



# **ONLINE PERMITTING & LICENSING GUIDE**

**Thank you for permitting and licensing with the City of Marlborough's Health Department and Licensing Board. This document provides guidance on how to use our electronic permitting and licensing portal.**



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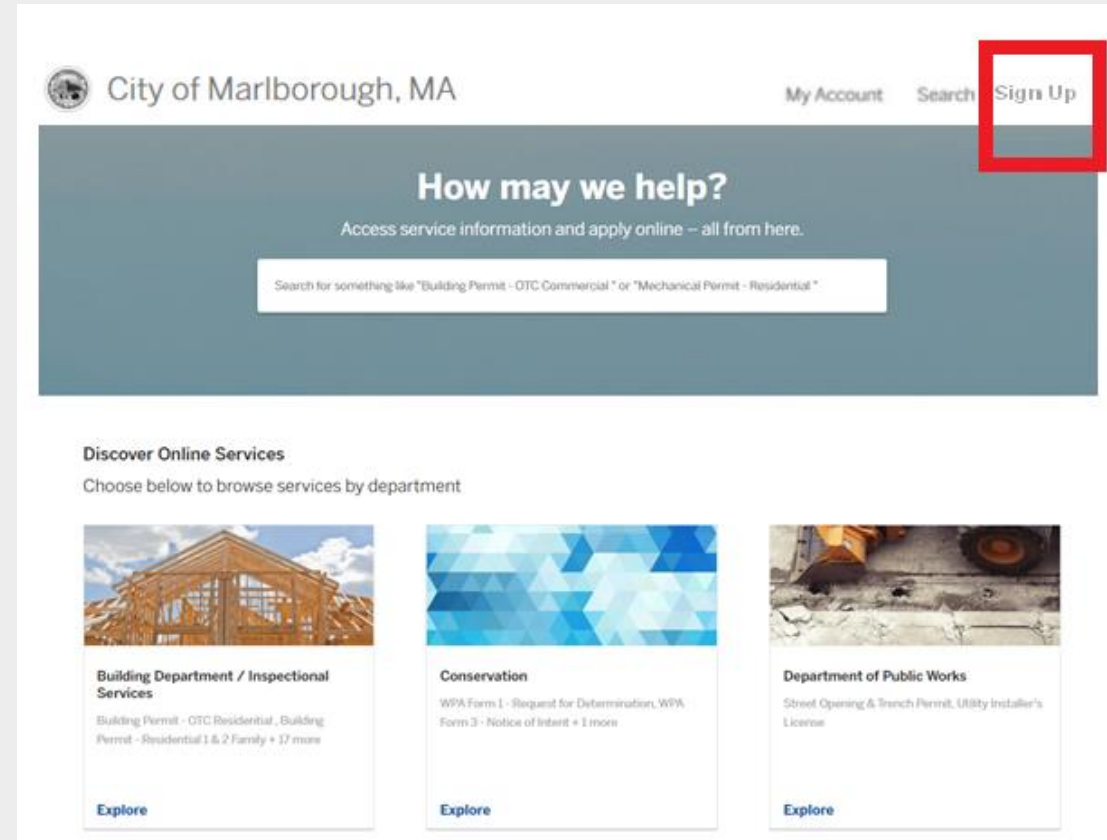
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# **Part 1: OpenGov Account Creation**



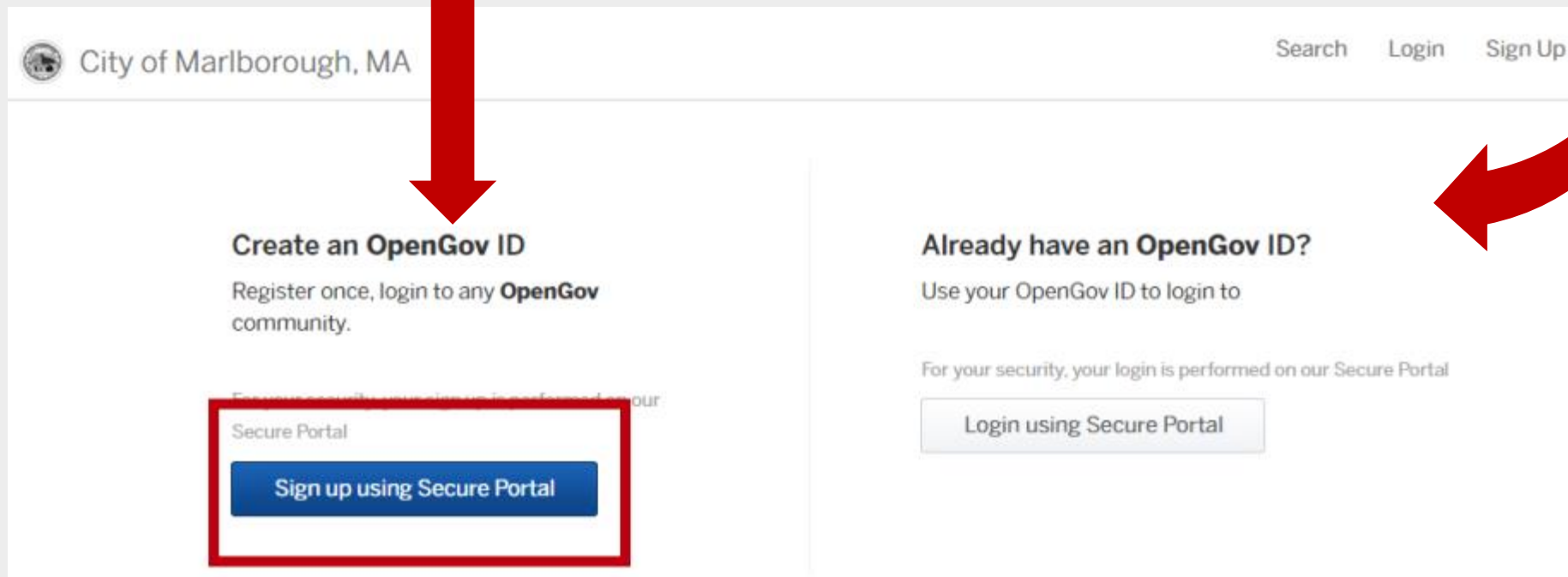
**When accessing the online portal for the first time you will need to create an account\*  
To start click “Sign Up” in the upper right corner.**



\* If you already have an OpenGov account with another municipality you can use the same account at the Marlborough online permitting/licensing portal.

To create a new account,  
click on “**Sign up using  
Secure Portal**”

Already have an  
OpenGov account?  
Click Here



The screenshot shows the City of Marlborough, MA OpenGov portal. The header includes the city logo, name, and links for Search, Login, and Sign Up. The main content area is split into two columns. The left column, titled 'Create an OpenGov ID', instructs users to register once and login to any OpenGov community. It features a red-bordered box containing the text 'Secure Portal' and a blue button labeled 'Sign up using Secure Portal'. A large red arrow points from the text above to this button. The right column, titled 'Already have an OpenGov ID?', instructs users to use their OpenGov ID to login. It includes a note that login is performed on the Secure Portal for security and a button labeled 'Login using Secure Portal'. A red curved arrow points from the text above to this button.

City of Marlborough, MA

Search Login Sign Up

**Create an OpenGov ID**  
Register once, login to any **OpenGov** community.

Secure Portal

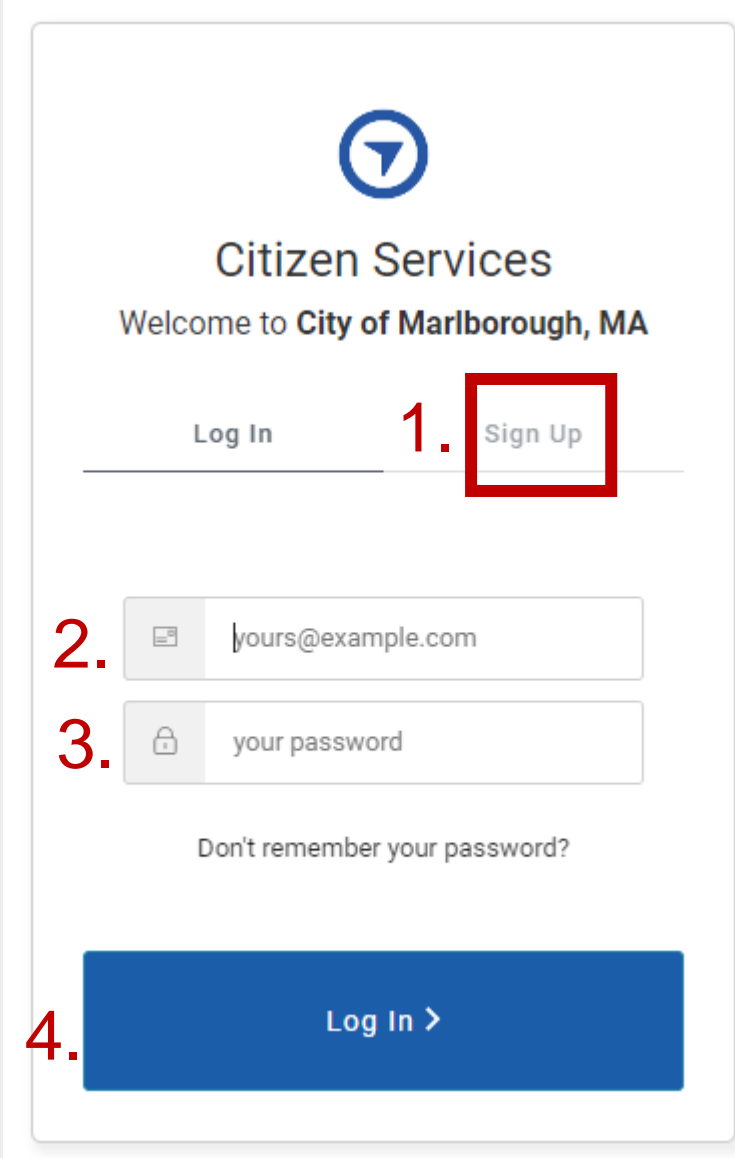
**Sign up using Secure Portal**

**Already have an OpenGov ID?**  
Use your OpenGov ID to login to


For your security, your login is performed on our Secure Portal

Login using Secure Portal

1. Click “Sign Up”
2. Provide your email
3. Create a password
4. Click on the blue Log In> button



The screenshot shows the 'Citizen Services' login page for the City of Marlborough, MA. At the top is a blue circular logo with a white downward-pointing triangle. Below the logo, the text 'Citizen Services' and 'Welcome to City of Marlborough, MA' is displayed. A horizontal line separates the header from the login area. On the left side of this line is the text 'Log In'. On the right side is a red-bordered box containing the text 'Sign Up', with a red '1.' next to it. Below the line are two input fields. The first field has an email icon on the left and the placeholder text 'yours@example.com', with a red '2.' to its left. The second field has a lock icon on the left and the placeholder text 'your password', with a red '3.' to its left. Below the password field is the text 'Don't remember your password?'. At the bottom of the form is a large blue button with the text 'Log In >', with a red '4.' to its left.



Citizen Services  
Welcome to City of Marlborough, MA

Log In 1. Sign Up

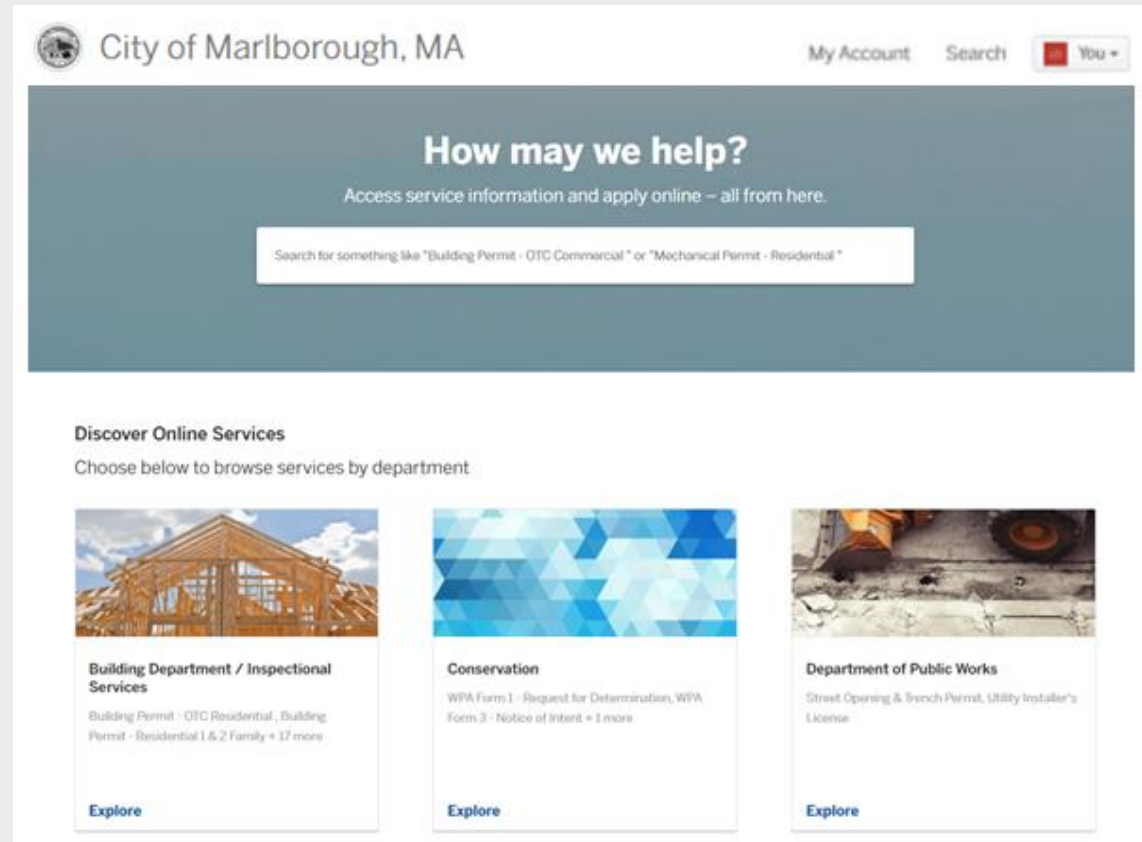
2.

3.

Don't remember your password?

4.

**Once your new account has been created you will be redirected to the online permitting/licensing portal**

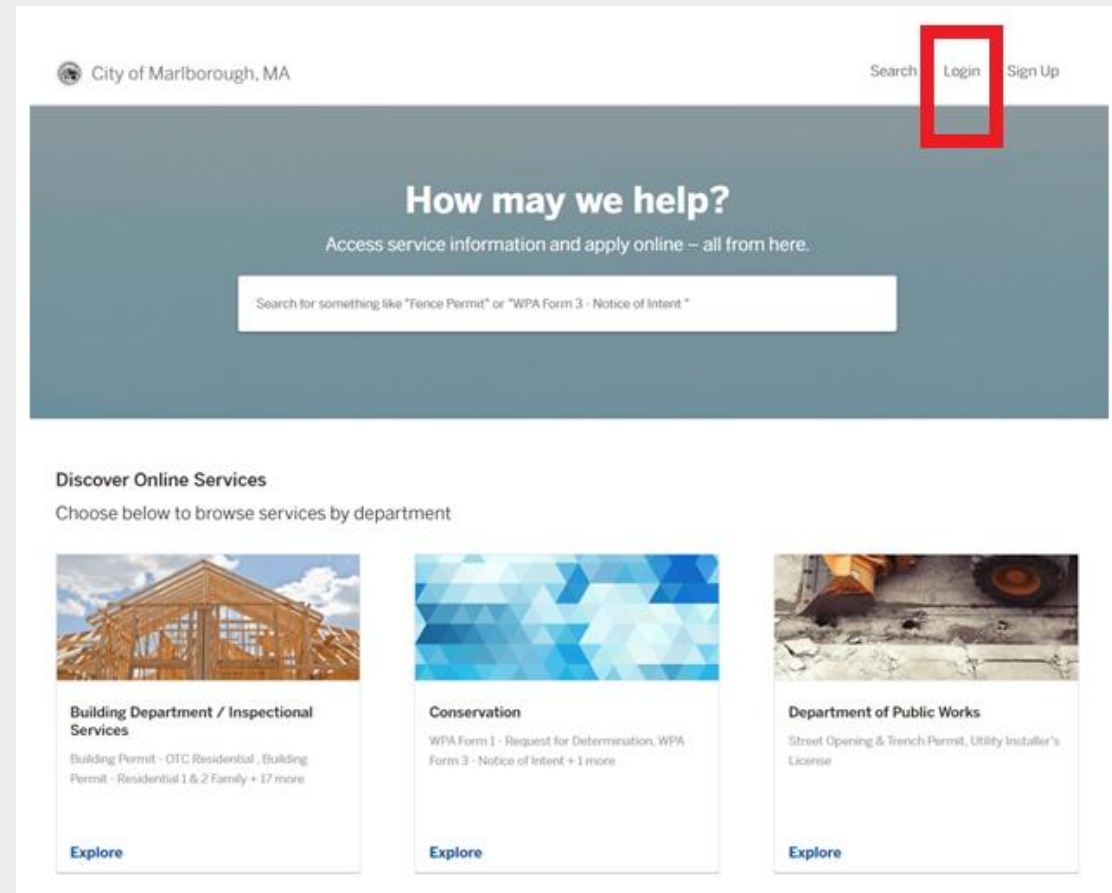




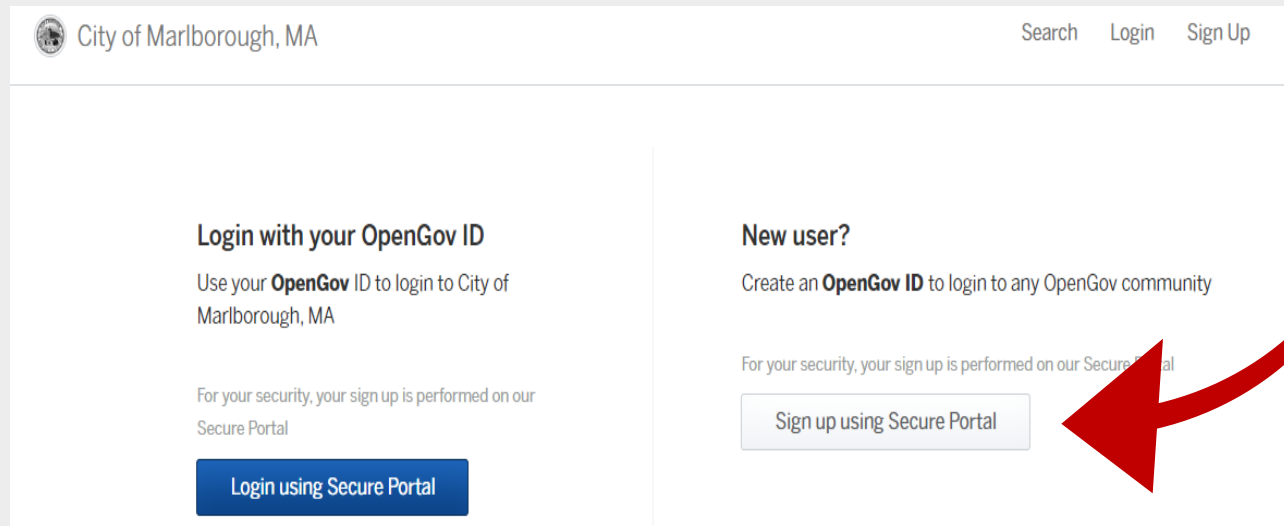
## **Part 2: Application Submittal**



**To apply for an  
online permit or  
license access  
the online  
permitting/licensing  
portal and click on  
“Login” in the upper  
right corner**



**After an OpenGov  
account has been  
created – please use  
the “Login using  
Secure Portal”**



The screenshot shows the City of Marlborough, MA OpenGov portal. The header includes the city logo and name, and navigation links for Search, Login, and Sign Up. The main content area is split into two columns. The left column, titled 'Login with your OpenGov ID', instructs users to use their OpenGov ID to login and includes a blue button labeled 'Login using Secure Portal'. The right column, titled 'New user?', instructs users to create an OpenGov ID to login to any OpenGov community and includes a light blue button labeled 'Sign up using Secure Portal'. A large red curved arrow originates from the text 'Login using Secure Portal' in the main heading and points directly to the 'Sign up using Secure Portal' button on the right.

City of Marlborough, MA

Search Login Sign Up

**Login with your OpenGov ID**  
Use your **OpenGov** ID to login to City of Marlborough, MA

For your security, your sign up is performed on our Secure Portal

Login using Secure Portal


**New user?**  
Create an **OpenGov ID** to login to any OpenGov community

For your security, your sign up is performed on our Secure Portal

Sign up using Secure Portal

1. Click “Log In”
2. provide the email used to create your account
3. Provide your password to your account
4. Click on the blue Log In> button

The screenshot shows the 'Citizen Services' login page for the City of Marlborough, MA. It includes a logo at the top, a welcome message, and two buttons: 'Log In' and 'Sign Up'. Below these are input fields for email and password, a 'Don't remember your password?' link, and a large blue 'Log In >' button. Red numbers 1 through 4 are overlaid on the page to indicate the steps: 1 points to the 'Log In' button, 2 points to the email input field, 3 points to the password input field, and 4 points to the large blue 'Log In >' button.

  
Citizen Services  
Welcome to **City of Marlborough, MA**

1. [Log In](#) [Sign Up](#)

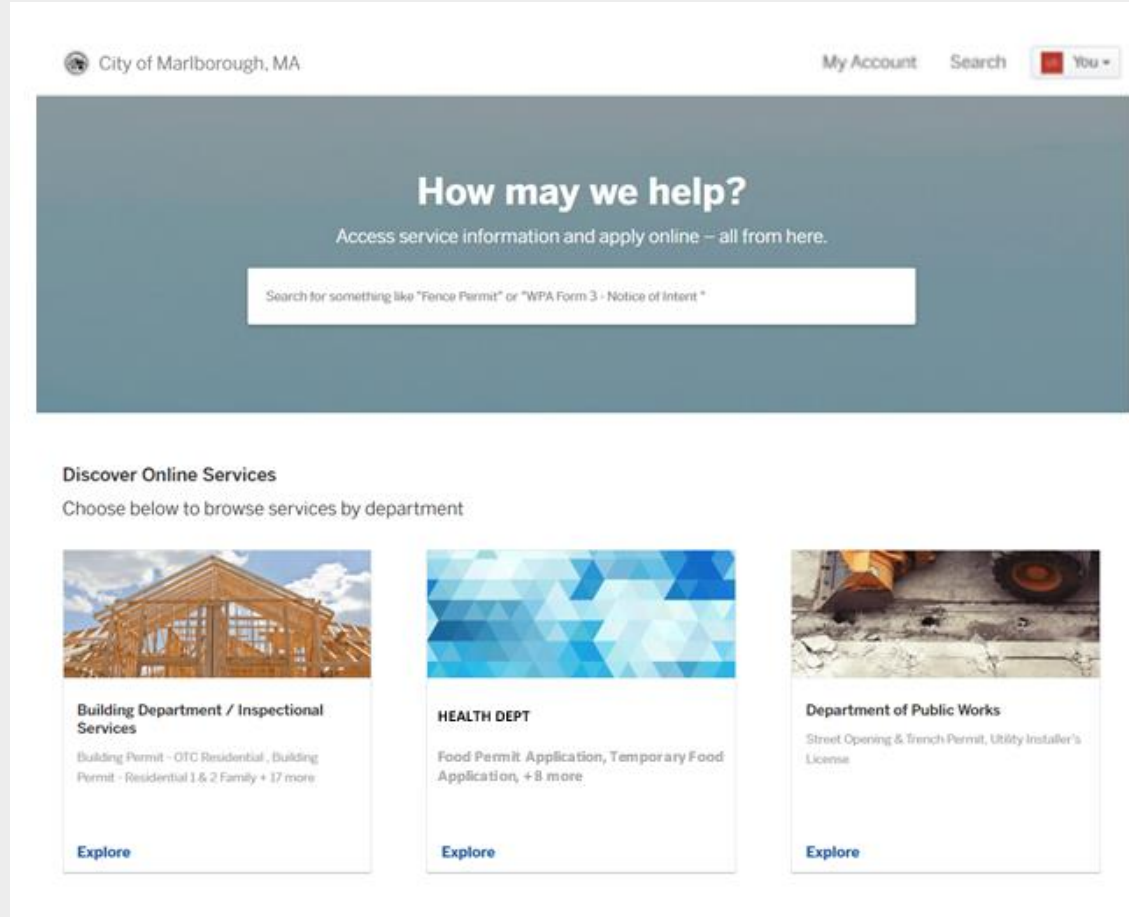
2.

3.


[Don't remember your password?](#)

4. [Log In >](#)

**Once logged in, click on the appropriate department for your desired online permit/license application.**



Here is an example  
of what you'll see  
when you click on  
the Health  
Department  
permit/license  
application portal –  
once in the portal  
“Select” the permit  
that you want to  
apply for.



**HEALTH DEPARTMENT**

<b>Food Establishment Permit Application</b> Any food establishment (including residential kitchens, retail stores, bakeries, food trucks, ice cream trucks, etc.) must obtain a food permit from their local	<a href="#">Select</a>
<b>Temporary Food Permit Application</b> Any event where food will be served, sold, or handed out to the general public requires a temporary or mobile food permit.	<a href="#">Select</a>
<b>Food Establishment Plan Review Application</b> All new food establishments and any food establishment making must submit a Food Plan Review and all other required documents for approval by the Department of Public Health prior to beginning any work.	<a href="#">Select</a>
<b>Food Plan Review Application – Residential Kitchen Only</b> All new residential kitchens and any existing residential kitchens must submit a Food Plan Review and all other required documents for approval by the Department of Public Health prior to beginning any work.	<a href="#">Select</a>
<b>Swimming Pool Permit Application – Residential Kitchen Only</b> All Semi Public and Public Swimming Pools, Special pools/Jacuzzis and wading pools open year round or seasonally, must apply for and be approved by the Health Department before openign the pool.	<a href="#">Select</a>

Once you have selected an application type there will be a series of steps to collect the necessary information for the respective permit. If at any time you would like to save the application and complete it later click on **“Save Draft and Exit”** in the upper right corner of the screen.

Example of one section  
of the Food  
Establishment  
Permit Application

A screenshot of the City of Marlborough, MA online application form for a Food Establishment Permit. The form is titled 'City of Marlborough, MA' and 'Food Establishment Permit Application'. It shows 'Step 1 of 12'. In the top right corner, there is a red box highlighting the 'Save Draft and Exit' button. The form is divided into sections: 'General Information' and 'Food Establishment Information'. The 'General Information' section includes fields for 'Length of Permit \*' (a dropdown menu with 'Select your option') and 'Who is filling out this application? \*' (a dropdown menu with 'Select your option'). The 'Food Establishment Information' section includes fields for 'Food Establishment Legal Name \*', 'DBA (if applicable)', 'Food Establishment Phone # \*', 'Food Establishment Address \*', 'Food Establishment Email Address \*', 'Legal Ownership Structure \*' (a dropdown menu with 'Select your option'), and 'Mailing address (if different from business address)'. The form is currently empty, showing only the input fields and labels.

Once you have provided all the information required, including any documents that need to be uploaded, submit your application by clicking the **NEXT** button

Town of Natick, MA

My Account Search You

Have a project #?

Step 7 of 8 · Save Draft and Exit

**WPA Form 1 - Request for Determination of Applicability**

**Signatures and Submittal Requirements**

I hereby certify under the penalties of perjury that the foregoing Request for Determination of Applicability and accompanying plans, documents, and supporting data are true and complete to the best of my knowledge.

I further certify that the property owner, if different from the applicant, and the DEP Northeast Regional Office (205B Lowell Street, Wilmington, MA 01887) were sent a complete copy of this Request (including all appropriate documentation) simultaneously with the submittal of this Request to the Conservation Commission. Failure by the applicant to send copies in a timely manner may result in dismissal of the Request for Determination of Applicability.

I also understand that notification of this Request will be placed in a local newspaper in accordance with Section 10.05(3)(b)(1) of the Wetlands Protection Act regulations.

Signature of Applicant \*

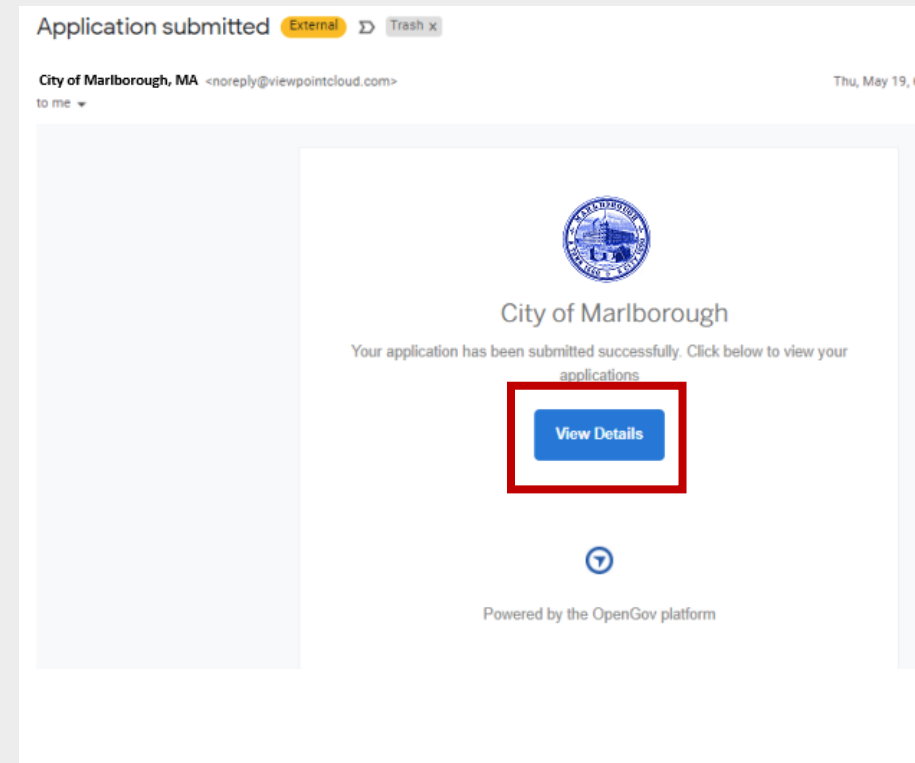
☐

[< Back](#)

[Next >](#)

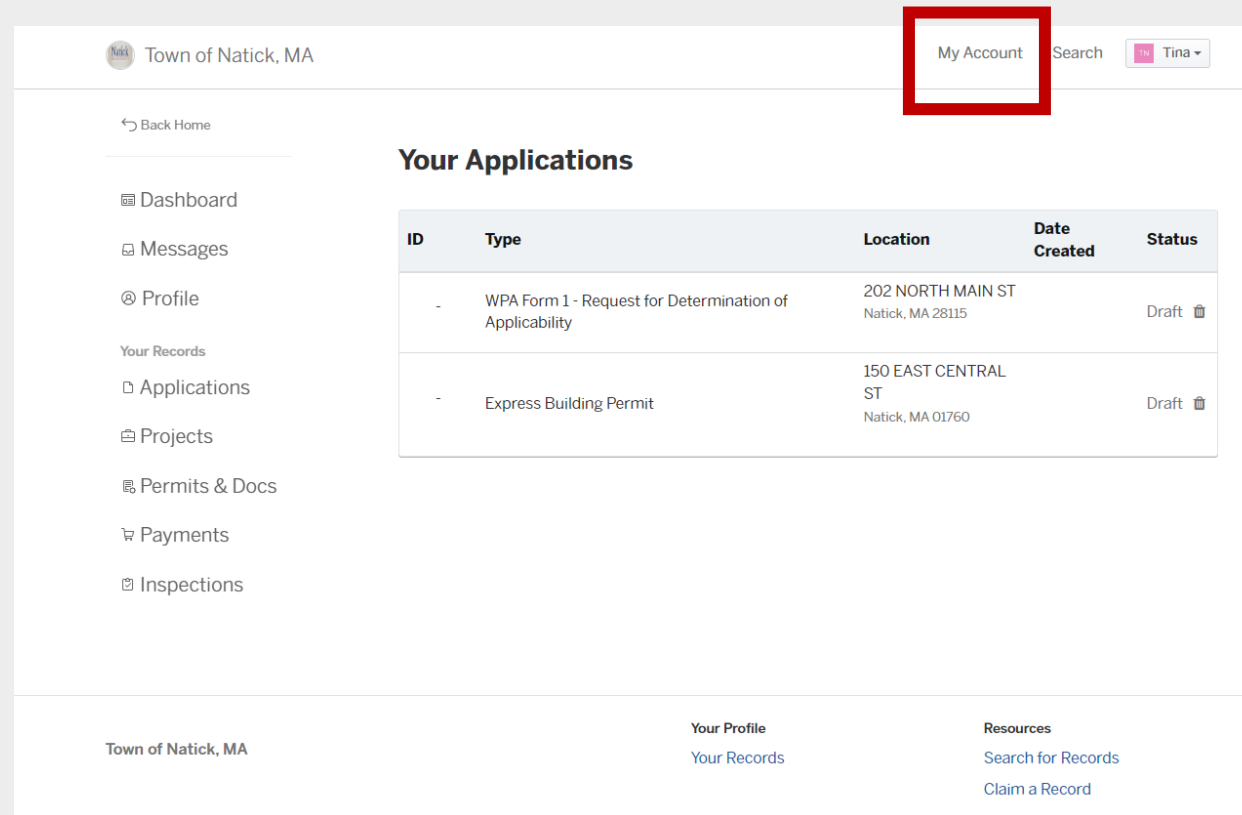


Throughout the review process you will receive emails when work (reviews, inspections scheduled etc.) is completed on the application. To review the status, comments or decisions/issuance of permits and licenses log into your account. *(see slides 11 & 12 above to review login procedures)* and click on **“VIEW DETAILS”**



If at any time you saved your application to complete it later log into your account, click on “My Account” and any application you have will be listed.

Click on the one you want to continue. When it opens, click the **NEXT** button to move to where you left off.



The screenshot shows the OpenGov portal for the Town of Natick, MA. The 'My Account' button is highlighted with a red box. The 'Your Applications' section displays a table with two draft applications.

ID	Type	Location	Date Created	Status
-	WPA Form 1 - Request for Determination of Applicability	202 NORTH MAIN ST Natick, MA 28115		Draft
-	Express Building Permit	150 EAST CENTRAL ST Natick, MA 01760		Draft

The footer contains links for 'Your Profile', 'Your Records', and 'Resources' (Search for Records, Claim a Record, Employee Login).

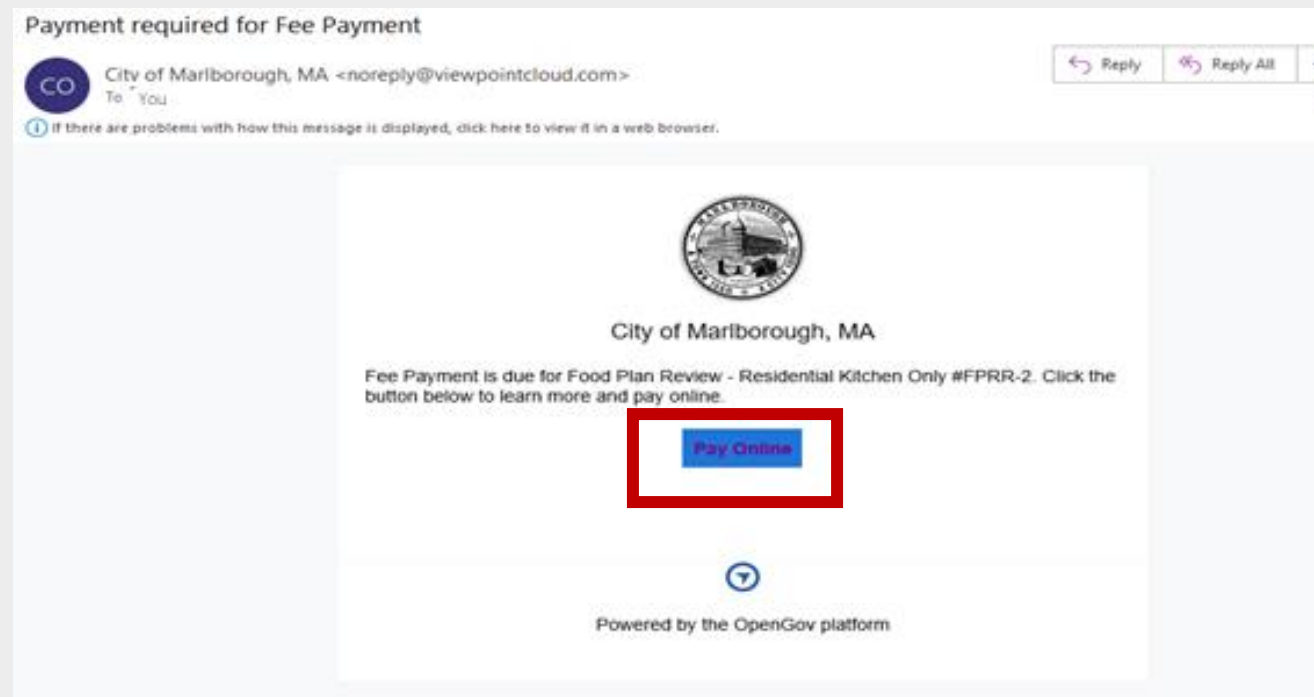
## **Part 3: Payment after Application Submittal**



**Some applications will require payment at the time of submittal – while others may require payment later.**

**In either case, you will receive an email alerting you that you have a payment due.**

**Click Pay Online and you will be taken to the login page.**



Once you have logged in  
You will see the “Fee  
Payment Page.

From here you may  
conveniently and safely  
pay online with a credit  
card or using your bank  
account.

You may also choose to  
pay via paper check. If so,  
please deliver or mail the  
check to the applicable  
department.

City of Marlborough, MA

My Account Search You

Food Plan Review - Residential Kitchen Only  
FPRR-2

Your Submission  
Attachments  
Guests (0)

**Fee Payment**  
Administrative Review  
Health Review  
Inspections

**Fee Payment**  
Due Now. Please make a payment in order to continue.

Food Plan Review - Residential Kitchen Only	
Food Plan Review - Residential Kitchen Only	\$150.00
<b>Total Fee Amount</b>	<b>\$150.00</b>

**Payment Method**

☐ Pay with a Credit Card  
\$5.45 processing fee

☐ Pay using your bank account  
\$2.25 processing fee

☐ Pay with check, cash, or another method  
No processing fee

Amount Due	\$150.00
<b>Total Payment Amount</b>	<b>\$150.00</b>

[Ask a question about this](#)

**Once your payment has been received either online, in the mail, or in person you will receive a receipt via email confirming your payment has been received.**



## **Part 4: What to Expect Next**



Throughout the review process, you will receive emails when work has been done on your application.

To review your application status, comments, or decisions/issuance of permits and licenses please log into your account and click on “My Account” and any applications and their **status** will be listed.

Town of Natick, MA

My Account

Search

You

Back Home

Dashboard

Messages

Profile

Your Records

Applications

Projects

Permits & Docs

Payments

Inspections

Your Applications

ID	Type	Location	Date Created	Status
-	WPA Form 1 - Request for Determination of Applicability	202 NORTH MAIN ST Natick, MA 28115		Draft
-	Express Building Permit	150 EAST CENTRAL ST Natick, MA 01760		Draft

Town of Natick, MA

Your Profile  
Your Records

Resources  
Search for Records  
Claim a Record  
Feedback



**If need more information or if you have any questions, please call our offices at 508-460-3751 or send an email to [tnolin@marlborough-ma.gov](mailto:tnolin@marlborough-ma.gov) and we will be happy to assist you.**