

Follow these steps to renew your license, registration or permit online

1). Go to our web site at www.ct.gov/dcp and click the link to "Renew Online"

The screenshot shows the homepage of the Department of Consumer Protection. At the top left is the state seal. The main header reads "DEPARTMENT OF CONSUMER PROTECTION". Below this is a navigation bar with links: Home, About Us, Programs & Services, Forms, News Room. A secondary navigation bar includes: CONSUMERS, BUSINESSES, LICENSES, DIVISIONS, LAWS & REGULATIONS, BOARDS & COMMISSIONERS. The main content area features a banner with the text "Ensuring a Fair Marketplace and Safe Products and Services for Consumers" and a photo of tools. To the right, it identifies William M. Ruber as Commissioner and includes a welcome message. Below the banner are three columns of links: "WHAT'S NEW" (Small Claims Workshop, Proposed Regs on Medical Marijuana, April "Consumer Watch", 2013 Consumer Action Handbook, Go to SmartConsumer.ct.gov, Medical Marijuana Program), "AWARENESS & PREVENTION" (Home Improvement Info, Fraud and Scams, Identity Theft, Stay Safe Online, Prescription Errors, Lemon Law, Publications), and "ONLINE SERVICES" (Application Forms, Renew Online, Change Your Address, Verify a License, See a Roster of Licensees, Do Not Call List, Complaint Center). An arrow points to the "Renew Online" link in the ONLINE SERVICES column.

2). Click "Login" and enter the User Id and Password provided on your renewal notice

The screenshot shows the login page of the State of Connecticut eLicensing Website. The header reads "The State of Connecticut eLicensing Website" and has a "Login" link in the top right corner. Below the header is a large blue box with the following text: "Welcome to the State of Connecticut's eLicensing Website. An online renewal, verification and credential management system." Below this, there is a paragraph: "All data contained in the License Lookup is maintained by the state of Connecticut, updated instantly and is considered primary source verification. You may access the lookup function by clicking 'Lookup a License' under ONLINE SERVICES to view a full search screen." At the bottom, there is a red text box: "Licensees may update a practitioner profile, renew their license and change their address through this service. To access the online system, please click 'Login' in the top right corner of this screen and enter the User Id and Password provided on the renewal notice. First time users must also validate an active email address. To renew, click 'Create/Resume a Renewal' under Activities." An arrow from the previous step points to the "Login" link.

3). First time users will need to enter an email address and answer security questions. The system will prompt you for an email address and once entered, will send a confirmation to your email account which you will need to verify. (Please note, enter the password indicated on your renewal notice).

The State of Connecticut eLicensing Website

My Account -> Change E-mail

Change E-mail

There are currently 2 issues with your account.
Please, resolve them before going further.
[No Email](#)
[No Secret Answers](#)

After clicking update below, you will be sent a verification e-mail.
You need to click on the verification link included in the e-mail
before continuing with any online services.

Current E-mail:

New E-mail:

Enter your password:

Save Cancel

4). Answer the necessary Security Questions. You may choose another question by clicking the arrow to the right of the question.

The State of Connecticut eLicensing Website

My Account -> Change Security Questions

Change Security Questions

There are currently 2 issues with your account.
Please, resolve them before going further.
[Email not verified](#)
[No Secret Answers](#)

You must answer 3 different security questions below.

Question 1: What is the middle name of your oldest grandchild?

* Answer 1:

Question 2: What is the middle name of your youngest brother or sister?

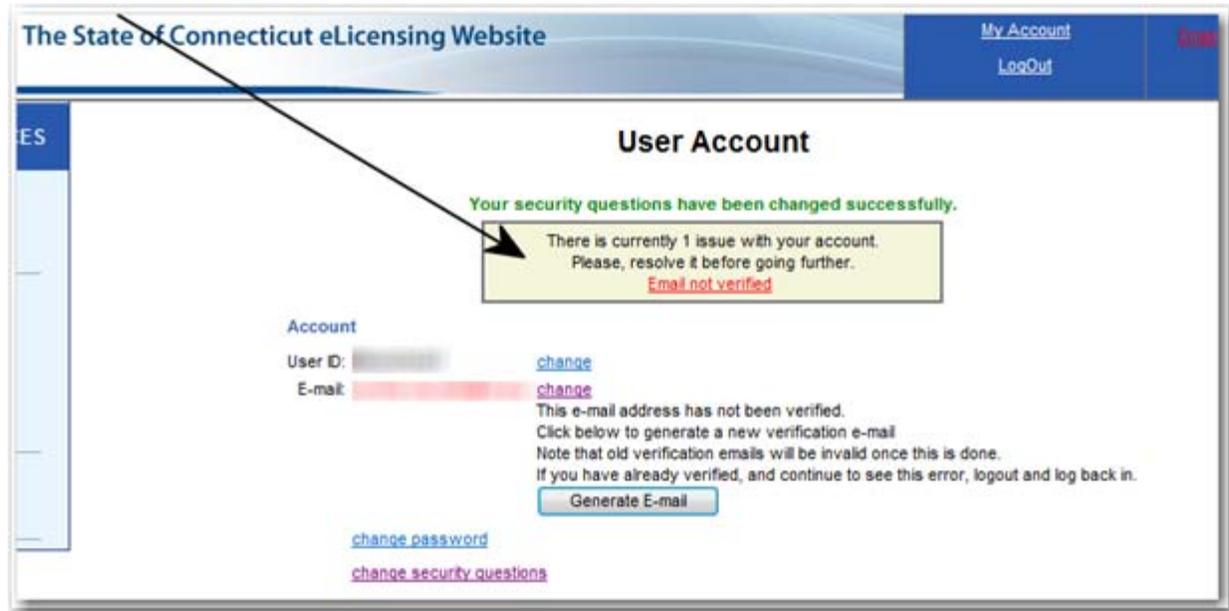
* Answer 2:

Question 3: What was the destination of your first airplane trip?

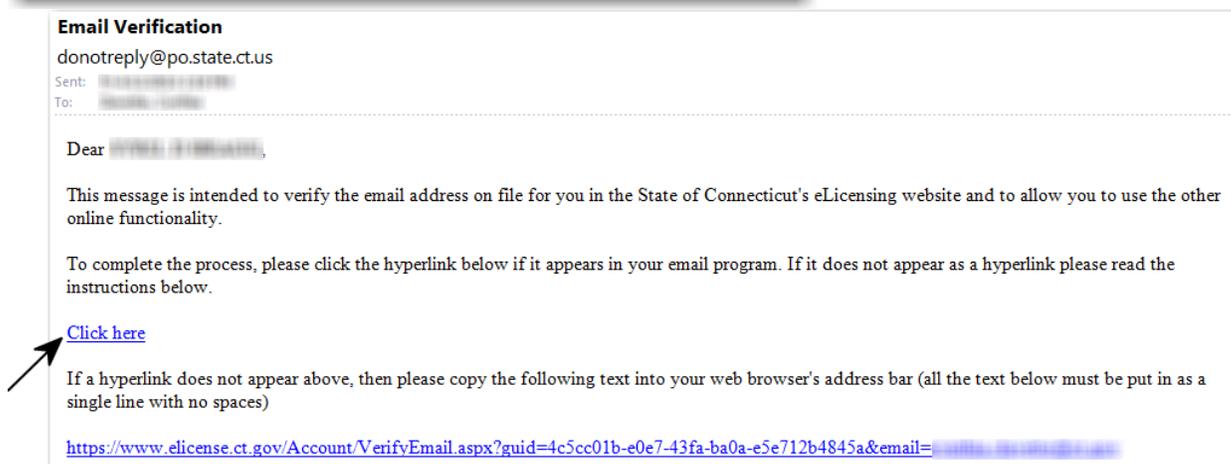
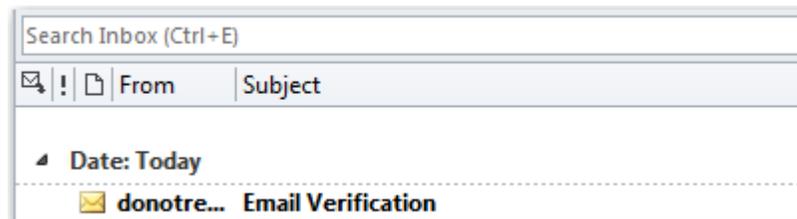
* Answer 3:

Save Cancel

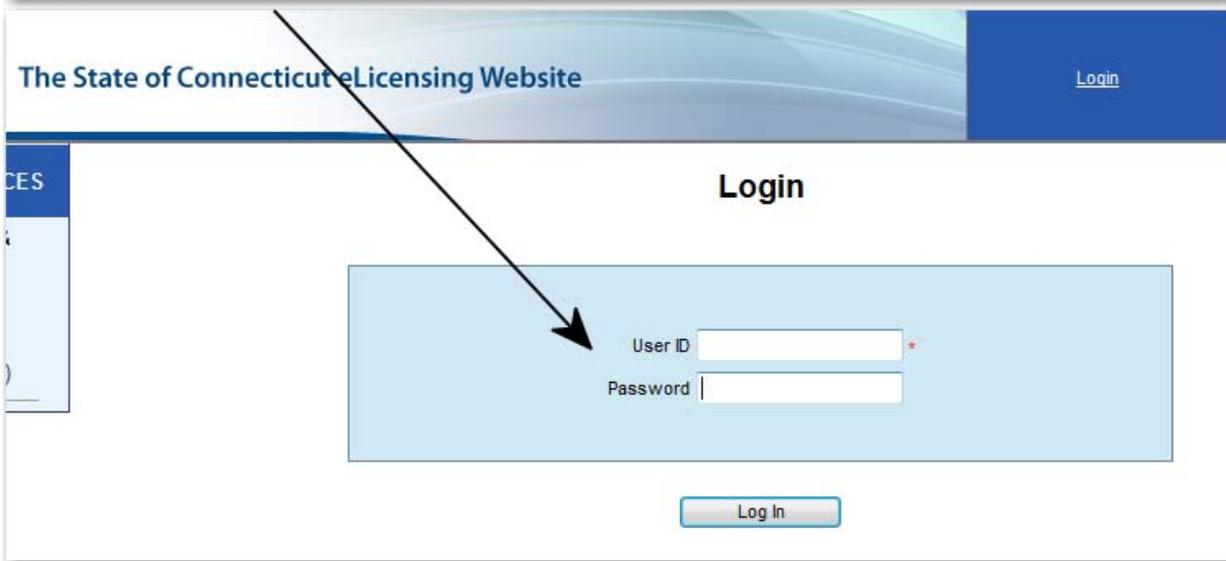
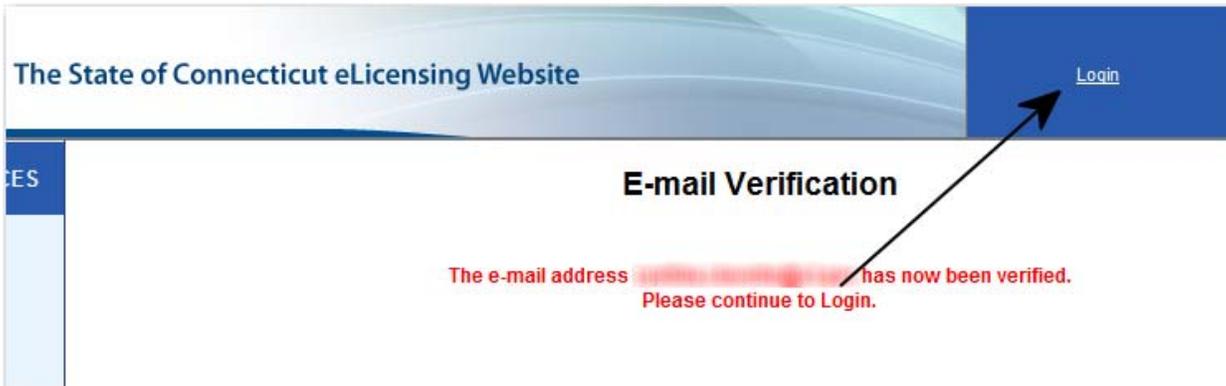
5). You must verify the email that was sent to your email account before proceeding.



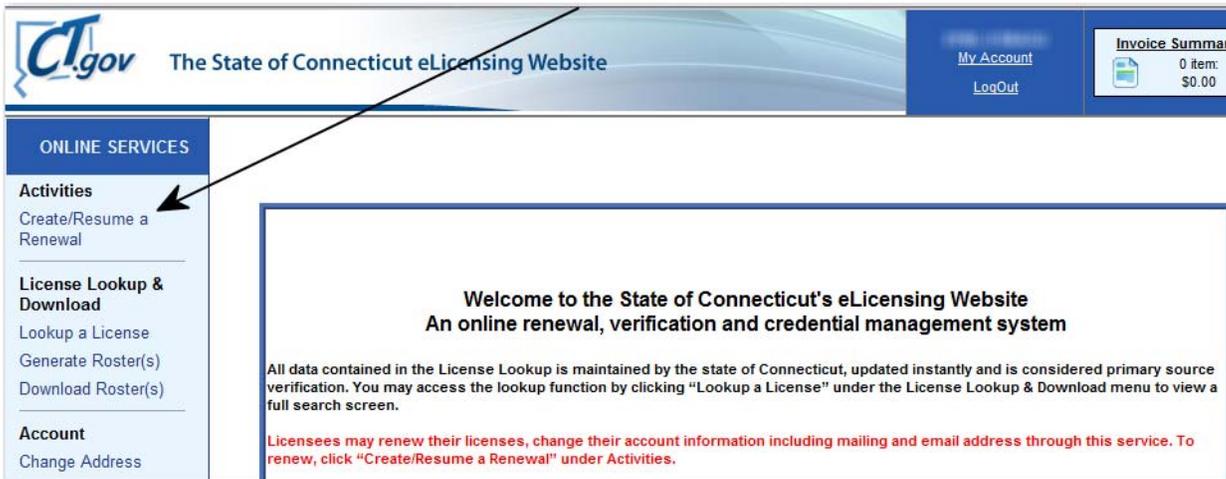
6). This is the email you will receive in your email Inbox. "Click here" to continue to the online renewal page.



7). Login with the User Id and Password provided on your renewal notice.



8). Once you are logged in, click "Create/Resume a Renewal" under "Activities"



9). Select the license, registration or permit you wish to renew and click "Start"



10). Make any address changes and complete the question(s). Click "Next" after each section to continue to the next page.

License for [REDACTED]

Start Instructions

- Start Instructions
- Address Update
- Attestation
- Review

Please make any necessary address changes and complete the question(s) on the following pages.

To continue, click NEXT below.

Previous Next Close and Save

11). Once you have completed all questions, review the information and click "Add to Invoice".

License for Print Review

Review

- Start Instructions
- Address Update
- Attestation
- ▶ Review

Fees

Renewal Fee	\$285.00
National Registry Renewal Fee	\$40.00
=====	
Total Fees	\$325.00

Address Update

1. Please update your address if any information has changed:

Address 1:

Address 2:

City: State: Zip Code:

Telephone Number:

Attestation

2. Have you been convicted of a felony since the date of your last renewal?

No

12). The next screen will confirm you have added the item successfully and you may now click "Pay Invoice" to pay for the renewal.

ONLINE SERVICES

Activities
 Create/Resume a Renewal
 File Complaint

License Lookup & Download
 Lookup a License
 Generate Roster(s)
 Download Roster(s)

Account
 Change Address

My Account
[LogOut](#)

Invoice Summary
 1 Item:
 \$325.00

[Pay Invoice](#) [Print Invoice](#)

The item was successfully added to the invoice
 To add additional transactions to the invoice, please select a Command from the Online Services menu in the left margin or select Pay Invoice above to complete this transaction.

Invoice
 State of Connecticut Online Enterprise Site

Date: 4/15/2013 Invoice #: 12

Description	Amount
Renewal - [REDACTED]	
Renewal Fee	\$285.00
National Registry Renewal Fee	\$40.00
Subtotal:	\$325.00
Total:	\$325.00

13). Enter the credit card information, name, address, telephone number and email address and click "Submit Payment".

ONLINE SERVICES

Activities
 Create/Resume a Renewal
 File Complaint

License Lookup & Download
 Lookup a License
 Generate Roster(s)
 Download Roster(s)

Account
 Change Address

My Account
[LogOut](#)

Invoice Summary
 1 Item:
 \$325.00

[Back to Invoice](#)

Invoice Payment

**** Indicates a value is required**

**** Payment Type:** Credit Card

**** Account Owner:** [REDACTED]

**** Credit Card Type:** [REDACTED]

**** Credit Card Number:** [REDACTED]

**** Expiration Month / Year:** [REDACTED] / [REDACTED]

**** First Name:** [REDACTED]

**** Last Name:** [REDACTED]

Company Name: [REDACTED]

Attention: [REDACTED]

**** Address:** [REDACTED]

Address: [REDACTED]

**** City:** [REDACTED]

**** State:** [REDACTED]

**** Zip:** [REDACTED]

**** Country:** [REDACTED]

**** Phone:** [REDACTED]

**** E-mail Address:** [REDACTED]

Additional Instructions...

[Submit Payment](#)

Note: This email is used for sending a copy of your receipt.

14). Once the transaction is complete, you will receive an "Approved" message. Print Receipt for your records.

ONLINE SERVICES

Activities
 Create/Resume a Renewal
 File Complaint

License Lookup & Download
 Lookup a License
 Generate Roster(s)
 Download Roster(s)

Account
 Change Address

CT.gov The State of Connecticut eLicensing Website

My Account
 LogOut

Invoice Summary
 0 item: \$0.00

Payment Receipt

State of Connecticut Online Enterprise Site

Date: 4/15/2013

Approved!

You have been charged \$325.00 to the [Department of Consumer Protection](#).

Please print a copy for your records from the button above.

This receipt is not a license or an authorization to do business.

Description	Amount
Renewal - [REDACTED]	
Renewal Fee	\$285.00
National Registry Renewal Fee	\$40.00
Subtotal:	\$325.00
Total:	\$325.00
Amount Paid:	(\$325.00)
Amount Due:	\$0.00

15). In addition, an email confirmation will be sent confirming your payment.

Search Inbox (Ctrl+E)

From Subject Rece

▲ Date: Today

donotre... Invoice Receipt Mon

Invoice Receipt
 donotreply@po.state.ct.us
 Sent: [REDACTED]
 To: [REDACTED]

Dear [REDACTED],

Below is your detailed paid invoice.

Thank you.

State of Connecticut

Item #	Description	Amount
	Renewal - [REDACTED]	
478594	Renewal Fee	\$285.00
478595	National Registry Renewal Fee	\$40.00
	Subtotal:	\$325.00
	Total:	\$325.00
	Amount Paid:	(\$325.00)
	Total Amount Due:	\$0.00