

GovOnline Quick Reference Guide

New to GovOnline System?

To get started on using the GovOnline system:

- You would need to **establish a user account** first (for more details, please see "Quick Reference Guide to Common Tasks - (A)" below)
- Once the account is created, a randomly generated **password** will be emailed to you
- You can then **log in to GovOnline** by using your designated user name with the password you received in your email
- Once logged in to the GovOnline system, you can **change the system generated password** to one you prefer
- Reference the **Quick Reference Guide** section to learn more about some of the more commonly performed tasks offered by the GovOnline system

What can GovOnline System do for you?

- Submit permit applications online
- Pay fees online
- Make inspection requests online
- Check application statuses online
- Print out permits or certificates online
- Receive email notifications of any application status changes
- Receive email notifications of any inspection requests
- Receive email notifications of inspection results

Extra Benefits to Contractors (For Contractors only)

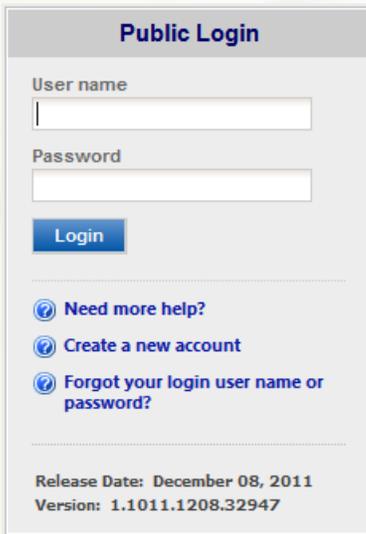
- Add additional sub-contractors at any time to a contractor's profile
- The added sub-contractors can then be selected (via a drop-down list) when filling out the application form
- If the sub-contractor is defined as the **default sub-contractor**, the sub-contractor information will be automatically populated when filling out the application form

Quick Reference Guide to Common Tasks

- To create a new user account
- To change your password
- To create and use sub-contractor information (For Contractor only)
- To submit an application
- To make an inspection request

A. To create a new user account :

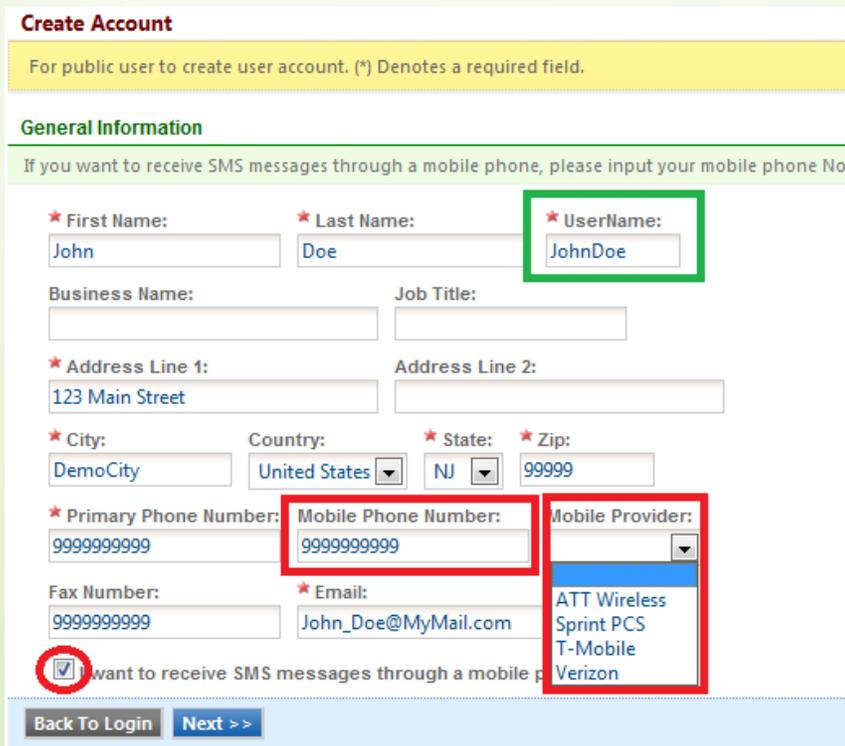
I. Click on "Create a new account"



The image shows a 'Public Login' form with the following elements:

- Public Login** (Section Header)
- User name:
- Password:
- Login:
- Need more help?
- Create a new account (highlighted with a blue circle)
- Forgot your login user name or password?
- Release Date: December 08, 2011
- Version: 1.1011.1208.32947

II. Enter required information on "Create Account" screen



The image shows a 'Create Account' form with the following elements:

- Create Account** (Section Header)
- For public user to create user account. (*) Denotes a required field.
- General Information** (Section Header)
- If you want to receive SMS messages through a mobile phone, please input your mobile phone No.
- * First Name:
- * Last Name:
- * Username: (highlighted with a green box)
- Business Name:
- Job Title:
- * Address Line 1:
- Address Line 2:
- * City:
- Country:
- * State:
- * Zip:
- * Primary Phone Number:
- Mobile Phone Number: (highlighted with a red box)
- Mobile Provider: (highlighted with a red box)
- Fax Number:
- * Email:
- I want to receive SMS messages through a mobile phone (highlighted with a red circle)
- Back To Login

- Note:
- a. An asterisk (*) denotes a required information field.
 - b. All mobile device information is required to receive SMS messages
 - c. User name will be the ID used to log into GovOnline system

III. Select all Applicable "Account Type" - Only applicable to Hoboken Parking Permit users

Parking permits and other products for sale at the Hoboken Parking Utility are made available based on an individual's relation to the city as a Resident, Business Owner, Employee, or Visitor. Please select the most applicable "Account Type" option(s).

Create an Account

Please complete the following form to create an account with the Hoboken Parking Utility

Account Type (check all that apply)

Parking permits and other products for sale at the Hoboken Parking Utility are made available based on

- I live in Hoboken. I have a NJ driver's license. I have a Hoboken address on my license. I do not have an address change decal affixed to my license.
- I live in Hoboken. I have a NJ driver's license. I have an address change decal affixed to my license.
- I live in Hoboken. I do not have a Hoboken address on a New Jersey license. (Agency approval required)
- I own a business based in Hoboken. (Agency approval required)
- I am a "responsible officer" of a business based in Hoboken. (Agency approval required)
- I am an employee of a business based in Hoboken (Agency approval required)
- I am a visitor or guest in Hoboken. I do not live, own a business, or work in Hoboken

Provide Supporting Documents

Please use the list below to select the appropriate document name and then upload the required document. If you use a camera, please be sure documents legible. If you do not have or do not wish to upload documents, please contact HPU at 201.981.3333.

File Name:

Attachment Delivery Method: Online Mail-in Present at HPU/City Hall

Please select a file from your local PC:

File Description:

Please note: depending on what "Account Type" option(s) you selected, appropriate required document(s) will need to be included in your account application. You may use scanned copies or images taken with a camera for this purpose. If using a cell phone camera, please be sure documents legible. If you do not have or do not wish to upload documents electronically, you may mail in or provide copies to HPU at our offices in City Hall. Our address is **94 Washington Street, Hoboken, NJ 07030**.

IV. Select whether applicant is Home Owner or Contractor - Only applicable to Construction Permit users

Create Account

For public user to create user account. (*) Denotes a required field.

* Please select your account type: Home Owner Contractor

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Note: Contractor will be able to enter and reuse sub-contractor information.

V. Contractor information - Complete this section ONLY if you are a contractor

a) Fill in contractor information

Create Account

For public user to create user account. (*) Denotes a required field.

* Please select your account type: Home Owner Contractor

Principal Contractor

First Name: Last Name:

Business Name:

* Address: * City: * State: * Zip:

* Phone Number: Fax Number: * Email:

Federal Employer ID No.:

Principal Contractor License List

Please click the "+" to add a license.

license Detail

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b) Click "+" icon to add contractor's license information.

Principal Contractor License List

Please click the "+" to add a license.

License Detail

* License No.: * License Type:

Issued Date: Expired Date:

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VI. Click Next to set up security questions

Create Account

For public user to create user account. (*) Denotes a required field.

Security Questions

All following security questions need to be answered for later application submission purpose.

Question 1:
What is the first and middle name of your oldest sibling? ▾
Answer:

Question 2:
what is your favorite book? ▾
Answer:

Question 3:
what is the name of the hospital where you were born? ▾
Answer:

Question 4:
what is your best friend's last name? ▾
Answer:

Question 5:
what is the last name of your favorite teacher? ▾
Answer:

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VII. Verify picture and then create account

Picture Verification

Enter the characters you see in the picture (case sensitive), and sending spam.



* Enter the characters you see:

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VIII. Once the "Create Account" button is clicked, the user account will be created

- A randomly generated password will be emailed to you
- Log in to GovOnline by using the user name and password to customize the password immediately

B. To change your password:

I. Click on “My Profile” and then select “Password/PIN”

GovONLINE

Home Application Inspection eService **My Profile** 1

My Profile > Profile Management > Basic Information

General Information Address Information Contractor Information

To verify and update your basic user information below as needed.
* Denotes a required field

General Information

* First Name: Roger M.I.: Last Name: Yang
Company: Job Title:
Primary Phone Number: 7324546738 Mobile Phone Number: 7329866963 Mobile Provider: ATT Wireless
Fax Number: * Email: Roger_Yang@enfotech.com
 Do you want to receive SMS messages through a mobile phone?
Save Profile Info

II. Key in old password, new password and confirm it

GovONLINE

Home Application Inspection eService **My Profile**

My Profile > Profile Management > Password and PIN

My Password Information My PIN Information

Change your password.
To change your password, enter old password then new password. New password must be different from old password.
New password will be emailed to the account's email address. Password is case sensitive.
* Denotes a required field

Change Password
If you don't need to change your password, please leave it blank.

Old Password:
New Password: Confirm New Password:
Save Password

C. To create and use sub-contractor information : (For Contractors only)

- I. **Once log into GovOnline system:**
 1. Click on “My Profile” and then
 2. Click on “Contractor Information”

The screenshot shows the GovOnline interface. At the top, the 'My Profile' menu item is circled with a red '1'. Below it, the 'Contractor Information' tab is circled with a red '2'. The page displays a form for updating profile information, including fields for First Name (Roger), Last Name (Yang), Company, Job Title, Primary Phone Number (7324546738), Mobile Phone Number (7329866963), Mobile Provider (ATT Wireless), Fax Number, and Email (Roger_Yang@enfotech.com). A 'Save Profile Info' button is at the bottom.

- II. **To add sub-contractor information:**
 1. Click on “Sub Contractor” and then
 2. Click on “Add Contractor” button to add sub-contractor

The screenshot shows the 'Sub Contractor License List' page. The 'Sub Contractor' tab is circled with a red '1'. Below the list, the 'Add Contractor' button is circled with a red '2'. The table below shows one sub-contractor license.

View/Edit	Remove	Status	License No.	Expired Date	License Type	Is Default?	Contractor
		Active	11111111111111	04/28/2011	General Building Contractor	Yes	ABZ Home Improvement(Roger Yang)

Note: The principal contractor will be the default subcode sub-contractor.

III. Key in sub-contractor's license number to select the sub-contractor from existing list

Select Contractor License

Search existing Contractor License based on entered License No., you can select if found otherwise you can create new one.

* License No.: Load

Contractor Info

Business Name: First Name: Last Name:

* Address: * City: * State: * Zip:

* Phone Number: Mobile Phone Number: Mobile Provider:

Fax Number: * Email:

I want to receive SMS messages through a mobile phone.

Federal Employer ID No.: * Status: Active

License List

Please click the "+" to add a license.

Save Cancel

IV. If sub-contractor does not exist in the system:

1. Key in sub-contractor information.
2. Click the "+" icon to add sub-contractor's license information.
3. Repeat the same procedure until all desired sub-contractors are all added.
4. Make sub-contractor as **default contractor** to be automatically selected when submitting applications.

Contractor Info

Business Name: Joe, the Plumber First Name: Joe Last Name: Doe

* Address: 222 Main Street * City: MyCity * State: NJ * Zip: 99999

* Phone Number: 9999999999 Mobile Phone Number: Mobile Provider:

Fax Number: * Email: Joe_Doe@MyMail.com

I want to receive SMS messages through a mobile phone.

Federal Employer ID No.: * Status: Active

License List

Please click the "+" to add a license.

License Detail

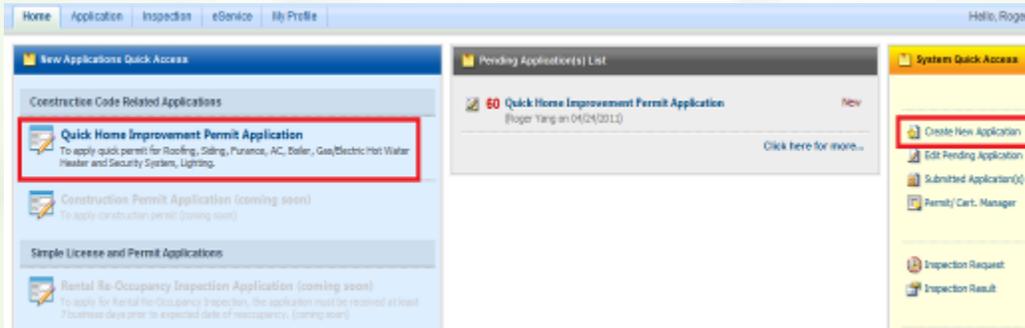
Is Default?

* License No.: * License Type:

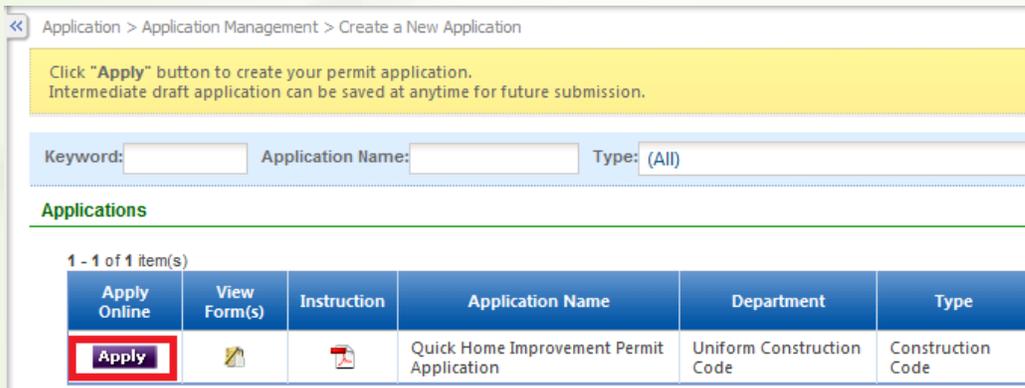
Issued Date: Expired Date: * License Status: Active

D. To submit an application :

- I. **Once logged into the GovOnline system, click either one of the following links to submit an application**



- II. **Click the “Apply” button link to select the corresponding application**



- III. **Fill in all permit application information and follow wizard instructions**

Quick Home Improvement Permit (Application ID: 64)

Complete the form below for your permit application.

Project Site Location

* Address 1 Address 2

* City * State * Zip Code

Validate Block/Lot

Block Lot Qualification Code

Owner in Fee

Ownership in Fee Public Private

* First Name * Last Name

E. To make an inspection request (For Construction Permit only):

- I. Once construction permit is issued and construction job is done:
 1. Click on "Inspection" menu item.
 2. Select items to be inspected (multiple items can be selected simultaneously).
 3. Click "Request" button to make inspection request.

Inspection Management

Inspection Request

Inspection Result

Inspection > Inspection Management > Current Inspection

Inspection

Click "Request" button or "Inspection Name" link to make inspection request.

Inspection List

Request Quick Home Improvement Permit Application (Application ID: 65)

Building Subcode	Status
<input type="checkbox"/> Quick Home Improvement Building Inspection Roofing,Siding,Radon	Required
<input type="checkbox"/> Quick Home Improvement Electrical Inspection Furnace,AC	Required
<input type="checkbox"/> Quick Home Improvement Plumbing Inspection Furnace,AC,Gas,Electric,Boiler	Required

- II. Select the desired time slot to make inspection request

Inspection Request

Please select the time slot for your inspection and submit request.
STEP1: Click "green box" (#) from left calendar to select available time slot.
STEP2: Click CheckBox (input type="checkbox") on the right grid to select the time slot.
STEP3: Click "Submit Request" button (Submit Request) under the right grid to confirm the request.

1. Time Slots Calendar

April 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

■ : # of available inspection time slots
■ : Holiday

2. Time Slots of date: Monday, April 25, 2011

1 - 3 of 3 item(s)

	Time Slot	Duration	Inspection Cat.	Available Slots
<input type="checkbox"/>	9:30 AM ~ 3:00 PM	5.5 hrs	Building Subcode	10
<input type="checkbox"/>	9:30 AM ~ 3:00 PM	5.5 hrs	Electrical Subcode	10
<input type="checkbox"/>	9:30 AM ~ 3:00 PM	5.5 hrs	Plumbing Subcode	10

3. Submit Request

Close