

## PROCESS FOR ONLINE RENEWAL – THREE STEPS

1. Receive a Renewal Application for Food Establishment License A. This is a prefilled Renewal Application with last year's information
  - B. Similar information will be required on the Online Renewal Application
  - C. Review for changes in your business information over the previous year and make corrections
2. Register for an Online Account as a business in Andover at the Town Website and Online Permit Center at [www.andoverma.gov/40/Online-Permit-Center](http://www.andoverma.gov/40/Online-Permit-Center)
  - A. Register and confirm, via your e-mail, your Online Account Profile
3. Renew Application and Provide Payment Online
  - A. Access Andover Town Website and Online Permit Center for Permits
  - B. Renew your Application and make your payment Online
  - C. Andover will review the application and payment, and then approve and issue the license via e-mail
  - D. You can track the application status and print the license when it is issued.

## How to Apply/Renew Health Division Food Establishment License Online

Apply and pay via Online Permit Center at any time. Receive Permit within a week via e-mail.

Go to URL: [www.andoverma.gov/410/Online-Permit-Center](http://www.andoverma.gov/410/Online-Permit-Center)

Select "Continue to Online Permit Center"

1. For new users: Select "Click here to register". Select "Businesses" as the Account Type. Follow instructions on site. Once setup, you will receive a confirmation email that must be selected to activate your Account.
2. Login to your Account:
  - a. Go to URL: [www.andoverma.gov/410/Online-Permit-Center](http://www.andoverma.gov/410/Online-Permit-Center)
  - b. Select "Continue to Online Permit Center"
  - c. Logon to your Business Account: Email Address and Password
3. To Create a Renewal Application and provide Payment:
  - a. Select Apply/ Renew Permit button.
  - b. Select Food & Milk License Icon button.
  - c. Provide your Business Establishment - House # and Street Name
  - d. Review Map and verify location.
  - e. Select Renew Button and Pin/License# to be Renewed (it is your current License#) with current year Date Issued and Date Expired. This Starts your Renewal Application.
4. Application - Step 1 – License Information
  - a. Update License Information that may have changed from last year. Select Next Button.
  - b. To change any Phone # data, please erase/clear old number and enter new number fresh.
5. Application - Step 2 – Establishment Goods & Services Information
  - a. Update/ Add Info. that may have changed from last year. Select Next Button.
6. Application - Step 3 – Establishment and Days of Operation information
  - a. Update any information that may have changed from last year. Select Next Button.
  - b. Application – Step 4 - Additional Information – Provide requested Allergen Awareness and Certified Food Manager information.
  - c. Update information that may have changed from last year. Select Next Button.
7. Application – Step 5 – Documents & Requirements – Workers Compensation Insurance Info.
  - a. Update any information that may have changed from last year. Select Next Button.
8. Application - Step 6 – Preview Application, Select Submit Application button
9. Finish Application - Provide Digital Signature, Click two acknowledgement check boxes, Select Submit Button.
10. Review Application submit page, write down application tracking # ie TFM-17-XXX.
11. Pay for Application - Scroll down to Pay Now \$ button to pay for application with Credit Card.
  - a. Select either Pay with Credit Card or PayPal Account button.
  - b. Follow normal credit card payment instructions. Submit payment.
  - c. At end return to Online Permit Center dashboard.

**\*NOTE:** You may still mail in your payment with a check as in the past - **or** - apply in person at the Andover Town Offices, Health Division, First Floor, 36 Bartlet St., Andover, MA 01810, between 8 AM and 3 PM, to pay by cash, check or credit card.

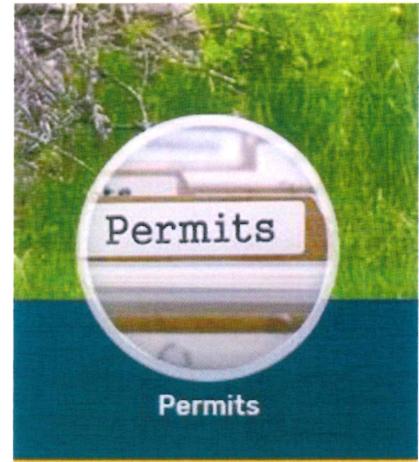
# Registering for a View Permit Online Account

## Business

Registration is quick and easy. Use your email address as your username and create a unique password. This info will be required every time you log into the ViewPermit Online Center, so be sure to keep this info safe for future use. Registration is required prior to accessing any permits, inspections, or licenses.

### Step 1

On the [www.Andoverma.gov](http://www.Andoverma.gov) home page click on the “Permits” bubble



### Step 2

Click on the:  
“ONLINE PERMIT CENTER”

[Online Permit Center](#)



The Town of Andover is pleased to offer licensed contractors and home/property owners the ability to apply, pay for, and receive Building, Electrical, Gas, Plumbing, select Fire permits and Health Licenses online through ViewPermit, our permitting partner. This is the first of a multi-phase initiative for offering and issuing a wide range of municipal permits and licenses electronically in order to provide greater convenience, an enhanced level of service, and to improve the overall customer experience

### Step 3

Click: “Continue to the Online Permit Center”

For more information contact Health Division at: 978-623-8640

Continue to Online Permit Center



## Step 4

Next: "Click here to register"

Sign In

Email Address / User ID

Password



Don't have an account?  
[Click here to register](#)

## Step 5

Click on "Businesses"

Select Account Type



# Step 6

Fill in the fields as asked and click “Register”.

If you receive a red “Not Validated” please call our office for assistance

978-623-8640

## Account Registration



Email Address / User ID

Password

Re-type Password

First Name  Last Name  DBA  Business Type

Address  City  State  Zip  Phone Number

Emergency Contact Name  Phone Number



## Activating your Account

Once you register, you must activate the account through the link sent in an automated e-mail by ViewPermit before you can log in.

## Viewing History of a Property

Once you register for an online account, you can view permit history for any property in Andover. For a permit summary report of any property click on “**Print Permit Report**”.

**Search Permits & Addresses** (Begin by typing your permit or address, then select from the list that appears)

If you have specific questions regarding the permits, please call our Health Division office at 978-623-8640.

## Viewing Property Map

You can also research property maps online. Visit our website at: [www.andoverma.gov](http://www.andoverma.gov) and click on the GIS Viewer (bottom of site)

