Welcome to the Online Permitting Portal Help Document. Our staff has tried to make this process easy to follow. This document includes helpful notes and step-by-step instructions to make the application process as painless as possible.

NOTES

- For help with how to fill in specific fields, please read the blue notes at the top of the Online Application page. Each note is labeled with the specific field it addresses.

- A RED LINE | to the left of a field means that you must enter information in that blank. All of these fields must be completed in order to submit the application.

- Hover over the 🤔 for more info about how to complete that field.

**IMPORTANT NOTE:** The Online Application system is responsive to your input and may be slightly slow, but only the needed info will be asked for.

For a visual WALKTHROUGH of all steps to complete the Online Permitting Application, keep reading:
VISUAL WALKTHROUGH

1. Navigate your browser to the Online Permitting Portal at https://www.citizenserve.com/Portal/?installationid=309

NEW USERS

2. To apply for a new Permit, click APPLY FOR A PERMIT (Figure 1)

3. If you have never logged on to the Portal before, create a new user by clicking REGISTER NOW under New to our Portal? (Figure 2)
4. Choose the *Registration Type*. Choose *Business, Government Agency, or Organization* as Type if you are registering as an individual in your role for such a group. (Figure 3)

![Figure 3](image1)

5. Complete the registration form as applicable. Note that required fields are highlighted by a red vertical bar to the left of the field name. (Figure 4)

![Figure 4](image2)
6. If *Business, Government Agency, or Organization*, please enter the agency or company name in the *Business Name* field. (Figure 5)

![Form screenshot](image)

Figure 5

7. Once the form is completed, click **SUBMIT** at the bottom of the page. After submitting, you will be directed to the Online Application.
ONLINE APPLICATION

8. The first step is to choose the appropriate Application Type in the drop down. (Figure 7)

   a. The Application Type is either Condensed or Expanded. Choose Condensed if you have 5 or fewer Impact Types and Expanded if you have more than 5. The Federal Consistency Certification type will only be used for projects by federal agencies or located on the Outer Continental Shelf (OCS). Click HERE for help in determining number of Impact Types.

   ![Figure 7](image)

9. Next, choose the Sub Type.

   a. If the project will generate a profit, it is Commercial. If not, choose Residential, Public/Government, or NGO/Non-Profit/Similar Organization. (Figure 8)

   ![Figure 8](image)

10. Enter the Address or Parcel Number. Please enter the Street address or Parcel # in the top field and the City, State, and Zip Code in the following fields. Click the FIND ADDRESS button. (Figure 9)

   ![Figure 9](image)
APPLICATION INFORMATION

11. In the next field, choose appropriately whether you are the Applicant or acting as an Agent. (Figure 10)

   ![Figure 10](image)

   a. If Agent, proceed to uploading a completed Agent Authorization Form, if applicable. Agent Authorization Forms can be found at https://dmr.ms.gov/submittal-requirements.

   b. If Agent, also select the Applicant in the next field. If the Applicant’s name is not listed, select Enter a new contact in the drop down. Next, complete the contact form with the Applicant’s information. (Figure 11)

   ![Figure 11](image)

12. Choose the correct Applicant Type in the next field. (Figure 12)

   ![Figure 12](image)
PROJECT LOCATION

13. Choose whether there are existing structures at the Project Location. (Figure 13)

14. In the next field, choose whether you need to enter a specific location. You only need to do this if you did not enter a specific address in step 10 above. Complete the following fields appropriately. (Figure 14)

15. Next, select Yes if the property is accessible. If not, select No and enter instructions for obtaining access, such as calling to set up a time to meet or to get an entry code. (Figure 15)
PROJECT INFORMATION

16. Follow the included instructions to enter the Project Name or Title, Project Description, and Project Purpose and Need in the next three fields.

17. Choose if the proposed project will have a public benefit. If Yes, check the applicable boxes and enter any other benefit that the project will provide. (Figure 16)

18. In the next field, choose what measures will be taken to reduce detrimental off-site effects. If something other than “Best Management Practices,” choose other and add an explanation. (Figure 17)

19. Choose whether the proposed project contains any marsh vegetation. (Figure 18)
PROJECT SCHEDULE

20. In the Project Schedule section, if you have the proposed Start Date, Completion Date, and Estimated Cost, enter the information in the given blank fields. (Figure 19)

![Figure 19]

21. If any other agencies have issued permits or approvals, enter the information in the given blank fields. (Figure 20)

![Figure 20]

22. If any other agencies have denied project approval, enter the information in the given blank fields. (Figure 21)

![Figure 21]
IMPACT INFORMATION

23. Enter how many Impacts Types you are proposing. For more information about Impacts, click the red link. Click HERE for help in determining number of Impact Types. (Figure 22)

![Figure 22](image)

24. After choosing the number of unique Impact Types, choose the Impact Type from the drop-down list. (Figure 23)

![Figure 23](image)

25. Each Impact Type will have its own set of fields. Complete all required fields and use the specified units. Most impact types use feet, rounded to the nearest half-foot (2 ft. 6 in. should be entered as 2.5).

a. Once you answer an Impact Type field, the system will prompt you with additional required information.
26. Click **Select File** to upload any Supporting Documentation. For help with Supporting Documentation click **HERE**. (Figure 24)

![Figure 24](image)

**APPLICATION SUBMITTAL**

27. Click the checkbox to agree to all stated Terms and Conditions.

   a. Click **Submit** or **Save For Later** to finish the application or save it to your CitizenServe account to be completed at a later date. (Figure 25)

![Figure 25](image)