

## Renew a license or a permit

Your licenses are generally eligible for renewal 90 days before their expiration dates.

When a license becomes eligible for renewal:

- You will receive an email from DOL about that, with guidance on how to renew.
- You must have a MyMassGov account to log in and renew. (Refer to the Getting Started guide for how to create that. Then come back to this page to learn about renewing your license.)

When you first create your MyMassGov account, eLIPSE will display this page:

eLIPSE Massachusetts Department of Transportation

scott.tepper+jm1@mass.gov.madol.uat [Log Out](#)

Welcome! If you have an existing license, please provide the License Number, License Type, your Date of Birth and the last four digits of your Social Security Number, so that we can connect it to your account.

If you don't have any existing licenses with DOL, you can just provide your Date of Birth and the last four digits of your Social Security Number, and we will check if you already have an account.

Otherwise, please just select next to continue.

License Number

License Type

Date of Birth

Last 4 Digits of Social Security Number

[Next](#)

If you currently have licenses, enter the information requested, and click the **Next** button.

### **IMPORTANT**

***IF YOU ALREADY HAVE A LICENSE, DO NOT SKIP THIS SCREEN.***

***Your licenses will not be connected to your account,  
and they will not appear on your eLIPSE page.***

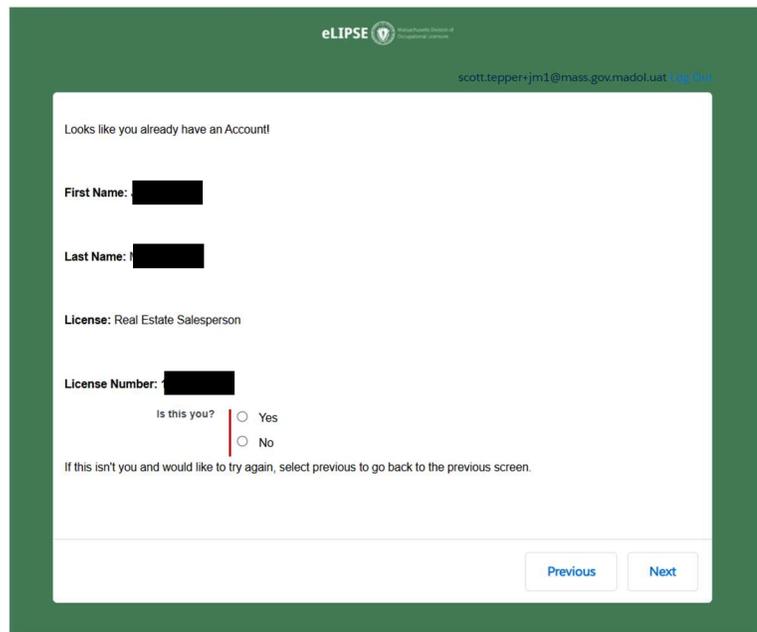
***You will need to contact DOL to have your account reset.***

***This will delay your renewal.***

eLIPSE will display a page indicating that it located you.

This example is a Real Estate Salesperson, but the page will look the same for all licenses.

If eLIPSE located you correctly, click the Yes radio button and then the Next button.



The screenshot shows a web page with a green header. The header contains the eLIPSE logo and the text "scott.tepper+jm1@mass.gov.madol.uat Log Out". The main content area is white and contains the following text: "Looks like you already have an Account!". Below this, there are fields for "First Name:" and "Last Name:", both with blacked-out values. The "License:" field is labeled "Real Estate Salesperson". The "License Number:" field is also blacked out. Below these fields, there is a question "Is this you?" with two radio buttons: "Yes" (selected) and "No". At the bottom of the form, there is a note: "If this isn't you and would like to try again, select previous to go back to the previous screen." At the bottom right of the form, there are two buttons: "Previous" and "Next".

eLIPSE will link that license to your eLIPSE account. If you have more than one license, eLIPSE will link all licenses you hold to your eLIPSE account.

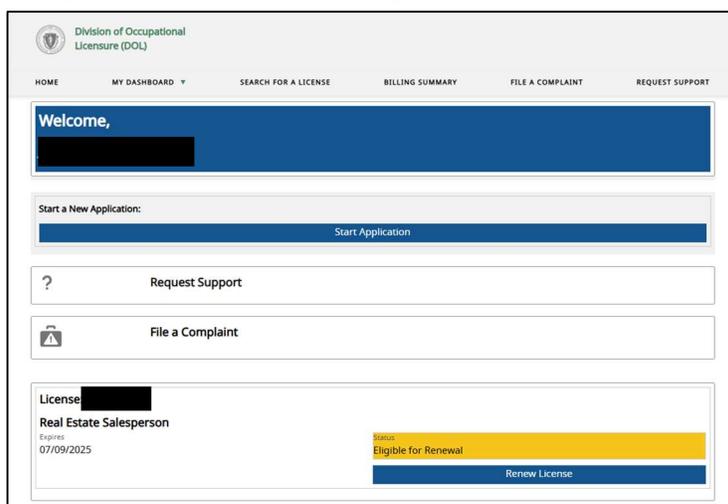
## Before starting your renewal

Be sure to have:

- Documentation of your completed approved continuing education courses.
- A notarized CORI form. You can download one here: [DOL CORI form](#)

## When you are ready to renew

- 1) Log in to eLIPSE using your MyMassGov account and verify your identity.
- 2) If any of your licenses are eligible for renewal, you will see them on your HOME page.

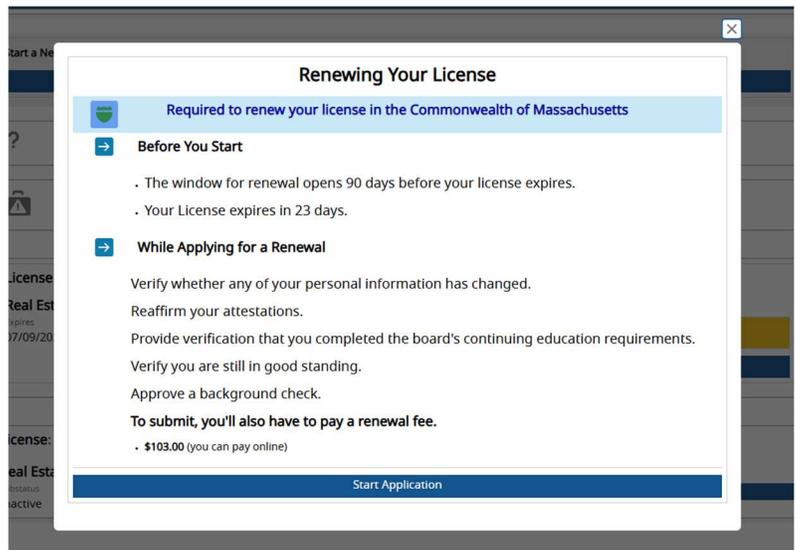


The screenshot shows the user dashboard for the Division of Occupational Licensure (DOL). The dashboard has a navigation bar with links: HOME, MY DASHBOARD (selected), SEARCH FOR A LICENSE, BILLING SUMMARY, FILE A COMPLAINT, and REQUEST SUPPORT. Below the navigation bar, there is a "Welcome," message with a blacked-out name. There are three main sections: "Start a New Application:" with a "Start Application" button; "Request Support" with a question mark icon; and "File a Complaint" with a warning icon. At the bottom, there is a "License" section for a "Real Estate Salesperson" license. The license expires on 07/09/2025. The status is "Eligible for Renewal" (highlighted in yellow), and there is a "Renew License" button.

To start the renewal process, click the Renew License button.

- 3) eLIPSE will display this message. The message may be different depending on the license you are renewing.

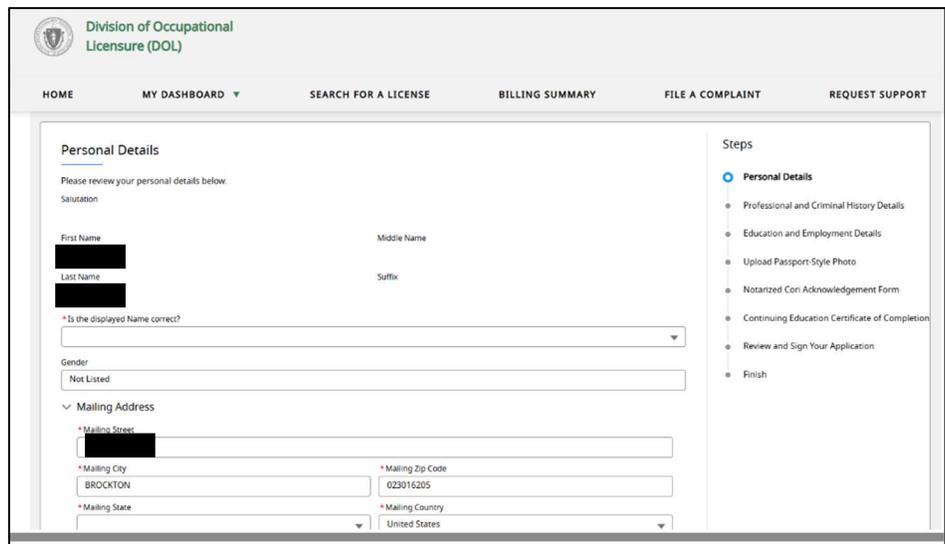
Read it, and then at the bottom click the **Start Application** button.



- 4) eLIPSE displays the **Personal Details** page.

On the right side, eLIPSE shows your progress on the renewal **Steps** it will guide you through. On the left side, review the details.

Be sure to use the drop-downs to confirm your **Display name**, email, military status.



On the bottom left, you will see a **Save for Later** button. If you need to stop working on your renewal, you can click that button and resume your renewal another time.

When you are ready, click the **Next** button.

- 5) eLIPSE displays the **Professional and Criminal History Details** page. Use the drop-downs to answer the questions, and then click the **Next** button.

6) eLIPSE displays the Education and Employment Details page.

If you answer Yes, the form will open fields for you to enter details about the continuing education you completed.

After you have done that, click the Next button.

7) eLIPSE displays the Upload Passport-Style Photo page. Click the Upload Files button. This is very much like attaching a photo to an email or text message. Your photo can be in any of the popular image formats, like jpg or png. It *cannot* be a PDF file.

After you have uploaded your photo, at the bottom right of the screen, click the Next button.

8) eLIPSE displays the Notarized CORI Acknowledgement Form page. Click the Upload Files button. This is very much like attaching a photo to an email or text message. Your form document can be a scan in any of the popular image formats, like jpg or png, or it can be a PDF file.

After you have uploaded your scan, at the bottom right of the screen, click the **Next** button.

9) eLIPSE displays the **Continuing Education Certificate of Completion** page.

After you have uploaded your scan, at the bottom right of the screen, click the **Next** button.

10) eLIPSE may display other pages depending on the license you are renewing.

After you have completed those other forms, eLIPSE displays the **Review and Sign** page:

On this form, click the pencil icon.

eLIPSE will display a form where you:

- Enter the name you want to sign with.
- Choose whether you want to draw your signature or use a digital signature.
- Read the attestation.
- Click that you agree.
- Click the **Submit** button.

When you return to this screen, click the **Pay** button.

11) eLIPSE displays the **You're Almost Done!** page. Review the fees associated with your license or permit, and then click the **Next** button.

You're Almost Done!

**Please note:** A convenience fee will be applied to your transaction. This helps cover processing costs.

Check that your application is complete and correct. You won't be able to make changes after you submit. **After you pay, your application will be complete.**

**Order Summary**

License Fee \_\_\_\_\_ \$14

**Estimated Total** \_\_\_\_\_ \$14

[Cancel](#) [Save for later](#) [Previous](#) [Next](#)

12) eLIPSE displays the Pay Online page:

ME MY DASHBOARD ▼ SEARCH FOR A LICENSE BILLING SUMMARY FILE

This script has been automatically saved, in order to resume in the future: Copy the link or Email me the link

Pay Online

The DOL uses Catalis to accept online payments. When you hit "Next", you'll be taken to an external site to make the payment, and then brought back here.

Please follow the instructions on their site to make your payment.

I would like to pay by Check or Money Order

[Cancel](#) [Save for later](#) [Previous](#) [Next](#)

If you choose **Check** or **Money order**, eLIPSE will advise you that will delay processing of your application. Online payments are processed by another service, and you will be taken to its page

After you have chosen how to pay, at the bottom right, click the **Next** button.

After you have paid your fees online, eLIPSE will tell you that your renewal has been submitted.