

FAQs for EEA ePLACE Portal

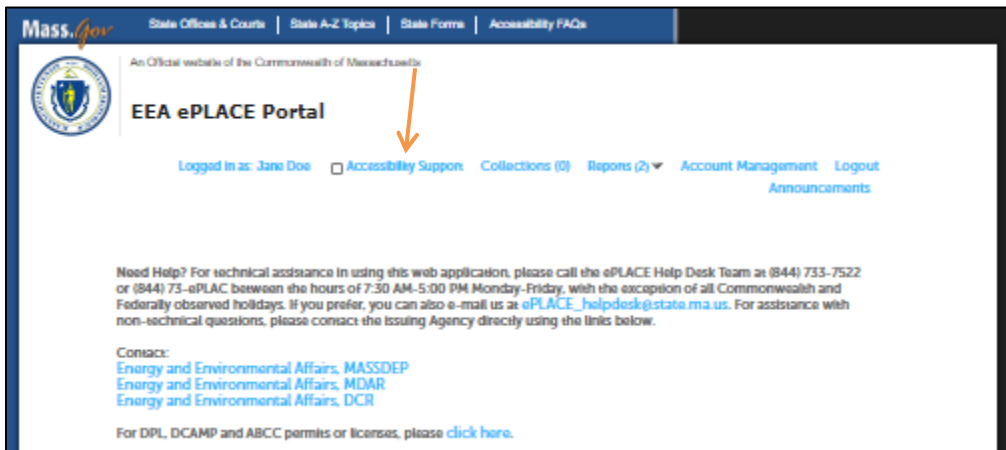


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Frequently Asked Questions

1. What features are currently available in the EEA ePLACE system that will help me with my permits?
 - ✓ The EEA ePLACE system will provide citizens with access to
 - Apply and pay for permits online
 - Renew licenses and certifications
 - Upload supporting documentation for the application
 - Track the submittal through the approval process
2. What are the browser requirements to use the online portal?
 - ✓ The preferred browser for the online portal is Microsoft Edge. Although the portal is compatible with other browsers such as Chrome, Safari, Firefox, certain features may not render.
3. What does “Authorization” mean? I thought I was filing for a permit/license/certification?
 - ✓ An “Authorization” is a system term used to define either a permit, certification, license, registration, or notification.
4. What is a “Record”?
 - ✓ A “Record” is a system 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?
 - ✓ Yes, depending on the type of issue you are encountering, you are provided with the following options:
 - If this is a specific question that relates to the permit (E.g. ‘What is my permit number?’ etc.), please call the agency directly using the information provided on MASS.GOV’s page for your permit.
 - However, if this is a technical question related to using your account, we advise you to reach out to our helpdesk representatives by calling the EEA 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. Alternatively, you can also email the helpdesk at ePLACE_helpdesk@mass.gov. The EEA 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.
6. Do all permits have to be submitted online?
 - ✓ If a permit is available online, it must be submitted through the EEA ePlace Portal following the online process. If you have a special circumstance, you can contact the agency using the information provided on Mass.gov page for your permit, to get directions on a different process to submit your application.
7. What authorizations are available through the EEA ePLACE portal?
 - ✓ For a list of all permits that are available online for DEP, MDAR and DCR, click [here](#).
8. Are other languages available for the current permits?
 - ✓ The EEA ePLACE portal is available only in English.

9. Is there an Accessibility version of the EEA ePLACE portal that I can use?
- ✓ You will need to login to the EEA ePLACE portal to select the Accessibility Support checkbox that displays on the home page.



10. How can I look for permits that are being submitted in my town/city/county?
- ✓ The [EEA 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.]
11. How do I register for an account? Do I need any special information?
- ✓ Registering for an account is easy! For detailed instructions see [account management](#) section. You will need a valid email address, phone, and location/address to apply.
12. I have forgotten my password!
- ✓ You can reset your password by clicking the “I’ve forgotten my password” link on the login page and follow the prompts. For detailed instructions on how to reset your password, please see [account management](#) section.
13. I cannot remember my security question! What can I do?
- ✓ 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 us at ePLACE_helpdesk@mass.gov.
14. Can I pay for my permit online?
- ✓ Paying online is available for all EEA 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.
15. Is my personal information safe through EEA ePLACE?
- ✓ 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](#).

16. What if I have a change of address after I register?

- ✓ You can change your address on the EEA ePLACE portal by clicking on the “My Account” tab. You can change your contact information by clicking on the “actions” button and choosing “edit”. You will 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 your Agency and Program to determine if that is allowed. Only certain permits allow address changes.

The screenshot shows the EEA ePLACE portal interface. At the top, there is a navigation bar with a 'Home' button and three tabs: 'Dashboard', 'My Records', and 'My Account'. The 'My Account' tab is highlighted with a red box. Below the navigation bar, there is a section titled 'Manage Your Account' with a sub-header 'Manage Your Account' and a note: 'Your current account information is shown below. Click an Edit button to update information within a section.' Below this, there is a section titled 'Contact Information' with a blue button 'Add Delegate Contact' in the top right corner. The section contains instructions: 'To update your Contact Information below please click on Actions and Edit. For First name and last name changes, you will need to contact your agency.' and 'If applicable to your application, to add Delegate Pin or Applicant Pin, please select "Add Delegate Contact"'. A note states: 'Note - E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal.' Below the instructions, there is a table with columns: 'First Name', 'Middle Name', 'Last Name', 'Business Name', 'Contact Type', 'Account Owner', 'Status', and 'Action'. The table contains one row with the following data: 'Jane', (blank), 'Doe', (blank), 'PublicUser', 'Yes', 'Approved'. The 'Action' column for this row has a dropdown menu with 'Actions' and 'Edit' options. The 'Edit' option is highlighted with a red box.

17. 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?

- ✓ The EEA ePLACE portal does NOT retain your credit card information. You will need to re-enter all payment information for each payment of permit application.

18. What credit cards are accepted for payment?

- ✓ You can pay online with your Mastercard, Visa, Discover, or American Express credit and debit cards. Also, you can make a payment with your bank account/ routing information.

19. Can I make a partial payment online?

- ✓ Payment must be in full for the application to be processed. For Mass DEP Agency, 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.

20. Can several people work on the same permit?
✓ Yes. For instructions, [click here](#) .
21. For Mass DEP Permits, I am unable to lookup my facility while submitting my application. What do I do?
✓ If you are unable to find a facility, please reach out to your program's [contact person](#).
22. How long do I have to wait before my permit is completed?
✓ Your permit application will be reviewed as soon as the associated fees have been paid 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.
23. What are the file requirements to upload supporting documentation for my permit?
✓ File size requirements are 100 MB or smaller to upload in the EEA ePLACE portal.
24. Is there a limit to the number of documents that can be attached to the application?
✓ There is no limit to the number of documents you can upload.
25. What types of files can be uploaded?
✓ You can upload any file type (MS Word, Excel, PDF, etc.).
26. Is there autosave during the filing process?
✓ 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 and resume later" button to save a temporary record.
27. What is a POR?
✓ 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 (like the review page in the application). The POR will be sent to the applicant's email within 24 hours of submitting their application.