

## Contents

About.....	2
Register as a New User.....	3
Login.....	6
Forgot your Password?.....	7

## About

This document is a guide for the Business users who intend to register in this City of Springfield's (COS) Certification Tracking System (CTS). If you have any questions that are not answered in this guide, then please email your queries to [dtaccert@springfieldcityhall.com](mailto:dtaccert@springfieldcityhall.com)

## Register as a New User

Before applying for a certification, a business user needs to register on this portal. After registration business users will log into the system to use this portal.

The registration process starts by clicking “Register as a new user”.

City of Springfield, MA  
Certification Tracking System

Supplier Diversity

Welcome to the City of Springfield, MA Certification Tracking System. Using this system you can apply for MBE, WBE, VBE and SBE certification. This is a self-contained portal that will allow you to keep track of your applications and Certifications. You can communicate with the City of Springfield from within the portal.

Please login into the system if you have already registered in this system. If not, please register your business by following a simple process.

Login

User Id

Password

Remember me?

Login

[Forgot your password?](#)

Register as a new user

In the first step of registration, the business user needs to supply the FEIN/SSN under which the business is identified. After entering and verifying the FEIN/SSN click “Verify”. The portal will check if a business account already exists using that FEIN/SSN. If no account exists, then the next step will be loaded.

City of Springfield, MA  
Certification Tracking System

Supplier Diversity

User Registration

New Registration - Verify FEIN/SSN

Enter FEIN or SSN for registration here

634257840

Please verify FEIN or SSN again

634257840

Verify

Cancel

In this step, the business user needs to provide the information asked on this step. Business users need to provide primary business owner details and the User ID and Password that should be used to login into the business portal. After entering the required information click “Next”. After that the final step of new registration will load.

**City of Springfield, MA**  
Certification Tracking System

Contact Us

User Registration

**New Registration - Owner and Login Information**

Please provide the name of the owner who is to be the primary contact for your business account.

Please setup your User ID and Password here. You will use these to log in to this system.

Owner First Name (Required)

Owner Last Name (Required)

Owner Email Address (Required)

Phone (Required)      Extension

Fax Number

User ID (Required) [Check if User ID is available](#)

Password (Required)

Confirm Password

Do you want to receive text messages from this system?

Yes  No

Cell Phone number to receive text messages

Back      Cancel      Next

© 2023 Commonwealth of Massachusetts.  
Mass.gov® is a registered service mark of the Commonwealth of Massachusetts.

A secret code will be sent to the “Owner Email Address” entered in the previous step. Please check your spam/junk folder if you don’t see the secret code email in your inbox. In this step, enter the secret code to verify the Owner email address. Enter all other details requested to be entered on this step. Finally, click “Register” to register the new business account.

City of Springfield, MA  
Certification Tracking System

Email verification Code has been sent.

User Registration

New Registration – Email Cellphone verification and Additional contact

We have sent you secret codes to the given email address/cell phone number. Please enter the code(s) below to verify your email and/or cell phone number.

Verify Email Code (Required) [input] Re-send

Verify Cell Phone code (Required) [input] Re-send

Would you like to add an additional contact person that is not the owner?  
Is this Additional Contact same as Owner Contact entered in previous step?  
 Yes  No

Contact First Name (Required) [input] Title (Required) [input]

Contact Last Name (Required) [input] Phone Number (Required) [input]

Contact Email Address (Required) [input]

CC All Email from this system to above Email Address too?  
 Yes  No

Publish above Email in Business Directory?  
 Yes  No

Back Cancel Register

After registration is successful, the business user will be sent back to the login screen to login using the credentials set during the registration process. Please enter the User ID and Password to log into the business portal.

City of Springfield, MA  
Certification Tracking System

Your account has been created successfully. A welcome email has been sent to your email account. You may now login into this system using the User ID you set in the Registration process.

Welcome to the City of Springfield, MA Certification Tracking System. Using this system you can apply for MBE, WBE, VBE and SBE certification. This is a self-contained portal that will allow you to keep track of your applications and Certifications. You can communicate with the City of Springfield from within the portal.

Please login into the system if you have already registered in this system. If not, please register your business by following a simple process.

Login

User Id [input]

Password [input]

Remember me?

Login

[Forgot your password?](#)

Register as a new User

## Login

In order to use the business portal the business user needs to login to the portal using the User ID and Password that was provided during the new user registration process. After entering the credentials, click “Login”.

Your account has been created successfully. A welcome email has been sent to your email account. You may now login into this system using the User ID you set in the Registration process.

Welcome to the City of Springfield, MA Certification Tracking System. Using this system you can apply for MBE, WBE, VBE and SBE certification. This is a self-contained portal that will allow you to keep track of your applications and Certifications. You can communicate with the City of Springfield from within the portal.

Please login into the system if you have already registered in this system. If not, please register your business by following a simple process.

**Login**

User Id  
Dlnce

Password  
.....

Remember me?

Login

[Forgot your password?](#)

Register as a new user

If the correct User ID and Password are entered, then a secret code will be sent to the Owner email address that was provided during the new user registration process. Enter that login secret code in the next step and click “Verify Code and Login”. On this action, the business user will be logged into the business portal.

Email verification Code has been sent.

Welcome to the City of Springfield, MA Certification Tracking System. Using this system you can apply for MBE, WBE, VBE and SBE certification. This is a self-contained portal that will allow you to keep track of your applications and Certifications. You can communicate with the City of Springfield from within the portal.

Please login into the system if you have already registered in this system. If not, please register your business by following a simple process.

**Login**

A secret code has been sent to your registered email address. Please verify that code.

Enter Secret Code here

Resend Code

Verify code and Login

## Forgot your Password?

If a business user forgets the business account password and needs to reset the password, then on the login screen click “Forgot your Password” hyperlink. This will start the Forgot Password process.

Welcome to the City of Springfield, MA Certification Tracking System. Using this system you can apply for MBE, WBE, VBE and SBE certification. This is a self-contained portal that will allow you to keep track of your applications and Certifications. You can communicate with the City of Springfield from within the portal.

Please login into the system if you have already registered in this system. If not, please register your business by following a simple process.

Login

User Id

Password

Remember me?

Login

[Forgot your password?](#)

Register as a new user

In the first step, provide the business user ID of the portal that was set during the new business user registration process. Click Next.

Forgot your password?

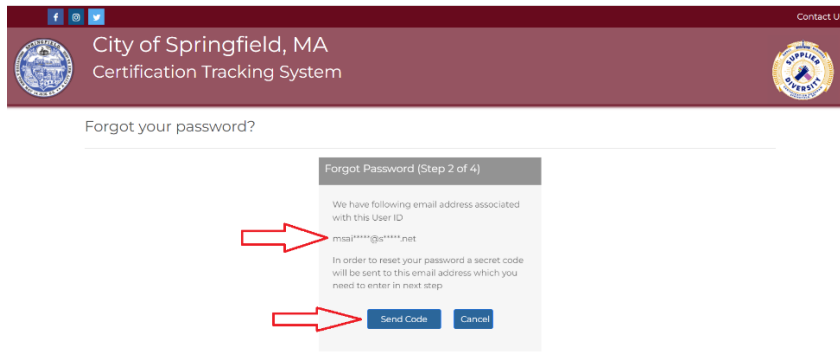
Forgot Password (Step 1 of 4)

Please enter your User ID

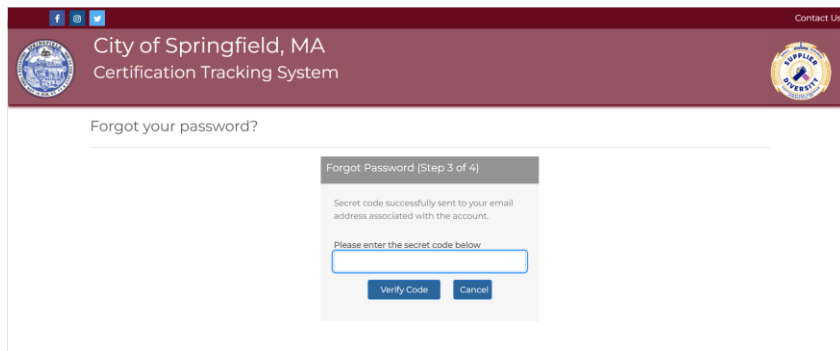
Dlnce

Next

In the next step, if an active business account exists for the entered user ID then, the portal will show the Owner Email address in a cryptic form to send a secret code to that email address. Click “Send Code” to receive the secret code to reset the password.



Enter the secret code received on this step and click “Verify Code”



If the correct secret code is entered, then the portal will allow the business user to set a new password. Click “Reset Password” to set the new password to the business account.

