

# 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 [here](#). Alternatively, you can navigate to the portal through our website: [www.mass.gov/abcc](http://www.mass.gov/abcc). From there, you can click on the link in the lower right side of your screen.

The Commonwealth of Massachusetts  
Alcoholic Beverages Control Commission  
239 Causeway Street Boston, MA, 02114

Home Licensing Division Enforcement Division Download Forms FAQ's

The Alcoholic Beverages Control Commission is an agency under the [Office of the State Treasurer and Receiver General Deborah B. Goldberg](#). It is our overall objective to provide uniform control over the sale, purchase, transportation, manufacture, and possession of alcoholic beverages in the state. You will find our Web Site to be user friendly, easy to operate, and most importantly, organized to provide the information you are seeking.

Search  
Input Search Query  
Select an Area to Search ABCC  
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**NEWS & UPDATES**

[New Retail Application Advisory PDF NEW](#)  
[Alcoholic Ice Cream Advisory for Local Licensing Authorities PDF NEW](#)  
[Alcoholic Ice Cream Advisory for Retailers PDF NEW](#)  
[Alcoholic Ice Cream Advisory for Wholesalers and Manufacturers PDF NEW](#)  
[ABCC Advisory Regarding Extension of Farmer-Series Pouring Permit Premises and New § 19h Pouring Permit PDF NEW](#)  
[ABCC Advisory Regarding Alcohol Sales the Day After Christmas PDF NEW](#)  
[ABCC Advisory Regarding Ownership of § 12 And § 15 Licenses in the Same City or Town PDF NEW](#)

**QUICK LINKS**

**PAY ONLINE**  
[eLicensing and ePermitting Portal](#)  
[Offer in Commencement](#)  
[2016 Holiday Calendar \(Amended\)](#)  
[List for Authorized Sources for 1-Day Licenses](#)  
[List of State Licensees](#)  
[List of Dry Towns](#)  
[License Fee and Transaction Schedule](#)

**RELATED LINKS**

[Department of Revenue \(DOR\)](#)  
[Division of Unemployment Assistance \(DUA\)](#)  
[Alcohol and Tobacco Tax and Trade Bureau](#)  
[Food and Drug Administration](#)  
[Federal Trade Commission](#)

**Apply for a RETAIL LICENSE**  
**Local Licensing Authorities**  
**Apply for a STATE LICENSE**  
**Frequently Asked Questions**  
**Special Licenses & Permits**  
**Commission Publications**  
**Record Requests**  
**Practicing Before the Commission**  
**Enforcement Division**  
**Commission Calendar**

# Changing a Password

## 2. Log In:

To change your password, log into the system with your current user name and password.

Mass.gov State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

## eLicensing and ePermitting Portal

Home Manage Licenses & Permits File & Track Complaints

**Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal**

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.

**Options for Licensees & Applicants:**

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

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

- Check License Status for a Particular Individual or Business Licensee [here](#)

**Login**

User Name or E-mail:

Password:

Login »

☐ Remember me on this computer

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

## 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**.

An Official website of the Commonwealth of Massachusetts

## eLicensing and ePermitting Portal

Announcements | Logged in as: Minnie Mouse | Accessibility Support | **Account Management** | Logout

**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 Federal observed holidays. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us). For assistance with non-technical, please contact the issuing Agency directly using the links below.

Translation Information - [Click Here](#)

[Alcoholic Beverages Control Commission](#)  
[Division of Professional Licensure](#)

**Browser Compatibility:**

- **For Application/Renewal:** If your application requires a file upload, Microsoft Silverlight is required to do so. Please see the link below for instructions to download Microsoft Silverlight. [Silverlight Download](#)
- **File a Complaint:** Instructions above apply for filing a complaint if you are uploading a file/picture.

Home Manage Licenses & Permits File & Track Complaints

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## 2. Account Management:

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

The screenshot shows the 'Manage Your Account' page. At the top are tabs for 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below is the 'Manage Your Account' section with a sub-header 'Account Type' showing 'Citizen Account'. The 'Login Information' section is highlighted, and a red circle with an arrow points to the 'Edit' button. Below this, fields for 'User Name', 'E-mail', 'Password', and 'Security Question' are shown. At the bottom, a table lists account information for 'Minnie Mouse' with a status of 'Approved' and an 'Actions' dropdown.

First Name	Middle Name	Last Name	Status	Action
Minnie		Mouse	Approved	Actions ▼

## 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**.

The screenshot shows a 'Login Information' popup window. It contains fields for 'User Name', 'E-mail Address', 'Old Password', 'New Password', 'Confirm Password', 'Select a Security Question', and 'Answer'. A 'Password Strength' indicator is shown below the password fields. At the bottom are 'Save' and 'Back to Account Management' buttons.

### Reminder

Your password must contain 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