

Creating an ePLACE Account

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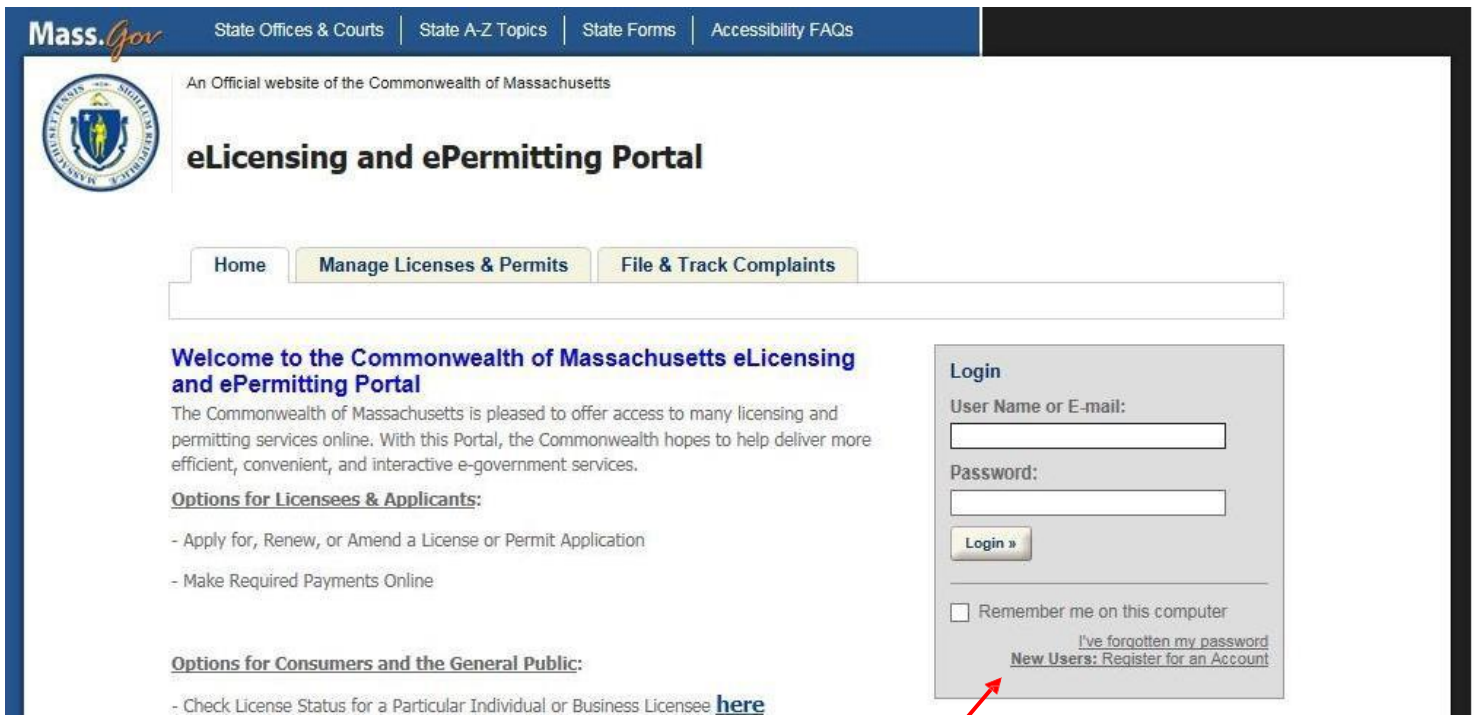
Visitors to ePLACE must create an account in order to access most system features. Creating an account is quick and easy and allows immediate access to the system. Following are step-by-step instructions for creating an ePLACE account.

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://elicensing.mass.gov/CitizenAccess/Default.aspx> 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.



The screenshot shows the homepage of the eLicensing and ePermitting Portal. The header includes the Mass.gov logo and navigation links for State Offices & Courts, State A-Z Topics, State Forms, and Accessibility FAQs. The main content area features a welcome message and a 'Login' box. The 'Login' box contains fields for 'User Name or E-mail' and 'Password', a 'Login' button, and a link for 'New Users: Register for an Account'. A red arrow points to this link.

2. Register for an Account:

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

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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 navigation tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below the tabs is a search bar. The main heading is 'Account Registration'. Underneath, it states: 'You must provide the following information to open an account:'. A list of required information includes 'User Name and Password', 'Contact Information', and 'E-mail'. Below this, it says 'Please review and accept the terms below to proceed.'. A scrollable text box contains the terms of use, starting with '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:'. The first term listed is '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 terms, there is a checkbox labeled 'I have read and accepted the above terms.' and a 'Continue Registration >' button. Red arrows point from the text above to the checkbox and the 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 access law or other laws...

I have read and accepted the above terms.

Continue Registration >

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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

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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 X

Salutation: * First Name: Middle Name: * Last Name: Suffix:

Title:

* E-mail: Preferred Communication Method:

Primary Phone: Mobile Phone:

Alternate Phone:

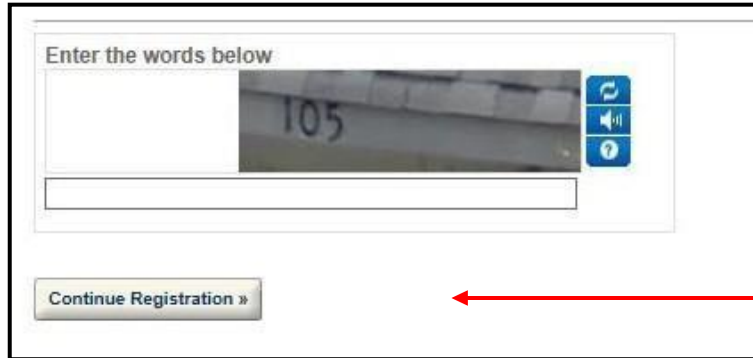
Fax Number:

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

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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

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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).