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A. Registering a New Account in EEA ePLACE

The new EEA ePLACE (Permitting, Licensing, Authorizations, Certifications, and Eligibility) system will allow you to apply for new, renew or amend permits, licenses, certifications, registrations and submit notifications. To view the list of MassDEP’s permits that are eligible for submission through EEA ePLACE, click here.

1. To use the EEA ePLACE system, you will first need to create and register for an account.
2. When you open the home page, the screen will have narrative that explains the system on the left-hand side of the page and a login button on the right-hand side of the screen.
3. If you are a new user, create a new account by clicking on the “New User” link at the bottom of the login block.

4. A screen with the system’s terms of agreement will appear. In order to continue, you will need to read and accept the terms. Then click the “Continue Registration” button.
5. The screen that opens requires you to provide your login information. Please note that any fields that are marked with an asterisk are required to create your account. A valid email address is mandatory.

**Note:** Your password must be 8-20 characters long, have at least one number, one uppercase character, no spaces, and a special character (#, !, *, etc.). You will also be required to select a security question and answer. Be sure to choose a security question and answer that you will remember. This information is critical for you being able to reset your password online.

![Login Information](image)

6. After filling out the login fields, you will be prompted to go to the next section to add contact information. Click on the “Add New” button.

![Contact Information](image)
7. The below screen will pop up. All fields marked with a red asterisk are required. Once the information has been entered, hit ‘Continue’.
   - Make sure that your email address is the same as the one you used at the time of registration.
   - Make sure to enter your LEGAL NAME in the first, middle and last name fields – as this information will be used to print on Permits/Licenses/Notifications/Registrations/Authorization Letters.

8. Once all required information is entered, click “Continue registration”.

![Contact Information Screen](image-url)
9. You have now successfully created a user account in the EEA ePLACE portal! You will be asked to go back to the home page and login into the portal.

B. First Time Users

1. Current users of the EEA ePLACE portal that have created an account will notice that when they login now, they will be required to setup 4 security questions and answers in addition to the previous security question. This is a one-time rule. This will give users a total of 5 security questions and answers. Please make sure that these are questions and answers that you will be able to remember. The questions will appear in random order each time you login.
2. Every time you login, you will provide your username and password on the home screen. The next screen will ask you to answer one of your security questions.

3. Providing the correct answer will log you into your EEA ePLACE account.
4. If an incorrect answer is provided, you will be prompted to try again. After 5 attempts, the user will be locked out of their account and will need to contact the EEA ePLACE help desk for assistance.

![Error Message Image]

C. Account Management

From the Account Management page, Public Users can:

a. [Update Login Information]

b. [Update Contact Information]

c. Add a Delegate Contact
a. **Update Login Information**

1. Once you are logged in to your account, you can edit your Login Information. Click on the “Account Management” link at the top of the page.

2. Click “Edit” button to update login information.
3. The Public User has the ability to update their password and security questions/answers.

   ![Login Information]

b. Update Contact Information
   1. You may edit your contact information by clicking on the “Edit” option available next to your contact.

   ![Contact Information]
2. Update information as shown below.
   Note: Editing your first and last name is not allowed. To make changes, you will have to contact the agency.

   ![Contact Information Form]

   c. Add a Delegate Contact

   For instructions on addition of a delegate contact, click [here](#).
D. Forgotten Password

1. If Public User forgets his password: Click on the “I’ve forgotten my password” link on the Login Page

2. Enter email address used during registration, click continue
3. Answer Security question, click “Send New Password” button

4. The system will send an email containing a temporary password to login.
5. When you log back in with this temporary password, you will be prompted to change your password before you continue.
E. Announcements
Announcements or updates from EEA can be viewed by clicking on the “Announcements” link on the top of the page.

![Image of EEA ePLACE Portal]

- Welcome Jane Doe
- You are now logged in to the Commonwealth’s EEA ePlace Portal.
- What would you like to do?
F. Applying for a Permit/License/Authorization/Registration/Notification

To file an online application, you need to be logged into your account. Begin the application process by following the steps listed below:

1. Click on the “File an online application” button.

2. Accept Terms and Click “Continue”.

3. Select Permit type and Click “Continue”. Click on the link to expand the options. Choose the applicable option.
4. Select a Record Type and click “Continue Application” to proceed with your application. Note: Each program has specific requirements. Please make sure to check the program’s requirements before proceeding with your application.
G. Adding a Contact to access the Application.

Depending on the agency and program, you may have to share your application with other applicants or contributors before submission, to gain additional input.

You will be presented with either one of the following options depending on your application:

   a. Delegate PIN
   b. Contact Sharing

a. Delegate PIN

1. To make it easy to share an application in progress, the EEA ePLACE system allows the originator of the permit to allow other individuals to view and add input to the application before it is submitted. This is called “delegation”.

2. When the person who begins the application presses “SAVE AND RESUME LATER” at any time in the application process, they receive a notification, via email, with the Application ID and a Delegate Personal Identification Number (PIN).

Please use this PIN: 246621650576 to delegate AQ18 - Creation of Emission Reduction Credits Application application 16TMP-002531 to some other user.

3. If you want to share the application as it is being developed, you may forward this email to any individuals (i.e. delegates) you choose. Note that the delegate MUST have an EEA ePLACE account to access the application. After the delegate signs into their EEA ePLACE account, the next step is to click on the “Account Management” text in the top toolbar.

![eLicensing and ePermitting Portal](image)

Announcements  Logged in as: Laurel_Carson  Account Management  Logout
4. Next to the “Contact Information” header, the delegate will click on the “Add Delegate Contact” button.

5. A pop-up window will appear asking you to enter the PIN from the email received from the permit originator. Check your email notification for the PIN.

6. Enter the PIN and click “Continue”. This will add the application to the delegate’s account.
7. You will be directed back to this page. To access the application, click on “Resume Application” to the right of the line item. The delegate is now able to view and make changes to the application.

At any time, as the originator of the application, you can remove delegates by contacting the help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. You can also email us at EEA.ePLACE_helpdesk@state.ma.us.

b. Contact Sharing
New applications in the system allow addition of a preparer as part of the application submission process. The preparer will have to be registered in order to be available for addition. To add a preparer, follow the steps listed here:

1. In the Application Contributors section, select ‘Look Up’. 

[Image of DEP application interface with steps and examples]
2. Enter the name of the individual or preparer and click ‘Look Up’.

![Search for Contact](image)

3. Select the name from the list of available options.

![Search for Contact](image)
4. Save the selection and click ‘Continue Application’ to proceed with your application.

5. The preparer can now access the application. After logging into the account, click on ‘Resume Application’ to the right of the line item against the application TMP record to proceed with the application.
H. Upload Documents to Your EEA ePLACE Application

Attaching the required documentation to your application, license, or renewal can be done by following these steps.

1. Each application has specific documentation requirements that will populate under the “Documents” header.

2. To upload your documentation (can be MS Word, MS Excel, PDF, JPEGs no larger than 100 MB), click the “Browse” button.

3. A pop-up will let you choose a file from your computer and tell you when the document has been uploaded. Click “Continue”.
4. The pop-up will close, and you will be returned to your permit page. It will show that your document is uploaded to the system. There will be 2 fields that will need to be filled out: “Type” and “Description”. The “Type” dropdown menu will have the name of the document relevant to your permit, and you can add a brief description. You must click “Save” before continuing with your application.

5. Your documents will show up in your application with a Name, Type, and Description besides other details. Click “Continue Application” to move on to the next step of completing your submission.
I. Making an Online Payment

The final step in most application submissions is the payment of a fee. In the EEA ePLACE PORTAL, a user can pay a fee by making an online payment or by sending a payment via mail. This section focuses on steps to submit an online payment.

1. Upon reaching the Payment Page, click on the “Pay Online” button to make an online payment. You will be redirected to our vendor, nCourt’s payment page.
2. Provide the Billing and Payment Information. Select the checkbox to agree with the terms of payment and click “Submit Payment”.

Payment Information:
- First Name
- Last Name
- Street
- City
- State/Territory
- Zip
- Phone Number
- Email
- Confirm Email

Payment Information:
- Card Type
- Card Number
- CVV Code
- Expiration
- Check to accept both the Commonwealth of Massachusetts and eCount Terms Agreements.

Total Amount Due: $660.21

Submit Payment
Note: A convenience fee of 2.35% of the transaction amount will be charged for Credit/Debit transactions and $0.35 will be charged for Electronic Check/ACH transactions.

3. Upon successful payment, you will be redirected back to the EEA ePLACE portal’s page.
J. Check Status of a Record

1. To check the status of a record, login to your account and go to the ‘My Records’ tab. A list of all your records will be displayed. The status is displayed alongside the record.
K. Editing an Application

1. In certain instances, the agency may request you to edit your application. You will receive an email notification with comments from the agency. **Note:** Once an application is submitted, you will not be allowed to make changes unless the agency requests you to do so.

![Request for Additional Information 20-IP-0016-APP](image)

2. To edit an application, login to the account and go to the ‘My Records’ tab.

![Home](image)
3. Click on the ‘Edit’ option available next to your record.

4. You will be taken to the application. Click the ‘Edit Application’ button to start editing your application.
1. Amend or Renew an Existing Permit/ License/ Authorization

1. Login to your account and go to the ‘My Records’ tab.

2. A list of all your records will be displayed. If your record is eligible for an amendment or a renewal, a link will be displayed alongside the record. Click on the link to be taken to the amendment or renewal application.

Note: Refer to your program’s instructions for details regarding your amendment or renewal process.
M. EEA General Requests

In addition to submission of initial applications, renewals and amendments, the EEA ePLACE portal has applications that allow a user to:

a. Claim an Authorization/Permit/License

   This process is called the Claim Authorization Process. By submitting a Claim Authorization Form, a user can gain access to their record online to submit amendments or renewals online. For instructions to submit a Claim Authorization Process, click here.

b. Request Access to a Record

   This process is called the Request Record Access Process. By submitting a Request Record Access Form, a user can request ownership of a record. Upon approval by the agency, the record will be transferred to the new owner’s account. For instructions to submit a Request Record Access Form, click here.

To submit an EEA general request application, login to your account and begin the application process by following the steps listed below:

1. Click On “File An Online Application”

2. Accept the terms and Click ‘Continue’.
3. Expand the ‘Apply for an EEA General Request’ link by clicking on it. Select the appropriate form to proceed with your application.

For instructions to submit a Claim Authorization Process, click here.

For instructions to submit a Request Record Access Form, click here.
N. Frequently Asked Questions

General Questions

1. What features are currently available in the EEA ePLACE system that will help me with my permits?
   A: The EEA ePLACE system will provide citizens with access to
   1) Apply and pay for permits online,
   2) Renew licenses and certifications,
   3) Upload supporting documentation for the application,
   4) Track the submittal through the approval process.

2. What are the browser requirements to use the online portal?
   A: The preferred browser for the online portal is Internet Explorer. Although the portal is compatible with other browsers, certain features may not render.

3. What does “Authorization” mean? I thought I was filing for a permit/license/certification?
   A: An “Authorization” is a system term used to define either a permit, certification, license, registration or notification.

4. What is a “Record”?
   A: A “Record” is a system identifier for a broad range of forms, such as an application, license, permit, or certification.

5. If I need help, can I talk to someone?
   A: Yes, depending on the type of issue you are encountering, you are provided with the following options:
   - If this is a specific question that relates to the permit (E.g. ‘What is my permit number?’ etc.), please call the agency directly using the information provided on MASS.GOV’s page for your permit.
   - However, if this is a technical question related to using your account, we advise you to reach out to our helpdesk representatives by calling the EEA ePLACE help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. Alternatively, you can also email the helpdesk at EEA ePLACE_helpdesk@state.ma.us. The EEA ePLACE help desk can assist you with resetting your password (which you can also reset online) or assist if/when the system is having technical difficulties.

6. Do all permits have to be submitted online?
   A: Currently, most of the permits in the system are accepted online. It is highly preferred that all applications for these permits be received through the EEA ePLACE portal. In special circumstances, paper applications will be made available. You can contact the agency using the
information provided on MASS.GOV’s page for your permit, to get directions on obtaining a paper copy of these permits.

7. What authorizations are available through the EEA ePLACE portal?  
   A: For a list of all permits that are available online for DEP, MDAR and DCR, click here.

8. Are other languages available for the current permits?  
   A: The EEA ePLACE portal is available only in English.

9. Is there an Accessibility version of the EEA ePLACE portal that I can use?  
   A: You will need to login to the EEA ePLACE portal to select the Accessibility Support checkbox that displays on the home page.

10. How can I look for permits that are being submitted in my town/city/county?  
    A: The **EEA ePLACE Public Access Portal** will allow you to search for all applications that have been submitted online. The portal allows search by location, name of facility, type of permit, category, and date range. You can also view and make comments on permits in your area.

**Registration Questions**

1. How do I register for an account? Do I need any special information?  
   A: Registering for an account is easy! Please click here for instructions. You will need a valid email address, phone, and location/address to apply.

2. What if I have a change of address after I register?  
   A: You can change your address on the EEA ePLACE portal by clicking on the “My Account” tab. There you can change your login information by clicking “edit” in that section and change your contact information by clicking on the “actions” button and choosing “edit”. You will find your address and other corresponding information on your account. If you want to change the
address for a specific permit, you will need to contact your Agency and Program to determine if that is allowed. Only certain permits allow address changes.

3. I have forgotten my password!!
   A: You can reset your password by clicking the “I’ve forgotten my password” link on the login page and answering your security question. Please note that answers are case sensitive. A temporary password will be sent to you via email. When you log back in with this temporary password, you’ll be prompted to change it before you continue. For instructions on how to reset your password please [click here](#).

4. I cannot remember my security question! What can I do?
   A: If you have any difficulties logging in or have forgotten your security question/answer, contact the help desk at 844-733-7522, Monday-Friday, between the hours of 7:30 am-5:00 pm. The help desk is closed for all state and federal legal holidays. You can also email us at [EEA ePLACE_helpdesk@state.ma.us](mailto:EEA ePLACE_helpdesk@state.ma.us).

**Payment Questions**

1. Can I pay for my permit online?
   A: Paying online is available for all EEA ePLACE authorizations (permits, licenses, certifications, and notifications). A final step in your authorization application is payment (when applicable). You have the option to pay with a credit/debit card or via an online check (ACH). There will be nominal fees: (0.35¢ for ACH) and 2.35% of the authorization application fee for using the online payment process.

2. Is my personal information safe through EEA ePLACE?
   A: Your personal information is very safe with the EEA ePLACE portal. For more information on how we protect all information, visit EEA’s [security web page](#).

3. Does the system keep track of my credit card/banking information or do I have to enter it every time I renew/apply for a permit/license/certification?
   A: The EEA ePLACE portal does NOT retain your credit card information. You will need to re-enter all payment information for each payment of permit application.

4. What credit cards are accepted for payment?
   A: You can pay online with your Mastercard, Visa, Discover, or American Express credit and debit cards. Also, you can make a payment with your bank account/ routing information.

5. Can I make a partial payment online?
   A: Payment must be in full for the application to be processed. For Mass DEP Agency, partial payments are only accepted in special circumstances, such as a hardship request that the applicant identifies during the application process in the Special Fees Section. If the hardship is
approved, application review will begin with the agreed upon payment amount. Application review can begin without payment if the applicant identifies as Fee Exempt in the Special Fees Section.

**Permit Filing Questions**

1. Can several people work on the same permit?  
   A: Yes. For instructions, [click here](#).

2. For Mass DEP Permits, I am unable to lookup my facility while submitting my application. What do I do?  
   A: If you are unable to find a facility, please reach out to your program’s [contact person](#).

3. How long do I have to wait before my permit is completed?  
   A: Your permit application will be reviewed as soon as the associated fees have been paid and all supporting documentation for the application has been received. You can check the status of the permit by logging into the EEA ePLACE portal and going to “My Records” to see the status of the application.

4. What are the file requirements to upload supporting documentation for my permit?  
   A: File size requirements are 100 MB or smaller to upload in the EEA ePLACE portal.

5. Is there a limit to the number of documents that can be attached to the application?  
   A: There is no limit to the number of documents you can upload.

6. What types of files can be uploaded?  
   A: You can upload any file type (MS Word, Excel, PDF, etc.).

7. Is there autosave during the filing process?  
   A: The EEA ePLACE portal does not have an autosave feature. Users will need to manually save any updates or transactions to ensure their information is not lost when leaving the portal for more than 30 minutes. Use the “Save and resume later” button to save a temporary record.

8. What is a POR?  
   A: A POR is a “Proof of Record”. All applicants will receive a POR document following the submittal of their application. The POR is a “copy” of their application (like the review page in the application). The POR will be sent to the applicant’s email within 24 hours of submitting their application.