

# Creating an ePLACE Account

## 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://licensing.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 displays the 'Account Registration' page of the ePLACE system. At the top, there are three navigation 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 bullet points: 'User Name and Password', 'Contact Information', and 'E-mail'. A second message reads: 'Please review and accept the terms below to proceed.'. A scrollable text box contains the following text: '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:'. Below this, there is a numbered list starting with '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 access law or other laws...'. Below the scrollable box, there is a checkbox with the text 'I have read and accepted the above terms.'. A red arrow points from the 'Continue Registration' button to this checkbox. At the bottom, there is a button labeled 'Continue Registration >'. A red line on the left side of the page connects the 'Continue Registration' button to the 'I have read and accepted the above terms.' checkbox.

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 access 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.

### 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. A minimum of 8 characters
- b. At least 1 upper-case letter
- c. At least 1 number
- d. At least 1 special character
- e. User ID cannot be part of the password.
- f. Cannot be any of your previous 15 password(s)
- g. 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.

#### 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.

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: <input type="text"/>	* First Name: <input type="text"/>	Middle Name: <input type="text"/>	* Last Name: <input type="text"/>	Suffix: <input type="text"/>
Title: <input type="text"/>				
* E-mail: <input type="text"/>	Preferred Communication Method: <input type="text"/>			
Primary Phone: <input type="text"/>	Mobile Phone: <input type="text"/>			
Alternate Phone: <input type="text"/>				
Fax Number: <input type="text"/>				

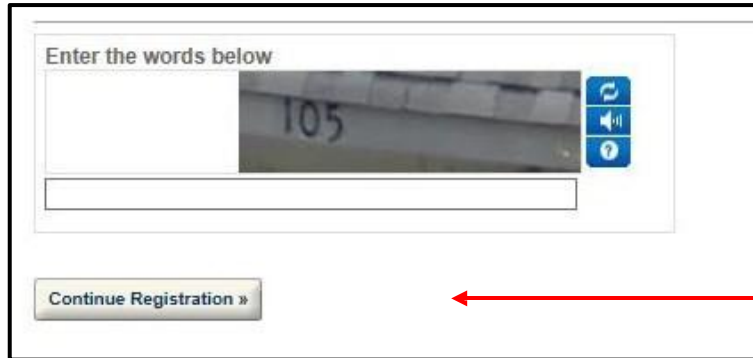
     [Discard Changes](#)

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**.



The screenshot shows a CAPTCHA interface. At the top, it says "Enter the words below". Below this is a text input field. To the right of the input field is a small image of a building with the number "105". To the right of the image are three blue buttons: a refresh button, a volume button, and a help button. Below the input field and image is a "Continue Registration »" button. A red arrow points from the right side of the page towards the "Continue Registration »" button.

### 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).