

## Instructions for Submitting a 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 [www.lcra.org/ossf](http://www.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 will be returned.
- Once posted, 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 complete and an inspection cannot be requested until LCRA receives the fee payment.

### Submitting an online permit application

#### Step 1:

- Visit [www.mgoconnect.org](http://www.mgoconnect.org)
  - This link will direct you to the new My Government Online interface, [www.MGOConnect.org](http://www.MGOConnect.org). The original platform is still available to use through [www.mygovernmentonline.org](http://www.mygovernmentonline.org). We have updated our instructions to follow the new platform. If you are a first-time user, please follow the instructions provided for MGOConnect.
- If you already have an account, skip to Step 2.
- If you do not have an account, create one.
  - Important note: The phone number you use to create your account will be the phone number that must be used for all applications when submitted to LCRA. MyGovernmentOnline will call your number to verify it. It is critical that you verify your number, otherwise you will not be able to link accounts/permits to your account without you calling the MyGovernmentOnline support line to add your phone number.

Step 2:

- Log in to your account.
- Select “LCRA” as the jurisdiction. If you select another organization, your application will not be transferred to LCRA or seen by LCRA staff.
- From the “Home” screen, click on Apply Online for A Permit.



Step 3:

- Select “OSSF” as project type.

**Please select a project type**


HLWO/ HLDO Permit →

Marina →

**OSSF** →

Step 4:

- Select “Get Started on A New Application.”



**Do you want to use an existing project?**

**Get Started on A New Application** →

**Submission to an Existing Project** →

Step 5:

- Click the arrow to proceed.

**Please select an application type**



**OSSF New System**

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> →

Step 6:

Physical Address or Location

- Fill in all four fields for the property address.
- Click Next.

The screenshot shows a multi-step registration process for the OSSF New System. The progress bar at the top indicates five steps: 1. Select Address (current step), 2. Contacts, 3. Questionnaire, 4. File Upload, and 5. Review. The main heading is "OSSF New System". Below it, the section is titled "Address". A location pin icon is followed by the text "Enter Address or Location". The form contains four input fields: "Address \*", "City \*", "State \*", and "Zip Code \*". The "State \*" dropdown menu is currently set to "TX - Texas". At the bottom right, there are two buttons: a light blue "← Back" button and a green "→ Next" button.

### Step 7:

#### Contact Information for:

- Complete the fields with the Applicant's contact information.
- Click "Site Evaluator" at the top and complete the fields.
- Click "OSSF Designer" at the top and complete the fields.
- Click "Contractor" at the top and complete the fields.
- Click "Installer" at the top and complete the fields.
- Click "Owner" at the top and complete the fields.
- After completing all fields, click Next.

The screenshot shows a web-based application form titled "OSSF New System". At the top, a progress bar indicates five steps: 1. Select Address, 2. Contacts (highlighted), 3. Description, 4. Filtration, and 5. Review. Below the progress bar, there are six tabs: Application (highlighted), Site Evaluation, OSSF Designer, Contractor, Installer, and Owner. The form is divided into three main sections:

- Personal Information:** Fields for First Name, Last Name, Suffix, and Business Name.
- Residential Address:** Fields for Address, City, State (a dropdown menu labeled "Select State"), and Zipcode.
- Contacts:** Fields for Email, Home Phone, Cell Phone, and Work Phone.

At the bottom right of the form, there are two buttons: "← Back" and "→ Next".

### Step 8:

#### 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 to preparing the property for the on-site inspection. The on-site inspection will be requested, but if the property is not properly prepared and the on-site is not approved, LCRA will charge an extra trip fee to be paid before a subsequent inspection is performed.
- Click "Next."

### Step 9:

#### 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 10:

- Click Submit to send your application to LCRA for review.



Step 11:

- Once your application is submitted, you will see a submittal confirmation, as shown below.

**Confirmation: Online Request Received**

LCRA has successfully received your online request. It has been assigned the request number: APP-7396.

Please Note:

- **Editing Your Request:** Currently, you cannot edit your request. If the jurisdiction requires any changes, they will return the request to you with a request for modifications.
- **Tracking Your Request:** To check the status and review your request details, please click the "Review Request" button below. Alternatively, you can access this information by selecting the "Projects" link in the top menu bar.
- **Next Steps:** You will be notified via email and receive an alert within the Projects Dashboard once the jurisdiction has processed your request.

[REVIEW REQUEST](#)

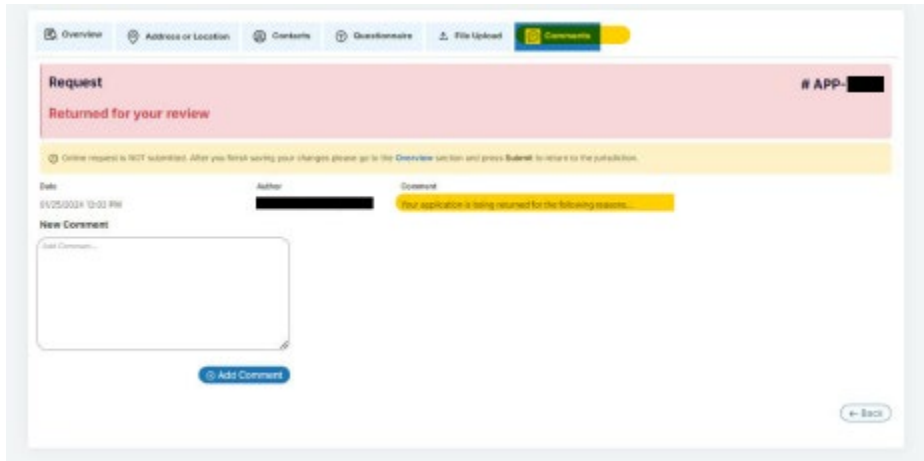
Step 12:

- LCRA will review and process your application. Upon completion, you will receive an email with the invoice containing payment options and instructions.
- If your application is incomplete, it will be returned to you with comments as to what is needed.
- To view the comments, log in to your MGOconnect online account, click on projects and open the project.

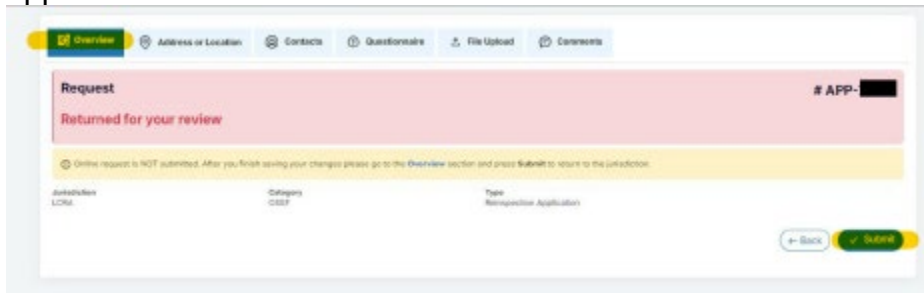
The screenshot shows the MGOconnect web application interface. At the top, there is a navigation bar with links for Home, Projects (highlighted in green), Inspections, Contractors, Support, and Help. Below the navigation bar, a project request card is displayed. The card has a pink header with the text "Request #APP-██████" and "Returned for your review" in red. To the right of the header is a green "Open" button with a magnifying glass icon. Below the header, the card is divided into two columns of information:

<b>Address</b> ████████████████████	<b>Jurisdiction</b> LCRA
<b>Request Type</b> OSSF New System	<b>Submitted Date</b> 01/26/2024 11:52 AM
<b>Last Comment From Jurisdiction</b> you have comments	<b>Created Date</b> 01/26/2024 11:52 am

- Go to the “Comments” tab to view the return comments.



- After addressing outstanding items, save any changes, go to the Overview tab, and hit Submit to return the application to LCRA for review.



## Paying the permit fee.

### Step 1:

- When you receive the invoice from LCRA, login to your MGOconnect online account to pay the permit fee.



- Click on Projects at the top of the screen.
- Open the corresponding project by clicking on the arrow next to Balance Due. (The fee shown below is an example only of the display).



Project #TEST- [redacted] Pending (Under Review) [Open](#)

Address	[redacted]	Jurisdiction	LCRA
Project Alias	[redacted]	Project Type	OSSF
Created Date	08/22/2021 06:41 pm	Work Type	[redacted]
	Completed: 28.37%	Request Number	APP-7051 APP-7055

Balance Due \$150.00 [↻](#)

[Request Inspection](#) [Remove](#)

Step 2:

- Click the Payments button.

Overview Contacts Tasks **Fees** Docs Comments

Project Status: Pending (Under Review) # TEST-AB

### Balance

Paid	\$0.00
Due	\$150.00

[Fees](#) [Payments](#)

OSSF - Facility Reinspection - Single Family Dwelling	Amount Due	<b>Due</b>
	Total	\$150.00

Step 3:

- Under New Payments, enter the needed information to pay online.