

# **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?**

Division Of Occupational Licensure  
Inspections and Permitting System (IPS) Customer Portal

Mass.gov

Office of Public Safety And Inspections  
Customer Portal

Username  
Password  
Forgot your password?  
**Not an IPS user?**  
Login

Current inspection and permitting services available are:

- Building
- Concrete Testing Labs
- Electrical
- Elevator
- Horse and Carriage
- Manufactured Buildings
- Native Lumber
- Payment of Civil Fines
- Regulated Activity
- Variance and Appeal

**Please Note:** If you experience any registration/login issues send a support ticket to [ips.support@mass.gov](mailto:ips.support@mass.gov)

**IMPORTANT:** If you do not have access to your organization's credit card / debit card account information or your organization's bank routing and account number for electronic funds transfer, please **DO NOT PROCEED** using the IPS Portal. **INSTEAD** please process your application via paper and mail.

**To use the IPS Customer Portal you must:**

- Possess an email address to use during IPS registration and processing
- Have the ability to upload all supporting documents associated with your online IPS services processing
- Be able to pay for online services using a credit card / debit card or electronic funds transfer (bank checking or savings account). There is a 2.30% processing fee if you pay by credit/debit card. There is a 2.30% processing fee not to exceed \$1.50 if payment is made by electronic funds transfer.

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

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Inspections and Permitting System (IPS) Customer Portal

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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, mixed 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 incidents.

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

First Name  
Last Name  
Email  
Phone

Street Number and Name  
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 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)

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Inspections and Permitting System (IPS) Customer Portal

Home

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

**Search IPS**  
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**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. A variance request seeks relief from a provision of the applicable regulation, whereas someone filing an appeal is challenging 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:

The BCAP page displays the following 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.
- Application Information:**
  - Related Variance (dropdown), Description (text area), Related Permit (dropdown), Related Inspection (dropdown).
  - Appeal Type (dropdown: --None--), Appeal Heard By (dropdown: --None--), Construction Type (dropdown: --None--), Subject to Prior Zoning Appeal Yes or No (dropdown: --None--), Previous Appeal Date (9/28/2023), Previous Code Sections Appealed (text area).
  - Any conditions (dropdown: --None--), Existing Use Group (dropdown), Variance Granted to prior Appeal (dropdown: --None--), Proposed Use Group (dropdown).
  - Existing Hazard Index (dropdown), Proposed Hazard Index (dropdown), Floor Area (text area), Total Height (text area).
  - Number of Stories (text area), Grounds for standing (text area).
  - Total Area (text area), Building Official (text area), Proposed Work (Available: New Construction, Existing Building, Repair(s), Alteration(s); Chosen: dropdown).
  - Address of Subject Property (text area), Equipment Owner (text area).
  - Brief Description of Proposed Work (text area).
- Service Notice Information:** Name (text area), Address (text area), Method of Service (dropdown: --None--), Date of Service (9/28/2023). An orange arrow points to the 'Next' button.

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

## 6. The BEA page displays:

The BEA page displays the following 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.
- Application Information:**
  - Related Variance (dropdown), Description (text area), Related Permit (dropdown), Related Inspection (dropdown).
  - Appeal Type (dropdown: --None--), Prior Variance/Appeal (dropdown: --None--), Equipment Owner (text area), Petitioner's Connection (text area), Requested Action (dropdown: --None--), Elevator State ID (text area), Date Ticket Issued (9/28/2023).
- Service Notice Information:** Name (text area), Address (text area), Method of Service (dropdown: --None--), Date of Service (9/28/2023). An orange arrow points to the 'Next' button.

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

## 7. The BER page displays:

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**Applicant Information**  
First Name: Pam C.  
Last Name: Davou  
Email: pam.c.davou@mass.gov  
Phone: [ ]  
Company Name: Pam C. Davou

**Company Information**  
Account Name: Pam C. Davou  
Address: [ ]  
Phone: [ ]  
Email: [ ]

**Application Information**  
Related Permit: [ ]  
Description: [ ]  
Related Inspection: [ ]  
Appeal Type: --None--  
Inspector's Report: --None--  
Equipment Owner: [ ]  
Prior Violations/Appeal: [ ]  
Elevator State ID: [ ]  
Petitioner's Connection: [ ]

[ Next ]

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- 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.

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**Applicant Information**  
First Name: Pam C.  
Last Name: Davou  
Email: pam.c.davou@mass.gov  
Phone: [ ]  
Company Name: Pam C. Davou

**Company Information**  
Account Name: [ ]  
Address: [ ]  
Phone: [ ]  
Email: [ ]

**Application Information**  
Type of Fine: --None--  
Ticket Number: [ ]  
[ Search ]

[ Next ]

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- 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.

Search ~ Customer Portal - Work - Microsoft Edge

https://ma-dpl--p2intg--c.sandbox.vf.force.com/\_ui/common/data/LookupPage?lkfm=pagei...

**Lookup**

Ticket #8108 **Go!** **iii**

Search ☒ Name ☐ All Fields

< [Clear Search Results](#)

**Search Results** **i**

**Case Records [1]** [My Columns](#)

Number	Type	Status
Ticket #8108 <b>ii</b>	Civil Fine	Working

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

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

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**Appeal - Expired Elevator Certificate Civil Fine**

**Applicant Information**

First Name	Pam C.	Street Number and Name	
Last Name	Darou	City	
Email	pam.c.darou@mass.gov	State	
Phone		Zip Code	
Company Name	Pam C. Darou		

**Company Information**

Account Name	Pam C. Darou	Phone	
Address		Email	

**Application Information**

Appeal Reason(s): Available: Other, Clerical Errors, Inaccurate Assessment, Lack of Prior use, De Minimis Risk of injury to the public, Severe financial hardship, Willfulness of the violation. Chosen: [ ]

Equipment Owner: [ ]

Annual Elevator Application Number: [ ]

Expired Elevator Certificate Civil Fine Number: [ ]

Appellant's Relationship to Elevator: [None]

**Representative Information**

Represented By: [None] Name: [ ] Email: [ ]

Phone: [ ] Mailing Address: [ ]

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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.

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

## 11. Add Code Page Displays.

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



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

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

Home

Welcome, [User Name] | My Profile | Logout

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 626-5253 or email at ips.support@mass.gov

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Record# [Dropdown] [Text Box]

Search IPS

Attestation 23-EL-0003

Information

Please check the attestation block and insert your name indicating that you have read and understand the attestation. Then click on the "Next" button to proceed with the application. If there is a fee associated with this application, you will be navigated to the CART page to make the payment.

23-EL-0003

Attestation

☒ I hereby attest under the pains and penalties of perjury that all of the information contained in this application is true and accurate to the best of my knowledge and understanding. Further, I am authorized to register for the MA Department of Public Safety - Inspections & Permits system on behalf of the contracting/maintenance company, or the owner entered above.

Name: test9

Previous Next

## 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.

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Search By

Record# [Dropdown] [Text Box]

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CART

Document Submission  
Application 23-EL-0003

Information

Please import all required documents into the system or indicate (via the "Reason for not including" dropdown list) that a document is not required or too large to upload. If a document cannot be imported in paper form to "Attn: IPS Submissions - Appeals - Variances, 1000 Washington Street, Ste #710, Boston, MA 02118". Please record the Pending application number on all paper-copy documents so the appropriately matched with the project.

Click on "Save" button to save this application and return to it later. Click on "Save and Proceed" button to proceed to the next step for submitting the application.

Application 23-EL-0003

Previous Save Save & Proceed

Actions	Existing Document	Reason for not including submission	Submission Date	Status
Choose File	No file chosen	Supporting Documentation	File too large to upload - paper documents to follow	
Choose File	No file chosen	Ticket	Not Required for this application	
Choose File	No file chosen	Other Documentation	Not Required for this application	

Previous Save 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:
- Locate the Appeal Civil Fine Fee line and mark its checkbox.
  - At the bottom of the Cart page, click the Refresh Total button.
  - Just below that, click the Continue button.

Home

Welcome, [User Name] | My Profile | Logout

Messages and Alerts

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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	CI23-00544-PENDING
<input checked="" type="checkbox"/>		Appeal Civil Fine Fee	\$100.00	\$100.00	23-EL-0003

Email Receipt To [ ]@mas:

Total Selected **\$100.00**

**a** ☒ **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.

Home

Welcome, [User Name] | 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

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Search By

Record# [ ]

Search IPS

Quick Links

- CAMIS
- DPS License Verification
- Division of Professional Licensure

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?**  
Contact: [ips.support@mass.gov](mailto:ips.support@mass.gov)  
Web: <https://www.mass.gov/orgs/division-of-professional-licensure>

1000 Washington Street, Suite 710  
Boston, Massachusetts 02118  
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
			<b>\$100.00</b>

**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**

17. 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](#)

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

[Submit Payment](#)

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](mailto:ips-support@mass.gov).