



# Hudson River - Black River Regulating District

**ANDREW M. CUOMO**  
Governor

**MARK M. FINKLE**  
Chairman

**JOHN C. CALLAGHAN**  
Executive Director

## GSL Online Permit System

### *Frequently Asked Questions:*

#### **Why should I renew my GSL Access Permit online?**

The Regulating District's new Online Access Permit System is a faster, more convenient way to renew your permit. You no longer must return forms and payment by mail. With our continued adherence to social distancing and other safety protocols, the online system offers another option for those who may no longer be comfortable renewing their permit in person. We should note, mail in and in person renewals are still an option for those who prefer. The \$10 administrative fee for renewal transactions is waived for those who renew online.

#### **How can I pay my renewal online?**

If you go to our website at [www.hrbrd.ny.gov](http://www.hrbrd.ny.gov) you can click "Online Access Permit System" and it will prompt you to "create your account" if you have not done so already. From there, follow the instructions above. Please note, you will need the special access code that was include in the top left corner of your renewal mailing.

#### **What if I do not have my renewal form with the special access code?**

If you did not receive your renewal access form, or if it went to another address, there is an option to request your code on the same online access permit system via email, so long as you have an email on file with us.

#### **I am not receiving the email verification code to log in to the system. What should I do?**

Due to the high volume of users since we have offered the new system, there may be a delay in getting your verification link emailed. We ask that you please wait 15 for your email verification link, and check your spam or junk folders in case the email was routed there. After 15 minutes, even if you have not received the verification link, you can try to log on to the system with your email address and the password you created. If none of these are successful, email [HRAO@hrbrd.ny.gov](mailto:HRAO@hrbrd.ny.gov) to request to have your online account reset.



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### **What if I am having trouble accessing the system?**

We have had a high volume of use since the system was introduced last week. We ask that you close out, refresh your browser and try again.

### **I am unable to read the special access code on my Renewal Form. What should I do?**

Please contact our office via email at [HRAO@hrbrd.ny.gov](mailto:HRAO@hrbrd.ny.gov) for verification of the code. There is also an option on the online system allowing you to request your code, so long as you have an email on file with us.

### **What is the deadline for Access Permit Renewals?**

Permit renewal applications and payment must be submitted online, received in our office or postmarked by March 15, 2021. If an application is not received or post marked by that date, the permit area may become available to another eligible application.

### **Where can I find a listing of the 2021 GSL Permit Fees?**

You can find a link to the GSL Permit Fee schedule, which was effective January 1, 2021, on the GSL Permit System link on our website. <https://hrbrd.ny.gov/gsl-permit-system/>

The current fee schedule is noted here: [https://hrbrd.ny.gov/wp-content/uploads/2021/01/2021-Permit-Fee-Schedule\\_Revised.pdf](https://hrbrd.ny.gov/wp-content/uploads/2021/01/2021-Permit-Fee-Schedule_Revised.pdf)

### **Who can I contact if I have questions?**

For assistance with the renewal process, please contact us at [HRAO@hrbrd.ny.gov](mailto:HRAO@hrbrd.ny.gov) or (518) 661-5535.