

How to Become a MyGov User

Before you can apply for permits or schedule inspections, you will first need to register as a MyGov user, or a "Collaborator". Please refer to the following detailed steps on how get started:

Visit Arnold's MyGov Portal

Go to web.mygov.us and click "Create Account" or "Become A Collaborator".

Create Your Account

Enter your name, email, and password. Check that you agree to the Terms of Service and click "Create Account".

Fill Out Your Contact Record

Required fields are noted with an asterisk (*). When finished, click "Save Contact".

Request Access

Click the checkbox for the City of Arnold and any other cities that you may do work with in the future. Scroll to the bottom and click "Send Request".

Validate Your Email Address

Go to your email inbox (or junk folder) and you should have a message from MyGov to validate your account. Click the link.

Log-In

When you return to the MyGov log-in screen, click "Collaborator Login". Enter your username and password. You now have full access to create permits, make requests, search through location records, and more!



For more information:

**Community Development Department
Arnold City Hall
2101 Jeffco Blvd.
Arnold, MO 63010**

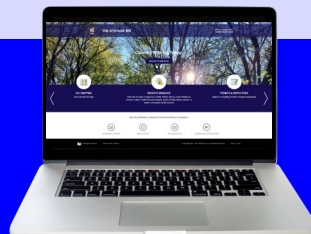
**(636) 282-2378
www.arnoldmo.org
web.mygov.us**

**Office Hours:
Monday - Friday, 8:00am to 4:30pm**



This series is published by The City of Arnold, Missouri, Community Development Department, as part of a public information service.

These brochures have no legal status and cannot be used as an official interpretation of the various codes, regulations, and ordinances currently in effect. This is not intended to be an all exhaustive source of information on the subject matter. The City of Arnold accepts no responsibility to persons relying solely on this information.



Brochures are updated periodically. Contact the Community Development Department to determine if you have the most recent edition.

City Services

MyGov

What you need to know.



2022-07



Dept. of Community Development
(636) 282-2378
www.arnoldmo.org

The City of Arnold now uses *MyGov*, an online development application, plan review process, reporting system, and more. This website is designed to be an efficient and customer-service oriented virtual City Hall.

Access MyGov from your home, office, or mobile device today!

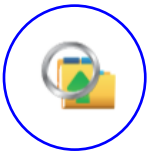
MyGov Modules

GIS / Mapping



- View maps with property lines, ownership data, and more
- Explore what is happening in your neighborhood

Request Manager



- Report Code Violations & Nuisances
- Report Street Maintenance needs
- Make a Request to your Public Officials
- Make a Public Record Request

Permits & Inspections



- Apply for Permits (Building, Occupancy, Public Works, etc.)
- Real-time updates on the review status of your permit
- Request Inspections

Credential Manager



- Register as a contractor with the City
- Disciplines: General, Electrical, Mechanical, and Plumbing

.... **And more!**

Can I use MyGov anonymously?

The *GIS/Mapping* and *Request Manager* modules can be used without logging in. Simply visit the portal and browse.

If you are making a request through *Request Manager*, you can remain anonymous or put in contact information so that you may be updated on the specific request you made. The City's enforcement-related records are subject to Missouri's Sunshine Law and submitted information may be released to any requestor.

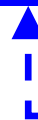
For all other services, you will need to create a Collaborator account. Please see "How to Become a MyGov User".

I'm logged in, but now what?

Click "City of Arnold, MO" along the top banner. If you do not see a blue sidebar on the left, click "■" underneath the dashboard icon. Click the green button "Make New Request" and then "Building".

All of the *Credential Manager* and *Permits & Inspections* requests are listed here. Be sure to carefully read the description of what you are applying for. When ready, select the application you would like to complete. Note: Applications are not saved until you click "Request Project" at the bottom.

public.mygov.us/arnold_mo



MyGov Helpful Hints

Recommended Internet Browser

You will have the smoothest MyGov experience using Google Chrome. Firefox and Safari are also compatible.

Required & Unrequired

Keep an eye out for asterisks (*), as those mark what information is needed for a particular request type.

Search Tip

To achieve the most accurate search, be sure to enter the entire address and select from the drop-down menu.

Status Check

Be sure to watch your email inbox as you will be notified at various stages of your request. You can also check on it by logging in and opening the permit or request. Click "Updates" to see all the various steps Staff have taken to abate/review the item.

Permit Types

When making a request from the portal, you can select from the most common permits on the first page or select "View all permits". As a note, Commercial building permits end with "(C)" and residential building permits end with "(R)".

MyGov Training

If you've made your Collaborator account but you need help using the software, click "Help" in the top right corner of your dashboard. A popup window will open with a helpful training course titled "How to Collaborate Online".