

# HARKER HEIGHTS

*The Bright Star of Central Texas*



# City of Harker Heights

Planning & Development Department

[planning@harkerheights.gov](mailto:planning@harkerheights.gov)

## Building & Code Enforcement

**254-953-5647**

Residential Building Permits

Commercial Building Permits

Contractor Registration

Inspections

Code Enforcement

## Planning & Zoning

**254-953-5648**

Business Registration

Plats

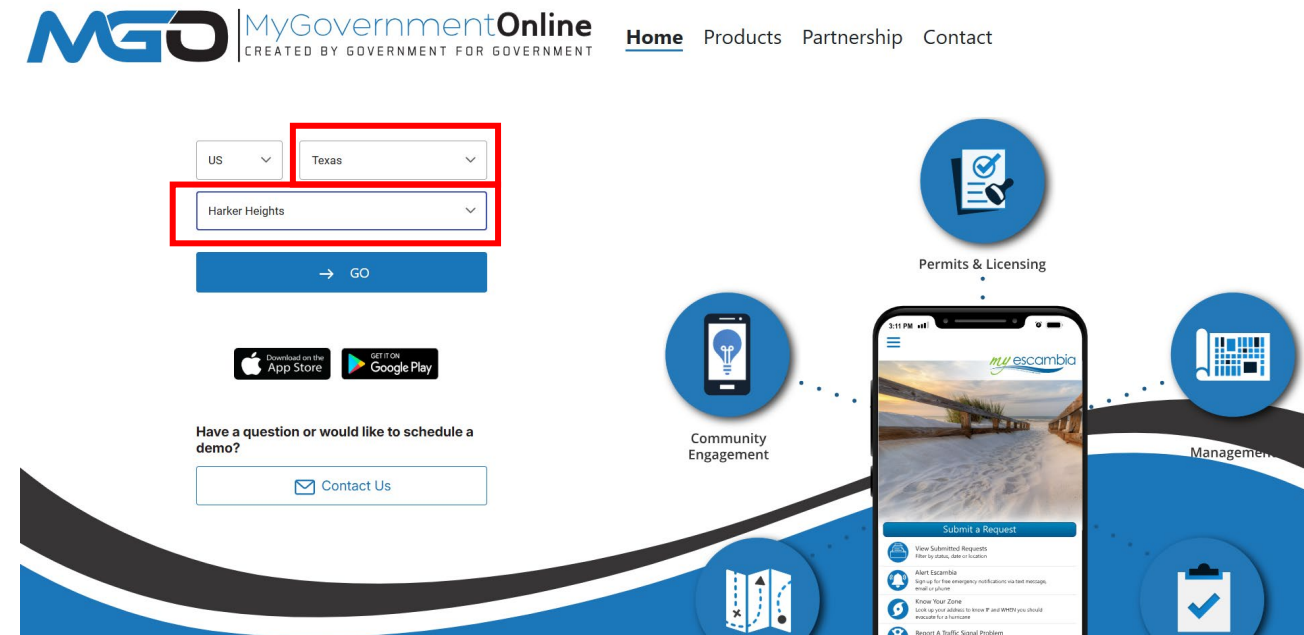
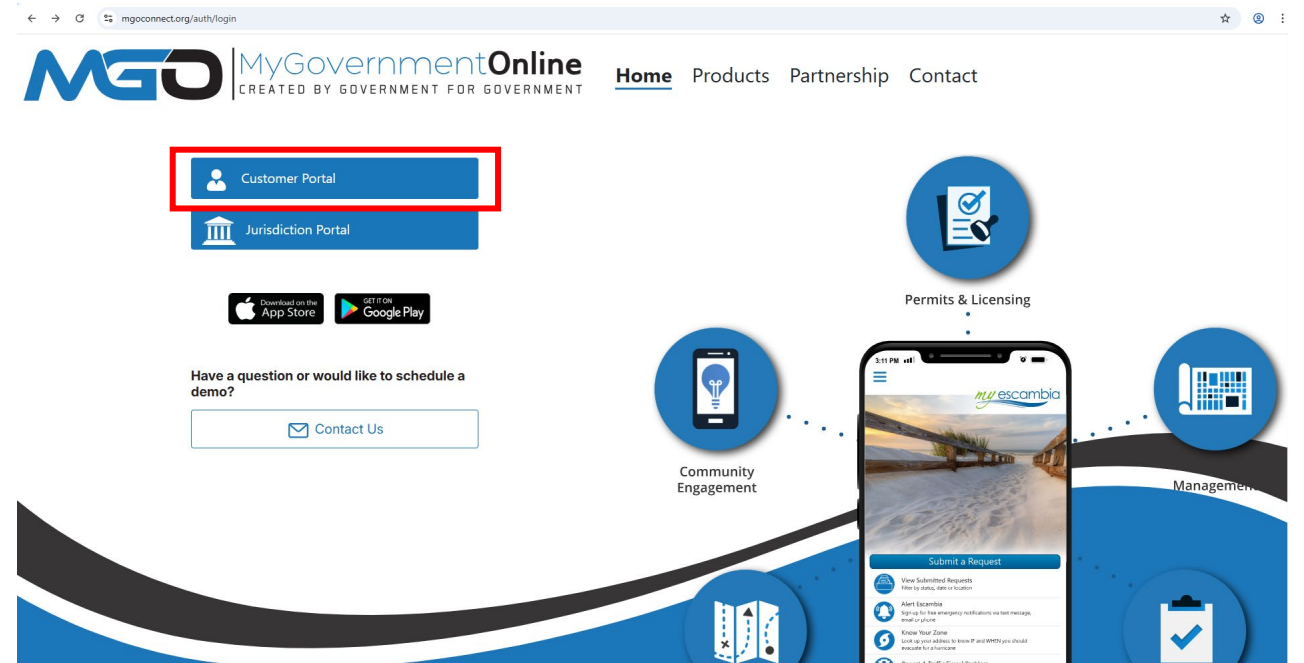
Zoning

Special Events

Maps & GIS

# Creating a New User Account –OR– Logging Into an Existing Account

- Prior to getting started, it is encouraged by MGO to download and install Mozilla Firefox or Google Chrome for the most secure browser platform.
- The software can work on your smartphone but works best on a desktop.
- **Step 1:** Go to [www.mgoconnect.org](http://www.mgoconnect.org) and select the Customer Portal
- **Step 2:** Set state to Texas and Jurisdiction to Harker Heights. **Do not set jurisdiction to Bell County**



# Creating a New User Account –OR– Logging Into an Existing Account

- **Step 3:** Once on the homepage, you can either Login to your existing account, or create a new account utilizing the tabs at the top. Once logged in, your name should appear on the homepage, along with the selected jurisdiction.
- For assistance logging in or creating a new account, please call MGO Tech Support 866-957-3764

**Harker Heights**  
The Bright Star of Central Texas

Home Login New Account Support Help

Guest Current Jurisdiction: Harker Heights

Apply Online For A Permit

Search Permits

Search Solution Centers

Search Planning and Zoning

Apply Online for Planning and Zoning

MGO Connect Mobile - Customer Portal

MGO Government Online

Please choose your jurisdiction

State: Florida

Jurisdiction: Escambia County

Continue

Watch on YouTube

**MGO Connect Customer Portal**

- Receive Service From Any Participating Jurisdiction.
- The Top Header Menu Manages Services Across All Jurisdictions.
- Use The Left-Hand Menu To Access Jurisdiction Specific Services.
- Install the Mobile App To Access Online Services With Your Mobile Device.

Download on the App Store GET IT ON Google Play

What Can We Help You Do Today?

985-851-0760 MGO Contact Us

f in

# Residential & Commercial Building Permits

- **Step 1:** Apply Online for a Permit
- **Step 2:** Select Permit

The screenshot displays the Harker Heights website interface. At the top, the navigation menu includes 'Home', 'Login', 'New Account', 'Support', and 'Help'. The user is logged in as a 'Guest' in 'Harker Heights' jurisdiction. A sidebar on the left contains search options for permits, solution centers, and planning/zoning, with 'Apply Online For A Permit' highlighted in a red box. The main content area features a video player for the 'MGO Connect Mobile - Customer Portal' and a promotional box for the mobile app with download instructions for the App Store and Google Play. Below this is a blue banner with the text 'What Can We Help You Do Today?' and contact information. The bottom section shows a form titled 'Please select a project type' with three options: 'Fire Permit', 'Licensing', and 'Permit'. The 'Permit' option is highlighted with a red box.

Harker Heights  
The Right Step of Central Texas

Home Login New Account Support Help Guest Current Jurisdiction: Harker Heights

Apply Online For A Permit

Search Permits

Search Solution Centers

Search Planning and Zoning

Apply Online for Planning and Zoning

MGO Connect Mobile - Customer Portal

MGO Government Online

Please choose your jurisdiction

State: Texas

Jurisdiction: Denton County

Continue

Watch on YouTube

MGO Connect Customer Portal

Receive Service From Any Participating Jurisdiction.

The Top Header Menu Manages Services Across All Jurisdictions.

Use The Left-Hand Menu To Access Jurisdiction Specific Services.

Install the Mobile App To Access Online Services With Your Mobile Device.

Download on the App Store

GET IT ON Google Play

What Can We Help You Do Today?

985-851-0760 MGO Contact Us

Harker Heights  
The Right Step of Central Texas

Home Login New Account Support Help Guest Current Jurisdiction: Harker Heights

Please select a project type

Fire Permit →

Licensing →

Permit →

# Residential & Commercial Building Permits

- **Step 3:** Get started on a new application
- **Step 4:** Find and select appropriate application type based on your project.

*If you cannot find an application type specific to your project, submit a **General Building Permit Application***

Do you want to use an existing project?

[Get Started on A New Application](#) →

[Submission to an Existing Project](#) →

Please select an application type:

[Accessory Building Application](#) → Open

Description

Accessory Building Application

[Amplified Sound Permit Application](#) → Open

Description

Amplified Sound Permit Application

[BYOB Permit Application](#) [Application Preview](#) → Open

[Commercial Building Permit Application](#) → Open

# Residential & Commercial Building Permits

- **Step 5:** Enter the **Project** address
- **Step 6:** Enter the property owner, project applicant, and project contractor information.

If the same information will be utilized for multiple contacts (i.e. project applicant is also the project contractor), you can utilize the “copy from” button to auto-fill information

**Ensure a current email and phone number are entered for each contact. This is 1) how MGO allows access to the project 2) how the jurisdiction sends updates to the applicant/contractor**

*If you are the property owner and are completing the project yourself, list yourself in the owner, applicant and contractor sections. Under the Business Name, enter “Property Owner”.*

1 Select Address 2 Contacts 3 Questionnaire 4 File Upload 5 Review

## Accessory Building Application

Address

Enter Address or Location

Address \*  
305 Millers Crossing

City \* Harker Heights State \* TX - Texas

Zip Code \*  
76548

## Accessory Building Application

Owner Applicant Contractor

Copy From Applicant

### Personal Information

First Name Last Name Suffix  
John Smith

Business Name  
Business LLC

### Mailing Address

Address City State Zipcode  
305 Millers Crossing Harker Heights Texas 76548

### Contacts

# Residential & Commercial Building Permits

- **Step 7:** Fill out the project questionnaire. The questionnaire includes the project name, project description, and other questions depending on the project type.

Note: Items with a **red \*** must be completed before the software will allow you to continue to the next step.



## Accessory Building Application



ⓘ All the items marked with a red asterisk \* are required fields and must be completed before you are able submit your application to the jurisdiction.

### Accessory Building Application

[Code of Ordinance size requirements](#)

#### Project Name \*

Please enter a project name for the project.

Accessory Structure

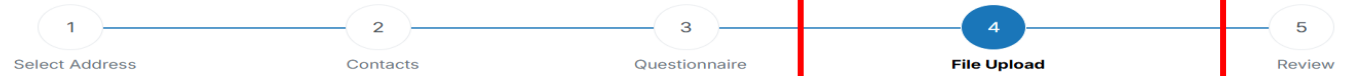
# Residential & Commercial Building Permits

- **Step 8:** Upload any plans, engineer letters, or additional documents that apply to your specific project.

Aerial site plans can be submitted utilizing Google Maps, the property survey, or through the City of Harker Heights Public GIS Map available on the City Website.

Note: MGO software has had difficulty recognizing JPG and JPEG files. Adobe PDF files work best when uploading project documents.

The image to the right is an example of a site plan for a new accessory structure (shed) and fence utilizing the City's GIS Map, this site plan reflects the structures dimensions, the length of the fence, and the distance (setbacks) the structure will be from the property lines



## Accessory Building Application



Please wait for the files to finish uploading before proceeding to the next step



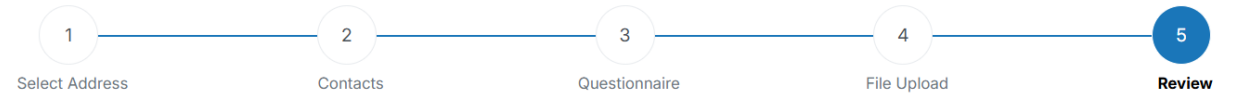
Drag & drop files or Browse

Supported Formats: .jpeg, .jpg, .png, .pdf, .xls, .xlsx, .doc, .dot, .docx, .ppt, .pptx, .zip, .zipx, .dwg



# Residential & Commercial Building Permits

- **Step 9:** Review and submit your project request. Once submitted, your request will receive a request number.



## Accessory Building Application



Your application is ready to submit to the jurisdiction.

← Back   ✓ Submit

### Confirmation: Online Request Received

Harker Heights has successfully received your online request. It has been assigned the request number: APP20660.

#### 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

# Residential & Commercial Building Permits

- **Step 10:** You will be able to look at the overview of the request before it is accepted by the jurisdiction

The screenshot shows a web interface for managing building permits. At the top, there is a navigation bar with several tabs: 'Overview' (highlighted in blue), 'Address or Location', 'Contacts', 'Questionnaire', 'File Upload', and 'Comments'. Below the navigation bar is a yellow header section containing the word 'Request' on the left and the application number '# APP20660' on the right. A yellow box with a red border highlights the text 'Sent to Jurisdiction' in the center of the header. Below the header, there is a table with three columns: 'Jurisdiction' (Harker Heights), 'Category' (Permit), and 'Type' (Accessory Building Application). A blue button labeled '←Back' is located in the bottom right corner of the interface.

Jurisdiction	Category	Type
Harker Heights	Permit	Accessory Building Application

# Residential & Commercial Building Permits

- **Step 11:** If your request has been returned for your review, it means the application was missing information that is required for the jurisdiction to accept it.

Refer to the comments tab to see comments from the jurisdiction

The screenshot displays a web interface for managing permit requests. At the top, a navigation bar includes tabs for Overview, Address or Location, Contacts, Questionnaire, File Upload, and Comments. The main content area shows a request for 'Harker Heights' with the status 'Returned for your review' and the ID '# APP20660'. A yellow warning banner states: 'Online request is NOT submitted. After you finish saving your changes please go to the Overview section and press Submit to return to the jurisdiction.' Below this, a table lists details: Jurisdiction (Harker Heights), Category (Permit), and Type (Accessory Building Application). A 'Back' button and a 'Submit' button are visible. The 'Comments' tab is highlighted, showing a table with one entry: Date (05/02/2025 02:17 PM), Author (redacted), and Comment (Upload contractor information). A 'New Comment' section with a text input field is at the bottom.

Jurisdiction	Category	Type
Harker Heights	Permit	Accessory Building Application

Date	Author	Comment
05/02/2025 02:17 PM	[REDACTED]	Upload contractor information

# Residential & Commercial Building Permits

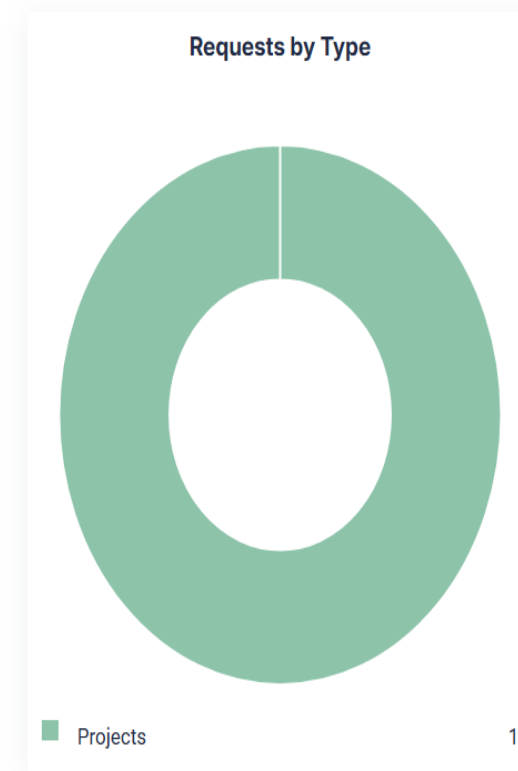
- **Step 12:** Once your application is accepted by the jurisdiction, a project number will be associated.

Through the dashboard, you can view the projects status

**Project# 25-23590** Pending (Under Review) [Open](#)

<b>Address</b> 305 Millers Crossing Harker Heights TX 76548	<b>Jurisdiction</b> Harker Heights, TX	
<b>Project Alias</b>	<b>Project Type</b> Permit	<b>Work Type</b>
<b>Created Date</b> 05/02/2025 02:17 PM	<b>Completed: 0%</b>	<b>Request Number</b> APP20660

[X Remove](#)



# Residential & Commercial Building Permits

- **Step 13:** Through the dashboard, you can access many functions for the project such as: uploading new documents, paying fees, printing files, requesting inspections, etc.

The screenshot shows a dashboard for a building permit project. At the top, there are navigation tabs: Overview (selected), Contacts, Tasks, Fees, Docs, and Comments. Below the tabs, there is a header area with a '+ Add Alias' button on the left and the permit number '# 25-23590' on the right. A status badge indicates 'Pending (Under Review)'. The main content area is divided into two columns. The left column contains: 'Address: 305 Millers Crossing Harker Heights TX 76548', 'Project Name: Accessory Structure', 'Date Created: 05/02/2025', and a section titled 'I Want To...' with five options: 'Print Permits /Documents/Letters', 'Pay Fees & Print Receipts', 'View and Request Inspections', 'View Project Tasks & Statuses', and 'Communicate with Jurisdiction'. The right column contains: 'Jurisdiction: Harker Heights, TX' and 'Date Updated: 05/02/2025'. At the bottom right, there is a map showing the location of 305 Millers Crossing, with nearby landmarks like Veterans Memorial and Harker Heights City Hall. The map includes a scale bar and a legend for Leaflet and OpenStreetMap.

# Residential & Commercial Building Permits

- **Step 14:** Through the project comments, you can see if the jurisdiction has requested any revisions to the project plans. This will come via email to the email address associated with the application.

Once your project is approved, you will receive a “Payment Required Notification”. The project fees can be paid for either online through MGO, or at the Planning & Development office in City Hall.

The screenshot displays a project management interface. At the top, there are navigation tabs: Overview, Contacts, Tasks, Fees, Docs, and Comments (which is highlighted in blue). Below the tabs, a grey bar shows the Project Status as 'Pending (Under Review)' and the project ID as '# 25-23590'. A message below the status bar states: 'Portal comments have been disabled. Please contact your jurisdiction directly with questions/comments.' Below this is a table with three columns: Date, Author, and Comment. Two rows of comments are visible, both from 'Municipality' on '05/02/2025'. The first comment is about a payment required notification, and the second is about building plan review revisions required.

Date	Author	Comment
05/02/2025 02:40 PM	Municipality	Email sent to: John Doe Subject: Project 25-23590 - Payment Required Notification A payment is required on project number 25-23590 for the jurisdiction Harker Heights. To pay the fee online, please log-on to MGO Connect to access the project and process a payment online with a credit card. If the jurisdiction does not offer online payments, please pay the fee in person at the permit office
05/02/2025 02:22 PM	Municipality	Email sent to: John Doe Subject: Project 25-23590 - Building Plan Review Revisions Required Harker Heights has emailed a copy of Building Plan Review Revisions Required

# Residential & Commercial Building Permits

- **Step 15:** Online payments can be processed utilizing the “fees” tab.

Once all fees are paid, you will be able to print your permit or download an electronic copy.

The screenshot displays a web interface for managing building permits. At the top, there are navigation tabs: Overview, Contacts, Tasks, Fees (highlighted with a red box), Docs, and Comments. Below the navigation is a header bar showing 'Project Status: Pending (Under Review)' and a project ID '# 25-23590'. The main content area is titled 'Balance' and shows a summary of payments: 'Paid' is \$0.00 and 'Due' is \$55.00. Below this, there are two tabs: 'Fees' (selected) and 'Payments'. The 'Fees' section contains two tables. The first table, 'Accessory Buildings - Small Accessory Buildings', shows an 'Amount Due' of \$45.00. The second table, 'Technology Fee (\$10)', shows an 'Amount Due' of \$10.00. Below the fee tables are three sections: 'Forms and Instructions' (empty table), 'Plan Review Letters' (table with one entry: 'Building Plan Review Revisions Required' created on 05/02/2025 by Trevor Jorgensen, with a 'Download' button), and 'Released Files' (empty table). At the bottom, there is a summary table for 'Accessory Buildings - Small Accessory Buildings' showing a 'Total' of \$0.00, with a 'Paid' status indicator and a 'Print Permit' button (highlighted with a red box).

Category	Amount Due	Status
Accessory Buildings - Small Accessory Buildings	\$45.00	Due
Technology Fee (\$10)	\$10.00	Due
Accessory Buildings - Small Accessory Buildings	\$0.00	Paid

# Residential & Commercial Building Permits

- **Step 16:** This is an example of a completed and approved permit.



## City of Harker Heights

305 Millers Crossing  
Harker Heights, TX 76548  
254-953-5600

Permit must be posted on site  
Accessory Buildings -Small Accessory Buildings

Permit #: 25-23590

Date Issued 5/2/2025  
Expiration Date 10/29/2025

Job Address 305 Millers Crossing

Lot #

Subdivision

BLK #

Issued To: Business LLC

Contractor Business LLC

Address 305 Millers Crossing

Address 305 Millers Crossing

City, State, Zip Harker Heights, TX 76548

City,State,Zip Harker Heights, TX 76548

Phone No Number Provided

Phone No Number Provided

Owner: Homeowner

Prop. Use Setbacks

Address 305 Millers Crossing

Valuation: \$1,000.00 Front: 1

City, State, Zip Harker Heights, TX 76548

Sq Ft: 0.00 Left Side:

Phone (254) 369-3201

Occp Type: Residential Right Side:

CNST Type: Rear: 1

Project Description:  
8' x 10' (80 sq. ft) shed for backyard tool storage

Permit Fee Type	Amount
Accessory Buildings -Small Accessory Buildings	\$0.00
Technology Fee (\$10)	\$0.00
Total	\$0.00

### NOTICE

This permit becomes null and void if work or construction authorized is not commenced within 6 months, or if construction of work is suspended or abandoned for a period of 6 months at any time after work is started.  
Reinspection Fee: A \$50.00 fee must be paid before re-inspection is performed.

I hereby certify that I have read and examined this document and know the same to be true and correct. All provisions of laws and ordinances governing this type of work will be complied with whether specified wherein or not. Granting of a permit does not presume to give authority to violate or cancel the provision of any other state or local law regulating construction or the performance of construction.

# Residential & Commercial Building Permits - Inspections

- **Step 17:** Inspections can be scheduled or viewed through the “tasks” tab.

To submit an inspection request, fill out and submit a new inspection request, or call 866-957-3764 (option 5)

Note: Inspections requests will not be accessible for scheduling until the permit is approved, and all fees have been paid.

Note: Typically, inspection requests made prior to 4 p.m. can be scheduled for the next business day however, the City of Harker Heights adds inspections to the schedule in the order they are received and are limited to a certain number of inspections per day.

Overview Contacts **Tasks** Fees Docs Comments

Project Status Permit Issued # 25-23590

Inspections Requirements

**Inspections**

Pending Inspections

Completed Inspections

**Accessory Structure** # 25-23590

305 Millers Crossing Harker Heights TX 76548 Harker Heights

Permit Issued

**Request New Inspection**

Type \*

Address \*

305 Millers Crossing Harker Heights TX 76548

Requested Schedule Date \*

Scheduled date is a request only. The Jurisdiction may modify the date based on their internal policies that account for the time the request is made, weekends and holidays. Please contact the Jurisdiction directly for more information.

Notes:

**Stages**

Expand Current Stage

Expand All Requirements

**Inspection Results**

ALL

**Stage 6 (Current Stage)**

Accessory Building Inspection

Incomplete

**New Request**

# Residential & Commercial Building Permits - Inspections

- **Step 18:** Once an inspection request is submitted, you can view the information of the request. Once the request is accepted, an inspector will be assigned

After the inspection, you will be able to view the inspection results and inspector comments

The screenshot shows a software interface for managing building permits. At the top, there is a navigation bar with tabs for Overview, Contacts, Tasks, Fees, Docs, and Comments. Below this, the 'Project Status' is 'Permit Issued' and the project number is '# 25-23590'. There are two tabs: 'Inspections' (selected) and 'Requirements'. The main heading is 'Inspections' with a 'New Request' button. Under 'Pending Inspections', there is a card for an 'Accessory Building Inspection' with a 'New' status. The card displays the following information: Requested Date: 05/02/2025 03:05 PM; Scheduled Date: 05/05/2025 Anytime; Assigned Inspector: Not Assigned. There are 'Call' and 'Cancel' buttons.

Inspection Type	Requested Date	Scheduled Date	Assigned Inspector
Accessory Building Inspection	05/02/2025 03:05 PM	05/05/2025 Anytime	Not Assigned

The screenshot shows the same software interface as above, but the 'Accessory Building Inspection' card now has a 'Failed' status. The 'Assigned Inspector' field is redacted with a black box. The 'Call' and 'Print' buttons are visible.

Inspection Type	Requested Date	Scheduled Date	Assigned Inspector
Accessory Building Inspection	05/02/2025 03:05 PM	05/05/2025 Anytime	[Redacted]

# Residential & Commercial Building Permits - Inspections

- **Step 18:** This is an example of a project's inspection results. Read the inspection details thoroughly.

This inspection has specific requirements from the inspector that, once achieved, can result in a passed inspection.



Inspection Report

Inspection Date: 05/02/2025

Failed

Should Contact Harker Heights at (254) 953-5600 for further information.

Case Number	Work Order Number	Inspection Number
25-23590	40665407	33471946
Jurisdiction	Inspection Type	Inspection Type Description
Harker Heights	Accessory Building Inspection	Small Accessory Structure
Inspector	Inspector's Phone	Completed
[REDACTED]	(254) 953-5647	05/02/2025 03:13 PM
Customer	Address	Scheduled
	305 Millers Crossing, Harker Heights 76548	05/05/2025

## Details

Structure location does not meet the required setbacks from the rear property line. Minimum setback is 6', structure measured 4' from rear property line at time of the inspection.  
Upload photos to permit files reflecting adjusted location of structure.