Creating an ePLACE Account

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Visitors to ePLACE must create an account in order to access most system features. Creating an account is quick and easy and allows immediate access to the system. Following are step-by-step instructions for creating an ePLACE account.

*Note: Only individuals may register for an ePLACE account. Businesses or other entities are not eligible for an account and should appoint someone from their business to apply on behalf of that business.*

To begin visit [https://elicensing.mass.gov/CitizenAccess/](https://elicensing.mass.gov/CitizenAccess/) which will bring you to the home page of the ePlace portal.

1. **Homepage:**
   
   Once you arrive at the ePlace home page, you will see a message welcoming you to the ePlace Portal.

2. **Register for an Account:**
   
   In the grey “Login” box, click **New Users: Register for an Account**.
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3. Terms of Use:
Please review the terms of use, click the checkbox: “I have read and accepted the above terms” and click Continue Registration.
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4. Log in Information:
Once you have agreed to the terms of use, you will be taken to the Account Registration Page.

5. Create Username and Password:
Please complete the Login Information section by creating a username and password. You will also be asked to provide an email address. The required fields are denoted by a red asterisk.

The password must contain the following:

a. A minimum of 8 characters
b. At least 1 upper-case letter
c. At least 1 number
d. At least 1 special character
e. User ID cannot be part of the password.
f. Cannot be any of your previous 15 password(s)
g. Cannot be a password that you have used previously
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6. Contact Information:
Each account requires information for at least one Contact person. The Contact Information Section should ideally contain the information of the individual that you would like contacted with any questions regarding the application.

In order to add a contact, please click Add New in the Contact Information page and a pop-up window will open. Complete the Contact Information section by entering information in the required fields. The required fields are denoted by a red asterisk.

When complete, click Save and Close.
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7. Confirming Humanity:
Once the Contact Information Section has been completed, you will be returned to the Account Registration page, where you will be asked to enter a word or phrase you see in a picture to ensure you are a valid, human user. Enter the image, then click Continue Registration.

8. Congratulations:
Once you have successfully registered an account, you will be notified with the following message: "Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE. You will receive a confirmation by e-mail."

Reminder: If you are a current license or permit holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment. Instructions on how to link your account to your license are provided here (link back to renew online doc).