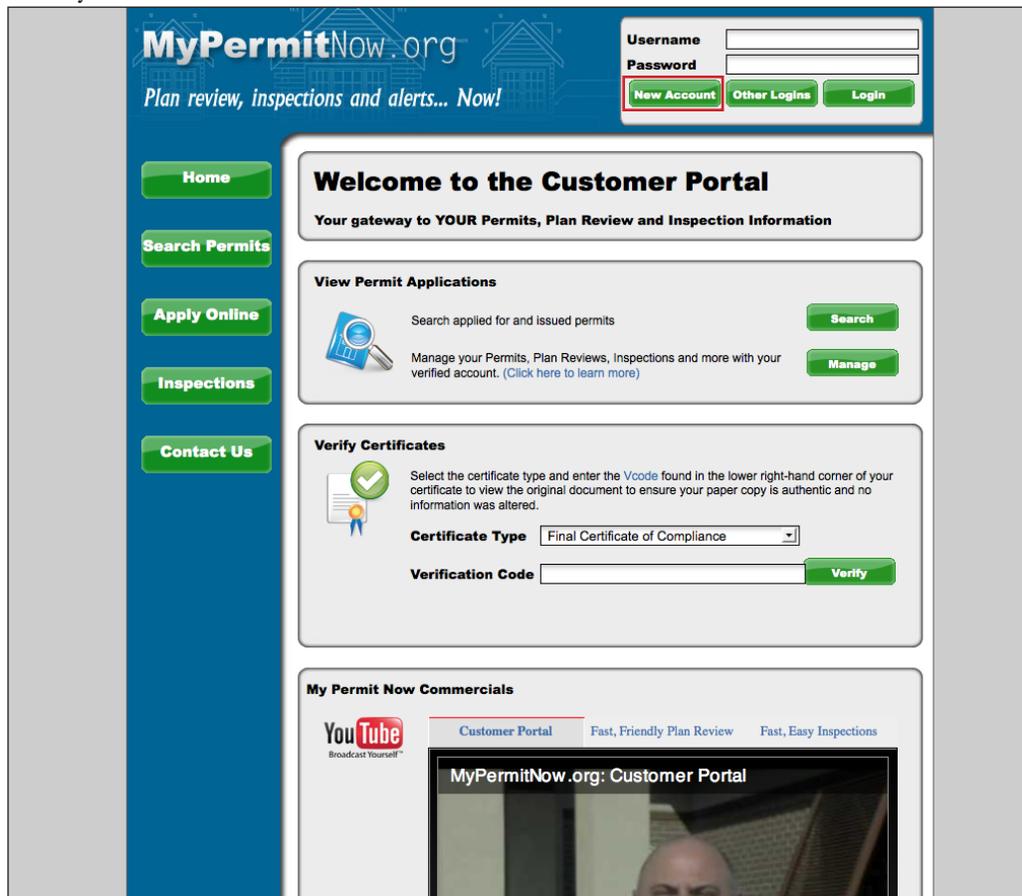


Creating your account

1. Go to www.mypermitnow.org. You will see the MyPermitNow.org welcome screen.
2. Click the Green Customer Portal button. This will bring you to the Customer Portal welcome screen.



3. Begin your new account process by clicking the New Account button in the upper right corner. This will bring you to an informational page with a few important details about the account creation process. Read this information carefully and click Next.



4. Enter all of the information requested on the new account page.
 1. Valid email address - Your username to login to the customer portal will be your email address.
 2. Valid phone number - MyPermitNow.org will attempt to verify your phone number when you create your account. This phone number is the key to quickly adding permits to your account. Adding permits will be covered later in this document.

The screenshot shows the account creation page on MyPermitNow.org. At the top, there is a navigation bar with the logo and tagline. Below it is a sidebar with buttons for Home, Search Permits, Apply Online, Inspections, and Contact Us. The main content area is titled "Please complete the form below to create your account." and contains two sections: "Your Login Information" and "Your Account Information".

Your Login Information:

- Email Address: user@domain.com (Note: This will be your username. Email Address Available!)
- Confirm Email Address: user@domain.com
- Password: ***** (Note: Weak)
- Confirm Password: *****

Your Account Information:

- First Name: John
- Last Name: Public
- Phone Number: 555 - 555 - 5555 (Note: This number will be used to verify your account.)
- Challenge Question: What is your mother's maiden name
- Challenge Answer: ***** (Note: Enter a question and answer to retrieve your password or verify your account manually.)

A "Submit" button is located at the bottom right of the form.

5. Click Submit. This will bring you to an account creation conformation page.
6. From the Conformation Page you have the option to have MyPermitNow.org immediately call to verify your phone number or have MyPermitNow.org call at a date and time you choose if you do not have immediate access to the phone.

The screenshot shows the account creation confirmation page on MyPermitNow.org. At the top, there is a navigation bar with the logo and tagline. Below it is a sidebar with buttons for Home, Search Permits, Apply Online, Inspections, and Contact Us. The main content area is titled "Your account has been created!" and contains the following information:

What to do next?

To access more permits and information, you need to verify your phone number.

To verify the number you have provided, (985) 804-4606, You can scheduled for our system to call now, or schedule a call later.

Call Now **Schedule Call**

Call Immediately **Call Later**

Enter the date and time you wish to have MyPermitNow to schedule your verification call.

Date: 12/28/2011 Time: 9 : 00 AM

Please note that MyPermitNow schedules verification calls between 9:00 am and 9:00 pm. Any calls scheduled after 9:00 pm will have calls scheduled for 9:00 am the following day.

Schedule

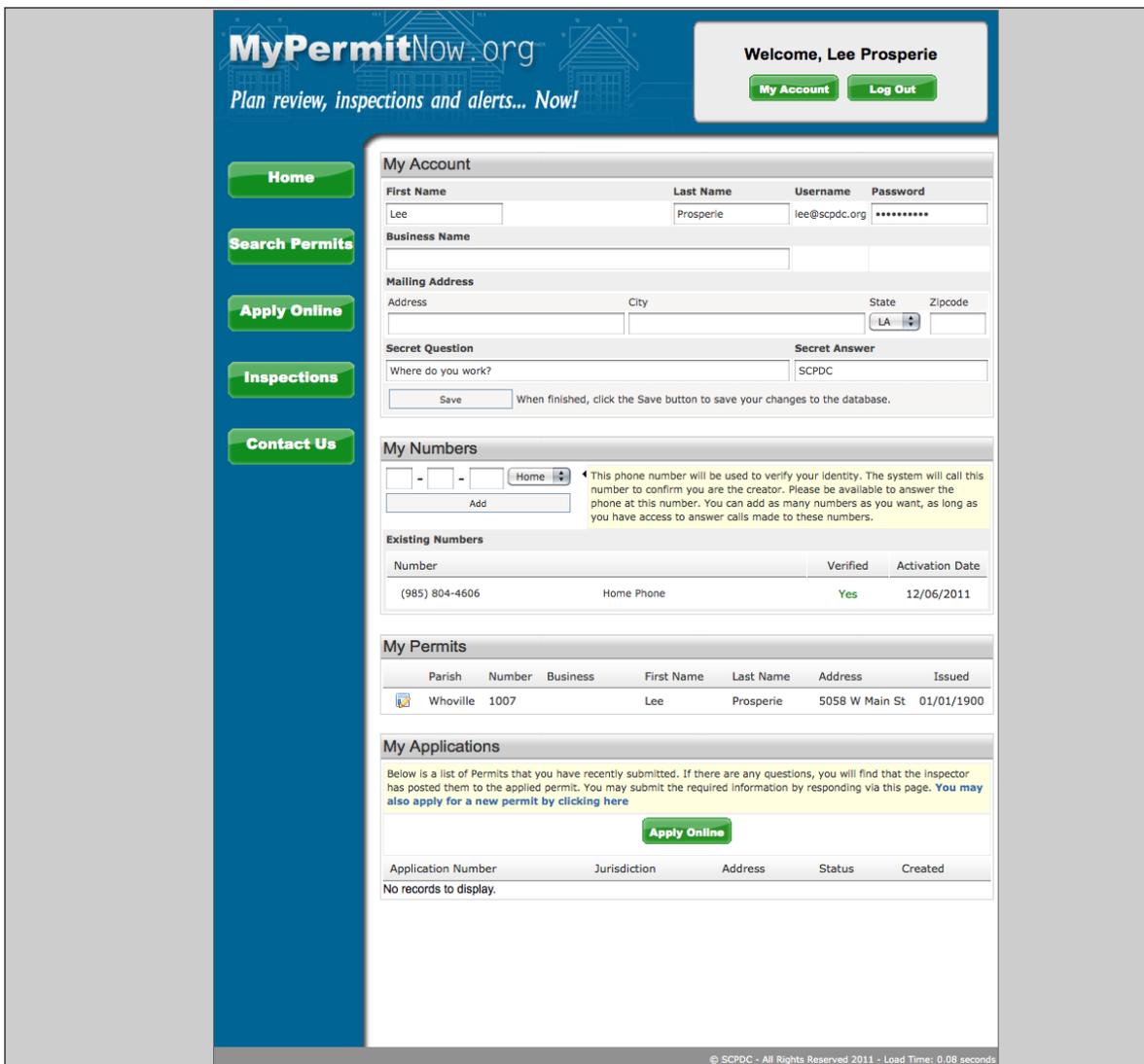
Done

Logging into your account

1. From the Customer Portal welcome screen, enter your email address in the username field and enter your password. Click Login. This will bring you to the My Account screen.

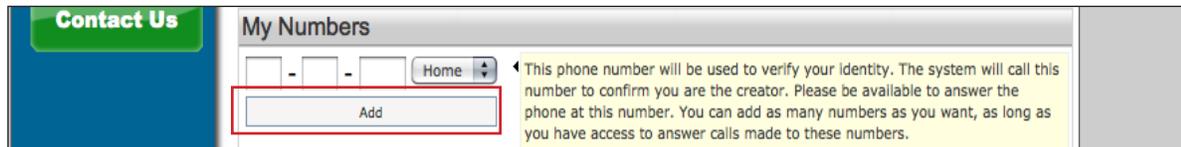


2. The My Account screen displays your contact information, the phone numbers you have verified, the permits you have associated to your account, and any online permit applications you have pending.



Adding Numbers

1. Login to your account and go to My Account.
2. Enter the number in the blank phone number fields and select the appropriate description.
3. Click Add. A phone verification call will immediately be scheduled to the phone number you entered.

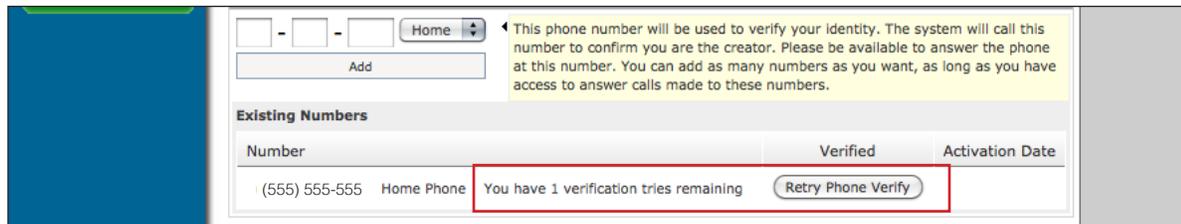


The screenshot shows the 'My Numbers' section of the user interface. On the left is a 'Contact Us' button. The main area has a form with three input fields for a phone number, a 'Home' dropdown menu, and an 'Add' button. The 'Add' button is highlighted with a red rectangular box. To the right of the form is a yellow warning box with a left-pointing arrow, containing the text: 'This phone number will be used to verify your identity. The system will call this number to confirm you are the creator. Please be available to answer the phone at this number. You can add as many numbers as you want, as long as you have access to answer calls made to these numbers.'

Re-Verify a Number

If you miss the phone verification call, not to worry. Your account has been created and you may login to your account without verifying your phone number.

1. To re-verify a phone number, find the phone number you have not verified. You will see a Re-verify button with a number of re-verification attempts remaining.
2. Click this button to immediately schedule a re-verification phone call.



The screenshot shows the 'Existing Numbers' section of the user interface. It features a table with columns for 'Number', 'Verified', and 'Activation Date'. The first row contains the number '(555) 555-555', the description 'Home Phone', and a status 'You have 1 verification tries remaining'. A 'Retry Phone Verify' button is located to the right of this status and is highlighted with a red rectangular box. Above the table is the same 'Add' form as seen in the previous screenshot, but the 'Add' button is not highlighted.

Search Permits

1. Click to Search Permits from the left navigation.
2. Select your state. This will cause the Jurisdiction dropdown menu to load all participating jurisdictions for that state.
3. Select your Jurisdiction. This will cause the most used search criteria to appear.
4. To search for a specific permit, enter the permit number. This is the most reliable method to search for a particular permit. You may also use the location fields to search permits by an address.

Home

Search Permits

Apply Online

Inspections

Contact Us

Search Permit Applications

Required:

Select Jurisdiction: You can select default values for country, state, and jurisdiction in your account. If selected, these filters will be automatically set when you log in.

Country: State:

Jurisdiction:

[Click here for advanced reporting or bulk downloads. Otherwise, continue below.](#)

Suggested:

Please fill out only one of the *suggested* categories for best results. At least one suggested field must be filled out in order to search.

1. Project Number:

OR

2. Location:

Street Number: Street Name:

Ex: Less information will return more results. If the address you are looking for is 123 North Smith Street, put "123" in the Street Number box and "Smith" in the Street Name box.

+ **Optional:** Only used to narrow down a large list of permits.

10. Add a Permit To Your Account

1. Search for your permit.
2. When you have found your permit:
 1. If your verified phone number matches one of the phone numbers listed on the permit you may immediately add that permit to your account.
 1. Click the Green button to the left of Add to My Account. This opens the Permit Information page.

Parish	Whoville
Type	Commerical New Construction
Specific Use	Single Family House
Issued Date	Not Issued
Create Date	09/22/2011
Business	Applicant Name
	Lee Prosperie
Physical Address	Mailing Address
5058 W Main St, Houma, LA, 70360	, , LA,
Lot Number	Subdivision
Square Footage	
1200	

2. Click the Add Permit to My Account button in the upper left corner.

Permit Details

[Add Permit](#) This permit is already in your My Permit List

Permit Number	1007	Parish	Whoville
Create Date	09/22/2011	Issued Date	01/01/1900
Permit Fees	\$54,000.00	Update Date	10/06/2011
Fees Paid	\$54,000.00		
Permit Type	Commerical New Construction (1573)		
Permit Receipt	Print Receipt		

1007

[Overview](#) [Requirements](#) [Payments](#)

Customer Documents [Add New File](#)

File Name	Description
No records to display.	

3. The permit is now permanently associated with your account.

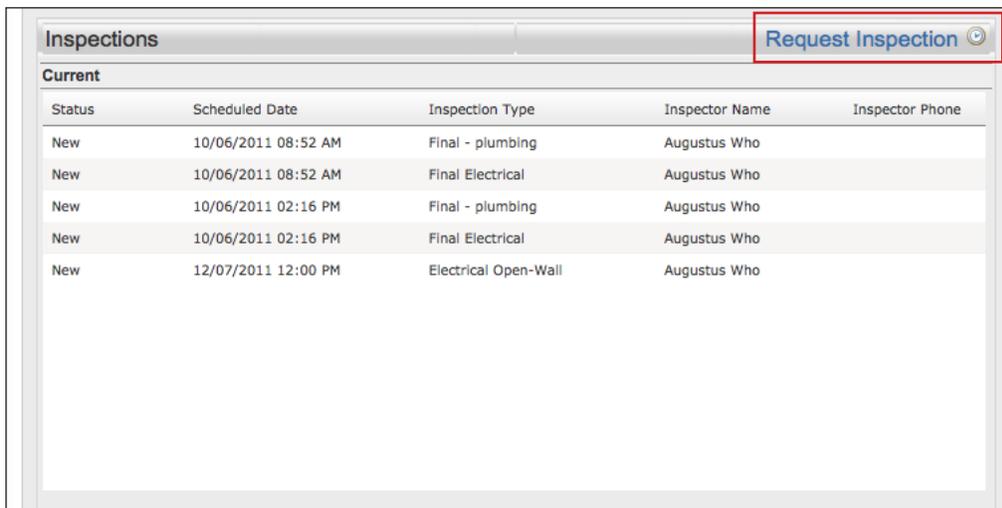
Request an Inspection on a Permit in Your Account

1. Login to your account.
2. Go to My Account.
3. Open the permit from the My Permits section.



My Permits							
Parish	Number	Business	First Name	Last Name	Address	Issued	
Whoville	1007		Lee	Prosperie	5058 W Main St	01/01/1900	

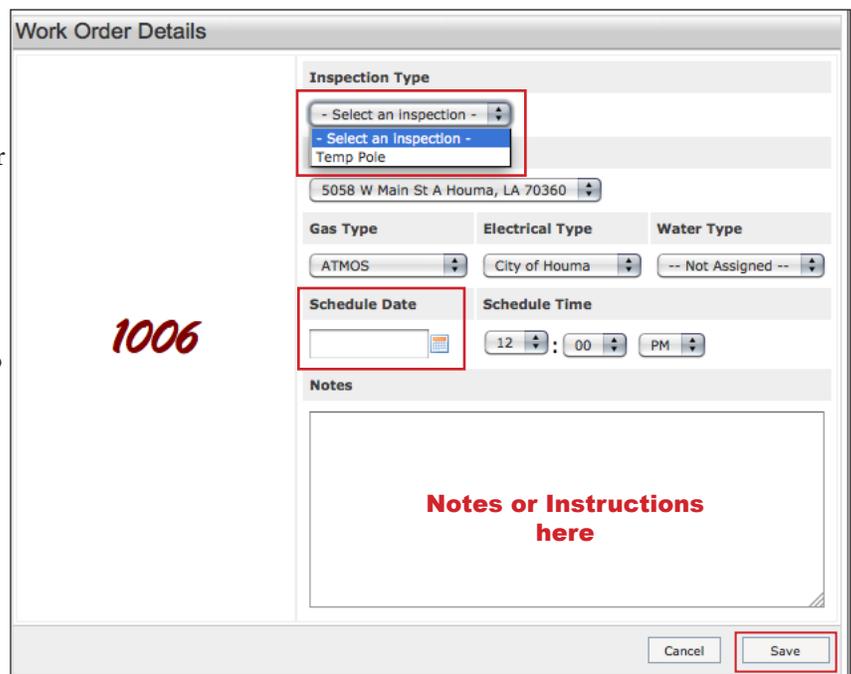
4. Locate the Inspection section of the Permit Information page.
5. Click the Request Inspection link.



Inspections					Request Inspection
Current					
Status	Scheduled Date	Inspection Type	Inspector Name	Inspector Phone	
New	10/06/2011 08:52 AM	Final - plumbing	Augustus Who		
New	10/06/2011 08:52 AM	Final Electrical	Augustus Who		
New	10/06/2011 02:16 PM	Final - plumbing	Augustus Who		
New	10/06/2011 02:16 PM	Final Electrical	Augustus Who		
New	12/07/2011 12:00 PM	Electrical Open-Wall	Augustus Who		

6. Select your inspection type. If you do not see your desired inspection in the available option, your permit may not be ready for that inspection type. Contact your jurisdiction or MyPermitNow.org customer support for more information.
7. Select your schedule date. Your jurisdiction may require at least 24-hour notice.
8. Enter any instructions or notes you need to communicate to the inspector.
9. Click Save.

Your inspection request has been sent to the jurisdiction. You will receive a confirmation email once the jurisdiction assigns the inspection to the appropriate inspector.



1006

Work Order Details

Inspection Type
- Select an Inspection -
- Select an Inspection -
Temp Pole

5058 W Main St A Houma, LA 70360

Gas Type **Electrical Type** **Water Type**
ATMOS City of Houma -- Not Assigned --

Schedule Date **Schedule Time**
[] 12 : 00 PM

Notes
Notes or Instructions here

Cancel Save