



Topic 3: Online Renewals

Online Renewals



Licensees will be able 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 the information. Click the Continue button to proceed to the next part of the online renewal.)

Division of Professional Lic... MASS System Login (2) Access Automation - Sec... Commonwealth - All Docu... DPL Contact Types - REL C... DPL Sheet Metal School A... ePLATE - Home Health Officers

Step 1: Contact Information > Contact Information * 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	Edit Remove Set As Primary

[Continue »](#) 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.