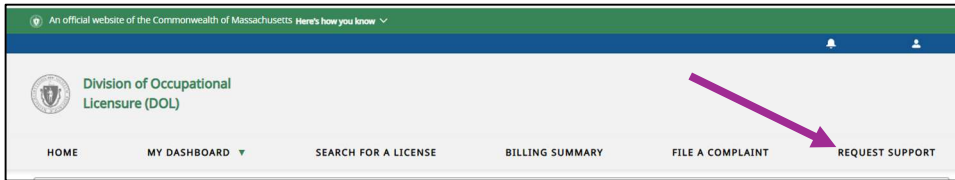


Verify a license

If you would like a certified license verification or letter of good standing from your board:

- 1) Log in to eLIPSE using your MyMassGov account and verify your identity.
- 2) On any eLIPSE page, at the right end of the top banner, click **REQUEST SUPPORT**.



- 3) eLIPSE displays the Request Support form. Click the **General Support Request** radio button, and then click the **Next** button.

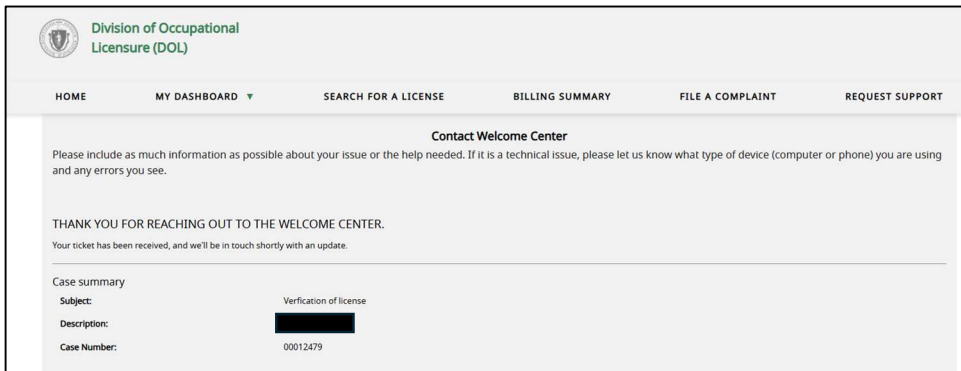
A screenshot of the 'Request Support' form. The form has a title 'Request Support' and a sub-header 'Please select the type of request:'. There are two radio buttons: 'Name Change Request' and 'General Support Request'. A red arrow points to the 'General Support Request' radio button. Another red arrow points to the 'Next' button at the bottom right of the form.

- 4) eLIPSE displays a support form. Enter a **SUBJECT** (like “Need license verification”) and a **DESCRIPTION**, and then click the **SUBMIT** button.

A screenshot of the 'Contact Welcome Center' support form. The form has a title 'Contact Welcome Center' and a sub-header 'Please include as much information as possible about your issue or the help needed. If it is a technical issue, please let us know what type of device (computer or phone) you are using and any errors you see.' There are three input fields: 'Contact Name' (with a redacted value), 'SUBJECT', and 'DESCRIPTION'. Below the 'SUBJECT' field is an 'Upload File' button. At the bottom right of the form is a 'SUBMIT' button.

(Continued on the next page)

5) eLIPSE will display a confirmation message like this one.



The screenshot shows the eLIPSE interface for the Division of Occupational Licensure (DOL). The top navigation bar includes links for HOME, MY DASHBOARD (with a dropdown arrow), SEARCH FOR A LICENSE, BILLING SUMMARY, FILE A COMPLAINT, and REQUEST SUPPORT. The main content area is titled 'Contact Welcome Center' and contains a message asking for details about the user's issue. Below this, a 'THANK YOU' message states that the ticket has been received. A 'Case summary' section at the bottom lists the subject as 'Verification of license', the description as a redacted area, and the case number as 00012479.

Division of Occupational Licensure (DOL)

HOME MY DASHBOARD ▼ SEARCH FOR A LICENSE BILLING SUMMARY FILE A COMPLAINT REQUEST SUPPORT

Contact Welcome Center

Please include as much information as possible about your issue or the help needed. If it is a technical issue, please let us know what type of device (computer or phone) you are using and any errors you see.

THANK YOU FOR REACHING OUT TO THE WELCOME CENTER.
Your ticket has been received, and we'll be in touch shortly with an update.

Case summary

Subject:	Verification of license
Description:	[REDACTED]
Case Number:	00012479

- DOL will contact you regarding your verification request.
- Be aware that there is a charge for verifications.
- To view your support requests: on any eLIPSE screen, in the top banner on the left side, click **My Dashboard**, and from the drop-down, select **Cases**.