



Town of Medway, MA

Department of Public Works

Instructions on creating an online profile, permit or license

Two Ways to Obtain Your Permit

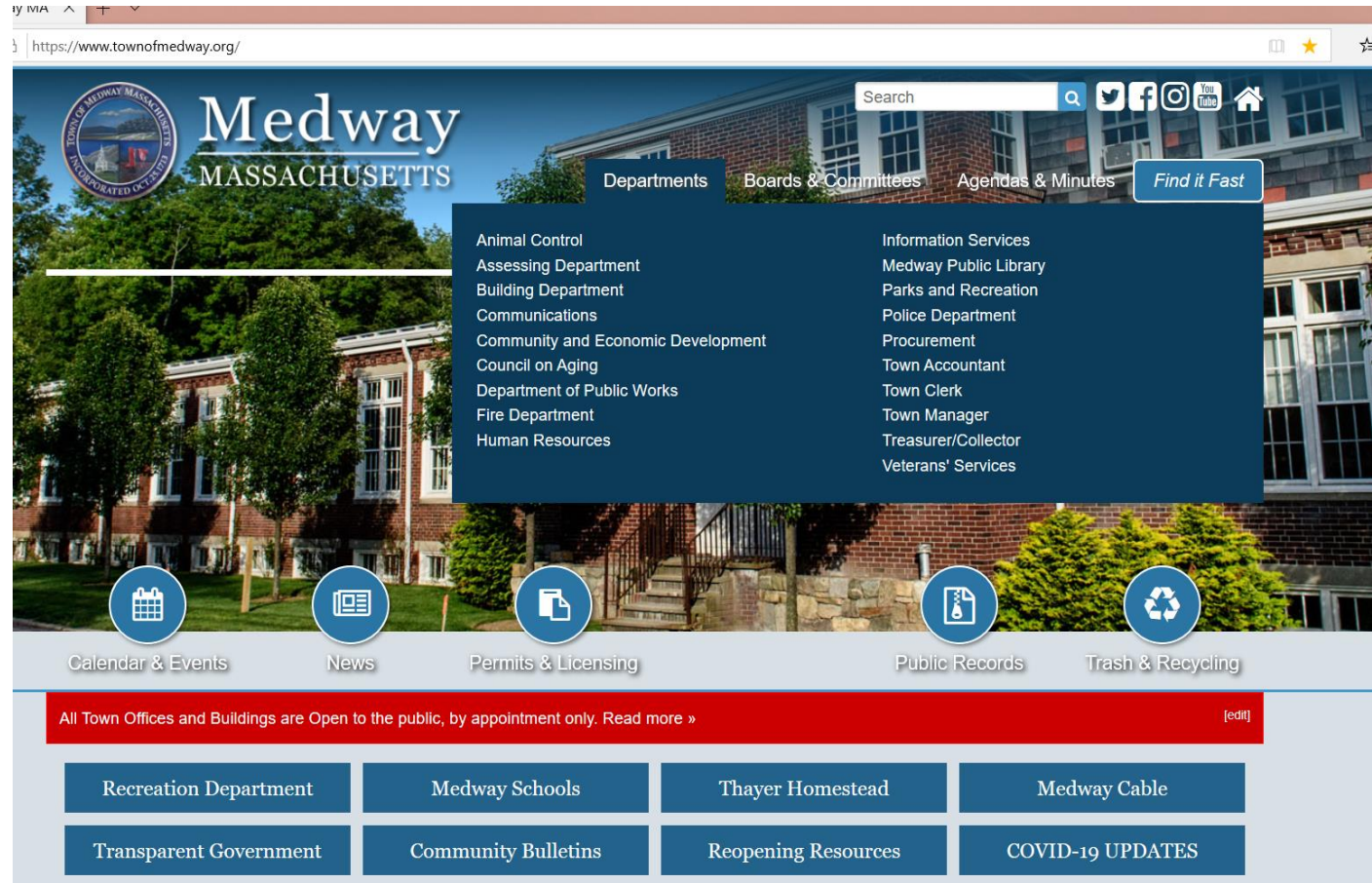


If you go online and fill out an application with our online permitting system, you can immediately create a profile, upload necessary documents needed, and pay. This is probably the fastest way to obtain your permit. These are instructions on how to obtain your permit online.



You are always welcome to come in and use our kiosk. We will be more than happy to walk you through the process of creating a profile, and help you upload the documents needed to create a permit application.

1. Go to www.townofmedway.org
2. Hover your mouse over “Departments” located in the upper-middle part of your screen.
3. On the pop-up screen below “Departments”, click on “Department of Public Works.”



4. Once the new screen opens, on the left side, click on “Permit Applications.”

The screenshot shows the Medway Massachusetts website. At the top left is the town seal and the text "Medway MASSACHUSETTS". To the right is a search bar and navigation links for "Departments" and "Boards & Committees". A red banner at the top right states "All Town Offices and Buildings are Open to the public, by appointment only. Read more »". The main content area shows the breadcrumb "Home » Departments" and the "Department of Public Works" title, followed by a list of services: "Water, Sewer, Highway, Fleet, Parks, Solid Waste, Tree Warden, Building Maintenance". Below this is a blue button labeled "View Contact Info" with a dropdown arrow. The "Permit Applications" item in the left navigation menu is highlighted, and a blue arrow points from the instruction text to it. The "Mission Statement" section is partially visible at the bottom.

TOWN OF MEDWAY MASSACHUSETTS
INCORPORATED OCT. 23, 1777

Medway

MASSACHUSETTS

Search

Departments Boards & Committees

RETURN MY RECYCLE CART

Electronic Forms

Engineering & Facilities

Highway & Fleet Maintenance

MEDWAY TOWN VEHICLES - JUNE 2020

Parks Division

Permit Applications

Road and Sidewalk Improvement Plan

Snow & Ice Management Policy

Stormwater Management

Trash and Recycling

All Town Offices and Buildings are Open to the public, by appointment only.
Read more »

Home » Departments

Department of Public Works

Water, Sewer, Highway, Fleet, Parks, Solid Waste, Tree Warden, Building Maintenance

View Contact Info

Mission Statement

The Department of Public Works is responsible to the residents and businesses of Medway, for the maintenance and management of a public infrastructure that has been constructed over ...read more

5. Another screen will open and you can then click on the Permit or License link that you are requiring.

Permit Applications

If you are looking to submit a request to the DPW for either Water, Sewer, Street Opening/Roadway Access, Trench, Drain Layer's License or Right of Way License, you must use the links below to access our new permitting dashboard.

All permits require registration. However, once you register once, you can use that login information going forward for all permits and license requests.

PERMITS: [DPW Permit Applications](#)

DRAIN LAYER LICENSE: [License Application - Requirements](#)

RIGHT OF WAY LICENSE: [License Application - Requirements](#)

[*Water and Sewer Service Fees*](#) [*Water and Sewer Regulations*](#)

[*Street Opening Fees*](#) [*Roadway Regulations*](#)

6. If you already have an account with MEDWAY ONLY (we are not linked to other towns), sign in under “Login in upper right)

7. If you have not registered as of yet, please select “Register Now.”

LOGIN

Home / My Account / Login

Already have an account?

User Name:

Password:

Remember my username and password

[FORGOT YOUR USERNAME →](#)

[FORGOT YOUR PASSWORD →](#)

New to our Portal?

If this is your first time using our portal you'll need to register first. Registering quick, click the link below to get started.

[REGISTER NOW →](#)

8. After the Register screen pops up, click on the blue line. A list will pop up asking you for the permit application Type you would like to submit.

REGISTER

Home / My Account / Register

[How to register for Abatement, Private Trash or Water Rebate Forms](#)

| Registration Type:

| Email:

| Confirm Email:

| First Name:

| Last Name:

Home Address:

City, State, Zip:

| Business Name:

| Mailing Address:

| indicates a required field

MA Contractor Multiple License Holder

- Anonymous
- Business Manager
- Citizen
- Landscape Architect/Designer
- MA Contractor Multiple License Holder
- MA Licensed Contractor Supervisor
- MA Licensed Electrician
- MA Licensed Gas Fitter
- MA Licensed Hoisting**
- MA Licensed Mechanical Contractor
- MA Licensed Plumber
- MA Registered Architect
- MA Registered Engineer
- MA Registered Home Improvement Contractor
- Medway Business Owner
- Oil Burner Technician
- Property Owner
- Registered Land Surveyor
- Sprinklerfitter Contractor

9. Once you click on the appropriate job title, the screen will change. Click on registration type and a drop down screen will appear once again.

10. At the very least, fill out Anything with a red line, as These are required fields.

| Email:

| Confirm Email:

| First Name:

| Last Name:

Home Address:

City, State, Zip:

| Business Name:

| Mailing Address:

| City, State, Zip:

Home Phone:

Cell Phone:

Work Phone:

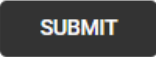
Fax:

Form fields for registration, including input boxes for Email, Confirm Email, First Name, Last Name, Home Address, City, State, Zip, Business Name, Mailing Address, Home Phone, Cell Phone, Work Phone, and Fax. A red line indicates a required field.

| at least one phone number is required

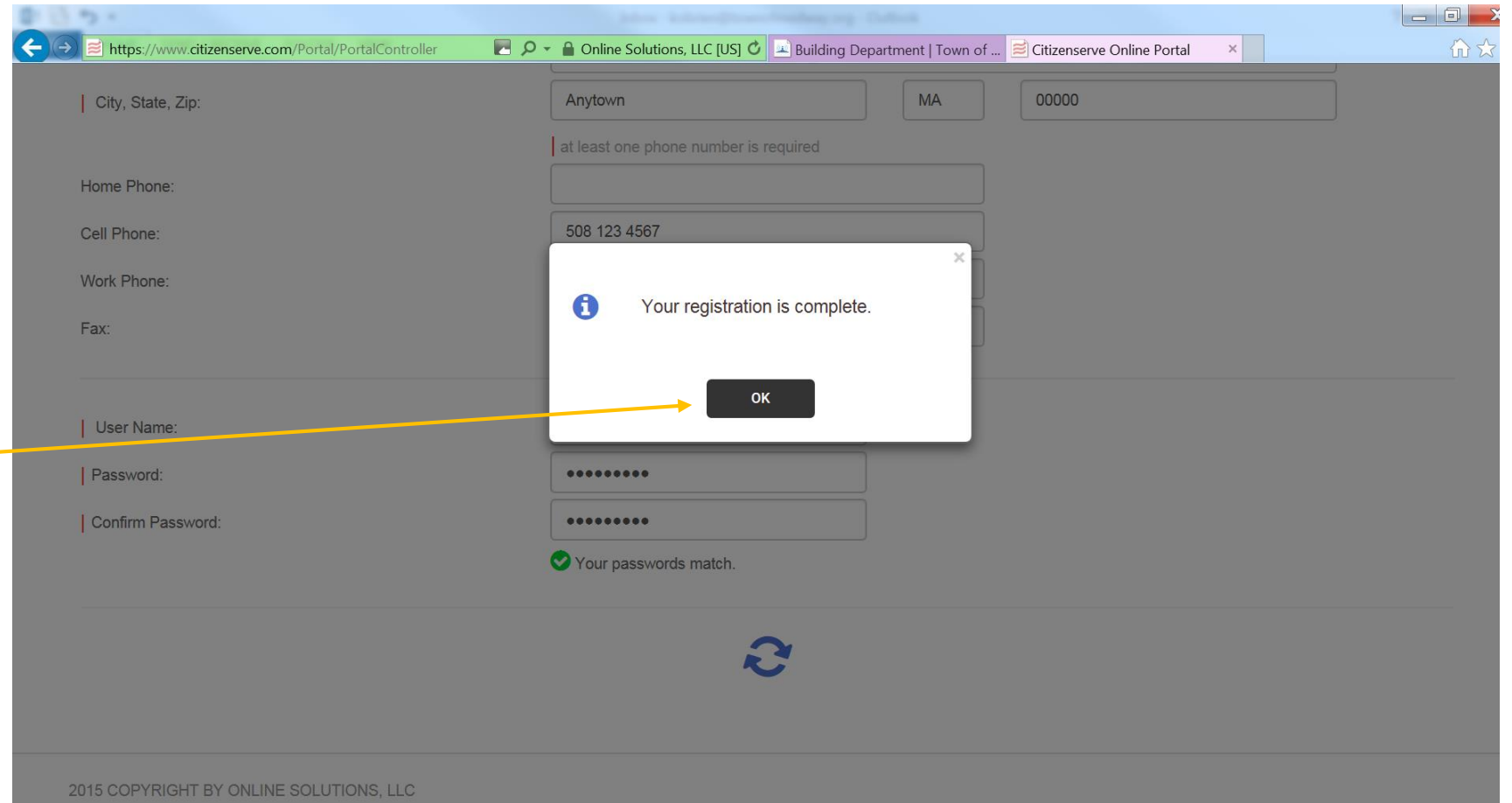
11. Once you have completed registering yourself / company, click on “Submit” which is located at the bottom of the screen.

** Remember to save your username and password so you can log in for future permits or check the status of the one you are registering for.*



SUBMIT

12. You will be notified that your registration is complete and a box will pop-up letting you know. With your mouse, click on "OK."



13. You will automatically be directed to the permit application process. Click on the blue line, and a drop-down screen will come up. Please click on what type of permit you are applying for.


[APPLY FOR A PERMIT](#)
Home / Services / Permits / Apply for a Permit

Please provide a detailed work description, describing all work to be done as part of this permit application. Failure to provide sufficient detail may delay the review and issuance application.

Application Type: indicates a required field

- Commercial Building Permit
- Electrical Permit
- Gas Permit
- Hydrant Meter Rental Request
- Mechanical Permit
- MS4 Permit
- PEDB - Marijuana Special Permit
- PEDB - Scenic Road Work Permit
- Plumbing Permit
- Public Event Permit
- Recreational Camp Permit
- Residential Building Permit
- Septic Permit Application
- Street Opening Permit
- Thayer Homestead Rental Application
- Trench Permit - Building
- Trench Permit - DPW
- Water/Sewer Permit
- Well Permit
- Yard Sale Permit

14. As you enter information, more fields will pop up. When you get to the bottom of the project address information, you will have to confirm the address in our database. Please click “Find Address.”

 **APPLY FOR A PERMIT**
Home / Services / Permits / Apply for a Permit

Please provide a detailed work description, describing all work to be done as part of this permit application. Failure to provide sufficient detail may delay the re application.

| Application Type:

| Sub Type:

| Work Description:

| Address or Parcel #:

FIND ADDRESS

15. When the list of address pop up, choose the appropriate address by clicking on it.

More than one address matching your entry was found, please select the correct address below.

Address	Parcel #
155A VILLAGE ST	60-122
155 VILLAGE ST	60-121

Application Type: Water/Sewer Permit

Sub Type: Water

Work Description: water dept

16. Complete all required fields. Anything with a down arrow is a drop down list. permit category.

Please note: to complete water/sewer permit request you must have a valid Drain Layer License Number.

| Dig Safe #:

| Job Type:

| Drain Layer's License Number:

| Are you abandoning your Septic System?:

| Property Type:

| How Many Dwelling Units?:

| Attach a Preliminary Drawing:

Water and Sewer Rules and Regulations

| Type your first and last name affirming you have read the water and sewer rules and regulations:

| Signature:

[Print and complete Utility As-Built Form and return within one week of job completion Found Here](#)

17. Continue filling in as much as you can, remembering that anything with a red line next to it indicates that it is a mandatory field.

18. As noted on the 1st page, each permit-type requires specific documents, and some may require more than others. Upload the specific documents required to have your permit issued to you.

If you do not have anything scanned when filling out this application, you can always upload a blank document UNTIL you get the required documents scanned. Your permit will NOT be issued until the blank documents are replaced with what is required.

| How Many Dwelling Units?:

| Attach a Preliminary Drawing:

Select File

Water and Sewer Rules and Regulations

| Type your first and last name affirming you have read the

water and sewer rules and regulations:

| Signature:

Sign Here

Print and complete Utility As-Built Form and return within one week of job completion [Found Here](#)

19. Once you have completed the permit process, please digitally sign in the signature box, then hit "Submit." You can also select Save for later if you want to continue at a later date.

| Signature:

Sign Here

Print and complete Utility As-Built Form and return within one week of job completion [Found Here](#)





SUBMIT

SAVE FOR LATER


20. You will then receive notification that your permit has been received. IF you are missing any required information, it will NOT go any further, and will let you know what is missing. This screen also lets you review the information you have input, and the amount of the permit.


VIEW PERMIT

Home / Services / Permits / View Permit

-  Edit my Permit
-  Make a payment
-  Upload documents
-  Leave message

MAKE SURE TO REQUEST YOUR FINAL INSPECTION

Permit #: MSC20-000002
Project #: 20-001110
Status: Online Application Received
Balance Due: \$20,000.00
Address: 5 MEADOW RD 
Description: TEST



PermitReviewsDocumentsInspections


Permit #:	MSC20-000002
Permit Type:	MS4 Permit
Sub Type:	Commercial
Issue Date:	
Expiration Date:	


GENERAL INFORMATION

Applicability
An existing site that is making an alteration< to the property including, but not limited to
An existing site that is making an alteration< to the property including, but not limited to

21. On the left side of the screen, you will see that you have the options to edit your permit, Make a payment, or leave a message for the inspector. Permits do not get reviewed until payment is received.



 Edit my Permit

 Make a payment

 Leave message

***MAKE SURE TO**

Permit #: RB19-00

Project #: 19-0001

Status: Online App

Balance Due: \$50

Address: 1N MAIN


Description: Addir

Permit Rev

Permit #:


22. Clicking on “Make a Payment” will bring you to the payment page. Click on “Submit.”

https://www.citizenserve.com/Portal/PortalPaymentController Online Solutions, LLC [US] Building Department | Town of ... Citizenserve Online Portal

 **Medway**
MASSACHUSETTS

LOGI

Home Services Search My Account Cor

 **PAYMENT**

Home / My account / View permit / Make a payment

Permit #:	RB19-000053
Amount Due:	\$50.00

Payment Amount: indicates a required field

SUBMIT

23. Here is where you will fill in the information needed for making a permit payment.

If you are paying via credit card, there is a possibility that a surcharge fee will be added by your credit card company.

Fill out the billing information, then “Checkout as Guest.”

The next page will ask for your credit card information – fill out appropriately and then you are complete.

The screenshot shows a web browser window with the URL <https://unipaygold.unibank.com/cart.aspx>. The page features the UNIPAY logo and a navigation bar with contact information: "Need Assistance? Call: 1-877-227-1157 | Email: support@unipayteam.com".

The main content is divided into two sections:

- Cart:** A table with the following data:

Description	Price	Qty	Total	Remove
Permits (Citizenserve)	\$50.00	1	\$50.00	✕

Total: \$50.00

Accepted payment types for combined cart items:

 - Check
 - Credit: American Express, VISA, VISA
 - Debit: MasterCard, DISCOVER, DISCOVER
- Billing Information:** A form with the following fields:
 - Address 1 * (text input)
 - Address 2 (text input)
 - City * (text input)
 - State * (dropdown menu, currently showing "-Select-")
 - Zip Code * (text input, showing "#####")
 - Phone Number * (text input, showing "###-###-####")
 - Email Address * (text input, showing "example@example.com")

Buttons at the bottom of the form: "Go Back to Citizenserve Portal", "Login", "Create Account", and "Checkout as Guest".

Blue arrows point from the text on the left to the "Checkout as Guest" button and the "Accepted payment types" section. A green arrow points from the text on the left to the "Checkout as Guest" button.