Before You Begin the Account Creation Process, Please Note the Following:

1. **Phone Verification Required**
   New accounts require phone verification. Please ensure you have direct access to the phone number you enter. If you are using a phone number you do not normally have access to, make sure you answer the phone yourself or alert the person answering the phone of the incoming call.
2. **Listen to the Automated Message**
   Carefully listen to the automated message and follow the instructions provided. The call will come from a **Louisiana phone number with the 985-area code.** My Government Online will make two attempts to call the phone number you enter.
3. **Missed Calls or Verification Issues**
   If you miss both calls and are unable to verify your phone number, please contact the MGO office. Call 1-866-95-PERMIT (1-866-957-3764), and they will verify your account and activate it manually.

How to Create an Account in MGO (Texas - Killeen)

1. **Navigate to the MGO Website**
   Open your browser and go to the following link:
   https://www.mgoconnect.org/cp/portal
2. **Select "Customer Portal"**
   On the homepage, look for and click on the **"Customer Portal"** button.
3. **Select Your State**
   Once you're in the Customer Portal, choose **Texas** from the available state options.
4. **Select Your Jurisdiction**
   After selecting Texas, you'll be prompted to choose a jurisdiction. Make sure to select
   Killeen as your jurisdiction.

   Important: Double-check that **Killeen** is displayed as the **Current Jurisdiction**.

5. **Click on "New Account" (Displayed in Red)**
   Look for the **"New Account"** button, which will be displayed in **red**. Click on it to begin the registration process.
   Afterward, click on the **blue "Continue"** button to proceed to the next step.

6. **Fill in Your Information**
   You will be asked to fill in the following details:

   - **Email Address**
   - **Password** (Choose a secure password)
   - **First Name**
   - **Last Name**
   - **Business Name** (if applicable)
   - **Phone Number**

7. **Phone Verification**
   You will receive an automated call. When prompted, **press 1** to confirm the account.

8. **Log In to Your Account**
   After verification, return to the MGO Customer Portal and log in with your newly created username and password.

You Can Now Apply for a Permit! Once your account is verified and active, you are all set to begin applying for permits through the MGO portal.