2018

EEA ePLACE Quick Guides for DCR Construction and Vehicle Access Permits

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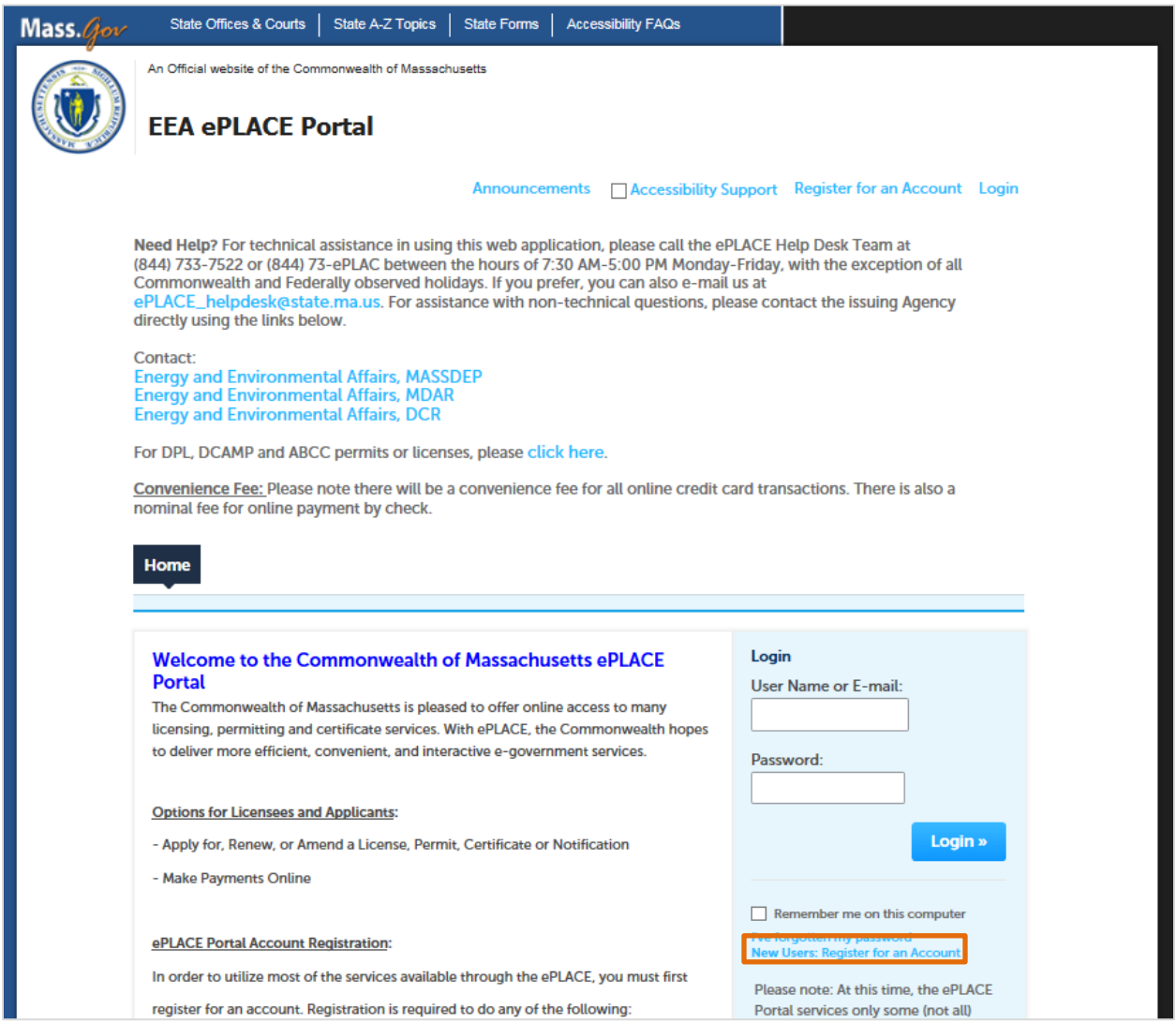
Creating and Registering a New Account in the EEA ePLACE Portal

The new ePLACE (Permitting, Licensing, Authorizations, Certifications, and Eligibility) system will allow you to apply for, renew, or amend permits, licenses, certifications, and submit notifications.

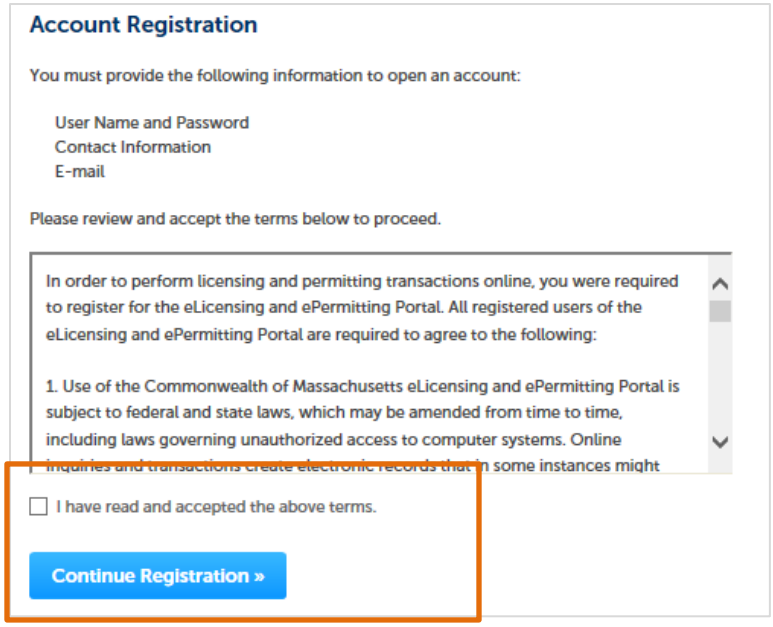
To use the ePLACE system, you will first need to create and register for an account. This fact sheet will guide you through the login process and provide you with some additional links for instructional information on specific permits, licenses, notifications, and certifications.

When you open the home page at https://permitting.state.ma.us/CitizenAccess/ , the screen will have narrative that explains the system on the left-hand side of the page and a login area on the right-hand side of the screen.



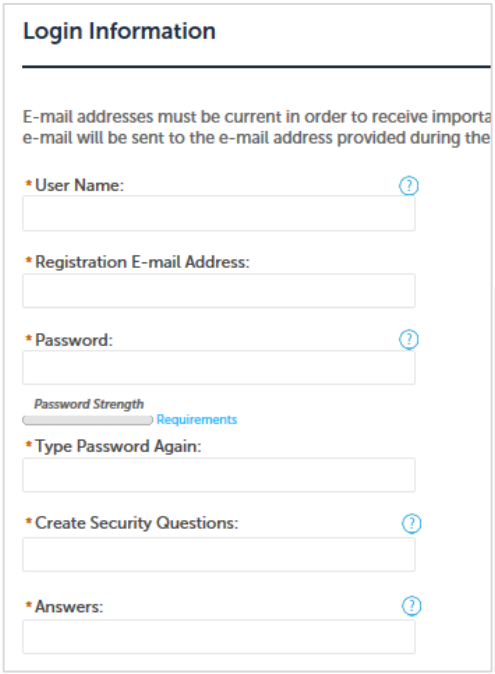
You will create a new account by clicking on the “New User” link at the bottom of the login block.

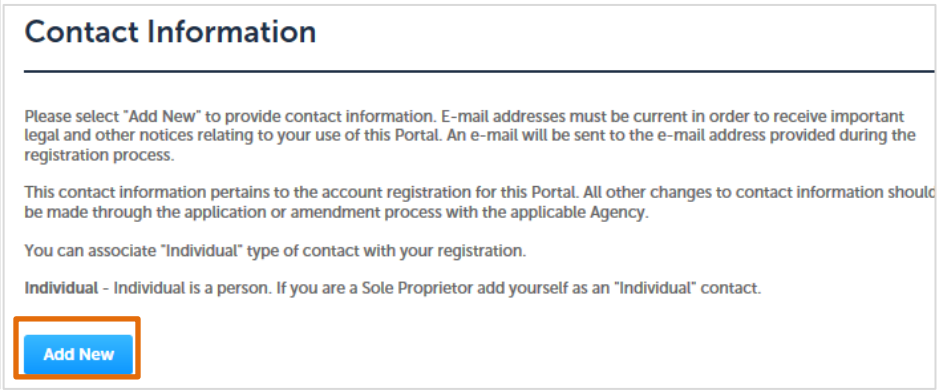
The opening screen will be the system's terms of agreement. In order to continue, you'll need to read and accept the terms. Then click the "Continue Registration" button.



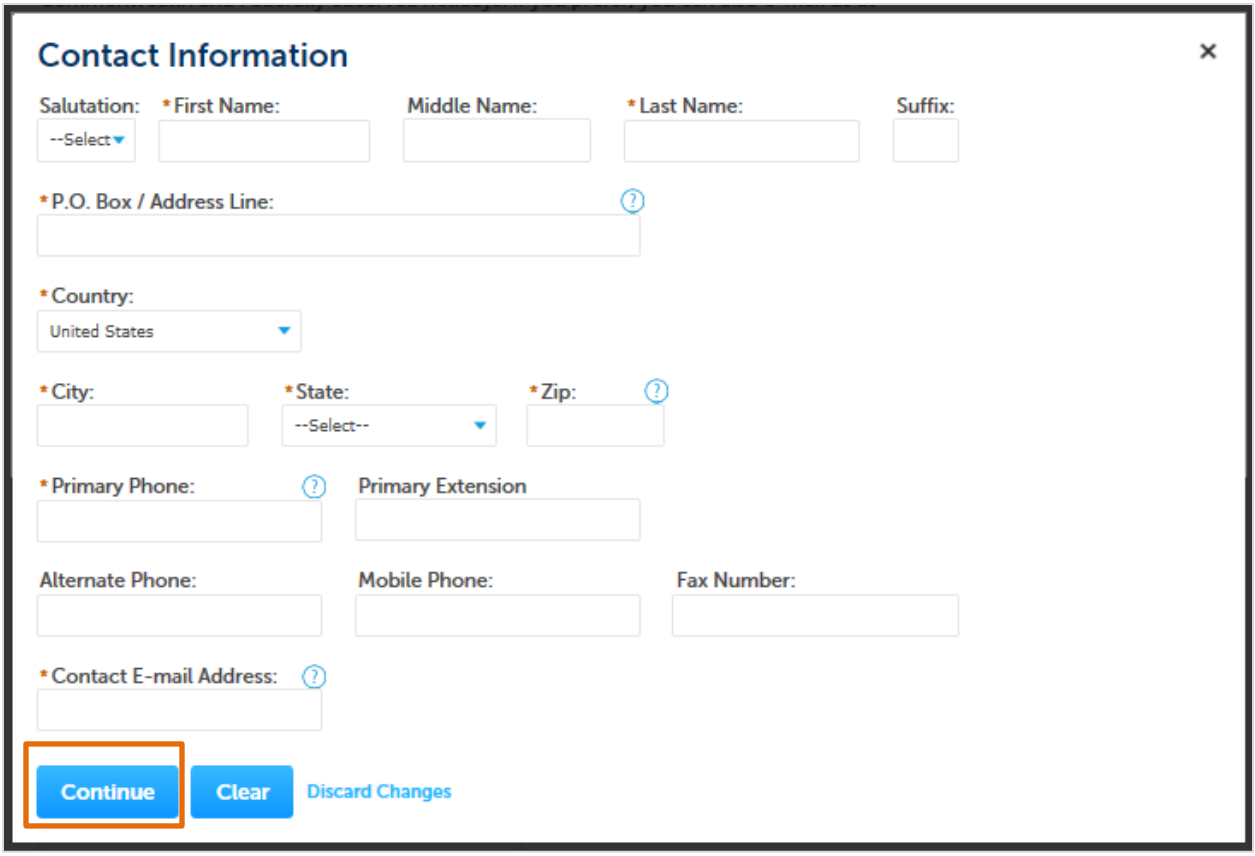
The screen that opens requires you to provide your login information. Please note that any fields that are marked with an asterisk are required to create your account. A valid email address is mandatory. Your password must be 8-20 characters long, have at least one number, one uppercase character, no spaces, and a special character (#, !, *, etc.). You will also be required to select a security question and answer. Be sure to choose a security question and answer that you will remember. This information is critical for you being able to reset your password online.

After filling out the login fields, you'll be prompted to go to the next screen to add contact information. Click on the "Add New" button.

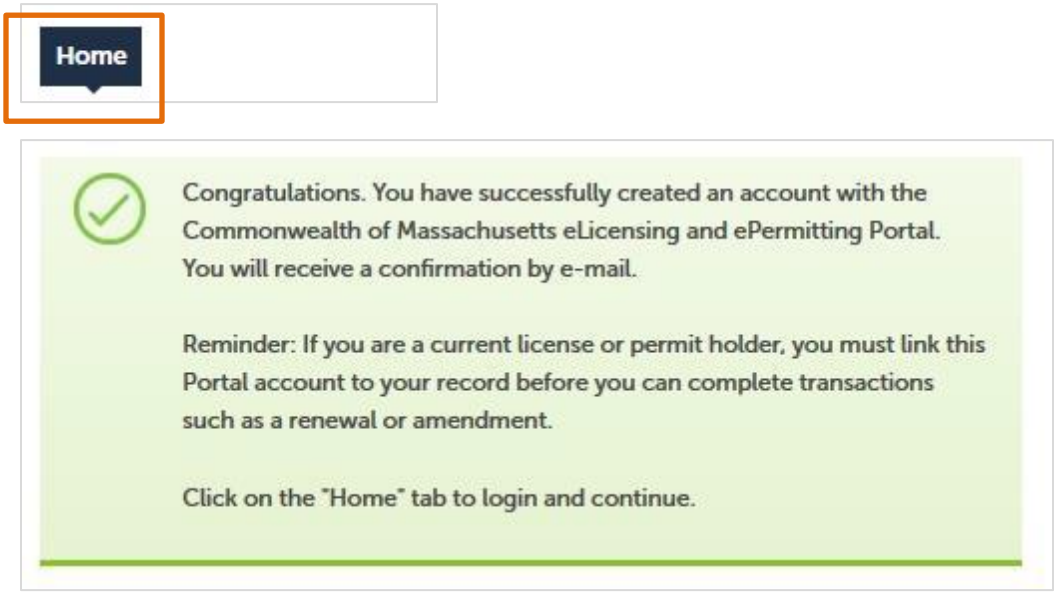




This screen will pop up. Make sure that your email address is the same you registered in the login screen. Again, all fields marked with a red asterisk are required.



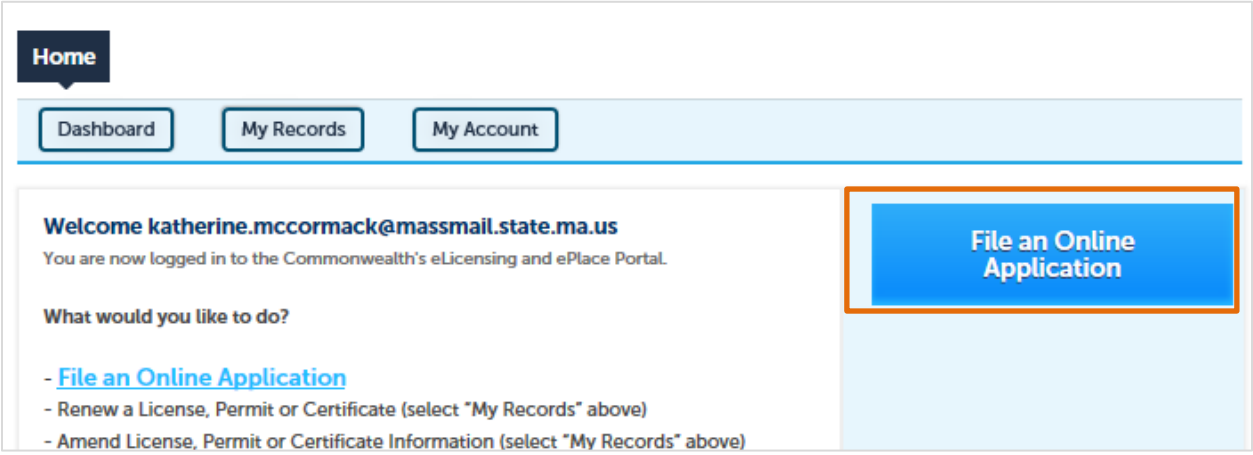
Hit "Continue". You have now successfully created a user account in the EEA ePLACE portal! You'll be asked to go back to the home page and login. This will officially verify your account.



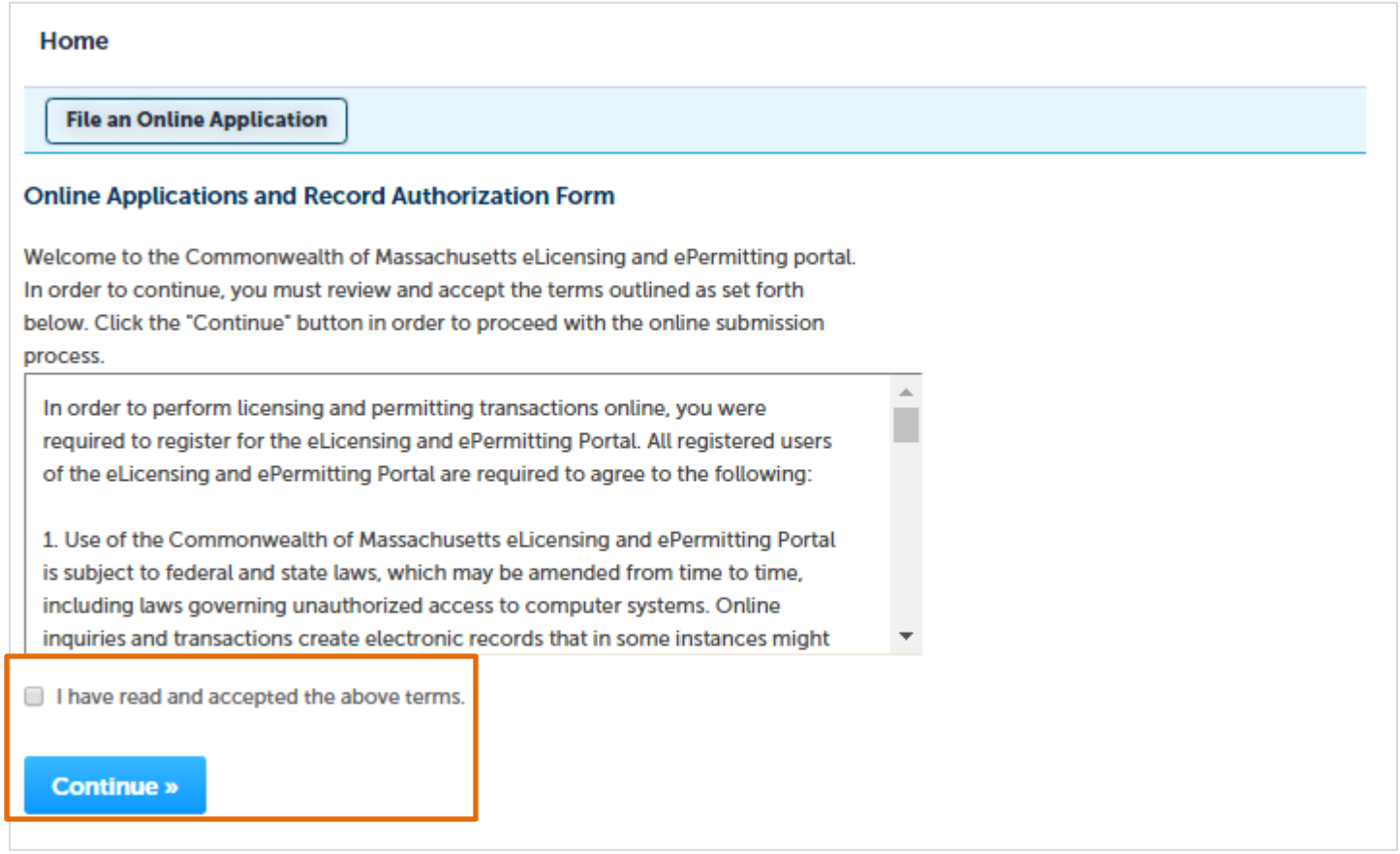
Do you need help creating your account or logging in? Please call the ePLACE Help Desk at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays for assistance.

How to Apply for a DCR Construction and Vehicle Access Permit

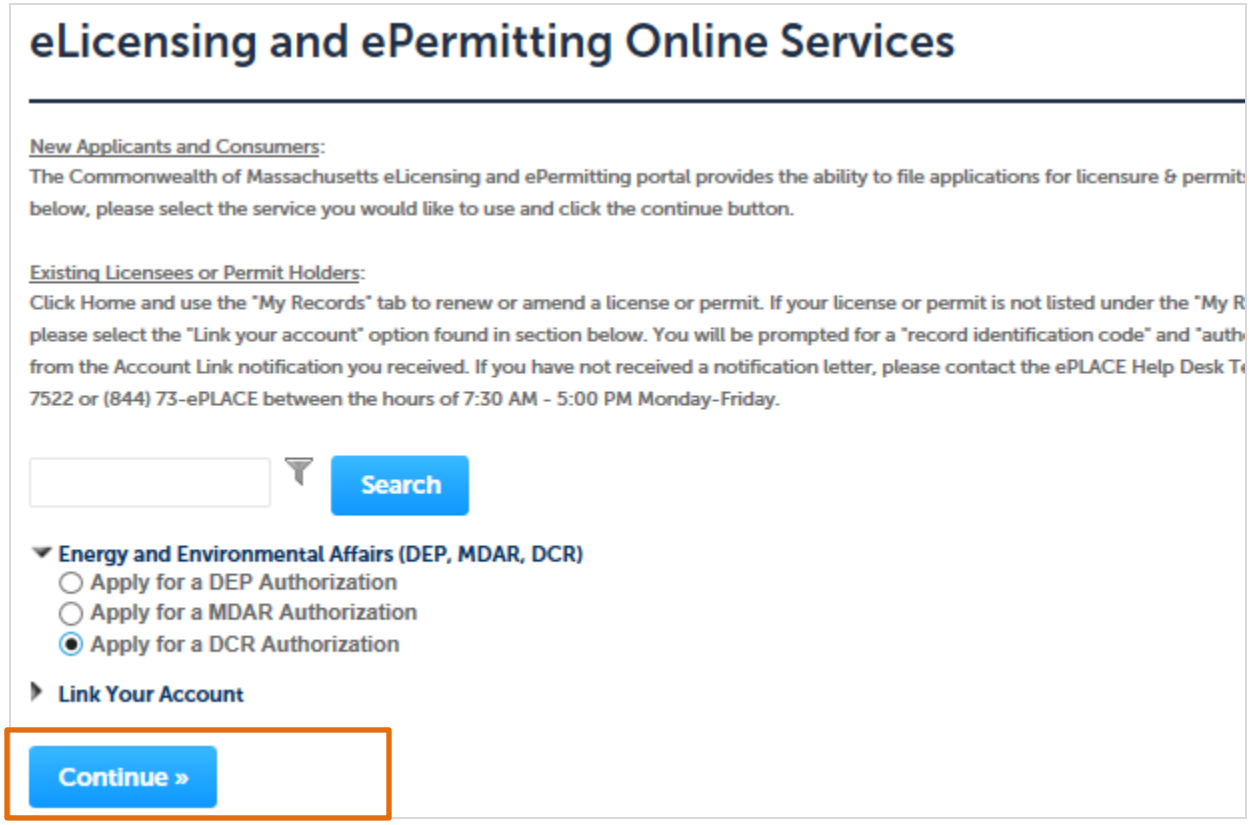
After creating an account and logging into the EEA ePLACE Portal, users will see a screen with a "File an Online Application" button. To start the application process, click on this button.



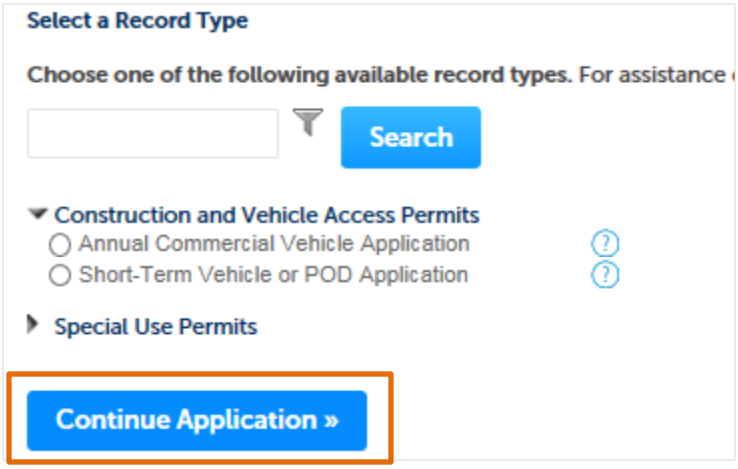
Users will need to accept the "Terms and Conditions" in order to continue to file an online application. Please read all the Terms listed in the box. Click the check box if you agree to all the terms and conditions and then click "Continue".



The ePLACE System takes you to a screen where you select the Agency your permit is associated with. Here you will select “Apply for a DCR Authorization” and then click on the “Continue” button.



There are two types of Access Permits that you can apply for: Short Term or Annual. Select the type of permit that you are applying for and click ‘Continue Application’ to begin the application process.

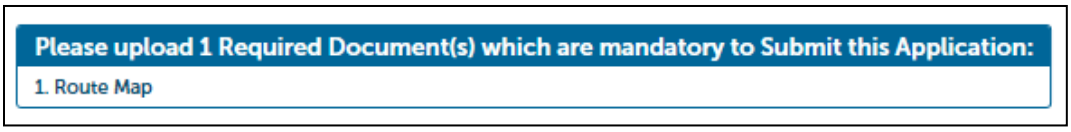


Do you need help creating your account or guidance during the application process? Please call the ePLACE Help Desk at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays for assistance.

How to Upload Documents to Your ePLACE Application

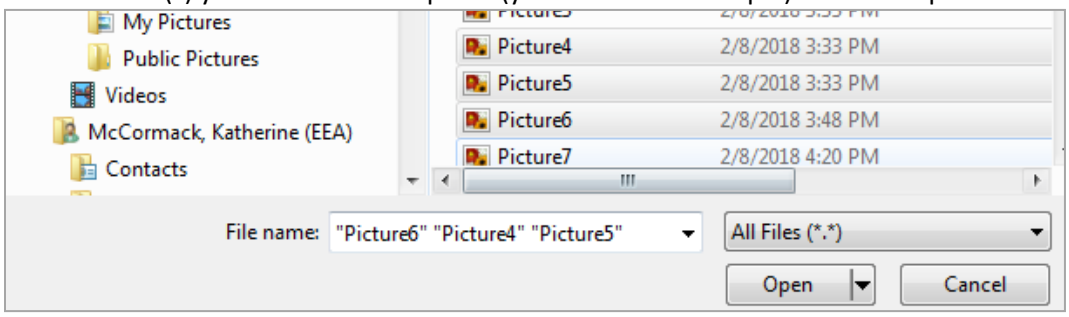
Attaching the required documentation to your application, license, or certification renewal can be done by following these steps.

1. A list of required documents will be displayed (where applicable)
    - Some documents are ALWAYS required
    - Some document are CONDITIONALLY required based on answers to application questions
    - Optional documents are not listed, but can be selected as a document type



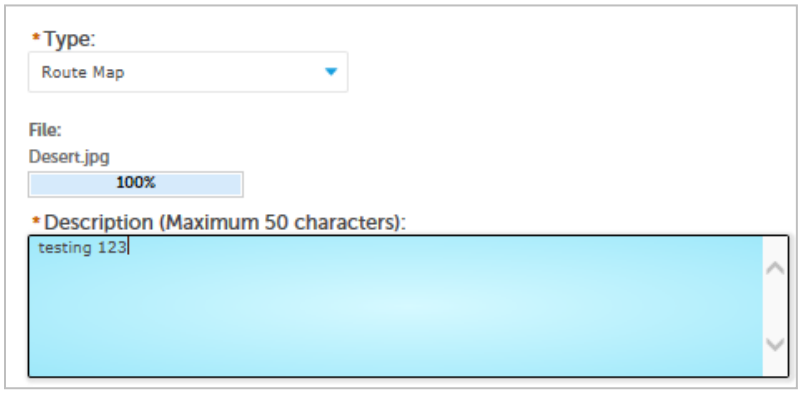
2. Select "Browse" to search for local files

3. Select the file(s) you would like to upload (you can select multiple) and click Open



- *The maximum file size allowed is **50 MB**.*
- *The 'File Name' (including file extension) MUST NOT exceed **75 characters.***
- *The document 'Description' MUST NOT exceed **50 characters***

4. Select the Type and add a description of each file. Note: at least one file for each of the required document types must be uploaded.



5. Click 'SAVE' and wait for all files to be uploaded.

6. Click Continue Application

Frequently Asked Questions

General Questions

1. What features are currently available in the EEA ePLACE system that will help me with my permits?
A: The EEA ePLACE system will provide citizens with access to 1) Apply and pay for permits online, 2) Renew licenses and certifications, 3) Upload supporting documentation for the application, 4) Track the submittal through the approval process.

2. What are the browser requirements to use the online portal?
A: Currently, the EEA ePLACE system works in all browsers and all operating systems, i.e. OS X, Windows 10. We highly recommend that you always have the most up-to-date version of your browser for optimal results.

3. What does "Authorization" mean? I thought I was filing for a permit/license/certification?
A: An "Authorization" is defined as a permit, certification, license, or notification.

4. What is a "Record"?
A: A "Record" is an 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?
A: You can always access a real person by calling the 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. You can also email them at ePLACE_helpdesk@state.ma.us.The ePLACE help desk can assist you with resetting you password (which you can also reset online) or assist if/when the system is having technical difficulties. If you have specific permit/certification/license questions (I don't remember my cross connection ID#, which AQ permit should I submit, etc) contact the program lead found on the specific permit web page.

6. Do all permits have to be submitted online?
A: Currently, the EEA ePLACE online permitting system is accepting a limited number of permit types online. It is highly preferred that all applications for these permits be received through the ePLACE portal. In special circumstances, paper applications will be made available. You can contact the issuing license offices to get directions on obtaining a paper copy of these permits.

8. Are other languages available for the current permits?
A: The EEA ePLACE portal is available only in English.

9. Is there an Accessibility version of the ePLACE portal that I can use?
A: You will need to login to the EEA ePLACE portal to select the Accessibility Support checkbox that displays on the home page. You must check the box to activate this feature. The accessibility mode includes the full functionality of the ePLACE portal with slight modifications designed to create a better user experience for users with some disabilities or impairments.

10. Will ePLACE allow me to file an online application when using an assistive technology like JAWS, and what am I looking for?
A: Yes, the EEA ePLACE platform, built on Accela software, has been configured to maximize usability for those who utilize JAWS. JAWS users do need to be aware of the following; After you log in to ePLACE, the screens after the 'terms and conditions' will need the Virtual Cursor disabled in order to complete two required short sections of the process where you select the application you wish to file online. This is the alternate text that will be provided to JAWS users on the appropriate screens that will guide you through the application selection process.

Agency selection: *In order to activate the controls below, please press the keys INSERT-z to disable the Virtual cursor. This is required to select the appropriate agency for the application you intend to file online.*

Use the TAB key along with ENTER to activate the controls followed by the TAB key again to drill down into the available application options.
After your selection has been made, tab to the continue button and press ENTER, note: you will also need the virtual cursor disabled to complete an action on the next page.

***Application Selection**: In order to activate the controls below, please press the keys INSERT-z to disable the Virtual cursor. This is required to select the appropriate agency for the application you intend to file online*
After that, use the TAB key along with ENTER to activate the controls followed by the TAB key again to drill down into the available options. Please enable the virtual cursor again by pressing the INSERT-z keys.
The remainder of the form can now be completed with the virtual cursor enabled.

11. How can I look for permits that are being submitted in my town/city/county?
A: EEA's 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.

Registration Questions

1. How do I register for an account? Do I need any special information?
A: Registering for an account is easy! You will need a valid email address, phone and location/address to apply.

2. What if I have a change of address after I register?
A: You can change your address on the EEA ePLACE portal by clicking on the "My Account" tab. There you can change your login information by clicking "edit" in that section and change your contact information by clicking on the "actions" button and choosing "edit". You'll 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 the issuing agency to determine if that is allowed. Only certain permits allow for address changes.

3. I've forgotten my password!!
A: You can reset your password by clicking the "I've forgotten my password" link on the login page and answering your security question. Please note that answers are case sensitive. A temporary password will be sent to you via email. When you log back in with this temporary password, you'll be prompted to change it before you continue.

4. I can't remember my security question! What can I do?
A: 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 ePLACE_helpdesk@state.ma.us .

Payment Questions

1. Can I pay for my permit online?
A: Paying online is available for all 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.

2. Is my personal information safe through ePLACE?
A: 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.

3. 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?
A: The EEA ePLACE portal does NOT retain your credit card information. You will need to re-enter all payment information for each permit.

4. What credit cards are accepted for payment?
A: You can pay online with your Mastercard, Visa, Discover, or American Express credit and debit cards.

5. Can I make a partial payment online?
A: Payment must be in full in order for the application to be processed. 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.

Permit Filing Questions

1. Can several people work on the same permit?
A: Yes. The applicant can "delegate" or identify individuals who will have access to the application prior to submittal. Please see the Quick Guide that describes the process. At any time, as the originator of the application, you can remove delegates by contacting 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 ePLACE_helpdesk@state.ma.us .

2. How long do I have to wait before my permit is completed?
A: Your permit application will begin the review process as soon as the application is submitted and the associated fees have been paid.

3. Not all permits/licenses/certifications are here. Where are the rest of them?
A: A limited number of permits are available on the ePLACE portal (see "general Questions #7 for a list of available permits). All other permits are in paper format and not accessible via the ePLACE portal.

4. What are the file requirements to upload supporting documentation for my permit?
A: File size requirements are 50 MB or smaller per document to upload in the EEA ePLACE portal.

5. Is there a limit to how many documents that can be attached to the application?
A: There is no limit to the number of documents you can upload.

6. What types of files can be uploaded?
A: You can upload any file format (examples: MS Word, Excel, PDFs, etc.).

7. Is there autosave during the filing process?
A: The EEA ePLACE portal does not have an autosave feature. Users will need to manually save any updates or transactions using the "Save/Resume" button to ensure their information is not lost when leaving the portal for more than 30 minutes.

8. What is a POR?
A: 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 (similar to the review page in the application). The POR will be sent to the applicant's email within 24 hours of submitting their application.

Renewal Records Questions

1. How do I access my license to renew on the ePLACE elicensing portal?

A. To Begin your renewal:

a. Go to My records.

b. Click on the "Renewal" link on the elicensing portal

c. You will be taken to the application page for the permit or license you are renewing.

d. In the application page you will need to click on the "Save/Resume" button at the bottom of the page. This step is necessary to ensure your data is linked and the permit application form is enabled.

e. You will then be brought back to the records section of ePLACE.

f. Select the renewal option again to be brought back to the application page and begin your submittal.