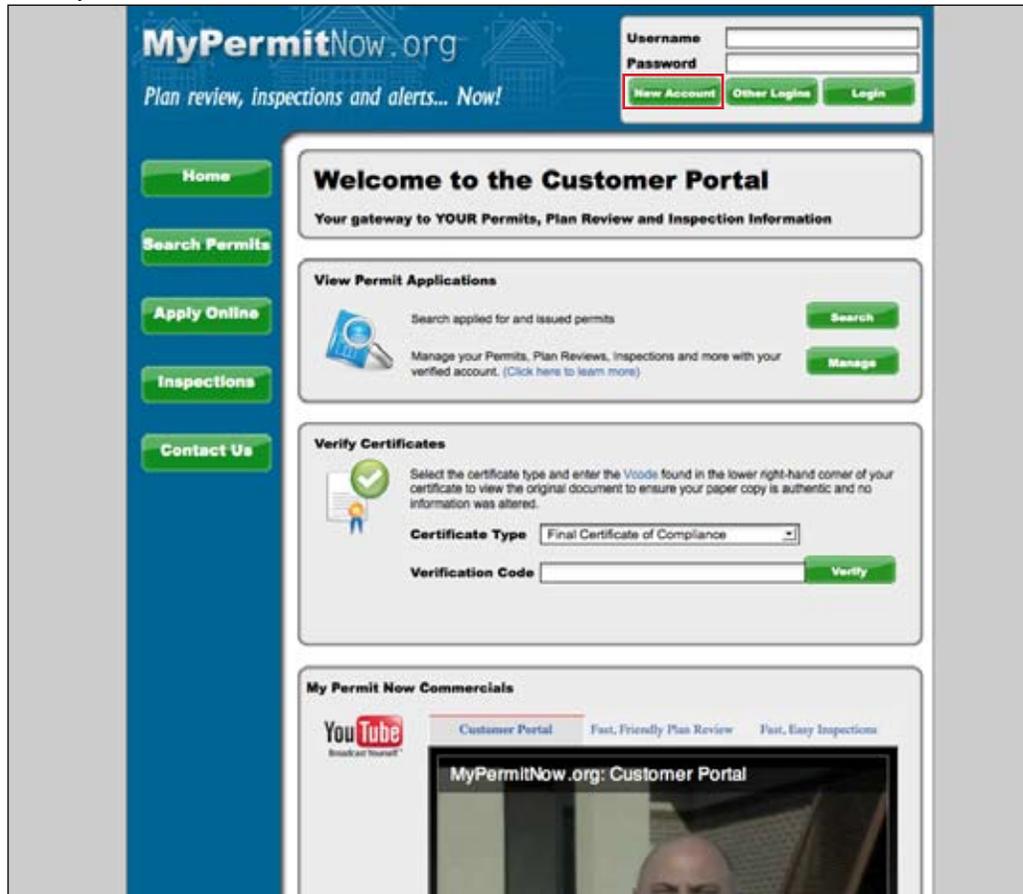


Creating your account

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. The page has a blue header with the logo and navigation buttons (Home, Search Permits, Apply Online, Inspections, 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: [masked] (Note: Weak)
- Confirm Password: [masked]

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: [masked] (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. The page has a blue header with the logo and navigation buttons (Home, Search Permits, Apply Online, Inspections, 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, (585) 804-4606, You can scheduled for our system to call now, or schedule a call later.

Call Now (Call Immediately) **Schedule Call** (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.

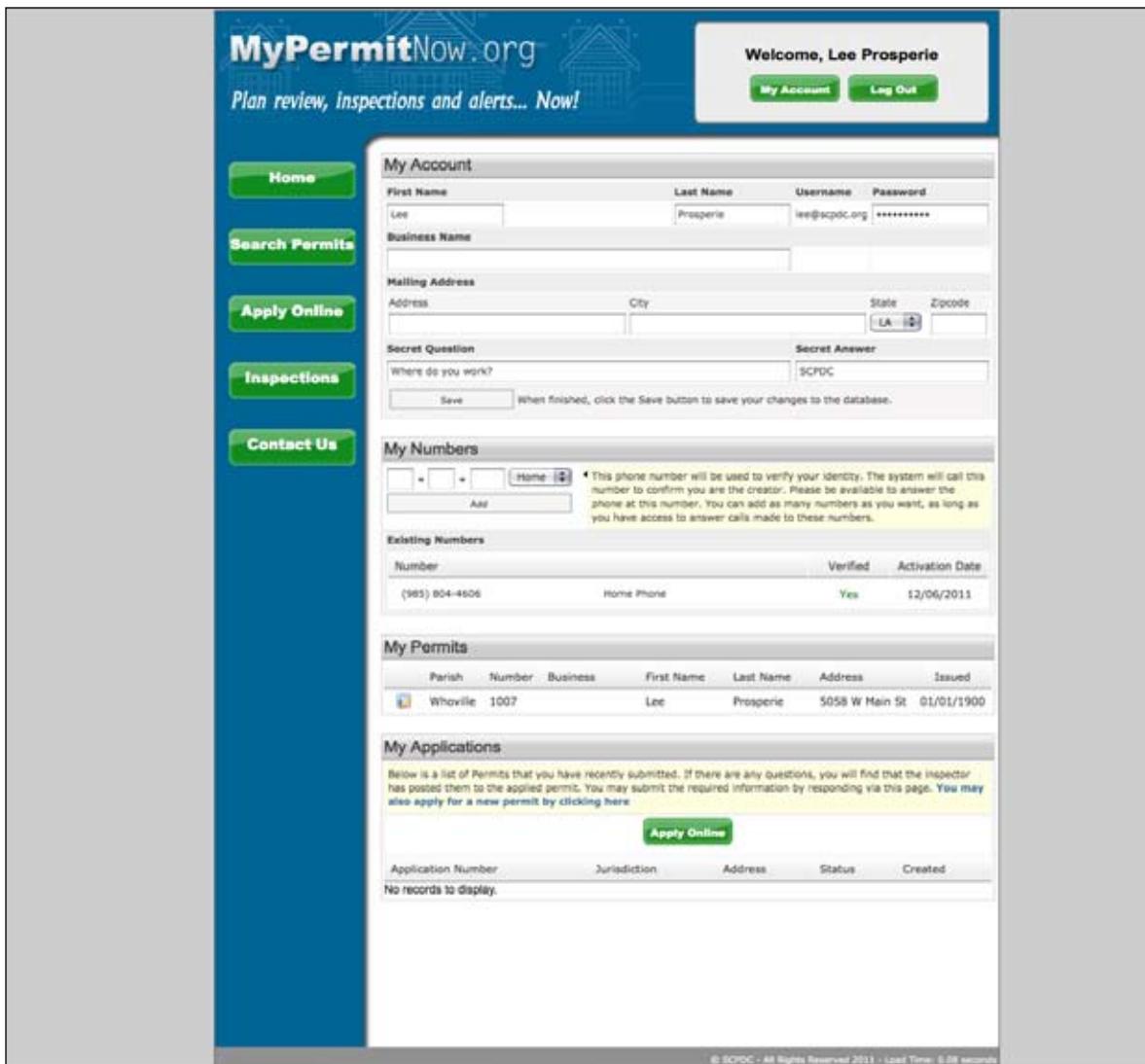
Buttons: "Schedule" and "Done"

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.

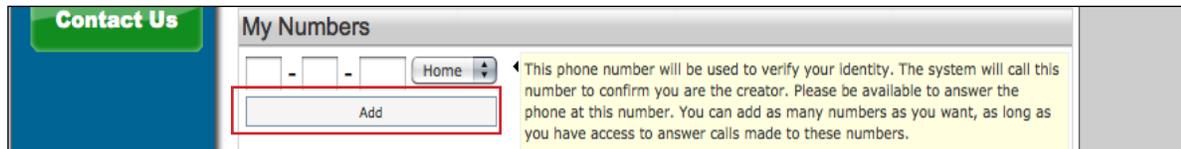


2. The My Account screen displays your contact information, the phone numbers you have verified, the permits you have associated to your account, and any online permit applications you have pending.



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.

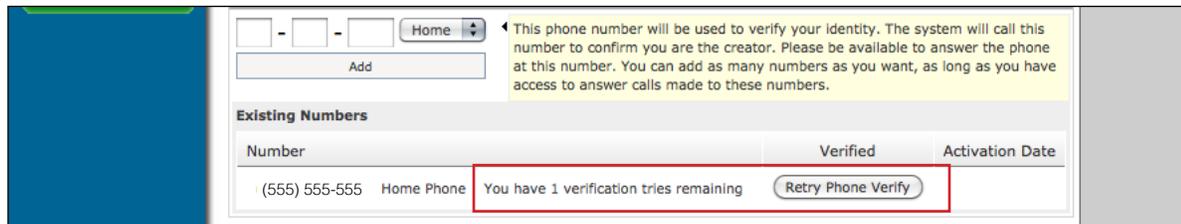


The screenshot shows the 'My Numbers' section of the user interface. On the left is a 'Contact Us' button. The main area has a form with three input fields for a phone number and a 'Home' dropdown menu. Below these is an 'Add' button, which is highlighted with a red rectangular box. To the right of the 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' with the description 'Home Phone'. To the right of the number, it says 'You have 1 verification tries remaining'. A 'Retry Phone Verify' button is highlighted with a red rectangular box. Above the table 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.'

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.

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: United States | State: LA

Jurisdiction: Terrebonne

[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.

5. If you wish to make a broader search, you may use the Optional search criteria. These criteria include permit creation date, city, permit type, and a contact name. These results may only be viewed.

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

Please fill as few fields as possible. The more fields you complete, the less likely your data will be returned.

Local Registration Number: 

Dates:

Date Created

From: To:

*** See "advanced reports" for issued date data.**

Location:

City

OR

Suite/Apartment/Building

Permit Type:

Type

OR

Specific Use

Person Search:

Contractor

First Name

Last Name

Phone

Other

First Name

Last Name

Business Name

Phone

- If you wish to download or print a list of permits. Click the "Click here for advanced reporting or bulk downloads."
- Expand the Monthly Permit Report by clicking on the report name. Click "Go" to open the report.

The screenshot shows the MyPermitNow.org website. At the top left is the logo and tagline "Plan review, inspections and alerts... Now!". On the right is a login form with fields for Username (filled with "lee") and Password (filled with "*****"). Below the fields are buttons for "New Account", "Other Logins", and "Login", along with a link for "Forgot your password?". On the left side, there is a vertical navigation menu with buttons for "Home", "Search Permits", "Apply Online", "Inspections", and "Contact Us". The main content area is titled "Advanced Reporting - Please select an available report below. If you would like additional information, please contact support." and includes a note: "* Please note that all reports when opened can be exported as CSV data, PDF, or other options. Please contact support for assistance if needed." Below this is a "Custom Reporting" section with a "Select your report:" dropdown menu. The dropdown is open, showing "Monthly Permit Report" selected. Below the dropdown is a "GO" button.

- Enter the dates you wish to search by and click filter.
- To print your results download the report as a PDF document and print. You may also download the results as an Excel spreadsheet to use in mail merge documents.

The screenshot shows the MyPermitNow.org reporting interface. At the top left is the logo and tagline. Below it are search filters for "Start Date" (6/1/2012) and "End Date" (6/13/2012). A navigation bar shows "1 of 4" pages. The main content area is titled "Monthly Permit" and shows "Jurisdiction: Terrebonne" and "From: 6/1/2012". Below this is a table of permit records. A context menu is open over the table, showing options for downloading the report: "XML file with report data", "CSV (comma delimited)", "PDF", "MHTML (web archive)", "Excel", "TIFF file", and "Word".

Project Number	Project Type	Address	Applicant Name	Applicant Work Phone	Owner Name	Owner Work Phone	Create Date
61822-2012	Commercial Alteration	2115 Bayou Black Dr Houma LA 70360	Ricky Hunsucker				6/1/2012
61821-2012	Residential Moved House	309 Morgan St Houma LA 70360	Ginger Positerry	9856372128			6/1/2012

10. To view the Terrebonne Specific Permit Applications report, expand the Permit Applications report option.
11. Click Go.
12. Enter your criteria and click View Report.
13. Export your results for printing.

Home

Search Permits

Apply Online

Inspections

Contact Us

Advanced Reporting - Please select an available report below. If you would like additional information, please contact support.

** Please note that all reports when opened can be exported as CSV data, PDF, or other options. Please contact support for assistance if needed.*

Custom Reporting

Select your report:

Terrebonne

Monthly Permit Report

Permit Applications

Permit Applications

i

Permit Application Search

Start Date: End Date:

Permit Type: Councilmatic District ID:

Name: Street:

1 of 3

Find | Next

Permit Applications

Terrebonne Parish

From: 06/13/2012 To: 06/14/2012

Permit/ App #		District:		Date:	
2012-63101		1		06/13/2012	
Applicant	Bo's Electric - Carlton Stadium	Owner	Dan Mar Properties, LLC		
Phone#	985-637-2752				
Project Address	309 Morgan St Houma LA 70360				
Description	Electric permit - service rework upgrade				
Permit Type	Electrical	Total \$125.00			
Approvals	N/A				
2012-63102		1/2		06/13/2012	
Applicant	U S Postal Service - Ryan Riddle	Owner	U S Postal Service - Ryan Riddle		
Phone#	512-947-7490				
Project Address	423 LAFAYETTE ST HOUMA LA 70360				
Description	Electric permit - for solar panels.				
Permit Type	Electrical	Total \$125.00			
Approvals	N/A				

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		

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.

2. If your verified phone number does not match one of the phone numbers listed on the permit, the jurisdiction will have to approve adding the permit to your account.

1. Click on the Gray Envelop button to the left of Add to My Account. This open the Permit Request page.

The screenshot shows a permit request form. On the left, there is a box with the permit number '12321' and two buttons: 'Add to my account' (with a gray envelope icon circled in red) and 'Create Work Order'. On the right, the permit details are listed:

Parish	Alexandria
Type	Gas Service Work
Specific Use	Not Assigned
Issued Date	12/28/2011
Create Date	12/28/2011
Business	Applicant Name
Physical Address	Mailing Address
2414 Memorial Drive, Alexandria, LA,	, , LA,
Lot Number	Subdivision
Square Footage	
0	

2. Enter a call back number. This should be a number where the jurisdiction can reach you if they need to verify any information with you.
3. Enter a reason why you believe you should have access to the permit. The more descriptive the reason, the easier it will be for the jurisdiction to process your request.
4. Click Send Request. Your permit request has been sent to the jurisdiction. They must review your request and approve it to add the permit to your account.

The screenshot shows the 'Permit Request' form. The title is 'Permit Request'. Below the title is a yellow instruction box: 'Fill out the form below to request this permit be added to your My Permits queue.' The form contains a table with the following data:

Permit Number	Name	Phone Number	Account Username
12321	Lee Prosperie	() -	lprosperie@gmail.com

Below the table is a 'Comments' section with a large text area. The text 'Notes or Instructions' is centered in red. At the bottom of the form, there is a 'Send Request' button circled in red, with the text 'When finished, click the button to send your request to the administrator.'

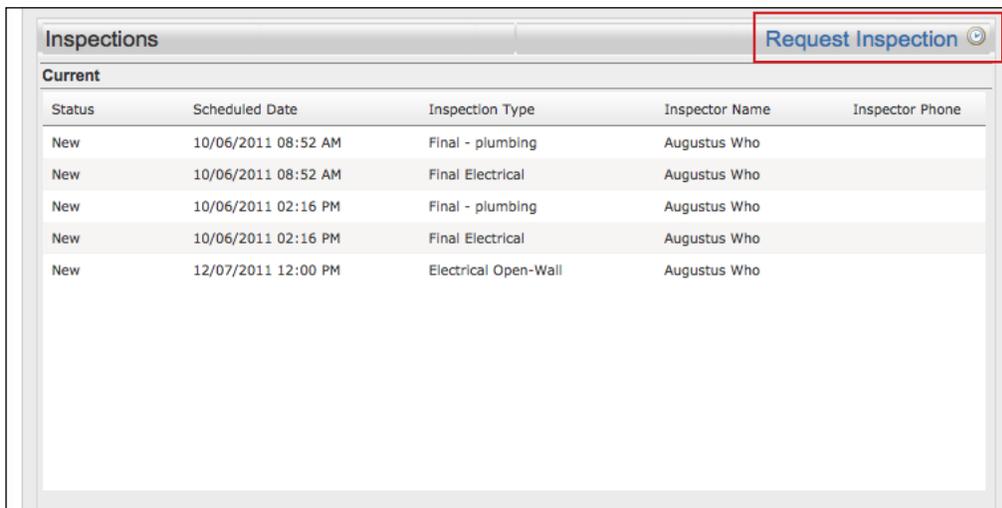
3. Once you have associated permits to your account, you may access them quickly by logging into your account and opening the permit from the My Permits section of the My Account page.

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.



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



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

Notes or Instructions here