

Using the [City of New Bedford Online Permitting System](#) – Public Use



City of New Bedford, MA

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How may we help?

Access service information and apply online – all from here.

Search for something like "Gas Permit" or "Electrical Permit"

Signing Up

1. In the top right corner, click “sign up”
2. Click “Signup using Secure Portal”
3. Fill in Email and create password

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My Account

Access your account by clicking on “My Account” or your name in the top right corner. Here you will see an overview of all of your information.

Dashboard

Dashboard –Applications, permits, and info requiring your attention will appear here

Messages

Messages - Comments that go back and forth for applications will appear

Profile

Profile - This is where you can add in all of your personal info by clicking “edit profile”

- This is also where you can reset your password by clicking “edit”
- Important to input your contact information in case we need to get in touch with you.

Your Records

Applications

This will save time when filling out an application.

Projects

Applications - Where you can find any drafts or submitted applications

Projects - Not currently in use

Permits & Docs

Permits & Docs – Permit forms

Payments

Payments - Application fees both paid and unpaid. Receipt available for all payments

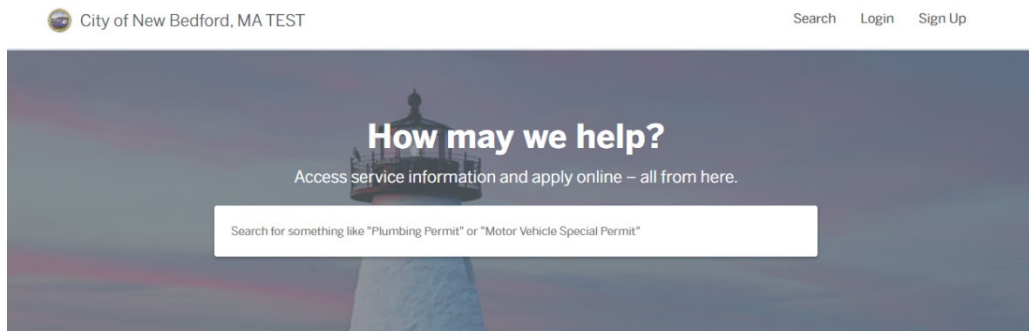
Inspections

Inspections – Inspection information. You can request and inspection or view inspection results.

Renewing your Food Establishment License

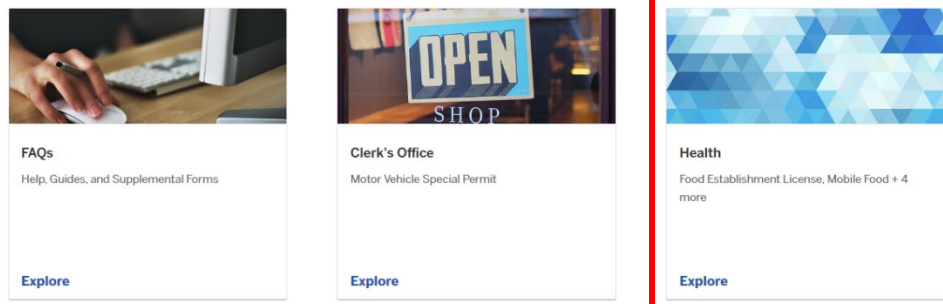
<https://newbedfordma.viewpointcloud.com>

Select **Health** from the online services menu and then select **Food Establishment License**:



Discover Online Services

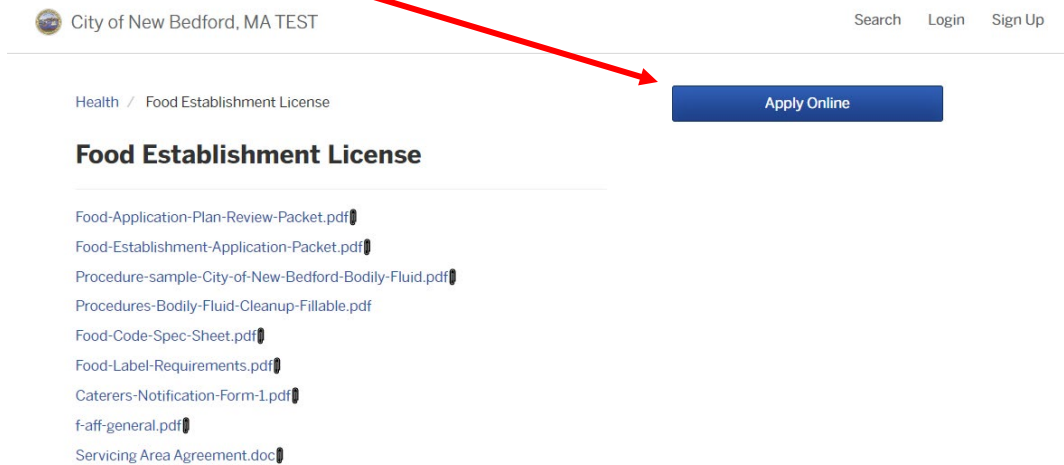
Choose below to browse services by department



Apply Online

Farmers Market Permit Application	Select
Mobile Food	Select
Food Establishment License	Select
Temporary Food Establishment Permit Application	Select
Event Coordinator As the Event Coordinator it is your responsibility to provide the following information, which is required to assess, prevent and address potential public health risks that might occur during the event. Advance planning will help promote and protect public health helping to insure a safe and successful operation.	Select
Tobacco License	Select

You will now select to **Apply Online** and begin your renewal process:



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Health / Food Establishment License

Food Establishment License

[Food-Application-Plan-Review-Packet.pdf](#)

[Food-Establishment-Application-Packet.pdf](#)

[Procedure-sample-City-of-New-Bedford-Bodily-Fluid.pdf](#)

[Procedures-Bodily-Fluid-Cleanup-Fillable.pdf](#)

[Food-Code-Spec-Sheet.pdf](#)

[Food-Label-Requirements.pdf](#)

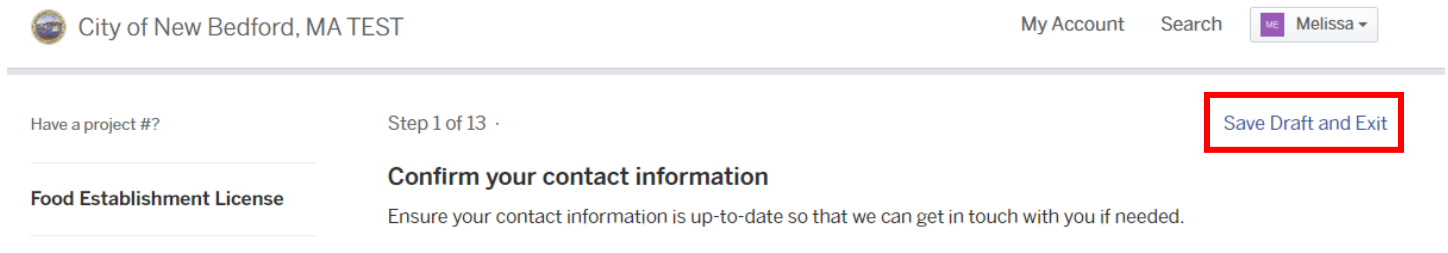
[Caterers-Notification-Form-1.pdf](#)

[f-aff-general.pdf](#)

[Servicing Area Agreement.doc](#)

Apply Online

If you have already setup an OpenGov Citizen Services account, your contact information may already prepopulate. If not, please begin filling out all form fields and checking for accuracy. The option to **Save Draft and Exit** is always available throughout the renewal process:



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My Account Search ME Melissa

Have a project #?

Step 1 of 13

Food Establishment License

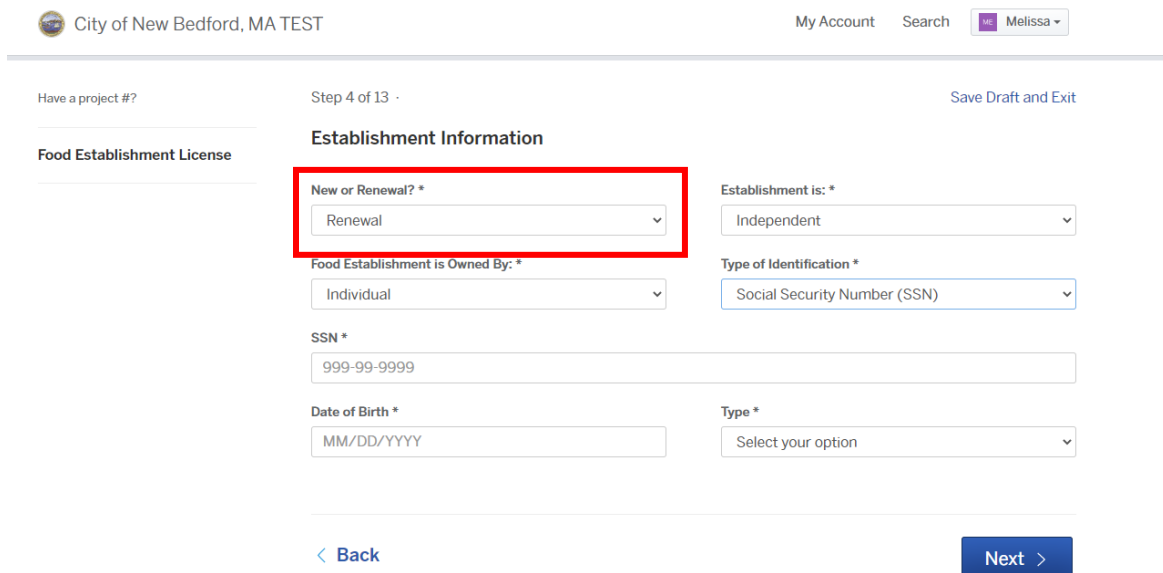
Confirm your contact information

Ensure your contact information is up-to-date so that we can get in touch with you if needed.

Save Draft and Exit

Be sure to select the correct location for the Food Establishment License when searching for address or parcel. If you encounter any issues, please contact the Health Department for further assistance.

Within the Establishment Information, be sure to select **Renewal** from the dropdown menu:



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My Account Search ME Melissa

Have a project #?

Step 4 of 13

Food Establishment License

Establishment Information

New or Renewal? *

Renewal

Establishment is: *

Independent

Food Establishment is Owned By: *

Individual

Type of Identification *

Social Security Number (SSN)

SSN *

999-99-9999

Date of Birth *

MM/DD/YYYY

Type *

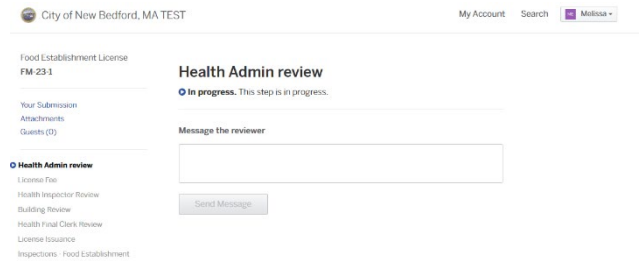
Select your option

Back **Next**

Confirm your submission – You will have a chance to see everything entered at the last step in case you need more edits. You may not make any changes once the application is submitted.

Once your application is submitted, you will receive an email confirmation, and another requesting payment. The payment can be made online by credit card or bank account, but there will be a processing fee. You have the option to mail in a check and not be charged a fee.

You can check on your application by clicking ***My Account*** and finding the application on your **Dashboard**. You can use the text box to send a message to a reviewer. When they reply – you will receive an email and can view this under **Messages** in your account.



When your application is complete, you will receive an email notification letting you know if it was approved or denied. All issued documents can be found under “Permits & Docs” in your account.

To Make a Payment, Add an Attachment, or Request an Inspection you must choose the specific Application.

An email notification will bring you directly into the permit application, but you can also search by function by using the side bar on the left, under ***Your Records***. Once you find the application you can click into the details. You may view the application under ***Your Submission***, but no changes are allowed to the detail sections.

Once in the application you can only choose the active steps shown on the left. Each workflow step is chronological and one, or a group or steps, must be complete before the next section becomes active. The exception is Attachments; you can add a file to the application at any point in time.

The status of each step is color coded:

Gray – Step is not active and cannot be selected for processing or requests

Blue – Step is active, you may send a message to the approver or inspector or request an inspection if applicable.

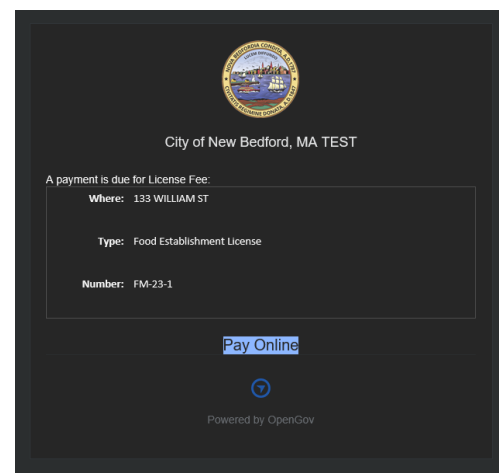
Green – Step is complete. The message box is still available for correspondence.

Approvals:

Typically, the next steps are Approvals by various departments and staff. You can monitor the progress and send comments via the Approval Steps. Email notifications will be sent to you when approvals are completed.

Payments:

When a fee is due – the system will send you an email notification immediately after you submit your application. Click “pay online” in the email to bring yourself to the step. You can also access it under “My Account” and click on the step in the dashboard. The online system accepts credit cards or electronic checks, debited from your bank account. There is a fee included in this method.



Inspections:

If an inspection is required for your permit, an inspector will reach out to you to schedule a date and time for the inspection to take place.

If an inspection is in progress or complete, you can send the inspector a note in the *Ask a question about this* box. You can also view any additional notes between yourself and the inspector.

Inspection History:

Once an Inspection is complete you may view the results in Inspection History. Click on the inspection to view the report.

Comments will appear below Inspection History.

You can message the inspector at the bottom of the page.

Documents:

When the Permit has been issued, you will receive an email.

Any other official documents will also be included in this section.

You may also send a message or call the office.