

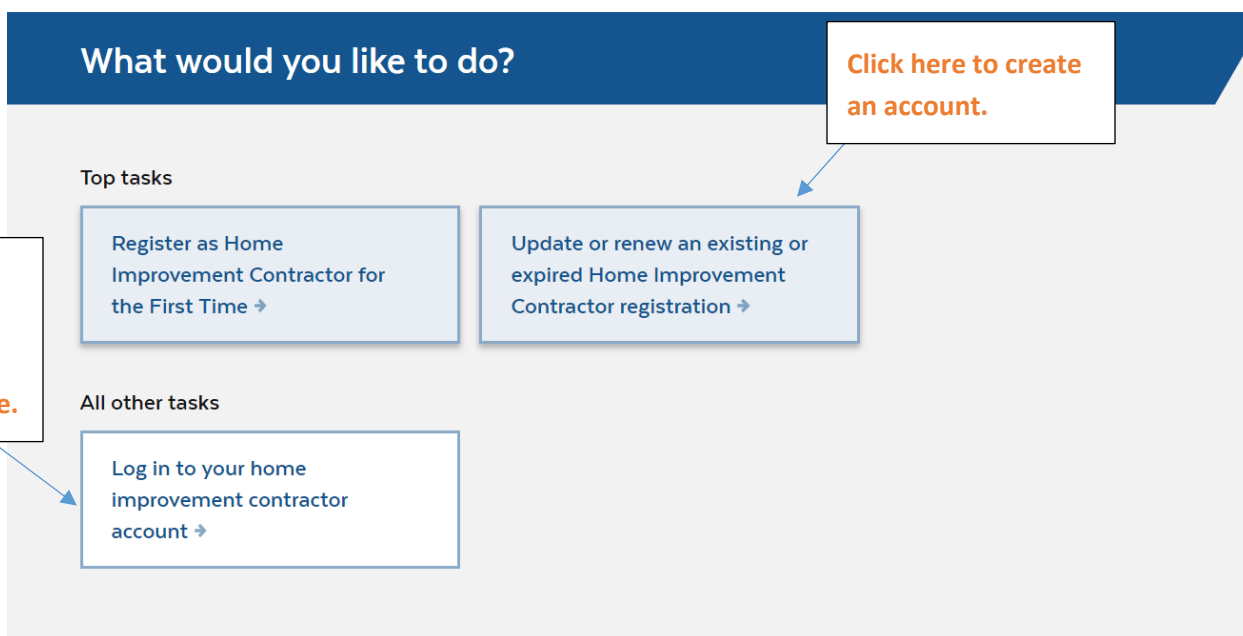
HIC Reapplication Guide

1. An HIC cannot be renewed once it has been expired for 30 days. A “reapplication” must be submitted.
2. Reapplications require a contractor to pay associated registration and Guaranty Fund fees.
 - a. Reapplication Fee : \$150
 - b. Guaranty Fund fee – Based on number of employees :
 - i. 0 to 3 employees: \$100
 - ii. 4 to 10 employees: \$200
 - iii. 11 to 30 employees: \$300
 - iv. More than 30 employees: \$500
3. **To begin, start here :** <https://www.mass.gov/home-improvement-contractor-registration-and-renewal>

Please keep in mind that funds owed to the Guarantee Fund or HIC Complaint Program may delay the processing of your application.

HIC Reapplication Guide

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, “Update or renew an existing or expired Home Improvement Contractor Registration.”





HIC Reapplication Guide

5. Click on the box that says, “Renew your Home Improvement Contractor Registration online.”

Renew your home improvement contractor registration

Need to renew your home improvement contractor registration? You're in the right place!

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



Renew your home improvement contractor registration online →

Renew your home improvement contractor registration by mail/in-person →

HIC Reapplication Guide

6. Enter your contractor information into the following spaces.
- If you do not remember your HIC number, please contact our office at (617) 973-8787 or Toll-free (888) 283-3757.
 - If the social security number does not match, you may try using the last four digits of your Federal Tax ID number.
 - If you are receiving an error message that you are unable to resolve, please contact our office for assistance.

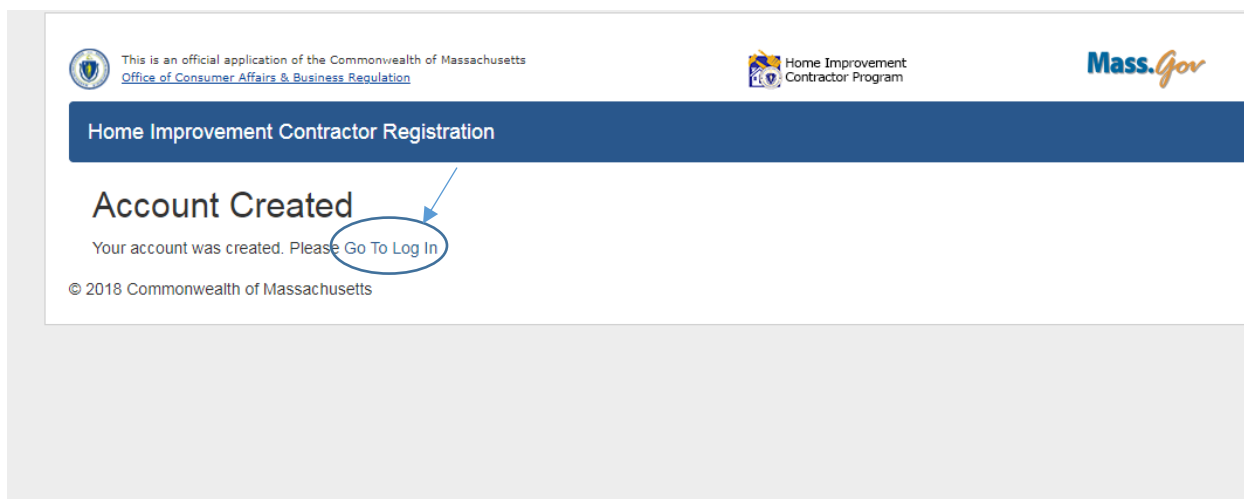
Create A Home Improvement Contractor Account For An Existing Registration

- **IMPORTANT:** If you already have or have previously held an HIC number, fill out the form below. If you're registering for the first time, click [Here](#)
- 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	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
HIC Number	<input type="text"/>
Responsible Person Last 4 digits of SSN	<input type="text"/>
Responsible Person Last Name	<input type="text"/>

HIC Reapplication Guide

7. If you have received this message, it means that your account has been successfully created. Please click on the highlighted “Go To Log In.”



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Home Improvement Contractor Program

Mass.gov

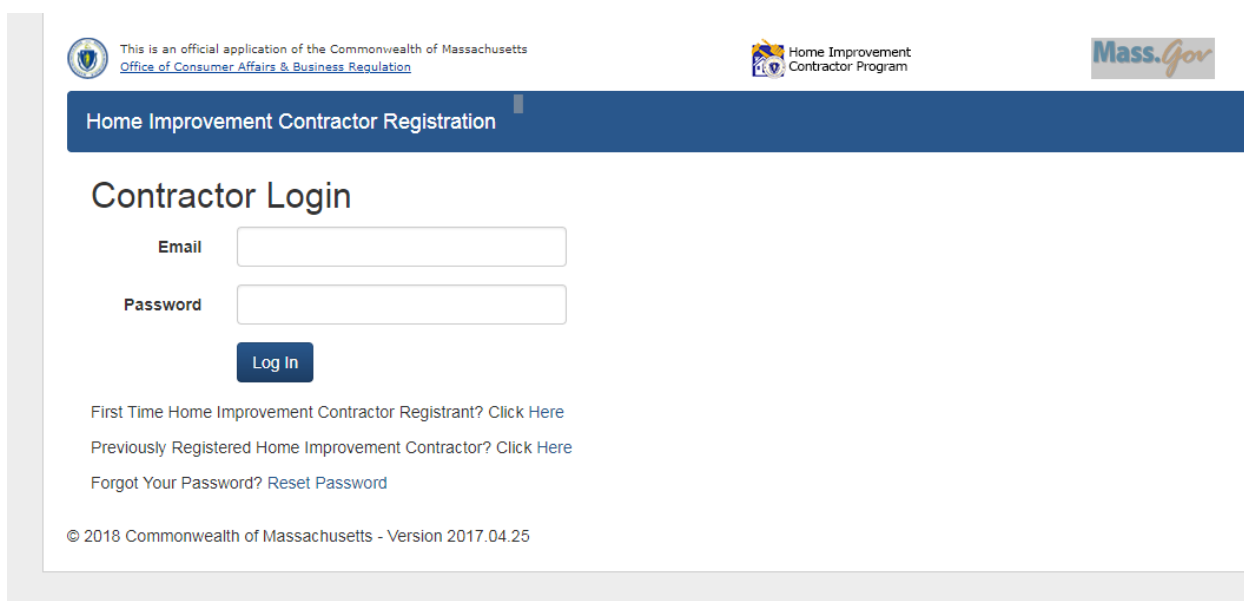
Home Improvement Contractor Registration

Account Created

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

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8. Enter your email and password to log in to your account.
- a. HIC Log In Page : <https://hic.oca.state.ma.us/HIC/>



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Home Improvement Contractor Program

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Home Improvement Contractor Registration

Contractor Login

Email

Password

[Log In](#)

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

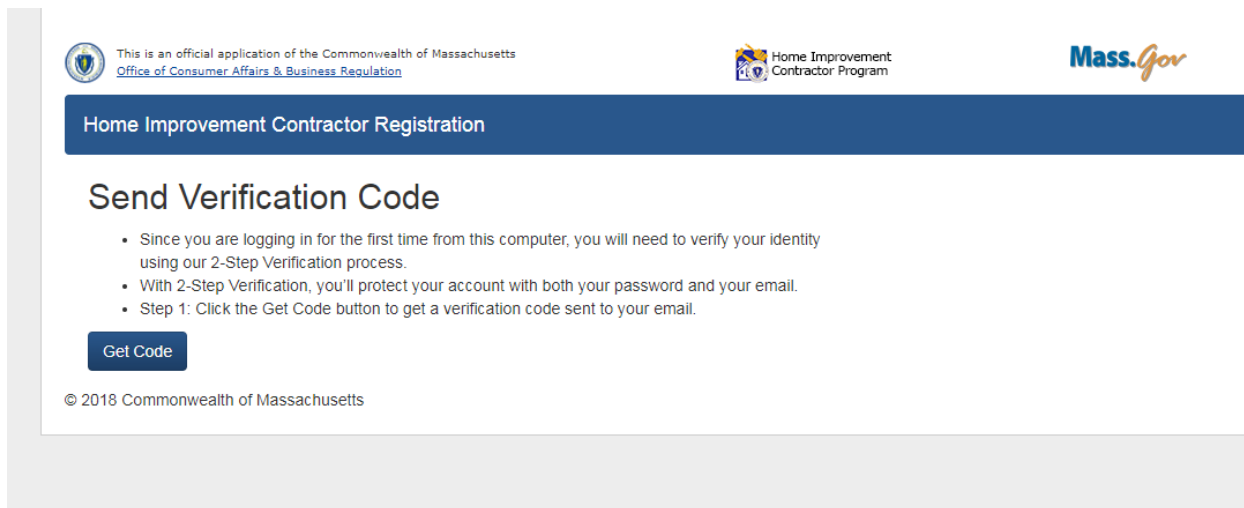
Previously Registered Home Improvement Contractor? [Click Here](#)

Forgot Your Password? [Reset Password](#)

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HIC Reapplication Guide

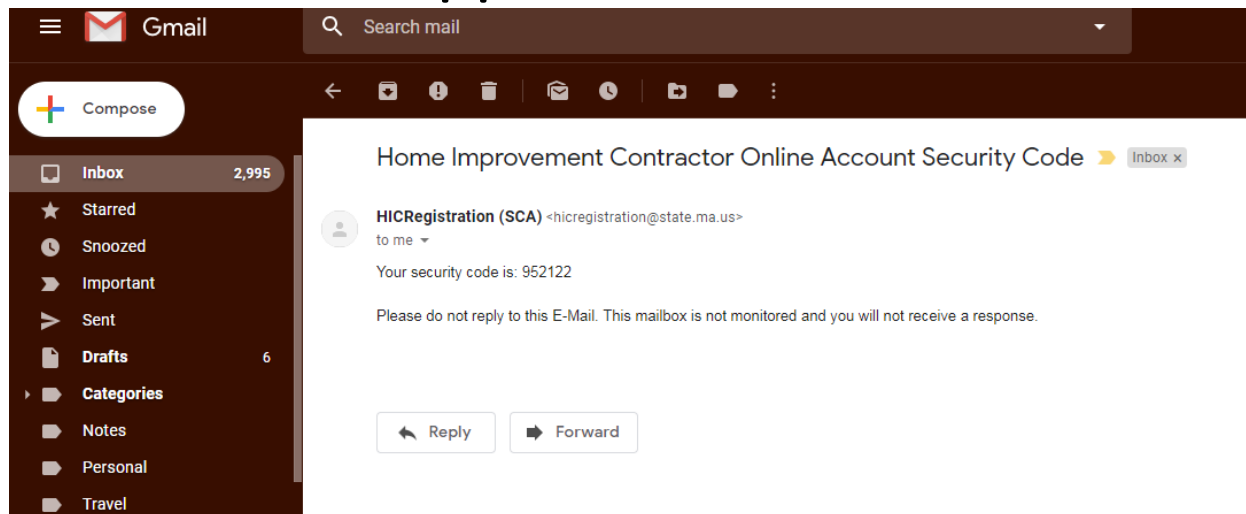
9. Click ‘Get Code’ to get a verification code sent to your email.



The screenshot shows the 'Home Improvement Contractor Registration' page. At the top, there are logos for the Commonwealth of Massachusetts Office of Consumer Affairs & Business Regulation, the Home Improvement Contractor Program, and Mass.gov. Below the header, the page title is 'Home Improvement Contractor Registration'. The main heading is 'Send Verification Code'. Below this, there is a list of instructions: '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.', and 'Step 1: Click the Get Code button to get a verification code sent to your email.' A blue button labeled 'Get Code' is positioned below the instructions. At the bottom left, there is a copyright notice: '© 2018 Commonwealth of Massachusetts'.

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

HIC Reapplication Guide



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

The screenshot shows the "Home Improvement Contractor Registration" page. At the top, it says "This is an official application of the Commonwealth of Massachusetts Office of Consumer Affairs & Business Regulation" and "Mass.gov". The page title is "Home Improvement Contractor Registration". Below this is the section "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.


Below the instructions is a "Security Code" label next to a white input box. A blue arrow points from a box labeled "Enter code here" to the input box. Below the input box is a checked checkbox labeled "Remember This Browser" and a blue "Submit" button. A blue arrow points from a box labeled "Click to submit" to the "Submit" button.

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HIC Reapplication Guide

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

---Select---

Answer 1

Question 2

---Select---

Answer 2

Question 3

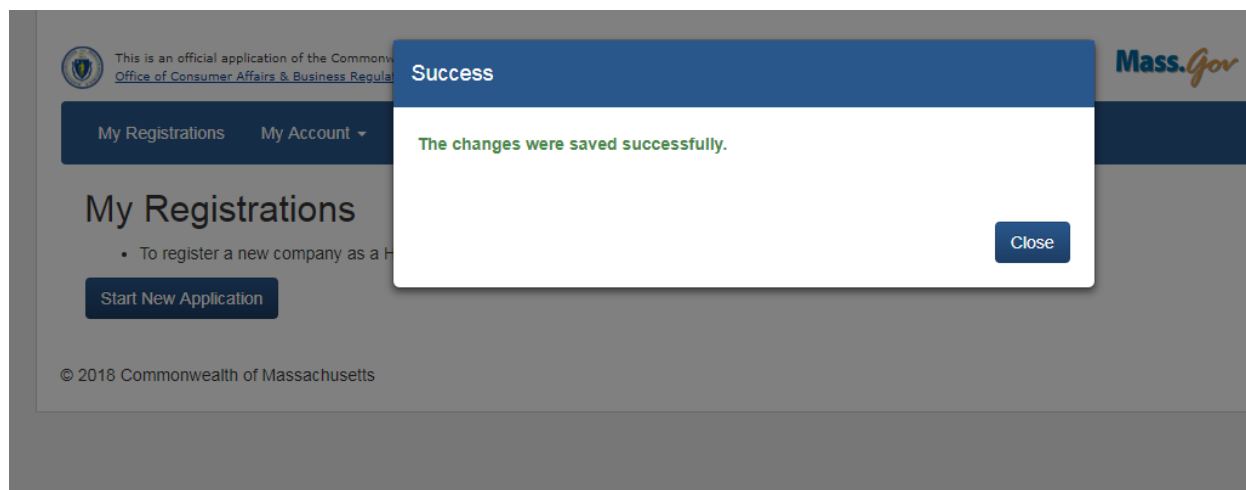
---Select---

Answer 3

Save

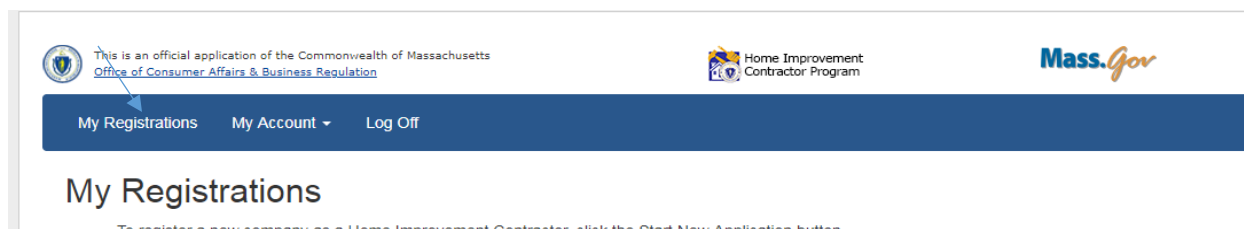
HIC Reapplication Guide

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 ‘My Registrations’ at the top of the page.

- i. If you cannot see your previous registrations, please stop and contact our office at (617) 973-8787 or Toll-free (888) 283-3757.



HIC Reapplication Guide

15. You should be able to see your previous registrations listed. Click ‘**Manage Registration**’ for the most recent registration.

[Contractor Search](#)
[User Search](#)
[My Account ▾](#)
[Log Off](#)

Registrations For [REDACTED] CONSTRUCTION CO.

- Registrations and Applications with their statuses are displayed in the list below.
- To manage or view any Registration, click on the appropriate Task button.

Contractor Name	HIC Number	Registration Status	Effective Date	Expiration Date	Application Type	Application Status	Create Date	Task
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	09/14/2016	09/13/2018	Renewal	Registration Issued	09/13/2016	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	08/28/2014	08/27/2016	Renewal	Registration Issued	08/27/2014	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	09/26/2012	09/25/2014	Renewal	Registration Issued	09/25/2012	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	08/06/2010	08/15/2012	Renewal	Registration Issued	08/05/2010	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	07/23/2004	07/22/2006	Renewal	Registration Issued	07/22/2004	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	07/23/2002	07/22/2004	Renewal	Registration Issued	07/22/2002	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	07/23/2000	07/22/2002	Renewal	Registration Issued	07/22/2000	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	07/23/1998	07/22/2000	Renewal	Registration Issued	07/22/1998	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	07/23/1996	07/22/1998	Renewal	Registration Issued	07/22/1996	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	07/23/1994	07/22/1996	Renewal	Registration Issued	07/22/1994	Manage Registration
[REDACTED] CONSTRUCTION	106 [REDACTED]	Expired	07/23/1992	07/22/1994	Initial Application	Registration Issued	07/22/1992	Manage Registration

[Back To Contractor Search](#)

HIC Reapplication Guide

16. Click 'Reapply' .

Contractor Search User Search My Account ▾ Log Off

Registration For [REDACTED] CONSTRUCTION CO.

• Use the buttons below to view the HIC registration.

Task	Description
Basic Information	Name, Tax ID, address, and other basic information about the contractor.
Personnel	Information about the responsible person, owners, and HIC card holders for the contractor.
Documents	DBA Certificates and Proof of Incorporation.
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
Reapply	Reapply for an application to keep the same HIC Number.

Back To Contractor Registrations

HIC Reapplication Guide

17. Enter your basic information into the correct fields.

[Contractor Search](#) [User Search](#) [My Account](#) [Log Off](#)

Basic Information For [REDACTED] CONSTRUCTION CO.

- Fill in the fields as necessary below.
- If the contractor does business under a fictitious name, you will need to upload a copy of the DBA Certificate from the 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

[REDACTED] CONSTRUCTION CO.

Number Of Employees

0 - 3

Applicant Type

Individual

Tax ID (SSN or ITIN)

[REDACTED]

Applicant Phone #

[REDACTED]

Applicant Email Address

no_email44799@massmail.state.ma.us

Has D/B/A Name

☐ Yes ☒ No

D/B/A Name

Permanent Address

Note: Permanent Address cannot be a PO Box address

State

Massachusetts

Zip Code

02557

Save

Cancel

This may be your TAX ID or Social Security Number.

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

Remember to click save.

HIC Reapplication Guide

18. 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.

Application For Registration For [REDACTED] CONSTRUCTION OF

- To reapply to become a home Improvement Contractor and keep the same HIC Number, complete the steps below.
- Review each section to ensure the information is up to date.
- After you have completed the steps, you will submit your 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.	The basic contractor record is complete.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	Please review and update as necessary.
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.
Approve Or Reject	Approve or reject this application.	The application will be able to approved or rejected after it has been submitted.
Payment	Record a payment made by check or point of sale terminal.	Payment will need to be recorded after the application has been submitted and approved.
Void	Void this application.	The application should be voided if it will never be completed.

[Back To Contractor Registrations](#)

HIC Reapplication Guide

19. Review and update personnel as necessary.

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 a 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.
- To edit a person, click the Edit button.
- To change the designations for or to delete any person in the list, check or uncheck the appropriate boxes and click the Save button.

[Add Person](#)

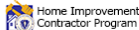
First Name	Last Name	Has SSN or ITIN	Responsible Person	Percent Owner	HIC Card	Delete Person	Edit Details
Kevin	<input type="text"/>	Yes	<input checked="" type="checkbox"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit

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


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



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Home Improvement
Contractor Program



Mass.gov

[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 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.

[Back To My Registrations](#)

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HIC Reapplication Guide

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

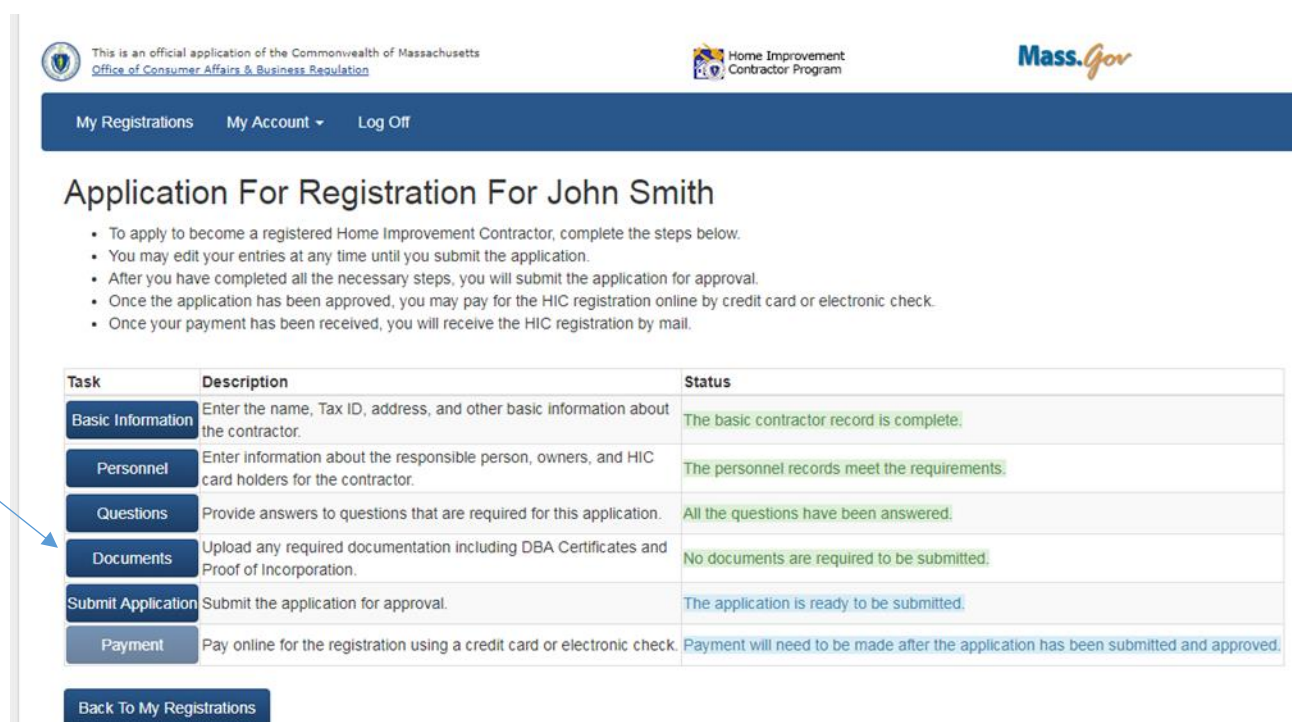
Save

Cancel

HIC Reapplication Guide

21. 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

Mass.gov

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.

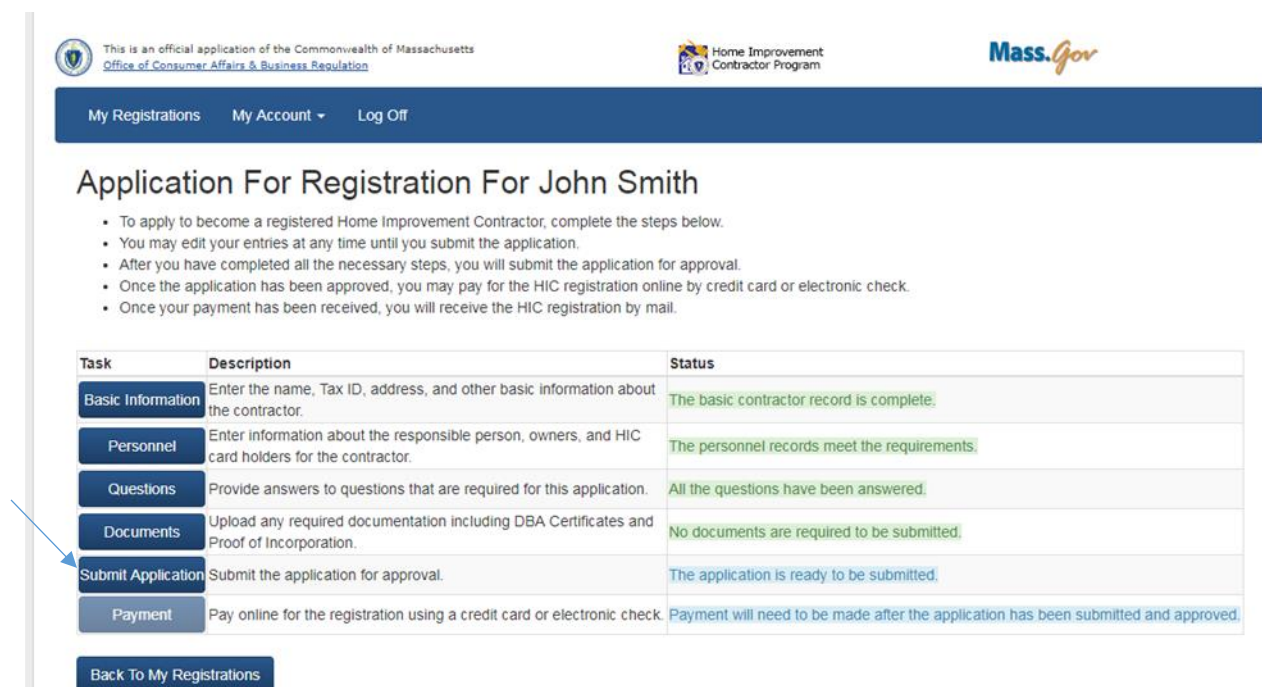
Back To My Registrations

If you are having trouble uploading your documents, please contact our office.

HIC Reapplication Guide

22. 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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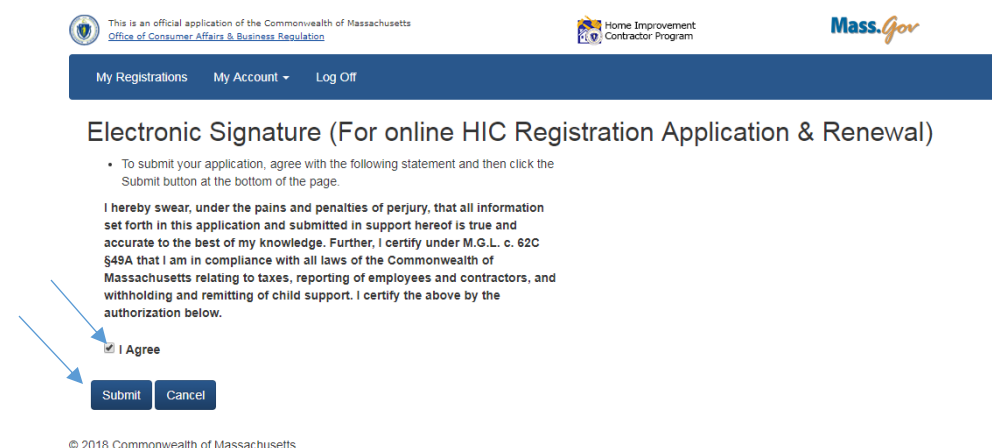
Application For Registration For John Smith

- 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.

Back To My Registrations

23. Read through and agree with the following statement.



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Home Improvement Contractor Program

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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

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HIC Reapplication Guide

24. 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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Mass.gov

My Registrations My Account ▾

Application For Registration

- To apply to become a registered HIC contractor, you must complete the following steps:
- You may edit your entries at any time.
- After you have completed all the 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.

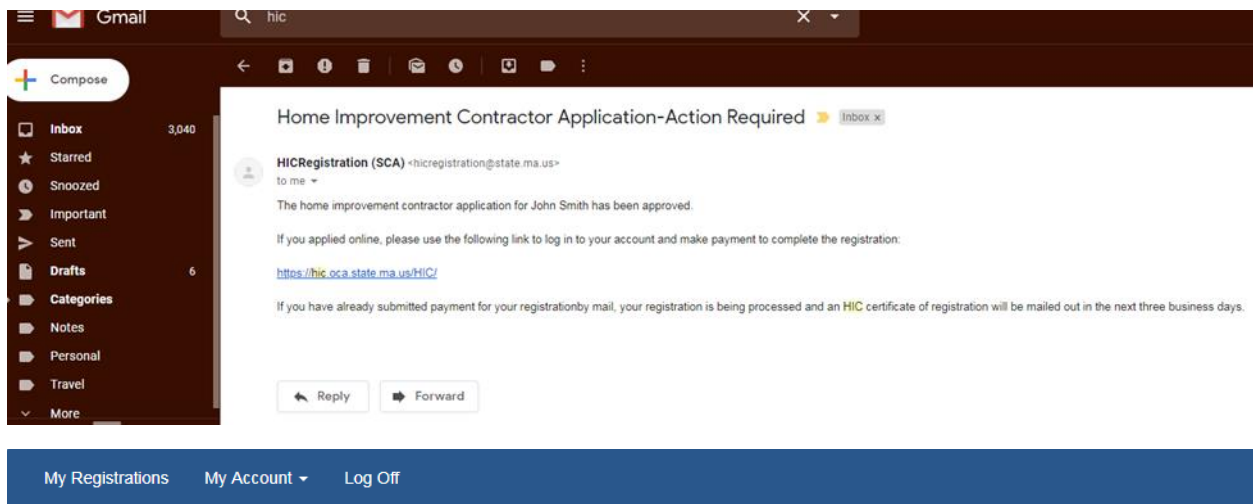
Task	Description	Status
Basic Information	Enter the name, Tax ID, address, and other basic information about the contractor.	The application has been submitted and is being reviewed.
Personnel	Enter information about the responsible person, owners, and HIC card holders for the contractor.	The application 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.

[Back To My Registrations](#)

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HIC Reapplication Guide

25. 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.

HIC Reapplication Guide

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)