
Account Management for EEA ePLACE Portal

EEA ePLACE Portal



EEA ePlace Portal

Account Management for EEA ePLACE Portal

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- [Forgotten Password](#)
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Registering for a New Account

- ❑ To register for a new account, please click or type this address on your browser:

<https://eplace.eea.mass.gov/citizenaccess>

- ❑ Open the home page to begin the registration process. First time users will click on the “New User” link

Mass.gov State Offices & Courts State Topics State Website Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

[Announcements](#) ☐ [Accessibility Support](#) [Register for an Account](#) [Reports \(3\)](#) [Login](#)

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@mass.gov. For assistance with non-technical questions, please contact the issuing Agency directly using the links below.

Contact:
[Energy and Environmental Affairs, MASSDEP](#)
[Energy and Environmental Affairs, MDAR](#)
[Energy and Environmental Affairs, DCR](#)

For DPL, DCAMP and ABCC permits or licenses, please [click here](#).

Convenience Fee: Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

Home

Welcome to the Commonwealth of Massachusetts EEA ePLACE Portal

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

Options for Licensees and Applicants:

- Apply for, Renew, or Amend a License, Permit, Certificate, Notification or Registration
- Make Payments Online

EEA ePLACE Portal Account Registration:

In order to utilize most of the services available through the EEA ePLACE, you must first register for an account to do any of the following:

- Apply for a License, Permit, Certificate, Notification or Registration
- Renew a License, Permit, Certificate or Registration

Login

User Name or E-mail:

Password:

[Login »](#)

☐ Remember me on this computer

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

Please note: At this time, the EEA ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs(EEA). It does not service any other type of license, permit or



EEA ePlace Portal

Registering for a New Account

- ☐ Please read and accept the EEA ePLACE Portal Disclaimer
- ☐ Select the checkbox to agree
- ☐ Click “Continue Registration”

Home

EEA ePLACE Portal Disclaimer

Welcome to the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might

☐ I have read and accepted the above terms.

Continue Registration »



Enter Login Information

- ❑ Fields that are marked with an asterisk are required to create your account
- ❑ A valid email address is mandatory
 - ❑ **Note** – The system will send important legal and other notices to this email address
- ❑ Passwords must be 8-20 characters long, have at least 1 number, 1 uppercase character, no spaces, and a special character (#, !, *, etc.)
- ❑ Create 5 security questions and answers (are case-sensitive). Be sure to create questions and answers that you will remember
 - ❑ **Note** - This information is critical for you being able to login or try to reset your password online



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

Login Information * indicates a required field.

* User Name: ?

* Registration E-mail Address:

* Password: ?

Password Strength Requirements

* Type Password Again:

* Create Security Questions: ?

Q1

Q2

Q3

Q4

Q5

* Answers: ?

A1

A2

A3

A4

A5

Enter Contact Information

- ❑ Click “Add New”
- ❑ Contact Information screen will pop up

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.

Add New

Continue Registration »

✓ All fields marked with a red asterisk are required.

✓ Enter your Legal Name

Note – The system will send important legal and other notices to this email address

- ❑ After filling out the contact information, click “Continue”

Contact Information

Salutation: --Select--

* Legal First Name: Middle Name: * Legal Last Name:

* Country: United States * P.O. Box / Address Line: ?

* City: * State: --Select-- * Zip: ?

* Primary Phone: ? Mobile Phone:

Continue Clear Discard Changes



Contact added Successfully

- ❑ To continue registering your account, please 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.

✓ Contact added successfully.

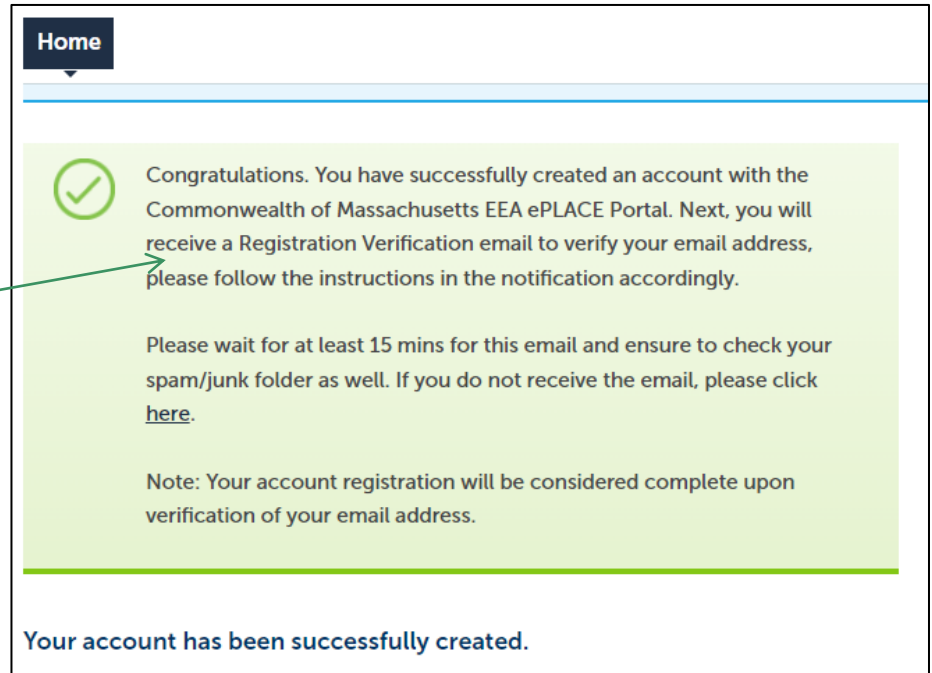
JADE DOE
test@test.com
Primary Phone: 123-456-7889
Mobile Phone:
Alternate Phone:
Fax Number:
[Edit](#) [Remove](#)

[Continue Registration »](#)



Account registered successfully


- ❑ This is a confirmation page that your account has been successfully created
- ❑ Once you created the account, please ensure to check your email for an account registration verification link. Follow the prompts to verify your account.
- ❑ Upon verification of your email, the account is successfully verified, and you should be able to login to EEA ePLACE Portal.



Account registered not successfully

- ❑ If you did not receive the verification email, please click on the link.
- ❑ A form will display, fill out form and submit
- ❑ System Support team will reach out and work with you to resolve it.


Home

 Congratulations. You have successfully created an account with the Commonwealth of Massachusetts EEA ePLACE Portal. Next, you will receive a Registration Verification email to verify your email address, please follow the instructions in the notification accordingly.

Please wait for at least 15 mins for this email and ensure to check your spam/junk folder as well. If you do not receive the email, please click [here](#).

Note: Your account registration will be considered complete upon verification of your email address.

Your account has been successfully created.

 smartsheet

EEA ePlace Portal Email Support Request

This form is strictly used for issues with your EEA ePlace Portal registration/contact email address only.

For any other issues please reach out to ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday. If you prefer, you can also e-mail at ePLACE_helpdesk@mass.gov

First/Last Name *

Email *

Enter the email that you would like to be contacted at for the response/resolution of this request

Phone Number *

Enter a phone number in case we need to contact you in regard to this request for additional information


+1 () -

Select Request Type *

Select

☐ Send me a copy of my responses

Submit

Powered by  smartsheet
[Privacy Notice](#) | [Report Abuse](#)



EEA ePlace Portal

Login to your account

- ❑ Click or type this address on your browser:

<https://eplace.eea.mass.gov/citizenaccess>

- ✓ Type in Username or E- mail
- ✓ Type in Password
- ✓ Click “Login”

The screenshot shows the EEA ePLACE Portal login page. At the top, there is a navigation bar with links: Mass.gov, State Offices & Courts, State Topics, State Website, and Accessibility FAQs. Below this is the EEA ePLACE Portal header with the state seal and the text 'An Official website of the Commonwealth of Massachusetts'. The main content area includes a 'Home' button, a 'Welcome to the Commonwealth of Massachusetts EEA ePLACE Portal' message, and a 'Login' section. The 'Login' section has a red box around the 'User Name or E-mail' and 'Password' input fields, and a 'Login »' button. Green arrows point from the instructions on the left to these fields and the button. Below the login section, there are links for 'Options for Licensees and Applicants' and 'EEA ePLACE Portal Account Registration'.

Mass.gov State Offices & Courts State Topics State Website Accessibility FAQs

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EEA ePLACE Portal

Announcements Accessibility Support Register for an Account Reports (3) Login

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- Renew a License, Permit, Certificate or Registration

Login

User Name or E-mail:

Password:

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

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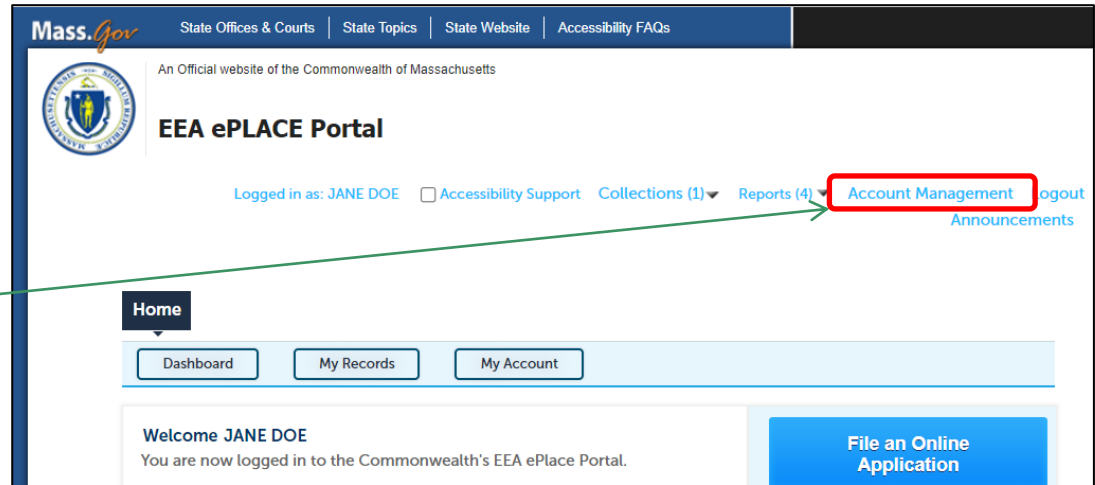
Login »



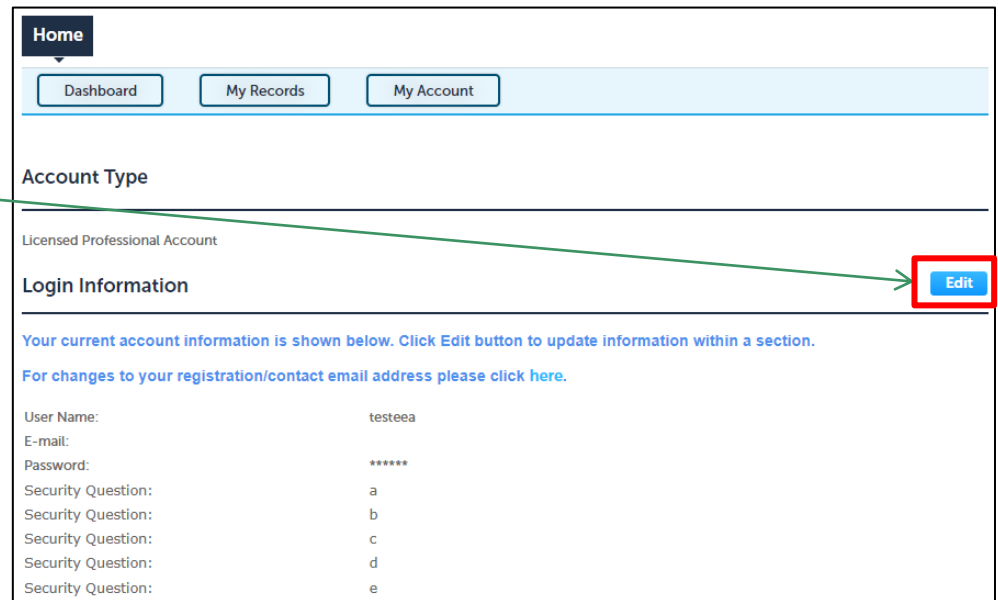
EEA ePlace Portal

Update Login Information

Once you are logged in to your account, you can edit your Login Information. Click on the “Account Management” link at the top of the page



Click “Edit” button to update login information such as your password and/or security questions and answers



Update Login Information

- ☐ To update your username and email, please read instructions on the page and click on the link provided
- ☐ Update Password
- ☐ Update Security Questions and Answers
- ☐ Upon updating the information, click the SAVE button

Login Information

[For changes to your registration/contact email address please click here.](#)

* User Name:

testing123

* Registration/Contact E-mail Address:

testing@testing.com

* Old Password:

* New Password:

Password Strength

 [Requirements](#)

* Confirm Password:

* Create Security Questions:

Q1 none

Q2 none1

Q3 none2

Q4 none3

Q5 none4

* Answers:

A1 none

A2 none

A3 none

A4 none

A5 none

Save

[Back to Account Management](#)



EEA ePlace Portal

Update Contact Information

- ❑ Click link to Account Management
- ❑ Go to Contact Information Section
- ❑ Click Actions -> select the “Edit” button to update contact information

Mass.gov State Offices & Courts | State Topics | State Website | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

Logged in as: JANE DOE ☐ Accessibility Support Collections (4) Reports (4) **Account Management** Logout Announcements

Home

Dashboard My Records My Account

Welcome JANE DOE
You are now logged in to the Commonwealth's EEA ePlace Portal.

File an Online Application

Contact Information [Add Delegate Contact](#)

To update your Contact Information below please click on Actions and Edit. For First name and last name changes, you will need to contact your agency.

If applicable to your application, to add Delegate Pin or Applicant Pin, please select "Add Delegate Contact"

Note - E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal.

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	Contact Type	Account Owner	Status	Action
Jane		Doe		PublicUser	Yes	Approved	Actions Edit



Update Contact Information

- ❑ You can update contact information such as address and phone number
- ❑ Upon updating the information, click the SAVE button
- ❑ **Note: Editing your first and last name is not allowed. To make changes, you will have to contact the agency**

View Contact Detail

Contact Information

Salutation:	* Legal First Name:	Middle Name:	* Legal Last Name:
Mr. ▼	TEST		TEST
* Country:		* P.O. Box / Address Line: ?	
United States ▼		test	
* City:	* State:	* Zip: ?	
test	MA ▼	11111-	
* Primary Phone: ?	Mobile Phone:		
111-111-1111	781-267-5816		
* Contact E-mail Address: ?			
testing@testing.com			
<div>Save Back to Account Management</div>			



Update Email Information

❑ To Update Registration and Contact email address please read instructions

❑ Click on the link

❑ A form will display, fill out form and submit

❑ System Support team will reach out to verify email address before updating it

Account Type

Citizen Account

Login Information

Edit

Your current account information is shown below. Click Edit button to update information within a section.

For changes to your registration/contact email address please click [here](#).

User Name:

E-mail:

Password:

Security Question:

Security Question:

Security Question:

Security Question:

Security Question:

* User Name:

testing123

* Registration/Contact E-mail Address:

testing@testing.com

GO BACK



EEA ePlace Portal Email Support Request

This form is strictly used for issues with your EEA ePlace Portal registration/contact email address only.

For any other issues please reach out to ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday. If you prefer, you can also e-mail at ePLACE_helpdesk@mass.gov

First/Last Name *

Next

Email *

Enter the email that you would like to be contacted at for the response/resolution of this request

Need Help?

Phone Number *

Enter a phone number in case we need to contact you in regard to this request for additional information

+1 () - -

Select Request Type *

Select

☐ Send me a copy of my responses

Submit



EEA ePlace Portal

Forgotten Password

- ❑ If you forget password: Click on the “I’ve forgotten my password” link on the Login Page

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

[Announcements](#) ☐ [Accessibility Support](#) [Register for an Account](#) [Reports \(4\)](#) [Login](#)

[Home](#)

Welcome to the Commonwealth of Massachusetts EEA ePLACE Portal

The Commonwealth of Massachusetts is pleased to offer online access to many licensing, permitting and certificate services. With EEA ePLACE Portal, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services. In the EEA ePLACE Portal you have the option to apply, renew or amend a License, Permit, Certificate etc., with various agencies within EEA.

For General Information on the EEA ePLACE Portal and for a detailed list of services and applications offered here, please visit the mass.gov/EEA-ePLACE-portal.

EEA ePLACE Portal Registration:
If you need to apply or manage any of services offered by EEA ePLACE Portal and you do not have an account, first you will need to register. To create an account,

Login

User Name or E-mail:

Password:

[Login »](#)

☐ Remember me on this computer

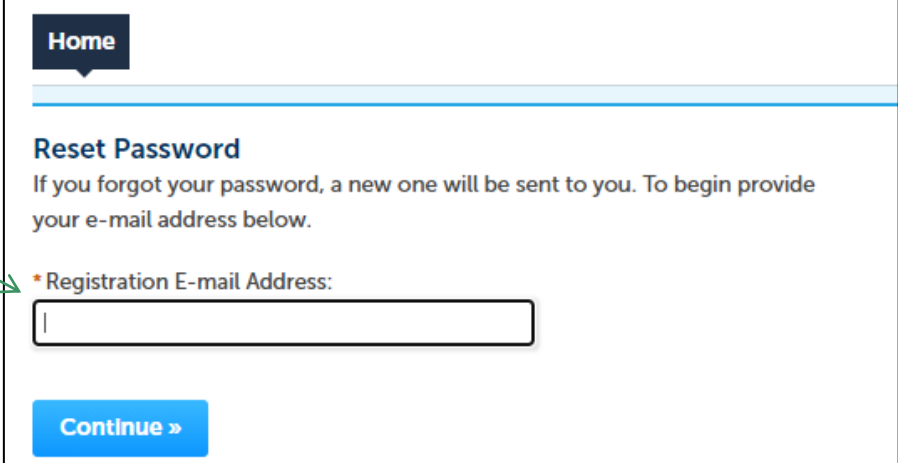
[I've forgotten my password](#)



Forgotten Password

- ❑ Enter your account email and click continue
- ❑ Next page it will ask for an answer to one of the security questions, enter answer accordingly and click on Send New Password

❑ **Note:** Security Answers are case sensitive



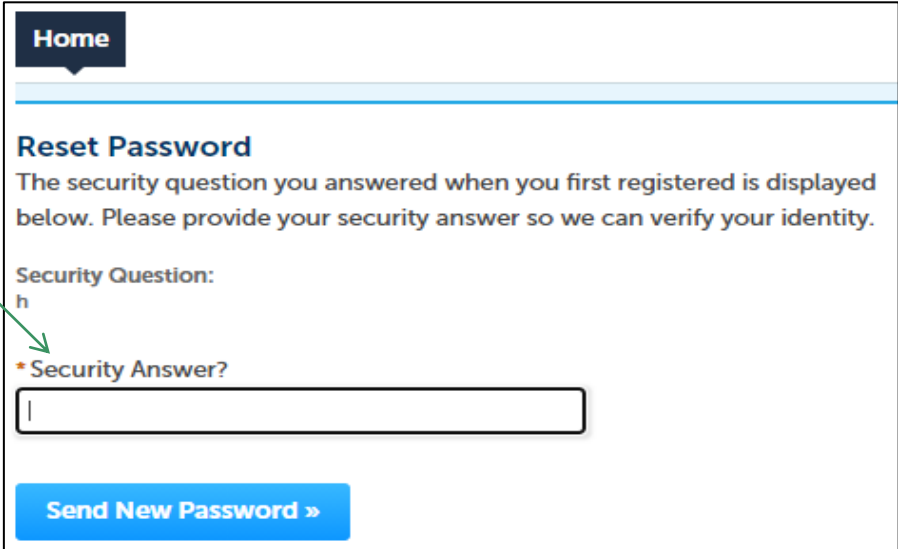
Home

Reset Password

If you forgot your password, a new one will be sent to you. To begin provide your e-mail address below.

* Registration E-mail Address:

Continue »



Home

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:
h

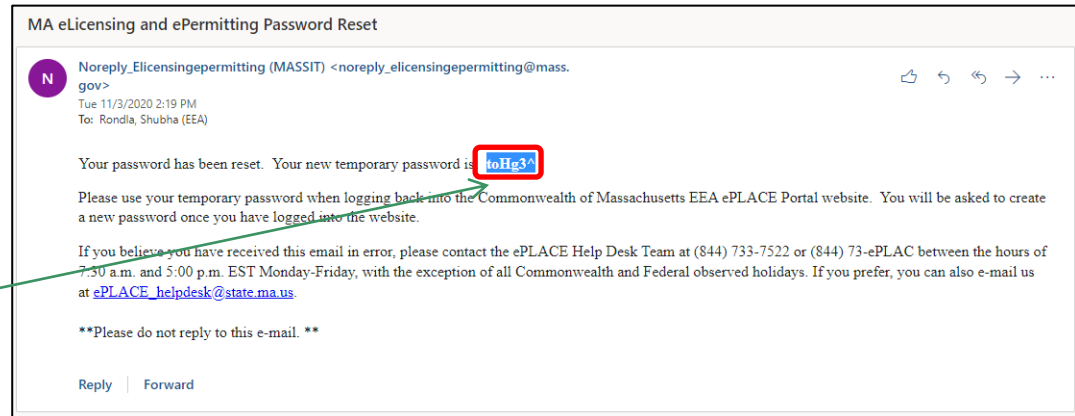
* Security Answer?

Send New Password »

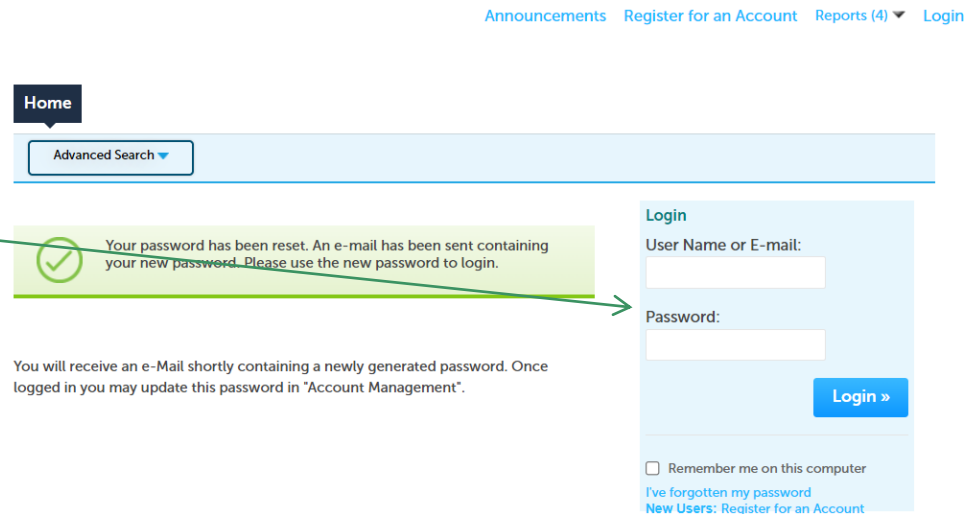


Forgotten Password

❑ The system will send an email containing a temporary password to your registration email



❑ Enter your email and temporary password and click Login



Forgotten Password

- ❑ To complete your password reset process
 - ❑ Enter temporary password
 - ❑ Enter new password and confirm password
- ❑ Click Submit
- ❑ System will log you automatically

Home

Advanced Search ▼

An error has occurred.
This is only a notice. Please complete the change password process below.

Change Password

*User Name:
jonak

*Old / Temporary Password:

*New Password:

Password Strength [Requirements](#)

*Confirm Password:

Submit »



Announcements

- ❑ Announcements or updates from EEA can be viewed by clicking on the “Announcements” link on the top of the page



Questions?

For technical assistance:

- ▶ Contact the ePLACE Help Desk Team at (844) 733-7522
- ▶ Or send an email to: ePLACE_helpdesk@state.ma.us

For additional information, please visit the link below:

[Energy and Environmental Affairs ePLACE Portal | Mass.gov](#)



EEA ePlace Portal