



Commonwealth of Massachusetts

Sex Offender Registry Board

ESORI Portal

User Account Help Guide

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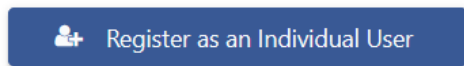
Register for Individual Account

Follow the steps below to register for an individual account.

1. Click the [Register as Individual User button](#) from the Welcome page.

Individual User Registration

If you intend on submitting ESORI requests for personal reasons, select the Register as Individual User option below.

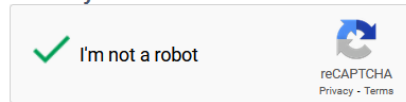


2. Enter your information on the Register as an Individual User form and click the [Continue](#) button.
3. You will be directed to the Verify Registration Details page. Review your information entered and select the [Checkboxes](#) within the User Acknowledgement, Terms, and Conditions section. Once you have completed the form, click the [Submit Registration](#) button.

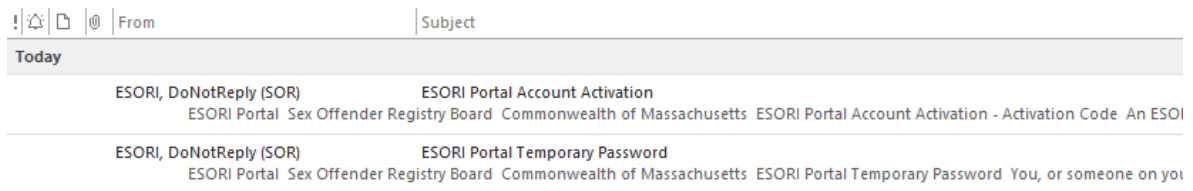
* I swear under the pains and penalties of perjury that I am the above named person, at the protection of another person for whom I have responsibility, care, or custody.

* I have read and agree to the [Terms and Conditions](#).

* Security Code:



4. You will be directed to a confirmation page and will immediately receive two emails that you will use to activate your account. Follow these steps to activate your account.



- a. In the “ESORI Portal Temporary Password” email, you will find a Temporary Password. Please copy the [password](#) to the clipboard; you will need it for future steps.

Temporary Password:
73pHlgZ7wy

- b. Next, open the second email, titled “ESORI Portal Account Activation.” Click the [Log in](#) to the ESORI Portal link from the email.

Account Details

Username:
Valerie100

Activation Code:
NTi8jPUWgLDobux

[Log into the ESORI Portal](#)

- c. The log in link will direct you to the ESORI Portal log in page. Enter your username and the temporary password from “Step A” and click [Log In](#).

- d. Once you have successfully entered your login information, you will be prompted to change the temporary password to a permanent one. In the field titled “Temporary Password,” please enter the temporary password from “Step A.” In the subsequent fields, enter the permanent password you wish to set for your account and click the [Submit](#) button.

- e. Once you have set a new password, you will be directed to the activation page. Copy the [Activation Code](#) from the email in step B and paste it into the Activation Code field. Click [Activate Account](#).

- f. You will be logged in to the ESORI Portal and your account will now be activated. You should see the following confirmation message.

You have successfully created and activated your ESORI Portal user account.

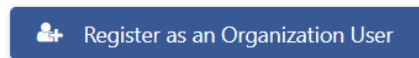
Register for an Organization User Account

If you belong to an organization and will be submitting ESORI requests on behalf of that organization, register as an organization user.

1. Click the [Register as an Organization User button](#) from the Welcome page.

Organization User Registration

If you belong to an organization and will be submitting ESORI requests on behalf of that organization, select the Register as Organization User option below.

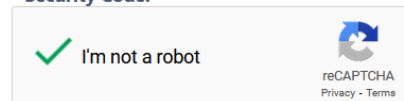


2. Enter your information on the Register as an Organization User form and click the [Continue](#) button.
3. You will be directed to the Verify Registration Details page. Review your information entered and select the [Checkboxes](#) within the User Acknowledgement, Terms, and Conditions section. Once you have completed the form, click the [Submit Registration](#) button.

* I swear under the pains and penalties of perjury that I am the above named person, at [redacted] for the protection of another person for whom I have responsibility, care, or custody.

* I have read and agree to the [Terms and Conditions](#).

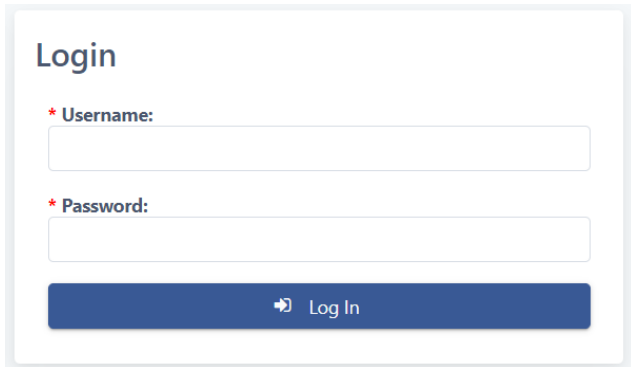
* Security Code:



4. You will be directed to a confirmation page that will confirm your account registration has been submitted. All organization type user registrations must be reviewed and approved by the Sex Offender Registry Board (SORB) before you can activate your account and submit ESORI requests. Once SORB enters a decision on your user account registration, you will receive an email at the email address you provided with your registration that will contain next steps.

Log in to the ESORI Portal

1. On the Welcome page, enter your [Username and Password](#).
2. Click the [Log In](#) button.



The screenshot shows a login form titled "Login". It contains two input fields: one for "Username" and one for "Password", both marked with a red asterisk. Below the fields is a blue button with a right-pointing arrow and the text "Log In".

Retrieve Username

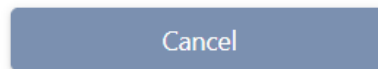
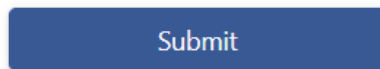
If you have forgotten your username, please follow these steps to retrieve it.

1. On the Welcome page, click the [Retrieve Username](#) button.



2. On the Retrieve Username page, enter the [Email Address](#) that is associated with your user account and click the [Submit](#) button.

*** Account Email:**



3. The system will send you an email that contains your username.

Reset Password

If you have forgotten your password, please follow these steps to reset your password.

1. On the Welcome page, click the [Reset Password](#) link.



2. On the Retrieve Password page, enter the [Username](#) and [Email Address](#) that is associated with your account and click the [Submit](#) button.

* Username: [Retrieve Username](#)

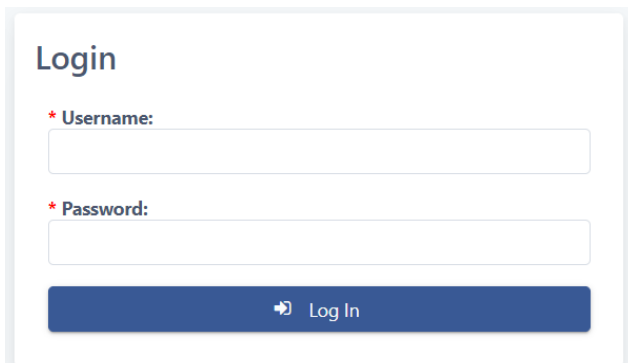
* Account Email:

3. The system will send you an email that contains a temporary password. Copy the [Temporary Password](#) to your clipboard and click the [Log in to the ESORI Portal](#) link.

Temporary Password:

73pHlgZ7wy

4. The link will direct you to the ESORI Portal Welcome page. Enter your [Username](#) and the [Temporary Password](#) and click [Log In](#).

A login form titled "Login" with two input fields: "* Username:" and "* Password:". Below the fields is a blue button with a right-pointing arrow and the text "Log In".


Login


* Username:

* Password:

5. Once you have successfully entered your login information, you will be prompted to change the temporary password to a permanent one. In the field titled "Temporary Password," please enter the temporary password from the temporary password email. In the subsequent fields, enter the permanent password you wish to set for your account and click the [Submit](#) button.

*** Temporary Password:**

*** New Password:**
 

*** Confirm New Password:**
 

6. Your password will be changed and you will be directed to your account homepage.