

Massachusetts Department of Public Health

Bureau of Climate and Environmental Health

eLicensing System

External User Manual

May 2024

V1.3

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# Introduction

The Bureau of Climate and Environmental Health eLicensing System allows users to apply, renew, and amend their professional licenses online.

Users can review notifications related to their license applications and update their account information.

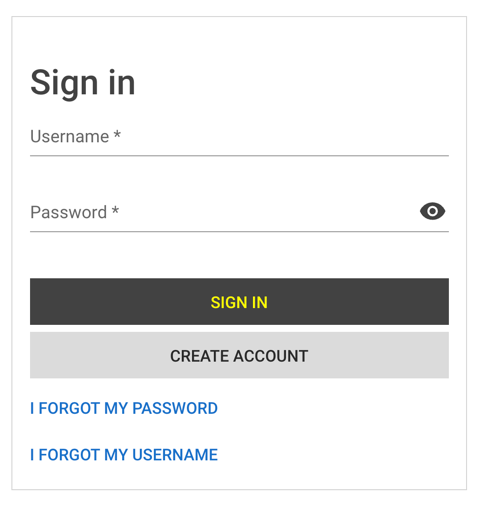
This document provides step-by-step instructions for the system’s functions.

# Creating an Account

## How Do I Create an Account?

To use the system, all users will need to create an account. To create an account, follow the steps below:

**Step 1:** Open a browser and navigate to this website <https://EnvironmentalHealthLicensing.mass.gov>

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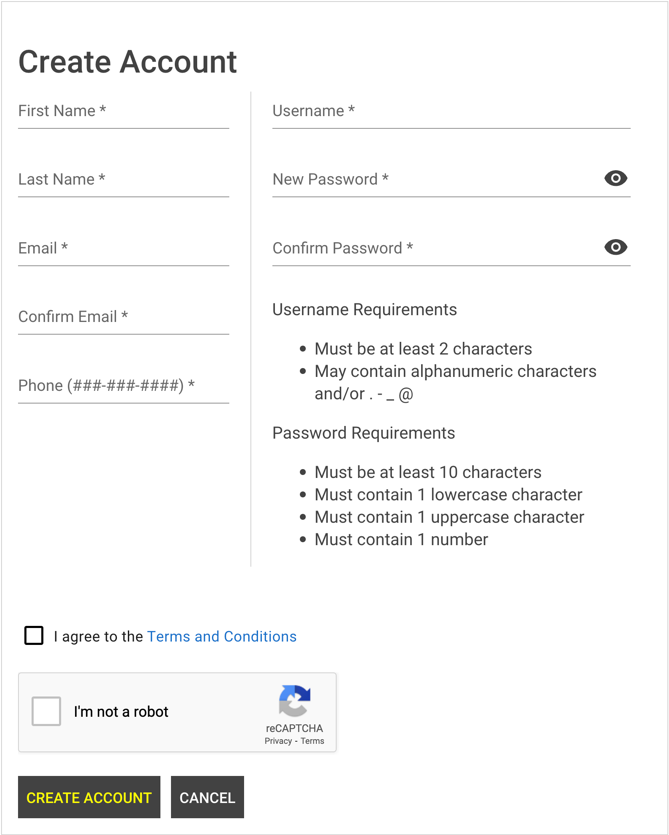
Create Account Button

**Step 2**: Click the “Create Account” button.

**Step 3:** On the next screen, fill in the required fields.

**Step 4**: Please note, the password requirements are as follows:

* Must be at least 10 characters
* Must contain 1 lowercase
* Must contain 1 uppercase character
* Must contain 1 number

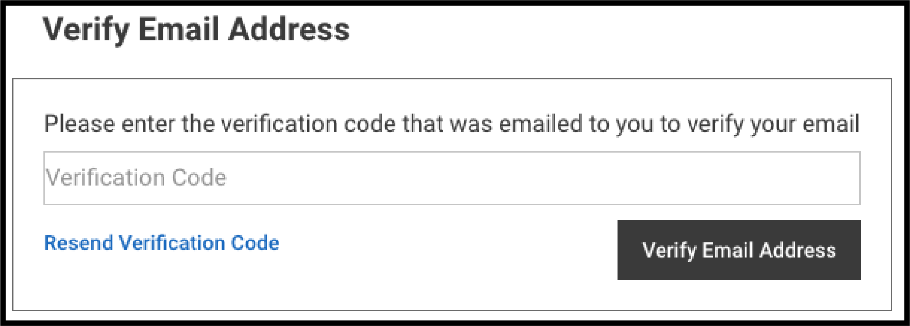


Create *Account* Screen

**Step 5:** Click the “Create Account” button after filling in all the required fields.

A pop-up will appear with the option to add an alternative email address. Add an alternative email address or click “Skip” to proceed.

**Step 6:** On the next screen, verify your email address. An email was sent to you containing a verification code.



Email Verification Code Screen

**Step 7:** Copy the verification code from the email and paste it in the Verification Code field.

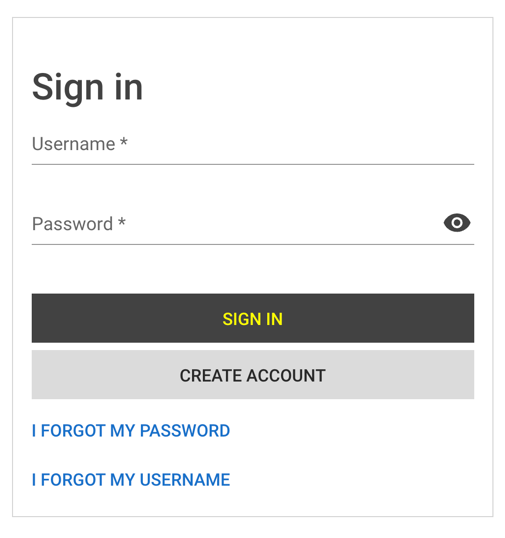
**Step 8**: Click the “Verify Email Address” button.

## How Do I Log in to My Account?

After creating an account, follow these steps to sign in:

**Step 1:** Open a browser and navigate to this website <https://EnvironmentalHealthLicensing.mass.gov>

**Step 2:** Enter your username and password.

****

Sign In Page

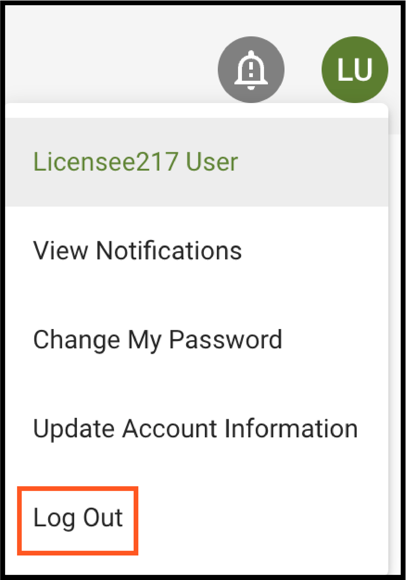
**Step 3:** Click the “Sign In” button.

## How Do I Log out of My Account?

Follow these steps to log out of your account:

**Step 1:** Click on the icon in the upper right corner containing your initials.

**Step 2:** Click on the “Log Out” option from the drop-down menu.



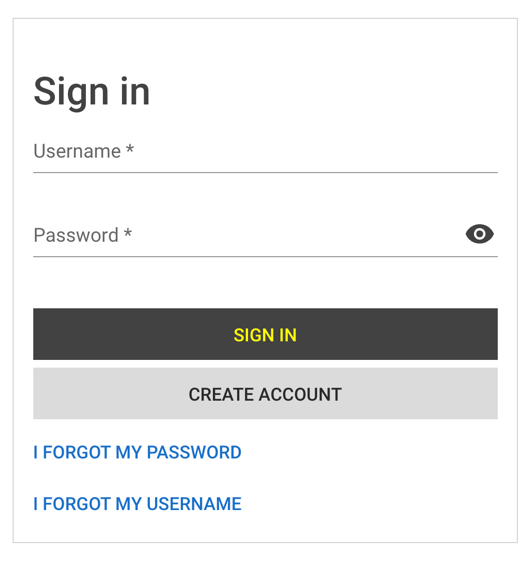
Log Out Page

## How Do I Reset My Password?

To reset your password, follow the steps below:

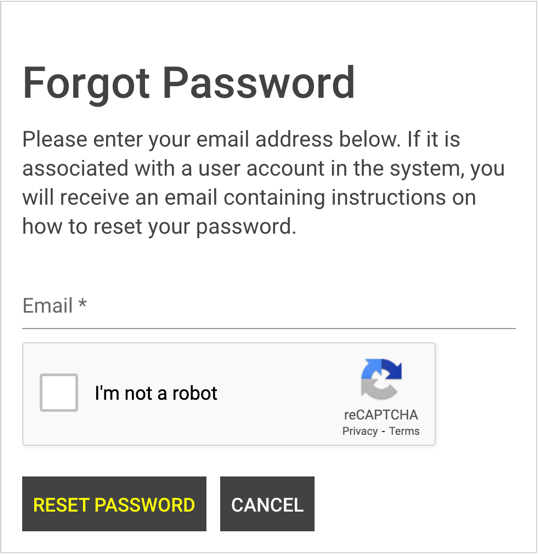
**Step 1:** Open a browser and navigate to this website <https://EnvironmentalHealthLicensing.mass.gov>

**Step 2:** Click on “I Forgot My Password”.



I Forgot My Password button

**Step 3:** Enter the email related to your account and click the “Reset Password” button. Then the Reset Password screen will appear, and an email is sent to you containing a temporary password.

****

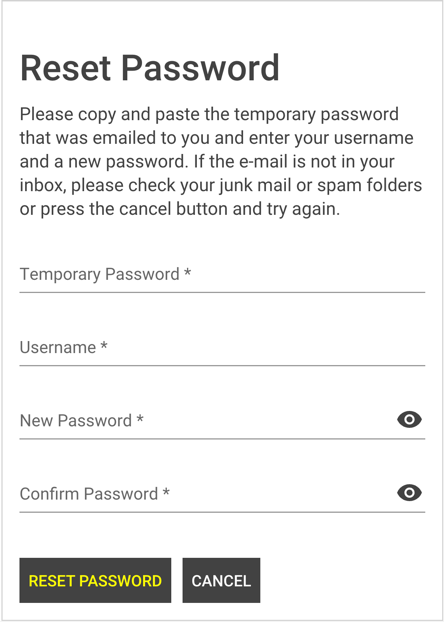
Forgot Password screen

**Step 4:** Please check your inbox, junk, and spam folders for the email containing a temporary password.

**Step 5:** On the “Reset Password” screen, please do the following:

1. Copy the temporary password from the email you received and paste it in the Temporary Password field
2. Enter your username in the Username field
3. Enter the new password in the fields for New Password and Confirm Password. Please note that the password requirements are as follows:

* Must be at least 10 characters
* Must contain 1 lowercase character
* Must contain 1 uppercase character
* Must contain 1 number

****

Reset Password button

**Step 6:** Click the “Reset Password” button.

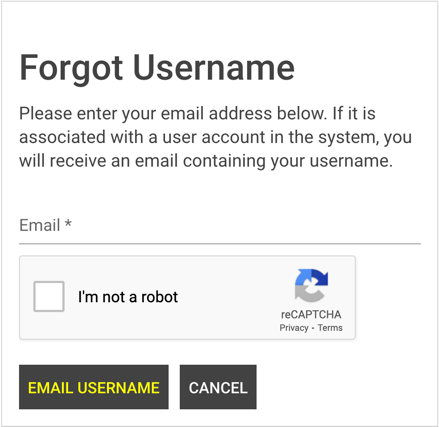
## How Do I Retrieve My Username?

Follow these steps to retrieve your username:

**Step 1:** Open a browser and navigate this website <https://EnvironmentalHealthLicensing.mass.gov>

**Step 2:** Click on “I Forgot My Username”.

**Step 3:** On the next screen, in the “Email” field enter the email address associated with your account and mark the checkbox for the captcha.



Forgot Username screen

**Step 4:** Click the “Email Username” button.

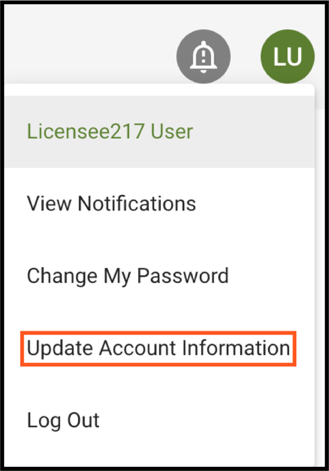
**Step 5:** An email is then sent to you containing your username. Please make sure to check your inbox, junk, and spam folders for the email containing your username.

# Managing an Account

## How Do I Update My Account Information?

You can update your primary email, alternative email, and phone number related to your account. To update your account information, follow these steps:

**Step 1:** Click on the icon containing your initials at the top right corner of the page.



Update Account Information option

**Step 2:** Click on the “Update Account Information” option from the dropdown menu.

**Step 3:** In the pop-up, update your primary email, alternative email, and/or phone number.



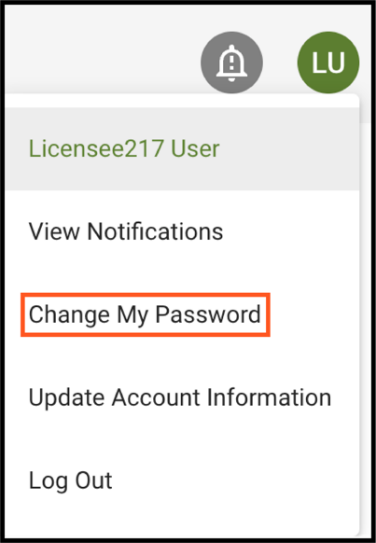
Update Account Information pop-up

**Step 4:** Click the “Update” button.

## How Do I Change My Password?

To change your password, follow these steps:

**Step 1:** Click on the icon containing your initials at the top right corner of the page.



Change My *Password* option

**Step 2:** Click on “Change My Password” from the dropdown menu.

**Step 3:** Then you will be prompted to type in your current password, a new password, and to confirm the new password.

Please note the following password requirements:

* Must be at least 10 characters
* Must contain 1 lowercase character
* Must contain 1 uppercase character
* Must contain 1 number



Change My *Password* Form

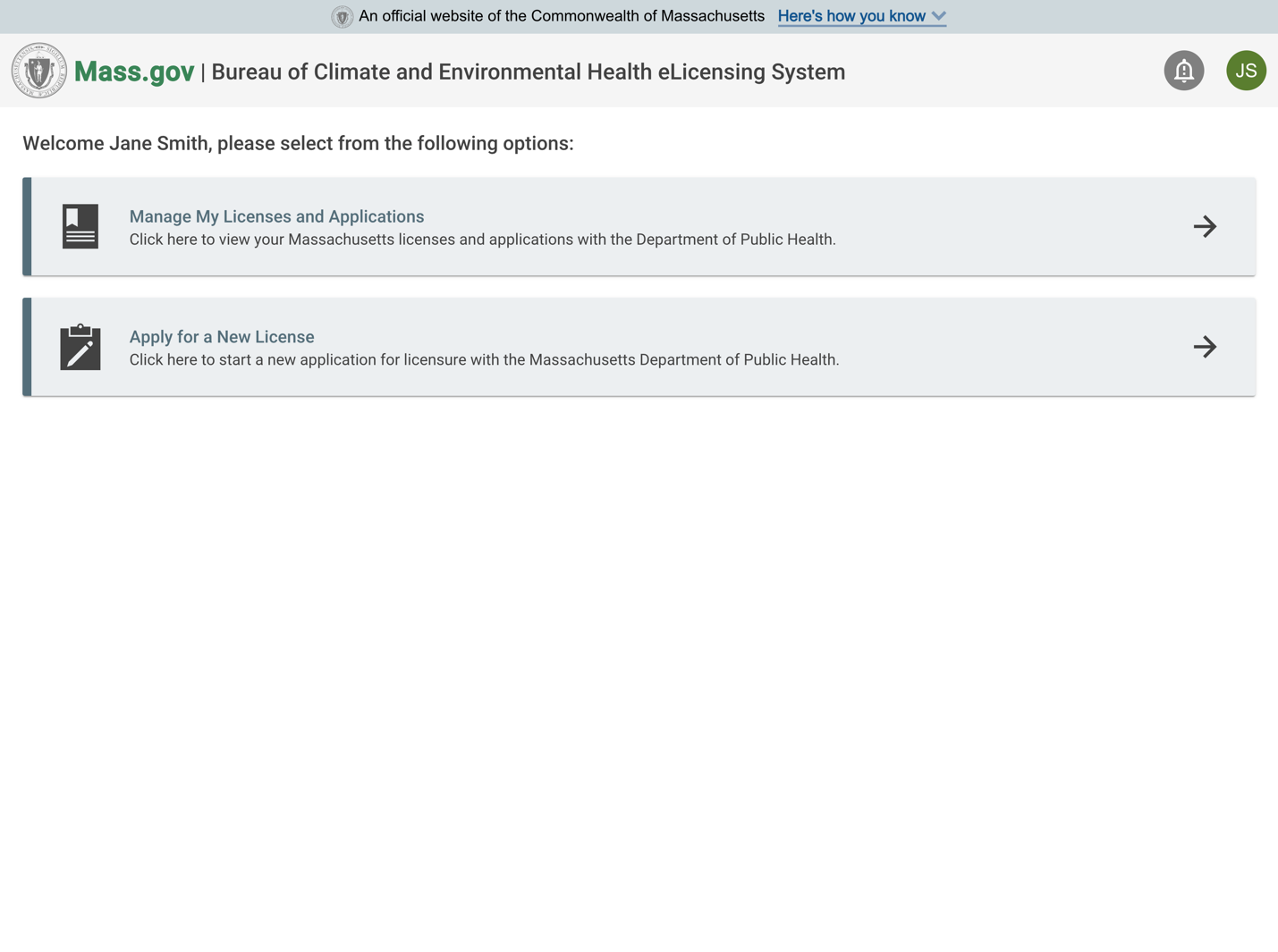
**Step 4:** Click on “Change My Password”.

## How Do I Link My License to My Account?

If you had a license prior to the implementation of this system, you will need to link your existing license(s) to your new account.

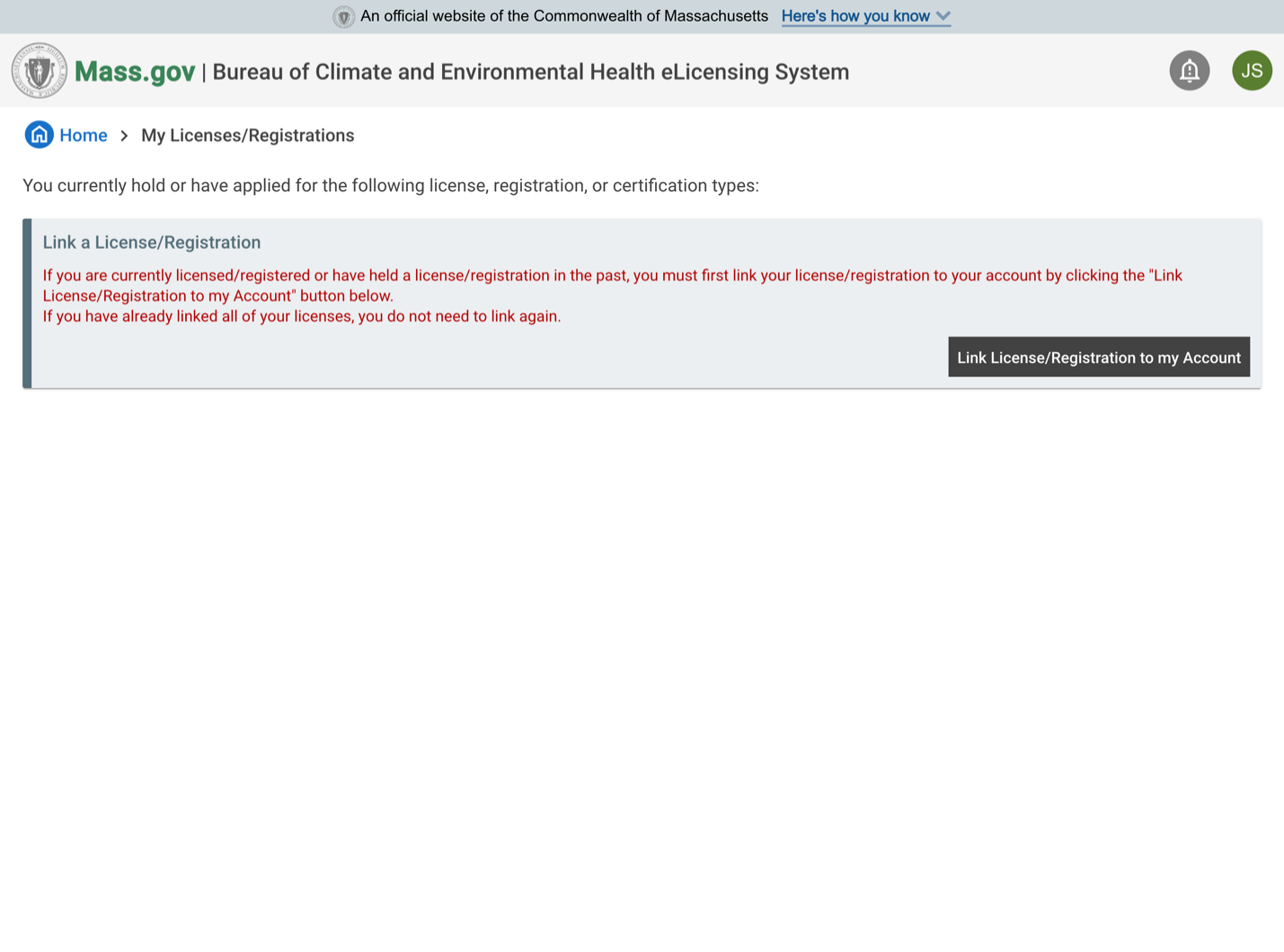
To link your license to your account, follow these steps:

**Step 1**: Log in to the system and click the “Manage My Licenses and Applications” button.



Landing Page with the “Manage My Licenses and Applications” button highlighted

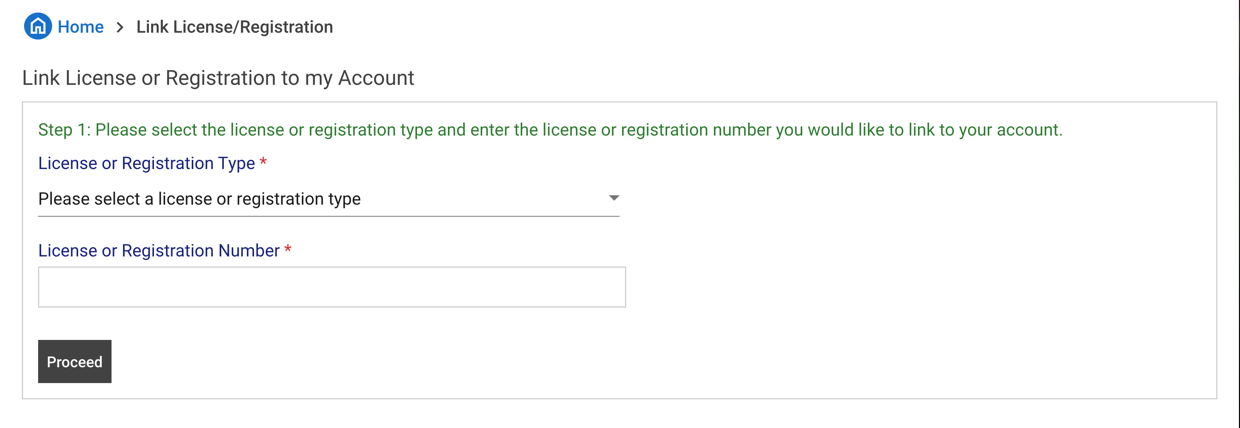
**Step 2**: On the Link a License/Registration card, click the “Link License/Registration to My Account” button.



Link License to My Account button

**Step 3:** On the next screen, do the following:

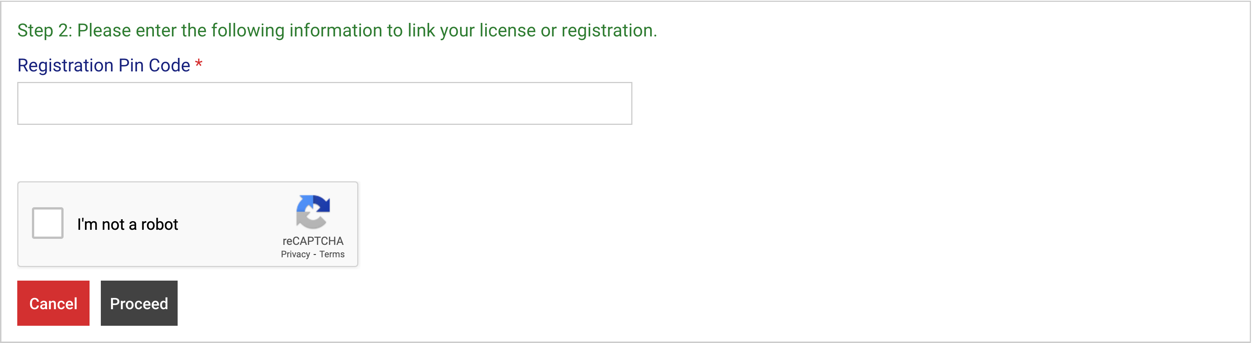
1. select your license type from the “License Type” dropdown menu; and
2. enter your license number in the “License Number” field.



Link License to My Account page

**Step 4**: Click the “Proceed” button.

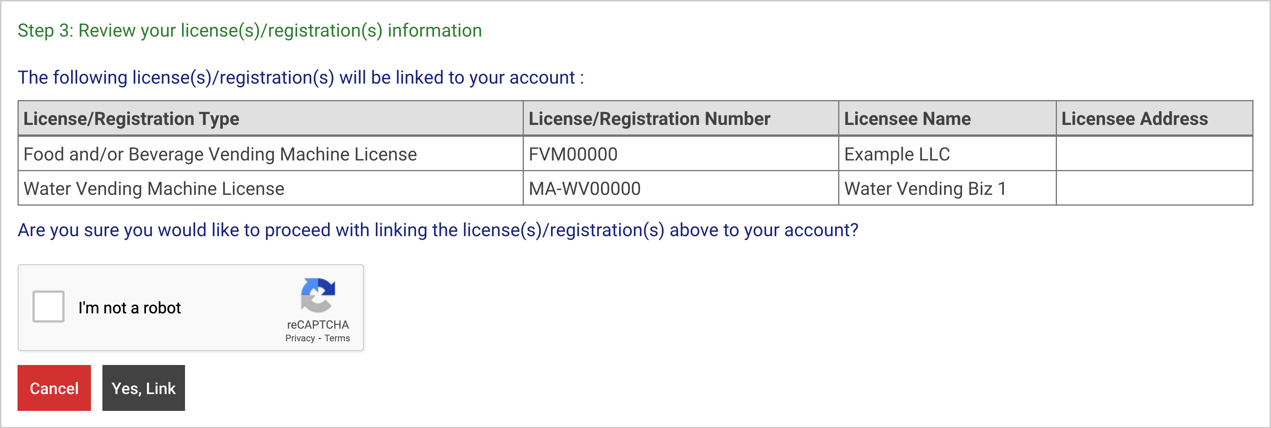
**Step 5:** On the following screen, enter your PIN code which you received from your program.

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PIN code field

**Step 6:** Click the “Proceed” button.

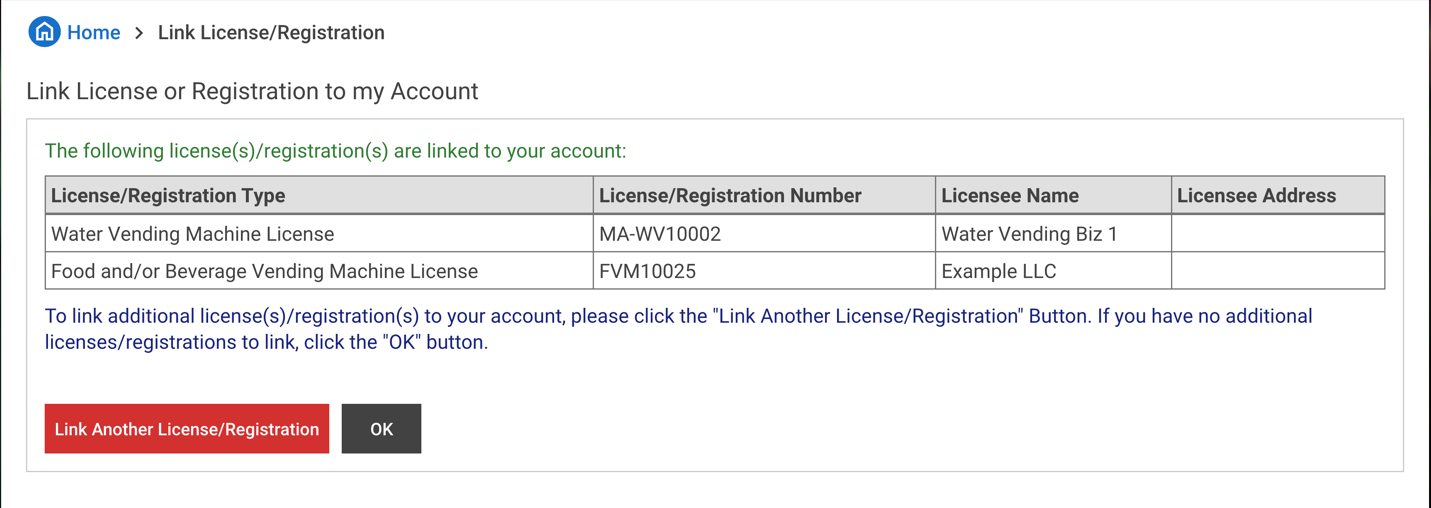
**Step 7**: On the next screen, review your license information.

****

Yes Link License button

**Step 8**: Click the “Yes, Link License” button to link your license to your account.

**Step 9**: On the next screen, a message displays stating that you have successfully linked your license. Click the “OK” button to continue or the “Link Another License” button to link another license to your account.

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Successfully Linked License message

## How Do I View Notifications in My Account?

If you have unread notifications, the bell icon at the top right corner of the page will be red and show the count of unread notifications. Follow these steps to view notifications:

**Step 1:** Click on the bell icon at the top right corner of the page.

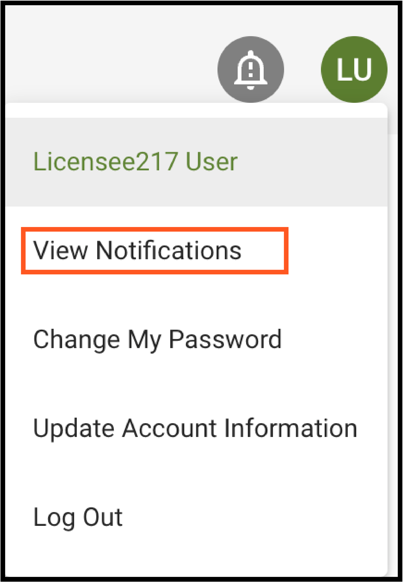


Notifications Icon

**Step 2:** On the notifications page, you have the option to view “Unread Only” and “All” notifications.

OR

**Step 2A:** Click on the icon containing your initials at the top right corner of the page.



View Notifications link

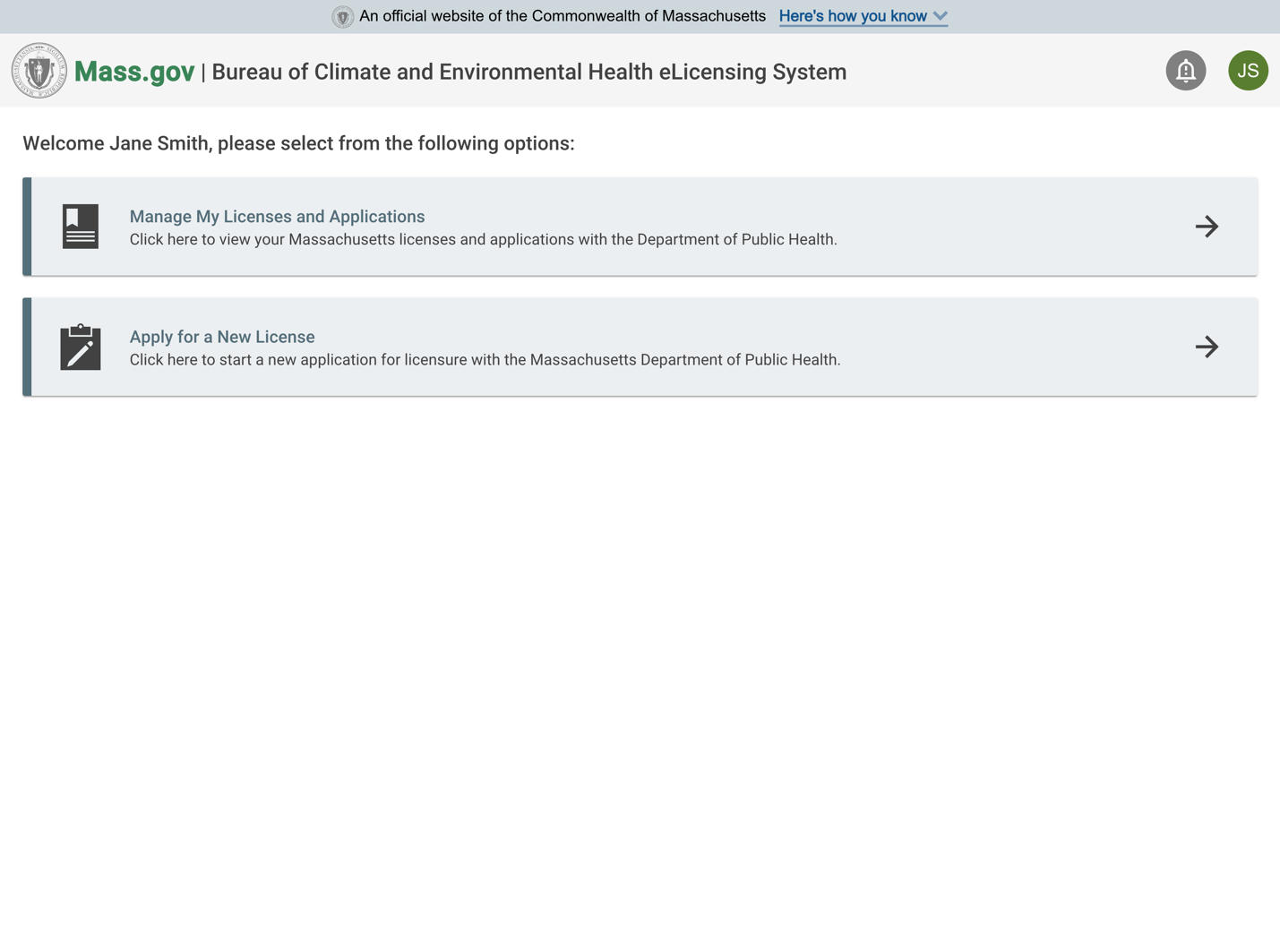
**Step 2B:** Click on “View Notifications” from the drop-down menu.

# Online Functions for Applicants and Licensees

## How Do I Apply for a New License?

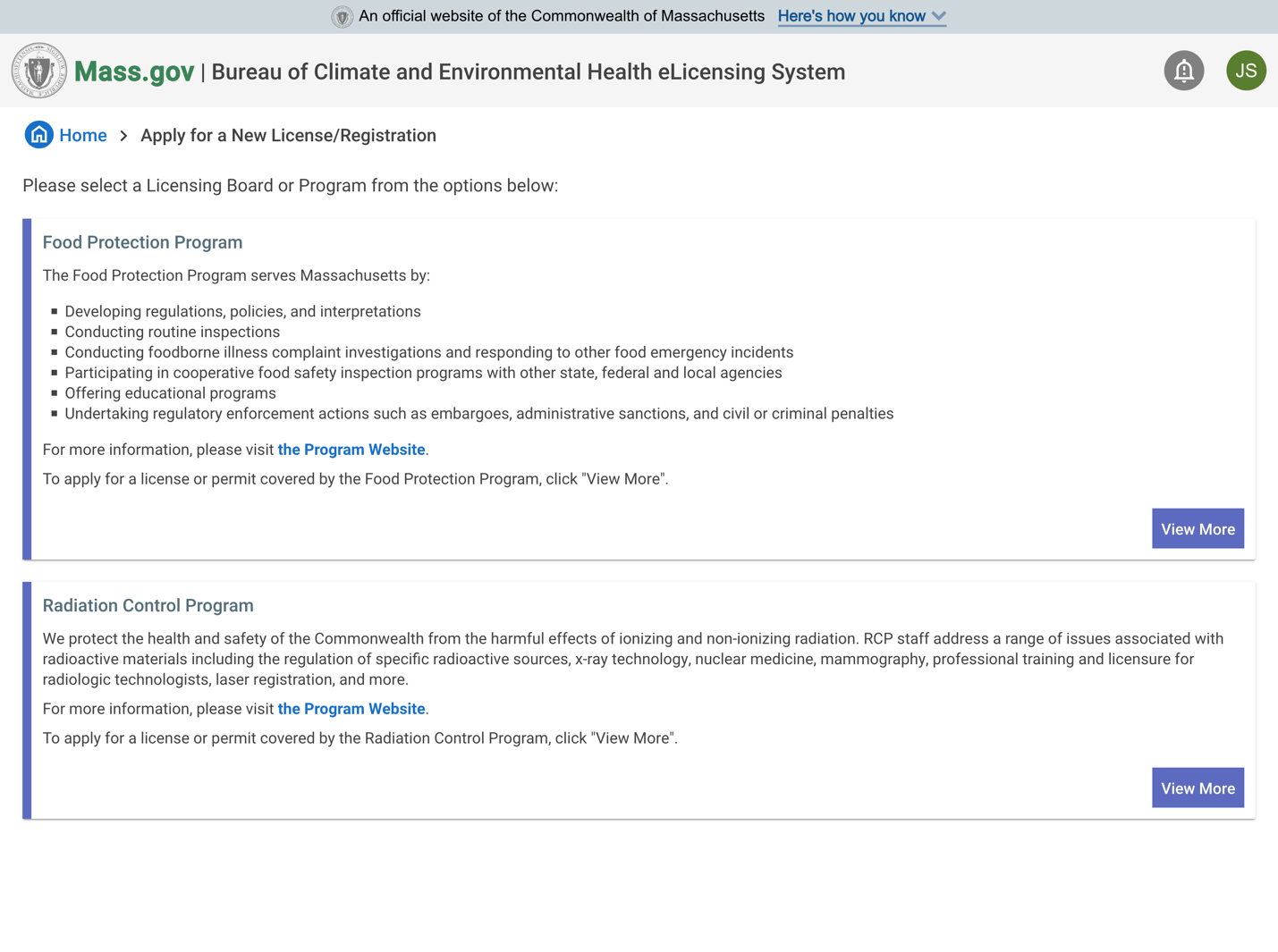
To apply for a license, follow these steps:

**Step 1**: Click on the “Apply for a New License” button on the home page.

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Apply for a New License card

**Step 2:** Click on the “View More” button under the applicable licensing board.



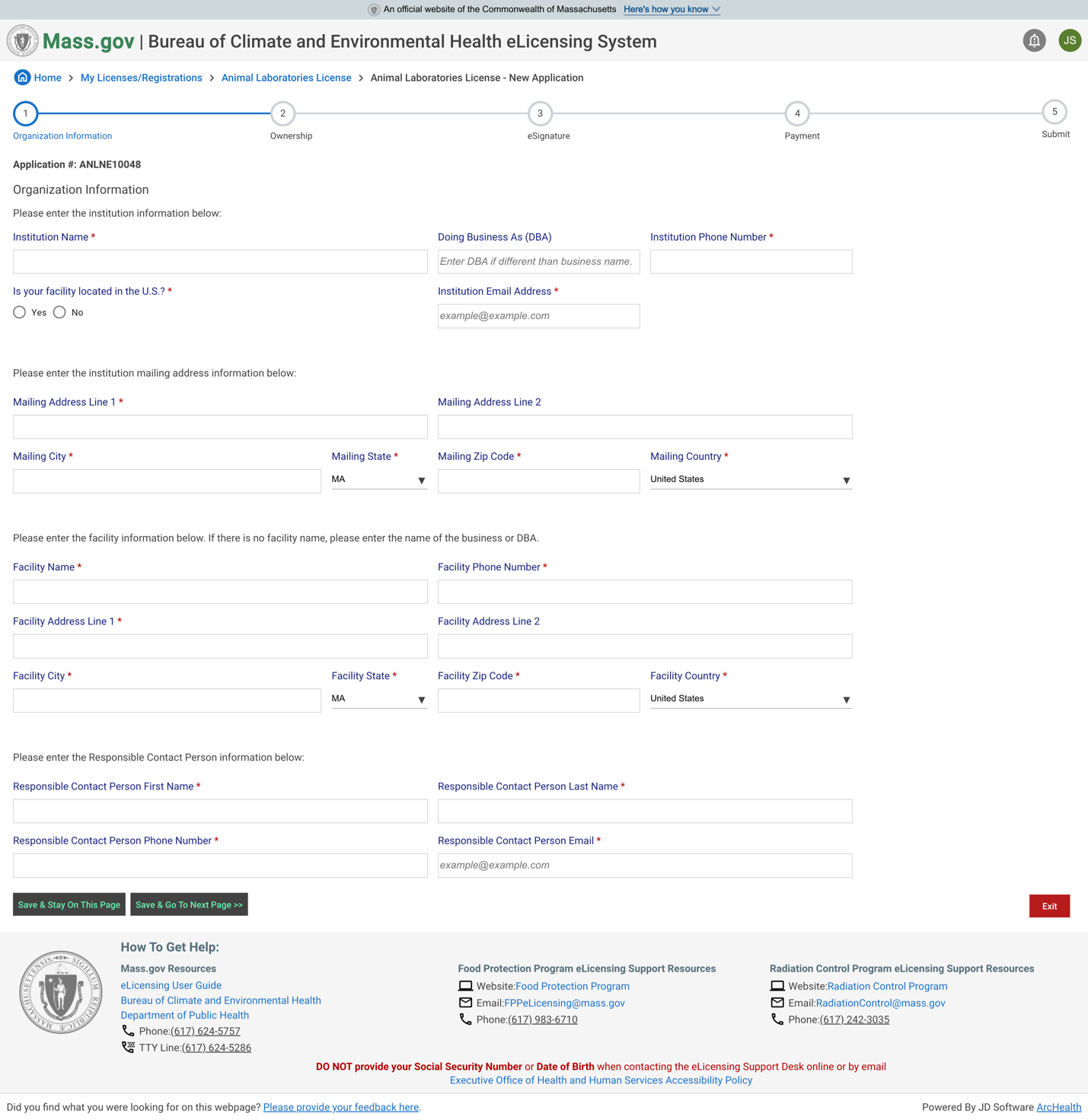
View More button

**Step 3:** Click on the “Start Application” on the applicable license application card.

Find the "start application" button

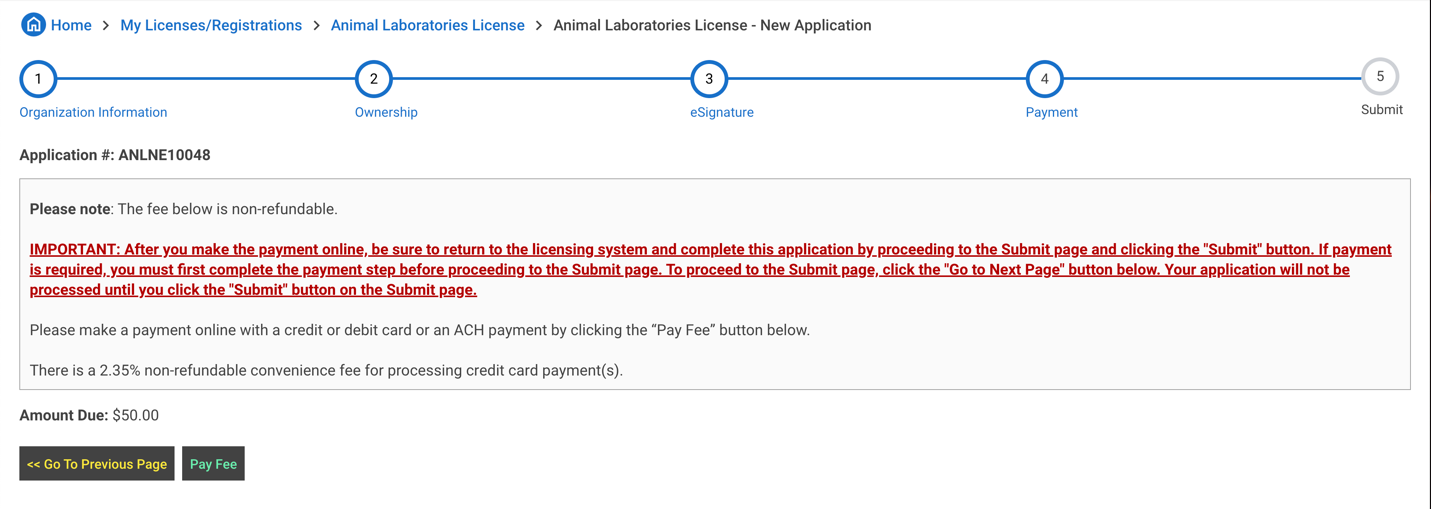

Start Application button

**Step 4:** Continue through the application following the instructions on each page, completing the required fields, and uploading the required documents.

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Application page

**Step 5:** If applicable, you must pay the application fee before you can submit the application. On the Payment page, click the “Pay Fee” button to be directed to the third-party payment vendor’s page.

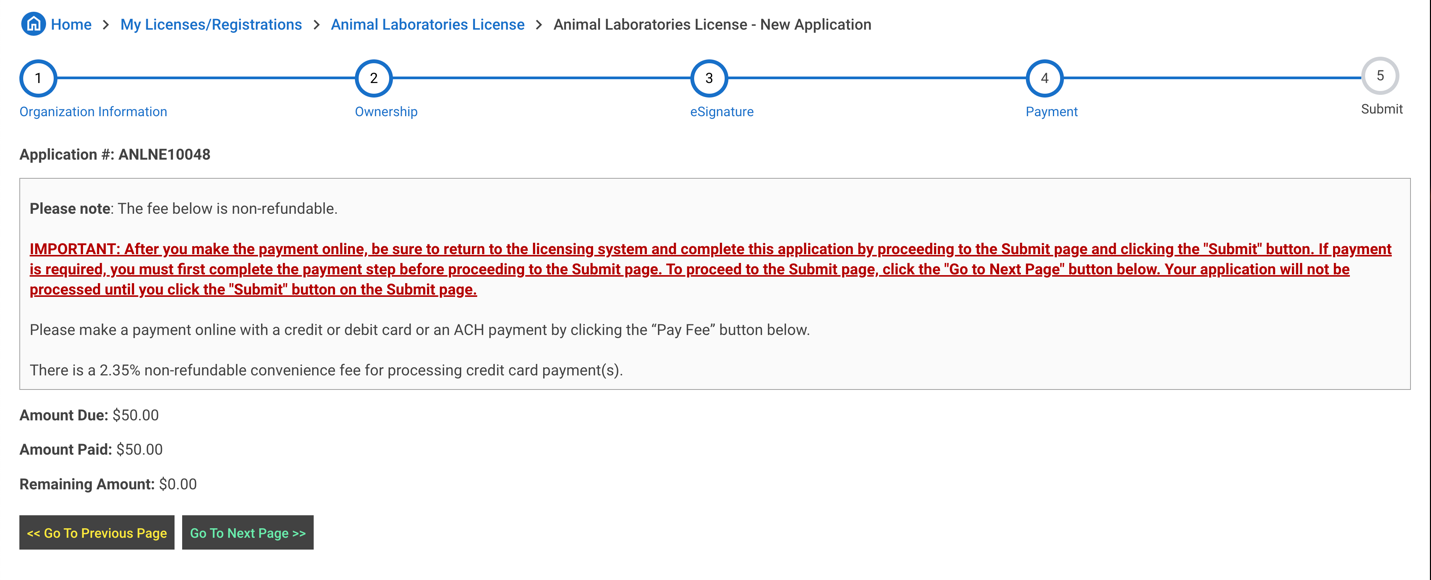


Pay Fee button

**Step 6:** Complete the payment information, mark the checkbox to agree to the terms and conditions, and click the “Submit Payment” button at the bottom of the page.

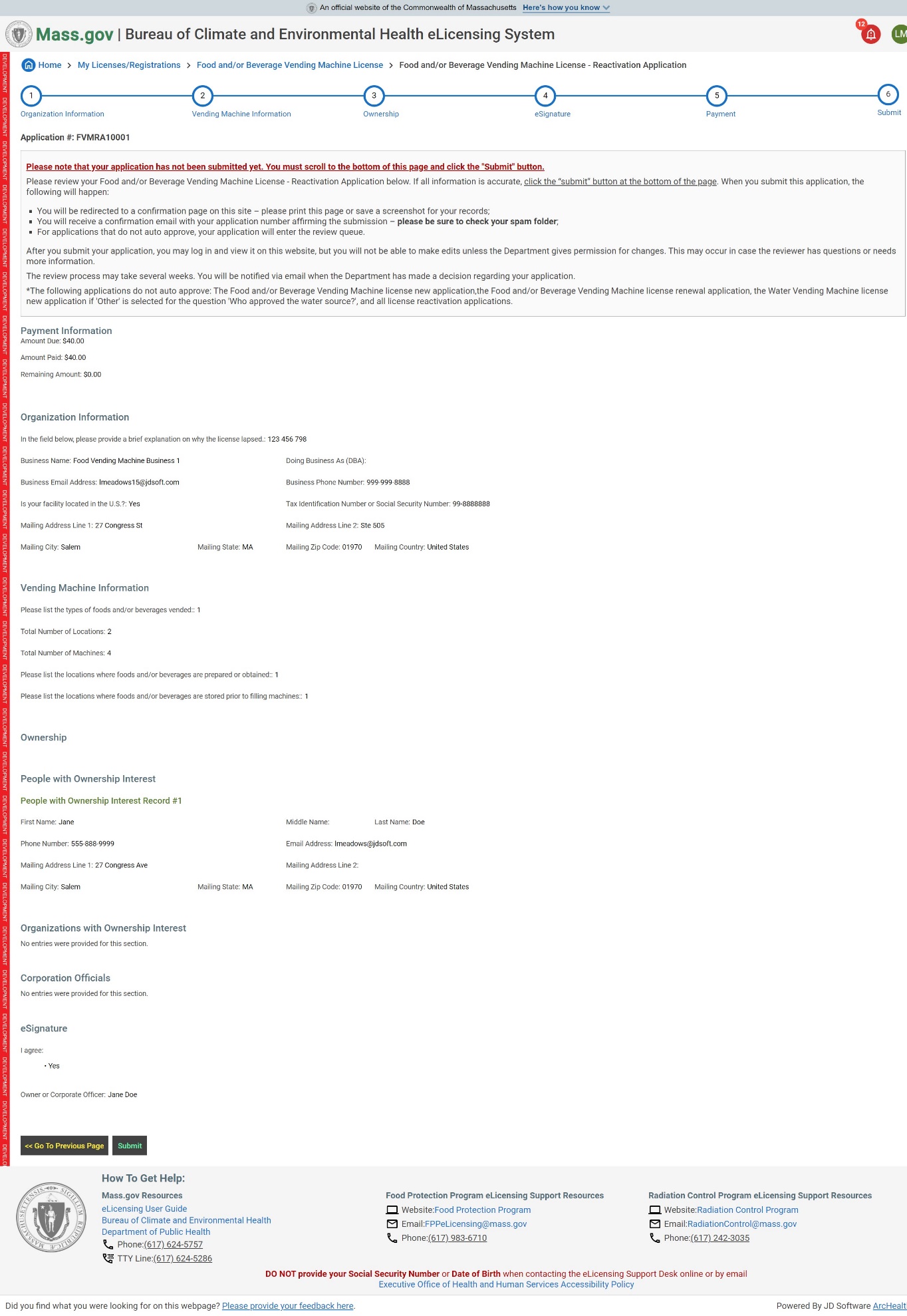
**Step 7:** After paying, you will automatically be returned to the licensing system.

Please note, you must submit the application, or it will not be processed.



Go To Next Page button

**Step 8:** Click on the “Go to Next Page” button.



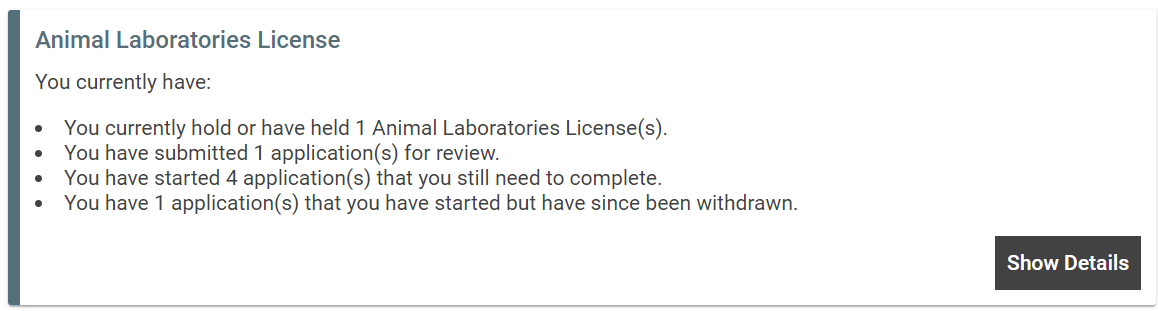
Application Submission page and Submit button

**Step 9:** Review the information and click the “Submit” button at the bottom of the page. The final step for every application is to click the “Submit” button to send in the application.

## How Can I View My Application or License Status?

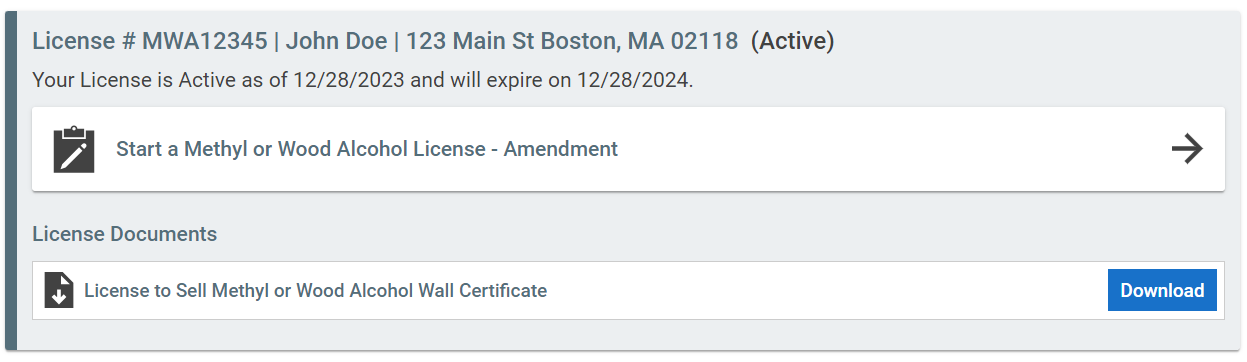
Follow these steps to view your application or license status:

**Step 1:** Click the “Show Details” button under the respective license type card.



Show Details button

**Step 2:** If you have a license that is linked to your account, you will see your license status on the license information card. If you have an application that is pending, incomplete, or reopened you will see its status on a card inside the license card.

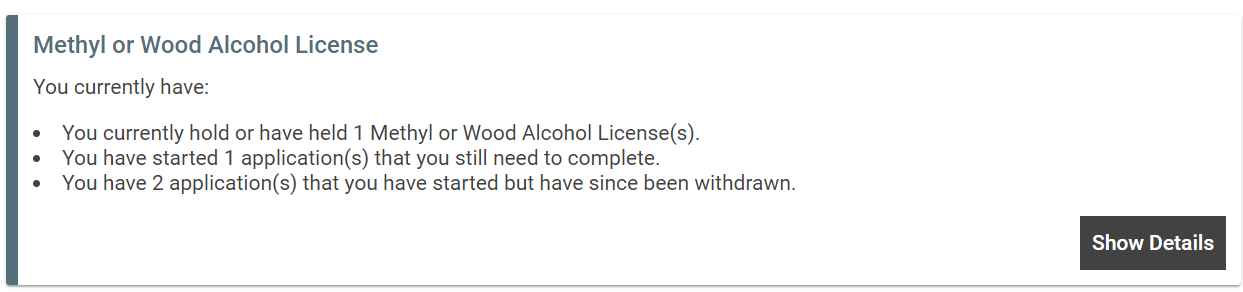


License Status

## How Do I Withdraw My Application?

You can only withdraw an application that has not been submitted yet. Follow these steps to withdraw an application:

**Step 1:** Click on the “Show Details” button under the respective license.



Show Details button

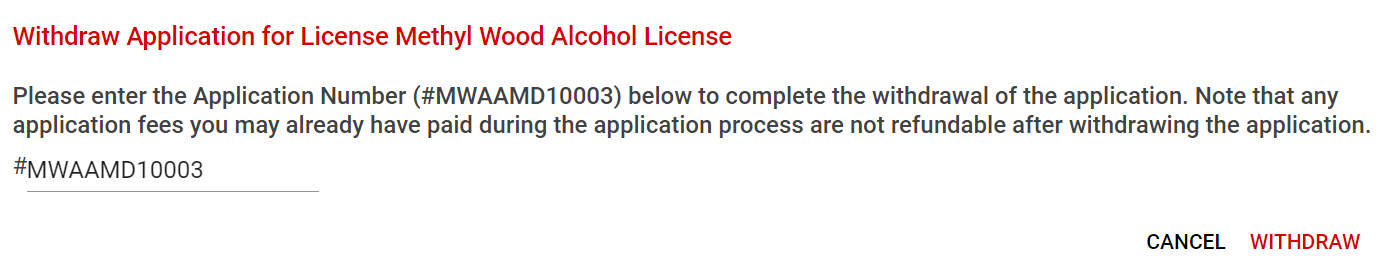
**Step 2:** Click the “Withdraw this Application” link.

How to find the "withdraw this application" link


Withdraw This Application link

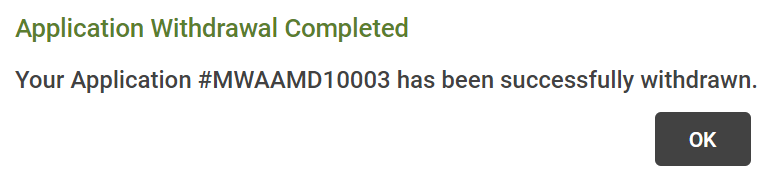
**Step 3:** In the pop-up, enter the application number (Ex. #ABC112546) in the text field.

**Step 4:** Then click the “Withdraw” button.



Withdraw button

**Step 5:** A pop-up confirms the application was successfully withdrawn. Click the “OK” button to close the pop-up.

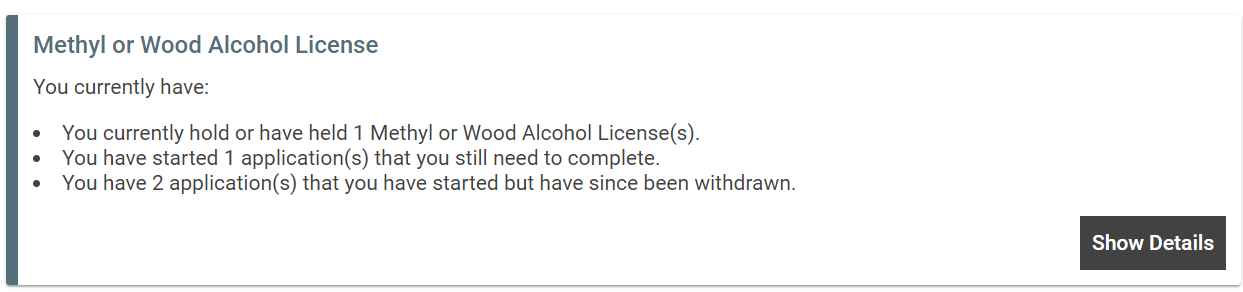


Application Withdrawal Confirmation

## How Do I Renew My License?

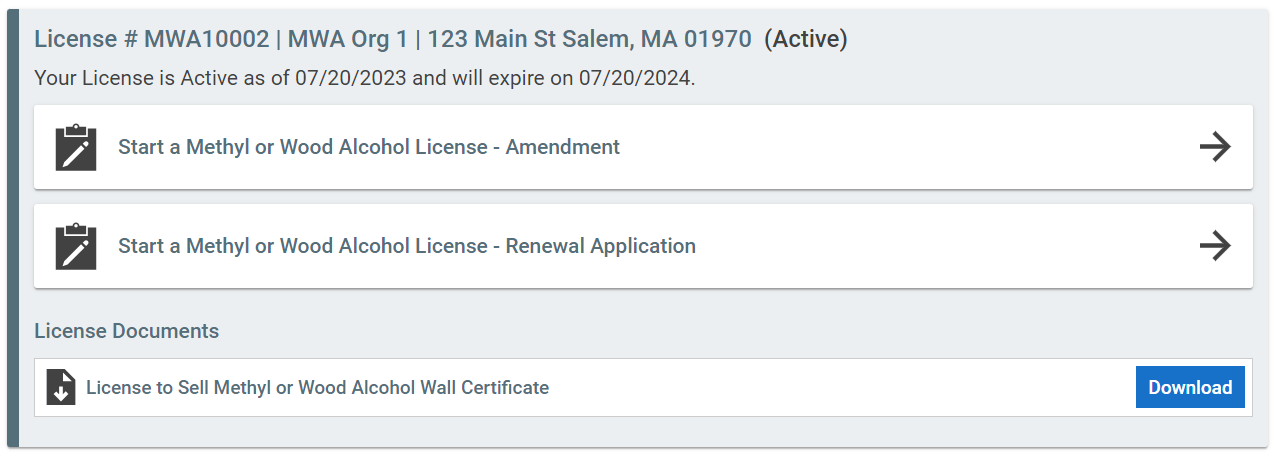
To renew your license, follow these steps:

**Step 1:** Click on the “Show Details” button under the respective license.



Show Details button

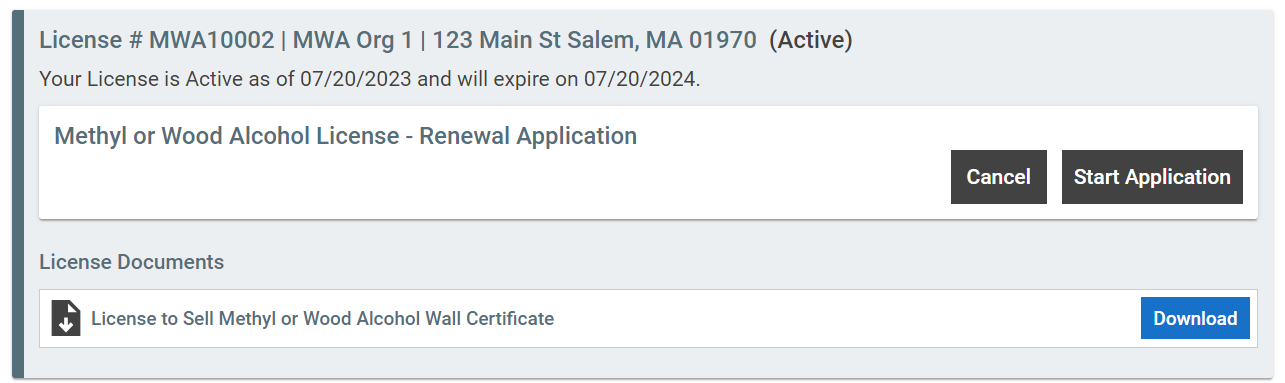
**Step 2:** Click on the link for the renewal application.



Renewal Application link

Please note that the renewal application link will only be available when your license is in the renewal period. For most license types the renewal period starts 90 days before the license expiration date.

**Step 3:** Click the “Start Application” button.



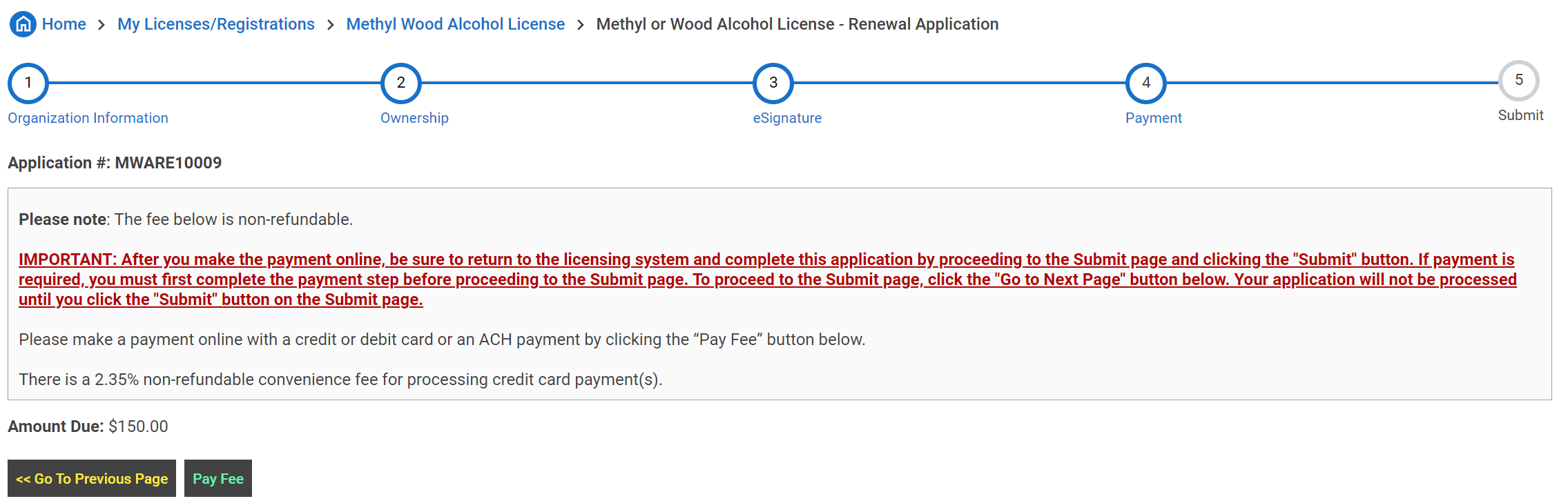
Start Application button

**Step 4:** Continue through the renewal application following the instructions on each page, completing the required fields, and uploading the required documents (if applicable).

How to complete the renewal application and click the "Proceed to the next page" button to move through the application. 


Renewal Application page

**Step 5:** If applicable, you must pay the renewal application fee before you can submit the renewal application. On the Payment page, click the “Pay Fee” button to be directed to the third-party payment vendor’s page.



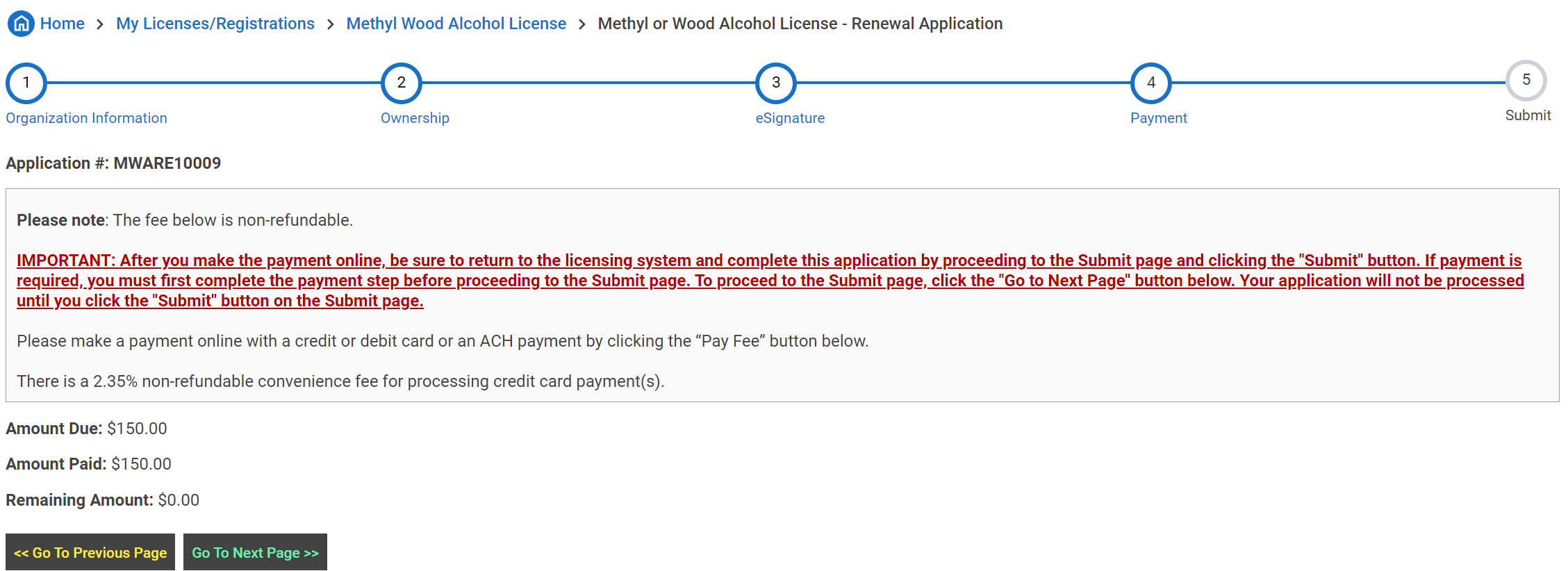
Pay Fee button

**Step 6:** Complete the payment information, mark the checkbox to agree to the terms and conditions, and click the “Submit Payment” button at the bottom of the page.

**Step 7:** After paying, you will automatically be returned to the licensing system.

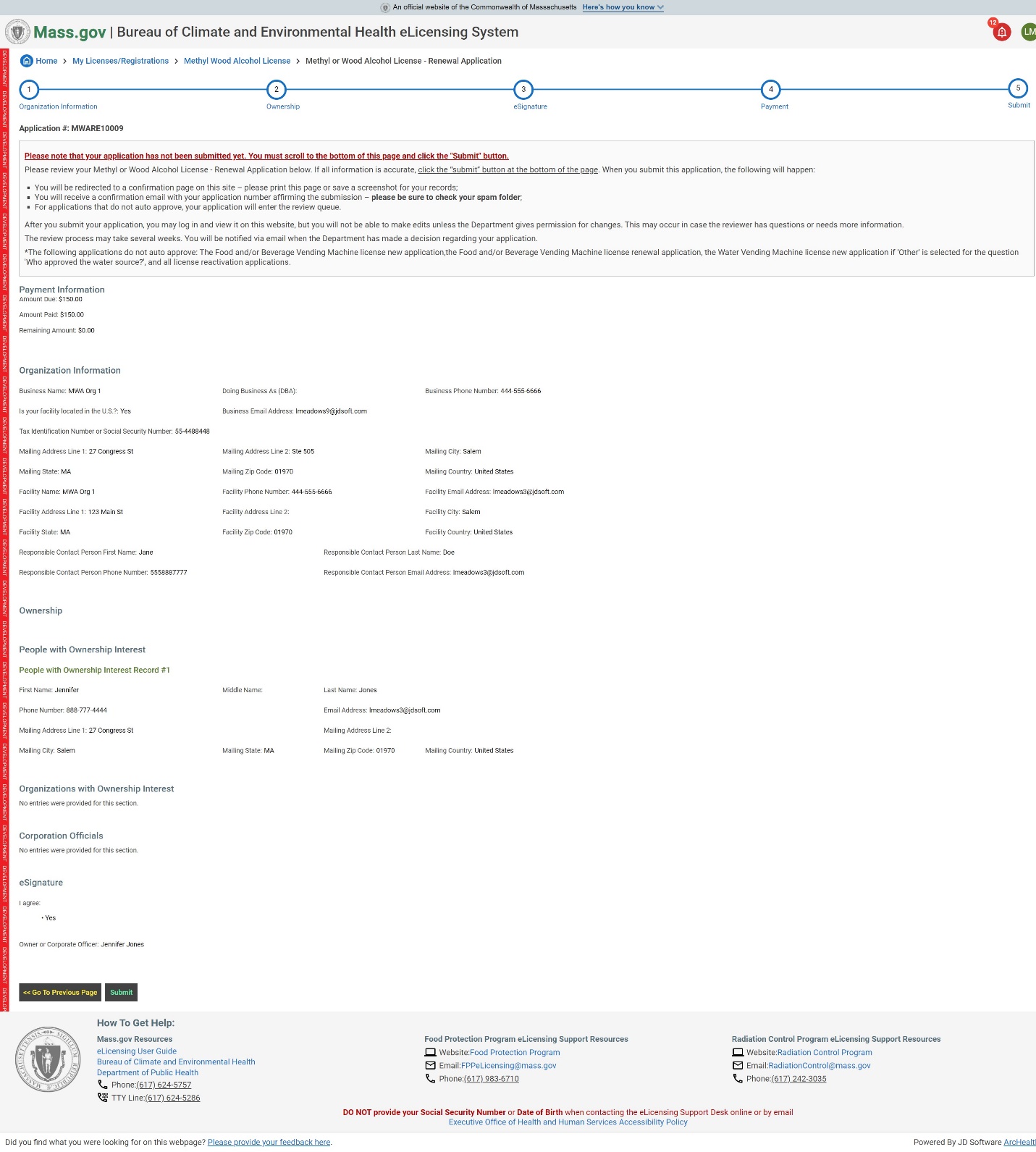
Please note, you must submit the renewal application, or it will not be processed.

**Step 8:** Click on the “Go to Next Page” button.



Go to Next Page button

**Step 9:** Review the information and click the “Submit” button at the bottom of the page. The final step for every application is to click the “Submit” button to send in the application.

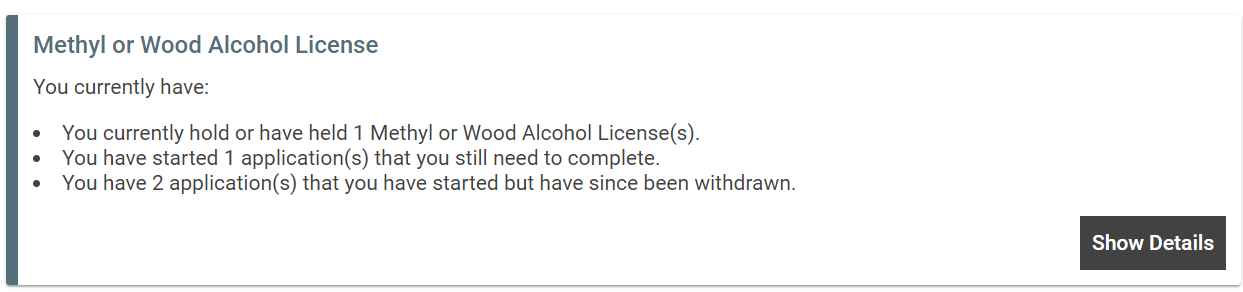


Submit button

## How Do I Amend Information on My License?

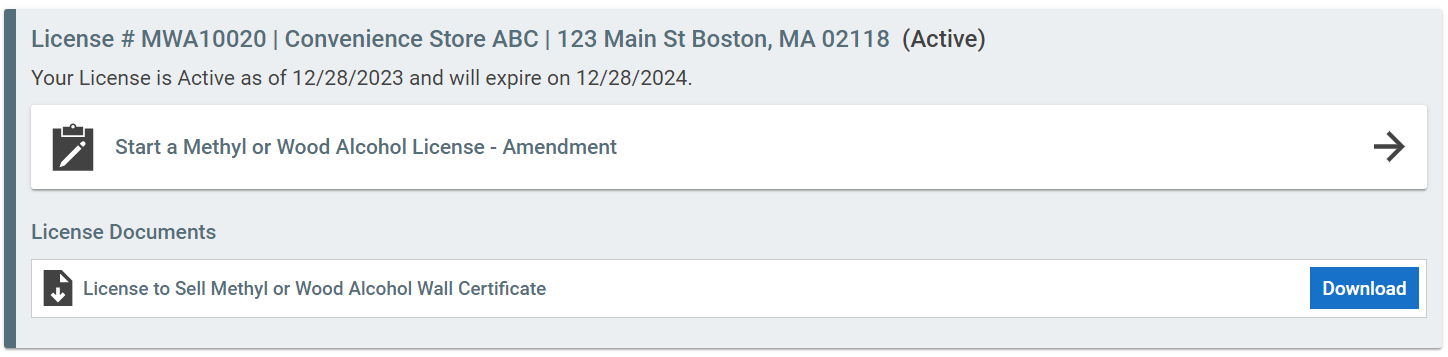
To amend information on a license, follow these steps:

**Step 1:** Click the “Show Details” button under the respective license.



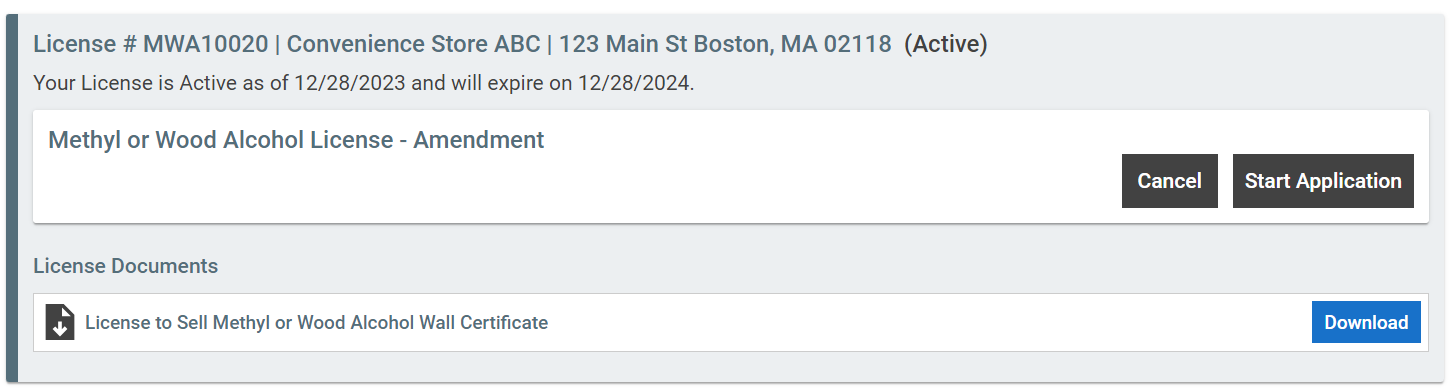
Show Details button

**Step 2:** Select the link for the appropriate amendment application.

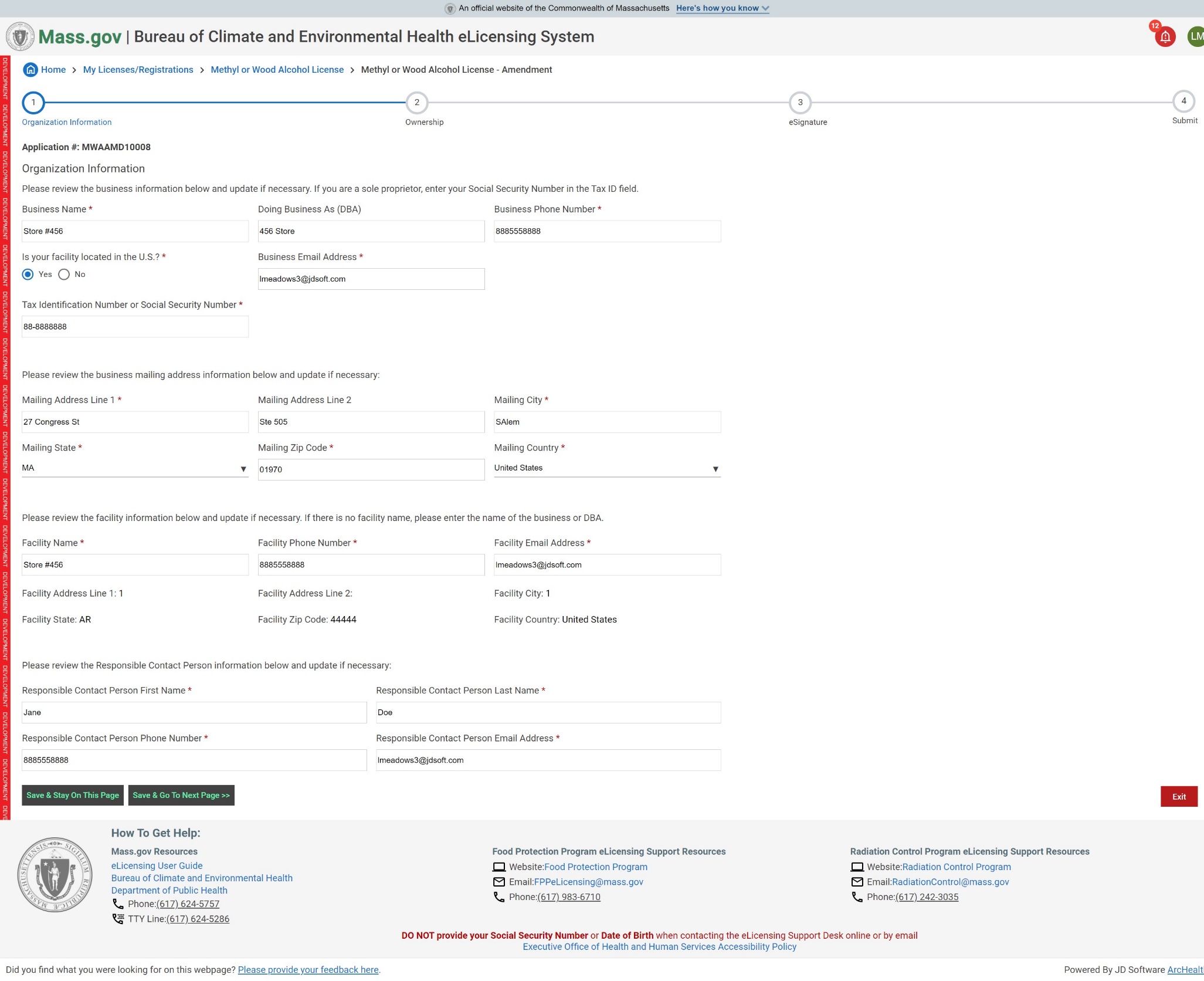


List of Amendment Applications

**Step 3:** Click the “Start Application” button.

Start Application button

**Step 4:** Continue through the amendment application following the instructions on each page, completing the required fields, and uploading the required documents (if applicable).



Amendment Application page

**Step 5:** If applicable, you must pay the amendment application fee before you can submit the renewal application. On the Payment page, click the “Pay Fee” button to be directed to the third-party payment vendor’s page.

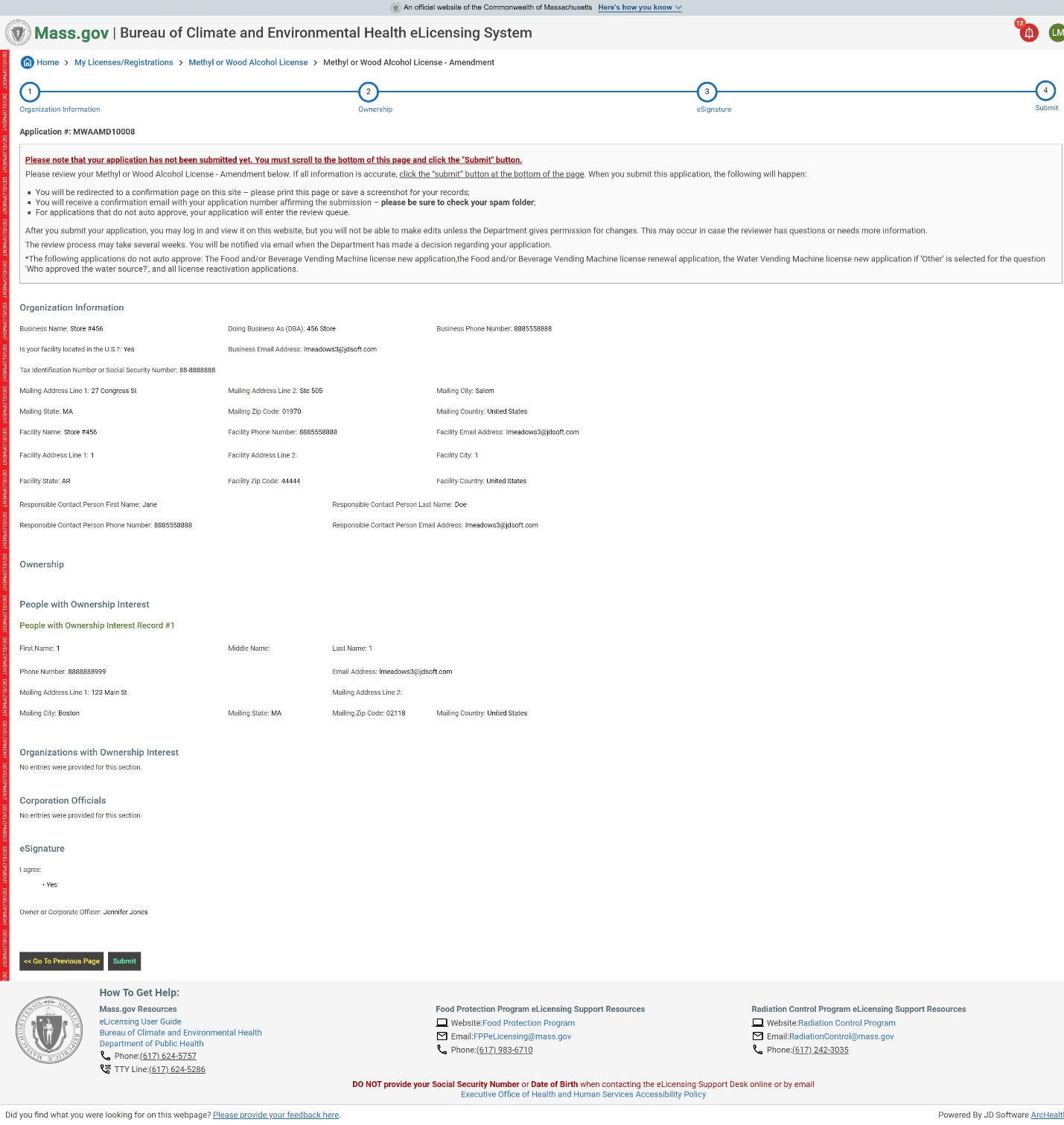
**Step 6:** Complete the payment information, mark the checkbox to agree to the terms and conditions, and click the “Submit Payment” button at the bottom of the page.

**Step 7:** After paying, you will automatically be returned to the licensing system.

Please note, you must submit the amendment application, or it will not be processed.

**Step 8:** Click the “Go to Next Page” button.

**Step 9:** Review the information and click the “Submit” button at the bottom of the page. The final step for every application is to click the “Submit” button to send in the application.

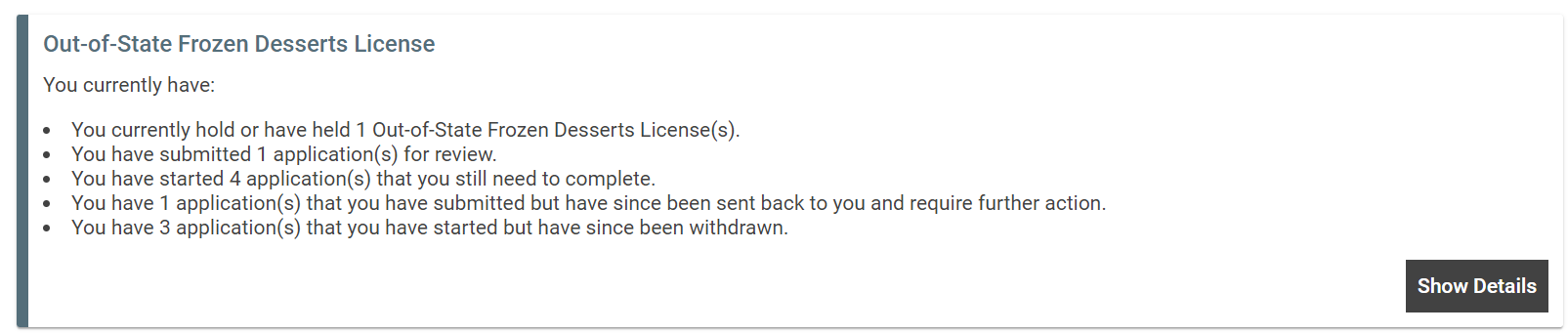


Submit button

## How Do I Print My License Card or Wall Certificate?

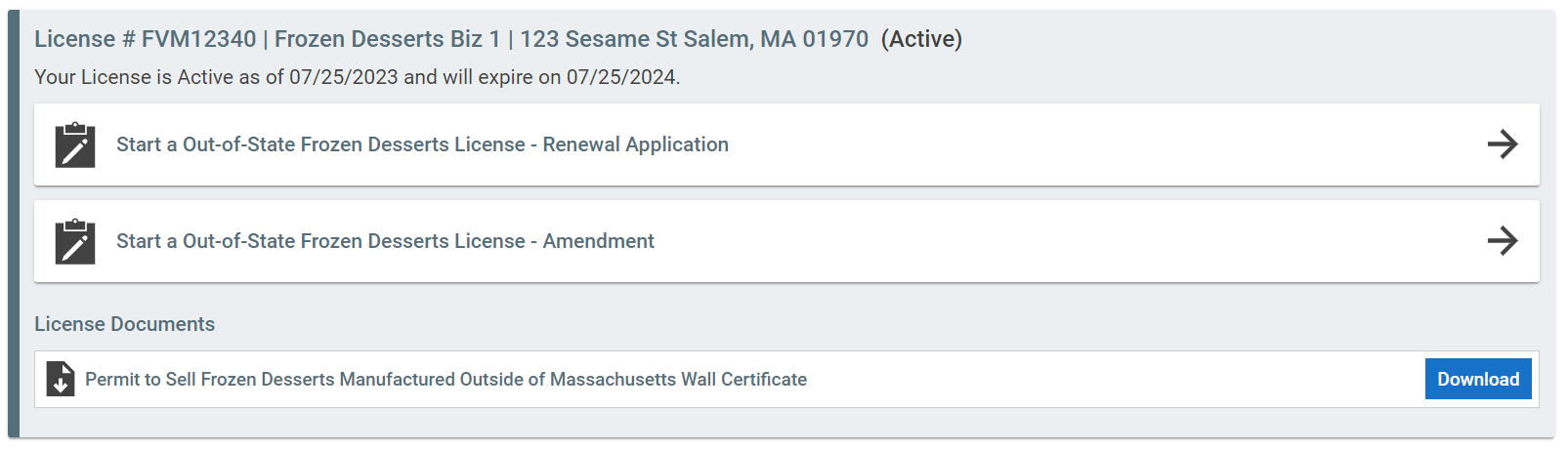
Follow these steps to print your license card or wall certificate:

**Step 1:** Click the “Show Details” button under the respective license.



Show Details button

**Step 2:** In the License Documents section, click the Download button.



License Documents section & Download button