First Users Account Issues Instructions

What was the destination of your first airplane trip?

 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.

CONNECTICUT			HOME	MY ACCOUNT 3	ONLINE SERVICES -		
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		Answer 1*					
What is the middle name of your oldest grandchild?	~	Answer 1					
Question 2		Answer 2*					
What is the middle name of your youngest brother or sister?	~	Answer 2					
Question 3	_	Answer 3*					

 \checkmark

Answer 3

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 h There are currently Please resolve ther Your email address h First time users must o	ave been changed successfully. 2 issues with your account. n before going further. as not been verified. If you have not yet received an email to do this, please follow the instructions below. hange their password.
User ID:	WHOL1 Change User ID
E-mail:	leah.mccarvlil@ct.gov Change Email Your account or new email address has not yet been verified. Change Email 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. Generate E-mail
Password:	Change Password
Security Questions:	Change Security Questions

3) You will receive an email that will look like this in your email box. "<u>Click here</u>" to continue to the online renewal page.

donotreplyelicense2@po.state.ct.us 12:32 PM Email Verification
Email Verification
donotreplyelicense2@po.state.ct.us Sent: Mon 4/16/2018 12:32 PM To: McCarvill, Leah
Dear WHOLAND LANE,
This message is intended to verify the email address on file for you in the State of Connecticut's eLicensing website and to allow you to use the other online functionality.
To complete the process, please click the hyperlink below if it appears in your email program. If it does not appear as a hyperlink please read the instructions below.
<u>Click here</u>
If a hyperlink does not appear above, then please copy the following text into your web browser's address bar (all the text below must be put in as a single line with no spaces)
https://elicense-uat.ct.gov/Account/VerifyEmail.aspx?guid=de318d97-79ea-4f68-9877- 4de323f45e7a&email=leah.mccarvill@ct.gov

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

HOME	MY ACCOUNT	ONLINE SERVICES -

E-mail Verification

The e-mail address leah.mccarvill@ct.gov has now been verified. Please continue to Login.

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

Ctgod state of connecticut	HOME	MY ACCOUNT	ONLINE SERVICES -

E-mail Verification

The e-mail address leah.mccarvill@ct.gov has now been verified. Please continue to Login.

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

Acces	s Your Account		
Account	Fast Track Renewal		
User ID			
Password			
Passwo Log In	brd		
Don't have Forgot Pas	an account? Register sword? 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 located at top and bottom of this screen.	allows you to navigate our site by selecting the appropriate transaction you wish to accomplish. Online Services is				
There is currently 1 issue with your account. Please resolve it before going further. First time users must change their password.					
User ID:	WHOL1 Change User ID				
E-mail:	leah.mccarvill@ct.gov Change Email				
Password:	Change Password				
Security Questions:	Change Security Questions				

8) Change your password. Click "Save".

Password			
Old Password:			
New Password	••••		
Re-type Password	•••••		
		*	
		Save	Cancel