

Home Improvement Contractor (HIC) Program

Contractor Guide MA Contractor Hub Portal Quick Reference Guide

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Office of Consumer Affairs and Business Regulation (OCABR)

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 <u>General Law - Part I, Title XX, Chapter 142A, Section 1</u>) how to navigate the <u>MA</u> <u>Contractor Hub</u> 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
- <u>Home Improvement Contractors (HIC) guide</u>
- 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 <u>617-973-8787</u>
 - Toll-free consumer hotline
 <u>888-283-3757</u>
- Address
 - 1 Federal Street Suite 0720 Boston, MA 02110-2012
 - Directions

Quick Reference Guide

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

- 1 Open the <u>MA Contractor Hub</u>, which you can get to from the <u>Home Improvement Contractor</u> (<u>HIC</u>) 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<u>t</u> have a MyMassGov account?

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

Login.mass.gov is now MyMassGov BUSINESS ACCOUNT	Already have a MyMassGov account?
MA Contractor Hub is using MyMassGov to allow you to sign in to your account safely and securely.	Password
4 First time using MyMassGov?	Forgot Password
CREATE AN ACCOUNT	LOG IN

5

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

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

Create your account

Step 1 of 3: Verify your email

Email

6

SEND VERIFICATION CODE

BUSINESS ACCOUNT Create your account

Step 2 of 3: Add account details Email

First Name

Last Name

CONTINUE



CREATE AN ACCOUNT

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

MA Contractor Hub Home Page (Desktop)

You must <u>log in</u> to access this portal.



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.



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.*

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

LUC March an	Effective Date	Euclidian Data	Charles
HIC Number	Effective Date	Expiration Date	Status
656658	2/21/2025	2/21/2027	Active

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 <u>MA Contractor Hub</u>. 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



HIC Number

2

3

4

5

04 | How to Renew Your HIC Registration – Page 1

Renewal: Renewing Registration before MA contractor HUB the expiration date. **Re-Application:** *Renewing Registration* after prior Registration's expiration date. 2 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. **Renew My Registration** 3 On the **MA Contractor Hub** home page, Please select the Registration you would like to renew. **Click** "Renew My Registration". 1 of 1 item • 0 items selected **Business Name Select** the Registration you would like to renew, and click "Next". 5 **Review** all required fields on all pages and ensure all information is up to 2 of 2 items • 0 items selected date. Document **Review** the documentation previously provided. To remove any documentation from prior registration that is out of date, ▲ Upload Files Or drop files **check** the box to the left of document. If you do not provide the required documents, the time it takes to process Upload any new documentation your application will be significantly delayed. Please upload the smallest file size when possible. 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.
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04 | How to Renew Your HIC Registration – Page 2



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 <u>MA Contractor Hub</u>. 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**.







Quick Reference Guide

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

Making an electronic payment

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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.

 Outstanding Fines 		
0 of 0 items • 0 items selected		
Payment	~	Payment Reason
		No items to displa
 Outstanding Registration Fees 		
Outstanding Registration Fees of 1 item • 0 items selected		
Outstanding Registration Fees 1 of 1 item • 0 items selected Payment	~	Payment Reason

eview Your Selections				
o pay b	y check or r	noney orde	r, please send it i	
Selecte	d Payment N	lame		
Payme	nt Reason			
Comp	aint			
Curren	t Balance			



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

Paying by certimed bank check or money order

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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.