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**.

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]
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.
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.
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.

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.
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.
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.
Select “Link your license/ permit/ certificate to your portal account” and then “continue” at the bottom of the page.
Select Division of Professional Licensure (DPL) from the dropdown menu of agencies;

Enter your Record ID and the Authorization Code;

Select the Continue button;

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.
Topic 3: 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 the information. Click the Continue button to proceed to the next part of the online renewal.)
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.
Amendment Requests via Online Account cont.

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.

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**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 contact us.

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Select a Category:
- DPL
- Electricians

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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
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.
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.