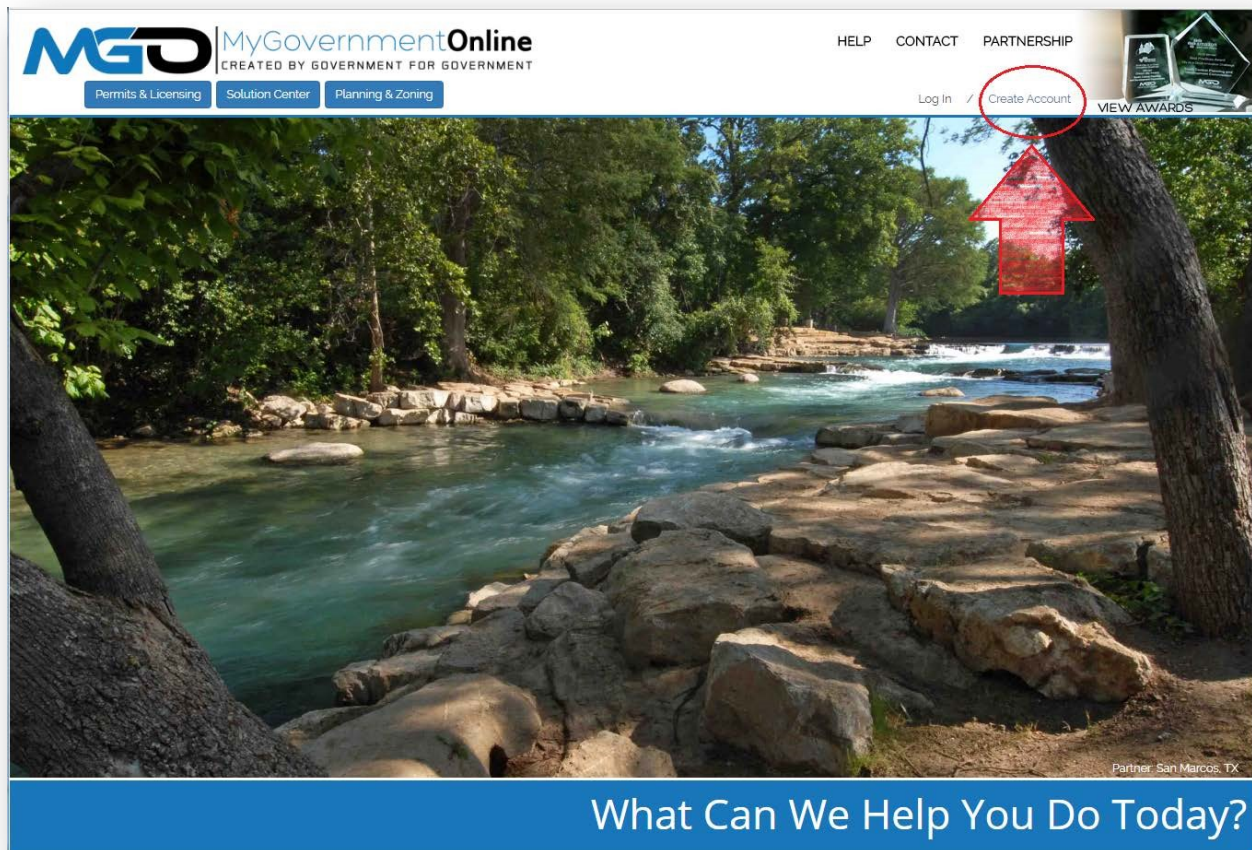


Municipal Debt Recovery Program - Software Guide for Municipalities

Getting Started

MyGovernmentOnline is a web-based system that will allow you to conveniently report debts online for collection. After signing up with LaMATS to participate in the Municipal Debt Recovery program, you are required to create a MyGovernmentOnline user account. Visit www.mygovernmentonline.org to create your free user account if you have not yet created a user account.

As shown in the screenshot below, click on the Create Account link to create your account.



After clicking the Create Account link, please enter the required information. You will need:

- A valid e-mail address. If you have a municipality issued e-mail address, please use that e-mail address to create your account. When entering the e-mail address, you must enter the full valid e-mail address. For example, johndoe@cityofnewyork.com
- A password that will be used to login with your account. The password you choose should be easy for you to remember but difficult for others to find out. **There are no minimum requirements for your password.** Your password can be any combination of letters, numbers and characters.
- Enter your First Name, Last Name and the name of your municipality (i.e. **Town of Westlake**) in the Business Name field.
- Enter your phone number at the municipality. This should be a phone number that you are able to answer.
- Enter a “Challenge Question” and a “Challenge Answer”. The challenge question can be any question you’d like, for example “What is your mother’s maiden name?” The challenge answer should be a one word answer to the challenge question, for example “Johnson”.
- Once all criteria are entered, click the **Create Account** button.

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Permits & Licensing Solution Center Planning & Zoning

HELP CONTACT PARTNERSHIP Log In / Create Account VIEW AWARDS

Create Account on Customer Portal

Important:

1. Before an account becomes fully functional it will require phone verification. You can still login without a verified account but some features will be disabled.
2. Upon clicking the "Create Account" button below, a phone verification call will be made to the listed phone number within a few minutes. Upon answering the call please press 1 to verify your account.
3. If you miss the call you can retry the call by logging in under your account and pressing the "Retry Phone Verify" button. If you have any trouble with this process please call our office at 1-866-957-3764 and we will help you verify your account.

Your Login Information

E-mail * Confirm E-mail *

Password * Confirm Password *

Your Account Information

First Name * Last Name * Business Name

Enter a phone number that will be used to verify your account.

Phone Number *

Challenge Question * Challenge Answer *

Create Account

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Click for Mobile App.

Welcome to our new site design. Please contact us with any questions. To view the old site click here.

After clicking the Create Account button, you receive a confirmation message indicating that your user account is created as shown below.

IMPORTANT – You will also receive an automated telephone call from the system to the phone number you’ve provided while signing up for the MyGovernmentOnline account. Answer the phone call and then [ress the number 1 when the automated attendant says to do so. This phone call is generated to validate that the account was created by an actual person.

You are now ready to begin submitting debts through the Municipal Debt Recovery Program! Please proceed to Page 4 of this document to follow the steps required for submitting a debt recovery request online.

The screenshot shows the 'Create Account on Customer Portal' page of MyGovernmentOnline. The page has a header with the MGD logo, navigation links (Permits & Licensing, Solution Center, Planning & Zoning), and user links (Log In, Create Account). A 'Create Account' button is visible at the bottom. A modal window titled 'Account Created' is displayed in the center, containing the message 'Your account has been created.' and a 'CLOSE' button. A red arrow points from the 'Create Account' button to the modal. The background form includes sections for 'Your Login Information' (E-mail, Confirm E-mail, Password, Confirm Password) and 'Your Account Information' (First Name, Last Name, Phone Number, Challenge Question, Challenge Answer).

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Log In / Create Account

Create Account on Customer Portal

Important:

1. Before an account becomes fully functional it will require phone verification. You can still login without a verified account but some features will be disabled.
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3. If you miss the call you can retry the call by logging in under your account and pressing the "Retry Phone Verify" button. If you have any trouble with this process please call our office at 1-866-957-3764 and we will help you verify your account.

Your Login Information

E-mail * Confirm E-mail *

kj@scpd.org kj@scpd.org

Password * Confirm Password *

Your Account Information

First Name * Last Name *

Ken Jenkins

Enter a phone number that will be used to verify your account.

Phone Number *

985 688 0101

Enter a question and answer to retrieve your password or verify your account manually.

Challenge Question * Challenge Answer *

Who is the lead actor in the movie C Tom Hanks

Create Account

Account Created

Your account has been created.

CLOSE

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Submitting a Debt Recovery Request

Now that you have a login account created for the MyGovernmentOnline system, you are ready to begin submitting Municipal Debt Recovery cases to LaMATS. Follow the steps below to proceed with submitting a debt recovery request online.

1. Go to www.lamats.net and click on the **Municipal Debt Recovery Login** located under the **Resources (Links & PDFs)** section as shown below.



2. The system will take you to the MyGovernmentOnline portal and immediately prompt you to login using your e-mail address and password. Enter your full e-mail address, password and then click the Login button.

The screenshot shows the login form on the MyGovernmentOnline portal. The form has a light blue header with the word "Login". Below the header, there are two input fields: "E-mail" and "Password". The "E-mail" field contains the placeholder text "e.g. youremail@jurisdiction.org". The "Password" field contains the placeholder text "Your password". To the right of the "Password" field is a link that says "Forgot password?". Below the input fields are two buttons: "Create New Account" and "Login". A red arrow points to the "Login" button.

- The system will now proceed to the **Apply Online** page shown below. Select **“Municipal Debt Recovery”** as shown below in the Project Type field and then click the **“Next”** button.

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MY ACCOUNT HELP CONTACT PARTNERSHIP

Signed In As Kenyon Jenkins / Log Out VIEW AWARDS

Apply Online

Jurisdiction and Request Type *

① Some jurisdictions do not accept online applications.
If your jurisdiction or jurisdiction's department is not listed please contact that jurisdiction directly for their application procedure.

Country: * United States State: * Louisiana

Jurisdiction: * LaMATS

Project Type: * **Municipal Debt Recovery**

Next

- Select **“Get Started on a New Application”**

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MY ACCOUNT HELP CONTACT PARTNERSHIP

Signed In As Kenyon Jenkins / Log Out VIEW AWARDS

Apply Online

Online Permitting Application *

Get Started on a New Application

Add a permit to an existing project

- Select the type of debt you are submitting (i.e. Fine or Utility Bill). Then click the **“Next”** button.

Apply Online

Jurisdiction and Request Type *

Online Permitting Application *

Select an Application Type

Select an Application Type: * - Select an Option -

① Please select an option

Back **Next**

Municipal Debt Recovery - Fines

Municipal Debt Recovery - Utility Bills

6. Enter the Applicant's Contact Information and then click the "Next" button. You are the Applicant so you will be entering your personal contact information. LaMATS requires this information to track which person from the municipality has submitted the debt online. **Please note that a future update will automatically populate the Applicant information so that you are not required to repeatedly input this information.**

MyGovernmentOnline
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Permits & Licensing Solution Center Planning & Zoning

MY ACCOUNT HELP CONTACT PARTNERSHIP

Signed In As Kenyon Jenkins / Log Out VIEW AWARDS

Apply Online

Jurisdiction and Request Type *
Online Permitting Application *
Select an Application Type

Applicant's Contact Information

First Name Last Name Suffix Business Name

Mailing Address
Address City State Zipcode
Louisiana

Email ☐ Notify

Cell Phone (000) 000 0000 ☐ Notify

Home Phone (000) 000 0000 ☐ Notify

Work Phone (000) 000 0000 ☐ Notify

Back Next

7. Enter the **Debtor's** contact information with the **Service Address**. It is very important that you are providing the **Service Address** where the Debtor was receiving the utility service if this is a utility bill debt being submitted. Then click the "Next" button.

Debtor (Service Address)'s Contact Information

First Name Last Name Suffix Business Name

Mailing Address
Address City State Zipcode
Louisiana

Email ☐ Notify

Cell Phone (000) 000 0000 ☐ Notify

Home Phone (000) 000 0000 ☐ Notify

Work Phone (000) 000 0000 ☐ Notify

Back Next

**Debtor and
SERVICE ADDRESS**

8. Enter the Debtor's contact information with the **Last Known Mailing Address** if applicable. The **Last Known Mailing Address** is usually a mailing address where the debtor preferred to receive the bill, such as a P.O. Box or some other address other than the Service Address. Then click the "Next" button.

Debtor (Last Known Mailing Address)'s Contact Information

First Name

Last Name

Suffix

-

Business Name

Mailing Address

Address

City

State

Louisiana

Zipcode

Email

☐ Notify

Cell Phone

(000)

(000)

(0000)

☐ Notify

Home Phone

(000)

(000)

(0000)

☐ Notify

Work Phone

(000)

(000)

(0000)

☐ Notify

Back

Next

Debtor and
Last Known
Mailing Address

9. Complete the **Application Questionnaire** and then click the “Next” button. The questions marked with a red asterisk are required so that adequate information is collected regarding the debt.

Application Questionnaire

ⓘ All items marked with a red asterisk are required fields and must be completed before you are able to submit your application to the jurisdiction.
 If you are unsure of a required field's answer you may skip the question to answer other questions.
 After you press "next" to advance to the "review" section, you can press the "Save" button to save your progress and return to your application at a later date to continue your progress in completing the application.

Municipal Debt Recovery - Utility Bills*

Describe the nature of the debts requested for recovery.*

ⓘ Required

For example, utility bills, court fees, phone bills, etc.

Select the jurisdiction submitting the request *

- Select Option -

Debtor's Social Security Number

Type of Service*

☐ Water Bill
☐ Gas Bill
☐ Sewer Bill
☐ Garbage Service Bill

Remaining Balance *

Disconnection of Services Date *

 ⓘ

Date of Last Payment *

 ⓘ

Account Number of Outstanding Bill *

Amount of Last Payment *

Date of First Delinquency *

 ⓘ

Drivers License Number

Drivers License Suspended

- Select Option -

Additional Remarks

Agreement for Municipal Debt Recovery Program Services *

By clicking "Agree," you confirm that you authorize LARAC to file the bills necessary pursuant to the AGREEMENT FOR MUNICIPAL DEBT RECOVERY PROGRAM SERVICES, that you agree to be bound by the terms of said agreement, and that you expressly agree to render payment to LARAC for fees incurred under the agreement.

- Select Option -

Back

Next

10. The **Files Upload** step allows you to optionally upload PDF documents to accompany the debt recovery submittal. Supporting documents include a copy of the last unpaid bill indicating the debt amount, letters attempting to collect the debt, etc. However, please note that it is not required to upload any files to submit a debt recovery case. You may simply click the “Next” button to skip the Files Upload step.

The screenshot shows the 'Files Upload' step of the application process. At the top, there is a blue header with the text 'Files Upload'. Below the header, there is a light blue box with an information icon and the text: 'Please wait for the file(s) to finish uploading before proceeding to the next step. If you are expected to include files with your application, a notice will appear below these instructions to inform you of what to upload.' Below this, there is a paragraph: 'The following files should be uploaded with your application. When at all possible, please upload PDF files. Please consolidate the documents into as few PDF documents as possible.' This is followed by a section titled '- Bills, Invoices, Etc.' with the instruction: 'Please upload copies of the bills, invoices, etc. that clearly indicate the outstanding debt amounts to be recovered. This documentation will aid in the collection efforts. Files may be uploaded in PDF or Word format.' Below this instruction, there is a button labeled 'Upload Files'. To the left of this button, there is a red arrow pointing to it. Below the 'Upload Files' button, there is a section titled '- Files' with another 'Upload Files' button. At the bottom left, there are 'Back' and 'Next' buttons. A large red text overlay on the right side of the screenshot reads: 'Click the Upload Files button if you desire to upload files.'

11. **You are now at the final step!** Click the “Submit” button to send the debt recovery request to LaMATS for processing. A confirmation message will be displayed immediately confirming that LaMATS has received the request. To submit another request, start again from the LaMATS web-site and click on the “**Municipal Debt Recovery Login**”. You will be able to proceed with submitting another request without the need to login again.

The screenshot shows the 'Review' step of the application process. At the top, there is a blue header with the MGD logo and the text 'MyGovernmentOnline'. Below the header, there are navigation links: 'Permits & Licensing', 'Solution Center', and 'Planning & Zoning'. To the right, there are links for 'MY ACCOUNT', 'HELP', 'CONTACT', and 'PARTNERSHIP'. Below these links, there is a status bar showing 'Signed In As: Kenyon Jenkins / Log Out' and a 'VIEW AWARDS' button. The main content area is titled 'Apply Online' and contains a list of application steps: 'Jurisdiction and Request Type', 'Online Permitting Application', 'Select an Application Type', 'Applicant's Contact Information', 'Debtor (Service Address)'s Contact Information', 'Debtor (Last Known Mailing Address)'s Contact Information', 'Application Questionnaire', and 'Files Upload'. Below this list, there is a 'Review' section with a light blue box containing an information icon and the text: 'To save your current progress and complete your application another time, please press save before exiting.' Below this, there is a message: 'Your application is ready to submit to the jurisdiction.' At the bottom, there are 'Back', 'Save', and 'Submit' buttons. A red arrow points to the 'Submit' button. The MGD logo and 'MyGovernmentOnline' text are also visible at the bottom of the page.