

The Department of Permitting, Inspection and Enforcement (DPIE) requires Public Pool and Spa permits to be renewed **online**. *All late fees must be paid in person at the DPIE office. All new permits must be applied for in person at the DPIE office.*

1. **Access the System:** Customers can access the DPIE Public Pool and Spa Online Permit System with the following address: <http://dpiepermitsonline.princegeorgescountymd.gov/>
  - a. Each page of the system is labeled to help the user know what steps to take.
  - b. Required fields are identified as “(Required)” and will display an error message if left incomplete.
2. **Login:** For first time registration, click the **Signup** button link.
3. **Create an Account:** The owner/designated agent must create an account to manage facility information and payments.
  - a. User Name, Password and Confirm Password are required fields
4. **Update Profile Information:** The owner/designated agent must create a profile after logging in the first time.
  - a. First Name, Last Name, Company Name, Email, Work Phone, and Mobile Phone are required fields.
5. **My Dashboards:** Once logged in, the My Dashboards page is the Home page for the user account and will display different online permit applications available from DPIE, including the Public Pool and Spa (PPS) application. The **My Dashboards** button near the top of the screen will also return you to this page.
  - a. *Available Online Permits.* Select the **Public Pool and Spa** button to bring up the PPS Dashboard.
6. **Public Pool and Spa Dashboard:** This page will eventually display the facilities associated with the user.
  - a. Select the **Add a Facility** button.
7. The **Add a Facility** page requires the user to enter the unique Facility Number (#) and PIN Number provided in the mail by the DPIE Office. This step allows users to associate a Public Pool and Spa with the user account.
  - a. The **Facility Number (#)** identifies the specific facility for which a permit will be renewed.
  - b. The **PIN Number** is a one-time security number assigned to each facility which is invalid after use.
  - c. With this information entered, the **Submit** button adds the facility.
  - d. Once a facility is added, the user will be returned back to the **Public Pool and Spa Dashboard**. Select the facility you just added to get to that **Facility’s Dashboard** page.
8. **Facility Renewal:** The address of the facility will appear near the top of this page. Click the **Renew** button to begin the permit renewal application process. The name of the facility and other non-editable Owner and Facility information, as it is currently registered with the DPIE office, is displayed on this page. Confirm this **General** information and finish all seven steps to complete the renewal application process. If this information needs to be corrected/modified, call 301-883-7681 weekdays between 7:30am – 4:00pm Eastern Time.
  - a. **Pool Management Company:** Pool Management Company information requires contact information about the pool management company (if applicable).
    - i. **Applicability:** If the facility does not have a pool management company check the box
  - b. **Property Management Company:** Property Management Company information requires contact information about the property management company (if applicable).
    - i. **Applicability:** If the facility does not have a property management company check the box
  - c. **Insurance Information:** Insurance Company & Insurance Binder Number are required for all public pool and spa facilities.
    - i. **Pool/Property Management Company:** Select the insured Pool or Property Management Company.
    - ii. **Worker’s Compensation Company:** Input the Worker’s Compensation Company.
    - iii. **Policy/Binder Number:** Input the Insurance Policy/Binder number.
  - d. **Certify:** Check all the boxes to certify the truth and accuracy of the application.

- e. **ADA Attestation:** Maryland pools and spas regulated by the Department of Health and Mental Hygiene are required to comply with disability access laws. Read the information provided on this page to determine compliance requirements for your facility. The user will then check the applicable ADA standards box. **If the pools and/or spas located at this facility are required to meet the 2010 ADA standards but do not meet the standards, an in-person/paper application is required as the pool/spa will not be permitted unless it is ADA compliant or it can be demonstrated that ADA compliance is not required or not readily achievable.** After the ADA standards section add Full name, Title and Upload your signature file by clicking [Select Image](#).
- f. **Submit** completed information by clicking the [Submit](#) button.
  - i. Error messages will pop up if required fields are missing or not entered properly.
  - ii. Until information is successfully submitted, information will not be saved and permit payments cannot be made online.
  - iii. Once information is successfully submitted, the facility will appear on the user's List of Facilities.
    - 1. Facilities on the List of Facilities are considered to be "Associated" with the user account.
    - 2. Additional facilities can be added by clicking the [Add a Facility](#) button.
    - 3. Users are encouraged to Associate all of their facilities with their account.
- g. **Public Pool and Spa Dashboard:** All Associated facilities are shown on this page along with the payment status for each permit for that facility. Click on a facility to navigate to its page.
  - i. A permit payment status can be [Unpaid](#), [Unpaid](#) and [Past Due](#), or [Paid](#). **All past due balances and late fees must be paid in person at the DPIE office.**
  - ii. The permit number is a link that takes users to the [View Your Facility](#) summary page.
  - iii. The [Edit](#) button allows users to update editable information until payment of the permit fee has been successfully completed. Thereafter, the information cannot be edited online until time for the permit to be renewed.
  - iv. Users select the [Pay](#) button to make an on-time renewal payment. In order to view the payment page, your internet browser's **popup blocker must be turned off**. After selecting [Pay](#), payment processing screens will be shown in a new window. Follow the instructions to make a secure online payment. Please note that only Discover, MasterCard, and VISA are accepted credit cards.
  - v. A payment confirmation page will appear when the payment is successfully processed. To exit this page and return to the user's List of Facilities, close the payment window.
- h. On the Facility Dashboard page a [Renew](#) button will appear forty-five (45) days prior to the next renewal date, at which time editable information can be updated and on-time permit fees can be paid.

## 9. Print Permits

- a. *Indoor Facility* - A [Print Permit](#) button will appear next to the appropriate facility after payment has been successfully completed. Use the [Print](#) button to print the renewed permit.
- b. *Outdoor Facility* – After payment has been successfully completed, the application status will show as [AWAITING APPROVAL](#). **After an inspection is completed and approved**, a [Print Permit](#) button will appear next to the appropriate facility and the application status will show as [PERMITTED](#). Use the [Print](#) button to print the renewed permit.

## 10. Help

- a. The [Help](#) button near the top of the screen provides written instructions to assist users with the online Public Pool and Spa Permit Renewal system.
- b. Assistance from staff can be requested by calling 301-883-7681 between the hours of 7:30 a.m. and 4:00 p.m. Eastern Time.