

Instructions for Submitting an Construction Permit Application for an On-Site Sewage Facility

Before you begin

- Make sure you have all the documents required by LCRA for an application. The list of the required materials can be found at lcra.org/ossf.
- Complete a paper application. You will be required to upload and submit a paper application at the end of the online application.
- Make sure to answer every question in the application and upload all of the required documents. Incomplete applications will not be accepted and returned.
- The permit fee can be paid by credit card or check. Credit card payments must be completed online. Checks must be mailed to the Austin OSSF office. The application is not considered received and will not be processed until LCRA receives the fee payment.

Submitting an online permit application

Step 1:

- Visit www.mygovernmentonline.org.
- Create an account.
 - Important note: The phone number you use to create your account will be the phone number that must be used for all applications submitted to LCRA. MyGovernmentOnline will call your number to verify it. It is critical you verify your phone number, otherwise you will not be able to link accounts/permits to your account without calling the MyGovernmentOnline support line to add your phone number.

Step 2:

- Log into your account.
- Hover over Permits & Licensing and click Apply Online.

The screenshot shows the MyGovernmentOnline website header. On the left is the MGO logo with the tagline "MyGovernmentOnline" and "CREATED BY GOVERNMENT FOR GOVERNMENT". Below the logo are four navigation buttons: "Permits & Licensing" (highlighted in yellow), "Solution Center", "Planning & Zoning", and "More". On the right side of the header, there are links for "MY ACCOUNT", "HELP", "CONTACT", and "PARTNERSHIP". Below these links, it says "Signed In As" followed by a redacted name and a "Log Out" link. To the right of the "Log Out" link is a "VIEW AWARDS" link next to an image of several award plaques.

Apply Online

Jurisdiction and Request Type *

Step 3:

- Fill in the fields as shown below.
- Select “LCRA” as the Jurisdiction. If you select another organization, your application will not be transferred to LCRA or seen by LCRA staff.
- Select “OSSF” as Project Type. If you select a different project type, the application will be rejected and you must resubmit.
- Click “Next”.



Apply Online

Jurisdiction and Request Type *

ⓘ Some jurisdictions do not accept online applications.
If your jurisdiction or jurisdiction's department is not listed please contact that jurisdiction directly for their application procedure.

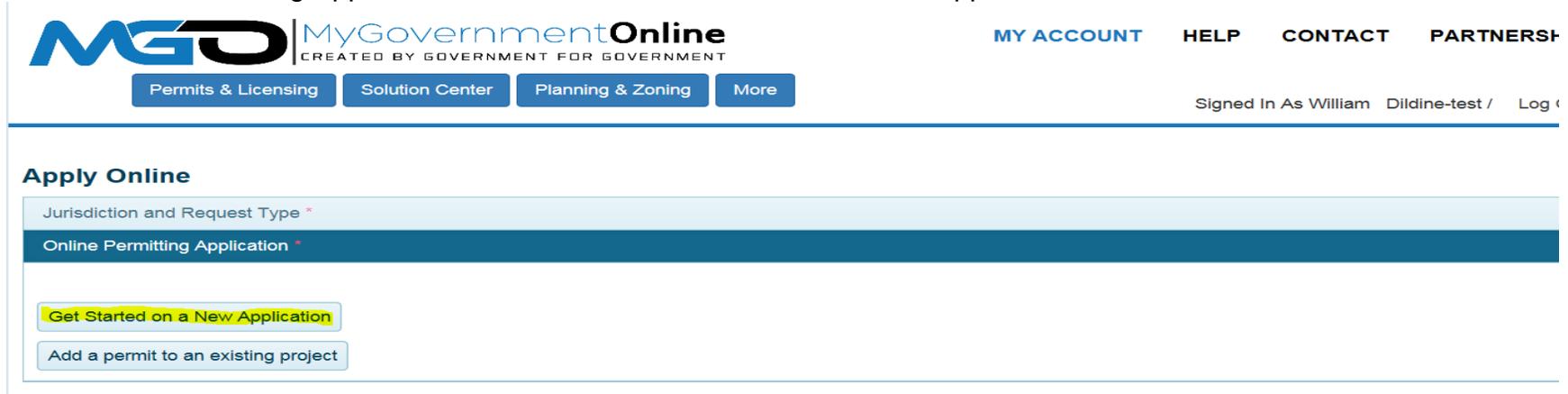
Country: * State: *

Jurisdiction: *

Project Type: *

Step 4:

- In the Online Permitting Application section, select Get Started on a New Application.



MGDO MyGovernmentOnline
CREATED BY GOVERNMENT FOR GOVERNMENT

MY ACCOUNT HELP CONTACT PARTNERSHIP

Permits & Licensing Solution Center Planning & Zoning More

Signed In As William Dildine-test / Log Out

Apply Online

Jurisdiction and Request Type *

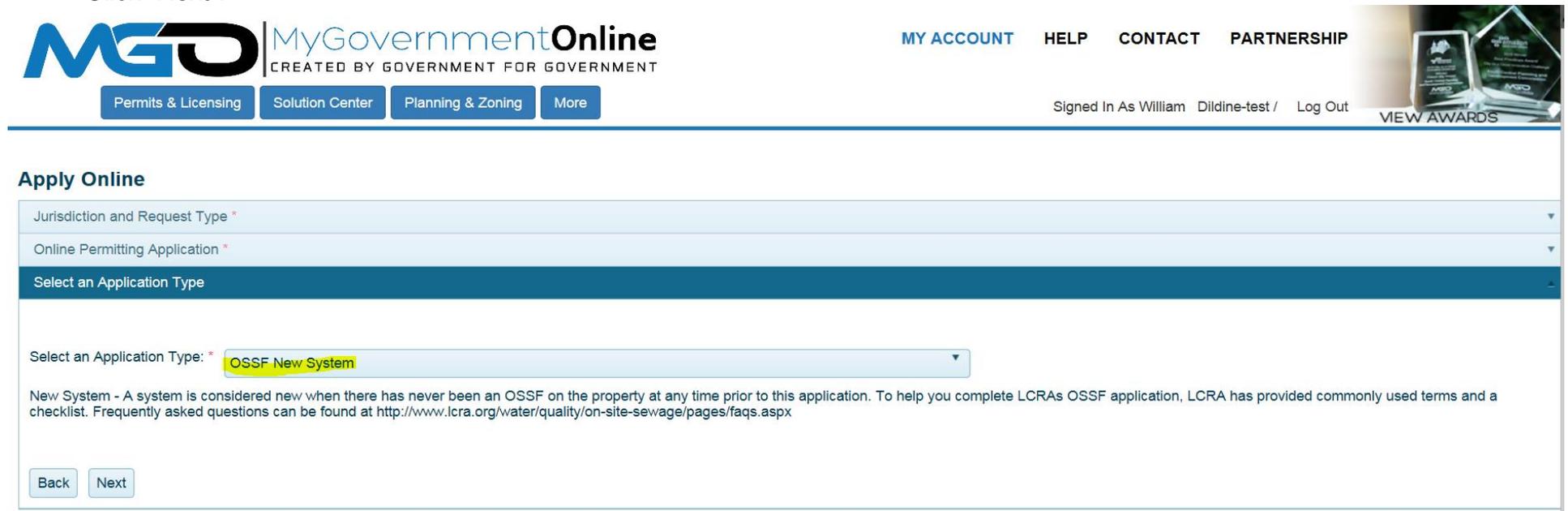
Online Permitting Application *

Get Started on a New Application

Add a permit to an existing project

Step 5:

- In the Select an Application Type section, select “OSSF New System”.
- Click “Next”.



MGDO MyGovernmentOnline
CREATED BY GOVERNMENT FOR GOVERNMENT

MY ACCOUNT HELP CONTACT PARTNERSHIP

Permits & Licensing Solution Center Planning & Zoning More

Signed In As William Dildine-test / Log Out  VIEW AWARDS

Apply Online

Jurisdiction and Request Type *

Online Permitting Application *

Select an Application Type

Select an Application Type: * **OSSF New System**

New System - A system is considered new when there has never been an OSSF on the property at any time prior to this application. To help you complete LCRA's OSSF application, LCRA has provided commonly used terms and a checklist. Frequently asked questions can be found at <http://www.lcra.org/water/quality/on-site-sewage/pages/faqs.aspx>

Back Next

Step 6:

Physical Address or Location

- Fill in all three fields for the property address.
- Click “Next”.

Step 7:

Owner’s Contact Information

- If you are the property owner, please provide your email address and phone number.
- If you are an agent who is filling out the application on behalf of the property owner, please provide a contact email. If you choose not to provide the property owner’s email address, you assume responsibility of providing the owner with updates. LCRA uses email as the primary method of correspondence with the property owner. You also are responsible for making the owner aware of this. This requirement also applies to the paper application.
- Click “Next”.

Step 8:

Applicant’s Contact Information

- At this step, your information populated in the fields as the user logged into the system. You are the contact by default in the system, however other people also can be listed as contacts. Add additional contact information at this point.
- Click “Next”.

Step 09:

Contractor’s Contact Information

- Assign a contractor’s role to another person such as the installer, if you have that information available, or leave the fields blank.
- Click “Next”.

Step 10:

Designer’s Contact Information

- Complete the fields with the designer’s contact information.
 - You can find the designer’s contact information from the design provided to you. If a designer is not involved, leave the fields blank.
- Click “Next”.

Step 11:

Application Questionnaire

- Answer all of questions in this section. If any questions are not answered, the application will not be accepted.
 - The first two questions relate preparing the property for the onsite inspection. The onsite inspection is typically done within a week from the date the application was submitted. If the property is not ready for the onsite inspection, add a note in both questions that the property is not ready and you will schedule the inspection. If you do not add the note (an email or call to LCRA is not sufficient), the onsite inspection will be conducted. If the property is not approved, LCRA will charge an extra trip fee to be paid before a subsequent inspection is performed.
- Click “Next”.

Step 12:

Files Upload

- Upload all applicable documents.
 - You can load each document in its respective tab, or you may upload the entire application using one of the Upload Files tabs.
- Click “Next”.

Step 13:

Review

- In the Review section, you can either save the application or submit it to LCRA.
 - If you save the application, it will stay on your account pending submittal.
 - When you are ready to submit the application, click Submit. You will see a box, as shown below, with an application number. This application number is not the permit/project number. Once LCRA accepts the application, a project number will be created.

The screenshot displays the MyGovernmentOnline interface. At the top left is the MGO logo with the tagline "MyGovernmentOnline" and "CREATED BY GOVERNMENT FOR GOVERNMENT". Navigation links include "MY ACCOUNT", "HELP", "CONTACT", and "PARTNERSHIP". A user is logged in as "William Dildine-test" with a "Log Out" option. A "VIEW AWARDS" link is visible on the right. The main content area is titled "Review" and contains a message: "To save your current progress and complete your application another time, please press save before exiting." Below this, a confirmation dialog box is open with the title "APPLICATION CREATED AND SUBMITTED CONFIRMATION". The dialog text reads: "Your Application has been received by LCRA and has been assigned application number APP-657. Your application can not be edited unless the jurisdiction returns it to you requesting changes. You can check the status and review your application by clicking the review application button below or by reviewing the 'My Applications' section of your account dashboard. You will also receive an e-mail once the jurisdiction processes your application." The dialog has "CLOSE" and "REVIEW APPLICATION" buttons. In the background, there are "Back", "Save", and "Submit" buttons.

Step 15:

- After you submit your application to LCRA and see the confirmation, LCRA will review the application.
- If there are missing items or information, LCRA will return your application to you with instructions for completing it. LCRA will not accept emailed documents or submittals at a later date.
- Once the application is accepted, LCRA will send you an email with an invoice for the permit fee. Permit fees cannot be paid before the application is submitted. LCRA staff determines the fee when the application is submitted.

Paying the permit fee

Step 1:

- When you receive the permit fee invoice from LCRA, login to your My Government Online account to pay the fee.
- Click My Account.
- Open the corresponding project by selecting View Permit, as shown below.

- Permits & Licensing
- Solution Center
- Planning & Zoning
- More

Signed In As William Dildine-test / Log

View Permit	LCRA		TEST-M	TEST TEST LA		Active	01-01-1900
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Step 2:

- You will see the pending fee and a balance due. (The fee shown below is an example only of the display.)
- Click the Payments tab.

Jurisdiction: LCRA **Project Description:**

Create Date: 12/15/2015

Fees: \$70.00 **Fees Paid:** \$0.00

Balance Due: \$70.00

Status: Active

Types: OSSF - Extra Trip to the Site (7671)

[Print Receipt](#)

Overview Contacts Requirements **Payments**

Assigned Project Types

Step 3:

- On the summary screen that shows the fee, select Pay Online to pay with a credit card.

OSSF - Extra Trip to the Site

Total

\$70.00

Amount Due

\$70.00

Payments Balance

Balance Paid: \$0.00

Balance Due: \$70.00

New Payment

Received Date 12/26/2018 Contact

Not Applicable

Type

OSSF - Extra Trip to the Site - OSSF - Extra Trip to the Site

Due

\$70.00

Payment Type

Amount

Credit Card

70

Pay Online