

Creating an ePLACE Account

Existing Licensees

Visitors to ePLACE must create an account in order to access most system features. Creating an account is quick and easy and allows immediate access to the system. Following are step-by-step instructions for creating an ePLACE account.

Note: You will have the option of registering your account under an individual name or a business name.

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 screenshot displays the homepage of the Alcoholic Beverages Control Commission. At the top left is the state seal and the text: "The Commonwealth of Massachusetts Alcoholic Beverages Control Commission, 239 Causeway Street Boston, MA, 02114". A "Contact Us" link with the number "617-727-3040" is in the top right. A navigation menu includes "Home", "Licensing Division", "Enforcement Division", "Download Forms", and "FAQ's".

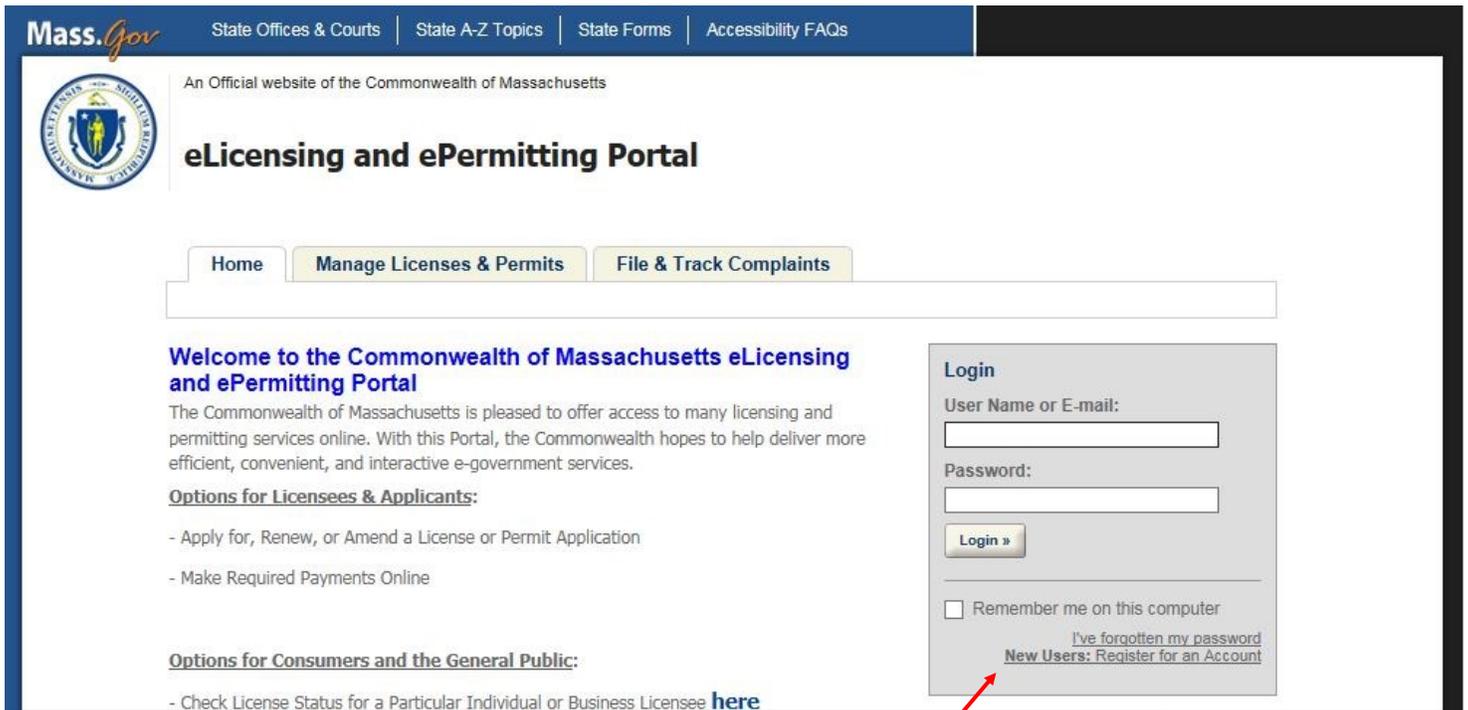
On the left, there is a photo of Deborah B. Goldberg, Treasurer and Receiver General, with a text block describing the commission's mission. The main content area features a grid of blue buttons: "Apply for a RETAIL LICENSE", "Local Licensing Authorities", "Apply for a STATE LICENSE", "Frequently Asked Questions", "Special Licenses & Permits", "Commission Publications", "Record Requests", "Practicing Before the Commission", "Enforcement Division", and "Commission Calendar".

On the right side, there is a search bar with a "Submit" button and a dropdown menu set to "ABCC". Below the search bar are social media icons for Facebook, Twitter, YouTube, LinkedIn, and a "More" link. A "NEWS & UPDATES" section lists several advisories with "NEW" and "PDF" tags. A "QUICK LINKS" section includes "PAY ONLINE" (with "eLicensing and ePermitting Portal" circled in red), "2016 Holiday Calendar (Amended)", "List for Authorized Sources for 1-Day Licenses", "List of State Licensees", "List of Dry Towns", and "License Fee and Transaction Schedule". A "RELATED LINKS" section at the bottom right lists external agencies like the Department of Revenue (DOR) and the Federal Trade Commission.

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2. Homepage:

Once you arrive at the ePLACE home page, you will see a message welcoming you to the ePLACE Portal.



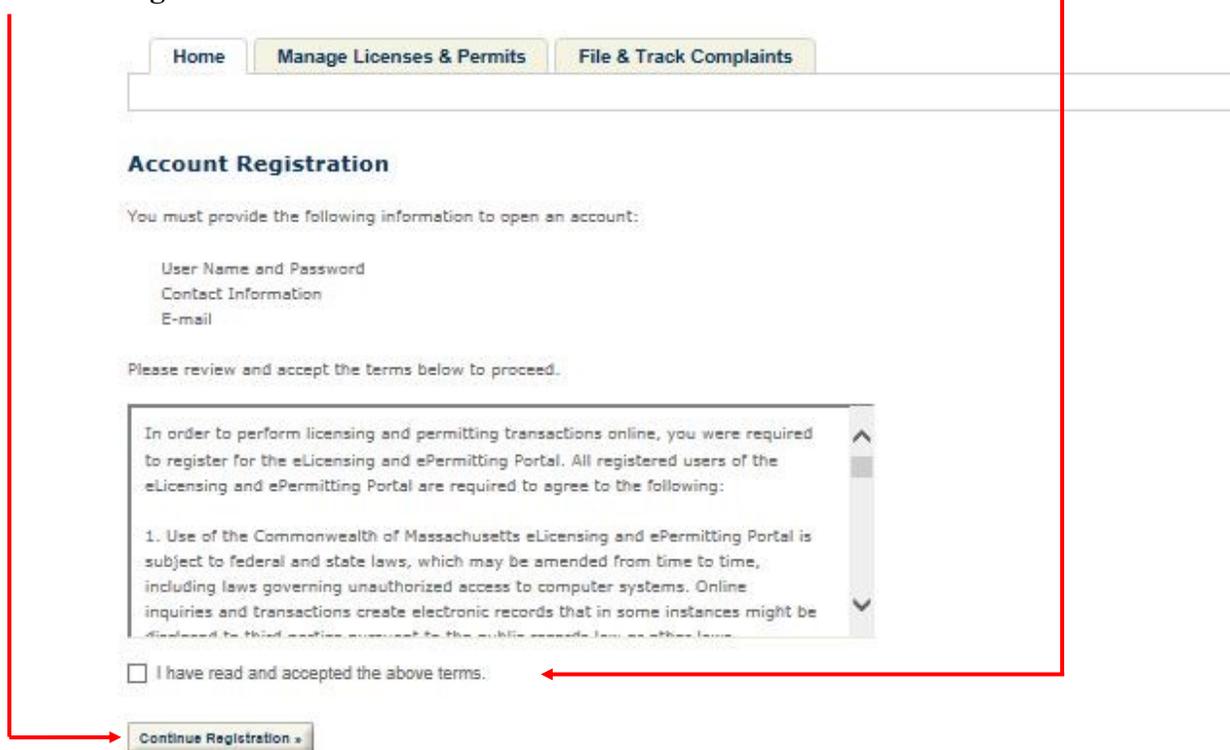
The screenshot shows the homepage of the ePLACE Portal. At the top, there is a navigation bar with "Mass.gov" and links for "State Offices & Courts", "State A-Z Topics", "State Forms", and "Accessibility FAQs". Below this is the state seal and the text "An Official website of the Commonwealth of Massachusetts".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

3. Register for an Account:

In the grey "Login" box, click **New Users: Register for an Account**.

4. Terms of Use:

Please review the terms of use, click the checkbox: **"I have read and accepted the above terms"** and click **Continue Registration**.



The screenshot shows the "Account Registration" page. At the top, there are the same three tabs as in the previous screenshot: "Home", "Manage Licenses & Permits", and "File & Track Complaints". The "Home" tab is selected. The main heading is "Account Registration". Below this, there is a message: "You must provide the following information to open an account:". This is followed by a list of required information: "User Name and Password", "Contact Information", and "E-mail". Below this, there is a message: "Please review and accept the terms below to proceed.". This is followed by a scrollable text box containing the terms of use. At the bottom of the terms of use, there is a checkbox: "I have read and accepted the above terms.". Below this, there is a "Continue Registration" button. A red arrow points from the checkbox to the button.

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5. Log in Information:

Once you have agreed to the terms of use, you will be taken to the **Account Registration Page**.

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

Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal
Enter / Confirm Your Account Information

* indicates a required field.

Login Information

* User Name: [?](#)

* E-mail Address:

* Password: [?](#)

Password Strength
 [Requirements](#)

* Type Password Again:

* Select a Security Question: [?](#)
--Select--

* Answer: [?](#)

Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this site. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

6. Create Username and Password:

Please complete the **Login Information** section by creating a username and password. You will also be asked to provide an email address. The required fields are denoted by a red asterisk.

The password must contain 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

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7. Contact Type:

Each account requires information for *at least* one Contact. The contact can either be an individual or an organization. The information provided will be used as the primary contact information for your account and should be kept up-to-date.

Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this site. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

In order to add a contact, please click **Add New** in the Contact Information page and a pop-up window will open. You can choose to register your account as an individual or an organization (business).

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Select a Security Question:

* Answer:

Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this Portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

You can associate two types of contacts with your registration an "Individual" and/or and "Organization".

Individual - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

Organization A company, business, club, nonprofit, etc., for which you seek a licens, permit, or certificate. When adding an Organization contact type you will be required to provide a FEIN number.

Select Contact Type

* Type:

[Discard Changes](#)

Select the Contact Type you wish to add and click **Continue**.

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8. Register as an Individual:

Choose “Individual.” The following popup screen will appear. Required fields are indicated with a red asterisk.

The screenshot shows a 'Contact Information' popup window with the following fields and sections:

- Salutation:** --Select-- (dropdown)
- * First Name:** (text input)
- Middle Name:** (text input)
- * Last Name:** (text input)
- Suffix:** (text input)
- Title:** (text input)
- * Primary Phone:** (text input)
- Secondary Phone:** (text input)
- * E-mail:** (text input)
- Fax Number:** (text input)
- Contact Addresses:** A section with an 'Add Contact Address' button, instructions to click the address link to edit, and a table showing 0 records.

Address Type	Address	Status	Action
No records found.			

Buttons at the bottom: Save and Close, Clear, Discard Changes.

Organization: A company, business, club, nonprofit, etc., for which you seek a license, permit, or certificate. When adding an

Register as an Organization:

Choose “Organization.” The following popup screen will appear. Required fields are indicated with a red asterisk.

The screenshot shows a 'Contact Information' popup window with the following fields and sections:

- * Name of Business If Different from DBA:** (text input)
- FEIN:** (text input)
- DBA/Trade Name:** (text input)
- * Primary Phone:** (text input)
- Secondary Phone:** (text input)
- Mobile Phone:** (text input)
- * E-mail:** (text input)
- Fax Number:** (text input)
- Business Type:** --Select-- (dropdown)
- Contact Addresses:** A section with an 'Add Contact Address' button, instructions to click the address link to edit, and a table showing 0 records.

Address Type	Address	Status	Action
No records found.			

Buttons at the bottom: Save and Close, Clear, Discard Changes.

When complete, click **Save and Close**.

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9. Identity Verification:

Once the Contact Information Section has been completed, you will be returned to the Account Registration page. In an effort to reduce the amount of spam sent through the system, you are required to enter this word or phrase to prove you are a human and not a computer. Enter, then click **Continue Registration**.



The screenshot shows a web form for identity verification. At the top, it says "Enter the words below". Below this is a rectangular area containing a photograph of a keyboard key with the number "105" on it. To the right of the photograph are three blue icons: a refresh button, a speaker icon, and a help icon. Below the photograph and icons is a text input field. At the bottom of the form is a button labeled "Continue Registration »". A red L-shaped line with an arrow points from the right side of the form to the "Continue Registration" button.

10. Congratulations:

Once you have successfully registered an account, you will be notified with the following message: "Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE. You will receive a confirmation by e-mail."

Reminder: If you are a current license or permit holder, **you must link this Portal account to your record before you can complete transactions** such as a renewal or amendment. Please refer to the "Linking Your Account User Guide" for instructions on how to do this.