



# CONNECTICUT

## Consumer Protection

**REAL ESTATE SALESPERSON**

**Guide to Online Services**

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

**[DCP.LicenseServices@ct.gov](mailto:DCP.LicenseServices@ct.gov)**

# REAL ESTATE SALESPERSON

## Guide to Online Services

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## When to Renew, Reinstate or Reapply

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".

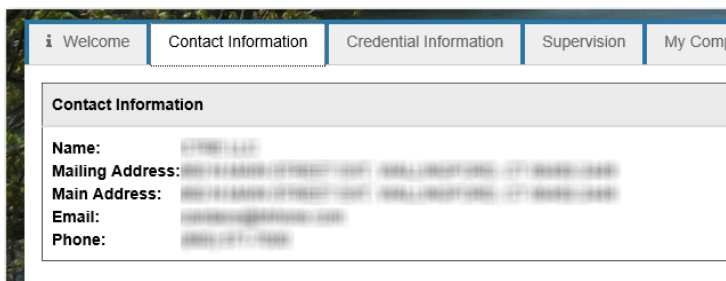
Quick Guide:

1. If your credential is Active and you are approaching your expiration date, you must complete a RENEWAL.
2. If your credential is Lapsed and you have expired 90 days or less, you must complete a RENEWAL.
3. If your credential is Inactive and you have expired 91 days or more but within three years of your expiration date, you must REINSTATE.
4. If your credential 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 ID Recovery section of this document to 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 Information tab also in the middle of the page:



## Broker Supervision

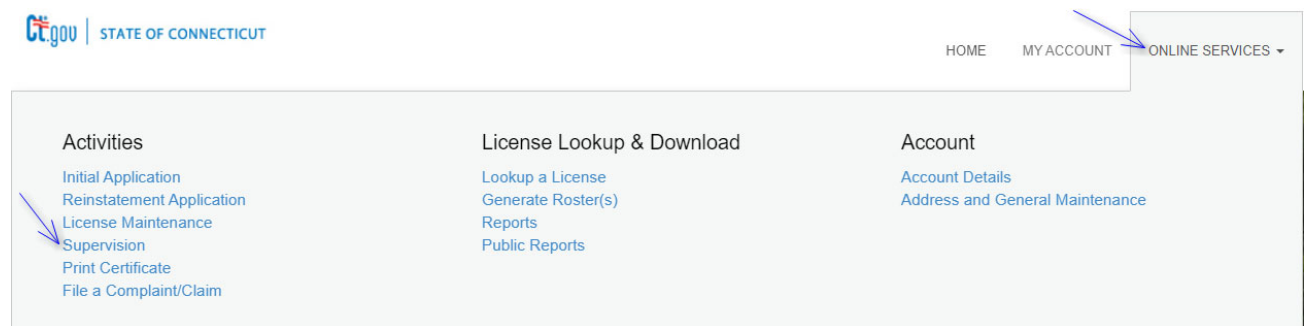
You may deactivate the relationship with your supervising broker and/or initiate a transfer to a new broker. You may not transfer to a new broker unless you have been terminated by your existing broker or you deactivate your relationship with your existing broker online.

### Who Pays the \$25.00 Transfer Fee

Some brokers pay the transfer fee while many brokers require the salesperson to pay the fee. If the salesperson initiates a transfer online, they will be charged the fee. Please speak to your broker to confirm how the transfer should be initiated.

### To Initiate a Transfer or Inactivate the Relationship with your Existing Broker

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 "Supervision".



1. Select "Start" next to your salesperson license number.
2. Confirm or update your email address.
3. To deactivate your relationship with your existing broker, select the Edit icon to the left of the supervising broker's information.
  - a. To record the inactivation *without* initiating a request to a new broker, select "Next" and "Finish". Your license will be immediately deactivated. There is no fee for this transaction.
4. To initiate a supervision request/transfer to a new broker select the "Add" button to search for your new broker. **Note:** Brokers may hold their license in their own name or the name of a company. Confirm with your new broker that you have their correct license number for association purposes. For Example: Using Jane Doe's individual license number instead of Jane Doe Real Estate Inc's license number will require another transfer.

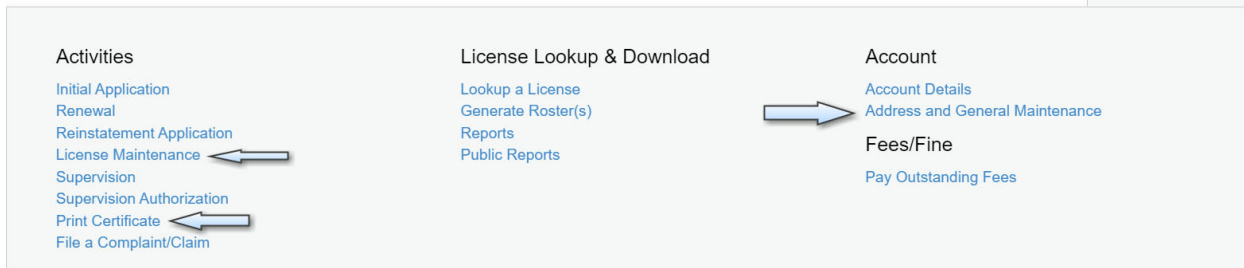


All data within License Lookup is maintained by the State of Connecticut, updated instantly, and considered a primary source of verification.

The screenshot shows a 'License Lookup' form. It has several input fields: 'License Type' (a dropdown menu with 'REAL ESTATE BROKER' selected), 'License Status' (a dropdown menu), 'Credential Number' (text input with '1234567'), 'Business Name' (text input), 'Last Name' (text input), 'Classifications' (text input), and 'First Name' (text input). Blue arrows point to the 'License Type' and 'License Status' dropdowns.

5. After you make the appropriate selection, select "Submit" > "Next" > "Add Payment to Invoice" and pay the invoice.
6. **IMPORTANT:** Your supervising broker must log into their E-license account to approve your request before the transfer is complete.

## Other Online 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 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 your online account using your User ID and Password. Once logged in, select “Online Services”, and then select “License Maintenance”.

1. Select the “Start” button next to your license number.
2. Select “Inactivate License.”
3. Enter today’s date 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 Certification/License Verification

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 “License Maintenance”.

1. Select “Start” next to your license number.
2. Select “License Certification”
3. Complete the online form, select “Next” to move through the sections.
4. Select “Add to Invoice” and pay the invoice.

After the request has been completed and paid, the License Services Division will review the request and complete the Credential History Certification. It will be mailed or emailed to the address indicated.

## Request a Nickname

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 "License Maintenance".

1. Select "Start" next to your license number.
2. Select "Nickname Registration/Update"
3. Complete the online form, select "Next" to move through the sections.
4. You will have a chance to review your selection. Select "Finish" to submit your request.

After submission, the License Services Division will review the request. Acceptable nicknames will be added to the licensee's contact record and will be displayed on the Department's online license verification website.

## Request Retiree Status

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 "License Maintenance".

1. Select "Start" next to your license number.
2. Select "Request Retiree Status"
3. Complete the online form, select "Next" to move through the sections.
4. Select "Add to Invoice" and pay the invoice.

After the request has been completed and paid, the License Services Division will review the request. If acceptable, you will be notified via email of your approval for Retiree Status.

## Update Your Address

To update your address, 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 (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 will not be completed until you select "Finish".
4. An email will be sent to you confirming the changes.
5. NOTE: Do not remove the primary address

# Manage Your Account

## Changing Your ID, Password or Email

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



From there, you can select a button or a link to complete the desired update. If you choose to update your email you will have to reply to a confirmation email.

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

## The difference between Using the Fast Track Renewal PIN vs User ID & Password

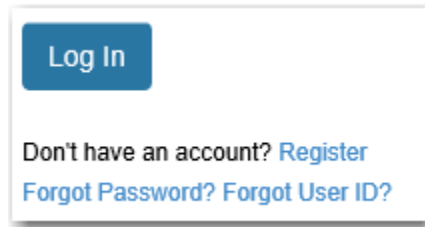
Fast Track Renewal PINs are provided in the renewal notification. A PIN and license number will provide access to an account’s renewal function but not to any other functions. The User ID and Password will provide you access to all the functions available in your account.

A screenshot of the "Access Your Account" page. The "Fast Track Renewal" tab is selected. The page lists instructions for renewal: "1. The PIN # provided with your renewal notice." and "2. Your License #". A note states: "NOTE: Fast Track renewal is only available for participating license types. (see your renewal notice to confirm)". There are input fields for "PIN #" and "License #", and a "Log In" button. At the bottom, there are links for "Don't have an account? Register" and "Forgot Password? Forgot User ID?". A blue arrow points to the "Fast Track Renewal" tab.A screenshot of the "Access Your Account" page. The "Account" tab is selected. The page shows input fields for "User ID" and "Password", and a "Log In" button. At the bottom, there are links for "Don't have an account? Register" and "Forgot Password? Forgot User ID?". A blue arrow points to the "Account" tab.



## 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.



If you have changed your email, request a change by sending an email to [dcp.online@ct.gov](mailto:dcp.online@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.

For concerns related to payment processing, please see our Online Account Issues Frequently Asked Questions page: <https://portal.ct.gov/dcp/license-services-division/license-division/to-renew-online>