

Cooperative Public Health Service

User Guide to the CPHS Online Public Health Permitting Application Process



Public Health
Prevent. Promote. Protect.

Welcome to the CPHS Online permitting program!

We are happy to be able to offer residents and businesses in our member towns the opportunity to save time and travel and improve efficiency. This guide explains how to register as a new user of the site for anyone doing business with the Board of Health (including restaurants, summer camp operators, septic designers, septage haulers, and more).

Note: This online permitting program applies only to the following towns: Buckland, Charlemont, Gill, Hawley, Heath, Leyden, and Monroe.

How to Begin:

Go to our website www.frcog.org then to the Inspections and Permitting tab across the top.

As a new Applicant pulling a permit, click the designated link or go to:
http://fctpermit.com/sites/frcog/boh/user_login.asp



Cooperative Public Health Service
Franklin Regional Council of Governments
12 Olive Street, Suite 2
Greenfield MA 01301
(413) 774-3167 Fax: (413) 774-3169 Website: www.frcog.org

If you are using the software the first time, and have not yet registered, click here.

User Name:

Password:

LOGIN

New user? [Create your account](#)

Forget password? [Retrieve your password](#)

As an Applicant, please complete the Applicant Registration Form. Most applicants will consider themselves as a business. In that case, please click the button for Establishment.

Applicant Registration Form			
Tell us about yourself			
<input checked="" type="radio"/> Establishment <input type="radio"/> Individual			
Establishment Details:			
** Establishment Name		<input type="text"/>	
Establishment Address			
** Street No.	<input type="text"/>	** Street Name	<input type="text"/>
** City	<input type="text"/>	** State	<input type="text"/> ** Zip <input type="text"/>
** Telephone No.	<input type="text"/>	Fax	<input type="text"/>
Applicant Details:			
** Applicant Name	<input type="text"/>		
Mailing Address			
<input type="checkbox"/> Same as Establishment Address			
** Street No.	<input type="text"/>	** Street Name.	<input type="text"/>
** City	<input type="text"/>	** State	<input type="text"/> ** Zip <input type="text"/>
** Telephone No.	<input type="text"/>	** Email Address	<input type="text"/>
Property Owner Details: <input type="checkbox"/> Same as Applicant Details			
Property Owner Name		<input type="text"/>	
Property Owner Address			
Street No.	<input type="text"/>	Street Name	<input type="text"/>
City	<input type="text"/>	State	<input type="text"/> Zip <input type="text"/>
Telephone No.	<input type="text"/>		
Business Owner Details: <input type="checkbox"/> Same as Applicant Details			
Business Owner Name		<input type="text"/>	
Mailing Address			
Street No.	<input type="text"/>	Street Name.	<input type="text"/>
City	<input type="text"/>	State	<input type="text"/> Zip <input type="text"/>
Telephone No.	<input type="text"/>	Email Address	<input type="text"/>
Choose your User Name and Password			
** Choose your User Name	<input type="text"/>	Check your User Name	
** Enter your password	<input type="password"/>		
** Re-enter your password	<input type="password"/>		
** Pick a secret question	-----Select-----		
** Your secret answer	<input type="password"/>		
Please Note : ** Indicates Mandatory Fields.			
<input type="button" value="Register"/> <input type="button" value="Exit"/>			

After clicking Register, you will be brought to:



Cooperative Public Health Service
 Franklin Regional Council of Governments
 12 Olive Street, Suite 2
 Greenfield MA 01301
 (413) 774-3167 Fax: (413) 774-3169 Website: www.frcog.org

Thank you for registering with us

>> Please note: Your Email Address registered with us is "plemelin@frcog.org".

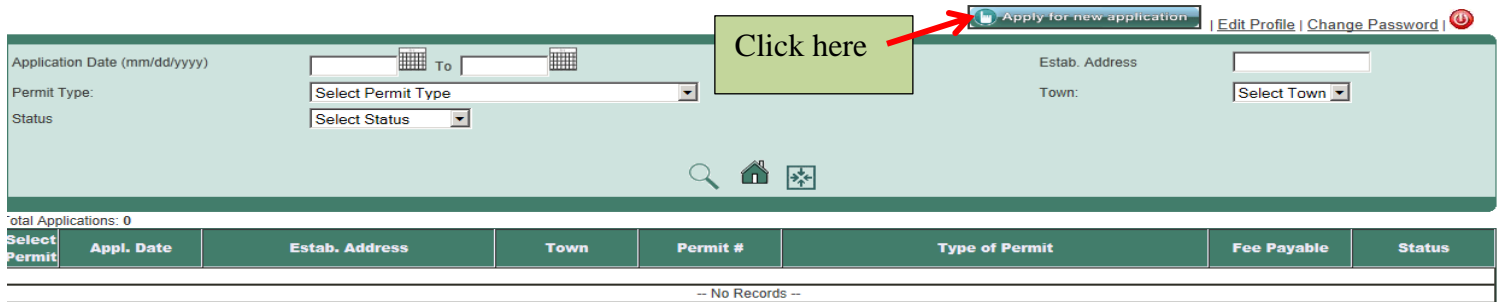
>> This Email Address can be updated using "edit profile" on your homepage in future.

Sign In

>> To apply for a permit you can login to your personalized homepage by clicking here. [Sign In](#)

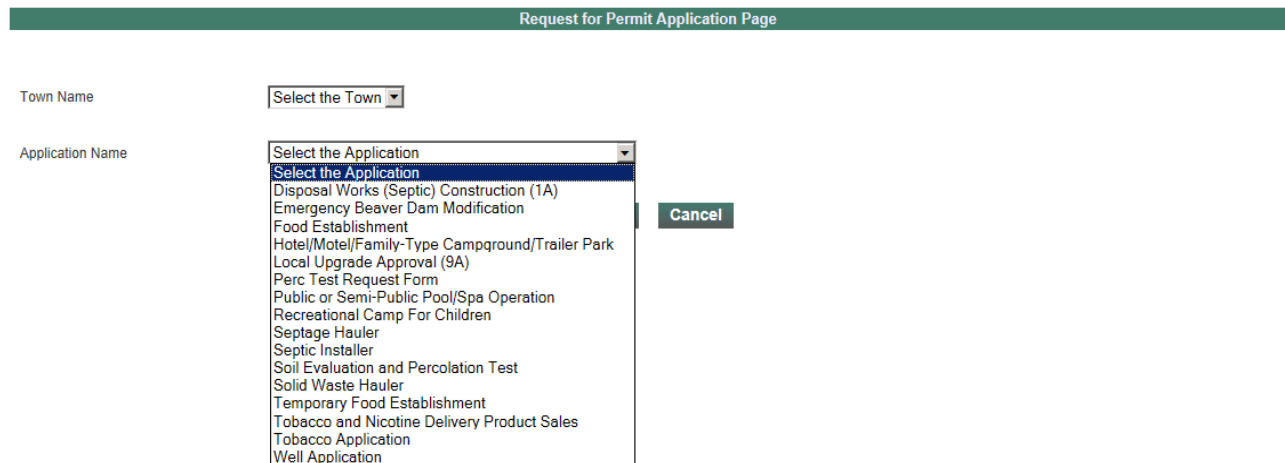
Click here to get back to the login screen.

Enter your User Name and Password on the login screen and click login. You will be brought to your homepage. We will explain more about your homepage later. For now, to begin a new permit application:



The screenshot shows a web application interface. At the top right, there is a navigation bar with links for 'Apply for new application', 'Edit Profile', and 'Change Password'. A green callout box with the text 'Click here' and a red arrow points to the 'Apply for new application' button. Below the navigation bar, there are several input fields: 'Application Date (mm/dd/yyyy)' with a 'To' field, 'Permit Type' with a dropdown menu, 'Status' with a dropdown menu, 'Estab. Address' with a text input, and 'Town' with a dropdown menu. At the bottom of the page, there is a table with the following columns: 'Select Permit', 'Appl. Date', 'Estab. Address', 'Town', 'Permit #', 'Type of Permit', 'Fee Payable', and 'Status'. The table currently shows 'Total Applications: 0' and '-- No Records --'.

On the following screen, please select the appropriate Town and Permit Application Type, and click Submit.



The screenshot shows the 'Request for Permit Application Page'. It features two dropdown menus. The first is labeled 'Town Name' and has a dropdown arrow pointing to 'Select the Town'. The second is labeled 'Application Name' and has a dropdown arrow pointing to 'Select the Application'. A list of application types is displayed below the 'Application Name' dropdown, including: 'Disposal Works (Septic) Construction (1A)', 'Emergency Beaver Dam Modification', 'Food Establishment', 'Hotel/Motel/Family-Type Campground/Trailer Park', 'Local Upgrade Approval (9A)', 'Perc Test Request Form', 'Public or Semi-Public Pool/Spa Operation', 'Recreational Camp For Children', 'Septage Hauler', 'Septic Installer', 'Soil Evaluation and Percolation Test', 'Solid Waste Hauler', 'Temporary Food Establishment', 'Tobacco and Nicotine Delivery Product Sales', 'Tobacco Application', and 'Well Application'. A 'Cancel' button is located to the right of the application list.

Complete the application you have chosen, being sure to fill in all mandatory fields (noted by **) as well as all other applicable fields. When finished, click Submit at the bottom of the application.

The following screen will be:



Cooperative Public Health Service
Franklin Regional Council of Governments
12 Olive Street, Suite 2
Greenfield MA 01301
(413) 774-3167 Fax: (413) 774-3169 Website:
www.frcog.org

New Preliminary Application Received

Thank You !!

You have successfully submitted your permit application.

You will shortly be taken to your personal home page. This page will always be yours, and will include information on any health permits that you submit over time.

On your home page, you can do the following things;

1. Upload or view any attachments like septic plans, food manager certificates, allergen awareness certificates, etc..
2. Follow the approval process for your permit online.
3. Pay for your permit (on the left hand side of your home screen, under details, choose MORE OPTIONS and then PAY FEE) with either a checking account or debit or credit card. Please note, convenience fees are higher for credit cards than checking accounts, due to credit card company rules. They are between \$2.50 and \$10 to use credit or debit cards, or just 25 cents for paying through a checking account. For full details on debit and credit card charges click [here](#).
4. Once it is approved, you may print your permit and any of the attachments.

To do these things you MUST click on the button under the column "Select Permit" to select the permit.

[Go To Home Page](#)

Example of a Homepage

Application Date (mm/dd/yyyy) To

Permit Type:

Status:

Estab. Address:




Town:

Click on circle to work with this record. It will open your Details Screen.

Total Applications: 16

Select Permit	Appl. Date	Estab. Address	Town	Permit #	Type of Permit	Fee Payable	Status
<input type="radio"/>	12/9/2013	1 TEST ST	Monroe		Well Permit	\$ 60.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Leyden		Tobacco Permit	\$ 75.00	Pending
<input checked="" type="radio"/>	12/9/2013	1 TEST ST	Heath		Temporary Food Establishment Permit	\$ 50.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Gill		Solid Waste Hauler Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Charlemont		Septage Hauler Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	x x	Hawley		Recreational Camp For Children	\$ 150.00	Pending
<input type="radio"/>	12/9/2013	111 TEST ST	Buckland		Public or Semi public Pool Operation Permit	\$ 100.00	Waiting for Signoff
<input type="radio"/>	12/9/2013	111 TEST ST	Buckland		Public or Semi public Pool Operation Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	x x	Buckland		Public or Semi public Pool Operation Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Gill		Motel/Trailer park	\$ 75.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Monroe		Local Upgrade Approval (A)	\$ 150.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Leyden		Food Establishment Permit	0	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Heath		Disposal Works Installer Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Heath		Disposal System Construction Permit (1A)	\$ 100.00	Pending
<input type="radio"/>					Food Establishment Permit	\$ 150.00	Pending
<input type="radio"/>					Food Establishment Permit	\$ 150.00	Pending

 Allows you to View, Print, & Edit the application.  Allows you to send and receive Chat messages.  Allows you to Add Attachments.




To pay the fee online click here under More Options

Click here to logout when you're finished.

Details (Gill)

Estab. Name : TEST FOOD ESTABLISHMENT

Estab. Address : 1 TEST ST

   More:

Sign Off

View Payment History

Issue Permit

Inspection History

Click here for more information on this application.

[New Application](#) | [Edit Profile](#) | [Change Password](#) | 



Application Date (mm/dd/yyyy) To

Permit Type:

Status:

Estab. Address:

Town:

Total Applications: 16

Select Permit	Appl. Date	Estab. Address	Town	Permit #	Type of Permit	Fee Payable	Status
<input type="radio"/>	12/9/2013	1 TEST ST	Monroe		Well Permit	\$ 60.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Leyden		Tobacco Permit	\$ 75.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Heath		Temporary Food Establishment Permit	\$ 50.00	Pending
<input checked="" type="radio"/>	12/9/2013	1 TEST ST	Gill		Solid Waste Hauler Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Charlemont		Septage Hauler Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	x x	Hawley		Recreational Camp For Children	\$ 150.00	Pending
<input type="radio"/>	12/9/2013	111 TEST ST	Buckland		Public or Semi public Pool Operation Permit	\$ 100.00	Waiting for Signoff
<input type="radio"/>	12/9/2013	111 TEST ST	Buckland		Public or Semi public Pool Operation Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	x x	Buckland		Public or Semi public Pool Operation Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Gill		Motel/Trailer park	\$ 75.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Monroe		Local Upgrade Approval (A)	\$ 150.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Leyden		Food Establishment Permit	0	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Heath		Disposal Works Installer Permit	\$ 100.00	Pending
<input type="radio"/>	12/9/2013	1 TEST ST	Heath		Disposal System Construction Permit (1A)	\$ 100.00	Pending
<input type="radio"/>	12/4/2013	1 TEST ST	Charlemont		Food Establishment Permit	\$ 150.00	Pending
<input type="radio"/>	11/21/2013	1 TEST ST	Hawley		Food Establishment Permit	\$ 150.00	Pending