

# First Users Account Issues Instructions

- 1) First time users will see that they have 3 issues with their account. You will need to enter an email address, answer security questions, and change your temporary password. You will need to create answers to the 3 Security Questions. You may select another question from the dropdown menu by clicking the arrow to the right of the question. Once you have completed answering the question - Click Save.

## Change Security Questions

⚠ There are currently 3 issues with your account.  
Please resolve them before going further.

**Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.**

No Secret Answers.

First time users must change their password.

## Security Questions

You must answer 3 different security questions below.

Question 1

What is the middle name of your oldest grandchild?



Question 2

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



Question 3

What was the destination of your first airplane trip?



Answer 1\*

Answer 1

Answer 2\*

Answer 2

Answer 3\*

Answer 3

Save

Cancel

- 2) You must verify the email that was sent to your email account before proceeding. If the email is not in your inbox please check any junk mailbox.

## User Account

Your security questions have been changed successfully.

⚠ There are currently 2 issues with your account.  
Please resolve them before going further.

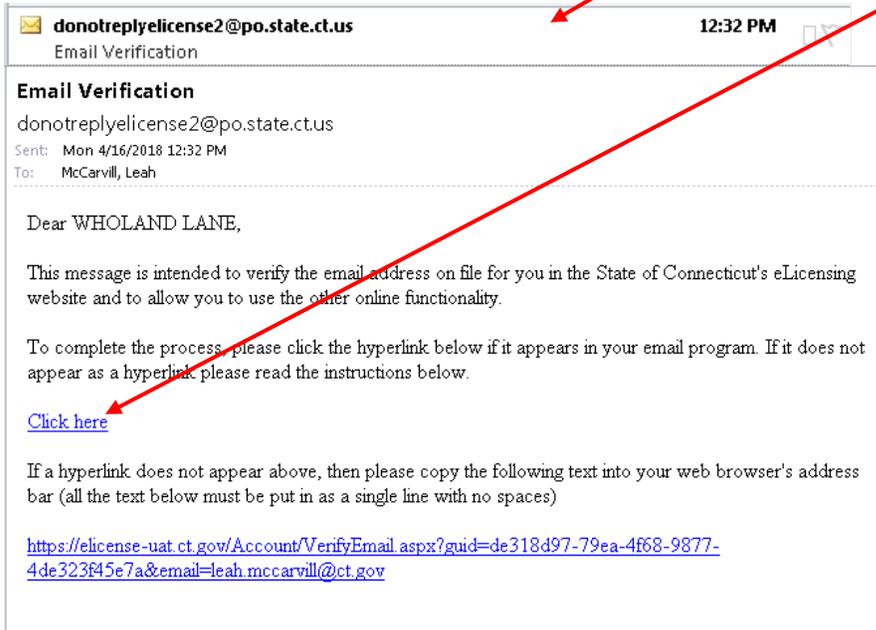
**Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.**

First time users must change their password.

User ID:	WHOL1	<a href="#">Change User ID</a>
E-mail:	<a href="mailto:leah.mccarvill@ct.gov">leah.mccarvill@ct.gov</a> Your account or new email address has not yet been verified. You have been sent a verification email by the system to your email address of record. You may have to check your SPAM filter. Click on the link provided in the email. Once clicked you will be returned to your account and provided access.  If you have not yet received the email, you may click the below button labeled "Generate E-mail" and a new one will be sent to you. Please note: When you click the "Generate E-mail" button any older verification emails will be invalid. Ensure that you click the link in the most recently received email.	<a href="#">Change Email</a>
Password:	<a href="#">Change Password</a>	
Security Questions:	<a href="#">Change Security Questions</a>	

Generate E-mail

- 3) You will receive an email that will look like this in your email box. ["Click here"](#) to continue to the online renewal page.



- 4) You will see the screen below confirming you email verification. Click on My Account.



- 5) You will see the screen below confirming you email verification. Click on My Account.



6) Enter your username and password from you renewal letter. Click the Log In button.

Access Your Account

Account Fast Track Renewal

User ID

Password

Log In

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

7) You will see the below screen prompting you to change your password. Click on "Change Password".

User Account

Your e-mail address has now been verified. The Online Services link allows you to navigate our site by selecting the appropriate transaction you wish to accomplish. Online Services is located at top and bottom of this screen.

⚠ There is currently 1 issue with your account.  
Please resolve it before going further.  
[First time users must change their password.](#)

User ID:	WHOL1	<a href="#">Change User ID</a>
E-mail:	leah.mccarvill@ct.gov	<a href="#">Change Email</a>
Password:	<a href="#">Change Password</a>	
Security Questions:	<a href="#">Change Security Questions</a>	

8) Change your password. Click "Save".

Password

Old Password: .....

New Password: .....

Re-type Password: .....

Save Cancel