Getting started with DOL's eLIPSE

This guide will help you get started managing your licenses and permits.

A quick overview

To use this site to manage your licenses and permits, you need 3 things:

- 1. A computer or mobile device with internet access.
- 2. An email address.
- 3. A telephone where you can receive text or voice messages. It can be the same mobile device you use to access the internet.

Then, you:

- 1. Create an account with MyMassGov. You only need to do this once.
- 2. Set up a way to confirm who you are every time you log in ("multifactor authentication", or MFA.) You only need to do this once.

Here's more about each of those. It might look like a lot, but it's because there are screen shots to help you out.

Computer or mobile device with internet access

You can use this site with any kind of personal computer or any kind of mobile device, like a smart phone or a tablet. Just be sure that your computer or device can access the internet.

To access the internet, you can use either Google Chrome or Microsoft Edge.

Email address

You need an email address because that's how we will communicate with you about your license or permit. You should have your own email address. Don't use the email address of a friend or relative – you will want to know as soon as you receive email from us.

If you do not have an email address, you can get one for free from several sites, for example, Google, Microsoft Outlook, or Yahoo. Your cable company or internet service provider may also offer a free email address.

When you have your device with internet access and your email address, you can click the log in link on the DOL home page (as shown below) to start setting up your MyMassGov account.

To apply for new, renew, or manage a license, <u>log in</u> .	
To search for a license, <u>click here</u> .	

But before you do that, take some time to find out about the whole process.

Set up your MyMassGov account

The log in link brings you to the MyMassGov web site:

	Login.mass.gov is now MyMassGov	Already have a MyMassGov a Email	account?		
B M Sa Fi	USINESS ACCOUNT ivision of Occupational Licensure eLIPSE is using lyMassGov to allow you to sign in to your account afely and securely. irst time using MyMassGov? CREATE AN ACCOUNT	Password Forgot Password LOG IN Learn more about MyMassGov ^[2]	۲		
(0)			Accessibility Policy	Privacy Notice	•

MyMassGov is a secure website that lets you use one account and password to sign in to all participating Massachusetts state services and applications, including DOL. Even if you are a longtime license holder, you need a MyMassGov account to manage your license. You log in to DOL through this MyMassGov page.

If you already have a MyMassGov account, you're all set – on the right side of the screen, you can log in with the email and password you already have.

If you need to set up a MyMassGov account, on the left side of the screen, click the **CREATE AN ACCOUNT** button. You will be creating a business account even if you are just one person with one license.

Next you will see a screen that asks you to agree to share the MyMassGov profile you are creating with DOL and other entities.

Read it carefully, and at the bottom, click the CONTINUE button (not shown.)



In the next screen,

- Enter the email address you will use for the account, and then
- Click the SEND VERIFICATION CODE button.

You will receive an email like this one from M	MassCov ~log-	in@norenlv	mass dov
You will receive an email like this one norm M	ymassuuv <ruy< td=""><td>пепогерту</td><td>.mass.yov>:</td></ruy<>	пепогерту	.mass.yov>:



Thanks for verifying your *[your email address]* account Your code is

NNNNNN [6 digits will appear here]

This code will expire in 5 minutes and can only be used once. Copy and paste the code into the verification code field at MyMassGov (formerly Login.mass.gov) to complete the verification process. [You can also type it in there.] Return to the MyMassGov page, where you will see the Create your account screen. Enter the verification code from the email, and at the bottom, click the VERIFY button.

On the next screen, enter your first and last name.

Then, at the bottom, click the CONTINUE button.

BOSINESS ACC	OUNT
Crea <mark>te yo</mark> ur	account
Step 1 of 3: Verify	your email
that you entered. P box on this page. If code, check that yo check your spam fo receive a new code Email	Hease copy it to the "Verification code" f you didn't receive a message with the u typed your email address correctly, older, or click "Get a new code" link to . The code will expire in 5 minutes.
scotteppermin	winass.ydV
/erification code	
	VERIFY
<u>Get a new code</u>	

itep 2 of 3: Add account details	
irst Name	
ast Name	_
CONTINUE	

On the next screen, create a password. The password rules are on the screen.

You will need to enter the password a second time to confirm it.

Then, at the bottom, click the CREATE AN ACCOUNT button.

BUS	INESS ACCOUNT
Cre	ate your account
Step : Email	3 of 3: Set up your password
Pass	word Rules
×в ×м	etween 8 and 64 characters ust meet at least three of the following requirements: Contains a special character (e.g., @ # \$ % ^ & *) Contains an unpercase character Contains al owercase character
New	Password
Confi	rm New Password
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Great! You have created your MyMassGov account! Now you need to set up MFA, multifactor authentication.

Setting up multifactor authentication (MFA)

On this next screen, click the SET UP MFA button.

Be sure to have your telephone available. You will need it to complete the MFA setup.



What is Multifactor Authentication?

Multifactor Authentication (MFA) is an additional check to confirm who you are when you log in. You have probably experienced this with banking, shopping, and other web sites and applications. On this screen, choose how you want to perform the MFA.

Tip: The **Phone** method is a little easier, since you don't need to install another application to use it.

Choose one or more of the methods, and then, click the **CONTINUE** button.



This is the Phone verification method.

Enter the telephone number where you can receive text or voice messages,

choose Text Me or Call Me, and then at the bottom

click the SEND VERIFICATION CODE button.

Set up multifactor authentication	
Link your phone number	
Each time you log in, we'll send a one-time code to this number by text message or phone call. Enter the phone number you'd like to use and select how you'd like to receive it.	
Country Code	
United States(+1)	~
Phone number	
Call Me	
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SEND VERIFICATION CODE	

MyMassGov will send a text message with a verification code to your phone (or call, if you chose that.)

The screen opens another field for you to enter that code.

Enter the code, and then click the VERIFY button.

United States(+1)	~
Phone number	
Text Me	
Call Me	
Enter code	
VERIEV	

Now you will see this welcome message from MyMassGov.

As it says, *if you already have a license*, enter the license information and your date of birth, and click the Next button. eLIPSE will connect your license to your MyMassGov account. (If you have more than one license, use any of them.)

	CLIPSE W Constants server
	scott.tepper+bbb@mass.gov.madol.uat(isg(@))
Welcome! If you have an ex we can connect it to your ad if you don't have any existin License Number License Type Date of Birth	isisting license, please provide your Date of Birth and the License Number, so that ccount. Ing licenses or records with DOL, please just select next to continue.
	Next

IMPORTANT

IF YOU ALREADY HAVE A LICENSE, DO NOT SKIP THIS SCREEN. Your licenses will not be connected to your account, and they will not appear on your eLIPSE page.

You will need to contact DOL to have your account reset. This will delay whatever you wanted to do next.

If you do not have a license, click the Next button.

eLIPSE will display this message.

It's OK that you don't have licenses connected to your account yet.

Click the CONTINUE button, and you will be in eLIPSE.

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ou provided. To try again,	click previous to go
ccount for you.	
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Previous	Contin
	glese2+gashtter@mass.g ou provided. To try again, ccount for you. Previous

Remember, every time you go from the DOL web site to MyMassGov and log in, you will receive a text message with a code you need to enter on the MyMassGov site.

If you have questions about setting things up, at the bottom of the DOL page, click the Contact Us link.

For more about MyMassGov, visit <u>Guide to using MyMassGov | Mass.gov</u>