

# How to Create and Register an Account in the new EEA ePLACE Permitting Portal



**EEA ePLACE Portal**

# EEA ePLACE Account

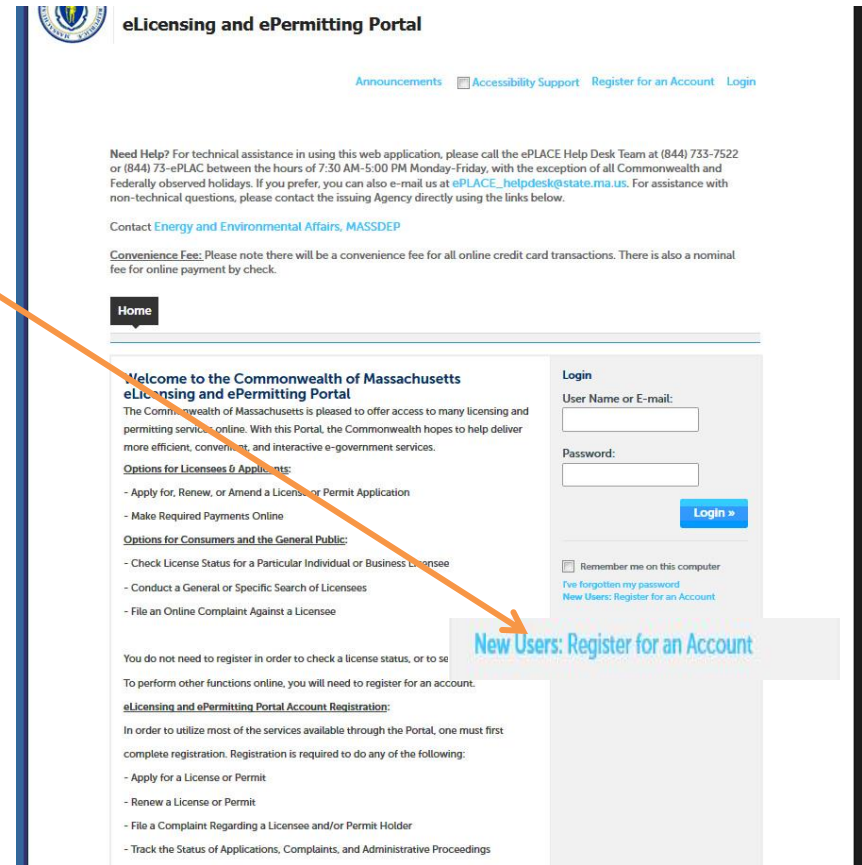
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- Welcome to the new ePLACE Permitting Portal! This slide presentation will take you through the account creation & registration process for first-time users of the electronic filing system. With the new permitting portal, users will be able to:
 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



**eLicensing and ePermitting Portal**

Announcements  Accessibility Support Register for an Account Login

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 733-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us). For assistance with non-technical questions, please contact the issuing Agency directly using the links below.

Contact [Energy and Environmental Affairs, MASSDEP](#)

**Convenience Fee:** Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

Home

Welcome to the Commonwealth of Massachusetts  
**eLicensing and ePermitting Portal**

The Commonwealth of Massachusetts is pleased to offer access to many licensing and permitting services online. With this Portal, the Commonwealth hopes to help deliver more efficient, convenient, and interactive e-government services.

**Options for Licensees & Applicants:**

- Apply for, Renew, or Amend a License or Permit Application
- Make Required Payments Online

**Options for Consumers and the General Public:**

- Check License Status for a Particular Individual or Business Licensee
- Conduct a General or Specific Search of Licensees
- File an Online Complaint Against a Licensee

You do not need to register in order to check a license status, or to see

To perform other functions online, you will need to register for an account.

**eLicensing and ePermitting Portal Account Registration:**

In order to utilize most of the services available through the Portal, one must first complete registration. Registration is required to do any of the following:

- Apply for a License or Permit
- Renew a License or Permit
- File a Complaint Regarding a Licensee and/or Permit Holder
- Track the Status of Applications, Complaints, and Administrative Proceedings

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

**New Users: Register for an Account**



# 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.

## Account Registration

You must provide the following information to open an account:

User Name and Password  
Contact Information  
E-mail

Please review and accept the terms below to proceed.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might

I have read and accepted the above terms.

[Continue Registration »](#)



# 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.



\* indicates a required field.

### Login Information

E-mail addresses must be current in order to receive important legal and other notices relating to your use of this site. An e-mail will be sent to the e-mail address provided during the registration process.

\* User Name:

\* Registration E-mail Address:

\* Password:

Password Strength Requirements

\* Type Password Again:

\* Create Security Questions:

Q1

Q2

Q3

Q4

Q5

\* Answers:

A1

A2

A3

A4

A5


### Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this Portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

You can associate "Individual" type of contact with your registration.

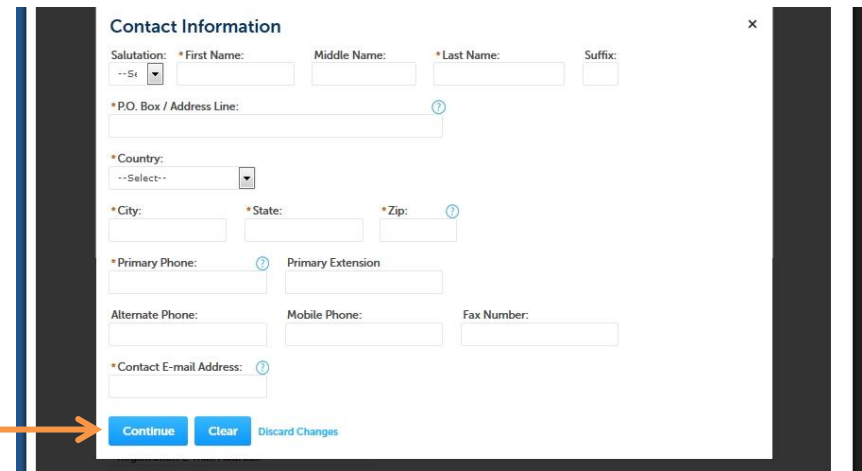
Individual - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

 [Add New](#)

[Continue Registration »](#)

# 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.



The screenshot shows a 'Contact Information' form with the following fields:

- Salutation: --Sr-- (dropdown)
- \* First Name: (text input)
- Middle Name: (text input)
- \* Last Name: (text input)
- Suffix: (text input)
- \* P.O. Box / Address Line: (text input)
- \* Country: --Select-- (dropdown)
- \* City: (text input)
- \* State: (text input)
- \* Zip: (text input)
- \* Primary Phone: (text input)
- Primary Extension: (text input)
- Alternate Phone: (text input)
- Mobile Phone: (text input)
- Fax Number: (text input)
- \* Contact E-mail Address: (text input)

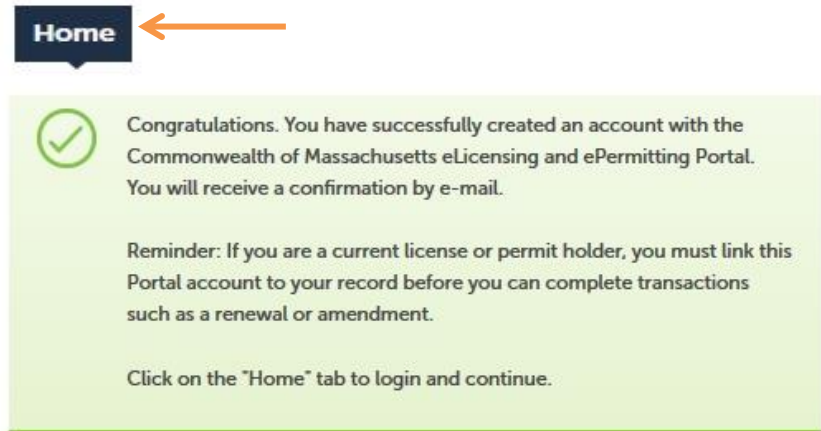
At the bottom of the form are three buttons: 'Continue', 'Clear', and 'Discard Changes'. An orange arrow points to the 'Continue' button.



# Creating an Account

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- 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.



The screenshot shows a dark blue navigation bar with a "Home" tab. An orange arrow points to the "Home" tab. Below the navigation bar is a light green confirmation message box. The message box contains a green checkmark icon, a congratulatory message, a reminder, and a call to action.

Home

✓ 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

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- 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.

