Getting Started - How to Create a New User Account

*Prior to getting started, we encourage you to download and install the latest versions of Chrome (google.com/chrome), Firefox (https://www.mozilla.org) or IE (http://www.microsoft.com/).

To get started, go to www.mygovernmentonline.org
1. Click on the blue Create Account link at the top right of your screen.

2. Fill in the user account login information required to create your new account. A valid E-mail address is required. The password you enter is very important. Please do not forget the e-mail address. Also ensure that you are not typing in capital letters as the password you enter will be case sensitive. The telephone number you enter must be an active working telephone number. The software service will call the telephone number once you have completed the account creation process. You must be able to answer the telephone call in order for your account to become active. Please phrase the Challenge Question in the form of a question such as “What is your mother’s maiden name?” The answer you type should be one word only such as “Smith.”
3. You will receive an “Account Created” confirmation stating that your account has been created. Click the Close button to close the message. A telephone call to the telephone number you provided will follow shortly. When you receive the call, answer the call and press the number 1 on your keypad when prompted. This completes the account activation process.

If you do not receive the telephone call within 10 minutes, please call the MyGovernmentOnline support line at 1-866-957-3764, option 2 for assistance. Please have your e-mail address and the telephone number used to create your account ready.

*This completes the account creation process and you are now ready to login. The next pages of this document will provide step by step instructions on how to login and submit a grant application.
Submit a Grant Application

Now that you have created your MyGovernmentOnline customer portal account, if the grant application is available, you may begin the steps below to login and begin the application process.

Go to www.mygovernmentonline.org and then click the ‘Log In’ option.

Enter the E-mail Address and Password that you provided when creating your customer portal account. Then click the Login button.
In the top left-hand area of the page, go to the ‘More’ button and then click on ‘Grant Programs for Jurisdictions.’

Select the fields as displayed below. Then click ‘Next.’
Select ‘Get Started on a New Application.’

Select the desired application you wish to begin. Then click ‘Next.’

Enter the Physical Address of your project or enter the Applicant’s Physical Address. Then click ‘Next.’
Please enter the ‘Director’s Contact Information’ and then click ‘Next.’ All requested details must be provided.

Please enter the ‘Grant Contact’s Contact Information’ and then click ‘Next.’ All requested details must be provided.
The next section is the ‘Grant Application Questionnaire’ which is the lengthiest section of the online application process. The application is broken into sub-sections for convenience.

**NOTICE** - If at any point you would like to ‘Save’ your progress and return to your application at a later time, you may scroll down to the bottom of the Application Questionnaire and then click next even though you may not have completed all of the required questions. Then click the ‘Next’ button again until you see the option to save the application as shown below in the ‘Review’ section.

Choosing to save your application will allow you to return to the application and work on it later but it is important to know that the application has not been sent for review.
Continuing Your Application and Submitting the Application

The steps below will explain how to access your saved application to continue further work on the application.

To access your saved application, you must login with your customer portal account. After logging in or if you are already logged in, click on the ‘My Account’ link located at the top right area of the screen.

Scroll down to the bottom of the page until you see the section labeled ‘My Applications.’ In this section you will find your saved application. The status of the application will indicate it is an ‘Unsent Application’ meaning that you are still working on your application and that the application has not been sent in yet for review. To continue further work on your application, click on the Details button to the far right as indicated below.

From this page you may continue working on your application and populating the details requested.
**NOTICE** – After you’ve updated your application you must click the ‘Save’ button located at the very bottom of the page to save your work. Your work is not automatically saved so please ensure that before exiting the page that you have first clicked the save button as shown below.

Also note that after clicking the save button you will see the following window asking if you would like to ‘Review Application’ or if the application questions are completed you will additionally see the option to ‘Submit Application.’ Do not click the ‘Submit Application’ option until the entire application is completed. **You will not have a chance to edit your application once you’ve submitted the application for review.** You may choose the ‘Review Application’ option as many times as necessary to continue updating your application.

The next section will illustrate the feature that allows you to upload supporting documents with your application.
Uploading Files

On the bottom left side of the page is a section dedicated for the File Upload feature. This is the section where you must upload the documents that shall accompany your application. You may upload PDF Files, Excel Spreadsheets, Photographs (JPG, TIFF, Etc.) and Short Video Files no larger than 2 minutes in length.

The required supporting documents and files will be listed as shown below. Each option listed provides an ‘Upload Files’ button which you must use to upload the respective file.

Notice that a blue arrow icon as shown below is presented next to the requested document type. This arrow indicates that there is a standardized form that you must use to provide the requested information. For example, as shown in the example below, the blue arrow appears next to the ‘Total Operational Budget’ item. Click the blue arrow to access this form as shown below.
Save the form to your local computer by clicking the download icon provided.
Submitting Your Completed Application

Once you have completed all details of the application and uploaded all documents required to accompany the application, you are ready to submit your completed application for review. Remember that you will not have a chance to edit your application once you’ve submitted the application so please ensure that all details of the application are completed. As noted previously, after clicking the save button you will be prompted with an option to ‘Review Application’ and with an option to ‘Submit Application.’ If you do not see the ‘Submit Application’ option then that is an indication that there are incomplete responses in your application and that you need to review the application to complete the missing responses.

If you are ready to submit the application, click ‘Submit Application’ as shown below.

After submitting the application, you are provided with a confirmation as shown below. The program administrator immediately receives the application and you are no longer able to edit the application contents.
Confirm Your Application is Received

You may additionally view the following confirmation indicating that your application has been received by clicking the ‘My Account’ link located at the top right section of the screen and then scrolling down to the My Applications section at the bottom of the page.

The application status MUST state ‘Sent to Jurisdiction.’ This means that you have successfully submitted your application!

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.