APPS AGENCY PORTAL – REFERENCE GUIDE

Washington Department of Fish and Wildlife (WDFW)

Version: 1.8

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1 Document Overview

1.1 Document Purpose

This training document provides a high-level APPS workflow, screen shots, and reports to support the WDFW business processes.

1.2 Definitions, Acronyms, and Abbreviations

This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the System Design Document.

Table 1: Terminology

Term	Definition
APPS	Aquatic Protection Permitting System (i.e. GovOnline system)
WDFW	Washington Department of Fish and Wildlife
HPA	Hydraulic Project Approval permit
GIS	Geographic Information System
XML	Extensible Mark-up Language

1.3 Prerequisites

Table 2: Prerequisites

Requirement	Impact on Project
Internet Connection	Necessary for connecting to the GovOnline Application Site
Internet Explorer (version 6.0 or above)	Optimal for capitalizing on the features of the GovOnline System
Symantec Version 9 / McAfee	Scans uploaded documents for viruses
PDF file generation	View any system-generated reports in PDF format
Maintain digital records of all HPA documents to meet Washington State standards for digital archives	None; APPS keeps track of all historical submissions.
iPad for inspections	Conduct inspections on iPad.

2   HPA Processing – Business Process Flow

This section provides a high level system overview of entire application submission and management process.

2.1   *Application and Permit Management*

This section provides an overview of the permit lifecycle, which includes – but is not limited to – account creation, JARPA form submission, review and amendment, inspection and task management, and HPA issuance.
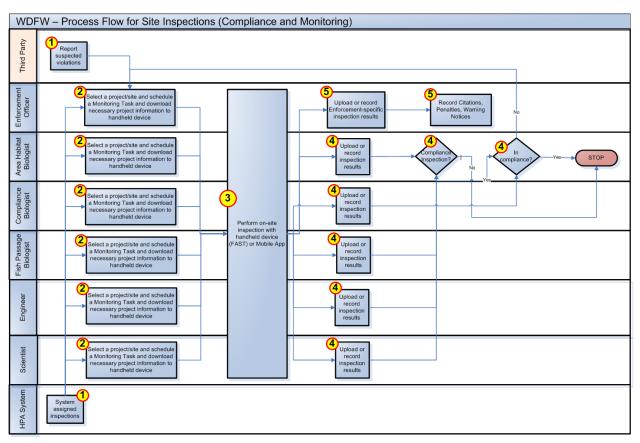
WDFW_HPA_Issuance.png

High Level WDFW Business Process for Application and Permit Management

2.2   *Onsite Inspection Management*

This section details on generation and execution of as well as management of inspection tasks executed as part of application process.
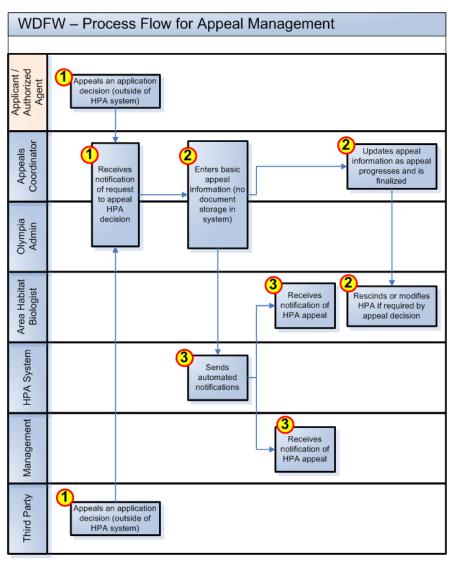
High Level WDFW Business Process Monitoring and Compliance Management

2.3   *Appeals Management*

Although appeals are generated outside of the GovOnline system, APPS will be used to manage and track all appeal related data. The business process to manage all appeal-related activities is displayed in figure below.

WDFW – Process Flow for Appeal Management

High Level WDFW Business Process for Appeal Process Management

3 Manage Application

The steps highlighted in subsequent sub-section of this section group highlight activities and tasks that users need to perform, as well as methods and guidelines to perform those tasks.

Please note that steps and guidelines highlighted in this section are applicable to Standard Hydraulic Project application submitted as a Standard application type only (i.e. not as Expedited or Emergency). Therefore, any detail provided is applicable to aforementioned case scenario only. Additionally, please note that tasks generated by system may be different depending on application (e.g. Standard Hydraulic Project) and application type (e.g. Standard, Expedited, or Emergency).

For more details on tasks generated for each application and application type as well as due date associated to each task, please refer to Section 11.5.

3.1 HPA Processing Staff Review (Administrative Review)
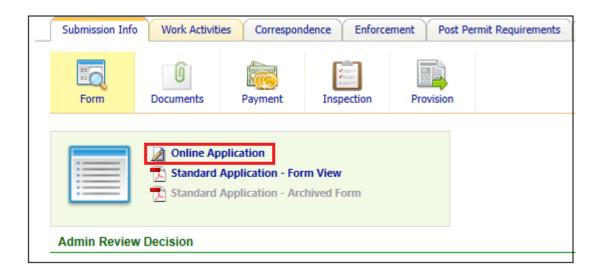
When a public user successfully submits an application, APPS sends an automated message to Olympia Admin notifying of a new application submission ready for their review. Upon receipt of an application, an Olympia Admin reviews the application for basic completeness, such as fee submission and document delivery. The following sections highlight Olympia Admin responsibilities in application review process for new submissions. These responsibilities and tasks are also applicable to Admin Biologist and Field Biologists, and therefore, all submission information can also be managed by users belonging to these two (2) business groups.

Upon receipt of automated message to review an application, an Olympia Admin can evaluate an application using these details:

From:	DoNotReply@APPS.com
To:	karan_arora@enfotech.com; HPA.AreaHabitatBiologist@gmail.com; HPA.AreaHabitatBiologist@gmail.com; HPA.AreaHabitatBiologist@gmail.com; HPA.AreaHabitatBiologist@gmail.com; HPA.AreaHabitatBiologist@gmail.com HPA.AreaHabitatBiologist@gmail.com; HPA.AreaHabitatBiologist@gmail.com
Cc:	
Subject:	[Beta] Reminder of Application Administrative Review (888)

Dear Official:

Following application and task has been assigned to you for review.

Application Name: (Standard Hydraulic Project)
Submission ID.: (888)
Submitted By: JOSEPH DU FOUR
Submission Status: Submitted - Some Components Missing

Task Name: Admin Review

To access APPS, click on following link, enter your username and password, and navigate to application record in "Application" module using Application ID specified above.

Thank you for using APPS!
Regards,
Washington Department of Fish and Wildlife.

1) **Completeness:** checks if all application details have been submitted accurately via "Form" page in Submission Info tab. If needed, an Olympia Admin may correct application details, in which case system keeps track of all changes in application form within the application itself. Additionally, as a form is updated, APPS makes initial and final version of form readily available for agency users' assessment. To review historical changes, an agency user must open an online application form (in Application Review page) and click on "Show History" button. This populates all fields that have been updated, except for tables, within the form with a dial if history exists; when user clicks on the dial (see step 4a), system launches a new window that displays field data change history in a grid view. The fields displayed are: New Value, Date Update, User Update, Reason for Update (manually entered by user, if so desired) and Notes (manually entered by user, if so desired).
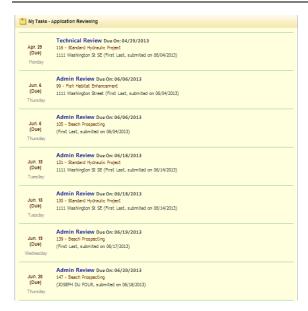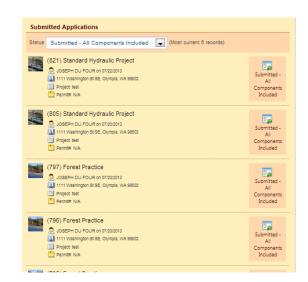
a. **Project Location details:** In the Online Form Data window, click on next to view site location and other related submitted information to verify if project location details are accurate including the WRIA No. and Stream Name information provided by an applicant. Based on APPS GIS service and external resources – if necessary, an Olympia Admin reviews and updates location details as necessary. This verification process is executed for each submission to validate accurate data gathering and reporting.

2) **Attachments:** confirms only if all attachments have been submitted via "Documents" page in Submission Info tab. An Olympia Admin, however, does not mark attachment requirements listed in "Required Documents List" as complete and accurate submission of documents. This process is to be handled by an Admin Biologist during Technical Review for Completeness review. Contrarily, if necessary, an Olympia Admin may request additional documents via "Add Required Document" button in Documents tab or upload any received documents as desired.
   a. **Note 1:** if uploading new attachments, Olympia Admin is required to specify Document Class (Original or Redacted) and Sensitive Indicator (Yes, No, TBD, or N/A)
      i. Document Class: used to define if document is an original copy (Original) or modified (Redacted) for removing sensitive information from the document
   b. **Note 2:** Olympia Admin are responsible for reviewing any document that is uploaded before an application status is updated to Accepted status, including any Inspection attachments. All such documents are to be reviewed for sensitive information (i.e. phone numbers and email addresses). If any of the documents contain such sensitive information, Olympia Admin is to specify Sensitive Information indicator as "Yes" and upload a Redacted version of the document towards one that has sensitive information. This process must be completed for each attachment record in the system.

3) **Payment:** ensures whether a full payment has been made for application submission or a refund needs to be issued to the applicant.

To evaluate the application administratively, follow steps highlighted below:

Step 1: Review **Submitted Application** web part (that displays the 6 most recent submissions based on status selected in the Status drop-down) or **My Tasks – Application Reviewing** web part (lists all tasks assigned to the user sorted by ones due earliest first) in user dashboard.
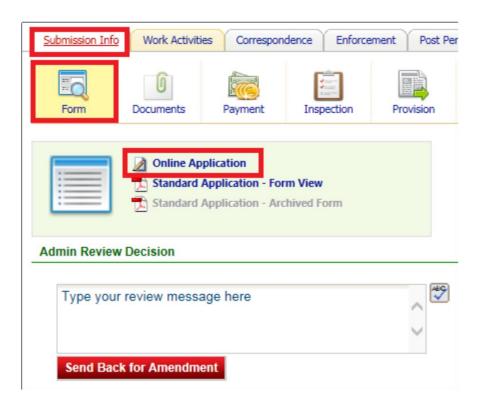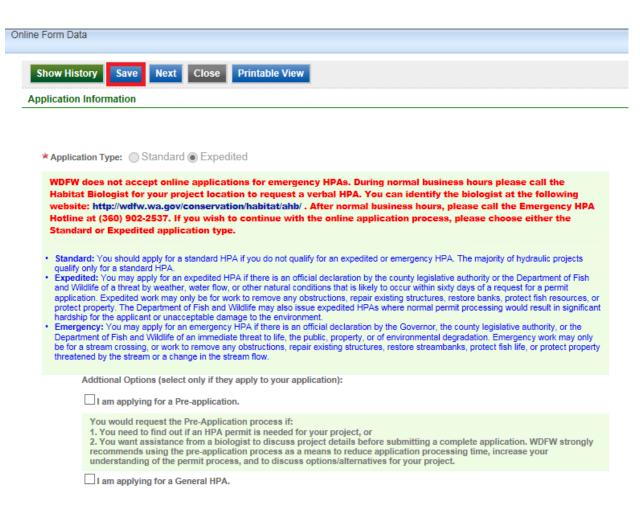
Step 2: Click on the pending (or overdue) task in the **My Tasks – Application Reviewing** web part.

Step 3: Click on **Submission Info** tab and **Online Application** hyperlink to open the application form.
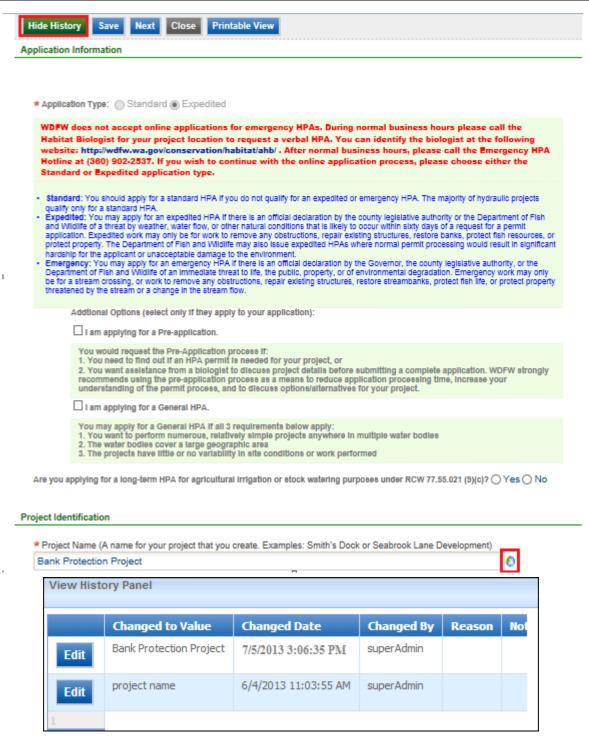

Step 4: Review and update application material, especially the Application Type (if user selected *Expedited* or *Emergency* options), Project Type, and Project Location details. Click **Save** to save changes for each page.

Online Form Data

Show History | **Save** | **Next** | **Close** | **Printable View**

Application Information

★ **Application Type:** ◯ Standard ⦿ Expedited

WDFW does not accept online applications for emergency HPAs. During normal business hours please call the Habitat Biologist for your project location to request a verbal HPA. You can identify the biologist at the following website: http://wdfw.wa.gov/conservation/habitat/ahb/ . After normal business hours, please call the Emergency HPA Hotline at (360) 902-2537. If you wish to continue with the online application process, please choose either the Standard or Expedited application type.

- **Standard:** You should apply for a standard HPA if you do not qualify for an expedited or emergency HPA. The majority of hydraulic projects qualify only for a standard HPA.
- **Expedited:** You may apply for an expedited HPA if there is an official declaration by the county legislative authority or the Department of Fish and Wildlife of a threat by weather, water flow, or other natural conditions that is likely to occur within sixty days of a request for a permit application. Expedited work may only be for work to remove any obstructions, repair existing structures, restore banks, protect fish resources, or protect property. The Department of Fish and Wildlife may also issue expedited HPAs where normal permit processing would result in significant hardship for the applicant or unacceptable damage to the environment.
- **Emergency:** You may apply for an emergency HPA if there is an official declaration by the Governor, the county legislative authority, or the Department of Fish and Wildlife of an immediate threat to life, the public, property, or of environmental degradation. Emergency work may only be for a stream crossing, or work to remove any obstructions, repair existing structures, restore streambanks, protect fish life, or protect property threatened by the stream or a change in the stream flow.

Addtional Options (select only if they apply to your application):

☐ I am applying for a Pre-application.

You would request the Pre-Application process if:
1. You need to find out if an HPA permit is needed for your project, or
2. You want assistance from a biologist to discuss project details before submitting a complete application. WDFW strongly recommends using the pre-application process as a means to reduce application processing time, increase your understanding of the permit process, and to discuss options/alternatives for your project.

☐ I am applying for a General HPA.

Step 4a: To view the history of application field changes, click on the **Show History** button and then **dial** link that is displayed next to a field updated by an agency user.

Step 5a: Within the submission information page, click the **Documents** tab to review all necessary attachments and attachment requirements.

Step 5b: When uploading a document, system will prompt Olympia Admin to specify Required Document Type, Document Class indicator, Sensitive Information indicator, Received Date, and File that is to be uploaded. By default, system sets Document Class and Sensitive Information indicators to Original and TBD values, respectively, before an application has been accepted. After an application has been accepted, system defaults Document Class and Sensitive Information indicators to Original and NA values, respectively, for any document uploaded to the system (including inspection supporting documents).

Note 1: if a document is being uploaded to the system for the first time, Document Class indicator should be set to Original.

Note 2: if a document contains phone number or email details (excluding those of agency users), Sensitive Information indicator should be set to Yes. Otherwise, it should be set to No.

Note 3: any document that is set to Sensitive Information indicator of Yes or TBD will not be displayed to third-party users. These documents will still be available for review by the applicant (or authorized agent who submitted on behalf of the applicant) and agency users.
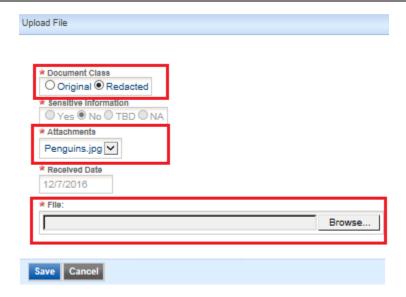
Note 4: Olympia Admin can delete a redacted document separately from original document submitted by an applicant (or authorized agent representing an applicant). On the other hand, Olympia Admin also has the capability to delete original document. Please note that deleting an original document deletes corresponding redacted version as well.

Step 5c: In an instance where a document (whether submitted online by applicant or uploaded by agency user) contains sensitive information, Olympia Admin is required to upload a redacted version of the document. To do so, simply click on the Upload File button and select Document Class indicator of Redacted.

When Redacted option is selected, user is only required to upload redacted version of the document and specify corresponding original document from a drop-down list.
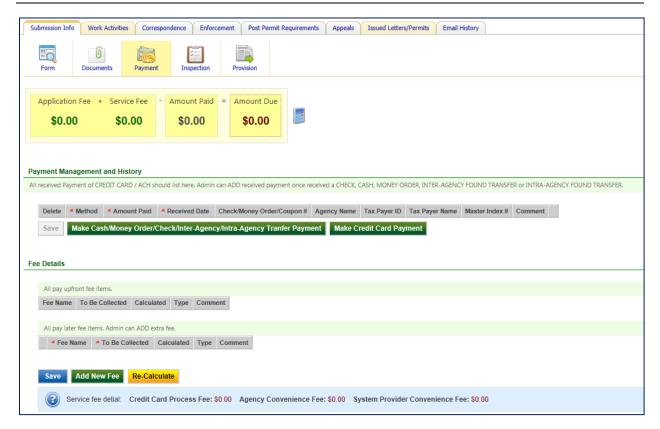
Step 5d: For each application that has been withdrawn (not by Olympia Admin or Admin Biologist), system sends an email notification to a centralized WDFW email account (see email below) providing details on application(s) that has(have) been withdrawn. Olympia Admin staff is obligated to review these applications for documents containing potentially sensitive information (i.e. documents that have Sensitive Information indicator defined as TBD or Yes) and upload a Redacted version of the document accordingly (if Sensitive Information indicator is Yes and no Redacted version of the document is yet available for said attachment).

Step 6: Within the submission information page, click the **payment** tab to review and verify fee and payment information.
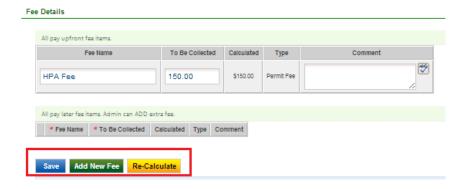
Step 6a: To make a Cash, Check, Money Order, Inter Agency Fund Transfer or Intra Agency Fund Transfer payments, click on **Make Cash/Money Order/Check/Inter Agency/Intra-Agency Transfer Payment** button and enter necessary information in a new payment record generated within the table. Alternatively, to make a Credit Card or ACH payment, click on **Make Credit Card Payment** button and follow prompts to complete the process.
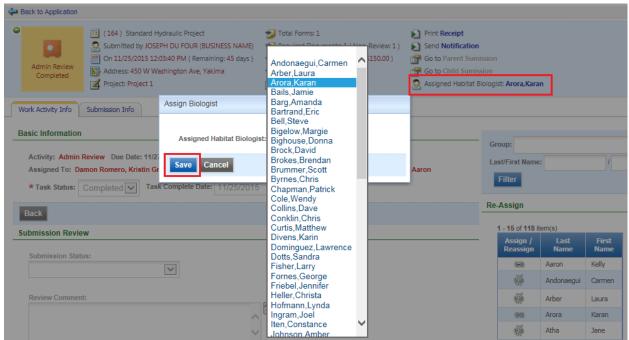

Step 6b: To add fee, waive fee, or issue refund, click **Add New Fee** button and follow prompts to complete the process.

Step 7: After verifying all user information, click **Work Activities** tab and edit task name **Admin Review**.   Select desired status from **Submission Status** drop-down (Admin Review Complete or Submitted – Some Components Missing if documents have not been submitted or payment has not been made in full), and click on **Confirm Status Update** button. During Admin Review, the user will need to select a Habitat Biologist to be assigned to the application.
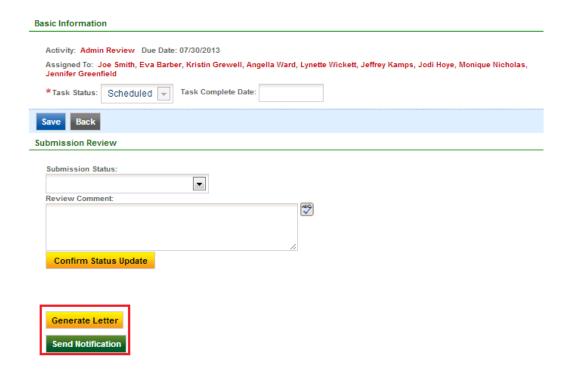

An HPA Processing Staff may deem an application insufficient for a variety of reasons, some of which include:

| Template Name	Text
Incomplete – Payment (None)	Applications submitted by Public User that have a pending balance.
Incomplete – Payment (Partial)	$150.00 payment has not been paid in full.
Incomplete – Payment (Missing billing account)	Billing account information not provided
Incomplete – Payment (Insufficient funds)	Sufficient funds not available on user account for payment
Incomplete – Project Location (Missing)	Project Location details are missing
Incomplete – SEPA Compliance (Missing)	SEPA Determination Letter has not been submitted.
Incomplete – SEPA Exemption (Missing)	SEPA Exemption Letter has not been submitted.
Incomplete – Attachment (Size)	Attachment size is not correct.
Incomplete – Fish Habitat Exemption (Missing)	Fish Habitat Exemption document has not been submitted.
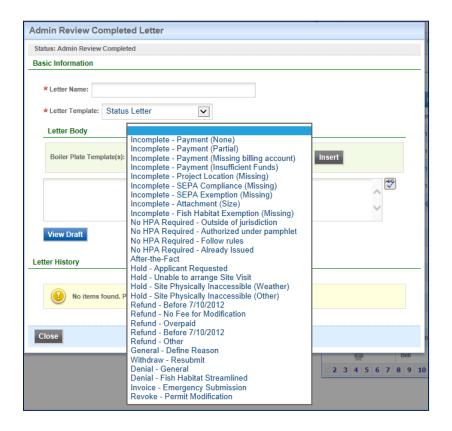
Note: HPA Processing Staff may also update application status to Closed (if application has been pending as Submitted – Some Components Missing for an extended period of time), Withdrawn (if applicant requests as such), or Rejected (if no HPA is required, HPA already issued, or HPA Outside jurisdiction). In these instances, system closes all scheduled tasks so no additional review would be performed for the submission.

Step 7a: If application status is updated to Submitted – Some Components Missing (from Submitted – All Components Included), Withdrawn, or Rejected, then click on **Generate Letter** button.
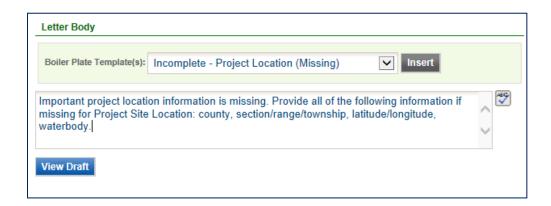
Step 7b: In the pop-up page, define **Letter Name**, select letter template from **Boiler Plate Template(s)** drop-down for reason why application is updated to Submitted – Some Components Missing status, and click on **Insert** button to insert boiler plate language. Do not change letter template drop-down from **Status Letter**.

Step 7c: HPA Processing Staff adjusts default text to meet application specific details.

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Step 7d: Click on **View Draft** button to generate and preview draft letter. If letter and letter content is satisfactory, click on **Approve** button to approve letter for issuance.

Step 7e: HPA issues generated letter to the user by clicking on **Send Notification** button, selecting applicant via **checkbox**, selecting desired letter via **Letter Attachment** drop-down, defining email **Content**, and clicking on **Send** button to send the email.

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3.1.1 Alternative Method to Search for applications

User may also alternatively search for applications by following steps below:

Step 1: Click the **Application** tab on the top horizontal bar. Make sure the left hand panel is at **Application Review**.

Step 2: You may choose to filter your search for application by Application ID, Status, Organization, Permit Number, Applicant Name, Project, Project Type, Site Address, Application, Application Type, or Permit Status; or you may select **Advanced Search** option for additional search options.

Step 2a: You may export the search results to an Excel file by using the **Export to Excel** button

Step 3: After you have narrowed down your search, click the button in the **View** column to get into a specific application's information page. If the application references multiple locations, then you may click the "View" button under the **More Locations** column.

3.2 Admin Biologist Review (Technical Review for Completeness)

Upon receipt of email confirmation, a biologist assesses an application for proper documentation and application details to complete the Technical Review for Completeness task (viewable on user Dashboard). Based on the review outcome, a biologist may update an application status to Accepted or Statutorily Incomplete from within the task, which triggers APPS to send an automated message to applicant or authorized agent of such update.

Depending on current application status, an Admin Biologist may also update application status to Rejected, Withdrawn, or Closed, all of which will automatically complete the task for the user. In these instances, Admin Biologist is responsible for generating appropriate letter(s) and sending it (them) to the applicant or authorized agent.
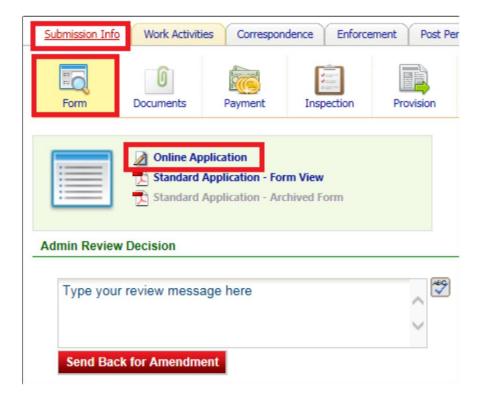
To complete Technical Review for Completeness task, follow steps below:

Step 1: Review **My Tasks – Application Reviewing** web part (lists all tasks assigned to the user sorted by ones due earliest first) in user dashboard. Click on the pending (or overdue) task in the **My Tasks – Application Reviewing** web part.

Step 2: Click on **Submission Info** tab and **Online Application** hyperlink to open the application form.
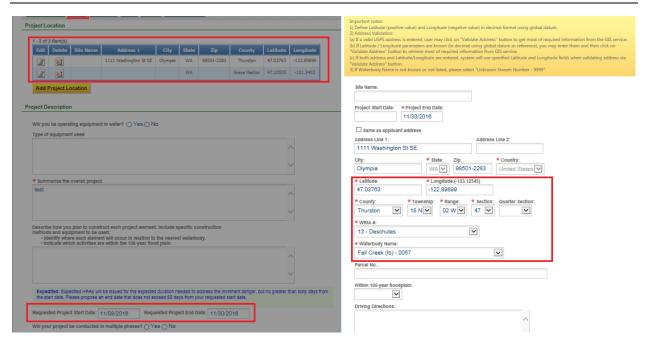

Step 3: Review and update application material, especially the Application Type (if user selected *Expedited* or *Emergency* options), Project Type, Project Location, Requested Project Start Date, and Requested Project End Date details. User must also verify waterbody impact details as well as SEPA Compliance and Application Fee Exemption, if applicable.

Step 4: Click on **Save** button to save updated information for each page where application details have been updated.
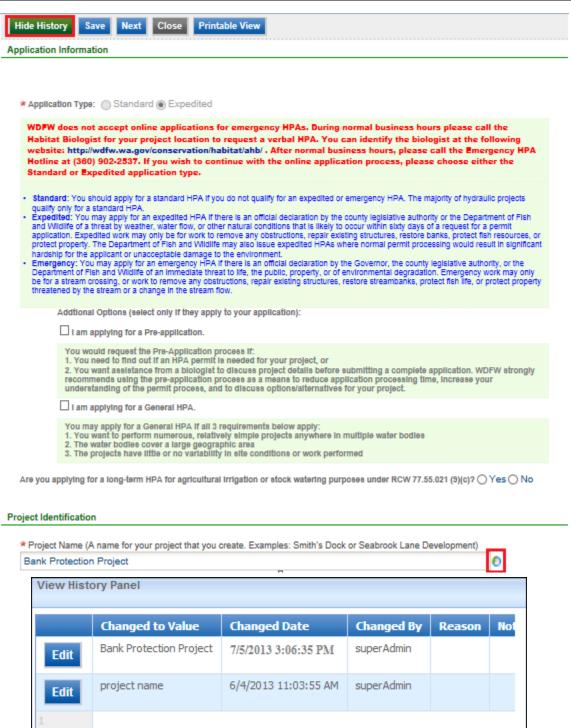
Step 4a: To view history of application changes, click on the **Show History** button and then **dial** link that is displayed next to a field updated by an agency user.

Step 5a: Within the submission information page, click the **Document** tab to review all necessary attachments and attachment requirements.

Step 5b: When uploading a document, system will prompt Admin Biologist to specify Required Document Type, Document Class indicator, Sensitive Information indicator, Received Date, and File that is to be uploaded. By default, system sets Document Class and Sensitive Information indicators to Original and TBD values, respectively, before an application has been accepted. After an application has been accepted, system defaults Document Class
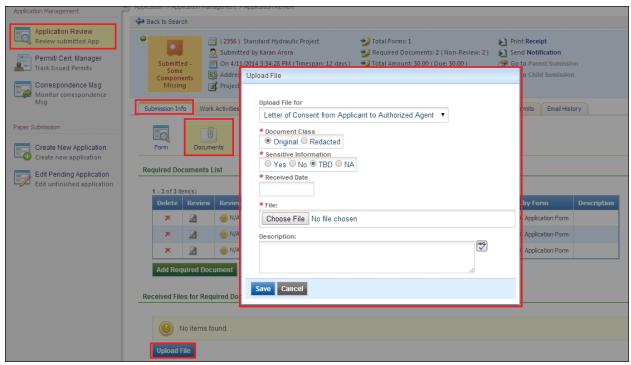
and Sensitive Information indicators to Original and NA values, respectively, for any document uploaded to the system (including inspection supporting documents).

Note 1: if a document is being uploaded to the system for the first time, Document Class indicator should be set to Original.

Note 2: if a document contains phone number or email details (excluding those of agency users), Sensitive Information indicator should be set to Yes. Otherwise, it should be set to No.

Note 3: any document that is set to Sensitive Information indicator of Yes or TBD will not displayed to third-party users. These documents will still be available for review by application (or authorized agent who submitted on behalf of the applicant) and agency users.
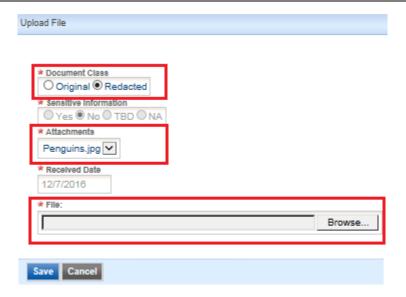
Note 4: Admin Biologist can delete a redacted document separately from original document submitted by an applicant (or authorized agent representing an applicant). On the other hand, Admin Biologist also has the capability to delete original document. Please note that deleting an original document deletes corresponding redacted version as well.
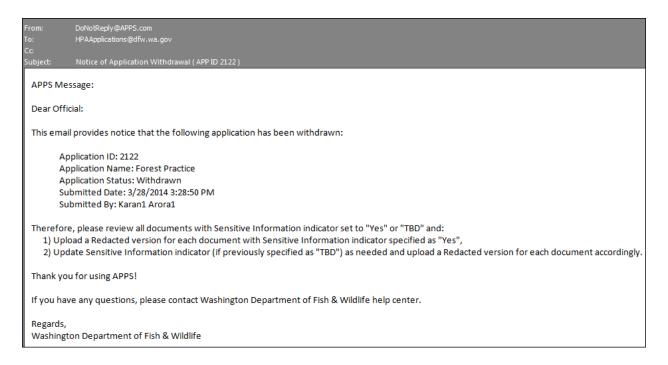

Step 5c: In an instance where a document (whether submitted online by applicant or uploaded by agency user) contains sensitive information, Admin Biologist is required to upload a redacted version of the document. To do so, simply click on the Upload File button and select Document Class indicator of Redacted.

When Redacted option is selected, user is only required to upload redacted version of the document and specify corresponding original document from a drop-down list.
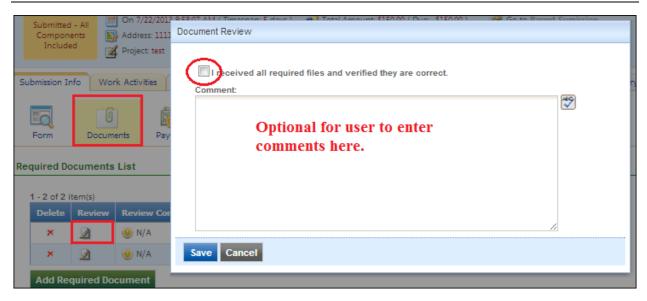
Step 5d: For each application that has been withdrawn (not by Olympia Admin or Admin Biologist), system sends an email notification to a centralized WDFW email account (see email below) providing details on application(s) that has (have) been withdrawn. Although it is the responsibility of Olympia Admin staff to review these submissions for documents with potential of sensitive information (i.e. documents that have Sensitive Information indicator defined as TBD or Yes), Admin Biologists may also review them for aforementioned details. If a document contains sensitive information, then Admin Biologist may upload a Redacted version of the document accordingly (if Sensitive Information indicator is Yes and no Redacted version of the document is yet available for said attachment).

Step 6: Click on **Review** button for corresponding document (e.g. SEPA Determination Letter) to verify that document is complete and accurate.
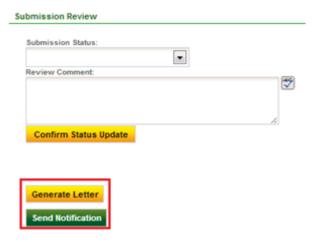
Step 7: After verifying all user information, navigate back to **Work Activity Info** page within **Work Activity** tab, select desired status from **Submission Status** drop-down (Accepted or Statutorily Incomplete if documents are not technically complete or application information is not fully submitted), and click on **Confirm Status Update** button.

Note 1: Admin Biologist may also update application status to Closed (if application has been pending as Submitted – Some Components Missing for an extended period of time), Withdrawn (if applicant requests as such), or Rejected (if no HPA is required). In these instances, system still marks the task status as "Completed" but also closes all subsequent tasks from review.
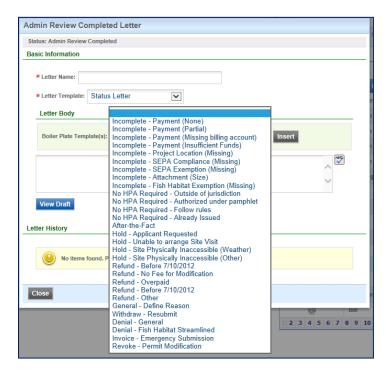
Note 2: When updating status to Accepted, system verifies if any document exists with Sensitive Information indicator of TBD or Yes and corresponding Redacted version of the document has not yet been uploaded (only applicable if Sensitive Information indicator is set to Yes). If a submission fails this validation, then Admin Biologist is obligated to review application for documents containing potentially sensitive information (i.e. documents that have Sensitive Information indicator defined as TBD or Yes) and upload a Redacted version of the document accordingly (if Sensitive Information indicator is Yes and no Redacted version of the document is yet available for said attachment).

Step 7a: If application status is updated to Statutorily Incomplete (from Admin Review Completed), Withdrawn (applicant requested), or Rejected (project does not qualify for an HPA permit), then click on **Generate Letter** button under **Work Activities** for the associated task, click edit, and from here generate a letter.
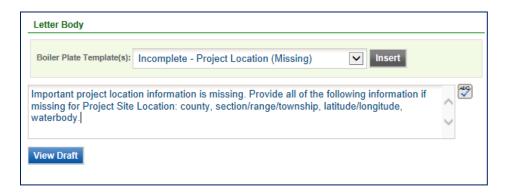
Step 7b: In the pop-up page, define **Letter Name**, select letter template from **Boiler Plate Template(s)** drop-down for reason why application is updated to Statutorily Incomplete status, and click on **Insert** button to insert boiler plate language. Do <u>not</u> change letter template drop-down from **Status Letter**.
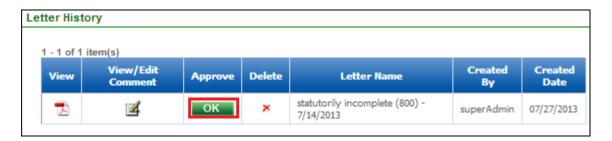

Step 7c: Admin Biologist adjusts default text to meet application specific details.

Step 7d: Click on **View Draft** button to generate and preview draft letter. If letter and letter content is satisfactory, click on **Approve** button to approve letter for issuance.

Step 7e: Admin Biologist issues generated letter to the user by clicking on **Send Notification** button, selecting applicant via **checkbox**, selecting desired letter via **Letter Attachment** drop-down, defining email **Content**, and clicking on **Send** button to send the email.

Send a Notification

To List1:
☑ Applicant < john_fischer@enfoTech.com >

Add Email(s) to To List (please use ';' to seperate emails):

Cc List: ☐ john_fischer@enfotech.com

Bcc List: ☐ john_fischer@enfotech.com

Total Attachment File Size for all attachments selected, if any, must be less than 15MB for email notifications.
If Total Attachment File Size exceeds 15MB, then send attachments in multiple emails, as necessary, to meet the Total File Size limitation, or request that the recipient download the documents from APPS.

Letter Attachment: Submitted - Some Components Missing - Missing Payments (800) - 12/14/2016 ▾

Permit: ▾

Attachments:
☐   ☐
Hydrangeas.jpg(581KB) Penguins.jpg(759KB)

★ Subject:
Application ID:578, Project Name = Bank Protection Project

★ Content:

Dear applicant,

Please review attached letter on why your application is insufficient.

Thank you.

Sincerely,

John Fischer

☐ Is Html Format:

Send **Cancel**

3.2.1 Alternative Method to Search for applications

User may also alternatively search for applications by following steps below:

First, complete steps 1-3 in 3.1.1: Alternative Method to Search for applications

Step 4: Within the Submission Info Page, click the **Work Activities** tab.

Step 5: Click the **Edit** icon within each work task to perform additional actions or simply mark it as complete. In this case, we are dealing with the "Technical Review for Completeness" work task.

Individual Habitat Biologists are assigned to an application during the Admin Review task by the HPA Processing Staff. Prior to this assignment, no Habitat Biologist users will be able to assign or re-assign applications. Once a Habitat Biologist is selected, they will have the ability to re-assign applications to other Habitat Biologists if needed.

3.3 Field Biologist Review

Once an application has been accepted technically, a Field Biologist is responsible for associating provisions and issuing an HPA. The method to access and review tasks can all be managed via **My Tasks – Application Reviewing** web part (lists all tasks assigned to the user sorted by ones due earliest first) in user dashboard. By selecting a pending (or overdue) task in the **My Tasks – Application Reviewing** web part, system navigates user to the task directly for review.

User may also alternatively search for applications by following steps below:

First, complete steps 1-3 in 3.1.1: Alternative Method to Search for applications

Step 4: Within the Submission Info Page, click the **Work Activities** tab.
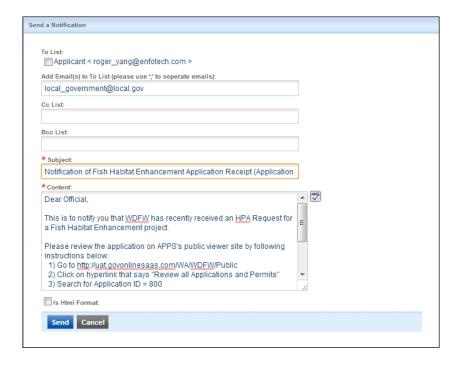

Step 5: Click on **Edit** icon to access and manage task associated to you. For further details on actions that need to be executed within each task, refer to subsequent sections of this document.

3.3.1   Notify Local Government Task

When accessed, the task provides field biologist the capability to send an email notification to local government notifying for Fish Habitat Enhancement projects only. To complete the task, follow guidelines highlighted below.

Step 1: Click on **Send Notification** link.

Step 2: Specify email address in **TO** section (multiple email addresses may be added by entering ";" after each email address), define email **Content**, and click on **Send** button to send the email notification.
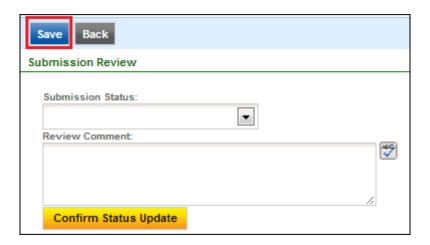

Step 3: Select **Complete** status from Status drop-down.

Step 4: Click on **Save** button.

3.3.2 Pre-Permit Inspection

Once APPS generates tasks assigned to field biologist(s), a field biologist is responsible for conducting Pre-Permit inspections and entering all corresponding results in APPS. When Pre-Permit *task* is scheduled, corresponding Pre-Permit *inspection* is also auto-updated to "Request Ready" status. In order to complete the inspection using iPad Mobile App, biologist must schedule an inspection first.

When an inspection has been completed in iPad, Agency Users can upload all inspection results to APPS from mobile device's home screen by clicking on "Sync" button. Mobile App will only synchronize data between APPS when the mobile device is actively connected to the internet. Any inspections completed and updated during onsite inspection are removed from mobile app immediately, thereby leaving only the incomplete inspections.
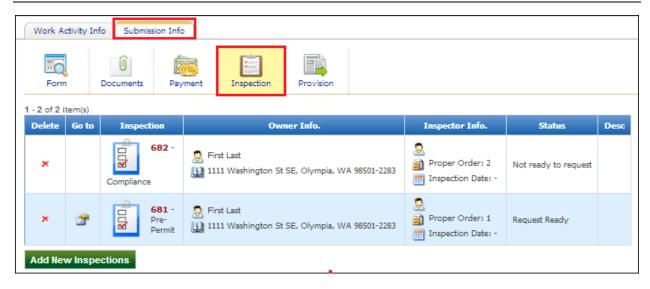
Refer to details below on managing a Pre-Permit inspection record.

Step 1: Click on **Submission Info** tab.

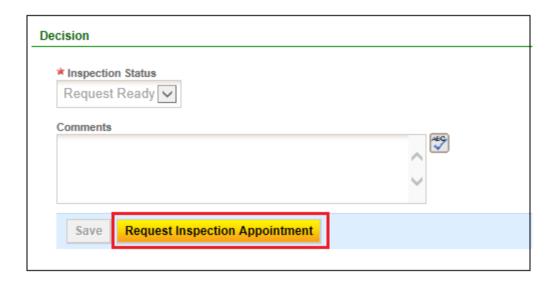**Step 2:** Click on **Inspection** tab.

Step 3: Click on **Go To** button for Pre-Permit inspection record, which should be in **Request Ready** status.

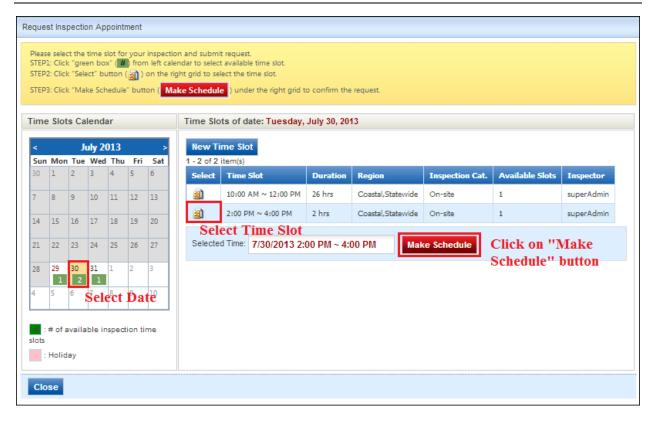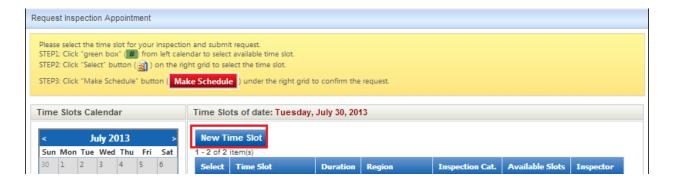**Step 4:** Click on **Request Inspection Appointment** button.

Step 5: In the pop-up page, select a pre-defined time slot by selecting desired **Inspection Date**, then inspection **Time Slot**, and click on **Make Schedule** button to schedule the inspection record. Upon doing so, system auto-updates inspection to "Scheduled" status and for date, time, and inspector specified for selected time slot.
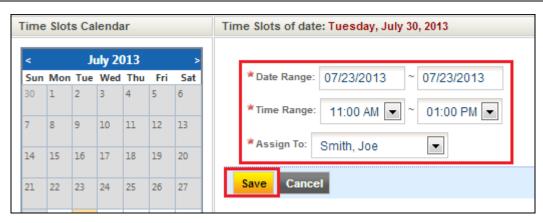
Step 5a: If none of the available time slots can be used for the inspection record, or if none are available on desired date, then click on **New Time Slot** button.
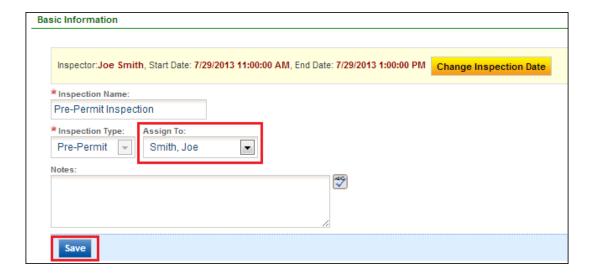
Step 5b: Specify inspection date in **Date Range**, inspection time in **Time Range**, and inspector in **Assign To** drop-down. Once all details have been specified, click on **Save** button.

Step 5c: To change assigned inspector after an inspection has been scheduled, select an inspector record from **Assign To** drop-down and click on **Save** button.

Step 5d: To update inspection date and/or time after an inspection has been scheduled, click on **Change Inspection Date** button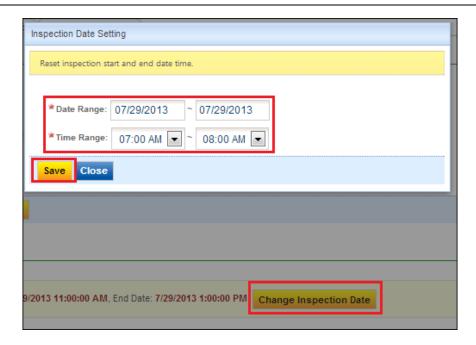, specify inspection date in **Date Range**, inspection time in **Time Range** drop-downs, and click on **Save** button.

Note: All subsequent steps are conducted in iPad Mobile Application assuming that user has already installed **GovOnline for iPad** application.
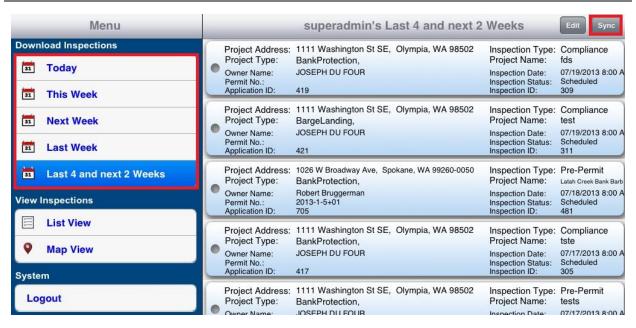
Step 6: Enter your **APPS Username** and **Password** to login to the mobile application. In the login page, enter client code as provided by enfoTech.

Step 7: Click on **Menu** option and select to download inspections for **Last 4 and next 2 Weeks**. This downloads all inspections that have not been completed in the last four (4) weeks and coming two (2) weeks. User may also select to download inspections from a variety of other options available in the **Menu** panel.
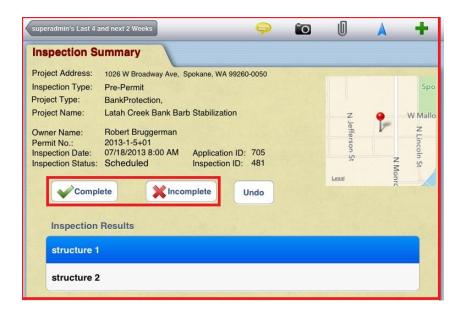
Step 8: Once all inspections have been downloaded, click on **a Pre-Permit inspection record**.

Step 9: Click on **Complete** or **Incomplete** buttons to indicate whether the inspection was completed or not.

Step 10: Click on **Yellow Bubble** at top of application, enter comments, and click on **Save** button to record general inspection comments.
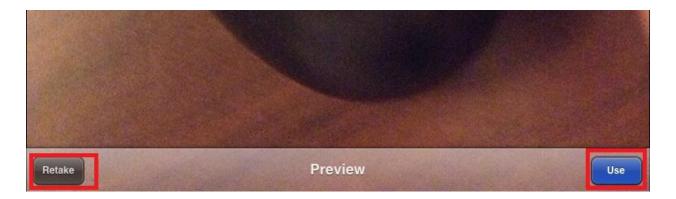
Step 11: Click on **Camera** icon at top of application to initiate taking any images as part of inspection process.
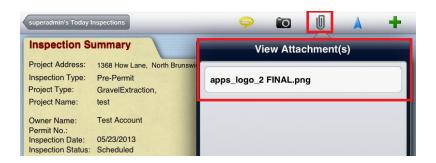

Step 12: Click on **Image** icon at top right of the application to begin taking pictures.

Step 13: Capture an image as desired; click on **Retake** button to retake an image. Once satisfied with an image, click on **Use** button to save the image record.
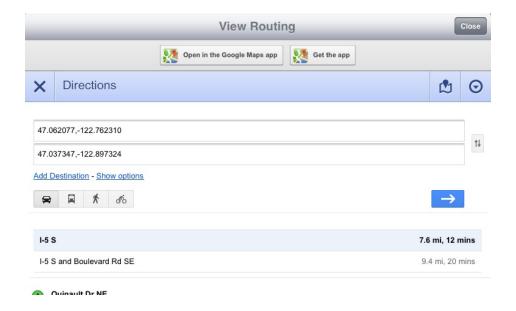
Step 14: Click on **Paperclip** icon to review application form and attachments submitted as part of application submission process (i.e. attachments with Document Class indicator of Original) as well as three most recent permits issued towards the submission.

Step 15: Click on **Arrow** icon while you have connection to the internet to have system calculate directions for you. Please note that this functionality is only available while user is connected to the internet.

Step 16a: Click on **Plus** icon at top right of the application to add an inspection result form. When prompted, enter **Inspection (Form) Result Name** and click on **Create** button.
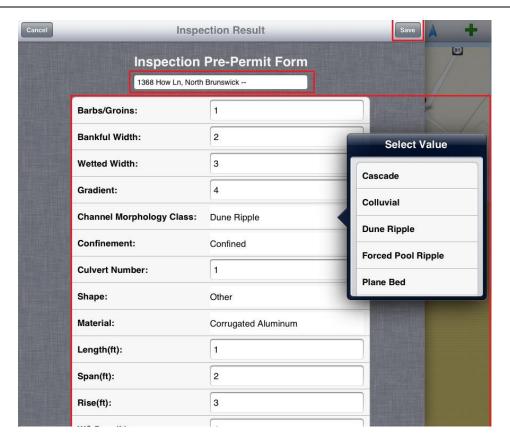
Step 16b: Click on newly generated form in **Inspection Result** section at bottom of inspection record. In the pop-up, record **Inspection Results** and click on **Save** button to save the inspection record.
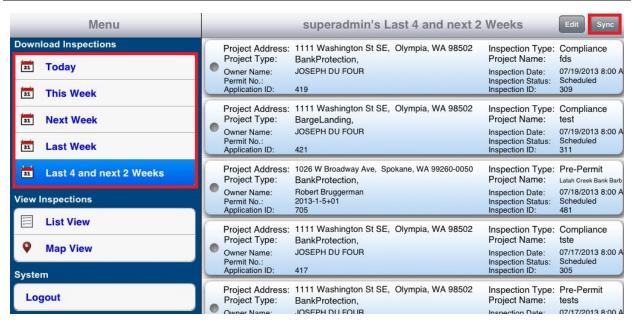
Step 17: Click on **Back** button at top left of the application to return to inspection list for completing another desired inspection.

Step 18: Once all desired inspections have been completed, click on **Sync** button at top right of **Inspection List** page.
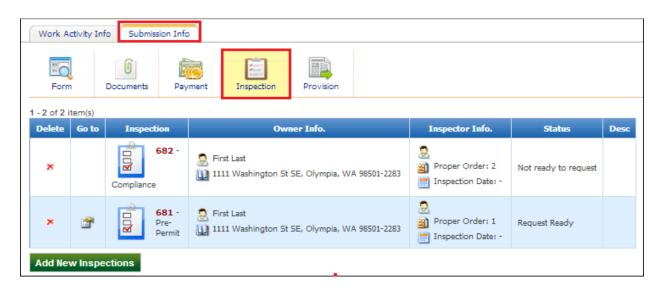
3.3.2.1 Recording Onsite Inspections Results in APPS

To record inspection results and complete an inspection in APPS, rather than via iPad Mobile App, refer to steps highlighted below.

Step 1: Click on **Submission Info** tab.

Step 2: Click on **Inspection** tab.
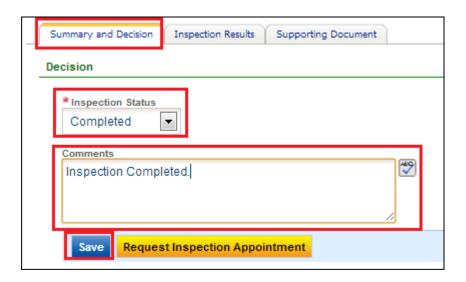
Step 3: Click on **Go To** button for Pre-Permit inspection record, which should be in **Scheduled** status.
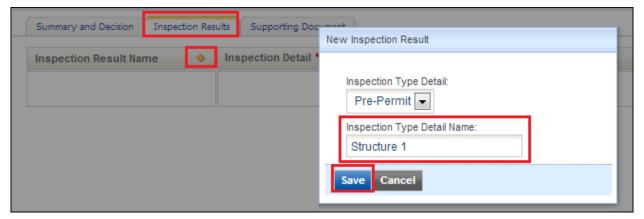
Step 4: In **Summary and Decision** page, update inspection status via **Inspection Status drop-down**, enter **Comments**, and click on **Save** button.

Step 5: Click on **Inspection Results** tab.
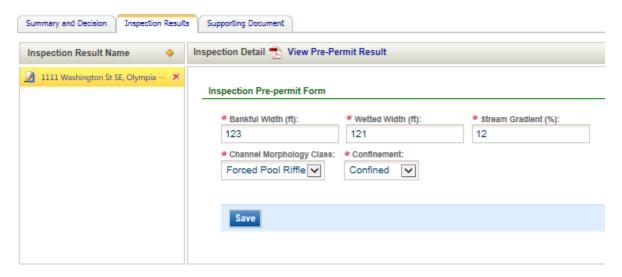
Step 6: Click on **+** icon to create a new inspection result form. When prompted, enter **Inspection Type Detail Name** in pop-up page and click on **Save** button.

Step 7: Enter all inspection-related details in the newly generated inspection form and click on **Save** button.
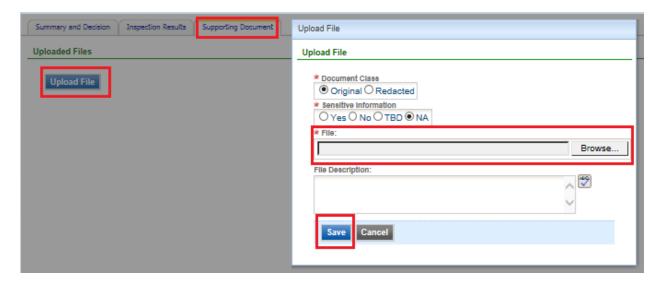
Step 8: Click on **Supporting Documents** tab.

Step 9: Click on **Choose File** button to **Browse** and **Save** a document for uploading to the inspection record.

Step 10: Click on **Upload** button to upload the file as part of inspection result.

3.3.2.2   Manually Generate Inspection Records
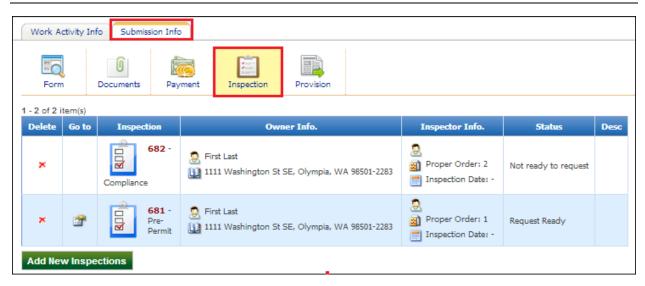
APPS provides the capability to generate on-site inspection records automatically or manually by an agency user. Following instructions provide step-by-step instructions on generating an inspection record manually. Once generated, user may follow guidelines provided in sections above to schedule and complete an inspection.

Step 1: Click on **Submission Info** tab from an application.

Step 2: Click on **Inspection** tab.
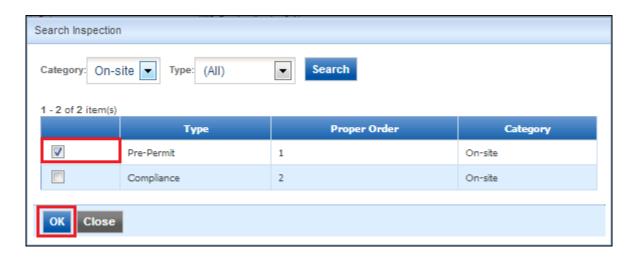
Step 3: Click on **Add New Inspections** button.

Step 4: Select a Pre-Permit inspection record via **checkbox** option and click on **OK** button to generate the inspection.
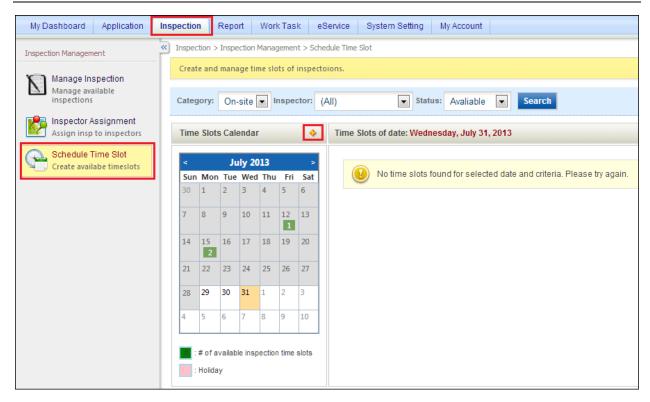
3.3.2.3   Generating Inspection Time Slots

In order to be able to schedule an inspection, an inspector needs to add available inspection dates and times via Schedule Time Slot option in Inspection module. This is to pre-define a list of time frames available for onsite inspection for a given WDFW inspector.

Step 1: Click on **Inspection** module.

Step 2: Click on **Schedule Time Slots** sub-module link.

Step 3: Click on **+** icon to begin the process of creating new time slot(s).
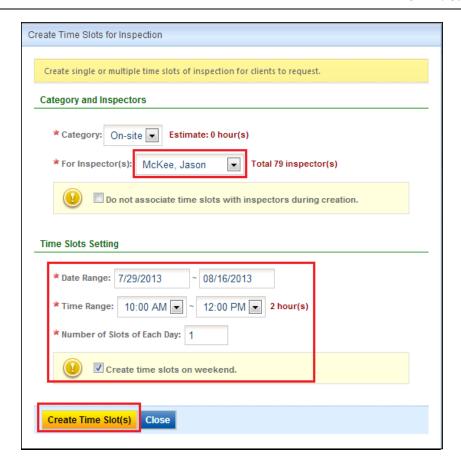
Step 4: Specify **Inspector**, **Inspection Start Date**, **Inspection End Date**, **Inspection Start Time**, **Inspection End Time**, and whether the time slots should be created over the weekend or not.

Step 5: Click on **Create Time Slot** button to generate time slots based on criteria defined on page.

3.3.3 Technical Review Task
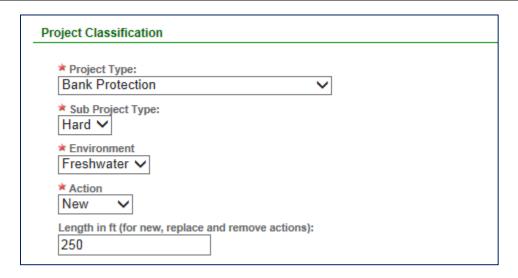
In addition to reviewing an application for basic information and project site location (viewable in application form or generated inspection records), a field biologist is to associate appropriate project types and sub-types to particular submissions. The task allows a Field Biologist to track and maintain project classification and project site location details.

For details on how to complete the Technical Review task, refer to steps below.

Step 1: Complete **Project Classification** section of the task by defining project type, sub project type, and any subsequent fields required of the project type.

Step 2: Define project type details pertaining to construction site within the **Task Detail** section of Technical Review task. Data fields that can be captured in this section is a direct derivative of project type specified in the application form.
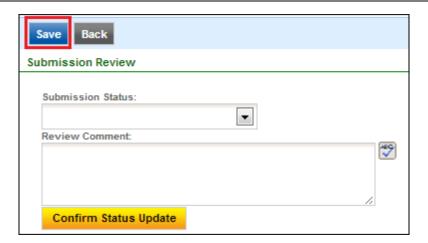
Step 3: Select **Complete** status from Status drop-down.

Step 4: Click on **Save** button.

3.3.4   Generate Draft HPA Permit Task

A field biologist can view a draft HPA permit by associating necessary provisions to the project. This can be accomplished within this task or within Provisions page ("Submission Info" tab). A field biologist may associate provisions to the project in one of three methods highlighted in table below.
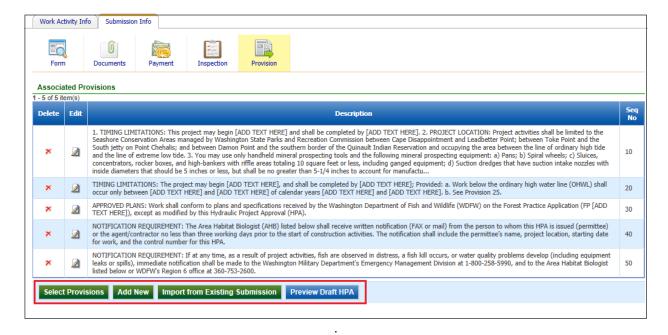
Feature	Functionality / Steps
Add New	Allows biologist to manually define provisions (e.g. paste provision text from Word)
Associate New	Allows biologist to import provision sets based on boiler plate templates defined in APPS
	This is a new tab in task page; user must click on the tab to access boiler plate templates for provisions.
	System displays boiler plate templates in the pop-up page; user may filter provisions based on Provision Group drop-down at top of the page.
	User can select multiple provisions to associate to an HPA application; by clicking on "Continue" button, system will associate all provisions to the permit record.
	When associating provisions, system defines sequence number in increments of 10 based on primary key of Provision Detail table.
Import Provision Set	Allows biologist to import provision set from another permit
	Biologists can click on this button in Associated Provisions tab. Once clicked, system provides user with search parameters to search for HPA applications.
	HPA permit search results are displayed in a grid view format. User can select only one of the HPA applications to import provisions; or biologist may refine search criteria by redefining it by clicking on the "Back" button.
	Once appropriate permit is selected, user clicks on Import Provisions button to import all provisions.

For detailed instructions on how to generate and manage provisions, follow instructions below.

Step 1: Click on **Provision** under **Submission Info** in a current application

.
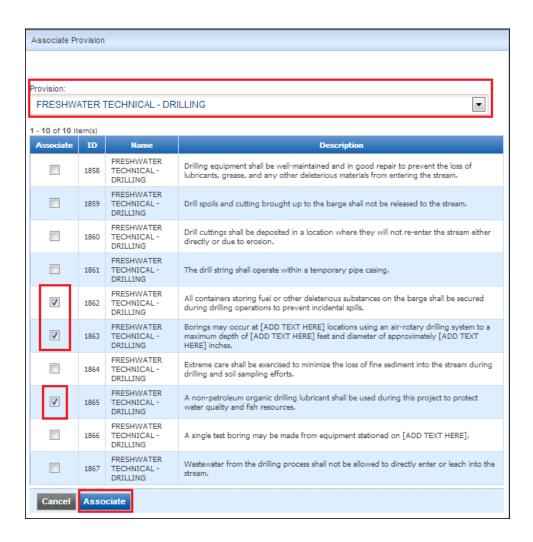
Step 2: Select a **Provision Group** from the drop-down at top of the pop-up page.

Step 3: Select provisions via **checkbox** options to associate to the project for one group at a time. Once all desired provisions are selected, click on **Associate Provisions** button.
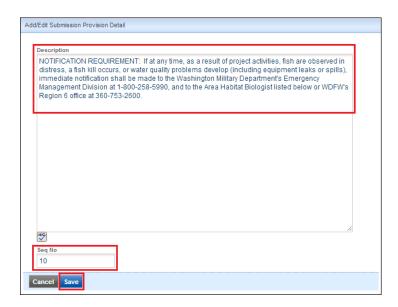
Step 4: Click on **Add New** button to create a provision that is not listed in provision gallery.
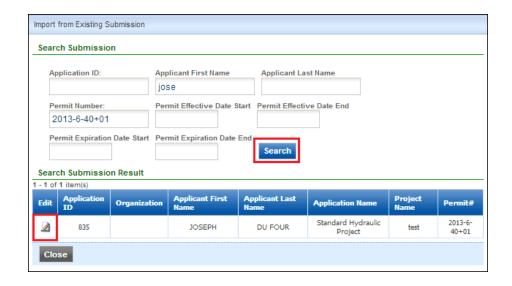
Step 5: Define provision text, provision sequence number (order in which provision will be listed in the permit), and click on **Save** button.

Step 6: Click on **Import from Existing Submission** button.

Step 7: In the pop-up window, enter desired criteria for importing provisions from an existing permit and click on **Search** button. Continue to refine your search if no results are displayed until desired result is listed.
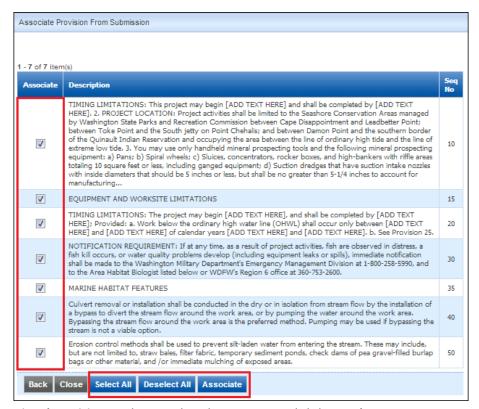
Step 8: Click on **Edit** button to view provisions associated with the selected application record.
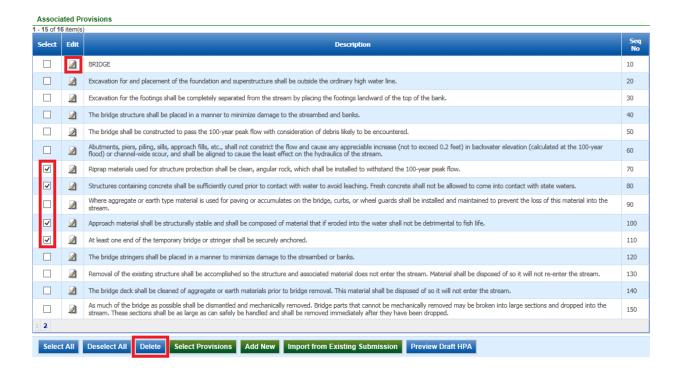
Step 9: Select desired provisions via **checkbox** option and click on **Associate** button.
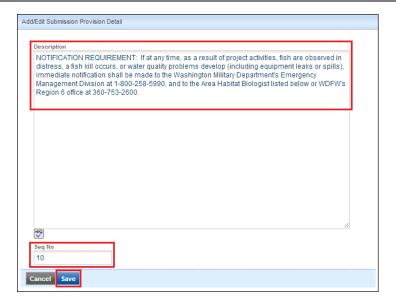
Step 10: In **Associated Provisions** grid view, select the provision and click on **Delete** icon to remove undesired provisions from the list; similarly, click on **Edit** icon to modify an already associated provision to the project.

Step 11: Edit and update provision text as desired, provision sequence number (order in which provisions are to be listed in the HPA permit), and click on **Save** button.

Step 12: Click on **Preview Draft HPA** button to view a draft version of the HPA permit.

Step 13: Select **Completed** status from Task Status drop-down in **Work Activity Info**.

Step 14: Click on **Save** button to complete the task.
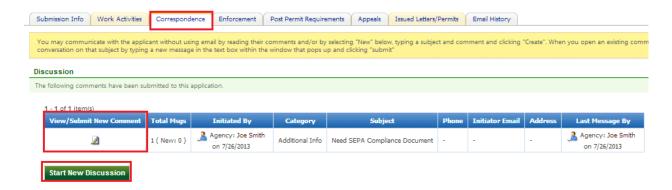
3.3.5   Consider Comments Received Task

Field biologists must take into account any details submitted by an applicant or third-party user before issuing an HPA. This process is handled by generating a "Consider Comments Received" task for field biologist as a preliminary step before scheduling the "Finalize and Issue HPA" task for permit issuance.

Refer to steps highlighted below on how to complete "Consider Comments Received" task.
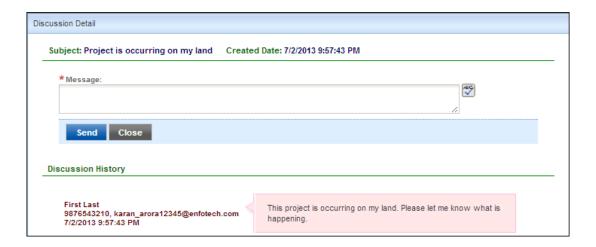
Step 1: Click on **Correspondence** tab within the application (outside of Work Activity).
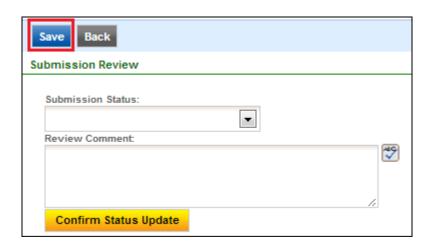
Step 2: Click on **View/Submit New Comment** button for any/all discussion boards to review all comments received towards the application within the selected discussion board.

Step 3: Update project or provision details as necessary.

Step 4: Select **Complete** status from Task Status drop-down.

Step 5: Click on **Save** button to complete the task.

3.3.6 Finalize and Issue HPA Task

Upon complete review of an application, field biologist will update application status to "Approved" or "Denied" indicating whether an HPA Permit or Denial Letter is to be issued, respectively. Only the Habitat Biologist assigned to the work task can issue or deny the HPA.
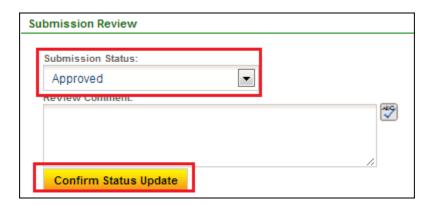
A biologist-in-training may have access to update application status to Approved but is unable to issue HPA permits. Therefore, in order to issue HPAs in such instances, a biologist-in-training must associate Regional Manager to "Finalize and Issue HPA" task, thus allowing Regional Manager to issue permit on biologist-in-training's behalf.

The concept described above for issuing HPAs in case of submissions handled by biologist-in-training is also applicable to all biologists when an HPA is being denied. In these instances, a biologist must associate application to Regional Manager who would then be responsible for approving the Denial Letter that is to be issued to the applicant or authorized agent.

In addition, a field biologist also has the capability to update Permit Effective Date and Project End Date before issuing a permit. By default, Permit Effective and Expiration Dates are set to Project Start and End Dates, respectively. If necessary, a field biologist may specify Project End Date that is more than 5 years from Permit Issue Date for Perpetual Agriculture HPA applications only.

To view steps and guidelines on issuing an HPA permit, refer to steps highlighted below.

Step 1: Set Submission Status drop-down to **Approved** value.

Step 2: Click on **Confirm Status Update** button.

Step 3: Select **Standard Hydraulic Permit** option in Select drop-down; verify and update **Project End Date.**

Step 4: Click on **Issue** button to issue an HPA. Select **OK** option when system is verifying if user has verified permit dates (Effective Date and Project End Date) only if the dates have been verified.

View	App Name	Name	Type	Applicant Info.	Status	Issued By	Permit Date
📄	2016-4-6+01 443 - Standard Hydraulic Project	Hydraulic Project Approval	HPA Permit	JOSEPH DU FOUR 450 W Washington Ave , Yakima , WA 98903	Inactive	Karan Arora	Issued Date: 04/01/2016 Project End Date: 04/30/2016 Expiration Date:

3.3.7 Compliance Inspection

Compliance inspection is executed in the same manner as a Pre-Permit inspection. Therefore, for details on how to complete any inspection record in APPS, refer to **Pre-Permit Inspection** section of this document.

When performing a compliance inspection, there are a few stark differences from the Pre-Permit inspection which are listed in table below for reference purposes.

Criterion	Pre-Permit Inspection	Compliance Inspection
Final Statuses	Complete or Incomplete.	Passed or Failed.
Inspection Form Parameters	Contains a few more parameters than Compliance inspection.	Contains a few less parameters than Pre-Permit inspection.
Compliance	No compliance information recorded since HPA permit has not been issued.	Compliance information is recorded within inspection form as: Major Non-Compliance, Minor Non-Compliance, or In-Compliance.

Additionally, please note that if a pre-permit inspection has been completed for a submission, then you may see some of the fields pre-populated in compliance inspection form. These fields are pre-populated from the Pre-Permit Inspection completed for the submission assuming that data elements captured in Pre-Permit Inspection form are also visible in the Compliance inspection form.

3.4 Application on Hold

Field Biologists can place an application on hold if they are unable to contact applicant(s) for onsite inspection or due to other details. An administrator can configure reasons for why a biologist places an application on hold. These reasons are configured as Comments in System Setting module.

APPS executes following set of transactions when an application is placed on or taken off hold.

Transaction	Transaction Description
Application Placed on Hold	
Update Application Status	Update application status to "On Hold".
Set Task Due Date to NULL and tasks to Hold status	System updates task due date to NULL value and task status to ON HOLD for incomplete tasks for application in question; this also ensures that these tasks on hold do not show on user dashboard.
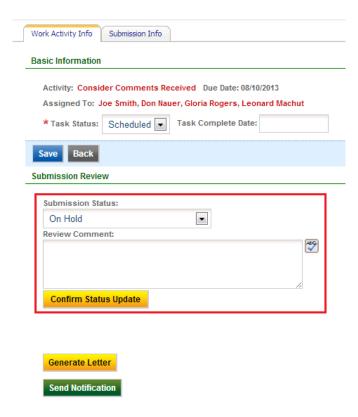
Transaction	Transaction Description
Application Placed on Hold	
Generate a "On Hold" Letter and Issue to applicant	Agency user generates a hold letter and specifies reason as to why the application is being placed on hold; once the letter is generated, the biologist emails the letter to the applicant or authorized agent.
Application Taken off Hold	**Application is placed back as "Accepted"**
Update Application Status	Update application status back to "Accepted"; system does not generate any new tasks in this process. Any tasks that were set in "On Hold" status are re-activated to "Scheduled" status. Task Due Date is updated to number of days pending in HPA application processing when the application was placed on hold.

Steps to place an application on hold are as follows:

Step 1: Within any Field Biologist Review tasks, select **On Hold** status in Submission Status drop-down.

Step 2: Click on **Confirm Status Update** button.

Step 3: To take an application off hold, navigate back to task that is in On Hold status and select **Accepted** status from the drop-down.
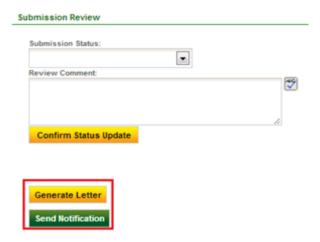
Step 4: Click on **Confirm Status Update** button to update application status and take an application off hold.

Note: Field Biologist may also update application status to Closed (if application has been pending as On Hold for an extended period of time) or Withdrawn (if applicant requests as such). In these instances, system still marks the task status as "Completed" but also closes all subsequent tasks from review.
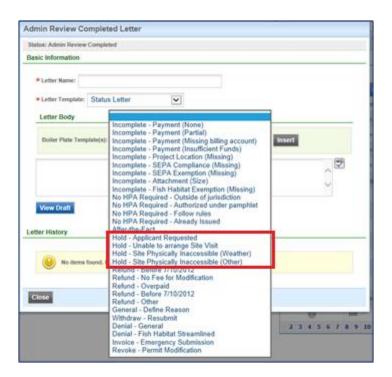
Step 4a: If application status is updated to Withdrawn status, then click on **Generate Letter** button.

Step 4b: In the pop-up page, define **Letter Name**, select letter template from **Boiler Plate Template(s)** drop-down for reason why application is updated to Statutorily Incomplete status, and click on **Insert** button to insert boiler plate language. Do <u>not</u> change letter template drop-down from **Status Letter**.

Step 4c: Field Biologist adjusts default text to meet application specific details.

Step 4d: Click on **View Draft** button to generate and preview draft letter. If letter and letter content is satisfactory, click on **Approve** button to approve letter for issuance.

Step 4e: Field Biologist issues generated letter to the user by clicking on **Send Notification** button, selecting applicant via **checkbox**, selecting desired letter via **Letter Attachment** drop-down, defining email **Content**, and clicking on **Send** button to send the email.

Send a Notification

To List1:
☑ Applicant < john_fischer@enfoTech.com >

Add Email(s) to To List (please use ';' to seperate emails):

Cc List: ☐ john_fischer@enfotech.com

Bcc List: ☐ john_fischer@enfotech.com

Total Attachment File Size for all attachments selected, if any, must be less than 15MB for email notifications.
If Total Attachment File Size exceeds 15MB, then send attachments in multiple emails, as necessary, to meet the Total File Size limitation, or request that the recipient download the documents from APPS.

Letter Attachment: Submitted - Some Components Missing - Missing Payments (800) - 12/14/2016 ▼

Permit: ▼

Attachments:
☐   ☐
Hydrangeas.jpg(581KB) Penguins.jpg(759KB)

★ Subject:
Application ID:578, Project Name = Bank Protection Project

★ Content:

Dear applicant,

Please review attached letter on why your application is insufficient.

Thank you.

Sincerely,

John Fischer

☐ Is Html Format:

Send   Cancel

3.5 Pre-Applications

Upon submission of an application, the system submits an application status to "Submitted – All Components Included" or "Submitted – Some Components Missing", but informs an agency user of pre-application submissions via "Pre-App?" indicator in search result and application summary section.

Similar to any other task in a workflow, system sends email notification to user notifying of a new Pre-application submission. However, unlike general submissions, a pre-application has following start differences from a standard application request for an HPA permit:

1) Pre-application only contains the **Technical Review** task as part of application process and is assigned to Field Biologist directly based on location of the project site(s).
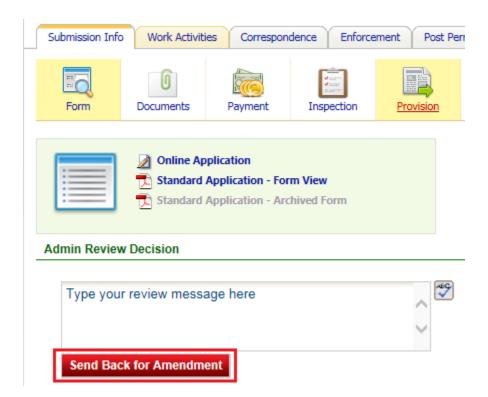
2) Pre-application submission does not allow user to associate any provisions to the application record.
3) Pre-application may have following three outputs only:
   a. <u>Withdrawn</u>: application is withdrawn from review and no HPA is to be considered for issuance against the application.
   b. <u>Closed</u>: application has remained in submitted state for an extensive period of time and is being removed from queue as such.
   c. <u>Send Back for Amendment</u>: application requires an HPA permit; therefore, application is sent back to the user for re-submission as a Standard HPA request. For guidelines and outcome of Amendment process, refer to steps highlighted below.

First, complete steps 1-3 in 3.1.1: Alternative Method to Search for applications
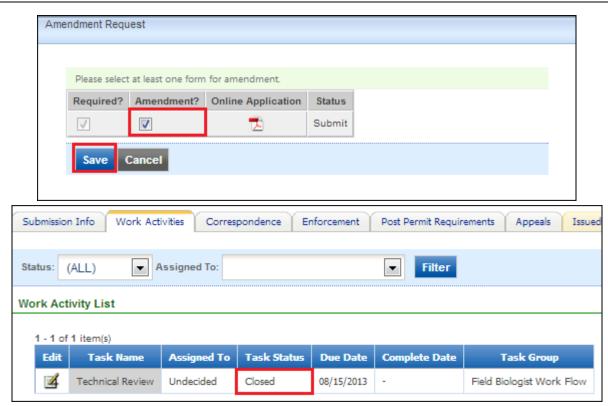
Step 4: Click on **Send Back for Amendment** button in **Form** page.

Step 5: Select the lone form record in pop-up page via **checkbox** and click on **Save** button. Once an application has been sent back for amendment, system updates task status for all incomplete tasks to **Closed**. For Pre-applications, system closes the **Technical Review** task if it has not been updated to Completed status.

Step 5a: When an application is sent back to user for re-submission, an agency user is not required to take any further actions to review application details. Once the application is re-submitted, system generates subsequent tasks in the workflow based on user selected criteria during the submission process.

3.6   Application Fee and Refund Management

Because APPS does not record electronic Check or Credit Card information for CTS compliance purposes, refund management process needs to be handled manually by Olympia Admin or Admin Biologist. The process entails WDFW to manually mail a refund check to an applicant. The steps to manage fee waiver and refund process are highlighted in steps below.
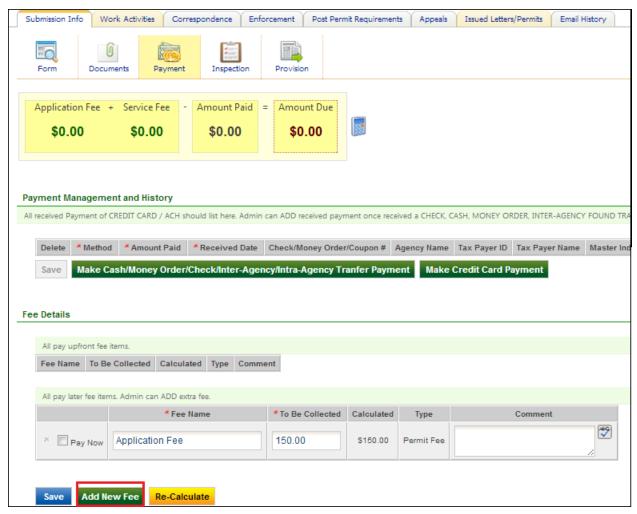
First, complete steps 1-3 in 3.1.1: Alternative Method to Search for applications

Step 4: Navigate to **Payment** page.
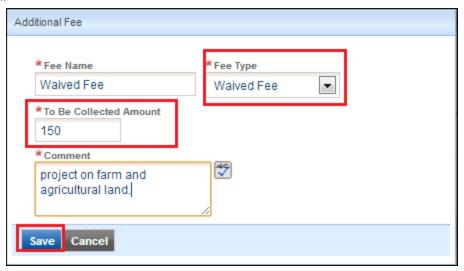
Step 5: Click on **Add Fee** button in Fee Details section.

Step 6: Enter **Fee Name**, select fee type = **Waived Fee**, enter amount = **150,** define comments (if desired), and click on **Save** button.

Step 7: Select the **Pay Now** checkbox option for newly selected fee record and click on Save button. If applicant (or authorized agent) has not submitted a payment, then an agency user may exit the process at this point. However, if a payment has been made, then continue to follow guidelines in this section to generate a refund record.

Step 8: To issue a refund, follow steps **5 - 7** highlighted above, except select fee type = **Refund**.

<u>Note:</u> In processes highlighted above, WDFW is able to keep track of refunds issued in following two methods:
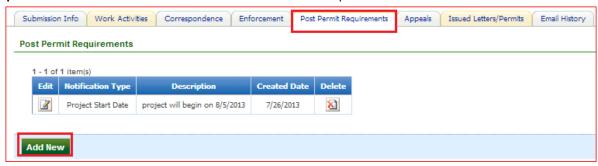
1) Payment record: APPS contains a refund record (along with Waived Fee) for amount that is refunded to an applicant; this option allows agency users and applicants to review refund details only.
2) Letter Issued: APPS contains a letter issued to an applicant for refunded amount. These letters are manually generated and sent by agency users as needed; all letters, and their respective content, is displayed on Third-Party site available for review by the public.

3.7   Post-Permit Requirements
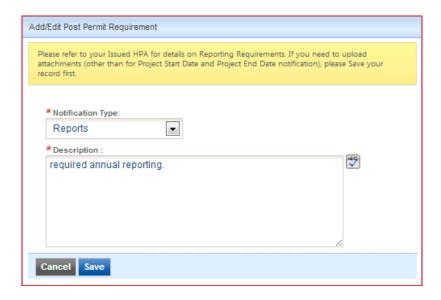
After a permit has been issued, an applicant may be required to submit Project Progression and Mitigation Requirement details to WDFW. These details will be captured in a page titled "Post-Permit Requirements". Field Biologist and Olympia Admin staff is able to add and edit any of the records to manage Post-Permit Requirements for a given project. To review process of generating and updating Post-Permit requirements, refer to guidelines below.

Step 1: Access the Post-Permit Requirements tab on the top horizontal bar.

Step 2: Click on **Add New** button to create a new Post-Permit requirement record.
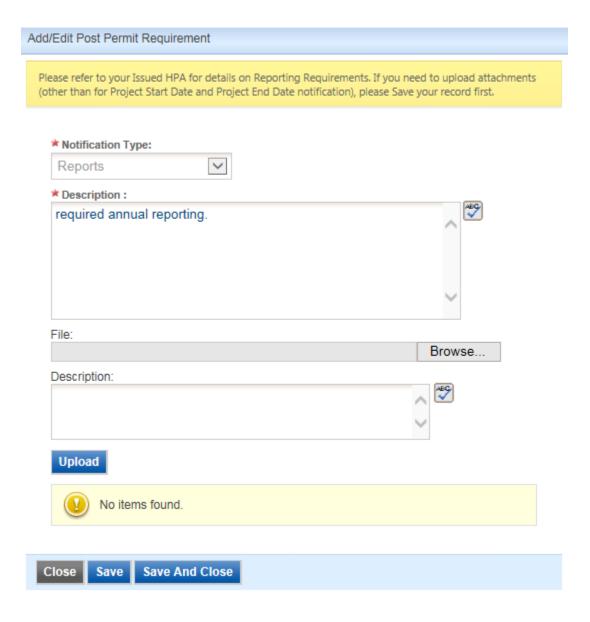
Step 3: Select a requirement type, define requirement details, and click on **Save** button.
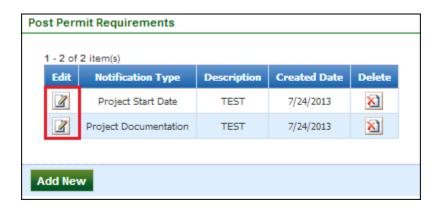
Step 3a: If user selects a requirement type other than **Project Start Date** and **Project End Date**, then user is able to upload a document towards the application via **Browse** (for file) and **Upload** buttons.

Step 3b: To edit an existing post-permit requirement, click on **Edit** icon in Post Permit Requirements grid view and update details as necessary.

3.8   HPA Permit Modification (Major and Minor)

An applicant may request to modify HPA permit due to changing nature of the project or other reasons. Such requests can only be made when a submission has an issued permit with permit status of "Active" or "Inactive". If a submission with Active or Inactive permit does not exist in the system, an agency or public user must make such submission and agency must issue a permit before an application can be modified.

The amendment process can be divided into two types: Major Modification and Minor Modification. Both of these processes as well as their similarities and differences are discussed in following sections.

Criterion	Major Modification	Minor Modification
Application Type	Modification Request may be Standard, Expedited, or Emergency based on original submission.	Modification Request is always standard.
Application Fee	If modification is applicant initiated and original submission was charged $150 application fee, then major modifications also results in $150 fee.	No modification fee charged.
Workflow	Workflow is dependent on application type of original submission.	Workflow generated always contains "Finalize and Issue HPA" task only regardless of application and application type.
Output	New Permit record	Letter

Whether a Major or Minor Modification Request is initiated, the process to handle the application is unchanged. Whereas for Major Modifications, workflow remains the same as original submission (except no Notify Local Government and Regional Habitat Manager Approval tasks are generated). On the contrary, for Minor Modifications, system only generates the "Finalize and Issue HPA" task where user issues a letter (instead of a permit). Additionally, for Minor Modifications, system updates application status to Accepted automatically when a submission is made.

For more details on Major and Minor Modification Workflow, refer to Application Workflow section of the document.

Please note that despite the differing workflow process, the method to handle tasks generated in the workflow remains unchanged. The only exception being: if a biologist deems that permit amendment request should be a Major Modification request, instead of Minor Modification Request – or vice-versa, during application review process, Field Biologist would need to manually adjust fee and payment details and generate corresponding task records to rectify submission details. Field Biologist would also generate any corresponding letters for incomplete submission manually at the same time.

For steps on initiating modification request, refer to details below.
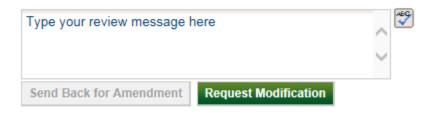
First, complete steps 1-3 in 3.1.1: Alternative Method to Search for applications

Step 4: In **Form** page, click on **Request Modification** button.

Admin Review Decision

Type your review message here
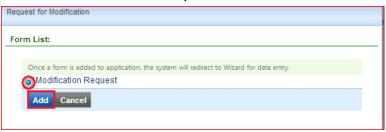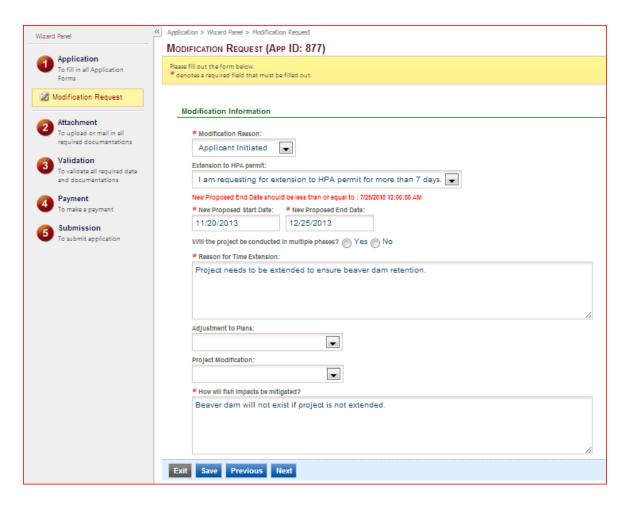
Send Back for Amendment   Request Modification

Step 5: Select the radio button next to **Modification Request** form and click on **OK**.

Request for Modification

Form List:

Once a form is added to application, the system will redirect to Wizard for data entry.

○ Modification Request

Add   Cancel

Step 6: Complete the application form, pay fee if required, and click on **Submit** button to complete modification request submission process.

Application > Wizard Panel > Modification Request

MODIFICATION REQUEST (APP ID: 877)

Please fill out the form below.
* denotes a required field that must be filled out.

Wizard Panel

1. **Application**
   To fill in all Application Forms

   Modification Request

2. **Attachment**
   To upload or mail in all required documentations

3. **Validation**
   To validate all required data and documentations

4. **Payment**
   To make a payment

5. **Submission**
   To submit application

Modification Information

* Modification Reason:
Applicant Initiated

Extension to HPA permit:
I am requesting for extension to HPA permit for more than 7 days.

New Proposed End Date should be less than or equal to : 7/25/2018 12:00:00 AM
* New Proposed Start Date: * New Proposed End Date:
11/20/2013   12/25/2013

Will the project be conducted in multiple phases? ○ Yes ○ No

* Reason for Time Extension:
Project needs to be extended to ensure beaver dam retention.

Adjustment to Plans:

Project Modification:

* How will fish impacts be mitigated?
Beaver dam will not exist if project is not extended.

Exit   Save   Previous   Next

Step 7: For system-generated Modification Request workflow, follow steps in sections above on how to complete tasks generated.

3.9 Application and Permit Transfer

In order to transfer permits in APPS, new permit holder (i.e. new permittee) must make a new submission via Public portal. Because permit transfer process requires a new submission for a new permittee, any application fee and attachment upload process will be handled automatically in submission process.

Any permit issued to the old permit holder (i.e. previous permittee), however, will need to be manually updated to Revoked status by an agency user.

For guidelines on how to transfer a permit, refer to steps below.
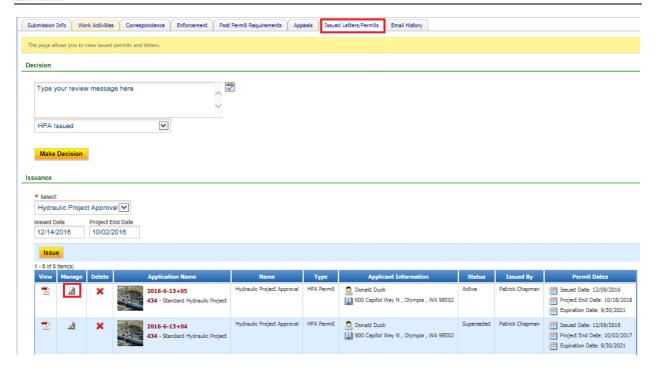
First, complete steps 1-3 in 3.1.1: Alternative Method to Search for applications

Step 4: Access **Issued Letters / Permits** tab.
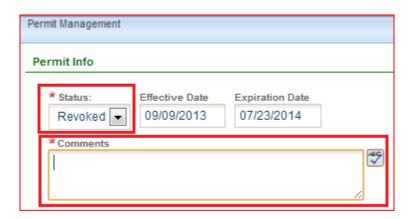
Step 5: Click on **Edit** button for an **Active** permit.

Step 6: In the pop-up page, system defaults permit status to **Revoked**. Enter reason for revoking the permit in **Comments** textbox field and click on **Save** button.

Step 6a: System updates permit status to **Revoked** and permit history may be viewed in the same window by clicking on **Edit** button.

Step 7: In instance of transferring an HPA permit only, a public or agency user would generate a new application record, submit it, and WDFW agency users review the new submission for HPA issuance.

4   Appeal Management

Upon receipt of an appeal, an Appeals Coordinator or Olympia Admin enters basic appeal information in APPS. Once basic details have been entered, only an Appeals Coordinator follows progress and records outcome of an appeal. The process to add and modify appeal information is highlighted in steps below.

First, complete steps 1-3 in 3.1.1: Alternative Method to Search for applications
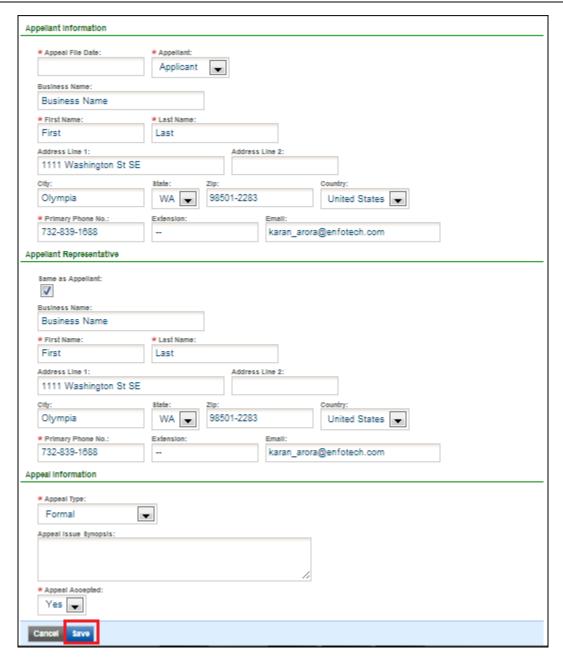
Step 4: Access the **Appeals** tab and click on **Add New** button.

Submission Info	Work Activities	Correspondence	Enforcement	Post Permit Requirements	Appeals	Issued Letters/Permits	Email History					

Appeal

1 - 1 of 1 item(s)

Edit	Appeal File Date	Appellant	Appellant First Name	Appellant Last Name	AR First Name	AR Last Name	Appeal Type	Appeal Accepted	Appeal Type Conducted	Decision	Decision Date
✏	7/17/2013	Applicant	First	Last	First	Last	Informal	Yes	Informal		

Add New

Step 5: Enter all required fields on page and click on **Save** button.
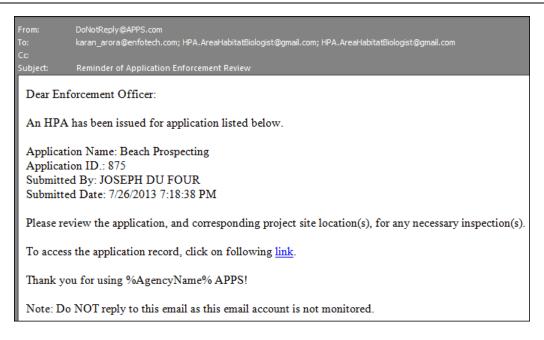
5   Enforcement Management

Upon issuance of a permit, APPS automatically sends an automated email notification to enforcement officer (based on the associated Habitat Biologist of project site) for notification of project site requiring enforcement activity. Upon completing an onsite review, an enforcement officer should enter all corresponding activity in APPS for tracking purposes. To view and generate enforcement actions in APPS, refer to steps below.

Step 1: Navigate to APPS upon receipt of email notification.
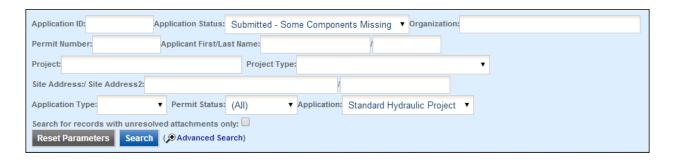
Step 2: Click the **Application** tab on the top horizontal bar. Make sure the left hand panel is at **Application Review**.

Step 3: You may choose to filter your search for application by Application ID, Status, Organization, Permit Number, Applicant Name, Project, Project Type, Site Address, Application, Application Type, or Permit Status; or you may select **Advanced Search** option for additional search options.
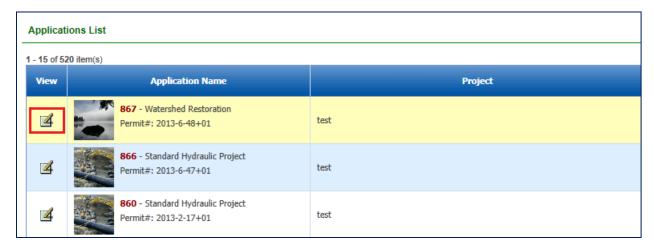
Step 3a: You may export the search results to an Excel file by using the **Export to Excel** button
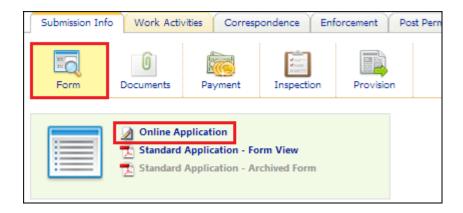
Step 4: After you have narrowed down your search, click the **view** icon to get into a specific application's information page.

Step 5: Click on **Online Application** hyperlink (in **Submission Info** and **Form** page) to view project details.

Step 6: Click on **Enforcement** tab to view or record enforcement activity against the submission.
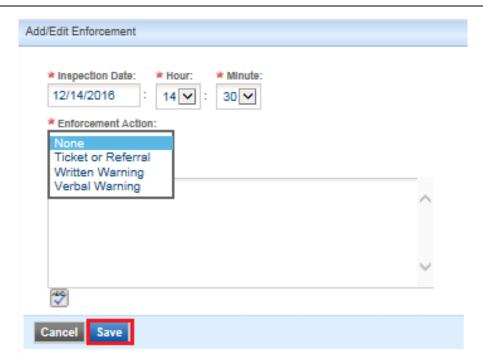
Step 7: Click on **Add New** button to enter an enforcement activity.

Step 8: Enter all required information and click on **Save** to record enforcement activity in APPS.

Note: In addition to automated email notifications, a Field Biologist may also email an Enforcement Officer indicating project location(s) requiring enforcement inspection. In these instances, a field biologist may or may not send email notification to enforcement staff from within APPS; however, the process to view application details and record enforcement activity is not altered.
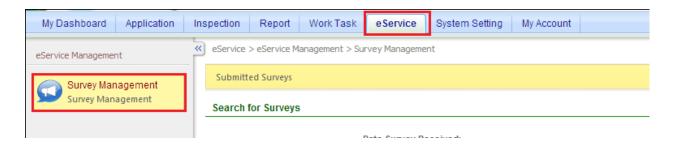
6   Surveys

After a permit has been issued, a public user has the option to submit a survey online via APPS to provide feedback on WDFW performance in HPA issuance process. Within the survey, a user rates WDFW performance in issuing the HPA permit adequately, effectively, and within a timely manner.

To access and view submitted survey details, refer to steps below.

Step 1: Click on **eService** module.

Step 2: Click on **Survey Management** sub-module.
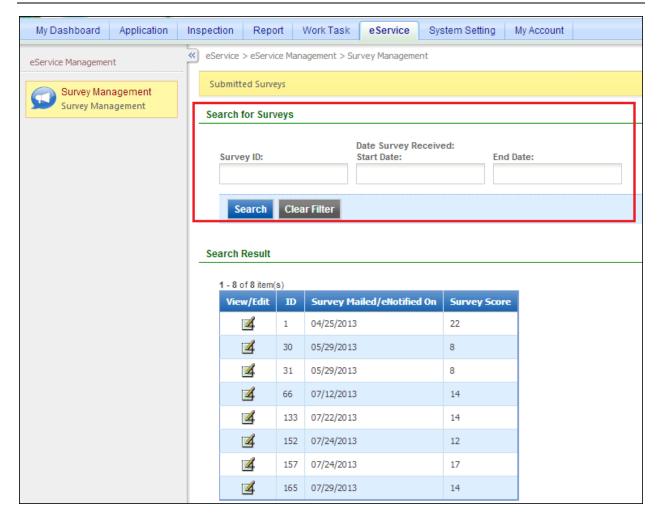
Step 2a: To filter survey results by their unique identifier or when they were submitted, enter user **Survey ID** or **Survey Submission Date** parameters at top of the page. Once desired criteria have been listed, click on **Search** button to filter results.

Note: In search results, APPS displays Survey ID, Date when survey was submitted, and Total Survey Score. Total Survey Score is calculated based on sum of scores submitted for the following four (4) questions requesting rating of WDFW service.

Step 3: Click on **View** icon to review individual survey results. If public user chose to present their contact information while submitting the survey, APPS lists user details below submitted survey details.

6.1 Review Survey Summary

Instead of navigating through each survey record, an agency user may also review survey summary via SSRS report accessible in **Reports** module. To access and execute the report, refer to details below.

Step 1: Click on **Reports** module. Make sure that system navigates you to **Summary Reports** sub-module in the process.

Step 2: Click on **View** icon next to **Survey Summary Report** name.
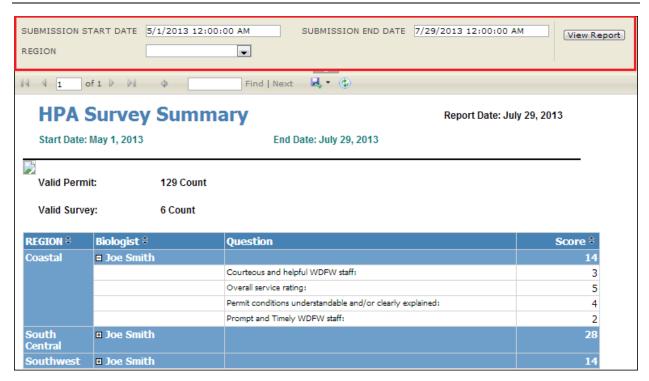
Step 3: Define input parameters, or leave all fields blank if so desired, and click on **View Report** button.
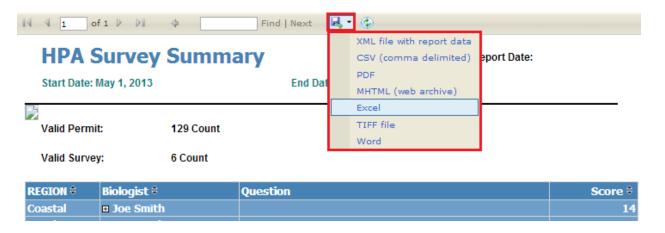
Step 3a: If you would like to view your results in a more manageable format, such as EXCEL, you may do so by clicking on the **Disk** icon, select appropriate format afterwards (such as **EXCEL**), and follow prompts throughout to **Save** the file on your local computer.
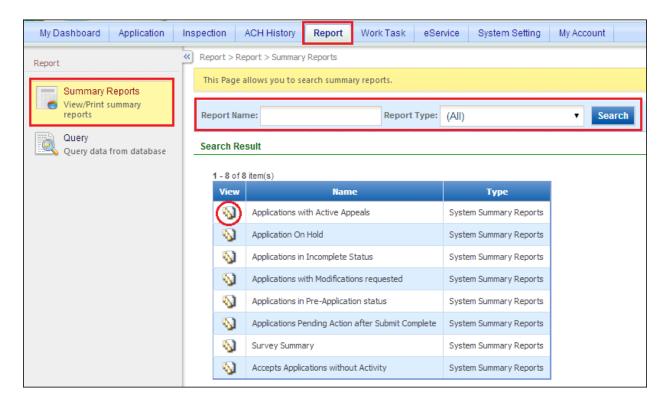
7 Reports

From Report menu tab, agency can locate desired summary report by clicking the desired report's view icon. A report name and report type drop down can be used to filter out unwanted reports.

Note: Reports listed below do not represent ones that have been implemented for WDFW. The steps and images displayed in this section are to be used for reference purposes only.
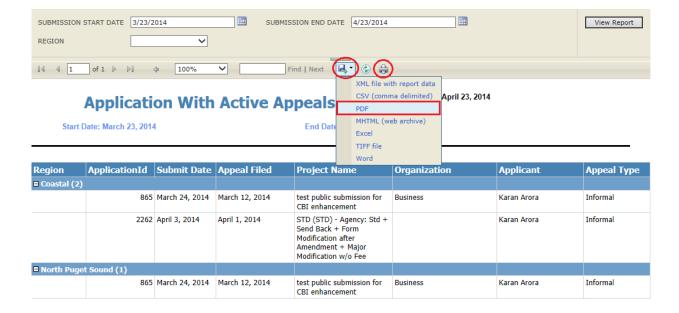
7.1   Filtering Criteria

From the report filtering criteria section, records selection can be set based on different individual criteria. For example: Date range or Region can be specified to retrieve desired records.

7.2   Export & Print Report

Report can be printed directly by clicking the printer icon. Report can also be exported to different format, such as XML, CSV, PDF, Excel or Word.
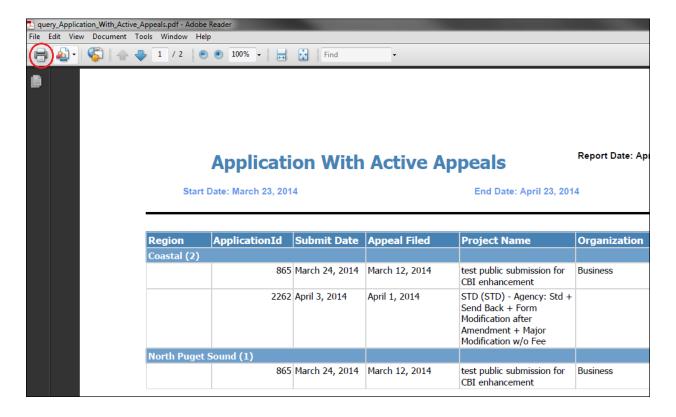
7.3 PDF Report

Once report is exported by selecting PDF format, the PDF report can be printed directly by clicking printer icon.
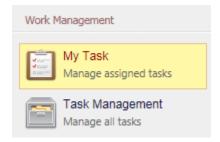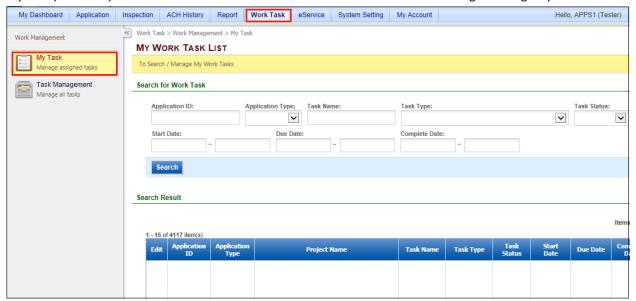
8   Work Task

From Work Task menu tab, agency can locate desired task by clicking "**My Task**" or "**Task Management**" on the left panel.

8.1   My Task

My Task provides specific selection criteria to retrieve desired work tasks which belong to the agency user.

9   System Settings (for Administrative Users only)

In this section we will describe how the administrator can control the various system settings in APPS including: User Account Management, Application Management, System Management, and Reference Data Management.
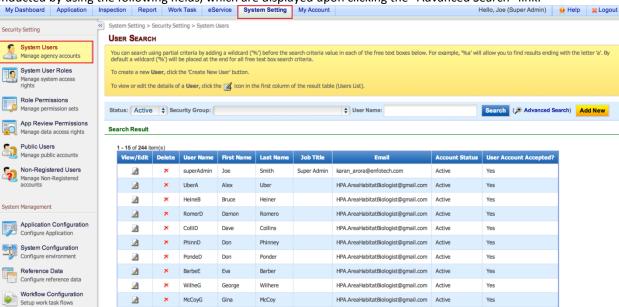
9.1   User Account Management

A system user may be assigned many roles and also be in different groups. Each group can perform multiple tasks, while each role can have various access privileges. Overall, this section is for controlling who can do what and which privileges are granted to whom.

9.1.1   Manage System Users

By clicking System Setting -> System Users, an administrator will open a search page with all current system users displayed in the results grid-view by default.

In the Search Screen, the administrator can search for a system user based on the search filter criteria. The search can be conducted by using the following fields, which are displayed upon clicking the "Advanced Search" link:

- **User Name:** Indicate the system user account name
- **First Name:** User given name
- **Last Name:** User family name
- **E Mail:** Email address
- **Account Status:** Choose a status for your account: Active or Inactive
- **Security Group:** Group in which user is associated (i.e. HPA Processing Staff)
- **User Account Accepted:** Yes or No
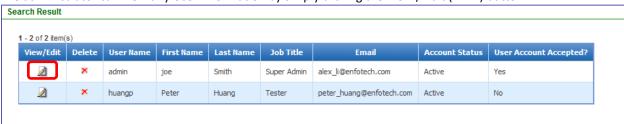
A User can also sort the search results by simply clicking the corresponding label. (For example, click First Name label to sort the results in ascending/descending order).

9.1.1.1 Viewing User Information

The administrator can view any User Information by simply clicking the View / Edit ( ) button.
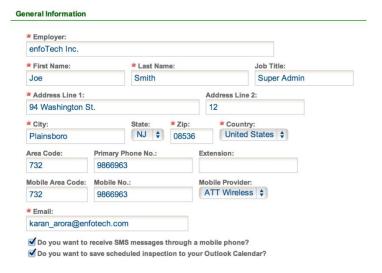
In the User Information screen, the administrator can navigate through the different sections for making updates, if required.

9.1.1.1.1 General Information

The administrator can update or change an user's information through the following fields by using the General Information screen: First Name, Last Name, Employer, Job Title, Address Line 1, Address Line 2, City, State, Zip, Country, Phone Number, Extension, Mobile Number, and Email.
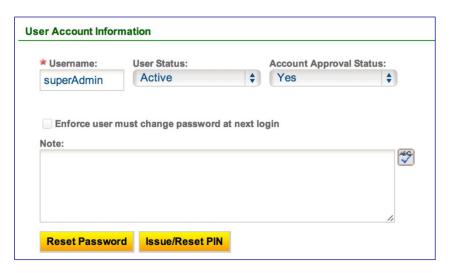
9.1.1.1.2   User Account Information

In the User Account Information screen, the administrator can select the status of User Status to either active or inactive from the drop down list. The administrator can also change the status of Account Approval Status to either Yes or No from the drop down list. If needed, the system provides a field to input notes about the user account.

9.1.1.1.3   Security Groups

Administrators can associate groups with a particular user by clicking the [Associate Groups] button on the Security groups screen. At any point of time, the administrator can delete the group from the existing Groups by simply clicking the delete (✖) button of the corresponding Group.

Please note that only users associated with ACH – History role are able to associate or disassociate ACH – History group to or from a user, respectively.

9.1.1.1.4   System Roles

In the System Roles screen, an administrator can assign any System role to Groups by selecting the corresponding checkbox. Before assigning, the Role must be active by selecting the checkbox in the first column.

System Roles

1 - 15 of 24 item(s)

Groups	Role Name	Description	Groups
☐	Guest	Guest	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☐ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☐	Application Technical Assistant	Application Technical Assistant	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☐ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☐	Application Official	Application Official	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☐ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☐	Inspection Manager	Inspection Manager	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☐ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☐	Event Manager	Event Manager	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☐ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☐	Notification Manager	Notification Manager	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☐ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☐	Request Manager	Request Manager	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☐ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☑	WDFW - System Administrator	System Admin	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☑ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff
☑	Inspector	Inspector	☐ Groups ☐ System Administrator ☐ Engineer ☐ Scientist ☐ Biologist - Fish Passage ☐ Biologist - Compliance Monitoring ☐ Enforcement Officer ☐ Appeals Coordinator ☐ Third Party ☑ Inspector ☐ Biologist - Area Habitat ☐ Admin Biologist ☐ Management - Habitat ☐ HPA Processing Staff

Please note that only users associated with ACH – History role are able to associate or disassociate ACH – History role to or from a user, respectively.

9.1.1.1.5   County

An administrator can associate any county to the user on the County screen. The associated counties will allow users access to submissions in which project locations fall under the specified counties.

County

1 - 5 of 5 item(s)

Delete	County Name	Description
✖	Clark	
✖	Klickitat	
✖	Lewis	
✖	Skamania	
✖	Wahkiakum	

Associate County

After all necessary information has been updated in the User Information screen, click the **Save User Info** button to save the changes.
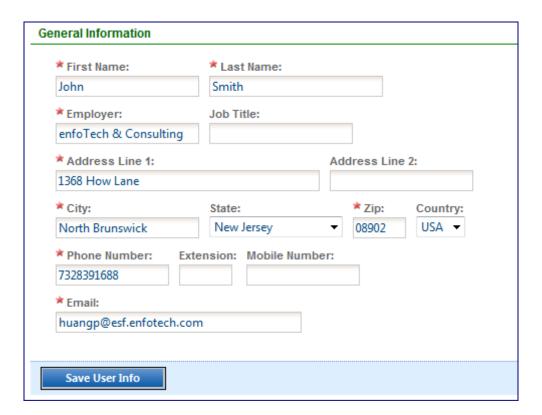
9.1.1.2   Creating New System User

To create a new system user, click the **Add New** button. In the New User Information screen, enter the necessary information in the following sections and click the **Save User Info** button to save the information of newly added user.

After saving the user info, the administrator is prompted with more account information to fill in about the new system user, including User Account Information, Security Groups, and System Roles.
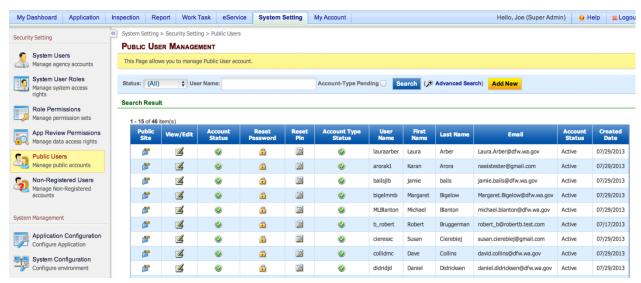
9.1.2 Manage Public Users

By clicking System Setting -> Public Users, a System Admin can open a search page with all currently existing public users displayed in the results grid-view by default.

The Search Screen, where the administrator can search for a public user based on the search filter criteria. The administrator can search by using the following fields, which are displayed upon clicking the "Advanced Search" link:
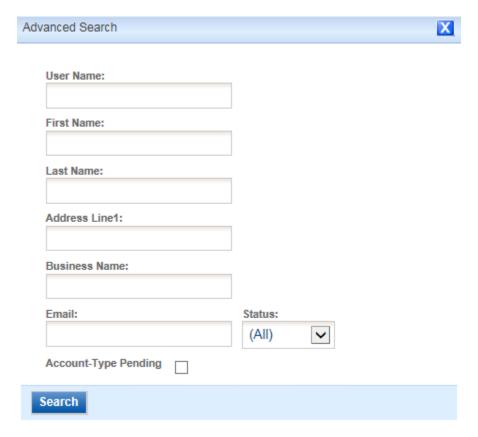
- **User Name:** Indicate the system user account name
- **First Name:** User given name
- **Last Name:** User family name
- **E Mail:** Email address
- **Account Status:** Choose a status for your account: Active or Inactive

The administrator can also sort the search results by clicking the corresponding label. (For example, click First Name label to sort the results in ascending/descending order).

9.1.2.1   Viewing User Information
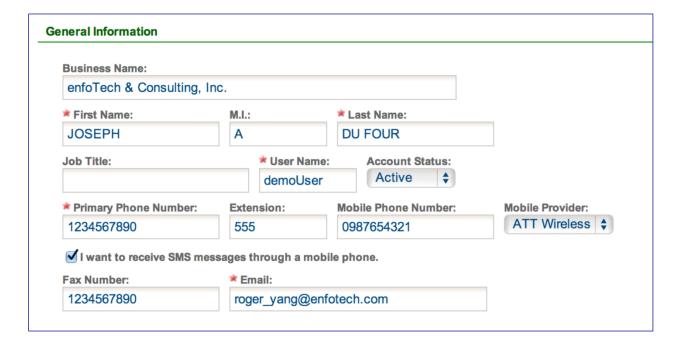
The administrator can view any User Information by clicking the View / Edit ( ) button in the search results. In the User Information screen, administrators can navigate through the different tabs to make any necessary updates. In addition, administrators can perform the following actions:

a. Click Change Status " " icon to change public user's status.

b. Click Reset Password " " icon to reset public user's login password.

c. Click Reset PIN " " icon to reset public user's PIN.

Note that a new column (PIN Assignment) was added to indicate whether or not the public user already has a PIN assigned to the account. This will help administrators see which accounts still need to have their PINs issued.

9.1.2.1.1   General Information

When the View / Edit ( ) button is clicked for the user, the administrator can update or change the public user information through the following fields; First Name, Last Name, User Name, Status, Company, Job Title, Primary Phone Number, Extension, Mobile Phone Number, Fax Number, Email, Address Line 1, Address Line 2, City, Country, State, and Zip.

9.1.2.1.2   Address Information
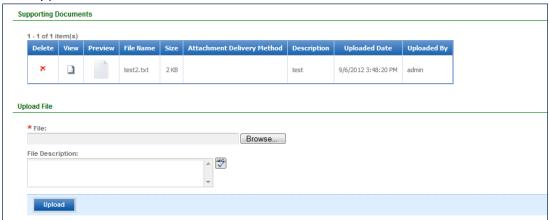
The administrator can update or change the public user address information through the following fields; Address Line 1, Address Line 2, City, country, State, and Zip.

9.1.2.1.3   Supporting Documents

The administrator can upload any supporting documents about the public user. This can be any identification document or any proof of address document.

9.1.2.2   Creating New Public User

A System Admin also has the ability to add a new user by simply clicking the [Add New] button. In the New User Information screen, a user can enter the necessary information in the following sections and clicks the [Save] button to save the information of newly added user.

After saving the user info, a message on the top of the screen will display "Save Successfully" to notify that the user account has been created.
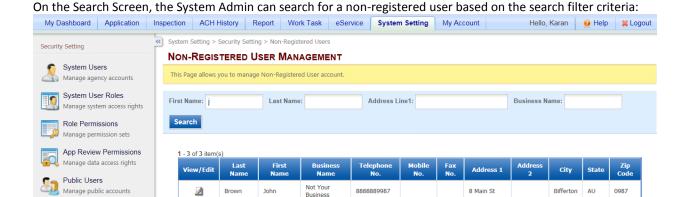
The newly created user will then receive an e-mail with new password and pin information. They will have to log into the Public Account using the information to reset their password, pin, and security questions.

9.1.3 Non-Registered Users

By clicking System Setting -> Non-Registered Users, a System Admin can open a search page with all currently existing non-registered users displayed in the results grid-view by default. Non-Registered users are applicants that do not exist as users in the system, but has a submission in the system. The most likely case is due to paper submission, where the agency user has helped a particular submitter key in their submission electronically.

On the Search Screen, the System Admin can search for a non-registered user based on the search filter criteria:

- **First Name:** Non-Registered User given name
- **Last Name:** Non-Registered User family name
- **Address:** Street Address of the Non-Registered User
- **Business Name:** Non-Registered User business name
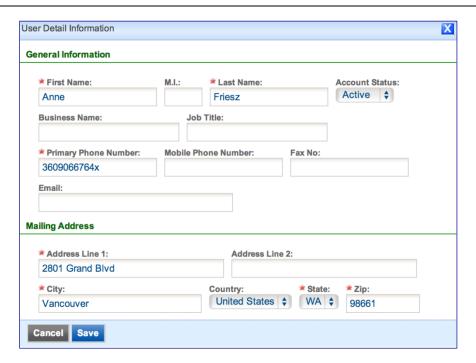
The System Admin can view any Non-Registered User Information by clicking the View / Edit ( ) button. A pop-up will appear to allow the System Admin to edit the Non-Registered User information.

9.1.4   User Roles and Permissions

9.1.4.1   Manage Roles
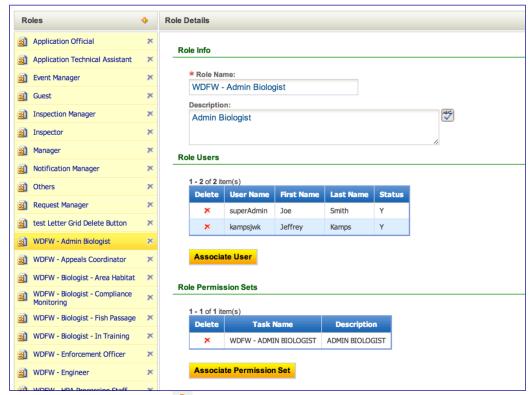
The **System User Roles** page allows administrators to Add/Remove "System Role" and associate "Tasks" for a selected System Role. A task, or permission set, is a list of denied privileges on the user interface. For example, a WDFW – Admin Biologist will have denied privileges towards security settings. However, a System Admin role will have access to all security settings.

A System Admin can view the list of the roles available.
The user can then select a role on the left hand side of the panel to view the role information and the tasks associated to that corresponding role.
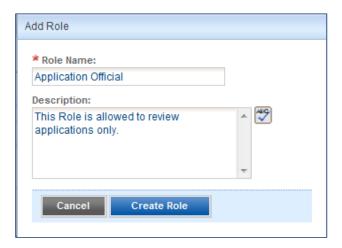
To create a new role, click the ⬥ icon, and enter the information in the "Add Role" pop-up dialog. The System Admin will then be required to enter the Role Name, and if desired, the Description for the role. Click **Create Role** to create the role.
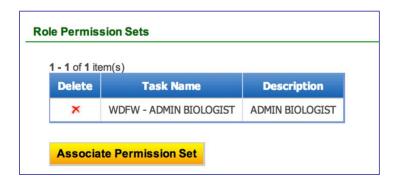
To delete a role, click the delete (✖) button that corresponds to the specfic role in the "Roles" column.

To edit the role, click the role name in the "Roles" column, and modify the information in the "Role Details" column, and edit the information in the "Role Info" section.

To associate permission sets with a role, select the permission set in the "Role Permission Sets" section. After editing the role information, click button to save all information.
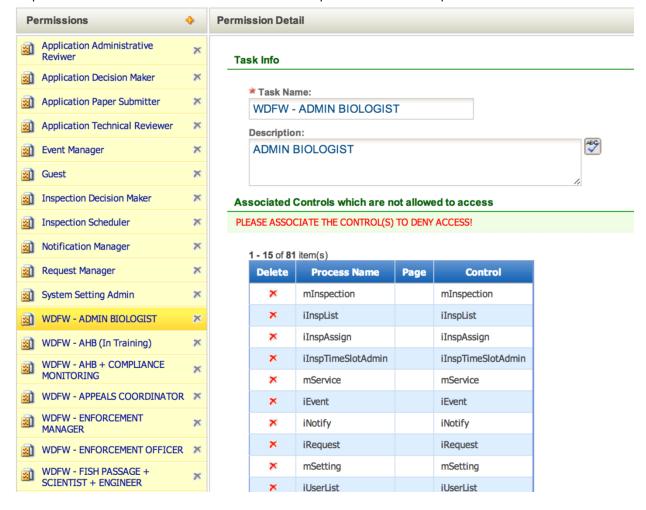
9.1.4.2   Role Permissions

The system lets users who have administrator privileges create, modify, delete, and associate processes with system permissions.

On the Manage Permission Set screen, an administrator can view the list of permission sets available. Each permission set can contain a set of panels and menu options that are **not** accessible to the users associated with the permission set. Administrators can associate certain permissions to form a permission set.
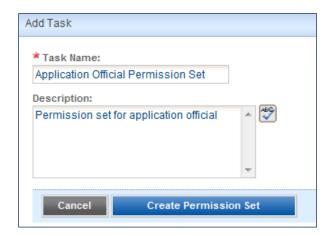
9.1.4.2.1 Create/Delete a New Permission Set
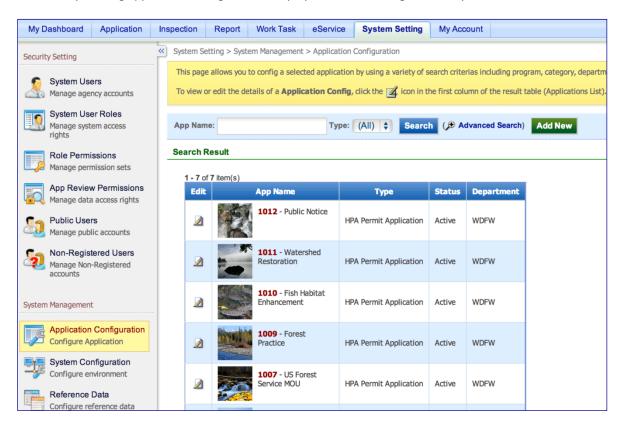
A user can create, edit, or delete permission sets in the "Permission Sets" column. To create a new task (permission set), click ![plus] button, and enter the information in the Add Task pop-up dialog.

Enter the Task Name, and if desired, the Description for the task. Click ![Create Task] to create the role. To delete a task, click the Delete (![X]) button in the task item.

9.2 Application Configuration

By clicking under System Management -> Application Configuration, an System Admin can open a search page with all currently existing application configurations displayed in the results grid-view by default.
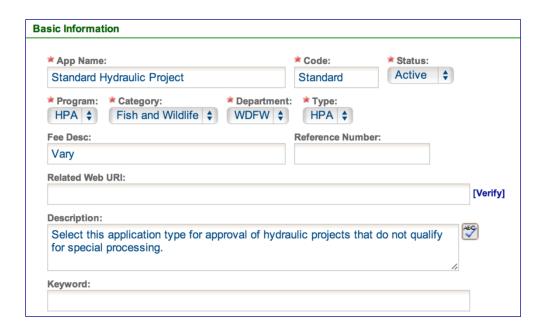
9.2.1 General Configuration

This section is used to set up an application's general configuration. It consists of 5 sections; Basic Information, Attachment Mail-To, Attachment Fax-To, Report Fee Pay-To, and "Is this needed?" Instruction file.

1. **Basic Information**
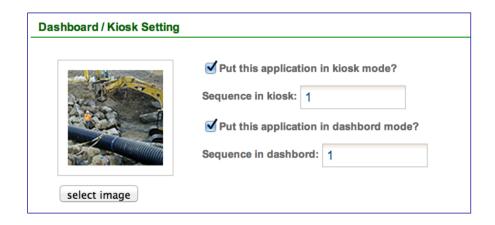
   This section requires the System Admin to enter in the Application Name, Application Code, Application Status, Program, and Application Type. If desired, the System Admin can also fill in a description for this application. The application name and the description will show up in the "Start a New Application" webpart when Public users first log in.

2. **Dashboard/Kiosk Setting**

   This section allows the System Admin to upload any photo desired to go along with the application.
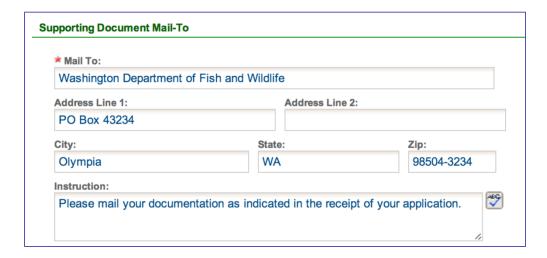
3. **Supporting Document Mail-To**

   This section lets the System Admin configure mailing instructions that can be configured to show up in the "Attachment" page of a submission

4. **Supporting Document Fax-To**

This section lets the System Admin configure fax instructions that can be configured to show up in the "Attachment" page of a submission.

5. **Application Fee Pay-To**

This is the section where the System Administrator can configure instructions on where applicants should sent payment.
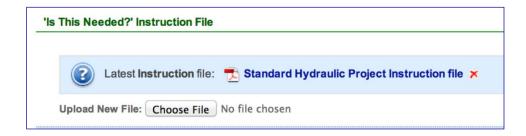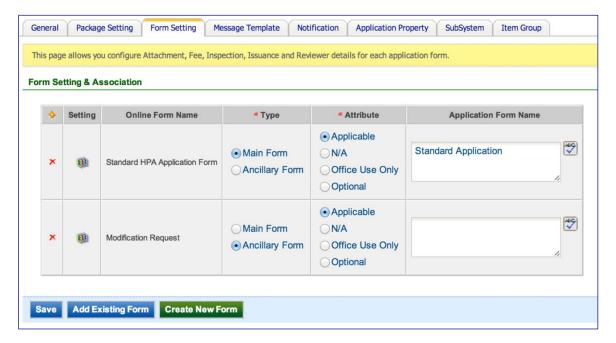
6. **'Is This Needed?' Instruction File**

This section lets the System Admin upload an instruction file that corresponds to the application. This PDF will show up in the "Instruction" column when Public users first go in to "Start a New Application".

9.2.2   Form Setting

This page provides the form settings configuration for both dynamic and blank form pages. These are the forms used to set the configuration shown on the report submission pages.

To edit the record, click the icon, and the system will display the application package for the corresponding form.

Basic Information

★ Form Name: Standard HPA Application Form

★ Form Number: GOVf1004

★ Form Status: Active

★ Program: HPA

★ Category: Fish and Wildlife

★ Department: WDFW

★ Type: HPA

Description: Standard application form to acquire approval of hydraulic projects that do not qualify for special processing.

Save

Dynamic Form

Dynamic Form file: DF_GOVf1004_JARPA.xml ✕

Upload Dynamic XML File: Choose File   No file chosen

Upload **Config**

Blank Form File

Blank Form file: Standard HPA Application Form blank form file ✕

Upload Blank Form File: Choose File   No file chosen

Upload

1. **Basic Information**: This section requires the System Admin to enter in the Form Name, Form Number, Form Status, Program, Category, Department, and Application Type.

2. **Dynamic Form:** This section lets the System Admin upload the dynamic form corresponding to the specific form type. This file is what creates the specific form types when public users first ender the submission page. **Note**, this file should only be modified by a developer who is familiar with the system.

3. **Blank Form file:** This section allows the System Admin to upload a blank form file, if needed. This file will create a blank form that will not change dynamically. This file will show up under the "Application Form" column under the "Start a New Application" page in the public portal.

The **Applicable Document** tab under **Form Setting -> Document** allows administrators to specify which attachments applicants need to send in with the application.
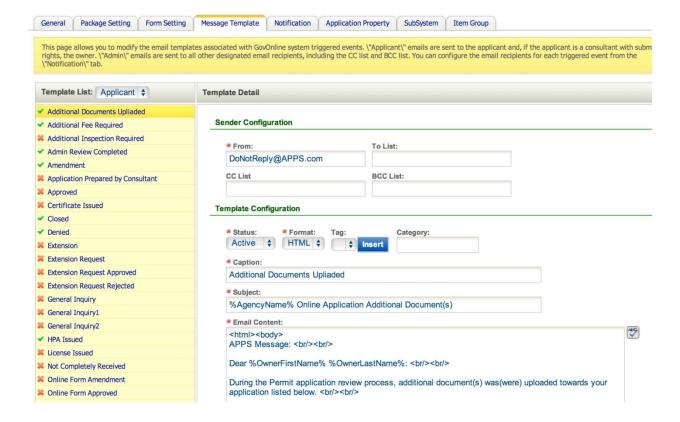
9.2.3 Message Template

This section is used to set up e-mail notification template for the agency to the applicant. Based on different events (such as approval, denial . . .), different content text will be set up as well as the corresponding recipients.
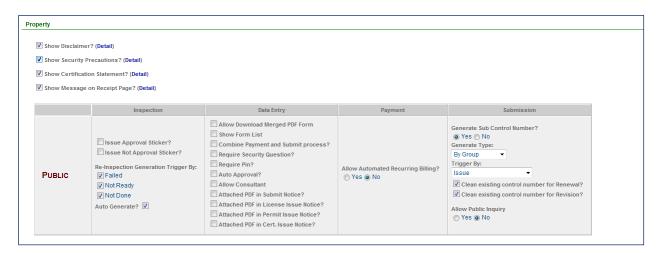
- For each desired notification template, select template item from template list to set up email recipient and content and message text.

- Click "**Admin**/**Applicant**" dropdown to select the notification template type.

- Fill out "**FROM**", "**TO** list", "**CC** list", "**BCC** list". These will define default values that will be included for every message of the given type. E.g. if user puts test@email.com into the **CC List**, then that email address will be CCed on every message for that type, whether they are explicitly included by the end user or not.

- Select status ("**Active**" or "**Inactive**"); format ("**Text**" or "**HTML**").

- Fill out email content text and message text.

- Click "**Save Template**" to save all changes.

9.2.4   Notification
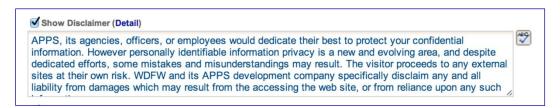
This page allows you to configure the email notification events associated with your application/permit. The Sender Name and Sender Email you provide below will appear in the \"From\" section of any application email sent out on behalf of your application/permit. The CC and BCC boxes are for you to provide a static list of email addresses to be CC'd or BCC'd with an applicant version email for any triggering event where the CC or BCC option is selected respectively. Be sure to include a semicolon \";\" to separate multiple email addresses in your list.

9.2.5   Application Property

This page allows the administrator to configure properties associated with a specific application.

The Security Related Info section allows the administrator to pick and choose which security information to display. For example, checking "Disclaimer" will allow the Disclaimer message to display in the "Submission" step of the submission process, as shown below.

This page allows the administrator to edit texts for Disclaimers, Security Precautions, Certification Statements, and Message on Receipt Page. By clicking **Detail,** the user can edit the text of the disclaimer. Make the proper property
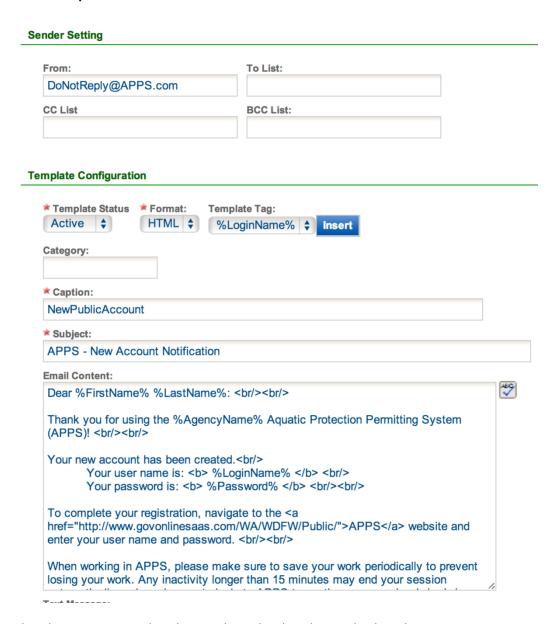
configuration by simply checking the corresponding item checkbox and clicking the [Save] button to save these changes.

9.3   System Configuration

By clicking on the System Configuration link under System Management on the side bar, administrators can manage general GovOnline system configuration settings, including system generated e-mail messages, attachment configurations, and security questions.

9.3.1   Email Template

Sender Setting

From:
DoNotReply@APPS.com

To List:

CC List

BCC List:

Template Configuration

* Template Status   * Format: Template Tag:
Active   HTML   %LoginName%   [Insert]

Category:

* Caption:
NewPublicAccount

* Subject:
APPS - New Account Notification

Email Content:

Dear %FirstName% %LastName%:

Thank you for using the %AgencyName% Aquatic Protection Permitting System (APPS)!

Your new account has been created.
        Your user name is: %LoginName%
        Your password is: %Password%

To complete your registration, navigate to the APPS website and enter your user name and password.

When working in APPS, please make sure to save your work periodically to prevent losing your work. Any inactivity longer than 15 minutes may end your session

- The administrator can select the e-mail template by selecting the drop-down menu.
- The administrator can set the e-mail sender settings by selecting which e-mail address to send each template from. In addition, the administrator can also specify a CC or BCC list for each e-mail template. This will behave the same as section 9.2.3.
- The template can have an active or inactive status. The format can be text or HTML. Tags are used to dynamically display information unique to a particular user. In the above example, a %Password% tag is

added to the template content to inform the user of his/her password. Please do not modify these tags, as they are used by the GovOnline system to generate dynamic content.

- The administrator can view and edit the body of the template, which includes the message that will be sent to users. Again, please do not modify the template tags within the e-mail template body.
- When the email template is ready to be saved, click the **Save Email Configuration** button to save the changes.

The table below lists out some of the more frequent e-mail templates that are pertinent to the general system functionalities:

E-mail Template	Description	Trigger
(Overall System) – Active Public Account	E-mail sent to Public Users when their account is activated.	On the Agency Side, click into Public User and activate the account of a specific user.
(Overall System) – Change Password	E-mail sent to Agency Users when a new password is sent to them.	On the Agency Side, click into System User and reset the password of a specific user.
Application Submitted Notice Applicant	E-mail sent to Public Users when their application has been submitted.	On the Public Side, fill in an application and click "Submit".
Change Public Password	E-mail sent to Public Users when they change their own password.	On the Public Side, click into "My Account" and change your own password.
Change Public PIN	E-mail sent to Public Users when they change their own PIN.	On the Public Side, click into "My Account" and change your own PIN.
Inactive Public Account	E-mail sent to Public Users when their account has be inactivated	On the Agency Side, click into Public User and inactivate the account of a specific user.
New Account	E-mail sent to Agency Users when their account has been first created.	On the Agency Side, click into System User and add a new user.
New Public Account	E-mail sent to Public Users when their account has been first created.	On the Public Side, use self-registration. On the Agency Side, click into Public User and add a new user.
Reset Password	E-mail sent to Agency Users when their password has been reset.	On the Agency Side, click into System User and reset the password for a specific user.
Reset Public Account Password	E-mail sent to Public Users when their password has been reset.	On the Agency Side, click into Public User and reset the password for a specific user.
Reset Public Account PIN	E-mail sent to Public Users when their PIN has been reset.	On the Agency Side, click into Public User and reset the PIN for a specific user.
Retrieve Password	E-mail sent to Agency Users when they forgot their password	On the Agency Login Page, click "forgot login name or password"
Retrieve Public Password	E-mail sent to Public Users when they forgot their password	On the Public Login Page, click "forgot login name or password"
Update Profile	E-mail sent to Agency Users when they update their profile.	On the Agency Side, click into My Account and change any basic information.
Update Public Account Profile	E-mail sent to Public Users when they update their profile.	On the Public Side, click into My Account and change any basic information.

Each E-mail template also contains pre-defined template tags that are changed dynamically depending on who e-mail is sent to. The table below shows some of the dynamic template tags the administrator will encounter when configuring the e-mail templates.
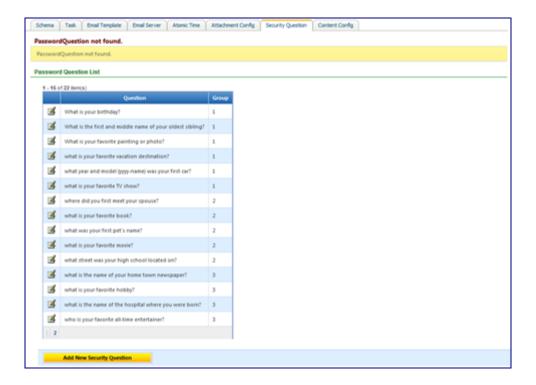
Template Tag	Description
%LoginName%	Login Name of the User
%FirstName%	First Name of the User
%LastName%	Last Name of the User
%Password%	The User's password
%PIN%	The User's PIN
%SubmissionRid%	The system generated Submission RID – this is unique
%ApplicationName%	Application Name (ie. Beach Prospecting)
%SubmissionStatusName%	Status of the submission (ie. Admin Review Completed, Accepted, Approved, HPA Issued)
%SubmissionDate%	Date the application was submitted
%AgencyName%	Name of the Agency (ie. WDFW)
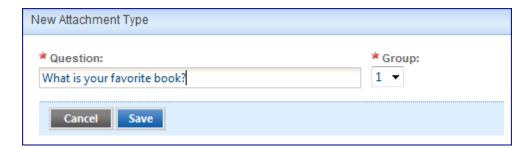
9.3.2   Security Question

This page allows administrators to add, edit, and delete security questions. These are the questions used as part of the submission verification process for public users.

To add a new security question, click on the "Add New Security Question" tab. Enter the question and group. There are a total of five groups, and public users are to provide answers for one question from every group.
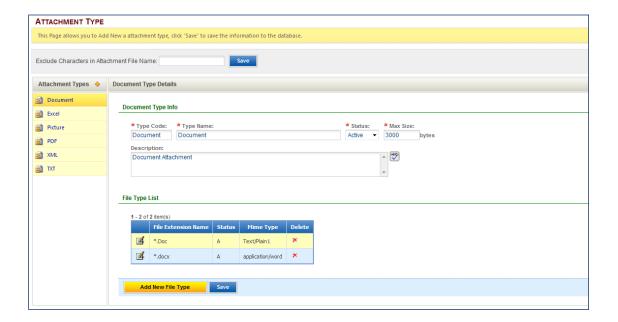
To edit an existing security question, click on the Edit ( ) icon next to the corresponding question.

9.3.3 Document Type
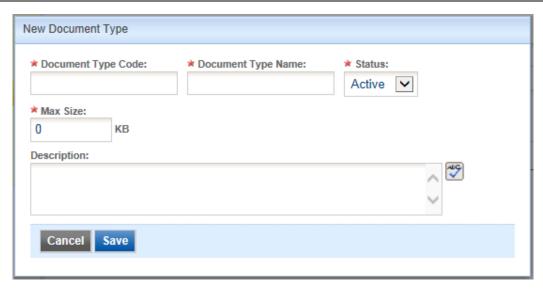
In this section, the administrator can specify which attachment types to accept when submitters attach files to a submission.

To add a new attachment type, click the icon. Input the required information; Attachment Type Code, Attachment Type Name, Status, and Max Size. If desired, enter a description for this attachment type. When finished, click the "Save" button.

Within each attachment type, the administrator can also add file types. For example, the "Word" attachment type can consist of ".doc", ".docx", ".wpf", and ".wpd" file types. To add a new file type within an attachment type, click the **Add New File Type** button and enter in the file type, status, and mime type. When finished, click **Save**.

To delete a file type, simply click the corresponding delete ( ) icon.

9.4 Reference Data

9.4.1 Generic Data

| Generic Data | Dep. | Fee | Item Field | Insp. Cat. | Insp. Type | Event Cat. | Request Cat. | Notify Cat. | Comment | Contractor | Statute | Spot Type | Spot |

To configure generic data, please select a generic table from dropdown list.

Generic Reference Table List: Application Status ⬍ **Load**

Data of Application Status

1 - 15 of **23** item(s)

View/Edit	Code	Name	Description	Status CD	Updated Date	Updated By
✎	UNSUBMITTED	New	Draft Applicaiton	Active	2009-11-15	SSIS
✎	UNSUBMITTED	Renewal	Renewed Application	Inactive	2009-11-15	SSIS
✎	UNSUBMITTED	Amendment	Amended Application	Active	2009-11-15	SSIS
✎	SUBMITTED	Admin Review Completed	Olympia Admin reviewed application for complete submission	Active	2009-11-15	SSIS
✎	SUBMITTED	Submitted - All Components Included	Application submitted with attachments and fee	Active	2009-11-15	SSIS
✎	SUBMITTED	Submitted - Some Components Missing	Application Fee or Document not submitted	Active	2009-11-15	SSIS
✎	SUBMITTED	Approved	Application approved for HPA Issuance	Active	2009-11-15	SSIS
✎	SUBMITTED	Withdrawn	Application withdrawn	Active	2009-11-15	SSIS
✎	SUBMITTED	Denied	HPA Denied	Active	2009-11-15	SSIS
✎	UNSUBMITTED	Revision	Revised Application	Inactive	2010-02-16	SSIS
✎	SUBMITTED	Closed	Application material not submitted	Active	2010-05-14	SSIS

9.4.2 Department

| Generic Data | Dep. | Fee | Item Field | Insp. Cat. | Insp. Type | Event Cat. | Request Cat. | Notify Cat. | Comment | Contractor | Statute | Spot Type | Spot |

Manage departments of the system. Department information is used by eService for sending out emails.

New Department

Department List

1 - 14 of **14** item(s)

View/Edit	Code	Name	Dept. Head	Email	Contact Info.	Status ▲
✎	WDFW	WDFW	Phil Anderson	HPAapplications@dfw.wa.gov	1111 Washington St. SE , Olympia, WA 98501 (360)-902-2200 (360) 902-2156	A
✎	BRD	Boards & Commissions		helen_pan@enfotech.com	641 Plainsboro Road, Plainsboro, NJ 08536 609-896-9777 609-896-9777	I
✎	FIN	Finance			641 Plainsboro Road, Plainsboro, NJ 08536 (609) 896-9777	I

9.4.3 Inspection Category

9.4.4 Comment

9.4.5 Provision Group

Provision groups can be used to organize provisions into permit templates. To begin, click on the Provision Group tab and select a Provision Group (e.g. Freshwater, Marine). The user can then choose to further narrow their search by selecting a Provision Name and by choosing an activity status. Clicking Search will then narrow the list of presented Provision Groups based on the search criteria.

Generic Data	Dep.	Fee	Insp. Cat.	Notify Cat.	Comment	Provision Detail	Provision Group

RefProvisionGroup not found.

Provision Group

Provision Type: Provision Name: Status:
Freshwater ▾   ▾   Active ▾   Search

1 - 15 of 44 item(s)

View/Edit	Code	Name	Description	Status CD	Updated Date	Updated By
✎	Freshwater	TIMING - PLANS - INVASIVE SPECIES CONTROL	TIMING - PLANS - INVASIVE SPECIES CONTROL	Active	2015-06-23	NEW_P
✎	Freshwater	NOTIFICATION REQUIREMENTS	NOTIFICATION REQUIREMENTS	Active	2015-06-23	NEW_P
✎	Freshwater	STAGING, JOB SITE ACCESS, AND EQUIPMENT	STAGING, JOB SITE ACCESS, AND EQUIPMENT	Active	2015-06-23	NEW_P
✎	Freshwater	CONSTRUCTION-RELATED SEDIMENT, EROSION AND POLLUTION CONTAINMENT	CONSTRUCTION-RELATED SEDIMENT, EROSION AND POLLUTION CONTAINMENT	Active	2015-06-23	NEW_P
✎	Freshwater	CONSTRUCTION MATERIALS	CONSTRUCTION MATERIALS	Active	2015-06-23	NEW_P
✎	Freshwater	IN-WATER WORK AREA ISOLATION USING BLOCK NETS	IN-WATER WORK AREA ISOLATION USING BLOCK NETS	Active	2015-06-23	NEW_P
✎	Freshwater	IN-WATER WORK AREA ISOLATION USING A TEMPORARY BYPASS	IN-WATER WORK AREA ISOLATION USING A TEMPORARY BYPASS	Active	2015-06-23	NEW_P
✎	Freshwater	IN-WATER WORK AREA ISOLATION USING A COFFERDAM STRUCTURE	IN-WATER WORK AREA ISOLATION USING A COFFERDAM STRUCTURE	Active	2015-06-23	NEW_P
✎	Freshwater	IN-WATER WORK WITHOUT A BYPASS OR COFFERDAM	IN-WATER WORK WITHOUT A BYPASS OR COFFERDAM	Active	2015-06-23	NEW_P
✎	Freshwater	FISH LIFE REMOVAL	FISH LIFE REMOVAL	Active	2015-06-23	NEW_P
✎	Freshwater	STREAM BANK PROTECTION	STREAM BANK PROTECTION	Active	2015-06-23	NEW_P
✎	Freshwater	LAKE SHORELINE STABILIZATION	LAKE SHORELINE STABILIZATION	Active	2015-06-23	NEW_P
✎	Freshwater	BLASTING	BLASTING	Active	2015-06-23	NEW_P
✎	Freshwater	BEAVER DAM MANAGEMENT	BEAVER DAM MANAGEMENT	Active	2015-06-23	NEW_P
✎	Freshwater	BRIDGE	BRIDGE	Active	2015-06-23	NEW_P

1 **2** **3**

Add New

The User will then have the option of editing an existing Provision Group by clicking on the edit icon under the **View/Edit** column or of adding a new group by clicking **Add New** at the bottom of the page.

9.4.5.1   Adding a New Provision Group

Once the user has clicked **Add New**, they will be directed to an empty Provision Group Information Page. Here they must:
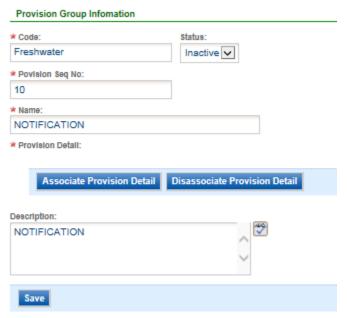
1) Enter a Provision Group Code (corresponding to Type on the Provision Group tab), Sequence number and Name. The user may enter a pre-existing Code, but adding a new Code will add an entry into the Provision Type dropdown list in the Provision Group tab. The name added will also be added to the Name dropdown under the relevant Type on the Provision Group tab. Clicking **Save** will save the new provision group and allow the user to associate Provisions to that group.
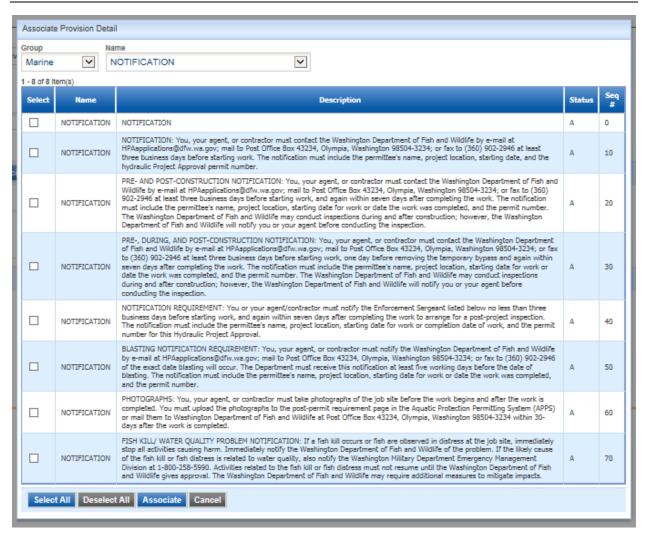
2) Click the **Associate Provision Detail** button to select Provisions to associate to the Provision Group.
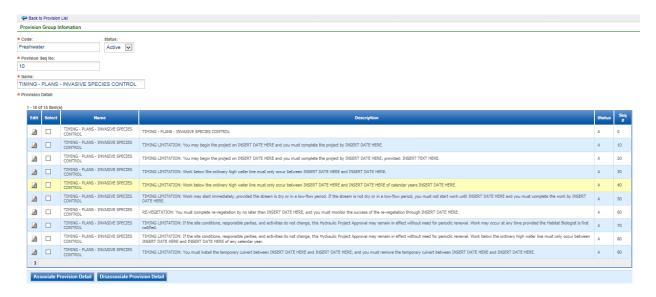
3) In the Associate Provision Detail tool, select Provisions from all applicable Groups and Names. Please note that Group and Name in this tool are not directly linked to the Provision Group tab Group and Name until this association tool has been used to create the link. Once a Group and Name have been chosen, the list of Provisions will be populated.

4) The User may choose to select Provision Details to associate with the Provision Group one by one, or by using **Select All** or **Deselect All**. Once the relevant Provisions have been selected, the User may associate them with a Provision group using the **Associate** button. These Provisions will then be added to the Provision Group Information Page.
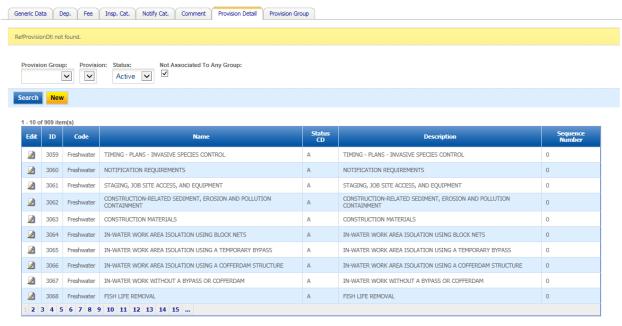
5) Provision details will appear in the list in the sequence they are selected, which dictates the sequence in which they will be presented when viewed in the APPS approval workflow. However, if the user wishes to change their sequence within the Provision Group, the user may click the icon under the **Edit** column, update the sequence number, and click the **Save** button.

9.4.5.2 Associate Provision Details to an Existing Provision Group

In order to Associate Provisions to an existing Group, the user can search for and select a Provision Group under the Provision Group tab as described in the Provision Group section. Then the user can use the procedure described in Adding a New Provision Group, starting with step 2).

9.4.6 Provision Detail

The Provision Detail tab can be used to search for, edit and create new Provision Detail Records.

| Generic Data | Dep. | Fee | Insp. Cat. | Notify Cat. | Comment | Provision Detail | Provision Group |

RefProvisionDtl not found.

Provision Group: [▼] **Provision:** [▼] **Status:** Active [▼] **Not Associated To Any Group:** [✓]

[Search] [New]

1 - 10 of 909 item(s)

Edit	ID	Code	Name	Status CD	Description	Sequence Number
📝	3059	Freshwater	TIMING - PLANS - INVASIVE SPECIES CONTROL	A	TIMING - PLANS - INVASIVE SPECIES CONTROL	0
📝	3060	Freshwater	NOTIFICATION REQUIREMENTS	A	NOTIFICATION REQUIREMENTS	0
📝	3061	Freshwater	STAGING, JOB SITE ACCESS, AND EQUIPMENT	A	STAGING, JOB SITE ACCESS, AND EQUIPMENT	0
📝	3062	Freshwater	CONSTRUCTION-RELATED SEDIMENT, EROSION AND POLLUTION CONTAINMENT	A	CONSTRUCTION-RELATED SEDIMENT, EROSION AND POLLUTION CONTAINMENT	0
📝	3063	Freshwater	CONSTRUCTION MATERIALS	A	CONSTRUCTION MATERIALS	0
📝	3064	Freshwater	IN-WATER WORK AREA ISOLATION USING BLOCK NETS	A	IN-WATER WORK AREA ISOLATION USING BLOCK NETS	0
📝	3065	Freshwater	IN-WATER WORK AREA ISOLATION USING A TEMPORARY BYPASS	A	IN-WATER WORK AREA ISOLATION USING A TEMPORARY BYPASS	0
📝	3066	Freshwater	IN-WATER WORK AREA ISOLATION USING A COFFERDAM STRUCTURE	A	IN-WATER WORK AREA ISOLATION USING A COFFERDAM STRUCTURE	0
📝	3067	Freshwater	IN-WATER WORK WITHOUT A BYPASS OR COFFERDAM	A	IN-WATER WORK WITHOUT A BYPASS OR COFFERDAM	0
📝	3068	Freshwater	FISH LIFE REMOVAL	A	FISH LIFE REMOVAL	0

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 …

9.4.6.1 Adding New Provision Details

To add a new Provision Detail, the User must click the **New** button. This will take the User to a blank version of the Provision Detail Information Page. The User must then choose a Provision Code and Name (using the list of options from the Provision Group tab), as well as the Status Code, Header Indicator, Sequence Number and the text of the Provision (Provision Description). The User may then click **Save** to commit the new record to APPS.

Provision Detail Infomation

Provision Code: * Provision Name:

[Marine   ▼]   [BULKHEAD - TIMBER   ▼]

* Status Code: * Header Indicator: * Sequence No:

[Active ▼]   [No ▼]   [20   ]

* Provision:

1 - 1 of 1 Item(s)

Code	Name	Description	Seq #
Marine	BULKHEAD - TIMBER	BULKHEAD - TIMBER	20

* Provision Description:

Establish the waterward distance of the wood bulkhead from a permanent benchmark(s) (fixed objects) before starting work on the project. The benchmarks must be located and shown on the approved plans, marked in the field, and protected to serve as a post-project reference for ten years.

[Save]

9.4.6.2   Searching for Provision Details

On the Provision Detail tab, the User may narrow the presented list of Provision Details by selecting a Provision Group and Provision from the dropdown lists at the top of the page. The User can then click **Search** to update the list to include only those Provision Details that match the criteria.

The Provision Group and Provision dropdown lists are populated with the Provision Groups and Names found in the associated Provision Details records. This allows the user to see records that are not yet associated with any group records in the Provision Group Tab (See the section on Provision Groups by clicking here). **Please Note**: The Provision Detail tab may contain legacy data. This means that the Provision Group and Provision lists found on this tab will not exactly correspond with the Provision Type and Provision Names found in the Provision Group Tab.

9.4.6.3   Editing Existing Provision Details
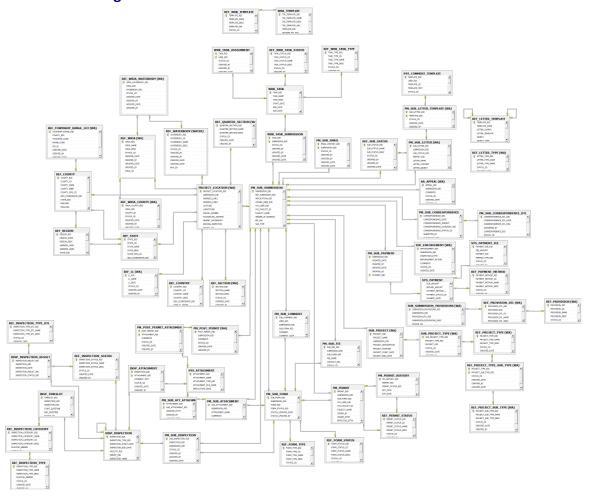
After searching for Provision Detail records, the User may edit a Provision Detail by clicking on icon in the **Edit** column in the Search Results. The User will then be taken to the Provision Detail Information page described in Adding New Provision Details, where the User may update the Provision Detail record's Provision Code, Provision Name, Status Code, Header Indicator, Sequence Number or Provision Description. The User may then commit these changes to APPS by clicking on the **Save** button at the bottom of the page.

10 Database and Queries

10.1 Database ER Diagram
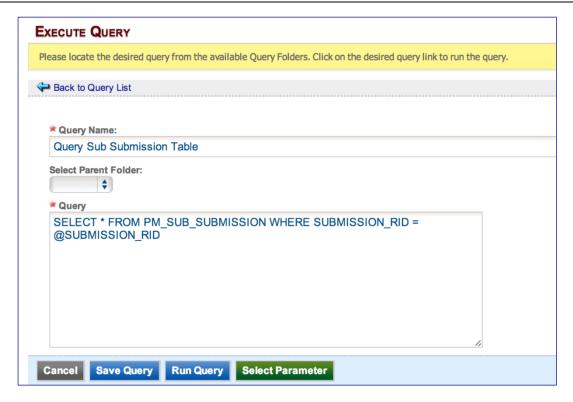
10.2 Queries
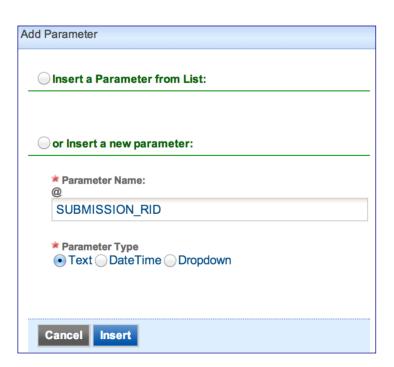
To create a query, go to Report>>Query. From there, you can create a new folder to store the query, create a query, delete a query, or move a query. Click on the **Create Query** icon to create a new query. Enter the SQL statement you wish to use in your query.

In the "Where" condition within your query, you may choose to enter parameters, as shown in the example below.
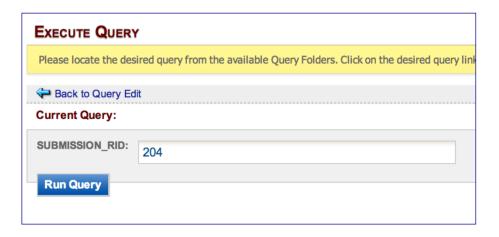
After you are content with the query you have put in, you may click the **Save Query** button to save your query.

You may also choose to run your query by clicking the **Run Query** button. In this particular example, when running the query, you will be prompted to enter in the submission id as one of the parameters. After you enter, click **Run Query** again.

EXECUTE QUERY

Please locate the desired query from the available Query Folders. Click on the desired query link

⬅ Back to Query Edit

Current Query:

SUBMISSION_RID:

204

Run Query

11 Other Helpful Information

11.1 Permit Number Generation

APPS auto-assigns Permit Number whenever a new permit is issued towards a submission based on following format: YYYY-RC-SEQ-VER, where

- YYYY = Year when Permit is issued
- RC = Region Code (1, 2, 3, 4, 5, 6 or 9)
- SEQ = Sequence Number identified as number of permits within the same region as project site location for the year + 1
- VER = Version Number identified via numerals per submission starting from 01

For example, first permit issued in year 2012 in Region 1 will have permit number of "2012-1-1+01", whereas tenth permit issued in year 2012 in Region 2 (that is also the first permit for Region 2) will have permit number of "2012-2-1+01". Similarly, second version of first permit issued in year 2012 in Region 1 will have permit number of "2012-1-1+02".

11.2 Application Status Descriptions

WDFW Application Status	Application Status Description
New	New application is started with a new Submission ID; application is in process of being modified by the applicant or agency user and has not yet been submitted.
Amendment	Submission is sent back to applicant for re-submission; Submission ID does not change in the process.
Admin Review Completed	All attachments have been submitted, fee has been paid in full, and application form is complete; Submission ID remains the same when status is updated.
Submitted - All Components Included	System automatically updates submission to this status when user submits an application if all attachments have been submitted and fee has been paid in full; application form is yet to be reviewed by agency staff.
Submitted - Some Components Missing	System automatically updates submission to this status when user submits an application if all attachments are not submitted and/or fee has not been paid in full; application form is yet to be reviewed by agency staff.
Approved	Application has been approved and permit can be issued to the user/facility.
Withdrawn	Application has been withdrawn by the Applicant; Submission ID remains the same when status is updated, but submission is closed and no further work can be performed on the submission.
Denied	Permit has been denied due to various reasons; Submission ID remains the same when status is updated.
Closed	All materials have not been submitted for agency user to issue a permit; application was previously in Incomplete status for a significant amount of time (manual determination by agency user); Submission ID remains the same when status is updated.
Accepted	Application material (attachments, form details) are technically complete and further application and permit review can be performed (i.e. associate permit limits or provisions); Submission ID remains the same when status is updated.
HPA Issued	Application has been approved and a permit has been issued; system auto-updates to this status when a permit has been issued for an application.
On Hold	Application is placed on hold due to various reasons (applicant cannot be reached, site cannot be accessed, etc.); time clock to process a submission stops and is resumed once application is taken off this status to another status (i.e. technical review complete).
Rejected	Application has been rejected for a permit (either because permit is not needed or work has already been completed); with this status, application has reached a terminal status and no further work can be performed against the same submission record; Submission ID remains the same when status is updated as such; applicant/agency user must make a new submission to request for a permit.
Statutorily Incomplete	Application has been deemed administratively complete, but it is technically incomplete (e.g. project plans specified are not sufficient).

11.3 Permit Status Descriptions

WDFW Permit Status	Permit Status Description
Active	Permit has been issued. This marks the Final Permit. A new Permit ID (separate from the current Pending Permit ID) is created; older permit record is updated to "Superseded" status, if it exists.
Expired	Permit has expired; this occurs when the applicant fails to renew the permit before the permit expiration date; no further action can be performed against the submission.
Revoked	Permit has been revoked; no further actions can be taken against the permit (modification).
Inactive	Permit Project End Date has passed but total permit effective period has not yet been completed; applicant/agency user may still submit a permit modification request while a permit is in this status.
Superseded	Permit is updated to this status when a new permit is issued against the same Submission ID as a result of permit modification process.

11.4 Inspection Status Descriptions

Status	Description
Cancelled	Inspection has been cancelled and does not need to be conducted anymore.
Completed	Pre-Permit inspection has been completed
Failed	Compliance Inspection completed and Site inspection results are in violation of provisions associated to permit
Incomplete	Pre-Permit inspection could not be completed
Not Ready	Application has not been Accepted for APPS to schedule inspection records
Passed	Compliance Inspection completed and Site inspection results are in compliance of provisions associated to permit
Requested	Applicant has requested an inspection for an available date and time
Request Ready	Application is ready for applicant to schedule based on available inspection dates and times
Scheduled	Inspector has accepted to conduct inspection on a specified date and time

11.5 Application Workflow

11.5.1 Application Workflow – Standard Application Type (including Modification Request)

11.5.1.1 Initial Application Submission Workflow

Sequence	Task Name	Grace Days	Task Assignment	Standard Hydraulic	Watershed Restoration	Fish Enhancement	Forest Service MOU	Beach Prospecting	Forest Practice	Public Notice	Pre-application
1	Perform Admin Review	2	Olympia Admin	X	X	X	X	X			
2	Technical Review for Completeness	10	Admin Biologist	X	X	X	X	X			
			Field Biologist						X		
3	Notify Local Government	12	Field Biologist			X					
3	Pre-Permit Site Inspection	20	Field Biologist	X	X	X	X		X		
3	Perform Technical Review	20	Field Biologist	X	X	X	X		X		X
3	Generate Draft HPA Permit	25	Field Biologist	X	X	X	X		X		
			Admin Biologist					X			
3	Regional Habitat Program Manager Approval	25	Regional Manager		X	X					
3	Consider Comments Received	25	Field Biologist	X	X	X	X		X		
4	Finalize and Issue HPA	45	Field Biologist	X	X	X	X		X		
			Admin Biologist					X			
5	Invoice for Application Fee	30	Olympia Admin								
5	Compliance Inspection 1	30	Field Biologist	X	X	X	X		X		
			Comp. Biologist	X	X		X		X		

11.5.1.2 Modification Request Workflow

Sequence	Task Name	Grace Days	Task Assignment	Major - Forest Practice	Major - Beach Prospecting	Major - All Others	Minor - Forest Practice	Minor - Beach Prospecting	Minor - All Others
1	Perform Admin Review	2	Olympia Admin		X	X			
2	Technical Review for Completeness	10	Admin Biologist		X	X			
			Field Biologist	X					
3	Notify Local Government	12	Field Biologist						
3	Pre-Permit Site Inspection	20	Field Biologist	X		X			
3	Perform Technical Review	20	Field Biologist	X		X			
3	Generate Draft HPA Permit	25	Field Biologist	X		X			
			Admin Biologist		X				
3	Regional Habitat Program Manager Approval	25	Regional Manager						
3	Consider Comments Received	25	Field Biologist	X		X			
4	Finalize and Issue HPA	45	Field Biologist	X		X	X		X
			Admin Biologist		X			X	
5	Invoice for Application Fee	30	Olympia Admin						
5	Compliance Inspection 1	30	Field Biologist	X		X			
			Comp. Biologist	X		X			

11.5.2 Application Workflow – Expedited Application Type (including Modification Request)

11.5.2.1 Initial Application Submission Workflow

Sequence	Task Name	Grace Days	Task Assignment	Standard Hydraulic	Watershed Restoration	Fish Enhancement	Forest Practice
1	Perform Admin Review	1	Olympia Admin	X	X	X	
2	Technical Review for Completeness	5	Admin Biologist	X	X	X	
			Field Biologist				X
3	Notify Local Government	7	Field Biologist			X	
3	Pre-Permit Site Inspection	10	Field Biologist	X	X	X	X
3	Perform Technical Review	10	Field Biologist	X	X	X	X
3	Generate Draft HPA Permit	12	Field Biologist	X	X	X	X
			Admin Biologist				
3	Regional Habitat Program Manager Approval	12	Regional Manager		X	X	
3	Consider Comments Received	12	Field Biologist	X	X	X	X
4	Finalize and Issue HPA	15	Field Biologist	X	X	X	X
			Admin Biologist				
5	Invoice for Application Fee	30	Olympia Admin				
5	Compliance Inspection [1]	30	Field Biologist	X	X	X	X
			Comp. Biologist	X	X		X

11.5.2.2 Modification Request Workflow

Sequence	Task Name	Grace Days	Task Assignment	Major - Forest Practice	Major - All Others	Minor - Forest Practice	Minor - All Others
1	Perform Admin Review	1	Olympia Admin		X		
2	Technical Review for Completeness	5	Admin Biologist		X		
			Field Biologist	X			
3	Notify Local Government	7	Field Biologist				
3	Pre-Permit Site Inspection	10	Field Biologist	X	X		
3	Perform Technical Review	10	Field Biologist	X	X		
3	Generate Draft HPA Permit	12	Field Biologist	X	X		
			Admin Biologist				
3	Regional Habitat Program Manager Approval	12	Regional Manager				
3	Consider Comments Received	12	Field Biologist	X	X		
4	Finalize and Issue HPA	15	Field Biologist	X	X	X	X
			Admin Biologist				
5	Invoice for Application Fee	30	Olympia Admin				
5	Compliance Inspection [1]	30	Field Biologist	X	X		
			Comp. Biologist	X	X		

11.5.3 Application Workflow – Emergency Application Type (including Modification Request)

11.5.3.1 Initial Application Submission Workflow

Sequence	Task Name	Grace Days	Task Assignment	Standard Hydraulic	Forest Practice
1	Perform Admin Review	-	Olympia Admin		
2	Technical Review for Completeness	-	Admin Biologist		
			Field Biologist		
3	Notify Local Government	-	Field Biologist		
3	Pre-Permit Site Inspection	-	Field Biologist		
3	Perform Technical Review	1	Field Biologist	X	X
3	Generate Draft HPA Permit	1	Field Biologist	X	X
			Admin Biologist		
3	Regional Habitat Program Manager Approval	-	Regional Manager		
3	Consider Comments Received	-	Field Biologist		
4	Finalize and Issue HPA	30	Field Biologist	X	X
4	Finalize and Issue HPA		Admin Biologist		
5	Invoice for Application Fee	30	Olympia Admin	X	
5	Compliance Inspection [1]	30	Field Biologist	X	X
			Comp. Biologist	X	X

11.5.3.2 Modification Request Workflow

Sequence	Task Name	Grace Days	Task Assignment	Major - Forest Practice	Major - Standard Hydraulic	Minor - Forest Practice	Minor - Standard Hydraulic
1	Perform Admin Review	-	Olympia Admin				
2	Technical Review for Completeness	-	Admin Biologist				
			Field Biologist				
3	Notify Local Government	-	Field Biologist				
3	Pre-Permit Site Inspection	-	Field Biologist				
3	Perform Technical Review	1	Field Biologist	X	X		
3	Generate Draft HPA Permit	1	Field Biologist	X	X		
			Admin Biologist				
3	Regional Habitat Program Manager Approval	-	Regional Manager				
3	Consider Comments Received	-	Field Biologist				
4	Finalize and Issue HPA	30	Field Biologist	X	X	X	X
4	Finalize and Issue HPA		Admin Biologist				
5	Invoice for Application Fee	30	Olympia Admin		X		
5	Compliance Inspection [1]	30	Field Biologist	X	X		
			Comp. Biologist	X	X		