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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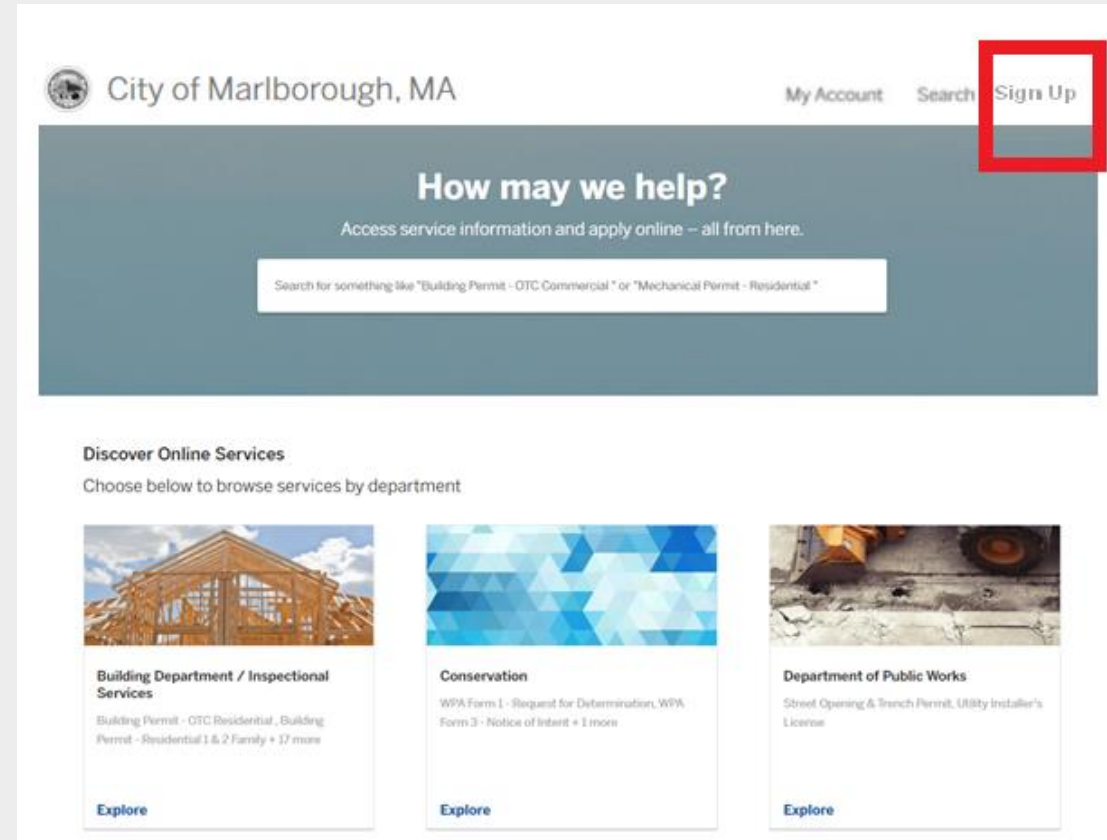
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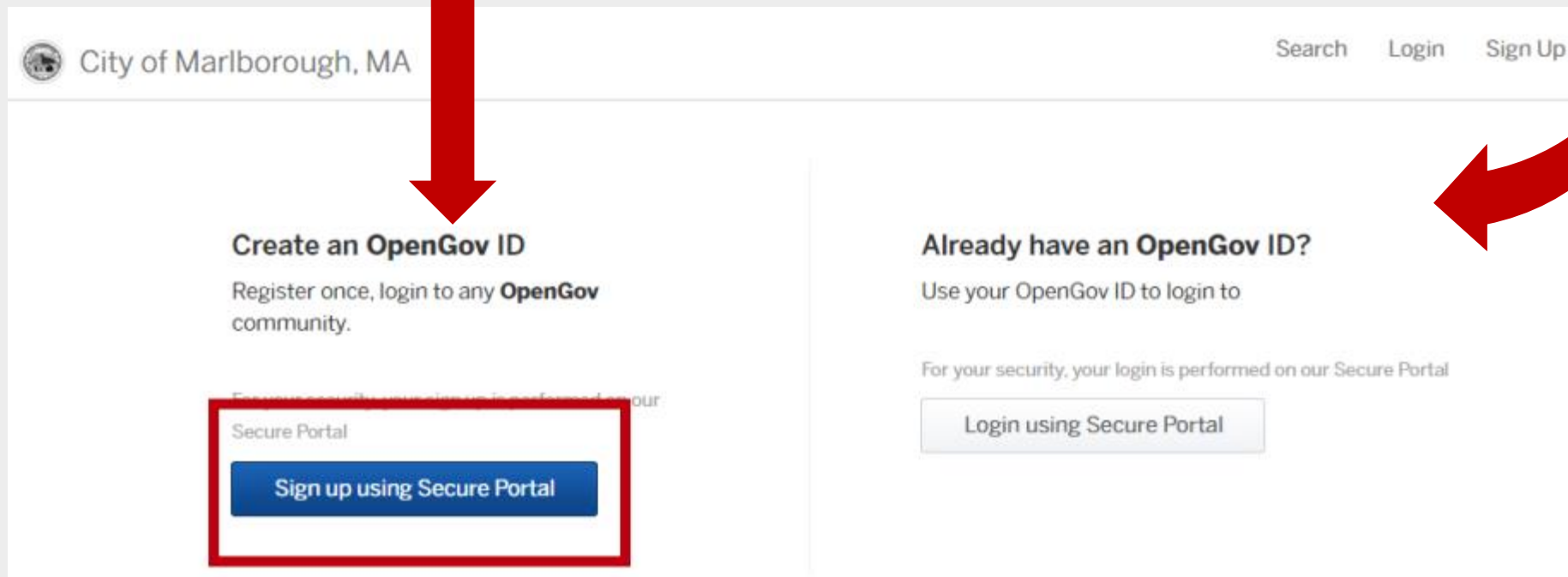**(Slides 23-25)**

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

City of Marlborough, MA

Search   Login   Sign Up

Create an OpenGov ID

Register once, login to any **OpenGov** community.
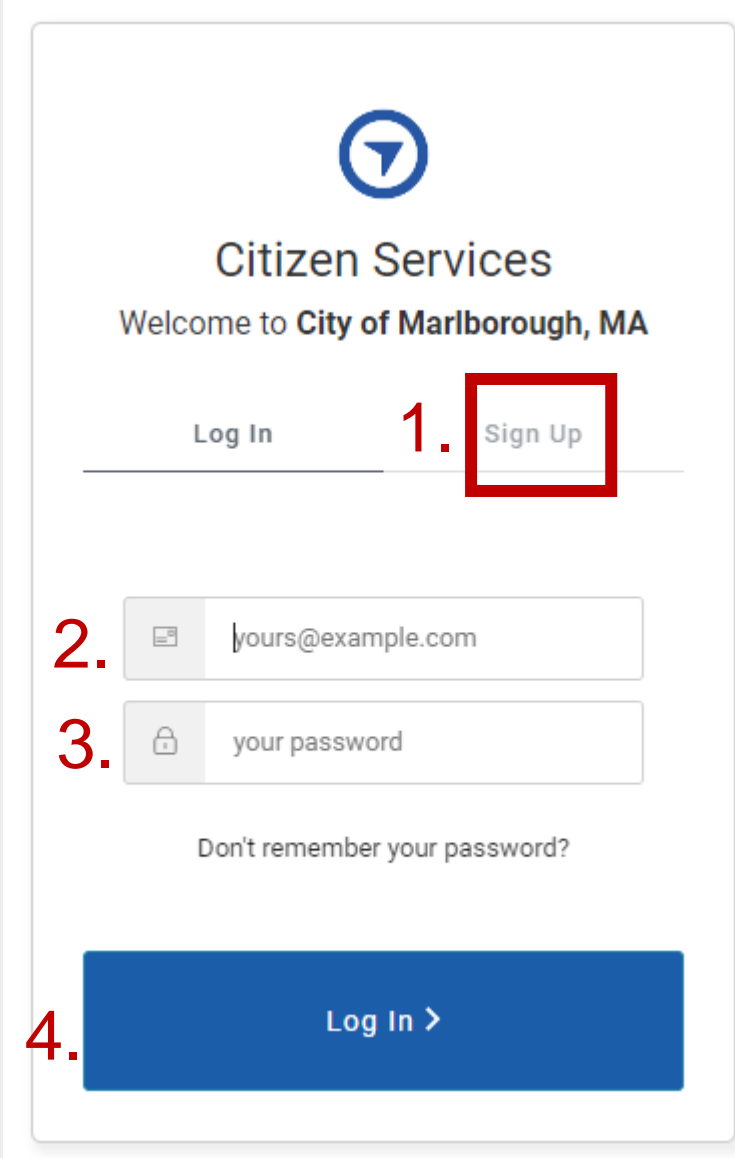
Secure Portal

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"
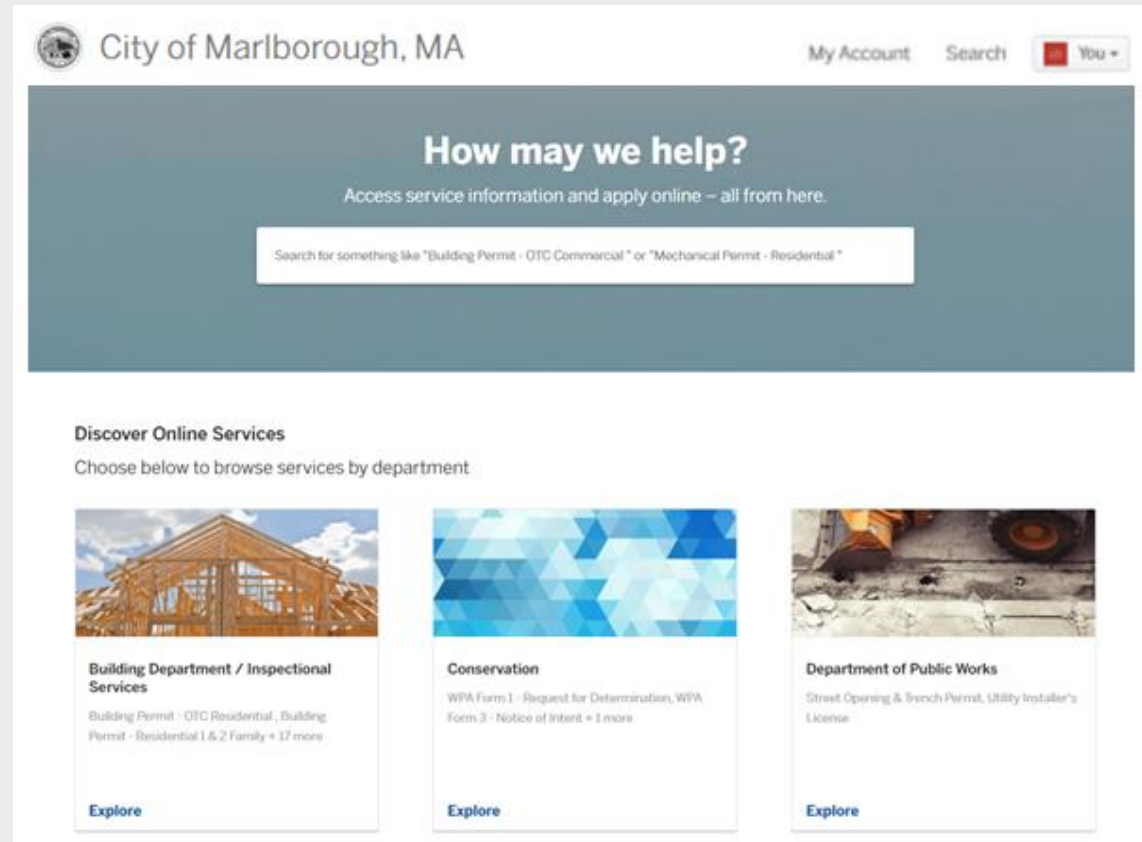
2. Provide your email

3. Create a password

4. Click on the blue Log In> button

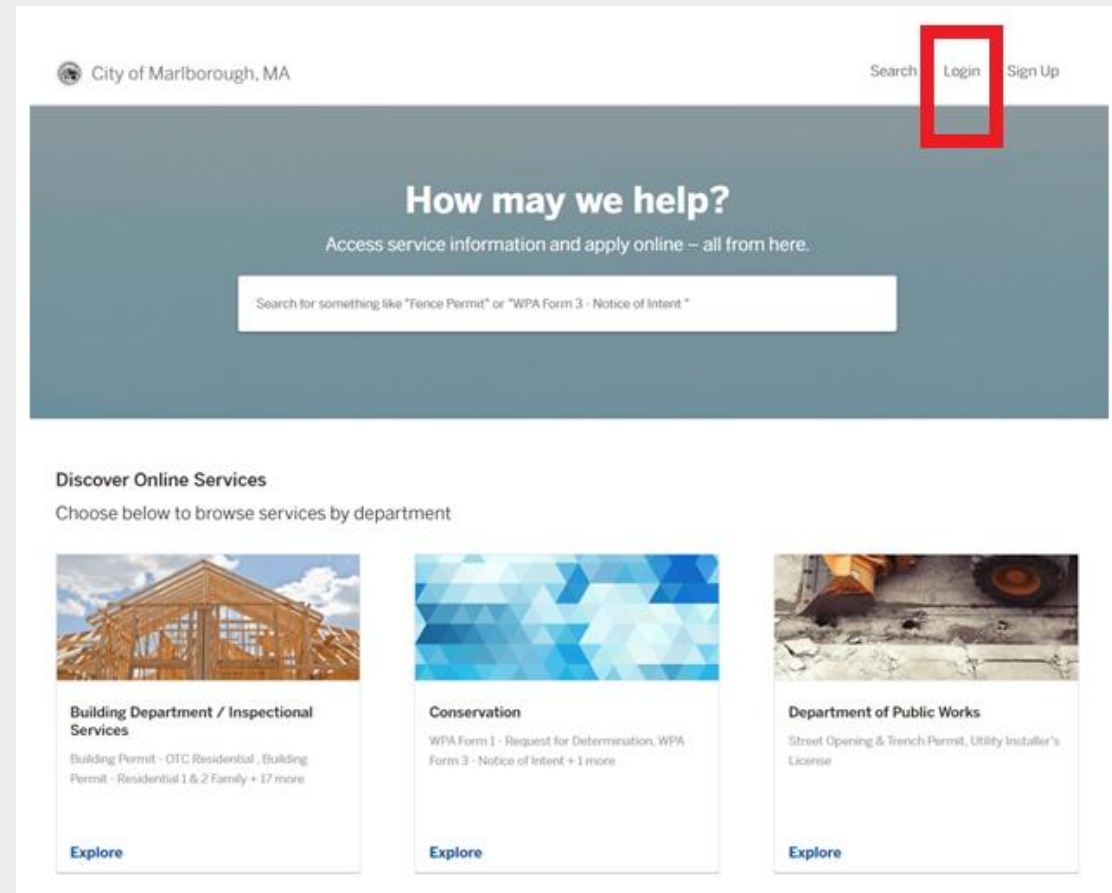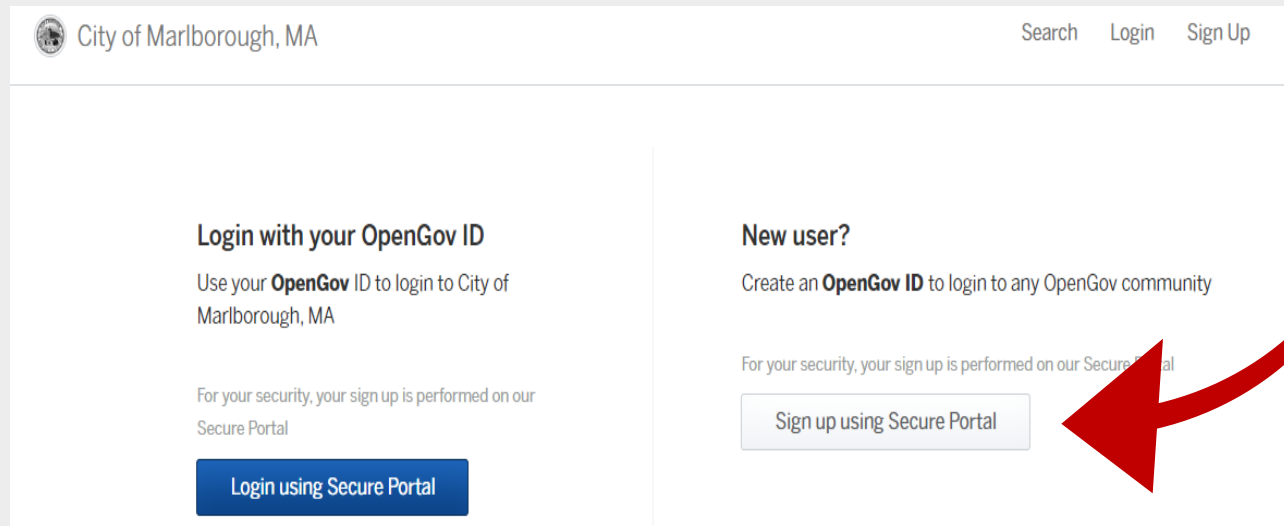**Once your new account has been created you will be redirected to the online permitting/licensing portal**

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"

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

Once logged in, click on the appropriate department for your desired online permit/license application.
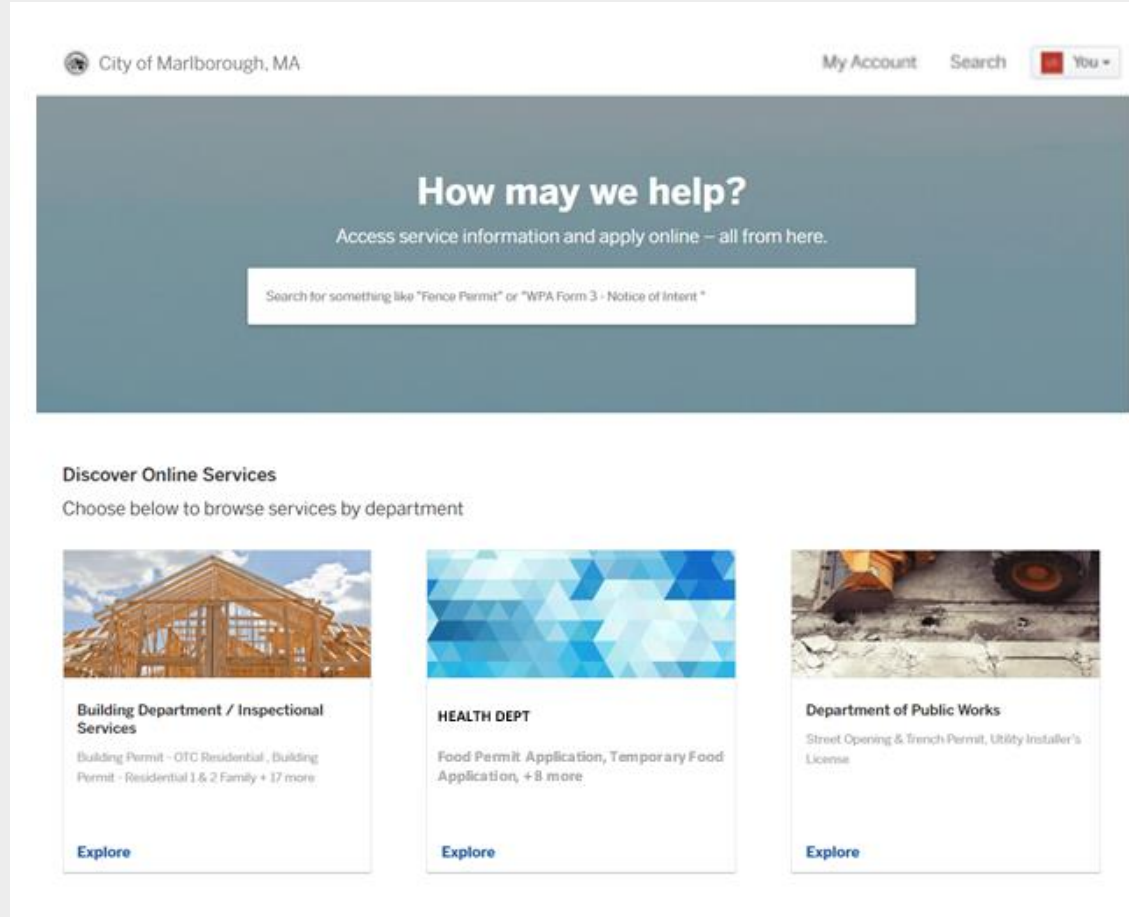
Here is an example of what you'll see when you click on the Health Department permit/license application portal – once in the portal "Select" the permit that you want to apply for.

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 →

Once you have provided all the information required, including any documents that need to be uploaded, submit your application by clicking the NEXT button
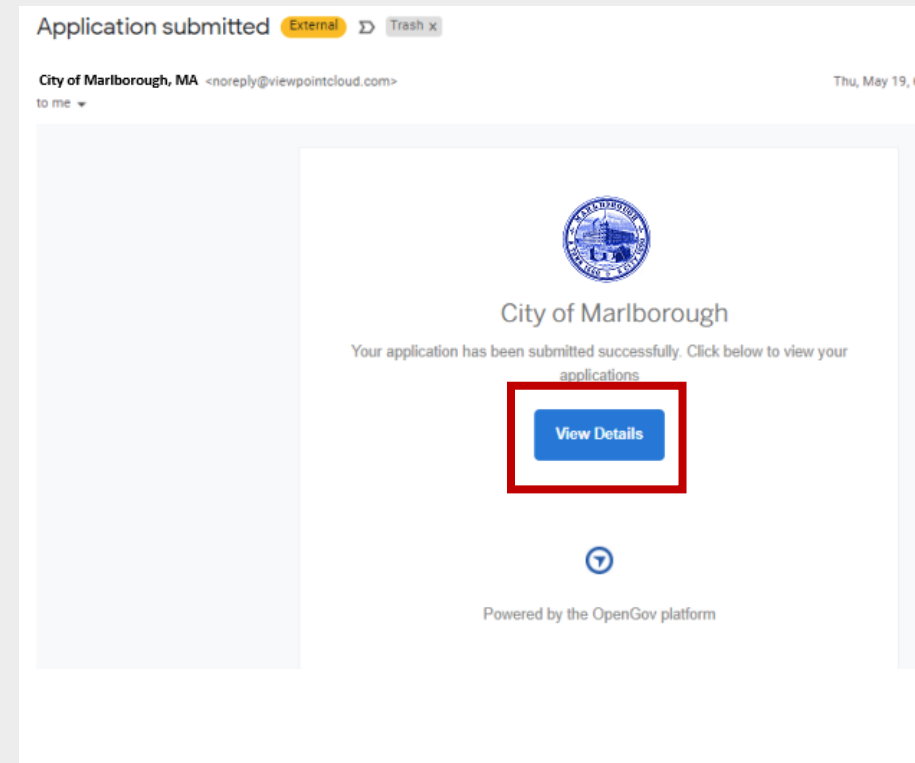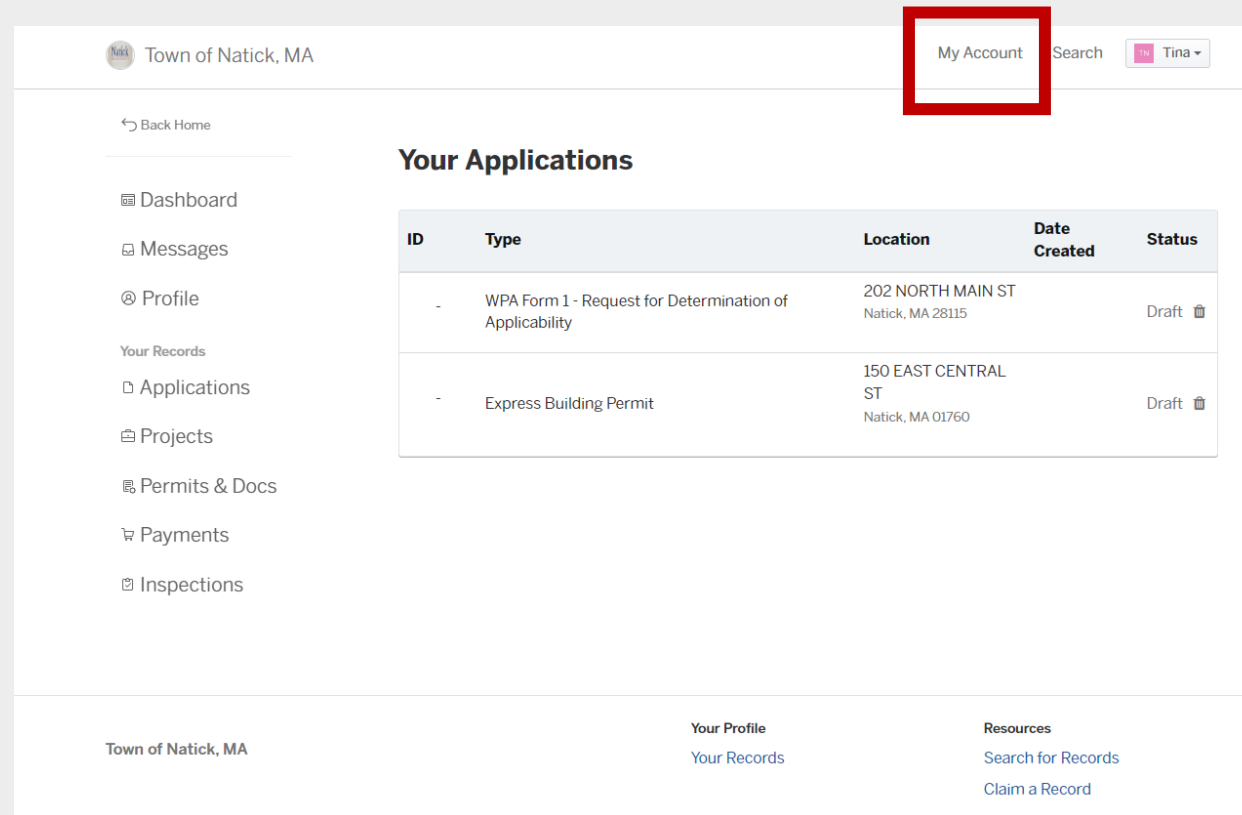
Throughout the review process you will receive emails when work (reviews, inspections scheduled etc.) is completed on the application. To review the status, comments or decisions/issuance of permits and licenses log into your account. (*see slides 11 & 12 above to review login procedures)* and click 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.
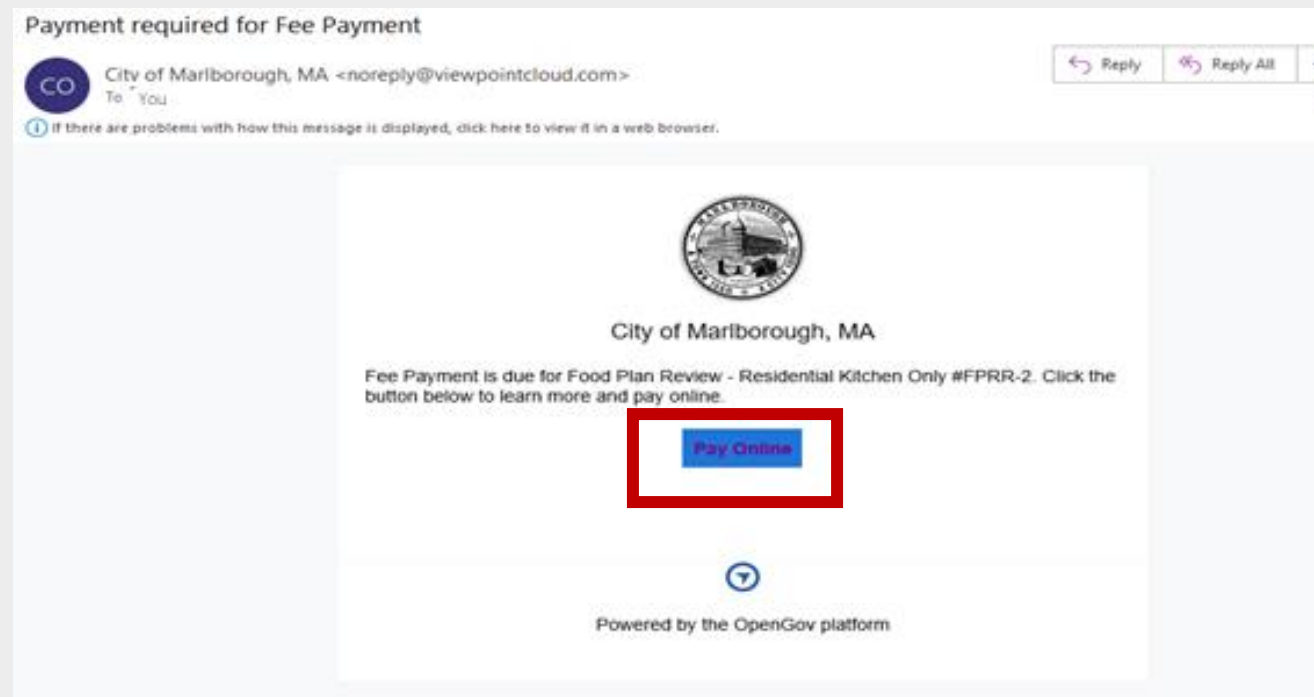
Part 3:
Payment after Application Submittal

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.

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.

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 and we will be happy to assist you.