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.
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.’

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

9. Click ‘Get Code’ to get a verification code sent to your email.
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.
11. Enter your security code into the white box and then click, “Submit.”
12. Pick three security questions and answers that will be easy to remember. Then click ‘Save.’

   a. Please keep a record of your answers.
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.
15. To begin, click “Basic information.”

The ‘Status’ section allows you to keep track of your progress.
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?’
First Time Registrations Online

Remember to click save in order to keep your progress.
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.
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.

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>°Yes °No</td>
<td></td>
</tr>
<tr>
<td>Construction Supervisor License</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Previous Registrations

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>°Yes °No</td>
<td></td>
</tr>
<tr>
<td>Home Improvement Contractor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Other HIC Associations

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>°Yes °No</td>
<td></td>
</tr>
<tr>
<td>Home Improvement Contractor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Disciplinary Actions

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>°Yes °No</td>
<td></td>
</tr>
<tr>
<td>Home Improvement Contractor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Formal Complaints

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>°Yes °No</td>
<td></td>
</tr>
<tr>
<td>Case Or Docket Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Action Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issued By</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Guaranty Fund

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you owe any money to the Guaranty Fund? If Yes, enter the information that you have about the action in the boxes below.</td>
<td>°Yes °No</td>
<td></td>
</tr>
<tr>
<td>Case Or Docket Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Action Date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Save  Cancel
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.
21. If all sections are highlighted green, you will be able to submit the application.
   a. Click ‘Submit Application.’

22. Read through and agree with the following statement.

Check the ‘I Agree’ box and then click ‘Submit’
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.
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.
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

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

Toll-free consumer hotline (888) 283-3757