CONNECTICUT DEPARTMENT OF **CONSUMER PROTECTION**

# PROFESSIONAL FIRMS

## Guide to Online Services

**Provided by**
**License Services Division**
**Department of Consumer Protection**

**DCP.LicenseServices@ct.gov**

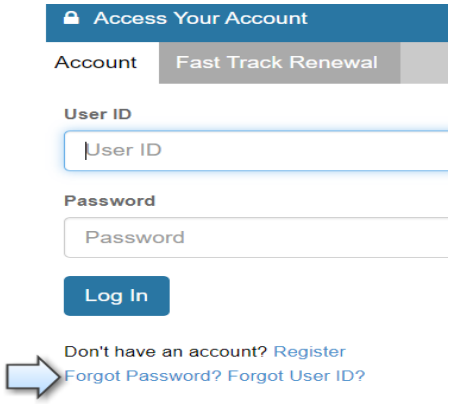
# PROFESSIONAL FIRMS

# Guide to Online Services

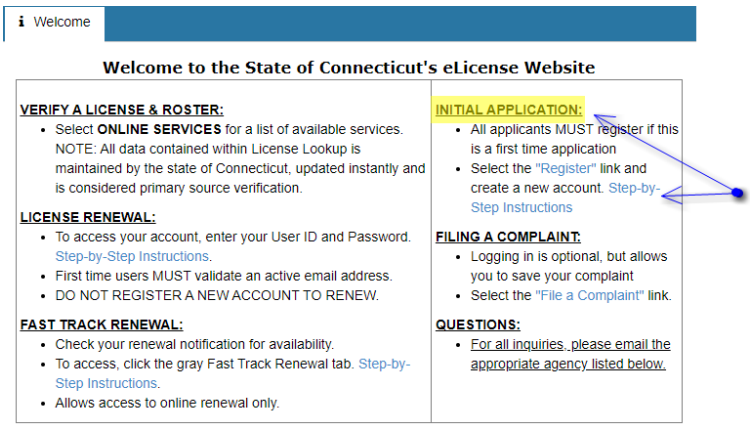
## Contents

# HOW TO CREATE and/or VERIFY ACCOUNTS

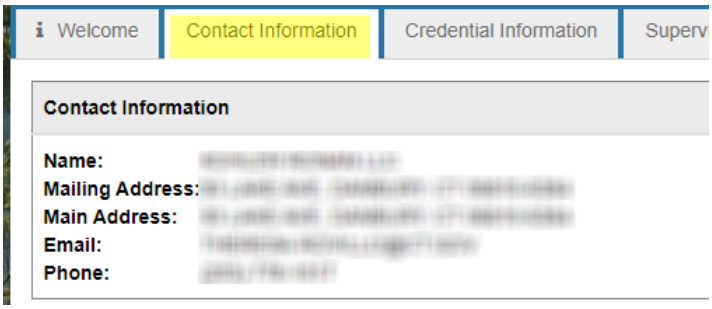
If your business ever held a professional license or registration in the state of Connecticut, it is likely that you already have an account. If you don't remember your User ID and/or Password, use the information in the ***Password and User ID Recovery*** section of this document to gain access to your existing account. **DO NOT CREATE A NEW ACCOUNT!!**



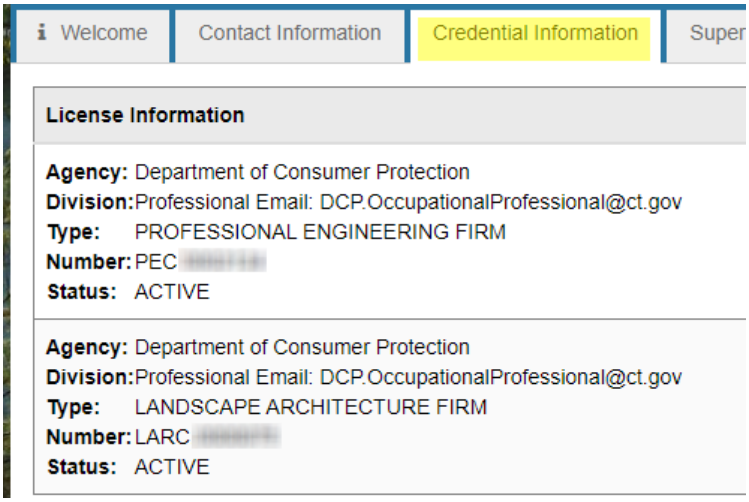

If you have **never** held a professional license or registration in the state of Connecticut, you must create an account. Go to www.elicense.ct.gov and follow the "Step-by-Step Instructions" found under the **INITIAL APPLICATION** section. When ready select "Register".




If you have already created an account and know your User ID and Password, you can sign in via www.elicense.ct.gov. To confirm you are in the correct account, select the ***Contact Information*** tab:



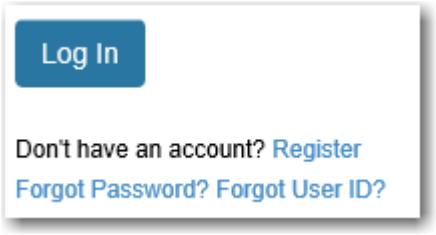
and the ***Credential Information*** tab:




If you do not see your current or prior credential, contact dcp.licenseservices@ct.gov for assistance.

# PASSWORD and ID RECOVERY

On the Department's website at www.elicense.ct.gov there are options to recover both your Password and User Id. These processes will result in a confirmation email being sent to your email of record.




If you have changed your email (or if the account was assigned to an individual who is no longer with the company) request a change by sending an email to dcp.licenseservices@ct.gov. Include the name of the account, credential number, new and old email, a phone number, reason for the email change and other identifying information.

# MANAGE YOUR ACCOUNT

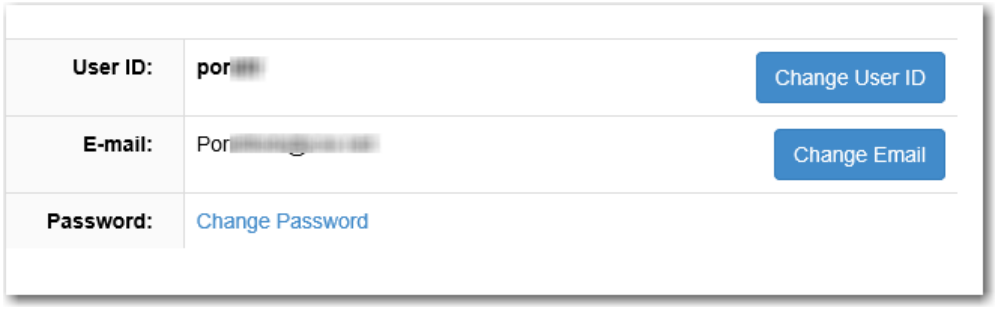
To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into the correct online account using your User ID and Password.

## Changing Your ID, Password or Email

The email address on your record is for all correspondence from this Department, including renewal notification.

1.) Select **MY ACCOUNT** in the top right-hand corner.


2.) From there you can select a button or a link to complete the desired update.
Note: If you choose to update your email, you will have to reply to a confirmation email.




## Update Your Address

1.) Select **ONLINE SERVICES** in the top right-hand corner.
2.) Under **Account,** select **Address and General Maintenance**.


3.) Select **Start** next to your registration number to access your list of tasks (you will have access to update both your primary and your mailing address).
4.) Update either address, selecting **Next** to move through sections.
5.) Your request will not be processed until you complete the form by selecting **Finish**.
6.) An email will be sent confirming the changes.

## Fast Track Renewal PIN vs. User ID

**Fast Track Renewal** allows you access to pay your renewal by using a **PIN** rather than a User Id and Password. This PIN allows access to the online renewal function only and applies to the current renewal. You will receive a new PIN for each renewal. Instructions can be obtained by using the link below:
Fast Track Renewal Instructions

## Paying Online Options

Payments may be made using Visa, Mastercard, Discover, or American Express credit cards or via ACH. ACH is an online payment directly from your checking account using the information on the front of your check.

# WHEN TO APPLY, RENEW, or REINSTATE

***Applying***, ***Renewal***, and ***Reinstatement*** are similar functions. However, each has different requirements and fees. If you select the wrong function, you may forfeit your application fee and then redo the work.

Quick Guide:

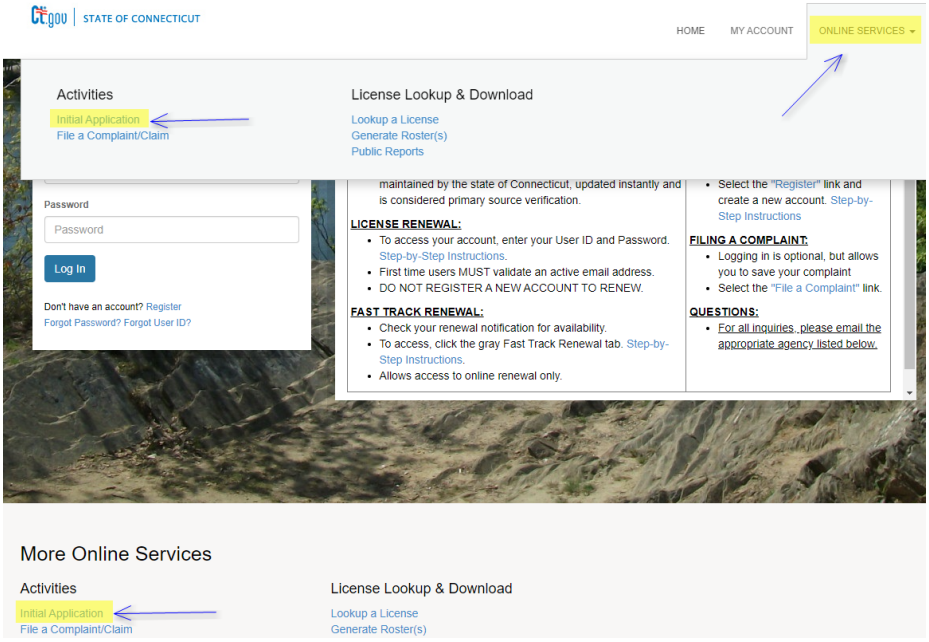
1. If your credential is **Active** and you are approaching your expiration date, you must complete a **RENEWAL**.
2. If your credential is **Lapsed** and you have expired 90 days or less, you must complete a **RENEWAL**.
3. If your credential is **Inactive** and you are within three years of your expiration date, you must **REINSTATE**.
4. If your credential is **Inactive** and you are more than three years after your expiration date, you must **REAPPLY**.

Each function can be accessed by signing into the DCP's online website at www.elicense.ct.gov

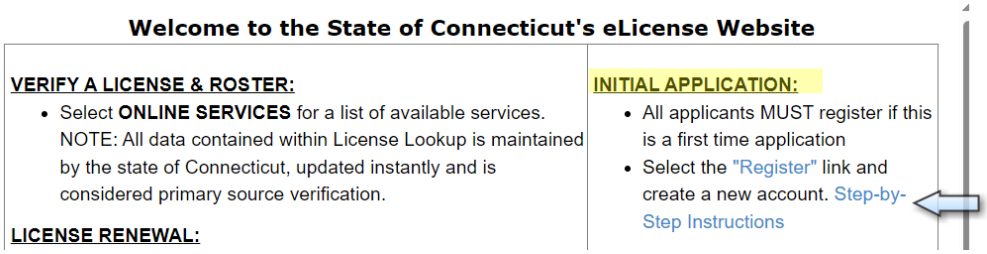
## Apply/Reapply

If you have already created an account and know your User ID and Password, log into www.elicense.ct.gov.

In the upper right corner, select **ONLINE SERVICES** then **Initial Application** OR
In the lower left corner of the screen, select **Initial Application**, then follow instructions.



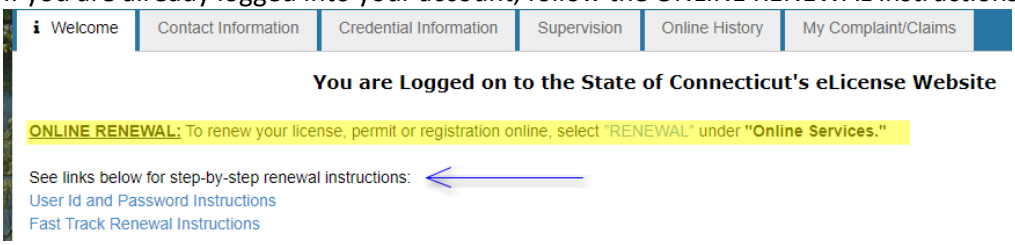
If you need further assistance, go to www.elicense.ct.gov and look under **INITIAL APPLICATION** for "*Step-by-Step Instructions*".




## Renewal

Go to www.elicense.ct.gov and follow the "*Step-by-Step Instructions*" found under the **LICENSE RENEWAL** or **FAST TRACK RENEWAL** headings. If you know your PIN and License Number, you can also select **Fast Track Renewal** under ***Access Your Account***.
**DO NOT CREATE A NEW ACCOUNT TO RENEW!!**

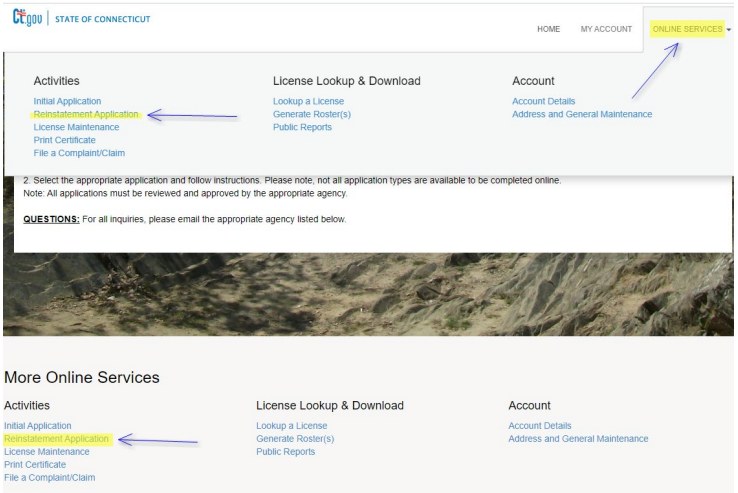
If you are already logged into your account, follow the ONLINE RENEWAL instructions:



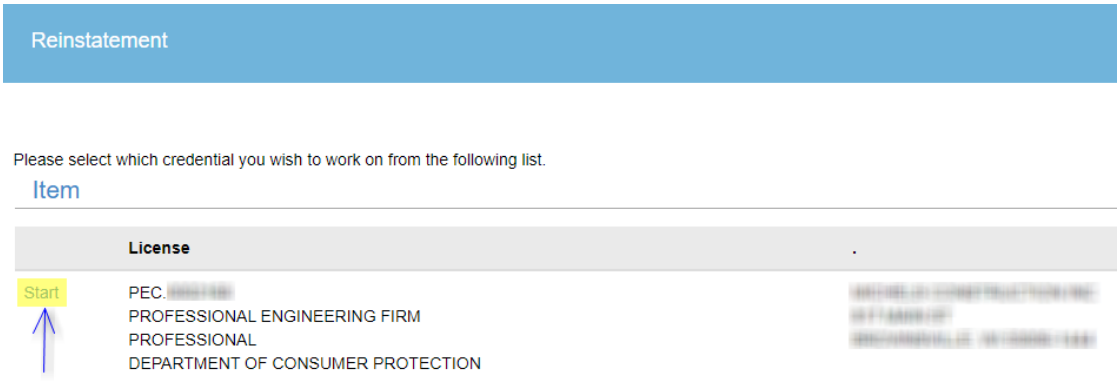

## Reinstatement

Using your User ID and Password, log into www.elicense.ct.gov.
You can access the **REINSTATEMENT APPLICATION** two ways – either:

1. Select **ONLINE SERVICES** in the upper right corner of the screen, then select **REINSTATEMENT APPLICATION** under ***Activities*** in the dropdown OR
2. Select **REINSTATEMENT APPLICATION** under ***Activities*** in the bottom left corner of the screen.




On the ***Reinstatement*** screen, select **Start** next to the credential you want to reinstate.
Note: More than one license may appear if the account is associated with multiple credentials.



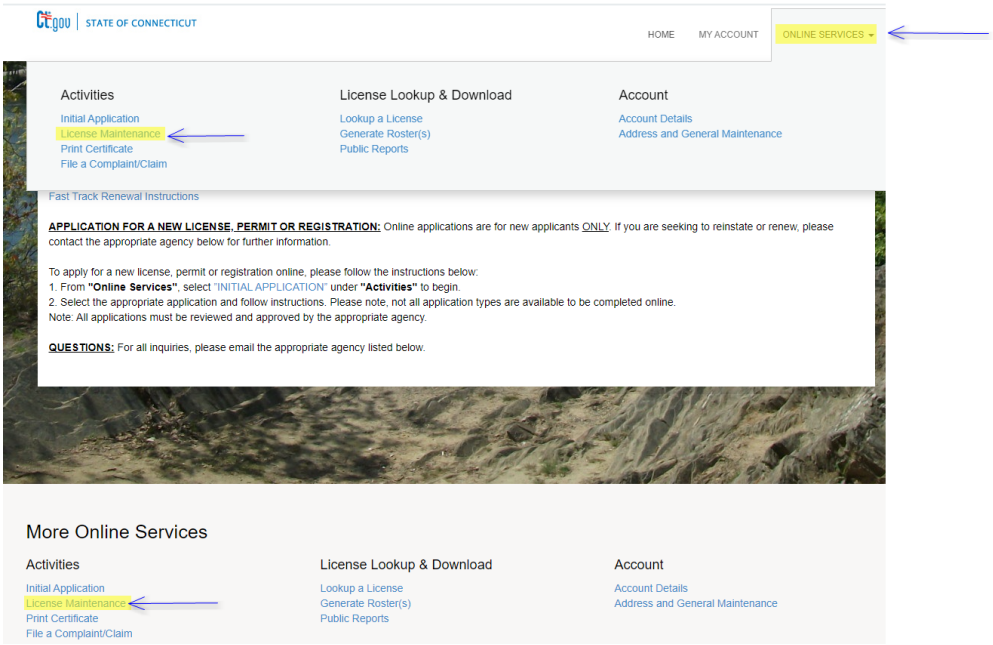

Complete the application by answering the questions and selecting **Next** on each of the following screens. At the end, review answers and select **ADD TO INVOICE** and proceed to payment. (If you **EXIT** the application or select **CLOSE AND SAVE**, the application won't be processed. You must **MAKE PAYMENT** to complete the application.)

# LICENSE STATUS CHANGE

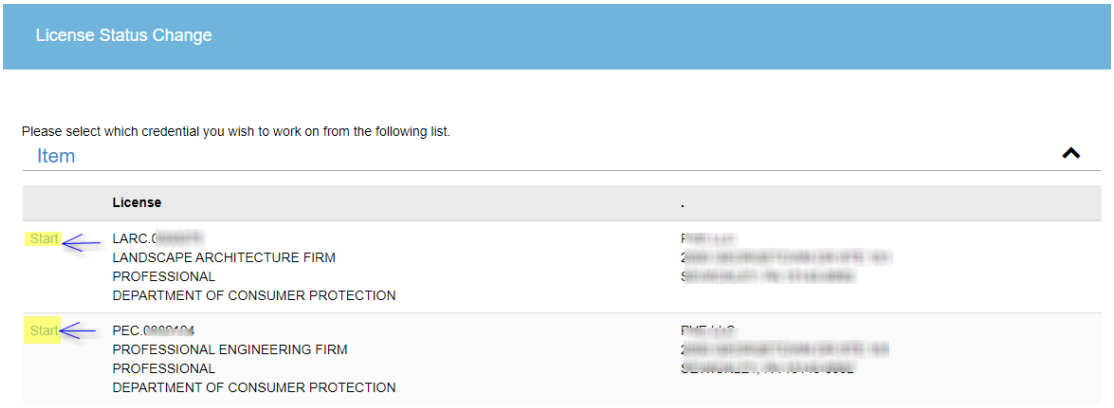
License status changes including *Name Changes*, *Change in Corporate Structure*, *Changes to Signing/Sealing Licensees*, and *Changes in Ownership* can be performed online via the LICENSE MAINTENANCE option. **There is no fee for these processes.**

Using your User ID and Password, log into www.elicense.ct.gov.
You can access the **LICENSE MAINTENANCE** two ways – either:

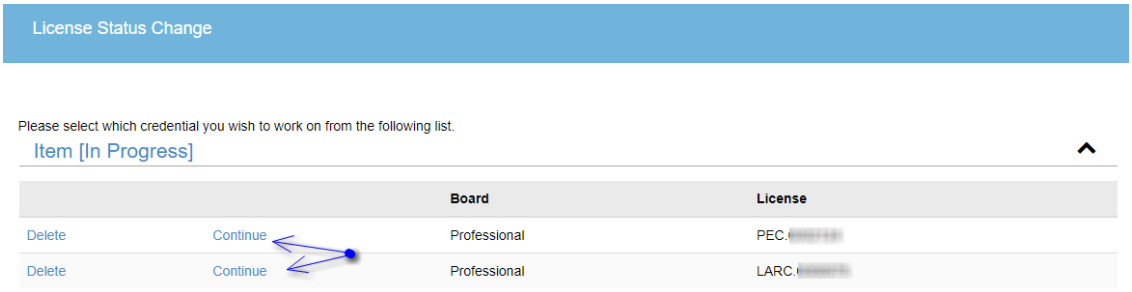
1. Select **ONLINE SERVICES** in the upper right corner of the screen, then select **LICENSE MAINTENANCE** under ***Activities*** in the dropdown OR
2. Select **LICENSE MAINTENANCE** under ***Activities*** in the bottom left corner of the screen.



The next screen, ***License Status Change***, shows a list of credentials. Select **Start** next to the one you want to make changes to.

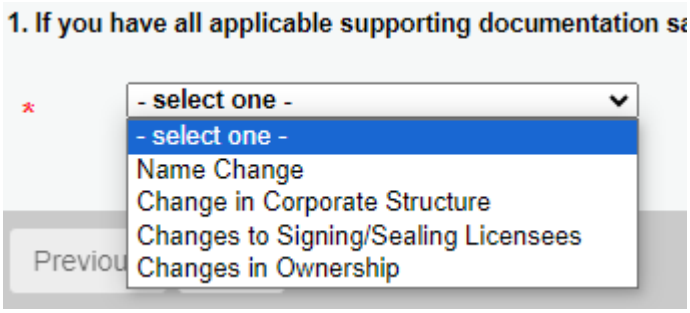



If you've already started to make changes, select **Continue** next to the credential you want change.




The following screen contains helpful information, including what documents will be needed to process any changes. **It is important that you read everything thoroughly before proceeding.**

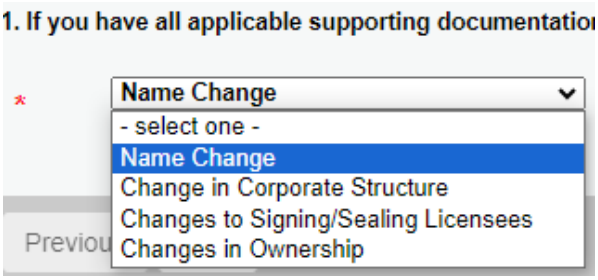
When you have all the necessary documentation and are ready to proceed, you will be given the choice to **-select one-** from the dropdown box in the left-hand corner of the screen.



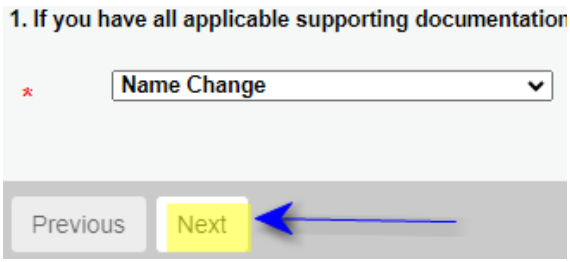

## Name Change

Using your User ID and Password, log into www.elicense.ct.gov.
Select **License Maintenance** (either via **ONLINE SERVICES** or at left on bottom of screen).
Select **Start** or **Continue** next to the credential needing change.

After reading and collecting necessary documents, select **Name Change** from the dropdown menu at the bottom of the screen.

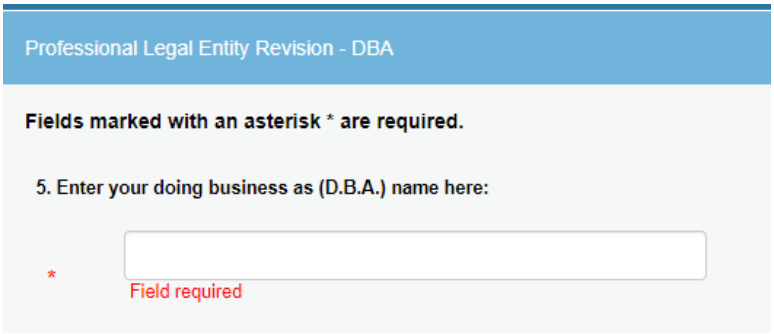



Select **Next** at the bottom of the screen.



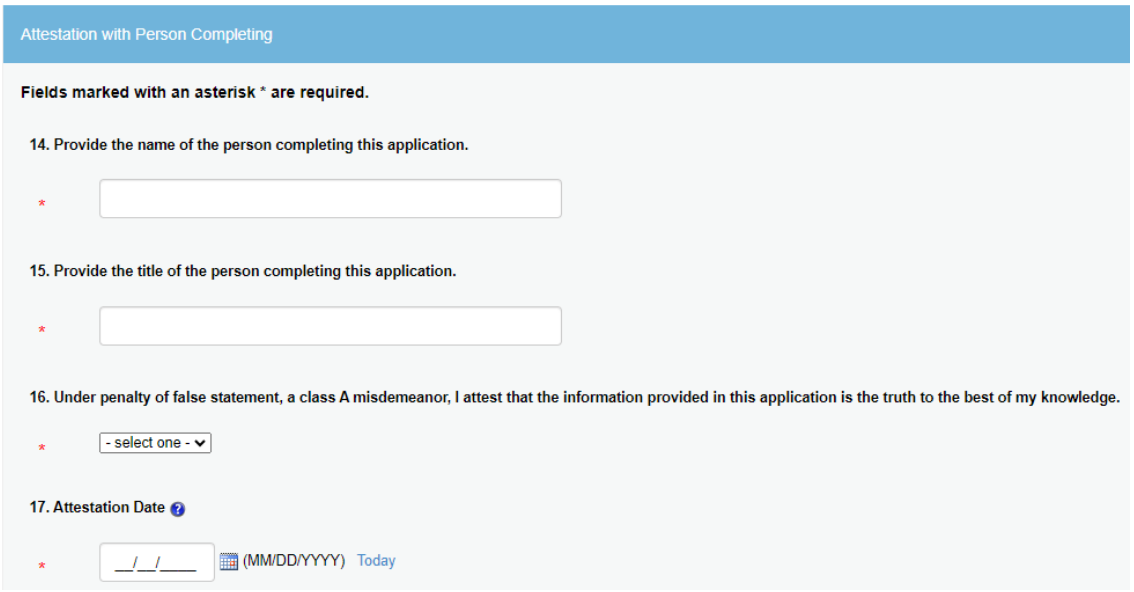

Complete the following screen as instructed, then select **Next** at the bottom of the screen.


If the answer to question #4 was **Yes**, you will be directed to the ***Professional Legal Entity Revision – DBA*** screen

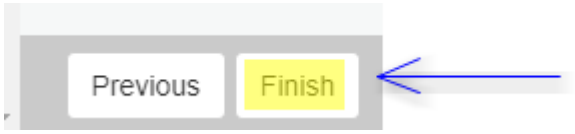



Enter your DBA name, then select **Next** at the bottom of the screen.

Answering **No** to question #4, or completing the DBA screen, both bring you to the **Attestation with Person Completing** screen.



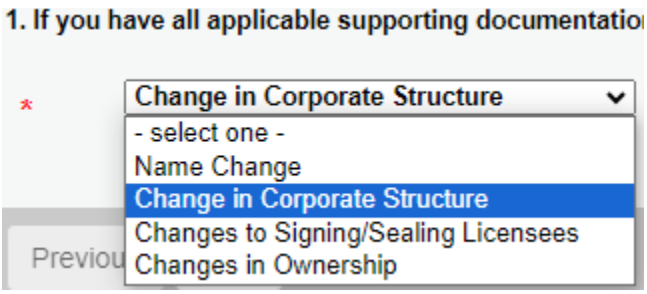

Complete the screen as instructed. When you are ready to submit, select **Finish** in the bottom left corner of the screen. Your request will not be processed until you do.



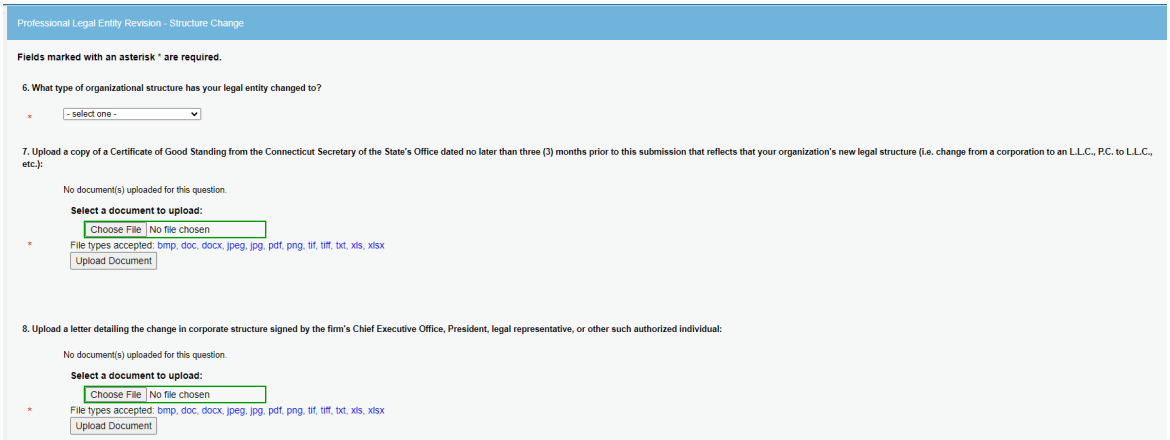

## Change in Corporate Structure

Using your User ID and Password, log into www.elicense.ct.gov.
Select **License Maintenance** (either via **ONLINE SERVICES** or at left on bottom of screen).
Select **Start** or **Continue** next to the credential needing change.

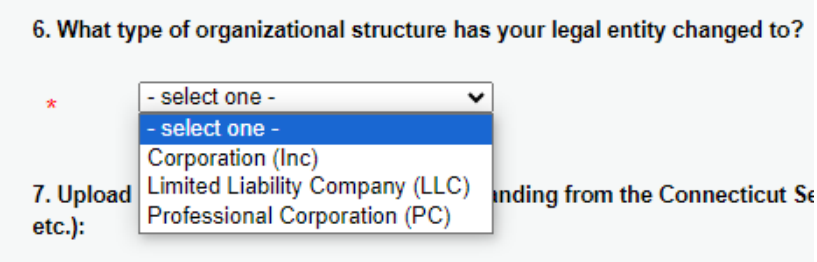
After reading and collecting necessary documents, select **Change in Corporate Structure** from the dropdown menu, then select **Next** at the bottom of the screen.



This will bring you to the ***Professional Legal Entity - Structure Change*** screen:




To answer Question #6, from the dropdown box, select the organization structure that your legal entity is changing to.

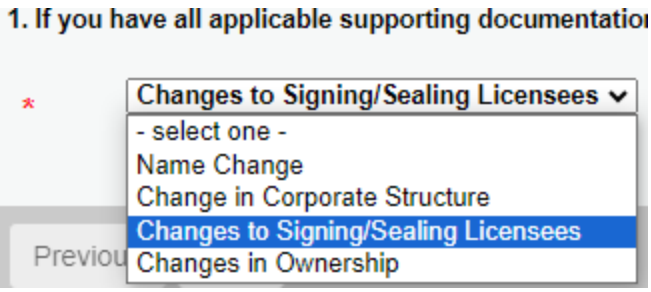



Complete the rest of the screen as instructed, then select **Next** at the bottom of the screen. Complete the next screen, ***Attestation with Person Completing*****,** as instructed. When you are ready to submit, select **Finish** in the bottom left corner of the screen. Your request will not be processed until you do.

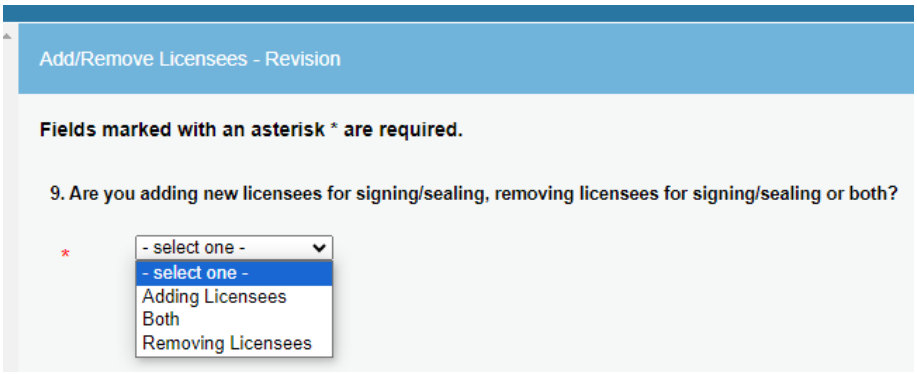
## Changes to Signing/Sealing Licensees

Using your User ID and Password, log into www.elicense.ct.gov.
Select **License Maintenance** (either via **ONLINE SERVICES** or at left on bottom of screen).
Select **Start** or **Continue** next to the credential needing change.

After reading and collecting necessary documents, select **Changes to Signing/Sealing Licensees** from the dropdown menu, then select **Next** at the bottom of the screen.

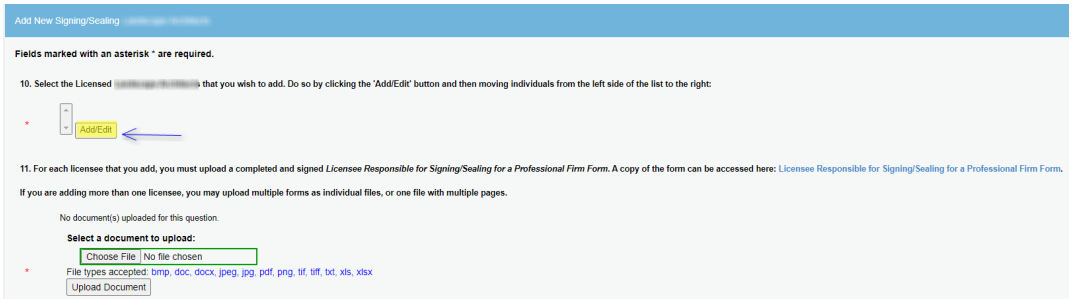


On the ***Add/Remove Licenses – Revision*** screen, you are asked to **-select one-** from a dropdown menu:

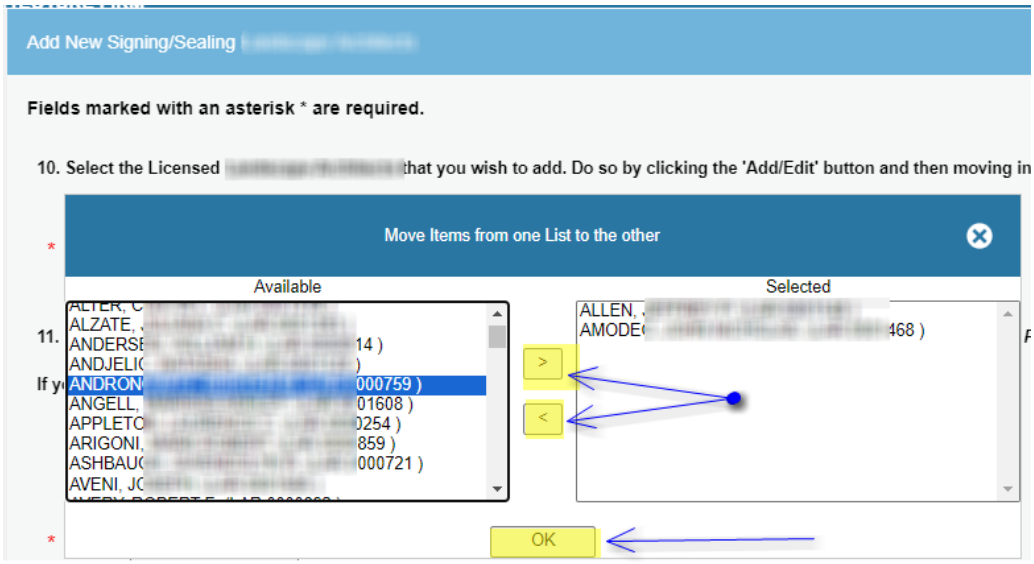



## Adding Licensees or Both

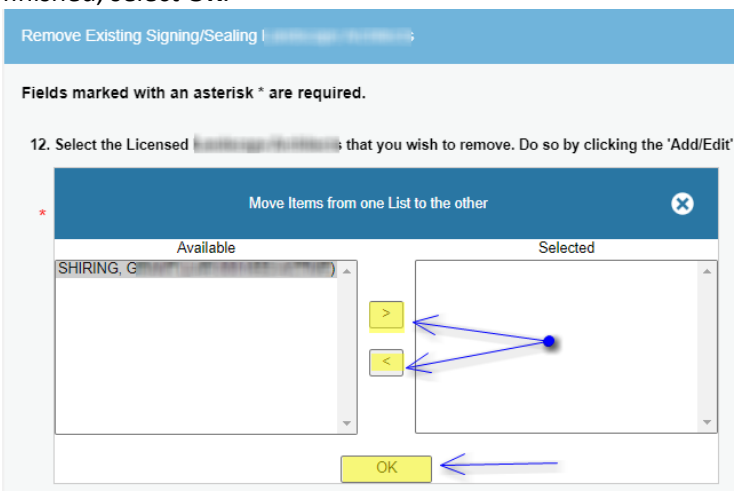
Choosing **Adding Licensees** or **Both** and selecting **Next** at the bottom of the screen, brings you to the ***Add New Signing/Sealing*** screen. Select **Add/Edit**.




This will open a roster of **Available** licensees. Highlight those you wish to add, and select **>**, moving them to the **Selected** roster. To deselect, hightlight the name you wish to remove from the **Selected** roster, and select **<**. When finished, select **OK**.



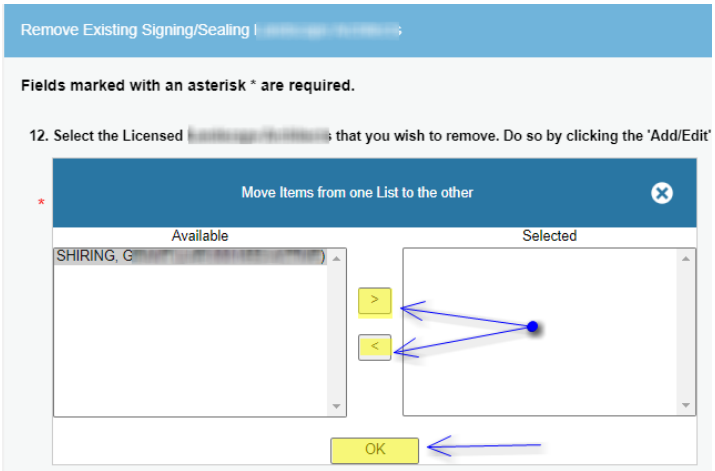
Complete the rest of the screen as instructed, then select **Next** at the bottom of the screen.
If the selection was **Adding Licensees**, you will be brought to the ***Attestation with Person Completing*** screen.
If the selection was **Both**, the next screen will allow you to remove licensees. Highlight the licensees you wish to remove from the **Available** roster and select the **>**, moving them to the **Selected** roster. To deselect, highlight the name you wish to remove from the **Selected** roster, and select the **<**. When finished, select **OK**.




Select **Next** at the bottom of the screen to be brought to the ***Attestation with Person Completing*** screen. Complete it as instructed. When you are ready to submit, select **Finish** in the bottom left corner of the screen. Your request will not be processed until you do.

## Removing Licensees

Choosing ***Removing Licensees*** and selecting **Next** at the bottom of the screen, brings you to ***Remove Existing Signing/Sealing*** screen. Select **Add/Edit**. Highlight the licensees you wish to remove from the **Available** roster and select the **>**, moving them to the **Selected** roster. To deselect, hightlight the name you wish to remove from the **Selected** roster, and select the **<**. When finished, select **OK**.



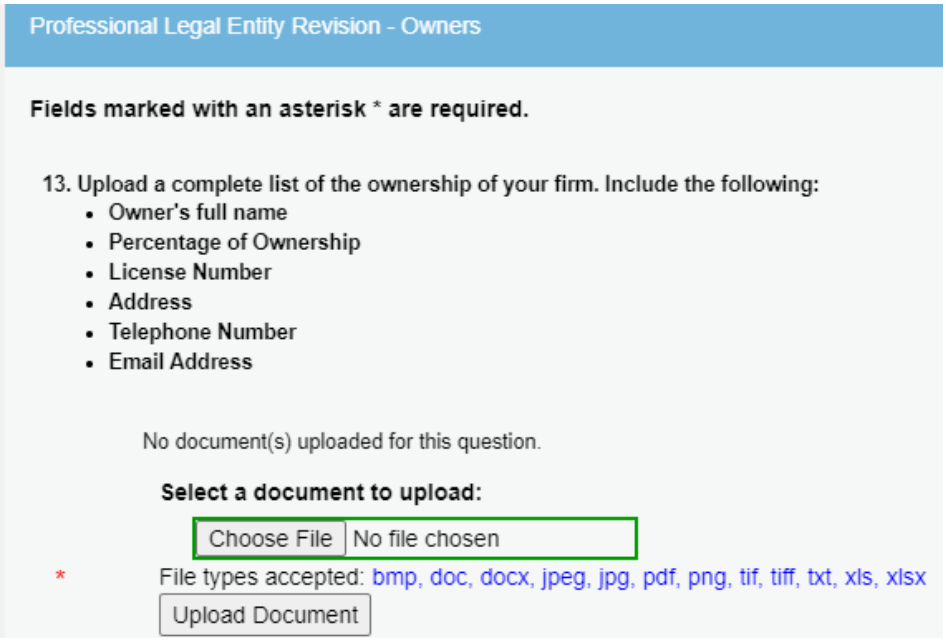

Select **Next** at the bottom of the screen to be brought to the ***Attestation with Person Completing*** screen. Complete it as instructed. When you are ready to submit, select **Finish** in the bottom left corner of the screen. Your request will not be processed until you do.

## Changes in Ownership

Using your User ID and Password, log into www.elicense.ct.gov.
Select **License Maintenance** (either via **ONLINE SERVICES** or at left on bottom of screen).
Select **Start** or **Continue** next to the credential needing change.

After reading and collecting necessary documents, select **Changes in Ownership** from the dropdown menu, then select **Next** at the bottom of the screen.


Complete the next screen, ***Professional Legal Entity Revision – Owners***, as instructed.




Select **Next** at the bottom of the screen to be brought to the ***Attestation with Person Completing*** screen. Complete it as instructed. When you are ready to submit, select **Finish** in the bottom left corner of the screen. Your request will not be processed until you do.