



# Cooperative Public Health Service

## An Introduction to Online Permitting for Town Officials



Welcome to the Cooperative Public Health Service (CPHS) online permitting program. The software provides residents and businesses in our member towns\* a time-saving and efficient way to apply for public health permits. It provides **town officials – particularly staff and members of the board of health, conservation commission, and board of assessors** -- the ability to review permits applied for (by restaurant owners, summer camp operators, septic designers, septage haulers, and others) in their towns. If you do not already have a User Name and Password, contact [CPHSooffice@frcog.org](mailto:CPHSooffice@frcog.org). We can create an account for you, or help you re-set your password.

To sign in, go to <https://frcog.org>, then to the Quick Links section at the bottom right corner of the page.

- Click on Inspections & Permits
- Choose the link for the public health online permitting program
- On the [permitting welcome page](#), find the For Applicants section
- Select the "View/Approve a permit or Title 5 work" button
- Enter your User Name and Password, then click the Login button

### Board of Health

Your home page will look something like this:

Criteria:  Permit Type:

Date:  To  Town:

Town Name :Heath  
Total Records: 398

App Id.	Estab. Name	Estab. Address	Town	Permit No.	Permit	Appl. Date	Issue Date	Expiry Date	Status	Chat	Sign Offs	Fee	Insp.	
4235	John Doe	134 SUMMER-STETSON RD	Heath		DSCP	8/30/2023			Owner Confirmation Pending					
4234	Juan Garcia	26 STATE FARM RD	Heath		SEPT	8/30/2023			Waiting for Signoff					
4219	Janet Jackson	405 ROUTE 8A	Heath		SEPT	8/16/2023			Scheduled					
4218	Eleanor Rigby	92 BURRINGTON RD	Heath		TFI	8/15/2023			Waiting for Signoff					
4204	Duck Pond Concessions	8 hosmer rd	Heath	TFP-23-0026	TFEP	8/9/2023	8/16/2023	12/31/2023	Permit Issued					
4203	Heath Union Church	5 east Main	Heath	FEP-23-0122	FEP	8/9/2023	8/16/2023	12/31/2023	Permit Issued					
4201	D&L Concessions Unit 2	9 W Hosmer rd	Heath	TFP-23-0025	TFEP	8/8/2023	8/16/2023	12/31/2023	Permit Issued					

As you can see, the green-striped, large section of the screen lists basic who, what, when, and where information, and indicates the status of each application. The acronyms are not readily discernible, but you can

see the full name of each permit type in the dropdown menu in the top right corner of the screen. While we issue many types of permits (and conduct a few types of inspections), the most common are:

- Disposal System Construction Permit (DSCP)
- Soil Evaluation Percolation Test (SEPT)
- Title 5 Inspection (TFI)
- Food Establishment Permit (FEP)
- Temporary Food Establishment Permit (TFEP)

Note that you will see applications from establishments located *outside* of your town that are seeking permits for work *within* your town. The upper section of the screen allows you to search for applications, if needed. You may occasionally want to search by establishment name or address (under Criteria), or Permit Type.

When you select a particular application using the radio button in the column to the left of the App ID, the far left panel of your home page will allow you to access detailed information and attachments pertaining to the application.

- To view the application itself, click on the page icon
- To view documents submitted by the applicant or contractor, go to the Attachments dropdown bar
- To view reports, go to the Inspection History dropdown bar
- Account holders given access to Sign Off can do so at that dropdown bar. (CPHS agents do this on behalf of BOHs, but when an application requires approval from a Conservation Commission, a member must complete this step.)

The screenshot shows a software interface with two main panels. The left panel, titled 'Details (Heath)', displays information for a specific application: 'Heath Union Church' at '5 east Main' with permit number 'FEP-23-0122'. Below this is a 'More Options' dropdown menu with icons for documents, messages, a pencil, a paperclip, and a calendar. A list of actions is shown with green checkmarks and dropdown arrows: 'Sign Offs', 'Payment History', 'Issue Permit', 'Inspection History', and 'Attachment(s)'. The right panel features a navigation bar with 'Home', 'Staff', 'Registered User Info', and 'Email Registered Users'. Below the navigation bar are search fields for 'Criteria' and 'Date', both with 'Select Search' dropdown menus. At the bottom is a table of applications:

	App Id.	Estab. Name
<input type="radio"/>		& GLYNIS
<input type="radio"/>	4219	Brendan Gerry
<input type="radio"/>	4218	CRAIG STEVEN & MARI
<input type="radio"/>	4204	Duck Pond Concessions
<input checked="" type="radio"/>	4203	Heath Union Church

For help establishing an account and navigating the software, please contact the CPHS Permitting Coordinator, at [CPHSoffice@frcog.org](mailto:CPHSoffice@frcog.org) or 413-774-3167 x142. To discuss the permitting regulations and the review process, please contact [healthagents@frcog.org](mailto:healthagents@frcog.org) or 413-774-3167 x201.