



CONNECTICUT DEPARTMENT OF **CONSUMER PROTECTION**

REAL ESTATE BROKERS
Guide to Online Services

Provided by
License Services Division
Department of Consumer Protection

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REAL ESTATE BROKERS

Guide to Online Services

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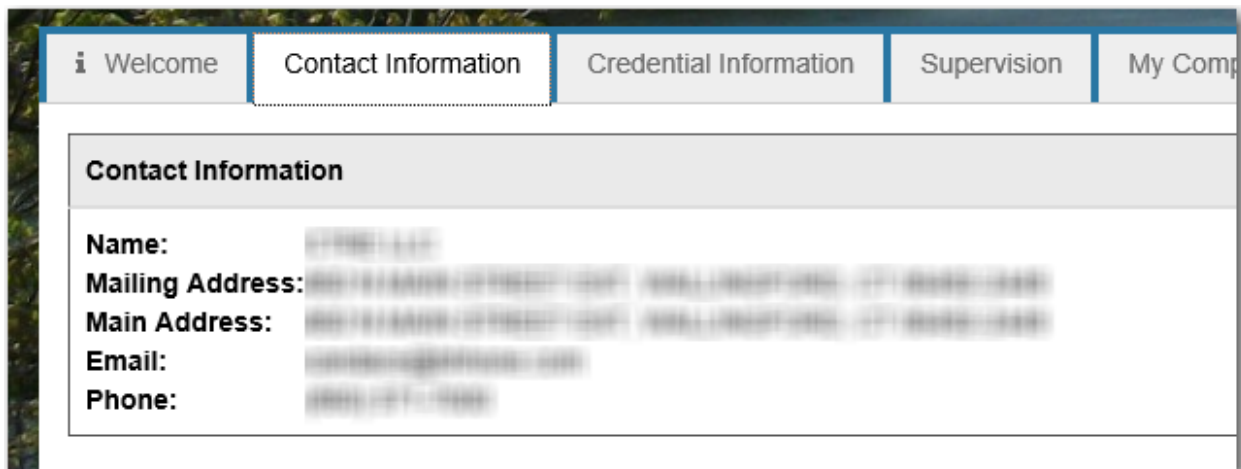
When to Apply, Renew or Reinstate

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.

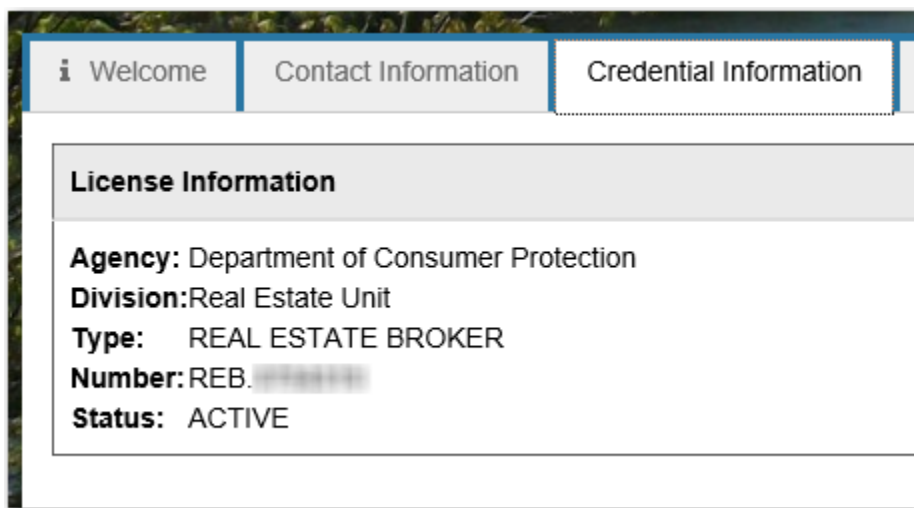
Each function can be accessed by signing into the Department's online website at www.elicense.ct.gov. You must be logged into the sponsoring broker's online account using User ID and Password. Each of these functions are accessed by selecting Online Services.

If you have never held a professional license or registration in the State of Connecticut it is likely that you already have an account. Use the information in the Password and ID Recovery section of this document to gain access to your existing account. **DO NOT CREATE A NEW ACCOUNT.**

Once you have signed into www.elicense.ct.gov 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:



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

If your credential is active and you are approaching your expiration date, you must complete a RENEWAL.

If your credential is Inactive and you are within two years of your expiration date, you must REINSTATE.

If your credential is Inactive and you are more than two years of your expiration date, you must APPLY

Managing Salesperson Relationships

How To Inactivate an Existing Salesperson

To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into the sponsoring broker's online account using User ID and Password. You will have to share the User ID and Password if you have multiple staff that handle terminations.

1. Once logged in, select Online Services and then select Supervision Authorization.
2. Select the "Start" button next to your broker license number to access your complete list of salespeople. The list is alphabetical by last name.
3. To terminate a salesperson:
4. Select the icon next to the appropriate salesperson (see insert). Change the supervision status to "Inactive" and then add an inactivation date



The screenshot shows a form with two main sections. The first section is titled "Status" and contains a dropdown menu currently set to "Active" with a red asterisk to its left. The second section is titled "Date Inactive" and contains a date input field with a calendar icon to its right, followed by the text "(MM/DD/YYYY) Today".

And then select "Ok" at the bottom.

You can terminate more than one salesperson at a time. After termination(s) have been completed, select "Next" and then "Finish" to complete the transaction and submit to the Department. **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.

This process is quick and easy. Terminations are an important part of the management of your contracting business. Please be sure that you are not terminating the wrong individual nor an individual whose termination is questionable. Termination mistakes **cannot** be changed once submitted.

All termination requests should only be submitted to the Department using this online feature. If you need online assistance, including User ID and/or Password retrieval, please email dcp.licenseservices@ct.gov

How To Add a New Real Estate Salesperson

Real Estate Salesperson Eligibility

As a real estate broker, you may add any real estate salesperson who's currently "between brokers". This is a salesperson who is listed as inactive, but their license expiration date is 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 an online request in the supervision module, they will pay the \$25.

The broker does not pay \$25 if they accept a request from a real estate salesperson (the salesperson has already paid).

Thus, if you want a salesperson to pay, you must instruct them to log in and initiate a transfer through the supervision function.

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. 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: This is an exact match search. The more you enter the more errors you may encounter.
 - HINT: In the first License block type in "RES" to help narrow and speed up your search.

A screenshot of a search form for license numbers. The label "License Number:" is on the left. The input field contains "RES" followed by a dropdown arrow, a hyphen, and three empty boxes. A second dropdown arrow is at the end of the input field.

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:

Broker 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 individual immediately (see 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. You must be logged into the sponsoring broker’s online account using User ID and Password. You will have to share the User ID and Password if you have multiple staff that handle terminations or additions.

- 1) Once logged in, select Online Services and then select Supervision Authorization.
- 2) Select the “Start” button next to your broker license number to access your complete list of salespeople. The list is alphabetical by last name.
- 3) To immediately add a salesperson:

- a) Select The “Add Button”
- b) Complete the selection criteria and select “Search”. You do not need to select the License Type – only Real Estate Salespersons will be returned.



HINT: This is an exact match page. Misspellings or incorrect information will return no information or incorrect information. You do not have to type a full name. The first three letters are sufficient.

- c) Select “Add” for the appropriate individual.

You will be charged \$25 for each individual that you add. The individual you add will be notified by email.

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

If the salesperson is inactive and past their expiration date, they need to sign into www.elicense.ct.gov and complete the reinstatement process.

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

If they use the request addition 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.

The request is normally done as part of the hiring process if the salesperson is currently associated with another brokerage. At that time, a salesperson will sign into www.elicense.ct.gov and initiate the Supervision function. In the supervision function, the salesperson will disassociate themselves from their existing broker and request to be added to your brokerage. When this happens, you will be notified by email.

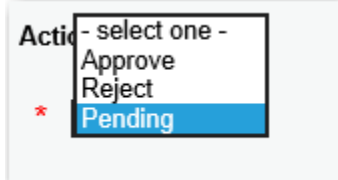
To access this service, go to the Department’s online website at www.elicense.ct.gov . You must be logged into the sponsoring broker’s online account using User ID and Password.

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:



Manage Supervision Requests			
Action	Supervisee	Action	Comments
	RES. [REDACTED] : [REDACTED] BETTY	Pending	

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



And then select “Ok” at the bottom.

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

The License Services Division offers multiple reports to help you 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 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).

You will be presented with three report options:

DPH-CCNH Nursing Homes Inspection Documents

Nursing homes can appeal any findings and findings may be removed as a result. The nursing home must also provide a plan of correction for all findings and has 10 days to submit a plan of correction. All plans of correction are uploaded to this page.

List of Online Changes to Salesman

Historic List of Online Changes to Salesman

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.

The first report is an emergency Covid-19 report dealing with Nursing Homes that is available to all.

The remaining reports are specific to your account. **List of Online Changes to Salesman** lists all the Real Estate Salesperson transactions you have completed online starting with the most recent. **Real Estate Salespersons assigned to this Brokerage** lists all the real estate salespeople that are currently associated with your account. If there are issues with the salesperson's license, they are highlighted in red.

To view the report results

1. select the hyperlink.
2. On the next page select the "Search" button.

Once the report has been built you may choose to download or print it.

Other Services

Inactivate Your License

To access this service, go to the Department's online website at 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 the date of inactivation and certify that you will no longer undertake any practices that require a Real Estate License. Then select "Next"
4. You will have a chance to review your selection. 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 . 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 pay 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 . 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.

Printing Certificates

How To Print Your Certificate

To access this service, go to the Department's online website at 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 Print Certificate.

5. Select the "Certificate" button next to your broker license number to access your current certificate.
6. Follow your device's instructions to complete the download and print process. Note: Earlier certificate versions will not include the Department of Consumer Protection border.

Accessing the Current Certificates for Your Salespersons

The License Services Division offers a report to help you review and manage your salesperson's certificates.

To access this service, go to the Department's online website at 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).

Included in your list of reports will be the following:

Real Estate Salesperson Certificates

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

To view the report results

3. select the hyperlink.
4. On the next page select the "Search" button.

Once the report has been built you may choose to download or print it. To view an individual's certificate, select the hyperlink on the left.

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 . 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:

MY ACCOUNT

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

User ID:	por	Change User ID
E-mail:	Por	Change Email
Password:	Change Password	

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 accounts.

For example, Bob may be the broker designee for the Golden State Realtor Company. If Bob uses his personal credentials to log in, he cannot inactivate any real estate salespersons for the Golden State Realtor Company. Any salespeople he adds will be to his personal account (and a second transfer and transfer fee will be required to transfer the individual to the Golden State Realtor Company 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 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.

Log In
Don't have an account? Register
Forgot Password? Forgot User ID?

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.

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.