How to Create and Register an Account in the new EEA ePLACE Permitting Portal
Welcome to the new ePLACE Permitting Portal! This slide presentation will take you through the account creation & registration process for first-time users of the electronic filing system. With the new permitting portal, users will be able to:

- File applications online
- Renew & Amend current applications
- Pay fees
Creating an Account

- EEA ePLACE Portal website: https://permitting.state.ma.us/CitizenAccess
- Open the home page to begin the registration process. First time users will click on the “New User” link.
Creating an Account

- The opening screen will be the system’s terms of agreement. Please read and accept the terms, then click the “Continue Registration” button.
Creating an Account

- The screen that opens requires you to provide your login information. Fields that are marked with an asterisk are required to create your account. A valid email address is mandatory. Passwords must be 8-20 characters long, have at least 1 number, 1 uppercase character, no spaces, and a special character (#, !, *, etc.). You will also be required to create 5 security questions and answers. Be sure to create questions and answers that you will remember. This information is critical for you being able to reset your password online.

- After filling out the login fields, you’ll be prompted to go to the next screen to add contact information. Click on the “Add New” button.

EEA ePLACE Portal
Creating an Account

• This screen will pop up. Make sure that your email address is the same you registered in the login screen. All fields marked with a red asterisk are required.

• After filling out the information, press the “Continue” button.
Creating an Account

• You have now successfully created a user account in the EEA ePLACE portal! You’ll be asked to go back to the home page and login. This will officially verify your account.

Congratulations. You have successfully created an account with the Commonwealth of Massachusetts eLicensing and ePermitting Portal. You will receive a confirmation by e-mail.

Reminder: If you are a current license or permit holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment.

Click on the “Home” tab to login and continue.
Help creating an account

• Do you need help creating your account or logging in? 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 Commonwealth and Federally observed holidays for assistance.