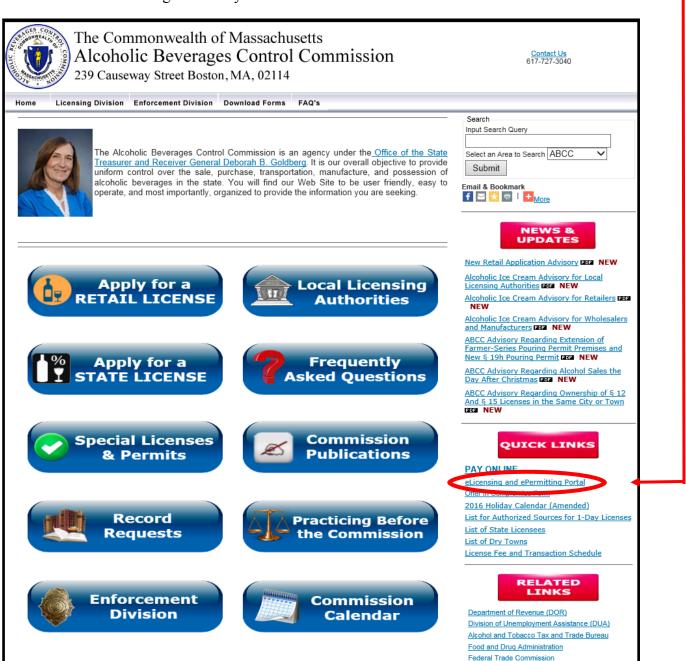
## **Changing a Password**

Once you have created your account in the ePLACE portal, you will be required to change your password every 60 days. If it has been more than 60 days since you last used the system, you will be instructed to change your password the next time you log in.

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 <u>here</u>. Alternatively, you can navigate to the portal through our website: <u>www.mass.gov/abcc</u>. From there, you can click on the link in the lower right side of your screen.



## **Changing a Password**

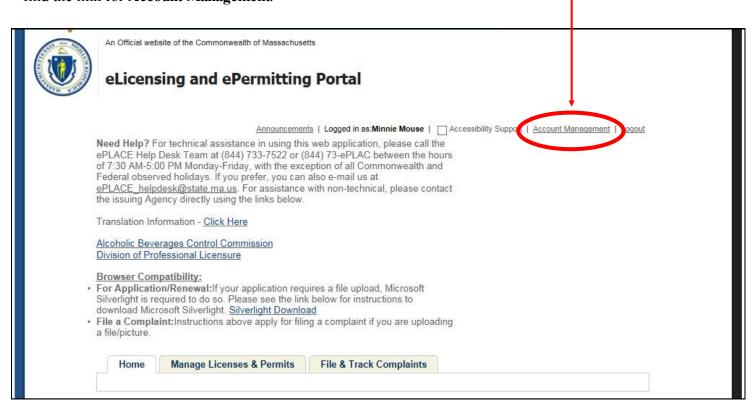
## 2. Log In:

To change your password, log into the system with your current user name and password. Accessibility FAQs State Offices & Courts State A-Z Topics State Forms Mass. Gov An Official website of the Commonwealth of Massachusetts eLicensing and ePermitting Portal File & Track Complaints Manage Licenses & Permits Welcome to the Commonwealth of Massachusetts eLicensing Login and ePermitting Portal User Name or E-mail: The Commonwealth of Massachusetts is pleased to offer access to many licensing and permitting services online. With this Portal, the Commonwealth hopes to help deliver more efficient, convenient, and interactive e-government services. Password: Options for Licensees & Applicants: - Apply for, Renew, or Amend a License or Permit Application Login » - Make Required Payments Online Remember me on this computer I've forgotten my password
New Users: Register for an Account Options for Consumers and the General Public:

#### 2. Home Screen:

You will come to the ePLACE homepage. From here, navigate to the upper right hand side of your screen to find the link for **Account Management**.

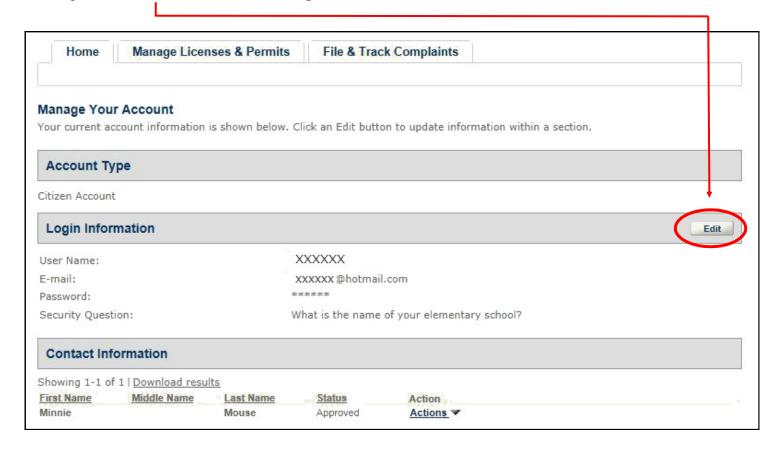
- Check License Status for a Particular Individual or Business Licensee here



# **Changing a Password**

## 2. Account Management:

Navigate to the Edit button next to the Login Information bar.



#### 2. Edit Account Information:

A popup window will appear with some account information pre-filled. Type in your **Old Password** and create a new one in **New Password**. Retype your new password in the **Confirm Password** field and click on **Save**.

