

# REGISTERING FOR A USER ACCOUNT ON THE ePLACE PORTAL

To create a user account on the [ePLACE](#) Portal, navigate to [ePLACE](#). Click on the 'New Users: Register for an Account' link:

The screenshot displays the ePLACE Portal interface. At the top, there are navigation tabs for 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. The main content area is titled 'Welcome to the Commonwealth of Massachusetts ePLACE Portal' and provides an overview of the portal's services. It lists options for licensees and applicants, such as applying for, renewing, or amending a license, and making required payments online. It also lists options for consumers and the general public, such as checking license status, conducting searches, and filing complaints. A 'Login' box is visible on the right side, containing fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and a 'Remember me on this computer' checkbox. A link for 'New Users: Register for an Account' is highlighted with a red box and a mouse cursor. Below the login box, there is a link for 'I've forgotten my password'.

[Home](#) [Manage Licenses, Permits & Certificates](#) [File & Track Complaints](#)

## Welcome to the Commonwealth of Massachusetts ePLACE Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing, permitting and certificate services online. With this Portal, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

**Options for Licensees & Applicants:**

- Apply for, Renew, or Amend a License, Permit or Certificate Application
- Make Required Payments Online

**Options for Consumers and the General Public:**

- Check License Status for a Individuals or Business Licensee [here](#)
- Conduct a General or Specific Search of Licensees
- File an Online Complaint Against a Licensee

You do not need to register to check a license status, or to search for licensees. To perform other functions online, a registration is needed.

**ePLACE Portal Account Registration:**

In order to utilize most of the services available through the Portal, a registration is needed. Registration is required to do any of the following:

- Apply for a License, Permit or Certificate
- Renew a License, Permit or Certificate
- File a Complaint Regarding a Licensee, Permit and/or Certificate Holder
- Track the Status of Applications, Complaints, and Administrative Proceedings
- Review and Update Applications, Permitting and/or Certificate Information

**First Time Users:**

To register, create an account with a Username and Password. After registering, login to access the ePLACE Portal.

**Returning Users:**

Login with Username and Password to access the portal.

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

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

2. Review the terms. Mark the checkbox and click the '**Continue Registration**' button:

Home      Manage Licenses, Permits & Certificates      File & Track Complaints

### Account Registration

You must provide the following information to open an account:

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

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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

I have read and accepted the above terms.

**Continue Registration »**

3. Complete the required fields(\*) in **Login information**. Create a username, password, select a security question and enter security answer. The password **must** meet the following requirements:
- a. A minimum of 8 characters
  - b. At least 1 upper-case letter
  - c. At least 1 number
  - d. At least 1 special character
  - e. User ID cannot be part of the password.
4. In the **Contact Information** section, click the '**Add New**' button to add a contact to your username.

8. To add your business address, click the **'Add Contact Address'** button:

Contact Information [X]

\* Name of Business If Different from OBA: \_\_\_\_\_ FBN: \_\_\_\_\_

OBA/Trade Name: \_\_\_\_\_

\* Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

"E-mail: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Business Type:   
--Select--

**Add Contact Address**

To add a contact address click the add link

Showing 0-0 of 0

Address Type	Address	Action
No records found.		

**Save and Close** **Clear** **Discard Changes**

If gamma on contact type you will be required to provide a FEIN number

9. Select **'Business Address'** in the dropdown menu. Enter your business address information. Click the **'Save and Close'** button:

Contact Address Information [X]

Address Type:   
Business Address

Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

Address Line J: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_ \* Country/Region:   
United States **R**

Reapient \_\_\_\_\_

**Save and Close** **Save and Add Another** **Clear** **Discard Changes**

**Contact Address Information** X

Address Type: Business Address E

Street Number: • Address Line1: \_\_\_\_\_  
 123 Main Street

Address Line 2: \_\_\_\_\_

Address Line 3: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_ Country/Region: \_\_\_\_\_  
 Boston MA 112345- J United States

Recipient: \_\_\_\_\_

10. Select your business address and click the **Select** button:

**Matching Address: Results** X

Contact Addresses

Showing 1-1 of 1

Street Number	Address Line 1	Address line 2	Address Line 3	City
[!j] 123	Main St			Ch...

< | | | |

11. Click the **'Save and Close'** button:

**Contact Information** X

\*Name of Business If Different from OBA: FEIN:  
 ABC Construction

OBA/Trade Name:

\*Primary Phone: Secondary Phone: Mobile Phone:  
 (123)456-7890

\*E-mail:  
 abccompanyC@Nll.com

Fax Number:

Business Type:  
 Corporation

• [Contact Addresses](#)

[Add Contact](#)

To edit a contact address, click the address link.

.. Contact address added successfully.

Showing 1-1 of 1

Address	Status	Action
.....	Active	Acbon

[Save and Close](#)      [DKrel - Changes](#)

12. 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 an "Organization".

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

Organization - A company, business, club, nonprofit, etc., for which you seek a license, permit, or certificate. When adding an Organization contact type, you will be required to provide a FEIN number.

.. Contact added successfully.

**ABC construction**  
 = CCF @ .com  
**Primary Phone:** (123)456-7890  
 Mobile Phone:  
 Alternate Phone:  
 Fax Number:  
 B!!!!2:!!

• [Contact Addresses](#)

[Add Contact](#)

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Address	Status	Action
Business Address		Active	Acbon <a href="#">Actions</a>

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Enter the words below ...