



## Board of Bar Overseers

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## Frequently Asked Questions

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### ✓ What is a Firm Payment?

A Firm Payment allows a firm administrator, designated by an organization or firm, to log in and submit payment on behalf of registering attorneys. To be eligible for Firm Administrator payments, attorneys must: have completed an online registration form, be in good standing, have a balance due, and have selected "Firm Payment" as their payment method. Firm Administrators cannot alter information on an attorney's registration form; they are only able to pay eligible registration fees.

In order to participate in Firm Payments, a firm or organization must have an activated Firm Administrator account with the BBO.

### ✓ How do I create a Firm Administrator account?

Please send an email to [RegistrationDept@massbbo.org](mailto:RegistrationDept@massbbo.org) (mailto:RegistrationDept@massbbo.org) with a request to create an administrator account. Provide the name of firm or organization, mailing address, telephone number(s), email address and name of contact person. The Registration Department will send an email confirmation once the administrator account is activated.

### ✓ What are the payment methods available to a Firm Administrator?

Payment may be submitted online via credit card, PayPal account or by selecting 'Pay-by-Mail.' If Pay-by-Mail is selected, the Firm Administrator is required to mail a check with the complete itemized receipt to:

Registration Department  
Board of Bar Overseers  
1 Beacon Street  
Floor 10  
Boston, MA 02108

Attorneys are not registered until the check has been processed. The BBO will not accept partial payment of registration fees by check and the registration is not completed until the full fee has been received by the BBO. Checks sent in for less than the amount shown on the registration confirmation page will be held for 10 days and then destroyed.

### ✓ How can a Firm Administrator confirm that the Registration Department received a Pay-by-Mail itemized receipt and check?

Once the itemized receipt and check are processed by the Registration Department, both the Firm Administrator and the attorney(s) paid for will receive a registration confirmation email indicating that registration is complete. Firm Administrators may also reach out to the Registration Department directly with questions.

✓ How do I change the Firm Administrator account password?

You can change your password two ways:

- When logged into your account, click your name for the profile drop-down (top-right). Select 'My Settings' and use the 'Change Password' option on that screen.
- From the login page, click on the 'Forgot Your Password' link below the password window. You must enter the email address attached to the Firm Administrator account to receive the password reset email. The password reset email will be sent to the primary email address listed on the account.

If you have issues remembering the email address on the account, please reach out to the Registration Department directly at [RegistrationDept@massbbo.org](mailto:RegistrationDept@massbbo.org) (<mailto:RegistrationDept@massbbo.org>).

✓ How do I update the name of our Firm Administrator Point of Contact?

After logging into your account online, you can change your Point of Contact name and email directly on your profile page. Click the "Edit" button to make the necessary changes, then click "Save and Exit."

✓ Can a Firm Administrator account be deactivated?

A firm or organization may choose to disable this payment option at any time. Please send an email to [RegistrationDept@massbbo.org](mailto:RegistrationDept@massbbo.org) (<mailto:RegistrationDept@massbbo.org>) with a request to deactivate the Firm Administrator account. Please provide the name of the firm or organization and the name of contact person. The Registration Department will send an email confirmation once the firm administrator account is deactivated. The account may be reactivated by sending an emailed request.

✓ If a Firm Administrator does not pay or misses the payment deadline, is there a consequence for the attorney?

Yes, the attorney is ultimately responsible for paying registration fees by the registration deadline, or they will receive a late fee and subsequent administrative suspension for non-registration. If an attorney chooses to elect the Firm Administrator to pay on their behalf, they are still responsible for making sure the payment is received on their behalf by the registration deadline.

✓ How many attorneys can a Firm Administrator pay for at one time?

The system can process up to 250 attorneys at one time. If you need to pay for more than 250 attorneys at once, you must break up the total number of attorneys into 2 smaller groups for processing. Once you complete the firm payments process in its entirety for the first group, you can begin building a new payment queue for processing.

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