

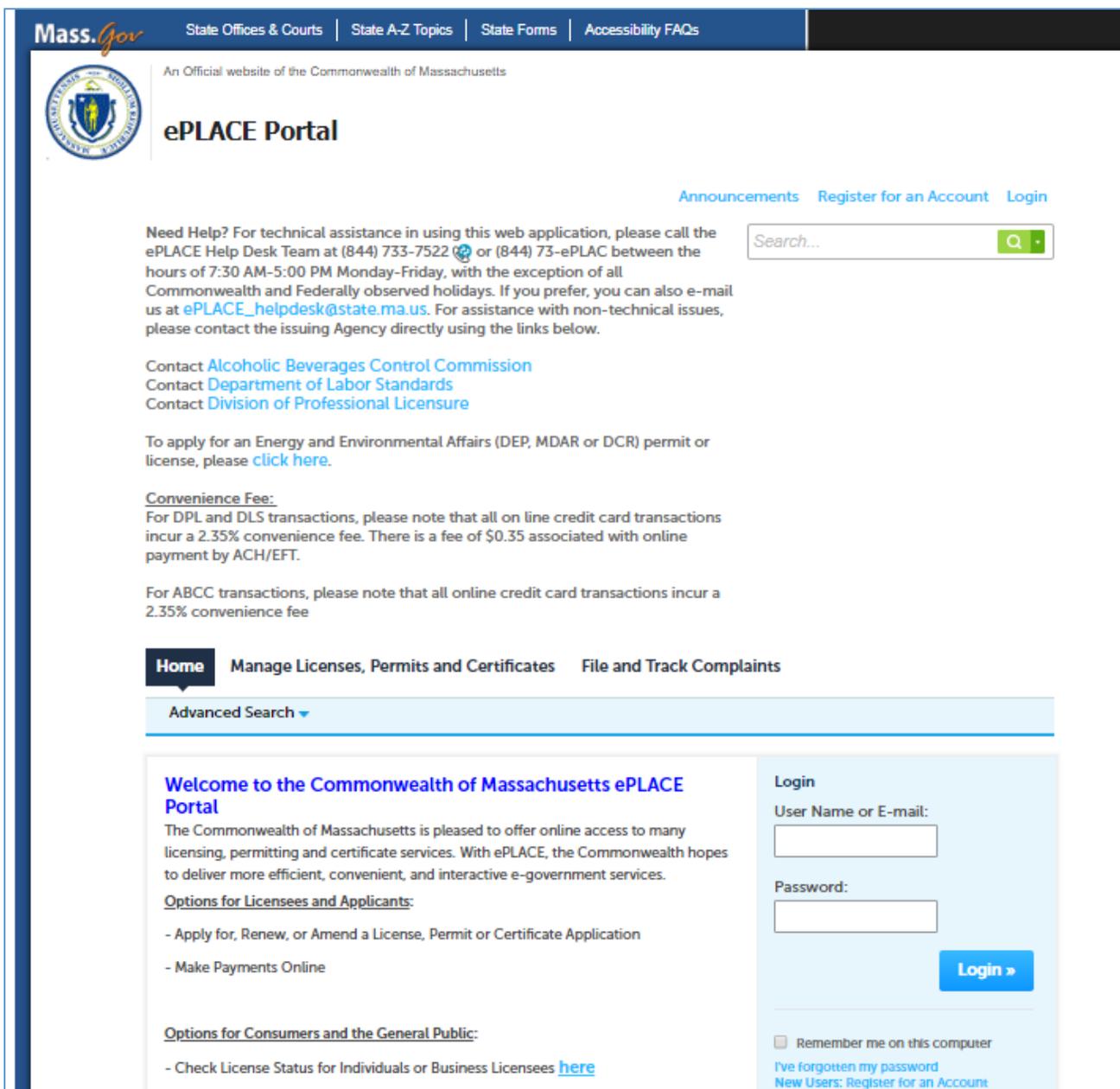
Creating an ePLACE Portal Account and Applying for a License

Overview

This document provides step-by-step instructions on how to register and create an account on the ePLACE Portal as well as apply for a license.

Directions

- 1 Navigate to the ePLACE Portal webpage: <https://elicensing.mass.gov/citizenaccess/Default.aspx>



The screenshot shows the ePLACE Portal homepage. At the top, there is a navigation bar with links for "State Offices & Courts", "State A-Z Topics", "State Forms", and "Accessibility FAQs". Below this is the "Mass.gov" logo and the text "An Official website of the Commonwealth of Massachusetts". The main heading is "ePLACE Portal". To the right of the heading are links for "Announcements", "Register for an Account", and "Login". A search bar is located on the right side of the page. The main content area contains several sections: "Need Help?" with contact information for the ePLACE Help Desk Team; "Contact" links for the Alcoholic Beverages Control Commission, Department of Labor Standards, and Division of Professional Licensure; a section for applying for Energy and Environmental Affairs permits; a "Convenience Fee" section; and a "Home" button with links to "Manage Licenses, Permits and Certificates" and "File and Track Complaints". At the bottom, there is an "Advanced Search" dropdown and a "Welcome to the Commonwealth of Massachusetts ePLACE Portal" section with a "Login" form. The login form includes fields for "User Name or E-mail" and "Password", a "Remember me on this computer" checkbox, and a "Login" button. There are also links for "I've forgotten my password" and "New Users: Register for an Account".

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

An Official website of the Commonwealth of Massachusetts

ePLACE Portal

[Announcements](#) [Register for an Account](#) [Login](#)

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us. For assistance with non-technical issues, please contact the issuing Agency directly using the links below.

Contact [Alcoholic Beverages Control Commission](#)
Contact [Department of Labor Standards](#)
Contact [Division of Professional Licensure](#)

To apply for an Energy and Environmental Affairs (DEP, MDAR or DCR) permit or license, please [click here](#).

Convenience Fee:
For DPL and DLS transactions, please note that all on line credit card transactions incur a 2.35% convenience fee. There is a fee of \$0.35 associated with online payment by ACH/EFT.

For ABCC transactions, please note that all online credit card transactions incur a 2.35% convenience fee

Home [Manage Licenses, Permits and Certificates](#) [File and Track Complaints](#)

Advanced Search ▾

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 or Certificate Application
- Make Payments Online

Options for Consumers and the General Public:

- Check License Status for Individuals or Business Licensees [here](#)

Login

User Name or E-mail:

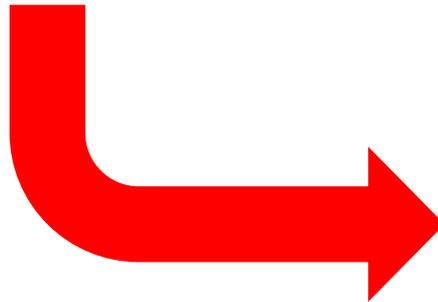
Password:

[Login >](#)

Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)

2 In the blue Login box, click on the link [New Users: Register for an Account](#)



Login

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)

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

Home Manage Licenses, Permits & Certificates File & Track Complaints

Account Registration

You must provide the following information to open an account:

User Name and Password
Contact Information
E-mail

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

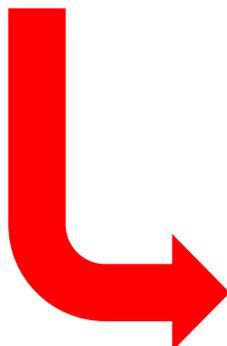
1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed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

I have read and accepted the above terms.

3 Review the terms of service and mark the checkbox below it. Then click on the [Continue Registration](#) button.



4 Complete all required fields (required fields have a red asterisk*).



5

Once the required fields are completed. Click the **Add New** button to provide contact information.



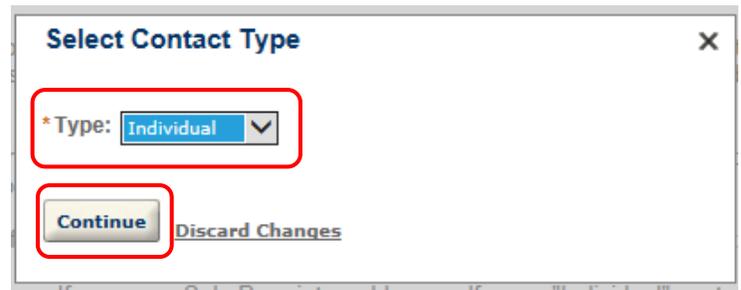
When selecting a **Contact Type**, choose “**Individual**” if this account is for a person, or choose “**Organization**” if this account is for a business entity.



6A Creating a Contact Type

For the **Contact Type** in the “Type” dropdown menu, select “Individual” for an individual or select “Organization” for a business.

Then click the Continue button.

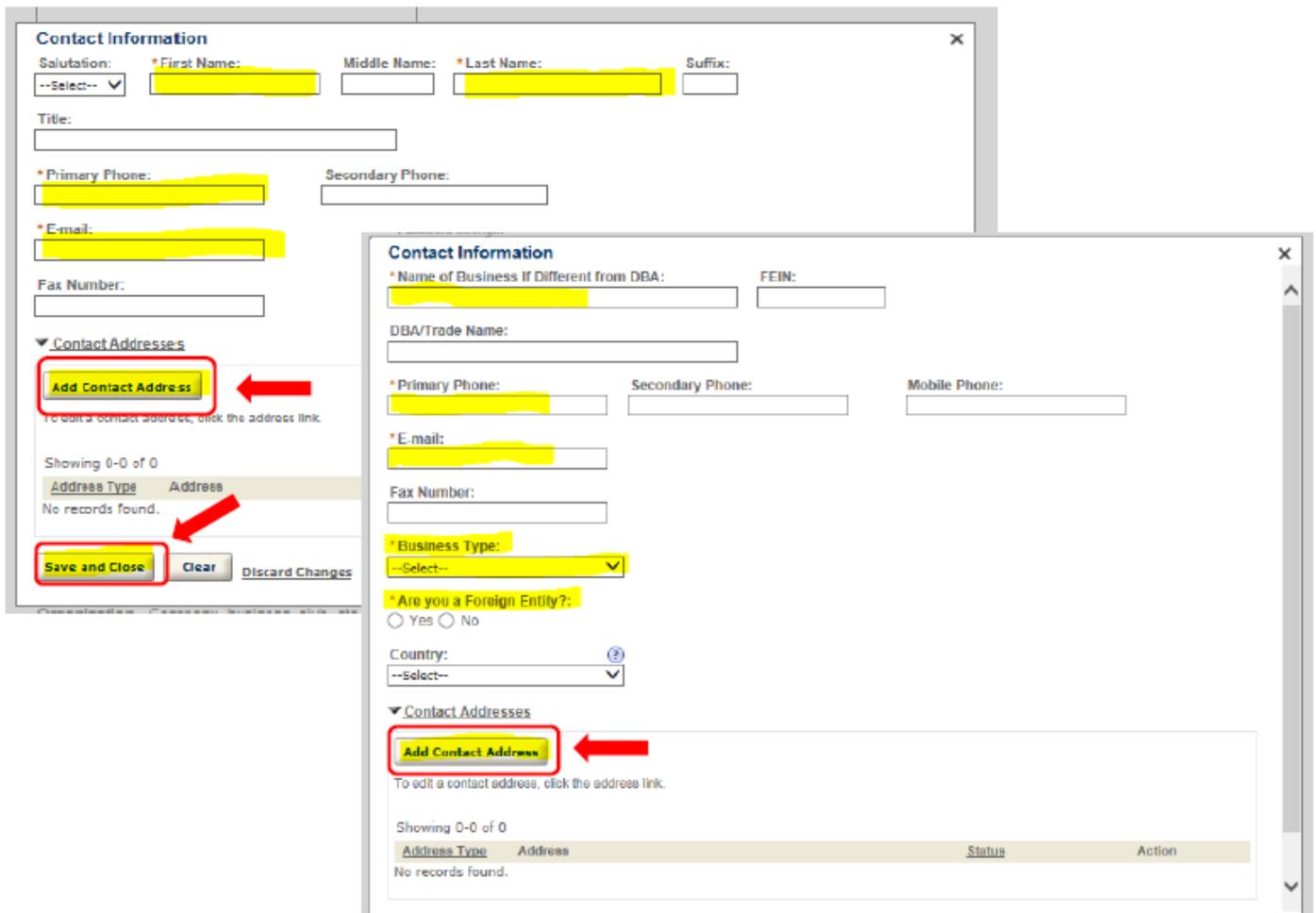


Select Contact Type

* Type: Individual

Continue Discard Changes

In the Contact Information pop-up window that appears, complete all the required fields. The required fields may vary depending on the Contact Type you selected.



Contact Information

Salutation: --Select-- * First Name: Middle Name: * Last Name: Suffix:

Title:

* Primary Phone: Secondary Phone:

* E-mail:

Fax Number:

▼ Contact Addresses

Add Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Address
No records found.	

Save and Close Clear Discard Changes

Contact Information

* Name of Business If Different from DBA: FEIN:

DBA/Trade Name:

* Primary Phone: Secondary Phone: Mobile Phone:

* E-mail:

Fax Number:

* Business Type: --Select--

* Are you a Foreign Entity?:
 Yes No

Country: --Select--

▼ Contact Addresses

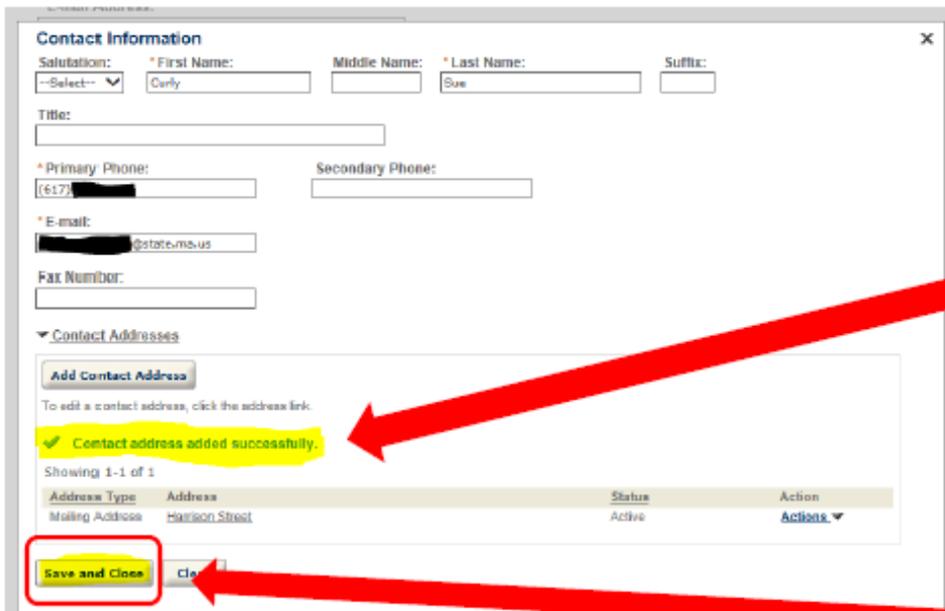
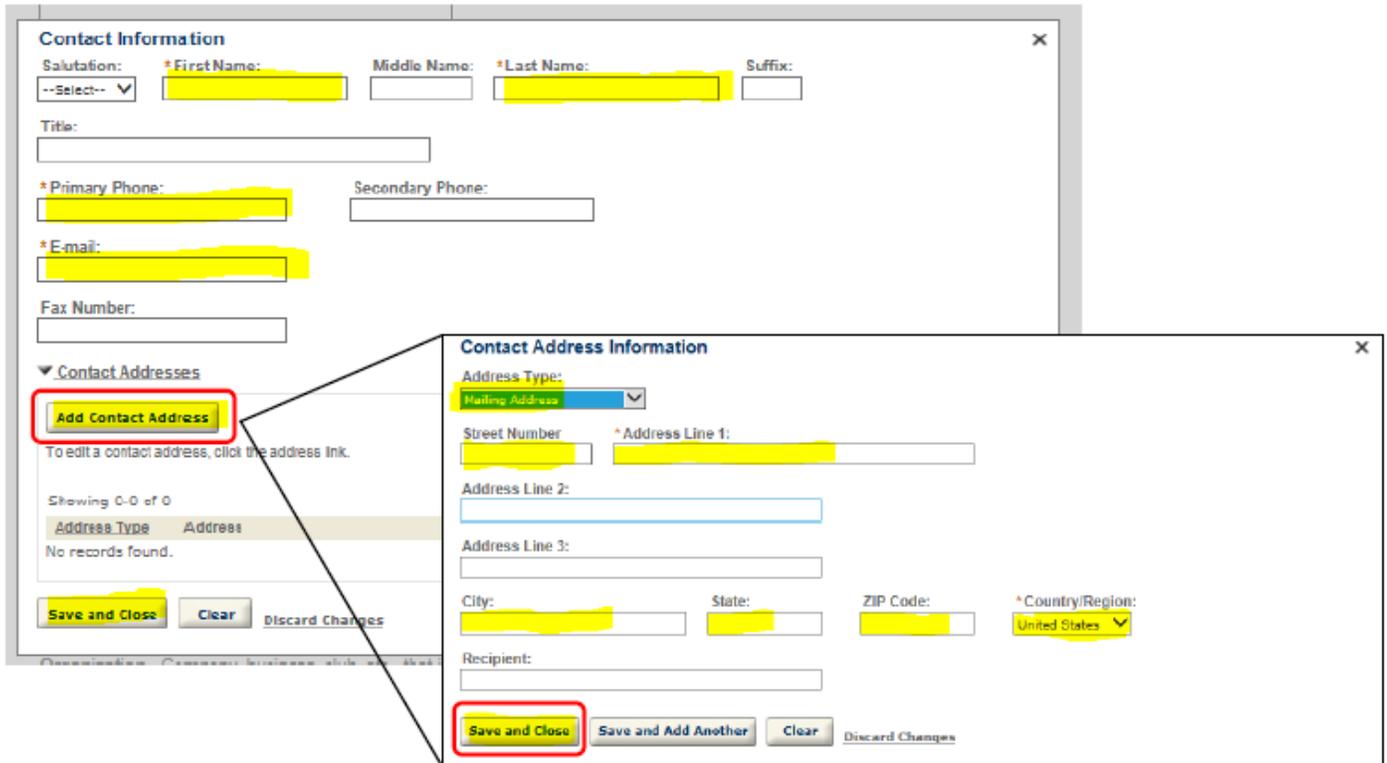
Add Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Address	Status	Action
No records found.			

After you completed the required fields in the Contact Information window, click on the **Add Contact Address** button. The Contact Address Information pop-up window will appear. Complete the required fields and then click the **Save and Close** button.



Once you have saved and closed the Contact Address Information window, a message displays confirming that the "Contact address added successfully".

Then click the **Save and Close** button in this Contact Information window.

Contact Information

Please select "Add New" to provide contact information. E-mail addresses must be current in order to receive important legal and other notices relating to your use of this Portal. An e-mail will be sent to the e-mail address provided during the registration process.

This contact information pertains to the account registration for this Portal. All other changes to contact information should be made through the application or amendment process with the applicable Agency.

You can associate two types of contacts with your registration an "Individual" and/or and "Organization".

Individual - Individual is a person. If you are a Sole Proprietor add yourself as an "Individual" contact.

Organization - Company, business, club, etc., that is formed for a particular purpose. Entity being licensed permitted and/or certified to do business in the Commonwealth of Massachusetts. When adding an Organization contact type, you will be required to provide a FEIN number.

✔ **Contact added successfully.**

Curly Sue
[redacted]@state.ma.us
Primary Phone: (617)727-[redacted]
Mobile Phone:
Alternate Phone:
Fax Number:
[Edit](#) [Remove](#)

▼ **Contact Addresses**

[Add Contact Address](#)

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Address	Status	Action
Mailing Address	Harrison Street	Active	Actions ▼

[Continue Registration >](#)

After you have saved and closed the Contact Information pop-up window, a message displays confirming that the "Contact added successfully".

Then click the **Continue Registration** button at the bottom of the page.

Announcements | Register for an Account | Login

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us. For assistance with non-technical issues, please contact the issuing Agency directly using the links below.

Contact [Alcoholic Beverages Control Commission](#)
 Contact [Division of Capital Asset Management and Maintenance](#)
 Contact [Department of Labor Standards](#)
 Contact [Division of Professional Licensure](#)

Translation Information - [Click Here](#)

To apply for an Energy and Environmental Affairs (DEP, MDAR or DCR) permit or license, please [click here](#).

Document Attachment: In order to upload required documents, this system requires Microsoft Silverlight, which can be downloaded for free [here](#).
Convenience Fee: Please note there may be a convenience fee for all online credit card transactions. There is no fee for online payment by check.

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

Congratulations. You have successfully created an account with the Commonwealth of Massachusetts ePLACE Portal. You will receive a confirmation by e-mail.

Reminder: If you are a current license, permit or certificate holder, you must link this Portal account to your record before you can complete transactions such as a renewal or amendment.

Click on the "Home" tab to login and continue.

Your account has been successfully created.

Account Information

User Name: CurlySue
 E-mail: [redacted]@state.ma.us
 Password: *****
 Security Question: What is the brand of your first car?

Contact Information

Curly Sue
 [redacted]@state.ma.us
 Primary Phone: (617)727-[redacted]
 Alternate Phone:
 Fax Number:

Contact Address List

▼ [Contact Addresses](#)

Showing 1-1 of 1

Address Type	Address	Status	Action
Mailing Address	Harrison Street	Active	

Upon completing account registration, a message appears confirming that your ePLACE Portal account has been successfully created!

If you wish to apply for a license, you will need to click on the Manage Licenses tab. Then click on File an Online Application (directly under the Manage Licenses tab).

[Home](#) [Manage Licenses, Permits and Certificates](#) [File and Track Complaints](#)

File an Online Application [Manage My Licenses, Permits & Certificates](#)

Review the terms of service, mark the checkbox, and click the **Continue** button.

[Home](#) **Manage Licenses, Permits and Certificates** [File and Track Complaints](#)

[File an Online Application](#) [Manage My Licenses, Permits & Certificates](#)

Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts ePLACE 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 ePLACE Portal. All registered users of the ePLACE Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts ePLACE Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer Portals. Online inquiries and transactions create electronic records that in some instances might be disclosed to

I have read and accepted the above terms.

[Continue »](#)

The screenshot shows the ePLACE Online Services page. At the top, there are navigation tabs: "Home", "Manage Licenses, Permits and Certificates" (which is highlighted), and "File and Track Complaints". Below the tabs is a secondary navigation bar with "File an Online Application" and "Manage My Licenses, Permits & Certificates". The main heading is "ePLACE Online Services".

Below the heading, there are two sections of text:

New Applicants and Consumers:
The Commonwealth of Massachusetts ePLACE portal provides the ability to file applications for licensure, permits, and certificates and submit complaints. From the listing below, please select the service you would like to use and click the continue button.

Existing Licensees, Permit or Certificate Holders:
You may use the "Manage Licenses, Permits, & Certificate" tab to renew or amend a license, permit or certificate. NOTE: The Division of Professional Licensure's "License Amendment" service below can be used to update information, such as mailing address, across multiple licenses.

If your license or permit is not listed under the "Manage Licenses, Permits & Certificates" tab, please select the "Link your online account to an existing record" option found under the "Link Your Account" section below. You will be prompted for a "record identification code" and "authorization code." This information was provided to you on your renewal notice or other recent communication from the Agency.

Below the text is a search bar with a "Search" button. Underneath the search bar is a long list of professional boards and commissions, each preceded by a right-pointing arrow (▶). The list includes:

- ▶ Link Your License/Permit/Certificate to Your Account
- ▶ Alcoholic Beverages Control Commission - Complaints
- ▶ Alcoholic Beverages Control Commission - State
- ▶ Board of Allied Health Professions
- ▶ Board of Allied Mental Health and Human Services
- ▶ Board of Certification of Health Officers
- ▶ Board of Embalming and Funeral Directing
- ▶ Board of Examiners of Shoe Mecal Workers
- ▶ Board of Hearing Instrument Specialists
- ▶ Board of Operators of Drinking Water Supply Fac.
- ▶ Board of Public Accountancy
- ▶ Board of Radio and Television Technicians
- ▶ Board of Registration in Optometry
- ▶ Board of Registration in Podiatry
- ▶ Board of Registration in Veterinary Medicine
- ▶ Board of Registration of Architects
- ▶ Board of Registration of Chiropractors
- ▶ Board of Registration of Cosmetology and Barbering
- ▶ Board of Registration of Dietitians and Nutritionists
- ▶ Board of Registration of Dispensing Opticians
- ▶ Board of Registration of Electrologists
- ▶ Board of Registration of Landscape Architects
- ▶ Board of Registration of Home Inspectors
- ▶ Board of Registration of Massage Therapy
- ▶ Board of Registration of Professional Engineers and of Land Surveyors
- ▶ Board of Registration of Psychologists
- ▶ Board of Registration of Real Estate Appraisers
- ▶ Board of Registration of Real Estate Brokers and Salespersons
- ▶ Board of Registration of Sanitarians
- ▶ Board of Registration of Social Workers
- ▶ Board of Speech-Language Pathology and Audiology
- ▶ Board of State Examiners of Electricians
- ▶ Board of State Examiners of Plumbers and Gas Fitters
- ▶ Department of Labor Standards
- ▶ Office of Private Occupational School Education
- ▶ Other

At the bottom of the list is a "Continue »" button.

On the ePLACE Online Services page, scroll down and find the Board for the license you wish to apply for, click on the Board, select the application, and then click the **Continue** button.

Follow the prompts to complete, pay for, and submit the online application for licensure.