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1.0 Introduction

This document contains guidelines for the DPS Inspections and Permitting System (IPS) customer portal user to be able to sign-up, navigate, and perform business functions on the IPS Customer Portal.

The following DPS business areas are developed for Customer Portal:

- Electrical
- Building
- Certificate of Inspection
- Elevator
- Manufactured Buildings
- Native Lumber
- Concrete Testing Labs
- Horse and Carriage
- Regulated Activity
- Variance and Appeal
- Civil Fines

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

When using Internet Explorer browser, go to Internet Options \(\rightarrow\) (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.
3.0 Customer Registration Process

3.1 Accessing the IPS Customer Portal

The “IPS Customer – User Registration” screen is accessed from the DPS website @ www.mass.gov/dps
3.2 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, TPIA, Promoter) or a Company (Concrete Labs, Horse and Carriage, Native Lumber) or Individual (Other) – using the “User Type” field. Required information is marked with a red bar next to it.
3.3 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.)

3.4 Contractor User Registration Success Page

“Contractor/Maintenance” company registrants need to be validated by a DPS staff person. Therefore, an email will not immediately be sent these registrants. Instead, the following Registration Success page will be displayed on the portal. Once information is verified, an email message will be sent to the registrant (See Sections 3.5 and 3.6 for additional information.)
3.5 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 or Company or Individual 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

Username: tinasapr.a1021@gmail.com
Password: UCrgw5cS
3.6 Customer Portal Login screen – Initial Portal Login Screen

When the customer navigates to the IPS customer portal, the login screen is displayed.
3.7 Customer Portal Manager – User Management

3.7.1 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)

3.7.2 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 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.
4.0 Customer Portal Home Screen

4.1 Login

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 or License**
2. **Apply for an inspection**
3. **Apply for a Variance or Appeal**
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. Pay Fines
11. Logout of the system
4.2 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 access results of the search in a specific category. Note: The tabs available will be different for different user types.
4.2.1 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, submissions and associated information with it.
4.2.2 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 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.
4.2.3 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.
4.3 Manage User Profile

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

The page navigates to ‘My Profile’ page (shown in the screen shot below).
Via “My Profile”, users can:
- Edit their User Information
- Change their Password
- View Users associated with their company (Company Managers ONLY functionality)
- 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.
4.4 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 next several screens show the progression of information as you proceed with a cart payment.
Account Information
ID Number
0016A0000030L1KQAE
Bill Due Date
04/15/2016

Enter Payment Information
* Indicates required field
Payment Method *
- Credit Card
- Debit Card
- Bank Account
Card Number *
Card Expiration Date *
04 - Apr 2016
ZIP/Postal Code *
Payment Amount
$1,300.00
E-Mail Address
chaitanya.baddam@gmail.com
Re-type E-Mail Address
chaitanya.baddam@gmail.com

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
**Make A One-Time Payment**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Add Account Information</td>
</tr>
<tr>
<td>2</td>
<td>Add Payment Information</td>
</tr>
<tr>
<td>3</td>
<td>Authorize Payment</td>
</tr>
<tr>
<td>4</td>
<td>Confirmation</td>
</tr>
</tbody>
</table>

**Account Information**

- ID Number: 0018A0000030LtkQAE
- Bill Due Date: 04/15/2016

**Payment Information**

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

- Card Number: ****5454
- Payment Amount: $1,300.00
- Convenience Fee: $32.37
- E-Mail Address: chaitya.bacidam@gmail.com
- ZIP/Postal Code: 02111

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.
Payment Confirmation

Order Details:
- Order Status: Successful
- Applied Payment: $1,300.00
- Contact: Challaha TPA, Biddax
- Operator: Challaha TPA, Biddax
- Process Date: 4/16/2015 2:14 PM
- Receipt Number: R-010858
- Payment: Credit Card
- Reference Number: 1261
- Card Number: ****5454
- Amount: $1,300.00

Fees:

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
<th>Amount Outstanding</th>
<th>Related To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Manufacturer Certificate Fee</td>
<td>$1,300.00</td>
<td>$0.00</td>
<td>MS-0123, PENDING</td>
</tr>
</tbody>
</table>

Payment Details:
- Card Name: X-2016-04-15_12-11-16
- Transaction ID: 1261
- Transaction Status: SUCCESS
- Amount sent for processing: $1,300.00
- Transaction Fees: $2.37
- Total Amount: $1,302.37

Continue
4.5 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.
Click on a ‘Record #’ against the application to view/update the application.

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 license applications which are pending
- **Additional** Inspection Applications – To view additional inspection applications which are pending

In addition, the user may search for an application in the system by address or Record #.
4.6 Rejected Applications

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

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 are pending
- **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 #.
4.7 Additional

When the user clicks on Additional Permit Applications, or 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.
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.
5.0 Apply for Permit

5.1 Begin the Application

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Sub Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>Building Permit, Demolition Permit, Tent Permit</td>
</tr>
<tr>
<td>Electrical</td>
<td>Electrical Permit, Event Permit</td>
</tr>
<tr>
<td>Elevator</td>
<td>New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair</td>
</tr>
</tbody>
</table>

Select the type of permit/license.
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.
5.2 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 second section is the Owner information. Below is a short summary of who the owner could be in different scenarios:

<table>
<thead>
<tr>
<th>Type</th>
<th>Sub Type</th>
<th>Owner is</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>Building Permit, Demolition Permit, Tent Permit</td>
<td>Building owner (State Agency)</td>
</tr>
<tr>
<td>Electrical</td>
<td>Electrical Permit, Event Permit</td>
<td>State Agency that the Electrical job is for (MBTA, MWRA, MCCA, BCCA)</td>
</tr>
<tr>
<td>Elevator</td>
<td>New Installation, Modernization, Decommission, Material Change, Alteration, Emergency Repair</td>
<td>Owner of the Elevator</td>
</tr>
</tbody>
</table>

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.
5.3 Application Information

The application form varies by the type of permit/license/variance/appeal/registration/certification. Below is a screen shot of an application for ‘Elevator New Installation Permit’.

Enter 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.
5.4 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.
5.5 Submissions

Relevant documents necessary to submit the application for license/permit are uploaded in this step. Submissions for an application vary by the type of permit/license being applied for and the answers provided in the form.

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.

5.6 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 or ‘Submit’ if this is the last step in the application process.

5.7 Cart

After the “Attestation” page, user is navigated to the CART to pay for the Permit submitted. Refer to CART for details of processing a payment via the CART.
6.0 Apply for BBRS

6.1 Submit Application

Click on ‘Apply for BBRS’ on the Home Screen to apply for BBRS #
The page navigates to type selection screen (shown below). The customer is able to apply for the following types of BBRS applications via the portal.

<table>
<thead>
<tr>
<th>Type</th>
<th>Sub Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufactured Building</td>
<td>New Manufactured Building, Submit Label Information for an Issued BBRS #</td>
</tr>
</tbody>
</table>

Select the type of permit/license.
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.
6.2 Application Information
Refer to the Application Information section

6.3 Location Validation
Refer to the Location Validation section

6.4 Submissions
Refer to the Submissions section

6.5 Attestation
Refer to the Attestation section

6.6 Cart
Refer to the Cart section
7.0  Apply for Inspection

7.1  Submit Application

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.

<table>
<thead>
<tr>
<th>Type</th>
<th>Sub Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>Request Permit Inspections</td>
</tr>
<tr>
<td>Certificate of Inspection</td>
<td>Application for Certification of Inspection</td>
</tr>
<tr>
<td>Electrical</td>
<td>Request Permit Inspections</td>
</tr>
<tr>
<td>Elevator</td>
<td>Application for Annual/ 5-year/ Placard Removal Inspection, Request Permit Inspections/ Re-Inspections</td>
</tr>
</tbody>
</table>
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.
7.2 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’.

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.
7.3 **Owner Information**
Refer to the [Owner Information](#) section

7.4 **Application Information**
Refer to the [Application Information](#) section

7.5 **Location Validation**
Refer to the [Location Validation](#) section

7.6 **Submissions**
Refer to the [Submissions](#) section

7.7 **Attestation**
Refer to the [Attestation](#) section

7.8 **Cart**
Refer to the [Cart](#) section
8.0  Apply for License/Registration/Certification

8.1  Apply for or request a license

Click on ‘Apply for License/Registration/Certification’ on the Home Screen to apply for or request a License.
The page navigates to type selection screen (shown below). The customer is able to apply for the following types of licenses via the customer portal.

<table>
<thead>
<tr>
<th>Type</th>
<th>Sub Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regulated Activity</td>
<td>Regulated Activity Event License</td>
</tr>
<tr>
<td>Manufactured Building</td>
<td>Certification as Manufacturer, Certification as Third Party Inspection Agency, Renewal of Certification as Manufacturer, Renewal of Third Party Inspection Agency</td>
</tr>
<tr>
<td>Native Lumber</td>
<td>Submit Initial Application, Submit Renewal Application</td>
</tr>
<tr>
<td>Concrete Labs</td>
<td>Submit Initial Application, Submit Renewal Application</td>
</tr>
<tr>
<td>Horse and Carriage</td>
<td>Annual License</td>
</tr>
</tbody>
</table>
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.

### 8.2 Application Information

Refer to the Application information section

### 8.3 Location Validation

Refer to the Location Validation section
8.4 Submissions
Refer to the Submissions section

8.5 Attestation
Refer to the Attestation section

8.6 Cart
Refer to the Cart section
9.0 File an Accident Report

9.1 File an Accident

Click on ‘File an Accident’ button on the Home Screen to file an accident. Based on the type of user registration the respective accident form is displayed.

Note: File an accident button is only available to certain users.
The page navigates to accident application screen (shown below). The customer is able to file for the following accidents via the portal.

<table>
<thead>
<tr>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Horse and Carriage</td>
</tr>
<tr>
<td>Elevator</td>
</tr>
</tbody>
</table>

Note: The order and the number of steps in filing for an Accident vary depending on the registered user.

9.2 Application Information

Refer to the Application information section

9.3 Location Validation

Refer to the Location Validation section
9.4 Add Injured Party/Victim

In this screen, enter the injured party or victim details and click on ‘Add to List’ button.
The injured party/victim is added to the list and is displayed in the Added Injured Party/Victim Records section (see screenshot below)

Note: Multiple injured parties or victims could be added by repeating this step

9.5 Attestation

Refer to the Attestation section
10.0 Apply for Variance / Appeal

10.1 Apply for a Variance or Appeal

Click on ‘Apply for Variance/Appeal’ on the Home Screen to apply for a Variance or Appeal.
The page navigates to type application screen (shown below). The customer is able to apply for the following types of variances/appeals via the customer portal.

<table>
<thead>
<tr>
<th>Type</th>
<th>Sub Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal</td>
<td>BCAB, BEA, BER, Civil Fine (520 CMR 1:00), Expired Elevator Certificate Civil Fine (520 CMR 16:00), License(Request for Hearing)</td>
</tr>
<tr>
<td>Variance</td>
<td>Boilers, Elevator, Elevator Product, Hoisting, MSAC</td>
</tr>
<tr>
<td>Request Hearing</td>
<td>Request Hearing for Expired Elevator Civil Fines Only</td>
</tr>
</tbody>
</table>
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.
10.2 Application Information

Refer to the Application Information section

10.3 Request Hearing

Hearings can be requested for Expired Elevator Civil Fines only through the customer portal.
From the application information page, select the Appeal for which a hearing is being requested by clicking on the magnifying glass. Application information page is displayed (see below screenshot)

Complete counsel information, Attest and ‘Submit’ the request.

10.4 Location Validation

Refer to the Location Validation section
10.5 Add Codes

This screen requires the applicant to enter the code section/statue according to which an appeal or variance is been filed and what relief is being sought for the same.

Enter Code Section/Statue and the relief being sought and click on Add (see below screenshot). The added code section is displayed in the Added/Existing codes section.
Multiple code sections/statues can be added by repeating this step.

To modify a code section click **Edit** next to the code section in Added/Existing Codes section. Update the code/relief being sought and click on **Save**.

To delete a code section, click on **Del** next to the code section in Added/Existing Codes section.

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.
10.6 Submissions
Refer to the Submissions section

10.7 Attestation
Refer to the Attestation section

10.8 Cart
Refer to the Cart section
11.0 Pay Civil Fines

11.1 Fee Search

Civil fines/paper tickets issued by the Department of Public Safety (DPS) could be paid on the customer portal. Click on ‘Fee Search’ on the left-side panel to search for a ticket (see screenshot below).
The page navigates to fee search screen.
11.2 Enter Ticket Number

Enter the ticket number and click on **Search**. Fine(s) associated with the ticket are displayed at the bottom.

11.3 Select Fees

Click on a row to start selecting the fees that you want to pay. The page changes as shown below and ‘Add Fees’ button is available.
Select/check the fees that you want to pay and click ‘Add Fees’ (shown below). The selected fees are shown in ‘Selected Fees’ section. Click on ‘View Cart’ (shown below) to pay the fine.

Page navigates to Cart. Refer CART for details of processing a payment via the CART.