Town of Medway, MA

Building Department

Instructions on creating an online permit

PLEASE READ
At the end of these instructions is a list of contacts in our department. Please call if you have any questions.
Three Ways to Obtain Your Permit

**OPTION 1**
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.

**OPTION 2**
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. If you choose this option, please remember to bring in a blank check, your license to perform work, and a copy of your Certificate of Liability and Workers Compensation from your insurer.

**OPTION 3**
You can mail in your license with a copy of your Certificate of Liability, Workers’ Compensation as well as a Worker’s Compensation Affidavit, and a check. We also request a phone number, email address, and a preferred PIN number. Other documents may be needed, and we will contact you. If we are missing pertinent information, your application may be mailed back. We will start the process of your application at our earliest convenience.
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 “Building Department.”
4. Once the new screen opens, on the left side, click on “Online Permits.”
5. Another screen will open and you can then click on “Apply For A Permit” located under “Online Services You Need.”
6. If you already have an account with MEDWAY ONLY (we are not linked to other towns), sign in under “Already have an account?” and please skip down to instruction # 13.

7. If you have not applied for a permit since July, 2018, you are going to have to register, as we have a new system, and please click on “Register Now.”
8. After the Register screen pops up, click on the blue line. A list will pop up asking you for your title. Click on the appropriate job title.
9. Once you click on the appropriate job title, the screen will change. Click on the blue line 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.
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.
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.”
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.
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.”
15. When the list of address pop up, choose the appropriate address by clicking on it.
16. Parcel information will be generated regarding the project address. Under “Residential Permit Category”, click on the blue line and a pop-up list will appear. Please click on the appropriate permit category.

*This specific example states that we are adding a porch, so that will be chosen.

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 the requested documents are in purple font, there is a form that you can fill out online and you will not need to upload anything.

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.

• In this instance, I have uploaded a bunch of blank forms. There is a trash barrel next to the document. I will have to go in later, once I have the documents needed, delete the blank document, and re-upload what is required to continue the permit application process.
19. Once you have completed the permit process, please check off the online signature by clicking in the box, then hit “Submit.”
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. Please keep in mind that if you uploaded blank documents, this does not indicate that a permit has been issued.

*Assuming that you have filled out everything and all documents needed are uploaded, once you click on the “Submit” button, then hit OK, you will receive this notification.*
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.
22. Clicking on “Make a Payment” will bring you to the payment page. Click on “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.
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<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rindo Barese</td>
<td>Building Inspector</td>
<td>508.321.4929</td>
<td><a href="mailto:rbarese@townofmedway.org">rbarese@townofmedway.org</a></td>
</tr>
<tr>
<td>Jennifer Sweet</td>
<td>Chief Electrical Inspector</td>
<td>508.533.3253 x 3</td>
<td><a href="mailto:Electrical_inspector@townofmedway.org">Electrical_inspector@townofmedway.org</a></td>
</tr>
<tr>
<td>James Coakley</td>
<td>Chief Plumbing / Gas Inspector</td>
<td>508.533.3253 x 1</td>
<td><a href="mailto:coakleyplumbing@Verizon.net">coakleyplumbing@Verizon.net</a></td>
</tr>
<tr>
<td>James Allshouse</td>
<td>Sealer, Weights &amp; Measures</td>
<td>508.369.4296</td>
<td><a href="mailto:w_james_allhouse@Comcast.net">w_james_allhouse@Comcast.net</a></td>
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<td>Kelly O'Brien</td>
<td>Administrative Assistant</td>
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</tr>
<tr>
<td>Jack Mee</td>
<td>Building Commissioner</td>
<td>508.533.3253</td>
<td><a href="mailto:jmee@townofmedway.org">jmee@townofmedway.org</a></td>
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