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.

![Create Account Link](image)

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.
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 press 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.
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.
3. 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.

4. Select “**Get Started on a New Application**”

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

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 and SERVICE ADDRESS](image)
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.

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.
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.

![Files Upload](image)

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.

![Submit Request](image)