USER GUIDE

A GUIDE TO USING MGO FOR APPLICANTS

PLANNING DEPARTMENT

COG PLANNING DEPARTMENT | 406 W 8th St, Georgetown TX 78626
Revised March 12, 2019
L:\Division\cd\PLANNING\MyPermitNow - mygovernmentonline.org\MPN process revisions\ - User Guide for Applicants - MGO
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MYGOVERNMENTONLINE APPLICATION TRACKING SOFTWARE

Welcome! MyGovernmentOnline (aka MyPermitNow) is the City's application tracking software that is designed to streamline submittal and review of development plans and permits. This web-based system is currently active for all applications through the Planning Department, as well as all permits and inspections through the Inspections Services Department.

MyGovernmentOnline will allow those seeking building and development-related approvals to track the progress of their application from submittal to approval to inspection. Features include digital submission, digital review of staff comments, and online information about pending application.

The City of Georgetown Planning Department has created this User Guide to guide and help you use MyGovernmentOnline, including creating your account, submitting applications online, tracking the status and progress of your application, paying fees online and so much more.

If you have any questions please contact 512-930-3575 or email planning.georgetown.org.

For assistance with MyGovernmentOnline - www.mygovernmentonline.org tech support, creating account, associating files, and paying online – please call their customer service number 1-866-957-3764.
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HOW TO CREATE YOUR MYGOVERNMENTONLINE ACCOUNT


   NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

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

3. Type in the required user account login information:
   a. Email (email address to be used on your applications)
   b. Password (case sensitive)
   c. First Name
   d. Last Name
   e. Phone Number (to be used on your applications). Please note that this phone number that will be used to verify your account.
   f. Challenge Question
   g. Challenge Answer
IMPORTANT:
- Before an account becomes fully functional it will require phone verification.

- Upon clicking the "Create Account" button, an automated phone call verification will be made to the listed phone number within a few minutes. You must be able to answer the telephone call in order for your account to become active. Upon answering the call please press 1 to verify your account. If you do not receive a telephone call within 10 minutes, please contact MyGovernmentOnline technical support at 1-866-957-3764, option 1 for assistance.

- If you miss the call your number will remain unverified. You can retry the call by logging in under your account and pressing the "Retry Phone Verify" button in “My Account Dashboard”. If you have any trouble with this process please call MyGovernmentOnline technical support at 1-866-957-3764 and they will help you verify your account.

- After the account is created and your identity verified, you will have the option to add additional phone numbers to your account. Please note that each phone number associated with an account must be verified by MyGovernmentOnline.

- The City recommends that you use your main office’s phone number as the primary account number in both the application and the user account, and add your direct phone number to your account as a secondary number. This is extremely important if your
business has multiple employees accessing the same project, paying, printing and uploading documents.

- In order to add projects (applications) to your account, this phone number must match the phone number provided in the application. If the two numbers do not match, you will not be able to add/associate the project (application) to your account.

4. Click on “Create Account”

5. You will receive an “Account Created” confirmation stating that your account has been created. Click the Close button to close the message.
HOW TO LOG IN TO YOUR ACCOUNT AND MANAGE YOUR SETTINGS

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

   NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the “Log In” link located at the top right portion of your screen.

3. Type in your email address and password, and click on

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.

5. Under Search Defaults, select the state (Texas) and Jurisdiction (Georgetown).
6. Under Account Preferences, check the notification box(es) to receive notifications regarding your submittal.

7. Saved or submitted Development Applications that have not been accepted for review will be listed under “My Applications”

8. Submitted Development Applications that have been accepted for review will be listed under “My Planning and Zoning Projects”
<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Alias</th>
<th>Project Name</th>
<th>Address</th>
<th>Status</th>
<th>Issued</th>
<th>Mode</th>
<th>Concern</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>05/21/2017</td>
<td>Applicant Submittal</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>04/21/2017</td>
<td>Applicant Submittal</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>06/14/2017</td>
<td>Staff Comments</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>06/04/2017</td>
<td>Applicant Submittal</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>06/30/2017</td>
<td>Staff</td>
<td></td>
</tr>
</tbody>
</table>
HOW TO FIND AND ASSOCIATE PROJECTS (APPLICATIONS) WITH YOUR ACCOUNT


   NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the “Log In” link located at the top right portion of your screen.

3. Type in your email address and password, and click on.

   To find and add projects associated with your phone number

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.

5. Scroll down to the “My Permits” section and click on the “Find projects associated to your verified phone numbers” button.
NOTE: By selecting “Find Projects Associated to your verified phone numbers” all the projects submitted by your office with the same phone number will be identified. In this case, you will need to select the exact application number you wish to add and click on “Add to My Account”.

6. Verify the state (Texas) and jurisdiction (Georgetown) information, and click on “Search”

7. You will be given the option to add projects (applications) found to your account, which will be displayed under the “My Permits” box. To add the project (application) to your account, click on “Add to my account”

8. A window will open as shown below. You may enter a planning alias (special name or company’s internal project number) if you want to personally name your project (application) but this is not required. Please note that you will not be able to add or edit an alias in the future.
9. Click the button that says “Add Project to My Account”.

10. You will see a new window confirming the permit is added to your account. The project (application) is now in your “My Permits” list. Click “View Planning Details” to view the project (application).

To find and associate projects through the “Planning and Zoning” Module

1. Scroll the mouse to the button at the top left side of the screen, and click on “Search”.
2. Select the appropriate state (Texas), and jurisdiction (Georgetown).

3. Type in the Project Number (i.e. 2019-000-REZ, or REZ-2017-001 for cases prior to 2019) in the Project Number field. You can also search by Project Name, Address, Submittal Date, and other options.

4. Click the Search button. The search result will show up at the lower part of the page.

5. Ensure you have located the correct project (application) and then click the button on the right side of the screen in the search result.

NOTE: To associate a project (application) to your account, the phone number on your account must match a phone number in the project (application). If you receive a message stating that you cannot add the project (application) to your account, please call technical support for assistance at 1-866-957-3764, option 1.
6. A window will open as shown below. You may enter a planning alias (special name, your internal office project number, or internal employees name) if you want to personally name your project (application) but this is not required.

7. Click the button that says "Add Planning to My Account".

8. You will see a new window confirming the permit is added to your account. The project (application) is now in your “My Permits” list. Click “View Planning Details” to view the project (application).
HOW TO SUBMIT A DEVELOPMENT APPLICATION ONLINE

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

   NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen

3. Type in your email address and password, and click on

4. Scroll the mouse to the button at the top left side of the screen, and click on “Apply Online”.

5. Complete the Jurisdiction and Request Type information. Please note that all fields are required.
   
   a Select the state (Texas)
b  Select the Jurisdiction (Georgetown)

c  Select the Project Type (Planning and Zoning)

d  Click on Next

6. Complete the Online Permitting Application information.

a  Click on “Get Started on a New Application”

7. Complete the Select an Application Type information. Please note that all fields are required.

a  Select the Application Type for which you are submitting an application.

NOTE: The Application Type must match the Application Type identified in the Application Submittal Checklist provided by the Planner. Applications that do not match will be rejected and require resubmittal.

NOTE: Some applications require a Sub-Application Type (i.e. final plats). In this case, you will be prompted to select the Sub-Application Type as identified in the Application Submittal Checklist under the Application Questionnaire section (see bullet point no. 10 below). For information on Application and Sub-Application types, please refer to the Appendix.

b  Click on Next

8. Complete the Physical Address or Location information. Please note that all fields are required.

a  Type in the Address or General Location of the property subject to the Application, City and Zip Code
9. Complete the Owner, Applicant and other contact (i.e. Engineer) information. Fields will be provided for each contact. Please note that Property Owner and Application information are required for all applications.

   a. Type the First Name, Last Name and Business Name
   
   b. Type the Address, City, and Zip Code. Select the State
   
   c. Type the Email Address and check “Notify”. It is required that the Notify box be checked off to receive notifications and correspondence regarding the application.

   ![Email Input Example]

   d. Type the Cell Phone, Home Phone and Work Phone numbers. Only check “Notify” if you wish to receive a phone call notification every time the application moves to the next step. It’s recommended to be notified by email.

   **NOTE:** In order to associate the project (application) to your account, one of these phone numbers must match the phone number in your account.

   e. Click on Next

10. Complete the Application Questionnaire information. Please note that fields identified with a red asterisk (*) are required.
Information to be provided include at a minimum:

- Project Name;
- Project Description (provide a detailed description of the proposed project);
- Legal Description;
- Total Acreage; and
- Applicant Acknowledgment certifying that all information contained and provided in the documents to be attached to the application are true and correct.

**NOTE:** Additional questions will be required depending on your Application Type, such as the selection of the Sub-Application Type. For information on Application and Sub-Application types, please refer to the Appendix.

11. Upload all required files in the *Files Upload* information box. **Please note that all file sets specified in the Application Submittal Checklist are required to be uploaded to process your application.**

   a. When uploading files, please ensure that:
      i. All files must be in PDF format, unless specified in the application’s checklist. HEC RAS, HEC HMS, and HCS Synchro files must be zipped together into one zip file.
      
      ii. Layers in a single PDF file are flattened and merged with no digital signatures or passwords.
      
      iii. All pages are oriented in the same direction.
      
      iv. All files are consolidated into each set of PDF file as specified in the application’s checklist.
      
      v. Each file are named using the standardized naming scheme specified in the application’s checklist. Please do not add project name, dates, numbers, acronyms, special characters (!, @, #, $, %, ^, &, "", and *), version numbers or prefix numbers to the file names.
      **NOTE:** Files that do not follow format will be rejected and require resubmittal before they can be distributed to staff for review. For examples on naming schemes, please see the Appendix.

   b. Click on Next

12. Complete the *Review* information. **Please note that you will not be able to submit your application if any of the required fields are not complete.**

   a. Click on Submit
If you are not ready to submit your application, you can save your current progress and complete your application another time. To do this, click on Save before exiting.

**NOTE:** A temporary Application Number will be provided to you to access your application. Saved applications are listed under “My Applications” in your account.

To review, edit and submit the application, click on

13. A temporary Application Number (i.e. APP-PnZ-XXXXX) will be provided to all submitted and saved applications. You will be notified via email when the application has been accepted by staff and payment may be made online.

**NOTE:** Once the submittal is accepted by City staff, the submittal will be associated to your project (application) and this temporary submittal application number will be deleted.
HOW TO RESUBMIT OR ADD TO AN EXISTING PROJECT (APPLICATION)

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

   NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen.

3. Type in your email address and password, and click on Login.

4. Scroll the mouse to the Planning & Zoning button at the top left side of the screen, and click on “Apply Online”.

5. Complete the Jurisdiction and Request Type information. Please note that all fields are required.
a Select the state (Texas).

b Select the Jurisdiction (Georgetown).

c Select the Project Type (Planning and Zoning OR Engineering) depending on the Application Type you will be submitting.

d Click on Next.

6. Complete the Online Permitting Application information.

a Click on “Add a permit to an existing project”

7. Complete the Select an Application Type information. **Please note that all fields are required.**

a Select the Application Type for which you are submitting an application.

i To submit revised plans to a project (application) in progress (resubmittal), **select Application Resubmittal.**

ii To add a request to an APPROVED project (application) (extensions of an approval date for an application about to expire, reinstatement of an expired Site Development Plan, or minor revision to an approved application), **select the applicable Extension, Reinstatement or Minor Revision application type.**

b Click on Next
8. Type in the Project Number (i.e. 2019-000-REZ or 2018-REZ-000 for cases prior to 2019) in the Project Number field. You can also search by Project Name, Address, Submittal Date, and other options.

   ![Search Project](image)

   **NOTE:** Application Resubmittals and additional request may only be submitted when the status of the application is “Awaiting Revision” or “Permit Issued”. New submittals may not be submitted to applications that are “In Review”, “Ready to Issue”, “Withdrawn” or “Closed”. You can view the status of your application in your account.

   ![My Planning & Zoning Projects](image)

9. Select the project (application) you wish to resubmit revised plans to and click on **Details**.

   ![Project Number Address](image)

   **NOTE:** If you do not see your project, we ask that you DO NOT upload plans to another development application. This will delay the development process. For assistance on the status of your Application, please contact the Case Manager.

10. Click on **Select**.
11. Complete the acknowledgements under the “Application Questionnaire” by clicking on “Next.”

12. Upload all required files in the *Files Upload* information box. Please note that all specified file sets are required to be uploaded to process your application.

   a  When uploading files, please ensure that:
      
      i  All files are in PDF format, except as specified in the application’s checklist.

      ii  Layers in a single PDF file are flattened and merged with no digital signatures or passwords.

      iii  All pages are oriented in the same direction.

      iv  All files are consolidated into each set of PDF file as specified in the application’s checklist.

      v  Each file are named using the standardized naming scheme specified in the application’s checklist. Please do not add project name, numbers, dates, acronyms, special characters (!, @, #, $, %, ^, &, ”, “, and *), version numbers or prefix numbers to the file names.

      **NOTE:** Files that do not follow format will be rejected and require resubmittal before they can be distributed to staff for review. For examples on naming schemes, please see the Appendix.

   b  Click on Next
13. Complete the Review information. Please note that you will not be able to submit your application if any of the required fields are not complete.

a  Click on Submit

b  If you are not ready to submit your application, you can save your current progress and complete your application another time. To do this, click on Save before exiting.

NOTE: A temporary Application Number will be provided to you to access your application. Saved applications are listed under “My Applications” in your account.

To review, edit and submit the application, click on Detail.

14. A temporary Application Number (i.e. APP-PnZ-XXXXX) will be provided to all submitted and saved applications. You will be notified via email when the application has been accepted by staff and payment may be made online.

NOTE: Once the submittal is accepted by City staff, the submittal will be associated to your project (application) and this temporary submittal application number will be deleted.
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HOW TO PAY APPLICATION FEES ONLINE

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen

3. Type in your email address and password, and click on

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.

To make a payment

5. Scroll down to the “My Planning and Zoning Projects” section and click on the “View Project” link associated with the project (application) you desire.
6. Click on the “Payments” tab. This will take you to the page listing the fees assessed to your project (application). It is also the page that allows you to pay fees online using either Master Card, Visa or Discover. Please note that your project (application) will not be accepted for review until all outstanding fees have been paid.

![Payment screenshot]

7. Scroll down to the “New Payment” Section, check off all outstanding fees, and click on “Pay Online”

![Payment screenshot]

8. Insert your payment information and click on “Pay Now”

![Payment screenshot]
NOTE: If you prefer to pay by check, you can mail or bring the check to the Planning Department to the address listed below. The check MUST include the project (application) number.

City of Georgetown
c/o Planning Department (Project No. XXXX-XXX-XXX)
406 W. 8th Street
Georgetown, Texas 78626

To print receipt

9. Print a copy of your receipt by clicking on the “Print Receipt” button located under the project (application) information
HOW TO VIEW AND TRACK THE STATUS OF YOUR APPLICATION

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org

   NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen

3. Type in your email address and password, and click on

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.

5. Scroll down to the “My Planning and Zoning Projects” section and click on the “View Project” link associated with the project (application) you desire.
6. General information, to include the application’s current status will be displayed below the address.

### Project #REZ-2013-000

123 Street Name Georgetown TX 78626

<table>
<thead>
<tr>
<th>Jurisdiction:</th>
<th>Georgetown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Date:</td>
<td>01/08/2013</td>
</tr>
<tr>
<td>Fees: $0.00</td>
<td>Fees Paid: $0.00</td>
</tr>
<tr>
<td>Balance Due:</td>
<td>$0.00</td>
</tr>
<tr>
<td>Status:</td>
<td>Awaiting Revision</td>
</tr>
<tr>
<td>Types:</td>
<td></td>
</tr>
</tbody>
</table>

### Project Description:
Rezone 3.45 acres from Two-Family Residential (TF) to Single-Family Residential (RS)

7. Click on the “Requirements Tab” to view the specific stage your application is in the process. The list of requirements will appear in Priority order and in sequence of the development review process. Completed tasks (requirements) will be identified with “Yes”, incomplete tasks will be identified with “No”.

<table>
<thead>
<tr>
<th>Description</th>
<th>Priority</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification of Application to Building Permits Department</td>
<td>0</td>
<td>No</td>
</tr>
<tr>
<td>Link to Separate Related Applications (A.E., S.E., etc.)</td>
<td>0</td>
<td>No</td>
</tr>
<tr>
<td>Basic Completeness Check</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>Invoice Paid at Planning Department</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>Project Assigned to Case Manager</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td>Case Manager Completeness Review</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td>Planning Review (1st Review)</td>
<td>3</td>
<td>Yes</td>
</tr>
<tr>
<td>Williamson County Review (1st Review)</td>
<td>3</td>
<td>No</td>
</tr>
<tr>
<td>Development Engineer Review (1st Review)</td>
<td>3</td>
<td>Yes</td>
</tr>
<tr>
<td>Transportation Review (1st Review)</td>
<td>3</td>
<td>Yes</td>
</tr>
<tr>
<td>Electric Department Review (1st Review)</td>
<td>3</td>
<td>No</td>
</tr>
<tr>
<td>Fire Plans Examiner Review (1st Review)</td>
<td>3</td>
<td>Yes</td>
</tr>
<tr>
<td>Urban Forester Review (1st Review)</td>
<td>3</td>
<td>No</td>
</tr>
<tr>
<td>Parks and Rec. (1st Review)</td>
<td>3</td>
<td>Yes</td>
</tr>
</tbody>
</table>
8. To view notes or comments that have been provided on a specific task (requirement), click the View Notes button

<table>
<thead>
<tr>
<th>Task</th>
<th>Rating</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks and Rec. (1st Review)</td>
<td>3</td>
<td>Yes</td>
</tr>
<tr>
<td>Addressing Review (1st Review)</td>
<td>3</td>
<td>Yes</td>
</tr>
</tbody>
</table>

9. A new window will display with the comment associated with that task (requirement)
This page intentionally left blank
HOW TO VIEW AND DOWNLOAD FILES AND PLAN REVIEW LETTERS

1. Go to the MyGovernmentOnline webpage at www.mygovernmentonline.org
   
   NOTE: The suggested browser to use is Google Chrome. You can download this web browser free from www.chrome.org.

2. Log in to your Account by clicking on the Log In link located at the top right portion of your screen.

3. Type in your email address and password, and click on Login.

4. Click on the blue “My Account” link on the top right section of the webpage. This will take you to your My Account dashboard.

5. Scroll down to the “My Planning and Zoning Projects” section and click on the “View Project” link associated with the project (application) you desire.
6. To view and download files (i.e. Plan Review Files), scroll down to “Jurisdiction Documents” and click on 📄 to the left of the desired file name.

7. To view and download review letters, scroll down to “Plan Review Letters” and click on 📄 to the left of the desired letter date.
APPENDIXES

Naming Schemes
Each file to be uploaded to an application must be merged and named using the standardized naming scheme specified in the application’s checklist.

Please do not add project name, dates, numbers, acronyms, special characters (!, @, #, $, %, ^, &, "", and *), version numbers or prefix numbers to the file names.

The following are examples of naming standards for files to be uploaded with your application.

✓ Application Information.pdf
✓ Plan Review.pdf
✓ Additional Water Quality Information.pdf
✓ Tree Preservation Plan.pdf
✓ Tree Survey Tree ID List.xlsx
✓ Drainage Study.pdf
✓ Drainage Study.zip
✓ Utility Service Plan.pdf
✓ Electric Service Site Plan.dwg
✓ Existing Improvements Exhibit.pdf
✓ Street Projection Exhibit.pdf
Application and Sub-Application types

Some applications require a Sub-Application Type (i.e. final plats). In this case, you will be prompted to select the Sub-Application Type as identified in the Application Submittal Checklist under the Application Questionnaire section of the online application form.

For your reference, below is a list of the Application and associated Sub-Application types:

<table>
<thead>
<tr>
<th>Application Type</th>
<th>Sub-Application Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Exception</td>
<td>N/A</td>
</tr>
<tr>
<td>Annexation (Voluntary)</td>
<td>N/A</td>
</tr>
<tr>
<td>Appeal</td>
<td>Administrative Action/Decision</td>
</tr>
<tr>
<td>Certificate of Appropriateness (CoA)</td>
<td>Certificate of Appropriateness (CoA) - HARC</td>
</tr>
<tr>
<td>Comprehensive Plan Amendment</td>
<td>N/A</td>
</tr>
<tr>
<td>Development Agreement</td>
<td>Development Agreement</td>
</tr>
<tr>
<td></td>
<td>Development Agreement Amendment</td>
</tr>
<tr>
<td>Historic Landmark Designation</td>
<td>N/A</td>
</tr>
<tr>
<td>Letter of Regulatory Compliance</td>
<td>Plat Certification Letter</td>
</tr>
<tr>
<td></td>
<td>Zoning Verification Letter</td>
</tr>
<tr>
<td>Planned Unit Development (PUD)</td>
<td>Planned Unit Development (PUD)</td>
</tr>
<tr>
<td></td>
<td>Planned Unit Development (PUD) Amendment, Major</td>
</tr>
<tr>
<td></td>
<td>Planned Unit Development (PUD) Amendment, Minor</td>
</tr>
<tr>
<td>Site Development Plan (SDP)</td>
<td>Site Development Plan (SDP)</td>
</tr>
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<td></td>
<td>Site Development Plan (SDP) Amendment</td>
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<td>Site Development Plan (SDP), Minor</td>
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<tr>
<td>Special Exception</td>
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<tr>
<td>Municipal Utility District (MUD)</td>
<td>N/A</td>
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<tr>
<td>Public Improvement District (PID)</td>
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<tr>
<td>Special Use Permit (SUP)</td>
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</tr>
<tr>
<td>Preliminary Plat</td>
<td>Preliminary Plat</td>
</tr>
<tr>
<td>Application Type</td>
<td>Sub-Application Type</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------</td>
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<tr>
<td>Final Plat</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Preliminary Plat Amendment</td>
</tr>
<tr>
<td></td>
<td>Amending Plat</td>
</tr>
<tr>
<td></td>
<td>Final Plat (Administrative)</td>
</tr>
<tr>
<td></td>
<td>Final Plat (P&amp;Z Action)</td>
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<tr>
<td></td>
<td>Minor Plat</td>
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<tr>
<td></td>
<td>Replat</td>
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<tr>
<td>Preliminary Final Plat Combo</td>
<td>N/A</td>
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<tr>
<td>Plat Vacation</td>
<td>N/A</td>
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<td>Subdivision Variance</td>
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<td></td>
<td>Subdivision Variance with Plat</td>
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<tr>
<td></td>
<td>Subdivision Variance without a Plat</td>
</tr>
<tr>
<td>UDC Text Amendment</td>
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</tr>
<tr>
<td>Zoning Map Amendment (Rezoning)</td>
<td>N/A</td>
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<tr>
<td>Zoning Variance</td>
<td>N/A</td>
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<tr>
<td>Construction Plans, Subdivision (Infrastructure)</td>
<td>Construction Plans (Approved), Major Revision</td>
</tr>
<tr>
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<td>Construction Plans, Subdivision (Infrastructure)</td>
</tr>
<tr>
<td>Driveway Access Permit</td>
<td>Driveway Access Permit: Agricultural</td>
</tr>
<tr>
<td></td>
<td>Driveway Access Permit: Non-Residential</td>
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<tr>
<td></td>
<td>Driveway Access Permit: Residential</td>
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<tr>
<td>License to Encroach</td>
<td>Easement Encroachment</td>
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<tr>
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<td>Right-Of-Way Encroachment</td>
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<tr>
<td>Stormwater Permit</td>
<td>Stormwater Permit (SWP)</td>
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<td>Stormwater Permit (SWP) Revision, Major</td>
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<tr>
<td>Traffic Impact Analysis (TIA)</td>
<td>N/A</td>
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</table>
Frequently Asked Questions

Q: How do I know which tab to apply under?
A: For applications that are submitted to the Planning Department, all applications must be submitted through the Planning & Zoning tab. Applications that are submitted to the Building and Inspections Department must be submitted through the Permit & Licensing tab.

Q: Do I still have to enter the owners and applicant information online if I’m submitting the owner’s consent form?
A: Yes, otherwise your application will be deemed incomplete and returned for completion.

Q: What is the difference between APP-PnZ-XXXX, SDP-2018-001, 2019-1-SDP?
A: Applications that have an “APP-PnZ-XXXX” in them are temporary application numbers that are assigned to process the intake of your applications. Once an application has been accepted for processing it will be assigned a new number (Project Number). For planning applications it will include the abbreviation of your application type (i.e. Final Plats will have an FP in the project number)

Q: How do I make sure I am notified about successful online submittals and file uploads?
A: Under “My Account Dashboard” check both Account Preferences to receive notifications.

Q: I submitted an application online but have not received notification from MyGovernmentOnline that it was received. How do I find out if the Planning Department received the application?
A: You can check the status of your submittal by looking at the status column of your application (see screen shot below).
Q: How do I delete files prior to submitting the application or after the jurisdiction returns the application via their MyGovernmentOnline account?

A: You can delete files by clicking on the “remove” button next to the file name (please see screenshot below)

![File Upload Screen Shot](image)

Q: Why was my application returned to me?

A: Reasons your APP-PnZ-XXXX application maybe returned:
- Applicant did not submit the required documents
- Applicant did not follow the naming convention provided on the specified checklist
- Applicant did not merge appropriate documents together

Q: I never received an invoice for my project; however, the applicant has changed since we submitted?

A: It's the responsibility of the Applicant to notify the Planning Department if contact information has changed or if employees leave and the projects are given to others within your office. Otherwise you will never receive information in regards to the project.

Q: My client wants to mail a check to pay the application fee. When is the best time to do this?

A: Once the application has been accepted. Please note that the project number (once it has been accepted) must be listed on the check or the invoice provided through MyGovernmentOnline attached to the check when submitted. Projects will not proceed to the technical review
departments until paid in full. In addition, checks typically do not have phone numbers listed on them therefore, they will be mailed back if project number is not provided.

Q: What do the City project numbers mean?

A: The City project numbers give you three pieces of information about a project. They tell you the year that application was submitted (2019-1-FP), what number application it was of that type (2019-1-FP), and what type of application it was (2019-1-FP). Some of the most common application types are:

- PP = Preliminary Plat
- REZ = Rezoning
- AE = Admin. Exception
- FP = Final Plat
- VAR = Variance
- SDP = Site Dev. Plan
- PFP = Prelim. Final Plat
- WAV = Waiver
- CON = Construction Plans
- COA = Certificate of Appropriateness
- SWP = Stormwater Permit

Q: How do I know who the Case Manager is for my project?

A: Under “My Account”, “My Planning & Zoning Projects” you are able to see the Case Manager/Planner assigned to your project. You should also receive an email notifying you when your project has been assigned.

Q: My project is under review but I cannot upload revised or new files. What can I do?

A: Once an application is under review, the review must be completed by all Departments prior to submitting revised or new information. Below is a table for reference of when new/revised information may be submitted depending on the status of the project.

<table>
<thead>
<tr>
<th>Status</th>
<th>Applicant Upload Documents through Customer Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awaiting Revision</td>
<td>Yes</td>
</tr>
<tr>
<td>Closed</td>
<td>No</td>
</tr>
<tr>
<td>Expired</td>
<td>Yes</td>
</tr>
<tr>
<td>In Review</td>
<td>No</td>
</tr>
<tr>
<td>Open</td>
<td>Yes</td>
</tr>
<tr>
<td>Permit Issued</td>
<td>Yes</td>
</tr>
<tr>
<td>Ready to Issue</td>
<td>No</td>
</tr>
<tr>
<td>Void</td>
<td>No</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>No</td>
</tr>
</tbody>
</table>

Again, refer to “My Account”, “My Planning & Zoning Projects” to see the “Status” of your project.
Helpful Tips

- Use the Planning & Zoning tab on the MyGovernmentOnline homepage for Planning Department applications.
- All recording plats should be submitted under final plat, and the sub-application type will be indicated on the application questionnaire tab.
- Use the application checklist to identify the required file naming system. Note that certain files should be merged together. https://udc.georgetown.org/development-manual/
- The APP-PNZ-XXXX number you receive after submitting an application is not a project number. It means your application has been filed, but not accepted.
- When your application is accepted you will receive a project number and an invoice. Do not pay the required application fees until you receive the invoice.