

## **ON-LINE PERMIT PORTAL USER GUIDE-APPLYING FOR A ZONING PERMIT**

This user guide is provided to assist customers applying for a permit on the Town's permitting portal. Please contact our office if you have any questions.

### **STEP 1: WEBSITE**

Visit the on-line permitting portal at <http://mansfield.onlinegovt.com/>.

### **STEP 2: TURN OFF POP-UP BLOCKER**

The pop-up blocker setting for this website must be turned off or you will not be able to complete the application process. To assist you, we have attached instructions for turning off pop-up blockers in the following web browsers:

- Chrome
- Fire Fox
- Edge
- Safari

### **STEP 3: REGISTER**

If you have not previously used the portal, you will need to register and create an account before you will be able to submit a permit application. Click on "Register" in the upper right corner (see illustration below). A pop-up box will appear asking you to fill in user information such as business (if applicable), name, contact information, and account information (user name, email, and password).

#### **Important Tips:**

- When entering telephone numbers, do not use (),- or . to separate numbers; enter numbers only.
- The email account that you use for your registration must be the same as the email address that you use for permit applications.
- Use the scroll bar on the right side of the form to scroll down to enter your user name, email and password.
- After you have completed all information, click "Register"
- Once the registration process has been completed, you will receive an email confirming your registration. **The link in this email must be clicked in order to complete the registration process before you can file an application.**



Type your Tax-Id or Address here.

Home page | Register | Login

Use 24/7 Citizen Portal to:



Apply for a Building Permit

Apply online for permits for your different projects.

NOTE: You must pay your fee in advance or this is not a valid application.



Apply for a Planning Permit

Apply online for a Zoning Permit or Wetlands License



**User Information**

Company:

Office:

First name:

Middle Name:

Last name:

Primary number:

Fax Number:

Cell Number:

Work Number:

Street Number:

Street name:

Suite:

Address line 2:

City Name:

State:

Zip:

**Account details**

Username:

Street name:

Suite:

Address line 2:

City Name:

State:

Zip:

**Account details**

Username:

Email Address:

Password:

Confirm Password:

Enter the code exactly as it appears:



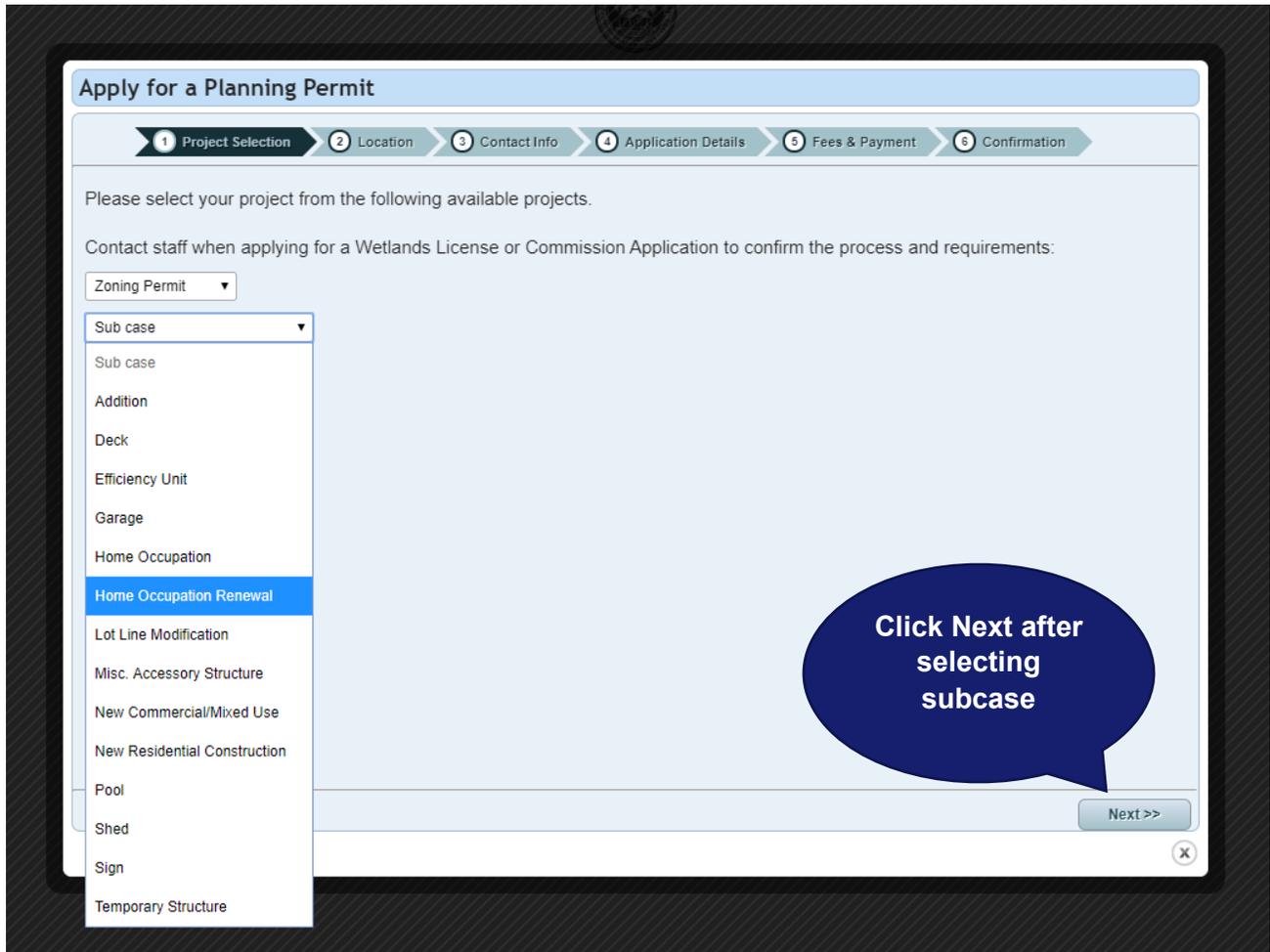
Confirmation Code:

**IMPORTANT:** The email address associated with the application on file with the Building Division is the email address that must be used to register. Once the registration process above has been completed, you will receive an email confirming your registration. The link in this email must be clicked in order to complete your registration process.

## STEP 4: SELECT “APPLY FOR A PLANNING PERMIT”

After you click on “Apply for a Planning Permit,” a pop-up box will appear asking you to select the permit type you are applying for: Wetlands License or Zoning Permit. Select **Zoning Permit**.

After you select a type of permit, another drop-down box will appear and you will be asked to select a “Sub Case.” Select the case type that best describes what you are proposing to do.



**Apply for a Planning Permit**

1 Project Selection 2 Location 3 Contact Info 4 Application Details 5 Fees & Payment 6 Confirmation

Please select your project from the following available projects.

Contact staff when applying for a Wetlands License or Commission Application to confirm the process and requirements:

Zoning Permit ▾

Sub case ▾

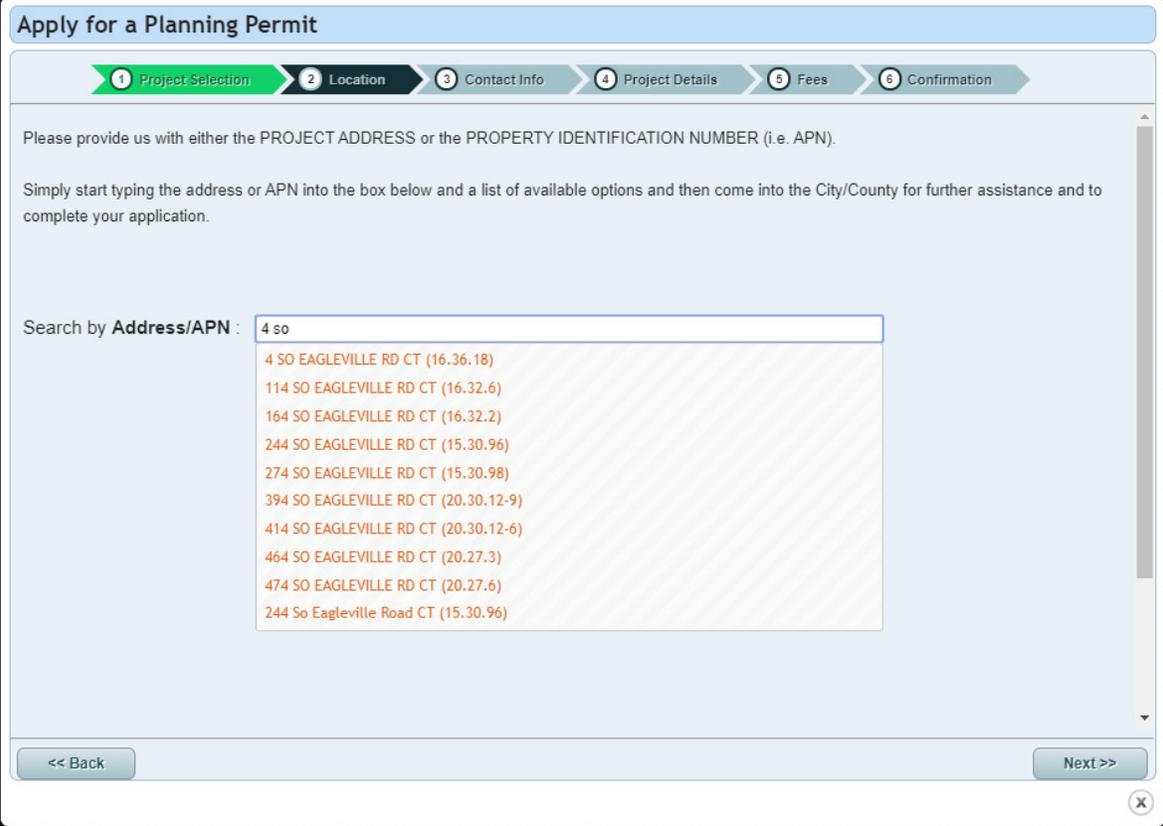
- Sub case
- Addition
- Deck
- Efficiency Unit
- Garage
- Home Occupation
- Home Occupation Renewal**
- Lot Line Modification
- Misc. Accessory Structure
- New Commercial/Mixed Use
- New Residential Construction
- Pool
- Shed
- Sign
- Temporary Structure

Click Next after selecting subcase

Next >> X

## STEP 5: IDENTIFY THE PROJECT LOCATION

Start typing the project address or property identification number into the box provided. This field will auto populate as you type so that you can select the property from the drop down list of options.



The screenshot shows a web application titled "Apply for a Planning Permit". At the top, there is a progress bar with six steps: 1 Project Selection (highlighted in green), 2 Location, 3 Contact Info, 4 Project Details, 5 Fees, and 6 Confirmation. Below the progress bar, the text reads: "Please provide us with either the PROJECT ADDRESS or the PROPERTY IDENTIFICATION NUMBER (i.e. APN). Simply start typing the address or APN into the box below and a list of available options and then come into the City/County for further assistance and to complete your application." Below this text is a search box labeled "Search by Address/APN :". The search box contains the text "4 so". A dropdown menu is open below the search box, displaying a list of address options in red text: "4 SO EAGLEVILLE RD CT (16.36.18)", "114 SO EAGLEVILLE RD CT (16.32.6)", "164 SO EAGLEVILLE RD CT (16.32.2)", "244 SO EAGLEVILLE RD CT (15.30.96)", "274 SO EAGLEVILLE RD CT (15.30.98)", "394 SO EAGLEVILLE RD CT (20.30.12-9)", "414 SO EAGLEVILLE RD CT (20.30.12-6)", "464 SO EAGLEVILLE RD CT (20.27.3)", "474 SO EAGLEVILLE RD CT (20.27.6)", and "244 So Eagleville Road CT (15.30.96)". At the bottom of the application, there are two buttons: "<< Back" on the left and "Next >>" on the right. A small "X" icon is visible in the bottom right corner of the application window.

Once you have selected a property address, Click "Next" in the bottom right corner to move onto the next step.

## STEP 6: PROVIDE CONTACT INFORMATION

There are two types of contacts that may be added to an application: "Applicant" and "Owner." Basic information (name, address) will auto populate for you as applicant based on your registration information as well as the property owner based on what is in the property records. I

### Important Tips

- Please be sure to enter all of the contact information for **both the applicant and the owner**, including telephone number and email address. The email address needs to be the same as the one you used when you registered.
- When entering telephone numbers, do not use (),- or . to separate numbers; enter numbers only.

## STEP 7: PROVIDE PROJECT DETAILS

Please provide the information requested for your project.

- **Type of Project.** Garage, Pool, Shed, or Miscellaneous Accessory Structure.
- **Estimated Cost of Construction.** How much will your project cost?
- **Amount of Earthwork.** How many cubic yards of earth material will be brought in, removed, or relocated as part of the project?
- **Water Supply.** Is your water service private (well) or public (water line)?
- **Septic.** Is your wastewater disposal private (septic system) or public (sewer line)?

### Project Description

Use the Project Description Box to enter a description of your proposed project. Typical information to include would be dimensions of your project, general location, and proposed use. For activities where additional information is required on how the project conforms with specific zoning regulations (such as home occupations or accessory dwelling units), a separate document can be attached with that information.

The screenshot shows a web application interface for applying for a planning permit. The title is "Apply for a Planning Permit". A progress bar at the top indicates six steps: 1. Project Selection, 2. Location, 3. Contact Info, 4. Project Details (current step), 5. Fees, and 6. Confirmation. Below the progress bar, a warning message states: "CORRECTIONS AFTER THIS STEP: (THE PROJECT INFORMATION WILL HAVE TO BE RE-ENTERED)".

The main form area is titled "Project Criteria" and contains the following fields:

- Est. Cost of Construction: 25000
- Amount of Earthwork (cubic yards): 300
- Water Supply: Public (dropdown menu)
- Septic: Public (dropdown menu)
- Project Description: Construction of a 1,000 square foot three season porch addition to the rear of the house.

At the bottom of the form, another warning message reads: "PLEASE VERIFY YOUR ENTRIES ABOVE PRIOR TO PROCEEDING TO THE NEXT SCREEN. YOU WILL NOT BE ABLE TO MAKE ANY CORRECTIONS AFTER THIS STEP. (THE PROJECT INFORMATION WILL HAVE TO BE RE-ENTERED)".

Navigation buttons include "<< Back" and "Next >>". A close button (X) is located in the bottom right corner.

## Certification

You will also be asked to certify the following:

- The information provided is true and correct to the best of your knowledge
- The application review will not be conducted until the support materials and applicable fee have been submitted.
- The activities that are the subject of the application will not commence until issuance of Town approval.
- The submission of the application authorizes a Town Agent to enter the property as needed to verify compliance with the permit/license.

## Important Tips

- Be sure to review the information on this screen for accuracy before clicking next to move to the next screen. **You will not be able to make any corrections after this step without re-entering all project information.**

## STEP 8: FEE PAYMENT

The fee for your project will be automatically calculated based on the information provided. The system will offer you three payment options. **You must select one of the three options to complete the application process.**

- Credit Card Online Payment (convenience fee applies)
- Echeck Online Payment (convenience fee applies)
- Print an estimate and/or pay by check payable to the Town of Mansfield or cash

## Important Tips

- This screen also provides an option for you to print or save your application. If you print or save an application, click the first tab to return to the payment screen.
- **If you exit/hit next without selecting a payment option, your application will not be submitted.**
- If you get to the payment screen and it brings you back to the main screen before you can pay, your pop-up blocker has not been turned off.
- If you choose to "Print an Estimate," your application will not be complete until the Planning Office receives payment of the fee. You can pay by cash, check or credit card in the office\*, or mail a check.

\*As Town Hall is currently closed to slow the spread of the COVID-19 virus, you can call 860.429.3330 during regular business hours to make a credit card payment. No convenience fee applies to credit card payments that are made in the office.

## STEP 9: ATTACH PLANS AND OTHER DOCUMENTS

**One last step is required before your application is complete-uploading plans and other documents needed to determine conformance with the Regulations.**

## Typical Document Requirements

- Site Plan (preferably drawn to scale) that identifies the location of the proposed activity/construction and specifies the distances from each property line and other features on the property, such as structures, wells and septic systems. If you are unsure how to make a plan, please call 860.429.3330 and we will check to see if we have any plans on file that you can use to sketch in your proposed improvements.
- Plans/sketches of proposed construction with dimensions. These are needed to determine compliance with other regulations such as building height, floor area, etc.
- Any information required for a specific use or activity. For example, the regulations for home occupations and accessory dwelling units require that specific information be provided demonstrating conformance with the zoning requirements.

## How to Upload Documents

- Return to the home screen (<http://mansfield.onlinegovt.com/>)
- Select "Case Status"
- Search for your application by entering one or more of the following: Address, Owner Name, Permit Date, APN# (parcel identification number), or Permit Number
- Select your application from the resulting list
- Click on the Documents Tab
- Choose File and Upload

Welcome psinterim | Home page | My Account | Logout

Permit Details Documents

### Upload Documents

You can upload a document to your case by selecting your file below and click "Upload File".  
By doing this, your file will be uploaded and attached to your case and made available to the staff for review.

Add a New File:  No file chosen

The maximum file size allowed is: 500 MB  
The file types allowed are: jpg, gif, png, doc, tif, tiff, bmp, docx, pdf

### Case Documents

There are no documents available for this case.

X

## Turn pop-ups on or off

### Chrome

1. On your computer, open Chrome.
  2. At the top right, click More.
  3. Click **Settings**.
  4. At the bottom, click **Advanced**.
  5. Under "Privacy and security," click **Content settings**.
  6. Click **Popups**.
  7. Turn **Allowed** on or off.
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### Fire Fox

To access the pop-up blocker settings:

1. Click the menu button  and choose **Options**.
2. Select the **Privacy & Security** panel.
  - Under the **Permissions** section, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.
  - A click on **Exceptions...** opens a dialog box with a list of sites that you want to allow to display pop-ups.
  - The dialog box offers you the following choices:

### Edge

1. Open **Microsoft Edge** from the taskbar.
2. Select **More** > **Settings**, and then scroll down and select **View advanced settings**.
3. Turn Block pop-ups to **Off**.

### Safari

1. From the Safari browser select "Safari" > "Preferences".
2. Click on "Security" at the top of the window.
3. Check the box "Block pop-up windows" to enable this feature. Uncheck it to disable it.