<u>Online Account Frequently Asked Questions</u>

Question 1: Why is my User ID and/or Password not working?
Answer:
   a) Passwords are case sensitive.
   b) You can use the "Forgot Password?" or "Forgot User ID?" from the online website to retrieve your login information.
   c) If you are still having issues, you can email dcp.online@ct.gov to request your User ID and Password.

Question 2: Why is my Fast Track Renewal PIN and/or License # not working?
Answer:

   a) Please be sure you have selected the gray Fast Track Renewal tab under Access Your Account.
   b) Enter the Renewal PIN and only the <u>numbers</u> in the License # field
   c) Fast Track PINs from the last renewal cycle cannot be re-used. A new renewal PIN is assigned each renewal cycle.

Question 3: There is currently no license, registration or permit to renew online.
Answer:
   a) Licenses, registrations, and permits are available to renew online approximately 45 days prior to expiration. You cannot renew early.
   b) If you created a new account, you will not have access to your renewal.
   c) Please confirm that the renewal and fee have not been previously submitted. You can check the status under "Lookup a License" to determine if the renewal has already been submitted.
   d) If the license, registration or permit has expired and is listed as Inactive, it may be subject to reinstatement. Questions regarding reinstatements can be emailed dcp.online@ct.gov.

Question 4: I am locked out of my account?
Answer:
   a) Log off the eLicense Website and close your browser and then attempt to login again.
   b) You may need to wait one hour before you can attempt to login.

Question 5: What is the difference between Invoice versus Payment?
Answer:

a) Adding the fee to your invoice does not complete the renewal or application process. Select "Pay Invoice" to proceed to the payment page and enter your credit card or eCheck information to complete the transaction.
b) A paid receipt is emailed to you upon verified payment and successful submission of the transaction.

Question 6: What if my payment is declined?
Answer:

a) The Department uses a third-party vendor to verify online payments and therefore a "declined" notification cannot be corrected by this Department.
b) Please recheck the entry of all data entered in the fields on the payment page and resubmit.
c) If you continue to have an issue, you will need to contact your financial provider or use a different payment method.