

# Creating an ePLACE Account

Visitors to ePLACE must create an account in order to access most system features. Creating an account is quick and easy and allows immediate access to the system. Following are step-by-step instructions for creating an ePLACE account.

***Note: Only individuals may register for an ePLACE account. Businesses or other entities are not eligible for an account and should appoint someone from their business to apply on behalf of that business.***

To begin visit <https://licensing21.mass.gov/CitizenAccess/> which will bring you to the home page of the ePlace portal.

## 1. Homepage:

Once you arrive at the ePlace home page, you will see a message welcoming you to the ePlace Portal.

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:

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

## 2. Register for an Account:

In the grey "Login" box, click **New Users: Register for an Account**.

## Creating an ePLACE Account

### 3. Terms of Use:

Please review the terms of use, click the checkbox: “**I have read and accepted the above terms**” and click **Continue Registration**.

The screenshot shows the 'Account Registration' page of the ePLACE system. At the top, there are three tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below the tabs, the page title is 'Account Registration'. A message states: 'You must provide the following information to open an account:'. Below this, there are three input fields: 'User Name and Password', 'Contact Information', and 'E-mail'. A message follows: 'Please review and accept the terms below to proceed.'. Below this is a scrollable text box containing the terms of use. The terms state that users must agree to the following: 1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws. Below the terms, there is a checkbox labeled 'I have read and accepted the above terms.'. At the bottom, there is a 'Continue Registration >' button. Red arrows are drawn on the page: one points from the 'Continue Registration >' button to the left, another points from the checkbox to the left, and a third points from the checkbox to the 'Continue Registration >' button.

Home Manage Licenses & Permits File & Track Complaints

### Account Registration

You must provide the following information to open an account:

User Name and Password  
Contact Information  
E-mail

Please review and accept the terms below to proceed.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws.

☐ I have read and accepted the above terms.

Continue Registration >

## Creating an ePLACE Account

### 4. Log in Information:

Once you have agreed to the terms of use, you will be taken to the **Account Registration Page**.

[Home](#) [Manage Licenses & Permits](#) [File & Track Complaints](#)

**Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal**  
**Enter / Confirm Your Account Information**

\* indicates a required field.

**Login Information**

\* User Name: ?

\* E-mail Address:

\* Password: ?

Password Strength  
Requirements

\* Type Password Again:

\* Select a Security Question: ?

--Select--

\* Answer: ?

**Contact Information**

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this site. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

[Add New](#)

### 5. Create Username and Password:

Please complete the **Login Information** section by creating a username and password. You will also be asked to provide an email address. The required fields are denoted by a red asterisk.

The 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

## Creating an ePLACE Account

### 6. Contact Information:

Each account requires information for at least one Contact person. The **Contact Information** Section should ideally contain the information of the individual that you would like contacted with any questions regarding the application.

The screenshot displays the 'Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal' interface. At the top, there are navigation tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below these, the main heading is 'Enter / Confirm Your Account Information'. A 'Login Information' section is visible, featuring a 'User Name' field with a help icon. A red arrow points from the 'Add New' button in the 'Contact Information' section of the main page to the 'Contact Information' pop-up window. The pop-up window contains the following fields: 'Salutation' (a dropdown menu), '\* First Name' (required), 'Middle Name', '\* Last Name' (required), 'Suffix', 'Title', '\* E-mail' (required), 'Preferred Communication Method' (a dropdown menu), 'Primary Phone', 'Mobile Phone', 'Alternate Phone', and 'Fax Number'. At the bottom of the pop-up, there are three buttons: 'Save and Close', 'Clear', and 'Discard Changes'. A red asterisk indicates a required field.

**Contact Information**

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this site. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

**Add New**

In order to add a contact, please click **Add New** in the Contact Information page and a pop-up window will open. Complete the **Contact Information** section by entering information in the required fields. The required fields are denoted by a red asterisk.

Home Manage Licenses & Permits File & Track Complaints

Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal  
Enter / Confirm Your Account Information

\* indicates a required field.

**Login Information**

\* User Name: ?

**Contact Information**

Salutation: --Select-- \* First Name: Middle Name: \* Last Name: Suffix:

Title:

\* E-mail: Preferred Communication Method: --Select--

Primary Phone: Mobile Phone:

Alternate Phone:

Fax Number:

**Save and Close** **Clear** [Discard Changes](#)

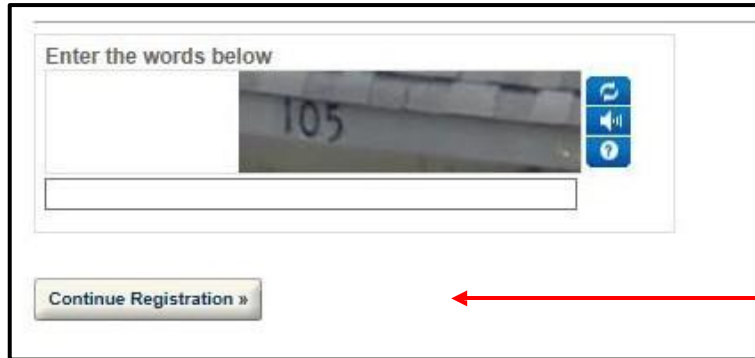
through the application or amendment process with the applicable Agency.

When complete, click **Save and Close**.

## Creating an ePLACE Account

### 7. Confirming Humanity:

Once the Contact Information Section has been completed, you will be returned to the Account Registration page, where you will be asked to enter a word or phrase you see in a picture to ensure you are a valid, human user. Enter the image, then click **Continue Registration**.



Enter the words below

105

Continue Registration »

### 8. Congratulations:

Once you have successfully registered an account, you will be notified with the following message: "Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE. You will receive a confirmation by e-mail."

**Reminder:** If you are a current license or permit holder, **you must link this Portal account to your record before you can complete transactions** such as a renewal or amendment. Instructions on how to link your account to your license are provided here (link back to renew online doc).