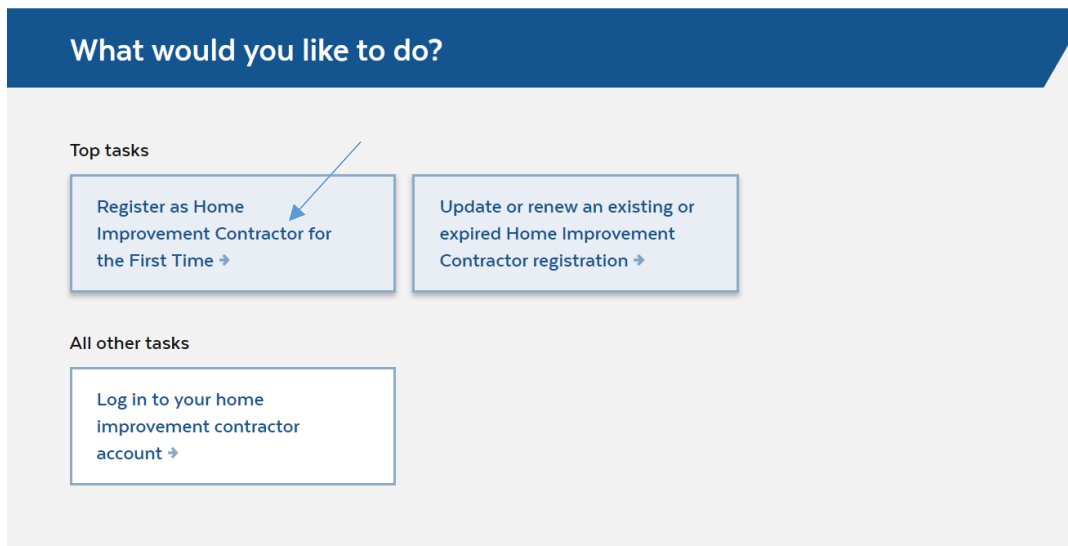


First Time Registrations Online

1. All contractors and subcontractors who perform home improvement work on an existing, 1- to 4-unit residential property in Massachusetts must register for the Home Improvement Contractor Registration. You can register as:
 - a. An Individual
 - b. A limited liability company (LLC)
 - c. A limited liability partnership (LLP)
 - d. A corporation
2. You will have to pay a \$150 registration fee and a mandatory payment to the Guaranty Fund based on the size of your company:
 - a. 0 to 3 employees: \$100
 - b. 4 to 10 employees: \$200
 - c. 11 to 30 employees: \$300
 - d. More than 30 employees: \$500
3. To register as a Massachusetts Home Improvement Contractor for the first time, start here: <https://www.mass.gov/home-improvement-contractor-registration-and-renewal>
 - a. Be sure to have all required documents present.
 - i. If registering as an out of state corporation, please have a foreign corporation certificate of registration from the [Massachusetts Secretary of the Commonwealth](#).
 - ii. If registering as an individual/sole proprietor doing business under a trade name / fictitious name / doing business as name, you must provide a copy of your business certificate with the DBA issued by your local city/town clerk.
 - iii. If registering as a corporation, please provide a current filing with the [Massachusetts Secretary of the Commonwealth Corporations Division to document the current officers or managers and that the entity is in good standing](#).

First Time Registrations Online

- iv. If you have any questions about these forms, please contact our office at (617) 973-8787 or Toll-free (888) 283-3757.
- 4. After clicking the registration link, scroll down to where it says “What would you like to do.” Under ‘Top Tasks,’ click the blue box that says, “Register as Home Improvement Contractor for the First Time.”
 - a. <https://www.mass.gov/how-to/register-as-a-home-improvement-contractor>




First Time Registrations Online

5. Click ‘Register Online.’

Register as a home improvement contractor

Are you a contractor making home improvements to an existing home?
You need to register with our Office.

 Once you've submitted all documents and fees, you should receive your registration in the mail within 1-2 weeks.

Register online →

THE DETAILS

What you need

Fees

How to register

More info

What you need

Who must register?

Contractors and subcontractors who perform home improvement work on an existing, 1- to 4-unit residential property in Massachusetts must

CONTACT

Home Improvement
Contractor Programs

 Phone

Consumer hotline 617-973-8787

Toll-free consumer hotline

888-283-3757

6. Make sure you are on the page that says, “Create a Home Improvement Contractor Account.”
- <https://hic.oca.state.ma.us/HIC/Account/Register>
 - To create an online account, enter the first and last name of the contractor, a valid email, and a strong password.
 - Password must include :
 - Between 8 and 30 characters
 - At least 1 number
 - An uppercase letter
 - A lowercase letter
 - A special character (For example: @, !, *)
 - Click ‘Register’ at the bottom of the page after you have completed the form.

First Time Registrations Online



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Home Improvement
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Create A Home Improvement Contractor Account

- **IMPORTANT:** If you already have or have previously held an HIC number click [Here](#)
- The first step in registering as a Home Improvement Contractor is to create an online account.
- Please fill in the fields as necessary below to create the account.
- Make sure to use a valid email. In order to log in, you will need to enter a code that will be sent to your email address.
- Passwords must be between 8 and 30 characters and include a number, an uppercase letter, a lowercase letter and a special character.
- Click the Register button at the bottom of the page when you have completed the form.

First Name

Last Name

Email

Password

Confirm Password

Register

Have an existing account? [Account Log In](#)

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7. After you have clicked ‘Register,’ click the highlighted text stating ‘Go To Log In.’



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Home Improvement Contractor Registration

Account Created

Your account was created. Please [Go To Log In](#)

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First Time Registrations Online

8. Enter your email and password to log in to your account.

a. [HIC Log In Page : https://hic.oca.state.ma.us/HIC/](https://hic.oca.state.ma.us/HIC/)

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Home Improvement Contractor Program

Mass.gov

Home Improvement Contractor Registration

Contractor Login

Email

Password

Log In

First Time Home Improvement Contractor Registrant? [Click Here](#)

Previously Registered Home Improvement Contractor? [Click Here](#)

Forgot Your Password? [Reset Password](#)

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9. Click ‘Get Code’ to get a verification code sent to your email.

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Home Improvement Contractor Registration

Send Verification Code

- Since you are logging in for the first time from this computer, you will need to verify your identity using our 2-Step Verification process.
- With 2-Step Verification, you'll protect your account with both your password and your email.
- Step 1: Click the Get Code button to get a verification code sent to your email.

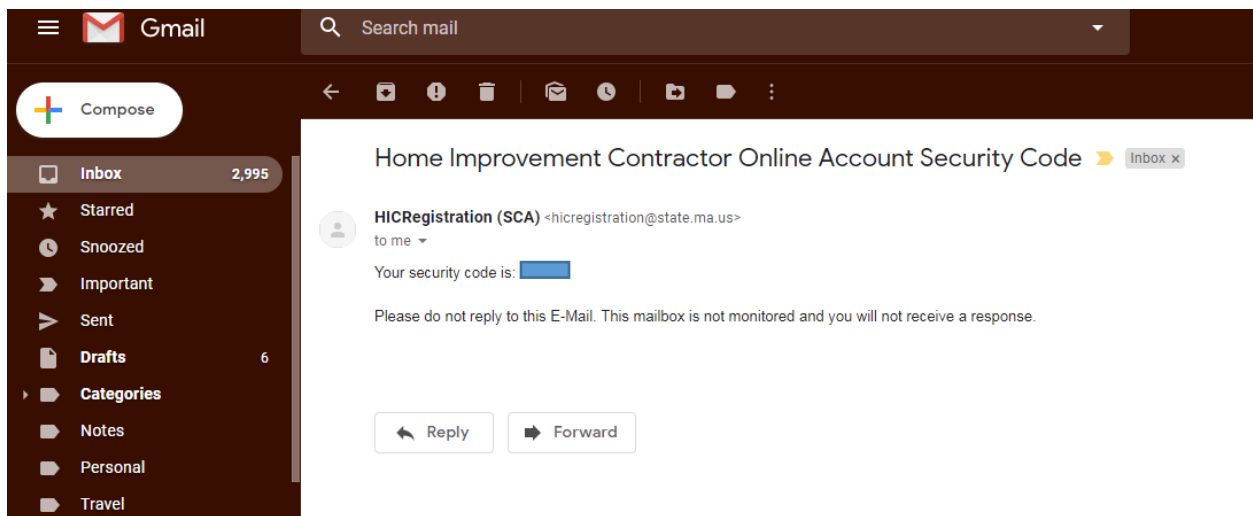
Get Code

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First Time Registrations Online

10. Retrieve security code from your inbox, spam box, or junk mail.

- a. Make sure that the email is sent from HICRegistration (SCA)
<hicregistration@state.ma.us>
 - i. If you do not enter the code within 5 minutes of requesting it, you may need to request a new code.
 - ii. If you do not receive it within 5 minutes, contact our office at (617) 973-8787 or Toll-free (888) 283-3757.



First Time Registrations Online

11. Enter your security code into the white box and then click, “Submit.”

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Home Improvement Contractor Registration

Verify Security Code

- Step 2: Check your email and enter the security code that you received.
- If the email does not appear in your inbox, check your junk mailbox.
- If you check the Remember This Browser box, you will not have to use 2-Step Verification again on this computer. The computer will only ask for your user name and password when you sign in.

Security Code

☒ Remember This Browser

Enter code here

Click to submit

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First Time Registrations Online

12. Pick three security questions and answers that will be easy to remember. Then click ‘Save.’

- a. Please keep a record of your answers.



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Home Improvement
Contractor Program

Security Questions

- Security Questions are used to identify you when you have forgotten your password and want to reset it online.
- You must answer these questions before you will be able to create a contractor registration.
- Select a question from each of the lists below and provide an answer.
- Click the Save button to save the answers.

Question 1	<input type="text" value="---Select---"/>
Answer 1	<input type="text"/>

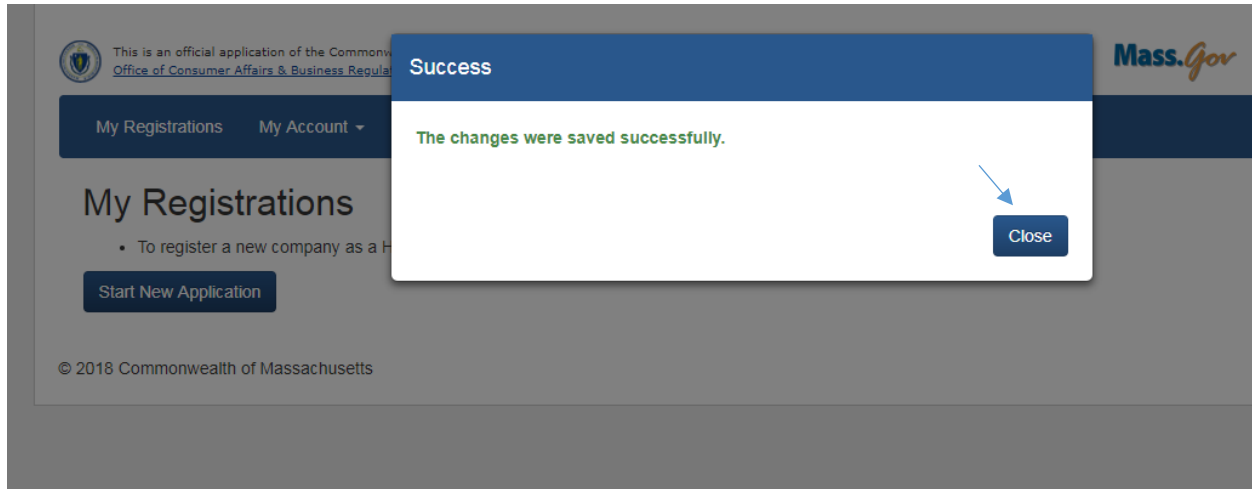
Question 2	<input type="text" value="---Select---"/>
Answer 2	<input type="text"/>

Question 3	<input type="text" value="---Select---"/>
Answer 3	<input type="text"/>

Save

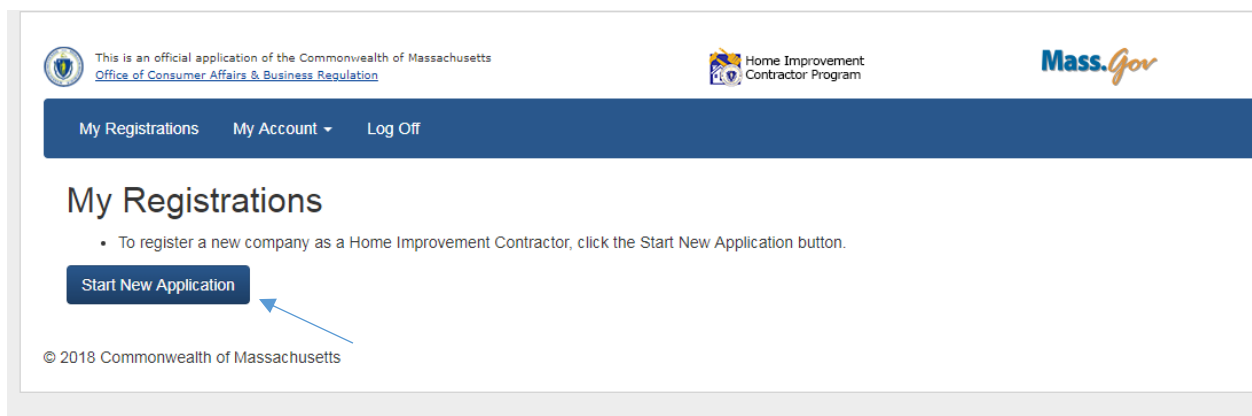
First Time Registrations Online

13. After clicking save, you should receive this pop up window. Hit ‘Close.’




14. Please keep in mind that once you have reached this page, you are able to log out and return to your application at a later date. Click ‘Start New Application.’

- iii. If you have had an HIC number in the past, please stop and contact our office at (617) 973-8787 or Toll-free (888) 283-3757.




First Time Registrations Online


15. To begin, click “Basic information.”



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Home Improvement
Contractor Program



[My Registrations](#)
[My Account ▾](#)
[Log Off](#)

Start New Application To Register As A Home Improvement Contractor

- To apply to become a registered Home Improvement Contractor, complete the steps below.
- You may edit your entries at any time until you submit the application.
- After you have completed all the necessary steps, you will submit the application for approval.
- Once the application has been approved, you may pay for the HIC registration online by credit card or electronic check.
- Once your payment has been received, you will receive the HIC registration by mail.

The ‘Status’ section allows you to keep track of your progress.

Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	A contractor record needs to be created.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	This section will be able to be edited after the basic contractor information has been submitted.
Questions	Provide answers to questions that are required for this application.	This section will be able to be edited after the basic contractor information has been submitted.
Documents	Upload any required documentation including DBA Certificates and Proof of Incorporation.	This section will be able to be edited after the basic contractor information has been submitted.
Submit Application	Submit the application for approval.	The application can be submitted after the Basic Information, Personnel, Questions, and Documents sections of the application have been completed.
Payment	Pay online for the registration using a credit card or electronic check.	Payment will need to be made after the application has been submitted and approved.


[Back To My Registrations](#)

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16. Fill in all of your information, then click ‘Save’ to complete this section.


- a. If you are using a fictitious name, click ‘YES’ for ‘Has DBA name?’



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Home Improvement
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[My Account ▾](#)
[Log Off](#)

Basic Information

- Fill in the fields as necessary below.
- If your company does business under a fictitious name, you will be required to provide a copy of the DBA Certificate from your city or town in the Documents section of the application.
- Click the Save button at the bottom of the page when you have completed the form.

General

Individual Applicant

Number Of Employees

Applicant Type

Tax ID (SSN or ITIN)

Applicant Phone #

Applicant Email Address

Has D/B/A Name ☐ Yes ☒ No

D/B/A Name

Permanent Address

Note: Permanent Address cannot be a PO Box address

Street Address 1

If you are doing business with a fictitious name, click ‘yes’ for ‘has D/B/A name.’

First Time Registrations Online

Permanent Address

Note: Permanent Address cannot be a PO Box address

Street Address 1	<input type="text" value="501 Boylston ST"/>
Street Address 2 (Optional)	<input type="text"/>
City	<input type="text" value="Boston"/>
State	<input type="text" value="Massachusetts"/>
Zip Code	<input type="text" value="02116"/>

Mailing Address

☒ Use Permanent Address

Street Address 1	<input type="text" value="501 Boylston ST"/>
Street Address 2 (Optional)	<input type="text"/>
City	<input type="text" value="Boston"/>
State	<input type="text" value="Massachusetts"/>
Zip Code	<input type="text" value="02116"/>

Remember to
click save in
order to keep
your progress.

Save Cancel

First Time Registrations Online

17. To continue, click ‘Personnel.’

- a. You are able to request supplemental HIC cards for employees for an additional fee of \$10 per card.
- b. If you are a corporation, the responsible person needs to be a listed officer on the filing with the Massachusetts Secretary of State.

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Home Improvement Contractor Program

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Application For Registration For John Smith

- To apply to become a registered Home Improvement Contractor, complete the steps below.
- You may edit your entries at any time until you submit the application.
- After you have completed all the necessary steps, you will submit the application for approval.
- Once the application has been approved, you may pay for the HIC registration online by credit card or electronic check.
- Once your payment has been received, you will receive the HIC registration by mail.

Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	The basic contractor record is complete.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	The personnel records need to be entered.
Questions	Provide answers to questions that are required for this application.	The questions need to be answered.
Documents	Upload any required documentation including DBA Certificates and Proof of Incorporation.	No documents are required to be submitted.
Submit Application	Submit the application for approval.	The application can be submitted after the Basic Information, Personnel, Questions, and Documents sections of the application have been completed.
Payment	Pay online for the registration using a credit card or electronic check.	Payment will need to be made after the application has been submitted and approved.

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18. Click 'Add Person' to enter the information of the responsible person.

- a. The responsible person is the point of contact for all communications about the registration.

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Personnel

- The contractor needs to have a single Responsible Person who is the point of contact for all communications about the Registration.
- The Responsible Person and HIC Card holders need to have a SSN or ITIN.
- The Responsible Person is automatically sent a HIC card. A supplemental card may be issued to an employee of a registrant who has 31+ employees for an additional fee of \$10.00 per card.
- All persons who own 10% or more of a contractor must be listed with their percentage of ownership.
- To add a new person, click the Add Person button.

Add Person

The contractor has no personnel.

Save Cancel

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Add Person

- Fill in the fields as necessary below.
- SSN or ITIN is not required for a person who will only be listed as an Owner.
- Click the Save button at the bottom of the page when you have completed the form.

General

First Name

Middle Initial (Optional)

Last Name

SSN or ITIN

Title

Save Cancel

Remember to save your progress

First Time Registrations Online

19. After completing the ‘Personnel’ portion of the application, your next step would be to answer ‘Questions.’

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Application For Registration For John Smith

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Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	The basic contractor record is complete.
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Payment	Pay online for the registration using a credit card or electronic check.	Payment will need to be made after the application has been submitted and approved.

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Please keep in mind that you will not be able to submit the application until all sections are completed and highlighted green.

First Time Registrations Online

Application Questions

- Please answer Yes or No to the six questions below. Provide additional detail for Yes answers as instructed.
- Click the Save button at the bottom of the page when you have answered all the questions.

Other Licenses/Registrations

Does the Applicant or Responsible Individual hold a Massachusetts Construction Supervisor License? If Yes, add the 6 digit number for the license in the Construction Supervisor License box below.

☐ Yes ☒ No

Construction Supervisor License

Previous Registrations

Have you been registered previously as a Home Improvement Contractor? If Yes, search for the Home Improvement Contractor by typing the name or number in the Home Improvement Contractor box below.

☐ Yes ☒ No

Home Improvement Contractor

Other HIC Associations

Are you currently or have you ever been an Officer, Partner or Co-Venturer of an Applicant who previously applied for or held a Home Improvement Contractor Registration? If Yes, search for the Home Improvement Contractor by typing the name or number in the Home Improvement Contractor box below.

☐ Yes ☒ No

Home Improvement Contractor

Disciplinary Actions

Are you currently or have you previously been employed by a Registrant or Applicant for Registration against which disciplinary action was taken? If Yes, search for the Home Improvement Contractor by typing the name or number in the Home Improvement Contractor box below.

☐ Yes ☒ No

Home Improvement Contractor

Formal Complaints

Have there ever been any formal complaints against you where disciplinary action was taken by the Dept. of Public Safety or Consumer Affairs, or any court judgements or arbitration awards issued against you? If Yes, enter the information that you have about the action in the boxes below.

☐ Yes ☒ No

Case Or Docket Number

Action Date

Issued By

Guaranty Fund

Do you owe any money to the Guaranty Fund? If Yes, enter the information that you have about the action in the boxes below.

☐ Yes ☒ No

Case Or Docket Number

Action Date

Save


Cancel




First Time Registrations Online

20. The ‘Documents’ tab requires certifications for corporations and individuals using trade names.


- a. For more information about these documents, refer to Step 3 of this guide or contact our office at (617) 973-8787 or Toll-free (888) 283-3757.



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Home Improvement
Contractor Program



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[Log Off](#)

Application For Registration For John Smith

- To apply to become a registered Home Improvement Contractor, complete the steps below.
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- After you have completed all the necessary steps, you will submit the application for approval.
- Once the application has been approved, you may pay for the HIC registration online by credit card or electronic check.
- Once your payment has been received, you will receive the HIC registration by mail.

Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	The basic contractor record is complete.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	The personnel records meet the requirements.
Questions	Provide answers to questions that are required for this application.	All the questions have been answered.
Documents	Upload any required documentation including DBA Certificates and Proof of Incorporation.	No documents are required to be submitted.
Submit Application	Submit the application for approval.	The application is ready to be submitted.
Payment	Pay online for the registration using a credit card or electronic check.	Payment will need to be made after the application has been submitted and approved.

[Back To My Registrations](#)

Documents

- Corporations, Partnerships, LLCs, LLPs, and Trusts are required to submit the documentation that was filed with the MA Secretary of State.
- Contractors who do business under a fictitious name are required to provide a DBA Certificate from their city or town.

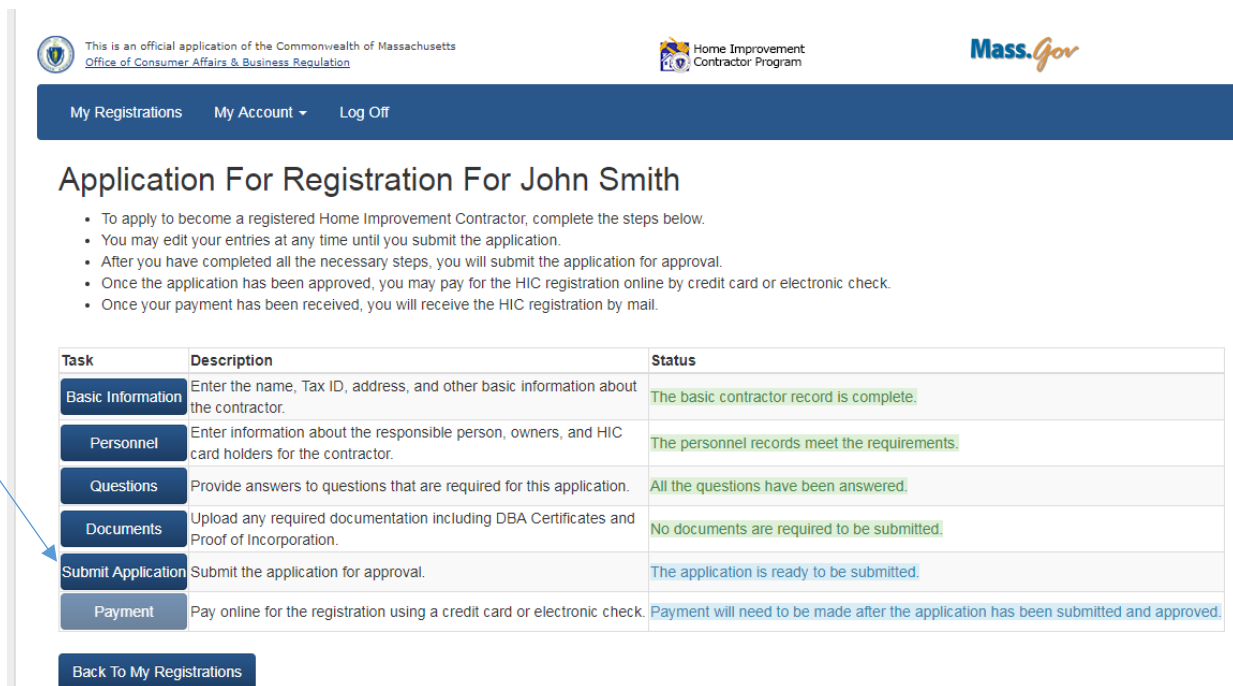
No documents are required to be submitted.

[Save](#)
[Cancel](#)

First Time Registrations Online

21. If all sections are highlighted green, you will be able to submit the application.

a. Click 'Submit Application.'



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Home Improvement Contractor Program

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My Registrations My Account Log Off

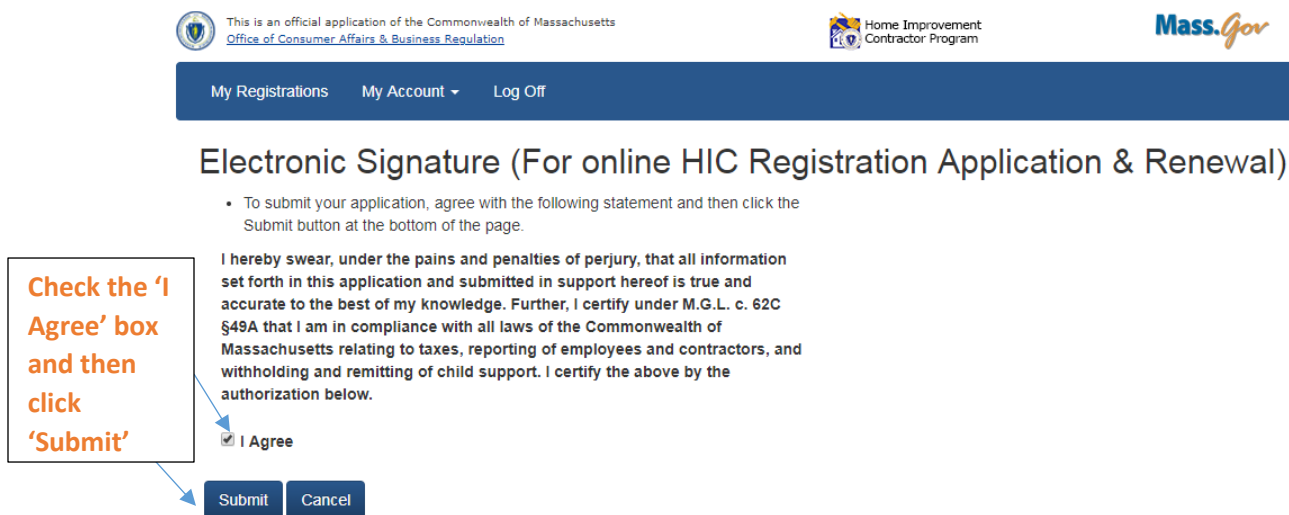
Application For Registration For John Smith

- To apply to become a registered Home Improvement Contractor, complete the steps below.
- You may edit your entries at any time until you submit the application.
- After you have completed all the necessary steps, you will submit the application for approval.
- Once the application has been approved, you may pay for the HIC registration online by credit card or electronic check.
- Once your payment has been received, you will receive the HIC registration by mail.

Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	The basic contractor record is complete.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	The personnel records meet the requirements.
Questions	Provide answers to questions that are required for this application.	All the questions have been answered.
Documents	Upload any required documentation including DBA Certificates and Proof of Incorporation.	No documents are required to be submitted.
Submit Application	Submit the application for approval.	The application is ready to be submitted.
Payment	Pay online for the registration using a credit card or electronic check.	Payment will need to be made after the application has been submitted and approved.

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22. Read through and agree with the following statement.



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My Registrations My Account Log Off

Electronic Signature (For online HIC Registration Application & Renewal)

- To submit your application, agree with the following statement and then click the Submit button at the bottom of the page.

I hereby swear, under the pains and penalties of perjury, that all information set forth in this application and submitted in support hereof is true and accurate to the best of my knowledge. Further, I certify under M.G.L. c. 62C §49A that I am in compliance with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting of child support. I certify the above by the authorization below.

☒ I Agree

Submit Cancel

Check the 'I Agree' box and then click 'Submit'

First Time Registrations Online

23. If you have received this message, your application has been successfully submitted.

- a. You will receive an email verifying when it has been approved or rejected. You may also log in periodically to check the status of your submission.

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My Registrations My Account ▾

Application For Registration

- To apply to become a registered contractor, you must complete the following steps:
- You may edit your entries at any time.
- After you have completed all the required steps, you will receive a confirmation email.
- Once the application has been approved, you may pay for the HIC registration online by credit card or electronic check.
- Once your payment has been received, you will receive the HIC registration by mail.

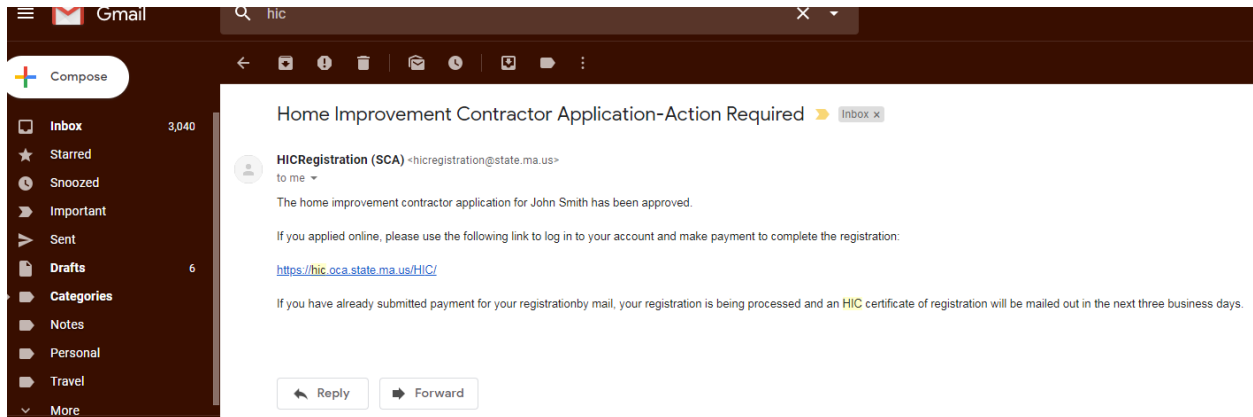
Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	The application has been submitted and is being reviewed.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	The application has been submitted and is being reviewed.
Questions	Provide answers to questions that are required for this application.	The application has been submitted and is being reviewed.
Documents	Upload any required documentation including DBA Certificates and Proof of Incorporation.	The application has been submitted and is being reviewed.
Submit Application	Submit the application for approval.	The application has been submitted and is being reviewed.
Payment	Pay online for the registration using a credit card or electronic check.	The application is being reviewed. Payment will need to be made after the application has been approved.

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First Time Registrations Online

24. When you have received your approval you will be able to log in to your account to submit your payment.



My Registrations

- Your company Registrations and/or Applications with their statuses are displayed in the list below.
- To manage or view any Registration, click on the appropriate Task button.
- To register a new company as a Home Improvement Contractor, click the Start New Application button.

Start New Application

Contractor Name	HIC Number	Registration Status	Effective Date	Expiration Date	Application Type	Application Status	Create Date	Task
John Smith	None				Initial Application	Approved	10/09/2018	Complete Application

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Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	The application has been submitted and approved.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	The application has been submitted and approved.
Questions	Provide answers to questions that are required for this application.	The application has been submitted and approved.
Documents	Upload any required documentation including DBA Certificates and Proof of Incorporation.	The application has been submitted and approved.
Submit Application	Submit the application for approval.	The application has been submitted and approved.
Payment	Pay online for the registration using a credit card or electronic check.	Payment must be made in order for this application to be issued a registration.

First Time Registrations Online

For more information, please contact our office at

Office of Consumer Affairs & Business Regulation

Home Improvement Contractor Programs

1000 Washington Street, Suite 710, Boston, MA 02118

Consumer hotline [\(617\) 973-8787](tel:(617)973-8787)

9:00 a.m. - 4:30 p.m.

Toll-free consumer hotline [\(888\) 283-3757](tel:(888)283-3757)