

# ONLINE PERMITTING



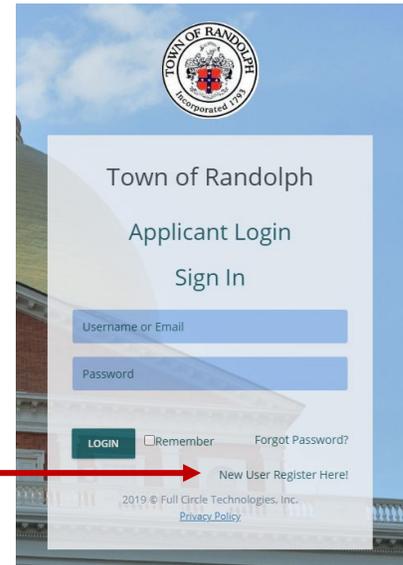
## ZONING BOARD of APPEALS APPLICATIONS



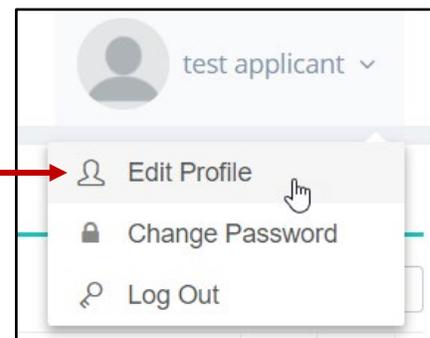
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## GET STARTED

1. If you are already registered in **RANDOLPH**, 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.



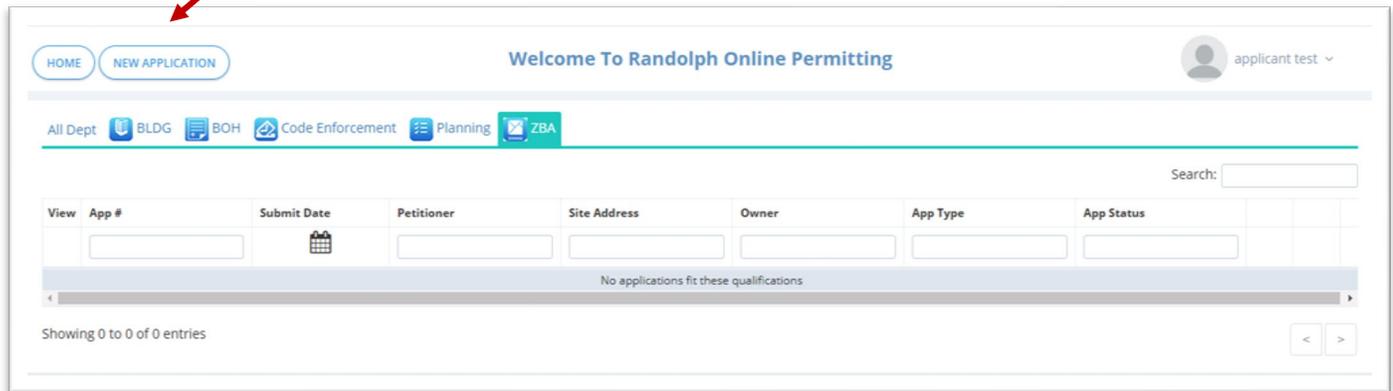
4. When complete, review all information then click **SUBMIT**
5. Need to change something? Find your name in the top-right corner of the screen and click the down arrow ( ∨ ).  
Choose "Edit Profile":



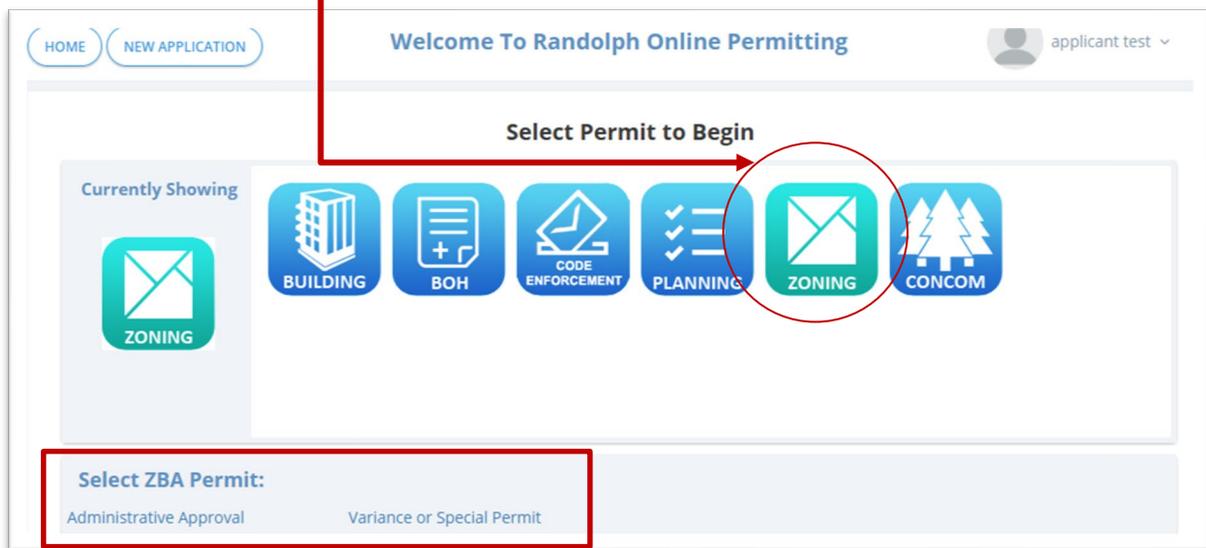
# CREATE AN APPLICATION

1. Login to your PERMITEYES account.

2. Choose **NEW APPLICATION**



3. Click on **ZONING**



4. Choose the type of permit 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.

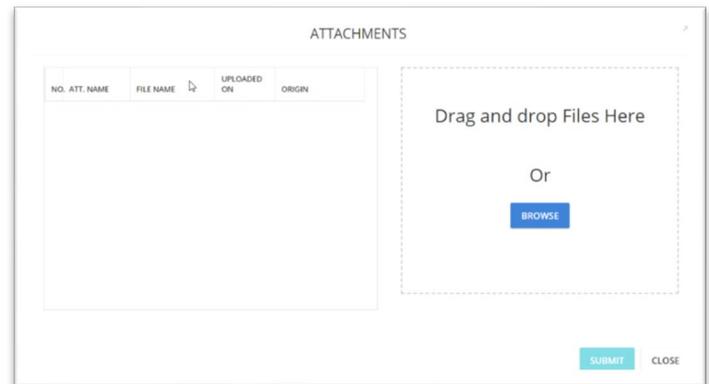


## SUBMIT DOCUMENTS

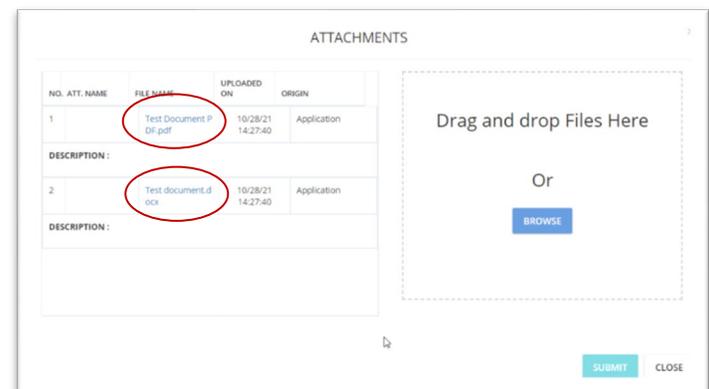
1. After the application is submitted, a confirmation screen will be displayed.
2. Choose **ATTACH REQUIRED DOCUMENTS** to upload any documents required.



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 Zoning Board of Appeals will receive an email notification about your application.**

## MANAGE YOUR APPLICATION

1. When you login to PermitEyes, your homepage will have a list of all applications you have submitted. Each line provides basic information about the application including status.

Sub App	Ap. No.	Appl. Date	Issue Date	Site Address	Applicant	Owner Name	Appl. Type	Permit Number.	Status

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 ZBA Clerk***

**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 Zoning Board of Appeals Clerk.
  - 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 Zoning Board of Appeals Office (located in the Building Department). To pay online go to the Pay Fee tab and choose PAY NOW to submit the credit/debit card payment:

View	#	Date	Case No #	Petitioner	Address	Owner	App Type	App Status
	38471	08/13/25		Town Of Randolph	41 S Main St	Town Of Randolph	VAR	Incomplete
	38439	08/12/25		Alex Test	13 Alice Rd	The 13 Alice Road Realty Trust	VAR	PHN Posted
	35548	12/06/24		Dunn Maureen A & Joseph Patrick III	210 Grove St	Dunn Maureen A & Joseph Patrick III	VAR	Incomplete

Showing 1 to 3 of 3 entries

1

**ZBA**

Incomplete

--Send Email--

- Sign Offs -- Routing to Departments  
No sign off assigned yet!
- Preliminary Attachment Checklist  
Preliminary attachment checklist not verified yet!
- Pay Fee**  
Amount Payable: \$0.00
- Q Public Hearing  
Public hearing date is not set!
- Decision  
Decision is not yet made!
- Comprehensive Permits  
Applications not yet linked!
- Written Finding  
Attachment

CLOSE

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.

Online Payment Transaction Interface

Example

Application Id: 64 Customer Name: test applicant  
Location: 2 ALDRICH RD Permit: Residential Building Permit

No.	Amount	Action	Pay Fee
1	\$12.00	<a href="#">VIEW</a>	

Amount: **\$12.00**

[SUBMIT](#) [CLOSE](#)

## COMMON QUESTIONS

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

**A:** All applications are received as soon as they're submitted for Zoning Board of Appeals 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 Zoning Board of Appeals as permitted by state or local law.

**Q:** How do I pay my permit fees?

**A:** After the Zoning Board of Appeals staff 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 Zoning Board of Appeals, 41 South Main Street, Randolph, MA 02368](#). Fees can also be paid in check or cash directly to the Zoning Board of Appeals Office located in the located Building Department.

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

Contact the Zoning Board of Appeals Clerk

Joe Dunn, ZBA Clerk at [jdunn@randolph-ma.gov](mailto:jdunn@randolph-ma.gov) or 781-961-1519