

Customer Portal Overview

for Bois d'Arc Lake-NTMWD



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.

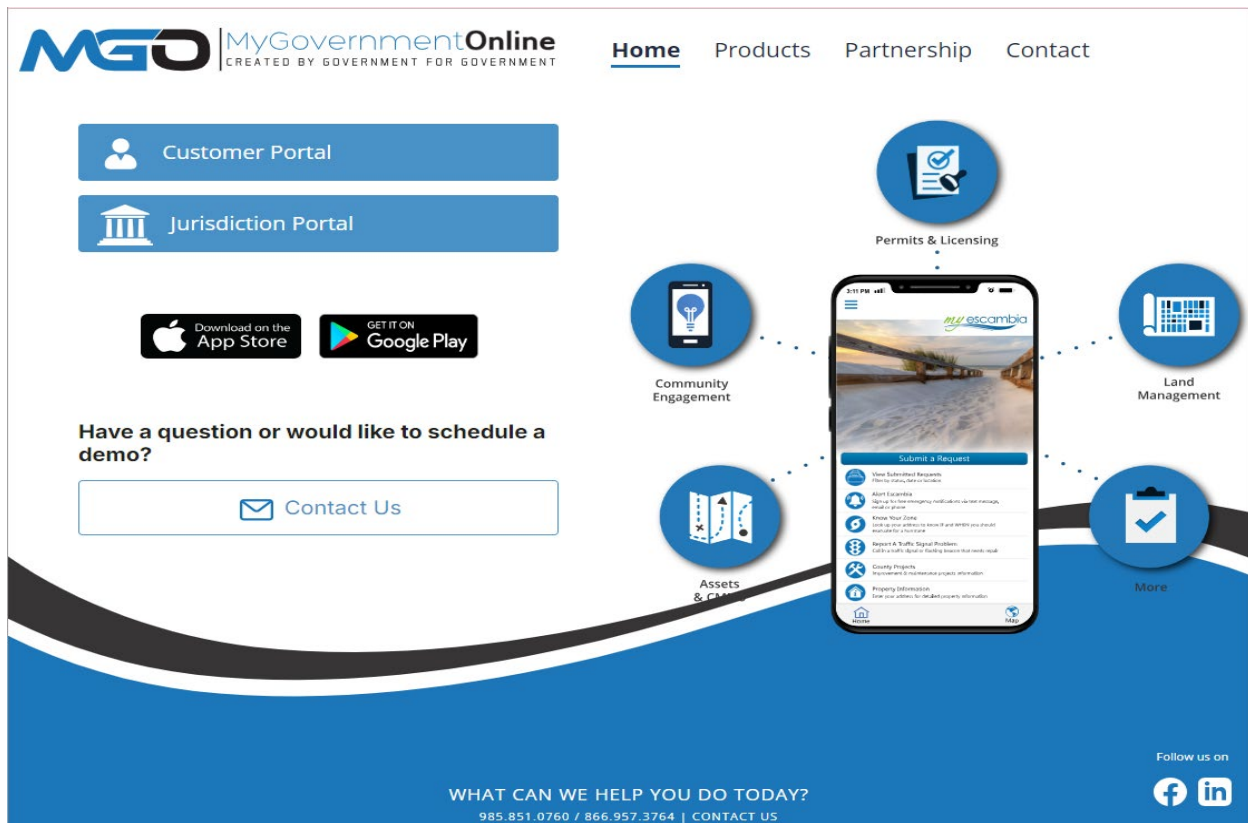
Call our office at 1-866-95-PERMIT (1-866-957-3764). We will verify your account and activate it manually.

Creating New User Account

Prior to getting started, we encourage you to download and install Mozilla Firefox or Google Chrome.

IMPORTANT NOTE: If you already have a user account with My Government Online (MGO Connect), please use your existing user account to login. The login credentials are the same.

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



Step 2: Select Customer Portal, select Texas, select Bois d'Arc Lake -NTMWD.



Step 3: Click on the New Account link on the top of the screen.

BOIS D'ARC LAKE

Home Login **New Account** Support Help

Guest | Current Jurisdiction: Bois d'Arc Lake - NTMWD

Apply For An Agreement

Add A Certificate Of Insurance

Contractor Registration And Renewal

Find Your Project

MGO Connect Mobile - Customer Portal

MGO Online

Please choose your jurisdiction

State:

Jurisdiction:

Continue

Watch on YouTube

MGO Connect Customer Portal

- Receive Service From Any Participating Jurisdiction.
- The Top Header Menu Manages Services Across All Jurisdictions.
- Use The Left-Hand Menu To Access Jurisdiction Specific Services.
- Install the Mobile App To Access Online Services With Your Mobile Device.

Download on the App Store

GET IT ON Google Play

What Can We Help You Do Today?

985-851-0760 MGO Contact Us

Facebook LinkedIn

Step 4: Fill out the short questionnaire. Choose a password and challenge question that you can remember. This question will be used to verify your identity should you misplace your password.

[Home](#) [Login](#) [New Account](#) [Support](#) [Help](#)

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 [create account](#), you will be brought to the customer portal overview. This page includes detailed information about the site and helpful links.

Step 5: You will receive an automated phone verification from **SCPDC** after creating your account. **You will be required to select the option to verify phone number.** Phone numbers are how we connect you with your projects, so it's important that the phone number on your account is a valid phone number that you use regularly. You can always add more numbers to your account later.

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

Step 6: Apply Online

The screenshot shows the MGO Connect Customer Portal homepage. The top navigation bar includes links for Home, Login, New Account, Support, and Help. A user is logged in as a Guest, and the current jurisdiction is set to Bois d'Arc Lake - NTMWD. The left-hand menu contains the following items: Apply For An Agreement, Add A Certificate Of Insurance, Contractor Registration And Renewal, and Find Your Project. A red arrow points to the 'Apply For An Agreement' link. The main content area features a large banner with a sunset over a lake. Overlaid on the banner is a video player showing the MGO Connect Mobile app interface. To the right of the video is a box titled 'MGO Connect Customer Portal' with three bullet points: 'Receive Service From Any Participating Jurisdiction.', 'The Top Header Menu Manages Services Across All Jurisdictions.', and 'Use The Left-Hand Menu To Access Jurisdiction Specific Services.' Below these points are instructions to install the mobile app and links to the App Store and Google Play. At the bottom of the banner, the text 'What Can We Help You Do Today?' is displayed, along with contact information: 985-851-0760, MGO logo, and a Contact Us link. Social media icons for Facebook and LinkedIn are also present.

Step 7: Select a New Application

The screenshot shows a form titled 'Do you want to use an existing project?'. There are two radio button options: 'Get Started on A New Application' and 'Submission to an Existing Project'. The 'Get Started on A New Application' option is selected and highlighted with a red rectangle. Both options have a right-pointing arrow next to them. The form is set against a light blue background.

Step 8: Use the map to find your area around Bois d'Arc Lake

1

2

3

4

Select Address

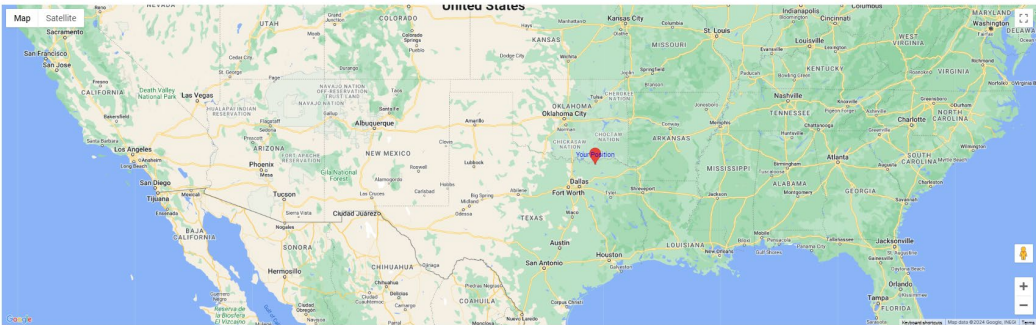
Contacts

Questionnaire

Review

Shoreline Lease and Use Agreement Application - Single Owner

Please move the marker to the place you want to select and click "Next" to proceed.



←Back

→Next

Step 8: Use the Satellite feature to identify the location of the proposed improvement in relationship to the shoreline

1

2

3

4

Select Address

Contacts

Questionnaire

Review

Shoreline Lease and Use Agreement Application - Single Owner

Please move the marker to the place you want to select and click "Next" to proceed.



←Back

→Next

Step 9: Please provide all necessary contact information for the application

1

2

3

4

Select AddressContactsQuestionnaireReview

Shoreline Lease and Use Agreement Application - Single Owner

Applicant

Contractor

Alternate Point of Contact

Personal Information

First Name

Last Name

Suffix

Business Name

Mailing Address

Address

City

State

Zipcode

Contacts

Email

Home Phone

Cell Phone

Work Phone

←Back

→Next

Step 9: Please provide all required information for the application

1

2

3

4

Select AddressContactsQuestionnaireReview

Shoreline Lease and Use Agreement Application - Single Owner

All the items marked with a red asterisk * are required fields and must be completed before you are able submit your application to the jurisdiction.

Shoreline Lease and Use Agreement Application - Single Owner

☐ Acknowledgement *

By submitting, I certify that the information provided on this form and all attachments related to this project are true and accurate to the best of my knowledge. I understand that failure to provide true and accurate information may result in the Application being denied or a previously approved Agreement being terminated. I also hereby designate and authorize the agent/ consultant identified in this application to act on my behalf in the processing of this agreement application, and to furnish, upon request, supplemental information in support of this application for shoreline use.

Latitude

Longitude

Adjacent Parcel Number to NTMWD *

Agreement Type *

Over Water Structure *

Access Path *

Land-Based Recreational Facilities *

Step 10: Hyperlinks to other sites are available and can be used to help find or review important information

Adjacent Parcel Number to NTMWD *

Fannin County CAD Interactive Map

Hyperlink to Fannin County CAD Interactive Map

Agreement Type *

Select Option

Over Water Structure *

Select Option

Access Path *

Select Option

Land-Based Recreational Facilities *

Select Option

Mobility Assistance Vehicle (MAV) *

Select Option

Vegetation Modification (including clearing standing timber) *

Select Option

Brief description of facility location (include adjacent parcel numbers) and the proposed activity on NTMWD land or easement: *

Please explain how the proposed project is consistent with NTMWD standards and policies and with the Bois d'Arc Lake Shoreline Management Plan (SMP): *

Bois d'Arc Lake SMP

Hyperlink to Bois d'Arc Lake Shoreline Management Plan

Step 11: Submit your application to Bois d'Arc Lake Permitting Department or save for later

1 Select Address

2 Contacts

3 Questionnaire

4 Review

Shoreline Lease and Use Agreement Application - Single Owner

Your application is ready to submit to the jurisdiction.

Or

←Back ✓Submit

Save

Step 12: Monitor the status of your project or application and see important notifications regarding status

The screenshot shows the BOIS D'ARC LAKE website interface. The top navigation bar includes 'Home', 'Projects', 'Inspections', 'Contractors', 'Support', and 'Help'. The 'Notifications' button is highlighted with a red box and an arrow. The 'Projects' tab is also highlighted with a red box. On the left, there are filters for 'General Filters' and 'Project Filters'. The main content area displays three project cards:

- Request# 1678962** (Sent to Jurisdiction): Address: LA, Request Type: Special Event/Temporary Use Agreement Application, Created Date: 06/27/2023 01:02 pm.
- Project# BDL-2024-101** (Pending): Address: 1859 Co Rd 2945 Dodd City TX 75438, Project Type: Permit, Created Date: 06/19/2024 01:28 pm, Completed: 0.00%.
- Project# BDL-2024-99** (Pending): Address: 259 County Rd 2050 Telephone TX 75468, Project Type: Permit, Created Date: 06/26/2024 02:22 pm, Completed: 15.38%, Balance Due: \$750.00.

On the right, a donut chart titled 'Requests by Type' shows the distribution of project types: Projects (57), Sent to Jurisdiction (7), and Returned for your review (4).

Step 13: Review the latest comments from the jurisdiction or communicate directly to the jurisdiction about your project or application

The screenshot shows the BOIS D'ARC LAKE website interface. The top navigation bar includes 'Home', 'Projects', 'Inspections', 'Contractors', 'Support', and 'Help'. The 'Comments' tab is highlighted with a red box. The main content area displays the 'Request # 2056012' (Returned for your review). Below the request details, there is a table for comments:

Date	Author	Comment
01/27/2024 12:38 PM		

Below the table, there is a 'New Comment' section with a text input field and an 'Add Comment' button. A 'Back' button is located at the bottom right.

Step 14: Monitor the status of your project using the latest comments from the jurisdiction or use the comments section to communicate directly to the jurisdiction about your project or application