2017

EEA ePLACE Quick Guides for DCR Special Permits

EIPAS
Energy and Environment
Information & Public Access System

9/18/2017

Contents

Creating and Registering a New Account in the EEA ePLACE Portal 2

Changes for Existing Account Users in the EEA ePLACE Portal 5

How to Apply for a DCR Special Use Permit 8

How to Upload Documents to Your ePLACE Application 11

How to enter Recurring Events 14

Frequently Asked Questions 21

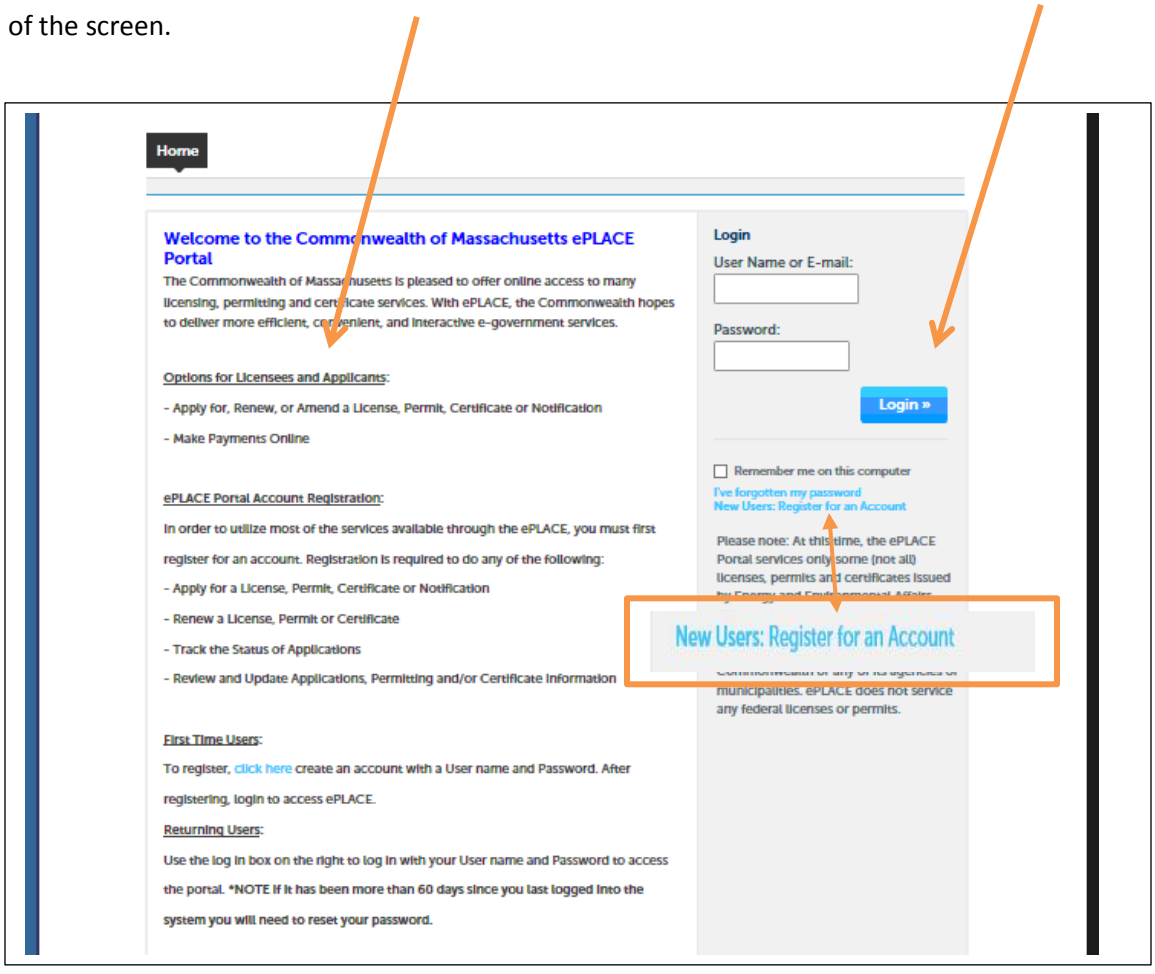
- General Questions 21
- Registration Questions 23
- Payment Questions 24
- Permit Filing Questions 25
- Renewal Records Questions 26

Creating and Registering a New Account in the EEA ePLACE Portal

The new ePLACE (Permitting, Licensing, Authorizations, Certifications, and Eligibility) system will allow you to apply for, renew, or amend permits, licenses, certifications, and submit notifications.

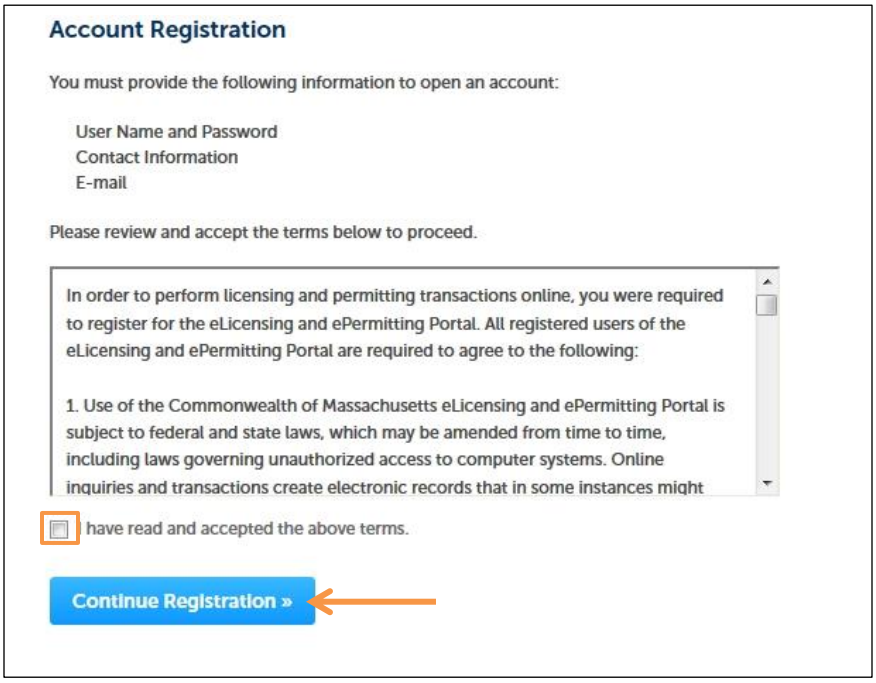
To use the ePLACE system, you will first need to create and register for an account. This fact sheet will guide you through the login process and provide you with some additional links for instructional information on specific permits, licenses, notifications, and certifications.

When you open the home page at https://permitting.state.ma.us/CitizenAccess/, the screen will have narrative that explains the system on the left-hand side of the page and a login area on the right-hand side of the screen.



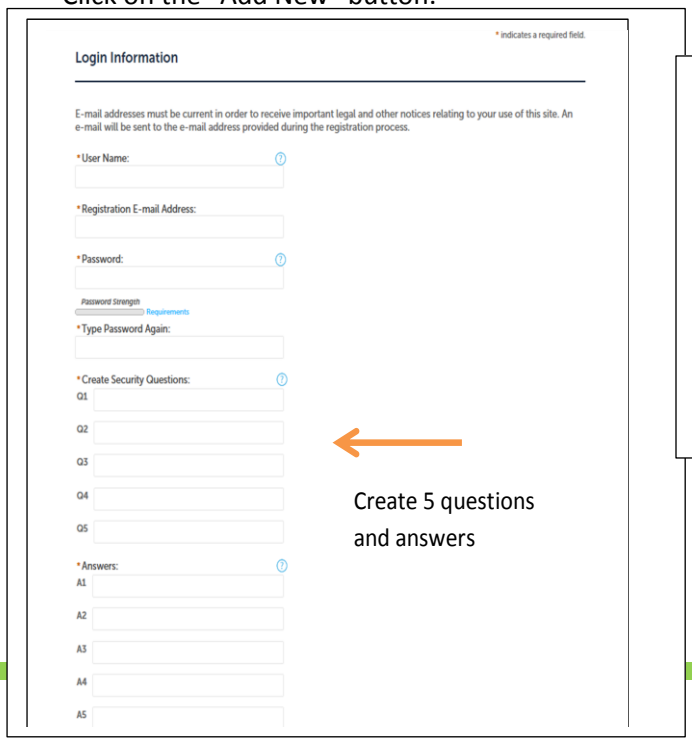
You will create a new account by clicking on the “New User” link at the bottom of the login block.

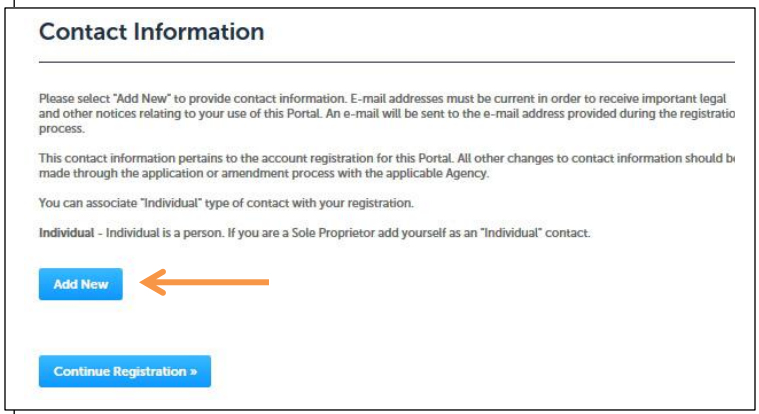
The opening screen will be the system's terms of agreement. In order to continue, you'll need to read and accept the terms. Then click the "Continue Registration" button.



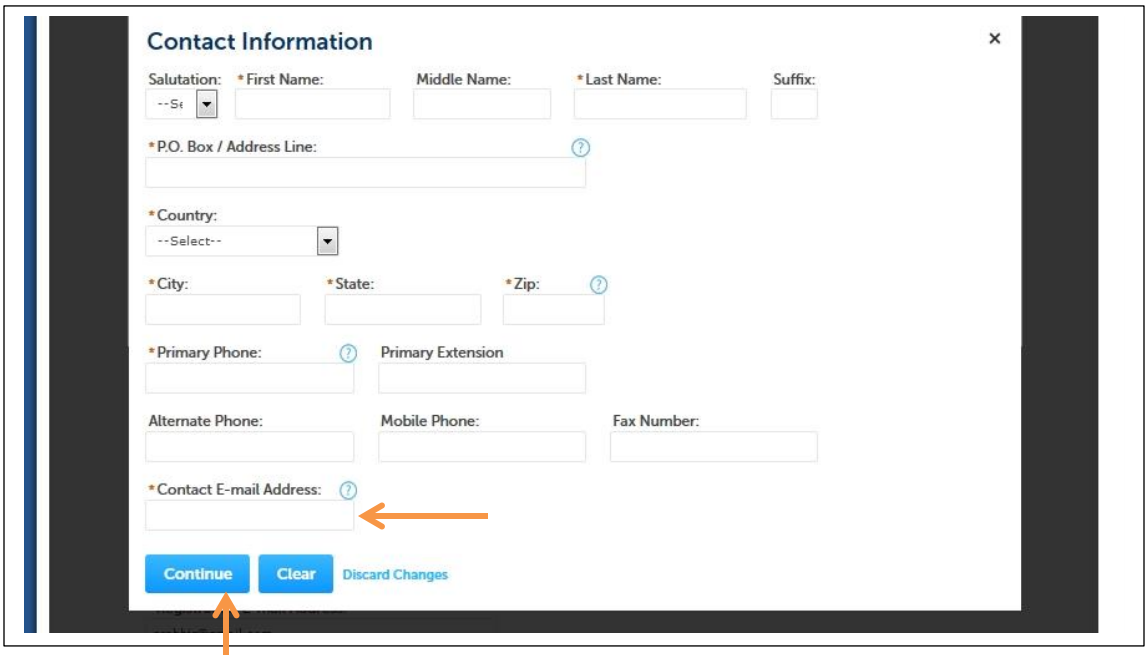
The screen that opens requires you to provide your login information. Please note that any fields that are marked with an asterisk are required to create your account. A valid email address is mandatory. Your password must be 8-20 characters long, have at least one number, one uppercase character, no spaces, and a special character (#, !, *, etc.). You will also be required to create 5 security questions and answers. Be sure to choose questions and answers that you will remember. This information is critical for you being able to reset your password online.

After filling out the login fields, you'll be prompted to go to the next screen to add contact information. Click on the "Add New" button.

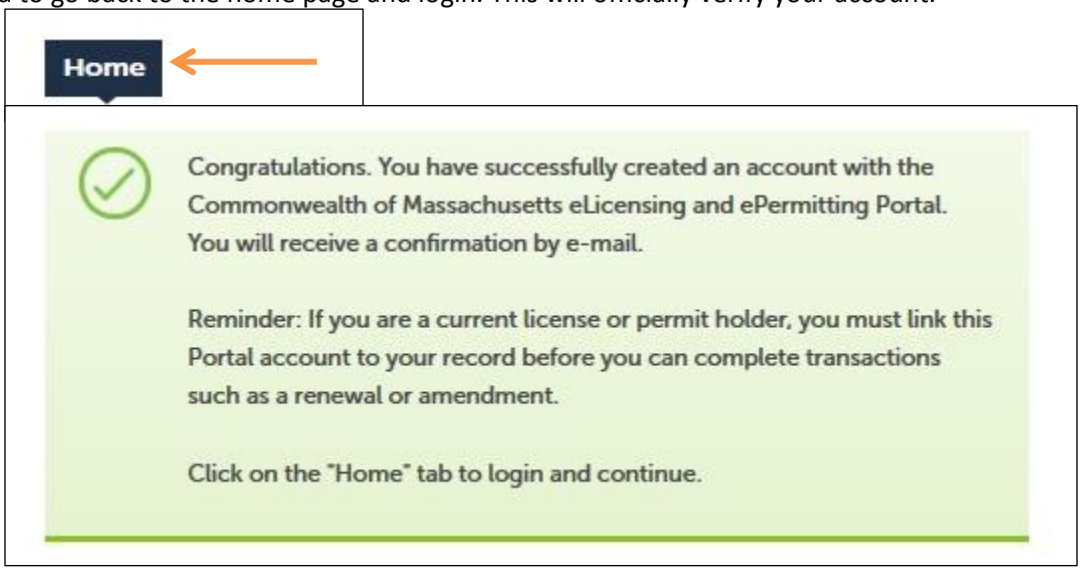




This screen will pop up. Make sure that your email address is the same you registered in the login screen. Again, all fields marked with a red asterisk are required.



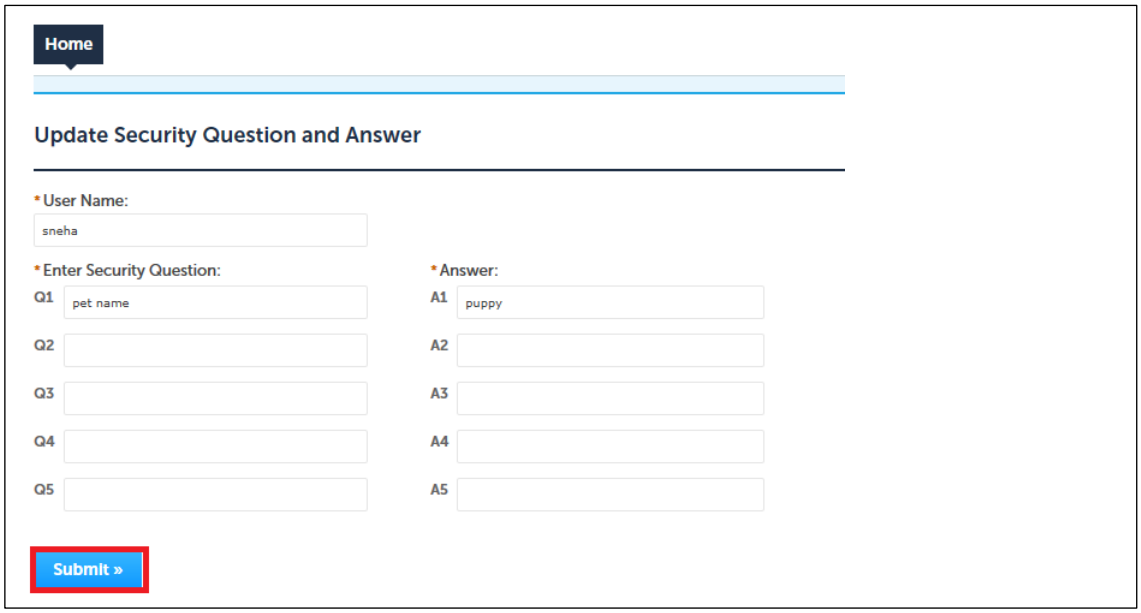
Hit "Continue". You have now successfully created a user account in the EEA ePLACE portal! You'll be asked to go back to the home page and login. This will officially verify your account.



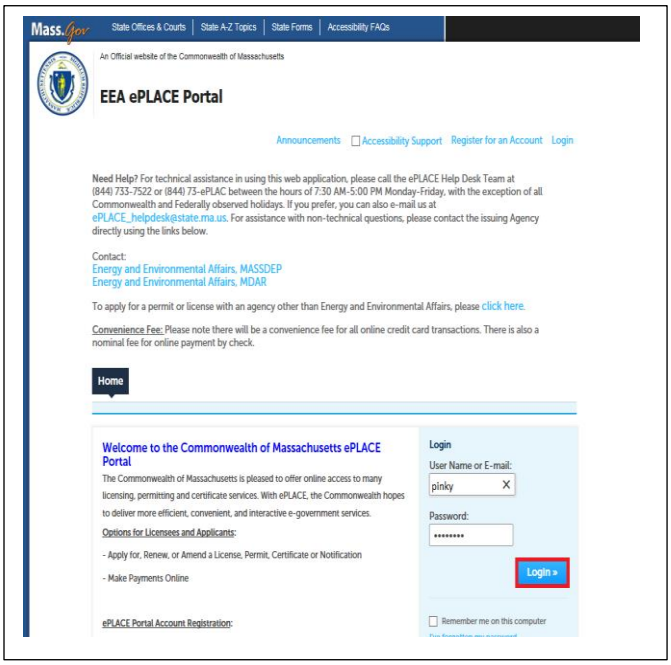
Do you need help creating your account or logging in? Please call the ePLACE Help Desk at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays for assistance. To download the comprehensive manual on the DCR Special Use Permits, click here.

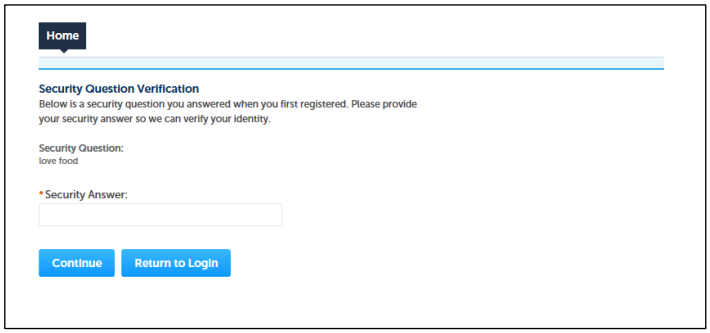
Changes for Existing Account Users in the EEA ePLACE Portal

Current users of the ePLACE portal that have created an account will notice that when they log in now they will be required to add 4 created security questions and answers in addition to the previous security question. This will give users a total of 5 security questions and answers. Please make sure that these are questions and answers that you will be able to remember. The questions will appear in random order each time you log in. This is a one-time rule.

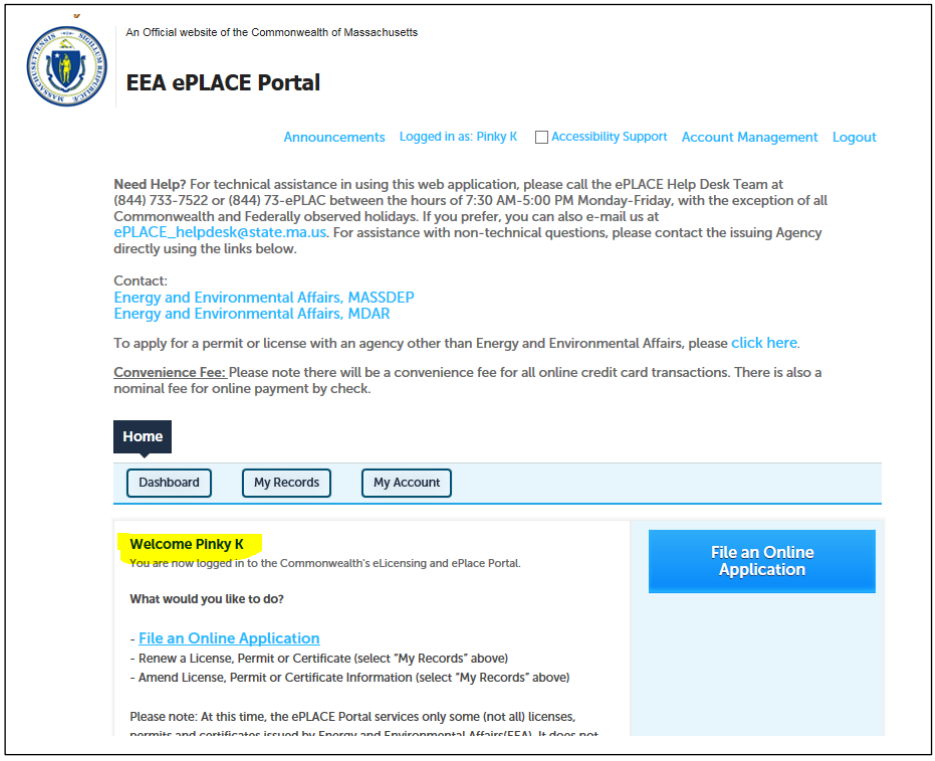


Every time a new or existing user logs in, you will provide your user name and password on the home screen. The next screen will ask you to answer one of your security questions.

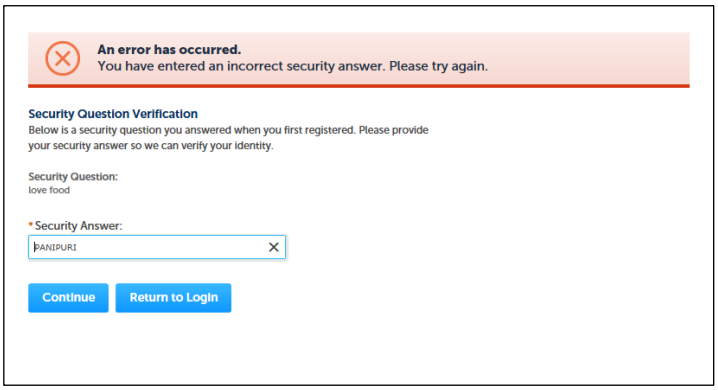


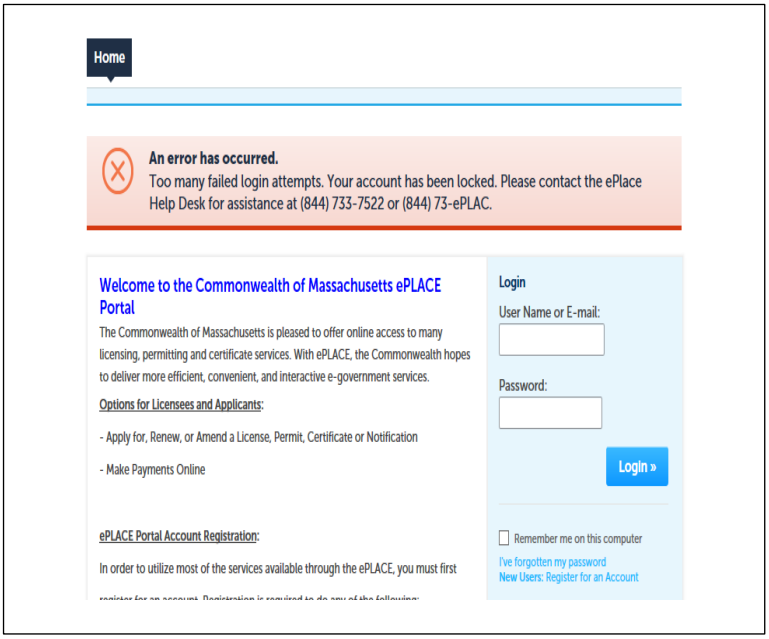


Providing the correct answer will log you into your ePLACE account.



If you don't provide the correct answer, you will be prompted to try again. After 5 attempts, you will be locked out of your account and will need to contact the ePLACE help desk for assistance.

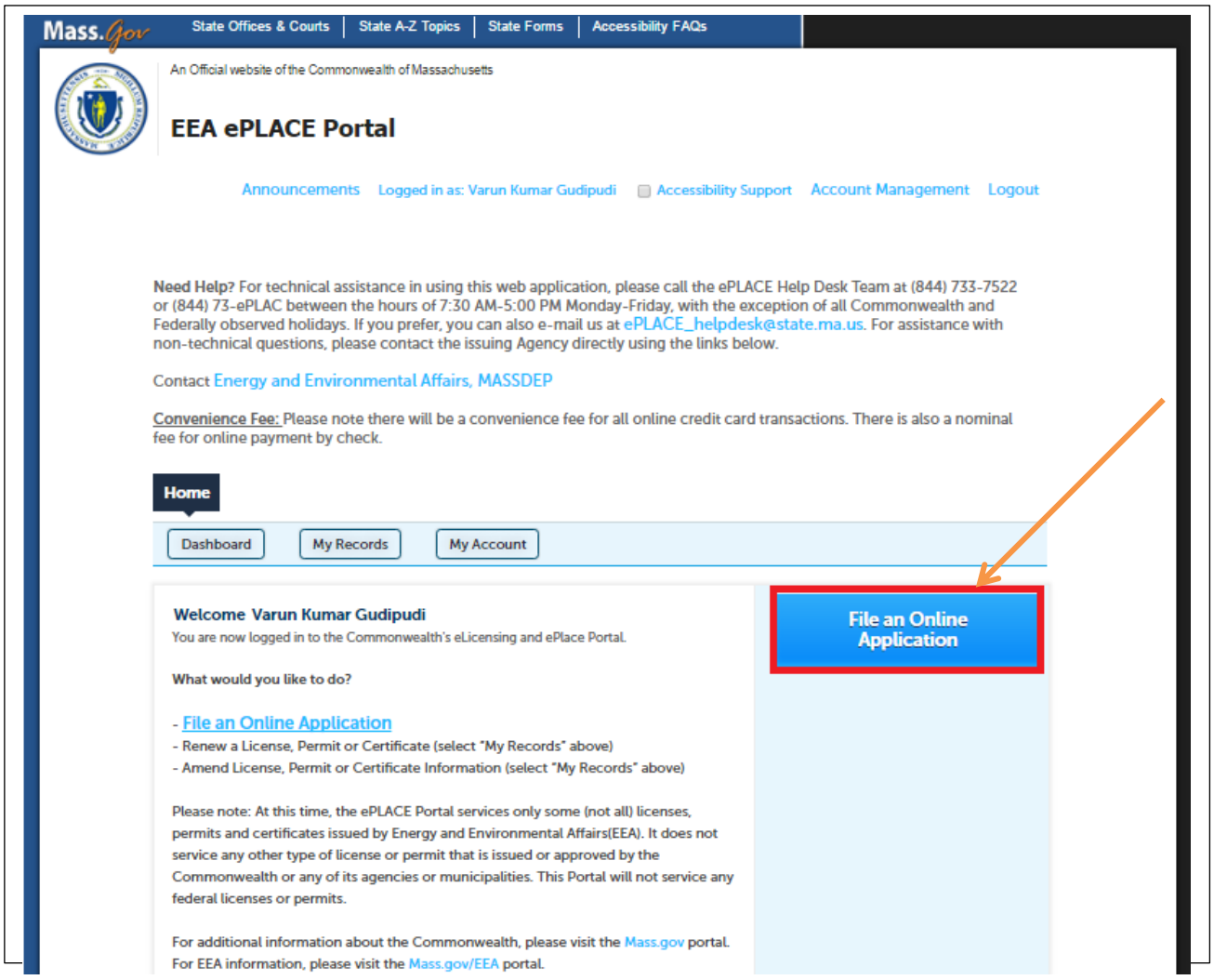




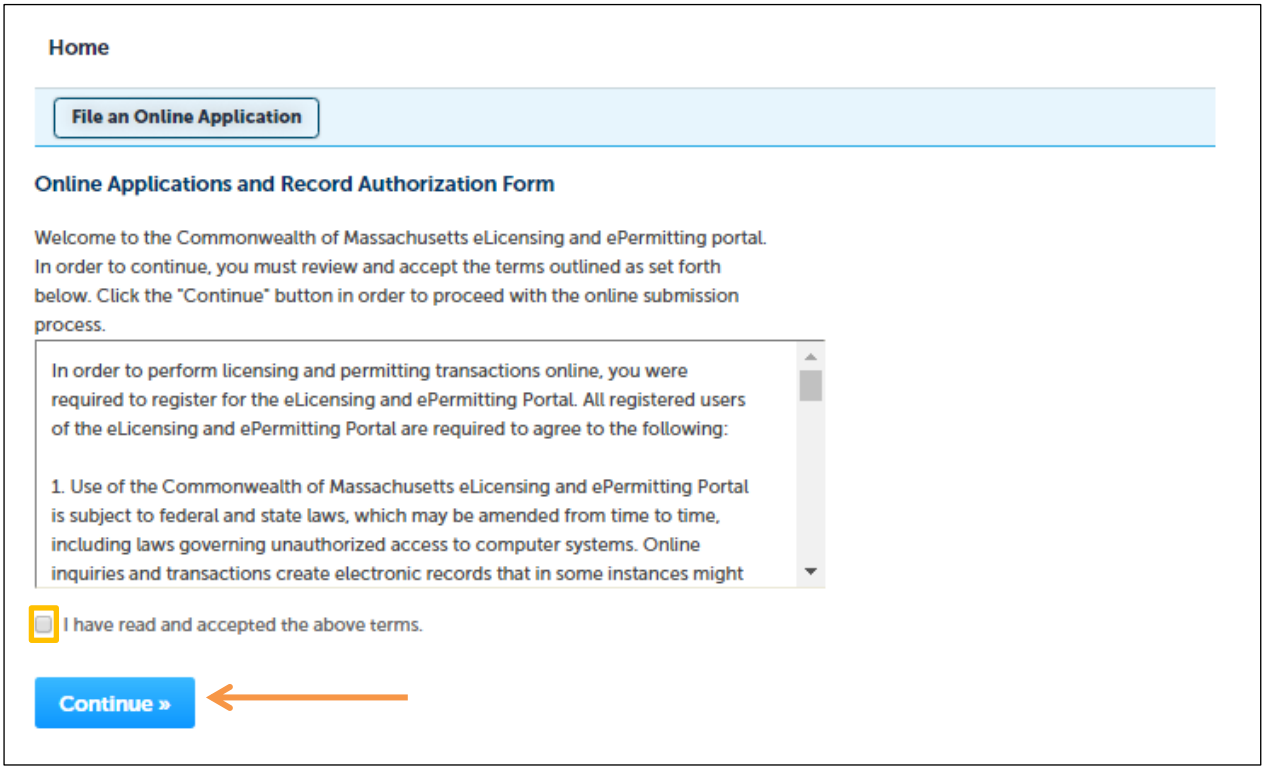
Do you need help creating your account or logging in? Please call the ePLACE Help Desk at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays for assistance. To download the comprehensive manual on the DCR Special Use Permits, click here.

How to Apply for a DCR Special Use Permit

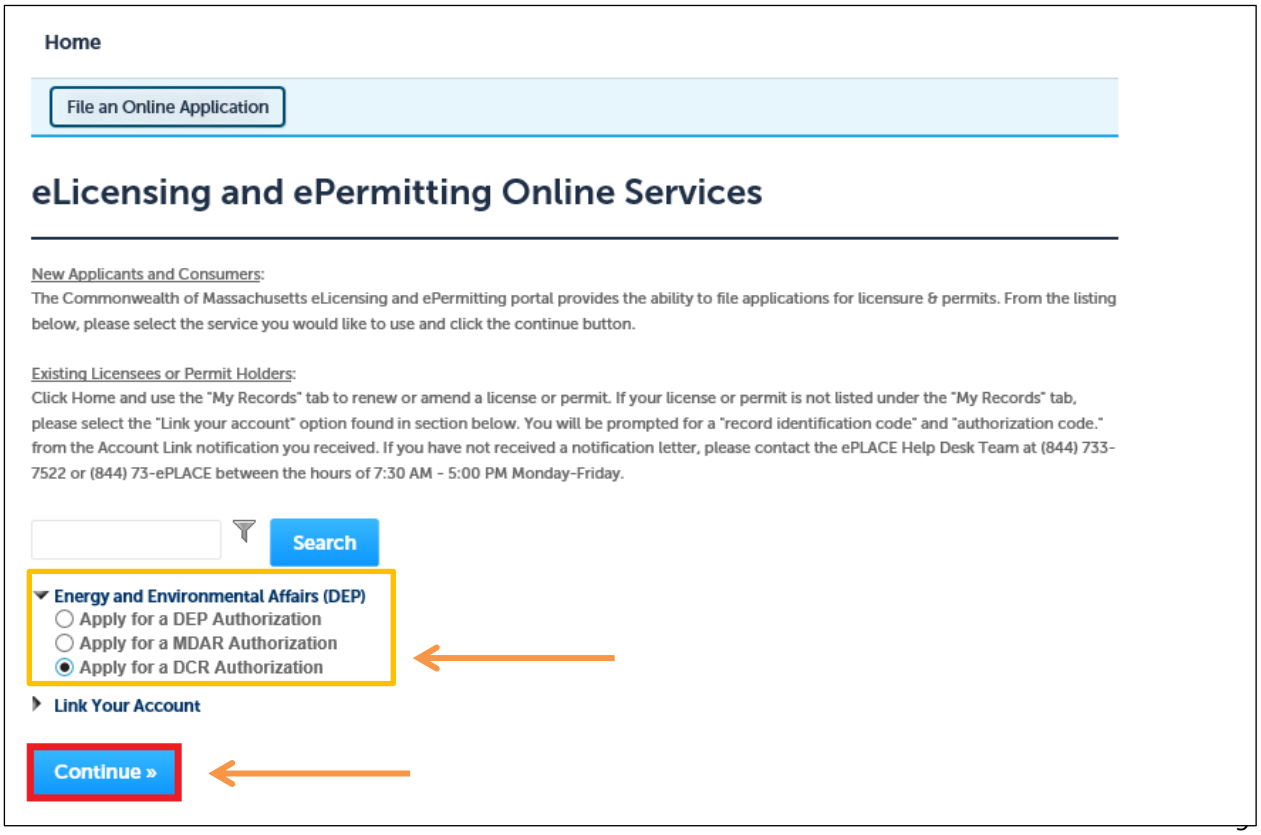
After creating an account and logging into the EEA ePLACE Portal, users will see a screen with a “File an Online Application” button. To start the application process, click on this button.



Users will need to accept the “Terms and Conditions” in order to continue to file an online application. Please read all the Terms listed in the box. Click the check box if you agree to all the terms and conditions and then click “Continue”.



The ePLACE System takes you to a screen where you select the Agency your permit is associated with. Here you will select “Apply for a DCR Authorization” and then click on the “Continue” button.



There are three types of Special Use Permits that you can apply for:

1. Event Permit;
2. Film/Video Permit; and
3. Photography Permit.

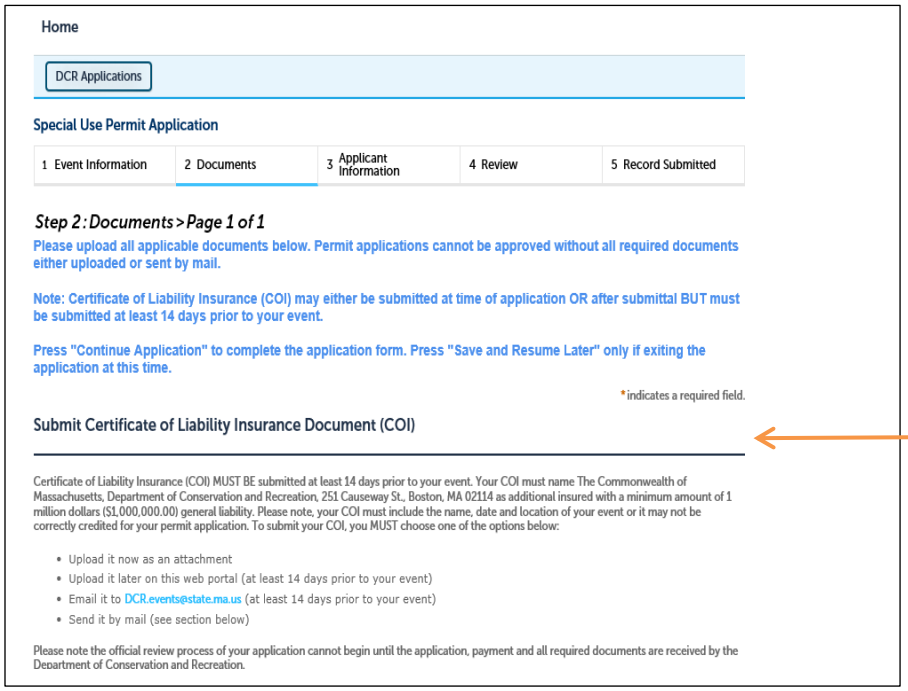
Select the type of permit that you are applying for to begin the application process.

Do you need help creating your account or guidance during the application process? Please call the ePLACE Help Desk at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays for assistance. To download the comprehensive manual on the DCR Special Use Permits, click here.

How to Upload Documents to Your ePLACE Application

Attaching the required documentation to your application, license, or certification renewal can be done by following these steps.

Step 1. The application has specific documentation requirements that will populate under the "List of Documents" header. You have a choice to either mail the documents in or submit online.



What you need to submit.

A Certificate of Insurance (COI) is a required document, but is not necessary to upload at the time of filing the application. The COI can either be sent to the Agency by mail or be uploaded through the ePLACE portal after the submission of application. But remember that your application will not be approved until the Certificate of Insurance is provided.

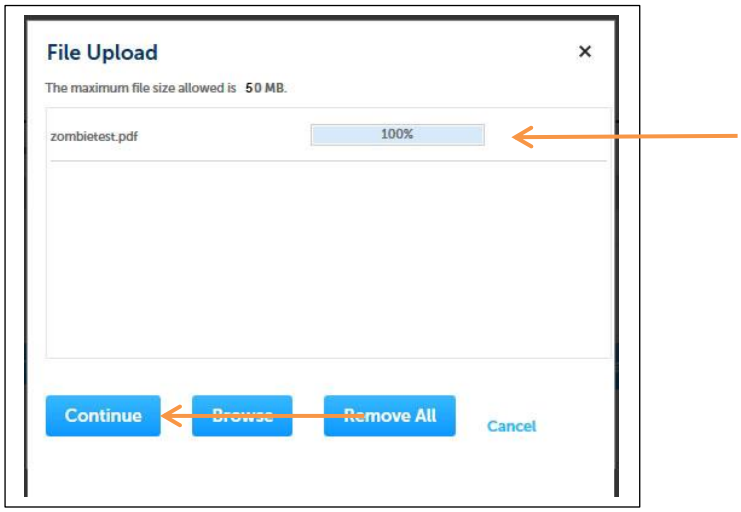
Step 2. If you choose the option to mail, you're presented with a mailing address to the issuing permit/license program. Note the disclaimer stating the review process will not begin until the documentation is received.

Documents can be mailed to the below address:

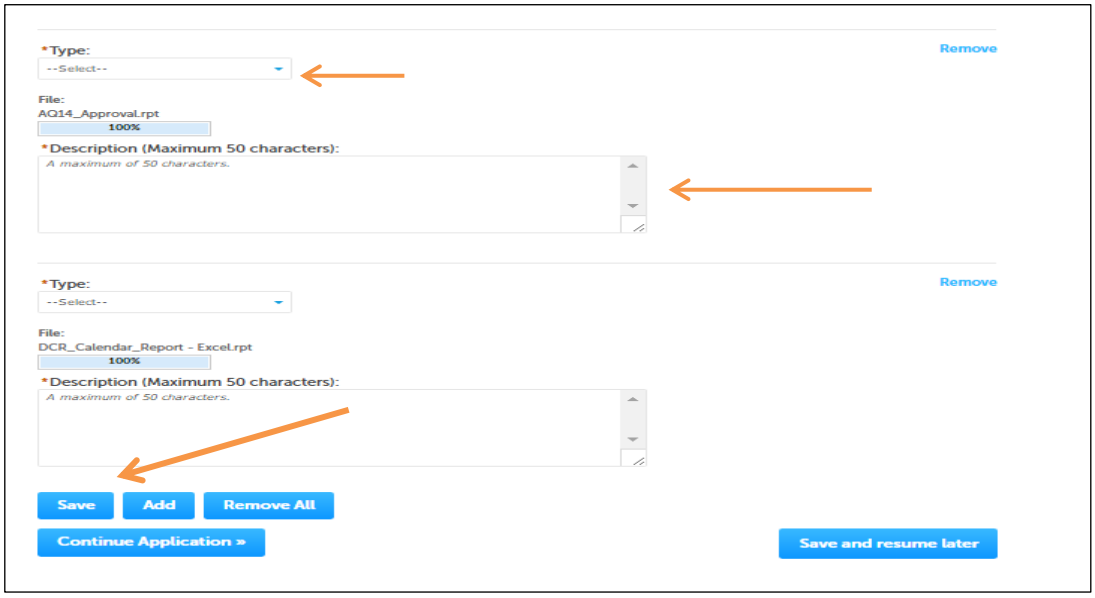
The Department of Conservation and Recreation
Attention: Office of Special Events
251 Causeway Street, 9th Floor
Boston, MA 02114

Step 3. To upload your documentation (*documents and images can be no larger than 50 MB*), click the "Browse" button.

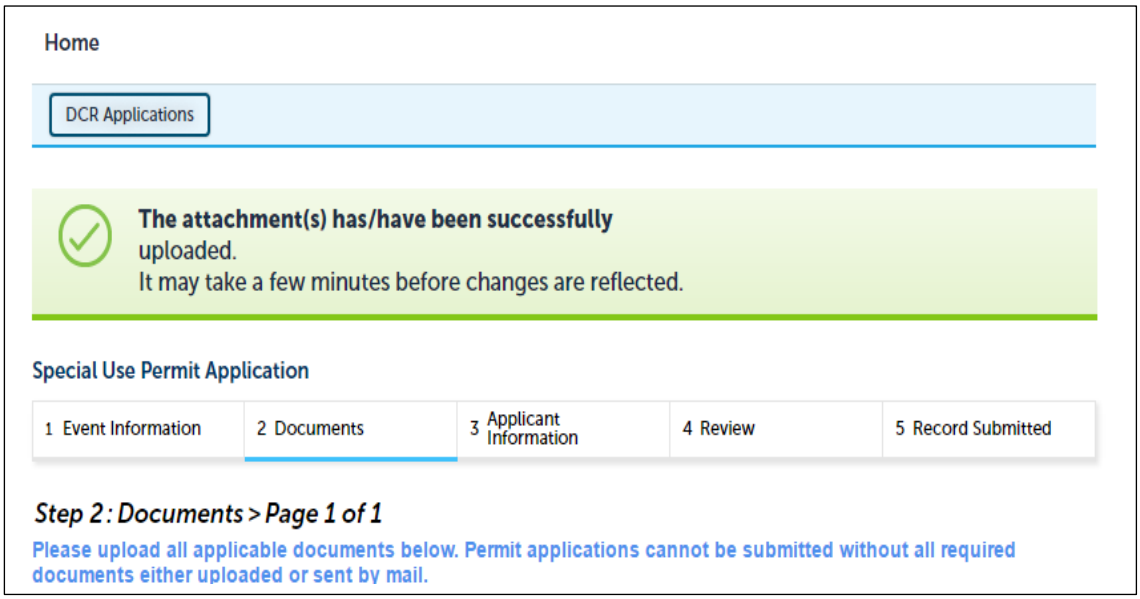
Step 4. A pop-up will let you choose a file from your computer and tell you when the document has loaded. Click "Continue".



Step 5. The pop-up will close and you will be returned to your permit page. It will show that your document is uploaded to the system. There will be 2 fields that will need to be filled out; “Type” and “Description”. The dropdown menu will have the correct documentation choice for your permit, and you can add a brief description. You MUST click “Save” before continuing with your application.



Step 6. Your documents will show up in your application with title, type, and description. Click “Continue Application” to move on to the next step of completing your submission.



Do you need technical assistance? Please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. To download the comprehensive manual on the DCR Special Use Permits, click here.

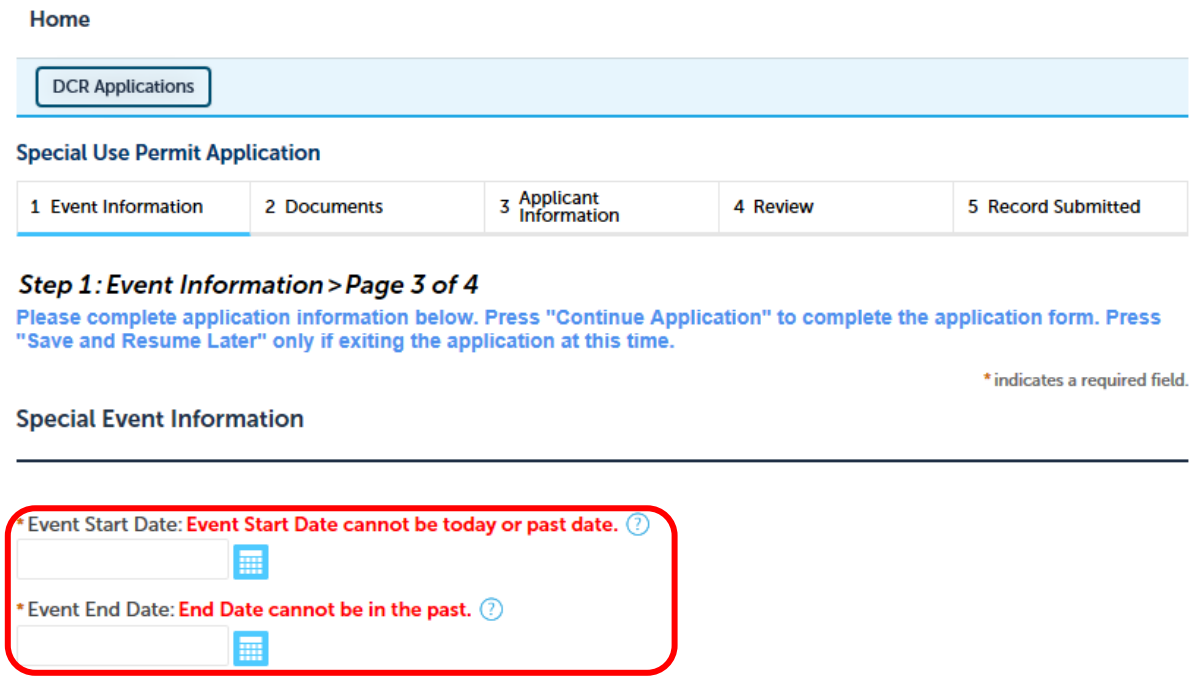
How to enter Recurring Events

If your event is a recurring event (i.e., happens every third Weds from Oct – Dec), then in the Special Event Information page you will need to follow this process..

a. Event Start Date – First Date of your event
b. Event End Date – Last Date of your event series

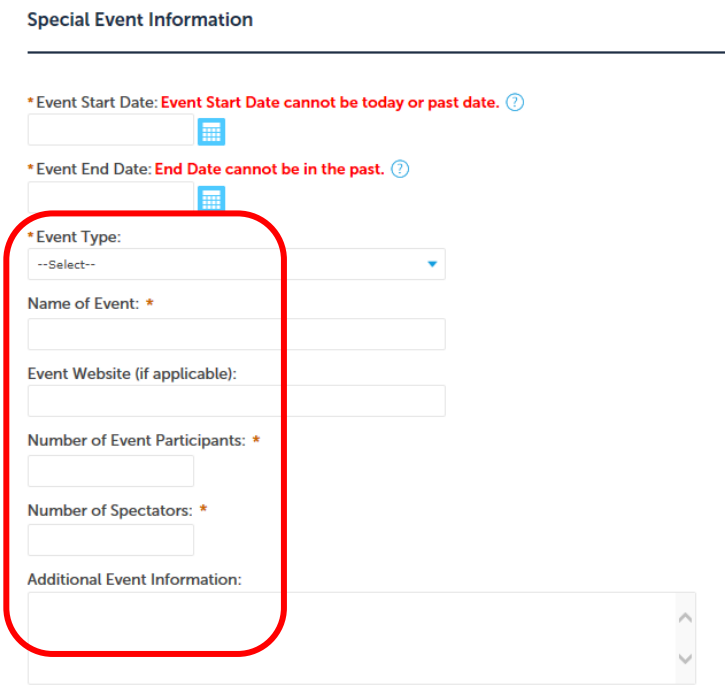
Note *- In this example the event start date and End Date are October 18th, 2018 and December 20th, 2017 respectively.*

Figure 1: Special Use Permit – Event Information Page

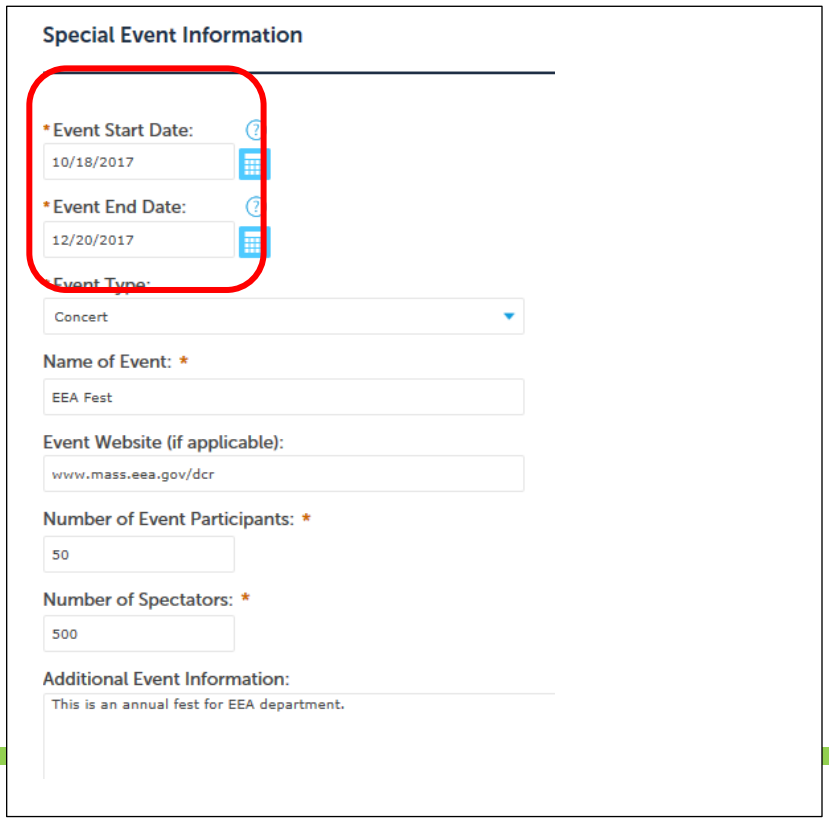


Please add all other information in the Special Event Information section as you continue your application – Event Type, Name of Event, Event Website (if applicable), Number of Event Participants, Number of Spectators and Additional Event Information.

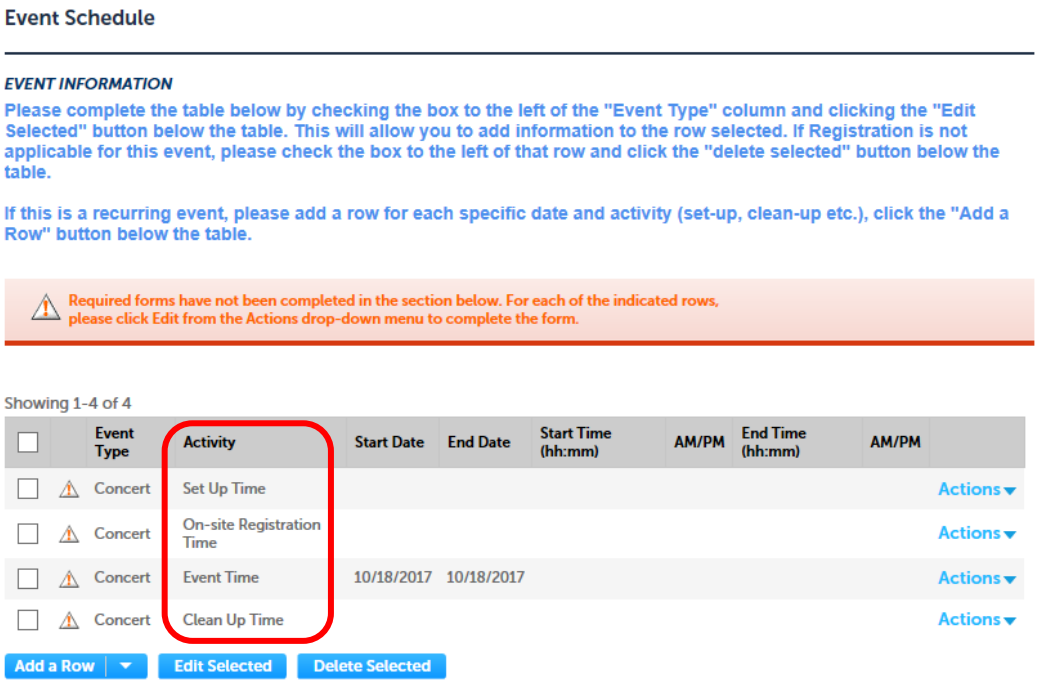
Figure 2: Special Use Permit – Event Information Page



All the information has been entered in the Special Event Information section, see below:

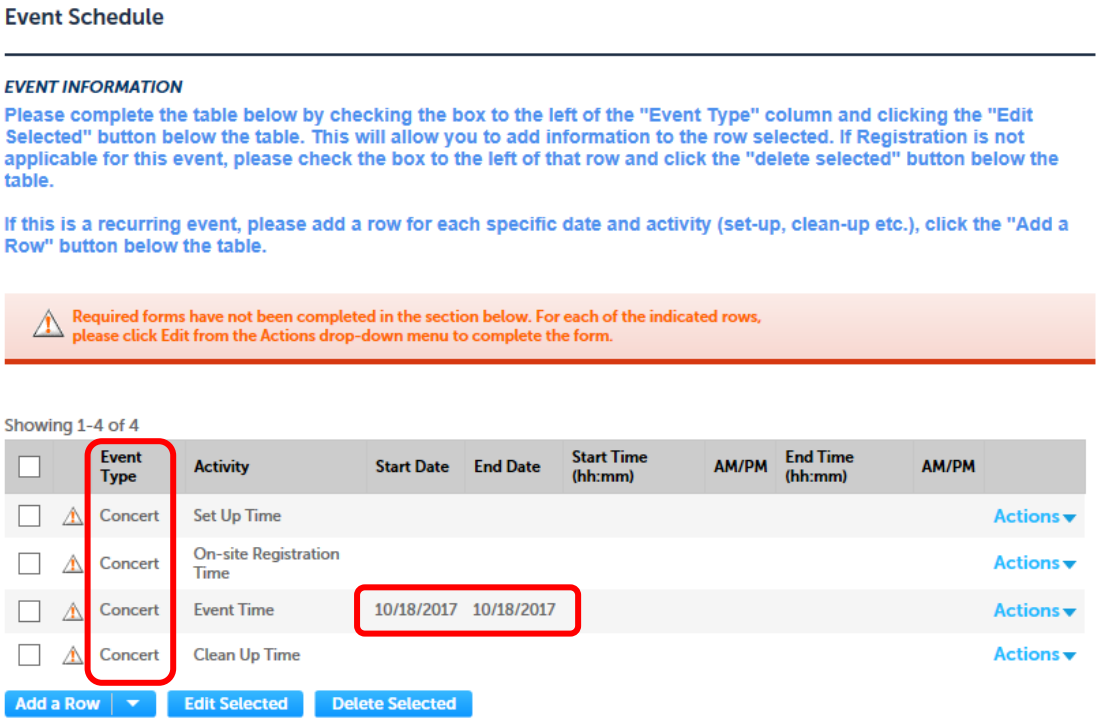


When you scroll down you can see the next section of the Application – **Event Schedule.** This table if auto-populated and it adds four rows of different Activity types. These activites can be applicable to the Event.



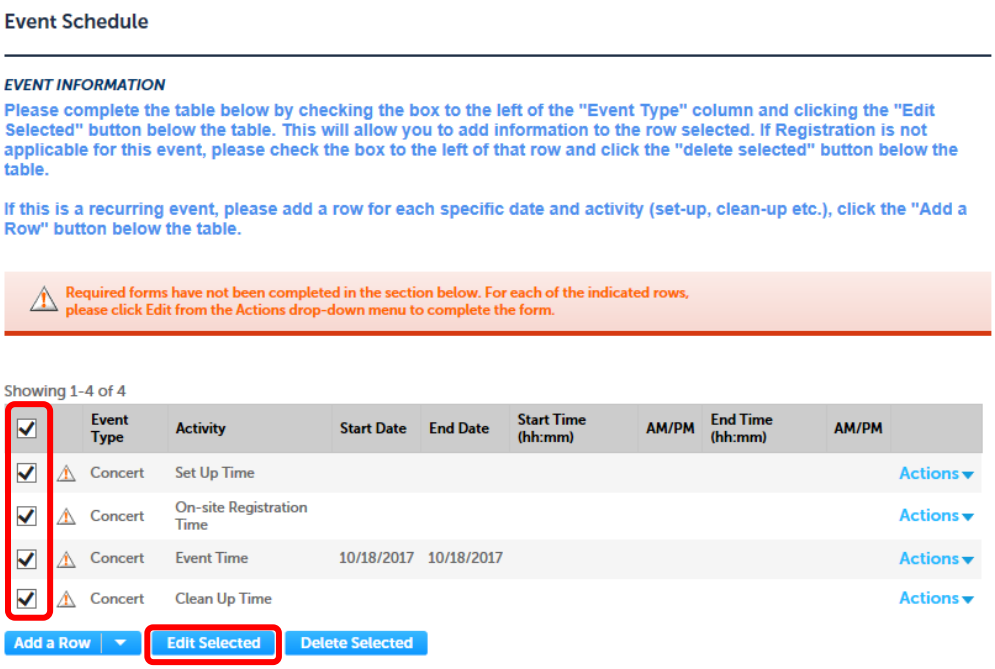
The Event Schedule table is auto filled with certain information we entered in the Special Event Information section. Like the Event Type and the Event Time – Start and End Dates.

Note *– By default the Start and End Dates will be populated with the Start Date Value, please don't worry, you can edit the values.*

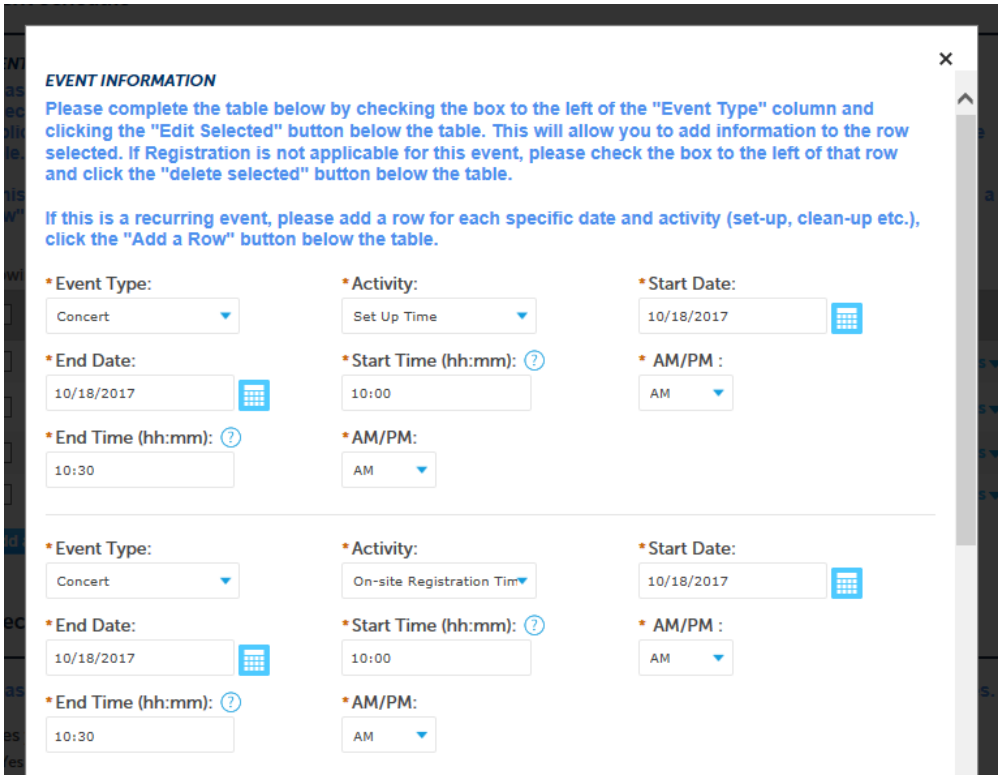


If **Activity - On-site Registration Time** is not applicable for this event, please check the box to the left of that row and click the "delete selected" button below the table.

To edit the existing rows, select the box to the left of the "Event Type" column and clicking the "Edit Selected" button below the table.



This will open a new portlet where you to add information to the row(s) selected.



Once you submited them, they will add to the Event Schedule Table. See below:

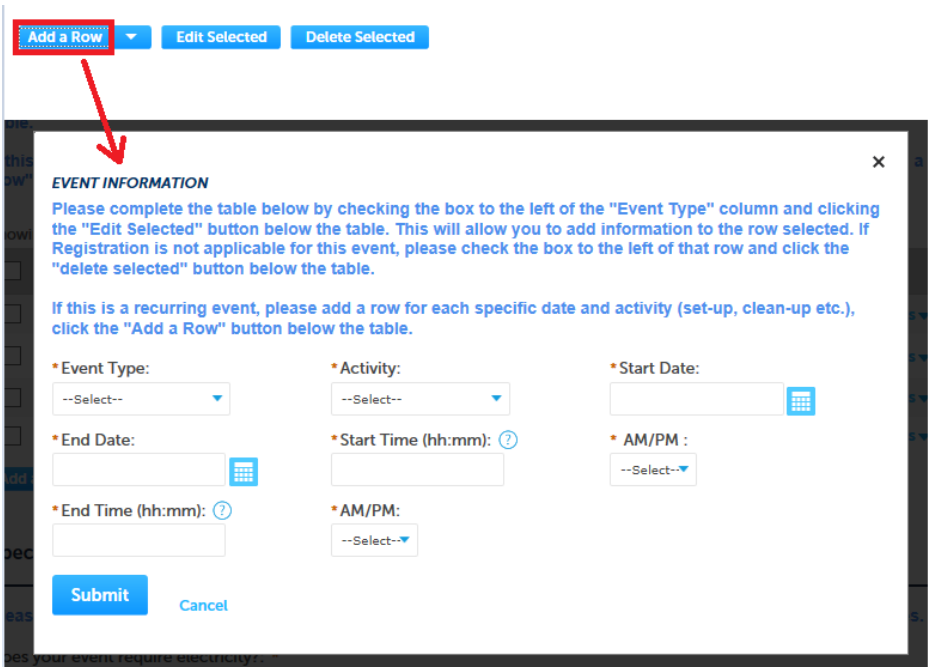
Showing 1-4 of 4

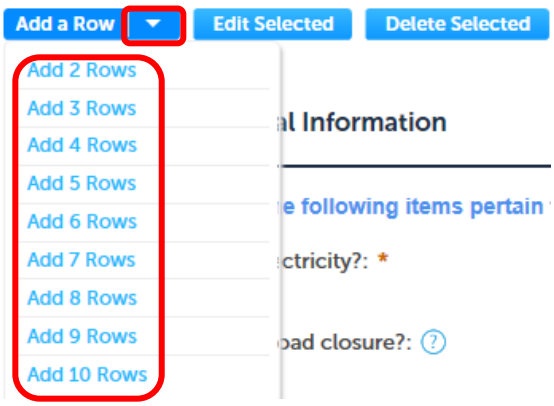
	Event Type	Activity	Start Date	End Date	Start Time (hh:mm)	AM/PM	End Time (hh:mm)	AM/PM	
☐	Concert	Set Up Time	10/18/2017	10/18/2017	10:00	AM	10:30	AM	Actions
☐	Concert	On-site Registration Time	10/18/2017	10/18/2017	10:00	AM	10:30	AM	Actions
☐	Concert	Event Time	10/18/2017	10/18/2017	10:30	AM	12:30	PM	Actions
☐	Concert	Clean Up Time	10/18/2017	10/18/2017	12:30	PM	1:00	PM	Actions

Add a Row | Edit Selected | Delete Selected

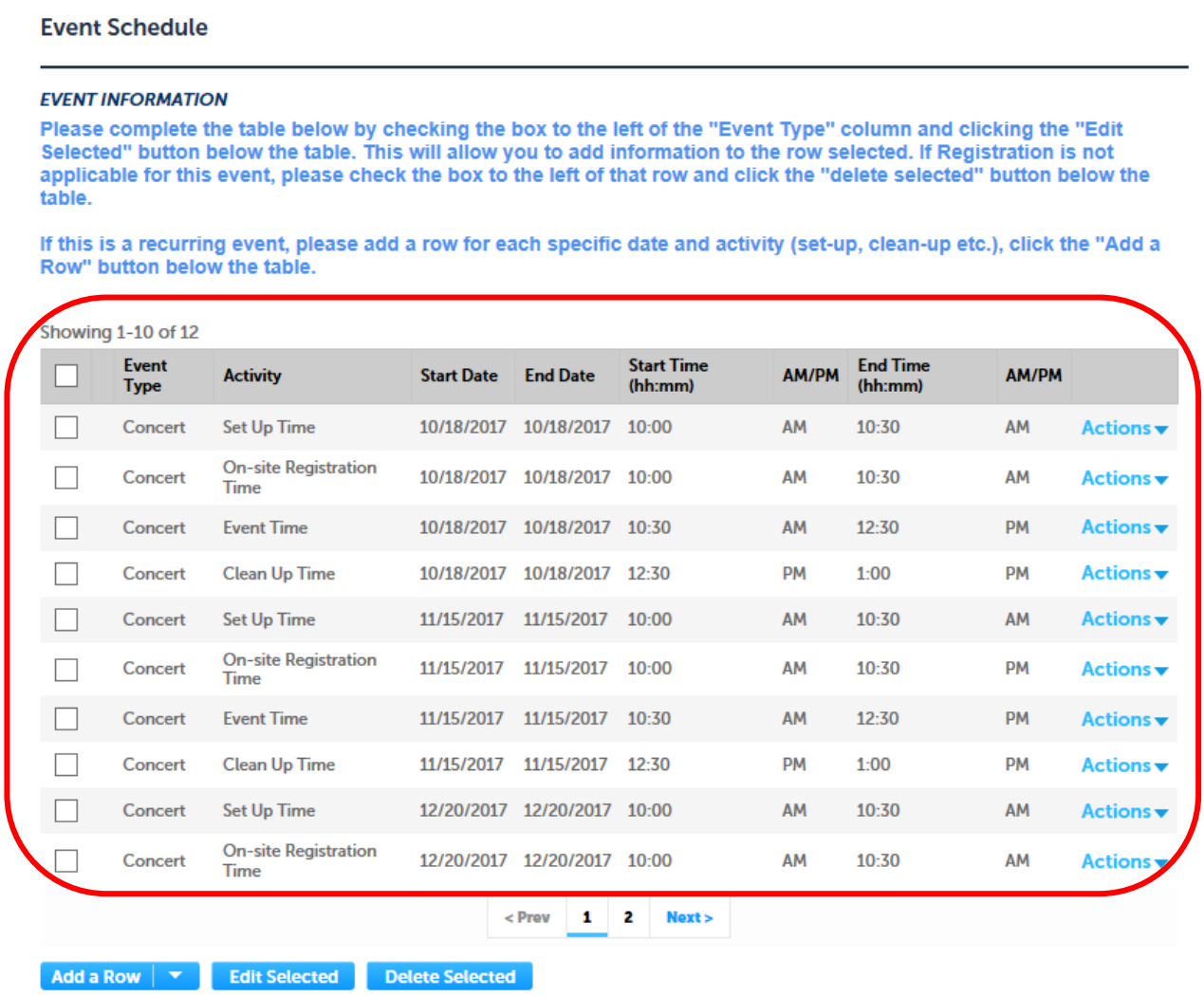
As this is a recurring event, please select “Add a Row” button to add a single row (or) if you select the down arrow next to “Add a Row” button then you can select how many rows you want to add.

Add all the recurring event activity information in a similar way we added for the first month.


Add a Row
Edit Selected
Delete Selected
EVENT INFORMATION
Please complete the table below by checking the box to the left of the "Event Type" column and clicking the "Edit Selected" button below the table. This will allow you to add information to the row selected. If Registration is not applicable for this event, please check the box to the left of that row and click the "delete selected" button below the table.
If this is a recurring event, please add a row for each specific date and activity (set-up, clean-up etc.), click the "Add a Row" button below the table.
*Event Type:
--Select--
*Activity:
--Select--
*Start Date:
*End Date:
*Start Time (hh:mm):
* AM/PM :
--Select--
*End Time (hh:mm):
*AM/PM:
--Select--
Submit
Cancel


Add a Row
Edit Selected
Delete Selected
Add 2 Rows
Add 3 Rows
Add 4 Rows
Add 5 Rows
Add 6 Rows
Add 7 Rows
Add 8 Rows
Add 9 Rows
Add 10 Rows
l Information
e following items pertain
ctricity?: *
oad closure?:

In this example, I will add all the recurring event activity information for the month of November and December , see below:



Event Schedule

EVENT INFORMATION

Please complete the table below by checking the box to the left of the "Event Type" column and clicking the "Edit Selected" button below the table. This will allow you to add information to the row selected. If Registration is not applicable for this event, please check the box to the left of that row and click the "delete selected" button below the table.

If this is a recurring event, please add a row for each specific date and activity (set-up, clean-up etc.), click the "Add a Row" button below the table.

Showing 1-10 of 12

	Event Type	Activity	Start Date	End Date	Start Time (hh:mm)	AM/PM	End Time (hh:mm)	AM/PM	
☐	Concert	Set Up Time	10/18/2017	10/18/2017	10:00	AM	10:30	AM	Actions
☐	Concert	On-site Registration Time	10/18/2017	10/18/2017	10:00	AM	10:30	AM	Actions
☐	Concert	Event Time	10/18/2017	10/18/2017	10:30	AM	12:30	PM	Actions
☐	Concert	Clean Up Time	10/18/2017	10/18/2017	12:30	PM	1:00	PM	Actions
☐	Concert	Set Up Time	11/15/2017	11/15/2017	10:00	AM	10:30	AM	Actions
☐	Concert	On-site Registration Time	11/15/2017	11/15/2017	10:00	AM	10:30	PM	Actions
☐	Concert	Event Time	11/15/2017	11/15/2017	10:30	AM	12:30	PM	Actions
☐	Concert	Clean Up Time	11/15/2017	11/15/2017	12:30	PM	1:00	PM	Actions
☐	Concert	Set Up Time	12/20/2017	12/20/2017	10:00	AM	10:30	AM	Actions
☐	Concert	On-site Registration Time	12/20/2017	12/20/2017	10:00	AM	10:30	AM	Actions

< Prev 1 2 Next >

Add a Row | Edit Selected | Delete Selected

Once all the recurring event dates are added in the Event Schedule, please continue the application by entering data for Special Event Additional Information and continue to Submit the Application.

Note – At least one row of each Set Up Time, Event Time, Clean Up Time has to be entered in the Event Schedule table to continue the Application.

Frequently Asked Questions

General Questions

1. What features are currently available in the EEA ePLACE system that will help me with my permits?

A: The EEA ePLACE system will provide citizens with access to 1) Apply and pay for permits online, 2) Renew licenses and certifications, 3) Upload supporting documentation for the application, 4) Track the submittal through the approval process.

2. What are the browser requirements to use the online portal?

A: Currently, the EEA ePLACE system works in all browsers and all operating systems, i.e. OS X, Windows 10. We highly recommend that you always have the most up-to-date version of your browser for optimal results.

3. What does "Authorization" mean? I thought I was filing for a permit/license/certification?
   A: An "Authorization" is defined as a permit, certification, license, or notification.

4. What is a "Record"?
   A: A "Record" is an identifier for a broad range of forms, such as an application, license, permit, or certification.

5. If I need help, can I talk to someone?
   A: You can always access a real person by calling the ePLACE help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. You can also email them at ePLACE_helpdesk@state.ma.us.The ePLACE help desk can assist you with resetting you password (which you can also reset online) or assist if/when the system is having technical difficulties. If you have specific permit/certification/license questions (I don't remember my cross connection ID#, which AQ permit should I submit, etc) contact the program lead found on the specific permit web page.

6. Do all permits have to be submitted online?
   A: Currently, the EEA ePLACE online permitting system is accepting a limited number of permit types online. It is highly preferred that all applications for these permits be received through the ePLACE portal. In special circumstances, paper applications will be made available. You can contact the issuing license offices to get directions on obtaining a paper copy of these permits.

7. What authorizations are available through the EEA ePLACE portal to be submitted online?

A: The current MassDEP permits available on the EEA ePLACE portal are:

a. AQ 50/25 - 50% or 25% Facility Emission Cap Application
b. AQ 01 - Limited Plan Approval (LPA) for Fuel
c. AQ 01 -Limited Plan Approval (LPA) for Process
d. AQ MM – Air Quality Modeling Submittal
e. AQ 09 – Restricted Emission Status
f. AQ 18 – Emission Reduction Credit Application
g. AQ 12/14 – Operating Permit
h. AQ 02/03 – Comprehensive Plan Application (CPA)Fuel
i. AQ 02/03 - Comprehensive Plan Application (CPA) Process
j. AQ 02/03 – Comprehensive Plan Application (CPA) Crematories
k. AQ 08/22 – Emissions Control Plans (Combined)
l. AQ 30 – CO_2 Budget Emission Control Plan
m. AQ 33 – Consolidation of Plan Approvals
n. HW - Notification of on-site recycling Activity
o. SW 48 - Third Party Inspector Qualifications
p. WS10 - Cross Connections Surveyor & Backflow Device Testers Certification & Renewals
q. TUR 01/03 - General Practice Planner Application & Renewals
r. TUR 02/04 - Limited Practice Planner Application & Renewals

B. The current MDAR permit available:

a. Pesticide Application Licenses and Exam Scheduling

C. DCR Special Use Permits

a. Event
b. Film/Video
c. Photography

8. Are other languages available for the current permits?

A: The EEA ePLACE portal is available only in English.

9. Is there an Accessibility version of the ePLACE portal that I can use?

A: Select the Accessibility Support checkbox that displays on the home page. You must check the box to activate this feature. The accessibility mode includes the full functionality of the ePLACE portal with slight modifications designed to create a better user experience for users with some disabilities or impairments. You can then continue with the log in process.

10. Will ePLACE allow me to file an online application when using an assistive technology like JAWS, and what am I looking for?

A: Yes, the EEA ePLACE platform, built on Accela software, has been configured to maximize usability for those who utilize JAWS. JAWS users do need to be aware of the following; After you

log in to ePLACE, the screens after the 'terms and conditions' will need the Virtual Cursor disabled in order to complete two required short sections of the process where you select the application you wish to file online. This is the alternate text that will be provided to JAWS users on the appropriate screens that will guide you through the application selection process.

Agency selection: *In order to activate the controls below, please press the keys INSERT-z to disable the Virtual cursor. This is required to select the appropriate agency for the application you intend to file online.*

Use the TAB key along with ENTER to activate the controls followed by the TAB key again to drill down into the available application options.

After your selection has been made, tab to the continue button and press ENTER, note: you will also need the virtual cursor disabled to complete an action on the next page.

Application Selection*: In order to activate the controls below, please press the keys INSERT-z to disable the Virtual cursor. This is required to select the appropriate agency for the application you intend to file online*

After that, use the TAB key along with ENTER to activate the controls followed by the TAB key again to drill down into the available options. Please enable the virtual cursor again by pressing the INSERT-z keys.

The remainder of the form can now be completed with the virtual cursor enabled.

11. How can I look for permits that are being submitted in my town/city/county?
A: EEA's ePLACE Public Access Portal will allow you to search for all applications that have been submitted online. The portal allows search by location, name of facility, type of permit, category, and date range. You can also view and make comments on permits in your area.

Registration Questions

1. How do I register for an account? Do I need any special information?
A: Registering for an account is easy! You will need a valid email address, phone and location/address to apply.

2. What if I have a change of address after I register?
A: You can change your address on the EEA ePLACE portal by clicking on the "My Account" tab. There you can change your login information by clicking "edit" in that section and change your contact information by clicking on the "actions" button and choosing "edit". You'll find your address and other corresponding information on your account. If you want to change the

address for a specific permit, you will need to contact the issuing agency to determine if that is allowed. Only certain permits allow for address changes.

3. I've forgotten my password!!
   A: You can reset your password by clicking the "I've forgotten my password" link on the login page and answering your security question. Please note that answers are case sensitive. A temporary password will be sent to you via email. When you log back in with this temporary password, you'll be prompted to change it before you continue.

4. I can't remember my security question! What can I do?
   A: If you have any difficulties logging in or have forgotten your security question/answer, contact the help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. You can also email ePLACE_helpdesk@state.ma.us.

Payment Questions

1. Can I pay for my permit online?
   A: Paying online is available for all ePLACE authorizations (permits, licenses, certifications, and notifications). A final step in your authorization application is payment (when applicable). You have the option to pay with a credit/debit card or via an online check (ACH). There will be nominal fees: 0.35¢ for ACH and 2.35% of the authorization application fee for using the online payment process.

2. Is my personal information safe through ePLACE?
   A: Your personal information is very safe with the EEA ePLACE portal. For more information on how we protect all information, visit EEA's security web page.

3. Does the system keep track of my credit card/banking information or do I have to enter it every time I renew/apply for a permit/license/certification?
   A: The EEA ePLACE portal does NOT retain your credit card information. You will need to re-enter all payment information for each permit.

4. What credit cards are accepted for payment?
   A: You can pay online with your Mastercard, Visa, Discover, or American Express credit and debit cards.

5. Can I make a partial payment online?
   A: Payment must be in full in order for the application to be processed. Partial payments are only accepted in special circumstances, such as a hardship request that the applicant identifies during the application process in the Special Fees Section. If the hardship is approved, application review will begin with the agreed upon payment amount. Application review can begin without payment if the applicant identifies as Fee Exempt in the Special Fees Section.

Permit Filing Questions

1. Can several people work on the same permit?
   A: Yes. The applicant can "delegate" or identify individuals who will have access to the application prior to submittal. Please see the Quick Guide that describes the process. At any time, as the originator of the application, you can remove delegates by contacting the help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. You can also email ePLACE_helpdesk@state.ma.us.

2. How long do I have to wait before my permit is completed?
   A: Your permit application will begin the review process as soon as the application is submitted and the associated fees have been paid. For MassDEP, timeline details can be found in 310 CMR 4.0. You can check the status of the permit by logging into the EEA ePLACE portal and going to "My Records" to see the status of the application.

3. Not all permits/licenses/certifications are here. Where are the rest of them?
   A: A limited number of permits are available on the ePLACE portal (see "general Questions #7 for a list of available permits). All other permits are in paper format and not accessible via the ePLACE portal.

4. What are the file requirements to upload supporting documentation for my permit?
   A: File size requirements are 50 MB or smaller per document to upload in the EEA ePLACE portal.

5. Is there a limit to how many documents that can be attached to the application?
   A: There is no limit to the number of documents you can upload.

6. What types of files can be uploaded?
   A: You can upload any file format (examples: MS Word, Excel, PDFs, etc.).

7. Is there autosave during the filing process?
   A: The EEA ePLACE portal does not have an autosave feature. Users will need to manually save any updates or transactions using the "Save/Resume" button to ensure their information is not lost when leaving the portal for more than 30 minutes.
8. What is a POR?
   A: A POR is a "Proof of Record". All applicants will receive a POR document following the submittal of their application. The POR is a "copy" of their application (similar to the review page in the application). The POR will be sent to the applicant's email within 24 hours of submitting their application.

Renewal Records Questions

1. How do I access my license to renew on the ePLACE elicensing portal?
   - **A.** Renewals apply to the following records:
     a. MassDEP WS 10
     b. MassDEP TUR 01/02
     c. MDAR Pesticide Application
   - **B.** To Begin your renewal:
     a. Go to My records.
     b. Click on the "Renewal" link on the elicensing portal
     c. You will be taken to the application page for the permit or license you are renewing.
     d. In the application page you will need to click on the "Save/Resume" button at the bottom of the page. This step is necessary to ensure your data is linked and the permit application form is enabled.
     e. You will then be brought back to the records section of ePLACE.
     f. Select the renewal option again to be brought back to the application page and begin your submittal.