

**Massachusetts E-Licensing and ePermitting**  
ACA Reference Guide

## Table of Contents

### Contents

1. Logging in to the eLicensing and ePermitting Portal .....	2
2. Changing your Password.....	3
2.1 Forgot Password .....	3
2.2 Change Password.....	5
3. Linking Permits or Licenses .....	6
3.1 Linking a Permit or License to my Account .....	6

## 1. Logging in to the eLicensing and ePermitting Portal

Once you have successfully created your account and received the email titled “Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal” you are ready to login.

1. Navigate to the [Massachusetts eLicensing and ePermitting website](#).
2. In the Login box, enter your eLicensing and ePermitting Portal username and password and click **Login**.

[Announcements](#) |  Accessibility Support | [Register for an Account](#) | [Login](#)

**Need Help?** Call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us)

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

### Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal

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

**Options for Licensees & Applicants:**

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

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

- Check License Status for a Particular Individual or Business Licensee
- Conduct a General or Specific Search of Licensees

**Login**

User Name or E-mail:

Password:

Remember me on this computer  
[I've forgotten my password](#)  
[New Users: Register for an Account](#)

3. The eLicensing and ePermitting Portal Home Page will appear.

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

An Official website of the Commonwealth of Massachusetts

## eLicensing and ePermitting Portal

[Announcements](#) | Logged in as **Corinne Callahan** |  Accessibility Support | [Account Management](#) | [Logout](#)

**Need Help?** Call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us)

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

**Welcome Corinne Callahan**  
You are now logged in to the Commonwealth's eLicensing and ePermitting Portal.

**What would you like to do?**

Use the "Manage Licenses & Permits" tab to:

- Apply for a License or Permit
- Renew a License or Permit (please link your license to your portal account)
- Amend License or Permit Information (please link your license or permit to your portal account)

Use the "File & Track Complaints" tab to:

- File a Complaint (Division of Professional Licensure only)
- Review the status of a complaint filed via this portal (Division of Professional Licensure only)

**Link your License or Permit to this account:**  
To link your license or permit to this portal account, please complete the Record Authorization Form. This form can be found under the "Manage Licenses & Permits" tab by clicking the "File an Online Application" link.

**Please note:** At this time, the eLicensing and ePermitting Portal services only some (not all) licenses and permits issued by the Division of Professional Licensure (DPL) and the Alcoholic Beverages Control Commission (ABCC). It does not service any other type of license or permit that is issued or approved by the Commonwealth or any of its agencies or municipalities. This portal will not service any federal licenses or permits.

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

<b>General Information</b> <a href="#">Search for a Commonwealth License</a>	<b>Manage Licenses &amp; Permits</b> <a href="#">File an Online Application</a> <a href="#">Manage My Licenses &amp; Permits</a>
<b>File &amp; Track Complaints</b> <a href="#">File a Complaint</a> <a href="#">Track Complaints</a>	

## 2. Changing your Password

Your Password expires every 60 Days. Once the password expiration period has passed, you will be instructed to change your password the next time you log in.

Your account will lock after 5 failed attempts to log in, within a 1 hour period. To unlock your account before the 1 hour period has elapsed, you may call the public portal helpdesk at 844-733-7522

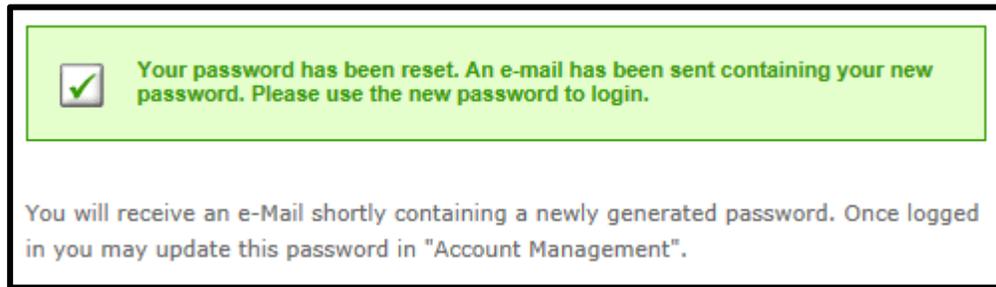
### 2.1 Forgot Password

If you forgot your password, a new one can be sent to you.

1. Click the **I've forgotten my password** link on the Login screen.

The screenshot shows the user interface of the Commonwealth of Massachusetts eLicensing and ePermitting Portal. At the top, there are navigation tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below the tabs, the main heading reads 'Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal'. A brief introductory paragraph follows, stating the portal's purpose. Below this, there are two sections of links: 'Options for Licensees & Applicants' and 'Options for Consumers and the General Public'. On the right side of the page, a 'Login' form is highlighted with a red border. The form contains a 'User Name or E-mail' field with the text 'corinne.callahan@state.ma.us', a 'Password' field, and a 'Login »' button. At the bottom of the form, there is a checked checkbox for 'Remember me on this computer' and two links: 'I've forgotten my password' and 'New Users: Register for an Account'.

2. Enter the email address used during registration and click **Continue**.
3. Answer the Security Question you selected when you registered for your account. Click **Send New Password**.
4. You will receive the following messages:
  - Your password has been reset. An e-mail has been sent containing your new password. Please use the new password to login.
  - You will receive an e-mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".



5. Upon login, you will be asked to update your login information with a new password on the Change Password screen.
  - The Password must meet the requirements of containing:
    - A minimum of 8 characters
    - At least 1 upper-case letter
    - At least 1 number
    - At least 1 special character
    - User ID cannot be part of the password.
    - Cannot be any of your previous 15 password(s)
    - Cannot be a password that you have used previously
6. Once information has been entered, click **Submit**.

## 2.2 Change Password

If you wish to change your password, you can do so using the system.

1. From the eLicensing and ePermitting Portal Home Page, click **Account Management**



An Official website of the Commonwealth of Massachusetts

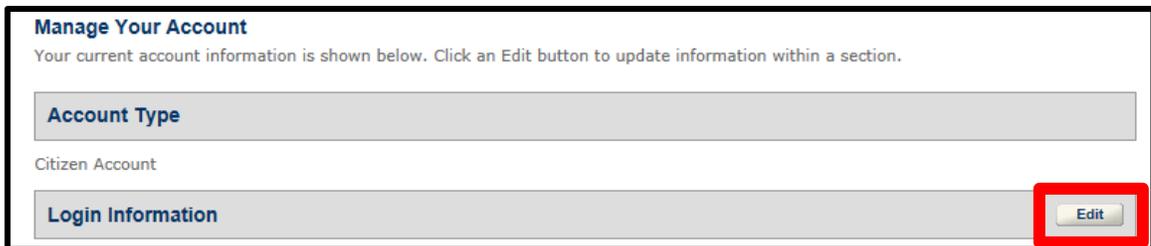
### eLicensing and ePermitting Portal

[Announcements](#) | Logged in as: **DPL Renewals** |  Accessibility Support | **Account Management** | [Logout](#)

Need Help? Call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 a.m. and 5:00 p.m. EST Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at [ePLACE\\_helpdesk@state.ma.us](mailto:ePLACE_helpdesk@state.ma.us)

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

2. The **Manage Your Account** page will appear.
3. Click **Edit**, in the Login Information section.



### Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

**Account Type**

Citizen Account

**Login Information**

4. Complete the Login Information section by entering information in the required fields. The required fields are denoted by an asterisk.
5. Click **Save** to complete.
6. User will be returned to the Manage Your Account page.

### 3. Linking Permits or Licenses

#### 3.1 Linking a Permit or License to my Account

In order to view, edit (e.g. change mailing address, request certified copy for flight, etc.), or renew an existing permit or license, users must link their Public Portal account to their specific permits or licenses using the system.

***IMPORTANT: Owners must link their existing licenses to their account through the Link a Permit or License functionality. Existing Permits and Licenses with the same name or email on record will not automatically link to the user's profile.***

1. From the eLicensing and ePermitting Portal Home Page, click the **Manage Licenses & Permits** tab



2. The **Manage Licenses & Permits** page will open.
3. Click **File an Online Application**, from the Manage Licenses & Permits bar.



4. The **Online Applications and Record Authorization Form** will open
5. Review the terms. Select the "**I have read and accepted the above terms**" checkbox and click **Continue**.

Home Manage Licenses & Permits File & Track Complaints

File an Online Application | Manage My Licenses & Permits

### Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts eLicensing and 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.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and 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

6. The **eLicensing and ePermitting Online Services** page will open
7. Expand the **Massachusetts eLicensing and ePermitting Portal** menu by clicking the arrow, select the **Link your online account to an existing record** radio button

Search

▼ Massachusetts eLicensing and ePermitting Portal

Link your online account to an existing record

Continue

8. Click **Continue**

Search

▼ Massachusetts eLicensing and ePermitting Portal

Link your online account to an existing record

Link your online account to a new record

▶ Alcoholic Beverages Control Commission

▶ Division of Professional Licensure

Continue

9. The **Link your existing record** page of the **Record Link** form will appear, select an agency and enter both your **Record Identification Code** and **Authorization Code**.  
**IMPORTANT: The user will have received this information by mail or email from DPL or ABCC. NOTE: Once linked, the license will appear in the user's record list. If a different user links record to different account, the record will be removed from the original user's list. This is only likely to happen in the case of businesses.**

## 10. Link Your Existing Record

At this time, the eLicensing and ePermitting Portal services only some (not all) licenses and permits issued by the Division of Professional Licensure (DPL) and the Alcoholic Beverages Control Commission (ABCC).

To associate your existing license or permit to your portal account, select the **applicable Agency** and enter the "**Record Identification Code**" and the associated "**Authorization Code**." This information was provided on your renewal notice or other recent communication from the Agency.

**Record Link**

1 Link your existing record    2 Review    3 Record Issuance

**Step 1: Link your existing record > Record Authorization Form**

At this time, the eLicensing and ePermitting Portal services only some (not all) licenses and permits issued by the Division of Professional Licensure (DPL) and the Alcoholic Beverages Control Commission (ABCC).

To associate your existing license or permit to your portal account, select the applicable Agency and enter the "Record Identification Code" and the associated "Authorization Code." This information was provided on your renewal notice or other recent communication from the Agency.

\* indicates a required field.

**Record Authorization Form**

RECORDLINK

\* Agency: --Select--

\* Record Identification Code:

\* Authorization Code:

Continue Application »

Save and resume later: [icon]

11. Click **Continue Application**.

12. The **Review** page of the **Record Link** form will appear, review displayed information, click **Continue Application**.

**Record Link**

1 Link your existing record    2 Review    3 Record Issuance

**Step 2: Review**

Continue Application »    Save and resume later:

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

**Record Type**

Record Link

**Record Authorization Form**

RECORDLINK	
Agency:	DPL
Record Identification Code:	15162-SM-I
Authorization Code:	1235126922

Continue Application »    Save and resume later:

13. The **Record Issuance** page of the **Record Link** form will appear with confirmation message with Record Number, license will now be available in the **Manage Licenses and Permitstab**.

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

---

### Record Link

1 Link your existing record → 2 Review → 3 Record Issuance

#### Step 3: Record Issuance

Your application has been successfully submitted.  
Please print your record and retain a copy for your records.

Thank you for using our online services.  
**Your Record Number is 15CAP-00000002.**

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

---

Choose "Manage Licenses & Permits" to view your linked licenses.

