

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.

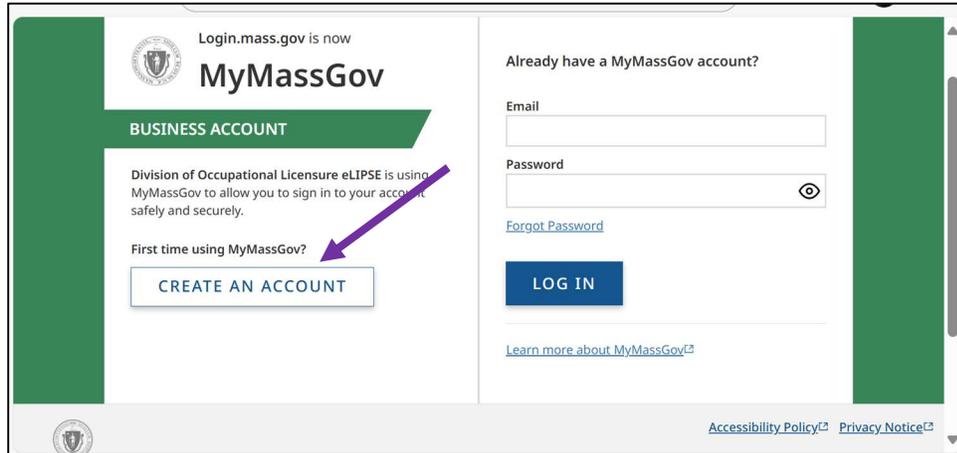
To apply for new, renew, or manage a license, [log in](#).

To search for a license, [click here](#).

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:



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.

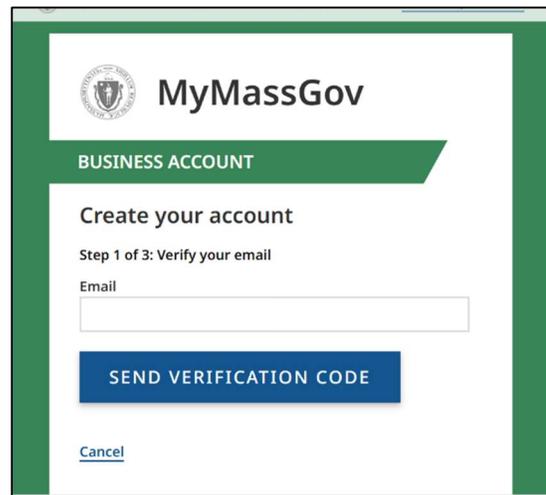
Next you will see a screen that asks you to agree to share the MyMassGov profile you are creating with DOL and other entities.

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 MyMassGov <login@noreply.mass.gov>:



Hello,

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.

The screenshot shows the MyMassGov 'Create your account' screen. At the top, there is the MyMassGov logo and the text 'BUSINESS ACCOUNT'. Below this, the heading 'Create your account' is followed by 'Step 1 of 3: Verify your email'. A paragraph of text explains that a verification code has been sent to the email address and provides instructions on how to find it. Below the text are three input fields: 'Email' (with a pre-filled address), 'Verification code', and a blue 'VERIFY' button. At the bottom, there are links for 'Get a new code' and 'Cancel'.

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

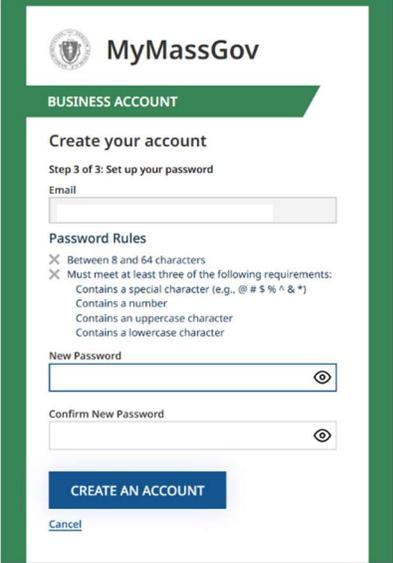
Then, at the bottom, click the **CONTINUE** button.

The screenshot shows the MyMassGov 'Create your account' screen. At the top, there is the MyMassGov logo and the text 'BUSINESS ACCOUNT'. Below this, the heading 'Create your account' is followed by 'Step 2 of 3: Add account details'. There are three input fields: 'Email', 'First Name', and 'Last Name'. Below the fields is a blue 'CONTINUE' button. At the bottom, there is a link for 'Cancel'.

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.



MyMassGov
BUSINESS ACCOUNT

Create your account
Step 3 of 3: Set up your password

Email

Password Rules

- ✗ Between 8 and 64 characters
- ✗ Must meet at least three of the following requirements:
 - Contains a special character (e.g., @ # \$ % ^ & *)
 - Contains a number
 - Contains an uppercase character
 - Contains a lowercase character

New Password

Confirm New Password

CREATE AN ACCOUNT

[Cancel](#)

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.



MyMassGov
BUSINESS ACCOUNT

Create your account

Your account was successfully created.

Next, set up multifactor authentication (MFA) to help keep your account secure. You can't continue without setting up MFA. If you cancel, you will be logged out.

SET UP MFA

[Cancel](#)

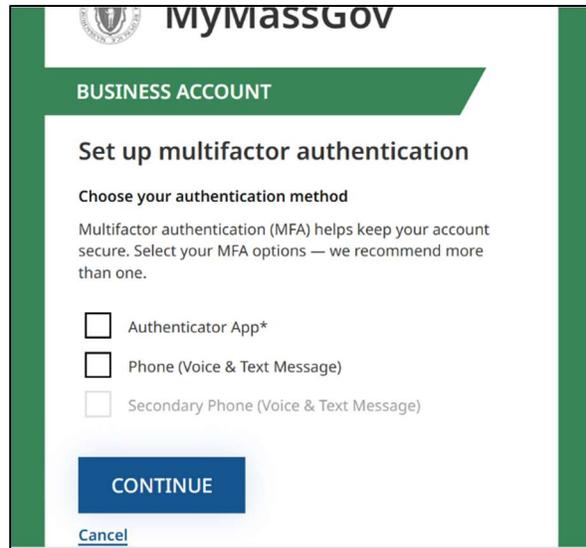
What is Multifactor Authentication?

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.

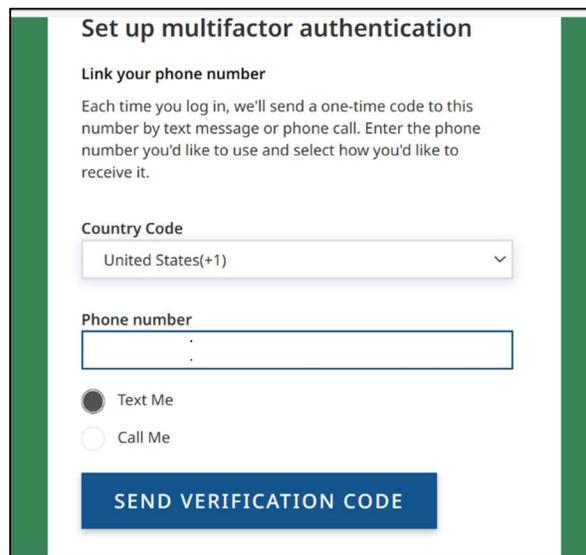
Choose one or more of the methods, and then, click the CONTINUE button.



The screenshot shows the MyMassGov Business Account MFA setup screen. At the top, it says "MyMassGov" and "BUSINESS ACCOUNT". The main heading is "Set up multifactor authentication". Below that, it says "Choose your authentication method". A sub-heading reads: "Multifactor authentication (MFA) helps keep your account secure. Select your MFA options — we recommend more than one." There are three radio button options: "Authenticator App*", "Phone (Voice & Text Message)", and "Secondary Phone (Voice & Text Message)". At the bottom, there is a blue "CONTINUE" button and a "Cancel" link.

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.

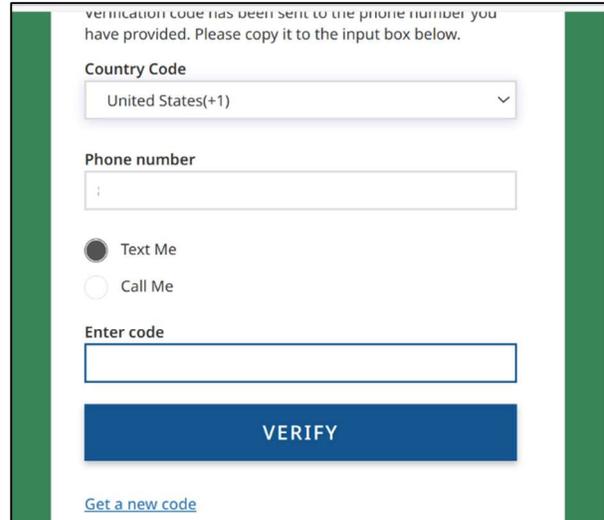


The screenshot shows the MyMassGov Business Account MFA setup screen for linking a phone number. The heading is "Set up multifactor authentication". Below that, it says "Link your phone number". A sub-heading reads: "Each time you log in, we'll send a one-time code to this number by text message or phone call. Enter the phone number you'd like to use and select how you'd like to receive it." There is a "Country Code" dropdown menu with "United States(+1)" selected. Below that is a "Phone number" input field. At the bottom, there are two radio button options: "Text Me" (selected) and "Call Me". At the very bottom, there is a blue "SEND VERIFICATION CODE" button.

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.



Verification code has been sent to the phone number you have provided. Please copy it to the input box below.

Country Code
United States(+1)

Phone number
:

Text Me
 Call Me

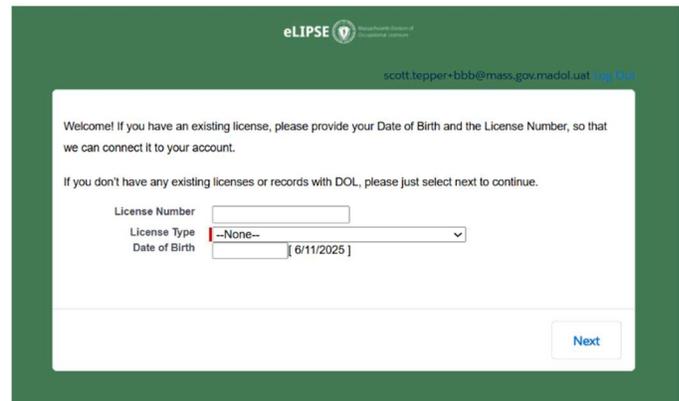
Enter code

VERIFY

[Get a new code](#)

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.)



eLIPSE Department of Transportation

scott.tepper+bbb@mass.gov/madol.uat [log out](#)

Welcome! If you have an existing license, please provide your Date of Birth and the License Number, so that we can connect it to your account.

If you don't have any existing licenses or records with DOL, please just select next to continue.

License Number

License Type **None--**

Date of Birth [6/11/2025]

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.

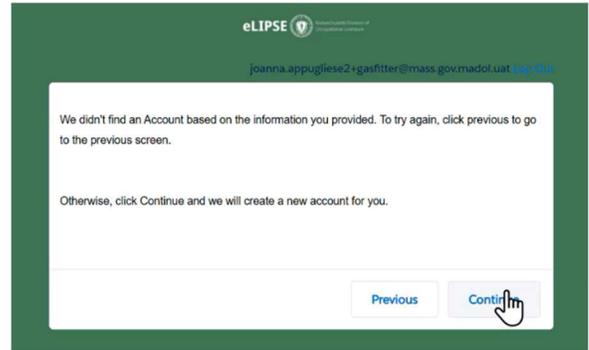
This will delay whatever you wanted to do next.

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.



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 [Guide to using MyMassGov | Mass.gov](#)