



FAQs About Mount Pleasant's Change to New Permit Software

Mount Pleasant will be unable to accept permit applications from March 12 until about March 19 while it transitions to a new online permitting system. Please plan ahead if you are preparing to file a permit application. Applicants should also prepare for slower permit processing times until the new online system is completely up and running.

The Village appreciates your patience throughout this process. The effort will benefit the Village's customers and residents by improving operations.

Frequently asked Questions

What is the last day I can use the current permit system?

Users can file permit applications through the existing OpenGov system on the Village's website until midnight on Tuesday, March 11. The system will go offline at that time.

What permits are affected?

This will affect applications for all Village of Mount Pleasant permit types.

When can I begin applying for permits again?

The new online permitting system is expected to begin accepting applications on Wednesday, March 19. It will be in the Applications & Permits section of the Village's website.

What will happen to my existing applications?

All active and former permit applications filed on or before March 11 will automatically transition to the Village's new online system.

What is the new system, and how can I use it?

The new online permitting system is created by BS&A Software. Applicants must register to create a username and password with the new system when it goes online. Registration is free.

What if I already have a BS&A account?

People who have an existing registration with BS&A for other municipalities may use that same account with Mount Pleasant, but will need to receive a separate approval from BS&A to do so.

How do I learn more?

The Village will send additional communication during the transition to explain how users of the current OpenGov permitting system can register for the new online system. That same information will be available through the Village's website.