

Linking an ePLACE account

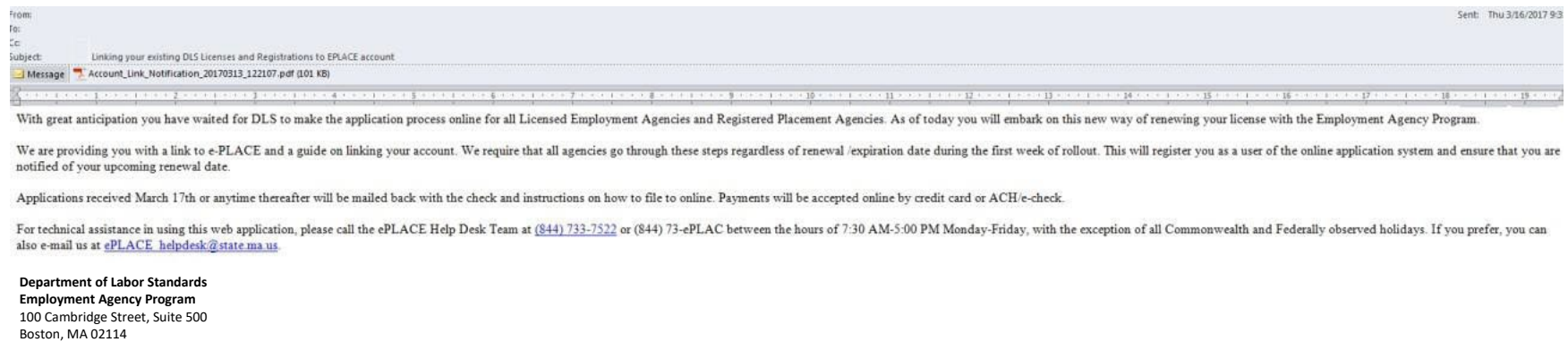
Linking their EPLACE account

1. ACA user will receive an email with the subject line: **Linking your existing DLS Licenses and Registrations to ePLACE account** from the Department of Labor Standards containing a renewal notice with instructions on how to access your ePLACE account.

A sample of the email message:

“Your license or registration with the Department of Labor Standards is due to expire within 45 days. To remain in business as an active agency a complete application for renewal must be submitted no later than 10 days prior to the expiration of your current license. You may access your renewal application by logging into your ePLACE account.”

To access your ePLACE account, ACA user will need to open the instructional **PDF** file **AccountLink Notification**, attached to the email, highlighted in the screenshot below:



Email body

With great anticipation, you have waited for DLS to make the application process online for all Licensed Employment Agencies and Registered Placement Agencies. As of today, you will embark on this new way of renewing your license with the Employment Agency Program.

We are providing you with a link to ePLACE and a guide on linking your account. We require that all agencies go through these steps regardless of renewal /expiration date during the first week of the rollout. This will register you as a user of the online application system and ensure that you are notified of your upcoming renewal date.

Applications received March 17th or anytime thereafter will be mailed back with the check and instructions on how to file online. Payments will be accepted online by credit card or ACH/e-check.

For technical assistance in using this web application, please call the ePLACE Help Desk team at [\(844\) 733-7522](tel:8447337522) 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. If you prefer, you can also email us at ePLACE_helpdesk@state.ma.us.

**Department of Labor Standards
Employment Agency Program
100 Cambridge Street, Suite 500
Boston, MA 02114**

2. Click on the URL from the PDF file, as highlighted below, or access via this URL <https://elicensing21.mass.gov/citizenaccess/>



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ROSALIN ACOSTA
SECRETARY

MICHAEL FLANAGAN,
DIRECTOR

Account Link Notification

Record Identification Code:	L08463	Employment Type(s):	Employment
Authorization Code:	2484880210		
Agency Name:	Stay positive		
Status:	Issued		
Agency Address:	1 Main Street, Boston, MA 02169		

To Link a License or Registration to an Online Account:

- 1) Login or register for an account by visiting <https://elicensing21.mass.gov/citizenaccess/>
- 2) Once you are registered and have logged in, click on the **Manage Licenses and Permits** tab.
- 3) If your license is not listed, click the **File an Online Application** link.
- 4) Read and accept the **General Disclaimer**.
- 5) Select **Massachusetts eLicensing and ePermitting Portal**.
- 6) Select "**Link your online account to an existing record**" button.
- 7) Select **DLS** and enter your Record Identification Code and Authorization Code.
- 8) Click the **Continue** button.
- 9) Review the information entered is correct.
- 10) Click the **Continue** button to complete the link of the license above to your account.

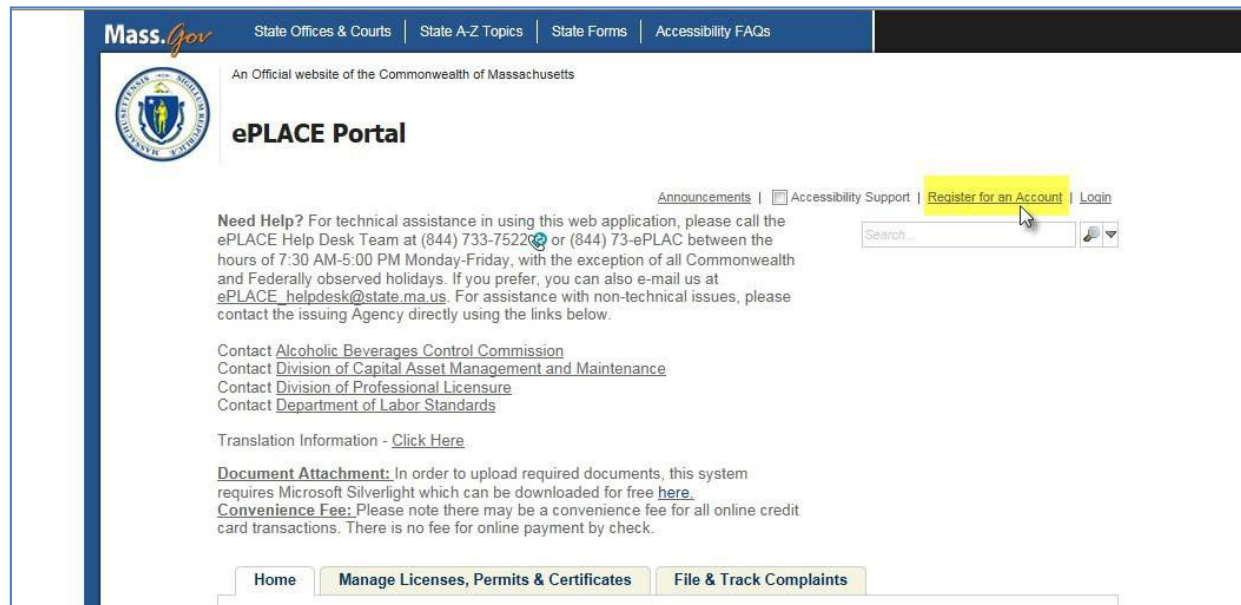
To Reopen your License or Registration Online:

- 1) Link your account using the **to link a license to an Online Account** instructions above, and select **Renew Application**.
- 2) You will need to enter the Application Information section. This is the contact person for the renewal transaction.
- 3) You may make changes or updates in the appropriate section. Please note: Some updates require additional Commission approval and documentation.

Important notes:

- This is your personal authorization code. It should be kept confidential.
- It can only be linked to one account.
- Each License or Registered main or branch office has a unique authorization code.

- Once the URL from Step 2 is opened, the ePLACE user will be directed to the ePLACE portal. Click on **“Register for an Account.”**



4. Online Applications and Record Authorization Form page will then be displayed. After reading the terms section, click the checkbox **I have read and accepted the above terms**. Then, click on **Continue Registration** button.

Account Registration

You must provide the following information to open an account:

- User Name and Password
- Contact Information
- E-mail

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

1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws.

☒ I have read and accepted the above terms.

[Continue Registration »](#)

5. Populate the required login information with a red *, as highlighted in the screenshot below. Once completed, click the **Add New** button.

Account Registration for the Commonwealth of Massachusetts ePLACE Portal
Enter / Confirm Your Account Information

* 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: ?

* E-mail Address:

* Password: ?

Password Strength Requirements

* Type Password Again:

* Select a Security Question: ?

--Select--

* Answer: ?

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 two types of contacts with your registration an "Individual" and/or and "Organization".

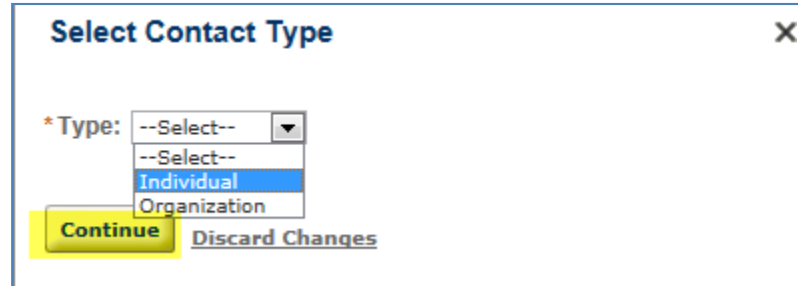
Individual - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

Organization - Company, business, club, etc., that is formed for a particular purpose. Entity being licensed permitted and/or certified to do business in the Commonwealth of Massachusetts. When adding an Organization contact type, you will be required to provide a FEIN number.

Add New

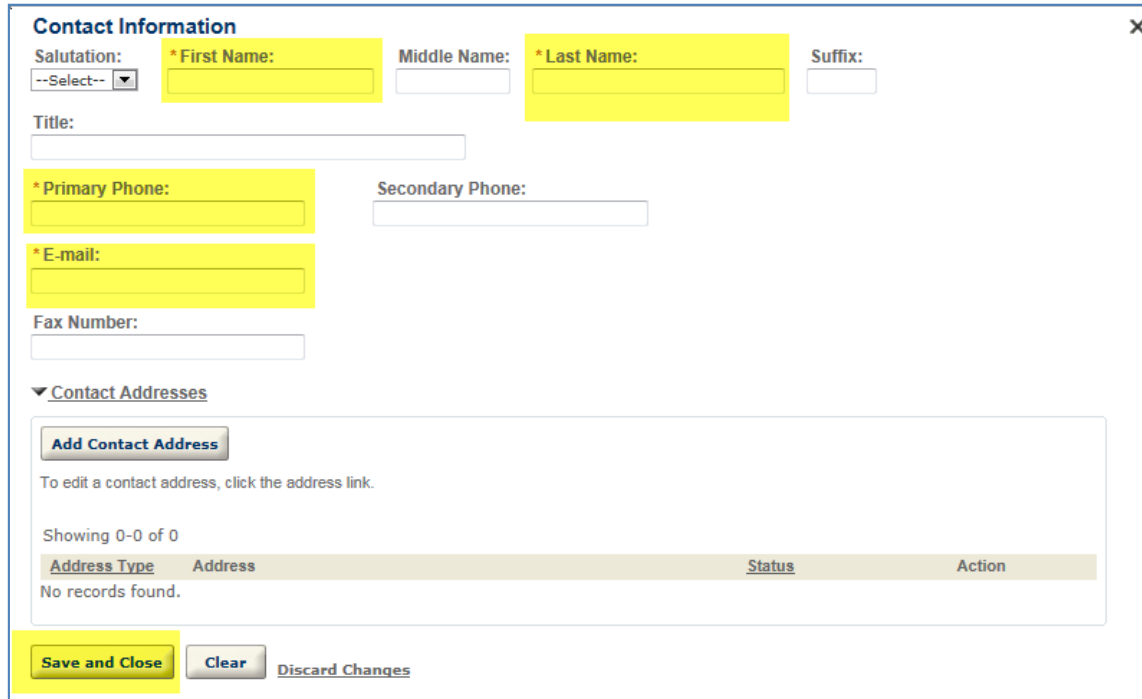
Continue Registration »

6. A pop-up screen will appear, Under **Type:** select **Individual**, for those that are applying for licenses or registrations as an individual/person (with a first and last name), click the **Continue** button. If you are **NOT** an individual, skip step number 8.



The image shows a pop-up window titled "Select Contact Type" with a close button (X) in the top right corner. Inside the window, there is a label "* Type:" followed by a dropdown menu. The dropdown menu is open, showing three options: "--Select--", "Individual" (which is highlighted in blue), and "Organization". Below the dropdown menu, there are two buttons: "Continue" (highlighted in yellow) and "Discard Changes" (underlined).

7. Populate the highlighted required fields with a red * in the **Contact Information** page and click the **Save and Close** button.



The image shows a "Contact Information" form with a close button (X) in the top right corner. The form contains several fields, some of which are highlighted in yellow to indicate they are required:

- Salutation: --Select-- (dropdown)
- * First Name: (text input, highlighted yellow)
- Middle Name: (text input)
- * Last Name: (text input, highlighted yellow)
- Suffix: (text input)
- Title: (text input)
- * Primary Phone: (text input, highlighted yellow)
- Secondary Phone: (text input)
- * E-mail: (text input, highlighted yellow)
- Fax Number: (text input)


Below the form fields, there is a section titled "Contact Addresses" with a dropdown arrow. Inside this section, there is a button "Add Contact Address". Below the button, there is a message: "To edit a contact address, click the address link." Below this message, there is a table with the following structure:

Address Type	Address	Status	Action
Showing 0-0 of 0			
No records found.			

At the bottom of the form, there are three buttons: "Save and Close" (highlighted in yellow), "Clear", and "Discard Changes" (underlined).

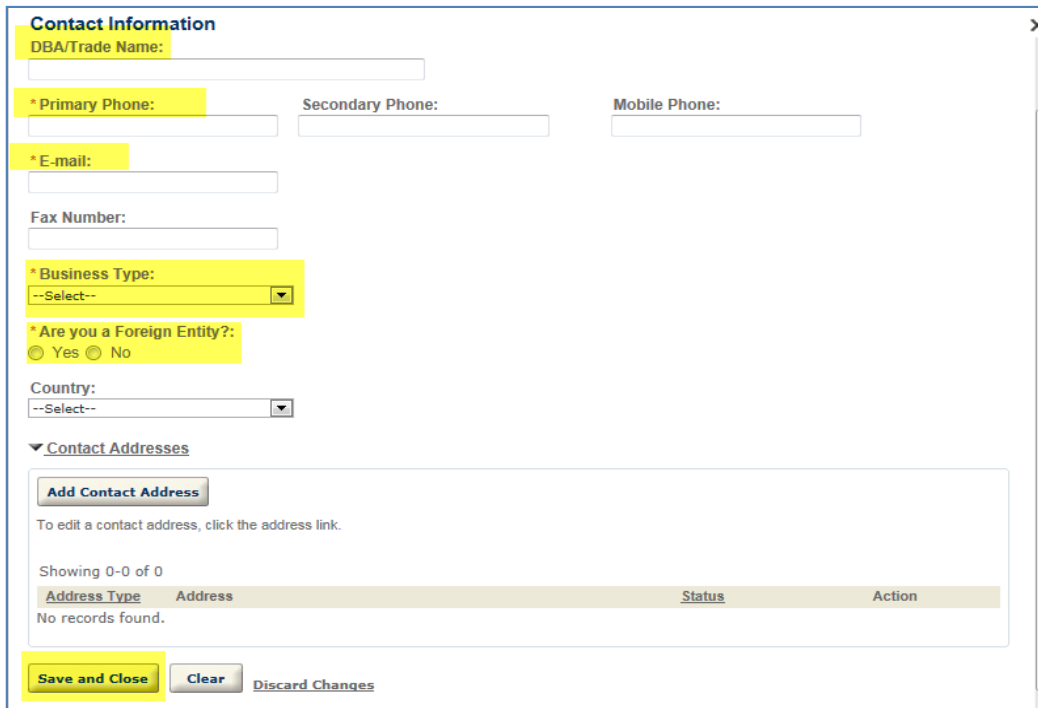
8. (Skip Step 8-9 and go straight to Step 10 if you have completed Step 6-7)

A pop-up screen will appear, Under **Type:** select **Organization**, for those that are applying for licenses or registrations on behalf of a company/organization, click the **Continue** button.



The dialog box titled "Select Contact Type" has a close button (X) in the top right corner. It contains a label "* Type:" followed by a dropdown menu with "Organization" selected. Below this, there are two buttons: "Continue" (highlighted in yellow) and "Discard Changes" (underlined).

9. Populate the highlighted required fields with a red * as well as the **DBA/Trade Name**, in the **Contact Information for an Organization** and click the **Save and Close** button.



The "Contact Information" form for an organization includes the following fields and sections:

- DBA/Trade Name:** Text input field.
- * Primary Phone:** Text input field (highlighted in yellow).
- Secondary Phone:** Text input field.
- Mobile Phone:** Text input field.
- * E-mail:** Text input field (highlighted in yellow).
- Fax Number:** Text input field.
- * Business Type:** Dropdown menu with "--Select--" (highlighted in yellow).
- * Are you a Foreign Entity?:** Radio buttons for "Yes" and "No" (highlighted in yellow).
- Country:** Dropdown menu with "--Select--".
- Contact Addresses:** Section with an "Add Contact Address" button and a table of existing addresses.

The table at the bottom shows "Showing 0-0 of 0" records. The table headers are "Address Type", "Address", "Status", and "Action". The message "No records found." is displayed below the table. At the bottom of the form are three buttons: "Save and Close" (highlighted in yellow), "Clear", and "Discard Changes" (underlined).

10. After completion of Contact Type (Steps 6–10), this will take you back to the Login Information page. Click the **Continue Registration** button.

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 two types of contacts with your registration an "Individual" and/or and "Organization".

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

Organization - Company, business, club, etc., that is formed for a particular purpose. Entity being licensed permitted and/or certified to do business in the Commonwealth of Massachusetts. When adding an Organization contact type, you will be required to provide a FEIN number.

Add New

Continue Registration »

11. The following message will be displayed after successfully registering your account and adding the appropriate contact information.
Click the **Manage Licenses, Permits, and Certificates** tab.

The screenshot shows the ePLACE portal interface. At the top, there are three tabs: "Home", "Manage Licenses, Permits & Certificates" (which is highlighted in yellow and has a mouse cursor over it), and "File & Track Complaints". Below the tabs is a green message box with a checkmark icon. The message reads: "Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE Portal. You will receive a confirmation by e-mail." Below this, it says: "Reminder: If you are a current license, permit or certificate holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment." At the bottom of the message box, it says: "Click on the 'Home' tab to login and continue." Below the message box, the text "Your account has been successfully created." is displayed. Underneath this, there is a section titled "Account Information" with a light gray background. This section contains the following details: User Name: hkaur, E-mail: abc@gmail.com, Password: ***** (masked), and Security Question: What is the brand of your first car? Below the "Account Information" section is another section titled "Contact Information" with a light gray background, which is currently empty.

Home **Manage Licenses, Permits & Certificates** File & Track Complaints

☒ **Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE Portal. You will receive a confirmation by e-mail.**

Reminder: If you are a current license, permit or certificate 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.

Your account has been successfully created.

Account Information

User Name: hkaur
E-mail: abc@gmail.com
Password: *****
Security Question: What is the brand of your first car?

Contact Information

12. Provide the login information you have just created and click the **Login** button.

The screenshot shows the ePLACE Portal interface. At the top, there are three tabs: 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. The 'Home' tab is selected. Below the tabs, the main heading is 'Welcome to the Commonwealth of Massachusetts ePLACE Portal'. A paragraph follows, stating that the Commonwealth offers access to many licensing, permitting, and certificate services online. Below this, there are two sections: 'Options for Licensees & Applicants' and 'Options for Consumers and the General Public:'. The 'Options for Licensees & Applicants' section lists two items: '- Apply for, Renew, or Amend a License, Permit or Certificate Application' and '- Make Required Payments Online'. The 'Options for Consumers and the General Public:' section is currently empty. On the right side of the page, there is a 'Login' section. It contains a 'User Name or E-mail:' field with the text 'hkaur' entered, and a 'Password:' field with several dots entered. Below these fields is a yellow 'Login »' button. Under the button, there is a checkbox labeled 'Remember me on this computer'. At the bottom of the login section, there are two links: 'I've forgotten my password' and 'New Users: Register for an Account'.

13. You will be directed to a welcome page on the **Home** tab.

There are two ways which you can click the **File an Online Application** button for linking your existing DLS License or Registration to an ePLACE account:

- a. After you log in, by default ePLACE takes you to the **Home** tab, click the **File an Online Application** button as highlighted in the screenshot below to start linking your existing DLS License or Registration to an ePLACE account.

Home

Manage Licenses, Permits & Certificates

File & Track Complaints

Welcome harpreet

You are now logged in to the Commonwealth's ePLACE Portal.

What would you like to do?

Use the "Manage Licenses, Permits & Certificates" tab to:

- Apply for a License, Permit or Certificate
- Renew a License, Permit or Certificate (please link your license to your Portal account)
- Amend License, Permit or Certificate Information (please link your license or permit to your Portal account)

Use the "File & Track Complaints" tab to:

- File a Complaint (Division of Professional Licensure only)
- Review the status of a complaint filed via this Portal (Division of Professional Licensure only)

Link your License, Permit or Certificate to this account:

To link your license, permit, or certificate to this portal account, please complete the Record Authorization Form. This form can be found under the "Manage Licenses, Permits & Certificates" tab by clicking the "File an Online Application" link.

Please note: At this time, the ePLACE Portal services only some (not all) licenses, permits and certificates issued by the Division of Professional Licensure (DPL), Division of Capital Asset Management and Maintenance (DCAMM), and the Alcoholic Beverages Control Commission (ABCC). It does not service any other type of license or permit that is issued or approved by the Commonwealth or any of its agencies or municipalities. This Portal will not service any federal licenses or permits.

For additional information about the Commonwealth, please visit the [Mass.gov](#) portal.

For DPL information, please visit the [DPL website](#).

For DCAMM information, please visit the [DCAMM website](#).

For ABCC information, visit the [ABCC website](#).

General Information

[Search for a Commonwealth Licensee](#)

File & Track Complaints

[File a Complaint](#)

[Track Complaints](#)

Manage Licenses, Permits & Certificates

[File an Online Application](#)

[Manage My Licenses, Permits & Certificates](#)

- b. Click on **Manage Licenses, Permits, and Certificates** tab and click on **File an Online Application** link to link your existing DLS License or Registration to an ePLACE account.

The screenshot shows the ePLACE Portal interface. At the top, there are three tabs: 'Home', 'Manage Licenses, Permits & Certificates' (which is highlighted in yellow), and 'File & Track Complaints'. Below the tabs, a welcome message reads 'Welcome harpreet kaur' and 'You are now logged in to the Commonwealth's ePLACE Portal.' A section titled 'What would you like to do?' provides instructions on how to use the 'Manage Licenses, Permits & Certificates' tab, including links to 'File an Online Application' and 'Manage My Licenses, Permits & Certificates'. The 'File an Online Application' link is highlighted in yellow. Below this, a section titled 'Licenses, Permits, Certificates & Other Records' contains a table with columns: Date, Identifying Number, Record Type, Entity Name, Expiration Date, Status, and Action. The table is currently empty, showing '0-0 of 0' records.

Home **Manage Licenses, Permits & Certificates** File & Track Complaints

Welcome harpreet kaur

You are now logged in to the Commonwealth's ePLACE Portal.

What would you like to do?

Use the "Manage Licenses, Permits & Certificates" tab to:

- Apply for a License, Permit or Certificate
- Renew a License, Permit or Certificate (please link your license to your Portal account)
- Amend License, Permit or Certificate Information (please link your license or permit to your Portal account)

Home Manage Licenses, Permits & Certificates File & Track Complaints

File an Online Application | Manage My Licenses, Permits & Certificates

Licenses, Permits, Certificates & Other Records

Records that have been associated with your ePLACE Portal account are listed in the following table. For each license, permit, certificate, or other record, you may click on the identifying number to obtain additional details.

The links associated with a particular record allow you to perform actions such as resuming an application, starting a renewal, filing an amendment, etc.

Showing 0-0 of 0

Date	Identifying Number	Record Type	Entity Name	Expiration Date	Status	Action
No records found.						

14. The **Online Applications and Record Authorization Form** page displays. After reading the terms section, mark the checkbox **I have read and accepted the above terms** and click the **Continue** button.

The screenshot shows the 'Online Applications and Record Authorization Form' page. At the top, there are three tabs: 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. Below the tabs, there are two links: 'File an Online Application' and 'Manage My Licenses, Permits & Certificates'. The main heading is 'Online Applications and Record Authorization Form'. Below this, a welcome message states: 'Welcome to the Commonwealth of Massachusetts ePLACE Portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.' A scrollable box contains the following text: 'to register for the ePLACE Portal. All registered users of the ePLACE Portal are required to agree to the following:' followed by a list item: '1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws.' Below the scrollable box, there is a checkbox labeled 'I have read and accepted the above terms.' which is checked. Below the checkbox is a yellow button labeled 'Continue »' with a mouse cursor pointing at it.

Home Manage Licenses, Permits & Certificates File & Track Complaints

[File an Online Application](#) | [Manage My Licenses, Permits & Certificates](#)

Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts ePLACE Portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

to register for the ePLACE Portal. All registered users of the ePLACE Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws.

☒ I have read and accepted the above terms.

[Continue »](#)


15. **ePLACE Online Services** page will be displayed. Click the **Link Your Account** link.

ePLACE Online Services

New Applicants and Consumers:
The Commonwealth of Massachusetts ePLACE portal provides the ability to file applications for licensure, permits, and certificates and submit complaints. From the listing below, please select the service you would like to use and click the continue button.

Existing Licensees, Permit or Certificate Holders:
You may use the "Manage Licenses, Permits, & Certificate" tab to renew or amend a license, permit or certificate. **NOTE:** The Division of Professional Licensure's "License Amendment" service below can be used to update information, such as mailing address, across multiple licenses.


If your license or permit is not listed under the "Manage Licenses, Permits & Certificates" tab, please select the "Link your online account to an existing record" option found under the "Link Your Account" section below. You will be prompted for a "record identification code" and "authorization code." This information was provided to you on your renewal notice or other recent communication from the Agency.



- ▶ **Link Your Account**
- ▶ Alcoholic Beverages Control Commission - Complaints
- ▶ Alcoholic Beverages Control Commission - Retail
- ▶ Alcoholic Beverages Control Commission - State
- ▶ Board of Allied Health Professions

16. Mark the **Link your online account to an existing record** radio button and click the **Continue** button.

If your license or permit is not listed under the "Manage Licenses, Permits & Certifications" section, you can link your account to an existing record" option found under the "Link Your Account" section below. You will need to provide your "license number" and "authorization code." This information was provided to you on your renewal notification.



▼ **Link Your Account**

- ☒ **Link your online account to an existing record**
- ▶ Alcoholic Beverages Control Commission - Complaints
- ▶ Alcoholic Beverages Control Commission - Retail
- ▶ Alcoholic Beverages Control Commission - State
- ▶ Board of State Examiners of Electricians
- ▶ Board of State Examiners of Plumbers and Gas Fitters
- ▶ Department of Labor Standards
- ▶ Division of Capital Asset Management and Maintenance
- ▶ Office of Private Occupational School Education

17. **Record Link** page is displayed. There are three steps to link an account.

Step 1

- Fill the required highlighted fields with a red *.
- Select **DLS** in the drop-down menu in **Agency**
- **Record Identification Code** and **Authorization Code** is provided in the Account Link Notification Letter attached to **Linking your existing DLS Licenses and Registrations to EPLACE account email** you received from the Department of Labor Standards. For reference, see page 3 as for a sample of the email.

The screenshot shows the 'Record Link' page with a progress bar at the top indicating three steps: 1. Link your existing record (active), 2. Review, and 3. Application Submission. Below the progress bar, the title 'Step 1: Link your existing record > Record Authorization Form' is displayed. A paragraph explains that the portal services only some licenses and permits issued by the Division of Professional Licensure (DPL) and the Alcoholic Beverages Control Commission (ABCC). Another paragraph instructs the user to select the applicable Agency and enter the 'Record Identification Code' and 'Authorization Code' from a renewal notice or other recent communication. A note states '* indicates a required field.' Below this, the 'Record Authorization Form' is shown with a yellow highlight. It contains three required fields: '* Agency:' with a dropdown menu showing 'DLS', '* Record Identification Code:' with the value 'L08463', and '* Authorization Code:' with the value '2484880210'. At the bottom left is a 'Continue' button with a mouse cursor, and at the bottom right is a 'Save and resume later:' link with a floppy disk icon.

Record Link

1 Link your existing record 2 Review 3 Application Submission

Step 1: Link your existing record > Record Authorization Form

At this time, the eLicensing and ePermitting Portal services only some (not all) licenses and permits issued by the Division of Professional Licensure (DPL) and the Alcoholic Beverages Control Commission (ABCC).

To associate your existing license or permit to your portal account, select the applicable Agency and enter the "Record Identification Code" and the associated "Authorization Code." This information was provided on your renewal notice or other recent communication from the Agency.

* indicates a required field.

Record Authorization Form

RECORD LINK

* Agency: DLS

* Record Identification Code: L08463

* Authorization Code: 2484880210

Continue

Save and resume later:

18. **Record Link step 2:** Review page, review the information you have entered in the previous step to ensure you have the right codes and click the **Continue** button.

Record Link


1 Link your existing record

2 Review

3 Application Submission

Step 2: Review

Continue »

Save and resume later: 

Please review all information below. Click the "Edit" button to make changes. If there are no changes needed, please click the "Continue" button.

Record Type

Record Link

Record Authorization Form


RECORD LINK

Agency: DLS

Record Identification Code: L08463

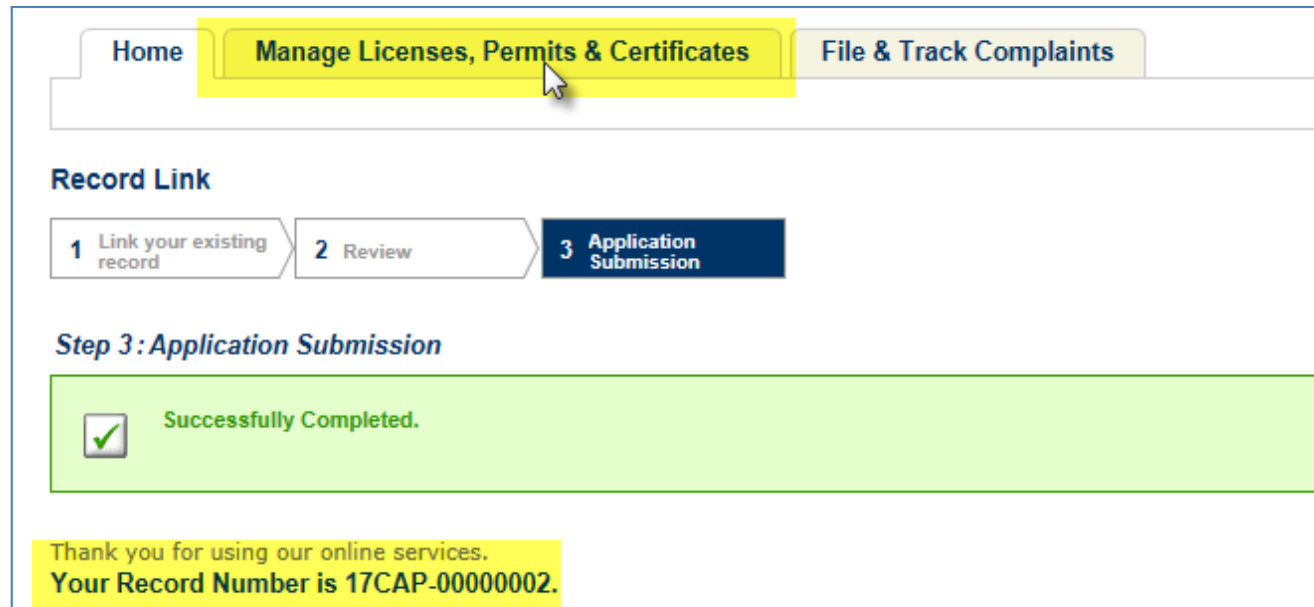
Authorization Code: 2484880210

Continue »

Save and resume later: 

Edit

19. **Record Link step 3:** Upon successfully adding your Record Identification and Authorization Code, the **Application Submission** page displays a successful completion message along with a Record Number. **NOTE:** this number does not relate to your existing DLS License or Registration you can click on **Manage Licenses, Permits, and Certificates** tab to see that your existing DLS License or Registration. See the screenshot for step 20.



20. The **Manage Licenses, Permits, and Certificates** tab, displays the License or Registration record, which is now linked to your ePLACE account. Once your License or Registration is 45 days from expiring the **Renew Application Link** displays and you can apply for your License or Registration renewal.

Home

Manage Licenses, Permits & Certificates

File & Track Complaints

[File an Online Application](#) | [Manage My Licenses, Permits & Certificates](#)

Licenses, Permits, Certificates & Other Records

Records that have been associated with your ePLACE Portal account are listed in the following table. For each license, permit, certificate, or other record, you may click on the identifying number to obtain additional details.

The links associated with a particular record allow you to perform actions such as resuming an application, starting a renewal, filing an amendment, etc.

Showing 1-1 of 1 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	<u>Date</u>	<u>Identifying Number</u>	<u>Record Type</u>	<u>Entity Name</u>	<u>Expiration Date</u>	<u>Status</u>	<u>Action</u>
<input type="checkbox"/>	02/28/2017	L08463	Employment License		04/16/2017	Issued	Renew Application

Search for Records