# VIEWPOINT INSTRUCTIONS

The following link will access the online Viewpoint permitting system: boltonct.portal.opengov.com

If you already have an account, click "Login" and enter your Username and Password. If you are not already a registered Viewpoint user, you will need to register using your email address and a password of your choice (if you do not have an email address, please refer to pages 14 & 15 of these instructions: **USING A CELL PHONE IN LIEU OF AN EMAIL ADDRESS**)

 To register an account, click "Sign up" in the upper right-hand corner:
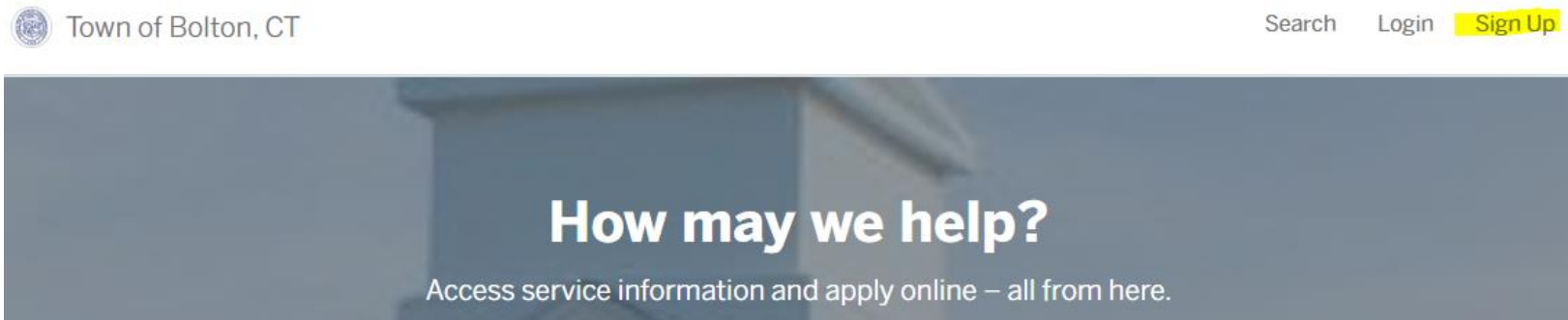
In the next screen, click on the blue "Sign up using Secure Portal" tab, where you will create your account using your email address and a password of your choice:

After you create your account, you may go to the home page and from there, you may choose the category and application you need (*see categories below*):

Discover Online Services

Choose below to browse services by department

Building Department

Building Permit, Electrical Permit + 4 more

Explore

Department of Public Works

Driveway Permit, Sewer Permit

Explore

Land Use Department

Inland Wetlands, Inland Wetlands Regulation Exemption Request + 8 more

Explore

Selectmen's Office

Recycling/Transfer Station

Explore

Town Clerk

Dog License (Renewals Only)

Explore

You will find the Building, Electrical, Plumbing, Mechanical, and Gas permit applications under the **Building Department** category:

Building Department

Welcome to the Land Use Office!

Apply Online

Building Permit	Select
Electrical Permit	Select
Gas Permit	Select
Mechanical Permit	Select
Plumbing Permit	Select

You will find Land-Use permit applications for matters relating to Demolition, Inland/Wetlands, Planning, Solicitor, Zoning, etc., under the **Land Use Department** category:

Administrative Zoning Permit	Select
Demolition Permit	Select
Inland Wetlands A permit from IWWC shall be required if the activity is proposed within a regulated area. Applications shall be submitted for the following: As of Right Activities, Agricultural Exemptions, and General approval from the IWWC	Select
Inland Wetlands Regulation Exemption Request This request should be submitted to the IWC to obtain a ruling if an activity may be deemed as a Permitted Use as of Right and/or a Non-Regulated Use.	Select
Notice of Division or Reconfiguration of Land	Select

Planning & Zoning

ONLY use this record type to submit applications for approval by the Planning & Zoning Commission. Note: you must print, complete and sign the PZC Authorization form and upload it to your application (you will see the link to obtain this form after you click on the 'Select' tab, as well as at the end of the application). If your project only requires approval by the Zoning Official, and not the Commission, please do not submit this application. Please submit an "Administrative Zoning Permit" application [listed above].

Select

Right of Way Permit

APPLICATION FOR APPROVAL OF ALTERATIONS ON TOWN ROADWAY/HIGHWAY. No blasting permitted unless a Special Permit is obtained and town is provided with an acceptable certificate of insurance in favor of the town covering blasting operations.

Select

Solicitors Permit

Select

Special Events Permit

Apply for an event for 500 or more reasonably anticipated people.

Select

Timber Harvest

Select

Zoning Board of Appeals

Please use this record type if you are seeking to obtain a variance, appealing the decision of the Zoning Enforcement Officer or if you are looking to obtain a Certificate of Location Approval as required by the CT Department of Motor Vehicles

Select

You will find Driveway and Sewer connection applications under the **Public Works Dept**. category:

**Department of Public Works**

Apply Online

Driveway Permit	Select
Sewer Permit	Select

Choose the appropriate application you would like to submit by clicking on the blue "Select" tab associated with that record type (see the **_example_** below):

Building Permit	Select
Electrical Permit	Select
Gas Permit	Select

Once you select the application of your choice, click on the blue "Apply Online" tab located on the upper right of your screen:

Search   Login   Sign Up

→ **Apply Online** ←
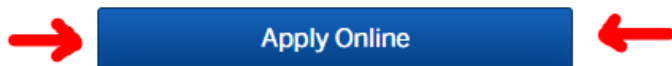
- **Please note that all Building Permit Applications (Building, Electrical, Plumbing, Mechanical and Gas) must be accompanied by a copy of your license (if you are a Contractor applicant), and either a Worker's Compensation Insurance Certificate _OR_ a 7A or 7B waiver**. If you are a contractor, and carry Worker's Compensation coverage, you will need to upload that insurance certificate to your application. If you are a homeowner, or a contractor who is not required to carry Worker's Compensation coverage, you will need to upload either a **7A** or **7B** Waiver form with your application. You may obtain the form(s) from the State website here: https://portal.ct.gov/WCC/Home-Forms/Workers-Compensation-Forms, or they may also be obtained within the Building Permit application. Click on the "Select" tab next to Building Permit and you will then see the form links (*see below*):

Building Permit

At this end of this application, you will be required to upload one of the following documents:

Worker's Compensation Certificate

Form 7A

Form 7B

Click on either the 'Form 7A' or 'Form 7B' tab, and it will take you to the State website to download the form(s) for your use and completion. Click on 'Workers' Comp Forms' as listed in the menu on the left side of the page:

Then click on the 'Building Permit Forms' link:

Then click on the appropriate form, which will open as .pdf:

⧉ Form 7A-7B-7C Directions 📕

⧉ Form 7A 📕

⧉ Form 7B 📕

You can then download the form and complete it for your application.

Once you obtain the form, you may then hit your back-button to choose a different application, if needed (you may also obtain these forms by contacting the Building Department at 860-649-8066 x6103).

- **Please note that all Zoning Permit Applications for the construction/installation of structures on the premises must be accompanied by a professional survey/plot plan showing the location of the structure to be installed in relation to setbacks (you may hand-draw it directly on the plan and show the measurements between its location and the setback lines - please be as accurate as possible).** If you do not have a plot plan or survey, feel free to contact the Building and Land Use Dept. to see if we have a copy of a survey in the land file, which we can provide a copy to you for your use.

Answer all application questions to the best of your ability. **It is possible that some of the questions within the application may not pertain to your project/situation, and as such, may be skipped.** At the end of the application(s), you may upload any accompanying documents (building plans, plot plans/surveys, license copies, Workers Comp Insurance Certificates, 7 A/B Waivers, ID's, *etc.*) by clicking on either the blue "Upload" tab associated with the named section, and/or you may upload material outside of the pre-named sections by clicking on the 'Add Attachment' link at the bottom of the list. Please note that if any category displays a red "required" box, you _**must**_ upload the information requested or you will not be able to proceed with the completion of the application (see _**example**_ below):

Attachments

Include any additional files with your submission. Any box marked "Required" is required to submit your application. Please note the maximum allowed file size for any upload is 100 MB.

Attachment	File	
Building Plans	No file uploaded	Upload
Contractor's License or Homeowner Verification	No file uploaded	Upload
Plot Plan	No file uploaded	Upload
Worker's Comp, 7A, or 7B `Required` Upload one of the three required insurance documents	No file uploaded	Upload

Add attachment

When you are finished with the application, click the "Confirm and Submit" on the bottom right of your screen (or if you need to make any changes on previous pages, prior to submitting the application, click on the "<Back" link on the lower-left side of your screen to go back through the application):

‹ Back   Confirm and Submit ›

(or, you may click the "Save Draft & Exit" tab on the up right-hand corner of your screen, which will save your application in the system, so you may log back into Viewpoint at a later time to finish it):
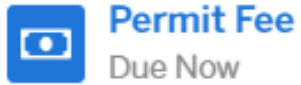
Have a project #?   Save Draft and Exit

Confirm your submission

After you click the Confirm & Submit tab, the permit fees will then generate in the application.   You will see the following on the left side of your screen under the Time Line:

==Timeline==

Permit Fee
Due Now

Click on 'Permit Fee' and the fee owing will then display (see the following example below – ==_**please note**, **this is an example only, and your permit fees may differ from the example shown**_==):

==**Permit Fee**==
Became active a few seconds ago

Due date
📅 None

Fees

Building Permit Fee	$30.00
State Fee	$0.26
+ Add Fee…	
Total Fees	**$30.26**

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Pay

○ **Pay with check, cash, or another method**
  No processing fee

○ **Pay with a Credit Card**
  $1.89 processing fee

Pay with eCheck
eCheck is available in the Public Portal Learn more

Total Due: $30.26

You may remit payment online using a credit card (please note that online payments are charged a processing fee), or if you would like to pay via cash or check, you may mail your payment, or deliver the payment to our department at Town Hall during normal business hours (you may also use the mail slot in the Tax Assessor's door if delivering after-hours). Please make checks payable to 'Town of Bolton.'

Once the fee is remitted and all information is received, the applications will be reviewed by the applicable Officials. Although every effort is made to process applications as soon as possible, please note that by regulation, the department has up to 30 days to issue a permit. Any comments, questions, or requests for further information from our department, as well as approved and issued permits, are sent through Viewpoint to the email address provided in the application.

If you have any questions about Viewpoint, or need further assistance with the application process, please do not hesitate to contact our department at 860-649-8066 x6103, and we will be happy to assist you.

COMMENTS AND PERMITS SENT THROUGH VIEWPOINT

When Staff reviews the applications, they will communicate with the applicant by sending a Comment through the Viewpoint system if they have any questions, or need additional information. When a comment is sent, the applicant will receive an email, such as the example below:

←   ▣   🗑   ✉

█████████████ commented on Application Review for Planning Permit #PL-21-3 Inbox

T   **Town of Bolton, CT** 12:29 PM
to me ⌄   ↰

Town of Bolton, CT

████████████i commented on Application Review for Planning Permit #PL-21-3

"PLEASE PROVIDE COPY OF LICENSE. THANK YOU."

View Details

Click the blue "View Details" tab, and you will then see your account on Viewpoint (if your account does not automatically open, you may have to manually log in using your user name and password). Scroll down and you will see the comment under the Applicant Review heading (see example below):

Application Review

▶ **In progress.** This step is in progress.

Review the application for completeness

DP | ~~[name]~~   Mar 1, 2022 at 12:29 pm

PLEASE PROVIDE COPY OF LICENSE. THANK YOU.

You may reply to the Comment by typing a message in the message box, then click to blue "Send Message" tab (see below):

Message the reviewer

I will upload my license per your request.

Send Message

The comment will then be received by the Reviewer.

Once, the permit issues, you will receive an email from the system indicating a document was issued, and you may log in to your account to view and/or print (and any other documents [i.e. payment receipts, etc] for display, and/or to keep for your records.

When the permit issues, the applicant will receive an email notification that a document has issued. That document will be your permit. You may log in to your account and view the document and/or print it for your records.

USING A CELL PHONE IN LIEU OF AN EMAIL ADDRESS

Every U.S. wireless carrier allows emails to be sent as text messages to a mobile phone (standard text messaging rates will apply). So, if you do not have an email address, but do have a mobile phone that is capable of receiving text messages, that may be used in lieu of a traditional email address when creating an account in Viewpoint. The only information you need is the mobile phone number and the name of the wireless carrier.

The mobile email address for each carrier is listed below:

T-Mobile [your 10-digit phone number**]@tmomail.net**
Example: 4251234567@tmomail.net

AT&T Wireless (formerly Cingular) [your 10-digit phone number]**@txt.att.net**
Example: 2125551212@txt.att.net

Verizon [your 10-digit-number]@**vtext.com**
Example: 9495551212@vtext.com

Boost Mobile [your 10-digit phone number] **@sms.myboostmobile.com**
Example: 1234567890@sms.myboostmobile.com

Cricket Wireless [your 10-digit phone number]**@sms.mycricket.com**
Example: 1234567890@sms.mycricket.com

Sprint [your 10-digit phone number]**@messaging.sprintpcs.com**
Example: 2125551234@messaging.sprintpcs.com

Tracfone or Straight Talk - the address varies.
Click this link to find out how to discover yours: https://sms411.net/2010/03/tracfone/

Alltel [your 10-digit phone number]**@sms.alltelwireless.com**
Example: 2125551212@sms.alltelwireless.com

Virgin Mobile USA [your 10-digit phone number] **@vmobl.com**
Example: 5551234567@vmobl.com

Other U.S. and Canadian carriers:
Bell Canada: [10-digit-phone-number]@txt.bellmobility.ca
Centennial Wireless: [10-digit-phone-number]@cwemail.com
Cellular South: [10-digit-phone-number]@csouth1.com
Cincinnati Bell: [10-digit-phone-number]@gocbw.com
Metro PCS: [10-digit-phone-number]@mymetropcs.com or [10-digit-phone-number]@metropcs.sms.us
Qwest: [10-digit-phone-number]@qwestmp.com
Rogers: [10-digit-phone-number]@pcs.rogers.com
Suncom: [10-digit-phone-number]@tms.suncom.com
Telus: [10-digit-phone-number]@msg.telus.com
U.S. Cellular: [10-digit-phone-number]@email.uscc.net