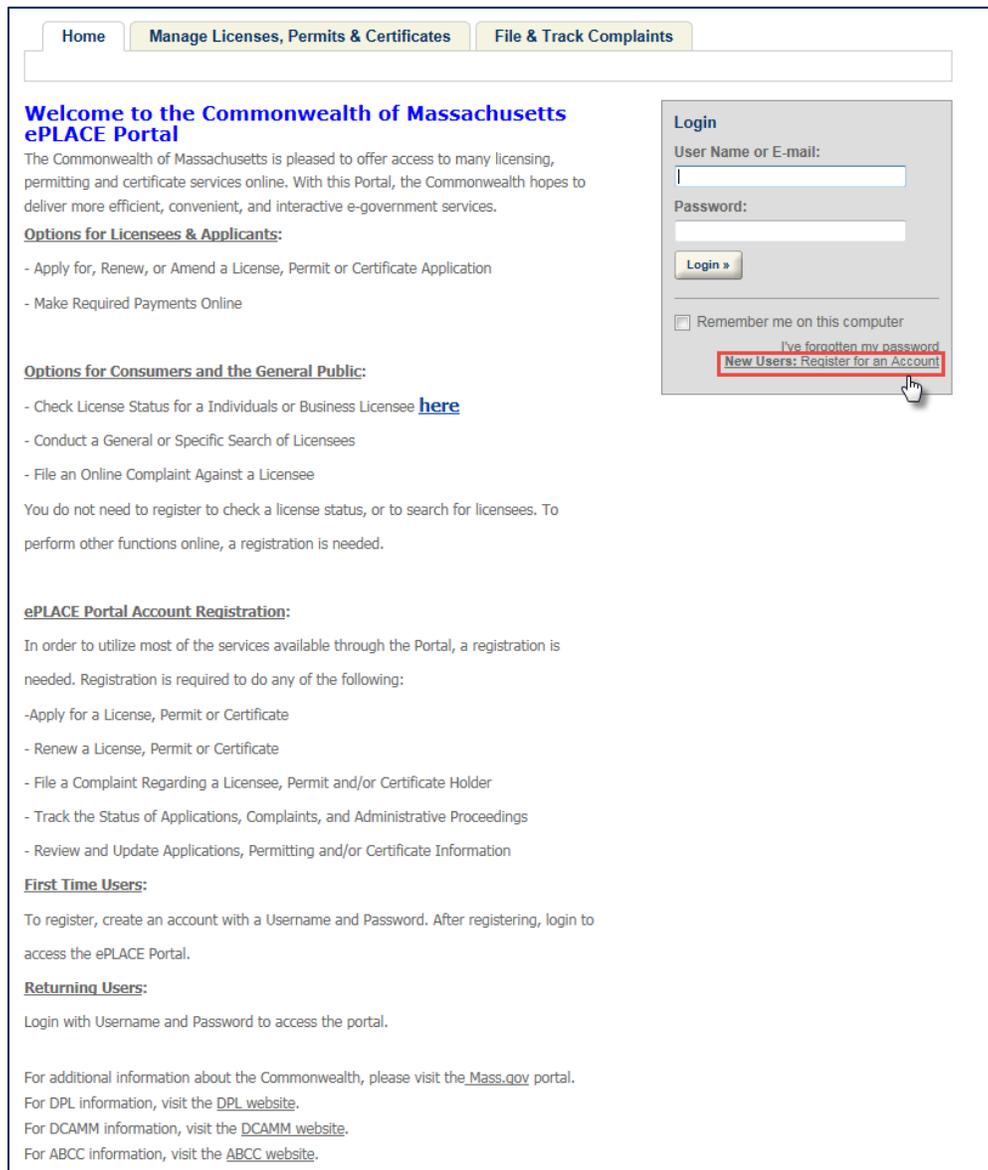


# REGISTERING FOR A USER ACCOUNT ON THE ePLACE PORTAL

If your business (does not already have an ePLACE user account) and it is interested in applying for the Division of Capital Asset Management & Maintenance (DCAMM) Prime/General, Small Project Contractor or Sub-bidder Certificate of Eligibility, the online application process will require you to create a user account on the ePLACE portal. Steps are provided below to help guide through this process.

1. To create a user account on the ePLACE Portal, navigate to [ePLACE](#). Click on the '**New Users: Register for an Account**' link:



The screenshot shows the ePLACE Portal homepage with a navigation bar at the top containing 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. The main content area is titled 'Welcome to the Commonwealth of Massachusetts ePLACE Portal' and includes a welcome message, options for licensees and applicants, options for consumers and the general public, and information about account registration. A login form is visible on the right side of the page, and the 'New Users: Register for an Account' link is highlighted with a red box.

**Home** | **Manage Licenses, Permits & Certificates** | **File & Track Complaints**

**Welcome to the Commonwealth of Massachusetts ePLACE Portal**

The Commonwealth of Massachusetts is pleased to offer access to many licensing, permitting and certificate services online. With this Portal, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

**Options for Licensees & Applicants:**

- Apply for, Renew, or Amend a License, Permit or Certificate Application
- Make Required Payments Online

**Options for Consumers and the General Public:**

- Check License Status for a Individuals or Business Licensee [here](#)
- Conduct a General or Specific Search of Licensees
- File an Online Complaint Against a Licensee

You do not need to register to check a license status, or to search for licensees. To perform other functions online, a registration is needed.

**ePLACE Portal Account Registration:**

In order to utilize most of the services available through the Portal, a registration is needed. Registration is required to do any of the following:

- Apply for a License, Permit or Certificate
- Renew a License, Permit or Certificate
- File a Complaint Regarding a Licensee, Permit and/or Certificate Holder
- Track the Status of Applications, Complaints, and Administrative Proceedings
- Review and Update Applications, Permitting and/or Certificate Information

**First Time Users:**

To register, create an account with a Username and Password. After registering, login to access the ePLACE Portal.

**Returning Users:**

Login with Username and Password to access the portal.

For additional information about the Commonwealth, please visit the [Mass.gov](#) portal.  
For DPL information, visit the [DPL website](#).  
For DCAMM information, visit the [DCAMM website](#).  
For ABCC information, visit the [ABCC website](#).

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)

**New Users: Register for an Account**

2. Review the terms. Mark the checkbox and click the '**Continue Registration**' button:

The screenshot shows a web interface with three tabs: 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. The 'Manage Licenses, Permits & Certificates' tab is active. Below the tabs is the heading 'Account Registration'. Underneath, it says 'You must provide the following information to open an account:' followed by a list: 'User Name and Password', 'Contact Information', and 'E-mail'. A scrollable text box contains the following text: 'In order to perform licensing and permitting transactions online, you were required to register for the ePLACE Portal. All registered users of the ePLACE Portal are required to agree to the following: 1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws.' Below the text box is a checkbox with the text 'I have read and accepted the above terms.' and a 'Continue Registration »' button. Red boxes and mouse cursor icons highlight the checkbox and the button.

3. Complete the required fields (\*) in **Login information**. Create a username, password, select a security question and enter security answer. The password **must** meet the following requirements:
  - a. A minimum of 8 characters
  - b. At least 1 upper-case letter
  - c. At least 1 number
  - d. At least 1 special character
  - e. User ID cannot be part of the password.
4. In the **Contact Information** section, click the '**Add New**' button to add a contact to your username.

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

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**Account Registration for the Commonwealth of Massachusetts ePLACE Portal**  
**Enter / Confirm Your Account Information**

\* indicates a required field.

**Login 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.

\* User Name:

\* E-mail Address:

\* Password:

Password Strength Requirements

\* 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".

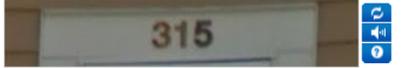
**Individual** - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

**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.

**Add New**

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Enter the words below



**Continue Registration >**

5. Select '**Organization**' in the dropdown menu:

**Select Contact Type** [X]

\* Type:

**Continue** **Discard Changes**

6. Click the 'Continue' button:

on: **Select Contact Type** X

\* Type: Organization

**Continue** Discard Changes

to provide contact information. E-mail addresses must be current in order to receive

7. Complete the required fields (\*). Select your 'Business Type' in the dropdown menu:

**Contact Information** X

\* Name of Business If Different from DBA: FEIN:

DBA/Trade Name:

\* Primary Phone: Secondary Phone: Mobile Phone:

\* E-mail:

Fax Number:

Business Type:

--Select--

Corporation  
Limited Liability Company  
Sole Proprietorship  
Partnership  
Business Trust

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Address	Status	Action
No records found.			

Save and Close Clear Discard Changes

8. To add your business address, click the '**Add Contact Address**' button:

The screenshot shows a 'Contact Information' form with the following fields: \* 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: (dropdown menu with '--Select--' selected), and a section for Contact Addresses. The 'Add Contact Address' button is highlighted with a red box. Below the button, there is a table with columns 'Address Type', 'Address', 'Status', and 'Action'. The table shows 'Showing 0-0 of 0' and 'No records found.' At the bottom, there are buttons for 'Save and Close', 'Clear', and 'Discard Changes'. A note at the bottom states: 'Organization contact type you will be required to provide a FEIN number.'

9. Select '**Business Address**' in the dropdown menu. Enter your business address information. Click the '**Save and Close**' button:

The screenshot shows a 'Contact Address Information' form with the following fields: Address Type: (dropdown menu with 'Business Address' selected), Address Line 1: (text input), Address Line 2: (text input), Address Line 3: (text input), City: (text input), State: (text input), ZIP Code: (text input), \* Country/Region: (dropdown menu with 'United States' selected), and Recipient: (text input). At the bottom, there are buttons for 'Save and Close', 'Save and Add Another', 'Clear', and 'Discard Changes'.

**Contact Address Information** ✕

Address Type:  
Business Address ▼

Street Number  \* Address Line 1:  
123 Main Street

Address Line 2:

Address Line 3:

City: Boston  State: MA  ZIP Code: 12345-  \* Country/Region:  
United States ▼

Recipient:

**Save and Close**   [Discard Changes](#)

10. Select your business address and click the **Select** button:

**Matching Address Results** ✕

▼ Contact Addresses

Showing 1-1 of 1

Street Number	Address Line 1	Address Line 2	Address Line 3	City
<input checked="" type="radio"/> 123	Main St			Chi

**Select** [Skip](#)

11. Click the 'Save and Close' button:

### Contact Information

\* Name of Business If Different from DBA:  FEIN:

DBA/Trade Name:

\* Primary Phone:  Secondary Phone:  Mobile Phone:

\* E-mail:

Fax Number:

Business Type:

▼ Contact Addresses

[Add Contact Address](#)

To edit a contact address, click the address link.

✔ Contact address added successfully.

Showing 1-1 of 1

Address Type	Address	Status	Action
Business Address	<a href="#">Main St</a>	Active	<a href="#">Actions</a> ▼

[Save and Close](#) [Clear](#) [Discard Changes](#)

12. Click the 'Continue Registration' button:

### 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.

✔ Contact added successfully.

ABC Construction  
abccompany@email.com  
Primary Phone: (123)456-7890  
Mobile Phone:  
Alternate Phone:  
Fax Number:  
[Edit](#) [Remove](#)

▼ Contact Addresses

[Add Contact Address](#)

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Address	Status	Action
Business Address	<a href="#">Main St</a>	Active	<a href="#">Actions</a> ▼

Enter the words below



[Continue Registration »](#)

- You have successfully created an account with the ePLACE Portal:



**Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE Portal. You will receive a confirmation by e-mail.**

**Reminder: If you are a current license, permit or certificate holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment.**

**Click on the "Home" tab to login and continue.**

**Your account has been successfully created.**

- A confirmation email will be sent to your email:

**Welcome to the Commonwealth of Massachusetts ePLACE Portal.**

Thank you for registering. Please remember to protect your password and refrain from revealing it to others!

Please click the following link to learn more information about the Commonwealth's ePLACE Portal, the forms, and the services provided. [Access the Massachusetts ePLACE Portal.](#)

Please click the following link to learn more about our Site Policies, including our Terms of Use and our Privacy Policy: [Access the Massachusetts ePLACE Portal site policies.](#)

Please note that by completing your Portal registration, you agreed to abide by all terms and conditions set forth in these Site Policies.

You can make changes to your profile by accessing the Massachusetts ePLACE Portal and using the [Account Registration menu item.](#)

This e-mail has been sent to the e-mail address supplied by you during the registration process. We will use this e-mail address to provide you with important legal notices and other notices relating to your use of this site. You must keep the e-mail address in your profile current through the Account Registration link.

Please do not reply directly to this e-mail. This e-mail was sent from a notification-only address that cannot accept incoming e-mail.

**Need Help?** Call 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](mailto:ePLACE_helpdesk@state.ma.us). Our help desk staff will gladly assist you.

Thank you!