

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**.

The screenshot shows the MGO Connect Customer Portal website. The top navigation bar includes links for Home, Login, New Account, Support, and Help. A Guest user is logged in, and the current jurisdiction is set to Killeen. The left-hand menu lists various services: Code of Ordinances, Apply Online For A Permit, Search Permits, Search Planning and Zoning, Apply Online for Planning and Zoning & Engineering, and Apply For A. The main content area features a video player for 'MGO Connect Mobile - Customer Portal' with a red play button. To the right of the video, there is a text 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 this text are two buttons: 'Download on the App Store' and 'GET IT ON Google Play'.

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.



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.

Continue

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.