



## **DPS: Inspections and Permitting System (IPS)**

**IPS Public Portal**

**User Guide and Training Documentation**

**May 25, 2016**

**Version 4**

## TABLE OF CONTENTS

<b>1.0</b>	<b>INTRODUCTION .....</b>	<b>2</b>
<b>2.0</b>	<b>PUBLIC PORTAL HOME PAGE .....</b>	<b>3</b>
<b>3.0</b>	<b>SEARCH INSPECTIONS AND PERMITTING SYSTEM.....</b>	<b>4</b>
3.1	CHOOSE SEARCH CRITERIA.....	4
3.2	SEARCH BY STATE ID.....	5
3.3	SEARCH BY LOCATION ADDRESS .....	6
3.4	SELECT THE AREA TO BE SEARCHED .....	7
3.5	SELECT THE EQUIPMENT .....	8
3.6	DISPLAY EQUIPMENT VARIANCES .....	9
3.7	DISPLAY EQUIPMENT APPEALS.....	10
<b>4.0</b>	<b>FILE A COMPLAINT .....</b>	<b>12</b>
4.1	SELECT TYPE OF COMPLAINT .....	12
4.2	ENTER COMPLAINANT INFORMATION .....	13
4.3	UPLOAD DOCUMENTS.....	14
4.4	ATTEST TO THE COMPLAINT.....	15
4.5	SUBMIT THE COMPLAINT.....	16
4.6	COMPLAINT CONFIRMATION .....	17
<b>5.0</b>	<b>DOWNLOAD COMPLAINT FORMS.....</b>	<b>18</b>

## 1.0 Introduction

This document contains information for usage of the DPS Inspections and Permitting System (IPS) public portal.

The following functions can be performed on the Public Portal:

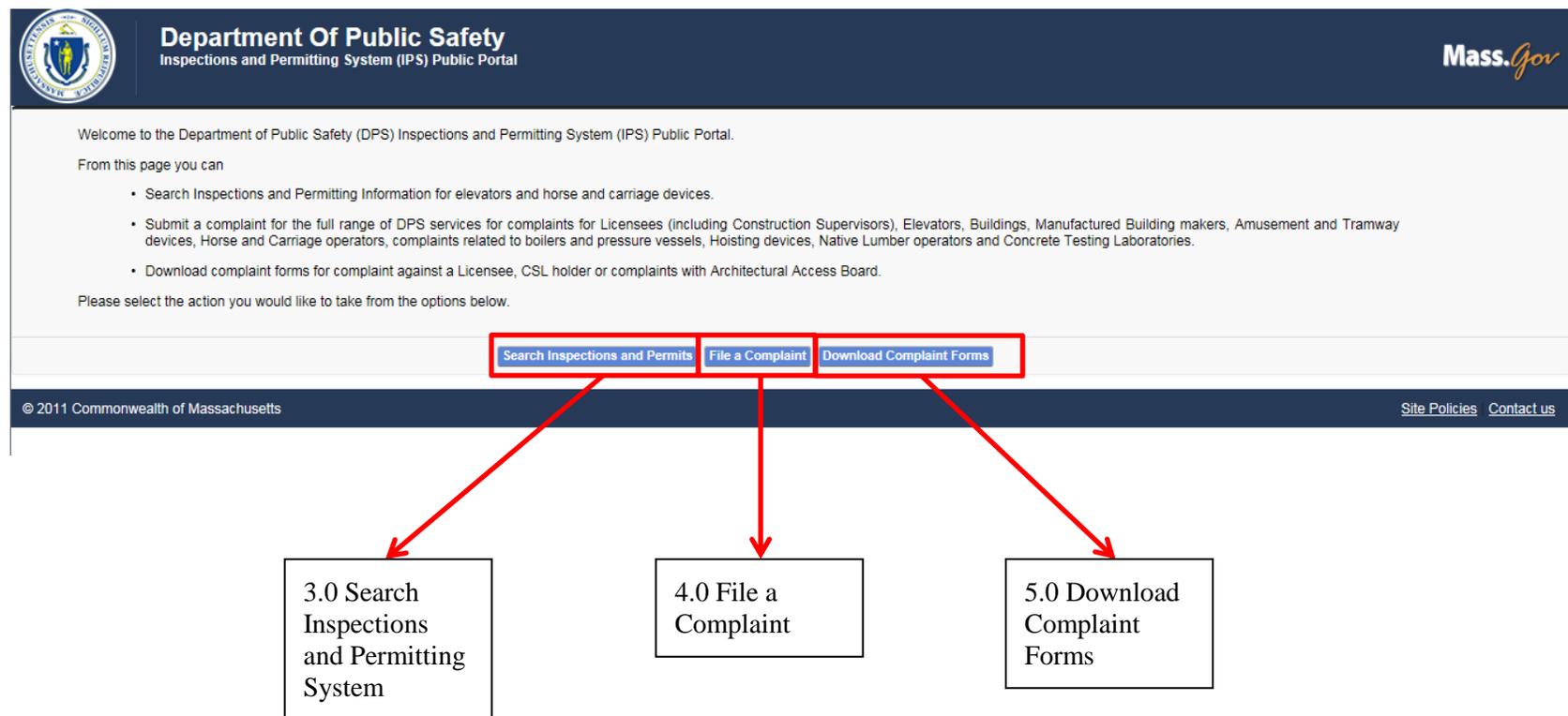
- **Search** Inspections and Permitting Information for elevators and horse and carriage devices.
- **File a complaint** for the full range of DPS services for complaints for Licensees (including Construction Supervisors), Elevators, Buildings, Manufactured Building makers, Amusement and Tramway devices, Horse and Carriage operators, complaints related to boilers and pressure vessels, Hoisting devices, Native Lumber operators and Concrete Testing Laboratories.
- **Download complaint forms** to file a complaint against a Licensee or CSL holder or complaints with the Architectural Access Board.

## 2.0 Public Portal Home Page

The IPS Public Portal is located at the following URL:

<https://massdpsportal.secure.force.com/PublicPortal>

The Public Portal Home page allows the user to select one of three options:



### 3.0 Search Inspections and Permitting System

#### 3.1 Choose Search Criteria

This screen provides the flexibility to search by StateID or by location address or to check the status of an Elevator or Horse and Carriage operation. Also, if there are any Variances and/or Appeals associated with the State ID, the status and related decisions for them could be found here.

Select either *State ID* or *Location Address* to perform the desired search.

The screenshot shows the search interface for the Department of Public Safety Inspections and Permitting System (IPS) Public Portal. At the top, there is a navigation bar with the Department logo, the text "Department Of Public Safety Inspections and Permitting System (IPS) Public Portal", and the "Mass.gov" logo. Below this is the title "Search Inspections and Permitting System". The main content area features a search form with a "Search Criteria" dropdown menu. The dropdown is expanded, showing three options: "State ID", "State ID", and "Location Address". The first "State ID" option is highlighted in blue, and a red box is drawn around the "State ID" and "Location Address" options. Below the dropdown, there is a "Search By" label, a "State ID" input field, an "Area" dropdown menu set to "--All--", and a "Search IPS" button. At the bottom of the page, there is a footer with the copyright notice "© 2011 Commonwealth of Massachusetts" and links for "Site Policies" and "Contact us".

### 3.2 Search by State ID

If *State ID* is selected enter the State ID (P# for elevators or *Tag Number* for Horse and Carriage). An elevator search is used for illustration; similar information is displayed when a *Tag Number* is used for Horse and Carriage searches.



The screenshot shows the top navigation bar of the Department of Public Safety Inspections and Permitting System (IPS) Public Portal. The header includes the state seal, the text "Department Of Public Safety Inspections and Permitting System (IPS) Public Portal", and the "Mass.gov" logo. Below the header is the title "Search Inspections and Permitting System". The main content area features a search form with a "Search Criteria" section. The "Search By" dropdown is set to "State ID". The "State ID" input field contains the text "1-P-100" and is highlighted with a red rectangular box. The "Area" dropdown is set to "--All--". A "Search IPS" button is located below the input fields. At the bottom of the page, the footer contains the copyright notice "© 2011 Commonwealth of Massachusetts" and links for "Site Policies" and "Contact us".

### 3.3 Search by Location Address

If *Location Address* is selected for the Search click on the magnifying glass next to the Location box. A new window opens up. Enter the address and click on *Go*. The results are displayed in the window. Select the proper address by clicking on the hyperlink of the address. The pop-up window closes and the address is displayed in the Location Address box.

The screenshot displays the Department of Public Safety Inspections and Permitting System (IPS) Public Portal. The main interface includes a search criteria section with a dropdown for 'Search By' set to 'Location Address' and a 'Location' input field with a magnifying glass icon. A 'Lookup' pop-up window is open, showing a search for '322 Main St' with a 'Go!' button. Below the search bar, there are radio buttons for 'Name' (selected) and 'All Fields'. A '< Clear Search Results' link is present. The 'Search Results' section is titled 'Locations [6]' and contains a table with the following data:

Name	Parcel Number	Address	City	Primary Contact
<a href="#">322 Main St. (St. Roch's Church), Oxford, MA</a>		322 Main St. (St. Roch's Church)	Oxford, MA	
<a href="#">322 MAIN STREET, MEDFIELD</a>		322 MAIN STREET	MEDFIELD	
<a href="#">322 MAIN STREET, NORWELL</a>		322 MAIN STREET	NORWELL	
<a href="#">322 MAIN STREET, SPRINGFIELD</a>		322 MAIN STREET	SPRINGFIELD	
<a href="#">322 MAIN STREET, STONEHAM</a>		322 MAIN STREET	STONEHAM	
<a href="#">322 MAIN STREET, WOBURN</a>		322 MAIN STREET	WOBURN	

The footer of the page includes the copyright notice '© 2011 Commonwealth of Massachusetts' and links for 'Policies' and 'Contact us'.

### 3.4 Select the Area to be Searched

Select the Area for which to Search (Either Elevator or Horse and Carriage) and click on the “Search IPS” button. The results matching your search criteria are displayed.

**▼ Search Criteria**

Search By: State ID

State ID: 1-p-100

Area: Elevator

Search IPS

**▼ Search Results**

Select an Equipment

Show 10 entries Search:

Select	Equipment#	Status	Type	Location
<input type="radio"/>	1-P-100	Certified	Elevator	206 ALLANDALE ROAD, BROOKLINE, MA 02467
<input type="radio"/>	1-P-10002	Certified	Elevator	530 BEACON STREET, BOSTON, MA 02115
<input type="radio"/>	1-P-1002	Certified	Elevator	0 DEER ISLAND, Boston, MA 02152
<input type="radio"/>	1-P-10024	Certified	Elevator	255 STATE STREET, BOSTON, MA 02110
<input type="radio"/>	1-P-10026	Certified	Elevator	630 WASHINGTON STREET, BOSTON, MA 02111
<input type="radio"/>	1-P-10027	Certified	Elevator	630 WASHINGTON STREET, BOSTON, MA 02111
<input type="radio"/>	1-P-10030	Certified	Elevator	60 EVERETT STREET, BOSTON, MA 02128
<input type="radio"/>	1-P-10037	Certified	Elevator	538 TALBOT AVENUE, BOSTON, MA 02124
<input type="radio"/>	1-P-10038	Certified	Elevator	165 DAY BOULEVARD, BOSTON, MA 02130
<input type="radio"/>	1-P-10039	Certified	Elevator	108 BABSON STREET, BOSTON, MA 02126

Showing 1 to 10 of 54 entries Previous 1 2 3 4 5 6 Next

Get Details

### 3.5 Select the Equipment

After the results of the search are displayed in the Search Results section select the specific equipment by choosing the radio button next to the desired equipment. Click on *Get Details* to display additional information related to this equipment. The information for the Equipment Details Tab is shown automatically.

**▼ Search Results**

Select an Equipment

Show 10 entries Search:

Select	Equipment#	Status	Type	Location
<input checked="" type="radio"/>	1-P-100	Certified	Elevator	206 ALLANDALE ROAD, BROOKLINE, MA 02467
<input type="radio"/>	1-P-10002	Certified	Elevator	530 BEACON STREET, BOSTON, MA 02115
<input type="radio"/>	1-P-1002	Certified	Elevator	0 DEER ISLAND, Boston, MA 02152
<input type="radio"/>	1-P-10024	Certified	Elevator	255 STATE STREET, BOSTON, MA 02110
<input type="radio"/>	1-P-10026	Certified	Elevator	630 WASHINGTON STREET, BOSTON, MA 02111
<input type="radio"/>	1-P-10027	Certified	Elevator	630 WASHINGTON STREET, BOSTON, MA 02111
<input type="radio"/>	1-P-10030	Certified	Elevator	60 EVERETT STREET, BOSTON, MA 02128
<input type="radio"/>	1-P-10037	Certified	Elevator	538 TALBOT AVENUE, BOSTON, MA 02124
<input type="radio"/>	1-P-10038	Certified	Elevator	165 DAY BOULEVARD, BOSTON, MA 02130
<input type="radio"/>	1-P-10039	Certified	Elevator	108 BABSON STREET, BOSTON, MA 02126

Showing 1 to 10 of 54 entries Previous 1 2 3 4 5 6 Next

Get Details

Equipment Details
Variances (4)
Appeals (26)

<b>Equipment Name</b>	1-P-100	<b>Certification Expiration</b>	12/31/2018
<b>Address</b>	206 ALLANDALE ROAD, BROOKLINE, MA 02467	<b>Last Certification Inspection Date</b>	1/25/2016

### 3.6 Display Equipment Variances

Variance applications submitted for a State ID will be displayed in the Variances tab. You can check the status of the application. To view any decisions or notices click on the Variance #.

[Get Details](#)

Variance#	Created Date	Status	Applicant
<a href="#">VAR16-0005</a>	1/14/2016 9:05 PM	In Review	Keith Snider
<a href="#">VAR16-0066</a>	2/4/2016 2:57 PM	In Review	Keith Snider
<a href="#">VAR16-0074</a>	2/4/2016 4:22 PM	Written Decision Issued	Keith Snider
<a href="#">VAR16-0148</a>	3/25/2016 5:13 PM	Application in Progress	Keith Snider

Click **View** to view the document. The selected document will be displayed for your review.

Department Of Public Safety  
Inspections and Permitting System (IPS) Public Portal
Mass.gov

## VAR16-0074

**Application Information**

<b>Number</b> VAR16-0074	<b>Status</b> Written Decision Issued
--------------------------	---------------------------------------

**Documents**

Show  entries Search:

	Title	Created Date
<a href="#">View</a>	Decision Letter	2/22/2016 3:29 PM

Showing 1 to 1 of 1 entries Previous  Next

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[Site Policies](#) [Contact Us](#)

### 3.7 Display Equipment Appeals

Appeal applications associated with your search will be displayed in the Appeals tab.

**▼ Search Results**

Select an Equipment

Show 10 entries Search:

Select	Equipment#	Status	Type	Location
<input checked="" type="radio"/>	1-P-100	Certified	Elevator	206 ALLANDALE ROAD, BROOKLINE, MA 02467
<input type="radio"/>	1-P-10002	Certified	Elevator	530 BEACON STREET, BOSTON, MA 02115
<input type="radio"/>	1-P-1002	Certified	Elevator	0 DEER ISLAND, Boston, MA 02152
<input type="radio"/>	1-P-10024	Certified	Elevator	255 STATE STREET, BOSTON, MA 02110
<input type="radio"/>	1-P-10026	Certified	Elevator	630 WASHINGTON STREET, BOSTON, MA 02111
<input type="radio"/>	1-P-10027	Certified	Elevator	630 WASHINGTON STREET, BOSTON, MA 02111
<input type="radio"/>	1-P-10030	Certified	Elevator	60 EVERETT STREET, BOSTON, MA 02128
<input type="radio"/>	1-P-10037	Certified	Elevator	538 TALBOT AVENUE, BOSTON, MA 02124
<input type="radio"/>	1-P-10038	Certified	Elevator	165 DAY BOULEVARD, BOSTON, MA 02130
<input type="radio"/>	1-P-10039	Certified	Elevator	108 BABSON STREET, BOSTON, MA 02126

Showing 1 to 10 of 54 entries Previous 1 2 3 4 5 6 Next

[Get Details](#)

Equipment Details Variances (4) Appeals (26)

Appeal#	Created Date	Status	Applicant
<a href="#">APP-BER16-0005</a>	2/1/2016 8:40 PM	Hearing Scheduled	Keith Snider
<a href="#">APP-BEA16-0007</a>	2/1/2016 8:48 PM	In Review	Keith Snider

To view any decisions or notices click on the Variance #. Click **View** to view the document. The selected document will be displayed for your review.

 **Department Of Public Safety**  
Inspections and Permitting System (IPS) Public Portal **Mass.gov**

APP-BER16-0005

**Application Information**

Number	APP-BER16-0005	Status	Hearing Scheduled
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**Documents**

Show 10 entries Search:

	Title	Created Date
<a href="#">View</a>	DecisionAdministrationLetter.docx	2/22/2016 3:53 PM

Showing 1 to 1 of 1 entries Previous **1** Next

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## 4.0 File a Complaint

### 4.1 Select Type of Complaint

Complaints can be filed with DPS online using this feature. Select the type of complaint to be filed. Currently the following types of complaints can be filed from the Public Portal: Construction Supervisor License; Complaint against Licensee (except CSL); Elevators; Buildings; Manufactured Buildings; Amusement or Tramway operators/devices; Horse and Carriage; Boilers or Pressure Vessels; Hoisting; Native Lumber or Concrete Testing Laboratories.

The screenshot displays the 'Complaint Form' interface. At the top, the browser address bar shows the URL: <https://p2intg-massdpsportal.cs45.force.com/Public>. The page header includes the Department of Public Safety logo and the text 'Department Of Public Safety Inspections and Permitting System (IPS) Public Portal'. The main heading is 'Complaint Form'. Below this, there is a navigation link '<< Home' and an 'Information' section with a red exclamation mark icon and the text '= Required Information'. A paragraph of instructions follows: 'Please have all required information readily available that you need to file a complaint or a complaint must be re-processed in its entirety. Please enter a detailed description of your complaint, including property address involved, contact names, phone numbers, etc. Always provide address of property at issue in Description field.' The 'Select Complaint Type' dropdown menu is open, showing a list of options: '--None--', 'Construction Supervisor License', 'Complaint against Licensee (except CSL)', 'Elevator Complaint', 'Building Complaint', 'Manufacturer Complaint', 'Amusement Complaint', 'Tramway Complaint', 'Horse & Carriage Complaint', 'Boiler Complaint', 'Pressure Vessel Complaint', 'Hoisting Complaint', 'Native Lumber', and 'Concrete Test Lab'. The 'Concrete Test Lab' option is highlighted in blue. Below the dropdown, the 'Complainant Information' section includes fields for Name, Phone, and Email. The 'Location Information' section includes fields for Street Number, Street Name, City, State (set to '--None--'), and Zip Code.

## 4.2 Enter Complainant Information

Enter your information in the Complainant Information by providing all required information (shown with a red bar next to the field). Also enter the required information about your specific complaint and any other optional information to support the complaint. This example shows an elevator complaint. Other types of complaints require similar information.

**Select Complaint Type**

Complaint Type Elevator Complaint

---

**Complainant Information**

Name <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>	Street Number <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>
Phone <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>	Street Name <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>
Email <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>	City <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>
	State <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;">--None--</span>
	Zip Code <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>

---

**Elevator Complaint**

**Complaint Information**

Date/Time of Event <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;">[ 5/20/2016 10:14 PM ]</span>	Callback Number <span style="border: 1px solid red; display: inline-block; width: 100px; height: 15px;"></span>
Description <span style="border: 1px solid red; display: inline-block; width: 100%; height: 30px;"></span>	Address of Property at Issue <span style="border: 1px solid red; display: inline-block; width: 100%; height: 15px;"></span>
Request Correspondence <input type="checkbox"/>	Additional Location Information <span style="border: 1px solid red; display: inline-block; width: 100%; height: 30px;"></span>
Building <span style="border: 1px solid red; display: inline-block; width: 100%; height: 15px;"></span>	

**The Use of the Building**

### 4.3 Upload Documents

You can upload any document(s) relevant to this complaint by clicking on Browse, selecting document/file and then clicking **Open**. This will attach the document to your complaint. Examples of documents include scanned documents or pictures you may have taken. These optional documents can provide supplemental information about your complaint. Please note that if an error occurs during the complaint process you will be required to re-attach documents.

**Document Submissions**

! If there is an error on Complaint submission, system will not retain any documents selected. You will need to reload the documents (if any).

<input style="border: 2px solid red;" type="button" value="Browse..."/>	Elevator_Certificate_Anrr
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.

---

**Attestation**
**= Required Information**

I hereby attest under the pains and penalties of perjury that all of the information contained in this complaint is true and accurate to the best of my knowledge and understanding

## 4.4 Attest to the Complaint

You must agree that your complaint is true and accurate to the best of your knowledge and understanding by selecting the check-box under the Attestation area.

The screenshot displays a web interface for document submissions. At the top, a dark header bar contains the text "Document Submissions" with a downward-pointing arrow. Below this, a yellow warning box with a blue information icon contains the text: "If there is an error on Complaint submission, system will not retain any documents selected. You will need to reload the documents (if any)." The main area features five rows, each with a "Browse..." button and a text label. The first row shows "Elevator\_Certificate\_An" next to its button. The remaining four rows show "No file selected." next to their respective buttons. Below the document submission area, a dark header bar labeled "Attestation" is visible, with a red vertical bar and the text "= Required Information" on the right. A red rectangular box highlights a checkbox and the text: "I hereby attest under the pains and penalties of perjury that all of the information contained in this complaint is true and accurate to the best of my knowledge and understanding".

## 4.5 Submit the Complaint

After you have provided all required information and clicked the Attestation check-box, you must click the Submit button to file the complaint. If you have changed your mind and no longer want to submit your complaint click the Cancel button to return to the Public Portal Home Page.

**Document Submissions**

**!** If there is an error on Complaint submission, system will not retain any documents selected. You will need to reload the documents (if any).

<input type="button" value="Browse..."/>	Elevator_Certificate_Anrr
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.

---

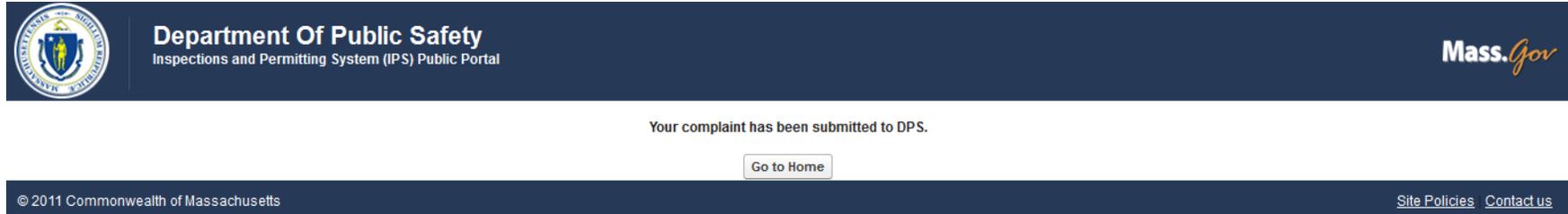
**Attestation** = Required Information

I hereby attest under the pains and penalties of perjury that all of the information contained in this complaint is true and accurate to the best of my knowledge and understanding

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## 4.6 Complaint Confirmation

A confirmation message is displayed and the complaint is submitted to DPS for further consideration. Close the browser window or select the Go to Home button to return to the Public Portal home page.



The screenshot shows a dark blue header bar. On the left is the Department of Public Safety logo, which includes the state seal of Massachusetts. To the right of the logo, the text reads "Department Of Public Safety" in white, with "Inspections and Permitting System (IPS) Public Portal" in a smaller font below it. On the far right of the header is the "Mass.gov" logo. Below the header, the main content area is white and contains the message "Your complaint has been submitted to DPS." centered. Below this message is a small, light blue button with the text "Go to Home". At the bottom of the page is a dark blue footer bar. On the left side of the footer, it says "© 2011 Commonwealth of Massachusetts". On the right side, there are two links: "Site Policies" and "Contact us", both underlined.

## 5.0 Download Complaint Forms

The IPS Public Portal also provides the ability to download forms for complaints against a CSL holder, filing a complaint with the Architectural Access Board or to file a complaint against a licensee. You can complete the manual complaint by downloading the complaint files from this page and mailing them to DPS. Additional instructions are included with the documents when they are downloaded.

The screenshot shows the 'File a Complaint' page on the Mass.gov Public Safety website. The page includes a navigation bar with 'Mass.gov' and 'Public Safety' sections. A search bar is present. Below the navigation, there are links for 'File a Complaint' and a list of 'Key Resources' including 'File a complaint against a CSL holder (52kb)', 'File a complaint with the Architectural Access Board', and 'Complaint against a Licensee'. A feedback form is also visible at the bottom.

**Mass.gov** State Offices & Courts | State A-Z Topics | State Forms | No Active Alerts | Skip to main content | English

The Official Website of the Executive Office of Public Safety and Security

**Public Safety** Search... in Public Safety SEARCH

Public Safety Agencies | Homeland Security & Emergency Response | Crime Prevention & Personal Safety | Consumer Protection & Business Licensing | Funding & Training Opportunities | Law Enforcement & Criminal Justice | Firearms Registration & Laws

Home > Public Safety Agencies > Massachusetts Department of Public Safety > File a Complaint

### File a Complaint

Adobe® Acrobat® Reader is required to view the form - Click [Here](#) for free Adobe Reader

- [File a complaint against a CSL holder](#) (52kb)
- [File a complaint with the Architectural Access Board](#)
- [Complaint against a Licensee](#)

Did you find the information you were looking for on this page? \*

Yes

No