



What is the OpenGov Public Portal?

The OpenGov Storefront is a single, online location where you can easily:

- Submit an application.
- Make an online payment.
- Track the progress of your application.
- Message the City.
- Schedule an inspection.
- Print your inspection report, permit, and/or license.
- Renew your license.

Step 1: Create an OpenGov Account

All users will need an account to access the Storefront. The same account can be used in any jurisdiction using OpenGov to power licensing and code enforcement activities!

1. Start by opening <https://fergusonmo.portal.opengov.com> .
2. Next, click the "Sign Up" option in the top right corner of OpenGov.
3. Next, click the "Sign up using Secure Portal" button and enter your email address and a secure password. Please note: all passwords must be at least eight characters and contain an upper-case letter, lower case letter, and number.
4. Finally, click "Sign Up" to create an account.

Step 2: Submit an Application

1. Review the available departments in the "Discover Online Services" section of the Storefront. Click the tile or "explore" to open the Department.
2. Review the list of available permits/licenses for the Department. Click "Select" to open the application.
3. Review the information about the permit/license you are applying for. When you are ready to begin the application, select "Apply Online."
4. Complete the questions and upload any relevant attachments. You can save your application as a draft, if needed.
5. When finished, select "confirm and submit" to begin the review process by the City.

Step 3: Track the Progress of Your Application

Log into the storefront using your credentials.

1. Click "My Account" in the upper right.
2. Select Applications from the left-hand menu.
3. Select the application you would like to view the status of.
4. View the timeline on the left side of the screen. This timeline will update as the City completes each step in the review process.



Step 4: Make a Payment

With OpenGov, you can pay online or in person

You will receive an email when a payment is required.

1. Click "Pay Online" in the email and log into your account.
2. Choose a payment method from the options listed. Online payments can be completed on this screen. In person payments (cash, check, or other) will need to be completed at City Hall.
3. You will receive a receipt following the completion of your payment.

Step 5: Message the Reviewer

Have a question about your application? Leave a comment in the application for the City Reviewer to respond to!

1. Log into the storefront using your credentials
2. Click "My Account" in the upper right.
3. Select Applications from the left-hand menu.
4. Select the application you would like to leave a comment for.
5. Input a message in the "Message the Reviewer" text box for the current step of the review process.

Frequently Asked Questions

Q: Do I need more than one OpenGov account?

A: *No. One account can be used for all your applications.*

Q: Why am I getting an error message when paying by credit card?

A: *The most frequent issues relating to card payments are: insufficient funds, card was declined, the card does not allow for that type of purchase. Please contact your financial institution if you are experiencing an issue.*

Q: Will I receive email updates about my application?

A: *Yes. You will receive emails when an inspection is scheduled, a payment is due, an attachment is uploaded, and when the permit/license has been issued.*

Q: Can I turn off email notifications about my application?

A: *No. Email notifications cannot be turned off.*

Q: Can I update my account's contact information?

A: *Yes. Select "Profile" menu option in My Account to update your contact information.*

Q: Can I add a picture to my account?

A: *Yes. Select "Profile" menu option in My Account to update your Avatar.*