

Concord has transitioned to an online permitting system. You can now apply and pay online for permits, view application status and print permit for immediate use once it is processed. Please follow the instructions below to create your new account. After creating a User ID you can then apply for Permits!

### **Step 1. Create an account.**

The first step is for you to create an account in order to use the system, which takes less than 5 minutes to do.



Log onto our website to begin <https://concordma.gov/616/Health>



There you will find detailed instructions how to register as a user and complete your user profile.


**Step 2. Apply for a new permit.** Choose your permit type and complete the necessary information in the application form.



Prior to submitting your application please have the necessary documents on your computer so that you can upload/attach them to your application when prompted. Your application will appear "Pending" if it was submitted correctly.

### **To view or edit an existing application**

Log in to your account and find the application

Use the eye  icon to the left of your application number to view the status/workflow, use the pencil  to edit your application.

Use the paperclip  icon to the right of your application to attach any required supporting documents.

Health Division Staff will use the chat  icon feature for any questions or to let you know if additional information or documents need to be uploaded. You can chat back by clicking on the chat  icon.

**Pay for your permit online:** You can pay your permit fee and print your new license/permit once it has been issued. After the inspector reviews your permit and sets the status to "Ready for Payment.", log back in to your account and pay with an online check (your check routing number and account number), or Master Card/Visa/Discover Card.

**Printing your permit:** After the permit is issued, you can log into your account and print your permit. Paper copies of permits will *not* be mailed to you for permits issued on line.

Please be reminded that it is your responsibility to obtain a license to operate in the Town of Concord and ask that you act promptly to renew your license to avoid additional fees.

Thank you in advance for your patience as the Town makes this transition to electronic permitting. If you have questions or need assistance, please contact the Health Department at [healthdepartment@concordma.gov](mailto:healthdepartment@concordma.gov) or 978-318-3275.