

COMMONWEALTH OF MASSACHUSETTS

Division of Occupational Licensure

How to Appeal Civil Fines Online through OPSI Customer Portal



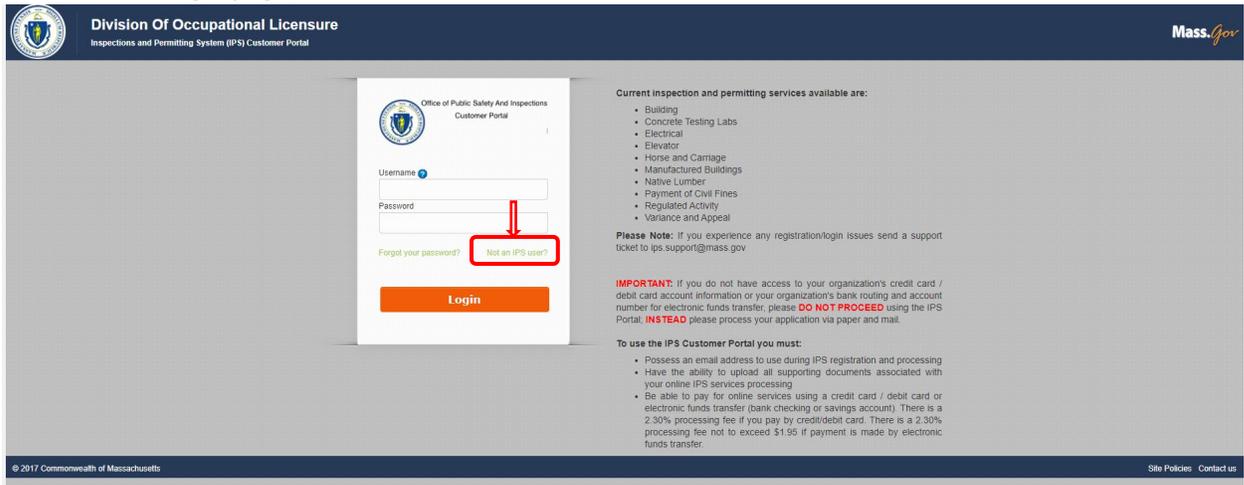
Introduction

This guide is to help you appeal a civil fine online through the OPSI Customer Portal. It provides a step-by-step process with lots of screenshots.

If you do not have an account on the OPSI Customer Portal, create one

You will need an account to appeal your fine through the Customer Portal. If you already have an account, skip to the next section, on page 3.

1. Click this link [OPSI Customer Portal](#) to go to the Portal login page.
2. On the Portal login page, click **Not an IPS user?**



3. Read the instructions and complete the registration form to create your account.

Office Of Public Safety and Inspections
Inspections and Permitting System (IPS) Customer Portal

Information

Welcome to the Department of Public Safety's (Department) Inspection and Permitting System (IPS).
IPS is web-based and may be used for the following activities: apply for elevator inspections; pay for civil fines; secure building permits; apply for related inspections on state construction projects; apply for and renew certificates of inspections; apply for licensure as a manufactured building company, concrete testing laboratory, register as a manufactured building third party inspection agency and native lumber manufacturer. IPS can also be used to apply for event applications for booking, moved martial arts and other unarmed combat events. Customers are also able to file appeals and variances. Finally, the customers may submit notification of incidents regarding building projects, elevators and horse and carriage accidents.
Please note that this system may not be used to apply for or renew a Department license (such as construction supervisor or holding license).
While the public may use IPS for certain searches and to file complaints, most activities require you to become a registered user. In order to register, please select a "Type" field that accurately represents the capacity in which you or your company interact with DPS.
The red-barred fields are required. Please enter the required user and company details in the appropriate sections and click on the Search button. Select the appropriate agency from the search result options displayed. If the contractor firm is not displayed in the search results, there will be an option to create a new company. You must search for the agency/company first in order to avoid creating duplicate contact information in the system.
Once you are registered as an IPS user, you will be able to log into the IPS system and create/manage (up to 5) additional users associated with your company.

User Registration

User Information

User Type: None

Street Number and Name

First Name

Last Name

Email

Phone

City

State

Postal Code

Country

Additional Information

Comments

Company Information

Name

Email

Phone

Street Number and Name

City

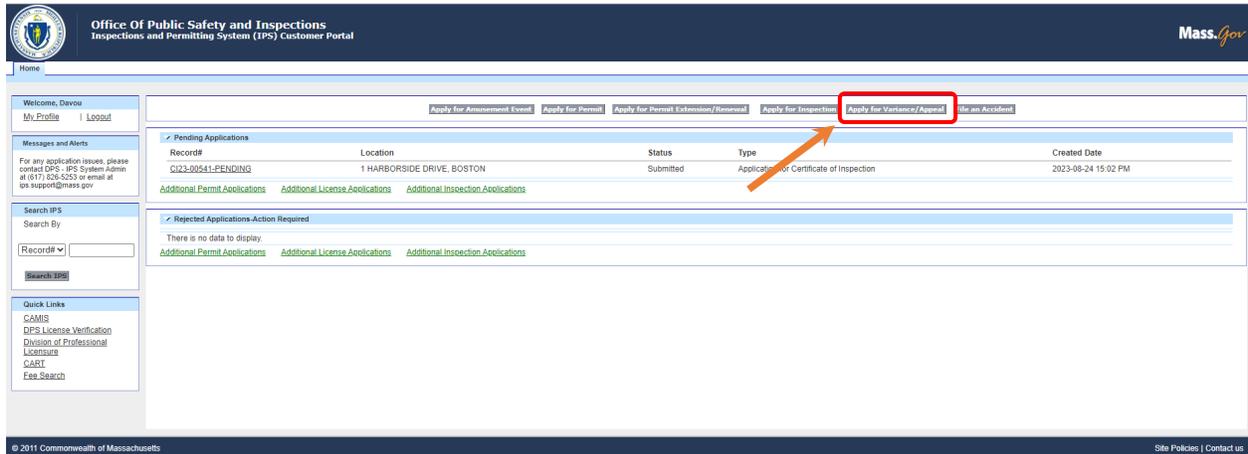
State

Zip Code

Clear Search

If you already have an account on the OPSI Customer Portal, start here

1. Click this link [OPSI Customer Portal](#) to go to the Portal login page.
2. Enter your your Username and Password.
3. The HOME page displays. In the upper right of the page, click **Apply for Variance/Appeal**.



4. On the next screen, in the **Select Type** section:
 - a. In the **Type** dropdown, selected **Appeal**.
 - b. In the **Sub Type** section, click the radio button for the appeal sub-type you are filing, and then:
 - c. Click **Next**. Then:
 - If you selected Appeal sub-type **BCAP**, go to step (5)
 - If you selected Appeal sub-type **BEA**, go to step (6)
 - If you selected Appeal sub-type **BER**, go to step (7)
 - If you selected Appeal sub-type **Civil Fine (520 CMR1.00)**, go to step (8)
 - If you selected Appeal sub-type **Expired Elevator Civil Fine (520 CMR 16.00)**, go to step (9)

Office Of Public Safety and Inspections
Inspections and Permitting System (IPS) Customer Portal

Home

Welcome, [Redacted]
[My Profile](#) | [Logout](#)

Messages and Alerts
For any application issues, please contact DPS - IPS System Admin at (617) 826-5253 or email at ips.support@mass.gov

Search IPS
Search By
Record#
[Search IPS](#)

Quick Links
[CAMIS](#)
[DPS License Verification](#)
[Division of Professional Licensure](#)
[CART](#)
[Fee Search](#)

Type Selection

Select Type

Type:

Sub type

- BCAB
- BEA
- BER
- Civil Fine (520 CMR 1.00)
- Expired Elevator Certificate Civil Fine (520 CMR 16.00)
- License(Request for Hearing)

[Next](#)

Information
A variance request seeks relief from a provision of the applicable regulation, whereas someone filing an appeal is challenging a finding on non-compliance with applicable rules, regulations, statutes and disagrees with a finding on non-compliance.

BCAB	Appeal to Building Code Appeals Board.
BEA	Appeal to Board of Elevator Appeals.
BER	Appeal to Board of Elevator Regulations.

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5. The BCAP page displays:

- Complete all the required fields, and click **Next**.
- Continue with step (10), Location Validation.

6. The BEA page displays:

- Complete all the required fields, and click **Next**.
- Continue with step (10), Location Validation.

7. The BER page displays:

The screenshot shows the 'Appeal - BER' page. The top navigation bar includes the Office of Public Safety and Inspections logo and the Mass.gov logo. The page is divided into several sections: 'Welcome, Davou' with 'My Profile' and 'Logout' links; 'Messages and Alerts'; 'Search IPS' with a search box and 'Record#' dropdown; 'Quick Links' with links to CAMIS, DPS License Verification, Division of Professional Licensure, CART, and Fee Search. The main content area is titled 'Appeal - BER' and contains three sections: 'Applicant Information' (First Name: Pam C., Last Name: Davou, Email: pam.c.davou@mass.gov, Phone, Company Name: Pam C. Davou, Street Number and Name, City, State, Zip Code); 'Company Information' (Account Name: Pam C. Davou, Address, Phone, Email); and 'Application Information' (Related Permit, Description, Related Inspection, Appeal Type: --None--, Inspector's Report: --None--, Equipment Owner, Prior Variance/Appeal: --None--, Elevator State ID, Petitioner's Connection). A red bar indicates 'Required Information' for the Description field. An orange arrow points to the 'Next' button at the bottom of the Application Information section.

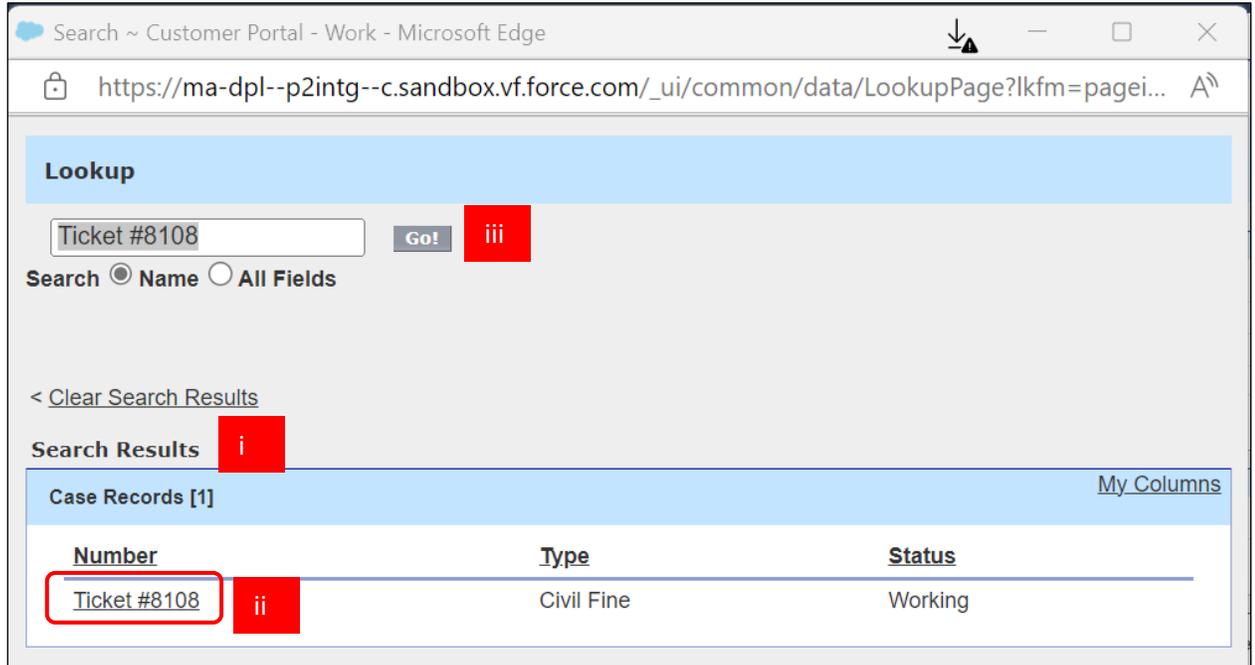
- Complete all the required fields, and click Next.
- Continue with step (10), Location Validation.

8. The Civil Fine (520 CMR 1:00) page displays.

- In the third section down, Application Information, in the Type of Fine dropdown, select the category of fine you want to appeal.
- Enter the Ticket Number, which appears on your Notice of the Fine.
- If you don't know the ticket number, you can search for it by clicking the  icon to the right of the Ticket Number field.

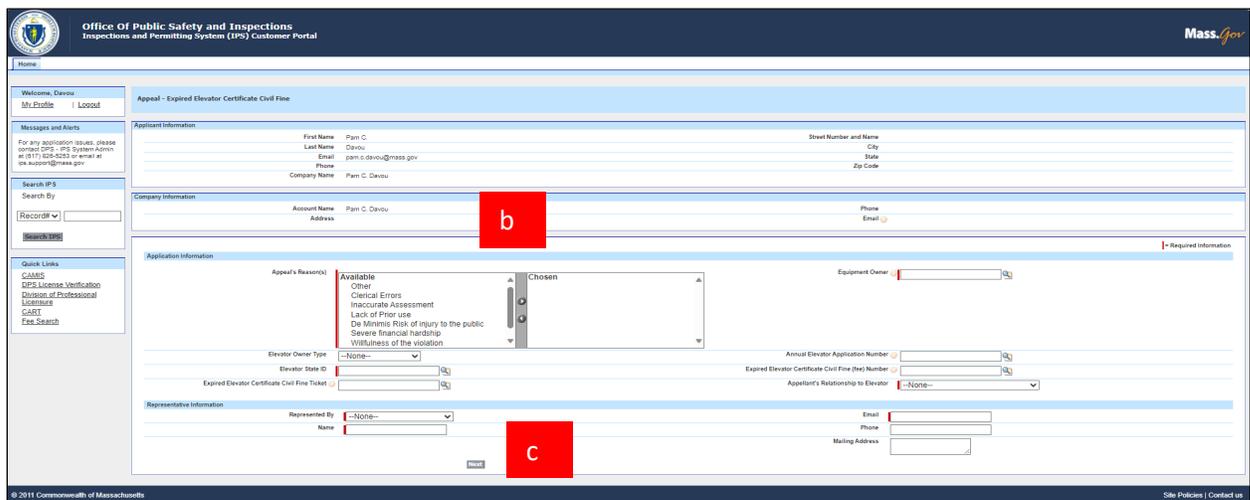
The screenshot shows the 'Civil Fine (520 CMR 1:00)' page. The top navigation bar includes the Office of Public Safety and Inspections logo and the Mass.gov logo. The page is divided into several sections: 'Welcome, [redacted]' with 'My Profile' and 'Logout' links; 'Messages and Alerts'; 'Search IPS' with a search box and 'Record#' dropdown; 'Quick Links' with links to CAMIS, DPS License Verification, Division of Professional Licensure, CART, and Fee Search. The main content area is titled 'Civil Fine (520 CMR 1:00)' and contains three sections: 'Applicant Information' (First Name: Pam C., Last Name: Davou, Email: pam.c.davou@mass.gov, Phone, Company Name: Pam C. Davou, Street Number and Name, City, State, Zip Code); 'Company Information' (Account Name, Address, Phone, Email); and 'Application Information' (Type of Fine: --None--, Ticket Number). A dropdown menu for 'Type of Fine' is open, showing options: --None--, Amusements, Building, Elevator (highlighted with a red box 'a'), Engineering, Horse & Carriage, S-License, Tramway, Warehouse. The Ticket Number field has a search icon to its right (highlighted with a red box 'c'). A red box 'b' highlights the Ticket Number field itself. A red bar indicates 'Required Information' for the Ticket Number field.

- i. The system will display a list of all tickets associated with your account.
- ii. Click the ticket number you want to appeal.
- iii. The ticket number will display in the Lookup field. Click the Go! button.



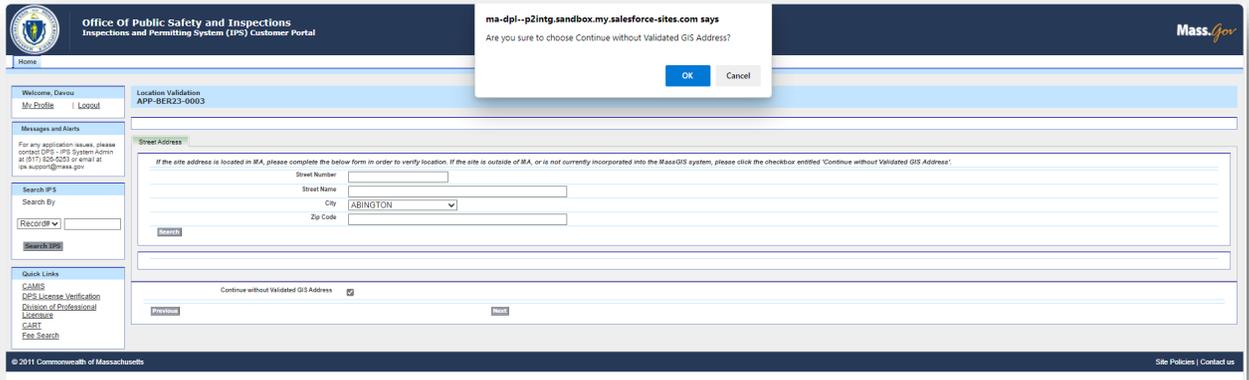
- iv. Skip to step (10) to continue with location validation.

The Expired Elevator Civil Fine (520 CMR 16.00) page displays:



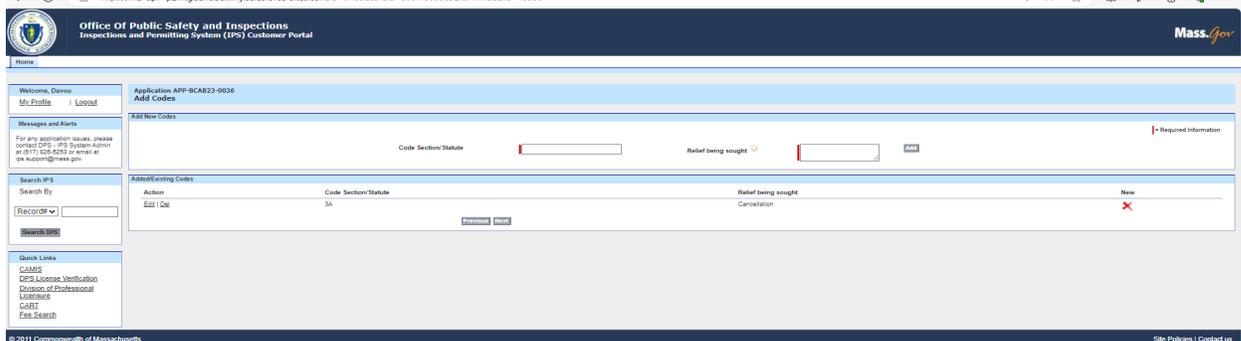
- 9.
 - a. Complete all the required fields.
 - b. To add appeal reasons, click one or (Shift-click) more applicable reasons in the Available column and click on right arrow to add them to the Chosen column.
 - c. Click Next, and proceed to step (10), Location Validation.

10. CONTINUE HERE Location Validation Page Displays as shown below.



- a. Validate your address. Check the “Continue Without Validated GIS Address” checkbox if you don’t want to validate your address.
- b. Click Next.
- c. A pop up with a warning “Are you sure to choose continue validated GIS Address”.
- d. Click “Ok” to proceed to 11 (Add Code).

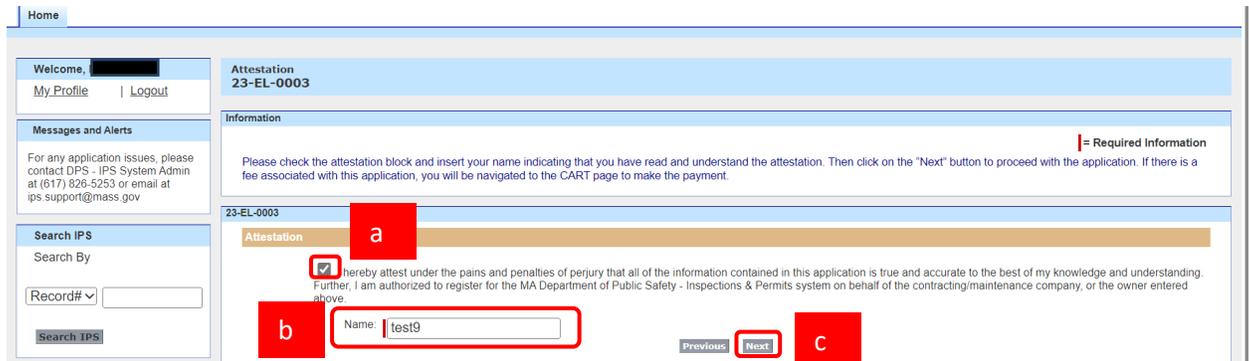
11. Add Code Page Displays.



- a. Complete all required fields and click “Add” to the right of “Relief being sought”.
- b. The “code section/statue” and “relief being sought” appears under “Added/Existing Codes” panel.
- c. Click the next button to proceed to step 12 (Attestation).

12. The Attestation screen displays. Below the Attestation banner:

- a. Read the statement and mark the checkbox.
- b. In the Name field, enter your name.
- c. Click the Next button.



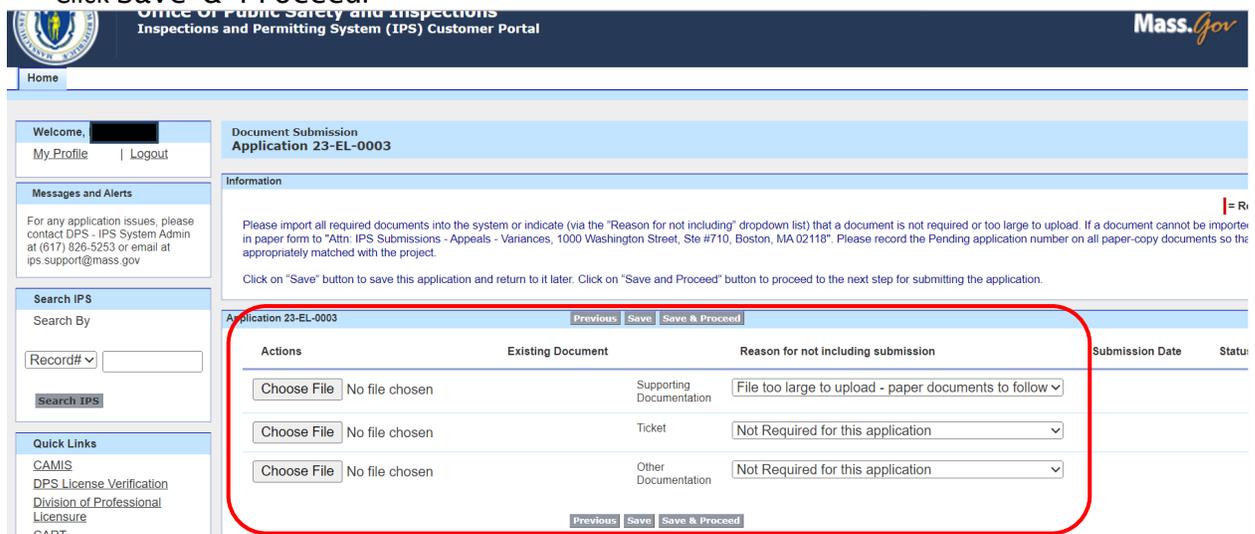
13. The Document Submission screen displays.

Adding a document here is like adding an attachment to an email:

- Click the Choose File button.
- A typical Windows Open box will display. Locate the document you want to attach, click it, and then click the Open button.
- When you have added all the documents you want to attach, above the files click Save & Proceed.

If you are not submitting any documents:

- Click the Reason for not including submission drop-down and select a reason.
- Click Save & Proceed.



14. The Cart page displays, showing any fees you currently owe.
 - There is a charge for filing an appeal. To pay only the Appeal fee:
 - a. Locate the Appeal Civil Fine Fee line and mark its checkbox.
 - b. At the bottom of the Cart page, click the Refresh Total button.
 - c. Just below that, click the Continue button.

Home

Welcome, [Redacted] | My Profile | Logout

Messages and Alerts

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Search IPS

Search By

Record# []

Search IPS

Quick Links

- CAMIS
- DPS License Verification
- Division of Professional Licensure
- CART
- Fee Search

Cart
Elvira portal2 Mammadova's Cart

Cart #X-2023-08-14_04-29-06

Items | Checkout | Confirmation

Note that you can select a maximum of 15 fees per online transaction, and use a valid credit / debit card (MasterCard only) or funds transfer (bank checking or savings account) to pay online.

Our payment processor conducts system maintenance between 2:00 AM and 6:00 AM Sundays. You may not be able to process a payment during this time.

Select All	Action	Type	Amount	Amount Outstanding	Related To
<input type="checkbox"/>		BCAB Appeal Fee	\$150.00	\$150.00	APP-BCAB23-0032
<input type="checkbox"/>		BCAB Appeal Fee	\$150.00	\$150.00	APP-BCAB23-0033
<input type="checkbox"/>		Certificate of Inspection Fee	\$200.00	\$200.00	CI23-00529-PENDING
<input type="checkbox"/>		BCAB Appeal Fee	\$150.00	\$150.00	APP-BCAB23-0035
<input type="checkbox"/>		Elevator Annual Inspection Fee 2023	\$200.00	\$200.00	ECR23-07635
<input type="checkbox"/>		Certificate of Inspection Fee	\$200.00	\$200.00	CI23-00543-PENDING
<input checked="" type="checkbox"/>		Appeal Civil Fine Fee	\$100.00	\$100.00	23-EL-0003

Email Receipt To [Redacted]@mass.gov

Total Selected **\$100.00**

a Appeal Civil Fine Fee

b Refresh Total

c Continue

To complete the payment process successfully, please do not click your browser back button.

15. Verify the total amount and click Proceed to make your payment through the online payment gateway.

Inspections and Permitting System (IPS) Customer Portal

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Welcome, [Redacted] | My Profile | Logout

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Search IPS

Search By

Record# []

Search IPS

Quick Links

- CAMIS
- DPS License Verification

Cart
[Redacted]'s Cart

Cart #X-2023-08-14_04-29-06

Items | Checkout | Confirmation

Payment Method: Credit Card

Amount: 100.00

Proceed

To complete the payment process successfully, please do not click your browser back button.

16. The Payment page displays.
 - Select your payment method and complete the required fields in the form.

If you have made payments previously through the payment gateway and saved your payment information, you can mark the **Same As Previous Information** checkbox to re-use it.

Questions? 1000 Washington Street, Suite 710
 Contact: ips.support@mass.gov Boston, Massachusetts 02118
 Web: <https://www.mass.gov/orgs/division-of-professional-licensure> Phone: 617-701-8600

There is a 2.79% non-refundable convenience fee for processing credit card payment(s) and a \$0.35 convenience fee for Electronic Check/ACH online / [ACH FAQ](#)

Payment
Receipt

Payment

You have elected to pay for the following item(s).

Description	ID	Related To	Amount
Appeal Civil Fine Fee	0444892	23-EL-0003	\$100.00
			\$100.00

Convenience Fee: \$2.79
Total Amount Due: \$102.79

Billing Information

Same As Previous Information

Company Name

Payment Information

Credit/Debit Card Electronic Check/ACH

Card Type

- Further down the page, click the **Submit Payment** button. You will receive a confirmation message on your screen if your payment is successful (and a text message if you provided a cell phone number), or an error message if it was not.

Important Information

Please provide the correct billing address associated with the account being used to make the payment.
 * The nCourt service fee is non refundable.

Transaction will appear on your financial statement as NCOURT*MA DPL Insp Permit

Transactions totaling over \$30k will have an additional verification process, please follow instructions as prompted to complete the transaction.

To receive an email confirmation of your payment, please include a valid email address.

If you would like a text notification payment confirmation sent to your mobile phone, enter the following:

Mobile Number

Back

Submit Payment

Please verify the above information before submitting your payment. Do not click the Submit Payment Button more than one time.

You have successfully applied to appeal your civil fine fee.
 You can continue with other tasks in the OPSI Customer Portal, or you can log off.

If you have questions about using the Customer Portal
 You can get help by email at ips-support@mass.gov.