

Guide to Updating Your EEA ePLACE Portal Account

Pesticide Program – Product Registration

Division of Crop & Pest Services

Mass. Department of Agricultural Resources

September 27, 2021

What is Account Management?

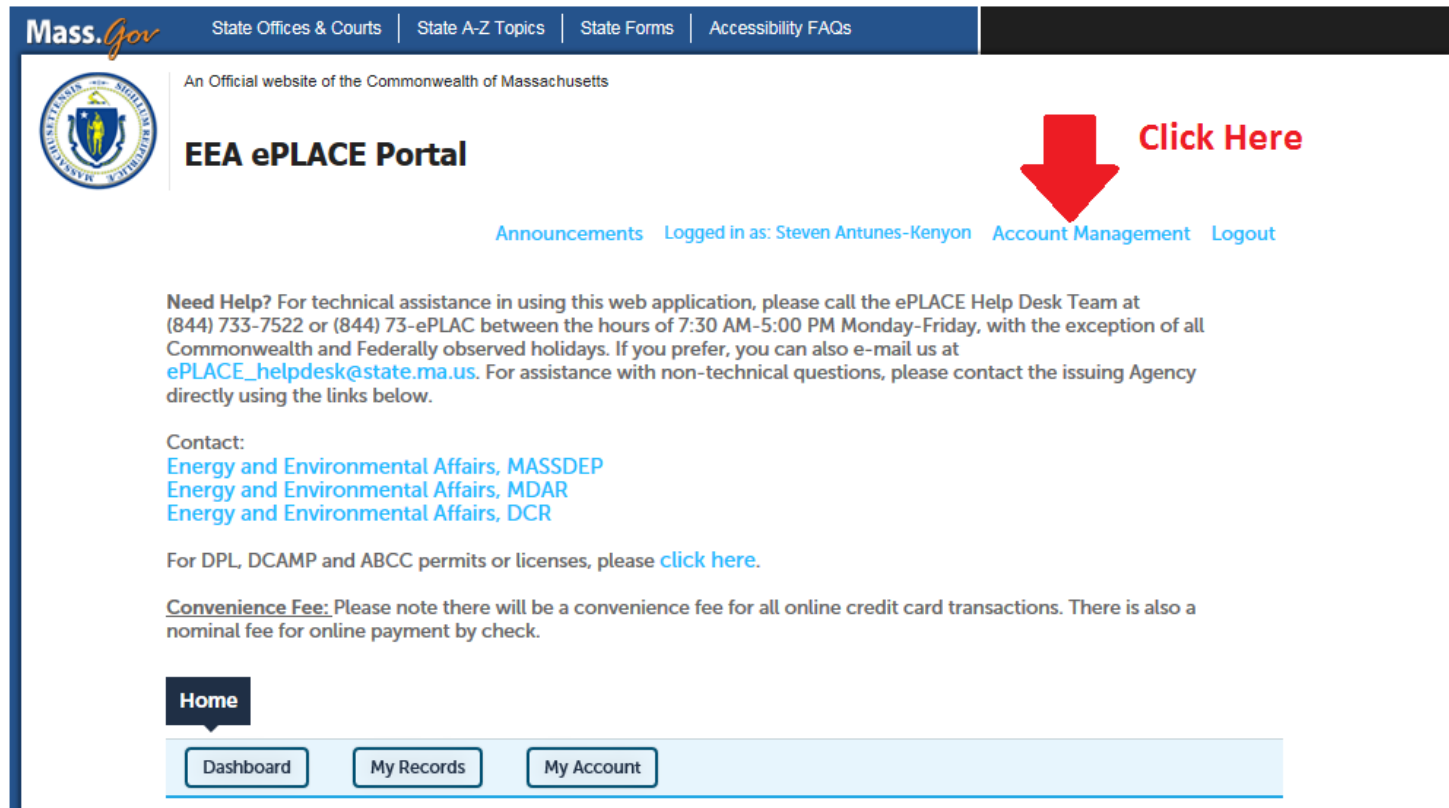
- Within Account Management, there are two **IMPORTANT** places where you will need to periodically update your information.
 - 1. **Login Information** – this includes your unique login email address. This is unique to each account in the EEA ePLACE Portal—and cannot be used for more than one account.
 - 2. **Contact Information** – includes your mailing address and phone number, but most importantly your **contact email address**—where all of your EEA ePLACE Portal notifications are sent—including your Submission Successful Notifications, Proof of Record (POR), Reminders, and New or Renewed Pesticide Registration Confirmation Letters.

How Important is Your Contact Information?

The EEA ePLACE Portal uses your **Contact Information for all Applications and Notifications!**

Contact Email Address – all notifications are sent from eipas@mass.gov to your contact email address. If you are missing notifications, have yet to receive your confirmation letter, then it's likely that your contact email needs to be updated or you forgot which email address you or your company are using for your EEA ePLACE Portal notifications.

Click on the Account Management Hyperlink



The screenshot displays the EEA ePLACE Portal interface. At the top, there is a navigation bar with the 'Mass.gov' logo and links for 'State Offices & Courts', 'State A-Z Topics', 'State Forms', and 'Accessibility FAQs'. Below this, the page title reads 'An Official website of the Commonwealth of Massachusetts' and 'EEA ePLACE Portal'. A red arrow points to the 'Account Management' link in the user navigation area, which also includes 'Announcements', 'Logged in as: Steven Antunes-Kenyon', and 'Logout'. A 'Home' button is visible in the bottom left, and a footer contains 'Dashboard', 'My Records', and 'My Account' buttons. A 'Convenience Fee' notice is also present.

Mass.gov | State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

Announcements | Logged in as: Steven Antunes-Kenyon | **Account Management** | Logout

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team 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. If you prefer, you can also e-mail us at 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](#)
[Energy and Environmental Affairs, MDAR](#)
[Energy and Environmental Affairs, DCR](#)

For DPL, DCAMP and ABCC permits or licenses, please [click here](#).

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

Dashboard | My Records | My Account

Updating EPA Company Information on Confirmation Letters

Only MDAR is able to Update Applicant Name and EPA Company Information

While Registrants and their Agents may update their contact information in Account Management – to make needed updates to address, phone or email address, information relative to your name or the EPA Company Information, can only be made by MDAR.

To better maintain data integrity:

- If the Registrant or Agent Contact Name is changing, reach out to MDAR via email with supporting documentation on registrant or Agent letterhead.
- If the EPA Company information is changing, reach out to MDAR via email with supporting documentation from U.S. EPA.

The screenshot shows the EEA ePLACE Portal interface. At the top, there are navigation links for 'State Offices & Courts', 'State A-Z Topics', 'State Forms', and 'Accessibility FAQs'. The main header includes the 'Mass.gov' logo, the text 'An Official website of the Commonwealth of Massachusetts', and the 'EEA ePLACE Portal' title. A red arrow points to the 'Update Account Management' link, with a 'Click Here' label next to it. Below the header, there are links for 'Announcements', 'Logged in as: STEVEN KENYON', 'Collections (0)', 'Reports (2)', 'Account Management', and 'Logout'. A 'Need Help?' section provides contact information for the ePLACE Help Desk Team. A 'Contact:' section lists 'Energy and Environmental Affairs, MASSDEP', 'Energy and Environmental Affairs, MDAR', and 'Energy and Environmental Affairs, DCR'. A note mentions 'For DPL, DCAMP and ABCC permits or licenses, please click here.' A 'Convenience Fee:' section states that there will be a convenience fee for all online credit card transactions. Below this, there are buttons for 'Home', 'Dashboard', 'My Records', and 'My Account'. A red text overlay reads 'Sample Page for Demonstration Purposes Only'. The main content area shows a dropdown menu for 'MDAR' and a table of records. The table has columns for 'Date', 'Record Number', 'Record Type', 'Category', 'Expiration Date', 'Status', and 'Action'. There are four rows of records, all with a status of 'About to Expire' and an action of 'Renew Authorization'.

<input type="checkbox"/>	Date	Record Number	Record Type	Category	Expiration Date	Status	Action
<input type="checkbox"/>	09/24/2020	PR-0008474	MDAR - Massachusetts Pesticide Product Registration Authorization	LONZA, LLC - 6836-423	06/30/2021	About to Expire	Renew Authorization
<input type="checkbox"/>	09/24/2020	PR-0008475	MDAR - Massachusetts Pesticide Product Registration Authorization	LONZA, LLC - 6836-426	06/30/2021	About to Expire	Renew Authorization
<input type="checkbox"/>	09/24/2020	PR-0008477	MDAR - Massachusetts Pesticide Product Registration Authorization	LONZA, LLC - 6836-428	06/30/2021	About to Expire	Renew Authorization
<input type="checkbox"/>	09/24/2020	PR-0008478	MDAR - Massachusetts Pesticide Product Registration Authorization	LONZA, LLC - 6836-429	06/30/2021	About to Expire	Renew Authorization

Step 1: Update Account Management

Account Type

Citizen Account

Login Information

Edit

User Name: Steve Kenyon
E-mail: SteveA-K@BostonMail.com
Password: *****
Security Question: What was your favorite day in 2017?
Security Question: What was the name of your Street in 1999?
Security Question: What is the name of your favorite city?
Security Question: Who is your favorite cousin?
Security Question: At what age did you get your motorcycle license?

Contact Information

Add New

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.

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

First Name	Middle Name	Last Name	Business Name	Contact Type	Status	Action
Steven	Edward	Antunes-Kenyon		Individual	Approved	Actions ▾ Edit

Click on Actions and Edit




Step 1 A: Update Your Contact Information


Validate and update your contact information at this page.


Contact Information

Salutation: *First Name: Middle Name: *Last Name: Suffix:


P.O. Box / Address Line: 

Country:

City: State: Zip: 

*Primary Phone:  Primary Extension:

Alternate Phone: Mobile Phone: Fax Number:

*Contact E-mail Address: 

[Save](#) [Back to Account Management](#)

Make any needed updates to your mailing address, phone number and email address!

Step 1B: Update Login Information

Are you able to log into your ePLACE Portal Account? Your login information must be up to date!

- Did your email address change?
- Do you want or need to update your Password and Security Questions?

Step 1B: Update Your Login Information

Login Information

* User Name:

* Registration E-mail Address:

* Old Password:

* New Password:

Password Strength
 Requirements

* Confirm Password:

* Create Security Questions:


Q1

Q2

Q3

Q4

Q5



ePLACE Technical Support

- **Need Help?** For technical assistance with the ePLACE website, please call the ePLACE Help Desk Team at 844-73-ePLAC (844-733-7522), 7:30 AM-5:00 PM, Monday-Friday (except on holidays)
- You can also email ePLACE_helpdesk@state.ma.us
- For assistance with non-technical questions, please contact the issuing Agency directly using the links below

Thank You

- Additional Questions?
 - Contact the Product Registration Team Team:
 - Voice Mail: (617) 626-1778
 - Email: susan.reed@mass.gov
 - Be sure to use the EEA ePLACE Portal
 - <https://eplace.eea.mass.gov/citizenaccess/>