

# Bastrop County

## MyGovernmentOnline Software Launch

Bastrop County is excited to announce the launch of the MyGovernmentOnline Permitting and Inspection software on January 7, 2021. The software will enhance the permit application submittal, plan review and inspection experience for contractors and residents through convenient online services.

In all, contractors and residents will have the ability to:

- Apply Online for Permits
- Pay Permit Fees Online with Visa and MasterCard
- Submit Plans and Documents “Paperless” in PDF Format
- Track Application Progress up to Permit Issuance
- View and Print Copies of Review Comment Letters
- View and Print Copies of Approved Building Plans
- Request Inspections Online
- View and Print Completed Inspection Reports
- Receive Real-Time E-mail or Telephone Call Notifications When an Inspection is Completed

Please take the time to download a copy of the MyGovernmentOnline customer portal instruction document. You may create your free customer portal account as soon as possible if you do not already have an established account.

The MyGovernmentOnline software will allow you to begin applying for your permits online rather than traveling to a designated permit office. Please note that any documents required with an application, such as Floor Plans, Civil Plans, Surveys, Proof of Ownership, etc. must be uploaded in PDF format when submitting your application.

We are currently not accepting requests for OSSF (septic) inspections online. Please continue to call to schedule inspections. Our inspectors will enter inspection results in the field to ensure you will receive your inspection result via e-mail or through the customer portal in near real-time.

If further assistance is needed pertaining to the use of the MyGovernmentOnline software, please call the technical support line at 1-866-957-3764, option 1 for assistance. The MyGovernmentOnline agents are available to assist with any software related questions.