



Tri-Town Health Department
45 Railroad St
Lee, MA 01238
Phone: (413)-243-5540, (413)-243-5542
Website: <http://www.lee.ma.us/tri-town-health-department>

On-Line Permitting and Inspectional Services

In an effort to streamline efficiencies and operations, the Tri-Town Health Department has implemented a 100% on-line inspectional services program effective October 21, 2016. You are receiving this reminder as part of the implementation plan to ensure all establishments, permit holders, and professionals conducting work in the Tri-Town Health District are aware of the process as we convert over. We understand that this process will take time and it we ask for your patience as we adapt to the new system. **Please note, we will no longer be accepting any paper permit applications or supporting documents.**

If you do not have a computer or if you need assistance using a computer, both are available. A computer station is located inside the Tri-Town Health Department for applicant use. Office hours for computer use are Monday- Friday, 8 a.m. - 4 p.m. If you will require assistance navigating the on-line permitting system please call (413) 243-5540 to set an appointment. Additionally, a list of libraries and local free Wi-Fi hotspots can be found on our website. A valid email address is required.

YOU MUST FIRST REGISTER AS A NEW APPLICANT~ once you register as a new user (this takes less than 5 minutes) you will have the ability to do the following:

- Once your initial application is completed, renewal will be very easy as most of the information will auto-fill on the permit application renewal.
- Ability to view the status of permits.
- Edit the application before the permit is issued.
- Request Title 5 and Perc Test Witnessing
- Add attachments (certifications, plans, pictures, specs, T5 and Perc Reports) to the application.
- On-line chat with the inspectors.
- Pay for the permit online.
- Print the permit as soon as it has been issued.
- View the inspection results.

Applicants now have the option to pay for their permit on-line with a check routing number and account number or credit or debit card. **On-line payment is highly encouraged, but the Tri-Town health department will accept checks, money orders and exact cash.** If electing to pay by check, you will still be required to submit one check for each town you are being permitted for. Checks, money orders, cash can be dropped off or mail to: Tri-Town Health Department, 45 Railroad Street, Lee MA 01238. Please do not mail cash!!



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In order to provide you with prompt customer service:

- If you **decline** the option to pay online, **SEPARATE** checks/money orders must be made payable to each town in which you are requesting a permit or **EXACT** cash for each town will be required. Check payments for Title 5 and Perc Test Witnessing are payable to The Tri-Town Health Department.
- Physical checks/money orders/cash payments **MUST** contain the following information: Town Name, Business name, Application ID number **AND** be accompanied by printed copy of your application.
- The Tri-Town Health Department does **NOT** keep change for cash on hand.

FOR REGISTRATION GUIDANCE PLEASE REVIEW THE FOLLOWING INSTRUCTIONS

Welcome to the Tri-Town Health Department Online Permitting Program!

We are happy to offer residents and businesses access to the convenience of our online permitting system – from anywhere! This guide explains how to register and utilize the site as a new user.

Part 1 - Logging In: proceed to http://permiteyes.com/tritown/boh/user_login.asp

Pop-up blockers must be disabled in your web browser. For complete instructions on how to disable your web browsers pop-up blocker visit one of the support sites below:

Google Chrome:


<https://support.google.com/chrome/answer/95472?source=gsearch&hl=en>

Microsoft Internet Explorer:

<https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings>

Fire Fox:

https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_pop-up-blocker-settings



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Please use Firefox, Chrome or Internet Explorer 8, 9, 10 (in Compatibility Mode) ,11 (in Compatibility Mode).

Email / User Name:

Password:

[LOGIN](#)

New user? [Create your account](#)

Forgot your username or password? [Retrieve your username or password](#)

Fig 1.1 Login Screen

Once you have reached the website, you will have the options to: **Log in**, **Create Your Account** or **Retrieve Your User Name or Password** for an existing account. If you ever need to retrieve your account information for any reason, you will need the **original email** you used to register.

If you are a new user, please click on the **Create a new account** and continue to the applicant registration. (See Fig: 1.1)

Applicant Registration Form					
Tell us about yourself					
<input type="radio"/> Establishment <input checked="" type="radio"/> Individual <input type="radio"/> Uploading non-permit related attachments/documents <input type="radio"/> Designer <input type="radio"/> Installer					
Applicant Details:					
** Applicant Name	<input style="width: 100%;" type="text"/>				
Mailing Address					
** Street No.	<input style="width: 100px;" type="text"/>	** Street Name.	<input style="width: 150px;" type="text"/>		
** City	<input style="width: 100px;" type="text"/>	** State	<input style="width: 50px;" type="text"/>	** Zip	<input style="width: 50px;" type="text"/>
** Telephone No.	<input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/>	** Email Address	<input style="width: 150px;" type="text"/>		
Preparer's Details: <input type="checkbox"/> Same as Applicant Details					
Preparer Name	<input style="width: 100%;" type="text"/>				
Mailing Address					
Street No.	<input style="width: 100px;" type="text"/>	Street Name.	<input style="width: 150px;" type="text"/>		
City	<input style="width: 100px;" type="text"/>	State	<input style="width: 50px;" type="text"/>	Zip	<input style="width: 50px;" type="text"/>
Telephone No.	<input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/>	Email Address	<input style="width: 150px;" type="text"/>		
Choose your User Name and Password					
** Choose your User Name	<input style="width: 150px;" type="text"/>	Check your User Name			
** Enter your password	<input style="width: 150px;" type="password"/>				
** Re-enter your password	<input style="width: 150px;" type="password"/>				
** Pick a secret question	<input style="width: 150px;" type="text"/>				
** Your secret answer	<input style="width: 150px;" type="password"/>				
<small>Please Note : ** Indicates Mandatory Fields.</small>					
Register Exit					

Fig 1.2 Applicant Registration Form Screen

On the **Applicant Registration Form**, you will find a variety of information to fill out in order to register. Be mindful that anything marked with an * is a mandatory field. Complete the form **accurately as possible** when filling out the applicant registration form and be sure to select a secure password.

Part 2 – Home Page Dashboard: Once you have filled out the information, click **Register** and log in with your new login information. Upon login you will be routed your **Home Page Dashboard**.

The screenshot shows the 'Home Page Dashboard' with a header bar containing 'APPLY FOR NEW PERMIT' and links for 'Edit/View Profile', 'Change Password', and 'Log out'. Below the header is a 'Search for Existing Permits' section with fields for 'Application Date (mm/dd/yyyy)', 'Permit Type', 'Status', 'Etab. Address', 'Town', and 'DBA'. A table below shows 'Total Applications: 1' with columns for 'Select Permit', 'Appl. Date', 'Etab. Address', 'DBA', 'Town', 'Permit #', 'Type of Permit', 'Fee Payable', 'Status', 'Expiry Date', 'Chat', and 'Pumping Test Report'. The table contains one row with the following data: '10/4/2016', '123 123', 'test123', 'Lee', 'Special Event', '25.00', 'Pending', '10/25/2016', and a chat bubble icon.

Select Permit	Appl. Date	Etab. Address	DBA	Town	Permit #	Type of Permit	Fee Payable	Status	Expiry Date	Chat	Pumping Test Report
1	10/4/2016	123 123	test123	Lee		Special Event	25.00	Pending	10/25/2016	Chat	

Fig 2.1 Home Page Dashboard

Once on the Home Page Dashboard it is recommended that you read the instructions provided to you at the top of the page

The screenshot shows the 'Instructions' section with the following text: 'Instructions – Please read before proceeding! To work with a particular permit application, select it by clicking on the circle under "Select Permit". Then a screen will pop up to the left allowing you to pay online. After the inspector has reviewed your application, you might see the chat bubble lit, indicating there is a message. Be sure to click on the word "checklist" to see what documents need to be uploaded as the health agent might require plans, certifications to be uploaded. To do this, click on the "Add/View Attachment(s)" link to the left, select the file on your computer, and then click "submit". If the application indicates "Waiting for Signoff", then other departments have been asked to approve via the online system. To make payment click on the \$. After you have made payment, and all required documents are uploaded, the health agent will issue the permit as quickly as possible and you can print the permit from your computer. PLEASE DO NOT USE A MAC OR IPHONE UNLESS YOU DOWNLOAD AN ANDROID COMPATIBLE BROWSER. When you log back into your account be sure to refresh browser to see updated status of your permit application.'

Fig 2.2 Instructions

These will be important to you throughout the online permitting process, and will stay here to serve as a reminder for future access.

Part 3 - Applying for a Permit: Requesting a Permit starts by clicking **Apply for a New Permit** as seen on the big grey button on the homepage.

APPLY FOR NEW PERMIT | [View Profile](#) | [Change Password](#) | [Log out](#)

Search for Existing Permits

Application Date (mm/dd/yyyy) To

Permit Type: Select Permit Type

Status: Select Status

Etab. Address:

Town: Select Town

DBA:

Total Applications: 1

Select Permit	Appl. Date	Etab. Address	DBA	Town	Permit #	Type of Permit	Fee Payable	Status	Expiry Date	Chat	Pumping Test Report
<input type="radio"/>	10/4/2016	123 123	test123	Lee		Special Event	25.00	Pending	10/26/2016		

Fig 3.1 Apply for New Permit

This will bring you to a permit selection drop down menu. Click the permit you wish to use and then click **Submit**.

Select the Application

- Select the Application
- Beach Permit
- Beaver Application
- Body Art Establishment
- Body Art Practitioner/Apprentice
- Catering
- Disposal Works (Septic) Construction
- Disposal Works Installer
- Food Establishment
- Food Establishment Plan Review
- Funeral Director
- Garbage Hauler
- Hotel/Motel/Family-Type Campground/Trailer Park
- Infectious Biological Permit
- Local Upgrade Approval (9A)
- Milk and Dairy Application
- Mobile Food Vendor
- Residential or Day Camp
- Septage Hauler
- Special Event

Submit **Cancel**

Fig 3.2 Permit Selection Drop Down Menu

For these instructions, we will use the **Swimming Pool** application as an example. You will now be taken to a form. Please fill this out as accurately as possible and make sure that every section with a * is filled out, for these sections are mandatory.

APPLICATION FOR A PERMIT TO OPERATE A SWIMMING POOL/MODIFICATION

**** Town:**

☐ Lee ☐ Lenox ☐ Stockbridge

TYPE OF POOL: PUBLIC ☐ SEMI-PUBLIC ☐ SPECIAL PURPOSE ☐

An application is required for each pool at your location.

Fig 3.3 Top of Form

Part 4 - Permit Options: Upon completion of the application you will be prompted to return to the **Home Page Dashboard**. Once you have returned you will see your permit application information. Now you can see your application date, permit status, payable fees and more. Note the grey chat button to use if you have any need to communicate with the Tri-Town Health Department. (Fig 4.1)

Select Permit	Appl. Date	Estab. Address	DBA	Town	Permit #	Type of Permit	Fee Payable	Status	Expiry Date	Chat	Pumping Test Report
	10/5/2016	0 Test		Stockbridge		Swimming pool	\$5.00	Pending			

Fig 4.1 Application Information

To the far left of the row click button beside application date. A **Sidebar** (Fig 4.2) will appear with icons to: **View Form Details, Add Attachments or Pay Fees**. Below this will be your **Permit Checklist**, which will indicate documents required prior to permit issuance or following Title 5 related services. You will also be able to view **Sign-Off Details, Payment History, Issued Permit and Inspection History** as steps are completed.

Details (Stockbridge)

Estab. Name : Test

Estab. Address : 0 Test

Permit No. :

More:

Checklist

Sign Offs

View Payment History

Issue Permit

Inspection History

Icons in order: View/ Edit application; attach a document; payment options

Click the white down arrow to expand or collapse sections. Expand to view additional information/documents that may be required to process your application.

Fig 4.2 Sidebar

Additionally, you can print your application by clicking on the **View Form Details** icon and scrolling to the very bottom of the page. (Fig 4.3)

Fig 4.3 View Form Details Icon, Add Attachments Icon, Payment Icon

And once your permit is **issued** by the town you can **print the permit** under issue permit as shown here. (Fig 4.4) **Please note, permits will not be issued until payment is received!**

Fig 4.4 Print Permit

Repeat the application process as needed for each additional permit.

Part 5 - More Homepage Features: If you have submitted multiple permits, you are able to use the **search** feature find one in particular. You search by **Application Date, Permit Type, Status, Address, Town** or **DBA**. Once you have filled in the information for your search, press the magnifying glass icon to activate the search. (Fig 5.1)

Select Permit	Appl. Date	Estab. Address	DBA	Town	Permit #	Type of Permit	Fee Payable	Status	Expiry Date	Chat	Pumping Test Report
<input checked="" type="radio"/>	10/5/2016	0 Test		Stockbridge		Swimming pool	\$5.00	Pending			

Fig 5.1

You may also use the house icon to return you to the standard **Home Page Dashboard** (Fig 2.1) without search inquiry. The icon with several arrows is used to maximize or minimize your view if you have a sidebar active.

If you need to edit your profile information, click **Edit/View Profile** next to **Apply for New Permit** button on the dashboard. Additionally, if you need to change your password, the option is also available on the dashboard. (Fig 5.2)

Fig 5.2

When you are all set, log out to complete your e-permitting for the day!

Log in any time to check the status of your permit.

Regarding Payments:

In order to provide prompt customer service:

*If you decline the option to pay online, **SEPARATE** checks/money orders must be made payable to each town in which you are requesting a permit or **EXACT** cash for each town will be required. Check payments for Title 5 and Perc Test Witnessing are payable to The Tri-Town Health Department.*

*Physical checks/money orders/cash payments **MUST** contain the following information: Town Name, Business name, Application ID number **AND** be accompanied by printed copy of your application.*

*The Tri-Town Health Department does **NOT** keep change for cash on hand.*

JOHN DOE OR JANE DOE 123 MAIN STREET ANYTOWN, TN 01234 PHONE 555-1212		2670 87-823/641
Pay to the Order of TOWN NAME HERE		19
		\$
Bank of Yourtown YOURTOWN, TN		Dollars 6-73 <small>Security details on back.</small>
For Business Name, Application ID		MP
⑆012345678⑆		⑆98765432⑆

Tri-Town Health Department
Tobacco Awareness Program
Providing Education, Regulations, Enforcement and Training

45 Railroad Street-Lee, Massachusetts 01238

info@tritownhealth.org Phone: (413) 243-5540

www.tritownhealth.org

Web-Based Retailer Training Resource List

Facility	Location	Town	Contact
Lee Library	42 Park Street	Lee	413-243-1775
Lee Premium Outlets	50 Water Street	Lee	413-243-8186
Tri-Town Health Dept.	45 Railroad Street	Lee	413-243-5540
Lenox Library	18 Main Street	Lenox	413-637-0197
Stockbridge Library	46 Main Street	Stockbridge	413-298-5501
Berkshire Medical Center	725 North Street	Pittsfield	413-447-2000
Berkshire Athenaeum	1 Wendell Avenue	Pittsfield	413-499-9480
Barnes & Noble	555 Hubbard Avenue	Pittsfield	413-496-9051
Mason Public Library	231 Main Street	Great Barrington	413-528-2403
Otis Library	48 Main Street	Otis	413-269-0109
Alford Town Offices	5 Alford Center Road	Alford	413-528-4536
Dalton Library	462 Main Street #1	Dalton	413-684-6112
Milne Library	1095 Main Street	Williamstown	413-458-5369
Adams Library	92 Park Street	Adams	413-743-8345

List of Free email accounts*

www.gmail.com

www.zoho.com

www.outlook.com

www.yahoo.com

www.inbox.com

www.hushmail.com

www.hotmail.com

www.gmx.com

www.myway.com

*Tri-Town Health does not guarantee that this list is completely accurate and list is not inclusive and does not highlight all free Wi-Fi locations/email accounts that may or may not be available



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Required Documents Quick Tips

Use this tool to help you organize documents required for your online applications

Food Service/Retail Permits:

- Upload a copy of your current Certified Food Protection Manager Certificate.
- Upload a copy of your current Allergen Awareness Certificate.
- Upload a copy of your current Choke Saver Training Certificate.
- If applicable, engineered plans for kitchen alterations/Modifications.

Special Event Permit:

- Upload a copy of your current Certified Food Protection Manager Certificate.
- Upload a copy of your current Allergen Awareness Certificate.
- Upload a copy of your local Board of Health License if your facility is **NOT** in Lee, Lenox Stockbridge
- Upload a copy of your event menu.

Pool/Hot Tub Permit:

- Upload a copy of your current Pool Operator Certificate.
- Notification/Engineered Plans are required for any modifications of swimming pools.
- Upload a copy of any other applicable information/equipment specifications.

Title 5 & Perc Test Witnessing:

- Following your Title 5 inspection you are required to upload your report to the site within thirty (30) days.
- Following your Perc Test you are required to upload your report within sixty (60) days

Disposal Works Installers Permit:

- Upload a copy of your certificate card.

Disposal Works Construction Permit:

- Installers performing construction work **MUST** have a current Disposal Works Installers Permit.
- Uploaded copy of engineered plans for **NEW** and **UPGRADE** is required. In addition, one paper copy is required to be delivered to this office.
- For **REPAIR**, upload a copy of as-built (swing-ties) on all repaired components.
- Engineer Sign-off must be uploaded **AFTER** construction has been completed.
- Installer Sign-off must be uploaded **AFTER** construction has been completed.
- As-Built Drawing must be uploaded **AFTER** construction.
- **NOTIFY** the Tri Town Health Department upon completion of work to perform the final inspection either by phone or use the online chat feature of your permit application.

Well Construction Permit:

- Upload a copy of your current Well Driller's Certificate
- Upload a copy of your Plan/Map
- Water Quality Analysis must be uploaded **AFTER** construction has been completed
- Well Completion Report must be uploaded **AFTER** construction has been completed.

Beach Permit:

- If an entity other than this department is conducting your weekly sampling, you will be **REQUIRED** to upload sampling reports weekly.

Camps:

- Upload a copy of your Health Consultant Contract.
- For your Food Service Permit apply separately, see above.
- For your Swimming Pool Permit apply separately, see above.
- For your Beach Permit apply separately, see above.