

## Link your license

When you create your MyMassGov account to access eLIPSE the first time, eLIPSE will ask you to enter information to help it locate your license and link it to your MyMassGov account. If you skip this step, you can do it when you log in to eLIPSE another time.

## Find out how your first and last name appear in eLIPSE

If you do not have any license yet, this does not apply to you.

If you do have a license, you only need to do this once.

## Why you need to do this

For eLIPSE to link your license, the first and last name you use to create your MyMassGov account must match the first and last name that are already associated with your license in eLIPSE.

So, before you create your MyMassGov account, check your license and note **exactly** how your name is stored in eLIPSE.

## How to do it


Go to the [eLIPSE start page](#).

On that page, click the link that lets you search for a license:

**Welcome to DOL**

The Division of Occupational Licensure (DOL), through its boards and offices, licenses and regulates more than 500,000 individuals, businesses, and schools to engage in over 100 trades and professions in Massachusetts.

To apply for new, renew, manage a license, or to file a complaint, [log in](#).

To search for a license, [click here](#). 

eLIPSE displays the **Find a License** screen:

**Find a License**

Please enter as much information as possible. The more detail provided, the more accurate the results.

I am searching for a...

Individual Business

**Name**

First Name

Middle Name  
Or Middle Initial

Last Name

**Location**

City

State

Zip

**License Details**

Board

License Type

License Number

- a) **Enter your complete License Number**, meaning with your board code and license type, for example, 1234567-BC-FG. If you have more than one license, use any of your license numbers. **Do not fill in any of the other fields.**
- b) Click the **Search** button.

eLIPSE will locate the license and display it on a **License Details** screen. To the right of the license details, click the **View Details** button.

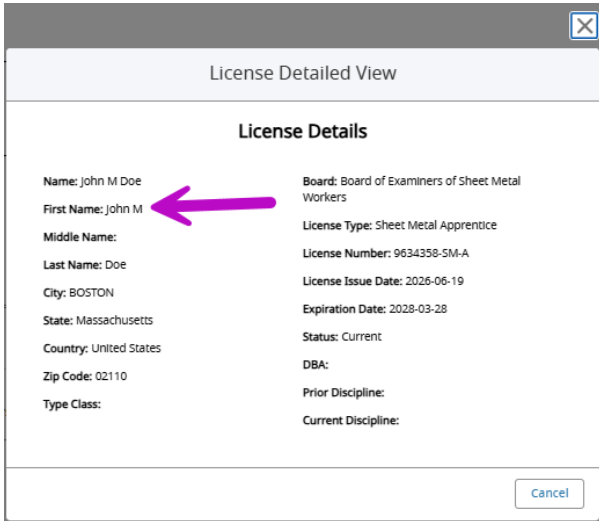
**Find a License**

Search Parameters:  
License Details:  
9634358-SM-A [Refine Search >](#)

Key Word Filter

Name	Board	License Type	License Number	Status	Location	
John M Doe	Board of Examiners of Sheet Metal Workers	Sheet Metal Apprentice	9634358-SM-A	Current	BOSTON, Massachusetts, United States	<input type="button" value="View License"/>

eLIPSE displays a **License Detailed View** box:



The screenshot shows a window titled "License Detailed View" with a close button in the top right corner. The window contains a section titled "License Details" with two columns of information. A pink arrow points to the "First Name" field, which contains "John M".

License Details	
Name: John M Doe	Board: Board of Examiners of Sheet Metal Workers
First Name: John M	License Type: Sheet Metal Apprentice
Middle Name:	License Number: 9634358-SM-A
Last Name: Doe	License Issue Date: 2026-06-19
City: BOSTON	Expiration Date: 2028-03-28
State: Massachusetts	Status: Current
Country: United States	DBA:
Zip Code: 02110	Prior Discipline:
Type Class:	Current Discipline:

At the bottom right of the window is a "Cancel" button.

This box has what you are looking for.

In this example, the **First Name** appears as *John M*. That's because when John first set up an account with DOL, John entered the first name as *John M*, with no period after. (Why? It doesn't matter.) So that's how John's first name is in eLIPSE now. When John goes to set up a MyMassGov account, John *must* enter the first name as *John M* – no period after the initial, not just *John*, not a nickname they prefer to use now, no other variation.

The same thing holds for **Last Name**. The last name that appears here is the one a person used when they first set up their account with DOL. If their last name changed due to marriage or any other reason, they need to **use the name as it appears here** to set up their MyMassGov account.

Do not worry about **Middle Name** as it appears on this screen. MyMassGov does not use a middle name.

So, **note for yourself how YOUR First Name and Last Name appear here** and enter those when you set up your MyMassGov account. You can change how your first and/or last name will be in eLIPSE and on your license after you have set up your eLIPSE account.

Now, click the **Cancel** button in the **License Detailed View** box.

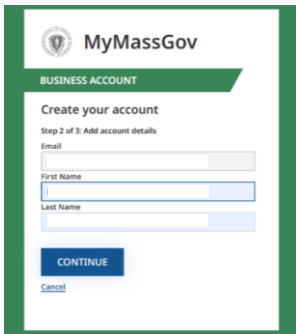
eLIPSE returns you to the **License Details** screen. Click your browser's Back control.

eLIPSE returns you to the DOL eLIPSE start page.

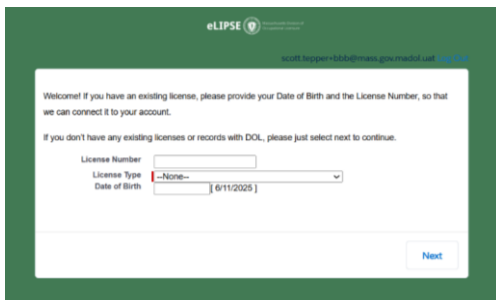
Now that you know how your first and last name appear in eLIPSE, you can click the log in link on the DOL eLIPSE start page to start setting up your MyMassGov account.

## How the linking happens

When you get to the **Create your account** screen, enter your first and last name **exactly as you noted them before**.



Later, after you have set up your password and multi-factor authentication, you will see this welcome message from eLIPSE:



This is where you link your license(s.)

- **Enter your complete License Number**, meaning with your board code and license type, for example, 1234567-BC-FG. If you have more than one license, use any of your license numbers.
- Select a **License Type** from the drop-down.
- Enter your **Date of Birth**.
- Click the **Next** button.

eLIPSE will link your license to your MyMassGov account, and you will be in eLIPSE.

If you skip linking here, you will not be able to manage your current licenses and permits in eLIPSE. But the next time you log in to eLIPSE, you can link your license by clicking this control on your eLIPSE Home page:

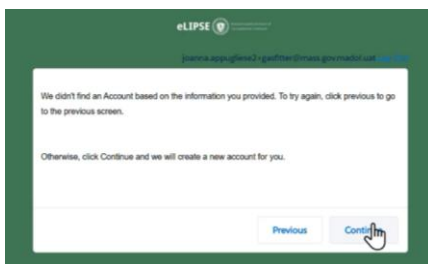


*Congratulations!*

You are now ready to manage your licenses and permits in eLIPSE!

### If eLIPSE cannot link your license

If eLIPSE cannot link your license, it will display this message:



Usually this happens because the name already associated with your license in eLIPSE does not exactly match the name you used to set up your MyMassGov account.

Click the **Continue** button, and you will be in eLIPSE.

If you cannot get your license to link, or if you have other questions about linking your license, at the bottom of the DOL page, click the **Contact Us** link.

**Commented [JM1]:** This is the language I flagged before. Instead of having this here, should we direct people to try matching their name again?

If yes, please add that as a sentence here.

Either way, please move this sentence to the bottom "if you cannot get your license to link or if you have any questions about linking your license, please contact DOL at the Contact Us link."

Does that work?