



Home Improvement Contractor (HIC) Program

Contractor Guide MA Contractor Hub Portal



Quick Reference Guide

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Overview

This document outlines for contractors and subcontractors (who perform home improvement work on an existing, occupied one-to-four-unit residential property in MA, per [General Law - Part I, Title XX, Chapter 142A, Section 1](#)) how to navigate the [MA Contractor Hub](#) to view their Home Improvement Contractors (HIC) Program registration information, register or renew registration, pay fines or fees, and request a registration or supplemental registration card.

Documentation Required for Registration

- Contractors who do business under a fictitious name are required to provide a DBA Certificate from their city or town.
- Corporations, LLCs, PARTNERSHIPS, LLPs, or TRUSTs are required to submit the documentation that was filed with the MA Secretary of Commonwealth Corporations Division. Note, for PARTNERSHIPS, please include your Partnership Agreement.
- Out of state corporations are required to submit foreign corporation certificate of registration from the MA Secretary of the Commonwealth.

Types of Contractor Registration Application

- **New HIC Registration:** Applying for registration for the first time
- **Renewing Registration:** Renewing registration *before* the expiration date
- **Re-Applying for Registration:** Applying for registration *after* prior registration's expiration date.

Mass.gov Resources

- [Home Improvement Contract Requirements, Details, and Sample Language](#)
- [Home Improvement Contractors \(HIC\) guide](#)
- [Contractor Resources for HIC Program - Mass.gov Website](#)
- [Home Improvement Contractor \(HIC\) Program - Mass.gov Webpage](#)
- [Office of Consumer Affairs and Business Regulation \(OCABR\) - Mass.gov Webpage](#)
- [Mass Consumer Affairs Blog](#)

Contact Us



Phone

- Consumer Hotline [617-973-8787](tel:617-973-8787)
- 9 AM-4:30 PM
- Toll-free consumer hotline [888-283-3757](tel:888-283-3757)



Address

- 1 Federal Street
Suite 0720
Boston, MA 02110-2012
- [Directions](#)

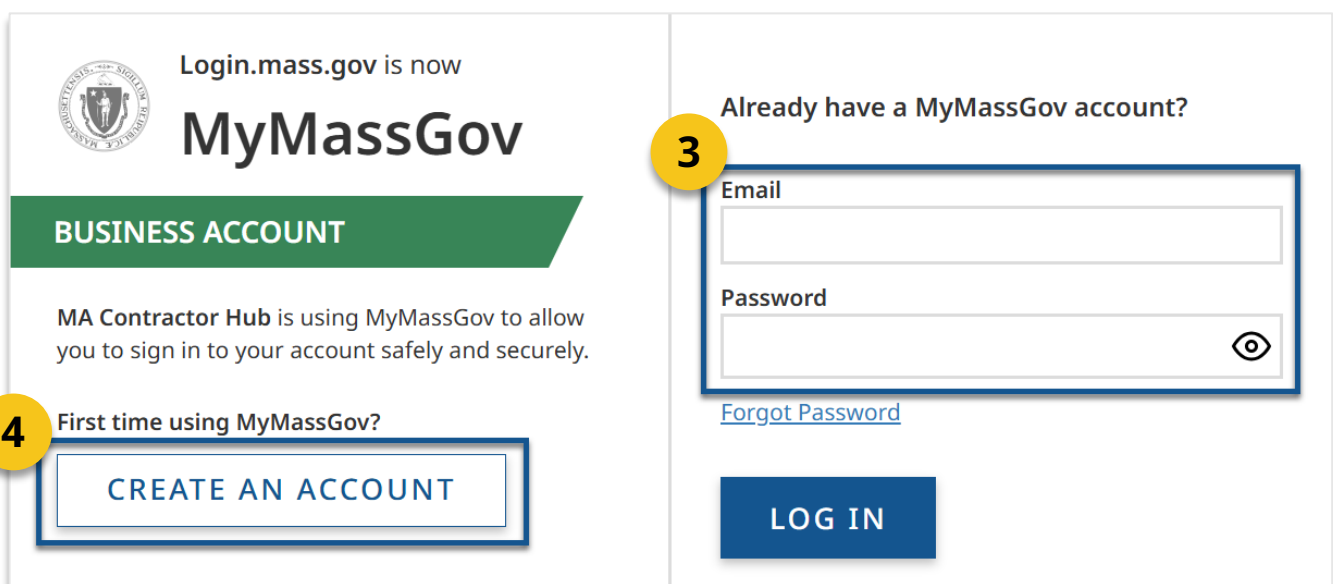
01 | How to Sign In to the MA Contractor Hub – Page 1

- 1** Open the [MA Contractor Hub](#), which you can get to from the [Home Improvement Contractor \(HIC\) Program page](#) on the Mass.gov website.
- 2** Click on “Contractor Log in” to access contractor services.
- 3** Enter your MyMassGov account email and password.
Follow the on-screen instructions to verify your account.



First time logging into MyMassGov, or don't have a MyMassGov account?

- 4** After clicking on “Contractor Log in”, click on “Create An Account” on the left side of the page.



01 | How to Sign In to the MA Contractor Hub – Page 2

5 Enter in your email and **click** “Send Verification Code”.

Enter in the verification code sent to your provided email and **click** “Verify”.

6 Enter your First and Last Name, then **create** a password. Click “Create an Account”.

Follow the prompts to set up multi-factor authentication (MFA). Phone option is recommended.

Log in to your account.

⚠ Important: If you have an existing or prior HIC registration, **click** on “My Account” and **verify** your prior registration information is *correct*. If you do not see the expected registration information, **contact** HICRegistration@mass.gov.



BUSINESS ACCOUNT

5 Create your account

Step 1 of 3: Verify your email

Email

SEND VERIFICATION CODE

BUSINESS ACCOUNT

6 Create your account

Step 2 of 3: Add account details

Email

First Name

Last Name

CONTINUE

Create your account

Step 3 of 3: Set up your password

Email

New Password

Password Rules

- ✓ Between 8 and 64 characters
- ✓ Must meet at least three of the following requirements:
 - Contains a special character (e.g., @ # \$ % ^ & *)
 - Contains a number
 - Contains an uppercase character
 - Contains a lowercase character

Confirm New Password

CREATE AN ACCOUNT

02 | How to Navigate the MA Contractor Hub – Page 1

MA Contractor Hub Home Page (Desktop)

You must [log in](#) to access this portal.

View details about your business account and related team members, active / past registration applications, and current / past registrations.

Search HIC Contractors

Perform arbitration-specific actions

View or **edit** your MA Contractor Hub user profile. **Logout.**

View notifications



Welcome to the Massachusetts Home Improvement Contractor (HIC) Program's service hub! What would you like to do today?

Renew an existing HIC Registration or **Re-Apply.**

Apply for a New HIC Registration.



Apply for New Registration



Renew My Registration



Manage My Account



Generate a Registration Card



Pay My Balance



View Contractor Resources

View and **update** any business account details; for example, updating business address.

Generate your HIC Registration Card.

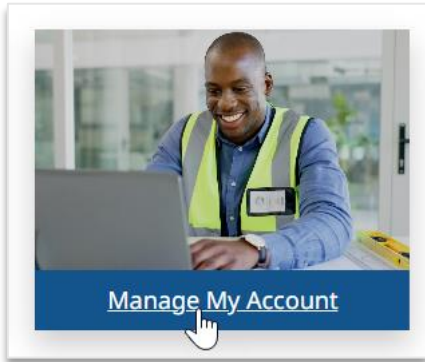
Or

Complete payment for registration fees or any fines.

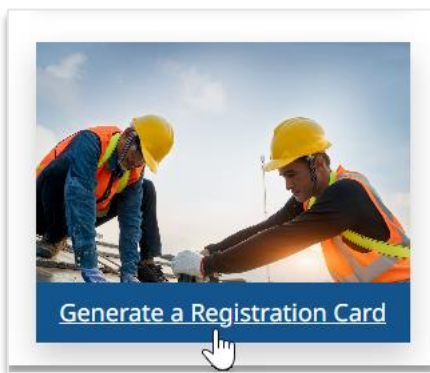
Access contractor resources on Mass.gov website.

Request a Supplemental HIC Registration Card.

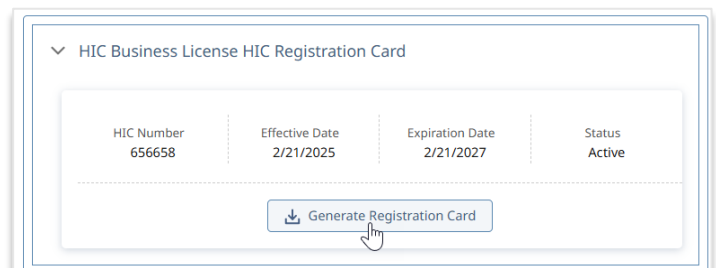
02 | How to Navigate the MA Contractor Hub – Page 2



Note: when updating addresses as a company or an individual with a DBA, you will need additional documentation from the MA Secretary of the Commonwealth or updated DBA certificate.



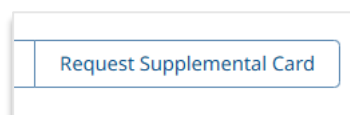
Note: When generating a **Registration Card**, **select** the relevant business “Account Name”, then **click** “Generate Registration Card” on the account page.



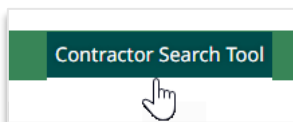
Important: Only the contractor employee identified as the **Responsible Person** on the contractor business account are permitted to generate & download the HIC Registration card and request Supplemental Cards

If the **Responsible Person** is incorrectly listed on your account, contact ***HICRegistration@mass.gov***.

To request a **Supplemental Registration Card**, instead click the “Request Supplemental Card” button at the top right of the page. Complete the required information (\$10 fee per Supplemental Card).



Note: your card may take up to 1-min to generate.




Note: You can **search** HIC Contractors by business name or HIC registration number.

03 | How to Apply for a New HIC Registration – Page 1

New HIC Registration

Applying for Registration for the first time.

- 1  **Log in** to the [MA Contractor Hub](#).
Follow the on-screen instructions to verify your account.

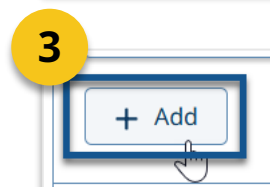
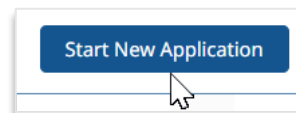
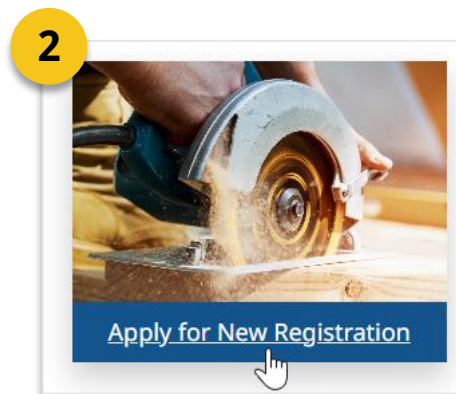
First time logging into MyMassGov? See [How to Sign In to the MA Contractor Hub](#).

- 2 On the **MA Contractor Hub** home page,
Click on “Apply for New Registration”.
Click on “Start New Application”.

Note registration fee and payment information on the application.

- 3 **Complete** all required fields on all pages.
Note, you *must* have a Responsible Person indicated. **Add** additional supplemental employees on the same page via the “Add” button at the bottom.

- 4 **Upload** required documentation. (See below.)



If you do not provide the required documents, the time it takes to process your application will be significantly delayed. Please upload the smallest file size when possible.

Required documentation for upload:

- Contractors who do business under a fictitious name are required to provide a DBA Certificate from their city or town.
- Corporations, LLCs, PARTNERSHIPS, LLPs, or TRUSTs are required to submit the documentation that was filed with the MA Secretary of Commonwealth Corporations Division. Note, for PARTNERSHIPS, please include your Partnership Agreement.
- Out of state corporations are required to submit foreign corporation certificate of registration from the MA Secretary of the Commonwealth.

03 | How to Apply for a New HIC Registration – Page 2

5 Click “Save and Review”. **Review** all application details for accuracy.

If an edit is needed, **click** “Update Application”, **make** updates, and **click** “Save and Review” again.

Note: The application will remain in “Draft” status until submitted.

Tip: To return to your application at any time, **click** on “My Applications” on the toolbar at the top of the page.

My Applications

6 Click Submit.
Complete all on-screen attestations.
Apply Electronic Signature, and **submit**.

Important:

Your application will be reviewed by the HIC team. An HIC Staff member will reach out via email if more information is needed (see right).

If or when your application is approved, you will be notified via email with the calculated **registration fee**.

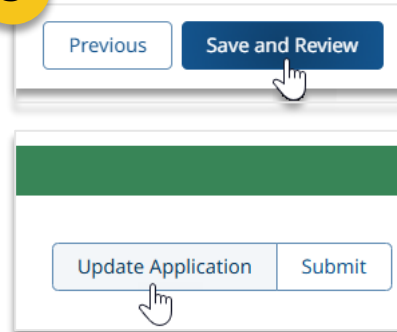
Please note that your registration is not effective until you pay this fee.

Tip: You can check your application status and registration status on the MA Contractor Hub via the toolbar at the top of the screen.

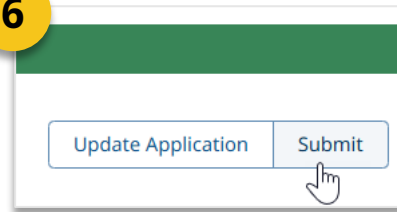
My Applications

My Registrations

5



6



* Enter your Name

* Today's Date

*All communications from HIC staff will be sent via email. For registration-specific information, please look for emails from **HICRegistration@mass.gov**.*


To ensure you receive all notifications and communications, please check your spam or junk folders regularly.

*Mark **HICRegistration@mass.gov** as a 'Trusted Sender' to avoid missing any important updates.*

04 | How to Renew Your HIC Registration – Page 1

Renewal: *Renewing Registration before the expiration date.*

Re-Application: *Renewing Registration after prior Registration's expiration date.*

- 1  **Log in** to the [MA Contractor Hub](#).
Follow the on-screen instructions to verify your account.

First time logging into MyMassGov? See [How to Sign In to the MA Contractor Hub](#).

- 2 On the **MA Contractor Hub** home page, **Click** "Renew My Registration".

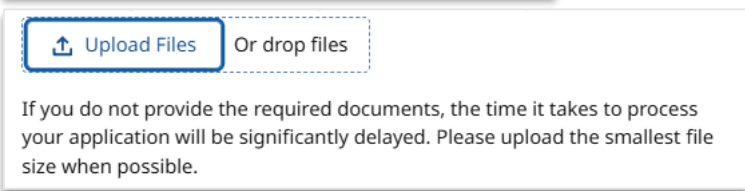
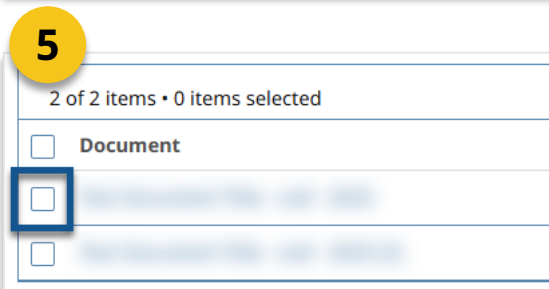
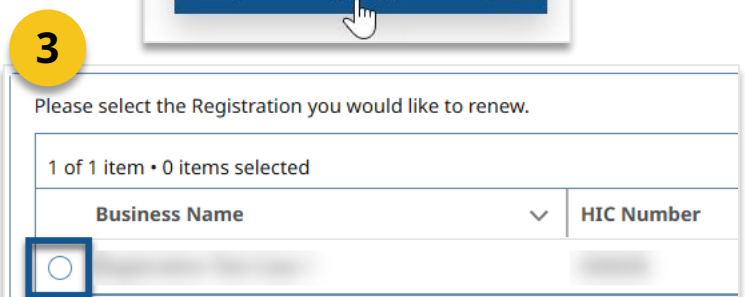
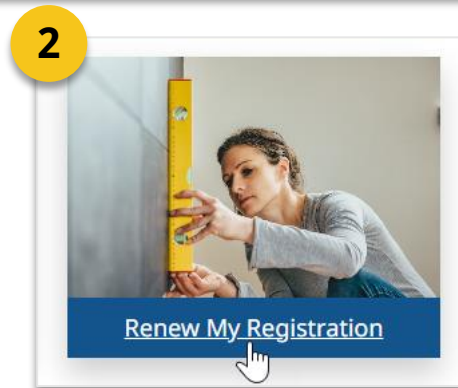
- 3 **Select** the Registration you would like to renew, and **click** "Next".

- 4 **Review** all required fields on all pages and **ensure** all information is up to date.

- 5 **Review** the documentation previously provided.

To remove any documentation from prior registration that is out of date, **check** the box to the left of document.

Upload any new documentation beneath. (See requirements below.)



Required documentation for upload:

- Contractors who do business under a fictitious name are required to provide a DBA Certificate from their city or town.
- Corporations, LLCs, PARTNERSHIPS, LLPs, or TRUSTs are required to submit the documentation that was filed with the MA Secretary of Commonwealth Corporations Division. Note, for PARTNERSHIPS, please include your Partnership Agreement.
- Out of state corporations are required to submit foreign corporation certificate of registration from the MA Secretary of the Commonwealth.

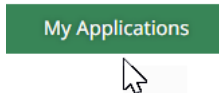
04 | How to Renew Your HIC Registration – Page 2

6 Click “Save and Review”. **Review** all application details for accuracy.

If an edit is needed, **click** “Update Application”, **make** updates, and **click** “Save and Review” again.

Note: The application will remain in “Draft” status until submitted.

Tip: To return to your application at any time, **click** on “My Applications” on the toolbar at the top of the page.



7 Click Submit.
Complete all on-screen attestations.
Apply Electronic Signature, and **submit**.

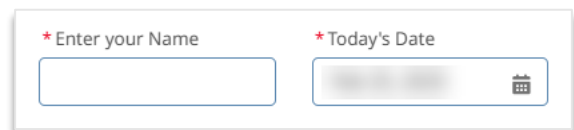
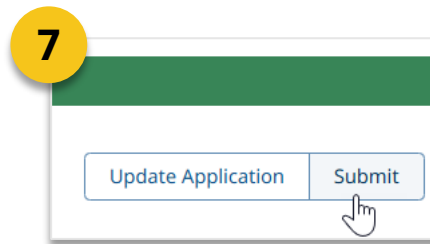
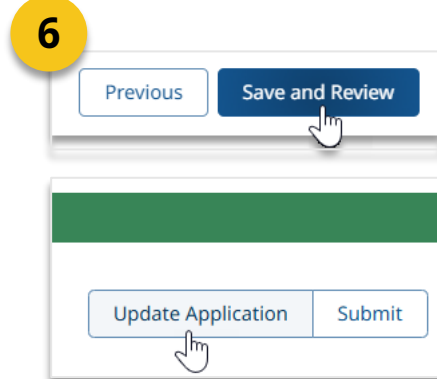
Important:

Your application will be reviewed by the HIC team. An HIC Staff member will reach out via email if more information is needed (see right).

If or when your application is approved, you will be notified via email with the calculated **renewal fee**.

Please note that your registration will not be renewed until you pay this fee.

Tip: You can check your application status and registration status on the MA Contractor Hub via the toolbar at the top of the screen.




*All communications from HIC staff will be sent via email. For registration-specific information, please look for emails from **HICRegistration@mass.gov**.*

To ensure you receive all notifications and communications, please check your spam or junk folders regularly.

*Mark **HICRegistration@mass.gov** as a 'Trusted Sender' to avoid missing any important updates.*

05 | How to Pay Registration Fees or Fines – Page 1

Only the Responsible Person on an account can view and pay Fees or Fines.

- 1  **Log in** to the [MA Contractor Hub](#).
Follow the on-screen instructions to verify your account.

First time logging into MyMassGov? See [How to Sign In to the MA Contractor Hub](#)

- 2 On the **MA Contractor Hub** home page,
Click “Pay My Balance”.

- 3 **Select** an account that you want to make a payment towards.

Note: Only the accounts that you are the responsible person for will be visible.

If you have a **payment plan** on an account, you will see an option to choose a payment type, where you can **select** “View and Pay My Plans” and **select** one installment to pay.

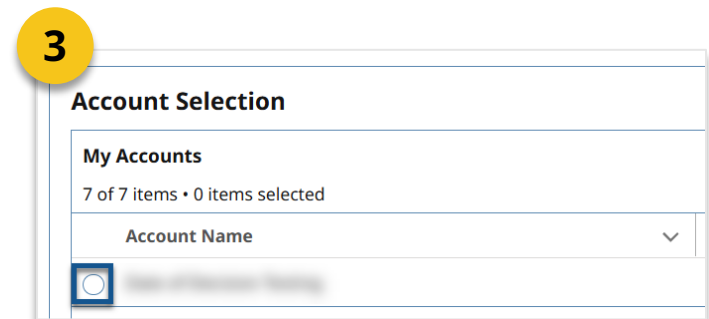
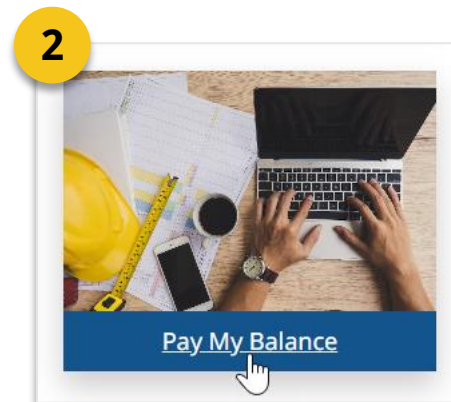
Click “Next” to view all Outstanding Fines and Outstanding Registration Fees.

 **Important:**

For your convenience, please make payments online via the MA Contractor Portal via **debit card, credit card, or bank account**.

If unable to pay electronically, payment by **certified bank check** or **money order** can be accepted.

Any other form of payment, including cash, or personal or business checks, are **not accepted**.



05 | How to Pay Registration Fees or Fines – Page 2

Making an electronic payment

4 Select which Payments to pay.

Tip: To view any balances you owe in greater detail, you can view them under “My Payments” in the toolbar.

Click “Proceed to Payment”.

5 Enter in the “Amount to Pay”.
Click “Proceed to Payment”.
Review your selections and click “Pay.”

You will be directed to our payment process partner in a new tab to complete payment.

*There you will **enter** in the information for your debit card, credit card, or a bank account.*

***Submit** payment, and **print** the receipt for your records.*

6 Click back on the MA Contractor Hub tab, and click “Finish”. The payment is now posted to your account and deducted from owed any fines or fees.

Select any other accounts to make any additional payments, as applicable.

You will receive an automated payment confirmation email.

4

The screenshot shows a web interface with two sections: 'Outstanding Fines' and 'Outstanding Registration Fees'. The 'Outstanding Fines' section shows '0 of 0 items • 0 items selected' and a table with columns 'Payment' and 'Payment Reason', with 'No items to display.' below it. The 'Outstanding Registration Fees' section shows '1 of 1 item • 0 items selected' and a table with columns 'Payment' and 'Payment Reason'. One item is listed: 'Supplemental Card Fee - CJ Farber' with a payment reason of 'Additional Supplemental Card Request'. A blue box highlights the checkbox in the 'Payment' column for this item.

5

Review Your Selections

To pay by check or money order, please send it to

The screenshot shows a 'Review Your Selections' form. It includes fields for 'Selected Payment Name', 'Payment Reason', 'Complaint', and 'Current Balance'. The 'Current Balance' is \$2,000.00. Below this, the '* Amount To Pay' is also \$2,000.00, which is highlighted with a blue box.

6

The screenshot shows two buttons: 'Previous' and 'Finish'. The 'Finish' button is highlighted with a blue box.

05 | How to Pay Registration Fees or Fines – Page 3

Paying by certified bank check or money order

- 4** Make any certified bank check or money order payable to the *Commonwealth of Massachusetts*.

Mail any certified bank checks or money order to the Office of Consumer Affairs and Business Regulation (OCABR):

Registration fees or supplemental card fees:

**Attn: HIC Registration
Office of Consumer Affairs and
Business Regulation
1 Federal Street, Suite 0720
Boston MA 02110-2012**

Fines related to complaint hearings:

**Attn: HIC Complaints
Office of Consumer Affairs and
Business Regulation
1 Federal Street, Suite 0720
Boston MA 02110-2012**

Guaranty Fund debt payments:

**Attn: HIC Guaranty Fund
Office of Consumer Affairs and
Business Regulation
1 Federal Street, Suite 0720
Boston MA 02110-2012**

Note, HIC team will update your payment status upon receipt of check/money order and send you a confirmation email.