The Town of Orange is transitioning to an online permitting system MyGovernmentOnline. To make this transition as smooth as possible, please follow the steps on this document. If you need help creating an account, applying for a permit, adding another permit to your account, adding an additional permit to an existing project, or printing information from your account, please contact the help desk at 866957-3764. They will provide customer service for you in all facets of this system.

How to create a new user account:
1. Go to MyGovernmentOnline.org
2. Click the Create Account button at the top right of the screen.
3. Enter your email, password, first and last name, and phone number.
4. Then click create account.
5. You will receive an automated call to verify your phone number. (If you are unable to verify your number with this call, you can contact our support team at 866-957-3764 and they will be able to verify this for you.)
6. You will only need to do this only once. Please save your account ID and password for future use in all applications you may need in the Town.

How to apply for a permit:
1. Go to MyGovernmentOnline.org and Log In using the account you just created.
2. Hover over Permits & Licensing and click Apply Online.
3. Select your State, Jurisdiction and Project type. (ex. Building, BOH, Fire, etc) and the permit in that department you need.
4. Fill in all fields on the application. These are the same fields that are on the previous paper applications. Red Stars are required fields. Otherwise, if you do not know a piece of information, leave it blank and you will still be able to submit it.
5. Sign the application by typing your name.
6. Once submitted, the application will be reviewed by the department you are applying to. You will receive verification that the application was received and an invoice for fees owed to the Town. You must pay the application fee for the application process to continue.
7. Going forward, you will be able to see where your application is in process, print receipts of payments, schedule inspections, or communicate with the department processing your application.
8. If you have questions on how to apply, please call the help desk at the number below and they will assist you.

How to add an existing permit to your account:

1. Go to MyGovernmentOnline.org and Log In.
2. Hover over Permits & Licensing and click Search Permits.
3. Select your State, Jurisdiction and Project type.
4. To Search by the Project # (This is the same as your Permit #) OR the Street Address of the project, type that into the search field.
5. Then click Search, once the results appear below click "Add to my account".
6. If a phone number on the project matches the verified phone number on your account, a pop up titled "Add project to your account" will appear. You will have the option to add a project alias but it is not required. Click Add Project to My Account.
7. If your phone number is not listed as a contact number on the project you will receive the pop up "Your verified phone number on your account does not match a contact number listed on the permit"
8. If you receive this pop up please contact MyGovernmentOnline support team at 866-957-3764 so that they can further assist you.
9. Once the project is successfully added to your account, the pop up will say "Permit added to your account" and you can choose continue or view project details.

How to print a copy of your permit:

1. Go to MyGovernmentOnline.org and Log In.
2. Click the blue My Account button at the top right corner.
3. Scroll down to the My Permits section. You should see your permit listed here. (If not, follow steps on adding an existing permit to your account)
4. Click View Permit to the left of the permit you need to print.
5. There will be four tabs called Overview, Contacts, Requirements and Payments. Click the Payments tab.
6. To the right above the green checkmark that says paid there will be a Print Permit button if the permit has been issued.

Customer Service for the permitting system is provided free to the Town. If you have any questions, please contact MyGovernmentOnline Helpdesk first at:
(866) 957-3764 or email at support@mygovernmentonline.org

Thank you and we are proud to be able to provide this service to the residents and developers choosing to do business in Orange. May it make accessing our offices easier and applications quicker, as you will not need to come down to the Town Buildings and can access the system 24/7 for applying.