



## A Quick Guide to OpenGov Permitting Software

How long is this going to take?

Only a few minutes. The first application may take a few additional steps because of registering and activating your account, and then learning the new process. But after that, it'll be even quicker!

How do I register?

When you register for the first time, OpenGov will send you a confirmation e-mail. Inside that e-mail will be a link that you will need to activate your account. If you receive your email on your mobile device, you can activate your account from there too.

1. Go to <https://peabodyma.viewpointcloud.io/#/settings/portal>
2. Scroll down to Building Department
3. Choose the type of permit by clicking Select.
4. Click Start next to the application you'd like to complete.
5. You'll be prompted to log in.
  - If you're logging in for the first time:
    - Select Sign Up.
    - Enter in your email address.
    - Enter in what you'd like your password to be.
    - Please note: Passwords must have at least 8 characters and include 1 upper case letter, 1 lower case letter, and 1 digit.
    - If you've previously registered on a ViewPoint Cloud site (here or in another town):
      - Enter in your email address and password.

Please note: If you do not remember your credentials, click on "Don't remember your password?" to reset your information

6. Once you're logged in, follow the steps on each page to complete the application. When you're all done, don't forget to log out!!

When do I pay my permit fee?

The fee will be due after the form is reviewed by the inspector. You will get notice via email once your application has been. At that time, you have the option of paying online (by credit card) or in person. Paying online will save you a trip back to our office. Please note that if you chose to pay by credit card, there is an additional processing fee (this fee will already be included in the estimated fee amount)

I received a notification about paying my permit fee. How do I pay it?

1. Click on the link in the email.
2. If you're not already, log in with your email address and password.
3. Follow the steps on the page to enter your credit card information and pay.

What if I don't want to pay with a credit card?

Due to Covid 19 at this time we are only excepting online payment.

What happens next?

After you pay your fee, you'll be notified again when the permit is available. The permit can be printed from home (or from any computer with access to a printer). Please use yellow paper, and if you are placing the permit placard outside, we recommend using a sheet protector to keep the permit information dry. You don't need to come back to pick up your permit, unless you need assistance, or you would like us to print the placard for you.

Final Reminders:

- You can monitor the status of the application from home and see if any other action is needed online! Just log in to the site and click on Inbox (on the left) to see any current tasks that need your attention and your active records (current applications).
- Now that you have an account, you can use the same email address and password to apply for all of you future permits.