

Forgotten Password

NOTE: Your account will lock after five (5) failed attempts to log in within a one hour period. To unlock your account, you must call the ePLACE helpdesk at 844-733-7522 during normal business hours (M-F 8:30—5:00, excluding state holidays).

1. Accessing the Portal:

There are several ways to navigate to the ePLACE portal. To go there directly, please click [here](#). Alternatively, you can navigate to the portal through our website: www.mass.gov/abcc. From there, you can click on the link in the lower right side of your screen.

The Commonwealth of Massachusetts
Alcoholic Beverages Control Commission
239 Causeway Street Boston, MA, 02114
Contact Us
617-727-3040

Home Licensing Division Enforcement Division Download Forms FAQ's

The Alcoholic Beverages Control Commission is an agency under the [Office of the State Treasurer and Receiver General Deborah B. Goldberg](#). It is our overall objective to provide uniform control over the sale, purchase, transportation, manufacture, and possession of alcoholic beverages in the state. You will find our Web Site to be user friendly, easy to operate, and most importantly, organized to provide the information you are seeking.

Apply for a RETAIL LICENSE

Local Licensing Authorities

Apply for a STATE LICENSE

Frequently Asked Questions

Special Licenses & Permits

Commission Publications

Record Requests

Practicing Before the Commission

Enforcement Division

Commission Calendar

Search
Input Search Query
Select an Area to Search ABCC
Submit

Email & Bookmark
f e + More

NEWS & UPDATES

[New Retail Application Advisory PDF NEW](#)

[Alcoholic Ice Cream Advisory for Local Licensing Authorities PDF NEW](#)

[Alcoholic Ice Cream Advisory for Retailers PDF NEW](#)

[Alcoholic Ice Cream Advisory for Wholesalers and Manufacturers PDF NEW](#)

[ABCC Advisory Regarding Extension of Farmer-Series Pouring Permit Premises and New § 19h Pouring Permit PDF NEW](#)

[ABCC Advisory Regarding Alcohol Sales the Day After Christmas PDF NEW](#)

[ABCC Advisory Regarding Ownership of § 12 And § 15 Licenses in the Same City or Town PDF NEW](#)

QUICK LINKS

PAY ONLINE

[eLicensing and ePermitting Portal](#)

[Order in Compliance Form](#)

[2016 Holiday Calendar \(Amended\)](#)

[List for Authorized Sources for 1-Day Licenses](#)

[List of State Licensees](#)

[List of Dry Towns](#)

[License Fee and Transaction Schedule](#)

RELATED LINKS

[Department of Revenue \(DOR\)](#)

[Division of Unemployment Assistance \(DUA\)](#)

[Alcohol and Tobacco Tax and Trade Bureau](#)

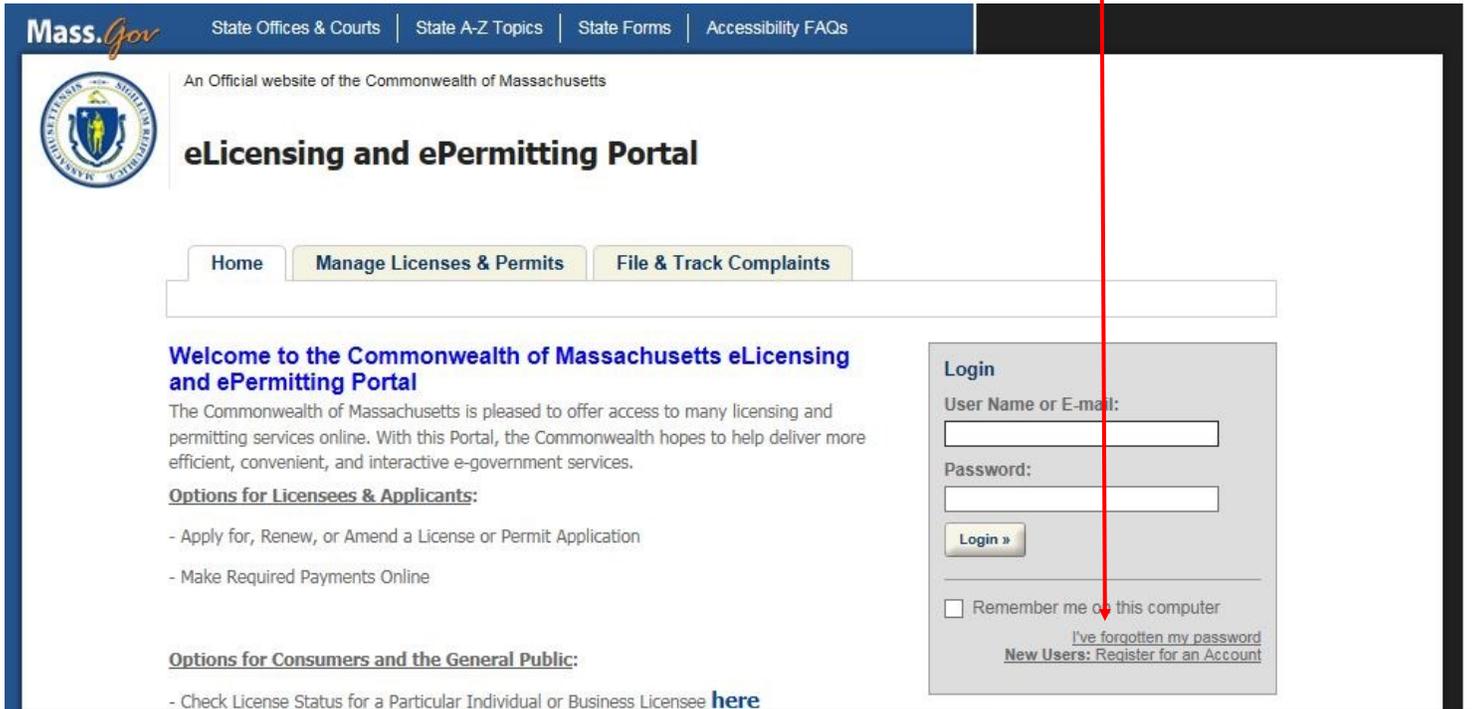
[Food and Drug Administration](#)

[Federal Trade Commission](#)

Forgotten Password

2. Forgot Password:

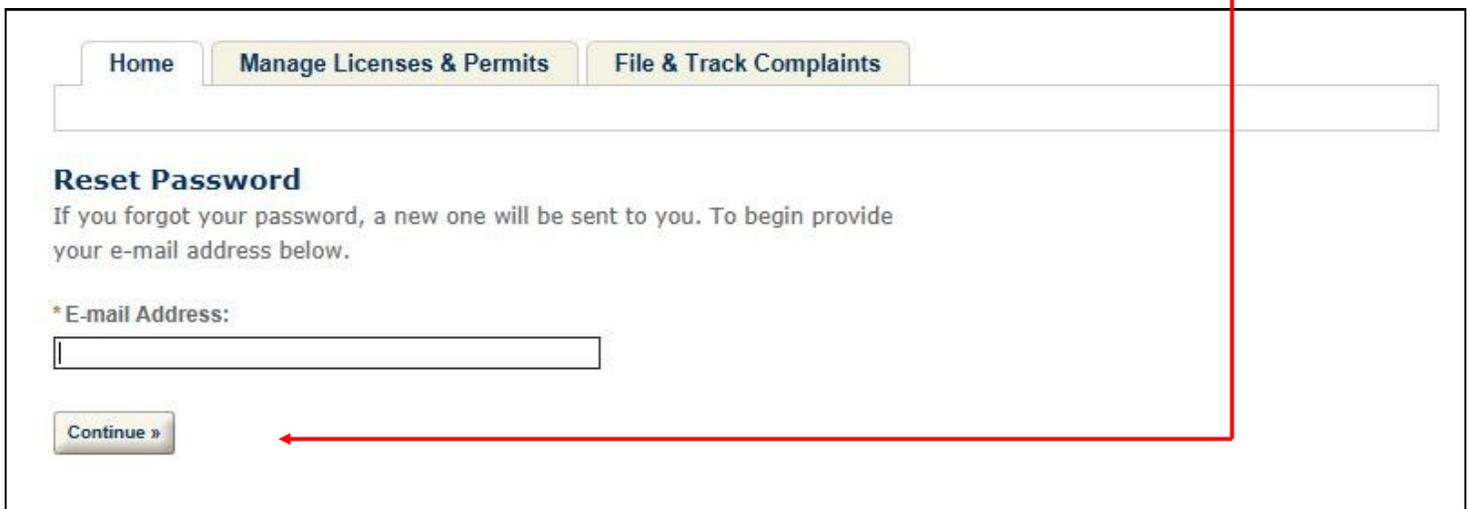
Once you arrive at the ePLACE home page, you will see a message welcoming you to the ePLACE Portal. If you have forgotten your password, a new one can be sent to you. Click the **I've forgotten my password** link on the Login screen.



The screenshot shows the ePLACE Portal login page. At the top, there is a navigation bar with "Mass.gov" and links for "State Offices & Courts", "State A-Z Topics", "State Forms", and "Accessibility FAQs". Below this is the state seal and the text "An Official website of the Commonwealth of Massachusetts". The main heading is "eLicensing and ePermitting Portal". There are three tabs: "Home", "Manage Licenses & Permits", and "File & Track Complaints". The "Manage Licenses & Permits" tab is selected. The main content area has a "Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal" message, followed by a description of the portal's services. Below this are two sections: "Options for Licensees & Applicants" and "Options for Consumers and the General Public". On the right side, there is a "Login" form with fields for "User Name or E-mail:" and "Password:", a "Login »" button, and a checkbox for "Remember me on this computer". Below the checkbox are two links: "I've forgotten my password" and "New Users: Register for an Account". A red arrow points from the top of the page down to the "I've forgotten my password" link.

3. Enter your Email Address:

A popup box will appear. Enter the email address you used during registration and click **Continue**.



The screenshot shows a "Reset Password" popup box. At the top, there are three tabs: "Home", "Manage Licenses & Permits", and "File & Track Complaints". The "Manage Licenses & Permits" tab is selected. The main heading is "Reset Password". Below this is a message: "If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below." There is a label "* E-mail Address:" followed by a text input field. At the bottom left, there is a "Continue »" button. A red arrow points from the top of the page down to the "Continue" button.

Forgotten Password

4. Security Validation:

You will be asked to answer the security question you originally answered when you registered for an account.

Home Manage Licenses & Permits File & Track Complaints

Reset Password

The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:
What is the name of your elementary school?

* Security Answer?

Send New Password »

Click **Send New Password**. You will receive the following messages:

Home Manage Licenses & Permits File & Track Complaints

Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

Login
User Name or E-mail:

Password:

Login »

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

Forgotten Password

5. Emailed Password:

Navigate to your email provider and locate the following email. Copy the temporary password.

MA eLicensing and ePermitting Password Reset ↑ ↓ ×

 Noreply_Elicensingepermitting (ITD) (noreply_licensingepermitting@state.ma.us) [Add to contacts](#) 1:55 PM ▶

To: XXXXX@hotmail.com ▼

Your password has been reset. Your new temporary password is: **Lta#8x**

Please use your temporary password when logging back into the Commonwealth of Massachusetts eLicensing and ePermitting website. You will be asked to create a new password once you have logged into the website.

If you believe you have received this email in error, please contact the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us.

****Please do not reply to this e-mail. ****

6. Log In with Temporary Password:

Return to the ePLACE portal and log in using your temporary password.

[Home](#) [Manage Licenses & Permits](#) [File & Track Complaints](#)

Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

Login

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)

Forgotten Password

7. Reset Password:

After logging in with your temporary password, you will receive an error message be prompting you to create a new one.

Home Manage Licenses & Permits File & Track Complaints

 An error has occurred.
Please update your login information with a new password.

Change Password

*User Name:

*Old Password:

*New Password:

Password Strength [Requirements](#)

*Confirm Password:

Your original **User Name** will be completed for you, and is not editable from this screen. You should use the temporary password that was sent to you as the **Old Password** and then create a **New Password** containing the following:

- A minimum of 8 characters
- At least 1 upper-case letter
- At least 1 number
- At least 1 special character
- User ID cannot be part of the password.
- Cannot be any of your previous 15 password(s)
- Cannot be a password that you have used previously

Confirm Password by retyping it, then click **Submit**.

8. Congratulations

Once you see the ePLACE welcome screen, your password has been successfully changed and you are logged into the portal.