



Introduction

New Hampshire is working every day to improve digital government access for everyone living in or doing business in our beautiful state. This portal will help streamline the permit process for both applicants and processing staff. It will continue to grow as more agencies migrate their permits, certifications and other forms online. In this document, we will review the basic functionality within our new, New Hampshire Permit Portal. To help aid in your process, please utilize the table of contents below and navigate to your desired section.



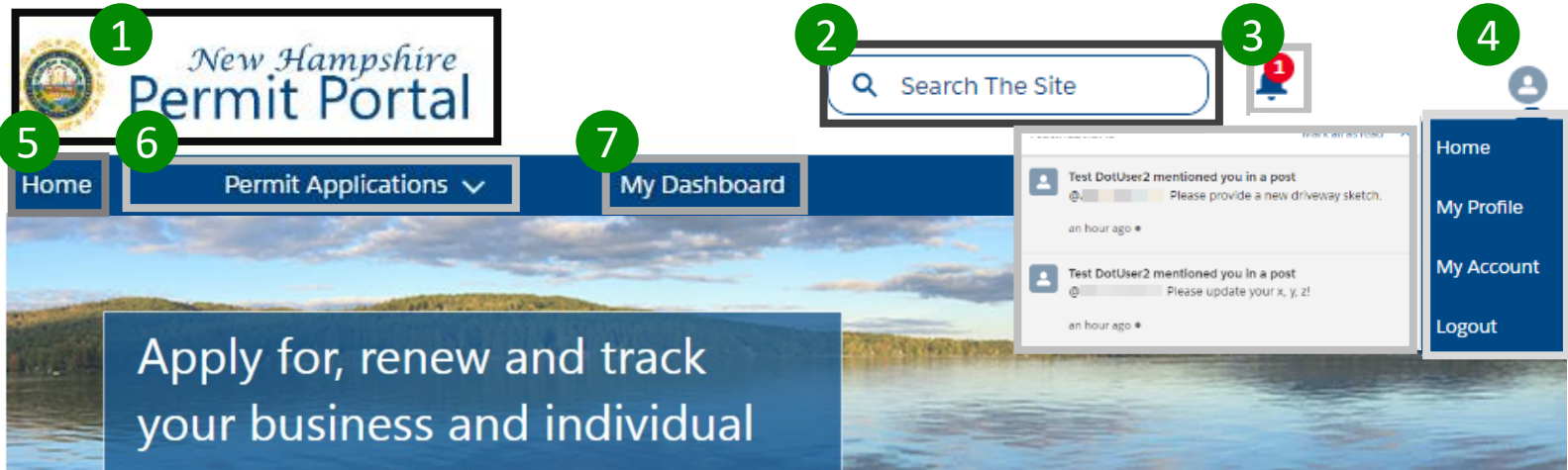
Permit Portal Functional Overview	
Home Page Functionality	2
Viewing your applications via My Dashboard	3
Individual Application Functionality	4



Home Page Navigation

The Navigation section of the homepage provides users with valuable links to all portions of the site.

Please Note: For the purposes of this guide, proportions have been slightly altered for enhanced visual representation.



1 The New Hampshire Permit Portal logo provides an easy to find link to navigate users back to the **Home** page

2 The **Search The Site** box allows for users to use keywords to find various resources within the Permit Portal

3 You can access the **Notifications** drop down by selecting the bell icon (🔔). A notification will alert you of any incoming communication about your account or applications. The number in the red circle on top of the bell illustrates the number of unread notifications that you have.

4 To access the Account Settings dropdown, you will need to select the avatar icon (👤). Users can view profile specific information. If users are part of a larger organization, they can view all **Contacts**. **My Account** functionality is further explored in the **Getting Started** user guide

5 The **Home** button provides an easy to find link to navigate users back to the **Home** page

6 The **Permit Applications** dropdown provides users with a link to apply for all permits within the site. Additional forms may be added to Portal in the future.

7 The **My Dashboard** link will guide users to the section of the site where they can view all submitted and draft applications. Within the page users can see an in-depth view of fields pertinent to their application. Functionality on this page is further explored in the **Successful Account Usage guide**.

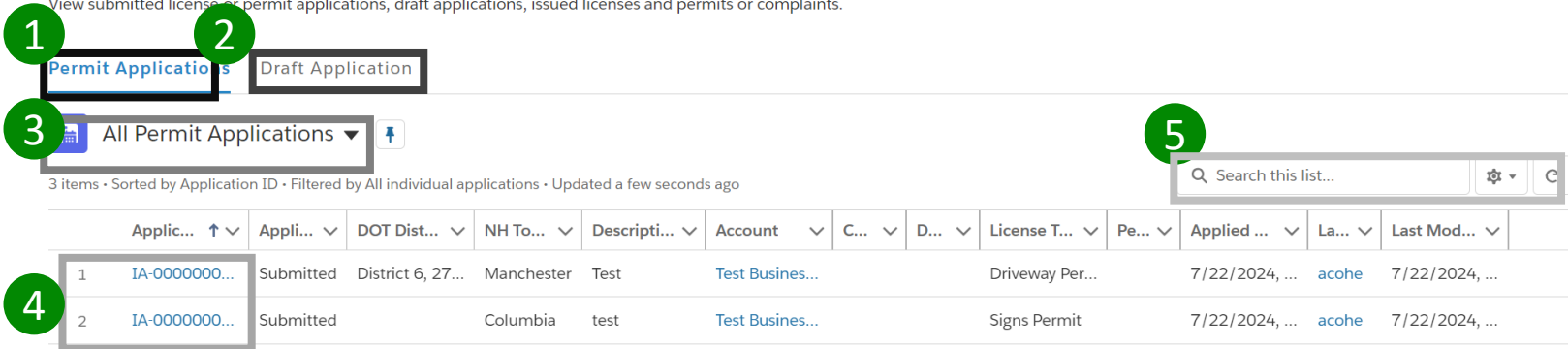


Viewing applications using My Dashboard

A logged in user will have access to all Draft and Submitted applications via their My Dashboard function. The function provides a customizable view for users quickly sort, view details about, and check the status of applications.

View the Status of a License, Permit, and Complaints

View submitted license or permit applications, draft applications, issued licenses and permits or complaints.



1. Permit Applications | Draft Application

2. Draft Application

3. All Permit Applications [Pin Icon]

5. Search this list... [Settings Icon] [Refresh Icon]

3 items - Sorted by Application ID - Filtered by All individual applications - Updated a few seconds ago

Applic...	Appli...	DOT Dist...	NH To...	Descripti...	Account	C...	D...	License T...	Pe...	Applied ...	La...	Last Mod...
1	IA-0000000...	Submitted	District 6, 27...	Manchester	Test	Test Busines...		Driveway Per...		7/22/2024, ...	acohe	7/22/2024, ...
2	IA-0000000...	Submitted		Columbia	test	Test Busines...		Signs Permit		7/22/2024, ...	acohe	7/22/2024, ...

4. Application ID hyperlink

1 At the top of the page, navigate to Permit Applications to view all of you submitted applications

2 When filling out your application you can **save** your application and restart in the future. To resume your application, click on the **Draft Application** section. In this section you will find the URL to resume your application. **These applications will be removed from the system after being open for 30 days.**

3 Toggling between My Permit Applications and All Permit Applications is useful for municipal and business accounts. This allows the user to see their personal or shared applications. The default screen can be saved by pinning ([Pin Icon]) the desired section.

4 If users would like to view the application in more detail, you can click on the **Application ID** hyperlink within the **Application ID** column.

5 In the top right corner, the user can utilize the **Search**, **Settings**, and **Refresh** functions. Users can utilize the search function by typing in criteria and hitting enter.



Viewing more details on Individual Applications

The **Individual Application** page, is split in to two sections. The top section displays an easy-to-read view of the application. The bottom of the **Individual Application** page provides in-depth information and the ability to for interaction on the application.

The screenshot shows the 'Individual Application' interface. At the top, a progress bar indicates the application status: Submitted (highlighted in blue), Application Review, and Completed. Below this, a 'Key Fields' section lists various application details. At the bottom, a navigation bar contains six tabs: Details (highlighted with a green circle 2), Files (highlighted with a green circle 3), Maps (highlighted with a green circle 4), Messages (highlighted with a green circle 5), and Track Application (highlighted with a green circle 6). A green circle 1 is placed over the top header area of the application details.

1 The top section displays an easy-to-read view of **Application Status**, **Current Review Group**, the number of days the application has been open, and when the application was created.

2 The **Details** section shows all the information that was submitted within the application. The fields will vary based on the application submitted.

3 The **Files** section shows all files that have been submitted as part of the application. You can access Approved Application Permit in the **Files** section. This section also includes any NH DOT uploaded files.

4 The **Map** section displays the location that you had previously entered. This information may not be editable once the application has been submitted.

5 In the **Messages** section you can send and receive messages real-time. Users will only be able to reply to messages that NHDOT employees have initiated.

6 Within the **Track Application** section, you can see when changes to the application’s status, sub-status, or review group occurred.