



# **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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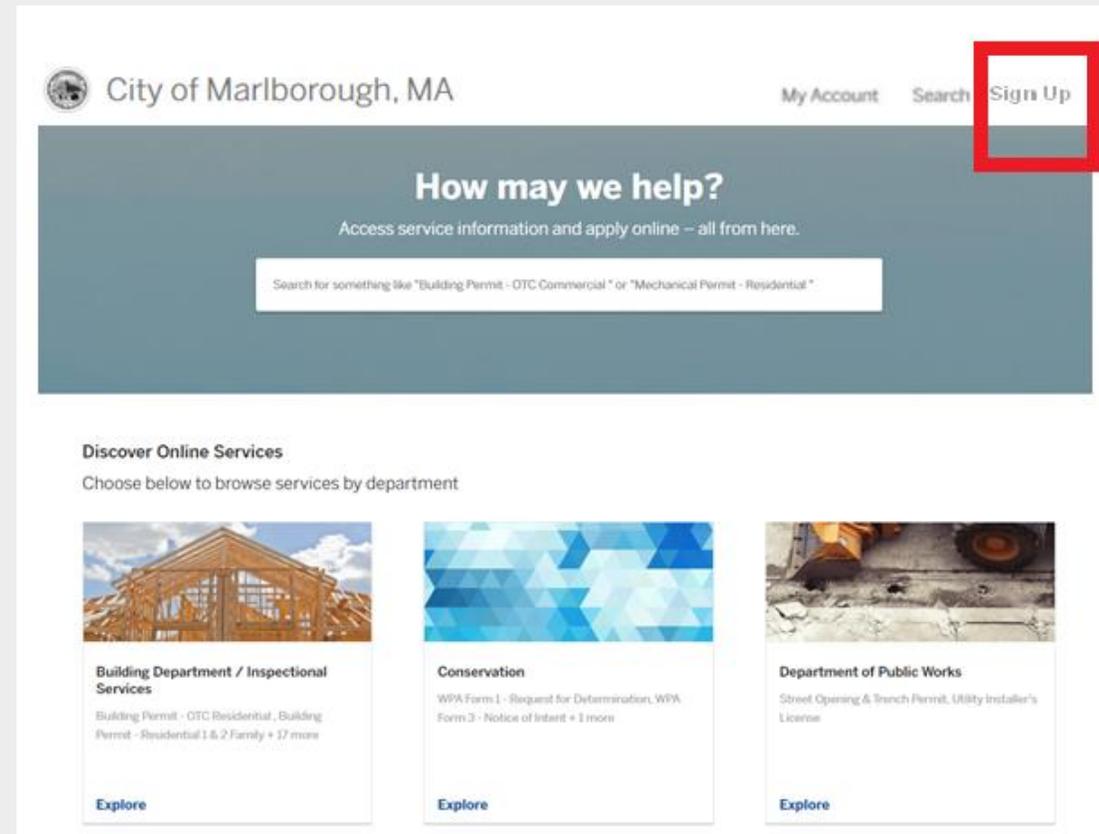


**Part 1:  
OpenGov  
Account Creation**



**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

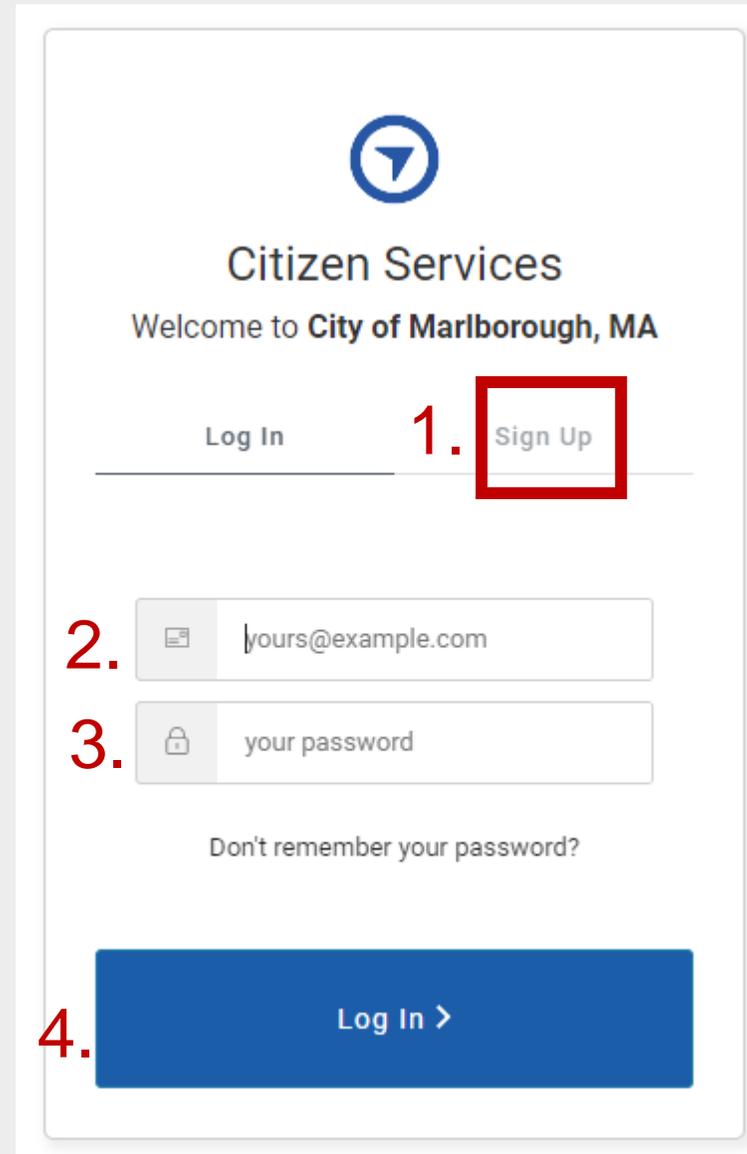
**Sign up using Secure Portal**

**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



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 reads 'Citizen Services' and 'Welcome to City of Marlborough, MA'. There are two buttons: 'Log In' and 'Sign Up'. The 'Sign Up' button is highlighted with a red box and labeled '1.'. Below these buttons are two input fields: the first is for an email address, containing 'yours@example.com', and is labeled '2.'; the second is for a password, containing 'your password', and is labeled '3.'. Below the password field is a link that says 'Don't remember your password?'. At the bottom is a large blue button labeled 'Log In >', which is labeled '4.'.

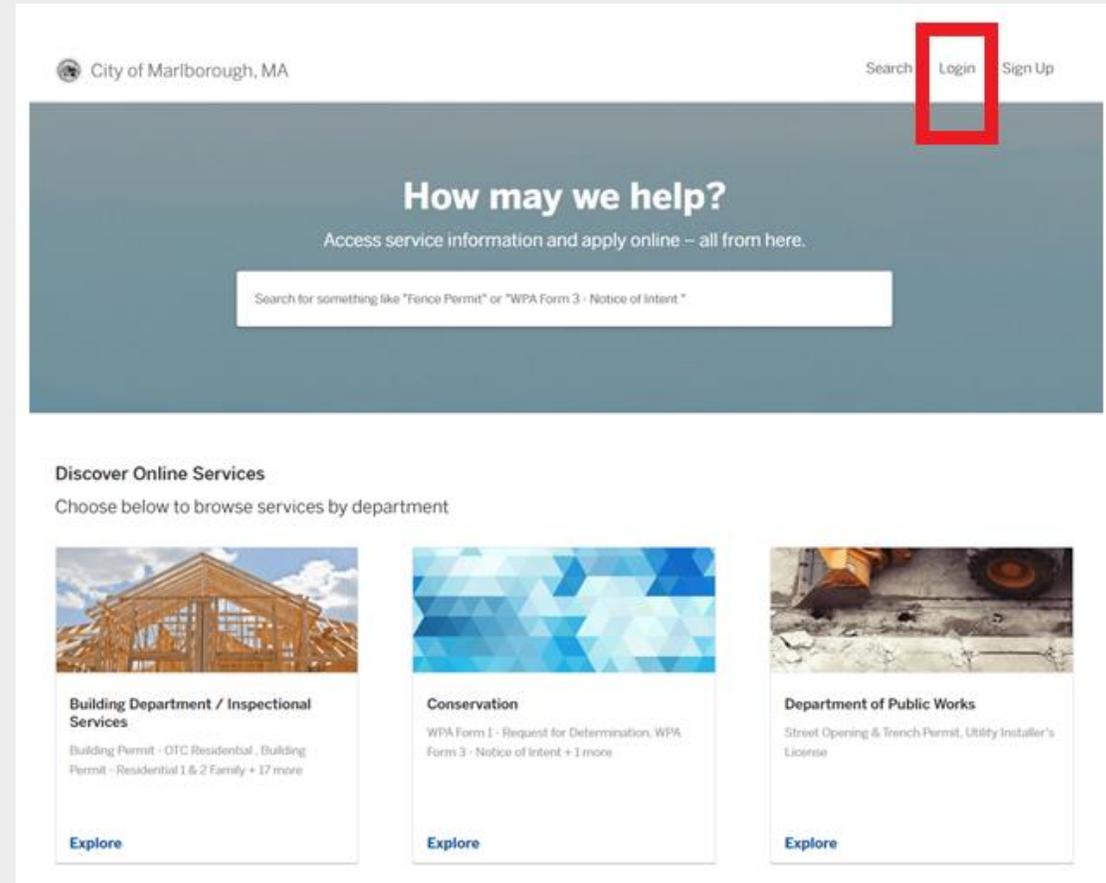
**Once your new account has been created you will be redirected to the online permitting/licensing portal**

The screenshot shows the City of Marlborough, MA website. At the top left is the city logo and name. To the right are links for "My Account", "Search", and a user profile icon labeled "You". Below the header is a large blue banner with the text "How may we help?" and "Access service information and apply online – all from here." A search bar is embedded in the banner with the placeholder text "Search for something like 'Building Permit - OTC Commercial' or 'Mechanical Permit - Residential'". Below the banner is a section titled "Discover Online Services" with the instruction "Choose below to browse services by department". There are three service cards: 1. "Building Department / Inspectional Services" with a photo of a building under construction and a list of services including "Building Permit - OTC Residential", "Building Permit - Residential 1 & 2 Family", and "17 more". 2. "Conservation" with a blue geometric pattern background and a list of services including "WVA Form 1 - Request for Determination, WVA Form 3 - Notice of Intent" and "1 more". 3. "Department of Public Works" with a photo of a street construction site and a list of services including "Street Opening & Trench Permit, Utility Installer's License". Each card has an "Explore" button at the bottom.

## **Part 2: Application Submittal**

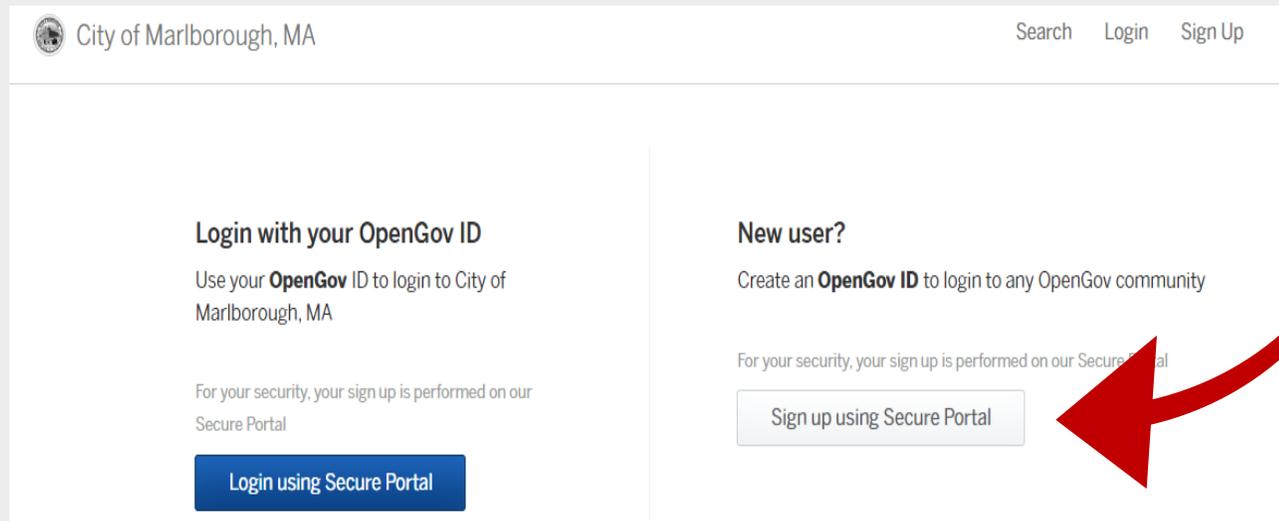


**To apply for an  
online permit or  
license access  
the online  
permitting/licensing  
portal and click on  
“Login” in the upper  
right corner**



The screenshot shows the City of Marlborough, MA website. In the top right corner, there are three links: "Search", "Login", and "Sign Up". The "Login" link is highlighted with a red rectangular box. Below the navigation bar is a large blue banner with the text "How may we help?" and "Access service information and apply online – all from here." Below the banner is a search bar with the placeholder text "Search for something like 'Fence Permit' or 'WPA Form 3 - Notice of Intent'". Below the search bar is a section titled "Discover Online Services" with the subtext "Choose below to browse services by department". There are three service cards: "Building Department / Inspectional Services" (with a photo of a building under construction), "Conservation" (with a blue geometric pattern), and "Department of Public Works" (with a photo of a street construction site). Each card has an "Explore" link at the bottom.

**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

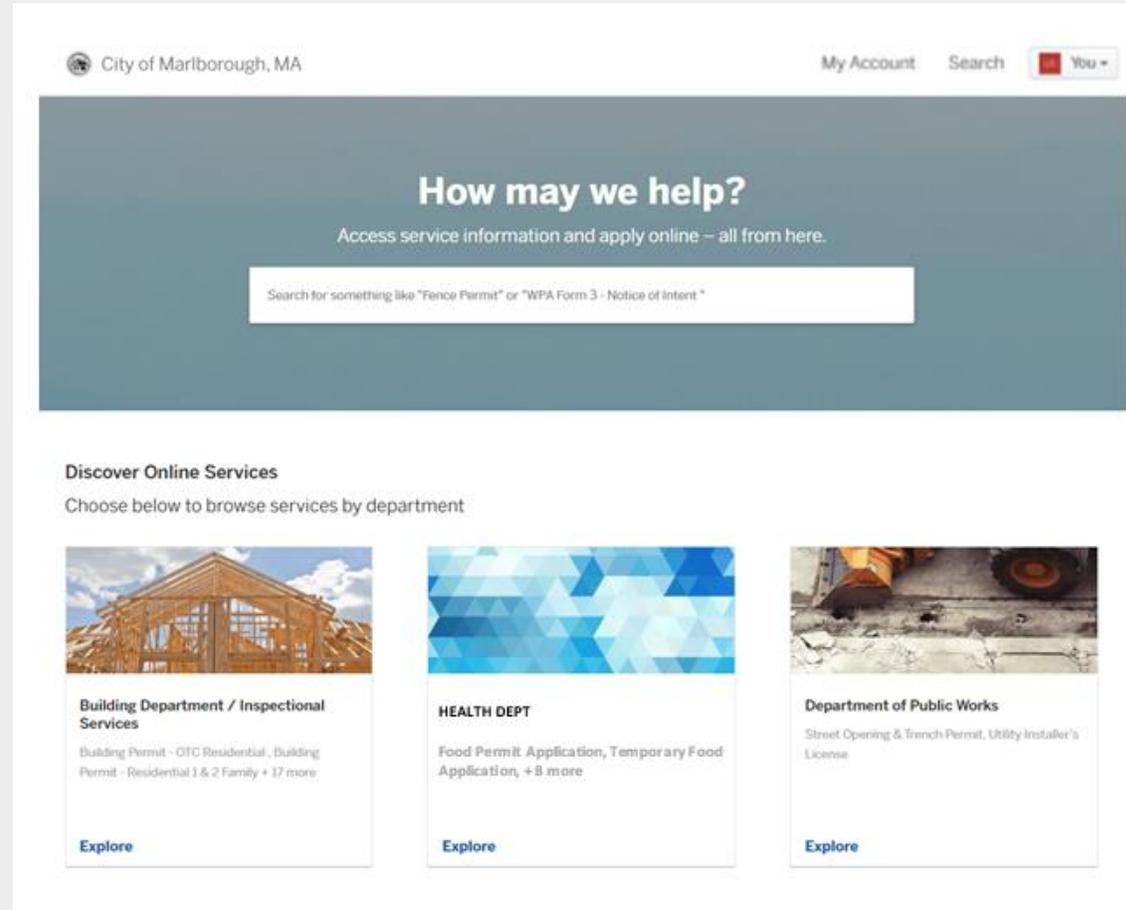
For your security, your sign up is performed on our Secure Portal

[Sign up using Secure Portal](#)

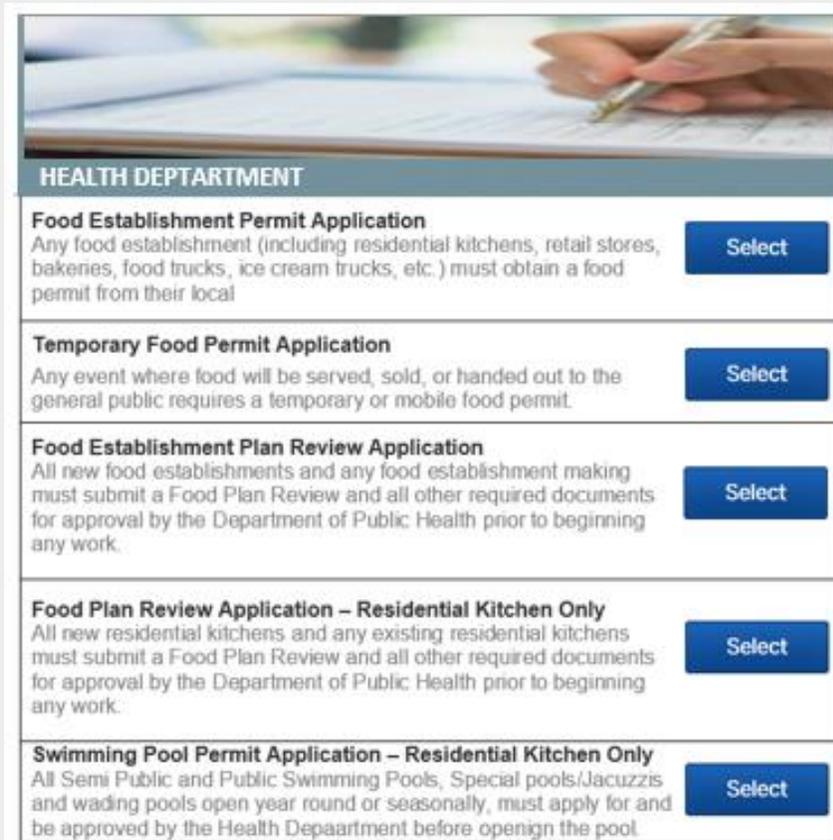
1. Click “Log In”
2. provide the email used to create your account
3. Provide your password to your account
4. Click on the blue Log In> button

The screenshot shows the login interface for the City of Marlborough. At the top is a blue circular logo with a white downward-pointing triangle. Below the logo, the text reads "Citizen Services" and "Welcome to City of Marlborough, MA". There are two buttons: "Log In" and "Sign Up". The "Log In" button is highlighted with a red box and labeled "1.". Below these buttons are two input fields. The first field has an email icon and contains the text "yours@example.com", labeled "2.". The second field has a lock icon and contains the text "your password", labeled "3.". Below the password field is a link that says "Don't remember your password?". At the bottom is a large blue button with the text "Log In >", labeled "4.".

**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

A screenshot of the City of Marlborough, MA online application portal. The page title is "City of Marlborough, MA" and it shows "Step 1 of 12" for a "Food Establishment Permit Application". In the top right corner, there is a "Save Draft and Exit" button highlighted with a red rectangle. The form is divided into two main sections: "General Information" and "Food Establishment Information".  
**General Information**  
- Length of Permit \*: Select your option (dropdown menu)  
- Who is filling out this application? \*: Select your option (dropdown menu)  
**Food Establishment Information**  
- Food Establishment Legal Name \*: [text input field]  
- DBA (if applicable): [text input field]  
- Food Establishment Phone #: [text input field]  
- Food Establishment Address \*: [text input field]  
- Food Establishment Email Address \*: [text input field]  
- Legal Ownership Structure \*: Select your option (dropdown menu)  
- Mailing address (if different from business address): [text input field]

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.

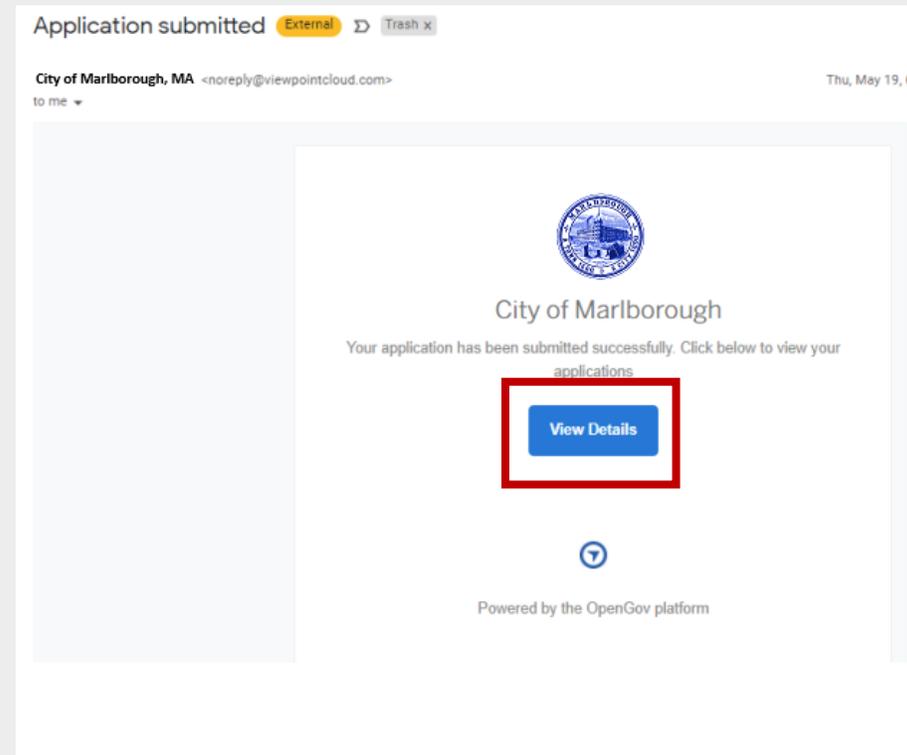
I further certify that the property owner, if different from the applicant, and the DEP Northeast Regional Office (205B Lowell Street, Wilmington, MA 01887) were sent a complete copy of this Request (including all appropriate documentation) simultaneously with the submittal of this Request to the Conservation 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 'My Account' page of the Town of Natick, MA OpenGov portal. The 'My Account' link in the top navigation bar is highlighted with a red box. The main content area is titled 'Your Applications' and contains a table with two application entries. The table has columns for ID, Type, Location, Date Created, and Status. The first entry is 'WPA Form 1 - Request for Determination of Applicability' at '202 NORTH MAIN ST Natick, MA 28115' with a status of 'Draft'. The second entry is 'Express Building Permit' at '150 EAST CENTRAL ST Natick, MA 01760' with a status of 'Draft'. A left sidebar contains navigation links such as 'Dashboard', 'Messages', 'Profile', 'Your Records', 'Applications', 'Projects', 'Permits & Docs', 'Payments', and 'Inspections'. The footer includes 'Town of Natick, MA', 'Your Profile', 'Your Records', and 'Resources'.

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

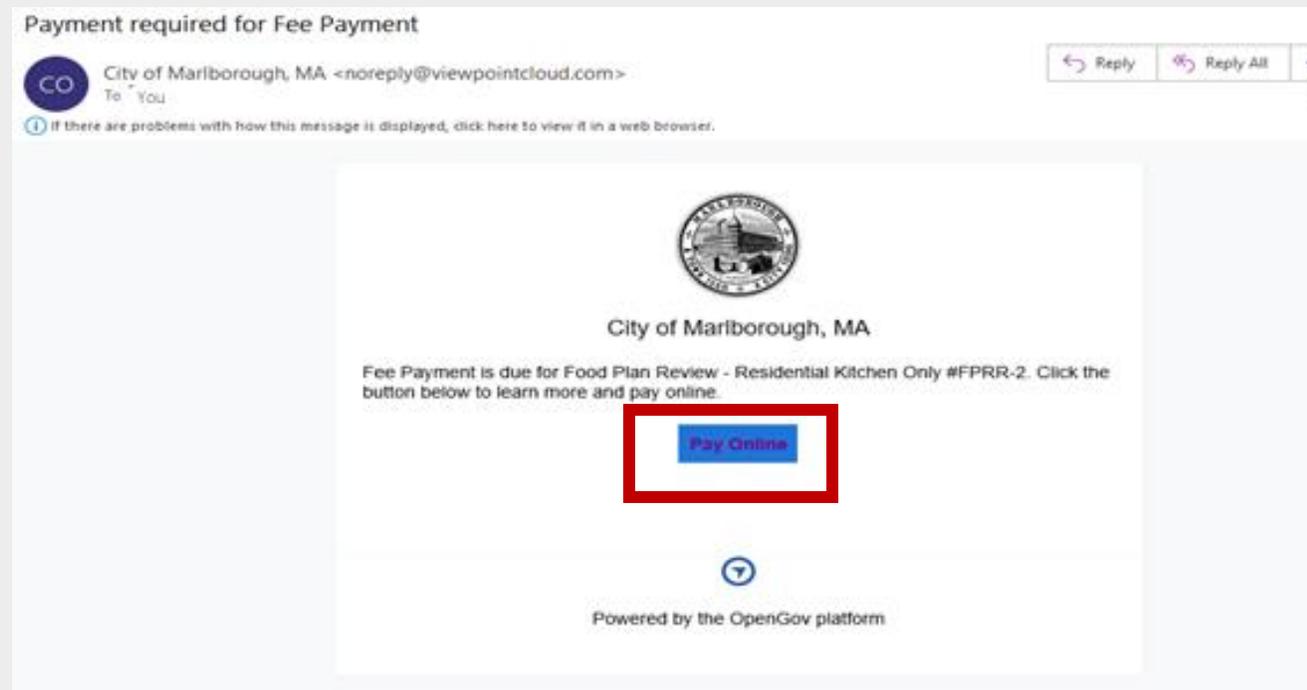
**Part 3:  
Payment after  
Application  
Submittal**



**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.

The screenshot shows the City of Marlborough, MA online fee payment page. The page title is "Food Plan Review - Residential Kitchen Only" and the form ID is "FPRR-2". The page is divided into several sections:

- Navigation:** "City of Marlborough, MA", "My Account", "Search", and a user profile "You".
- Left Sidebar:** "Your Submission", "Attachments", "Guests (0)", "Fee Payment" (selected), "Administrative Review", "Health Review", and "Inspections".
- Fee Payment Section:** "Due Now. Please make a payment in order to continue."
- Fee Table:**

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 Section:**
  - 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)
- Summary Table:**

Amount Due	\$150.00
<b>Total Payment Amount</b>	<b>\$150.00</b>
- Footer:** "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.

The screenshot shows the Town of Natick, MA online portal. At the top right, the 'My Account' link is highlighted with a red box. Below it, the 'Your Applications' section is displayed, featuring a table with columns for ID, Type, Location, Date Created, and Status. The 'Status' column is also highlighted with a red box. The table lists two applications: 'WPA Form 1 - Request for Determination of Applicability' and 'Express Building Permit', both with a status of 'Draft'.

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

**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.**