



**Home Improvement Contractor  
Guide to Online Services**

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

**DCP.homeimprovement@ct.gov**

# Home Improvement Contactor

## 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.

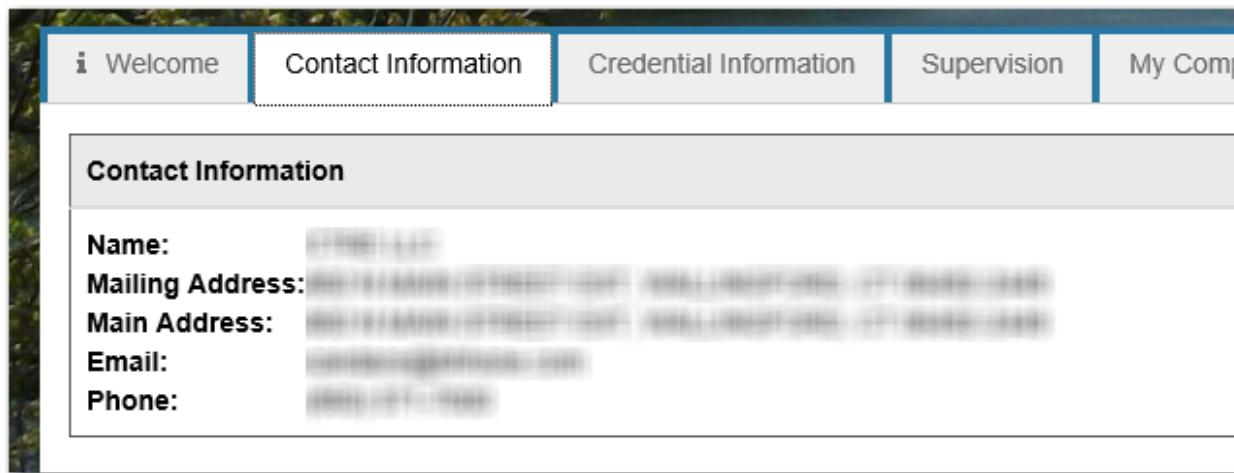
Each function can be accessed by signing into the Department's online website at [www.license.ct.gov](http://www.license.ct.gov). You must be logged into the correct online account using User ID and Password. Each of these functions are accessed by selecting Online Services.

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 are 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 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.**

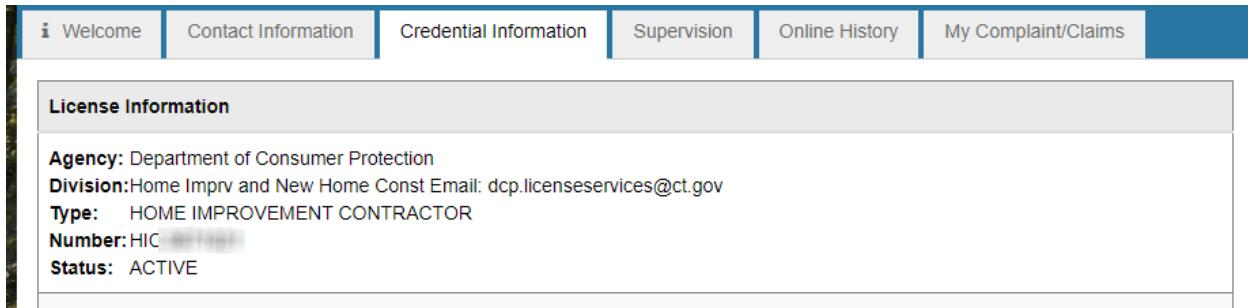
Once you have signed into [www.license.ct.gov](http://www.license.ct.gov) you can confirm you are in the right account by viewing the contact information tab in the center of the page:



The screenshot shows a web interface for managing professional licenses. At the top, there is a horizontal navigation bar with five tabs: 'Welcome' (highlighted in blue), 'Contact Information' (highlighted in blue), 'Credential Information', 'Supervision', and 'My Comp'. Below this, a large rectangular box is titled 'Contact Information'. Inside this box, there are five fields, each with a label and a blurred input field:

- Name:** [REDACTED]
- Mailing Address:** [REDACTED]
- Main Address:** [REDACTED]
- Email:** [REDACTED]
- Phone:** [REDACTED]

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



The screenshot shows a top navigation bar with tabs: Welcome, Contact Information, Credential Information (which is highlighted in blue), Supervision, Online History, and My Complaint/Claims. Below the navigation bar is a section titled "License Information". Under this section, the following details are listed:

- Agency:** Department of Consumer Protection
- Division:** Home Imprv and New Home Const Email: dcp.licenseservices@ct.gov
- Type:** HOME IMPROVEMENT CONTRACTOR
- Number:** HIC [REDACTED]
- Status:** ACTIVE

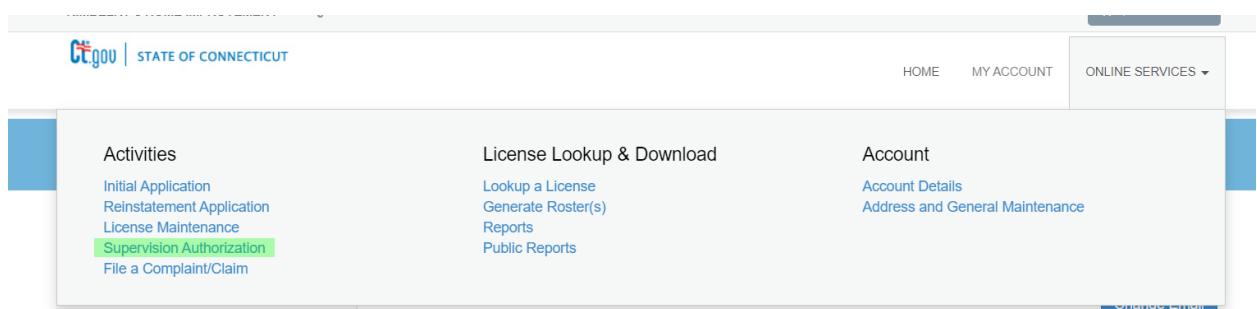
## Maintaining the Relationships with your Salespeople

You can add or remove a home improvement salesperson under your account. A salesperson can sell contracts for more than one contractor under one home improvement salesperson registration.

You can add an existing salesperson or remove a salesperson that is listed with you. This process is free.

### How to add a Salesperson

- 1) Select "Online Services" in the top right-hand corner.
- 2) Under "Activities". Select "Supervisor Authorization".



The screenshot shows the "Activities" section of the online services interface. The "Supervisor Authorization" option is highlighted with a green box. Other options in the list include: Initial Application, Reinstatement Application, License Maintenance, and File a Complaint/Claim.

- 3) Your Home Improvement Contractor number will be listed. You will need to select "Start".
- 4) Select "Add".
- 5) On the Search Criteria page, type in the home improvement salesperson's registration number.  
(Type in the number only. Do not include HIS. in the highlighted section)

Search Criteria

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

|                    |   |                  |  |
|--------------------|---|------------------|--|
| License Type:      | Acupuncturist<br>ADULT-USE CANNABIS BACKER<br>ADULT-USE CANNABIS CULTIVATOR<br>ADULT-USE CANNABIS DELIVERY SERVICE<br>ADULT-USE CANNABIS EMPLOYER |                  |  |
| License Status:    |   |                  |  |
| Business Name:     |   | Classifications: |  |
| First Name:        |   | Last Name:       |  |
| Address:           |   |                  |  |
| City:              |   | State:           |  |
| Zip:               |   |                  |  |
| County:            | First Select a State  |                  |  |
| Credential Number: |   |                  |  |

- 6) When you see the salesperson's account. Select "Add".
- 7) The status should be "Active".
- 8) Date Inactive and Comments should be left blank.

**Add DCP - HIC - Manage HIS**

Manage the Salespeople assigned to your registration. To inactivate a salesperson select the icon to the left of the record and complete the information in the pop-up box. To add an individual select "Add" and use the search screen to find the appropriate individual.

**Home Improvement Salesman**

HIS: [REDACTED]

**Status**

\* Active

**Date Inactive**

 (MM/DD/YYYY) Today

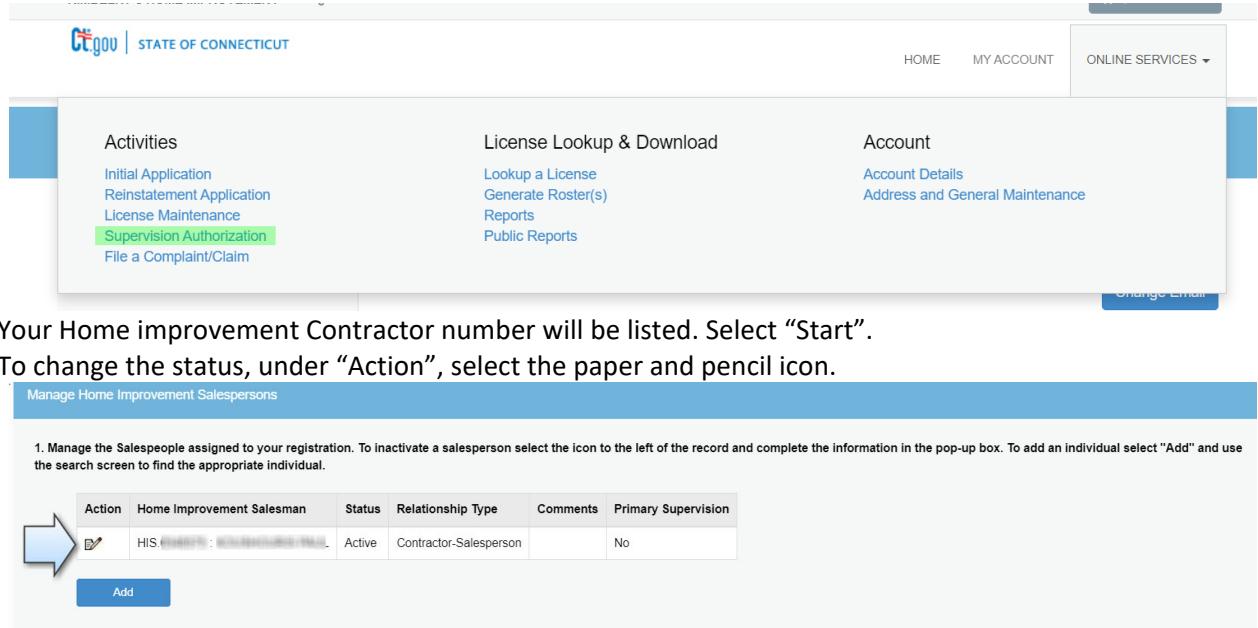
**Comments**

- 9) Select "Ok".
- 10) Select "Finish" to save all changes made.

**Note:** If you exit the application or click close, the changes won't be processed.  
You must select "Finish" to complete the changes.

## How to Remove a Salesperson

- 1.) Select “Online Services” in the top right-hand corner.
- 2.) Under “Activities”. Select “Supervision Authorization”.



The screenshot shows the 'Supervision Authorization' section of the portal. The 'Supervision Authorization' link is highlighted with a green box. The 'Manage Home Improvement Salespersons' button is also highlighted with a blue box. The table below shows a single record for a salesperson with the status 'Active'.

| Action  | Home Improvement Salesman | Status | Relationship Type      | Comments | Primary Supervision |
|---|---------------------------|--------|------------------------|----------|---------------------|
|  | HIS. [REDACTED]           | Active | Contractor-Salesperson |          | No                  |

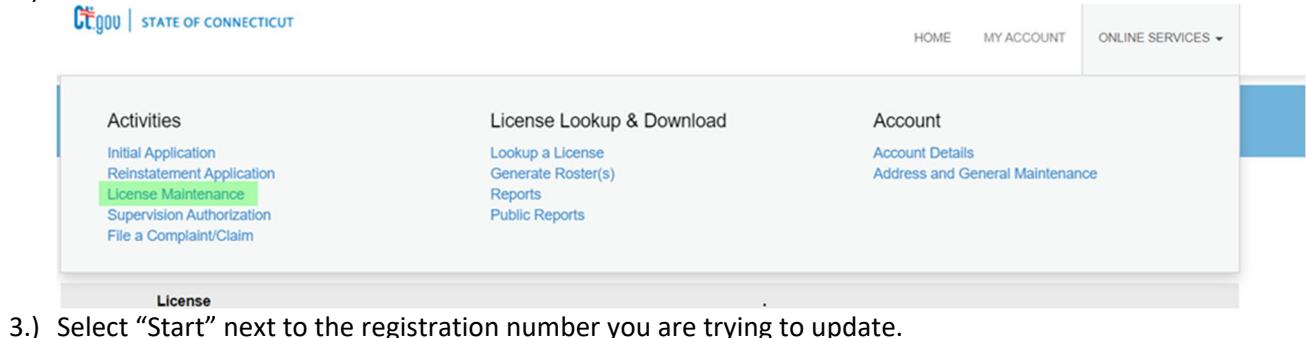
- 3.) Your Home improvement Contractor number will be listed. Select “Start”.
- 4.) To change the status, under “Action”, select the paper and pencil icon.
- 5.) Change the status to “inactive”.
- 6.) Use “today’s date” for date inactive. Select “Ok”.
- 7.) Select “Finish” to save all changes made.

Note: If you exit the application or select “Close”, the changes won’t be processed.  
You must select “Finish” to complete the changes.

## Update Liability Insurance

You can update your liability insurance through your account. The process is free.

- 1.) Select “Online Services” in the top right-hand corner.
- 2.) Under “Activities”. Select “License Maintenance”.



The screenshot shows the 'License Maintenance' section of the portal. The 'License Maintenance' link is highlighted with a green box. The 'License' button is also highlighted with a blue box. The 'Start' button next to a registration number is highlighted with a green box.

- 3.) Select “Start” next to the registration number you are trying to update.

Note: More than one license/registration may appear if the account is associated with multiple credentials

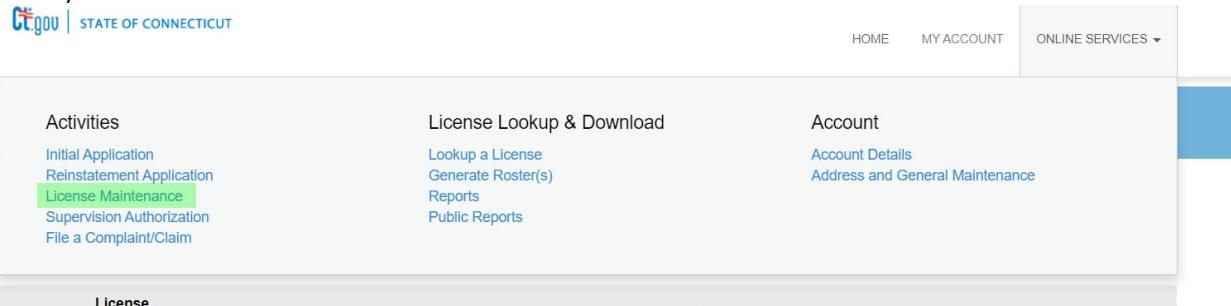
- 4.) Select “Update Liability Insurance Information” and then select “Next”.
- 5.) Fill in all sections relating to your insurance policy and select “Next”.
- 6.) Review your answers and select “Finish”.

## Change to Legal Entity

If an individual wishes to change their registration to a Legal Entity, they can submit a change to Legal Entity form through their account. The process is free. You must have registered your legal entity with the Connecticut Secretary of State’s Office before making this request.

Please note that this transfer can only go one way. Legal Entities cannot switch to individuals, and once the switch is completed, it cannot be reversed.

- 1.) Select “Online Services” in the top right-hand corner.
- 2.) Under “Activities”. Select “License Maintenance”.



The screenshot shows the Connecticut State of Connecticut Online Services website. The top navigation bar includes links for HOME, MY ACCOUNT, and ONLINE SERVICES. The 'ONLINE SERVICES' dropdown is open, showing sub-options: Activities, License Lookup & Download, and Account. The 'Activities' section is expanded, showing sub-options: Initial Application, Reinstatement Application, License Maintenance (which is highlighted in green), Supervision Authorization, and File a Complaint/Claim. The 'License' section is also visible. The main content area shows the 'License Maintenance' section with sub-options: Lookup a License, Generate Roster(s), Reports, and Public Reports.

- 3.) Select “Start” next to the registration number you are trying to update.  
Note: More than one license/registration may appear if the account is associated with multiple credentials.
- 4.) Select “Change to Legal Entity”.
- 5.) Answer the questions and select “Next” to continue.
- 6.) Review answers and select “Finish”.

## Inactivate Your Registration

You can deactivate your registration through your account. The process is free.

- 1) Select “Online Services” in the top right-hand corner.
- 2) Under “Activities”. Select “License Maintenance”.
- 3) Select “Start” next to the registration number you are trying to update.  
Note: More than one license/registration may appear if the account is associated with multiple credentials.
- 4) Select “Inactivate License.”
- 5) Use “today’s date” for date inactive. Then select “Next”.
- 6) You will have a chance to review your selection. Select “Finish”.

**IMPORTANT:** Once you select “Finish”, your registration will be immediately inactivated.

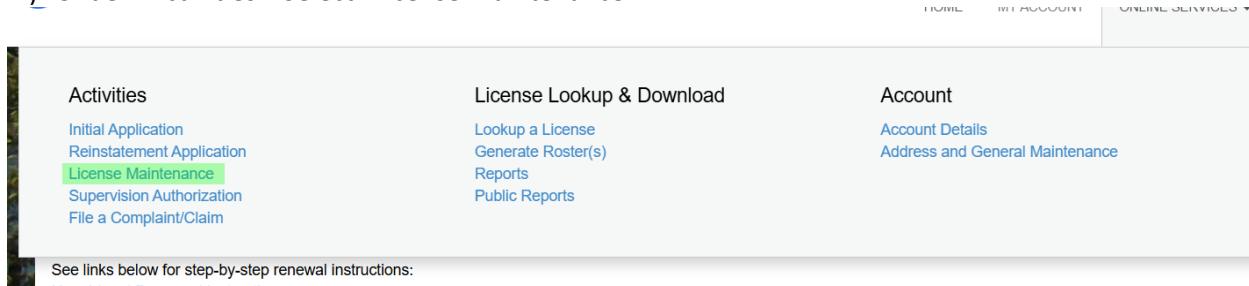
## Manage Your Account

To access this service, go to the Department's online website at [www.license.ct.gov](http://www.license.ct.gov).

You must be logged into the correct online account using User ID and Password.

### How to Change your Contractor of Record

- 1.) Select "Online Services" in the top right-hand corner.
- 2.) Under "Activities". Select "License Maintenance"



Activities

- Initial Application
- Reinstatement Application
- License Maintenance**
- Supervision Authorization
- File a Complaint/Claim

License Lookup & Download

- Lookup a License
- Generate Roster(s)
- Reports
- Public Reports

Account

- Account Details
- Address and General Maintenance

See links below for step-by-step renewal instructions:  
[User ID and Password Instructions](#)

- 3.) Your Home Improvement Contractor Number will be listed. Select "Start"
- 4.) Select "Update Contractor of Record "
- 5.) You will be shown your current contractor of record. You will then need to select "Yes" if you would like to change your contractor of record. Select "Next"
- 6.) Fill in all sections related to your new contractor of record.
- 7.) Review your answers and select "Finish"

### Changing Your ID, Password or Email

The email address on your record is for all correspondence from this Department, including renewal notification.

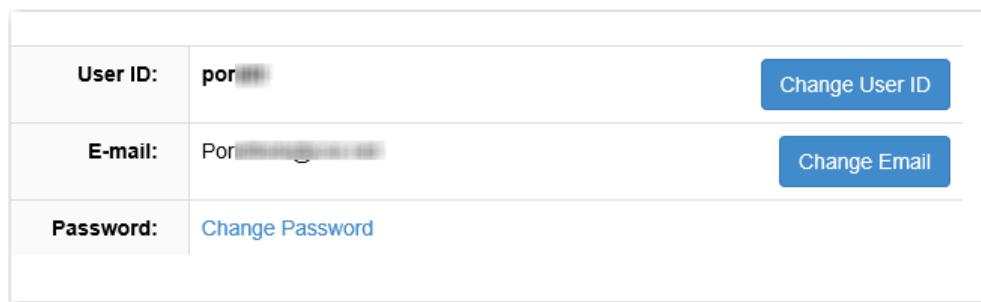
- 1.) Select "My Account" in the top right-hand corner.



HOME **MY ACCOUNT** ONLINE SERVICES ▾

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

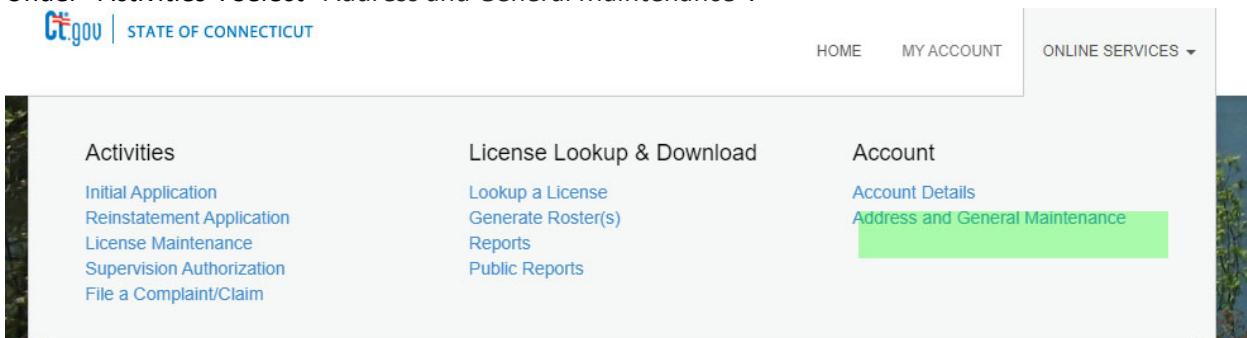
**Note:** If you choose to update your email, you will have to reply to a confirmation email.



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

## Update Your Address

- 1.) Select “Online Services” in the top right-hand corner.
- 2.) Under “Activities”. Select “Address and General Maintenance”.



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

## Fast Track Renewal PIN # vs. User ID

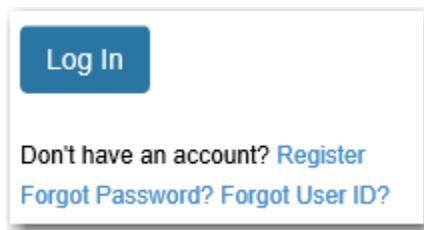
The Fast Track Renewal allows you access to pay your renewal by using a PIN # rather than a User Id and Password. This PIN # allows access to the online renewal function only and applies to the current renewal. You will receive a new PIN# for each renewal.

Instructions can be obtained by using the link below:

[Fast Track Renewal Instructions](#)

## 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, 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, Discover, 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>