HIC Online Renewal Guide

1. All contractors and subcontractors who perform home improvement work on an existing, 1- to 4-unit residential property in Massachusetts may use this online guide to renew their Home Improvement Contractor Registration.

2. HIC Registrations must be renewed every 2 years and are subject to a $100.00 renewal fee.
   a. An HIC Registration cannot be renewed if it has been expired for more than 30 days. A new application (reapplication) must be submitted along with associated new registration fees and Guaranty Fund payment.
      i. If this is the case, please refer to the reapplication guide located here:

3. Required documents for renewal:
   a. If registering as an individual/sole proprietor doing business under a trade name/fictitious name/ doing business as (“DBA”) name, you must provide a current copy of your business certificate issued by your local city/town clerk.
   b. If you are renewing the registration of a corporation, please provide a recent filing (e.g., annual report, articles of incorporation, foreign corporation registration, etc.) with the Massachusetts Secretary of the Commonwealth Corporations Division

If you have any questions about these forms, please contact our office at (617) 973-8787 or Toll-free (888) 283-3757.

4. To start your renewal, click here: https://hic.oca.state.ma.us/HIC/

Funds owed to the Guaranty Fund or HIC Complaint Program may delay the processing of your application.
5. **If you have previously** set up your online account, enter your email and password.
   a. If you have already set up your security questions, skip to **step 14** after logging in.
   b. If this is your first time logging in, skip to **page 5** after logging in.

**If you have never** created an online account, click on **Previously Registered Home Improvement Contractor? Click Here** and continue through the guide.
6. Enter your contractor information into the following spaces.
   a. **If you do not remember your HIC number**, please contact our office at (617) 973-8787 or Toll-free (888) 283-3757.
   b. **If you receive an error stating that your social security number does not match**, you may try using the last four digits of your Federal Tax ID number.
   c. **If you are receiving an error message that you are unable to resolve**, please contact our office for assistance at (617) 973-8787 or Toll-free (888) 283-3757.

**ATTENTION:** If you have already completed this step, go back to the contractor log in page on page 1 or click here: [https://hic.oca.state.ma.us/hic](https://hic.oca.state.ma.us/hic)
7. Once you have received this message, your account has been succes
created. Please click on the highlighted “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 on ‘Get Code’ to have a verification code sent to your email.
   a. This is a security protocol to help keep your registration information secure.
10. Retrieve the verification code sent to your email address on your account. Please check your spam box or junk mail if the email is not in your inbox.
   a. The email will be sent from “HICRegistration” <hicregistration@state.ma.us>

If you do not receive your verification code within 5 minutes, contact our office at (617) 973-8787 or Toll-free (888) 283-3757.

11. Enter your verification code and then click, “Submit.”
12. Pick three security questions and answers that will be easy to remember. Then click ‘Save.’
   a. Keep a record of your answers. Our office does not have access to your chosen answers.
13. After clicking “Save,” you should receive the pop up window below. Click ‘Close.’

14. Click on ‘My Registrations’ at the top of the page.
   a. Once you have reached this step, you will be able to log out and return to your application anytime as needed.
15. Your previous registrations should be listed. Click on ‘Manage Registration’ on the most recent registration.

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

Registration For

- Use the buttons below to manage the registration.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Information</td>
<td>Name, Tax ID, address, and other basic information about the contractor.</td>
</tr>
<tr>
<td>Personnel</td>
<td>Information about the responsible person, owners, and HIC card holders for the contractor.</td>
</tr>
<tr>
<td>Documents</td>
<td>DBA Certificates and Proof of Incorporation.</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Renew</td>
<td>Renewal of an application can begin 60 days before expiration.</td>
</tr>
</tbody>
</table>
17. Review and update all basic information.

**Basic Information For John Smith**

- 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 D/B/A name in the Documents section of the application.
- Click the Save button at the bottom of the page when you have completed the form.

### General

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Applicant</td>
<td>John Smith</td>
</tr>
<tr>
<td>Number Of Employees</td>
<td>0-3</td>
</tr>
<tr>
<td>Applicant Type</td>
<td>Individual</td>
</tr>
<tr>
<td>Tax ID (SSN or ITIN)</td>
<td></td>
</tr>
<tr>
<td>Applicant Phone #</td>
<td></td>
</tr>
<tr>
<td>Applicant Email Address</td>
<td></td>
</tr>
<tr>
<td>Has D/B/A Name</td>
<td>Yes</td>
</tr>
<tr>
<td>D/B/A Name</td>
<td>John Smith Construction</td>
</tr>
</tbody>
</table>

### Permanent Address

- **Street Address 1**
- **City**: Fitchburg
- **State**: Massachusetts
- **Zip Code**: 01420

### Mailing Address

- **Street Address 1**: 519 Westminster Hill Rd
- **City**: Fitchburg
- **State**: Massachusetts
- **Zip Code**: 01420

- **Note**: Permanent Address cannot be a PO Box address.

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- 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’ and then enter the D/B/A name into the following space.
- Remember to click on save.
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18. Next, click on ‘Personnel.’

- If you provide a Federal Tax ID number in your application, you may request a supplemental HIC card for employees for an additional fee of $10.00 per card.
- If you are a corporation, the responsible person needs to be an officer listed on the most recent filing with the Massachusetts Secretary of State.
19. Review and update personnel as necessary.

20. After completing the ‘Personnel’ section, click on ‘Questions.’
21. After answering all of the questions, click on “Save.”

### 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.
  - 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.
  - 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.
  - 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.
  - 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.
  - 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.
  - Case Or Docket Number
  - Action Date
22. Upload any required documents.
   a. If registering as an individual/sole proprietor doing business under a trade name/fictitious name/ doing business as name, you must provide a current copy of your DBA issued by your local city/town clerk.
   b. If you are renewing the registration of a corporation, please provide a recent filing (e.g., annual report, articles of incorporation, foreign corporation registration, etc.) with the Massachusetts Secretary of the Commonwealth Corporations Division

For more information about these documents or if you are having trouble uploading your documents, refer to Step 3 of this guide or contact our office at (617) 973-8787 or Toll-free (888) 283-3757.
23. Once all of the listed tasks have been reviewed and updated, you will be able to submit the application. You can see the status of each step on the right.

a. Click on ‘Submit Application.’
24. Carefully read through the following statement. Check off “I Agree” and then click on “Submit” if you agree with the statement.

25. If you have received this message, your application has been successfully submitted.
   a. Within the next 2-3 business days, your application will be reviewed. You are able to log in to your account to check on the status if you so choose; you will however receive an email once it has been reviewed.
26. Once you have received your approval, you will be able to log in using the link in your email. After logging in, you must pay the registration fee in order to activate your registration number.

27. To pay your registration fees, click on “Complete Application.”
28. Click on “Payment.” You will be prompted to make the online payment.

29. After completing your payment, you may review your registration status within your HIC account. Your registration should now show as “Active.” You will also be able to see your new date range for your registration.

Registrations For MICHAEL

- Registrations and Applications with their statuses are displayed in the list below.
- To manage or view any Registration, click on the appropriate Task button.
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For more information, please contact our office at

Office of Consumer Affairs & Business Regulation
Home Improvement Contractor Registration Program
1000 Washington Street, Suite 710, Boston, MA 02118

Consumer hotline (617) 973-8787

Toll-free consumer hotline (888) 283-3757

Monday– Friday 9:00 a.m. - 4:30 p.m.