

Massachusetts Department of Public Health

Health Professions Licensing System

External User Manual

1/15/2023

V1.2

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# Introduction

The Health Professions Licensing System allows users to apply, renew, and amend their professional licenses online.

Users are able to review notifications related to their license applications and update their account information.

This document provides step-by-step instructions for the system’s functions.

# Creating an Account

# 3.1 How Do I Create an Account?

In order to use the system, all users will need to create an account. To create an account, follow the steps below:

**Step 1:** Open a browser and navigate to this website <https://HealthProfessionLicensing.mass.gov>

Graphical user interface, application

Description automatically generated

Create Account Button

**Step 2**: Click the “Create Account” button.

**Step 3:** On the next screen, fill in the required fields.

**Step 4**: Please note, the password requirements are as follows:

* Must be at least 10 characters
* Must contain 1 lowercase
* Must contain 1 uppercase character
* Must contain 1 number

Graphical user interface

Description automatically generated

Create Account page

**Step 5:** Click the “Create Account” button after filling in all the required fields.

A pop-up will appear with the option to add an alternative email address. Add an alternative email address or click “Skip” to proceed.

**Step 6:** On the next screen, verify your email address. An email was sent to you containing a verification code.

Graphical user interface, application

Description automatically generated

Email Verification Code field

**Step 7:** Copy the verification code from the email and paste it in the Verification Code field.

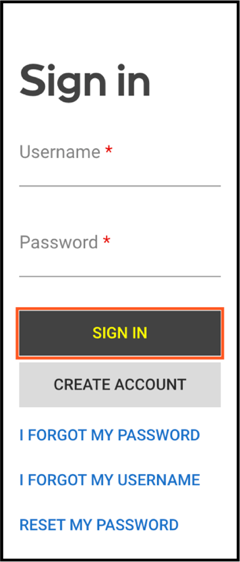
**Step 8**: Click the “Verify Email Address” button.

# 3.2 How Do I Log in to My Account?

After creating an account, follow these steps to sign in:

**Step 1:** Open a browser and navigate to this website <https://HealthProfessionLicensing.mass.gov>

**Step 2:** Enter your username and password.



Sign In Page

**Step 3:** Click the “Sign In” button.

# 3.3 How Do I Log out of My Account?

Follow these steps to log out of your account:

**Step 1:** Click on the icon in the upper right corner containing your initials.

**Step 2:** Click on the “Log Out” option from the drop-down menu.

Graphical user interface, text, application, chat or text message

Description automatically generated

Log Out Page

# 3.4 How Do I Reset My Password?

To reset your password, follow the steps below:

**Step 1:** Open a browser and navigate to this website <https://HealthProfessionLicensing.mass.gov>

**Step 2:** Click on “I Forgot My Password”.

Graphical user interface, application

Description automatically generated

I Forgot My Password button

**Step 3:** Enter the email related to your account and click the “Reset Password” button. Then the Reset Password screen will appear and an email is sent to you containing a temporary password.

Graphical user interface, application

Description automatically generated

Forgot Password Pop-up

**Step 4:** Please check your inbox, junk, and spam folders for the email containing a temporary password.

**Step 5:** On the “Reset Password” screen, please do the following:

1. Copy the temporary password from the email you received and paste it in the Temporary Password field
2. Enter your username in the Username field
3. Enter the new password in the fields for New Password and Confirm Password. Please note that the password requirements are as follows:

* Must be at least 10 characters
* Must contain 1 lowercase character
* Must contain 1 uppercase character
* Must contain 1 number

Graphical user interface

Description automatically generated

Reset Password button

**Step 6:** Click the “Reset Password” button.

# 3.5 How Do I Retrieve My Username?

Follow these steps to retrieve your username:

**Step 1:** Open a browser and navigate this website <https://HealthProfessionLicensing.mass.gov>

**Step 2:** Click on “I Forgot My Username”.

**Step 3:** On the next screen, in the “Email” field enter the email address associated with your account and mark the checkbox for the captcha.

Graphical user interface, application

Description automatically generated

Forgot Username Pop-up

**Step 4:** Click the “Email Username” button.

**Step 5:** An email is then sent to you containing your username. Please make sure to check your inbox, junk, and spam folders for the email containing your username.

# Managing an Account

# 4.1 How Do I Update My Account Information?

You can update your primary email, alternative email, and phone number related to your account. To update your account information, follow these steps:

**Step 1:** Click on the icon containing your initials at the top right corner of the page.

Graphical user interface, text, application, chat or text message

Description automatically generated

Update Account Information option

**Step 2:** Click on the “Update Account Information” option from the dropdown menu.

**Step 3:** In the pop-up, update your primary email, alternative email, and/or phone number.

Text

Description automatically generated with medium confidence

Update Account Information pop-up

**Step 4:** Click the “Update” button.

# 4.2 How Do I Change My Password?

To change your password, follow these steps:

**Step 1:** Click on the icon containing your initials at the top right corner of the page.

Graphical user interface, text, application, chat or text message

Description automatically generated

Change My Password option

**Step 2:** Click on the “Change My Password” from the dropdown menu.

**Step 3:** Then you will be prompted to type in your current password, a new password, and to confirm the new password.

Please note the following password requirements:

* Must be at least 10 characters
* Must contain 1 lowercase character
* Must contain 1 uppercase character
* Must contain 1 number

Text

Description automatically generated with medium confidence

Change My Password Form

**Step 4:** Click on “Change My Password”.

# 4.3 How Do I Link My License to My Account?

If you had a license prior to the implementation of this system, you will need to link your existing license(s) to your new account. Please note, each license must be linked one at a time.

To link your license to your account, follow these steps:

**Step 1**: Log in to the system and click the “Link License to My Account” button.

A picture containing diagram

Description automatically generated

Link License to My Account button

**Step 2:** On the next screen, please do the following:

1. select your license type from the “License Type” dropdown menu; and
2. enter your license number in the “License Number” field.

* License numbers can be entered with or without the license number prefix. For example, a Chiropractor can use the format 12345 or CHI12345 for their license number.

Graphical user interface, text, application, email

Description automatically generated

Link License to My Account page

**Step 3**: Click the “Proceed” button.

**Step 4:** On the following screen, enter your Date of Birth (Format: MM/DD/YYYY) and Social Security Number (Format: 111-11-1111).

Graphical user interface, text, application

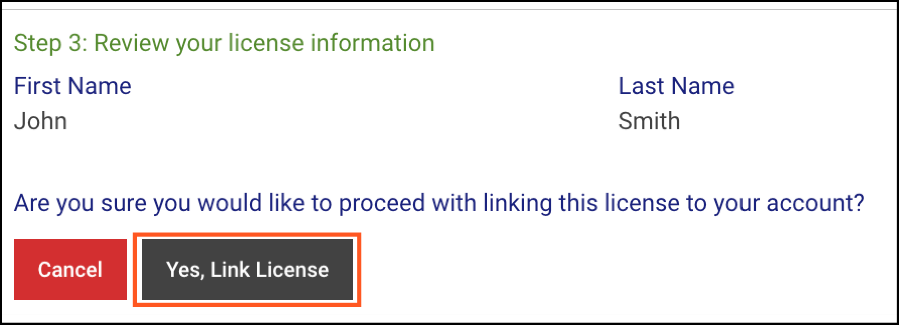
Description automatically generated

DOB and SSN fields

**Step 5:** Click the “Proceed” button.

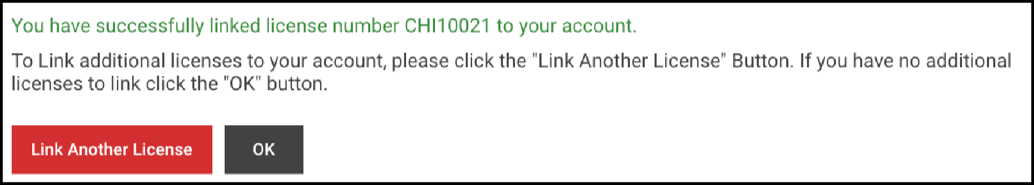
**Step 6**: On the next screen, review your license information

**Step 7**: Click the “Yes, Link License” button to link your license to your account.



Yes Link License button

**Step 8**: On the next screen, a message displays stating that you have successfully linked your license. Click the “OK” button to continue or the “Link Another License” button to link another license to your account.



Successfully Linked License message

# 4.4 How Do I View Notifications in My Account?

If you have unread notifications, the bell icon at the top right corner of the page will be red and show the count of unread notifications. Follow these steps to view notifications:

**Step 1:** Click on the bell icon at the top right corner of the page.

Application, icon

Description automatically generated

Notifications Icon

**Step 2:** On the notifications page, you have the option to view “Unread Only” and “All” notifications.

OR

**Step 2A:** Click on the icon containing your initials at the top right corner of the page.

Graphical user interface, text, application, chat or text message

Description automatically generated

View Notifications link

**Step 2B:** Click on “View Notifications” from the drop-down menu.

# Online Functions for Applicants and Licensees

# 5.1 How Do I Apply for a New License?

To apply for a license, follow these steps:

**Step 1:** If you already have a license linked to your account, you will need to click the “View Other Types” button on the “Other License, Certification, and Registration Types” card.

If you do not have a license linked to your account, you will go to this page when you log in.

Text

Description automatically generated

“Other License, Certification, and Registration Types” Card

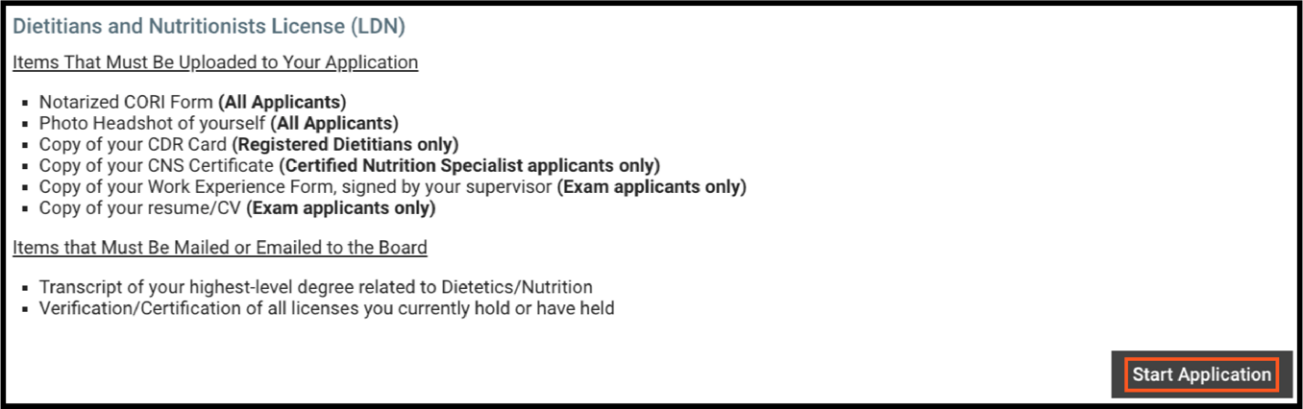
**Step 2:** Click on the “View More” button under the applicable licensing board.

Graphical user interface, text, application

Description automatically generated

View More button

**Step 3:** Click on the “Start Application” button under the applicable license application card.



Start Application button

**Step 4:** Continue through the application following the instructions on each page, completing the required fields, and uploading the required documents.

Graphical user interface, application, Teams

Description automatically generated

Application Page

**Step 5:** If applicable, you must pay the application fee before you can submit the application. On the Payment page, click the “Pay Fee” button to be directed to the third-party payment vendor’s page.

Graphical user interface, text, application, email

Description automatically generated

Pay Fee button

**Step 6:** Complete the payment information, mark the checkbox to agree to the terms and conditions, and click the “Submit Payment” button at the bottom of the page.

**Step 7:** After paying, you will automatically be returned to the licensing system.

Please note, you must submit the application or it will not be processed.

**Step 8:** Click on the “Go to Next Page” button.

Text, timeline

Description automatically generated

Application Submission Page

**Step 9:** Review the information and click the “Submit” button at the bottom of the page. The final step for every application is to click the “Submit” button to send in the application.

# 5.2 How Can I View My Application or License Status?

Follow these steps to view your application or license status:

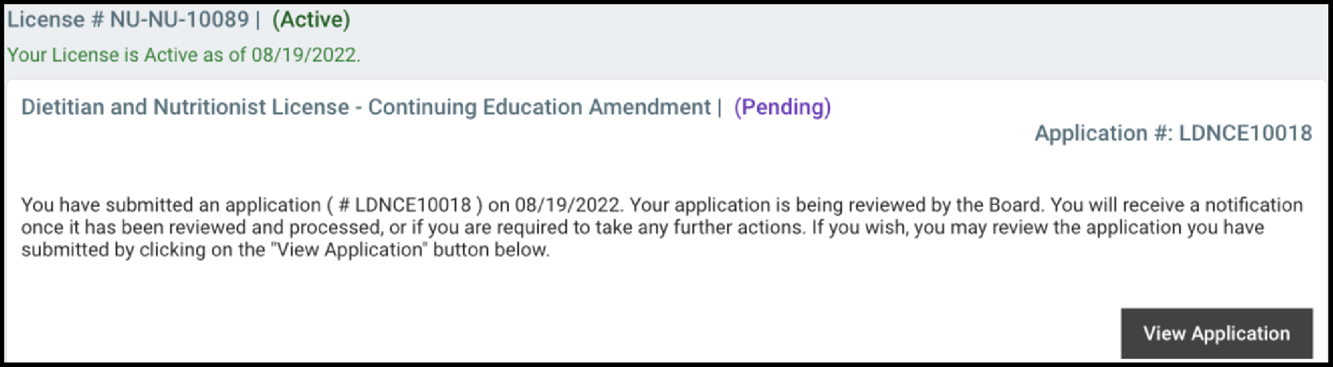
**Step 1:** Click the “Show Details” button under the respective license type card.

Text

Description automatically generated

Show Details button

**Step 2:** If you have a license that is linked to your account, you will see your license status on the license information card. If you have an application that is pending, incomplete, or reopened you will see its status on a card inside the license card.



License Status and Application Status

# 5.3 How Do I Withdraw My Application?

You can only withdraw an application that has not been submitted yet. Follow these steps to withdraw an application:

**Step 1:** Click on the “Show Details” button under the respective license.

Text

Description automatically generated

Show Details button

**Step 2:** Click the “Withdraw this Application” link.

Graphical user interface, application

Description automatically generated

Withdraw This Application link

**Step 3:** In the pop-up, enter the application number (Ex. #ABC112546) in the text field.

**Step 4:** Then click the “Withdraw” button.

Graphical user interface, text, application

Description automatically generated

Withdraw button

**Step 5:** A pop-up confirms the application was successfully withdrawn. Click the “OK” button to close the pop-up.

Graphical user interface, text

Description automatically generated

Application Withdrawal Confirmation

# 5.4 How Do I Renew My License?

To renew your license, follow these steps:

**Step 1:** Click on the “Show Details” button under the respective license.

Text

Description automatically generated

Show Details button

**Step 2:** Click on the link for the renewal application.

Graphical user interface

Description automatically generated with low confidence

Renewal Application link

Please note that the renewal application link will only be available when your license is in the renewal period. For most license types the renewal period starts 90 days before the license expiration date.

**Step 3:** Click the “Start Application” button.

Graphical user interface, application

Description automatically generated

Start Renewal Application

**Step 4:** Continue through the renewal application following the instructions on each page, completing the required fields, and uploading the required documents (if applicable).

Graphical user interface, application

Description automatically generated

Renewal Application page

**Step 5:** If applicable, you must pay the renewal application fee before you can submit the renewal application. On the Payment page, click the “Pay Fee” button to be directed to the third-party payment vendor’s page.

Graphical user interface, text, application

Description automatically generated

Pay Fee button

**Step 6:** Complete the payment information, mark the checkbox to agree to the terms and conditions, and click the “Submit Payment” button at the bottom of the page.

**Step 7:** After paying, you will automatically be returned to the licensing system.

Please note, you must submit the renewal application or it will not be processed.

**Step 8:** Click on the “Go to Next Page” button.

Graphical user interface, text, application

Description automatically generatedShape, rectangle

Description automatically generated

Submit button

**Step 9:** Review the information and click the “Submit” button at the bottom of the page. The final step for every application is to click the “Submit” button to send in the application.

# 5.5 How Do I Amend Information on My License?

To amend information on a license, follow these steps:

**Step 1:** Click the “Show Details” button under the respective license.

Text

Description automatically generated

Show Details button

**Step 2:** Select the link for the appropriate amendment application.

Timeline

Description automatically generated

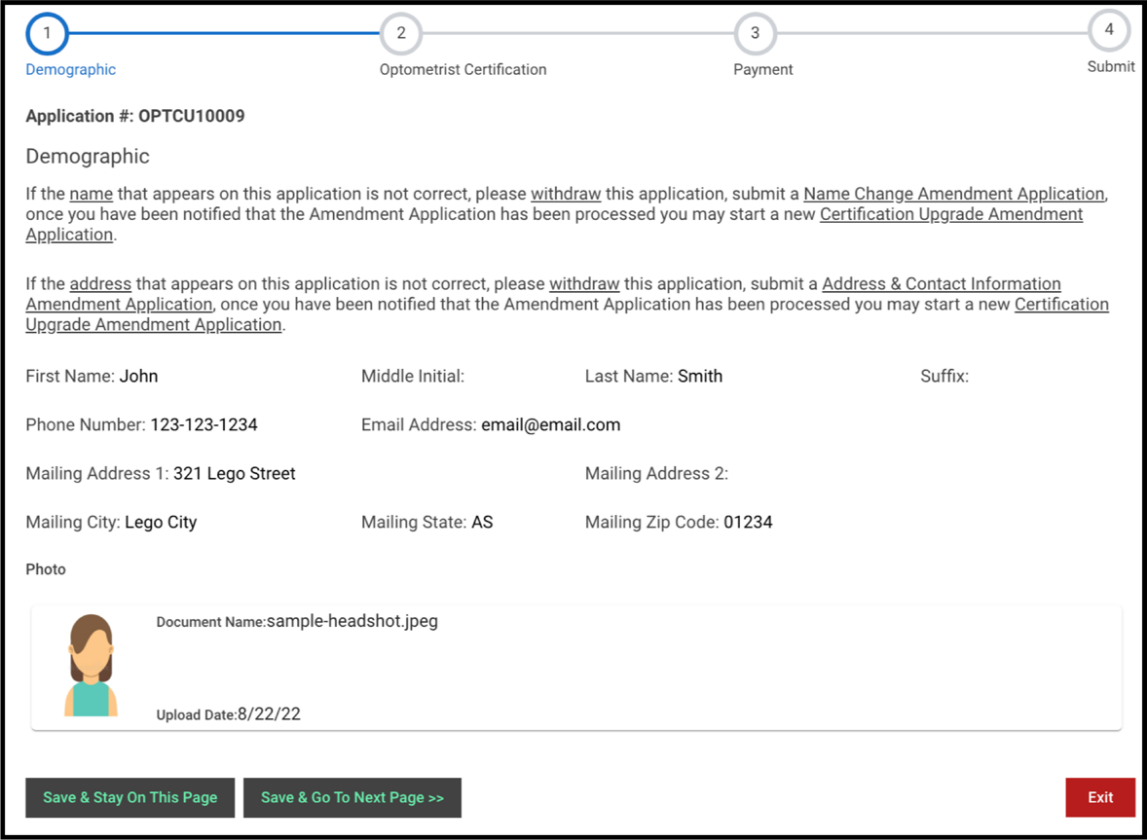
List of Amendment Applications

**Step 3:** Click the “Start Application” button.

Graphical user interface, application

Description automatically generatedStart Application button

**Step 4:** Continue through the amendment application following the instructions on each page, completing the required fields, and uploading the required documents (if applicable).



Amendment Application page

**Step 5:** If applicable, you must pay the amendment application fee before you can submit the renewal application. On the Payment page, click the “Pay Fee” button to be directed to the third-party payment vendor’s page.

Graphical user interface, text, application, email

Description automatically generated

Pay Fee button

**Step 6:** Complete the payment information, mark the checkbox to agree to the terms and conditions, and click the “Submit Payment” button at the bottom of the page.

**Step 7:** After paying, you will automatically be returned to the licensing system.

Please note, you must submit the amendment application or it will not be processed.

**Step 8:** Click on the “Go to Next Page” button.

**Step 9:** Review the information and click the “Submit” button at the bottom of the page. The final step for every application is to click the “Submit” button to send in the application.

Graphical user interface, text, application

Description automatically generated

Submit button

# 5.6 How Do I Print My License Card or Wall Certificate?

Follow these steps to print your license card or wall certificate:

**Step 1:** Click the “Show Details” button under the respective license.

Text

Description automatically generated with medium confidence

Show Details button

**Step 2:** On the lower left, select the appropriate document from the License Type dropdown menu.

Graphical user interface, application, Teams

Description automatically generated

License Type dropdown menu & Download Document button

**Step 3:** Click the “Download Document” button.