

Guide to Product Registration (PR) Record Access – Transfer of PR Records in the EEA ePLACE Portal

Pesticide Program

Division of Crop & Pest Services

Mass. Department of Agricultural Resources

Compatible Equipment and Web Browsers

- Please also be sure that you are using a regular computer (Windows 10+ / MacOS 10.11+ computer or laptop) with MS Edge or Chrome web browser.
- All instructions were written, and screenshots based on Windows 10 and MS Edge browser—other browsers may be different or incompatible.
- Chromebooks are not 100% compatible with the EEA ePLACE Portal and users may find it difficult to upload documents, proof of insurance, etc..
- Mobile devices; such as, iPhone, iPad, Android phone or tablets, etc. are NOT compatible with the EEA ePLACE Portal.

No Chromebooks, smartphones or tablets!



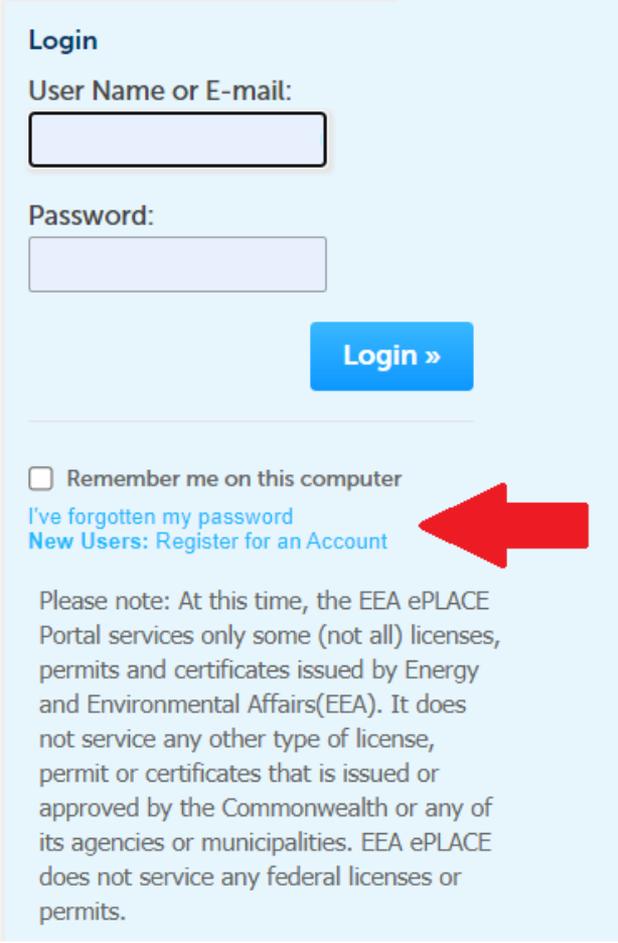
Log Into Your EEA ePLACE Portal Account

Go to the EEA ePLACE Portal webpage and log into your account.

<https://eplace.eea.mass.gov/citizenaccess/>

Forgot your Password? Use the Password reset tool

Need Help? For login assistance, 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)



Login

User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer

[I've forgotten my password](#)

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

Please note: At this time, the EEA ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs(EEA). It does not service any other type of license, permit or certificates that is issued or approved by the Commonwealth or any of its agencies or municipalities. EEA ePLACE does not service any federal licenses or permits.

Are Your Product Registration (PR) Records in the Desired EEA ePLACE Portal Account?

- Do you need access to Product Registration (PR) Records that are in another EEA ePLACE Portal Account?
- The following guide will:
 - Describe the different types of records and their role in completing registrations and renewals; and
 - Show you how to file an Application to Request Record Access—move or transfer records from one Account to your account.

What You Need

- **Request Letter** on official business letterhead that indicates your authorization to request access to the specific product registration records.
- **EEA ePLACE Portal Account** where you need specific records to be moved.
- **Record Identification Numbers** for the records you need and want moved to your account.

A Quick Overview

- Before we begin, it's important to have a brief understanding of the following:
 - The different types of “records” in your EEA ePLACE Portal Account—including applications:
 - New registrations – those never registered or those that expired
 - Renewals – annual renewal it's required or it will be expired
 - Amendments – update labels and brand names
 - Product Registration or (PR) records for approved registrations a.k.a. “authorizations” to distribute and sell pesticide products

What Do These Different Record Types Look Like?

- **Product Registration (PR) Records***
 - Represent approved Product Registrations and begin with “PR” e.g. PR-0007924 (***required for renewals**)
- **Renew Application Records**
 - Represent applications submitted to renew product registrations and end with “REN” e.g. 20-PR-0015-REN
- **New Application Records**
 - Represent applications submitted for new products and end with “APP” e.g. 20-PR-0148-APP

What do These different Record Types in Your EEA ePLACE Portal?

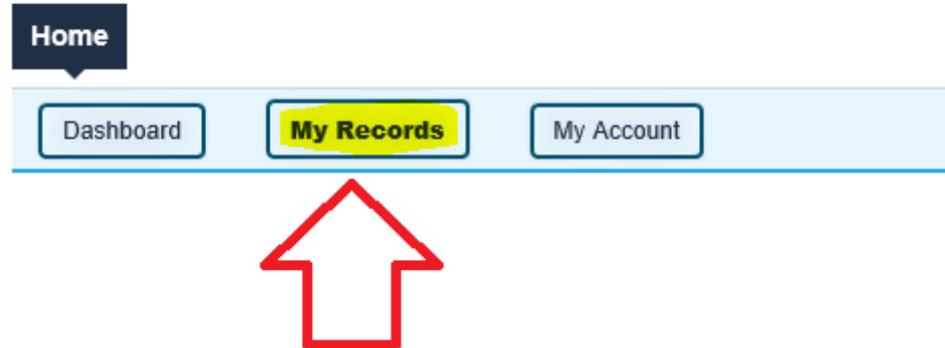
- **Product Registration (PR) Records***
 - Represent approved Product Registrations and begin with “PR” e.g. PR-0007924 (***required for renewals**)
- **Renew Application Records**
 - Represent applications submitted to renew product registrations and end with “REN” e.g. 20-PR-0015-REN
- **New Application Records**
 - Represent applications submitted for new products and end with “APP” e.g. 20-PR-0148-APP
- **Amendment Application Records**
 - Represent applications submitted to update labeling or edit, add, or remove brand names, etc. and end with “AMD” e.g. 20-ABN-0148-AMD

PR Records Vs. Applications, New, Renew, and Amendment Records

- **Product Registration (PR) Records*** are the approved registrations. These records remain in your EEA ePLACE Portal Account after your new product registration application or your renewal application is processed.
*These are essential for anyone seeking to renew their registrations.
- **New, Renew, and Amendment Application Records** are the “temporary” records that are created when you file applications and are removed from your ePLACE Portal Account after they are processed and approved. These applications create or update the **PR Records**.

Where are Your Records Stored in the EEA ePLACE Portal?

The records associated with each EEA ePLACE Portal Account are found by clicking on the My Records tab.



Your Records are Displayed After Clicking on “My Records”

▼ MDAR

Showing 1-7 of 7 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Category	Expiration Date	Status	Action
<input type="checkbox"/>	03/24/2020	20-PR-0015-REN	MDAR - Massachusetts Pesticide Product Registration Renewal	test		Payment Pending	Pay Fees Due
<input type="checkbox"/>	03/20/2020	20-PR-0012-REN	MDAR - Massachusetts Pesticide Product Registration Renewal	test		Approved	
<input type="checkbox"/>	03/18/2020	20-PR-0005-REN	MDAR - Massachusetts Pesticide Product Registration Renewal	test		Approved	
<input type="checkbox"/>	03/18/2020	20-PR-0003-REN	MDAR - Massachusetts Pesticide Product Registration Renewal	test		Approved	
<input type="checkbox"/>	03/18/2020	PR-0007924	MDAR - Massachusetts Pesticide Product Registration Authorization	test - 1-5	06/30/2020	About to Expire	Renew Authorization
<input type="checkbox"/>	03/16/2020	PR-0007920	MDAR - Massachusetts Pesticide Product Registration Authorization	test - 1-2	06/30/2020	About to Expire	Renew Authorization
<input type="checkbox"/>	03/16/2020	PR-0007921	MDAR - Massachusetts Pesticide Product Registration Authorization	test - 1-3	06/30/2020	Active	Amendment

Are You Prepared for MDAR Renewal Season? Focus on PR Record Numbers!

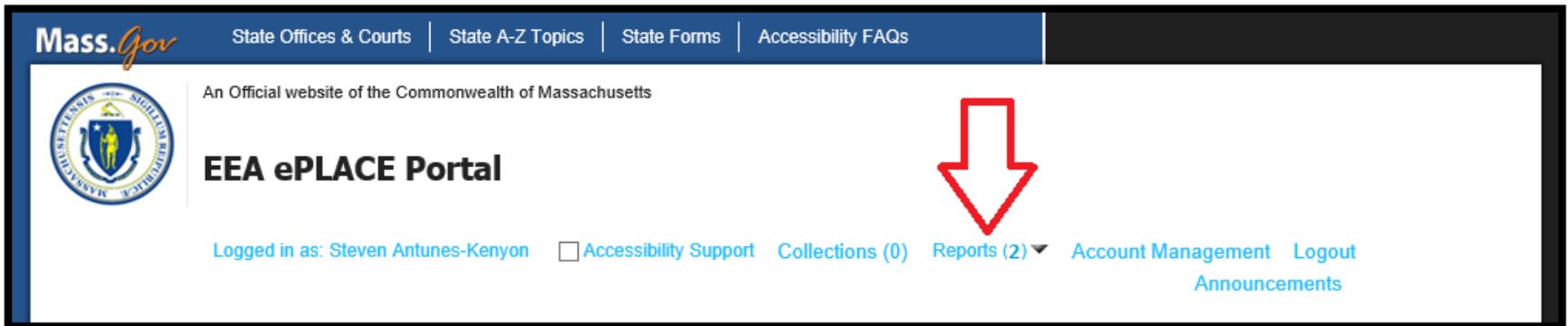
- Each unique EPA Registration Number, is assigned a Product Registration (PR) Record Number or PR-Number—beginning with the letters “PR”.
- “Alternate Brand Name” (ABN) registrations will share the same PR Number as the original registration.
- **If you or your team have all the PR-Records for your Massachusetts Registrations, then you are prepared for renewals!**

Are You or Your Team Missing PR-Records—required for renewals?

- You will need to submit an Application Requesting Record Access if:
 - New product registrations or product renewals were completed by another company or agent, but you are the company or agent now responsible for such registration and renewals.
 - Product registrations or their renewals were completed by another person within your organization who has left and you will now be responsible for those registration and renewals.

Search for PR Numbers by Company or EPA Registration Number

<https://eplace.eea.mass.gov/CitizenAccess/>



The screenshot shows the top navigation bar of the EEA ePLACE Portal. The navigation bar includes the 'Mass.gov' logo and links for 'State Offices & Courts', 'State A-Z Topics', 'State Forms', and 'Accessibility FAQs'. Below the navigation bar, the page title 'EEA ePLACE Portal' is displayed. A red arrow points to the 'Reports (2)' dropdown menu. The user is logged in as 'Steven Antunes-Kenyon'. Other links include 'Accessibility Support', 'Collections (0)', 'Account Management', 'Logout', and 'Announcements'.

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

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

Logged in as: Steven Antunes-Kenyon Accessibility Support Collections (0) Reports (2) Account Management Logout Announcements

Other Sources for Seeking PR Record Numbers

- Approved Product Registration (PR) Numbers are available via the following sources:
 - By contacting the company or agent that was issued the PR Numbers and previously responsible for such registration and renewals.
 - By contacting the Department of Agricultural Resources Pesticide Program.

Submit a Record Access Request Application

Start by Logging Into Your EEA ePLACE Portal

<https://eplace.eea.mass.gov/citizenaccess/>

Home

Welcome to the Commonwealth of Massachusetts ePLACE Portal

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

Options for Licensees and Applicants:

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

ePLACE Portal Account Registration:

In order to utilize most of the services available through the ePLACE, you must first register for an account. Registration is required to do any of the following:

Login

User Name or E-mail:

Password:

Login »

Remember me on this computer

[I've forgotten my password](#)

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



File an Online Application

The screenshot displays the EEA ePLACE Portal interface. At the top left, there is a dark blue 'Home' button. Below it is a light blue navigation bar containing three buttons: 'Dashboard', 'My Records', and 'My Account'. The main content area is divided into two columns. The left column features a welcome message for 'Steven Antunes-Kenyon', a list of actions under the heading 'What would you like to do?', and a prominent blue button labeled 'File an Online Application' with a red outline arrow pointing upwards.

Home

Dashboard My Records My Account

Welcome Steven Antunes-Kenyon
You are now logged in to the Commonwealth's EEA ePlace Portal.

What would you like to do?

- New License, Permit, Certificate, Notification or Registration [Click Here](#)
- Renew License, Permit, Certificate or Registration (select "My Records" above)
- Amend License, Permit, Certificate or Registration (select "My Records" above)

File an Online Application

Accept Terms and Conditions

Home

[File an Online Application](#)

EEA ePLACE Portal Disclaimer

Welcome to the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

register for the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal. All registered users in this Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws.

I have read and accepted the above terms.

[Continue »](#)



Select Apply for EEA General Request

Expand the Menu by clicking on the arrow and select Request Record Access Form and Continue the Application

- ▶ Apply for a DCR Authorization - Construction and Vehicle Access Permits
- ▶ Apply for a DCR Authorization - Special Use Permits
- ▶ Apply for a DEP Authorization - Air Quality (AQ)
- ▶ Apply for a DEP Authorization - Drinking Water (DW)
- ▶ Apply for a DEP Authorization - Hazardous Waste (HW)
- ▶ Apply for a DEP Authorization - NPDES (WM)
- ▶ Apply for a DEP Authorization - Solid Waste (SW)
- ▶ Apply for a DEP Authorization - Watershed Management (WM)
- ▶ Apply for a DEP Authorization - Waterways Chapter 91 (WW)
- ▶ Apply for a DEP Authorization - Toxic Use Reduction (TUR)
- ▶ Apply for a MDAR Authorization
- ▼ Apply for an EEA General Request
 - Claim Authorization Form
 - Request Record Access Form



**1. Click on the arrow to expand the list.
EEA General Request**

2. Then select Request Record Access Form

Continue >



3. Select Continue

Begin Your Record Request

Home

EEA Applications

Request Record Access Form

1 Request Information	2 Documents	3 Review	4 Record Submitted
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Step 1: Request Information > Page 1 of 1

* indicates a required field.

Request Details

Choose the Agency and Program from the below drop down menus, where the records are from.

What agency are the records from?: *

MDAR - Massachusetts Department of Agricultural Resources

What program are the records from?: *

Pesticide Program

 **Select MDAR!**

 **The Pesticide Program will automatically appear after Selecting MDAR.**

Add Rows for Each Record Number Requested

Record List

REQUEST RECORD LIST

Click the down arrow on the “Add a Row” button and select the number of rows needed for each of the Records you seek to transfer to your account. Each Record will need its own row. After you have submitted all of the desired Record Identification Numbers, please click the Continue Application button. You may also use the Edit Selected and Delete Selected Buttons to make changes to your application.

Showing 0-0 of 0

Record ID	Comments
No records found.	

Add a Row  **Edit Selected** **Delete Selected**



You will need to Add a Row for Every Record Number that you request. Click the "Add a Row" button for one record number or click the down arrow for adding 2 or more rows.

Continue Application »

Save and resume later

Enter the Requested Record Numbers and Related Comments

REQUEST RECORD LIST ×

Click the down arrow on the “Add a Row” button and select the number of rows needed for each of the Records you seek to transfer to your account. Each Record will need its own row. After you have submitted all of the desired Record Identification Numbers, please click the Continue Application button. You may also use the Edit Selected and Delete Selected Buttons to make changes to your application.

* Record ID: 

Comments: 

Enter the EEA ePLACE Portal Record Number that you want transferred to your account.

Add Comments such as EPA Registration Number

Continue Your Application

Step 1: Request Information > Page 1 of 1

* indicates a required field.

Request Details

Choose the Agency and Program from the below drop down menus, where the records are from.

What agency are the records from?: *

MDAR - Massachusetts Department of Agricultural Resources ▼

What program are the records from?: *

Pesticide Program ▼

Record List

REQUEST RECORD LIST

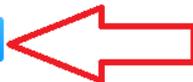
Click the down arrow on the "Add a Row" button and select the number of rows needed for each of the Records you seek to transfer to your account. Each Record will need its own row. After you have submitted all of the desired Record Identification Numbers, please click the Continue Application button. You may also use the Edit Selected and Delete Selected Buttons to make changes to your application.

Showing 1-2 of 2

<input type="checkbox"/>	Record ID	Comments	
<input type="checkbox"/>	PR-000023	Record TXR Request1	Actions ▼
<input type="checkbox"/>	PR-000024	Record TXR Request2	Actions ▼

Add a Row ▼ Edit Selected Delete Selected

Continue Application »



Save and resume later

Upload Required Authorization Letter

Step 2: Documents > Page 1 of 1

If applicable, please upload any Supporting Attachment (document) that indicates your permission to transfer the records from the existing account to your account as specified by your agency and program.

For more details on the attachments, please visit mass.gov

After you have uploaded the document, please click on the "Document Type" drop down menu and select "Supporting Attachment" from the available types. Enter a brief description of the document. Click on the "Save" button to save your work and then click on the "Continue Application" button.

Note: if you do not attach the required supporting document(s) as instructed by your agency/program, this might delay the processing of your request.

* indicates a required field.

Attachment

The Department is making the Request Letter a Requirement! Such letter must be on Official Business Letterhead and indicate your authorization to request access or transfer of the specified Product Registration (PR) Records.

When uploading file document(s) the maximum file size allowed is 50 MB.
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.
The document 'Description' MUST NOT exceed 50 characters in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.
.exe;.dll;.js;.msi;.bat;.vbs;.bin;.sql are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add



Continue Application »

Save and resume later

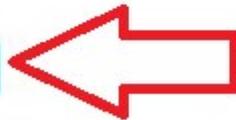
Click Add to Begin Uploading the Request Letter

Attachment

When uploading file document(s) the maximum file size allowed is 50 MB.
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.
The document 'Description' MUST NOT exceed 50 characters in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.
.exe;.dll;.js;.msi;.bat;.vbs;.bin;.sql are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add

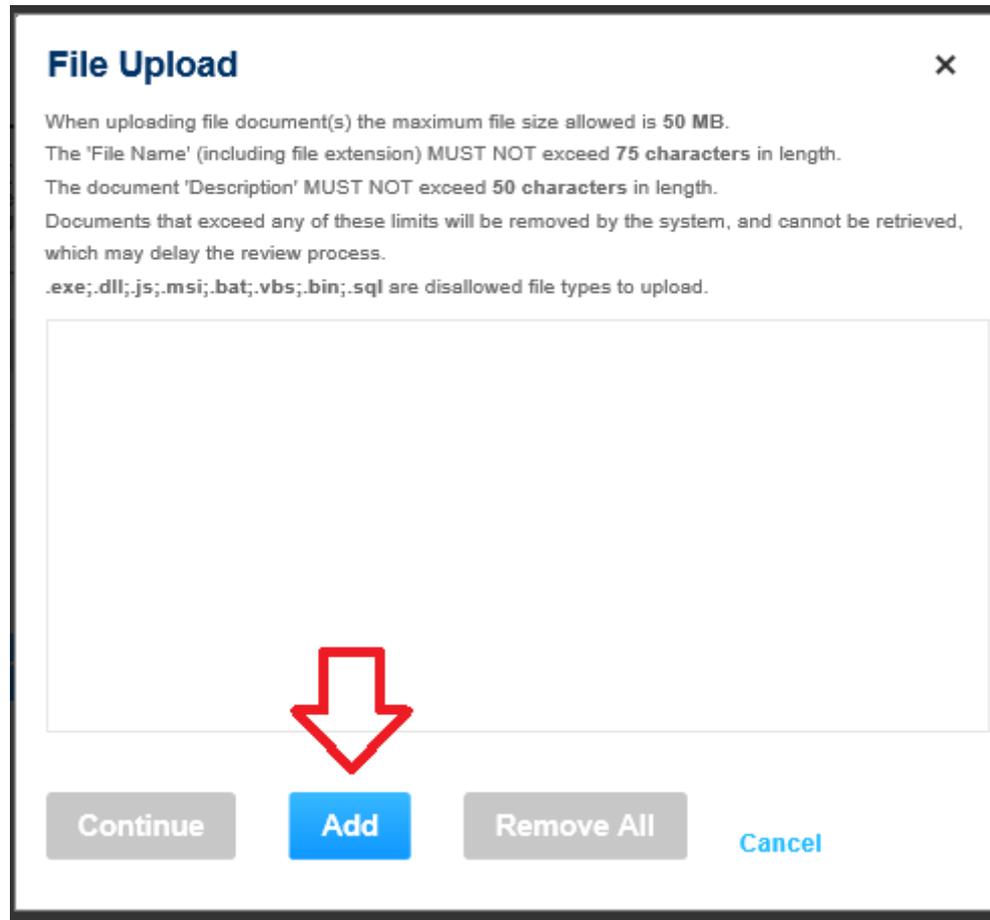


Begin Adding the Request Letter

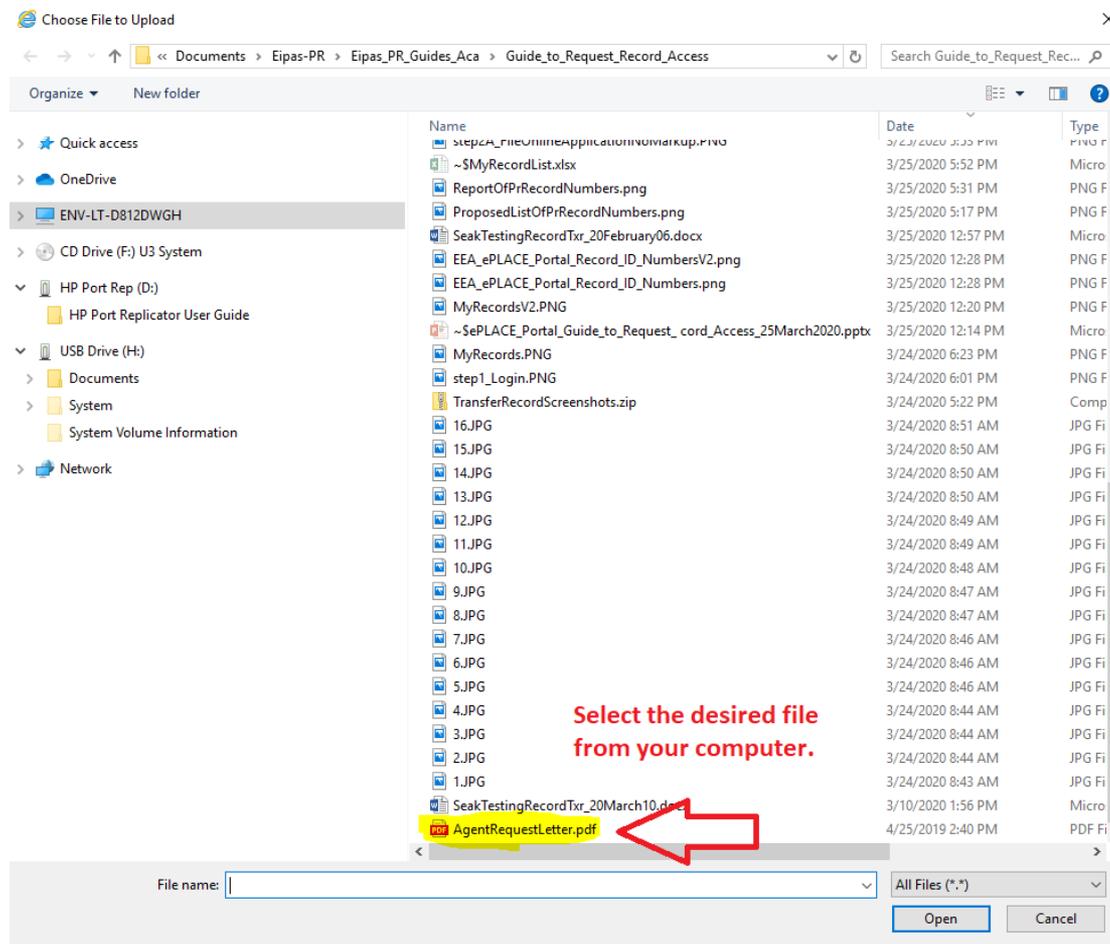
Continue Application »

Save and resume later

Click Add to Navigate to Where the Letter(s) Are Located



Select the File(s) from Your Computer

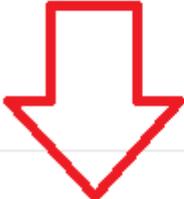


Click Continue

File Upload

When uploading file document(s) the maximum file size allowed is 50 MB.
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.
The document 'Description' MUST NOT exceed 50 characters in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.
.exe;.dll;.js;.msi;.bat;.vbs;.bin;.sql are disallowed file types to upload.

AgentRequestLetter.pdf	100%
------------------------	------



Continue **Add** **Remove All** Cancel

Select Document Type, Add Description, Save, and Continue

Attachment

When uploading file document(s) the maximum file size allowed is 50 MB.
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.
The document 'Description' MUST NOT exceed 50 characters in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.
.exe;.dll;.js;.msi;.bat;.vbs;.bin;.sql are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

*Type: Remove

Supporting Attachment

1) Select Supporting Attachment

File:

AgentRequestLetter.pdf

100%

Description (Maximum 50 characters):

Agent Request Letter

2) Enter a Brief Description

Save

Add

Remove All

3) Click Save to Save Your Work

Save and resume later

Continue Application »

4) Click Continue Application

Successfully Added Required Document



The attachment(s) has/have been successfully uploaded.

It may take a few minutes before changes are reflected.



Documents Successfully Uploaded and Saved!

Request Record Access Form

1 Request Information	2 Documents	3 Review	4 Record Submitted
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Step 2: Documents > Page 1 of 1

If applicable, please upload any Supporting Attachment (document) that indicates your permission to transfer the records from the existing account to your account as specified by your agency and program.

For more details on the attachments, please visit [mass.gov](https://www.mass.gov)

After you have uploaded the document, please click on the "Document Type" drop down menu and select "Supporting Attachment" from the available types. Enter a brief description of the document. Click on the "Save" button to save your work and then click on the "Continue Application" button.

Note: if you do not attach the required supporting document(s) as instructed by your agency/program, this might delay the processing of your request.

Continue Application

When uploading file document(s) the maximum file size allowed is 50 MB.
The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.
The document 'Description' MUST NOT exceed 50 characters in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.
.exe;.dll;.js;.msi;.bat;.vbs;.bin;.sql are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
AgentAuthorizationLetter.pdf	Supporting Attachment	156.35 KB	10/13/2020	Actions ▼

Add

Continue Application »



Save and resume later

Review and Certification

Home

MDAR Applications

MDAR - Request Record Access Application



1 Request Information	2 Documents	3 Review	4 Record Submitted
-----------------------	-------------	----------	--------------------

Step 3: Review

[Continue Application »](#)

[Save and resume later](#)

Please review all information below. Click the "Edit Application" button to make changes, if needed.

Review and Certification

[Edit Application](#)

Certify and Continue Application

Application Submitter

Individual
STEVE KENYON
1 Winter St
Boston, MA, 02118
United States

Telephone #: 123-123-1234
E-mail: steve.kenyon2@mass.gov

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Date:



Continue Application »



**Attest by Clicking the "Tick" Box
and Continue the Application**

Save and resume later

Application to be Reviewed for Approval by the MDAR

Home

EEA Applications

Request Record Access Form

1 Request Information

2 Documents

3 Review

4 Record Issuance

Step 4: Record Issuance



Successfully Completed.



Thank you for using our online services.

Your Record Number is 20-TRF-000063-APP.



Record Number Assigned to Application and now shown in "My Records"

Agency will review your application and you will receive an email with next steps.

View the Submitted Application in “My Records”

By navigating back to the "Home" position and then to "My Records", we can see the Application Record is "In Review".

The screenshot shows the EEA ePLACE Portal interface. At the top, there is a navigation bar with buttons for "Home", "Dashboard", "My Records", and "My Account". A red arrow points to the "Home" button, and another red arrow points to the "My Records" button. Below the navigation bar, the user is logged in as "STEVE KENYON". A blue button labeled "File an Online Application" is visible on the right. Under "What would you like to do?", there are links for "New License, Permit, Certificate, Notification or Registration", "Renew License, Permit, Certificate or Registration", and "Amend License, Permit, Certificate or Registration". A yellow box labeled "EEA" is highlighted, with a red arrow pointing to it. Below this, a table shows a single record with the status "In Review", which is also highlighted with a red arrow.

Home

Dashboard My Records My Account

Welcome **STEVE KENYON**
You are now logged in to the Commonwealth's EEA ePlace Portal.

What would you like to do?

- New License, Permit, Certificate, Notification or Registration [Click Here](#)
- Renew License, Permit, Certificate or Registration (select "My Records" above)
- Amend License, Permit, Certificate or Registration (select "My Records" above)

File an Online Application

EEA

These Record Transfer (TRF) Applications will be listed under EEA -- NOT MDAR.

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

<input type="checkbox"/>	Date	Record Number	Record Type	Category	Status	Action
<input type="checkbox"/>	10/14/2020	20-TRF-000063-APP	Request Record Access Form	MDAR-Pesticide Program-Request Record Access	In Review	

MDAR Review and Approval

- The MDAR Pesticide Product Registration Team will review your Record Access or Transfer request and supporting documentation.
- Upon approval you will receive confirmation via email from eipas@mass.gov and the requested PR record(s) will be transferred to your ePLACE Portal Account.

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 MDAR Product Registration Team.

MDAR Product Registration Support

Step-By-Step Guides

Downloads

-  [New Pesticide Product Registration - Step by Step Guide](#)
(English, PDF 1.48 MB)
-  [Pesticide Product Renewal - Step by Step Guide](#)
(English, PDF 1.84 MB)
-  [Request Record Access \(transfer records\) - Step by Step Guide](#)
(English, PDF 764.97 KB)
-  [Alternate Brand Name Registration - Step by Step Guide](#)
(English, PDF 2.07 MB)
-  [Label Amendments - Step by Step Guide](#) (English, PDF 1.86 MB)
-  [Special Local Need Initiation Form](#) (English, PDF 60.19 KB)
-  [Special Local Need Application Form](#) (English, PDF 65.76 KB)
-  [Experimental Use Permit Application Check List](#)
(English, PDF 130.15 KB)
-  [Experimental Use Permit Application](#) (English, PDF 165.62 KB)
-  [Experimental Use Permit Sample Letters of Support](#)
(English, PDF 10.68 KB)

Support and Product Lookup

For Product Registration questions, contact Susie Reed
617-626-1778

 [Online](#)
Susan.Reed@state.ma.us

RELATED

[List of Massachusetts State Restricted Use Pesticides](#) →

[EPA Pesticide Product and Label System](#) →

[Minimum Risk Pesticides Exempted from FIFRA and Massachusetts Registration Requirements](#) →

[Kelly Solutions - Search MA Registered Pesticides](#) →

[List of Neonicotinoid Pesticides](#) →

Visit www.mass.gov

www.mass.gov/how-to/register-a-pesticide-product-in-massachusetts

OFFERED BY [Massachusetts Department of Agricultural Resources](#)

Register a Pesticide Product in Massachusetts

If you are seeking to sell or distribute U.S. EPA Registered pesticide products in Massachusetts, then you will need to register them with the MDAR Pesticide Program.

[Online registration and renewal of pesticide products →](#)

[Pesticide Registration Types and Classifications →](#)

THE DETAILS

What you need

[Fees](#)

[How to submit](#)

[Next steps](#)

[More info](#)

[Downloads](#)

[Contact](#)

What you need

You need a valid Massachusetts product registration to sell and distribute pesticide products in the Commonwealth. If you seek to sell and distribute a U.S. EPA Registered Pesticide in Massachusetts for consumer/homeowner use, agricultural use, institutional use, or indoor or outdoor commercial use, you will need the following:

- An account at the [EEA ePLACE Portal](#). Create and register for an account [here](#).
- Electronic versions (pdf format) of the following documents to upload with your application:
 - Agent Authorization Letter – if you're an Agent performing registrations on behalf of a client

CONTACT

MDAR Contacts for Product Registration

Phone

For EEA ePLACE Portal help on technical issues, Call

844-733-7522

Open M-F 7:30 am-5:00 pm, with the exception of all Commonwealth & Federally observed holidays.

For Product Registration questions, contact Susie Reed
617-626-1778

Online

Susan.Reed@state.ma.us