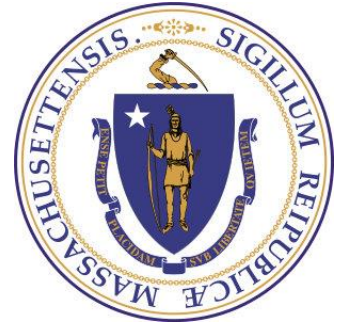


Commonwealth of Massachusetts

Division of Professional Licensure



**Board of Examiners of
Plumbers and Gas Fitters**

eLicensing System
Integration Services Project

**ACA: The eLicensing
Public Portal**




Topic 1: Creating an Online Account

Creating an Online Account

To create an online account, go to the eLicensing and Permitting Portal. In the grey Login box, click on the link **New Users: Register for an Account**.

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



Notice:
The browser you are using is not on the list of our supported browsers and versions.
Supported versions:
Internet Explorer 10 & 11
Safari 10 & 11

If you don't use a supported version, you will be unable to upload required documents. In Safari, you must [download](#) then enable the Silverlight plugin. Instructions can be found on [Apple.com](#)

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:

☐ Remember me on this computer

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

Creating an Online Account (continued)

Please review the terms of use and click the checkbox: “I have read and accepted the above terms”. Then click on the **Continue Registration** button.

The screenshot shows the 'Account Registration' section of a web portal. At the top, there are three tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below the tabs, the heading 'Account Registration' is followed by the instruction: 'You must provide the following information to open an account:'. A list of required information includes 'User Name and Password', 'Contact Information', and 'E-mail'. Below this, a prompt says 'Please review and accept the terms below to proceed.'. A scrollable text box contains the terms of use, starting with 'In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:'. The first term states that use of the portal is subject to federal and state laws and that online transactions create electronic records. At the bottom of the form, there is a checkbox labeled 'I have read and accepted the above terms.' and a button labeled 'Continue Registration'. A red rectangular box highlights both the checkbox and the button, with a large red arrow pointing from the right towards the box.

Home Manage Licenses & Permits File & Track Complaints

Account Registration

You must provide the following information to open an account:

- User Name and Password
- Contact Information
- E-mail

Please review and accept the terms below to proceed.

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

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. 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.

Continue Registration »

Creating an Online Account (continued)

Log in Information:


Once you have agreed to the terms of use, you will be taken to the **Account Registration Page.**

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


Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal
Enter / Confirm Your Account Information

* indicates a required field.

Login Information

* User Name: 


* E-mail Address:


* Password: 


Password Strength

Requirements

* Type Password Again:

* Select a Security Question: 

--Select-- 

* Answer: 

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 site. 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.

Add New

Creating an Online Account (continued)

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.

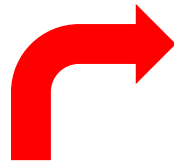
The password must contain the following:

- A minimum of 8 characters
- At least 1 upper-case letter
- At least 1 number
- At least 1 special character
- User ID cannot be part of the password.
- Cannot be any of your previous 15 password(s)
- Cannot be a password that you have used previously

Creating an Online Account (continued)

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.



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 site. 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.

Add New



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**.

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

Account Registration for the Commonwealth of Massachusetts eLicensing and ePermitting Portal
Enter / Confirm Your Account Information

* indicates a required field.

Login Information

* User Name:

Contact Information

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

Title:

* E-mail:

Preferred Communication Method:

Primary Phone:

Mobile Phone:

Alternate Phone:

Fax Number:

Save and Close **Clear** [Discard Changes](#)

Creating an Online Account (continued)

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 word or phrase in the text field, and then click the **Continue Registration** button.



The screenshot shows a web form for confirming humanity. It features a text input field on the left and a small image on the right showing the number '105' on a keyboard. To the right of the image are three blue buttons: a refresh button, a speaker icon for audio, and a help/question mark button. A large red arrow points from the left towards the text input field. Below the input field, the 'Continue Registration »' button is highlighted with a red rounded rectangle.

Creating an Online Account (continued)

Once you have successfully registered your 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 license record before you can complete transactions** such as a renewal or amendment.

To link your license record to your new Portal account, click on the **Home** or **Manage Licenses, Permits & Certificates** tab. You will then automatically be signed out of your Portal account and required to sign in prior to linking your license.

Topic 2: Link Your License to Your Online Account

Link Your License to Your Online Account

After logging in with the username and password that you created when you registered, select the “Link Your Account” link under the section “What would you like to do” on the HOME tab.

The screenshot displays the ePLACE Portal Home page. At the top, there is a navigation bar with three tabs: 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. Below the navigation bar, the user is welcomed as 'Patricia Breslin' and informed that they are logged in to the Commonwealth's ePLACE Portal. The 'What would you like to do?' section is highlighted, showing a link to 'Link your License, Permit or Certificate to this account'. Below this, there is a link to 'Link your account to your license'. The 'Manage Licenses, Permits & Certificates' section lists options to apply for, renew, or amend a license. The 'File & Track Complaints' section lists options to file a complaint or review its status. The 'ePLACE Portal Limitations' section states that not all licenses, permits, and certificates are available for online services. The footer contains a JavaScript snippet for a login button.

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**

Welcome Patricia Breslin
You are now logged in to the Commonwealth's ePLACE Portal.

What would you like to do?
Link your License, Permit or Certificate to this account
[Link your account to your license](#)
Both renewal and amendment require your license, certificate or permit to be linked to your account.

Manage Licenses, Permits & Certificates
Use the **Manage Licenses, Permits & Certificates** tab to:

- Apply for a License, Permit or Certificate
- Renew a License, Permit or Certificate
- Amend License, Permit or Certificate Information

File & Track Complaints
Use the **File & Track Complaints** tab to:

- File a Complaint
- Review the status of a complaint filed via this Portal

Filing and tracking complaints are only available for the Division of Professional Licensure at this time.

ePLACE Portal Limitations
At this time, the ePLACE Portal services only some, not all, licenses, permits and certificates issued by the Division of Professional Licensure (DPL), Division of Capital Asset Management and Maintenance (DCAMM), Division of Labor Standards (DLS) and

script:WebForm_DoPostBackWithOptions(new WebForm_PostBackOptions("ctl00\$PlaceHolderMain\$LoginBox\$btnLogin", "", true, "", "", false, true));var p = new ProcessLoading();p.showLoading(true);if (typeof(myValidatic 150%

Link Your License to Your Online Account

Select “Link your license/ permit/ certificate to your portal account” and then “continue” at the bottom of the page

The screenshot shows the ePLACE Online Services portal. At the top, there are navigation tabs: Home, Manage Licenses, Permits & Certificates, and File & Track Complaints. Below these tabs is a search bar with the text "File an Online Application | Manage My Licenses, Permits & Certificates". The main heading is "ePLACE Online Services". Below this, there are two sections: "New Applicants and Consumers:" and "Existing Licensees, Permit or Certificate Holders:". The "Existing Licensees, Permit or Certificate Holders:" section contains a paragraph explaining that users can use the "Manage Licenses, Permits, & Certificate" tab to renew or amend a license, permit, or certificate. It also includes a note about the "License Amendment" service. Below this paragraph is a search bar with a "Search" button. The "Link Your License/Permit/Certificate to Your Account" section is expanded, showing a radio button selected for "Link your license / permit / certificate to your portal account". Below this are several expandable sections for different professional boards, including the Alcoholic Beverages Control Commission, 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 Sheet Metal Workers, Board of Hearing Instrument Specialists, Board of Operators of Drinking Water Supply Fac., and Board of Public Accountancy.

DIVISION OF PROFESSIONAL LIC... | OASSIS System Login (2) | Accela Automation - Sec... | Commonwealth - All Docu... | DPL Contact Types - REL C | DPL Sheet Metal School A... | ePLACE - Home | Health Officers

Home Manage Licenses, Permits & Certificates File & Track Complaints

File an Online Application | Manage My Licenses, Permits & Certificates

ePLACE Online Services

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.

Search

▼ Link Your License/Permit/Certificate to Your Account

☒ Link your license / permit / certificate to your portal account

▶ 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 Sheet Metal Workers

▶ Board of Hearing Instrument Specialists

▶ Board of Operators of Drinking Water Supply Fac.

▶ Board of Public Accountancy

150%

Link Your License to Your Online Account

- Select Division of Professional Licensure (DPL) from the dropdown menu of agencies;
- Enter your Record ID and the Authorization Code;
- Select the Continue button;

The screenshot shows the 'Record Link' page in the ePLACE Portal. At the top, there are navigation tabs: 'Home', 'Manage Licenses, Permits & Certificates', and 'File & Track Complaints'. Below the tabs is a progress bar with three steps: '1 Link your existing record' (active), '2 Review', and '3 Application Submission'. The main heading is 'Record Link'. Below it, a section titled 'Step 1: Link your existing record > Record Authorization Form' provides instructions: 'At this time, the ePLACE Portal services only some (not all) licenses and permits issued by the Alcoholic Beverages Control Commission (ABCC), the Division of Capital Asset Management and Maintenance (DCAMM), the Department of Labor Standards (DLS), and the Division of Professional Licensure (DPL). To associate your existing license or permit to your portal account, select the applicable Agency and enter the "Record Identification Code" and the associated "Authorization Code." This information was provided on your renewal notice or other recent communication from the Agency.' Below this text is a form titled 'Record Authorization Form' with the subheading 'RECORD LINK'. The form contains three required fields: '* Agency:' with a dropdown menu showing '--Select--', '* Record Identification Code:', and '* Authorization Code:'. A 'Continue »' button is at the bottom left, and a 'Save and resume later:' link with a folder icon is at the bottom right. The footer of the page contains the text 'doPostBack('ctl00\$PlaceHolderMain\$serviceControl\$btnContinue','')' and a page number '150'.

- On the next page, review the information for accuracy and hit “Continue”
- Once you get “Successfully Submitted” page you are Linked.

Link Your License to Your Online Account

Once you successfully link your account, go back to the **Manage Licenses, Permits & Certificates** tab and you should now see your license listed. If a license is eligible to renew, an option to “renew application” is displayed.

Showing 1-10 of 100+ | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Identifying Number	Record Type	Entity Name	Expiration Date	Status	Action
<input type="checkbox"/>	04/23/2013	3647-AH-OA	Occupational Therapist Assistant License		07/26/2014	Expired	Renew Application
<input type="checkbox"/>	08/06/2013	596-SM-B	Sheet Metal Business License			Expired	
<input type="checkbox"/>	09/06/2013	2529-AH-AT	Athletic Trainer License		12/21/2014	Expired	Renew Application
<input type="checkbox"/>	11/11/2013	20880-AH-PT	Physical Therapist License		01/11/2015	Expired	Renew Application
<input type="checkbox"/>	02/07/2014	624-SM-B	Sheet Metal Business License		02/07/2018	Current	Amendment
<input type="checkbox"/>	06/23/2014	51233-EN-ST	EN and LS PE License		06/30/2018	Current	Amendment
<input type="checkbox"/>	12/29/2014	51570-EN-M	EN and LS PE License		06/30/2018	Current	Amendment
<input type="checkbox"/>	01/16/2015	9534970-RE-B	Real Estate Broker License		04/06/2017	Current	Renew Application
<input type="checkbox"/>	03/13/2015	9535670-RE-B	Real Estate Broker License		06/30/2019	Current	Amendment
<input type="checkbox"/>	04/09/2015	9536020-RE-S	Real Estate Salesperson License		05/05/2019	Current	Amendment

< Prev 1 2 3 4 5 6 7 8 9 10 ... Next >

Topic 3: Online Renewals

Online Renewals

Licensees will be required to renew Licenses through the Public Portal by submitting a Renewal Application. As part of their renewal licensees must verify contact information, answer all required questions, include an electronic signature, and pay all fees.

Contact information

- Mailing address can be updated



Required Questions

- Agency and Board-specific attestation questions
 - Attestation answers will determine if a Renewal is processed automatically or require staff review



Payment

- Payment must be made in full using credit card, debit card, or electronic check through ePay
- A confirmation notice and receipt will be sent to the licensee upon payment submission



Online Renewals (continued)

Part 1 of the online renewal: CONTACT INFORMATION

If you wish to update your mailing address on your renewal, click on the Actions dropdown menu next to the existing address and then choose “Edit”. Follow the prompts to edit and save the updated contact information. (Click the Save and Close button after updating next part of the online renewal)

The screenshot shows a web browser window with the URL bar displaying "Division of Professional Licenses | CASS System Login | Access Automation | Sec... | Commonwealth - All Docu... | UPL Contact Types - REL C... | UPL Sheet Metal School A... | ePLATE - Home | Health Officers". The page title is "Step 1: Contact Information > Contact Information". A note indicates that an asterisk (*) indicates a required field.

Licensed Individual

If your mailing address has changed, you may update your address by selecting the address below or choosing "Edit" within the "actions" link below. All licensees must maintain at least one mailing address. Only a mailing address may be updated on an online license renewal. If your name has changed and you wish to update it now you must submit the change via a paper license renewal form or by submitting a name change amendment. A name change amendment can be found under the "file an online application" link on the home page. If you need a duplicate paper renewal to be provided please contact the [board](#).

test@test.com
Primary Phone:
Mobile Phone:
Alternate Phone:
[Edit](#)

Contact Addresses

[Add Contact Address](#)

To edit a contact address, click the address link.
Required contact address type(s) Mailing Address

Showing 1-1 of 1

Address Type	Recipient	Address	Action
Mailing Address		1000 Washington St., Boston, MA, 02118, United States	Actions

[Continue »](#)

[Edit](#)
[Remove](#)
[Set As Primary](#)

resume later:

Online Renewals (continued)

Following the contact page of the renewal there are some license type/ board specific pages. Some are just informational and some require responses.

The final page of the renewal is the PAY FEES page which displays the fees due for that particular renewal. Selecting “continue” on this page redirects to our third party payment site. Information will be provided regarding the **convenience fee** that is assessed with online payments/transactions.

Your Renewal is not complete until you have completed your payment.

Topic 5 : Amendment Requests via your new Online Account

Amendment Requests via Online Account

To request an Amendment via the Portal, sign into your ACA account.

- Go to the **Manage Licenses, Permits & Certificates** tab and click on the **Amendment** link in the Action column of the row displaying your license information

Showing 1-10 of 100+ | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	<u>Date</u>	<u>Identifying Number</u>	<u>Record Type</u>	<u>Entity Name</u>	<u>Expiration Date</u>	<u>Status</u>	<u>Action</u>
<input type="checkbox"/>	04/23/2013	<u>3647-AH-OA</u>	Occupational Therapist Assistant License		07/26/2014	Expired	Renew Application
<input type="checkbox"/>	08/06/2013	<u>596-SM-B</u>	Sheet Metal Business License			Expired	
<input type="checkbox"/>	09/06/2013	<u>2529-AH-AT</u>	Athletic Trainer License		12/21/2014	Expired	Renew Application
<input type="checkbox"/>	11/11/2013	<u>20880-AH-PT</u>	Physical Therapist License		01/11/2015	Expired	Renew Application
<input type="checkbox"/>	02/07/2014	<u>624-SM-B</u>	Sheet Metal Business License		02/07/2018	Current	Amendment
<input type="checkbox"/>	06/23/2014	<u>51233-EN-ST</u>	EN and LS PE License		06/30/2018	Current	Amendment
<input type="checkbox"/>	12/29/2014	<u>51570-EN-M</u>	EN and LS PE License		06/30/2018	Current	Amendment
<input type="checkbox"/>	01/16/2015	<u>9534970-RE-B</u>	Real Estate Broker License		04/06/2017	Current	Renew Application Amendment
<input type="checkbox"/>	03/13/2015	<u>9535670-RE-B</u>	Real Estate Broker License		06/30/2019	Current	Amendment
<input type="checkbox"/>	04/09/2015	<u>9536020-RE-S</u>	Real Estate Salesperson License		05/05/2019	Current	Amendment

< Prev 1 2 3 4 5 6 7 8 9 10 ... Next >

[LogIn /](#) [Access Automation](#) [Docu](#) [Commonwealth All Docu](#) [DLE Contract Types](#) [NEE C](#) [DLE School Search /](#) [ET Board](#) [ET DLE Home](#) [History](#)

Contact Department of Labor Standards

[Translation Information - Click Here](#)

To apply for an Energy and Environmental Affairs (DEP, MDAR or DCR) permit or

Document Attachment: In order to upload required documents, this system

Convenience Fee: Please note there may be a convenience fee for all online credit

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

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

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

File an Online Application | Manage My Licenses, Permits & Certificates

Select an Amendment Type

Choose one of the following available amendment types. For assistance or to apply for an amendment type not listed below please

--Select a Category--

DPL	
-----	--

[Continue »](#)

Amendment Requests via Online Account (continued)

Types of Amendments:

a) Select **DPL** for:

1. Name Change
2. Address Change
3. Duplicate License request
4. Phone Number Change
5. Email Address Change

Amendment Requests via Online Account (continued)

Step 1: Amendment Information

- Read the instructions and review the requirements for Name Change/Address Change/Duplicate License amendment requests
- Mark the checkbox for the type of request(s) and then click the **Continue** button

* indicates a required field.

Amendment

AMENDMENT

Change of Name:
☐

Change of Address:
☐

Change of Phone or Email:
☐

Duplicate License:
☐

Continue »

Save and resume later: 

Amendment Requests via Online Account (continued)

Step 2: Contact Information

- Click on the **Edit** link under the row titled **Action** to update the contact information. Ensure you are updating the appropriate contact if there are multiple contacts listed.

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

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

DPL Amendment (name change, address change, duplicate license)

1 [Amendment Information](#)

2 **Contact Information**

3 [Duplicate License Reason](#)

4 [Documentation](#)

5 [E-Signature](#)

6

7

Step 2: Contact Information > Page 1 of 1

* indicates a required field.

Contact Information

If your request includes a change to your name or address, click the "Add New" button. This will open a new window where you can provide the new information. Please note that to make changes to your address you must select the "Add Contact Address" link in the new window that will appear. Once you have provided your new information, it will appear in the list below. You may edit this information prior to submitting it, by clicking the "Edit" link.


[Add New](#)

✓ **Contact updated successfully.**

Showing 1-3 of 3

Full Name	Business Name	Contact Type	Primary Phone	Fax	E-mail	Action
Prattana Nunprasit		Licensed Individual				Edit Delete
James V Damico		Affiliated Broker				Edit Delete
James V Damico		Affiliated Broker				Edit Delete

[Continue »](#)

Save and resume later: 

Amendment Requests via Online Account (continued)

- After updating the contact information, click the **Save and Close** button.
 - Click the **Continue** button.

Step 3: Duplicate License Reason

- If duplicate license was selected as part of the request, select a reason for the duplicate request from the dropdown menu.
 - Click the **Continue** button.

Step 4: Documentation

- Read the instructions and attach documents if required.
 - Click the **Continue** button.

Step 5: E-Signature

- Mark the checkbox next to “I agree”.
- Type your full name in the text box field “My full name”.
 - Click the **Continue** button.

Amendment Requests via Online Account (continued)

Step 6: Review

- Review the information and edit any section if necessary
 - Click the **Continue** button and follow the steps to pay the related fee
 - Once paid (if payment is required) or submitted (if no payment is required) your amendment is complete.

Notes re: Amendments:

- Address changes process automatically as do duplicate license requests. Name changes require staff intervention/ processing following the submission.
- New licenses take approximately 4 weeks to arrive in the mail.
- Address changes should NOT be done via an amendment during renewal season. Address changes can be made as part of the renewal process on-line, simply edit the address on the contact page (1st page) of the renewal.