

# Renewing a Placement Agency Registration or Employment Agency License

## For first time users of ePLACE

1. Visit the ePLACE website: <https://elicensing21.mass.gov/citizenaccess/> and follow the directions for **ePLACE Portal Account Registration for first time users.**
2. As first-time users, you will create an account with a user name and password. Once you finish creating your user name and password you will be brought back to the ePLACE portal to sign in
3. **If this is your first renewal filing online, you must link your account and then renew.**

### How to link a license or registration to an online account:

1. Once you are registered and have logged in click on the **Manage Licenses and Permits** tab.
2. If your license is not listed click on the **File and Online Application** link.
3. Read and accept the **General Disclaimer.**
4. Select **Massachusetts eLicensing and ePermitting Portal.**
5. Select **Link your online account to an existing record** button
6. Select **DLS** and enter your Record Identification Code and Authorization Code from email you received in March.
7. Click the **Continue** button.
8. Review the information entered is correctly.
9. Click the **Continue** button to complete the link of the license above to your account.

### To renew your license or registration online:

1. Please link your account using the **How to link a license to an online account** instructions above and select **Renew Application.**
2. You will need to enter your data in to the **Application Information** section. This is information for the contact person in the renewal transaction.
3. You may make changes or updates in the appropriate section. Note: Some updates require additional Commission approval and documentation.

### Important notes

- This is your personal authorization code. It should be kept confidential.
- It can only be linked to one account.
- Each license or registered main or branch office will have a unique authorization code.
- Microsoft Silverlight is required to upload documents. Look for this message on the ePLACE portal and click on the link if you do not have it already installed. In order to upload required documents, this system requires Microsoft Silverlight which can be downloaded for free.
- Online payment is integrated with the DLS ePLACE application. Once the payment is calculated the customer will be directed to the secure third-party payment page. Payments accepted will be ACH/E-check, or credit cards.

Below is a sample of email sent to businesses with **Record Identification Code** and **Authorization Code**.



CHARLES D. BAKER  
GOVERNOR

KARYN E. POLITO  
LIEUTANANT GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
**DEPARTMENT OF LABOR STANDARDS**

Charles F. Hurley Building  
19 Staniford Street, 2nd Floor  
Boston, MA 02114  
Tel: 617-626-6975  
Fax: 617-626-6965

RONALD L. WALKER, II  
SECRETARY

WILLIAM D. MCKINNEY  
DIRECTOR

### Account Link Notification

<b>Record Identification Code:</b>	L08463	<b>Employment Type(s):</b>	Employment
<b>Authorization Code:</b>	2484880210	<b>Status:</b>	Issued
<b>Agency Name:</b>	Stay positive		
<b>Agency Address:</b>	1 main street, BOSTON, MA 02169		

**To Link a License or Registration to an Online Account:**

- 1) Login or register for an account by visiting [www.elicensing.state.ma.us](http://www.elicensing.state.ma.us).
- 2) Once you are registered and have logged in, click on the "Manage Licenses & Permits" tab.
- 3) If your license is not listed, click on the "File an Online Application" link.
- 4) Read and accept the "General Disclaimer."
- 5) Select "Massachusetts eLicensing and ePermitting Portal."
- 6) Select "Link your online account to an existing record" button.
- 7) Select "DLS" and enter your Record Identification Code and Authorization Code.
- 8) Click the "Continue" button.
- 9) Review the information entered is correct.
- 10) Click the "Continue" button to complete the link of the license above to your account.

**To Renew your License or Registration Online:**

- 1) Please link your account using the "to link a license to an Online Account" instructions above and select "Renew Application."
- 2) You will need to enter the Application Information section. This is the contact person for the renewal transaction.
- 3) You may make changes or updates in the appropriate section. Please note: Some updates require additional Commission Approval and documentation.

**Important Notes:**

- This is your personal authorization code. It should be kept confidential.
- It can only be linked to one account.
- Each License or Registered main or branch office has a unique authorization code.

For technical assistance in using this web application, call the ePLACE Help Desk team: (844) 733-7522 or (844) 73-ePLAC, between the hours of 7:30 AM–5:00 PM Monday–Friday, with the exception of all Massachusetts and federally-observed holidays. If you prefer, you can also email [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us).