

# WS10 - Cross Connection Certification

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## **Instructions for Online Filing (for users who have an existing certification, but this is the first time you are using this system)**

MassDEP, Bureau of Water Resources



**EEA ePLACE Portal**

Link: <https://permitting.state.ma.us/citizenaccess/>

Info: <http://mass.gov/dep/ws-crossconn>

# WS10 - Cross Connection Certification

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- ▶ How to Register an Account
- ▶ How to Link Your Account
- ▶ How to Renew or Amend Your Certification & Pay Fee
- ▶ How to Check Your Status & Take Future Action
- ▶ How to Ask a Question



# Register an Account

- Create or Log in to Account in eLicensing
- First time users click here

Mass.gov State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

## eLicensing and ePermitting Portal

[Announcements](#) |  [Accessibility Support](#) | [Register for an Account](#) | [Login](#)

Need Help? For technical assistance in using this web application, 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. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us). For assistance with non-technical questions, please contact the Issuing Agency directly using the links below.

Contact [Energy and Environmental Affairs](#)

**Convenience Fee:** Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

[Home](#)

[Advanced Search](#)

### Welcome to the Commonwealth of Massachusetts ePLACE Portal

The Commonwealth of Massachusetts is pleased to offer online access to many licensing, permitting and certificate services. With ePLACE, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

**Options for Licensees and Applicants:**

- Apply for, Renew, or Amend a License, Permit, Certificate or Notification
- Make Payments Online

**Options for Consumers and the General Public:**

- Check License Status for Individuals or Business Licensees [here](#)

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[New Users: Register for an Account](#)



**EEA ePLACE Portal**

Link: <https://permitting.state.ma.us/citizenaccess/>

Info: <http://mass.gov/dep/ws-crossconn>

# Register an Account

- Read the terms below and check the box
- Continue with Registration

[Home](#)

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## Account Registration

You must provide the following information to open an account:

- User Name and Password
- Contact Information
- E-mail

Please review and accept the terms below to proceed.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might

I have read and accepted the above terms.

[Continue Registration »](#)



# Register an Account

- Be sure to provide username, email, password, and security question/answer
- Select “Add New” to add your contact information (pop-up screen will come up)

## Login Information

E-mail addresses must be current in order to receive important legal and other notices relating to your use of this site. An e-mail will be sent to the e-mail address provided during the registration process.

\* User Name:

\* Registration E-mail Address:

\* Password:

Password Strength [Requirements](#)

\* Type Password Again:

\* Create a Security Question:

\* Answer:

## Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this Portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

You can associate "Individual" type of contact with your registration.

Individual - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

Add New



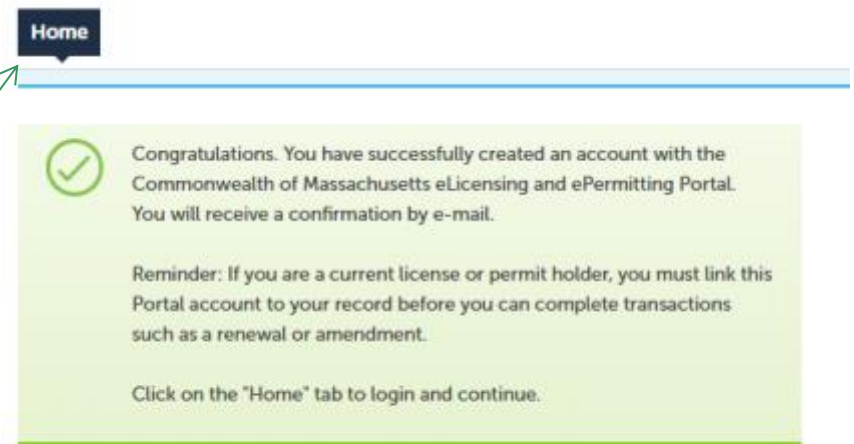
EEA ePLACE Portal

Link: <https://permitting.state.ma.us/citizenaccess/>

Info: <http://mass.gov/dep/ws-crossconn>

# Register an Account

- After adding your contact information, you have successfully created an account.
- You will need to go “Home” and Login to file your application.



Your account has been successfully created.



# Link Your Account

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- After you Login, click here to start

**Home**

Dashboard My Records My Account Advanced Search ▼

**Welcome LJC Carlson**  
You are now logged in to the Commonwealth's eLicensing and ePlace Portal.

**What would you like to do?**

- [File an Online Application](#)
- Renew a License, Permit or Certificate
- Amend License, Permit or Certificate Information

**File an Online Application**



# Link Your Account

- Read and accept the Terms and Conditions
- Click the checkbox and click “Continue”

Home

[File an Online Application](#)

### Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might

I have read and accepted the above terms.

[Continue »](#)





# Link Your Account

- Click on “Link Your Account” and select “Link your online account to an existing record” and press “Continue”

Home

File an Online Application

## eLicensing and ePermitting Online Services

### New Applicants and Consumers:

The Commonwealth of Massachusetts eLicensing and ePermitting portal provides the ability to file applications for licensure & permits and submit complaints. From the listing below, please select the service you would like to use and click the continue button.

### Existing Licensees or Permit Holders:

Click Home and use the “My Records” tab to renew or amend a license or permit. If your license or permit is not listed under the “My Records” tab, please select the “Link your account” option found in section below. You will be prompted for a “record identification code” and “authorization code.” from the Account Link notification you received. If you have not received a notification letter, please contact the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLACE between the hours of 7:30 AM - 5:00 PM Monday-Friday.



Search

- ▶ Energy and Environmental Affairs (DEP, MDAR, DCR)
- ▼ Link Your Account
  - Link your online account to an existing record

Continue »



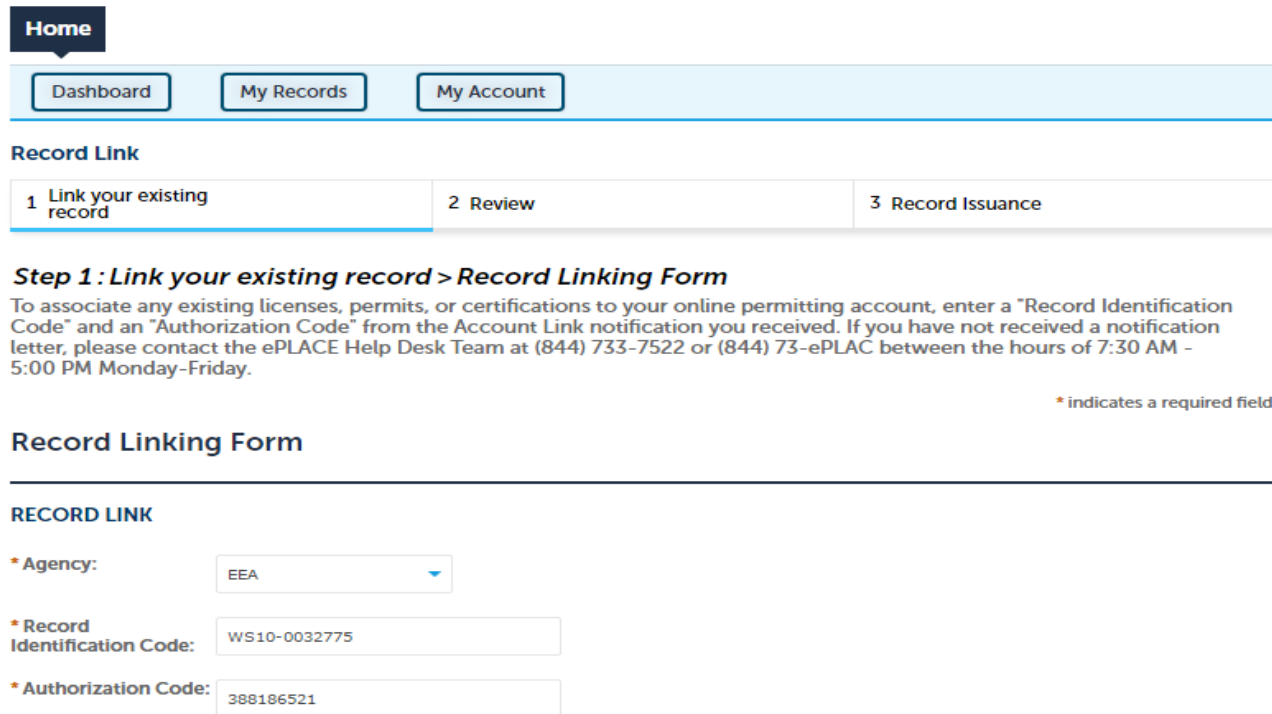
EEA ePLACE Portal

Link: <https://permitting.state.ma.us/citizenaccess/>

Info: <http://mass.gov/dep/ws-crossconn>

# Link Your Account

- Select Agency as “EEA” and enter your Record Identification Code and Authorization Code (this should have been mailed to you).



Home

Dashboard My Records My Account

Record Link

1 Link your existing record	2 Review	3 Record Issuance
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**Step 1: Link your existing record > Record Linking Form**

To associate any existing licenses, permits, or certifications to your online permitting account, enter a "Record Identification Code" and an "Authorization Code" from the Account Link notification you received. If you have not received a notification letter, please contact 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.

\* indicates a required field.

**Record Linking Form**

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RECORD LINK

\* Agency:

\* Record Identification Code:

\* Authorization Code:



# Link Your Account

- After clicking “Continue”, review the information entered is correct.
- Click “Continue” again.

Home

Dashboard My Records My Account

Record Link

1 Link your existing record 2 Review 3 Record Issuance

Step 2: Review

Continue » Save and resume later

Please review all information below. Click the "Edit" button to make changes. If there are no changes needed, please click the "Continue" button.

Record Type

Record Link

Record Linking Form

RECORD LINK Edit

Agency: EEA

Record Identification Code: WS10-0032775

Authorization Code: 388186521

Continue » Save and resume later



# Renew/Amend Your Certification

- Click on “My Records” and the ► in front of “DEP” on the next screen, and you will see your Authorization.

The screenshot shows the EEA ePLACE Portal interface. At the top, there is a navigation bar with a 'Home' button and three main menu items: 'Dashboard', 'My Records', and 'My Account'. A green arrow points from the text in the list above to the 'My Records' button. Below the navigation bar, there is a section titled 'Record Link' with a progress indicator showing three steps: '1 Link your existing record', '2 Review', and '3 Record Issuance'. The third step is highlighted with a blue underline. Below this, there is a section titled 'Step 3: Record Issuance' with a green banner that says 'Successfully Completed.' and a green checkmark icon.

Thank you for using our online services. Your account is successfully linked. Please go to “My Records” page to view the Record Information you linked to your account.



# Renew/Amend Your Certification

- Click on “My Records” and the ► in front of “DEP” on the next screen, and you will see your Authorization.
- Starting 90 days prior to the expiration of your certification, you will be able to renew you authorization here.
- During other times, you will be able to amend, if needed.

▼ DEP

Showing 1-10 of 26 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Identifying Number	Record Type	Address	Expiration Date	Status	Action
<input type="checkbox"/>	02/21/2017	<a href="#">WS10-0032770</a>	WS10 - Cross Connection Certification Authorization		02/21/2017	About to Expire	<a href="#">Renew Authorization</a>
<input type="checkbox"/>	02/24/2017	<a href="#">WS10-0032775</a>	WS10 - Cross Connection Certification Authorization		02/24/2020	Active	<a href="#">Amendment</a>



# 1. Applicant Information

- Click on “Instructions” for more information about this certification
- Renew/Amend the type of certification you are applying for (info should be auto-populated)
- Update training organization and exam date
- You can “Continue Application” or you can always “Save and resume later”



# 2. Documents

- See the documents that must be attached (or sent in)
- If you plan to mail attachments, check box to get address (Include your record number, which you will get after submission, with mailed attachments)
- To attach documents electronically, click “Browse” to start

WS10 - Cross Connection Certification Application

1 Application Information | 2 Documents | 3 Applicant and Contributors | 4 Review | 5 Application Submitted

Step 2 : Documents > Page 1 of 1 \* indicates a required field.

List of Documents

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Documents:

Please upload 1 Required Document(s) which are mandatory to submit this Application:

1. Proof of written and practical certification examination which is approved by the Department for Backflow Prevention Device Tester

Submit Documents by Mail:

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If you cannot submit your required documents electronically (see below), you have the option to submit by mail, but please be advised we cannot begin the official review process until the application, payment, and all required documents are received by MassDEP.

Check if mailing documents :

Attach Documents

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The maximum file size allowed is 100 MB.

Name	Type	Size	Latest Update	Description	Action
No records found.					

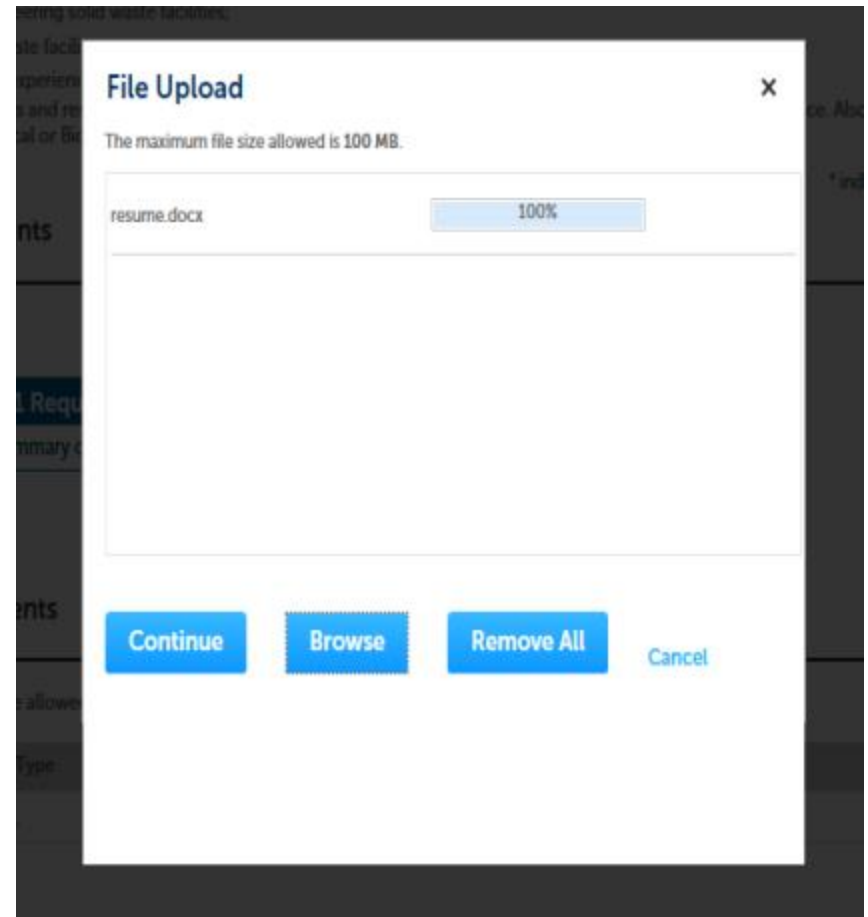
[Browse](#)

[Continue Application »](#) [Save and resume later](#)



## 2. Documents (Attaching)

- Click “Browse” on pop up
- Find your documents file on your computer
- Click on the file & open
- Click “Continue”





## 2. Documents (Attaching)

- Provide the type (in dropdown) and a description of the document you attached
- Click “Save”
- The document will take a minute to load. When complete you will get the following:

Attach Documents

The maximum file size allowed is 100 MB.

Name	Type	Size	Latest Update	Description	Action
No records found.					

\*Type: Remove

--Select--

File:  
WS10 ACA Script.docx  
100%

\*Description:

Save Browse Remove All

Continue Application »

Save and resume later



**The attachment(s) has/have been successfully uploaded.**  
It may take a few minutes before changes are reflected.

- Click “Continue Application”



# 3. Applicant and Contributors

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- Applicant Information is imported from your login account.
- You have an opportunity to modify what would be published or shown on our website (fields with red asterisk are required)

## Published Information

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Information from this application will be made available to the public. By default, the information listed below is from your account profile. To make changes to your account profile, save/resume this form, go to Account Management, and make the changes. When you next access this form, those changes will now appear. First name, middle name (if provided) and last name can only be edited through your account profile. Phone #, email, company name and address fields may be edited on this form without updating your account profile. Please note that EITHER an email address or a phone number must be provided. City, State and Zip code are also required fields.

Company Name:

Middle Name:

\*Telephone Number: 

PO Box/ Address:

\*State:

\*First Name:

\*Last Name:

\*E-mail Address:

\*City/Town:

\*Zip Code:



# 3. Applicant and Contributors

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- The Applicant Information box will show the name and address of the person currently logged into the application. This is the applicant.
- Click “Continue Application” to confirm the correct person is shown as the applicant.

## Applicant Information

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To review or certify this application, click on the “Continue Application” button. For most applications, if you are not the applicant, you will only be able to review. After reviewing, you will need to click on the “Save and resume later” button, and have the applicant log-in to certify.

### Applicant Information:

Ted Smith

10 Winter Street  
Boston, MA, 02144

Telephone #: 617-777-5555 Email: tedsmith@email.com

Edit or View

Continue Application »

Save and resume later



# 4. Review

- Review your application
- Click “Edit Application” if you want to update or change any section

WS10 - Cross Connection Certification Application

1 Application Information   2 Documents   3 Applicant and Contributors   **4 Review**   5 Application Submitted

**Step 4: Review**

[Continue Application »](#)   [Save and resume later](#)

Please review all information below. Click the "Edit Application" button to make changes, if needed.

**Review and Certification**

If you arrive at this Review page after selecting "Resume Application" from your dashboard, (and then select "Pick up where I left off"), you will need to click on the "Applicant and Contributors" tab at the top of this page, and then click "Continue" to finish submitting this application.

[Edit Application](#)

**Certification Type**

Certification Type: Backflow Prevention Device Tester  
Backflow Prevention Device Tester Training Provided by (organization): abc  
Backflow Prevention Device Tester Date of Examination: 03/01/2017

**List of Documents**

Documents: Required Documents: 1. Proof of written and practical certification examination which is approved by the Department for Backflow Prevention Device Tester ....

Submit Documents by Mail:



# 4. Review

- Read the certification statement
- Check the box agreeing to it
- Click “Continue”
- ONLY the applicant in whose name the certification will be issued can click on this box and certify the application

## Applicant Information

Edit

Laurel J Carlson  
One Winter Street, 7th Floor  
Boston, MA, 02108-0000  
United States

Telephone #:617-348-4095  
E-mail:Laurel.Carlson@state.ma.us

"I attest under the pains and penalties of perjury that:  
a. I have personally examined and am familiar with the information contained in this submittal, including any and all documents accompanying this certification statement; b. the information contained in this submittal is, to the best of my knowledge, true, accurate, and complete; c. I will: i. personally conduct and complete third-party inspections in accordance with the performance standards in 310 CMR 19.018(6) through (7); ii. prepare accurate and complete third-party inspection reports in accordance with the performance standards in 310 CMR 19.018(6) through (7) and submit third-party inspection reports to facility owners and operators in accordance with the requirements of 310 CMR 19.018(8); iii. not make any false, inaccurate, incomplete or misleading statements in any third-party inspection report; and iv. file with the Department an updated qualifications statement

By checking this box, I agree to the above certification.

Date:

Continue Application »

Save and resume later



# 5. Pay Fees

- Both “Pay Online” and “Pay by Mail” are available.
- If you select “Pay by Mail”, application review will not start until the check has been received
- Online payment will require a small service charge; however, review timeline starts as soon as application submitted and payment made.

## WS10 - Cross Connection Certification Application

1	2 Documents	3 Applicant and Contributors	4 Review	5 Pay Fees	6 Application Submitted
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### Step 5: Pay Fees

Listed below is the fee for the authorization that you are applying for. The following screen will display your total fees.

Payment may be made by electronic check or credit card for a nominal processing fee. The electronic check fee is \$0.35 per transaction. Credit card payments are 2.35% per transaction. Clicking on the PAY ONLINE button will bring you to the secure online payments portal. Once you have made payment, you will be returned to your application for submittal.

Payment may also be made by mail. However, review of your permit will not begin until payment is received. By clicking on the Pay by Mail button, you will have submitted your application. You will receive a notification email with the location and address to send your payment. That information is also available in the instructions for this authorization.

### Application Fees

Fees	Amount
CERTIFICATION OF CROSS CONNECTION	\$65.00

\$65.00

Pay Online »

Pay by Mail »



EEA ePLACE Portal

Link: <https://permitting.state.ma.us/citizenaccess/>

Info: <http://mass.gov/dep/ws-crossconn>

# 5. Pay Fees (Pay Online)

- If you select “Pay Online” you will be redirected to a third party payment page.
- Provide the information required on this page and click on “I accept” to indicate your acceptance of the MassDEP Terms Agreement.

Description	Item Number	Amount
DEP/3rd Party Certification/Application	17TMP-000750	\$395.00
		\$395.00

**Total Convenience Fee Due: \$13.98**  
**Total Amount Due: \$808.98**

### Billing Information

Payment on Behalf of

All fields are required

**Enter Company OR First and Last Name below.**

Company Name  
Enter Company Name

First Name  
Enter First Name

Last Name  
Enter Last Name

Street  
Enter Street

City  
Enter City

State/Territory  
Select State

Zip  
Enter Zip

Phone Number  
( ) - -

Email  
Enter Email Address

Confirm Email  
Enter Email Address

### Payment Information

To pay by electronic check, click the ACH tab.

Card Type  
 Credit/Debit Card  ACH

Card Type  
Select Card Type

Card Number  
Enter Card Number

CVV Code  
Enter CVV Code

Expiration  
01 2016

Check to accept to both the MassDEP and nCourt Terms Agreements.  
 I Accept

**MassDEP Terms Agreement**

For all payment methods, the email acknowledgment sent back to to the customer after "I Accept" must include a contact telephone number at the merchant entity.

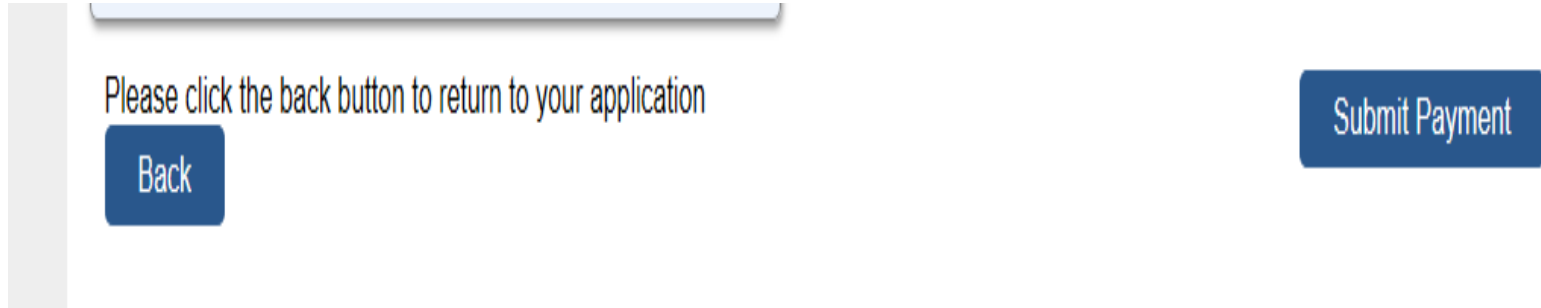
[nCourt Terms Agreement](#)



## 5. Pay Fees (Pay Online)

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- At the bottom of the page is the button to “Submit Payment” or, if you wish to change your mind and pay by mail, click the “Back” button to return to the application.





# 6. Record Issuance

- After you've chosen and gone through payment option, the screen indicates the application has been successfully completed.

## WS10 - Cross Connection Certification Application

1	2 Documents	3 Applicant and Contributors	4 Review	5 Pay Fees	6 Record Issuance
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### Step 6: Record Issuance



Successfully Completed.

- This is your record number!
- You will receive an email on payment (please attach your record number if you are mailing check/money order).

Thank you for using our online services.  
**Your Record Number is 17-WS10-000499-APP.**

### Conditions

Showing 1-1 of 1

Documents - 1 Uploaded  
Required Documents  
Proof of written and practical certification examination which is approved by the Department for Backflow Prevention Device Tester  
Required Documents  
Uploaded || 03/03/2017

You will need this number to check the status of your application.



# 6. Record Issuance

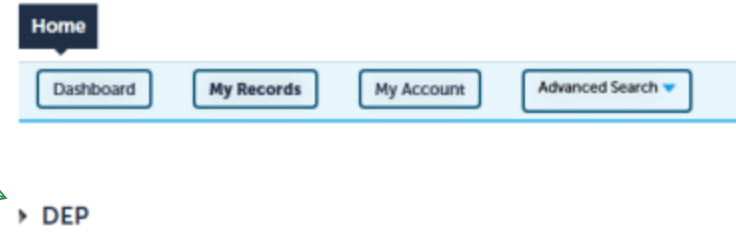
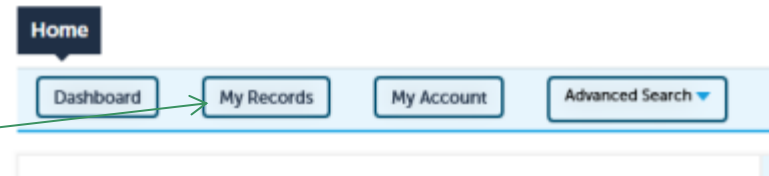
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- You will get the following emails sent to you:
  - ▶ Authorization PIN – Allows you to share your application for any reason (but in most cases, you will probably not use this).
  - ▶ Proof of Record – Receipt of your application confirmation (Your record number will be included).
  - ▶ Application Submission and Payment Information – Information about payment.
- The following pages cover the following:
  - ▶ Check the Status of your Application/Authorization (Please note: Your Application becomes an Authorization when Approved!)



# Check Your Status

- Log in to EEA ePlace Portal
- Click “My Records”
- Click ▶ in front of “DEP” on the next screen



# Check Your Status & Take Future Action

- View list of Applications/ Authorizations associated with your account.
- Status indicates current status
- Action are links to start a process (see next page):
  - ▶ Resume Application
  - ▶ Edit
  - ▶ Pay Fees Due
  - ▶ Amend Authorization
  - ▶ Renew Authorization

▼ DEP

Showing 1-10 of 26 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Identifying Number	Record Type	Address	Expiration Date	Status	Action
<input type="checkbox"/>	03/03/2017	17-WS10-000499-APP	WS10 - Cross Connection Certification Application			On Hold	
<input type="checkbox"/>	02/24/2017	17-WS10-000482-APP	WS10 - Cross Connection Certification Application			Approved	
<input type="checkbox"/>	02/24/2017	17-WS10-000483-APP	WS10 - Cross Connection Certification Application			Payment Pending	<a href="#">Pay Fees Due</a>
<input type="checkbox"/>	02/24/2017	17-WS10-000481-APP	WS10 - Cross Connection Certification Application			Payment Pending	<a href="#">Pay Fees Due</a>
<input type="checkbox"/>	02/24/2017	WS10-0032775	WS10 - Cross Connection Certification Authorization		02/24/2020	Active	<a href="#">Amendment</a>
<input type="checkbox"/>	02/23/2017	17TMP-001404	WS10 - Cross Connection Certification Application				<a href="#">Resume Application</a>
<input type="checkbox"/>	02/21/2017	17-WS10-000411-APP	WS10 - Cross Connection Certification Application			Approved	
<input type="checkbox"/>	02/21/2017	WS10-0032770	WS10 - Cross Connection Certification		02/21/2017	About to Expire	<a href="#">Renew Authorization</a>



# Check Your Status & Take Future Action

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- Once your certification application (status) is approved:
  - ▶ You will receive your certification letter and card in the mail. (Please note that your application is now an authorization.)
- Action links explained:
  - ▶ Resume Application – If you decided “Save and Resume” during the application process, you can resume here.
  - ▶ Edit – If your application is not complete or requires a change after submission, you may be given the option to edit here after the Department has confirmed this.
  - ▶ Pay Fees Due – If you have fees that are due (or fees that have been paid by mail but have not been processed yet).
  - ▶ Amend Authorization – Once your certification has been approved by the Department and has not yet expired, you may be able to Amend your Authorization here (i.e. upgrade your certification, etc.)
  - ▶ Renew Authorization – Starting 90 days prior to the expiration of your certification, you will be able to renew you authorization here (at this point, your certification amendment will also be made here).



# Do You Need Help?

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- If you have any technical issues while creating an account and registering for ePlace, call (844) 733-7522 (7:30 am – 5 pm, M-F) or email us at [ePlace\\_helpdesk@state.ma.us](mailto:ePlace_helpdesk@state.ma.us).
- If you have any WS-10 application questions, please contact Otavio Paula-Santos at (617) 556-1085 or email at [otavio.paula-santos@state.ma.us](mailto:otavio.paula-santos@state.ma.us).

