

How do I apply for an **INITIAL LICENSE** with the employment agency program?

For Initial Placement Agency Registration or Licensed Employment Agency

1. Visit the ePLACE website: <https://elicensing21.mass.gov/citizenaccess/>
and follow the directions for **ePLACE Portal account registration first-time users**.
2. As first-time users, you will create an account with a user name and password.

Once you complete creating your user name and password you will be brought back to the ePLACE portal to sign in

3. Sign in and Select the tab **Manage Licenses, Permits, and Certificates** and choose **File an Online Application**. The tabs will guide you as each section is completed.
4. Microsoft Silverlight is required to upload documents. Look for this message on the ePLACE portal and click on the link if you do not have it already installed. **Document Attachment:** In order to upload the required documents, this system requires Microsoft Silverlight, which can be downloaded for free.
5. Online payment is integrated with the DLS's ePLACE application. Once the payment is calculated the customer will be directed to the secure Third-Party Payment Page. Payments accepted will be ACH/E-check, or Credit Cards.

For technical assistance in using this web application, please call the ePLACE Help Desk at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Massachusetts and federally-observed holidays. If you prefer, you can email ePLACE_helpdesk@state.ma.us.