

# ONLINE PERMITTING



## PLANNING BOARD APPLICATIONS



# PLANNING BOARD APPLICATIONS – Permiteyes online permitting

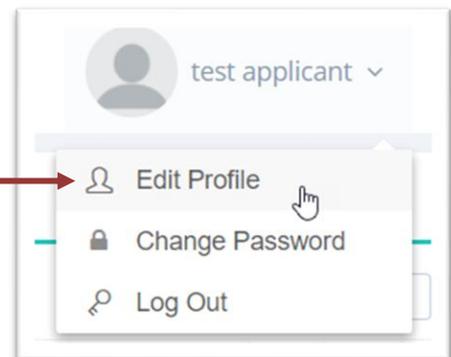
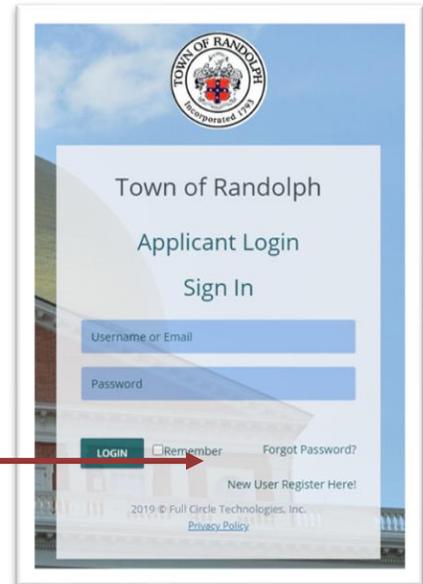
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## GET STARTED

1. If you are already registered in **RANDOLPH** for any type of permit, use the same login information.
2. If you have never registered in Randolph, choose **NEW USER REGISTER HERE**
3. Fill in the information.

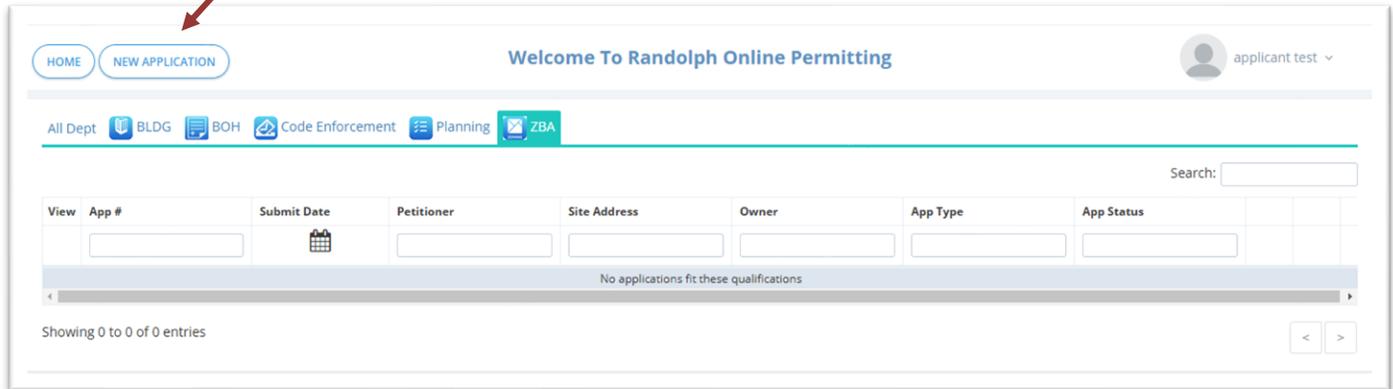
Any field marked with \* is **REQUIRED**.  
Registration will not be complete until it is provided.

4. When complete, review all information then click 
5. Need to change something? Find your name in the top-right corner of the screen and click the down arrow ( ∨ ).  
Choose "Edit Profile":

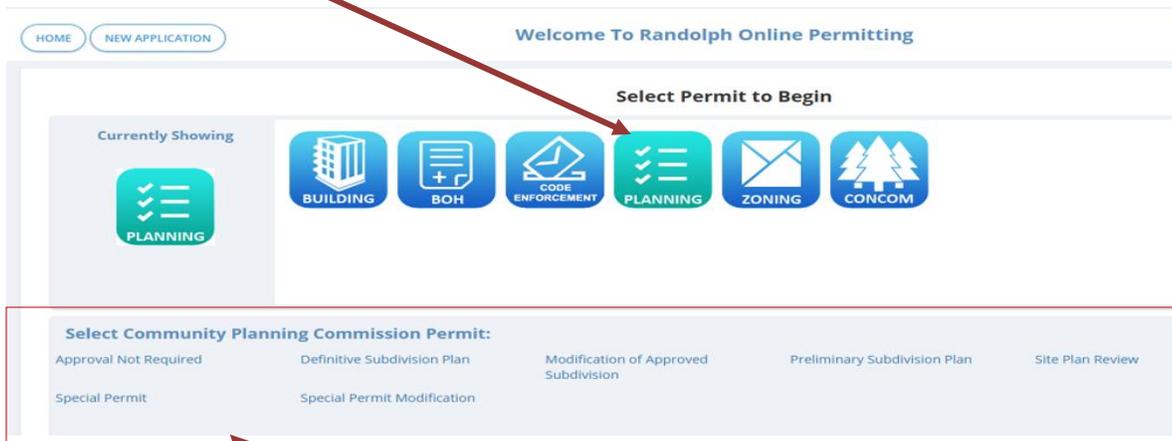


# CREATE AN APPLICATION

1. Login to **PERMITEYES**
2. Choose **NEW APPLICATION**



3. Click on **PLANNING**

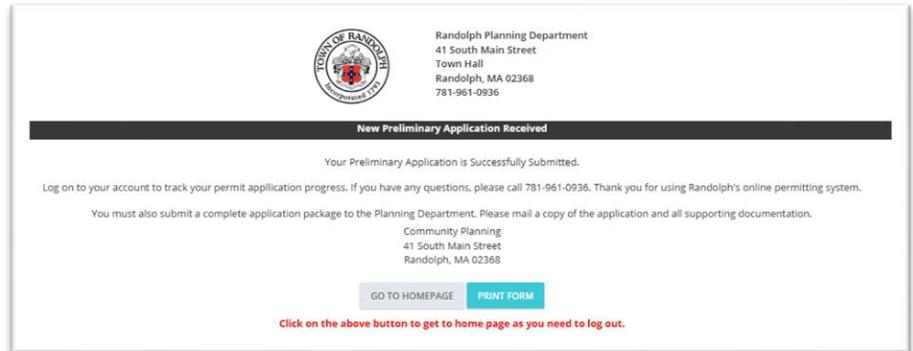


4. Choose the type of application from those available.
5. Complete all required information. All fields with a **red** asterisk are **REQUIRED**.
6. To complete the application at a later time, click **SAVE AND EXIT**
7. Choose **SUBMIT** when the application is complete. If the **SUBMIT** button is not available, some of the required (\*) fields are **NOT** complete.

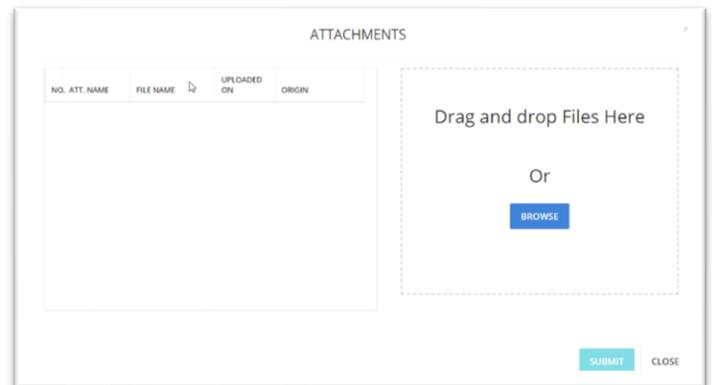


## SUBMIT DOCUMENTS

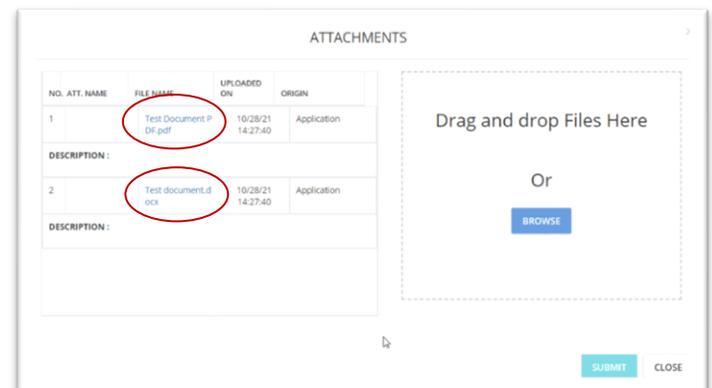
1. After the application is submitted, a confirmation screen will be displayed.
2. Choose [ATTACH REQUIRED DOCUMENTS](#) to upload any documents required.



3. In the new screen, upload a file from your computer. Choose **SUBMIT** to complete the upload. Complete this step for EACH document.



4. Choose **CLOSE** when all files have been added.



5. To return to the beginning choose [GO TO HOMEPAGE](#)

***Your permit application has been submitted.***  
**The Planning Department will receive an email notification about your application.**

## MANAGE YOUR APPLICATION

1. When you login to PermitEyes, your homepage shows a list of all applications submitted by your user ID. Each line provides basic information about the application.

Ap. No.	Appl. Date	Issue Date	Site Address	Applicant	Owner Name	Appl. Type	Permit Number.	Status		
35659	12/16/24		0 TEST DR	Applicant Test		Test	DEF	Incomplete		

2. To review items related to the application:



***Add or edit attachments to the application***

GRAY means there are no attachments uploaded

BLUE means attachments are submitted



***Chat directly with the Planning Department***

GRAY means there's no chat

BLUE means you've sent a message

RED means there's a reply waiting for you to read

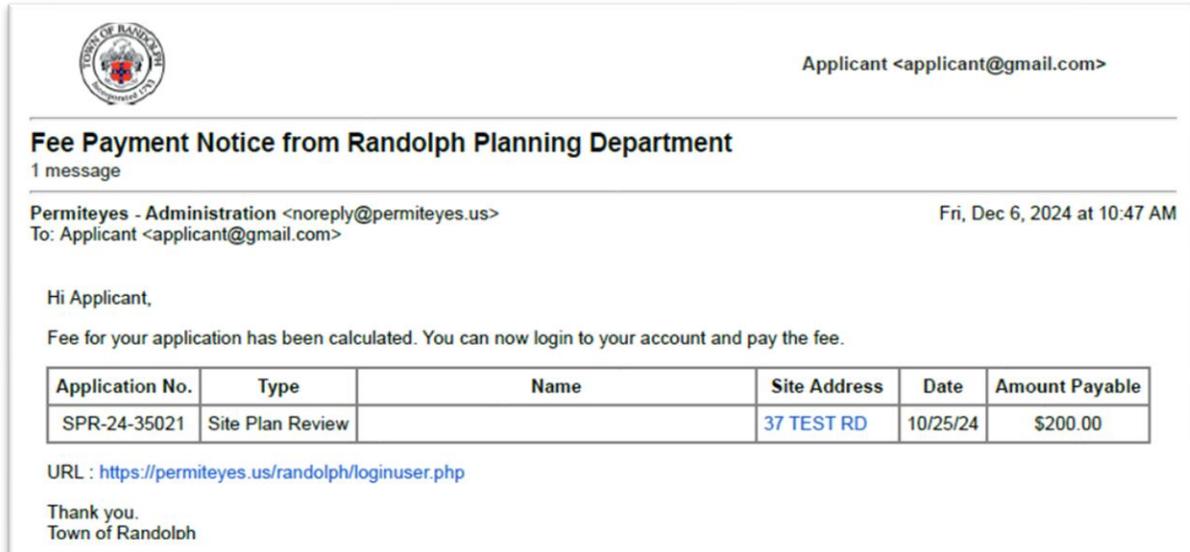


***View the entire submitted application***

3. Select  to view your application. A **TRANSACTIONS MONITOR** is displayed where you can:
  - a. Choose  to change any information in the application.
  - b. Choose  to attached plans or documents to your application.
  - c. Choose  chat directly with the Planning Department.
  - d. Pay the fees for the submission.
  - e. Review tips for completing the application.

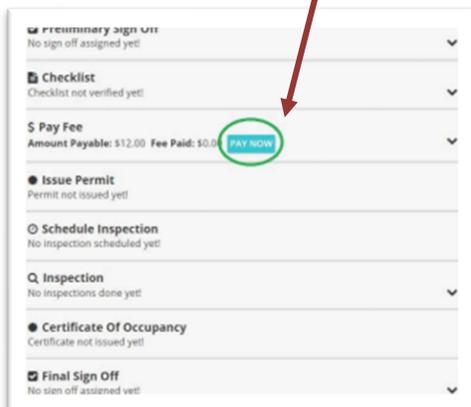
# PAY FEES

1. After staff have reviewed the application, they will assign the applicable fee.
2. An email will be sent to the applicant specifying the amount due.

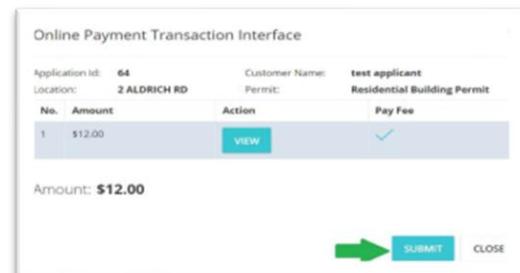


3. Login to PermitEyes and pay the fee online via credit card OR bring check, money order or cash to the Planning Department. To pay online:

On the *Transaction Monitor* for the application choose **PAY NOW** to submit payment by credit/debit card.



After choosing PAY NOW, it will bring you to this page. Once you choose SUBMIT it will bring you to the Town's Secure Payment Portal to pay the fee online.



## COMMON QUESTIONS

**Q:** I can't find the name of the street or address of the property?

Contact the Planning Department Staff

**Q:** I have submitted my application, now what?

**A:** All applications are received as soon as they're submitted for Planning staff to review. Staff will contact you if any corrections or additional information is needed. The staff will set a date for a meeting before the Planning Board as permitted by state or local law.

**Q:** How do I pay the application fees?

**A:** After the Planning Department reviews the application, the appropriate fees will be assigned. That will trigger an email to the registered user to pay for the fees. These fees can be paid directly online using a credit card. You can also mail or deliver a check to: Randolph Planning Department, 41 South Main Street, Randolph, MA 02368. Fee's can also be paid in check or cash directly to the Planning Department.

**Q:** I have more/different questions. Who can help me?

**A:** Contact the Planning Department

Michelle Tyler, Director of Planning at [mt Tyler@randolph-ma.gov](mailto:mt Tyler@randolph-ma.gov) or 781-961-0936  
Jen Austrino, Planning Clerk at [jaustrino@randolph-ma.gov](mailto:jaustrino@randolph-ma.gov) or 781-437-4560