

Getting started with DOL's eLIPSE

This guide will help you get started managing your licenses and permits with DOL's eLIPSE public portal. This guide is 9 pages, but there are a lot of screen shots to help you, and a lot of this you only have to do once.

A quick overview

To use DOL's eLIPSE 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 looks like a lot, but it's because there are lots of screen shots.

Computer or mobile device with internet access

You can use eLIPSE 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, because you will want to know as soon as you receive email from DOL. Also, do not use a work email address, because that might change over time.

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.

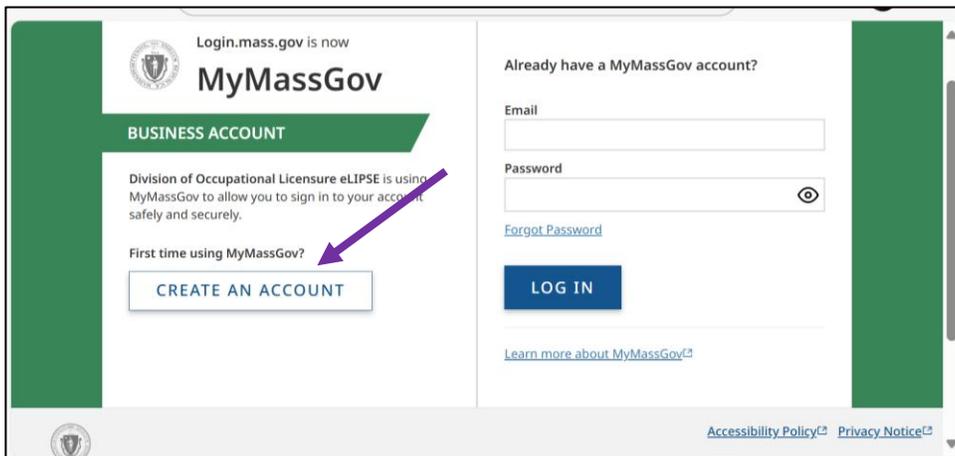
When you have your device with internet access and your email address, you can click the log in link on the DOL home page (as shown below) to start setting up your MyMassGov account.

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 **personal** MyMassGov account* for signing in to RMV, DOR, or other Commonwealth agencies for personal matters, you will still need a **business** MyMassGov account.

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 working for someone else.

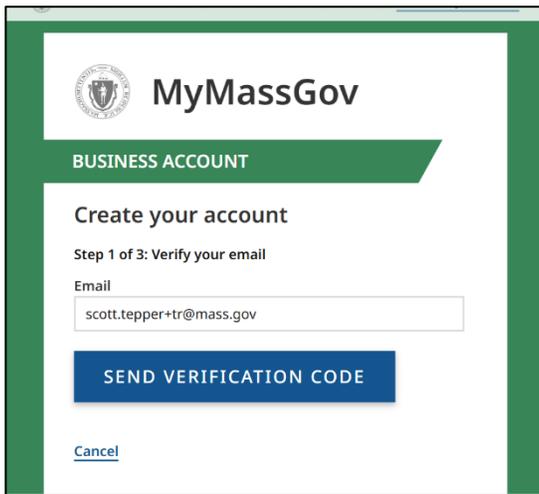
Next you will see a screen that asks you to agree to share the MyMassGov profile you are creating with DOL and other entities.

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>:



Commonwealth of Massachusetts

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.]

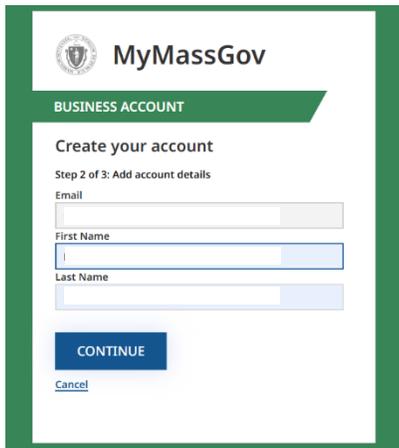
Return to the MyMassGov page, where you will see the **Create your account** screen.

Enter the verification code from the email, and at the bottom, click the **Verify** button.

The screenshot shows the MyMassGov interface for creating a business account. It features the state seal and the MyMassGov logo. A green banner indicates 'BUSINESS ACCOUNT'. The main heading is 'Create your account', followed by 'Step 1 of 3: Verify your email'. A message explains that a verification code has been sent to the email address 'scott.tepper+nnn@mass.gov'. Below this, there are input fields for 'Email' (pre-filled with the address) and 'Verification code'. A blue 'VERIFY' button is positioned below the code field. At the bottom, there are links for 'Get a new code' and 'Cancel'.

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

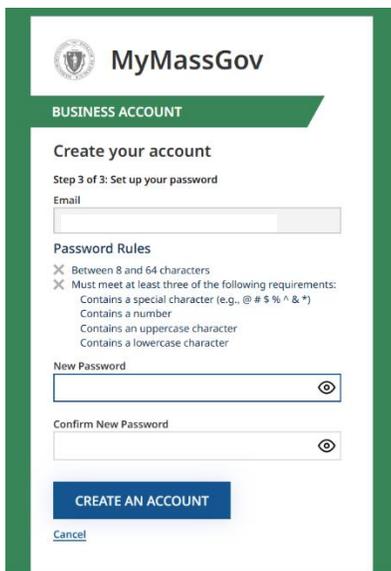
Important: Be sure to enter your first and last name exactly as they appear on your license. Later in this process, eLIPSE will use your first and last name **as they appear on your license** (and other information) to locate your licenses and link them to your eLIPSE account.



The screenshot shows the MyMassGov Business Account creation interface. 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'. A blue 'CONTINUE' button is positioned below the fields, and a 'Cancel' link is at the bottom left.

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.



The screenshot shows the MyMassGov Business Account creation interface for Step 3 of 3: Set up your password. It includes the MyMassGov logo and 'BUSINESS ACCOUNT' header. The heading 'Create your account' is followed by 'Step 3 of 3: Set up your password'. There is an 'Email' input field. Below it, 'Password Rules' are listed with two main requirements: 'Between 8 and 64 characters' and 'Must meet at least three of the following requirements: Contains a special character (e.g., @ # \$ % ^ & *), Contains a number, Contains an uppercase character, and Contains a lowercase character'. There are two password input fields: 'New Password' and 'Confirm New Password', each with a visibility toggle icon. A blue 'CREATE AN ACCOUNT' button is at the bottom, with a 'Cancel' link below it.

Then, at the bottom, click the **Create An Account** button.

Great! You have created your MyMassGov account! Now you need to set up MFA, or “multifactor authentication.”

Click the **Set Up MFA** button.



Setting up multifactor authentication (MFA)

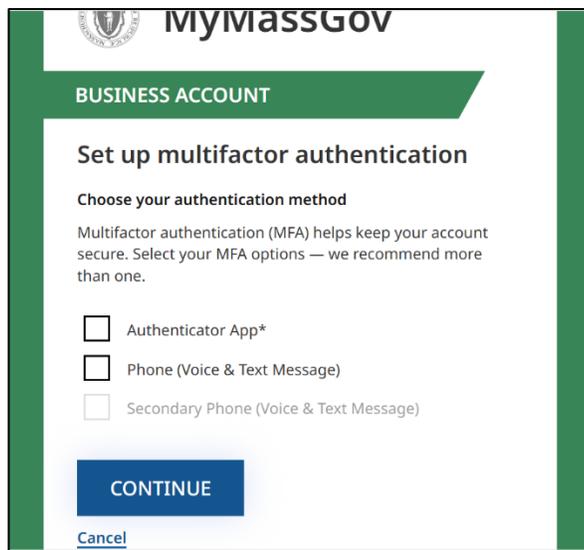
Be sure to have your telephone available. You will need it to complete the MFA setup.

What is Multifactor Authentication (MFA)?

It's an additional confirmation of 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 either **Text Me** or **Call Me**.
- 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
85 9

Text Me
 Call Me

SEND VERIFICATION CODE

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

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

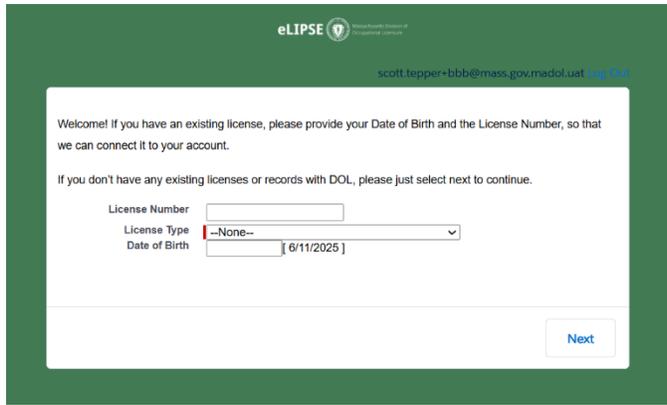
Text Me
 Call Me

Enter code

VERIFY

[Get a new code](#)

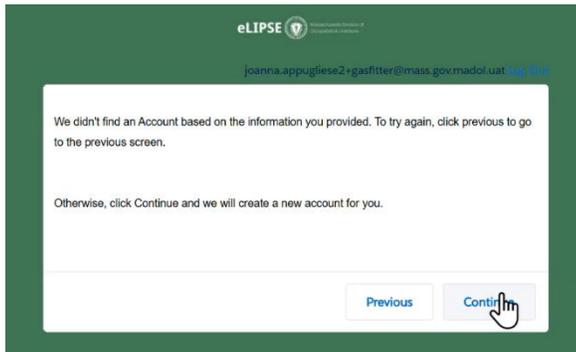
Now you will see this welcome message from eLIPSE.



- If you do not have a license, click the **Next** button.
- If you already have a license, enter your complete **License Number**, meaning with your board code and license type, for example, 1234567-BC-FG. If you have more than one license, use any of your license numbers.
- Select a **License Type** from the drop-down.
- Enter your **Date of Birth**.
- Click the **Next** button.
- If you skip this step, you will not be able to manage your current licenses and permits in eLIPSE.

eLIPSE will connect your license to your MyMassGov account.

If eLIPSE cannot connect your license, it will display this message:



Usually this happens when the name on your license (which you created in a different software system) does not exactly match the name you used to set up your MyMassGov account. If you cannot get your license to connect, please contact DOL for assistance.

Click the **Continue** button, and you will be in eLIPSE.

Congratulations!

You are now ready to manage your licenses and permits in eLIPSE!

Remember, every time you go from the DOL web site to MyMassGov and log in to eLIPSE, you will be asked to use the multifactor authentication.

If you have questions about getting started, at the bottom of the DOL page, click the **Contact Us** link.

For more about MyMassGov, visit this page: [Guide to using MyMassGov | Mass.gov](#)