MyGov Collaborator How-to

City of Borger Department of Planning & Development
600 N. Main Street, Borger, TX 79007
Phone: (806) 273-0908 · Fax: (806) 273-0911
www.borgertx.gov

Welcome! We are excited to be working with you as a collaborator. As a collaborator, you can use our new and intuitive interface to request permits and credentials, schedule inspections, pay fees, read and respond to correction items, and even check the statuses of your projects. The Collaborator Interface comes equipped with a dashboard that automatically updates in real-time, allowing you to stay up-to-date on all projects. Below you will find instructions on how to use your new collaborator account.

Becoming A Collaborator

There are two ways to become a Collaborator:
1. Request access to collaborate with an agency by creating a new collaborator account.
2. An agency may extend an invitation to whom they would like to collaborate with.

Creating a Collaborator Account

1. Follow this link to begin creating your new account.
2. Type in the required information
3. Click the checkbox once you have read and agreed to the Terms of Service
4. Click *"Create Account"*
5. Complete the information on your contact record
6. Click *"Save Contact"*
7. Click the checkboxes by the agencies you wish to collaborate with online
8. Click *"Send Request"*
9. Check your email
10. Open email and click the *"Validate Email"* button in the email
11. Check your email. The agencies you requested to work with will respond to your request via email.
12. Click *"Collaborator Login"* to login and login using credentials you provided in step 5.

Note: If you have forgotten your password, click *"Forgot your password?"*

Accepting an Invitation to Collaborate

1. An invitation email will be sent to you from the agency.
2. Click the *"Collaborator Interface"* button in the email
3. Using the email address and temporary password found in the email, login to your Collaborator Interface.
4. Once logged in, you will see your Dashboard, and be prompted to finish your *"Contact Details"*. Click this link and update information as needed.
5. Click *"Save Contact"* when finished.
6. On your Toolbar, go to Agency Access > Pending Access. Here, you will see the agencies who have invited you to collaborate
7. Click the gear tool to the right of the agency name.
8. Click *"Accept Invitation" then "Yes, accept this"*
9. At the top left of this page next to your Main Dashboard icon, you will now see your Agency appear.

Collaborator Interface - Main Dashboard

When first logging into your Collaborator Interface, you will land on your Main Dashboard. In the top, right corner of your page, you will see:

- A *"Logout"* button.
- A *"Settings"* tool that appears as a small gear icon; this is where you can edit your 'contact record' or change your password.
- A "Contextual Help" tool that appears as a question mark; this tool provides an explanation of the page that you are currently on, and can be found at the top, right-hand corner of every page of your Collaborator Interface.

Main Dashboard - Toolbar

Under the Toolbar Item *"Agency Access"*, you can view:

- *All Agencies*: All agencies available to collaborate with online
- *Validation Listing*: Agencies that you have requested access to, but require email validation from you before continuing.
- *Pending Access*: Agencies that are pending your approval to access.
- *Approved Access*: Agencies that have approved you for Collaboration.

Under the Toolbar Item *"General Info"* you can view and edit your profile, including your contact details, notification settings, and saved credit cards.

Requesting Access to Another Agency

- To request access to collaborate with another Agency, select the green button "Request Access" on the Toolbar.
- Here, you will begin on step #7 under the *"Creating a Collaborator Account"* section found above.

Collaborator Interface - Agency Dashboard

- The Agencies you have access to collaborate with will appear next to your 'Main Dashboard' icon at the top of the page. By selecting one of these Agency icons, you will land on a Dashboard specific to that Agency.

Agency Dashboard - Toolbar

Under the Toolbar Item *"Credentials"* you may view:

- *Applications*: A listing of all applications for Credentials.
- *Active:* Credentials that are active.
- *Renewing*: Credentials that are in the process of being renewed.
- *Expiring*: Credentials that will be expiring soon.
- *Expired*: Credentials that have expired.
- *Revoked*: Credentials that have been revoked.
- The option to *Estimate Fees* for a particular Credential

Under the Toolbar Item *"Projects"* you may view:

- *Projects*: A listing of all projects.

- *Requested*: Projects that have not been accepted yet.
- *Reviews*: Projects that are currently on a Review step.
- *Inspections*: Projects that are currently on an Inspection step.
- *Archived*: Projects that have been archived.
- The option to *Estimate Fees* for a particular project.

Under the Toolbar Item *"Invoices"* you may view:
- *All:* A listing of all invoices.
- *Due:* Invoices that are due.
- *Past Due:* Invoices that are past due.
- *Paid:* Invoices that have been paid.

From these pages you can:
- Edit an invoice
- Email an invoice
- Delete an invoice
- Pay an invoice
- Print an invoice

Making a New Request
- To make a new request with your Agency, select the green button *"Make New Request"* on the Toolbar.
- Select the Department you choose to work with
- Upon selection, all request types for this Department will expand and you may choose the desired request type from the list.
- Enter the required information and click the *"Request"* button at the bottom of the page to complete the request.

- Once your request has been submitted, you will land on a *"Details"* page. The purpose of this page is to identify what step of the process your application is currently in.
- There are three actions available to you from your Details pages:
    1. Respond to a Correction Item
        a. When a correction item has become available and is needing your response, you will see an option to *"Reply"* on your Details page. This is your direct connection to your Agency via your Collaborator Interface.
    2. Pay A Fee
        a. When a fee has become available to pay, you will see an option appear to *"Pay Fees"*.
    3. Schedule An Inspection
        a. When an inspection step has become available to schedule, you will see an option appear to *"Schedule Inspection"*

Note: When action is requested of you for any project, you will receive an email from MyGov, and your Dashboard will be updated.

We hope you have found this information useful. If you have questions or need additional information, please contact your Agency administrator directly. Thank you!