User's Manual

Permit and Review Information System (PARIS)

Service Line Identification

PARIS Support
PARIS@dep.nyc.gov
(718) 595-3088

Lead Support
leadservices@dep.nyc.gov
(718) 595-5322

Version 1.0
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Registration/Passwords

In order to submit a service line identification in the system, a User must be registered in PARIS. First, an account must be created in the system. Go to NYC DEP PARIS (epermitsportal.azurewebsites.net). Click login in the top right corner of the screen (See Figure 1).
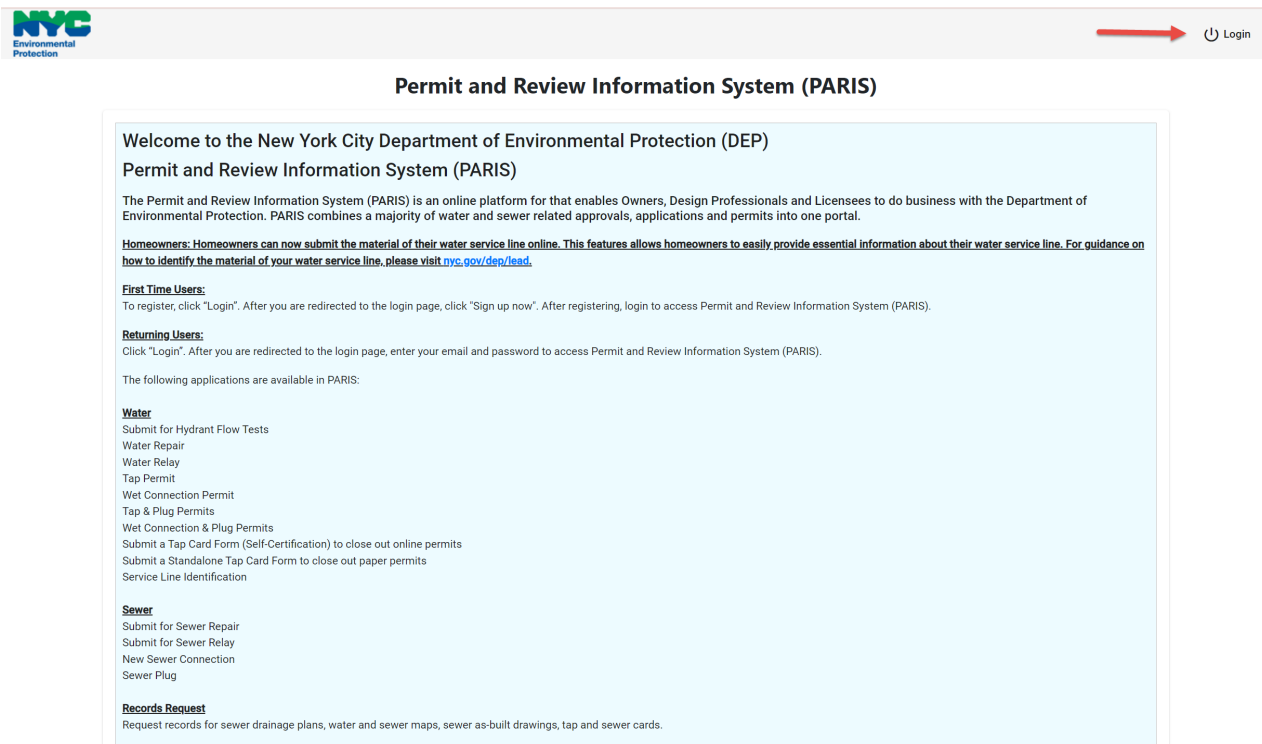

Figure 1

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. See Figure 2.
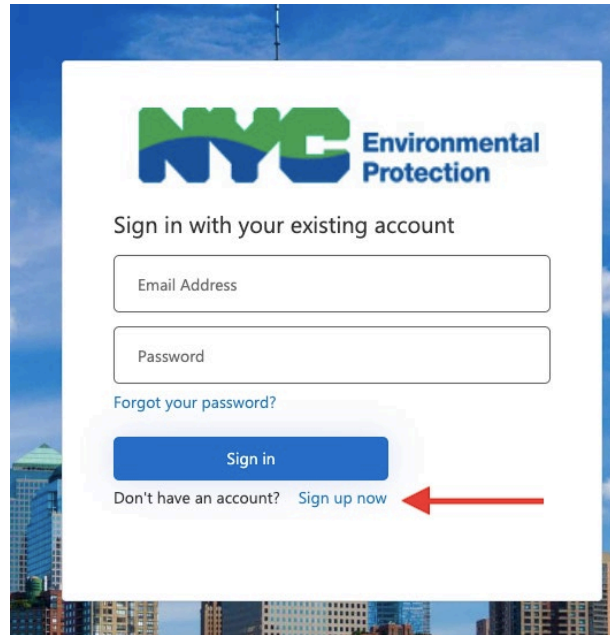
Figure 2

When you are taken to the Sign Up screen:

1. Enter the email you want to use for the system.

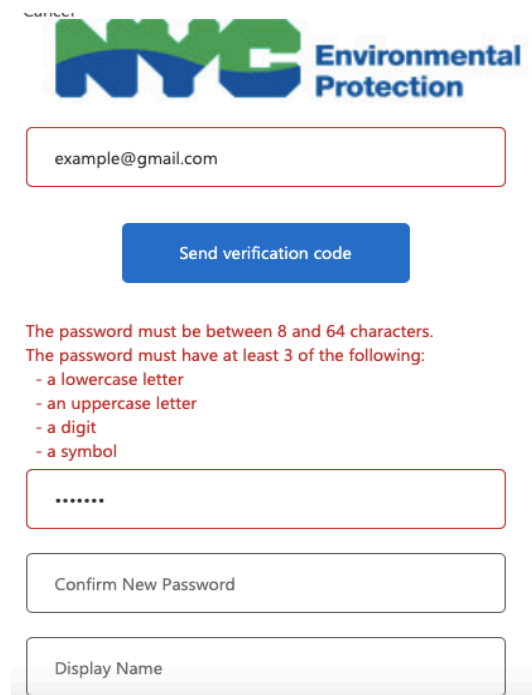2. Click "Send Verification Code".

Figure 3

3. Check your email account for the email with the verification code. The email can take several minutes to appear in your inbox.
4. 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.
5. Enter the password you want to use for the system. See Figure 3.
6. Pick the Display Name (can be your first name, company name, etc.)
7. Click "Create" to complete sign up.
8. You will be taken to the profile creation screen; fill out all fields with the information you want to use for the account.

Figure 4

9. An email will be sent to your inbox (also check junk/spam boxes) to activate your account; click the link provided in the email, "Activate Account". See Figure 5.
10. Click "Back to Home Page" and click "Login" in the top right.
11. Login using the credentials you just created.
12. You should be taken to a screen that asks if you are a licensed professional. Click No if you are a homeowner, or authorized representative to continue to the home page; you will only have to do this one time.
    Note: If you are a Licensed Master Plumber (LMP) doing a service line identification, please create a professional account.

Figure 5

Software/Hardware Requirements

The current minimum requirements for filing 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.
It should work with any modern browsers (Microsoft Edge, Google Chrome).
Other browsers, such as Safari, are not supported at this time.

PARIS can be accessed from all computers—and any other device such as mobile phones and tablets with a supported web browser.

Cookies

The user must have cookies enabled to use the system. The PARIS website uses **session** cookies and only retains information until all user browsers are closed and the session is thus ended. The PARIS website 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 a permit.

Pop-up Blockers

If you have a pop-up blocker installed, you will need to allow pop-ups from the PARIS website.

Attaching Files

The maximum size for file attachments is 100 MB.

The system will accept the following attachment types:

- Word
- Excel
- PDF
- Jpg
- Tif
- TXT

How to Access the System

The web address of PARIS is [NYC DEP PARIS (epermitsportal.azurewebsites.net)](epermitsportal.azurewebsites.net)

To login to PARIS, after your account has been created and activated, click **Login** (top right corner) and enter your email address and password in the appropriate fields. After entering the information click on the **Login** button. Please note that the password is case sensitive.

System Timeout

The System times out after it has been inactive for 60 minutes (1 hour). The following message displays, asking if you would like to leave the page.
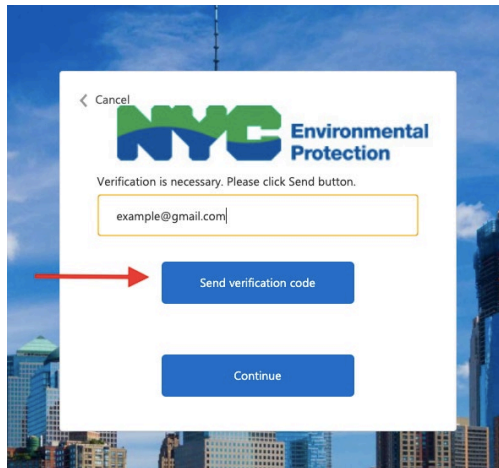
Retrieving a Lost Password

To retrieve a lost password, click on the password recovery link, **Forgot Your Password?**.
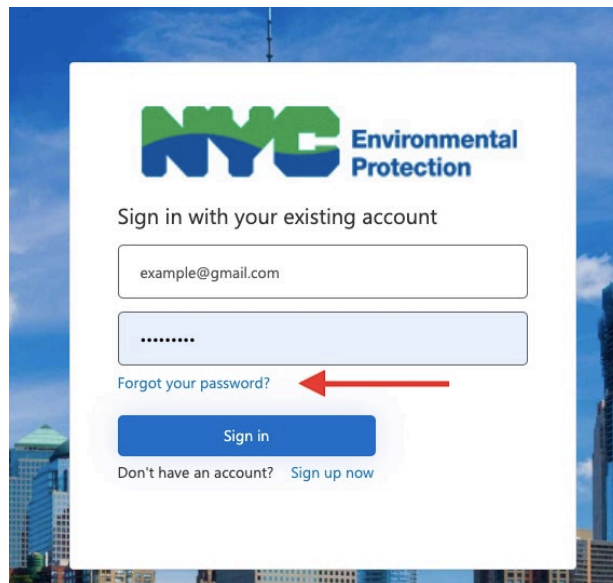
Figure 6

After entering the email address associated with account, click "Send Verification Code".
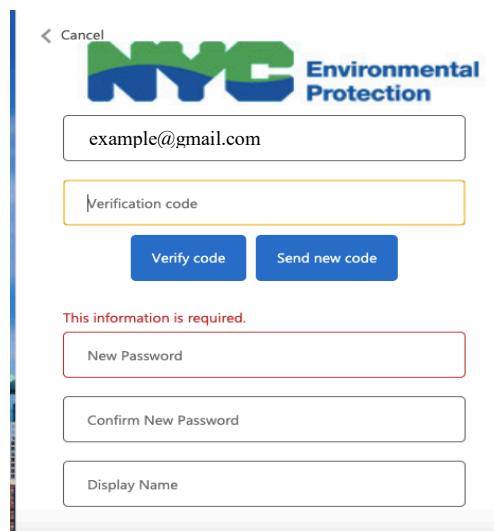
0

Figure 7

You will receive an email with the verification code.
On the PARIS screen enter the verification code from the email, into the field provided and click **Verify Code**.
Then, click **Continue**.
On the next screen, enter the new password twice in the fields provided, and click **Continue**.

Figure 8

Home Page

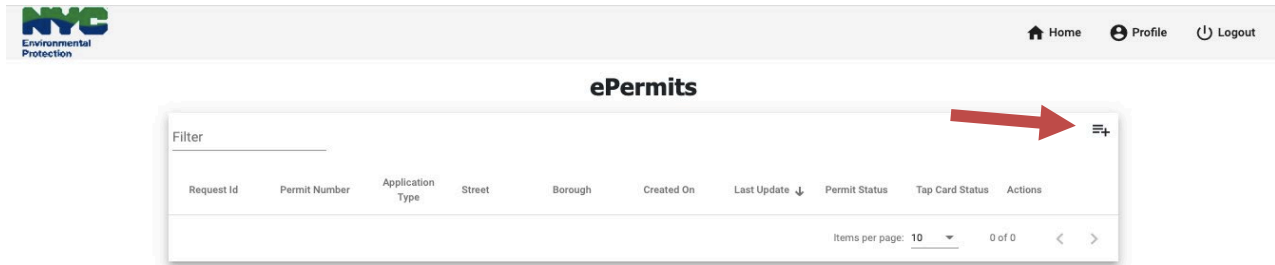After successfully logging in, the home page will open. See Figure 9.

Start a New Service Line Identification

To start a new application, click on the **Add New Application** button, top right corner of the menu. Select **Service Line Identification** from the dropdown. See Figure 10.
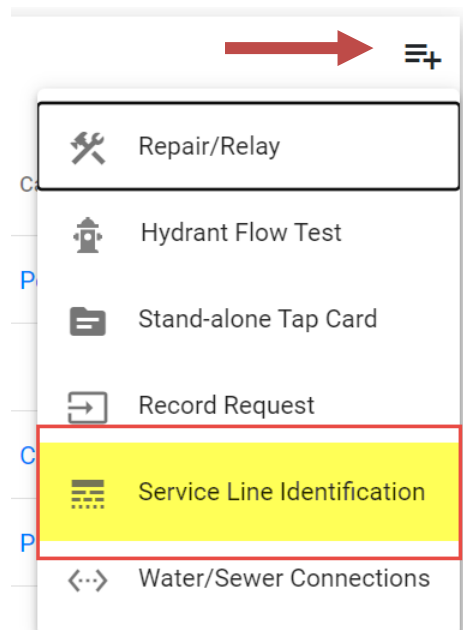

Figure 10

Note: Dropdown list may look different based on account type.

Completing the Form

For more information on a particular field, hover your mouse over the question mark in the field [Figure 11]. A text box will appear with additional information.

Figure 11

After clicking Service Line Identification from the new application list, the application page will open.

The top of the page includes instructions on how to identify a service line and what attachments to include. Also included is a link to nyc.gov/dep/lead with additional instructions. See Figure 12.
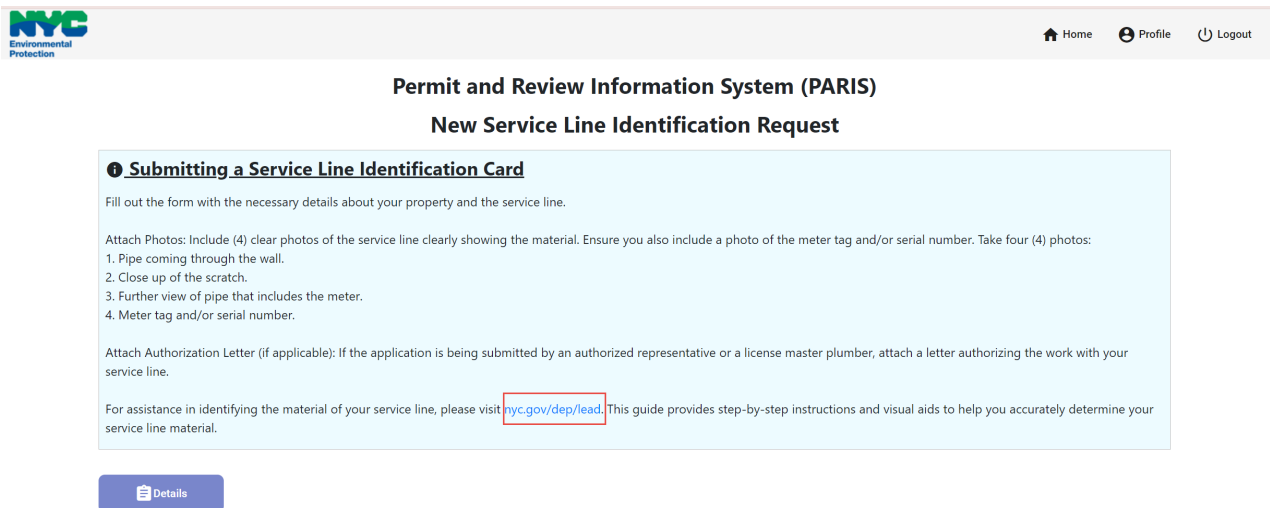

Figure 12

*All required fields are noted with an asterisk.

Step 1: Click the Work Type dropdown and select Service Line Identification from the dropdown.

Step 2: Click the calendar icon in the Date Observed field. Select the day on the calendar that the service line was observed.

Step 3: If applicable, enter the meter number in the Meter Number field. If the meter number is unknown, the field can be left blank.

Step 4: Enter the House Number of the property.

Step 5: Enter the Street Name of the property.

Step 6: Select the Borough the property is in from the dropdown.

Step 7: Click the Auto Complete Address button for the system to automatically fill in the Zip Code, Block and Lot fields.

Step 8: If known, select the Service Type and Size from the dropdowns. If they are unknown, the fields can be left blank.

Step 9: Select the material of the observed service line from the Observed Material field.

Figure 13

Note: The Property Owner information will be automatically populated from the Profile information.

Step 10: Enter any additional comments that would be helpful for DEP staff when reviewing the service line identification. See Figure 14.
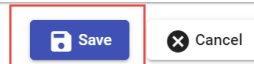

Figure 14

Step 11: Click Save at the bottom of the form. See Figure 15.

Note: The Status will be Draft until it is saved. Once saved, the status will be Pending.

☐ I have read and agreed to the above text

[🖫 Save] [✖ Cancel]

Step 12: Once the form is saved, a Files tab will appear at the top of the form. Click the Files tab. See Figure 16.

Step 13: Drag and drop the files to be added or click Choose Files to select the files from a folder on the computer. (A or B in the Figure).

Note: Attach Photos: Include (4) clear photos of the service line clearly showing the material. Ensure you also include a photo of the meter tag and/or serial number.

The (4) photos to be uploaded:

1.Pipe coming through the wall.

2.Close up of the scratch.

3.Further view of pipe that includes the meter.

4.Meter tag and/or serial number.

These instructions are also included on the page, highlighted in the Figure.

Figure 16

Step 14: Once files have been selected, be sure to click Upload Files. The progress queue will show when all the files have been successfully uploaded. See Figure 17.

Step 15: When the files are uploaded, click the Details tab.

Figure 17

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Step 16: At the bottom of the page, check the box for Acknowledgment. See Figure 18.

Acknowledgment

I, the owner of the subject property or someone with written authorization from the property owner, hereby certify that I have examined the existing water service and have determined the service material.

I CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE, ACCURATE AND COMPLETE. FALSIFICATION OF ANY STATEMENT CONTAINED HEREIN MAYBE PUNISHABLE BY A FINE OR IMPRISONMENT OR BOTH (NYC ADM. CODE. SEC.24-346).

☐ I have read and agreed to the above text

Figure 18

Step 17: Click the Submit button. See Figure 19.

Figure 19

Note: The Submit button will not be available unless the application has been saved.

Step 18: The submission is complete. The Card Status on the home page should now show as Completed.

Note: The Card Status will be Pending until it is submitted.

To access an existing form from the home page, click the card status.

You can do this any time after saving or submitting the form.

Permit and Review Information System (PARIS)

Request Id	Permit Number	Supersedes	Application Type	Street	Borough	Created On	Last Update ↓	Permit Status	Card Request Id	Card Status	Actions
Q0000823			Service Line Identification	96-05 horace harding expy	Queens				Q0000823	Pending	...