



## DPS: Inspection & Permitting System (IPS)

Training Documentation  
Customer Portal

**Final Version for Portal User**

10/5/2015

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## 1. Introduction

This document contains guidelines for the IPS customer portal user to be able to sign-up, navigate, and perform functions on the IPS Customer Portal.

### 1.1 Background and Scope

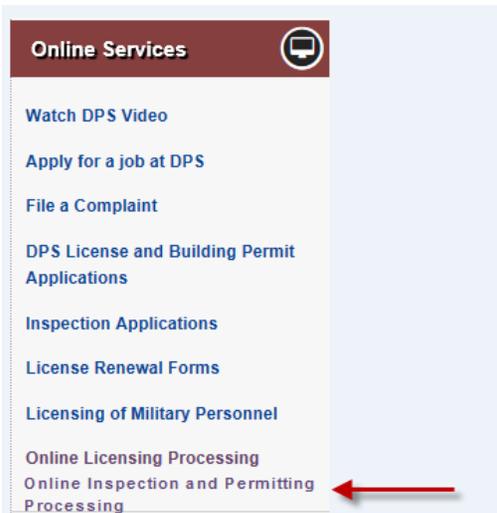
The following DPS business areas are developed for the **Phase 1 Customer Portal**:

- **Electrical**
- **Building**
- **Certificate of Inspection**
- **Elevator**
- **Amusement**
- **Recreational Tramway**

In addition to the functional portal processes, this document covers: Customer Registration Process, Home screen and general portal features.

## 2. Customer Registration Process

The “**IPS Customer – User Registration**” screen is accessed from the DPS website @ [www.mass.gov/dps](http://www.mass.gov/dps)



## 2.1 Customer Registration screen

The customer is able to register as a **“Building Owner”** (which is an Individual or Company) or a **“Contractor/Maintenance Company Representative”** (which is an Elevator Maintenance Company, Electrical Contractor, Registered Design Professional (RDP), or Building Contractor, Amusement Company, Recreational Tramway) – using the **“User Type”** field.



Information

Welcome to the Department of Public Safety's (Department) Inspection and Permitting System (IPS). IPS is web-based and may be used to secure building permits and apply for related inspections on state construction projects, apply for elevator inspections, and a host of other Department activities. This system is not to be used to apply for or renew a Department license (such as construction supervisor or hoisting license).

In order to use the system, you must first register user and company information. Please select a value for the "User Type" field that accurately represents the capacity in which you or your company deals with DPS. Building Owners/representatives, select "Building Owner – Company" from the User Type list and the appropriate Type(s) (one or multiple) from the list provided.

The red-barred fields are required. Please enter the required user and company details in the appropriate sections and, and click on the Search button. Select the appropriate agency from the search result options displayed. If the contractor firm is not displayed in the search results, there will be an option to create a new company. You must search for the agency/company first in order to avoid creating duplicate contact information in the system.

Once you are registered as an IPS user, you will be able to log into the IPS system and create/manage (up to 5) additional users associated with your company.

User Registration

User Information = Required Information

|            |                                       |             |                      |
|------------|---------------------------------------|-------------|----------------------|
| User Type  | <input type="text" value="--None--"/> | Street      | <input type="text"/> |
| First Name | <input type="text"/>                  | City        | <input type="text"/> |
| Last Name  | <input type="text"/>                  | State       | <input type="text"/> |
| Email      | <input type="text"/>                  | Postal Code | <input type="text"/> |
| Phone      | <input type="text"/>                  | Country     | <input type="text"/> |

Additional Information = Required Information

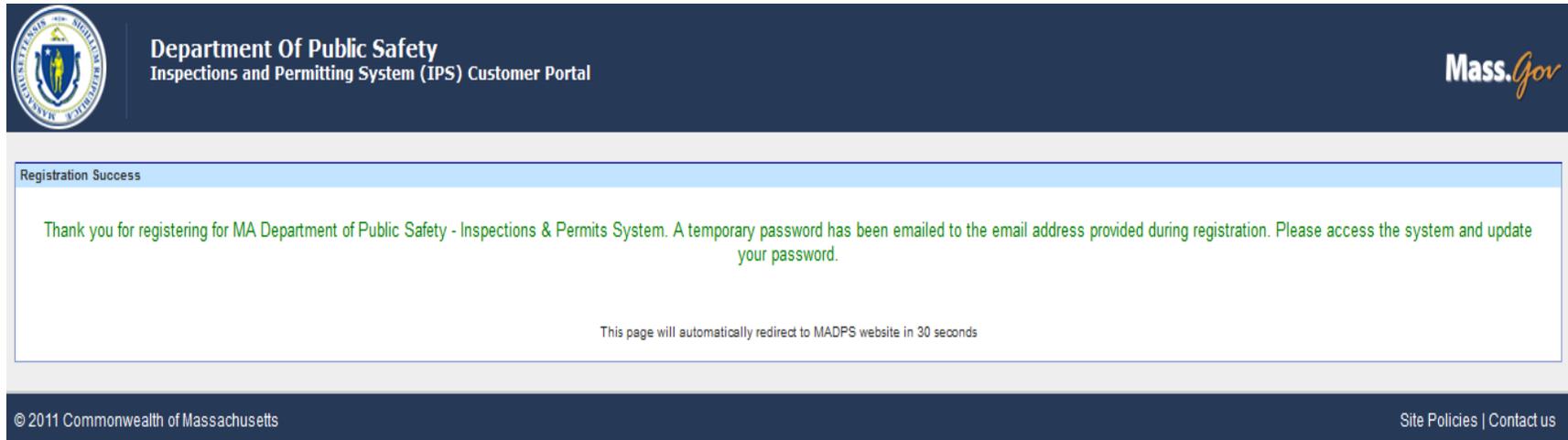
Comments

Company Information = Required Information

|       |                      |          |                      |
|-------|----------------------|----------|----------------------|
| Name  | <input type="text"/> | Street   | <input type="text"/> |
| Email | <input type="text"/> | City     | <input type="text"/> |
| Phone | <input type="text"/> | State    | <input type="text"/> |
|       |                      | Zip Code | <input type="text"/> |

## 2.2 Building Owner User Registration Success Page

Once a **“Building Owner”** customer has registered with the IPS, an email with a temporary password will be sent to the registrant, and the following Registration Success page will be displayed on the portal. (See Section 2.4 for additional information.)



The screenshot shows the top navigation bar of the Department of Public Safety Inspections and Permitting System (IPS) Customer Portal. On the left is the state seal of Massachusetts. The text reads "Department Of Public Safety" and "Inspections and Permitting System (IPS) Customer Portal". On the right is the "Mass.gov" logo. Below the navigation bar is a light blue header for the "Registration Success" message. The main content area contains a green message: "Thank you for registering for MA Department of Public Safety - Inspections & Permits System. A temporary password has been emailed to the email address provided during registration. Please access the system and update your password." Below this message is a small text line: "This page will automatically redirect to MADPS website in 30 seconds". At the bottom of the page, the footer contains "© 2011 Commonwealth of Massachusetts" on the left and "Site Policies | Contact us" on the right.

## 2.4 Email sent to the registrant

Once information is reviewed and verified by a DPS staff person for a **“Contractor/Maintenance company”** user, the registrant will receive a message like the one pictured below. The **“Building Owner”** registrant email message contains similar information.

Upon receipt of the email message, the registrant (whether **Building Owner** or **Contractor/Maintenance** user) will then be able to log into the system, update their password and begin use of the system.

Dear Tana Hudson,

Thank you for registering with IPS. Your new Customer Portal password can be found below.

Thank you,

Massachusetts Department of Public Safety Customer Support

Login URL : [https://cs8.salesforce.com/secur/login\\_portal.jsp?orgId=00DL0000005srcX](https://cs8.salesforce.com/secur/login_portal.jsp?orgId=00DL0000005srcX)

Username: tinasapr.a1021@gmail.com.ips  
Password: UCrgw5cS

## 2.5 Customer Portal Login screen – Initial Portal Login Screen

**Department Of Public Safety**  
Inspections and Permitting System (IPS) Customer Portal

**Mass.gov**

Department of Public Safety Online Permitting

Username 

Password

[Forgot your password?](#) [Not an IPS user?](#)

**Login**

**Currently these are the only options available**

- Building
- Electrical
- Elevator

**Requirements to use IPS Customer Portal are:**

- Possess an email address and be willing to use it during IPS processing
- Pay for online services using a credit card / debit card (MasterCard only) or funds transfer (bank checking or savings account). There is a 2.49% processing fee if you pay by MasterCard credit/debit card. There is a \$0.40 processing fee if payment is made by Funds Transfer.
- Have the ability to upload all supporting documents associated with your online IPS services processing

© 2011 Commonwealth of Massachusetts [Site Policies](#) [Contact us](#)

## 2.6 Customer Portal Manager – User Management

### 2.6.1 My Profile

Customer portal users can use the **“My Profile”** link from the Home screen to:

- Edit their User Information
- Change their Password
- View Users associated with their company
- Add (up to 5 Active) sub-users associated with their company (**Managers ONLY functionality**)

## 2.6.2 Add New User

Users are able to view the list of all the users associated with their company via My Profile →“**View Users**” button.

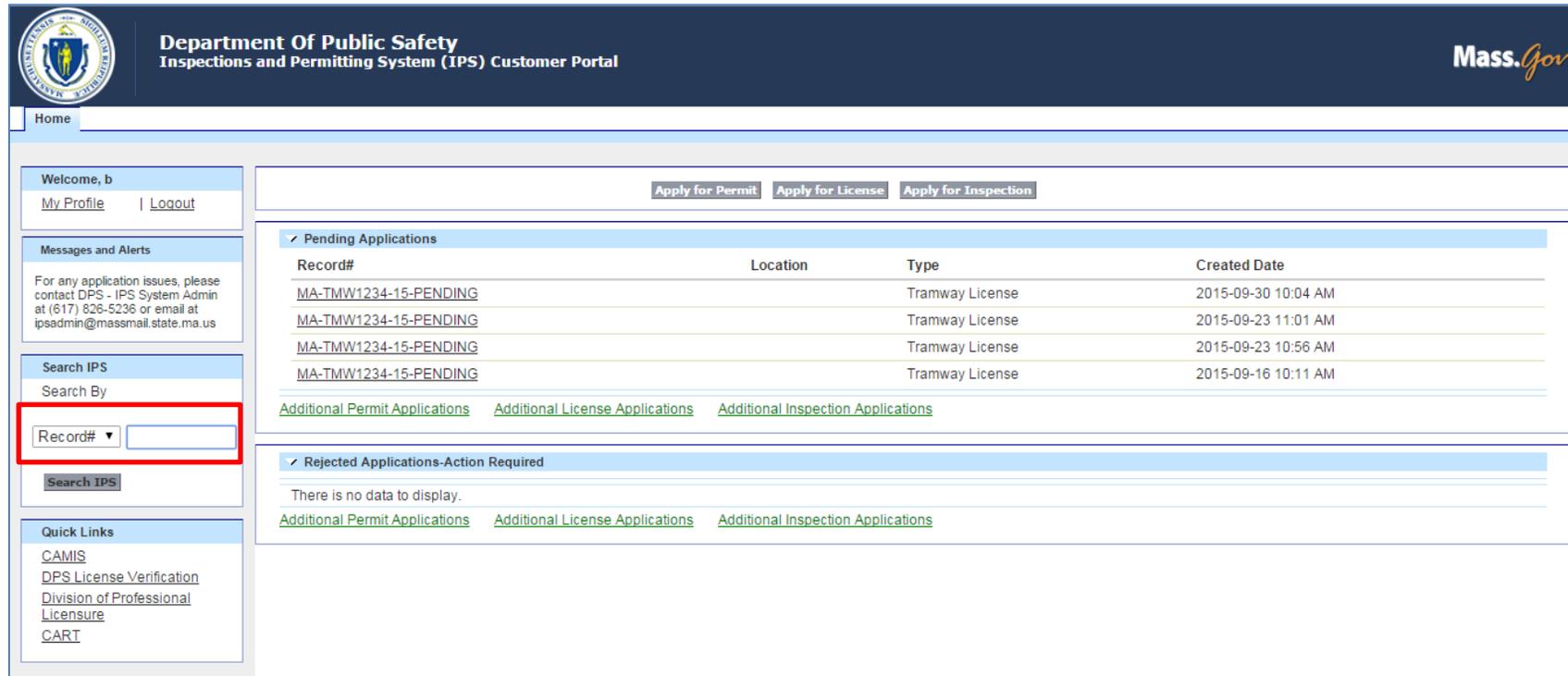
The **Manager** can create up to 5 active users for their company (via My Profile →“**Add User**” button).

The sub-users created by the manager are **not** to be validated by the DPS staff. The new user added will be automatically associated with the Manager’s company.

An email will be sent to the new users added with a temporary password. Users will then be able to log into the system and update their password.

### 3. Home Screen

When a user successfully logs-into the system a home screen is displayed (similar to the screen shot below).



On the home screen, a user can perform the following actions:

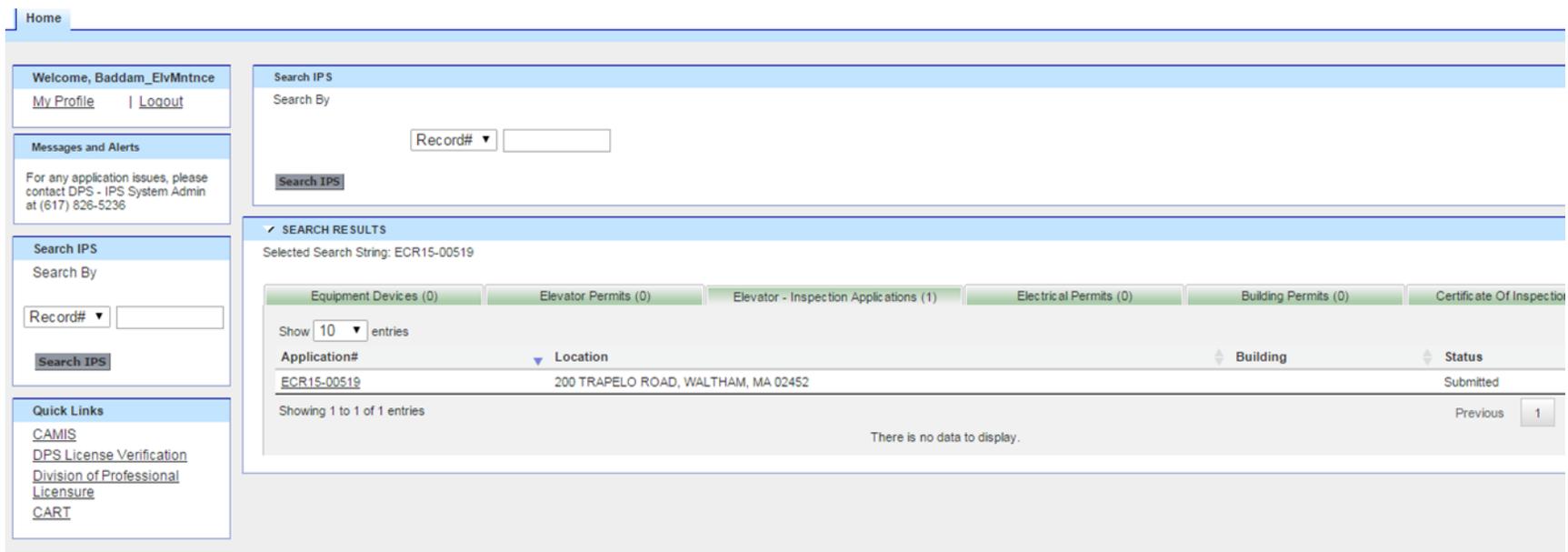
1. Apply for Permit
2. Apply for License
3. Apply for an Inspection
4. Search Inspection and Permitting System (IPS)
5. View, check the status, or modify pending or existing applications
6. Access Rejected applications
7. Manage user profile

8. Check or transact payments at the Cart
9. Access Quick Links
10. Logout of the system

### 3.1 Search IPS

This feature allows the user to search the system for any application, permit or license using the record number (Permit, Application, or Equipment Number) or using an address.

Enter **Record #** or **Address** into the text field provided in **'Search IPS'** section (highlighted in the above screen shot) and click on **'Search IPS'** button. The page navigates to Search IPS Search Results page (shown below) while displaying the results of the search criteria entered.



Click on the appropriate tab (i.e. Elevator Permit, Electrical Permit, etc.,) to display results of the search in a specific category.

### 3.1.1 View an Application

Click on the **Record #**, **Number**, or **Permit #** link of an application to view the record. The page navigates to the application and lists the related permit/license details, contacts and submissions associated with it.

Home

Welcome, Baddam\_ElvMntnce

[My Profile](#) | [Logout](#)

Messages and Alerts

For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

- [CAMIS](#)
- [DPS License Verification](#)
- [Division of Professional Licensure](#)
- [CART](#)

**Application** [Printable View](#)

**CI15-00221-PENDING**

Application Detail [Edit](#) [Change Owner](#)

**Information**

|                                  |                            |            |           |
|----------------------------------|----------------------------|------------|-----------|
| Number                           | CI15-00221-PENDING         | Status     | Submitted |
| Type                             | Certificate of Inspection  | Issue Date |           |
| Applicant                        | Chaitanya Baddam_ElvMntnce |            |           |
| Company                          | Baddam_company_owner       |            |           |
| Inspection Notification Received | Yes                        |            |           |

**Location**

|            |                                |                 |              |
|------------|--------------------------------|-----------------|--------------|
| Location   | 4 BROOK STREET STONEHAM MA     | Street Number   | 4            |
| Place Name |                                | Street Name     | BROOK STREET |
| Building   | Baddam Building for Demolition | City            | STONEHAM     |
|            |                                | State           | MA           |
|            |                                | Zip/Postal Code | 02180        |

**Description**

|             |  |
|-------------|--|
| Description |  |
|-------------|--|

**Financials**

|            |          |                |          |
|------------|----------|----------------|----------|
| Total Fees | \$300.00 | Total Payments | \$300.00 |
|            |          | Total Balance  | \$0.00   |

**Related Items**

Submissions (1) Selected Facilities (2) [View All](#)

Search :

| Title                   | Submission Date | Status                            | Required                 |
|-------------------------|-----------------|-----------------------------------|--------------------------|
| Expired DPS Certificate |                 | On File - Same Approved Equipment | <input type="checkbox"/> |

Showing 1 to 1 of 1 entries

[Edit](#) [Change Owner](#)

### 3.1.2 Modify an Application

To modify an application, click on Edit in the application detail section, while [viewing an application](#). Permits/applications can be edited:

- Only by the Applicant Company user
- Only when Permit/Application is in certain Statuses (Pending, Submitted, Rejected status)

The screenshot displays the 'Application Detail' page for application C115-00221-PENDING. The page is divided into several sections:

- Header:** Welcome, Baddam\_ElvMntnce. My Profile | Logout. Application C115-00221-PENDING. Printable View.
- Messages and Alerts:** For any application issues, please contact DPS - IPS System Admin at (617) 826-5236.
- Search IPS:** Search By Record# [input] Search IPS.
- Quick Links:** CAMIS, DPS License Verification, Division of Professional Licensure, CART.
- Application Detail:**
  - Information:**

|                                  |                             |            |           |
|----------------------------------|-----------------------------|------------|-----------|
| Number                           | C115-00221-PENDING          | Status     | Submitted |
| Type                             | Certificate of Inspection   | Issue Date |           |
| Applicant                        | Chaityanya Baddam_ElvMntnce |            |           |
| Company                          | Baddam_company_owner        |            |           |
| Inspection Notification Received | Yes                         |            |           |
  - Location:**

|            |                                |                 |              |
|------------|--------------------------------|-----------------|--------------|
| Location   | 4 BROOK STREET STONEHAM MA     | Street Number   | 4            |
| Place Name |                                | Street Name     | BROOK STREET |
| Building   | Baddam Building for Demolition | City            | STONEHAM     |
|            |                                | State           | MA           |
|            |                                | Zip/Postal Code | 02180        |
  - Description:**

|             |  |
|-------------|--|
| Description |  |
|-------------|--|
  - Financials:**

|            |          |                |          |
|------------|----------|----------------|----------|
| Total Fees | \$300.00 | Total Payments | \$300.00 |
|            |          | Total Balance  | \$0.00   |
  - Related Items:**
    - Submissions (1) Selected Facilities (2) View All
    - Search: [input]
    - Table with columns: Title, Submission Date, Status, Required.
    - Entry: Expired DPS Certificate, On File - Same Approved Equipment, [checkbox]
    - Showing 1 to 1 of 1 entries

The page navigates to the page details making the information editable (if the user has necessary permissions). Click on **Next** and follow the steps to complete editing the application.

### 3.1.3 Update Owner

Owners can be changed **only by the Applicant Company user** on Permits and/or Applications that are in Status **Pending, Submitted, and Rejected**.

Elevator Companies will be allowed to change Elevator Owners on Equipment upon searching for the Equipment

## 3.2 Manage User Profile

Users can access and update their profile by clicking on **'My Profile'** (highlighted in Red in the below screen shot)

Department Of Public Safety  
Inspections and Permitting System (IPS) Customer Portal

Mass.gov

Home

Welcome, b  
**My Profile** | Logout

Messages and Alerts  
For any application issues, please contact DPS - IPS System Admin at (617) 826-5236 or email at ipsadmin@massmail.state.ma.us

Search IPS  
Search By  
Record#   
Search IPS

Quick Links  
[CAMIS](#)  
[DPS License Verification](#)  
[Division of Professional Licensure](#)  
[CART](#)

Apply for Permit Apply for License Apply for Inspection

Pending Applications

| Record#                               | Location | Type            | Created Date        |
|---------------------------------------|----------|-----------------|---------------------|
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-30 10:04 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 11:01 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 10:56 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-16 10:11 AM |

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

The page navigates to 'My Profile' page (shown in the screen shot below).

Welcome, Chaitanya Baddam

[My Profile](#) | [Logout](#)

**Messages and Alerts**

IPS Customer portal would be unavailable on 12/31/2014 from 5 pm to 10 pm ET for system maintenance.

**Search IPS**

Search By

Record#

**Quick Links**

[IPS Public Portal](#)

[CAMIS](#)

[DPS License Verification](#)

[Division of Professional Licensure](#)

[CART](#)

**My Profile**

|            |                                       |           |                              |
|------------|---------------------------------------|-----------|------------------------------|
| Username   | chaitanya.baddam.cp@nttdata.com.ntqa3 | E-mail    | chaitanya.baddam@nttdata.com |
| First Name |                                       | Phone     |                              |
| Last Name  | Chaitanya Baddam                      | Extension |                              |
| Title      |                                       | Fax       |                              |
| Nickname   | Chaitanya.Baddam                      | Cell      |                              |

**Address Information**

|                 |  |           |  |
|-----------------|--|-----------|--|
| Street          |  | Time Zone | (GMT-05:00) Eastern Standard Time (America/New_York) |
| City            |  | Locale    | English (United States)                              |
| State/Province  |  | Language  | English  |
| Zip/Postal Code |  | Country   |  |

Via “**My Profile**”, users can:

- Edit their User Information
- Change their Password
- View Users associated with their company
- Add (up to 5 Active) sub-users associated with their company (**Company Managers ONLY functionality**)

Note: All mandatory fields are marked with a Red line on the side of the label.

Click on ‘**Save**’ to save the updated information.

### 3.3 CART

User will be able to make any pending payments for the Permits/Applications/Inspection Requests associated with their company via the “**CART**” under **Quick Links** section. Clicking on the **CART** will show the balance owed, and the user will be able to make payment via the **CART**.

The screenshot displays the 'Perfect Ten's Cart' interface. On the left sidebar, the 'Quick Links' section contains a link for 'CART', which is highlighted with a white arrow. The main content area shows a cart with two items:

| Pay                                 | Action | Type                           | Amount          | Amount Outstanding | Related To                      |
|-------------------------------------|--------|--------------------------------|-----------------|--------------------|---------------------------------|
| <input checked="" type="checkbox"/> |        | Electrical - Permit Fee        | \$170.00        | \$170.00           | <a href="#">ELT15-0199-VOID</a> |
| <input checked="" type="checkbox"/> |        | MCCA Event Permit - Permit Fee | \$170.00        | \$170.00           | <a href="#">ELM15-0015</a>      |
| <b>Total Selected</b>               |        |                                | <b>\$340.00</b> |                    |                                 |

Below the table, there is an 'Email Receipt To' field with the value 'gerard.mcmahon14@gm'. A 'Total Selected' of '\$340.00' is displayed, along with 'Refresh Total' and 'Continue' buttons. A note at the bottom of the page states: 'To complete the payment process successfully, please do not click your browser back button.'

Welcome, Ten  
[My Profile](#) | [Logout](#)

**Messages and Alerts**  
For any application issues, please contact DPS - IPS System Admin.

**Search IPS**  
Search By  
Record#   
[Search IPS](#)

**Quick Links**  
[IPS Public Portal](#)  
[CAMIS](#)  
[DPS License Verification](#)  
[Division of Professional Licensure](#)  
[CART](#)

**Cart**  
**Perfect Ten's Cart**

Cart #X-2016-02-23\_12-48-22

[Items](#) [Checkout](#) [Confirmation](#)

Pay with a credit card.

Payment Method    
Amount

[Process Payment](#)

To complete the payment process successfully, please do not click your browser back button.



Add to Favorites

- 1 Add Account Information
- 2 Add Payment Information
- 3 Authorize Payment
- 4 Confirmation

**Account Information**

|               |                    |
|---------------|--------------------|
| ID Number     | 001L000000erHkVIAU |
| Bill Due Date | 02/23/2015         |

**Enter Payment Information**

\* Indicates required field

Payment Method \*
   
 Credit Card 
  
 Debit Card 
  
 Bank Account 

Card Number \*

Card Expiration Date \*

Verification Code \*   
What's This?

ZIP/Postal Code \*

Payment Amount **\$1,040.00**  
Enter dollars and cents

E-Mail Address   
To receive confirmation e-mail

Re-type E-Mail Address

There is a 2.49 percent of your payment amount convenience fee to use this service Your fee will be calculated and displayed on the next page.

**Next**, review your information and give approval for this payment. Click "No Thanks" to stop this payment process and exit. To change your account click the "Edit Account Information" button above, do not use your browser Back button.

- Continue
- No Thanks



Contact Department of Public Safety at 617-826-5246 for refund policies.

Secure Site



Add to Favorites

### Make A One-Time Payment

- 1 Add Account Information
- 2 Add Payment Information
- 3 Authorize Payment
- 4 Confirmation

#### Account Information

ID Number                      001L000000erHkVIAU  
 Bill Due Date                    02/23/2015

#### Payment Information

To make changes, click on the "Edit Payment Information" button. Do not use your browser Back button.

Card Number                      \*\*\*\*1111  
 Payment Amount                 \$1,040.00  
 Convenience Fee                 \$25.90  
 E-Mail Address                  tina\_sapra@hotmail.com  
 ZIP/Postal Code                 02114

[Edit Payment Information](#)

Your payment is not processed until you click "Authorize Payment". Only click once to avoid duplicate payments. You will receive a confirmation number that you can print for your records. Click "No Thanks" to stop this payment process and exit. Do not use your browser Back button.

Please click "Authorize Payment" to charge your account, and to receive a confirmation number.

[Authorize Payment](#)   [No Thanks](#)

[Privacy Statement](#) | [Refund Policy](#)

Home

Welcome, Ten  
[My Profile](#) | [Logout](#)

Messages and Alerts  
 For any application issues, please contact DPS - IPS System Admin.

Search IPS  
 Search By  
 Record#

Quick Links  
[IPS Public Portal](#)  
[CAMIS](#)  
[DPS License Verification](#)  
[Division of Professional Licensure](#)  
[CART](#)

**Payment Confirmation**

Payment Confirmation

Order Details

Your payment was successful. A copy of the receipt has been emailed to tina\_sapra@hotmail.com.

|                  |                    |             |  |
|------------------|--------------------|-------------|--|
| Order Status     | Successful         |             |  |
| Applied Payment  | \$ 1040.00         |             |  |
| Contact          | Perfect Ten        |             |  |
| Operator         | Perfect Ten        |             |  |
| Process Date     | 2/23/2015 12:51 AM |             |  |
| Receipt Number   |                    |             |  |
| Payment          |                    | Credit Card |  |
| Reference Number |                    | 339         |  |
| Card Number      |                    | ****1111    |  |
| Amount           |                    | \$1040      |  |

Fees

| Type                | Amount     | Amount Outstanding | Due Date |
|---------------------|------------|--------------------|----------|
| Elevator Permit Fee | \$1,040.00 | \$1,040.00         |          |

Payment Details

|                             |                       |
|-----------------------------|-----------------------|
| Cart Name:                  | X-2015-02-23_12-48-22 |
| Transaction ID:             | 339                   |
| Transaction Status:         | SUCCESS               |
| Amount sent for processing: | 1040                  |
| Transaction Fees :          | 25.90                 |
| Total Amount:               | 1065.90               |

### 3.4 Pending Applications

This section displays (see screen shot below) all the applications (permits, licenses and applications) which the user has started working on but has not yet submitted to DPS.

Department Of Public Safety  
Inspections and Permitting System (IPS) Customer Portal

Mass.gov

Home

Welcome, b  
My Profile | Logout

Messages and Alerts  
For any application issues, please contact DPS - IPS System Admin at (617) 826-5236 or email at ipsadmin@massmail.state.ma.us

Search IPS  
Search By  
Record#   
Search IPS

Quick Links  
CAMIS  
DPS License Verification  
Division of Professional Licensure  
CART

Apply for Permit Apply for License Apply for Inspection

[Pending Applications](#)

| Record#                               | Location | Type            | Created Date        |
|---------------------------------------|----------|-----------------|---------------------|
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-30 10:04 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 11:01 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 10:56 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-16 10:11 AM |

[Additional Permit Applications](#)
[Additional License Applications](#)
[Additional Inspection Applications](#)

[Rejected Applications-Action Required](#)

There is no data to display.

[Additional Permit Applications](#)
[Additional License Applications](#)
[Additional Inspection Applications](#)

Click on a 'Record #' against the application to [view/update the application](#).

Department Of Public Safety  
Inspections and Permitting System (IPS) Customer Portal

Mass.gov

Home

Welcome, b  
My Profile | Logout

Messages and Alerts  
For any application issues, please contact DPS - IPS System Admin at (617) 826-5236 or email at ipsadmin@massmail.state.ma.us

Search IPS  
Search By  
Record#   
Search IPS

Quick Links  
CAMIS  
DPS License Verification  
Division of Professional Licensure  
CART

Apply for Permit Apply for License Apply for Inspection

Pending Applications

| Record#                                      | Location | Type            | Created Date        |
|--|----------|-----------------|---------------------|
| <a href="#">MA-TMW1234-15-PENDING</a>        |          | Tramway License | 2015-09-30 10:04 AM |
| <a href="#">MA-TMW1234-15-PENDING</a>        |          | Tramway License | 2015-09-23 11:01 AM |
| <a href="#">MA-TMW1234-15-PENDING</a>        |          | Tramway License | 2015-09-23 10:56 AM |
| <b><a href="#">MA-TMW1234-15-PENDING</a></b> |          | Tramway License | 2015-09-16 10:11 AM |

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

To view the complete list of Pending Permits/Licenses/Applications, click on

- [Additional](#) Permit Applications – To view additional permits which are pending
- [Additional](#) License Applications – To view additional licenses which are pending
- [Additional](#) Inspection Applications – To view additional applications which are pending

In addition, the user may [Search](#) for an application in the system by address or **Record #**.

### 3.5 Rejected Applications

This section displays (see screen shot below) all the applications (permits, licenses and inspection applications) the user has submitted to DPS and have been **Rejected** by DPS during review.

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Welcome, b  
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Messages and Alerts  
 For any application issues, please contact DPS - IPS System Admin at (617) 826-5236 or email at ipsadmin@massmail.state.ma.us

Search IPS  
 Search By  
 Record#

Quick Links  
[CAMIS](#)  
[DPS License Verification](#)  
[Division of Professional Licensure](#)  
[CART](#)

[Apply for Permit](#) [Apply for License](#) [Apply for Inspection](#)

✓ Pending Applications

| Record#                               | Location | Type            | Created Date        |
|---------------------------------------|----------|-----------------|---------------------|
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-30 10:04 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 11:01 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 10:56 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-16 10:11 AM |

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

✓ Rejected Applications-Action Required

There is no data to display.

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

Click on a 'Record #' against the application to [view/update the application](#).

To view the complete list of Rejected Permits / Licenses / Applications, click on

- [Additional](#) Permit Applications– To view additional permits which were rejected
- [Additional](#) License Applications– To view additional license applications which were rejected
- [Additional](#) Inspection Applications– To view additional applications which were rejected

In addition, the user may [Search](#) for an application in the system by address or **Record #**.

### 3.6 Additional

When the user clicks on Additional Permit Applications, Additional License Applications or Additional Inspection applications which are either pending or rejected the page navigates to a screen which lists all the applications with the selected criteria.



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**Messages and Alerts**

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**Search IPS**

Search By

Record#

[Search IPS](#)

**Quick Links**

- [CAMIS](#)
- [DPS License Verification](#)
- [Division of Professional Licensure](#)
- [CART](#)

[Apply for Permit](#) [Apply for License](#) [Apply for Inspection](#)

**Pending Applications**

| Record#                               | Location | Type            | Created Date        |
|---------------------------------------|----------|-----------------|---------------------|
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-30 10:04 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 11:01 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 10:56 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-16 10:11 AM |

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

**Rejected Applications-Action Required**

There is no data to display.

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

Welcome, Baddam\_ElvMntnce  
[My Profile](#) | [Logout](#)

Messages and Alerts  
 For any application issues, please contact DPS - IPS System Admin at (617) 826-5236

Search IPS  
 Search By  
 Record#

Quick Links  
[CAMIS](#)  
[DPS License Verification](#)  
[Division of Professional Licensure](#)  
[CART](#)

Portal - Pending Permit Applications [Printable View](#)

View: Portal - Pending Permit Applications ▼

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other **All**

| Action               | Number                             | Location                                    | Type ▼                             | Created Date |
|----------------------|------------------------------------|---|------------------------------------|--------------|
| <a href="#">Edit</a> | <a href="#">ELV15-0261-PENDIN</a>  | <a href="#">4 BROOK STREET STONEHAM MA</a>  | Elevator Permit - New Installation | 4/28/2015    |
| <a href="#">Edit</a> | <a href="#">ELV15-0299-PENDING</a> | <a href="#">4 BROOK STREET STONEHAM MA</a>  | Elevator Permit - New Installation | 5/4/2015     |
| <a href="#">Edit</a> | <a href="#">ELV15-0378-PENDING</a> | <a href="#">4 BROOK STREET STONEHAM MA</a>  | Elevator Permit - New Installation | 5/21/2015    |
| <a href="#">Edit</a> | <a href="#">ELV15-0398-PENDING</a> | <a href="#">4 BROOK STREET STONEHAM MA</a>  | Elevator Permit - New Installation | 5/28/2015    |
| <a href="#">Edit</a> | <a href="#">ELV15-0318-PENDING</a> | <a href="#">4 BROOK STREET STONEHAM MA</a>  | Elevator Permit - Modernization    | 5/7/2015     |
| <a href="#">Edit</a> | <a href="#">ELV15-0340-PENDING</a> | <a href="#">4 BROOK STREET STONEHAM MA</a>  | Elevator Permit - Modernization    | 5/12/2015    |
| <a href="#">Edit</a> | <a href="#">ELT15-0163-PENDING</a> |   | Electrical Permit                  | 5/4/2015     |
| <a href="#">Edit</a> | <a href="#">ELT15-0164-PENDING</a> |   | Electrical Permit                  | 5/4/2015     |
| <a href="#">Edit</a> | <a href="#">ELT15-0222-PENDING</a> | <a href="#">1 ASHBURTON PLACE BOSTON MA</a> | Electrical Permit                  | 6/24/2015    |
| <a href="#">Edit</a> | <a href="#">ELT15-0142-PENDING</a> | <a href="#">1 ASH ST BOSTON MA</a>          | Electrical Event Permit            | 4/27/2015    |
| <a href="#">Edit</a> | <a href="#">BLD15-0174-PENDING</a> |   | Building Permit - Tent             | 4/27/2015    |
| <a href="#">Edit</a> | <a href="#">BLD15-0229-PENDING</a> |   | Building Permit - Tent             | 5/7/2015     |
| <a href="#">Edit</a> | <a href="#">BLD15-0236-PENDING</a> | <a href="#">44 BELLA ROAD SHARON MA</a>     | Building Permit - Tent             | 5/12/2015    |
| <a href="#">Edit</a> | <a href="#">DEM15-0026-PENDING</a> |   | Building Permit - Demolition       | 4/27/2015    |
| <a href="#">Edit</a> | <a href="#">DEM15-0049-PENDING</a> |   | Building Permit - Demolition       | 5/7/2015     |
| <a href="#">Edit</a> | <a href="#">BLD15-0228-PENDING</a> |   | Building Permit                    | 5/7/2015     |
| <a href="#">Edit</a> | <a href="#">BLD15-0285-PENDING</a> | <a href="#">1 ASHBURTON PLACE BOSTON MA</a> | Building Permit                    | 6/24/2015    |
| <a href="#">Edit</a> | <a href="#">BLD15-0180-PENDING</a> | <a href="#">1 ASH ST BOSTON MA</a>          |                                    | 4/28/2015    |
| <a href="#">Edit</a> | <a href="#">BLD15-0181-PENDING</a> |   |                                    | 4/28/2015    |

Show me [fewer](#) ▲ records per list page

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other **All**

The application may be [viewed](#) by clicking the application **‘Number’**. Click on **‘Edit’** to [modify an application](#). Sort the list by clicking on the column heading.

## 4. Apply for Permit

Click on **‘Apply for Permit’** on the Home Screen to apply for a license or permit.

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Search IPS  
 Search By  
 Record#

Quick Links  
[CAMIS](#)  
[DPS License Verification](#)  
[Division of Professional Licensure](#)  
[CART](#)

[Apply for Permit](#) [Apply for License](#) [Apply for Inspection](#)

| Record#                               | Location | Type            | Created Date        |
|---------------------------------------|----------|-----------------|---------------------|
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-30 10:04 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 11:01 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-23 10:56 AM |
| <a href="#">MA-TMW1234-15-PENDING</a> |          | Tramway License | 2015-09-16 10:11 AM |

[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

Rejected Applications-Action Required  
 There is no data to display.  
[Additional Permit Applications](#) [Additional License Applications](#) [Additional Inspection Applications](#)

The page navigates to permit application screen (shown below). The customer is able to apply for the following types of License & Permits via the portal.

| Type       | Sub Type   |
|------------|--|
| Building   | Building Permit, Demolition Permit, Tent Permit  |
| Electrical | Electrical Permit, Event Permit  |
| Elevator   | New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair |

Select the type of permit/license.

The screenshot shows the Customer Portal interface. On the left, there are navigation and utility sections: 'Welcome, Baddam\_EivMntnce' with links for 'My Profile' and 'Logout'; 'Messages and Alerts' with contact information for DPS - IPS System Admin; 'Search IPS' with a search box and a 'Search IPS' button; and 'Quick Links' with links to CAMIS, DPS License Verification, Division of Professional Licensure, and CART. The main content area is titled 'Type Selection' and contains a 'Select Type' label and a dropdown menu. The dropdown menu is open, showing options: '--Select--', '--Select--', Building, Electrical, and Elevator.

Depending on the Type selected a Sub-type is displayed. Select a sub-type for the application and click **‘Next’**.

The screenshot displays the 'IPS Customer Portal' interface. At the top left is the state seal and the 'Mass.gov' logo. A navigation bar includes 'Home', 'Permits', 'Equipment', and 'Applications'. The main content area is titled 'Permit Application'. On the left, a sidebar shows a welcome message for 'Chaitanya Baddam' with links for 'My Profile' and 'Logout'. Below this is a 'Messages and Alerts' section with a red notice about system maintenance on 12/31/2014. A 'Search IPS' section includes a search bar and a 'Search IPS' button. A 'Quick Links' section lists various services like 'IPS Public Portal', 'CAMIS', and 'DPS License Verification'. The main form area has a 'Type' dropdown menu set to 'Building'. Underneath, the 'Sub Type' section features three radio button options: 'Demolition Permit', 'Building Permit', and 'Tent Permit'. A 'Next' button is located at the bottom right of the form area. The footer contains the copyright notice '© 2014 Commonwealth of Massachusetts.' and a link to 'Help Mass.Gov® Site Policies'.

Depending on the type and sub-type selected, the user is taken through a series of steps towards completing the application.

**Note:** The order and the number of steps vary depending on the type and sub-type of the application.

## 4.1 Owner Information

This page shows the applicant information on the top section. The applicant is the user who is logged-in and is applying for a permit. To update or modify information in this section, the applicant’s [profile information](#) needs to be updated.

The screenshot displays the IPS Customer Portal interface. At the top left is the logo for the Commonwealth of Massachusetts and the text "IPS Customer Portal Mass.gov". Below the logo are navigation tabs for "Home", "Permits", "Equipment", and "Applications".

The main content area is divided into two columns. The left column contains several utility boxes:
 

- Welcome, Chaitanya Baddam**: Includes links for "My Profile" and "Logout".
- Messages and Alerts**: Contains a red notification: "IPS Customer portal would be unavailable on 12/31/2014 from 5 pm to 10 pm ET for system maintenance."
- Search IPS**: A search interface with a "Search By" dropdown, a "Record#" input field, and a "Search IPS" button.
- Quick Links**: A list of links including "IPS Public Portal", "CAMIS", "DPS License Verification", "Division of Professional Licensure", and "CART".

The right column contains two main sections:
 

- Applicant Information**: A form with fields for First Name, Last Name (Chaitanya Baddam), Email (chaitanya.baddam@ntldata.com), Company Name, Street, City, State, Phone, and Zip Code.
- Owner Information**: A form with fields for Name, Mailing Street, Mailing City, Mailing Zip/Postal Code, Mailing State/Province, and Phone. A "Type" dropdown menu is set to "Company".

At the bottom of the Owner Information section are "Previous" and "Search" buttons.

The second section is the Owner information. Below is a short summary of who the owner could be in different scenarios:

| Type       | Sub Type   | Owner is   |
|------------|--|--|
| Building   | Building Permit, Demolition Permit, Tent Permit  | Building owner (State Agency)  |
| Electrical | Electrical Permit, Event Permit  | State Agency that the Electrical job is for (MBTA, MWRA, MCCA, BCCA) |
| Elevator   | New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair                     | Owner of the Elevator  |
| Amusement  | Amusement License – Travelling, Amusement License – Permanent, Challenge Course, Climbing Wall, Additional Rides | Contact name at the company  |

Enter the Name of the owner, select if it is an individual or a company and click on 'Search'.

A list of matching owners is displayed in the '**Select Owner**' section. If the owner exists in the list, select the owner by clicking on the radio button next to the owner name and click 'Next' to move to the next step in the process. Click on '**Previous**' to navigate to the previous step.

If the owner does not exist in the list, fill the owner information in the '**Owner Information**' section (shown below) and click on '**Create Owner**' button at the bottom of the page. The page navigates to the next step in the process.

## 4.2 Application Information

Note: The application form varies by the type of permit/license.

Below is a screen shot of an application for ‘Elevator New Installation Permit’

The screenshot displays the 'Elevator New Permit' application form within the IPS Customer Portal. The interface includes a top navigation bar with 'Home', 'Permits', 'Equipment', and 'Applications' tabs. A sidebar on the left provides user-specific information and search capabilities. The main form area is divided into two sections: 'Elevator Details' and 'Construction Details'. The 'Elevator Details' section contains several input fields: 'Elevator Type' (a dropdown menu currently set to '--None--'), 'Capacity (lbs)', 'Type of Drive' (another dropdown menu set to '--None--'), 'Speed (fpm)', 'Floors', 'Total Travel (feet)', and 'Number of Landings'. The 'Construction Details' section includes a 'Valuation' field and a large 'Description' text area. At the top and bottom of the form area, there are 'Previous' and 'Next' navigation buttons. The 'Previous' button at the bottom is highlighted with a red rectangular box.

Fill-in the information and click on ‘Next’ to go to save and proceed to the next step. Click on ‘Previous’ to navigate to the previous step without saving any information. Mandatory fields are marked with a red bar on the side of the label.

### 4.3 Location Validation

In this step, enter the location information/address at which the work will be performed and click on **'Search'**.

**The location address entered is matched against the MASS-GIS system.**

A list of matching addresses are displayed in the **'Address Matches'** section. Select the address from the list and click **'Next'** to go the next step in the process. Click **'Previous'** button to go the previous step at any point.

If the intended address does not exist in the list of matching addresses, check the **'Missing GIS Address'** checkbox and click **'Next'** to move to the next step in the process. A confirmation message is displayed asking if this address needs to be marked as 'Missing GIS Address'.

Click **'Next'** to proceed to the next step.

### 4.4 Submissions

Relevant documents necessary to submit the application for license/permit are uploaded in this step.

**Note:** Submissions for an application vary by the type of permit/license being applied for and the answers provided in the form.

Document Submission  
Permit ELV15-0099-PENDING

Permit ELV15-0099-PENDING [Previous](#) [Save](#) [Save & Proceed](#)

Search:

| Actions                     | Existing Document | Title                            | Reason for not including submission | Submission Date | Status | Required                            |
|-----------------------------|-------------------|----------------------------------|-------------------------------------|-----------------|--------|-------------------------------------|
| <a href="#">Choose File</a> | Window.png        | Proof of contract value          |                                     |                 |        | <input checked="" type="checkbox"/> |
| <a href="#">Choose File</a> | Submission.png    | Elevator Plans                   |                                     |                 |        | <input checked="" type="checkbox"/> |
| <a href="#">Choose File</a> | Submission.png    | Insurance Coverage Certification |                                     |                 |        | <input checked="" type="checkbox"/> |
| <a href="#">Choose File</a> | No file chosen    | Other Documents                  |                                     |                 |        | <input type="checkbox"/>            |

Showing 1 to 4 of 4 entries

[Previous](#) [Save](#) [Save & Proceed](#)

Click on **'Upload'** button against a document title to submit that document. A new window is opened. Navigate to the path where the document is saved and select the document that needs to be attached to the application and click on **'Open'**.

For all the required submissions, either a file has to be uploaded OR a **'Reason for not including submission'** option has to be selected for the submission. Available options for **'Reason for not including submission'**:

- Not Required
- File too large to upload – paper documents to follow
- Deferred – not required until later

Click on **'Save'** to upload the documents selected so far. Click on **'Save & Proceed'** to upload the documents and proceed to next step. Click on **'Previous'** to navigate to the last step.

To filter or search for a specific document or title, enter the search criteria into the Search text box on top of the grid. Submissions may be further be sorted by any column by clicking on a column name (e.g., title, status etc.,) in the grid.

## 4.5 Attestation

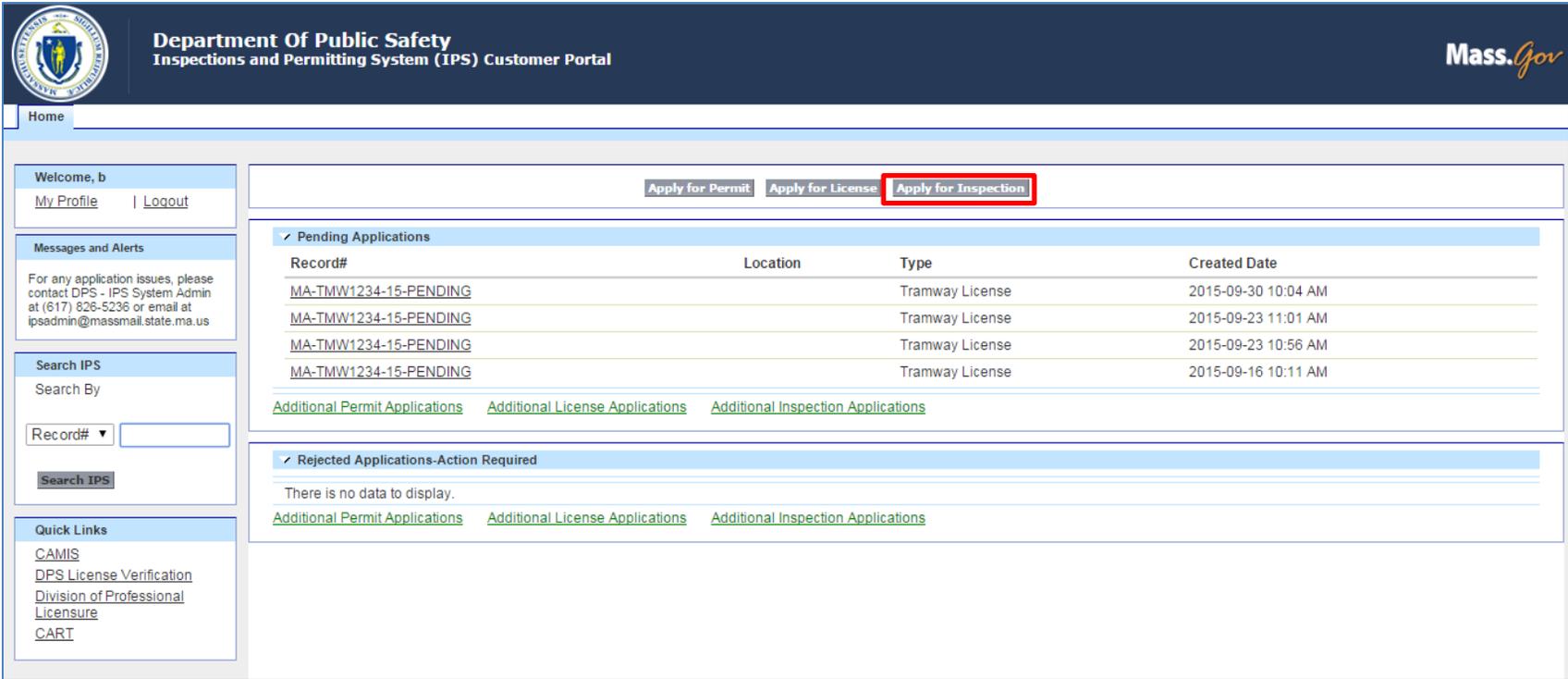
In this screen the user attests the application by checking on the checkbox and entering their full name. Click on **'Next'** to proceed to the next step in the process. Click on **'Previous'** to navigate to the previous step.

## 4.6 Cart

After the **"Attestation"** page, user is navigated to the **CART** to pay for the Permit submitted. Refer to Section 1.3 for details of processing a payment via the **CART**.

## 5. Apply for Inspection

Click on **'Apply for Inspection'** on the Home Screen to apply for or request an Inspection.

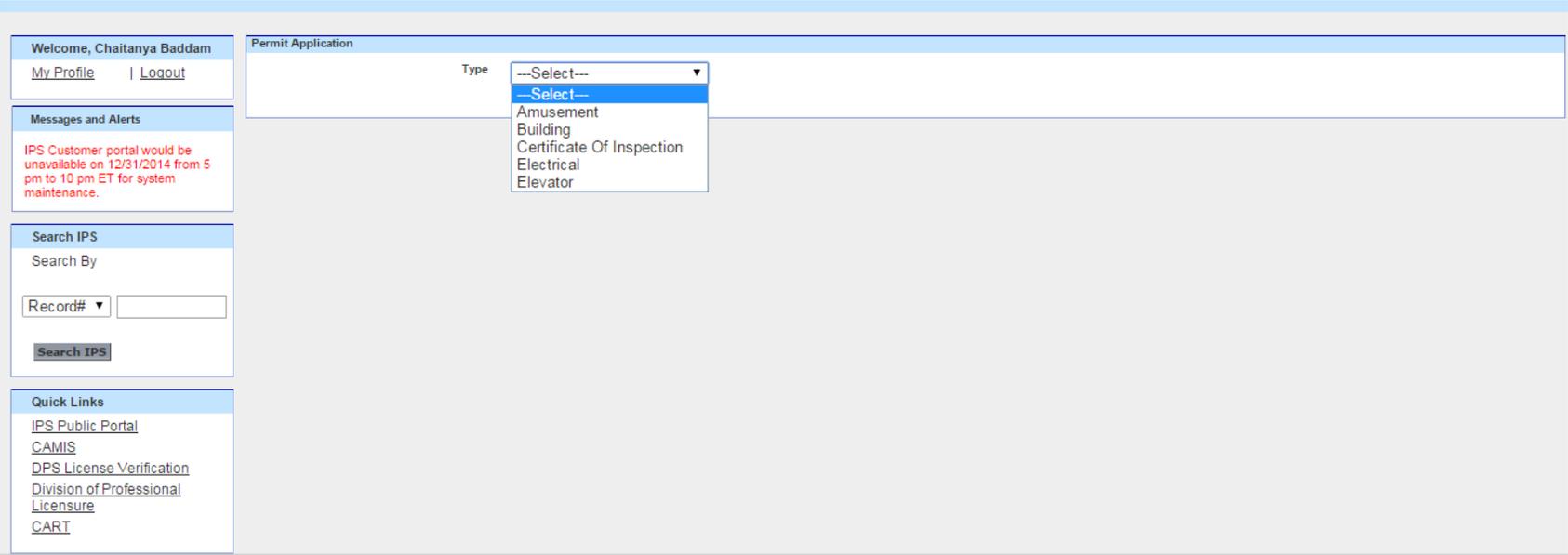


The page navigates to permit application screen (shown below). The customer is able to apply for the following types of inspections via the portal.

| Type                      | Sub Type                                    |
|---------------------------|---|
| Building                  | Request Permit Inspections                  |
| Certificate of Inspection | Application for Certification of Inspection |
| Electrical                | Request Permit Inspections                  |

|           |  |
|-----------|--|
|           |  |
| Elevator  | Application for Annual/ 5-year/ Placard Removal Inspection, Request Permit Inspections/ Re-Inspections |
| Amusement | Request Amusement Event-Ride Inspections   |

Select the type of application.



Depending on the Type selected a Sub-type is displayed. Select a sub-type for the application and click 'Next'.

Depending on the type and sub-type selected, the user is taken through a series of steps towards completing the application.

**Note:** The order and the number of steps vary depending on the type and sub-type of the application.

## 5.1 Search

This page provides the user with the ability to search for equipment or permit which is ready to be inspected. To qualify for inspection, a permit should have been issued.

Enter the Record # (equipment name in case of elevators) or look-up the address as on the permit application (or equipment address in case of elevators) and click 'Search'.

The screenshot displays the top section of the IPS Customer Portal. On the left, a navigation menu includes 'Welcome, Chaitanya Baddam', 'My Profile', 'Logout', 'Messages and Alerts' (with a red maintenance notice), 'Search IPS' (with a search by dropdown and input field), and 'Quick Links' (listing 'IPS Public Portal', 'CAMIS', 'DPS License Verification', 'Division of Professional Licensure', and 'CART'). The main search area at the top right features a 'Search' header, a 'Record #' input field, an 'Address' input field with a search icon, and a 'Search' button. The main content area below is currently blank.

A list of all permits/equipment's are displayed if a matching criterion is found. Select a permit/equipment and click on 'Next' to proceed with the next steps.

Click on 'Previous' at any point to navigate to the previous step.

The screenshot displays the IPS Customer Portal interface. On the left, there is a navigation sidebar with sections: 'Welcome, Chaitanya Baddam' (with links for 'My Profile' and 'Logout'), 'Messages and Alerts' (with a red notice about system maintenance), 'Search IPS' (with a 'Search By' dropdown set to 'Record#' and a 'Search IPS' button), and 'Quick Links' (with links for 'IPS Public Portal', 'CAMIS', 'DPS License Verification', 'Division of Professional Licensure', and 'CART'). The main content area features a 'Search' bar with 'Record #' and 'Address' (containing '1 Ash St') input fields and a 'Search' button. Below this is a 'Select Permit' table with columns for 'Permit #', 'Equipment #', and 'Status'. A single row is visible with Permit # 'ELV15-0018', Equipment # '00010', and Status 'Issued'. Navigation buttons 'Previous' and 'Next' are located below the table.

## 5.2 Owner Information

Refer [owner information](#)

## 5.3 Application Information

Refer [Application information](#)

## 5.4 Location Validation

Refer [Location Validation](#)

## 5.5 Submissions

Refer [Submissions](#)

## 5.6 Attestation

Refer [Attestation](#)

## 5.7 Cart

Refer [Cart](#)

# 6. Apply for License

Click on **'Apply for License'** on the Home Screen to apply for a license.

The page navigates to license application screen (shown below). The customer is able to apply for the following types of licenses via the portal.

| Type      | Sub Type   |
|-----------|--|
| Amusement | Amusement License - Travelling, Amusement License – Permanent, Challenge Course, Climbing Wall, Additional Rides |

Select the type of application.

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Search IPS  
Search By  
Record#   
[Search IPS](#)

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[CART](#)

Type Selection

Select Type  
Type:

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Depending on the Type selected a Sub-type is displayed. Select a sub-type for the application and click 'Next'.

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Search IPS  
Search By  
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**Type Selection**

Select Type  
Type: Amusement ▼  
Sub Type:  
 Amusement License - Permanent  
 Amusement License - Traveling  
 Challenge Course  
 Climbing Wall  
 Additional Rides  
[Next](#)

**Information**  
Amusement Device: A fixed or portable mechanical device similar to, but not limited to ferris wheels, carousals, rock walls, euro-bungee or similar devices, inclined railways or similar devices, including inflatables, challenge courses, and artificial climbing structures, as well as amusement devices as defined by ASTM. Coin operated devices, skill games or playground equipments that have no mechanical devices are not within 520 CMR 5.01(2): Amusement Device. Go karts, concession go karts, and other mechanical devices that are confined to one path of travel shall be considered an amusement device per path of travel

|                                |  |
|--------------------------------|--|
| Amusement License – Permanent  |  |
| Amusement License – Travelling |  |
| Challenge Course               | A facility or facilities not located in an amusement park or carnival consisting of one or more elements that challenge participants as part of a supervised educational/recreational curriculum.  |
| Climbing Wall                  | A facility not located in an amusement park or carnival designed and built for the sport of rock climbing, including ascending, descending, and traversing over simulated rock surfaces that use belay systems in their normal operation |
| Additional Rides               |  |

Depending on the type and sub-type selected, the user is taken through a series of steps towards completing the application.

**Note:** The order and the number of steps vary depending on the type and sub-type of the application.

## 6.1 Owner Information

Refer [owner information](#)

## 6.2 Application Information

Refer [Application information](#)

## 6.3 Location Validation

Refer [Location Validation](#)

## 6.4 Search

This page provides the user with the ability to search for an Element or Device by USID.

Enter the USID # and select from the pull-down and click 'Add to List' to select the device/element. If the search did not locate the device, click on 'Add New' and enter the required information.

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Search IPS

Search By

Record#

[Search IPS](#)

Quick Links

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Amusement License Ride Selection

Information

Please enter USID into the search, select from the pull-down and click 'Add to List' to select the device. If the search did not locate the device, click on 'Add New' and enter the required information

Search/Add Rides

Search by USID  [Add to List](#) [Add New](#)

[Previous](#)

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Click on 'Next' to proceed with the next steps. Click on 'Previous' at any point to navigate to the previous step.

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[My Profile](#) | [Logout](#)

Messages and Alerts  
For any application issues, please contact DPS - IPS System Admin at (617) 826-5236 or email at ipsadmin@massmail.state.ma.us

Search IPS  
Search By  
Record#   
[Search IPS](#)

Quick Links  
[CAMIS](#)  
[DPS License Verification](#)  
[Division of Professional Licensure](#)  
[CART](#)

Amusement License Ride Selection

Information  
Please enter USID into the search, select from the pull-down and click 'Add to List' to select the device. If the search did not locate the device, click on 'Add New' and enter the required information

Search/Add Rides  
Search by USID  [Add to List](#) [Add New](#)

| Del | Type           | Device Name    | Manufacturer | New |
|-----|----------------|----------------|--------------|-----|
|     | Fibre Rope Tow | Fibre Rope Tow | Manufacturer | X   |

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## 6.5 Submissions

Refer [Submissions](#)

## 6.6 Attestation

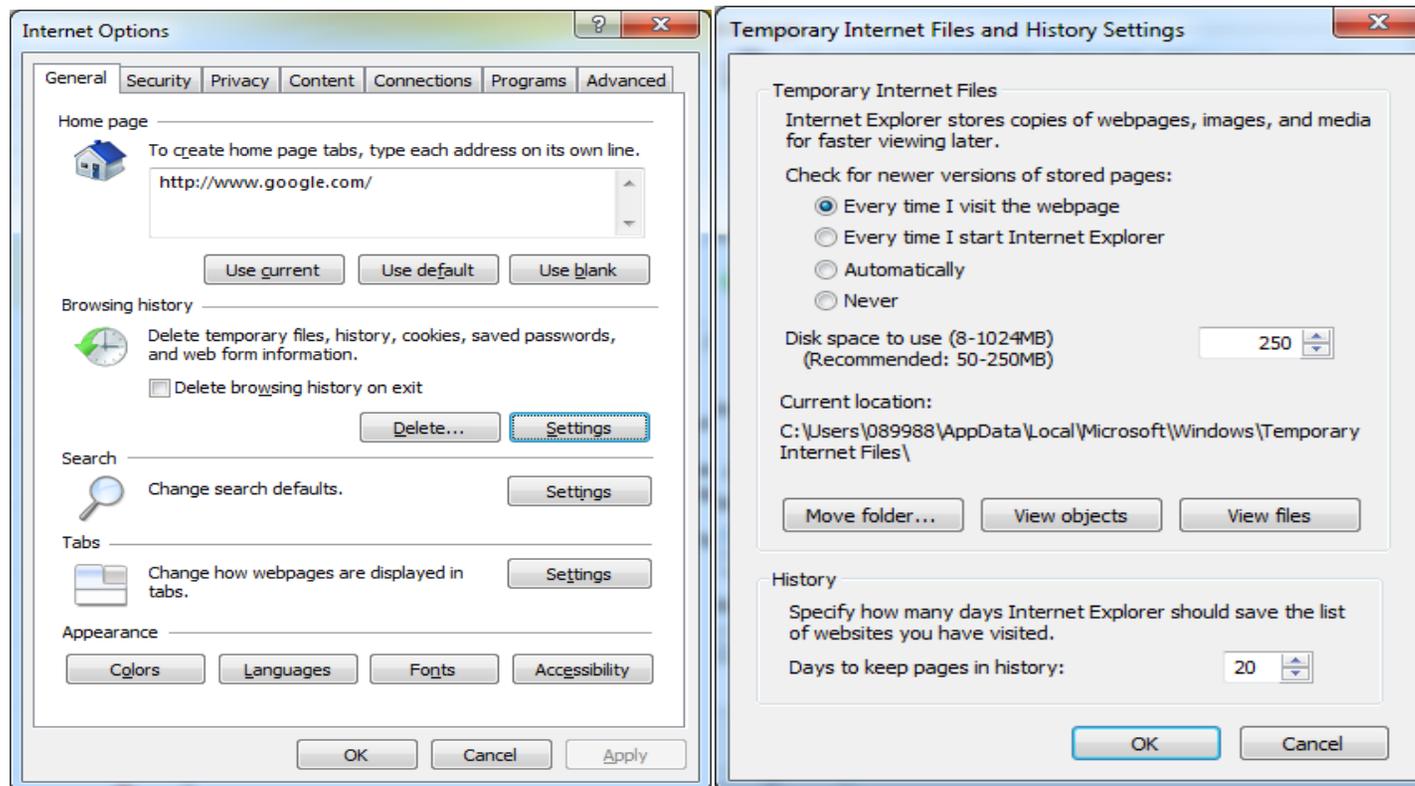
Refer [Attestation](#)

## 6.7 Cart

Refer [Cart](#)

## 6.8 Browser Settings

When using Internet Explorer browser, go to Internet Options → (Browsing history) Settings, and insure that the “Check for newer versions of stored pages” is set to option “Every time I visit the webpage”.



The User Registration screen entails:

- 1) Entering User Information

- 2) Searching for an existing company, or creating a new one. (Note: “Company Information” section does not apply to the Individual building owners, and will not be displayed when the “Building Owner – Individual” option is selected from the “Type” dropdown)
- 3) Attesting.