User Manual
PARIS Records Request

Contents

Overview

As part of the Department's continuous efforts to streamline the permitting process for water and sewer connections we are leveraging the use of technology to expand the online platform, which will allow applicants to submit Records Requests electronically.

Benefits of the system

There are many benefits to filing applications electronically. Applications can be created and filed on any day of the week at any hour from almost anywhere. When an electronic application is submitted, it is sent to a virtual queue for review by DEP staff. The status of the application is accessible at any time by logging into your account. The system is very easy to learn and use. The system provides instantaneous notice by e-mail whenever an application has been accepted and whenever the status changes.

Software/Hardware Requirements

The current minimum requirements for filing electronically are: a computer with Internet access (disable pop-up blockers), a printer, and Adobe Acrobat software, or similar (to convert documents formatted by word processor to portable document format (PDF)).

An internet browser is a program that allows you to access pages on the World Wide Web. The Permitting and Review Information System (PARIS) was developed specifically to take advantage of the features available within **Google Chrome** and **Microsoft Edge**. Other browsers, such as FireFox and Netscape, are not supported at this time. You can download the latest version of Chrome, free of charge, at https://www.google.com/chrome.

Cookies

The user must have cookies enabled to use the system. The website uses **session** cookies and only retains information until all user browsers are closed and the session is ended. The web site does not write any data to the user's hard drive. The exception to this is if a user selects to save a PDF of the Hydrant Flow Test letter.

Pop-up Blockers

If you have a pop-up blocker installed, you will need to allow pop-ups from the web site. If you do not have a pop-up blocker installed, you can skip to the next section.

To allow pop-ups from the web site using **Google Chrome**, follow these procedures:
1. Click the **Chrome** menu on the browser toolbar. Select **Settings** and then click **Show advanced settings.**
2. In the **Privacy** section, click **Site Settings** and click **Pop-ups and redirects**. In the **Pop-ups** section, select **Allowed.**
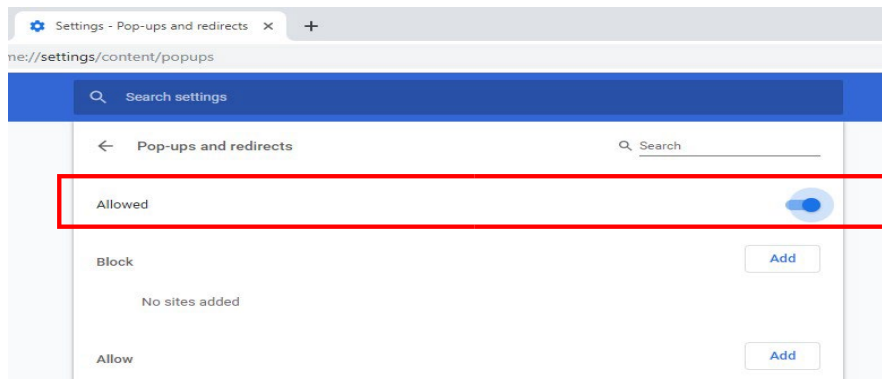
Attaching Files

The maximum file size is 250 MB.
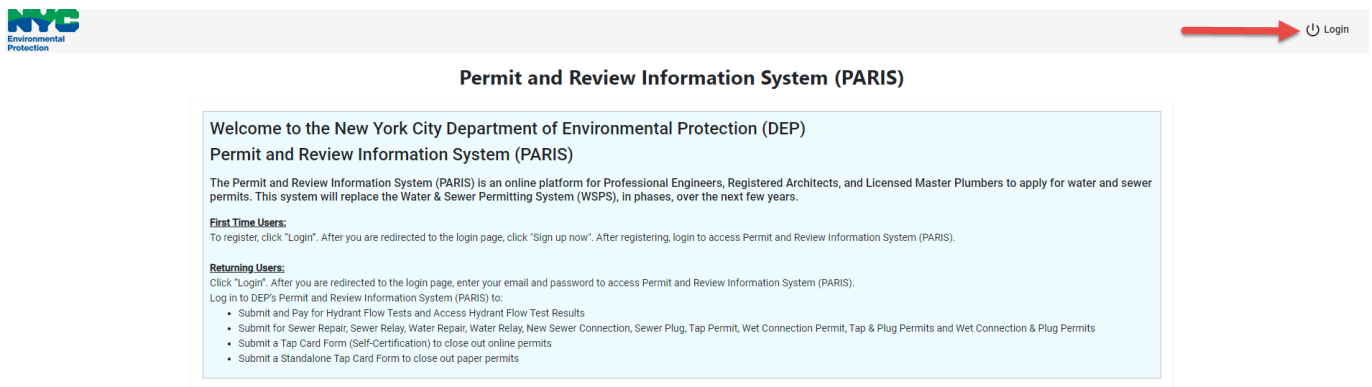
The system will accept the following attachment types:

- Word
- Excel
- PDF
- Images
- Videos
- Zip files

How to access the system

The web address of the system is https://epermitsportal.azurewebsites.net/login

Registration

1. Go to NYC DEP PARIS (epermitsportal.azurewebsites.net). Click login in the top right corner of the screen.
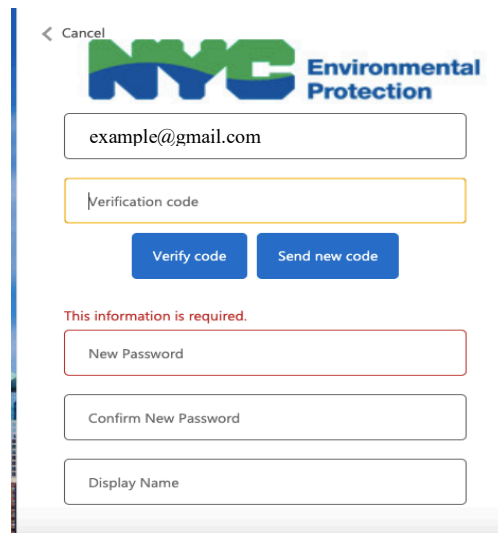

2. On the following page, the login fields will be shown. Below the "Sign In" button, there is a link to "Sign Up Now". Click the link to register an account.
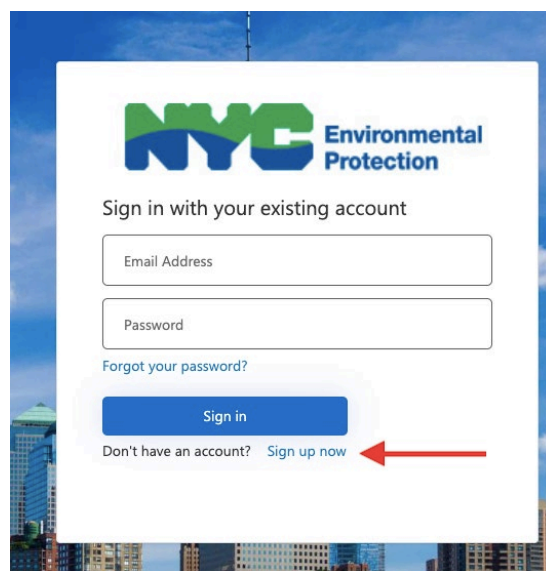
3. When you are taken to the Sign Up screen:

   ❖ Enter the email you want to use for the system.
   ❖ Click "Send Verification Code".
   ❖ Check your email account for the email with the verification code. The email can take several minutes to appear in your inbox. **Note: Email will come from depcrmsender@dep.nyc.gov, a no-reply email.
   ❖ Return to the Sign Up screen and enter the verification code from the email; click "Verify Code". **Please Note: You cannot finish creating the account until you have verified the code.
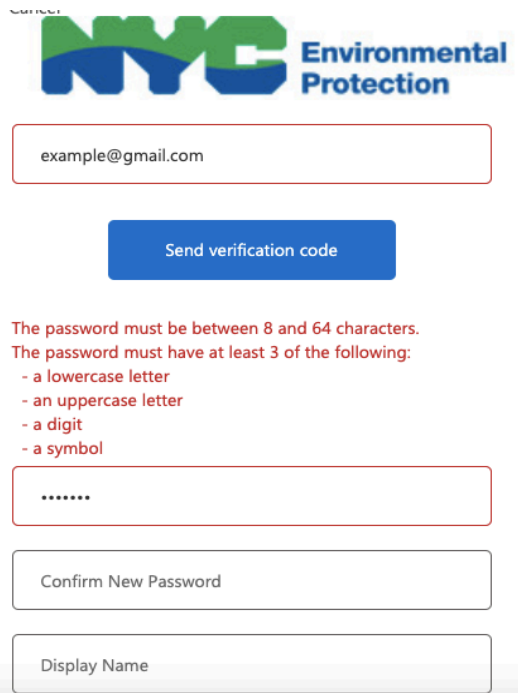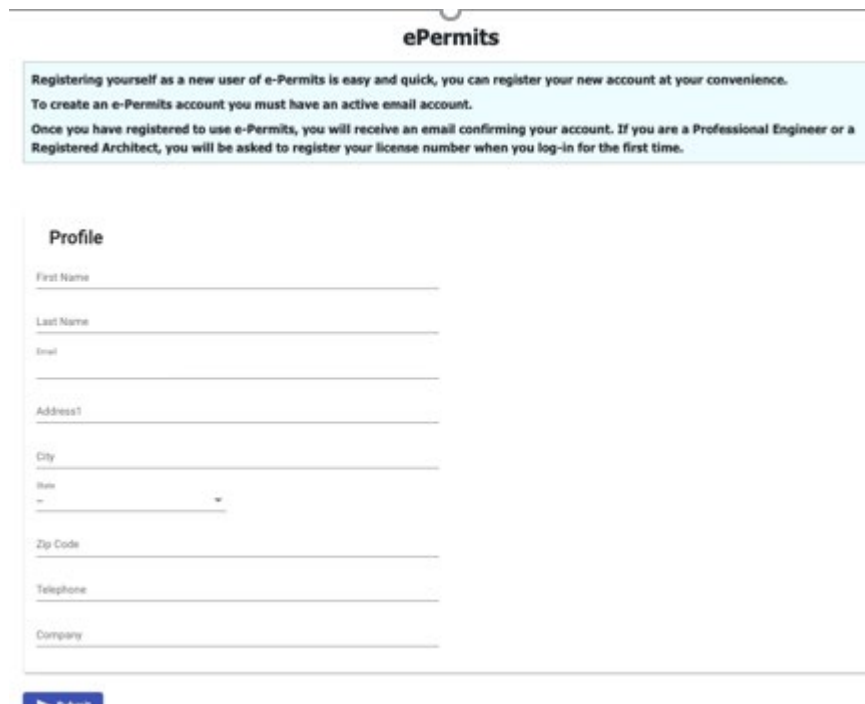

   ❖ Enter the password you want to use for the system; password requirements. See Figure 3.

❖ Pick the Display Name (can be a first name, company name, etc.)

❖ Click "Create" to complete sign up.

❖ Next will be the profile creation screen; fill out all fields with the information needed for the account.

❖ Email will be sent to the inbox of the email on the account (also check junk/spam boxes) to activate the account; click the link provided in the email, "Activate Account". **Note: Email will be sent from depcrmsender@dep.nyc.gov, a no-reply email.

Welcome to the NYC Department of Environmental Protection ePermits Portal system.

Thank you for registering your account. Please remember to protect your password and refrain from revealing it to others.

Please click the following link to activate your account.

Activate Account

If you have any questions concerning the system, please contact the support line listed below.

Thank you for using the Online ePermits Portal system.

Permitting Support Line
718-595-3088

❖ Click "Back to Home Page" and click "Login" in the top right.
❖ Login using the credentials just created.
❖ The next screen should have a Yes or No field about licensed professionals and provides a link to the authentication form.
   ➢ If you do not have a professional license, or prefer not to add it to the account, select "No". Your account is complete. *Please note: Records Requests **DO NOT** require a license.

- Note: The only professional accounts registered are…
  - NYC Licensed Master Plumbers
  - NYS Professional Engineers
  - NYS Registered Architects

Any other licensed professional (example: Land Surveyor) must select No to finish creating their account.

➢ If you have a professional license you want to add to the account, click "Yes" and then "Continue". Then follow the remaining steps.

Permit and Review Information System (PARIS)

If you are a Professional Engineer, Registered Architect or Licensed Master Plumber, you must apply for the appropriate user profile. Select the license type and enter your license number below. To complete the online registration process for your new account, you will need to complete in its entirety, an authentication form. The completed form must be signed and sealed with your professional seal and attested to by a Notary Public. Only original notarized and sealed forms will be accepted. Click the link below to download the authentication form.

If you are using Google Chrome or Microsoft Edge, please right click the link and select "Save Link As" to download the file to your computer. Then open the file using the Adobe Reader application.

Authentication Form

Once completed, email the form to paris@dep.nyc.gov and mail a hard copy to:

✉ By mail: NYC Department of Environmental Protection, Permit and Review Information System (PARIS), ATTN: Registrations, 3rd Floor, Low-Rise, 59-17 Junction Blvd, Flushing, NY 11373

Your registration will not be complete until authentication form is submitted

Professional Information

If you are a licensed professional, please select Yes, otherwise, select No:

○ Yes ○ No

➤ Continue

❖ Select License Type from the dropdown menu; enter license number and click "Search".

❖ License information should generate on the screen; if it is correct, click "Add" so the information is added to your profile.

❖ You should be taken to the homepage, and there will be message at the top stating that your license information was successfully added.

❖ Follow instructions below to make sure license is verified with DEP.

In order to complete registration as a professional, an "Authentication Form" must be signed, sealed by the professional, and attested by a NYS Notary Public.

Once completed:

1. Email the form to PARIS@dep.nyc.gov
   AND
2. Mail a hard copy to:

   NYC Department of Environmental Protection
   ATTN: Registrations (BWSO Office of Online Permitting)
   59-17 Junction Blvd, 3rd Fl., Low-Rise
   Flushing, NY 11373

The request will be checked for completeness and the identification of the professional will be verified.
**NOTE:** The account is linked to the LICENSE. Professionals should create accounts with personal emails NOT company emails.

Retrieving a lost password
1. To retrieve a lost password, click on the password recovery link, **Forgot your password?**
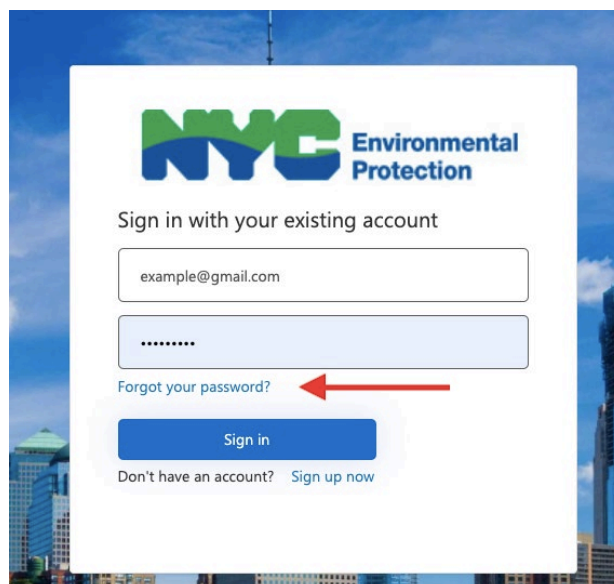
2. After entering the email address associated with account, click "Send Verification Code". An email with the verification code.
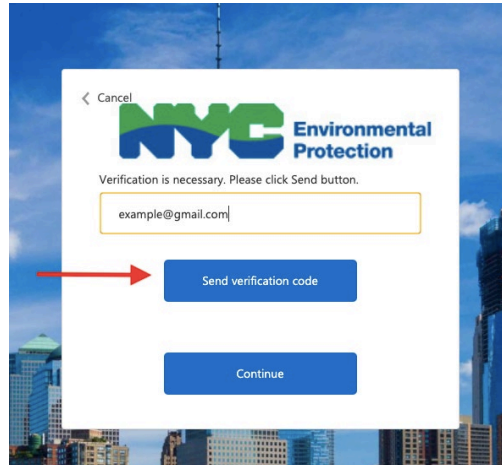

3. On the PARIS screen enter the verification code from the email, into the field provided and click **Verify Code**.
4. Click **Continue**.
5. On the next screen, enter the new password twice in the fields provided, and click **Continue**.

Main Menu

The main menu screen contains information on all applications entered in the system by the user.

First-time Users will see a screen similar to the one below, with no current applications in the system.
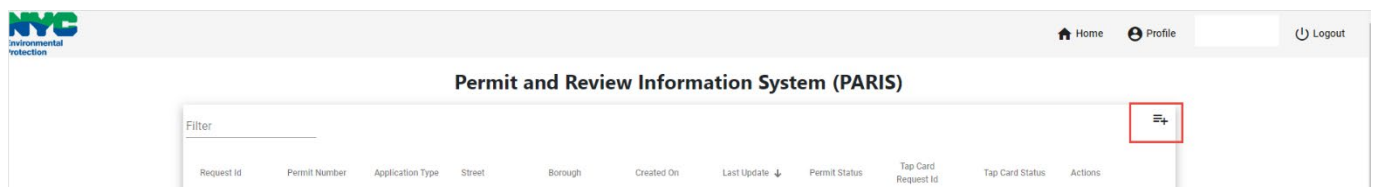
To start a new application, click the **Add New Application** button, top right corner of the menu (plus sign next to 3 lines). Select **Record Request** from the dropdown.

Please Note: The complete dropdown will show in all accounts; however, submissions are limited based on profile/license type.
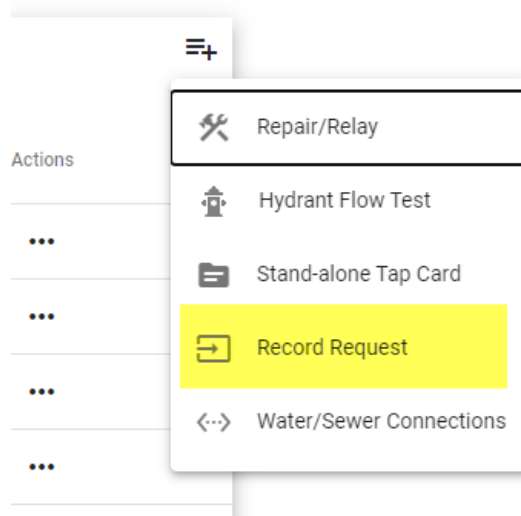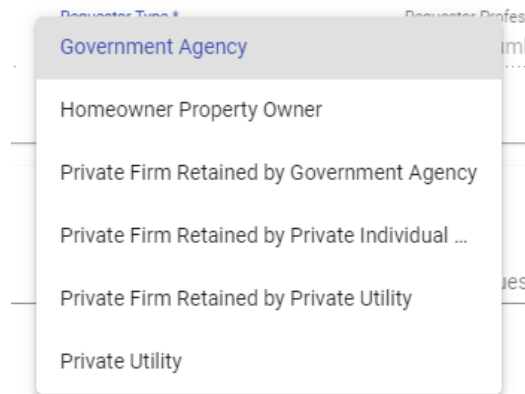

Start a New Records Request

The Record Request form will open.

To complete the Record Request Application, click the Requestor Type dropdown and select the applicable requestor type.

Requestor Types:
- Government Agency- Requestor is part of a government agency requesting records for the same government agency.
- Homeowner/Property Owner- Requestor is a homeowner requesting records for themselves.
- Private Firm Retained by Government Agency- Requestor is a professional hired by a government agency to obtain records.
  - Example: Plumber hired by a government agency to do plumbing work and needs to obtain records for the job
- Private Firm Retained by Private Individual or Company- Requestor is a professional hired by a homeowner to obtain records.
  - Example: Plumber hired by a homeowner/property owner to do plumbing work and needs to obtain records for the job.
- Private Firm Retained by Private Utility- Requestor is a professional hired by a private utility to obtain records.
  - Example: Plumber hired by a private utility to obtain records
- Private Utility- Requestor is part of a private utility requesting records for the same utility.

Government Agency

Step 1: Select this Requestor Type from the dropdown.

Step 2: Fill out all required sections.

Step 3: Click Save to save the information entered and move on to the next part of the request.

Homeowner/Property Owner

Step 1: Select this Requestor Type from the dropdown.

Step 2: Fill out all required sections.

REQUESTOR INFORMATION

First Name *

Last Name *

Email *

Phone *
7185953088

Address *
59-17 Junction Blvd

City *
Elmhurst

State *
NY

Zip Code *
11373

Requestor Company/Agency

(1) Requestor Type *
Homeowner Property Owner

Requestor Profession
Master Plumber

License Number

(2)

USE OF RECORD

Work Type*

Is this request for a large geographic area (12 or more blocks)?*

Project Description *

0/5000

(3)

LOCATION WHERE WORK IS BEING DONE

Borough*

REQUIRED ATTACHMENT

PLEASE CONFIRM THAT YOU HAVE UPLOADED THESE REQUIRED DOCUMENTS BELOW.

Proof of property ownership attached *

DISCLAIMER

MAPS ARE INTENDED TO BE A SCHEMATIC REPRESENTATION OF THE WATER/SEWER SYSTEM AND ARE NOT WARRANTED TO BE ACCURATE FOR CONSTRUCTION AND/OR SURVEYING PURPOSES AND ARE BASED ON THE BEST INFORMATION AVAILABLE AT THE TIME OF MAP CREATION. GIS DATA IS NOT WARRANTED TO BE ACCURATE FOR CONSTRUCTION AND OR SURVEYING PURPOSES AND IS BASED ON THE BEST INFORMATION AVAILABLE. ALL DAMAGES ARISING OUT OF THE USE OF THE DATA AND OR MAPS ARE EXPRESSLY DISCLAIMED. MAPS, DOCUMENTS, AND DATA ARE NOT FOR PUBLIC DISSEMINATION AND MAY NOT BE COPIED NOR DISTRIBUTED BY THE RECIPIENT. ALL RECORDS AND DATA ARE EXPRESSLY OWNED BY THE NYC DEPARTMENT OF ENVIRONMENTAL PROTECTION.

☐ *I have read and agree with the terms and conditions stated in the disclaimer.

Step 3: Click Save to save the information entered and move on to the next part of the request.

Note: Homeowners/property owners will only be provided tap/sewer cards for their property. Homeowners/property owners are required to provide proof of ownership by attaching their deed to the request. Attachments can be done AFTER saving the application. Instructions given in the following sections.

Private Firm Retained by Government Agency
Step 1: Select this Requestor Type from the dropdown.
Step 2: Fill out all required sections.

14

Step 3: Click Save to save the information entered and move on to the next part of the request.

Note: Private firms hired by a government agency are required to provide an authorization letter from the agency. Attachments can be done AFTER saving the application. Instructions given in the following sections.

Private Firm Retained by Private Individual or Company

Step 1: Select this Requestor Type from the dropdown.

Step 2: Fill out all required sections. Be sure to fill out all "Retained by" information for the individual or company.

Note: If you select Yes to "Is the request area over 4 blocks?", you will be required to attach a Client Letter authorizing the work.

REQUESTOR INFORMATION

First Name *

Last Name *

Email *

Phone *
7185953088

Address *
59-17 Junction Blvd

City *
Elmhurst

State *
NY

Zip Code *
11373

Requestor Company/Agency

1

Requestor Type *
Private Firm Retained by Private Individual or ... ▼

Requestor Profession
Master Plumber

License Number

2

Retained By *

Retained By Email *

Retain By Company *

Retained By Phone *

USE OF RECORD **3**

Work Type*

Is this request for a large geographic area (12 or more blocks)?*

Project Description *

0/5000

LOCATION WHERE WORK IS BEING DONE **4**

Borough*

Is the request area over 4 blocks*

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☐ *I have read and agree with the terms and conditions stated in the disclaimer.

Step 3: Click Save to save the information entered and move on to the next part of the request.

Private Firm Retained by Private Utility

Step 1: Select this Requestor Type from the dropdown.

Step 2: Fill out all required sections.

Note: If you select Yes to "Is the request area over 4 blocks?", you will be required to attach a Client Letter authorizing the work.

Step 3: Click Save to save the information entered and move on to the next part of the request.

Private Utility

Step 1: Select this Requestor Type from the dropdown.

Step 2: Fill out all required sections.

REQUESTOR INFORMATION

First Name *   Last Name *   Email *   Phone *
                                                                                       7185953088

Address *   City *   State *   Zip Code *
59-17 Junction Blvd   Elmhurst   NY   11373

Requestor Company/Agency   Requestor Type *   Requestor Profession   License Number
                            Private Utility   Master Plumber

USE OF RECORD

Work Type*   Is this request for a large geographic area (12 or more blocks)?*

Project Description *

                                                                                              0/5000

LOCATION WHERE WORK IS BEING DONE

Borough*

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☐ *I have read and agree with the terms and conditions stated in the disclaimer.

Step 3: Click Save to save the information entered and move on to the next part of the request.

FOR ALL REQUESTOR TYPES

Complete the **Use of Record** section of the form. Provide the Work Type, Project Description, and indicate whether the request falls under a large geographic area (i.e. an area of 12 blocks or more).

USE OF RECORD

Work Type*   Is this request for a large geographic area (12 or more blocks)?*

Project Description *

                                                                                              0/5000

LOCATION WHERE WORK IS BEING DONE

Borough*   Is the request area over 4 blocks*

Certain **Work Types** will require certain documents.
Example: Geothermal Well requires an Engineer's Letter.

A borough must be selected in the **Location Where Work is Being Done** section.

A disclaimer is shown for each requestor type and must be acknowledged prior to submitting.

After the page is saved, the following message will pop up at the top of the screen.
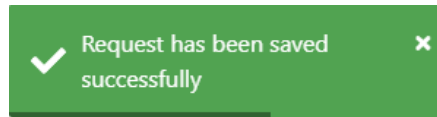**WHEN THE RECORD IS SAVED, THE BOROUGH FIELD WILL BE LOCKED.**

Once the record has been saved, additional tabs will appear at the top of the application screen to complete the application.

Entering Record Request Location(s)

Step 1: Click the RCU Locations tab at the top of the request screen.

Step 2: Click **Add Location.**

The **Borough** will be automatically populated based on what was selected on the Details page and cannot be changed.

Enter the address information the records are needed for.

Note: The leading zeroes for the block and lot will be added automatically, do not try to enter them using the leading zeroes.

If the location is an intersection, check the box and enter the relevant street information.

Be sure to **SAVE** each location when it's done.

Step 3: Repeat Step 2 for all locations that should be added to the request.

A: If a location needs to be edited, click the box with an arrow under the Actions column to reopen the location.

B: If a location was added by mistake, click the trashcan icon under the Actions column to delete it.

Attaching a File

To attach a document to your request, the document must be saved first.

1. Click **Save.** Once the application has been saved the **Files** tab will appear at the top of the application page along with the RCU Locations tab.

2. Open the tab and select **Choose File** and select the file(s) to be attached. Or drag the file over to drop in the "**Drag & Drop Files Here**" field.

Submitting the Request

Once the request is completed, it can be submitted.

1. Verify the application is complete and accurate.

2. Read through the Disclaimer. Check the box to acknowledge that the disclaimer has been read and accepted.

3. Click **Submit** at the bottom of the Details page.

4. The status of the application will change to **Review in Progress** when the process is successful and a message will be sent to the email on the account confirming the submission.

SE OF THE DATA AND OR MAPS ARE EXPRESSLY DISCLAIMED. M
OS AND DATA ARE EXPRESSLY OWNED BY THE NYC DEPARTMEN

isclaimer.

Save   **Submit**   **Cancel**

D   **NYC DEP**
To: Doe, John

Tue 11/03/2022 10:39 AM

Dear John Doe,

The permit system received application #: RCU-000099 from the user account associated with this email address for a record request.

Click here to access your application RCU-000099
This is an unmonitored mailbox. Please contact paris@dep.nyc.gov with your inquiries.

Thank you,

Permitting System

718-595-3088

↩ Reply   ↪ Forward

Checking the Status of an Application

The status of a submitted application can be found in the **Status** column in the **Permit Status** section. <u>Clicking the status will open the application.</u>

Applications in the **Draft** category have been saved, but not submitted. (Draft expires after 30 days)

Applications in the **Review in Progress** category have been submitted to DEP.

Applications in the **Objected** category have been processed and given objections by DEP.

Applications in the **Resubmitted** category are being reviewed by DEP after a response to an objection has been submitted.

Applications in the **Approved** category have been processed and approved by DEP.

Applications in the **Denied** category have been reviewed and denied by DEP.

*Reason(s) for denial will be listed in the Objections tab of the request.

*Requests will be denied for duplicate requests.

Correcting Objections and Resubmitting

If the status of the application is Objected:

Step 1: Click the three dots to the right under **Actions** to show the dropdown menu; click **View Record Request.**

Or click the status to open the application.

Step 2: Click the **Objections** tab (highlighted in red) to view the objections from the reviewer.

Step 3: To add a response to an objection click on **Add Response**.

Step 4: Type the response in the **Add a Response** text field that pops up and click **Save**.

Response

Add a Response ❓

0/300

CANCEL   SAVE

Step 5: If applicable, make the necessary changes to the application.

Step 6: Click the **Back to Details** button.

Note: A Response to the objection must be entered in order to resubmit the application.

Step 7: Re-review the **Acknowledgment** and check the box saying you have read and agree to the statement.

Step 8: Click the **Submit** button.

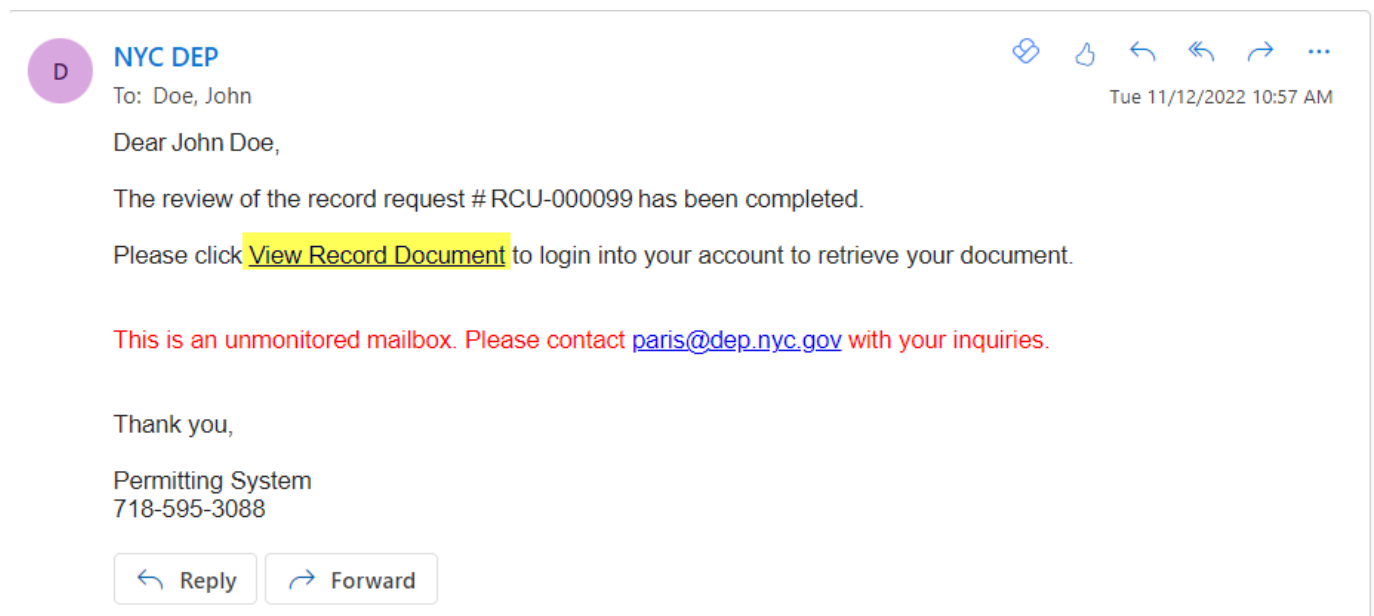*The status of the application will change to **Resubmitted** and DEP will review the application again.

Retrieving the Records

If the status of the request is Approved, the request for records has been approved and the records are available for download in PARIS.

*Note you will receive a confirmation email when the record request has been completed.

Downloading the Records

1. Select the 3 dots under the **Actions** column of the approved test in the request queue.
2. A dropdown will appear with your action options.
3. Select **View Record Request**.
4. The application will open.
5. Click the files tab.
6. Click the cloud symbol next to the document(s) or double click on the document(s) that need to be downloaded.
7. The document(s) will download.

Permit and Review Information System (PARIS)

Filter										
Request Id	Permit Number	Application Type	Street	Borough	Created On	Last Update ↓	Permit Status	Tap Card Request Id	Tap Card Status	Actions
RCU-000099		Record Request	59-17 Junction Blvd	Manhattan	08/22/2023	08/22/2023	Completed			•••

View record request

Permit and Review Information System (PARIS)

Request Number:

Status: Approved

Several of the fields in the application are of general applicability. Indicate the Address, Street Name, Borough, Cross Street and requested flow rate (GPM). Upon validation of the address, fill out the remaining fields on the application.

Note: If you want to save the application and come back to it later, click on the "save" button this will save the application as a draft. You can attach supporting documents in the Files tab, click on edit to edit a draft or submit your application. If there are any errors on the application, they will be listed at the top of the page. If a field is missing information or has incorrect information, it will be shown in red.

🗎 Details	☁ Files

You need to first save the form before you upload files. Each file needs to be less than 100 MB.

Uploaded Files

File Name	File Size	Comment	Created On	
View Approval Letter PDF	196.6KB			☁

🗎 Back to Details