

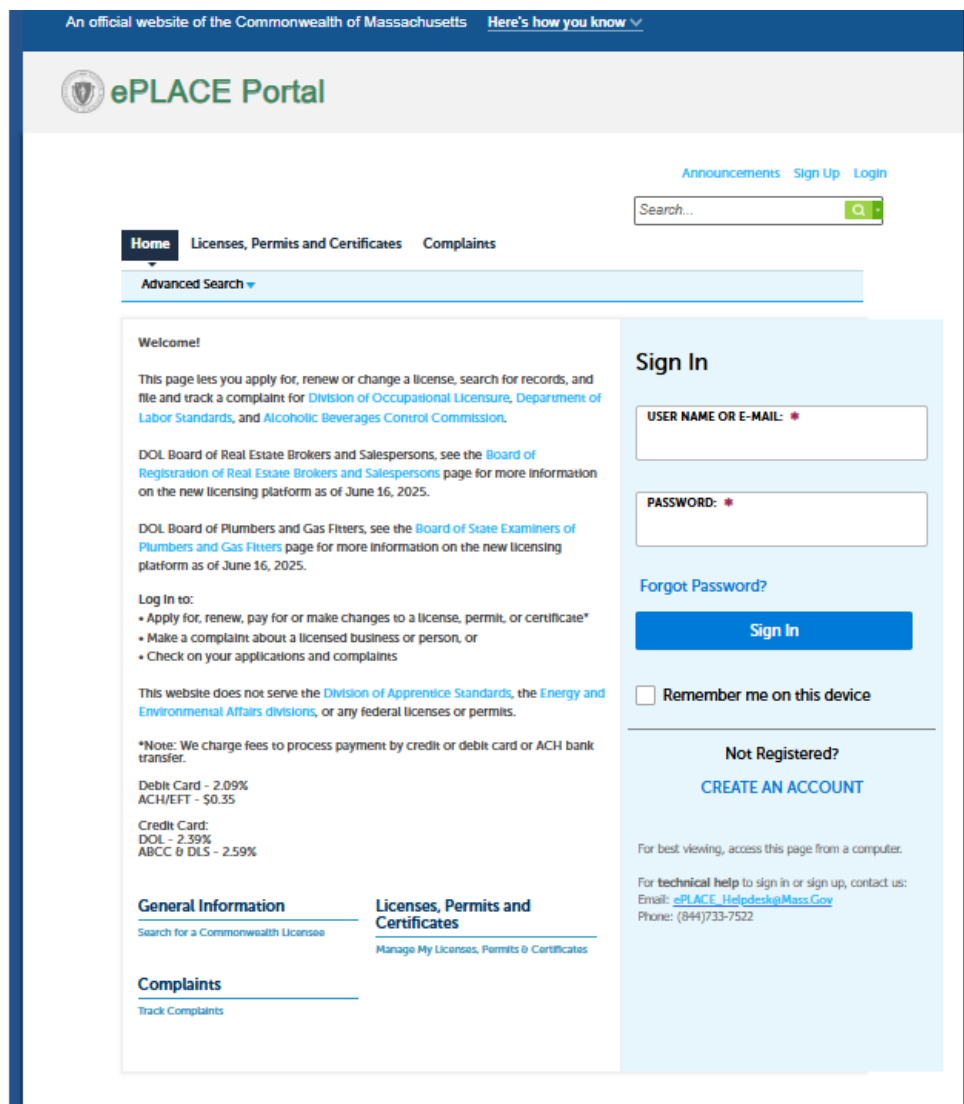
Forgotten Password

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/orgs/alcoholic-beverages-control-commission



The screenshot shows the ePLACE Portal homepage. At the top, it says "An official website of the Commonwealth of Massachusetts" and "Here's how you know". Below this is the "ePLACE Portal" logo. On the right, there are links for "Announcements", "Sign Up", and "Login". A search bar is also present. The main navigation menu includes "Home", "Licenses, Permits and Certificates", and "Complaints". Below the navigation menu is an "Advanced Search" bar. The main content area is divided into two columns. The left column contains a "Welcome!" message, a description of the portal's purpose, and links to various services. The right column contains a "Sign In" section with fields for "USER NAME OR E-MAIL" and "PASSWORD", a "Forgot Password?" link, and a "Sign In" button. Below the "Sign In" section is a "Remember me on this device" checkbox. At the bottom of the right column is a "Not Registered?" section with a "CREATE AN ACCOUNT" link. The footer contains "General Information", "Licenses, Permits and Certificates", and "Complaints" sections.

An official website of the Commonwealth of Massachusetts [Here's how you know](#)

ePLACE Portal

[Announcements](#) [Sign Up](#) [Login](#)

Search...

[Home](#) [Licenses, Permits and Certificates](#) [Complaints](#)

[Advanced Search](#)

Welcome!

This page lets you apply for, renew or change a license, search for records, and file and track a complaint for [Division of Occupational Licensure](#), [Department of Labor Standards](#), and [Alcoholic Beverages Control Commission](#).

DOL Board of Real Estate Brokers and Salespersons, see the [Board of Registration of Real Estate Brokers and Salespersons](#) page for more information on the new licensing platform as of June 16, 2025.

DOL Board of Plumbers and Gas Fitters, see the [Board of State Examiners of Plumbers and Gas Fitters](#) page for more information on the new licensing platform as of June 16, 2025.

Log In to:

- Apply for, renew, pay for or make changes to a license, permit, or certificate*
- Make a complaint about a licensed business or person, or
- Check on your applications and complaints

This website does not serve the [Division of Apprentice Standards](#), the [Energy and Environmental Affairs divisions](#), or any federal licenses or permits.

*Note: We charge fees to process payment by credit or debit card or ACH bank transfer.

Debit Card - 2.09%
ACH/EFT - \$0.35

Credit Card:
DOL - 2.39%
ABCC & DLS - 2.59%

General Information
[Search for a Commonwealth Licensee](#)

Licenses, Permits and Certificates
[Manage My Licenses, Permits & Certificates](#)

Complaints
[Track Complaints](#)

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

[Forgot Password?](#)

[Sign In](#)

☐ Remember me on this device

Not Registered?
[CREATE AN ACCOUNT](#)

For best viewing, access this page from a computer.

For [technical help](#) to sign in or sign up, contact us:
Email: ePLACE_Helpdesk@Mass.Gov
Phone: (844)733-7522

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 **Forgot Password?** link in the Sign In section of the screen.

The screenshot shows the ePLACE Portal's Sign In page. At the top, there is a navigation bar with 'Home', 'Licenses, Permits and Certificates', and 'Complaints'. Below this is a search bar and an 'Advanced Search' dropdown. The main content area is divided into two columns. The left column contains a 'Welcome!' message, a description of the portal's purpose, and links to various boards (Real Estate, Plumbers and Gas Fitters). The right column is titled 'Sign In' and contains a 'USER NAME OR E-MAIL' field, a 'PASSWORD' field, and a 'Forgot Password?' link circled in red. Below the password field is a 'Sign In' button and a 'Remember me on this device' checkbox. At the bottom of the right column, there is a 'Not Registered?' section with a 'CREATE AN ACCOUNT' link.

3. Enter your Email Address:

You will be directed to the Reset Password page. Enter the email address you used during registration and click **Continue**.

The screenshot shows the ePLACE Portal's Reset Password page. At the top, there is a navigation bar with 'Home', 'Licenses, Permits and Certificates', and 'Complaints'. Below this is a search bar and an 'Advanced Search' dropdown. The main content area is titled 'Reset Password' and contains a message: 'If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below.' Below this message is a label '* E-mail Address:' followed by an empty text input field. At the bottom of the page, there is a blue button labeled 'Continue »' circled in red.

Forgotten Password

4. Security Validation:

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

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:

To what city did you go the first time you flew on a plane?

* Security Answer?

[Send New Password »](#)

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

Home

Licenses, Permits and Certificates

Complaints

Advanced Search ▼

✓

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".

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

Forgot Password?

Sign In

☐ Remember me on this device

Not Registered?

[CREATE AN ACCOUNT](#)

Forgotten Password

5. Emailed Password:

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

MA ePLACE Password Reset



elicensing@noreply.mass.gov

To: xxxxx@outlook.com



Reply

Reply All

Forward



Fri 12/5/2025 1:03 PM

Your password has been reset. Your new temporary password is: **JZQN@P4y**

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

Please note, the answer to the Security Question is case sensitive.

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.



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".

Sign In

USER NAME OR E-MAIL: *

xxxxx@outlook.com

PASSWORD: *

[Forgot Password?](#)

Sign In

☐

Remember me on this device

[Not Registered?](#)

[CREATE 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.

The screenshot shows the ePLACE system interface. At the top, there is a navigation bar with links: Home, Licenses, Permits and Certificates, and Complaints. Below this is a secondary navigation bar with links: Dashboard, My Records, My Account, and Advanced Search. A red error message box is displayed, stating: "An error has occurred. Your password has expired and must be changed in order to proceed. For more information about a secure password, please contact your agency administrator." Below the error message is the "Change Password" section. It contains four input fields: "User Name:" (with the text "XXXXX"), "Temporary/Old Password:" (with masked characters "*****"), "New Password:", and "Confirm Password:". Below the "New Password:" field is a "Password Strength" indicator and a link to "Requirements". At the bottom of the form is a blue "Submit »" button.

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.