



Town of Medway, MA

Department of Public Works

Instructions on creating an online profile, permit or license

Two Ways to Obtain Your Permit

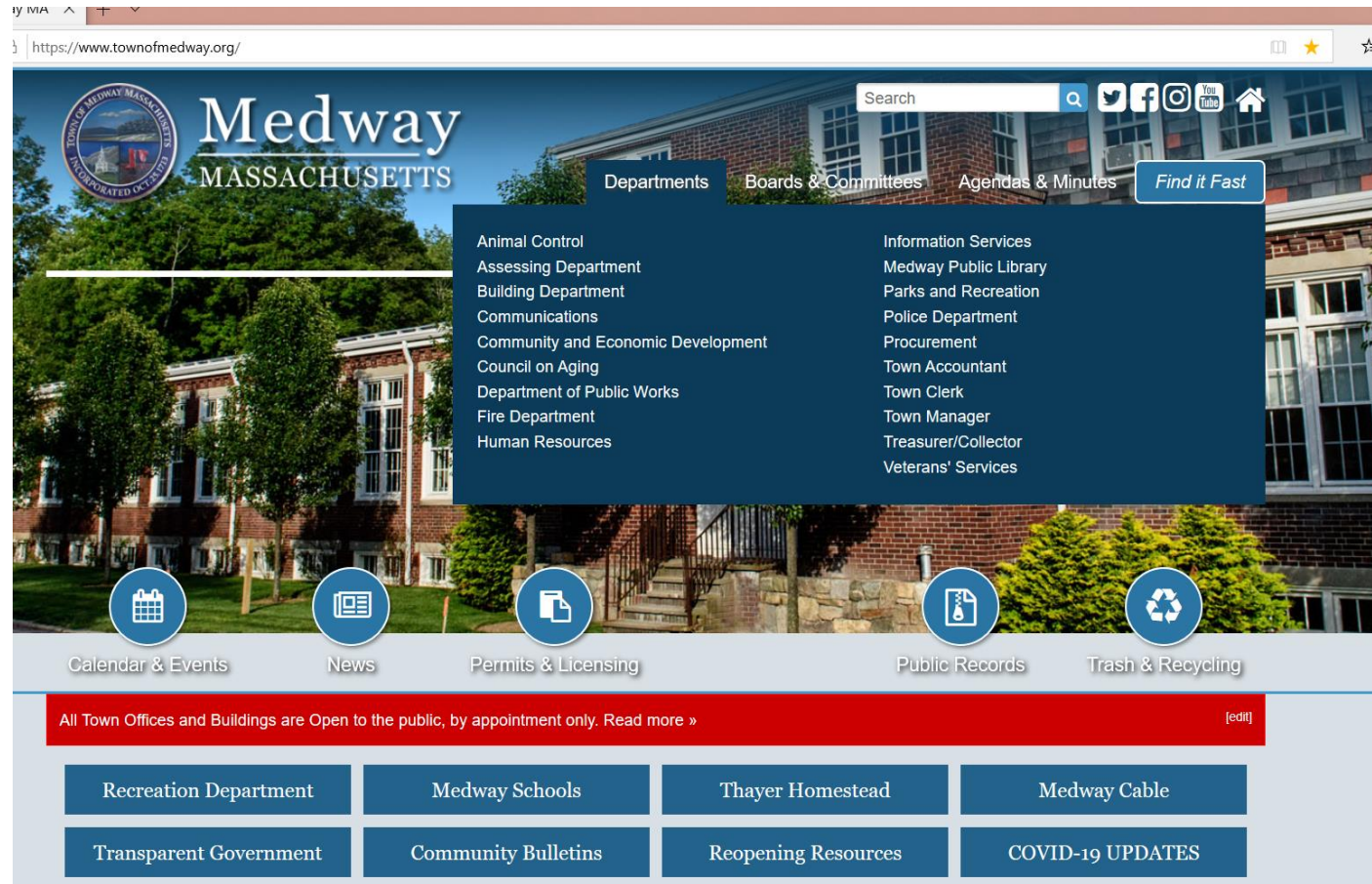


If you go online and fill out an application with our online permitting system, you can immediately create a profile, upload necessary documents needed, and pay. This is probably the fastest way to obtain your permit. These are instructions on how to obtain your permit online.



You are always welcome to come in and use our kiosk. We will be more than happy to walk you through the process of creating a profile, and help you upload the documents needed to create a permit application.

1. Go to
www.townofmedway.org
2. Hover your mouse over
“Departments” located in the
upper-middle part of your
screen.
3. On the pop-up screen below
“Departments”, click on
“Department of Public
Works.”



4. Once the new screen opens, on the left side, click on “Permit Applications.”



5. Another screen will open and you can then click on the Permit or License link that you are requiring.

Permit Applications

If you are looking to submit a request to the DPW for either Water, Sewer, Street Opening/Roadway Access, Trench, Drain Layer's License or Right of Way License, you must use the links below to access our new permitting dashboard.

All permits require registration. However, once you register once, you can use that login information going forward for all permits and license requests.

PERMITS: [DPW Permit Applications](#)

DRAIN LAYER LICENSE: [License Application - Requirements](#)

RIGHT OF WAY LICENSE: [License Application - Requirements](#)

[*Water and Sewer Service Fees*](#) [*Water and Sewer Regulations*](#)

[*Street Opening Fees*](#) [*Roadway Regulations*](#)

6. If you already have an account with MEDWAY ONLY (we are not linked to other towns), sign in under “Login in upper right)

7. If you have not registered as of yet, please select “Register Now.”

LOGIN

[Home](#) / [My Account](#) / [Login](#)

Already have an account?

User Name:

Password:

☐

Remember my username and password

[FORGOT YOUR USERNAME →](#)

[FORGOT YOUR PASSWORD →](#)

LOGIN

New to our Portal?

If this is your first time using our portal you'll need to register first. Registering quick, click the link below to get started.

[REGISTER NOW →](#)

8. After the Register screen pops up, click on the blue line. A list will pop up asking you for the permit application Type you would like to submit.

REGISTER

Home / My Account / Register

[How to register for Abatement, Private Trash or Water Rebate Forms](#)

Registration Type:

Email:

Confirm Email:

First Name:

Last Name:

Home Address:

City, State, Zip:

Business Name:

Mailing Address:

indicates a required field

MA Contractor Multiple License Holder

Anonymous

Business Manager

Citizen

Landscape Architect/Designer

MA Contractor Multiple License Holder

MA Licensed Contractor Supervisor

MA Licensed Electrician

MA Licensed Gas Fitter

MA Licensed Hoisting

MA Licensed Mechanical Contractor

MA Licensed Plumber

MA Registered Architect

MA Registered Engineer

MA Registered Home Improvement Contractor

Medway Business Owner

Oil Burner Technician

Property Owner

Registered Land Surveyor

Sprinklerfitter Contractor

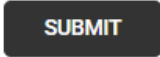
9. Once you click on the appropriate job title, the screen will change. Click on registration type and a drop down screen will appear once again.

10. At the very least, fill out Anything with a red line, as These are required fields.

Email:	<input type="text"/>		
Confirm Email:	<input type="text"/>		
First Name:	<input type="text"/>		
Last Name:	<input type="text"/>		
Home Address:	<input type="text"/>		
City, State, Zip:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Business Name:	<input type="text"/>		
Mailing Address:	<input type="text"/>		
	<input type="text"/>		
City, State, Zip:	<input type="text"/>	<input type="text"/>	<input type="text"/>
at least one phone number is required			
Home Phone:	<input type="text"/>		
Cell Phone:	<input type="text"/>		
Work Phone:	<input type="text"/>		
Fax:	<input type="text"/>		

11. Once you have completed registering yourself / company, click on “Submit” which is located at the bottom of the screen.

** Remember to save your username and password so you can log in for future permits or check the status of the one you are registering for.*



SUBMIT


12. You will be notified that your registration is complete and a box will pop-up letting you know. With your mouse, click on "OK."

The screenshot shows a web browser window with the URL <https://www.citizenserve.com/Portal/PortalController>. The page is titled "Citizenserve Online Portal" and includes a navigation bar with "Online Solutions, LLC [US]" and "Building Department | Town of ...". The registration form contains the following fields and values:

- City, State, Zip: Anytown MA 00000
- Home Phone: (empty)
- Cell Phone: 508 123 4567
- Work Phone: (empty)
- Fax: (empty)
- User Name: (empty)
- Password: (masked with dots)
- Confirm Password: (masked with dots)

Validation messages include "at least one phone number is required" and a green checkmark stating "Your passwords match." A blue refresh icon is located at the bottom of the form. A white pop-up box with a blue information icon and the text "Your registration is complete." is centered on the screen, with a black "OK" button. A yellow arrow points from the text "click on 'OK.'" to the "OK" button. The footer of the page reads "2015 COPYRIGHT BY ONLINE SOLUTIONS, LLC".

13. You will automatically be directed to the permit application process. Click on the blue line, and a drop-down screen will come up. Please click on what type of permit you are applying for.

 **APPLY FOR A PERMIT**

Home / Services / Permits / Apply for a Permit

Please provide a detailed work description, describing all work to be done as part of this permit application. Failure to provide sufficient detail may delay the review and issuance application.

Application Type:

indicates a required field

Commercial Building Permit

Electrical Permit

Gas Permit

Hydrant Meter Rental Request

Mechanical Permit

MS4 Permit

PEDB - Marijuana Special Permit

PEDB - Scenic Road Work Permit

Plumbing Permit

Public Event Permit

Recreational Camp Permit

Residential Building Permit

Septic Permit Application

Street Opening Permit

Thayer Homestead Rental Application

Trench Permit - Building

Trench Permit - DPW

Water/Sewer Permit

Well Permit

Yard Sale Permit

14. As you enter information, more fields will pop up. When you get to the bottom of the project address information, you will have to confirm the address in our database. Please click “Find Address.”

↑

APPLY FOR A PERMIT

Home / Services / Permits / Apply for a Permit

Please provide a detailed work description, describing all work to be done as part of this permit application. Failure to provide sufficient detail may delay the re application.

Application Type:

Water/Sewer Permit

Sub Type:

Water

Work Description:

water dept

Address or Parcel #:

155 Village

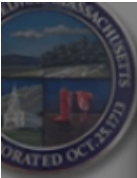
Medway


MA

02053

FIND ADDRESS

15. When the list of address pop up, choose the appropriate address by clicking on it.





More than one address matching your entry was found, please select the correct address below.

Address	Parcel #
155A VILLAGE ST	60-122
155 VILLAGE ST	60-121

Application Type:

Water/Sewer Permit

Sub Type:

Water

Work Description:

water dept

16. Complete all required fields. Anything with a down arrow is a drop down list. permit category.

Please note: to complete water/sewer permit request you must have a valid Drain Layer License Number.

Dig Safe #:	<input type="text"/>
Job Type:	<input type="text"/>
Drain Layer's License Number:	<input type="text"/>
Are you abandoning your Septic System?:	<input type="text"/>
Property Type:	<input type="text"/>
How Many Dwelling Units?:	<input type="text"/>
Attach a Preliminary Drawing:	<input type="button" value="Select File"/>
Water and Sewer Rules and Regulations	
Type your first and last name affirming you have read the	<input type="text"/>
water and sewer rules and regulations:	
Signature:	<input type="button" value="Sign Here"/>
<hr/> Print and complete Utility As-Built Form and return within one week of job completion Found Here	

17. Continue filling in as much as you can, remembering that anything with a red line next to it indicates that it is a mandatory field.

18. As noted on the 1st page, each permit-type requires specific documents, and some may require more than others. Upload the specific documents required to have your permit issued to you.

If you do not have anything scanned when filling out this application, you can always upload a blank document UNTIL you get the required documents scanned. Your permit will NOT be issued until the blank documents are replaced with what is required.

| How Many Dwelling Units?:

| Attach a Preliminary Drawing:

Select File

Water and Sewer Rules and Regulations

| Type your first and last name affirming you have read the

water and sewer rules and regulations:

| Signature:

Sign Here

Print and complete Utility As-Built Form and return within one week of job completion [Found Here](#)

19. Once you have completed the permit process, please digitally sign in the signature box, then hit “Submit.” You can also select Save for later if you want to continue at a later date.

| Signature:

Sign Here

Print and complete [Utility As-Built Form](#) and return within one week of job completion [Found Here](#)

SUBMIT

SAVE FOR LATER

20. You will then receive notification that your permit has been received. IF you are missing any required information, it will NOT go any further, and will let you know what is missing. This screen also lets you review the information you have input, and the amount of the permit.

VIEW PERMIT

Home / Services / Permits / View Permit

Edit my Permit

Make a payment

Upload documents

Leave message

MAKE SURE TO REQUEST YOUR FINAL INSPECTION

Permit #: MSC20-000002

Project #: 20-001110

Status: Online Application Received

Balance Due: \$20,000.00

Address: 5 MEADOW RD

Description: TEST

Permit

Reviews

Documents

Inspections

Permit #:

MSC20-000002

Permit Type:

MS4 Permit

Sub Type:

Commercial

Issue Date:

Expiration Date:


GENERAL INFORMATION

Applicability

An existing site that is making an alteration< to the property including, but not limited to


An existing site that is making an alteration< to the property including, but not limited to


21. On the left side of the screen, you will see that you have the options to edit your permit, Make a payment, or leave a message for the inspector. Permits do not get reviewed until payment is received.




Medway

MASSACHUSETTS

 Edit my Permit

 Make a payment

 Leave message

Permit

Rev

Permit #:

*MAKE SURE TO

Permit #: RB19-00

Project #: 19-0001

Status: Online App


Balance Due: \$50

Address: 1N MAIN


Description: Addir

22. Clicking on
“Make a Payment”
will bring you to
the payment
page. Click on
“Submit.”

https://www.citizenserve.com/Portal/PortalPaymentController Online Solutions, LLC [US] Building Department | Town of ... Citizenserve Online Portal

 **Medway**
MASSACHUSETTS

Home Services Search My Account Cor

 **PAYMENT**

Home / My account / View permit / Make a payment

Permit #:	RB19-000053
Amount Due:	\$50.00

Payment Amount: indicates a required field

SUBMIT

23. Here is where you will fill in the information needed for making a permit payment.

If you are paying via credit card, there is a possibility that a surcharge fee will be added by your credit card company.

Fill out the billing information, then “Checkout as Guest.”

The next page will ask for your credit card information – fill out appropriately and then you are complete.

The screenshot shows the UNIPAY checkout interface. The browser address bar displays <https://unipaygold.unibank.com/cart.aspx>. The page header includes the UNIPAY logo and a contact link: "Need Assistance? Call: 1-877-227-1157 | Email: support@unipayteam.com".

The main content is divided into two sections: "Cart" and "Billing Information".

Cart Section:

Description	Price	Qty	Total	Remove
Permits (Citizenserve)	\$50.00	1	\$50.00	

Total: \$50.00

Accepted payment types for combined cart items:

- Check
- Credit: American Express, VISA, VISA, MasterCard
- Debit: MasterCard, DISCOVER, DISCOVER

Billing Information Section:

Address 1 *

Address 2

City *

State *
-Select-

Zip Code *
#####

Phone Number *
###-###-####

Email Address*
example@example.com

Go Back to Citizenserve Portal

Annotations: A blue arrow points from the "Checkout as Guest" button to the text "Fill out the billing information, then 'Checkout as Guest.'" A green arrow points from the text "The next page will ask for your credit card information" to the "Create Account" button.