MassCEC Internship Intern User Manual

Intern User Manual

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II. Introduction

The MassCEC Internship Portal is a dedicated platform built for the Massachusetts Clean Energy Center (MassCEC) — an organization that supports the growth of clean energy industries in Massachusetts, including solar power, wind energy, electric vehicles, and energy efficiency technology.

The portal exists to solve one simple problem: connecting interns who want real-world work experience with companies that need fresh, motivated talent. Instead of interns emailing resumes into the void or employers posting on generic job boards, everything happens in one organized, structured system.

What the Portal Does

The platform supports the full lifecycle of an internship — from the moment an intern signs up to the moment they are officially placed at a company. It covers:

- **Student (Intern) registration and profile management** — interns create accounts, build their profiles, upload resumes, and fill in demographic information that helps MassCEC track program reach and eligibility.
- **Employer registration and profile management** — companies register, set up their company profile, list their office locations, and manage their team members on the platform.
- **Internship program management** — MassCEC organizes internships into sessions (e.g., Fall 2026). Interns apply to a session through an Intake Application, which serves as the formal eligibility gate before they can apply to specific jobs.
- **Job posting and discovery** — employers post internship positions through a guided form. Once approved by MassCEC admins, those postings go live on the Internship Board where interns can search, browse, and apply.
- **Candidate search** — employers and admins can proactively search through intern profiles, filter by location and education, save candidates, and send them direct messages.
- **Hiring and matching** — when an employer is ready to hire, they submit a formal Match form with the intern's name, proposed dates, hourly wage, and offer letter. MassCEC reviews and approves the match, making the placement official.

- **Admin oversight** — MassCEC State Admins and Staff have full visibility across employers, interns, job postings, and matches, with tools for verification, audit logs, case notes, and activity tracking.

Who It's For

Role	Who They Are
Intern	A student looking for a paid clean energy internship
Employer	A company looking to hire an intern through the MassCEC program
State Admin	A MassCEC administrator who oversees and approves everything on the platform
MassCEC Staff	Internal MassCEC team members who manage day-to-day operations

Why It Matters

For interns, this portal opens a door into the clean energy industry — one of the fastest-growing sectors in the country. For employers, it provides a pipeline of motivated, pre-screened candidates without the overhead of a traditional hiring process. And for MassCEC, it gives a centralized, trackable system to manage and measure the impact of their internship programs across the state of Massachusetts.

ⓘ **Device Recommendation:** This platform works best on a desktop or laptop using an up-to-date browser. We recommend Google Chrome or Microsoft Edge for the best user experience. Some features may be limited on mobile devices or other browsers. If you experience issues on a phone, tablet, or

unsupported browser, please switch to Chrome or Edge on a desktop or laptop and try again.

III. Intern Experience

An **Intern** is an individual who registers on the MassCEC platform to search and apply for internship opportunities posted by Employers. From the moment you log in, you are guided toward finding and applying for internships that match your interests and qualifications.

Who is this guide for?

This guide is for internship seekers who want to use the MassCEC Internship Portal to find and apply for a clean energy internship. We wrote this guide in simple, easy-to-understand language. You do not need any special computer skills to follow along.

What Is This Website? What Can I Do Here?

The MassCEC Internship Portal is a free website where interns like you can find paid internship opportunities at companies that work in clean energy — things like solar panels, wind energy, electric cars, and energy-saving technology.

MassCEC stands for Massachusetts Clean Energy Center. They are an organization based in Massachusetts that helps connect interns with businesses doing important work for the planet.

Good to know: This website is completely free for students to use. You just need an internet connection and an email address to get started.

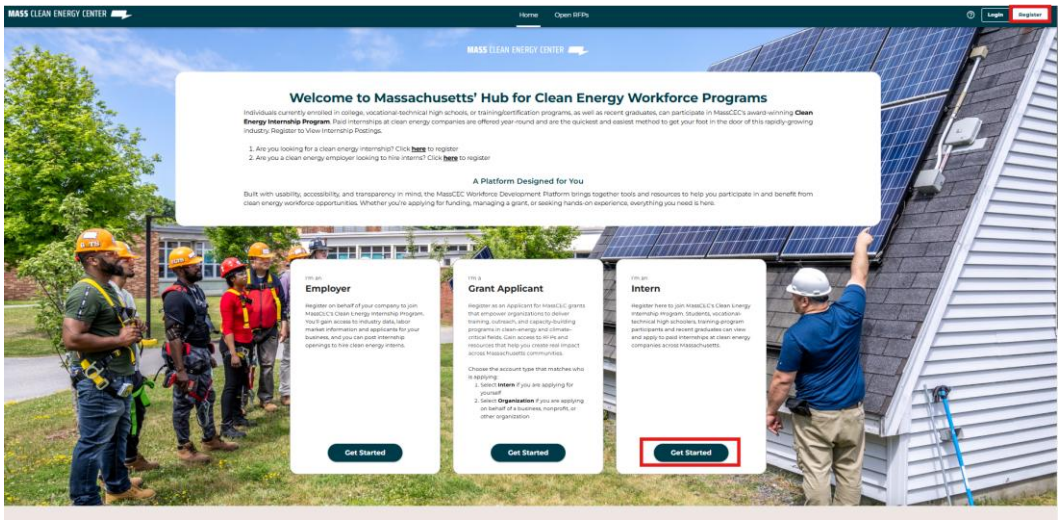
What can an intern do on this website?

🆕	Create a free account so the website knows who you are
👤	Build your profile — like an online resume — so employers can learn about you
📄	Upload your resume so employers can download and read it
📋	Fill in your demographic information, which helps MassCEC match you to the right programs
🔍	Search and browse internship listings posted by companies
📩	Apply to an internship program for a specific session
⏳	Track the status of your applications
🔔	Receive email updates about your applications

ⓘ **Good to know:** You will need a computer or tablet with an internet connection. If you can use email or social media, you can use this website!

How to Create Your Intern Account

Before you can do anything, you need to create a free account. This is like signing up for a new app or website — you just fill in a few details about yourself and you are in!



Good to know: You only need to register one time. After that, you just log in with your email and password every time you want to use the site.

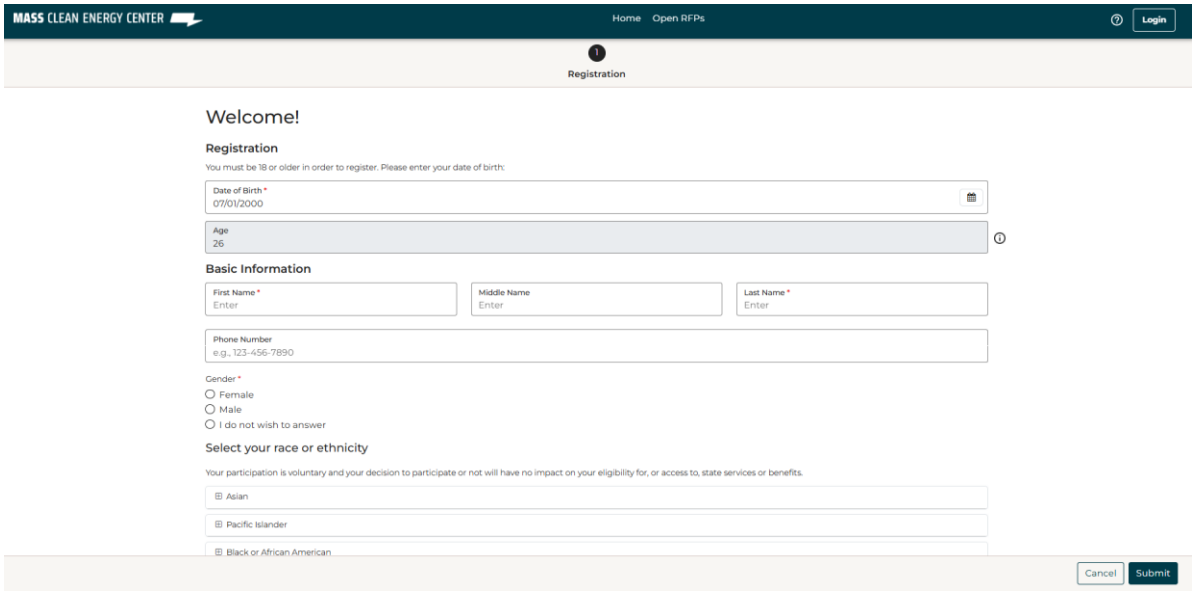
How to Register — Step by Step

1	Open your web browser (the app you use to go to websites — like Chrome or Microsoft Edge). Go to the MassCEC Internship Portal website.
2	On the home page, you will see two big cards — one for Employers and one for Interns. Look for the card that says something like "I am an Intern" or "Register as Intern" and click the button on it.
3	The Intern Registration Form will open. This is a simple form with a few questions about you.
4	Fill in your personal information (see the table below for what each field means).
5	Review the summary of your information on the final step and check the box confirming it's accurate. Note that some details may not be editable after you submit.
6	Click "Submit" once all fields are filled in and the acknowledgment box is checked.

7	The website will show a success message saying your account has been created!

⚠️ **Warning:** You won't be able to submit your registration until you check the acknowledgment box confirming your details are correct. Some fields — like your name and date of birth — will not be editable later, so double-check before confirming.

Intern Registration Form Fields



Field Name	What It Means
Date of Birth *	Your birthdate; must indicate an age of 18 or older to register.
Age	Auto-calculated from Date of Birth (read only).
First Name *	Your first name — exactly as it appears on your ID. This will be used on your profile and your Intake Application.
Middle Name	Your middle name — optional.

Last Name *	Your last name or family name.
Phone Number	Contact number, format 123-456-7890
Gender *	Female, Male, or I do not wish to answer.
Race *	Choose the option that best describes your race from the list MassCEC provides. This field is required to complete registration.
Home Address — Address Line 1 / Line 2, City, State, Region, Zip Code *	Your primary residential address. Region auto-fills based on City/Zip.
Is your Home Address your permanent Address?	Checkbox; if unchecked, a Secondary Address section is required.
Secondary Address — Address Line 1 / Line 2, City, State, Region, Zip Code *	Only required if Home Address is not permanent.
Add your LinkedIn URL	Your LinkedIn URL — optional.
Do You Attend School or Live in MA? *	Answer Yes or No. MassCEC uses this to confirm you meet the basic location/enrollment requirement before you apply. This question is required — you can't submit registration without answering it.
Email Address *	The email address you want to use to log in. Make sure you have access to this inbox — your login credentials and program updates will be sent here.
Password *	Create a password for your account. Use at least 8 characters and include a mix of letters, numbers, and symbols.
I agree to receive communication about other	Opt-in consent checkbox.

Internship/Scholarship Opportunities on this email	

> ⓘ **Note:** The details you enter here — especially your name and email — will automatically appear in your Profile and your Intake Application once you log in. You won't need to fill them in again.

After You Submit Your Registration

Once you click Submit and your registration goes through successfully, you will see this message on screen:

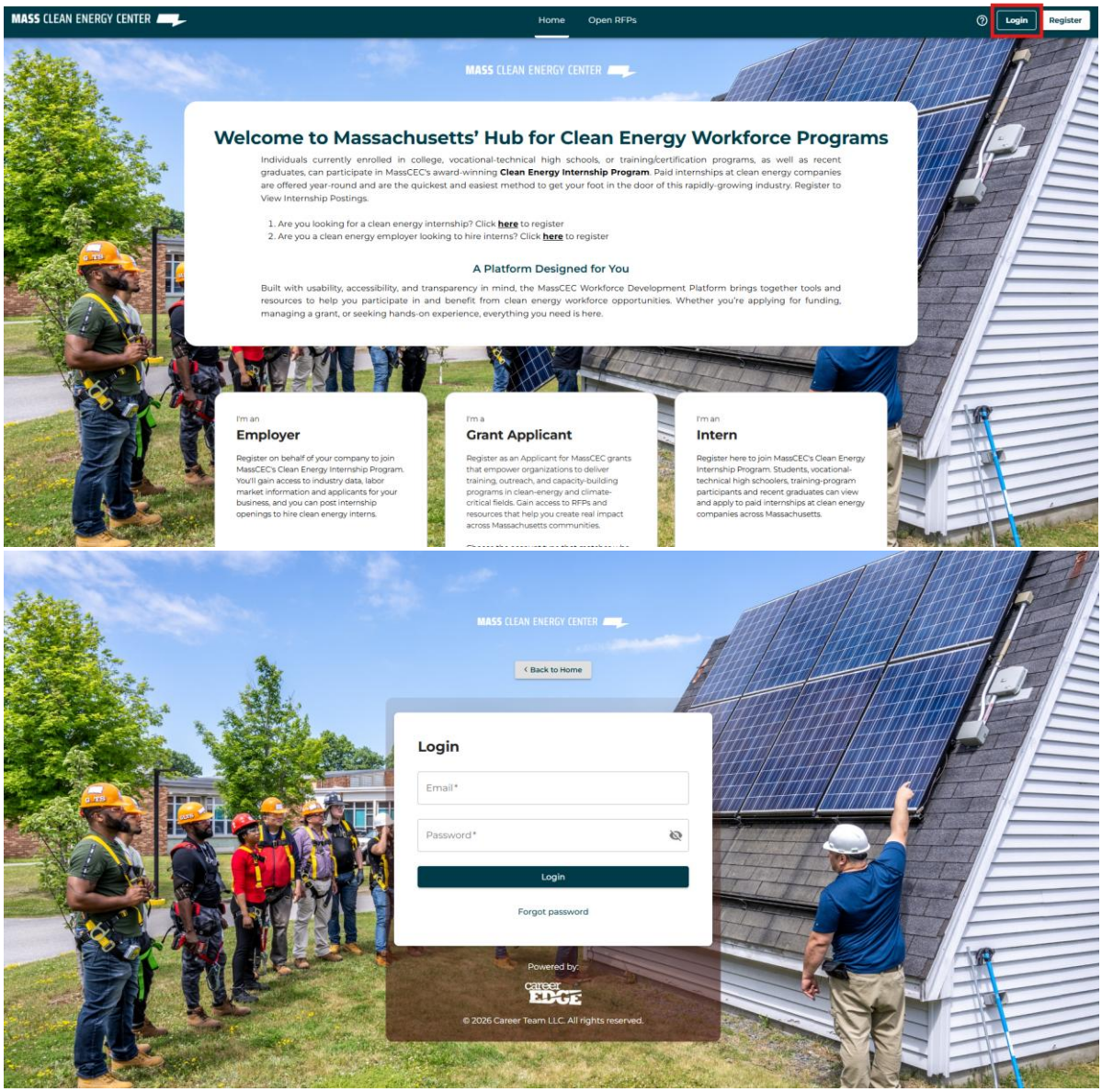
> ✅ **Success message:** "Thank you for creating an account. Feel free to browse the portal for internship opportunities!"

This message confirms your account has been created. You can now log in using the email address and password you just set up.

> ⓘ **Note:** You do not need to wait for an email to log in. Your account is active immediately after registration. Go to the Log In page and enter your credentials to get started.

How to Log In

After you register, you will log in each time you visit the website. It works exactly like logging in to any other website — just your email address and password.



Logging In for the First Time

1	Go to the MassCEC Internship Portal website.
2	Click the "Log In" button at the top of the page.
3	In the Email field, type the email address you used when you registered. Then, in the Password field, type your password.
4	Click "Log In".

Logging In on Regular Visits

After your first login, coming back is easy:

- Go to the website.
- Click "Log In".
- Enter your email and the password you chose.
- Click "Log In". That is it!

> ⓘ **Good to know:** The portal works best on a desktop or laptop. You can log in from anywhere with internet access.

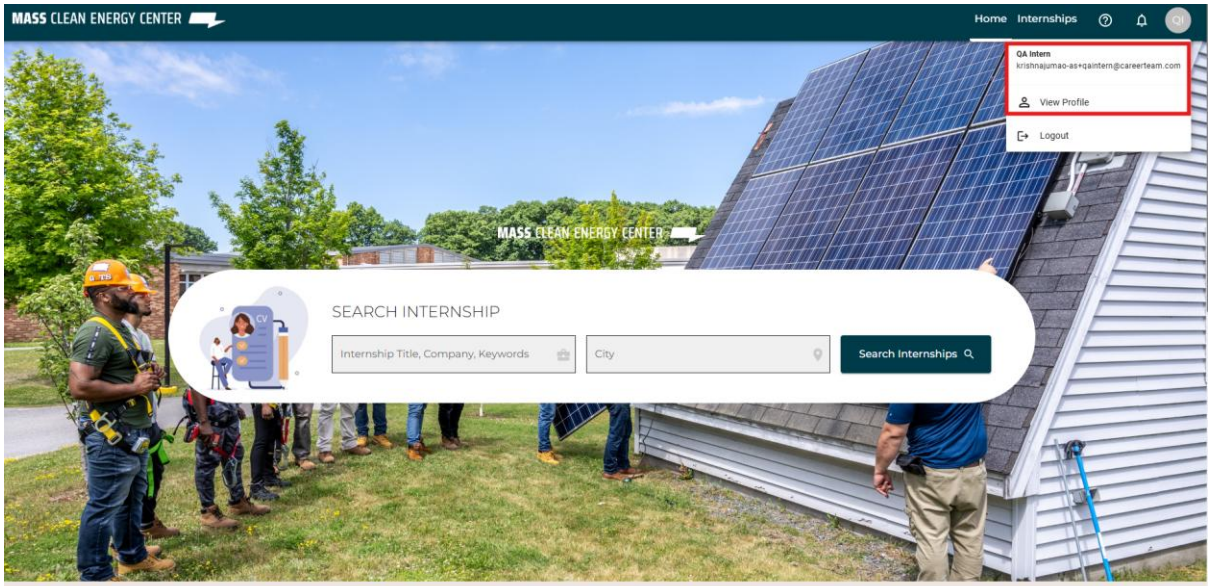
Your Profile — Setting It Up

Your Profile is like your personal page on the website. Think of it as a digital version of yourself — it tells MassCEC and employers who you are, what you have studied, what you have done, and what you are good at.

The more complete your profile is, the better your chances of being noticed by employers! A profile with a photo, resume, and full information looks much more professional than an empty one.

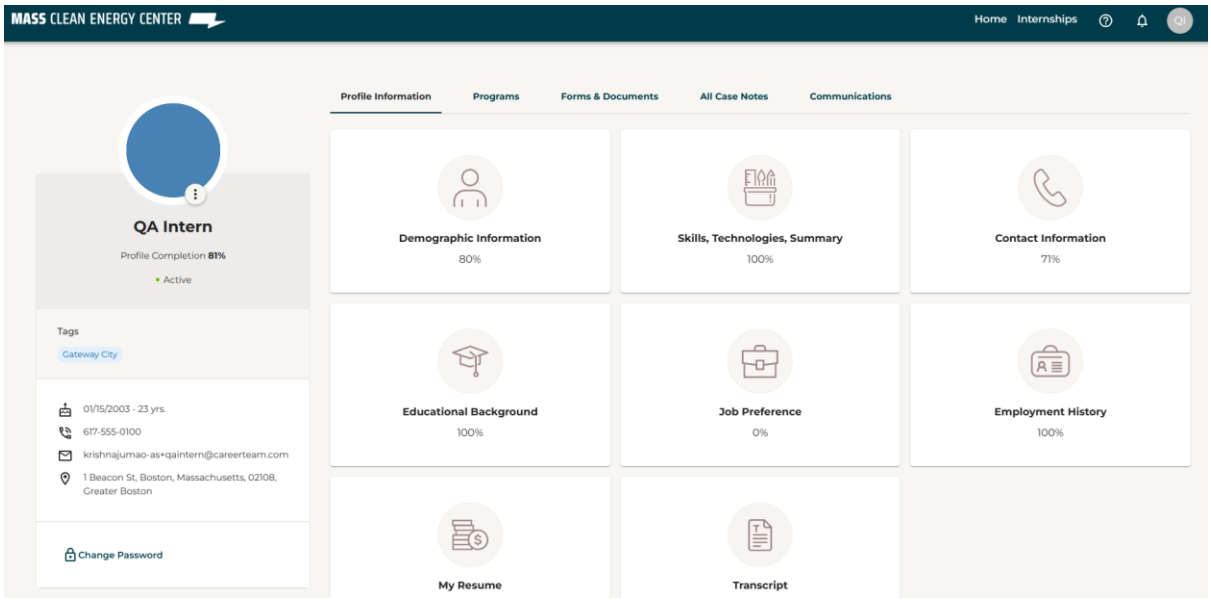
> ⓘ **Good to know:** At the top of your Profile page, you'll see a Profile Completion percentage. It updates automatically as you fill in more sections — Profile Information, Demographics, Resume, and Skills all count toward it. Aim for 100% to give employers the fullest picture of who you are.

How to Get to Your Profile



1	After logging in, look for your name or a "My Profile" link in the menu at the top of the page.
2	Click it. Your Profile page will open.
3	You will see several tabs across the top of your profile. Each tab is a different section — click on each one to see and edit that part of your profile.

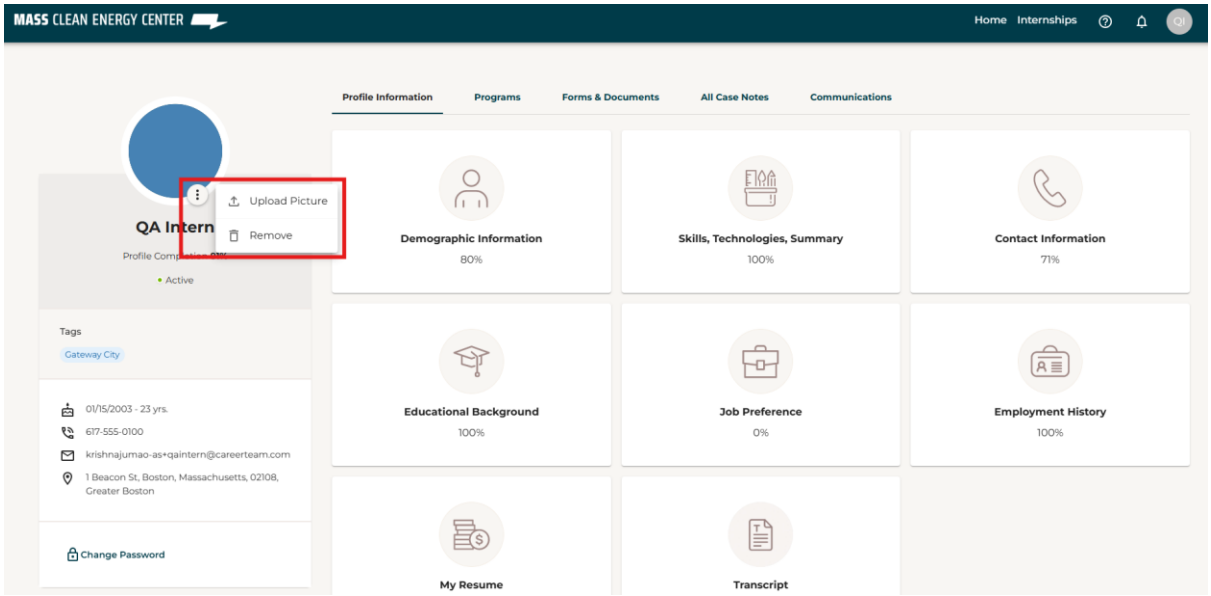
Profile Tabs — What Each One Is For



Tab Name	What it is for

Profile Information	Your basic contact info — name, phone number, address, and employment history.
Demographics	Important background information about you — like your date of birth and gender. This helps MassCEC make sure programs are reaching the right people.
My Resume	This is where you upload your resume (CV) so employers can read it.
Programs	Shows the available MassCEC internship programs you can apply to. This is your main starting point for applying to internships!
Education	Your school info — school name, program type, year of graduation, and grade level/major. Filled in automatically from your Intake Application.
Job Preferences	What you're looking for — job type, availability, regions you can work in, and other preferences from your Intake Application.
Forms & Documents	Where your cover letter and any other supporting documents you uploaded show up.

How to Add or Change Your Profile Photo



1 Go to your Profile page.

2	You will see a circle at the top with either a default icon or your current photo.
3	Click on the circle or look for an Upload Photo button near it.
4	Select a photo from your computer, phone, or tablet.
5	The photo will upload and appear on your profile.

Tip: Use a clear photo where your face is easy to see — just like a school ID photo. No blurry or dark photos!

How to Update Your Contact Information

1	On your Profile page, click the "Profile Information" tab.
2	You will see sections for Contact Information, Employment History, and more.
3	Click the Edit button (pencil icon ✎) next to the section you want to update.
4	Make your changes.
5	Click "Save" when you are done.

Field Name	What It Means and How to Fill It In
Address	Where you currently live. Fill in your street address, city, state, and zip code.
Phone Number	Your current phone number — 10 digits only.

Zip Code	Your 5-digit postal code. Only numbers are accepted.
Employment History *	Have you worked before? Answer "Yes" if you have had any job, including part-time or volunteer work. Answer "No" if you have never worked.

The Education Tile

Your Education Tile shows the school details you gave MassCEC on your Intake Application — no need to re-enter them.

Field Name	What It Means and How to Fill It In
School	The name of your school.
Program Type	The kind of program you're enrolled in.
Year of Graduation	When you expect to graduate.
Grade Level	Your current grade or year.
Major	Your field of study.

ⓘ **Note:** These fields fill in automatically from your Intake Application. If something looks wrong, contact MassCEC to correct it.

The Job Preferences Tile

This tile shows the job and availability preferences you shared on your Intake Application.

Field Name	What It Shows

Job Type	What type of job you're looking for.
Available for Internship	Yes or No.
Previous Session	Whether you've participated in a previous program/session.
Regions	Regions in Massachusetts you're willing to work in.
Skills	Your selected skills (see "Adding Your Skills").
Full-Time Interest	Whether you're looking for a full-time position.
Additional Training	Training you noted would help you succeed in a clean energy career.
Resume Sharing	Whether you've allowed MassCEC to share your resume with employers outside the internship program.

Adding Your Skills

Your Skills, Technologies, and Summary field shows employers what you're good at. You'll first choose your skills when you fill out your Intake Application — the same choices carry over to your Profile automatically.

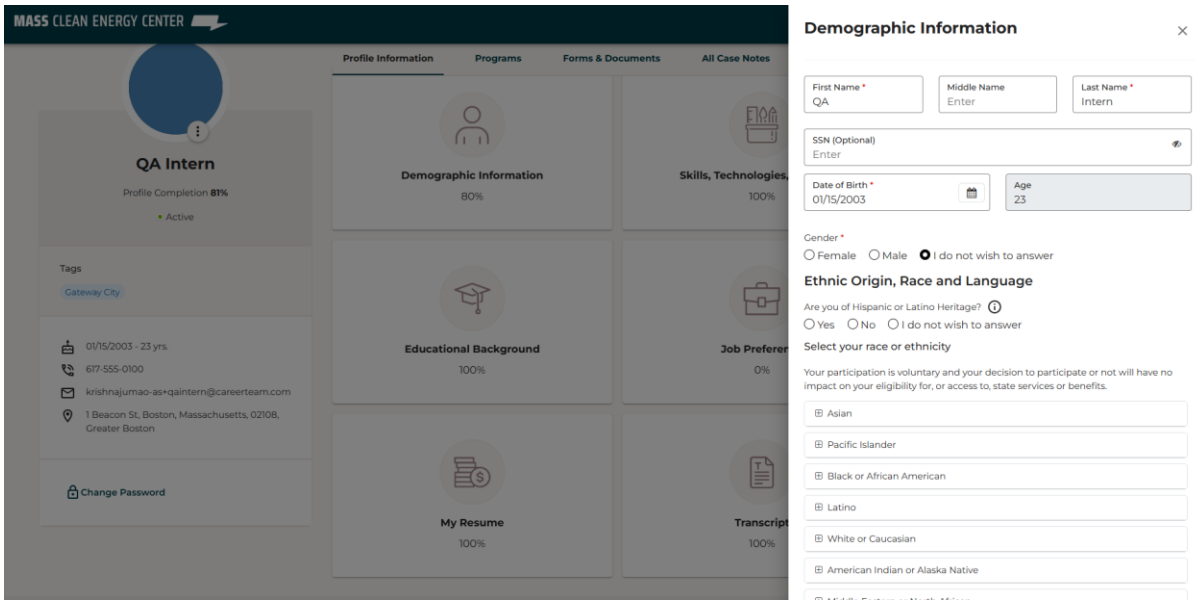
1. On your Profile page, click the "Profile Information" tab.
2. Find the "Skills, Technologies, Summary" section.
3. Click the Edit button and open the Skills dropdown.
4. Choose your skills from the list. You can pick from 19 Durable Skills (like Communication or Teamwork) and 48 Technical Skills (like Excel or CAD Software).
5. Click Save. Your selections appear as tags in the Skills field.

Note: You can only choose from the provided list — you can't type in a skill that isn't already there. This keeps profiles consistent so employers can search and match more easily.

Note: The Skills, Technologies, and Summary text box on your Profile is read-only — it fills in automatically based on what you select in the dropdown. To change what's shown, update your Skills selection rather than typing directly into the box.

The Demographics Tile

The Demographics tab is where you provide some background information about yourself. This is used by MassCEC to make sure their internship programs are reaching interns from all kinds of backgrounds — it is not used to judge you!



ⓘ **Good to know:** All demographic information is kept private and confidential. It is used for program reporting only.

How to Fill In Your Demographics

1	On your Profile page, click the "Demographics" tile.
2	You will see a form with several fields. Fill in as many as you can.
3	When you are done, click Save.

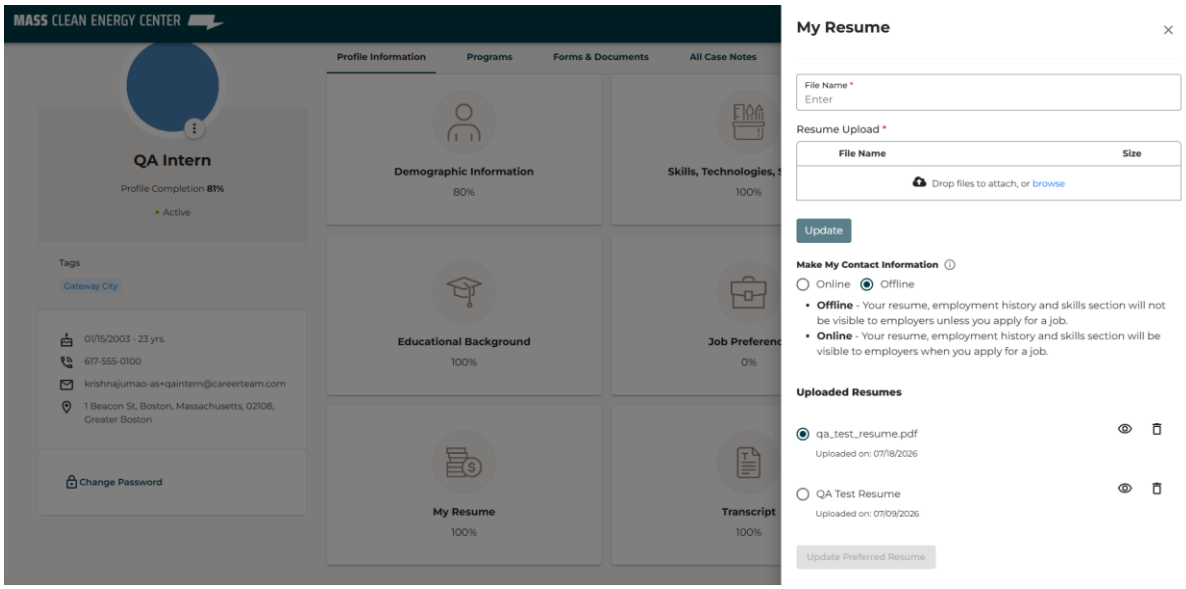
Demographics Fields Explained

Field Name	What It Means and How to Fill It In
First Name *	Your first name — this should already be filled in from your registration.
Middle Name	Your middle name if you have one. This is optional.
Last Name *	Your last name or family name.
SSN (Social Security Number)	This field is optional. Your SSN is a private 9-digit number. Only provide it if you are comfortable doing so — you can always skip it.
Gender *	How you identify — Male, Female, Non-binary, Prefer not to say, or Other. This field is required.
Date of Birth *	Your birthday in MM/DD/YYYY format. Example: 03/15/2004. This field is required and will save correctly after you click Save.
Age	This fills in automatically based on your date of birth — you do not need to type it.
Race *	Select the race option that best describes you, from the MassCEC-provided list. This field is required.

Tip: Make sure your Date of Birth is correct — it is used to confirm your eligibility for certain programs. Once saved, it will stay saved.

Uploading Your Resume

A resume (also called a CV or curriculum vitae) is a document that lists your education, skills, and work experience. Uploading your resume gives employers a quick way to learn more about you and decide if they want to reach out.



Good to know: Do not worry if you do not have much work experience yet — employers who post internships on this site expect that you may be applying for your first job! Just include your school, any volunteer work, clubs, or hobbies.

Note: If you already uploaded a resume when filling out your Intake Application, it will automatically appear in the My Resume tab on your profile. You do not need to upload it again. If you want to use a newer version, just follow the upload steps below — the new file will replace the old one

How to Upload Your Resume

1	On your Profile page, click the "My Resume" tab.
2	You will see a button that says "Upload Resume" or "Choose File".
3	Click it. A window will open to let you browse files on your device.
4	Find your resume file and click on it. Accepted formats are usually PDF.
5	Wait a moment for the file to upload. You will see a success message when it is done.
6	Your resume is now saved to your profile. Employers can click "View Resume" to read it.

Tips for Your Resume

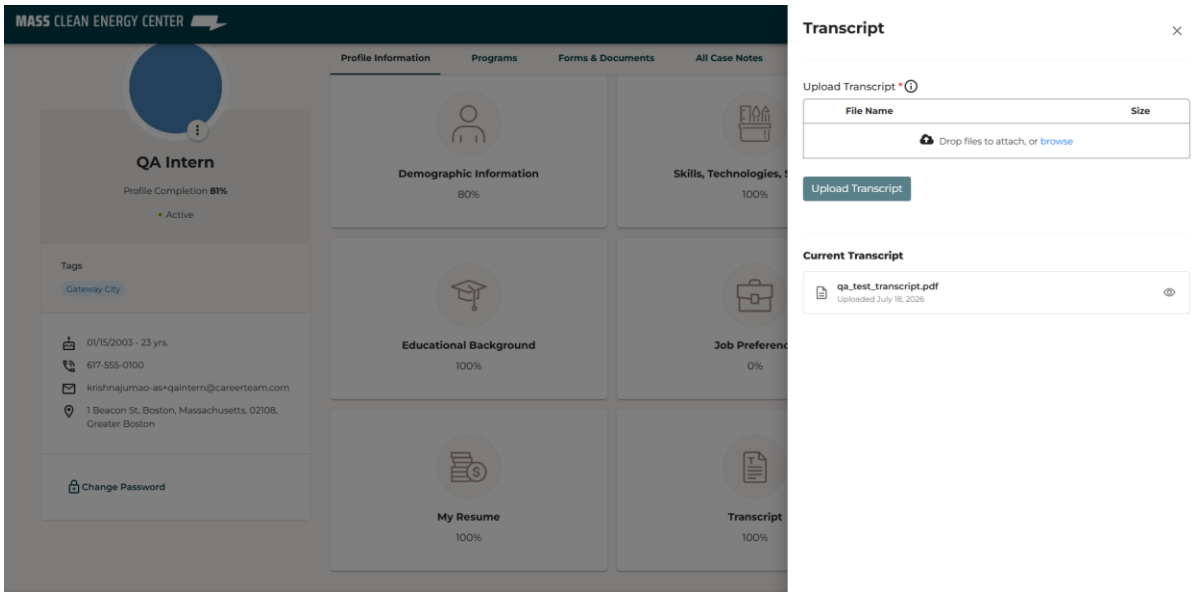
- Keep your resume to 1 page if you can.
- Include your name and contact information at the top.
- List your education — what school you go to (or went to) and your year of study or graduation.
- Include any jobs you have had — even babysitting, lawn mowing, or a part-time shop job counts!
- List any volunteer work, clubs, sports teams, or after-school activities.
- If you have any special skills — like speaking another language, using computers, or working with tools — include those too.
- Save your resume as a PDF before uploading. PDFs look the same on every device, so employers see exactly what you intended.

Updating Your Resume

If you want to replace your resume with a newer version, just follow the same steps above. The new file will replace the old one automatically.

Uploading Your Transcript

Your transcript is an official record from your school showing the courses you have completed and your grades. Some internship programs ask for a copy as part of the application process.



How to Upload Your Transcript

1	Go to your Profile page and look for the Transcript tile.
2	If you have not uploaded a transcript yet, click Upload Transcript.
3	Select your transcript file from your device. Accepted format: PDF only.
4	Wait for the upload to complete. You will see: 'Transcript uploaded successfully.'

How to Replace Your Transcript

If you need to upload an updated version of your transcript — for example, after a new semester completes — you can replace the existing file at any time.

1	Go to your Profile page and find the Transcript tile.

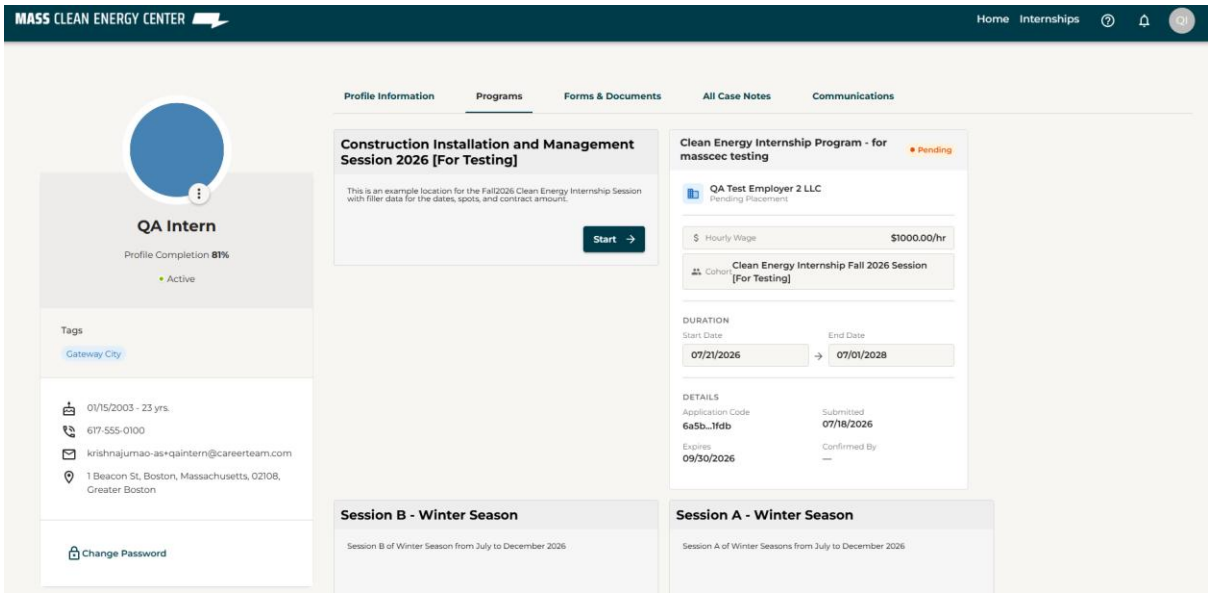
2	Click the Edit button on the tile.
3	Select your new transcript file (PDF only). The new file replaces the previous one immediately.

⚠️ **Warning:** Only PDF files are accepted for transcripts. Other formats will be rejected and your existing transcript will not be overwritten.

MassCEC Staff: MassCEC Staff Admins can also upload or replace a transcript on an intern's behalf from the Internship Seekers page.

The Programs Tab — Finding Internship Programs

The Programs tab is the most important tab for you as an intern. This is where you will see the available MassCEC internship programs and begin your application to join one!



Good to know: A Program is like a session of internships. For example, there might be a FY27 CIM program. Each program has a specific start date, end date, and a limited number of spots available.

What You Will See in the Programs Tab

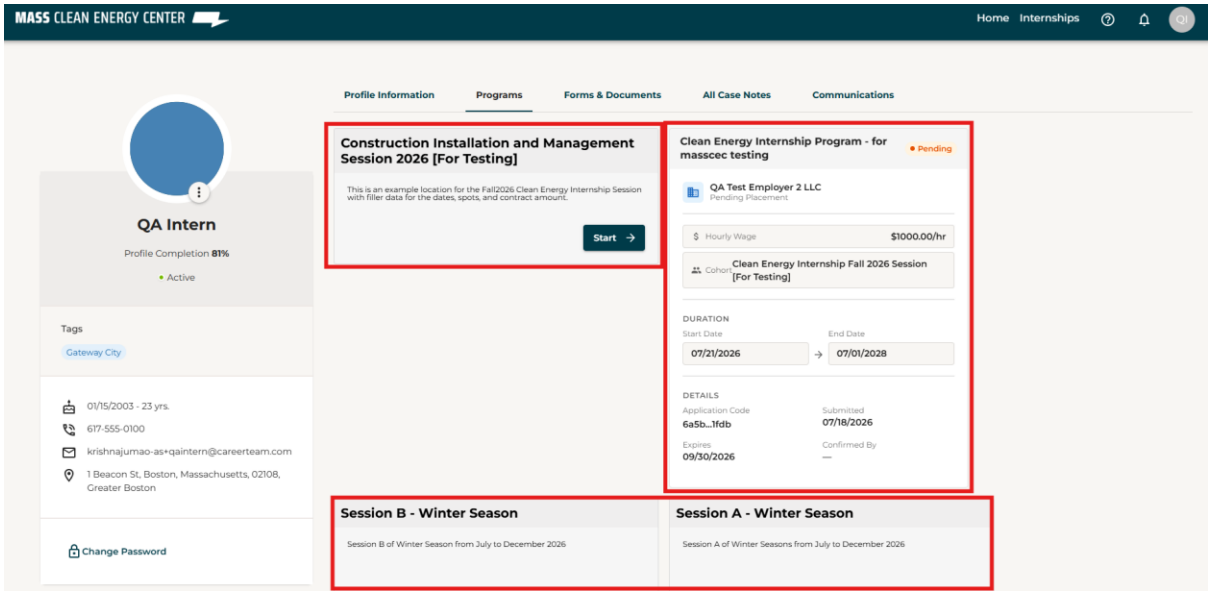
1	On your Profile page, click the "Programs" tab.
2	You will see a list of available internship programs. Each program shows its name, session (like Spring 2027), and an Apply button.
3	Click on a program to see more details about it.
4	If the program is open and you are ready, click the Apply button to start your application.

Understanding Program Status

Status	What It Means
Open / Active	The program is accepting applications right now. You can apply!
Closed	The application deadline has passed. You cannot apply to this program anymore, but check back for future programs.
Upcoming	The program is not yet open. Keep an eye on it — it will open for applications soon!

Understanding Sessions

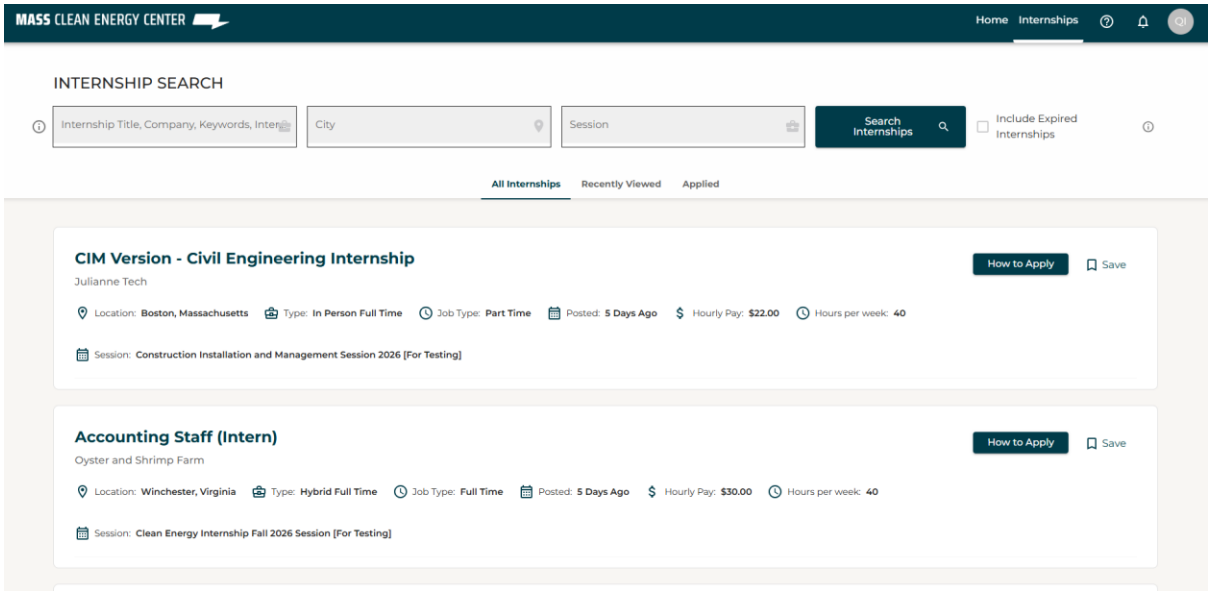
MassCEC may run more than one internship session at the same time. A session is its own pool of spots and job postings, separate from other sessions running at the same time.



What you can do	Details
Browse across sessions	The Internship Board shows postings from every open session at once. Each posting's card and detail page show which session it belongs to.
Filter by session	Use the Session filter on the Internship Board to narrow the list down to one session at a time.
Apply per session	You need a separate Intake Application for each session before you can apply to postings in it. If you haven't submitted one for a session yet, you'll be prompted to complete it first.
One spot per session	You can hold one matched spot per session.

Browsing the Internship Board

The Internship Board is like a job listings page — but only for internships posted by companies that work in clean energy in Massachusetts. You can browse all the open positions, read about them, and decide which ones interest you.



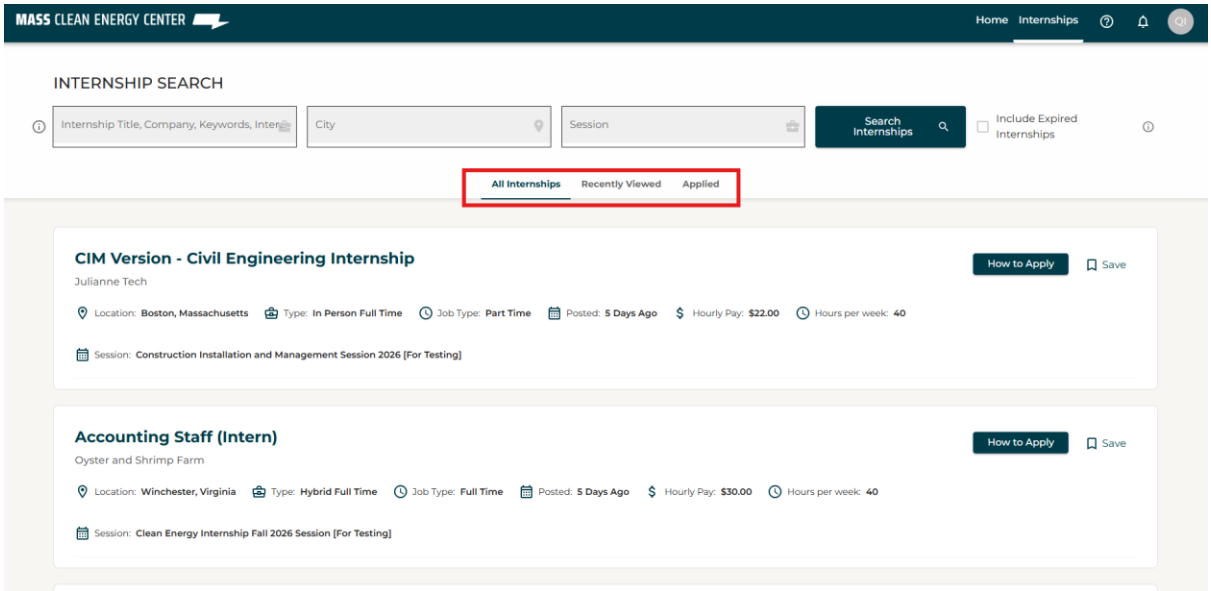
How to Get to the Internship Board

1	After logging in, look for a link in the top navigation menu that says "Internship Board", "Job Board", or "Find Internships".
2	Click it. The Internship Search page will open.
3	You will see a list of all available internship postings.

Note: You'll see all job postings but can only apply for those jobs that are tied to the program(s)/session(s) you've applied to and been approved for.

Internship Board Tabs

At the top of the Internship Board you will see tabs that let you filter what you are looking at:

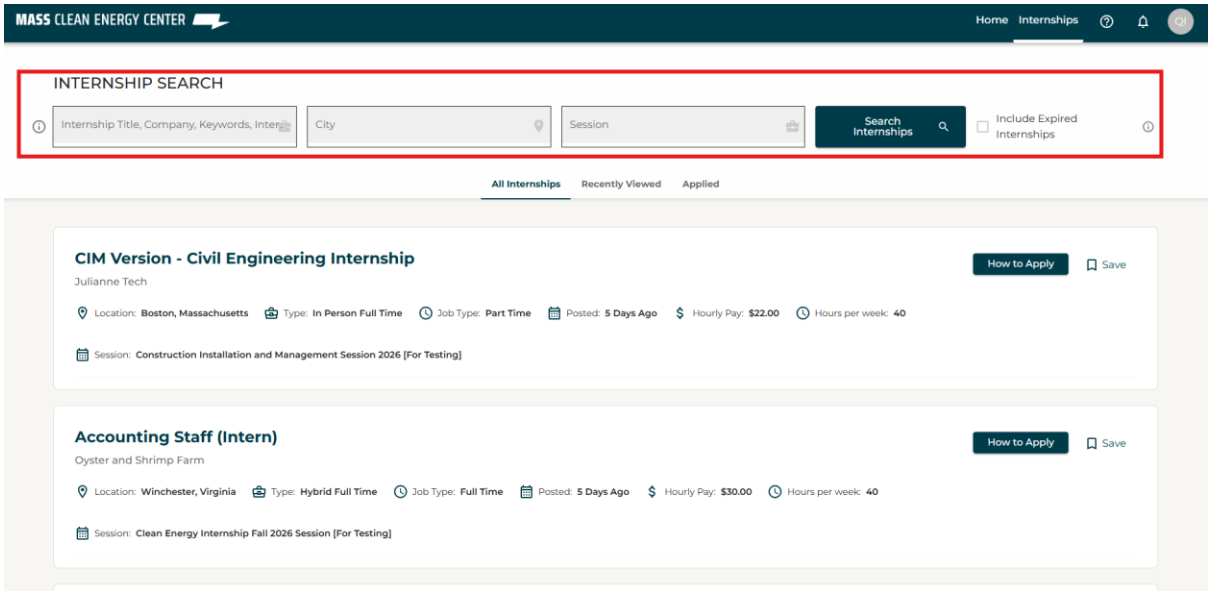


Tab	What it shows
All Internships	This is the default tab — it shows every active internship posting available right now. Start here when you are browsing.
Applied	Shows only the internships you have already applied to. Use this to track your applications.
Saved	Shows internship postings you have bookmarked to look at later.

> **Tip:** The All Internships tab is always your starting point. If you do not see a posting you were looking at before, make sure you are on the All Internships tab and not one of the filtered tabs.

How to Search and Filter Internships

There can be many internship postings on the board. You can narrow down the list using the search bar and filters.



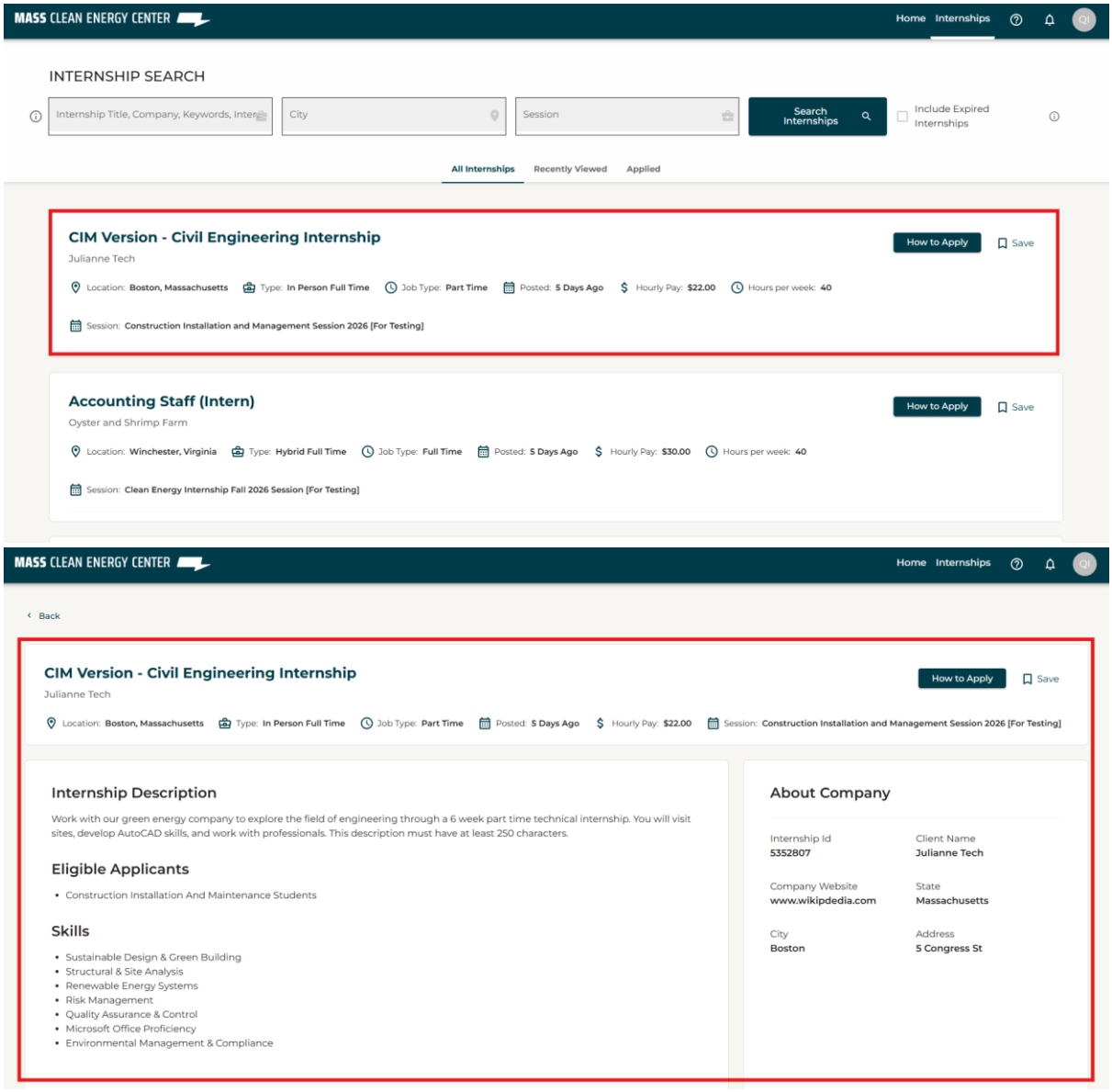
1	In the search bar at the top, type a keyword — like "solar" or "marketing" or "engineering".
2	The list will update automatically to show only internships that match your keyword.
3	You can also use filters to narrow down by location, industry type, or other criteria.
4	To clear your filters and see all internships again, delete your search text or click a "Clear" button.

What You See on Each Internship Card

Each internship posting appears as a card showing:

- Company name — who is hiring
- Job title — what the internship is called (e.g., Solar Energy Research Intern)
- Location — where the company is and where you would be working
- Internship type — full-time or part-time
- A short description of what the job involves

How to View the Full Details of an Internship

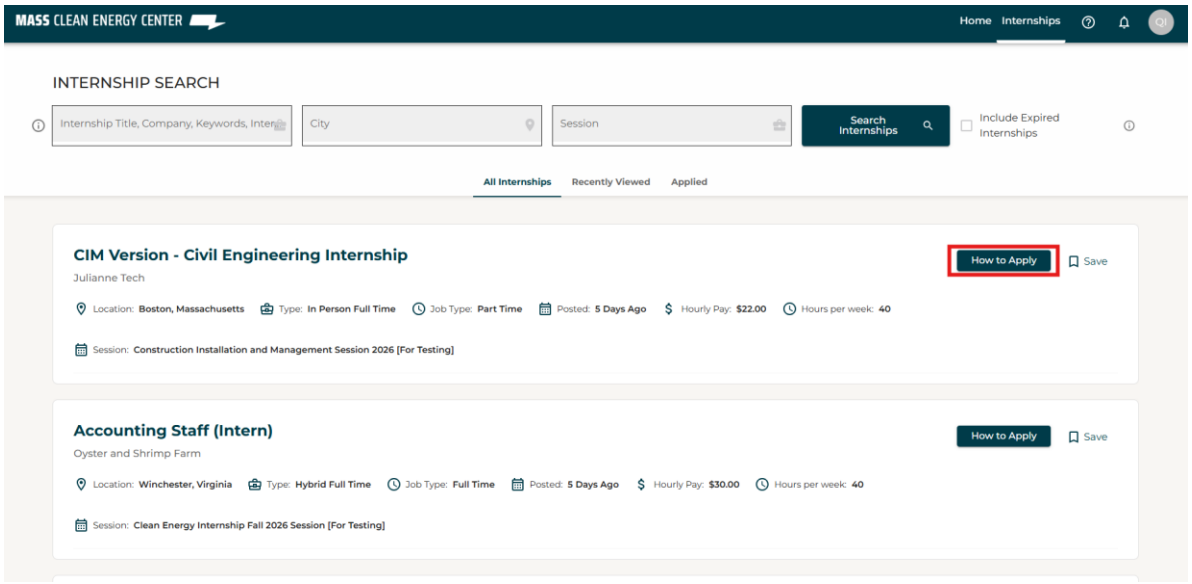


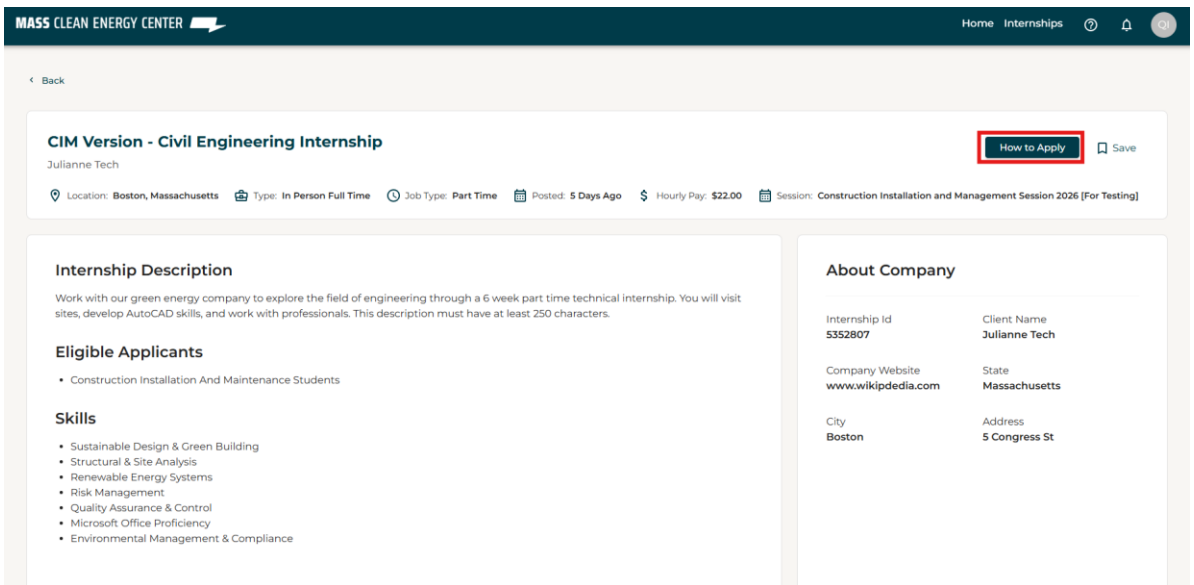
1	Find an internship card that interests you.
2	Click on the card or the job title.
3	The Job Detail page will open. This shows the complete description of the internship, including what you will do every day, what skills are required, the pay rate, and the start and end dates.
4	Read it carefully. Ask yourself: Does this sound like something I would enjoy? Do I have the skills they are asking for?

5 If you are interested, look for the Apply button (this is covered in the next chapter).

Applying to an Internship

Applying to an internship on the MassCEC portal is a two-step process: first you join a program (called an Intake Application), and then you can apply to specific job postings within that program. Let us walk through both steps.

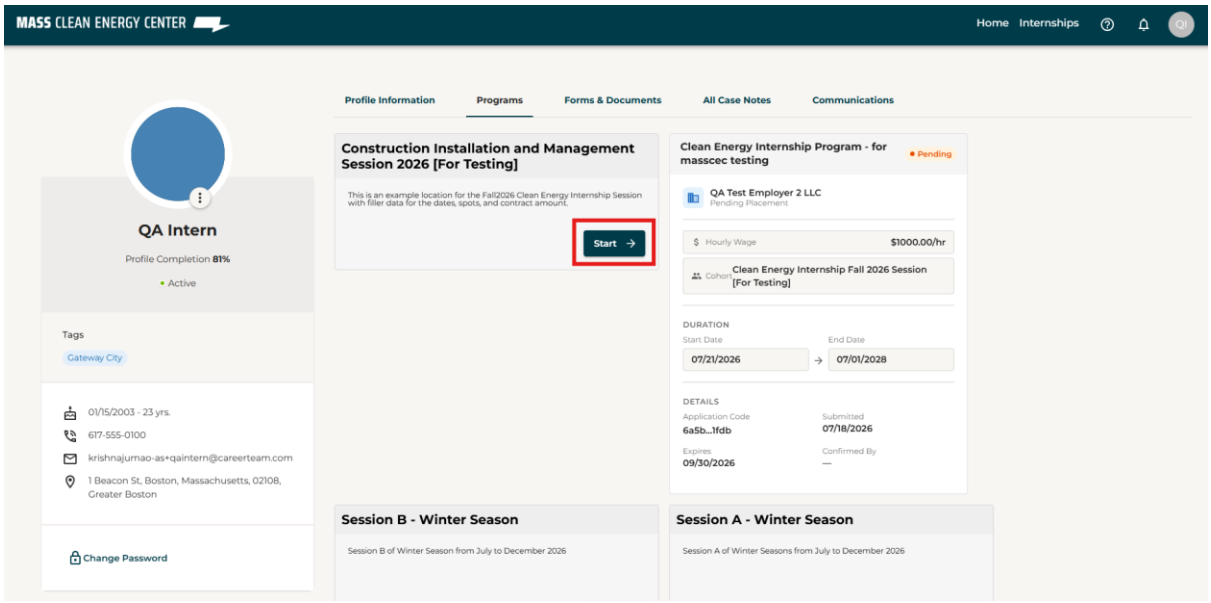




Good to know: Think of it like this: joining a program is like registering for a school year, and applying to a job posting is like signing up for a specific class within that school year.

Step 1 — Join an Internship Program (Intake Application)

Before you can apply to any specific internship job, you need to first apply to a MassCEC internship program. This is called the Intake Application.



1	Go to your Profile page and click the "Programs" tab.
2	Find the program you want to join — for example, "Fall 2026, FY27 CIM".
3	Click the "Apply" button on that program's card.
4	Fill out the required fields in the Intake Application form to request entry into the internship program. Be sure to review the terms and conditions within the form before clicking Submit. Page 1 asks two required questions: "Are you authorized to work in the US?" and "Will you now or in the future require a visa sponsorship?" If you answer No to the first question, you will also be asked to share details about your eligibility to work in the US.

5	Review everything, then click "Submit".
6	You will see a confirmation message. Your application is now submitted!

How to Edit Your Intake Application

Already submitted your Intake Application but need to make a change? You can go back and edit it as long as you have not yet been matched to a program.

1	Go to your Profile page and click the Programs tab.
2	Find the program you applied to.
3	Click on the program card to open it.
4	Look for an Edit Application button or link. Click it.
5	The Intake Application form will re-open with your previously saved answers.
6	Make the changes you need.
7	Click Submit to save your updated application.

⚠ **Warning:** Once your match has been officially approved, your Intake Form will be locked and can no longer be edited. Your program card will show a "You have been matched to a program" message, and the Edit Application button will be disabled. If you need to make changes after your match is approved, please contact MassCEC directly.

ⓘ **Note:** One part of the Intake Application asks you to rate your top skills from a MassCEC-provided list. Whatever you choose here also appears on your Profile automatically — you don't need to enter it twice.

Step 2 — Apply to a Specific Job Posting

Once your Intake Application is approved and you are officially part of the program, you can browse the Internship Board and apply to specific jobs.

1	Go to the Internship Board and find a job posting you want to apply to.
2	Click on the posting to open the Job Detail page.
3	Click the "How to Apply" button on the Job Detail page.
4	A modal (pop-up window) will open showing you the available application methods for that posting. Read through the options carefully.
5	Select your preferred application method by clicking on it.
6	If you change your mind, click Clear Selection to reset your choice and pick again.
7	When you are ready, click Submit to confirm your application.
8	The modal closes and your application is officially submitted. The employer will be able to see that you have applied.
9	To cancel without applying, click Cancel — the modal will close and nothing will be saved.

Tip: Apply to more than one internship if you can! The more applications you send, the better your chances of getting a placement.

Note: You can continue to edit your Intake Application after submitting it. Editing is only locked once a match with an employer has been officially approved. If you need to update your details after your match is approved, please contact MassCEC directly.

Application Methods in the Modal

Option	What it means
Call to Apply	The employer accepts phone applications. Selecting this shows you the number to call.
Apply on Company Website	If the employer uses an external careers page, this option appears. Click it to see the company's website URL — you will apply there directly through their own system. Note: MassCEC still records that you applied — your application shows on the portal, and the employer can request an eligibility check for you.
Send Resume by Email	The employer accepts emailed resumes. Selecting this shows you the email address to send your resume to.

Note: You will only see the options the employer has set up for that specific posting.

Tip: Offline options like calling a phone number are recorded in the system when you select them and click Submit — so MassCEC knows you applied even if the actual application happens outside the portal.

What Happens After You Apply

After you submit your applications, here is what the process looks like. Understanding the steps will help you know what to expect and when to be patient.

The Application Journey — Step by Step

1	You submit your Intake Application to join the program. MassCEC reviews it when its been requested for eligibility check.

2	You browse the Internship Board and apply to specific job postings.
3	The employer receives your application and reviews your profile and resume.
4	If the employer is interested, they may contact you through the portal or your registered email to set up an interview.
5	If the employer decides to hire you, they will submit an Eligibility check request. MassCEC reviews your eligibility to confirm you meet the program requirements. If they need anything else — like an updated transcript — you'll get an email telling you what's required.
6	If the eligibility check is approved, the employer will reach out to you to sign an offer letter that they will send to MassCEC to submit a match request in the portal.
7	MassCEC reviews and approves the Match. You will receive an email confirming your internship placement!
8	You start your internship on the agreed start date. Congratulations! 🎉

ⓘ **Good to know:** The process can take several weeks. Applications take time to review, so stay proactive while you wait: keep an eye on the Internship Board, apply to other postings, and reach out to employers about roles you are interested in rather than waiting to be contacted.

ⓘ **Note:** Once an employer submits a Match for you, you will be marked as Hired. Your Apply button will be disabled on all other internship listings — this is expected and means you have been selected! You will receive an email notification when your match is officially approved by MassCEC.

Viewing Your Placement Details

Once an employer submits a match for you and it is approved by MassCEC, your placement details become visible on your Programs tab. You do not need to do anything — the details appear automatically once the match is confirmed.

How to See Your Placement Details

1	Log in and go to your Profile page.
2	Click on the Programs tab.
3	Find the program you were placed in.
4	Click on the program card to open it.
5	Your placement details are shown on the card.

What You Will See on Your Placement Card

Field	What it shows
Initiated By	The name of the MassCEC staff member or employer who submitted the match.
Hourly Wage	The pay rate agreed for your internship.
Session	The internship program session you are placed in.
Company Name	The name of the company where you will be working.
Start Date	The date your internship officially begins.
End Date	The date your internship officially ends.

Note: If a field has not been filled in yet, it will show a dash (—). This is normal for placements that are still being finalized.

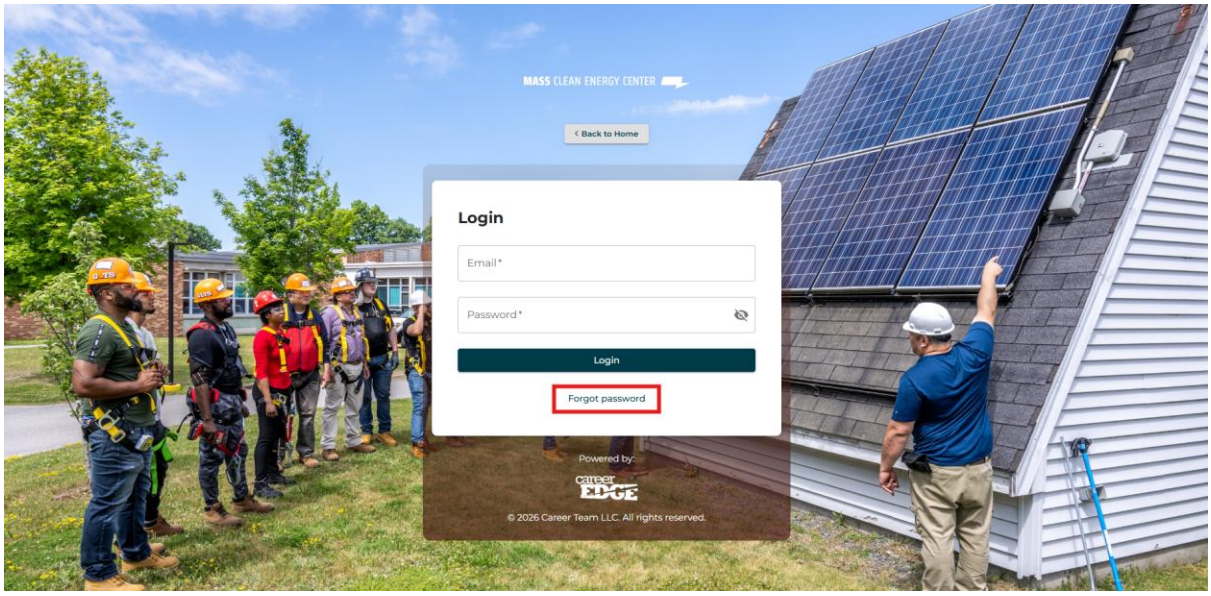
Tip: Screenshot or write down your placement details — especially the Start Date and Company Name — so you have them handy for your first day without needing to log in again.

IV. General Troubleshooting

This section covers common issues that apply to all users, regardless of role. If you're having trouble logging in or accessing your account, start here before reaching out to your administrator.

Forgot Your Password?

If you can't remember your password, don't worry — you can reset it in just a few steps.



1	Go to the login page and click the "Forgot Password" button.
2	You'll be taken to a new page — enter your email address and submit.
3	Check your email for a verification code. Enter the code, type your new password, confirm it, then click Submit.

Can't Log In? Here's What To Do

- **Check your email for an activation link.** When your account is created, you'll get an email with a temporary password or a link to activate your account. You have 7 days to use it — after that, it expires and an admin will need to send you a new one.
- **First time logging in?** The system will ask you to create a new permanent password before you can continue.
- **Didn't get the email?** Check your Spam or Junk folder. If it's still not there, contact your administrator and ask them to resend the invite.

Still Need Help? Contact MassCEC

If you are having an issue that is not covered in this guide, or if you have a question about your application or account, you can reach the MassCEC Internship team directly.

Contact Method	Details
Internship Inquiries Email	Look for the MassCEC Internship contact email in the footer at the very bottom of any page on the portal. Click the email address to open your email app, or copy and paste it into your email.
When to use it	Use this email for questions about your eligibility, program enrollment, match status, or anything else you cannot resolve through the platform.

Note: The Internship Inquiries email is always visible at the bottom of the portal — you do not need to be logged in to see it.