Massachusetts Broadband Navigator™
How to Register for an Account

1. Select the 'Sign In' link in the upper right corner.
2. Select 'Request a new account' on the pop-up window.

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Log in to your account

Email address

email address

Password

password

Forgot password?

LOG IN

Request a new account

3. Fill out user information.
   a. *Full name
   b. *Email address
   c. *Phone Number
   d. *Organization Category
      i. Unit of Local / Tribal Government
      ii. Non-Profit Organization
      iii. Broadband Provider
   e. *Organization
      i. **Nonprofits and Local Governments:**
         1. Select the Organization dropdown.
         2. Scroll through the Organizations to search for your organization. *Your organization will only be listed if another member of your organization has already registered.*

Request a new account

Enter the information below to request a new account. We will let you know via email whether your request was accepted or rejected.

Full Name

Full Name

Email Address

Email Address

Phone Number Format: XXX-XXX-XXXX

Phone Number

Organization Category

Unit of Local Government

Organization

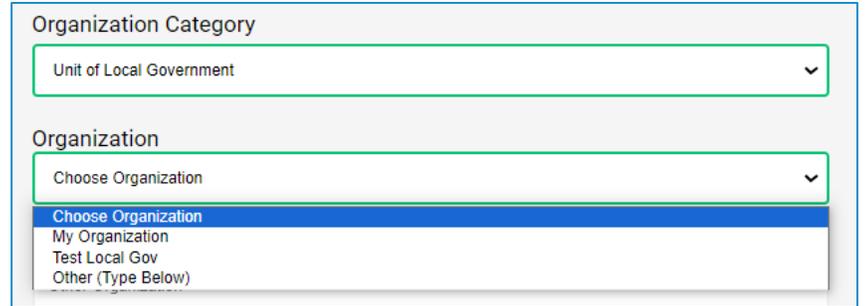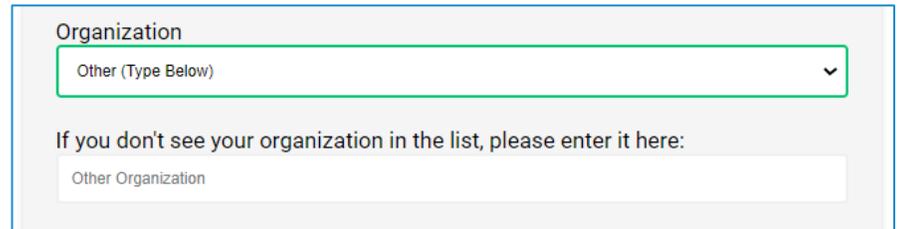Choose Organization

Webpage

Webpage

REQUEST

Back to Map
Log in

3. If you do NOT see your organization in the list, select 'Other' and manually enter the name of your organization. Please only use the name of the organization you are representing.
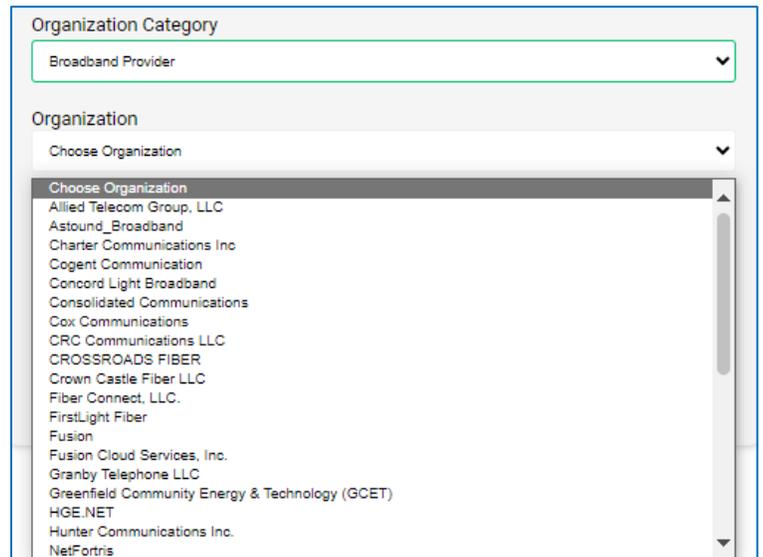
4. *If the account request is accepted, the manually entered organization will now be listed in the Organization drop down for all future users to choose from.*

Please ensure that the **same organization name is used if multiple users are accessing the portal. This will ensure access to challenge review dashboards.
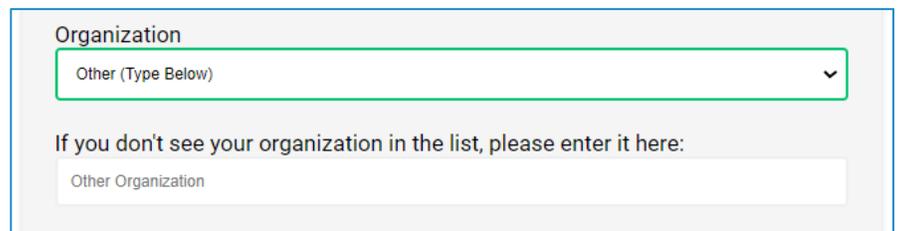
ii. **Broadband Providers:**

1. Select the Organization dropdown.

2. Scroll through the Organizations to search for your organization. All FCC filed broadband providers in your state will be listed alphabetically.

3. If you do NOT see your organization in the list, select 'Other' and manually enter the name of your organization.

4. *If the account request is accepted, the manually entered organization will now be listed in the Organization drop down for all future users to choose from.*

**Please find and select your organization name from the auto populated list. All FCC filed Broadband Providers will be included in this list, only unfiled organizations will need to be manually entered. _This is critical to ensure challenges will be linked to your account and will be appropriately notified._

      f.   *****Webpage (your organization's URL)

4. Select 'Request.'

5. Request will be reviewed.

      a.   Once accepted, you will receive an email confirmation providing a link to complete the signup process and create a password. This link will only be valid for seven days, at which time it will expire, and a new request will need to be submitted.

      b.   Once the password has been set, the new user can view and use all functionality associated with their organization type.