



CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

MIKE KENNEALY
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

Commonwealth of Massachusetts
Division of Professional Licensure
Board of Registration of Cosmetology and Barbering
1000 Washington Street, Suite 710
Boston, Massachusetts 02118

EDWARD A. PALLESCHI
UNDERSECRETARY OF CONSUMER
AFFAIRS AND BUSINESS
REGULATION

DIANE M. SYMONDS
COMMISSIONER, DIVISION OF
PROFESSIONAL LICENSURE

Frequently Asked Questions

General Questions

How do I Renew My License?

There are two options for renewing your license:

- 1) **Renew Online:** To renew online, you will need your license Record ID and Authorization Code, which can be found on your renewal form.

If you do not have a license renewal form and need your renewal codes, please email DPLauthcodes@mass.gov. You must provide the following information to obtain your license Record ID and Authorization Code:

1. First & Last Name for a person or Entity Name for an organization
2. License Number
3. Type of License
4. Mailing Address

Directions for renewing online and setting up your account can be found here:

<https://www.mass.gov/service-details/renew-your-license-with-eplace>.

- 2) **Renew By Mail:** You can renew your license by mailing in your signed renewal coupon with payment. Renewal forms are sent 60 days before your license expiration date to your address of record. It is your responsibility to make sure the Board has your current address.

If you need a renewal form, please complete our renewal request form:

<https://www.mass.gov/files/documents/2018/02/09/Renewal%20Request%20Form.pdf>.

I Haven't Received My License in the Mail. What Should I Do?

If it has been more than 6 weeks since your renewal payment was processed, please contact the Board at 617-727-9940 or cosmetologyandbarberingboard@mass.gov to request a duplicate license.

You can also use our Check a License feature to make sure that your license is current:

<https://elicensing.mass.gov/CitizenAccess/GeneralProperty/PropertyLookUp.aspx>.

How Do I Change My Address or Name?



If you have already set up your ePLACE account and linked your license to your account, you can log into your account, click on Manage Licenses, and click the “Amendment” option to the right of your license number. You can complete an amendment to change your address or name, or to order a duplicate license.

You may also complete this form and mail it to the Board’s address:

<https://www.mass.gov/files/documents/2017/12/04/hd-coa.pdf>.

How Do I Request a Copy of My License?

If you have already set up your ePLACE account and linked your license to your account, you can log into your account, click on Manage Licenses, and click the “Amendment” option to the right of your license number. You can complete an amendment to order a duplicate license.

You may also complete this form and mail it to the Board’s address with payment:

<https://www.mass.gov/files/documents/2017/12/04/hd-coa.pdf>.

My License is Expired. How Do I Renew?

Based on how long your license has been expired for, there are several different processes. If you’re not sure how long your license has been expired, you can use our [Check a License page](#) to check your expiration status.

- 1) **License has been expired for less than 2 years:** you can use your renewal form to renew by mail or set up your online account to renew online. You will have to pay a late fee of \$57 in addition to your renewal fee.
- 2) **License has been expired for more than 2 years, but less than 3 years:** you must reinstate your license. Reinstatements can only be done by mail. Please contact the Board at 617-727-9940 or cosmetologyandbarberingboard@mass.gov to request a reinstatement form.
- 3) **License expired for 3 years or more:** You must complete a Lapsed Application and re-take the Practical Exam. The Lapsed Application is available on the Board’s Applications & Forms page here: <https://www.mass.gov/lists/barbering-and-cosmetology-applications-and-forms>.

How Do I File a Complaint Against a Licensee or Business?

All complaints should be submitted in writing. You can either file a complaint online or by downloading our agency’s complaint form and mailing it in. Directions on filing a complaint can be found here: <https://www.mass.gov/how-to/file-a-complaint-against-a-division-of-professional-licensure-licensee>.

Application Questions:

How Do I Open a Salon or Barbershop?

To open a salon or barbershop, you must submit a complete salon or barbershop application to the Board. Applications are available on the Board's Applications and Forms page here: <https://www.mass.gov/lists/barbering-and-cosmetology-applications-and-forms>.

Please make sure that you include all required items on the application checklist, and make sure that all forms are properly signed and notarized where needed. Incomplete applications and unsigned forms may delay the licensing process. Once your application has been processed, an Inspector will contact you to schedule an inspection of your shop. You may not operate your shop until it is approved by an Inspector.

How Do I Transfer My Cosmetology / Barbering License to Massachusetts?

If you received your training/education in another state, you must complete an Out of State application, found on our Applications & Forms page (<https://www.mass.gov/lists/barbering-and-cosmetology-applications-and-forms>). If you have a current license in another state, you can be licensed without taking any exams.

If you have an expired license in another state, you must take the Practical Examination. If you completed your training/education in another state but are not licensed in any state, you must take both the Written and Practical Examination.

I'm Moving to Another State. How Do I Get My License Transferred There?

Please contact the other state's licensing Board to find out about their application process. Other states often require an official verification of your Massachusetts license to be sent to their licensing Board as part of their application process.

How Do I Request a Verification/Certification of My Massachusetts License?

Request a Verification online: You can request a verification on our ePLACE portal here: <https://elicensing.state.ma.us/CitizenAccess/>. You will have to create an account, but you do not have to link your license to your account.

Once you're logged in, go to File an Application, scroll down to the Board of Cosmetology & Barbering, and select Request for a verification/certification.

By Mail: You can request a verification by mail by completing this form (<https://www.mass.gov/files/documents/2017/12/04/cert2.pdf>) and sending it to the Board with a check or money order for \$15.

