

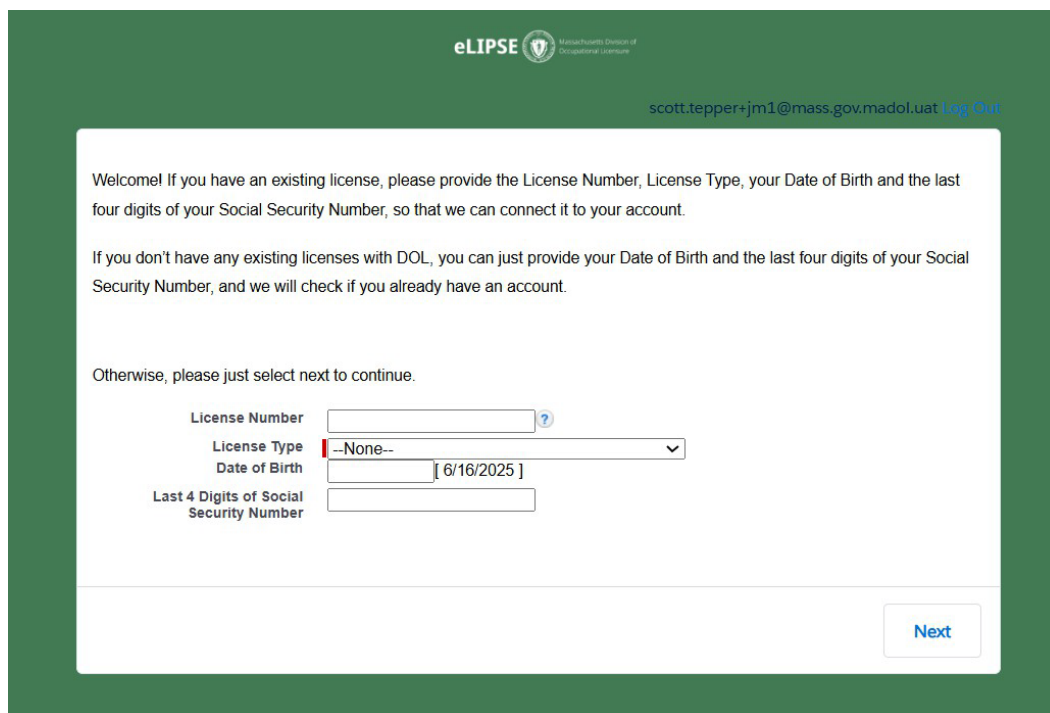
Renew a license or a permit

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 guide to learn about renewing your license.
- If you have linked your license(s) to your account, you are ready to renew using eLIPSE.

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



The screenshot shows the eLIPSE login interface. At the top, it says 'eLIPSE' with the Massachusetts Department of Occupational Licensure logo. A user email 'scott.tepper+jm1@mass.gov.madol.uat' and a 'Log Out' link are visible. The main content area contains a welcome message and instructions for existing and new users. Below the instructions are input fields for 'License Number', 'License Type' (a dropdown menu currently showing '--None--'), 'Date of Birth' (with a date picker set to 6/16/2025), and 'Last 4 Digits of Social Security Number'. A 'Next' button is located at the bottom right of the form.

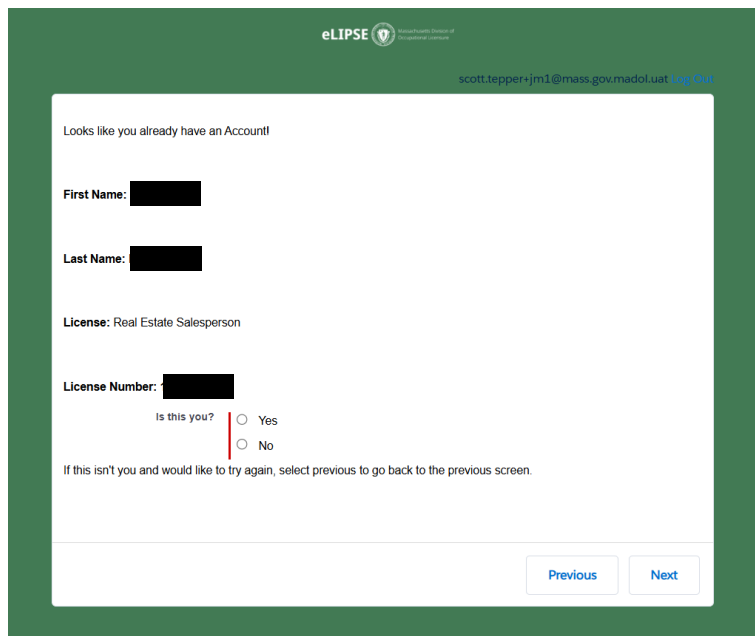
If you currently have a license, enter the information requested, and click the **Next** button.

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.

eLIPSE will display a page indicating that it located your license(s).

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



The screenshot shows the eLIPSE interface with a green header. The page title is "Looks like you already have an Account!". Below this, there are fields for "First Name:" and "Last Name:", both containing redacted information. The license type is listed as "License: Real Estate Salesperson". Below that is the "License Number:" field, also redacted. A question "Is this you?" is followed by two radio buttons: "Yes" and "No". A note below the radio buttons says "If this isn't you and would like to try again, select previous to go back to the previous screen." At the bottom right, there are two buttons: "Previous" and "Next".

If eLIPSE located your license(s) correctly, click the **Yes** radio button and then the **Next** button.

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

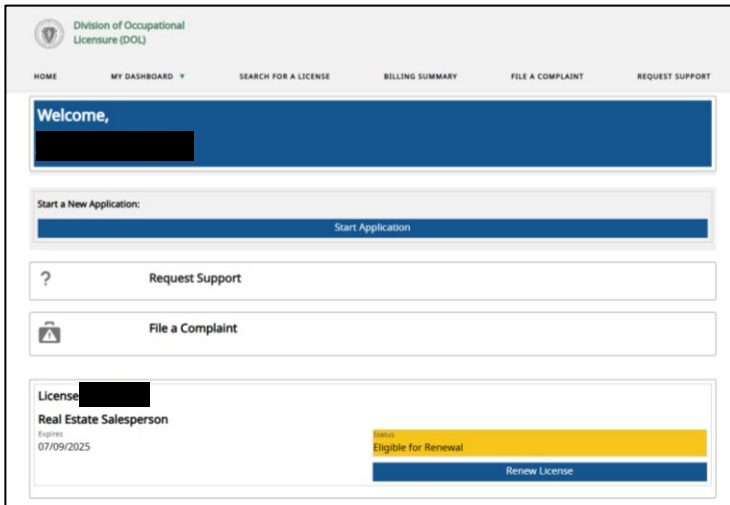
Be sure to have:

- Documentation of your completed approved continuing education courses.
- A notarized CORI form. [Click here to download a DOL CORI form.](#)

When you are ready to renew

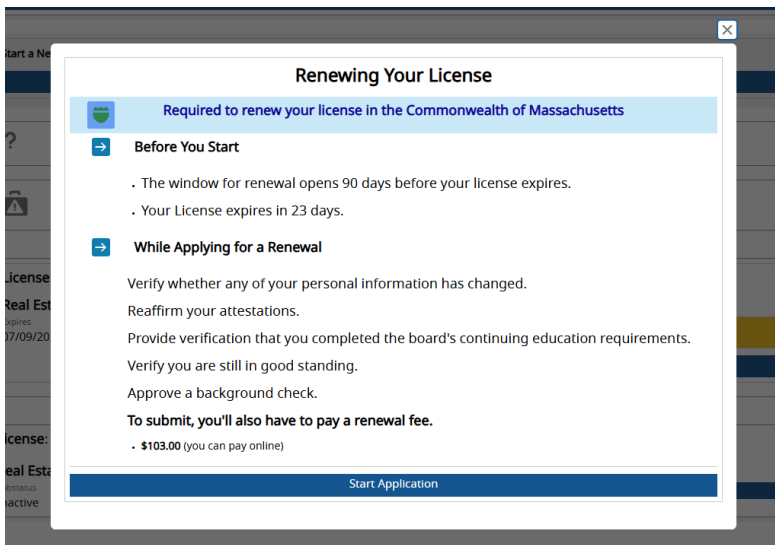
- 1) Log in to eLIPSE using your MyMassGov account and verify your identity.

2) If any of your licenses are eligible for renewal, you will see them on your **Home** page.



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 if, 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 in the renewal **Steps**.

On the left side, review the details.

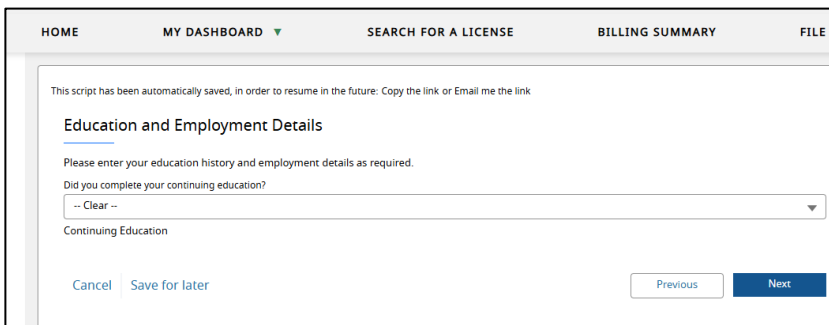
Be sure to use the drop-downs to confirm your Display name, email, military status.

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.

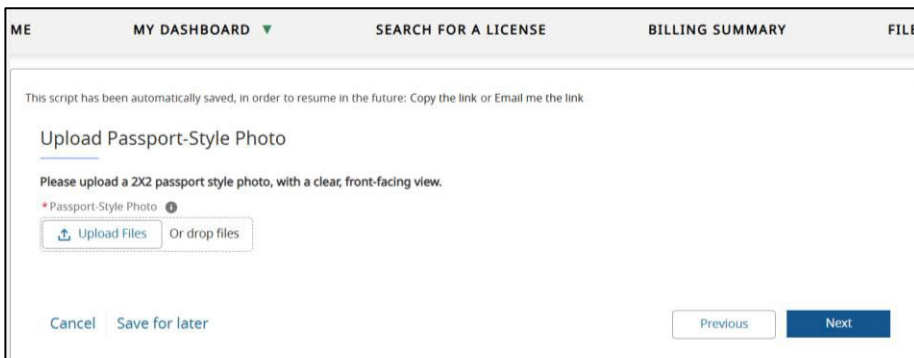
6) eLIPSE displays the **Education and Employment Details** page.



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

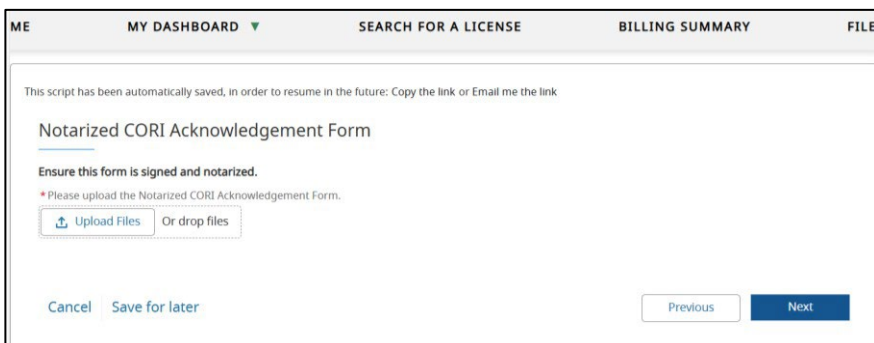
After you have done that, click the **Next** button.

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.

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.

Generally, your renewal will process automatically, and your license will appear with the new expiration date. If your renewal needs a Board review for some reason, you will receive an email about that.