

Aquatic Protection Permitting System (APPS) FAQ for Habitat Biologist

What will happen with applicants with invoice accounts? Can they still use them?

Invoice accounts are now null and void, so applicants will not be able to use those in APPS. However, APPS does provide for payment of application fees by credit card or electronic bank transfer. Washington State agencies can also pay via interagency funds transfer through APPS.

What happens with applications received prior to May 19, 2014?

Any applications received prior to May 19 will be processed in HPMS. Applications that do not result in the issuance of an HPA by July 18 will need to be transferred to APPS. Alternatively, the applicant could withdraw the application submitted and partially processed in HPMS, get an application fee refund, and then reapply using APPS.

When will HPMS be shut down?

HPMS will be active until the end of the day on July 18. The database will be archived at that time, and made available to agency users through an APPS search module.

Will the public be able to view old HPA records from HPMS?

No. Due to the decision not to reveal applicant, agent, or landowner phone numbers or email addresses, it is not possible to display those old HPAs, applications, or associated documents to the public. The public will only have access to HPA records inputted to APPS after May 19, 2014. Any member of the public wishing to have access to old records will need to submit a public disclosure request to the department.

How do I access APPS w/o access to the Intranet?

APPS is only available when you have access to the Internet. You do not need to be connected to the agency network to use APPS.

Do I need to copy applications I'm processing in APPS to the public site?

No. Because APPS is an online permitting system, all applications that are entered, whether by the public or the agency, are stored in a single database. All applications are therefore visible from either site without need to transfer data between the sites.

What if I can't finish processing applications in HPMS before it is shut down?

It is possible that an application that is Incomplete or on Hold may not be completed before HPMS is shut down. Please encourage any applicants with applications in these statuses to get you the information needed as soon as possible to complete their applications, or to withdraw their applications and then resubmit using APPS. Information that is received for these applications after HPMS is shut down will require that a new application be entered into APPS by Olympia staff.

Can applicants still use JARPA?

Yes, the JARPA is still an acceptable application form. However, please encourage all applicants to use APPS. Note that a JARPA is still required (by RCW) for FHEP applications. Written applications will have to be entered by Olympia staff, taking precious time away from processing other applications, so we want to minimize applications submitted by email or surface mail.

How do I know what HPAs are assigned to me?

Each region will need to work out an appropriate solution to answer this question. APPS provides the “Work Task” page where you can search for scheduled tasks that are assigned to you and your group. As a group, if you agree to search for a similar task, once that task is completed, that application will no longer appear in the search results.

The Advanced search feature within “Application/Application Review” offers the ability to search by WRIA, county, and other parameters. This could provide enough distinction between applications to know which are assigned to you.

To confirm which applications are assigned to you individually, you will need to open the application (“Submission Info”) and check the location of the project.

I can't login to APPS? Why not, and what do I do?

There are various reasons why this may occur:

- Thirty users are already logged into APPS, which is the maximum allowed. Wait a short period of time and try again. If you are unsuccessful after several attempts, contact the APPS Help Desk at (360) 902-2422 or APPS.Help@dfw.wa.gov
- You don't have a user account set up in APPS. All Habitat Biologists should have an active account. Other Habitat Program staff may ask their Division or Section Manager request an account in APPS from Pat Chapman.
- You are using Internet Explorer 11 and the VPN simultaneously. Please disconnect the VPN, and then access the APPS website. Once logged in, you can restart the VPN. You may also request that IE 9 be reinstalled on your computer.
- You are not connected to the Internet. Please check your connection status to ensure you are connected, and then try again.
- You are using an incorrect user name and/or password. Please use your agency username (last 5 and 3 initials) and current password.
- You attempted to login, while not connected to the agency network, but selected a server other than “ead.sts.wa.gov”. If you were prompted to select a server, and selected an option from the drop down other than the previously noted site such as “Secure Access Washington (SAW)”, please contact the Help desk for instructions to clear your IE cache, or follow the instructions in this file:



Why did APPS just send me back to the Dashboard instead of where I wanted to go?

APPS has a built-in timeout feature which tracks your use of the system. Inactivity of approximately 15 minutes will log you out of the system. Clicking on a button, tab, or link within APPS after this period will automatically send you to your Dashboard, as if you just logged into the system.

Do I need to log out of APPS when I'm done working?

Yes. Doing so will free up your slot in APPS, allowing other users waiting to log in and process applications.

Why have I been assigned the Work Activity of "Technical Review" but no other work activities are shown?

APPS provides applicants the option of applying for a "Pre-Application". There is no administrative review required for this type of application, and only one work activity is required to be conducted. Once completed, the application can be "Send Back for Amendment", so the applicant can convert this Pre-application into a complete submittal based on the information you provide to them about their project, or "Withdraw" the application.

Why does it appear that the Pre-Permit Inspection work activity won't allow me to make any selections?

The inspection tasks require that you click the Inspection button within the Submission Info tab of the Pre-Permit Inspection work activity to schedule the inspection. You may Cancel or Complete the inspection as needed. Also, don't forget to use the link back to the application which is located in the summary table at the top of each page.

Why does it seem that I can't update a work activity?

Only personnel assigned to the work activity can make an update to a specific task. If your name is not listed as Assigned, you will not be able to make changes.

Why can't I seem to make changes to an application that is assigned to me?

Access to an application is dependent on the status of that application. For example, if the application has been sent back for amendment, you will not have access to the application until the applicant submits the application again. If an HPA has been issued, access is also restricted to the application except to request a modification.

I completed the first four work activities. Why is the Finalize and Issue HPA task not being assigned to me?

APPS updates at the top of every minute. However, the view of a specific page such as the Work Activities page, will not update automatically. You can click on the View button to access the task after the top of the next minute, and should note that the task has been assigned to you at that time. You may also press the F5 key on your keyboard to refresh that page and display the task correctly, or go back to the Search page and reopen the application to force APPS to update the view.

Why are all the applications assigned to me in "Accepted" status?

Until Olympia staff completes both the "Admin Review" and "Technical Review for Completeness" work activities, you don't have access to the application. When the Olympia biologists determine that an application is complete it is marked "Accepted" and assigned to the Habitat Biologists for processing. Incomplete applications are never assigned to Habitat Biologists. You can view applications in prior statuses within the Application/Application Review search window, but you cannot process them until they have been "Accepted".

I want to use the “Add New” option to create a provision list. Do I need to number the provisions before I paste them into the entry field?

Yes, except that you should not number the first provision. When you paste the provisions into the field, they are entered as a single provision, so the system will insert the number 1. Please ensure that your numbers are formatted in a similar fashion for consistency.

What if the inspection site is in an area that doesn't have cell service and I need to record inspection results?

You will need to schedule any inspections, and open the GovOnline mobile app to download any scheduled inspections to the iPad. You can then use your iPad to enter the inspection data. If you click the Sync button, the iPad will store the data until such time as you have cell service again, and it will then upload that data to APPS. Otherwise, you could enter the data and wait until you have cell service again before clicking on the Sync button.

What is an Ad hoc inspection used for?

An Ad hoc inspection is used to record information for projects that were issued permits in the HPMS system, or to record violation data. Do not create an Ad hoc inspection for a project that was permitted in APPS. If an additional inspection is desired for a given project, simply click the Add New Inspection button on the Inspection page and then schedule that inspection and assign it to yourself.

I “Approved” an application, but then noted that I had an error in a provision. What do I do now?

APPS restricts access to an application record once the HB updates the application status to Approved. Please ensure that you have checked the provisions and each location and its associated start and end dates prior to updating the status to “Approved”. This update can only be reversed by a System Administrator. Note that the applicant will get an email for each change you make, which could be quite confusing.

How do I view the issued HPA?

You can view the issued permit by accessing the application record, clicking on the Issued Permits/Letters tab, and clicking the View button for any issued permits.

How do I get help for APPS?

First, ask your peers if they are familiar with your question. Then check with your regional manager for a solution. If those options don't yield the desired results, you can call the APPS Help desk at (360) 902-2422 or email a question to APPS.Help@dfw.wa.gov. Finally, if you have exhausted those options and still don't have a viable answer, call Jeff Kamps at (360) 391-4612 or Pat Chapman at (360) 902-2571.