



# CONNECTICUT

## Consumer Protection

**REAL ESTATE BROKERS**

**Guide to Online Services**

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

**[dcp.licenseservices@ct.gov](mailto:dcp.licenseservices@ct.gov)**

# REAL ESTATE BROKERS

## Guide to Online Services

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## When to Apply, Renew or Reinstatement

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.

Each function can be accessed by signing into the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov). You must be logged into the correct online account using User ID and Password. Each of these functions are available under "Online Services".

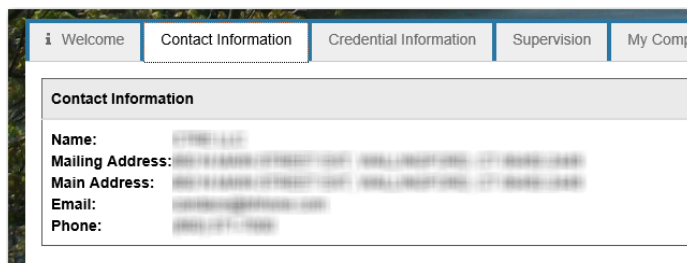
Quick Guide:

1. If your license is active and you are approaching your expiration date you must complete a RENEWAL.
2. If your license is Inactive or Lapsed and you are within three years of your expiration date you must REINSTATE.
3. If your license is Inactive and you are more than three years after your expiration date you must RE-APPLY.

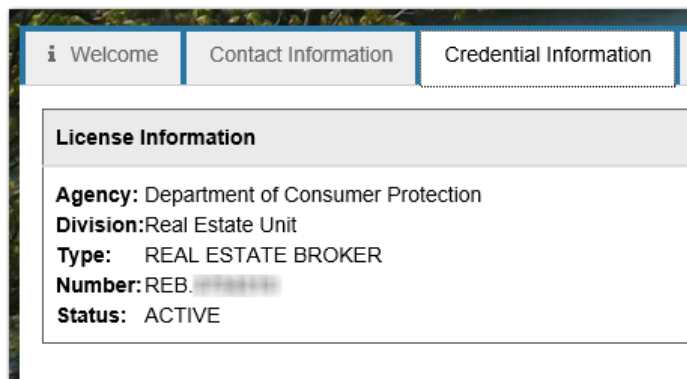
If you have ever held a professional license or registration in the State of Connecticut it is likely you already have an account. Use the information in the Password and User ID Recovery section gain access to your existing account. **DO NOT REGISTER A NEW ACCOUNT.**

Don't have an account? [Register](#)  
Forgot Password? [Forgot User ID?](#)

Once you have signed into your account, you can confirm you are in the right account by viewing the contact information tab in the center of the page:



and the credential tab also in the middle of the page:

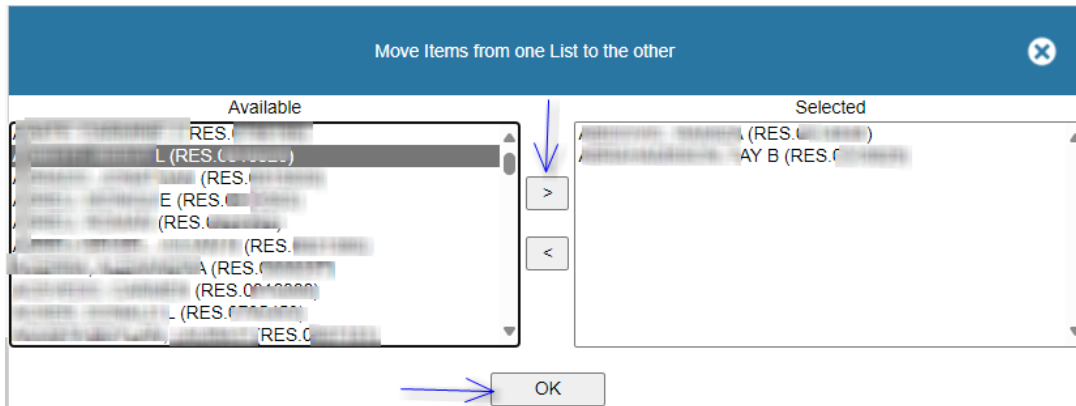
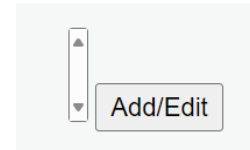


# Managing Salesperson Relationships

## How To Inactivate/Terminate an Existing Salesperson

To access this service, go to the Department’s online website at [www.elicense.ct.gov](http://www.elicense.ct.gov) . You must be logged into the sponsoring broker’s online account using User ID and Password. Once logged in, select “Online Services” and then select “Supervision Authorization”.

1. Select the “Start” button next to your broker license number.
2. Select “Next” and under 4. Click the “Add/Edit” button. The list is alphabetical by last name.
3. Click on the agent to be terminate from the “Available” section and select the > to move them to the “Selected” section. And then select “Ok” at the bottom.



4. Select “Next” and “Finish”
5. You must select Finish at the end of the process to submit your request. **They are not terminated until you submit.**

The submission will automatically remove the salesperson from your sponsorship, it will inactivate the salesperson’s registration and send the salesperson an email advising them of the termination.

All termination requests should only be submitted to the Department using this online feature. Please be sure that you are not terminating the wrong individual. Termination mistakes **cannot** be changed once submitted.

## How To Add a New Real Estate Salesperson

### Real Estate Salesperson Eligibility

The salesperson must be listed as “Inactive-Lack of Sponsorship” and their license expiration date must be in the future. You can’t add an active salesperson when they already have a broker. Nor can you add a salesperson who is listed as inactive, and their license expiration date is past.

### Who pays for the transfer?

If a Broker initiates the transfer by “Adding” the salesperson through Supervision Authorization, they will pay the \$25.

If a Real Estate Salesperson initiates the transfer through their online account, they will pay the \$25. **IMPORTANT:** To complete the transfer after it was initiated online by the salesperson, the broker must log into their elicense account to accept the online request submitted by the salesperson.

## How to tell that a Real Estate Salesperson is eligible for immediate addition

To access this service, go to the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov). You do not need to sign in for this function.

1. Select Online Services and then select "Lookup a License".
2. Enter Your Search criteria and the select "Search"
  - HINT: In the first License block type in "RES" to help narrow and speed up your search.



3. To view the license, select the "Detail" button for the person you wish to see.
4. Check to see if the person has the right license type, an inactive status and a future expiration date:

| Key Information         |                              |                |                 |
|-------------------------|------------------------------|----------------|-----------------|
| Credential Type         | Status                       | Effective Date | Expiration Date |
| REAL ESTATE SALESPERSON | INACTIVE LACK OF SPONSORSHIP | 06/01/2020     | 05/31/2021      |

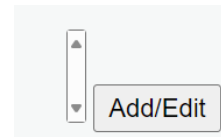
Correct License      An Inactive Status      Expires in the future

If the criteria is met, you can proceed to add the salesperson immediately (next section). Otherwise, you need to contact the real estate salesperson and instruct them as to the activities they need to complete. See the "What the Salesperson needs to do to be eligible to be added" section.

## How to add a salesperson immediately

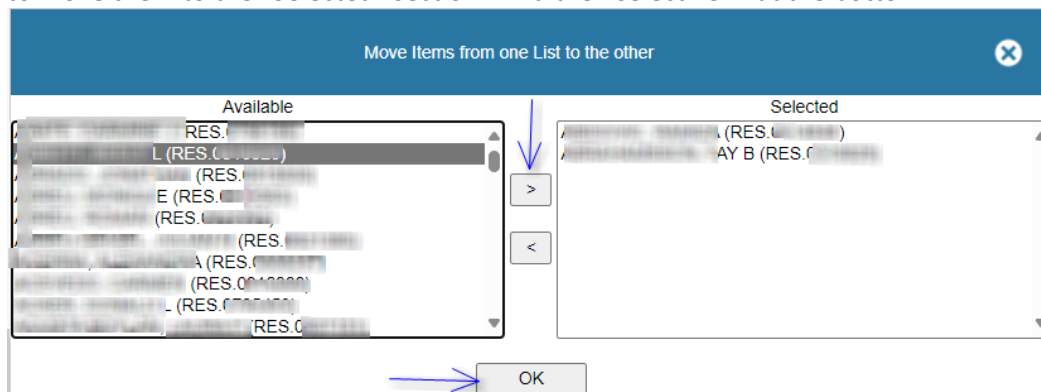
To access this service, go to the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov). You must be logged into the supervising broker's online account using User ID and Password. Once logged in, select "Online Services", and then select "Supervision Authorization".

1. Select the "Start" button next to your broker license number.
2. Select "Next" and under 4. Click the "Add/Edit" button.



The list is alphabetical by last name.

3. Click on the agent you wish to add to your roster under the "Available" section and select the > to move them to the "Selected" section. And then select "OK" at the bottom.



4. Select "Next"
5. Select "Add to Invoice" and Pay the Invoice.

## What the Salesperson needs to do to be eligible to be added

If the salesperson is inactive and past their expiration date, they need complete the reinstatement application.

If the salesperson is active and with another brokerage, they must sign into their elicense account and select the supervision process. There, they will be able to terminate their existing broker relationship.

If they initiate the transfer to your brokerage through this supervision function, they will be charged \$25. Once they accomplish that you will get an email. How to act on this request is explained in the next section.

If it is your brokerage policy to pay the transfer fee, you can instruct them to terminate the relationship but not request to be added to your brokerage. Once they notify you, you can use the supervision authorization process to add them and pay for the transfer.

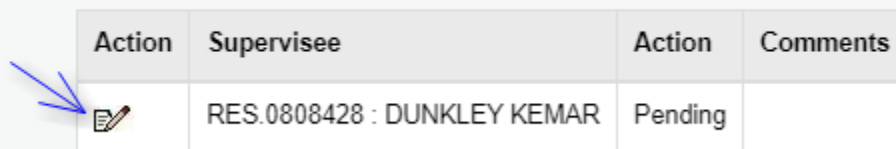
## Acting on a Salesperson's Request to be Added to Your Brokerage


Salespeople can now request online that they be added to your brokerage.

To access this service, go to the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov). You must be logged into the sponsoring broker's online account using User ID and Password.

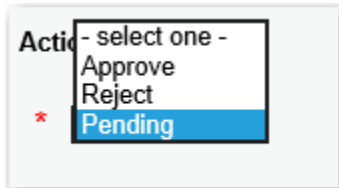
1. Once logged in, select Online Services and then select Supervision Authorization.
2. Select the "Start" button next to your broker license number to the request.
3. Individuals who have requested a relationship with your brokerage will be listed in a section separately from your list of currently active Real Estate Salesperson:

### 3. Manage Supervision Requests



| Action  | Supervisee                  | Action  | Comments |
|---|-----------------------------|---------|----------|
|  | RES.0808428 : DUNKLEY KEMAR | Pending |          |

4. Click on the edit icon. You will have three options (Approve, reject or remain pending)



5. And then select "Ok" at the bottom.
6. Select "Next" and "Finish"

You can make decisions on more than one real estate salesperson at a time. There is no charge to approve or reject a salesperson. You can also do this in combination of inactivating or adding other salespersons.

Each salesperson you approve, or reject will get an email of your decision.

## Online Reports Available

To access this service, go to the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov) . You must be logged into the sponsoring broker's online account using User ID and Password. Once logged in, select "Online Services", and then select "Reports" (under License Look Up and Download).

The following report are specific to your account:

### Real Estate Salesperson Certificates

Links to all current Real Estate Salespersons assigned to your brokerage or team.

### Real Estate Salespersons assigned to teams assigned to this Brokerage

Salespersons with which you have an active relationship are listed first. Items in **RED** indicate issues with a relationship or an individual's license.

### Real Estate Salespersons assigned to this Brokerage

Salespersons with which you have an active relationship are listed first. Items in **RED** indicate issues with a relationship or an individual's license.

1. To view the report results select the hyperlink.
2. On the next page select the "Search" button.
3. Once the report has been built you may choose to download or print it.

## Other Services

### Print Your Own Certificate

To access this service, go to the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov) . You must be logged into your online account using your User ID and Password. Once logged in, select "Online Services", and then select "Print Certificate":

1. Select the "Certificate" button next to your license number to access your current certificate.
2. The last two certificates issued will be available.
3. Follow your device's instructions to complete the download and print process.

### Inactivate Your License

To access this service, go to the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov) . You must be logged into the broker's online account using User ID and Password. Once logged in, select Online Services and then select License Maintenance.

1. Select the "Start" button next to your broker license number to access your list of tasks.
2. Select "Inactivate License."
3. Add today's date then select "Next"
4. After you review your selection, select "Next" and then "Finish" Once you select "Finish" your license will be immediately inactivated.

### Request a License History Certification

To access this service, go to the Department's online website at [www.elicense.ct.gov](http://www.elicense.ct.gov) . You must be logged into the broker's online account using User ID and Password. Once logged in, select "Online Services" and then select "License Maintenance".

1. Select the "Start" button next to your broker license number to access your list of tasks.
2. Select "License Certification."

3. Complete the online form, selecting “Next” to move through sections.
4. Your request will not be completed until you complete the form and make the payment online.

Once the request has been completed and paid, the License Services Division will review the request and complete the License History Certification. The License History will be completed for the license under which the request was made. It will be mailed to the address specified in the online request. If no address is specified, it will be mailed to the address on record.

## Update Your Address

To access this service, go to the Department’s online website at [www.elicense.ct.gov](http://www.elicense.ct.gov) . You must be logged into your online account using your User ID and Password. Once logged in, select “Online Services” and then select “Address and General Maintenance”.

1. Select the “Start” button next to your license number to access your list of tasks (the start button next to your license number allows you to update both your primary and your mailing address).
2. Update either address, selecting “Next” to move through sections.
3. Your request until not be completed until you complete the form by selecting “Finish”.
4. An email will be sent confirming the changes.

Note: Do not remove the primary address or leave it blank. Your license cannot be issued without an address.

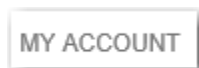
## Manage Your Account

### Changing Your ID, Password or Email

These functions can be done online once you sign into your account. We ask that email addresses are kept current for receiving correspondence from the Department.

To access this service, go to the Department’s online website at [www.elicense.ct.gov](http://www.elicense.ct.gov) . You must be logged into the sponsoring broker’s online account using User ID and Password.

Once you have logged in choose the “My Account” link in the upper left-hand corner of the screen:



From there, you can select a button or a link to complete the desired update.

|                  |                                 |                                |
|------------------|---------------------------------|--------------------------------|
| <b>User ID:</b>  | por [REDACTED]                  | <a href="#">Change User ID</a> |
| <b>E-mail:</b>   | Por [REDACTED]                  | <a href="#">Change Email</a>   |
| <b>Password:</b> | <a href="#">Change Password</a> |                                |

If you choose to update your email, you will have to reply to a confirmation email.



## Signing in using your personal account vs the brokerage account

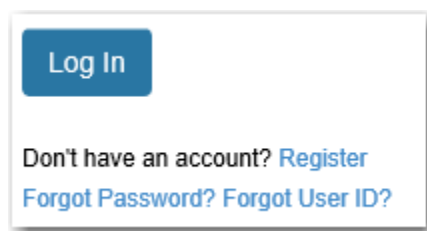
Brokerage accounts held by businesses must have a designated broker. Both the designated broker and the sponsoring broker have E-license accounts. It is important that you sign into E-license using the correct account.

## The difference between Using Your PIN vs Your ID

PINs and license # sets are provided in the annual renewal notice. A PIN and license # will provide access to an account's renewal function but not to any other functions. The ID and Password will provide you access to all the functions available in your account.

## Password and ID Recovery

On the department's website at [www.elicense.ct.gov](http://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](mailto: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.

## Paying online Options

Payments may be made using Visa, Mastercard, Discovery, 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.