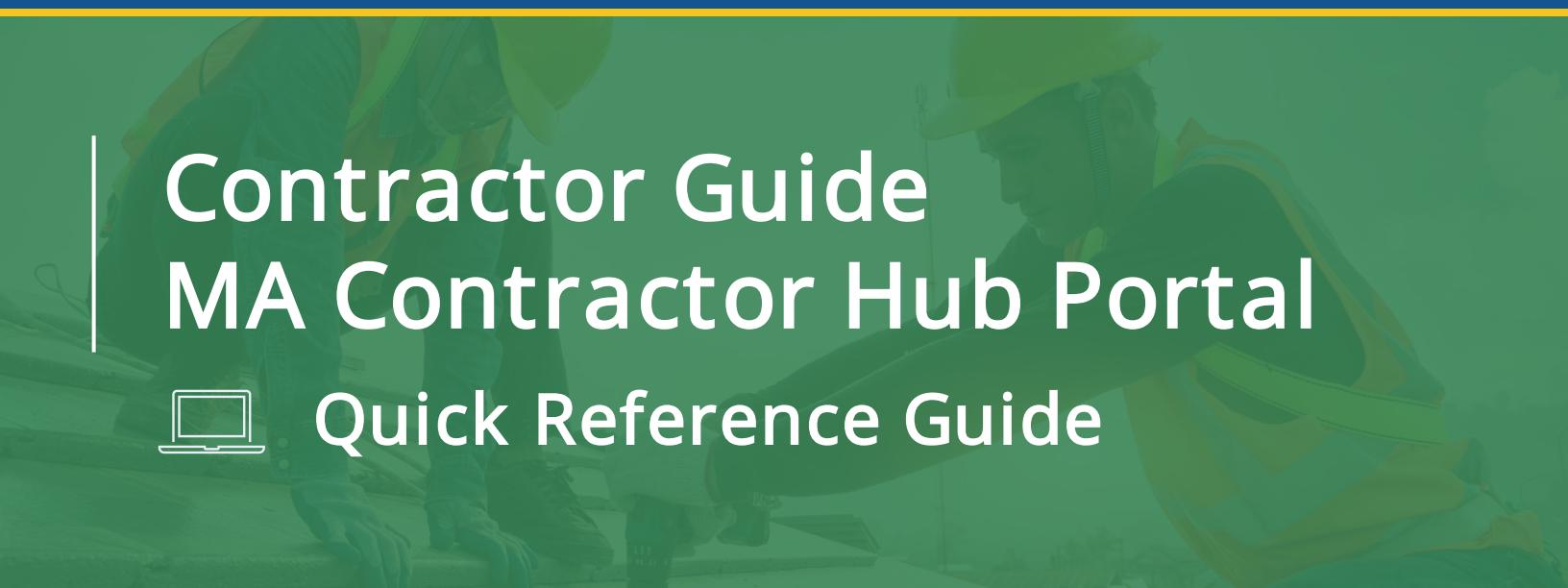




# Home Improvement Contractor (HIC) Program

## Contractor Guide MA Contractor Hub Portal



 Quick Reference Guide

## Contents

- 01 | [How to Sign In to the MA Contractor Hub as a Contractor](#)
- 02 | [How to Navigate Your MA Contractor Hub](#)
- 03 | [How to Apply for a New HIC Registration](#)
- 04 | [How to Renew Your HIC Registration](#)
- 05 | [How to Pay Registration Fees or Outstanding Fines](#)



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 [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)



#### ▪ Address

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

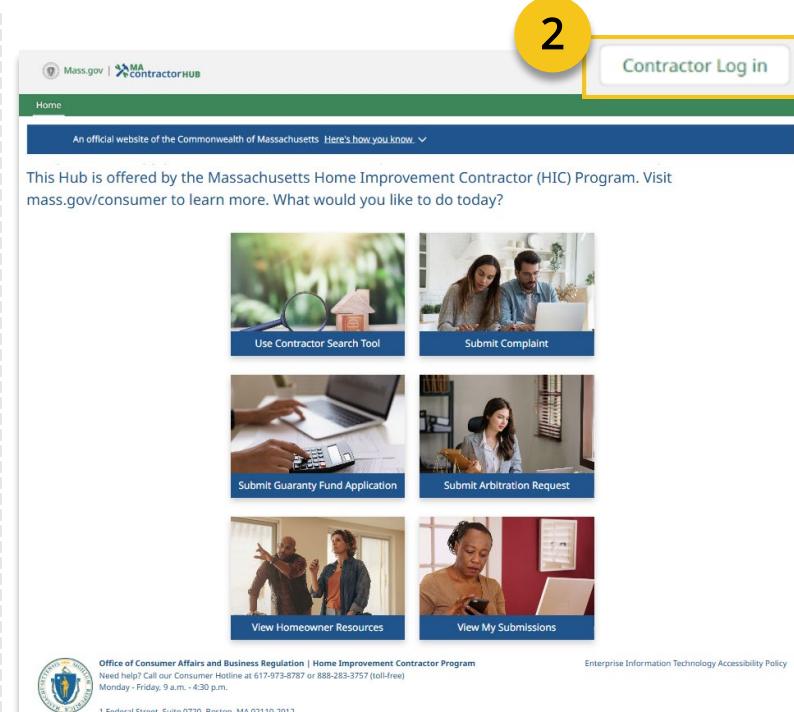
## 01 | How to Sign In to the MA Contractor Hub – Page 1

**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.

Login.mass.gov is now  
**MyMassGov**

**BUSINESS ACCOUNT**

MA Contractor Hub is using MyMassGov to allow you to sign in to your account safely and securely.

**4** First time using MyMassGov?  
**CREATE AN ACCOUNT**

Already have a MyMassGov account?

Email

Password

[Forgot Password](#)

**LOG IN**

## 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](mailto:HICRegistration@mass.gov).



### BUSINESS ACCOUNT

#### Create your account

Step 1 of 3: Verify your email

Email

**SEND VERIFICATION CODE**

### BUSINESS ACCOUNT

#### 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**

The screenshot shows the MA Contractor Hub Home Page. At the top, there is a navigation bar with links: Home, My Accounts, My Team, My Applications, My Registrations, Contractor Resources, Contractor Search Tool (highlighted with a yellow box), Submit an Arbitration Request, and My Arbitration Submissions. Below the navigation bar, a welcome message reads: "Welcome to the Massachusetts Home Improvement Contractor (HIC) Program's service hub! What would you like to do today?" Below this message are nine service options arranged in a 3x3 grid, each with an image and a blue button:

- Apply for New Registration
- Renew My Registration
- Manage My Account
- Generate a Registration Card
- Pay My Balance
- View Contractor Resources

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

**Apply** for a New HIC Registration.

Generate your HIC Registration Card.

Or

Request a Supplemental HIC Registration Card.

Complete payment for registration fees or any fines.

Access contractor resources on Mass.gov website.

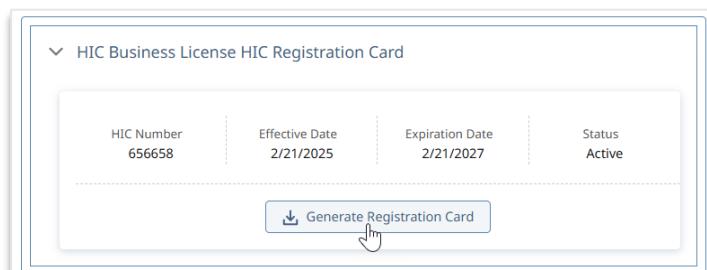
## 02 | How to Navigate the MA Contractor Hub – Page 2



**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.



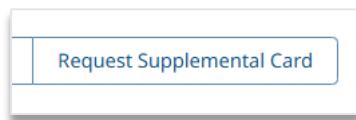
**Note:** When generating a **Registration Card**, select the relevant business "Account Name", then click "Generate Registration Card" on the account page.



**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](mailto: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.)

- 1 
- 2   
[Apply for New Registration](#)
- 3 
- 4   
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).

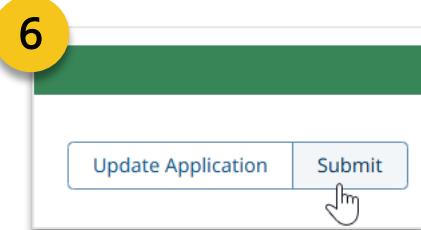
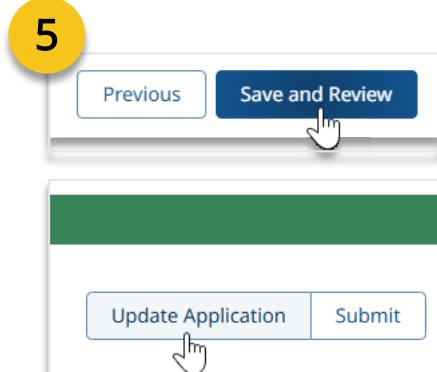
If or when your application is approved, you will be notified via email with the calculated **registration fee**.

**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



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

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

*Mark [HICRegistration@mass.gov](mailto: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.

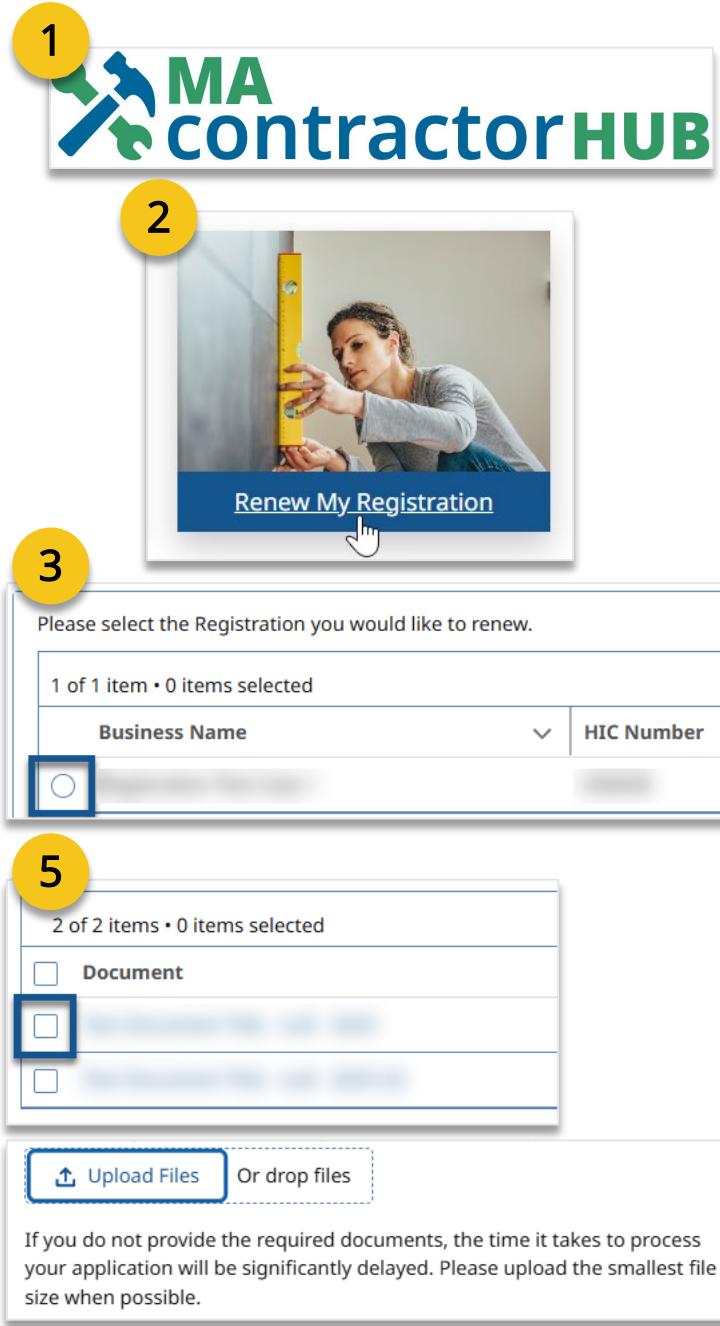
- 1  Log in to the [MA Contractor Hub](#).  
Follow the on-screen instructions to verify your account.

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.



1

MA contractorHUB

2

Renew My Registration

3

Please select the Registration you would like to renew.

1 of 1 item • 0 items selected

Business Name	HIC Number
<input checked="" type="checkbox"/> O	

5

2 of 2 items • 0 items selected

Document
<input checked="" type="checkbox"/>
<input type="checkbox"/>

Upload Files Or drop files

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.

## 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.

My Applications



**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.

My Applications

My Registrations

**6**

Previous **Save and Review**



Update Application **Submit**



**7**

Update Application **Submit**



\* 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](mailto:HICRegistration@mass.gov).*

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

*Mark [HICRegistration@mass.gov](mailto: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.



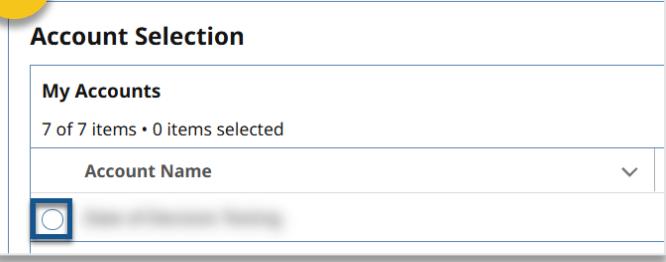
### Important:

You must make payments online via the MA Contractor Portal via **debit card, credit card, or bank account**.

Starting January 5, 2026, the Office of Consumer Affairs and Business Regulation will no longer accept paper checks.



- 2  A photograph showing a person's hands typing on a laptop keyboard. On the desk next to the laptop are a yellow hard hat, a ruler, a smartphone, and a coffee cup. A blue button at the bottom of the screen says "Pay My Balance" with a hand cursor pointing at it.

- 3  A screenshot of a web interface titled "Account Selection". It shows a table with a header "My Accounts" and a sub-header "7 of 7 items • 0 items selected". There is a dropdown menu labeled "Account Name" and a list of accounts. The first account in the list has a blue square icon next to it.

## 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

Outstanding Fines

0 of 0 items • 0 items selected

Payment	Payment Reason
No items to display.	

Outstanding Registration Fees

1 of 1 item • 0 items selected

Payment	Payment Reason
<input checked="" type="checkbox"/> Supplemental Card Fee - CJ Farber	Additional Supplemental Card Request

5

### Review Your Selections

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

Selected Payment Name
Payment Reason
Complaint
Current Balance
\$2,000.00
* Amount To Pay
\$2,000.00

6

Previous	Finish
----------	--------