CONNECTICUT
Consumer Protection

REAL ESTATE SALESPERSON

Guide to Online Services

Provided by
License Services Division
Department of Consumer Protection

DCP.LicenseServices@ct.gov

REAL ESTATE SALESPERSON

Guide to Online Services

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When to Renew, Reinstate or Reapply

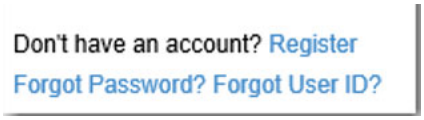
Applying, renewal and reinstatement are similar functions. However, each has different requirements and fees. If you select the wrong function, you may forfeit your application fee and then redo the work.

Each function can be accessed by signing into the Department's online website at www.elicense.ct.gov. You must be logged into the correct online account using User ID and Password.

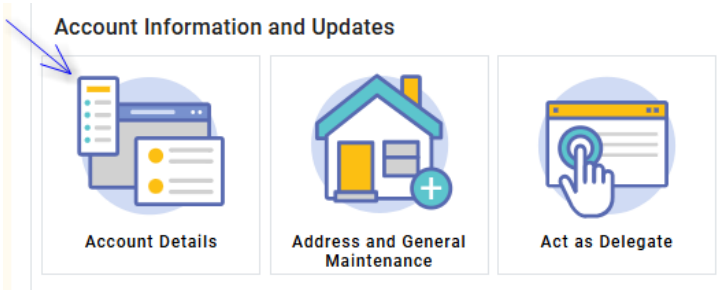
Quick Guide:

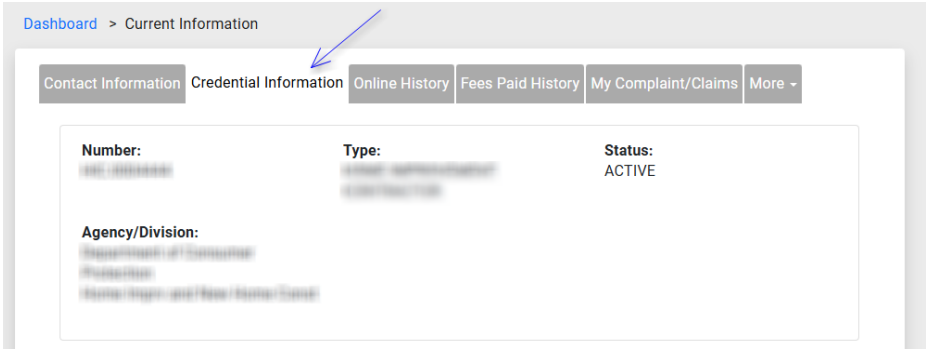
1. If your credential is Active and you are approaching your expiration date, you must complete a RENEWAL.
2. If your credential is Lapsed, you must complete a RENEWAL.
3. If your credential is Inactive and you are within three years of your expiration date, you must REINSTATE.
4. If your credential 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 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.**



Once you have signed into your account you can confirm you are in the right account by viewing the Contact and Credential Information tab in the center of the page:





Broker Supervision

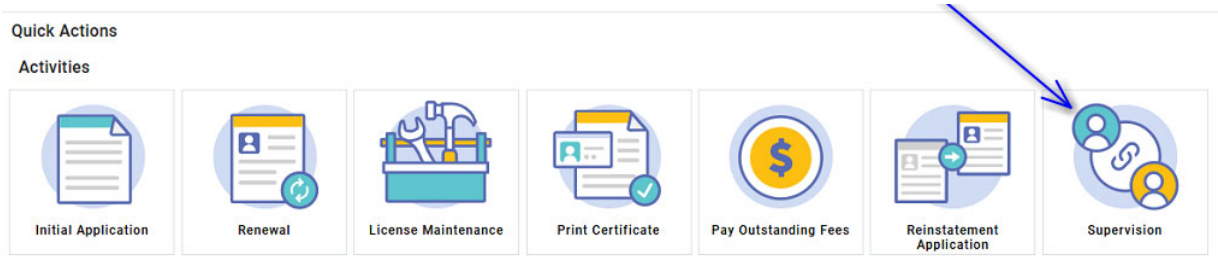
You may inactivate the relationship with your supervising broker and/or initiate a transfer to a new broker. You may not transfer to a new broker unless you have been terminated by your existing broker or you inactivate your relationship with your existing broker online.

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

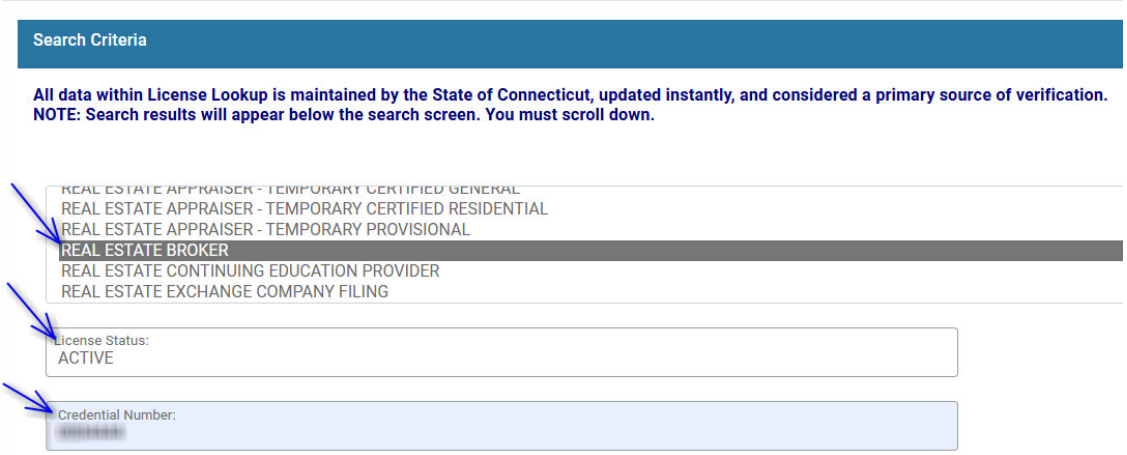
To access this service, go to the Department's online website at www.elicense.ct.gov . You must be logged into your online account using your User ID and Password. Once logged in, click on "**Supervision**".



1. Select "Start" next to your salesperson license number.
2. Read the advisement and click "Next"
3. Confirm or update your email address.
4. To inactivate your relationship with your existing broker, select the Edit icon under the supervising broker's information.

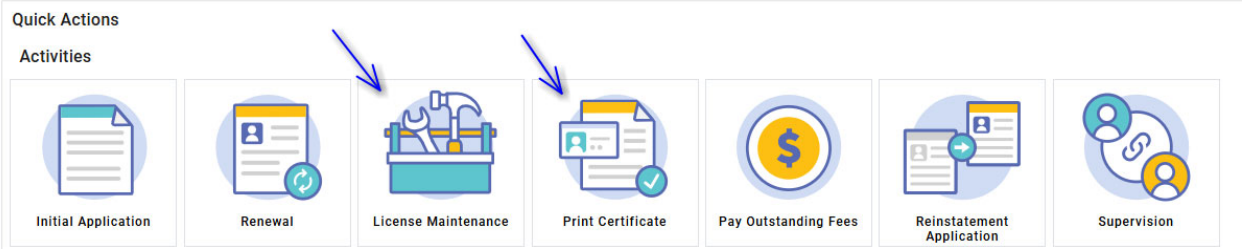


   a. To record the inactivation *without* initiating a request to a new broker, select "OK"> "Next" > "Finish". Sponsorship with the broker listed will be *immediately* terminated and your license status will be updated to Inactive. There is no fee for this transaction.
5. To initiate a supervision request/transfer 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.



6. After you make the appropriate selection, select "Submit" > "Next" > "Add Payment to Invoice" and pay the invoice.
7. 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 . You must be logged into your online account using your User ID and Password. Once logged in, click on "**Print Certificate**":

1. Select the "Certificate" button next to your license number to access your current certificate.
2. 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

Inactivate Your License

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, click on "**License Maintenance**":

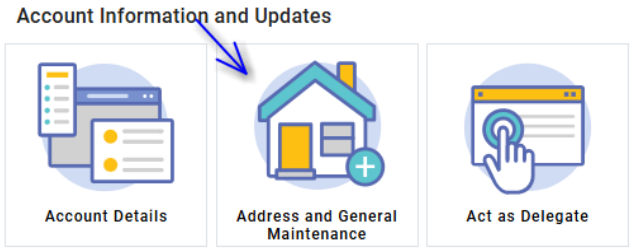
1. Select the "Start" button next to your license number.
2. Select "Inactivate License."
3. Enter today's date and certify that you will no longer undertake any practices that require a Real Estate License. Then select "Next."
4. You will have a chance to review your selection. Once you select "Finish" 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 . You must be logged into your online account using your User ID and Password. Once logged in, click on "**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. Please allow 5-15 business days for processing



Update Your Address

To update your address, 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, click on "**Address and General Maintenance**".

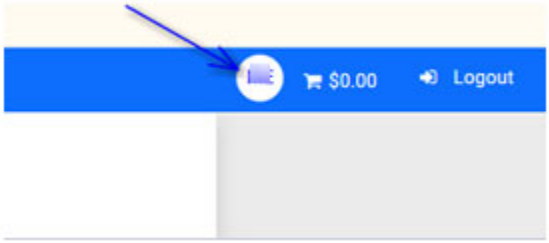
1. Select the "Start" button next to your license number (the "Start" button next to your license number allows you to update both your primary and your mailing address).
2. Update either address, selecting "Next" to move through sections.
3. Your request will not be completed until you select "Finish".
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 . You must be logged into your online account using your User ID and Password.

Once you have logged in, click on the round initial icon in the upper right-hand corner of the screen:

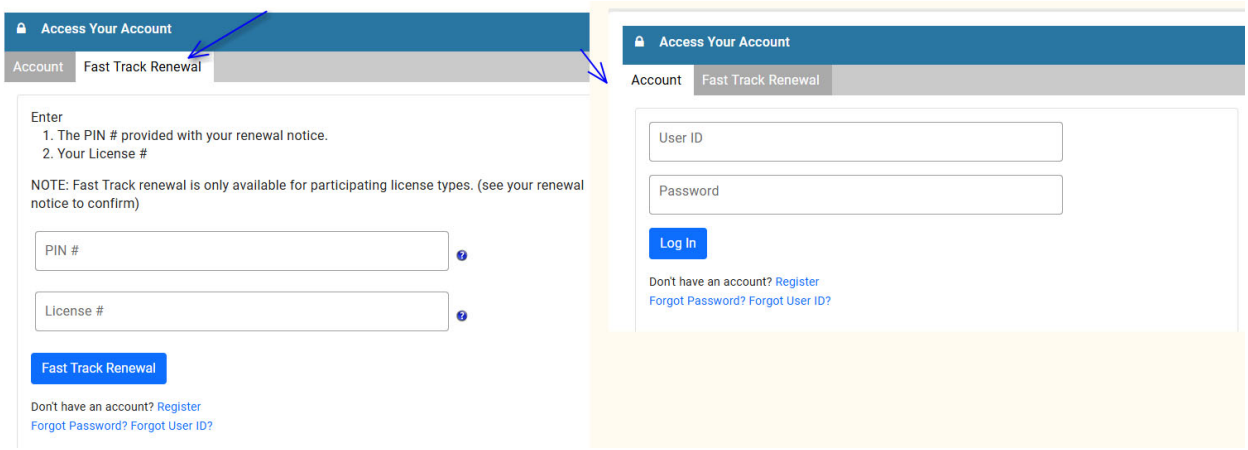


From there, you can select a button or a link to complete the desired update. If you choose to update your email you will have to reply to a confirmation email.



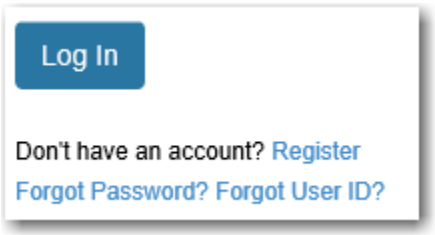
The difference between Using the Fast Track Renewal PIN vs User ID & Password

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 with 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.



If you have changed your email, request a change by sending an email to 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.