



## Hudson River - Black River Regulating District

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Governor

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Executive Director

### GSL Online Access Permit System Frequently Asked Questions

#### ***How Can I Pay My Access Permit Renewal Online?***

If you did not use the online payment system in 2021 but would like to do so this year, visit our website at [www.hrbrdd.ny.gov](http://www.hrbrdd.ny.gov) and click on “Online Access Permit System” to create an account as a first-time user. You will be prompted to enter the code which appears on the upper right-hand corner of the permit renewal application you received in the mail. An overview, including each of the steps necessary to create an account, is posted on the Online Access Permit System page: <https://hrbrdd.ny.gov/online-permit-renewal/>

#### ***What If I Used the Online Payment System Last Year?***

If you established an account in 2021, you can simply log into your account in the Online Access Permit System using the password you established at that time.

#### ***What If I Forgot My Password?***

On the login screen, you will see a “Forgot Password” link below the Login button. Just click that, enter your email address, and we will email you a link to reset your password.

### Log In

Email Address

Password

Remember Me

[Forgot Password?](#)

### ***How Do I Know If I Have An Account?***

Use that same “Forgot Password” link and enter your email address. The system will either acknowledge your request and send a reset password link, or you will see a red notice stating we do not have an account using that email address. You can then create a new account.

### ***What If I Can't Get Into the Online System?***

Have you first checked the basics (i.e. your Internet service is working – try going to Google or some other trusted website)? If your internet service is working and you still cannot access the website, please send us an email at our new tech support line:

[techsupport.permits@hrbrd.ny.gov](mailto:techsupport.permits@hrbrd.ny.gov).

Having the following information will be helpful:

- Your permit number
- Your email address in the system
- Operating System: Windows or Mac
- Type of Device: Desktop/Laptop, Tablet, or Phone
- Browser: Microsoft Edge, Chrome, Firefox, Safari, other (please let us know)

### ***Why Should I Renew My Access Permit Online?***

The Regulating District’s Online Access Permit System is a faster, more convenient way to renew, AND, by renewing online, you can save the cost of a \$10 administrative fee. If you create an account and renew online, there is no need to return the access permit application that was mailed to you. More than 2,400 of your friends and neighbors took advantage of the online system when first rolled out last year, and we expect even more participation with our streamlined and improved services in this second year.

### ***Will I Still Be Mailed the Multi-Page Renewal Form in the Future?***

No, part of our overall efficiency plan is to reduce paper and mailing where possible. If you established an account last year or do so this year, you will not receive the annual renewal notice in the mail beginning next year (2023). Instead, the renewal notice will be emailed to you at the email address you provided when you establish/ed your account.

### ***Is the Online Permit System My Only Option for Renewal?***

No, if you do not wish to register for an online account and complete your renewal online, you can follow the mail in procedure. Sign the renewal application that was mailed to you with **personal** signatures. Signing this form is an acknowledgement that the applicant is aware of and agrees to follow all Rules and Regulations of the HRBRRD.

- Return the **white** copy only. Retain the yellow copy for your records. Make checks or money orders payable to: Hudson River - Black River Regulating District or HRBRRD.
- Show any changes of address on the application.
- For questions regarding necessary changes to the name of the permittee(s), please contact the Sacandaga Field Office at (518) 661-5535 or [SACFO@hrbrd.ny.gov](mailto:SACFO@hrbrd.ny.gov).

- Please provide your email address, for routine HRBRRD communications, in the space provided on the Renewal.

Please note, there is a \$10 Administrative fee for permit renewals, which is waived if you complete your renewal online.

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

Permit renewal applications must be submitted online, received in our office, or (if submitting by mail) postmarked by March 15, 2022. Note also that if renewed, an Access Permit will be in effect through March 15, 2023. **If an application is not submitted online, received in our office, or (if submitting by mail) postmarked by March 15, 2022, the permit area may become available to another eligible applicant.**

### ***Where Can I Find a Listing of the Access Permit Rates or other GSL Permit System Information?***

You can find more information about the Access Permit System rules, regulations and forms on our website at: <https://hrbrrd.ny.gov/gsl-permit-system/>

A specific link to the current GSL Access Permit Rates is: <https://hrbrrd.ny.gov/wp-content/uploads/2021/12/2021-Permit-Fee-Schedule-12-16-21.pdf>

### ***Who Can I Contact For Help?***

If you are still having technical difficulties getting into your account, accessing the website or resetting your password, contact our specially-designated help line at [techsupport.permits@hrbrrd.ny.gov](mailto:techsupport.permits@hrbrrd.ny.gov).

If you have a question about your permit, permit area or renewal fee, please contact Regulating District staff at [sacfo@hrbrrd.ny.gov](mailto:sacfo@hrbrrd.ny.gov).