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**NOTICE: Division of Professional Licensure to Offer In-Person
Services by Appointment Only Beginning April 2, 2020**

April 2, 2020

Effective Thursday, April 2, 2020, the Massachusetts Division of Professional Licensure (“DPL”) will temporarily discontinue walk-in services for licensees, consumers, and members of the public, and will instead require visitors seeking in-person services from the Agency to schedule an appointment. This temporary suspension of walk-in services is expected to last for the duration of the COVID-19 public health emergency declared by Governor Baker.

To schedule an appointment, please send an e-mail to ContactDPL@mass.gov. In the e-mail, please include the following information:

- Your full name;
- Your trade or profession, and license number (if applicable);
- A phone number at which you may be reached.
- A brief summary of the issue for which you need assistance (ex. license renewal, verification, general question, etc.); and
- Three (3) dates and times during which you are available to travel to Boston for an appointment.

Upon receipt of an e-mail request, DPL staff will forward the request to staff member(s) from the appropriate board, division, office or unit within the Agency, and will coordinate with that staff to schedule your visit. All e-mailed requests will be responded to within 24 hours of receipt.

Note: Please DO NOT send general inquiries or profession-specific questions to the ContactDPL@mass.gov e-mail account. The account is intended to facilitate in-person services via appointment-only. Instead, please use the Board-specific e-mail addresses, which may be found on each Board’s homepage. A directory of DPL boards may be found online at: www.mass.gov/dpl/boards.

Licensees, consumers, and members of the public who make an appointment are asked to arrive on-time for their scheduled visit, and to be properly prepared with any application materials, renewal information, payments or other required documents. In addition, visitors are asked to not bring multiple individuals with them to assist with “social-distancing” for the safety and health of all visitors and staff. Visitors who do not have an immediate need for in-person services are asked delay their visits and to not visit DPL offices without an appointment.



Licensees, consumers, and members of the public are advised that while walk-in services will not be available for the foreseeable future except by appointment, DPL is still open for business and staff members may be contacted by calling 617-727-3074 or 617-701-8600 during normal business hours (8:45 am E.S.T. to 5:00 pm E.S.T.). To obtain detailed contact information for specific DPL boards, divisions, offices or units, please visit www.mass.gov/dpl, or consult the list of websites below:

- Boards of Registration: www.mass.gov/dpl/boards
- Office of Public Safety and Inspections (OPSI): www.mass.gov/dpl/opsi
- Office of Private Occupational School Education: www.mass.gov/dpl/schools

Licensees, consumers, and members of the public are also reminded that they may submit initial license applications and license renewals for any of DPL's boards of registration online through the Commonwealth's [ePLACE Portal \(https://elicensing.mass.gov/CitizenAccess\)](https://elicensing.mass.gov/CitizenAccess) or through [eGov Portal \(https://madpl.mylicense.com/eGov\)](https://madpl.mylicense.com/eGov) for Office of Public Safety and Inspections licenses.

For those initial license applications that are not online, individuals may download paper applications by visiting the website of the relevant board, division, office or unit that issues the license. Once the application is completed, it may be mailed to the office and will be processed by staff still working onsite.

DPL thanks its licensees, consumers, and members of the public for their cooperation with this change in practices. The Agency and its staff look forward to providing in-person services again following the end of the public health emergency.

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