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Registering a New Account in ePLACE

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 view the list of MassDEP’s permits that are eligible for submission through ePLACE, see the permitting page at http://www.mass.gov/eea/agencies/massdep/service/approvals/.

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 select a security question and answer. Be sure to choose a security question and answer 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. For more quick guides on specific permits, click here. To download the comprehensive manual, click here.
How to Link Existing Permits to Your ePLACE Account

EEA has pre-entered TURA 01&04 and WS 10 Cross Connections permits and licenses in the EEA ePLACE system. You will need to link your ePLACE account to those existing permits, licenses, and certificates. Users will be able to link these items following these steps.

Step 1. Account Link Notification Email:

To link accounts, you will have first had to receive a Record Identification Code and an Authorization Code notification/letter from MassDEP. Each license/permit/certification type has only one unique code. You’ll receive multiple codes if you have multiple licenses to link.

![ACCOUNT LINK INFORMATION](image)

Step 2. You will need to login to your ePLACE account. Follow the steps to file an online application.

![What would you like to do?](image)
Step 3. You will come to this section of the system, and instead of searching for a permit; you will click on “Link Account”.

Step 4. In the following screen, you will reference the MassDEP notification letter with the Record Identification Code and the Authorization Code. Note that ALL fields are required to advance. Click “Continue”.

Record Authorization Form

<table>
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<th>RECORD LINK</th>
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<tbody>
<tr>
<td>*Agency:</td>
</tr>
<tr>
<td>*Record Identification Code:</td>
</tr>
<tr>
<td>*Authorization Code:</td>
</tr>
</tbody>
</table>

*Indicates a required field.
Step 5. Review and verify that the information matches the account link letter. Click “Continue”.

Step 6. You have now linked a record to your account! Remember that you’ll receive multiple codes if you have multiple licenses to link.
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. For more quick guides on specific permits, click here. To download the user manual, click here.
How to Assign a Delegate to Your ePLACE Account

At times, you may choose or need to share your application before submission, to gain additional input. To make it easy to share an application in progress, the EEA ePLACE system allows the originator of the permit to allow other individuals to view and add input to the application before it is submitted. This is called “delegation”.

When the person who begins the application submittal presses “SAVE/RESUME” at any time in the application process, they receive a notification, via email, with the Application ID and a Personal Identification Number (PIN).

If you want to share the application as it is being developed, you will forward this email to any individuals (i.e. delegates) you choose. Note that the delegate MUST have an ePLACE account to access the application. After the delegate signs into their ePLACE account, the next step is to click on the “Account Management” text in the top toolbar.

Under the “Contact Information” header, the delegate will click on the “Add New” button.
A pop-up box will open asking to select a contact type. From the drop down menu, select “Delegate” and click “continue”.

The next pop-up box will ask you to enter the PIN from the email received from the permit originator.

Enter the PIN and click “Continue”. This will add the application to the delegate’s account.
You will be directed back to this page. Click on “DEP” to engage the dropdown menu of your records.

To access the application, click on “Resume Application” to the right of the line item. The delegate is now able to view and make changes to the application!

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. For more quick guides on specific permits, click here. To download the user manual, 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.

Step 2. If you choose the option to mail, you’re presented with a mailing address to a MassDEP program. This example uses the Drinking Water Program. Note the disclaimer stating the review process will not begin until the documentation is received.

Step 3. To upload your documentation (can be MS Word, MS Excel, PDF, JPEGs no larger than 100 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 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. For more quick guides on specific permits, click here. To download the user manual, click here.
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 your 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. These can be found on MassDEP’s Permit page.

6. Do all permits have to be submitted online?
   A: Currently, the EEA ePLACE online permitting system accepts 8 permits 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 MassDEP program office to get directions on obtaining a paper copy of these permits.
7. What authorizations are available through the EEA ePLACE portal?  
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 for Fuel  
   c. AQ 01 - Limited Plan Approval for Process  
   d. HW - Notification of on-site recycling Activity  
   e. SW 48 - Third Party Inspector Qualifications  
   f. WS10 - Cross Connections Surveyor & Backflow Device Testers Certification & Renewals  
   g. TUR 01 - General Practice Planner Application & Renewals  
   h. TUR 02 - Limited Practice Planner Application & Renewals

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: You will need to login to the EEA ePLACE portal to 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.

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! Click here to view a Quick View Fact Sheet. 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 MassDEP program 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 associated fees have been paid according to the timelines in 310 CMR 4.0 and all supporting documentation for the application has been received. 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 very limited number of permits are available on the ePLACE portal (see “general Questions #7 for a list of available permits). All other permits are paper forms 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 100 MB or smaller 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 to ensure their information is not lost when leaving the portal for more than 30 minutes. Use the “Save/Resume” button to save a temporary record.

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.