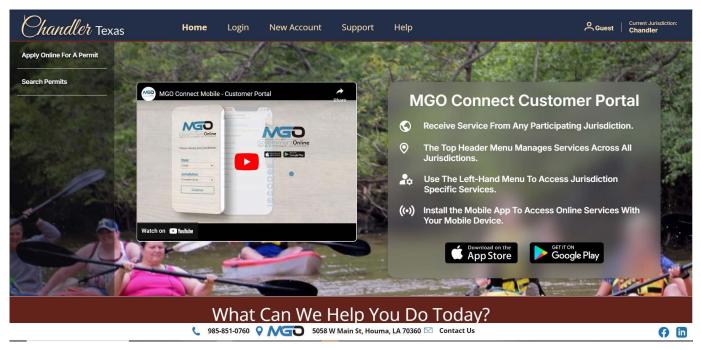# Creating New User Account

Prior to getting started, we encourage you to download and install Mozilla Firefox or **Google Chrome**. While the MyGovernmentOnline software is designed to operate in any web browser, we have found that Mozilla Firefox and Google Chrome are the most secure browser platform when logged onto MGO Connect Custmer Portal . You can download Mozilla Firefox by clicking here and Google Chrome by clicking here.

Step 1: To get started, go to https://mgoconnect.org/

Step 2: Click on the New Account link at the top of your screen.

Before you begin the account creation process, we would like to make you aware of three important details:

1. New accounts require **phone verification**. Please have direct access to the phone number you enter.

If you are using a phone number you do not normally have access to, you will need to answer the phone yourself, or alert the person answering the phone of the incoming call.

2. Please listen to the automated message carefully and follow the instructions given to you.

MyPermitNow will make two attempts to call the number you enter.

3. If you miss both calls or are unable to verify your number, contact our office.

Call our office at 1-866-95-PERMIT (1-866-957-3764). We will verify your account and activate it manually.

Step 3: Fill out the short questionnaire with a valid <u>e-mail</u>, <u>first name</u>, <u>last name</u>, and a working <u>phone number</u>. Choose a password and challenge question that you can remember. This question will be used to verify your identity should you misplace your password.

YOUR LOGIN INFORMATION

E-mail *

Confirm E-mail *

Password *

Confirm Password *

YOUR ACCOUNT INFORMATION

First Name *

Last Name *

Business Name

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

Phone Number *

Back   Create Account

Once you click <u>create account</u>, you will be brought to the customer portal overview. This page includes detailed information about the site and helpful links.

Step 4: You will receive an automated phone number verification call immediately after creating your account. Phone numbers are how we connect you with your projects, so it's important that the phone number on your account is a working number. You can always add more numbers to your account later.

*If you are unable to verify your number via the automated call, you can contact our support team by calling **(866) 957-3764** or going to https://www.mygovernmentonline.org/#contactus.*