# MGO Connect Step-by-Step Guide

This step-by-step guide walks you through how to register a Short-Term Rental (STR) property with the City of Jonestown using MyGovernmentOnline (MGO Connect).

Step 1: Access MGO Connect

1. Go to **https://www.mgoconnect.org/**
2. Select **Customer Portal**.
3. When prompted to select a jurisdiction:
4. State: **Texas**
5. City: **Jonestown**

Step 2: Start a New Application
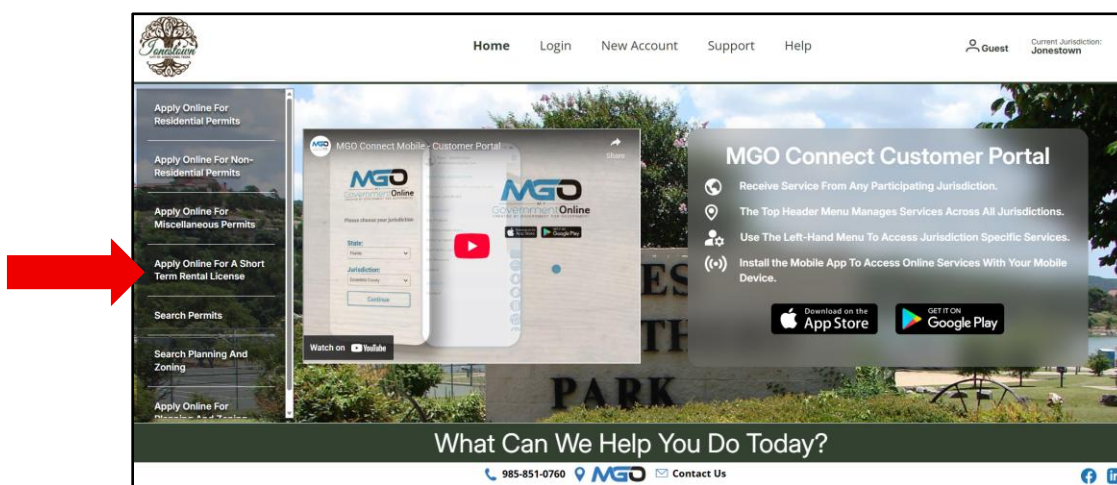
1. From the left-hand menu, select **Apply Online for a Short-Term Rental (STR) License.**

Step 3: Step 3: Log In or Create an Account

- Log in to your existing **MyGovernmentOnline** account.
- If you do not already have an account, click **New Account** and follow the prompts to create one.

Tip: Use an email address you check regularly. All updates, invoices, and approvals are sent by email.

Step 4: Enter Property & Contact Information

1. Enter the **property address** and required contact information.
2. On the **Contacts** page, complete the following:

   - **Owner** – the legal property owner
   - **Applicant** – the person submitting the application (may be the owner or a representative)
   - **Contractor** – this should be the **local agent** who can respond to emergencies

IMPORTANT: The local agent must be able to respond in person, if needed, in accordance with City requirements.

Step 5: Complete the Questionnaire

- Answer all required questions in the STR questionnaire.
- Carefully review each acknowledgement.
- Select "I Understand" for all acknowledgements before proceeding.

Step 6: Upload Required Documents

You must upload all required documents before submitting your application. Please have the following files prepared:

- STR Application
- Proof of Property Ownership
- Owner Authorization of STR Use
- Law / Code Violation Acknowledgement
- Lease Agreement (if applicable)
- Short-Term Rental Site Plan
- Proof of Septic or Wastewater Connection
- Certificate of Liability Insurance
- Photos of the **interior and exterior** of the residence
- Self-Inspection Oath (if applicable)

Where to Find City Forms

City-provided forms are available on the City of Jonestown website:

- Navigate to **Documents → Short-Term Rentals**
- Website: https://jonestowntx.gov/documents

Step 7: Review & Submit

Confirmation: Online Request Received

Jonestown has successfully received your online request. It has been assigned the request number: 3214306.

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 "Dashboard" link in the top menu bar.
- Next Steps: You will be notified via email and receive an alert within the Dashboard once the jurisdiction has processed your request.

Review Request

1. After all documents are uploaded, go to the **Review** tab.
2. Carefully check your application for accuracy.
3. Click **Submit**.

You will receive a confirmation notice through MGO Connect once your application has been successfully submitted.

Step 8: City Review & Fees

- City staff will review your application for **completeness**.
- A project will be created and assigned a reference number (for example: **2026-XXXX**).

Please keep this project number for your records. It helps staff quickly locate your application if questions arise.

- Once the review is complete, staff will assign the **$300 STR permit fee** and issue an invoice.
- Application status updates and invoices are sent via email through MGO Connect.

Step 9: Payment

Permit fees may be paid using one of the following methods:

- Online through **MGO Connect**
- Cash or check (in person or by mail)

Mailing Address:
City of Jonestown – City Hall
18649 FM 1431, Suite 4A
Jonestown, TX 78645

Step 10: Inspection

- **New STR Applications:** After payment, MGO Connect will prompt you to schedule a safety inspection.
- **Renewal Applications:** If a valid self-inspection is already on file, staff will verify it and this step may be omitted. If you did a self-inspection last year, you will be required to schedule a new inspection this year.

Step 11: License Issuance

- Once all requirements are satisfied and any required inspection is approved, City staff will issue your STR License and close the project.
- You will receive your **Short-Term Rental Permit approval** through MGO Connect.

Frequently Asked Questions (FAQs)

Why was my application returned or marked incomplete?

Applications are most commonly returned for one of the following reasons:

- A required document was missing or unreadable
- Insurance documentation did not meet City requirements
- The local agent was not clearly identified or did not meet response requirements
- The site plan was missing required information
- Required acknowledgements were not accepted in the questionnaire

If your application is returned, staff comments in MGO Connect will explain what is needed so you can correct and resubmit.

What is a "local agent," and who can serve in that role?

The local agent is the person designated to respond to emergencies or City inquiries related to the STR. This person must be able to respond in person if needed and may be the owner or another responsible party.

How long does the review and issuance process take?

Review and issuance timing depends on:

- The **completeness and accuracy** of the application and uploaded documents, and
- Whether a **City staff inspection** is required, or the application relies on a **self-inspection** completed by the property owner or their representative.

Incomplete applications or applications requiring staff inspections may take additional time to process.

How will I know the status of my application?

All updates, invoices, and approvals are communicated through **MGO Connect** and sent to the email address associated with your account.

CONGRATULATIONS!

You are now licensed to operate a Short-Term Rental in the City of Jonestown.
If you have questions during the process, please contact City staff for assistance.