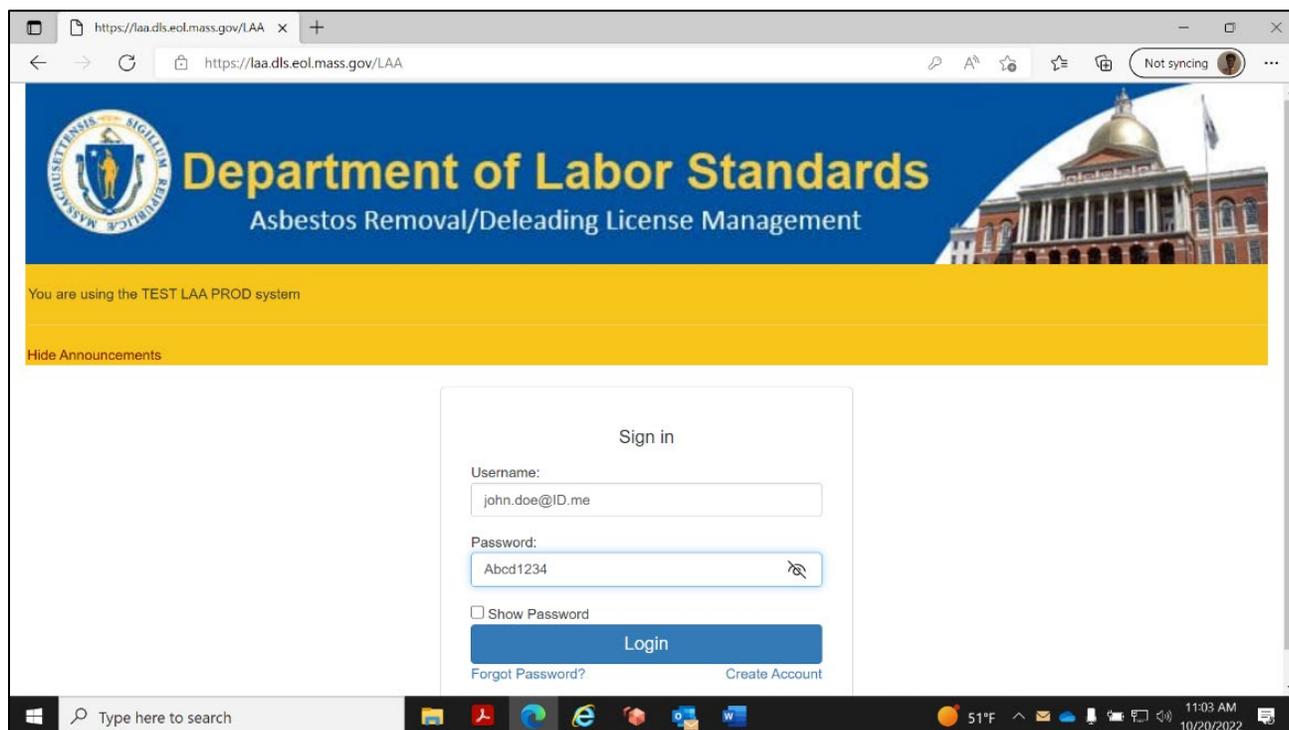


Welcome to the Department of Labor Standards Lead and Asbestos (LAA) system.

This document is a guide to using the LAA system. The following LAA functional areas are covered:

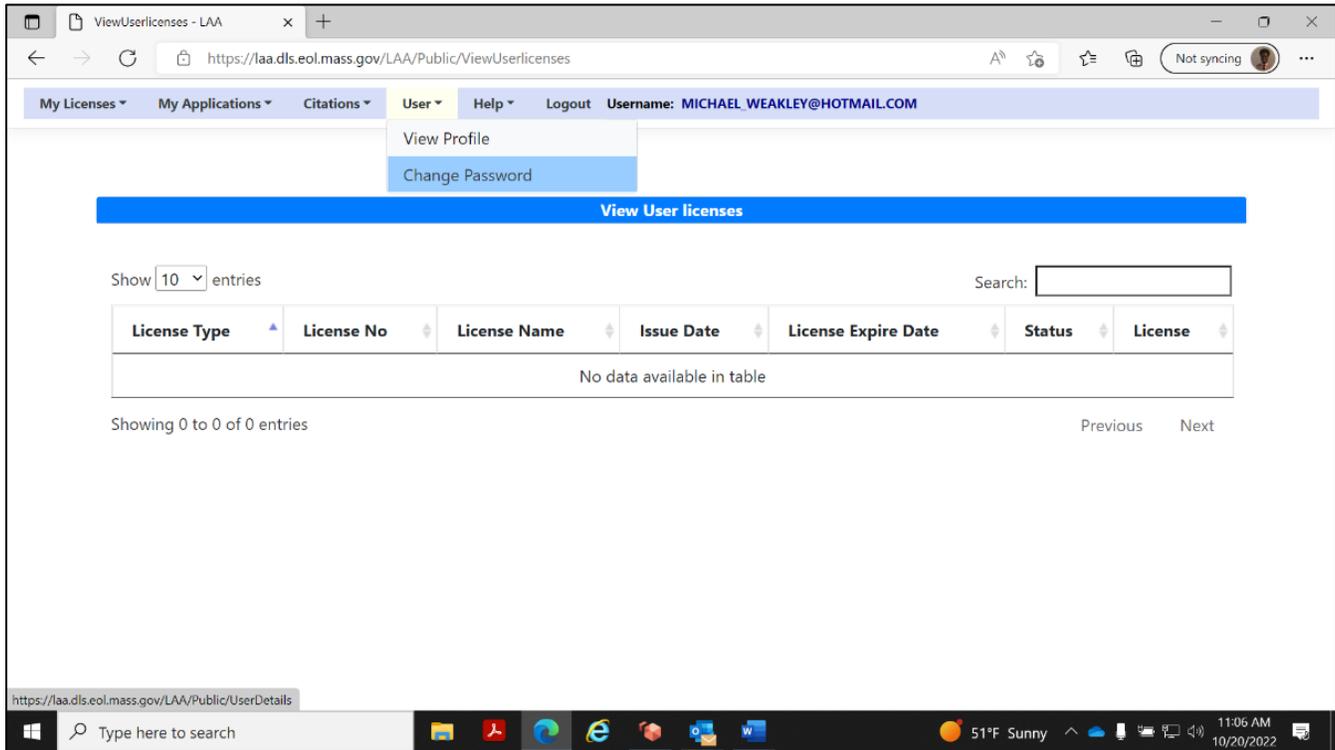
Create a login and password:

- Select **Create account**.
- Click on Create a public account.
- Choose business or individual account type.
- Enter information.
 - Be sure to agree to the terms and conditions at the top of the form.
- Contractors, analytical labs, consulting firms, and training providers who are independently owned and operated must have a separate and unique log-in from your individual account.
- Login for each account must be different. It does not have to be a working email address, such as **John.Doe@ID.me**. It just serves as your username.
- Once you have created an account you must have a valid email address in your profile. This is where all communications from DLS will be sent.
- Login name must be an email address but does not have to be a working one.
- Passwords must be a minimum of 8 characters, one uppercase letter, one lower case letter and one number, no special characters allowed.



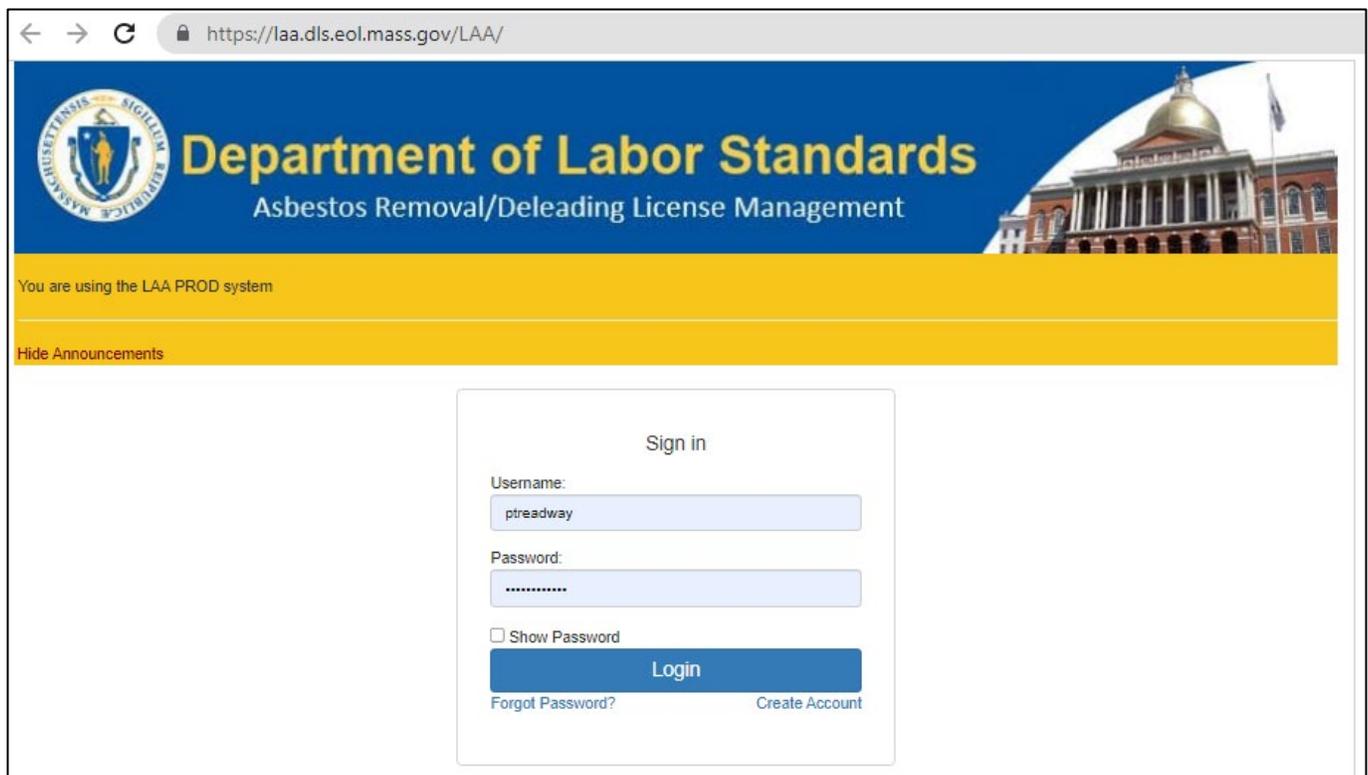
The screenshot shows a web browser window displaying the login page for the Department of Labor Standards. The page header includes the state seal and the text "Department of Labor Standards" and "Asbestos Removal/Deleading License Management". Below the header, a yellow banner states "You are using the TEST LAA PROD system" and "Hide Announcements". The main content area features a "Sign in" form with fields for "Username:" (containing "john.doe@ID.me") and "Password:" (containing "Abcd1234"). There is a "Show Password" checkbox, a "Login" button, and links for "Forgot Password?" and "Create Account". The browser's address bar shows "https://laa.dls.eol.mass.gov/LAA". The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with a temperature of 51°F and the date/time 11:03 AM 10/20/2022.

- A valid email is required in your profile:
- Select **View Profile**.
- Update contact email (must be a valid email).

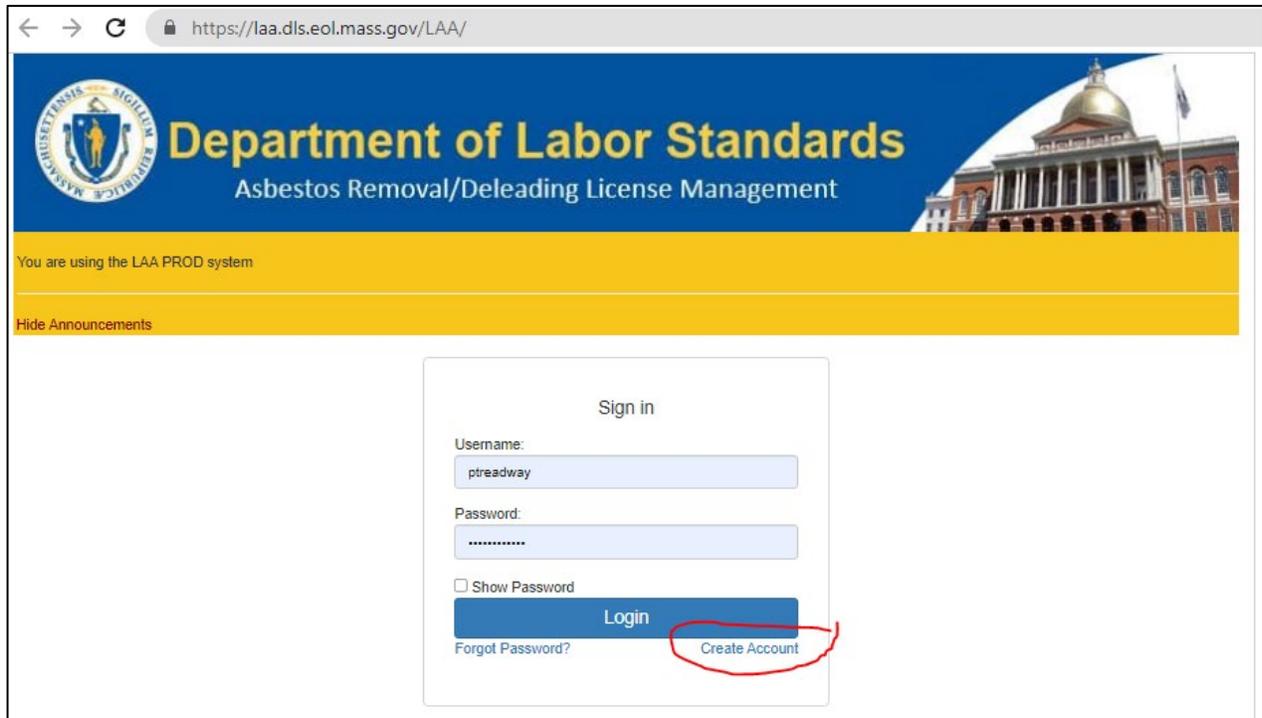


Submitting an LAA application:

- Using your computer, laptop, tablet, or smartphone. Bring up the LAA application using the following website address: <https://laa.dls.eol.mass.gov/LAA/>.



- You should see the LAA Home page, similar to what is shown below.



You will need to register for an LAA account and choose whether you are registering for a business (BUS) or individual (IND) LAA account.



LAA Users registering for an individual account (IND) can submit the following applications:

ASBESTOS DESIGNER
ASBESTOS INSPECTOR
ASBESTOS MANAGEMENT PLANNER
ASBESTOS PROJECT MONITOR
ASBESTOS SUPERVISOR
ASBESTOS WORKER
DELEADER SUPERVISOR
DELEADER WORKER
LEAD-SAFE RENOVATION HOMEOWNER AND MUNICIPAL LICENSING WAIVER

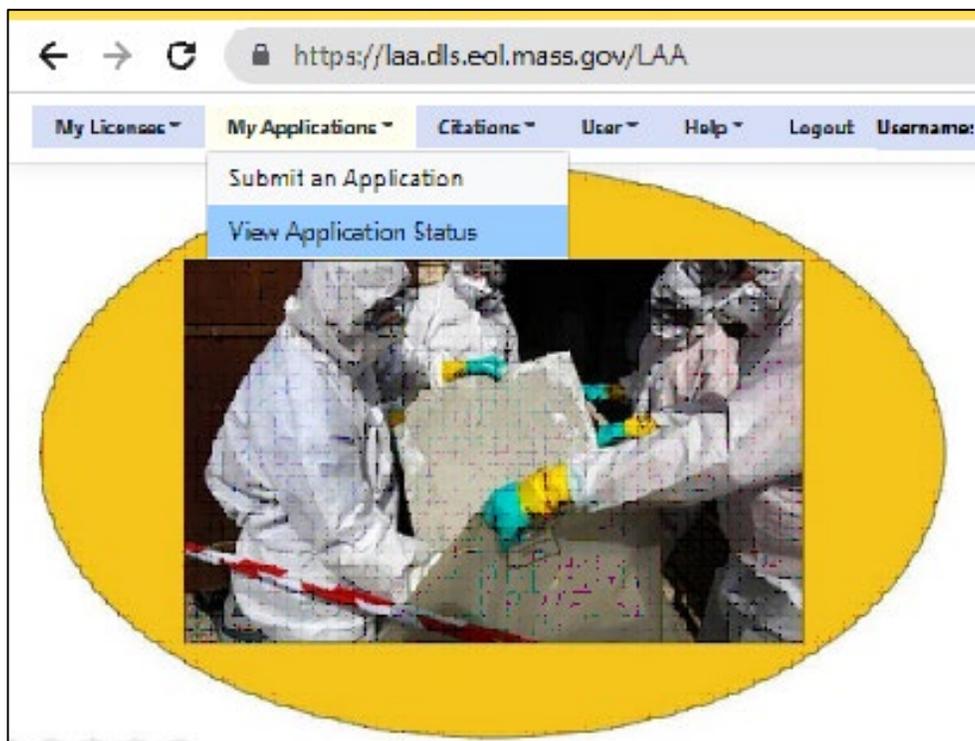
LAA Users registering for a business account (BUS) can submit the following LAA applications:

ASBESTOS ANALYTICAL SERVICES
ASBESTOS CLASS C LAB ANALYST PROFICIENCY VERIFICATION
ASBESTOS CONSULTING SERVICE PROVIDER
ASBESTOS CONTRACTOR
ASBESTOS TRAINING PROVIDER
DELEADER CONTRACTOR
DELEADING TRAINING PROVIDER
LEAD-SAFE RENOVATION CONTRACTOR
LEAD-SAFE RENOVATION HOMEOWNER AND MUNICIPAL LICENSING WAIVER

Once you create your account you can log into the LAA system with your username and password:

- Login name must be an email address
 - The new LAA system is public facing and replaces the LAA PDF applications with web-based forms. Many of which are available in multiple languages.

To submit an LAA application, select the menu item **Select My Application**



- Select the application or license for which you are applying from the drop-down menu.
- For individual applications (AW, AS, AI, AD, AP, AM, DW, and DS)
- Complete the application
- All fields denoted with an asterisk * are mandatory
- Click submit at bottom of page once application has been filled out
- Upload documents
- Upload other documents (for Inspector, Management Planner, Designer, and Project Monitor, training providers, analytical labs, Contractors, and Consulting Firms)
- *Civil citations* (if applicable)
- Experience (for Inspector, Management Planner, Designer, and Project Monitor only)
- *High School diploma* (Asbestos Inspector only)
- You must upload a head shot photo or selfie for your DLS license in addition to your photo ID (Identification).
- **Photo Identification from any of the following acceptable forms of identification** or you can link to pdf here: https://laa.dls.eol.mass.gov/LAA/DLS_list_of_acceptable_forms_of_ID.pdf
 - *United States driver's license* issued by any state or territory
 - *United States military identification card*
 - *United States state identification card*
 - *United States Coast Guard or Merchant Mariner card*
 - United States Citizenship and Immigration Services documentation (*visa, permanent resident, or "green" card*)
 - *United States passport*
 - *Native American tribal identification document*

Payment: Select the **payment** link to make application fee payment

- Visit www.mass.gov/dols for application fee information

Training certificates: Upload current *training certificate*

- Click **upload** once all required documents are uploaded

Linking a LAA license to your LAA Account:

- Log into your account
- Select **My License link**
- From drop-down menu select **link my license to account**
- Select **license type**
- Enter **license number**
- Select **Add**.

NOTE: In order to link account, current license must be valid and not be expired

Resetting your password:

- Go to DLS LAA's website: <http://laa.dls.eol.mass.gov>
- Enter login name and select **forgot password**
- Passwords must be minimum 8 characters, one uppercase letter, one lower case letter, and one number; no special characters are allowed

Overall Guidance:

- Files must be +/-10MB or less
- If uploading from a smart phone, you may need to download "Photo compressor" for photos and documents that are larger than +/-10 MB
- Screen shot or selfie photo works to ensure photos are less than 10MB
- You will receive an automatic email reply once application has been successfully submitted

If you have any questions, please contact LAA support:

- Call: [\(617\) 626-6960](tel:(617)626-6960) or [\(617\) 626-6030](tel:(617)626-6030)
- Email: Lead&AsbestosEnforcement@mass.gov
- DLS LAA's website: <http://laa.dls.eol.mass.gov>