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

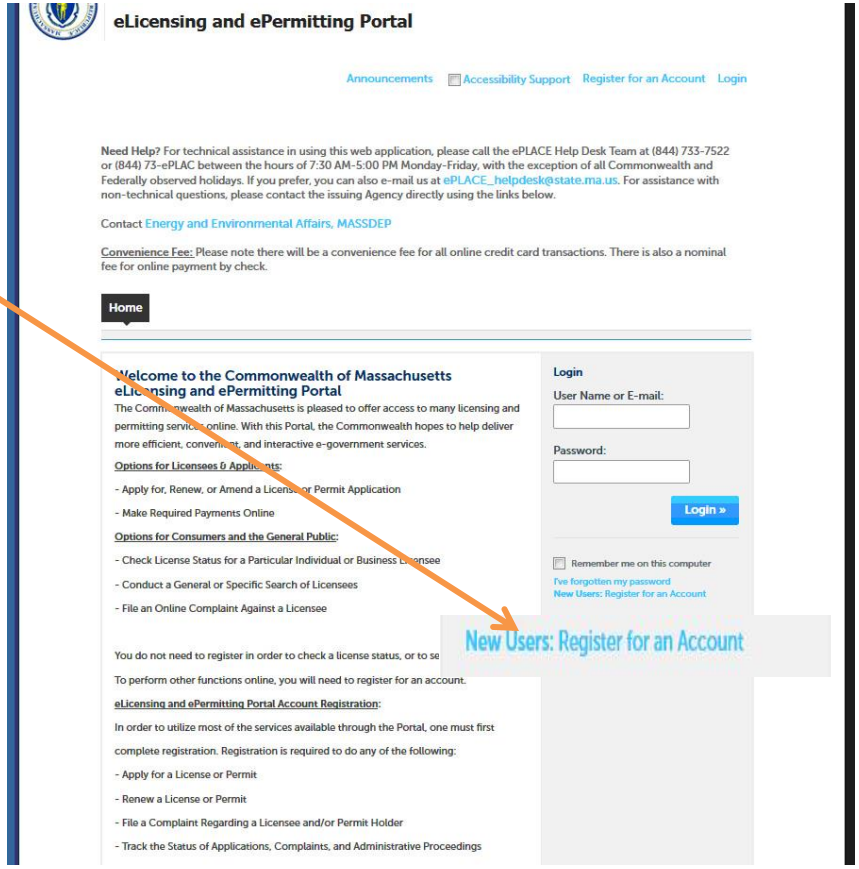
EEA ePLACE Portal

EEA ePLACE Account

- 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

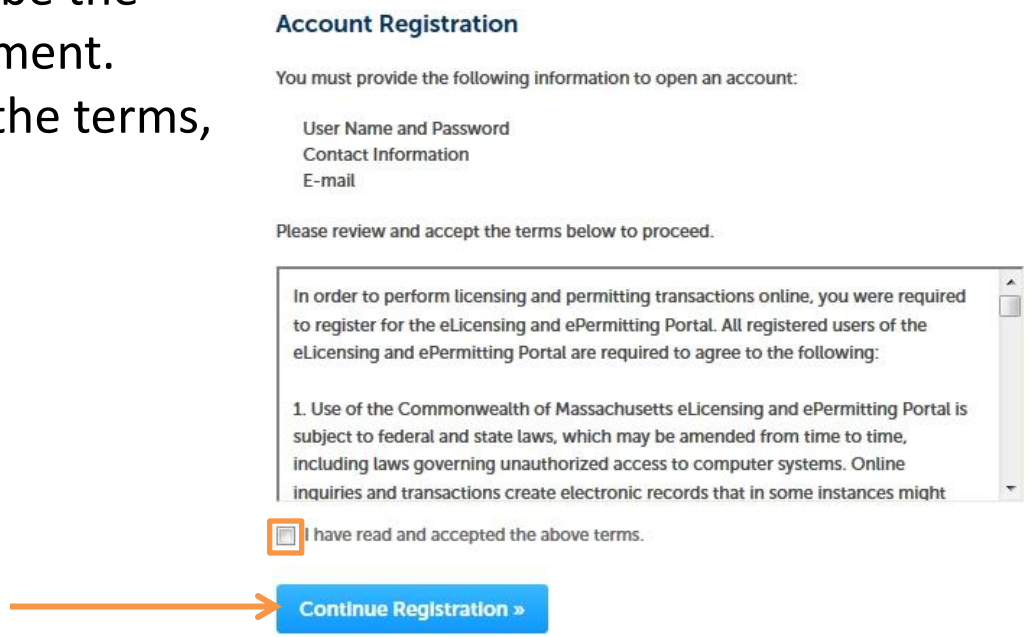
Creating an Account

- 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.



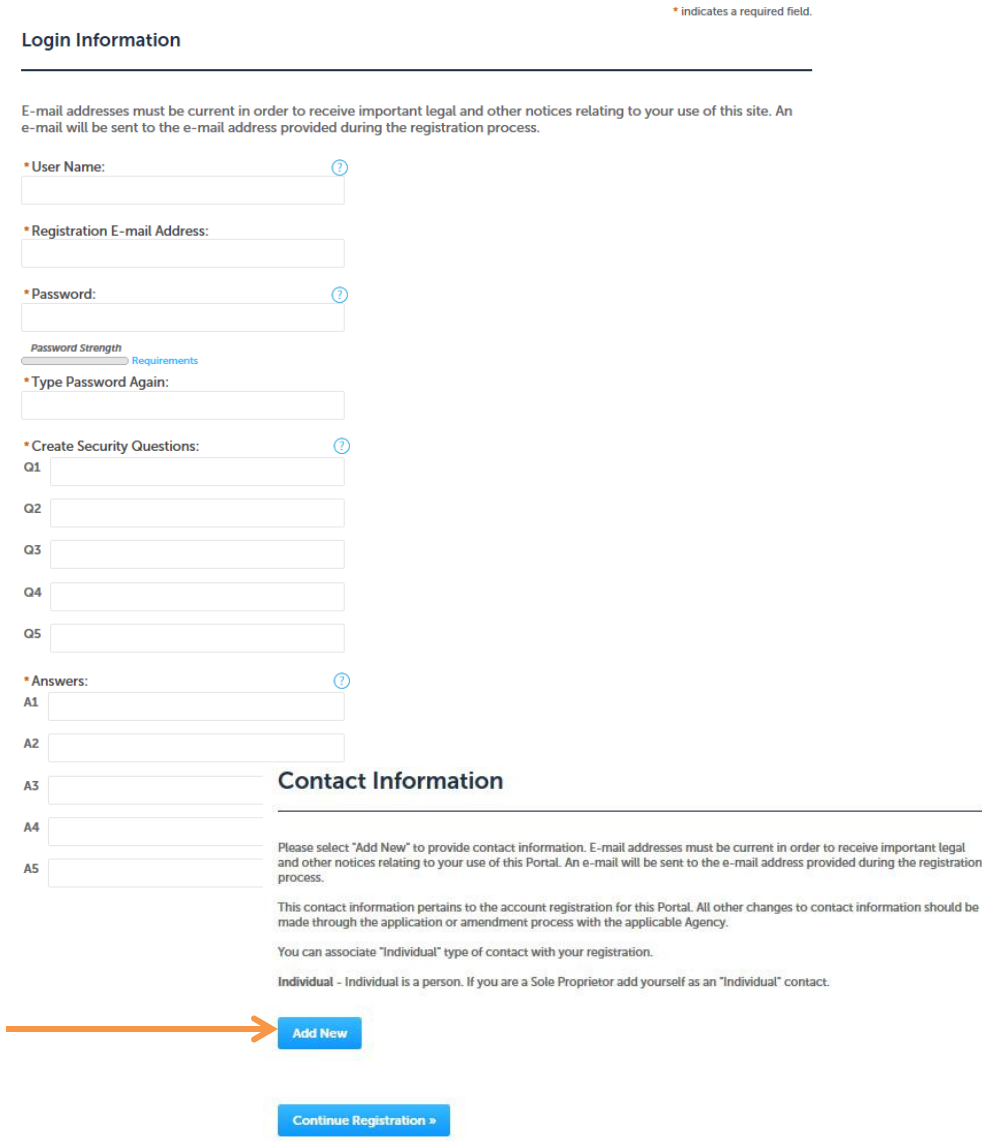
Creating an Account

- The opening screen will be the system's terms of agreement. Please read and accept the terms, then click the "Continue Registration" button.



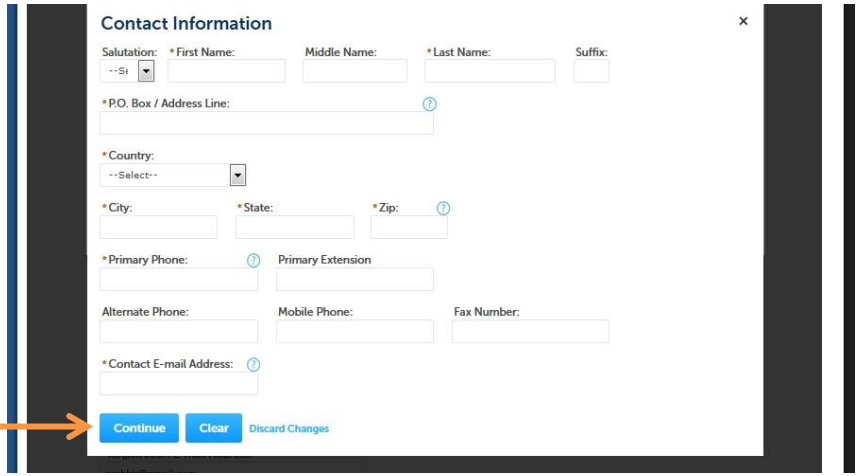
Creating an Account

- 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.



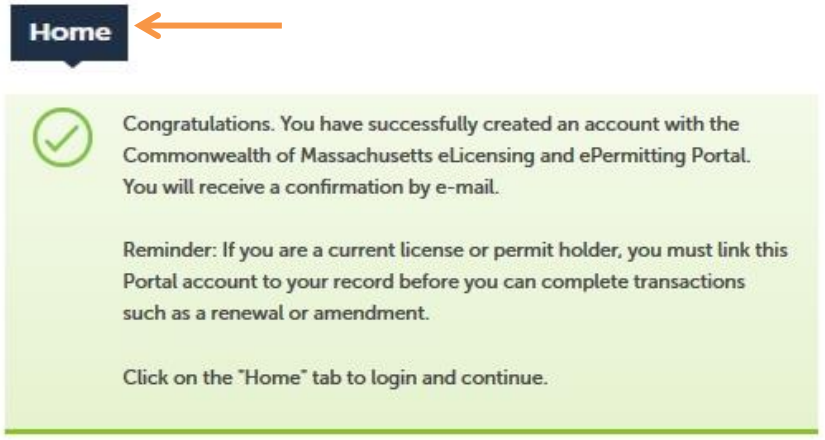
Creating an Account

- 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.



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.