

Maine Enterprise Licensing System (MELS) Supporting User Guides

Navigating the Maine Enterprise Licensing System (MELS)



MAINE DEPARTMENT OF ENVIRONMENTAL PROTECTION

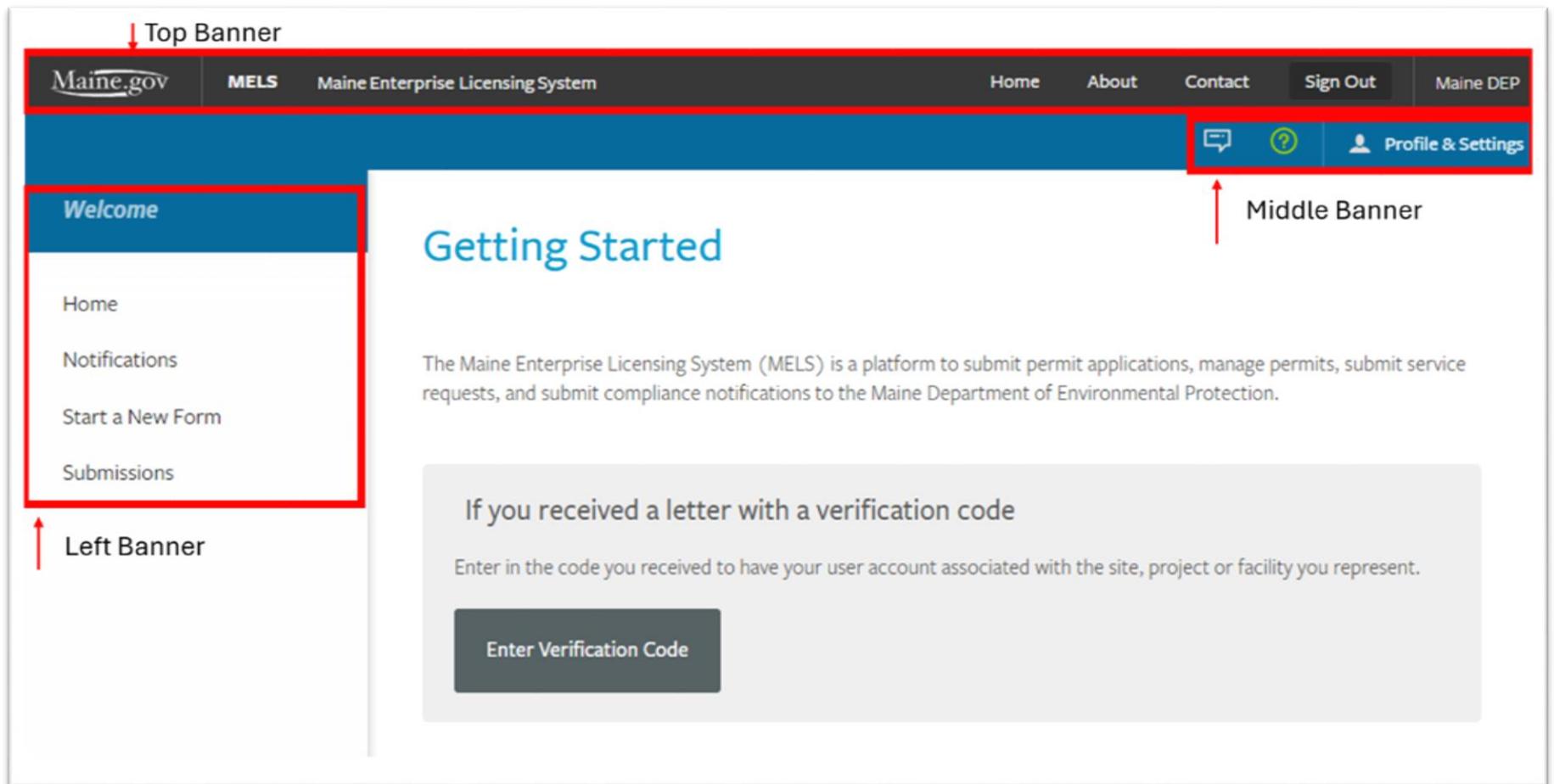
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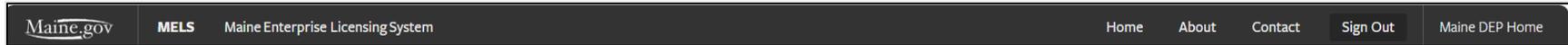
Navigating MELS

Figure 1 below demonstrates the three primary banners of MELS.

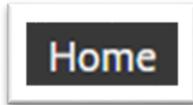
Figure 1: MELS Banners



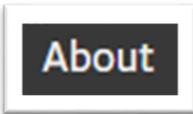
Top Banner



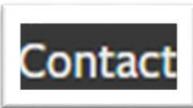
This icon will bring you to the Maine.Gov website.



This icon will bring you to your MELS dashboard where you can view your active tasks.



This icon will bring you to the MELS Hub where you can get more information about MELS.



This icon will bring you to the Maine Department of Environmental Protection (DEP) Contact Us page where you can find phone numbers, the DEP's mailing address, and the DEP's physical address.



This icon will sign you out of your MELS account and bring you back to the MELS home page where you can sign back in or submit a complaint. For help submitting a complaint, please reference the "Filing Complaints" user guide.



This icon will bring you to the DEP website.

Middle Banner



This icon will show you notifications. Select “View All” to see all notifications related to your account.



This icon will bring you to the DEP.gov MELS hub where you can get more information about MELS.

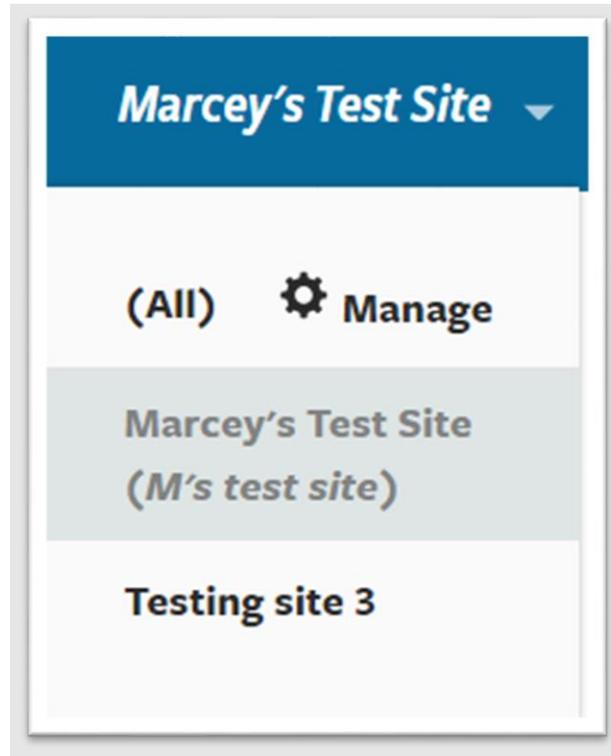


This icon will bring you to your user profile where you can update your notification delivery preferences, manage your sites, and add a signing authority.

Left Banner Navigation

If you have multiple sites, you can toggle between the sites by selecting the dropdown menu next to your site name. Or you can view both sites at once by selecting “All” in the dropdown menu, as demonstrated in Figure 2 below.

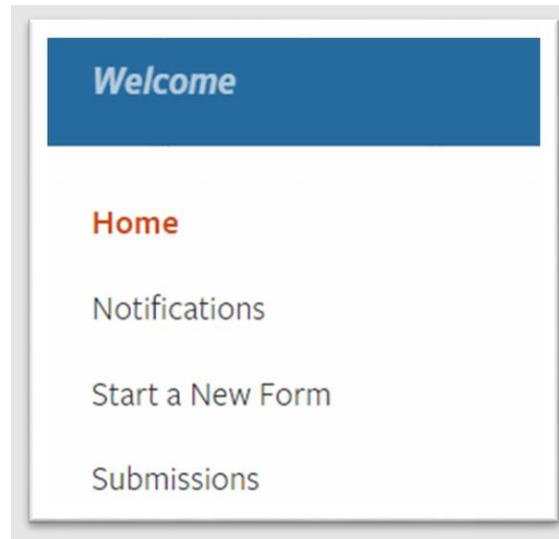
Figure 2: Site Dropdown Menu



Left Banner (When No Site Is Associated with the Account)

Figure 3 below demonstrates all pages available to you when you have no sites registered with your account.

Figure 3: Left Banner with No Sites



Home

This page is where you can add a site to your MELS account. Select the blue “Add a Site” button to add a site to your account.

Note: A Site represents a physical location where regulated activity, or a collection of activities occurs. A Site in MELS is not to be confused with a "Site Location of Development". MELS Sites will include developments and any location with an application, permit, inspection, complaint, other compliance and enforcement activity, or combination thereof.

Notifications

This page shows you all notifications related to your account.

Start a New Form

This page is where you can start an application, file an appeal, file a complaint, or report an incident.

Submissions

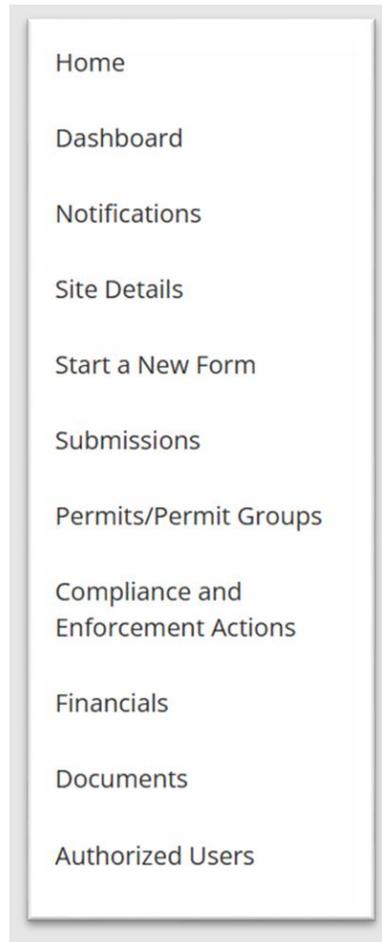
This page is where you will see all of your submissions.

Note: MELS organizes anything submitted to the DEP under the Submissions tab, including applications, permit orders, or materials submitted to comply with conditions or other compliance obligations. If you have prior regulated activity with the Department on your site, historic permits have migrated to the Submissions tab by permit number. For any new submissions, such as an application entered in MELS, all records—including corrections requests, revisions to forms, comments, and Department decision documents— may be viewed by opening the relevant submission in the Submissions tab.

Left Banner (When a Site and Permit Are Associated With the Account)

Figure 4 below demonstrates all pages available when you have a site and permit associated with your account. When no permit or evaluation is associated with your account, the Permits/Permit Groups, Evaluations, and Compliance and Enforcement Actions tabs will not be available.

Figure 4: Left Banner With a Site and Permit



Dashboard

This page will show you all of your active tasks.

Site Details

This page will show you information related to your site including your contacts, site plan, and address.

Permits/Permit Groups

This page will show your site's relevant permits/permit groups.

Note: Permits/permit groups is an umbrella term which captures all permits generally administered by the same area of the DEP and falls within the same permit number.

- *Example: Permits beginning with "L-#####" have historically been administered by the Land Bureau and may include dozens of Sites, NRPA's, or Stormwater licenses. Permit Groups are categories of permits (e.g., L-#### for Land permits, S-#### for Solid Waste permits) and are not equivalent to individual licenses or permit orders. Permit groups are used internally to similarly link these permits and manage multi-permit compliance obligations.*

Compliance and Enforcement Actions

This page will show you all compliance and enforcement related activity relevant to the site. If the Department issues letters of warning, notices of violations, or initiates other formal enforcement actions against your site (e.g., notifications, instructions, and any forms or submissions required to bring a site back into compliance) they can be found here.

Evaluations

This page will show you inspections relevant to the site. This page will not appear if there are no inspections relevant to the site.

Financials

This page will show you all previous payments as recorded in a submission in MELS.

Documents

This page will show you all documents related to your site.

Authorized Users

This page will show you all users with access to your site. For more information on adding authorized users, see the “Inviting Users” user guide.