

Department of Elementary and Secondary Education (ESE) Website:

www.doe.mass.edu/educators



Instructions for Resetting your Password

- Click on Educator Services
- Click on Licensure
- Click on **ELAR** – on the *right* side of the page:
- If you're using this website and you know your User Name but not your Password you will need to click on Forgot User Name/Password
- Click on Retrieve Username/Reset Password
- Fill out ALL of the information with **red asterisks**
- Click submit
- User Match with your User Name
- Click on Forgot Your Password. It will ask you for the answer to your security question. Please remember that the security answer is case, space & punctuation sensitive.
- Click submit
- You will now need to create a new password and confirm the password (It must be at least 6 characters. **Please write down your user name and password for future use**)
- Click submit
- Click close
- Click yes
- You must now close this window and *re-enter* the ESE website
- Log in with your User Name and new Password and select: Apply to Renew your Professional License; Apply for a New License or Advance to the next level

If you have difficulties, please call the Licensure Help Desk at 1-781- 338-6600.

Hours of Operation:
Monday through Friday 9:00 A.M. – 4:45 P.M.

***Remember to keep copies of your Professional Development for your records.**

**Massachusetts Department of Elementary and Secondary Education
Office of Educator Licensure
350 Main Street
Malden, MA 02148-5023**

Department of Elementary and Secondary Education (ESE)

Website:

www.doe.mass.edu/educators



Instructions for First Time Users

- Click on Educator Services
- Click on Licensure
- Click on **ELAR** – on the *right* side of the page:
- If you're using this website for the first time you will get a username and you will need to establish a password.
- Click on Retrieve Username/Reset Password
- Fill out the User Registration and ALL of the information with **red asterisks**
- Click submit
- You are now being asked to create a security question along with your answer to that question (write it down!) (Please remember that the security answer is case, space & punctuation sensitive.)
- Click submit
- User Match with your User Name is...(This is your User Name and it will never change)
- Click on forgot your password
- It will ask you your security question
- Answer security question (Please remember that the security answer is case, space & punctuation sensitive.)
- Click submit
- Now you will need to create a new password and you will need to confirm the password (It must be at least 6 characters. **Please write down your password for future use**)
- Click submit
- You should get a message that says, "Your Password has been successfully changed.
- Click close
- Click yes
- You must now close this window and *re-enter* the ESE website
- Log in with your User Name and new Password and select: Apply to Renew your Professional License; Apply for a New License or Advance to the next level

If you have difficulties, please call the Licensure Help Desk at 1-781- 338-6600.

Hours of Operation:

Monday through Friday

9:00 A.M. – 4:45 P.M.

***Remember to keep copies of your Professional Development for your records.**

**Massachusetts Department of Elementary and Secondary Education
Office of Educator Licensure
350 Main Street
Malden, MA 02148-5023**