



TOWN OF LITCHFIELD

2 Liberty Way, Suite 1, Litchfield, NH 03052
Tel: 603-424-4046 Fax: 603-424-3014 www.litchfieldnh.gov

MyGov User Expectations

MyGov Users

This document is here to help you understand the Process Involved with using the Mygov Permitting software. This process does take a few steps and a few approvals along the way. Once set up after the first time you will be able to use the system as much as needed and be saved for future use making future applications a breeze. Please use the link provided on the building department tab on the town's website to proceed.

Step 1. Please select and set up a collaborator page that will gather all the needed contact information required for us to move forward on the permitting process. A good working email is a key item needed to use the system. After submitting the collaborator request the system will email **you** a verification email PLEASE be on the lookout for this email, search all your folders if you don't see it almost immediately look in junk and spam folders and check your settings to allow this email verification. Without this verification you cannot proceed any further in the system and we see nothing on our side of the system until you do. Do not try to use the system until you know you have received and accepted the email verification you will not be able to complete any permit requests.

Step 2. The system requires credentials for all users this basically is the system looking to verify that you are a licensed tradesman or contractor. New Hampshire being a "live free or die" state allows contractors of non trade related work and homeowners to perform work without licenses. This creates a new dynamic in the system so only licensed trades contractors will be required to download and prove their licensing. General contractors will apply for general contractor credentials and homeowners will apply for homeowner contractor credentials. None of the fields regarding insurance are required to be filled. You will submit your application for credentials then wait for our approval of credentials. Again please do not try to use the system until your credentials are approved you will not be able to complete the permit request.

Step 3. Once your credentials are approved you will be able to use the permitting module. Select the request for a new job/ permit module. Then select the permit type that best fits your job or trade. Complete the requested information that is required and is denoted with an asterisk after the field. All other fields are not required but if you know the answer to the field

please answer the field. These permits serve a variety of jobs and not all information will pertain to your job. Please note if the permit asks for a detailed plan one will need to be downloaded to the application. Any job that requires a change in footprint on the lot will require a plot plan drawing showing the change, this may be required to be certified engineer stamped drawing as well. Once you feel you have completed the application to the best of your abilities submit the application for review. You will need to wait at this point for our approval of the application. Please do not try to print permits or other functions until you have received your approvals. Once approved you will receive the invoice for the permit fees if any are applicable to your job. You should be able to pay the required fees online if you choose with a credit card(online only) or at your choice come to town hall or mail a check to us with a self addressed stamped envelope for us to mail your permits back. Please include a copy of the invoice or invoice number with payments.

This is just a brief overview of the process but hopefully it addresses some of the issues you may encounter along the way. You can reach out to the building department for any further assistance you may need at 603-424-4046. Or myself at the contact information below.

Peter Dionne
Building Inspector
Town of Litchfield NH
603-424-4046 x 1239
Inspector@litchfieldnh.gov

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Building Department
2 liberty way
Litchfield NH 03052

