



## Account Manager - User Help

### Account Setup

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[Continue account setup \(due to interruption after selecting User Name/Password\)](#)

[Did not receive email with PIN number](#)

[Generate a new PIN number](#)

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[Change my password](#)

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[Forgot my password](#)

[Forgot the answers to my security question\(s\)](#)

[Unlock my account](#)

[Unblock my account](#)

## How do I create a new user account?

1. Start by completing the [New User Account form](#) and then select the Next button. (The New User Account form can also be accessed from [Account Manager Home](#) by selecting “New User” from the options on the right.)

**New User Account**

Step 1 of 4 :

Please enter details to start an account

\* = required field

\* First Name:

\* Last Name:

\* User Name:

\* Password:

\* Confirm Password:

\* Email:

\* Confirm Email:

\* Validation Code:  (Case Sensitive)

I1V17J7X

Next Cancel

- Enter an appropriate First and Last Name. This information will be used in all subscriber agreements, filings, and email correspondence.
  - Enter a User Name that is at least 8 characters and does not start with a number. Additionally, all special characters other than “\_” are not allowed.
  - Enter a Password that is at least 8 characters long and does not start with a number. Passwords must contain at least one each of an upper case letter, lower case letter, number, and special character. After specifying your password, please confirm your password for accuracy.
  - **Remember to save your User Name and Password for future reference!**
  - Enter your email address and then confirm your email address for accuracy. If your email address is entered incorrectly, you will not receive the email needed to complete your account setup. ***Please note that your email address must be unique. If your email address is already tied to an existing account, you will be prevented from creating a duplicate account associated to that same email address and you should use your existing account instead. If you have an existing account but cannot remember your User Name, see [What if I forgot my user name?](#)***
  - Enter the Validation Code exactly as entered in the green box. The Validation Code is case sensitive.
  - After checking that you have correctly entered the information, select the Next button.
2. On the next screen, enter your newly created User Name and Password and then select the Generate PIN button. This will generate a security PIN that will be emailed to you for purposes of confirming your email address and continuing the account registration process.

## User Account Setup

### Step 2 of 4 :

Please enter your User Name and Password and then select the Generate PIN button. This will email you a PIN needed to complete your Account Registration.

User Name:

Password:

3. Review the information that displays on the next screen. It will confirm that a PIN email (“Subject: CTDEEP eFiling – Account Security PIN”) has been sent. Select the OK button.

If you do not receive the PIN email, check your junk/spam folder. If it is not there, please contact your IT department to request they check their junk/spam folder and add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their whitelist. The PIN is only valid for 24 hours after which time a new PIN will need to be generated (see [How do I generate a new PIN number?](#)).

## User Account Setup

An Account Security PIN email has been sent to your specified email address to confirm your account and continue with your account setup.

- Open the email with subject CT DEEP eFiling - Account Security PIN
- Follow the link in your email
- Type in or copy and paste the PIN from your email
- Your PIN is only valid for 24 hours
- If you do not receive the email, check your junk or spam folder

To help ensure you receive the email:

1. Add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to your email contacts list or whitelist
2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist



Attention Firefox and Chrome Users: The OK button will not automatically close this tab. Please close this tab manually.

4. Open the PIN email (see example below); it will contain a Security PIN.

Copy this PIN and then select the “Account Manager” link within the email.

Your Security PIN to validate your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account is 570077. Please use this PIN to continue your account setup here: [Account Manager](#).

This PIN is only valid for 24 hours. If your PIN has expired, go to [Continue Account Setup](#).

Please note that you will not be able to log into the DEEP eFiling system until you complete the entire account setup process.

Thank you,  
CT DEEP

Notes:

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- To help ensure you receive our emails:
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  2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist.

For assistance, please email us at [DEEP.helpdesk@ct.gov](mailto:DEEP.helpdesk@ct.gov) or call us at 860-424-3882.  
Normal business hours are Monday through Friday, 9:00 a.m. to 4:30 p.m. EST

5. The following screen will open with your User Name already entered. Type in or copy and paste the PIN provided in your email and select the Next button.

User Account Setup

Step 3 of 4 :

Please enter the Security PIN Number sent to your email address in order to confirm your account and continue with your account setup.

User Name:

Security PIN Number:

6. You will then be prompted to select 5 security questions and answers. Make sure to select questions and answers that you will be able to remember. **Please note that answers are case sensitive and will need to be subsequently entered exactly as setup including any spaces or special characters.** After specifying all questions and answers, select the Finish button.

User Account Setup

Step 4 of 4 :

Select 5 personal questions and answers that will allow you to manage your account information.

**User Details**

\* First Name:

\* Last Name:

Job Title:

Department/Company:

Phone No:

Email:

**Selectable Questions**

Questions:	Answers: (Case Sensitive)
<input type="text" value="-Select-"/>	<input type="text"/>
<input type="text" value="-Select-"/>	<input type="text"/>
<input type="text" value="-Select-"/>	<input type="text"/>
<input type="text" value="-Select-"/>	<input type="text"/>
<input type="text" value="-Select-"/>	<input type="text"/>

- **Remember to save your answers for future reference!** You will be prompted to answer one of the selected questions each time you login and at certain other times during your electronic filing.
- Select “Finish” only after you have provided answers to the security questions.

7. A confirmation page will display.



You will also receive the following confirmation email:

Your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account setup has been successfully completed.

You can now login to the eFiling system to create or submit a filing at [ezFile](#).

Thank you,  
CT DEEP

Notes:

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  2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist.

For assistance, please email us at [DEEP\\_helpdesk@ct.gov](mailto:DEEP_helpdesk@ct.gov) or call us at 860-424-3882.  
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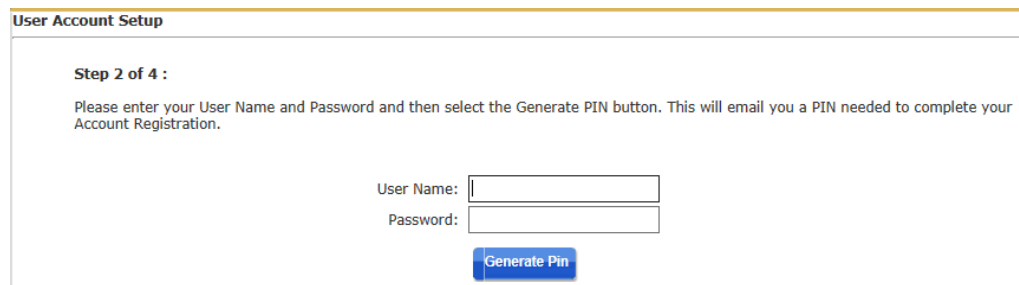
Your account is now registered and you can [login to ezFile](#) and complete a filing.  
**Remember:** ezFile has been optimized for Google Chrome.

## My account setup was interrupted after I selected a User Name and Password. How do I continue my account setup?

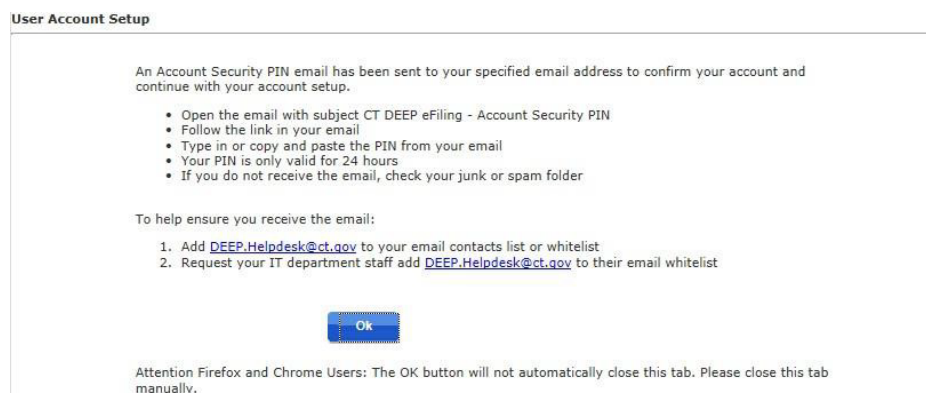
1. Go to [Account Manager](#)
2. Select “Continue Account Setup” from the options on the right.



3. Enter your User Name and Password and select the Generate Pin button. This will generate a Security PIN that will be emailed to you for purposes of confirming your email address and continuing the account registration process.



4. Review the information provided on the next screen and select the OK button. If you do not receive the PIN email, check your junk/spam folder. If it is not there, please contact your IT department to request they check their junk/spam folder and add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their whitelist. The PIN is only valid for 24 hours after which time a new PIN will need to be generated (see [How do I generate a new PIN number?](#)).



5. Open the PIN email (see example below); it will contain a Security PIN.

Copy this PIN and then select the “Account Manager” link within the email.

Your Security PIN to validate your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account is 570077. Please use this PIN to continue your account setup here: [Account Manager](#).

This PIN is only valid for 24 hours. If your PIN has expired, go to [Continue Account Setup](#).

Please note that you will not be able to log into the DEEP eFiling system until you complete the entire account setup process.

Thank you,  
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  2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist.

For assistance, please email us at [DEEP.helpdesk@ct.gov](mailto:DEEP.helpdesk@ct.gov) or call us at 860-424-3882.  
Normal business hours are Monday through Friday, 9:00 a.m. to 4:30 p.m. EST

6. The following screen will open with your User Name already entered. Type in or copy and paste the PIN provided in your email and select the Next button.

User Account Setup

Step 3 of 4 :

Please enter the Security PIN Number sent to your email address in order to confirm your account and continue with your account setup.

User Name:

Security PIN Number:

7. You will then be prompted to select 5 security questions and answers. Make sure to select questions and answers that you will be able to remember. **Please note that answers are case sensitive and will need to be subsequently entered exactly as setup including any spaces or special characters.** After specifying all questions and answers, select the Finish button.

User Account Setup

Step 4 of 4 :

Select 5 personal questions and answers that will allow you to manage your account information.

User Details

\* First Name:  \* Last Name:

Job Title:  Department/Company:

Phone No:  Email:

Selectable Questions

Questions: Answers: (Case Sensitive)

-Select-	<input type="text"/>
-Select-	<input type="text"/>
-Select-	<input type="text"/>
-Select-	<input type="text"/>
-Select-	<input type="text"/>

- **Remember to save your answers for future reference!** You will be prompted to answer one of the selected questions each time you login and at certain other times during your electronic filing.
- Select “Finish” only after you have provided answers to the security questions.

8. A confirmation page will display.



You will also receive the following confirmation email:

Your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account setup has been successfully completed.

You can now login to the eFiling system to create or submit a filing at [ezFile](#).

Thank you,  
CT DEEP

Notes:

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- To help ensure you receive our emails:
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  2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist.

For assistance, please email us at [DEEP\\_helpdesk@ct.gov](mailto:DEEP_helpdesk@ct.gov) or call us at 860-424-3882.  
Normal business hours are Monday through Friday, 9:00 a.m. to 4:30 p.m. EST

Your account is now registered and you can [login to ezFile](#) and complete a filing.

**Remember:** ezFile has been optimized for Google Chrome.



## **What if I do not receive the email with the PIN number?**

You should receive your PIN email within a few minutes of generation. If you do not receive the email, then the email has likely been blocked by your IT department or email provider. First, check your junk or spam folder. If unsuccessful, ask your IT department staff to check their junk or spam folder.

To help ensure you receive the email:

1. Add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to your email contacts list or whitelist.
2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist.

The PIN is only valid for 24 hours after which time a new PIN will need to be generated (see [How do I generate a new PIN number?](#)).

## How do I generate a new PIN number?

A PIN is only valid for 24 hrs. If you do not complete the registration process within 24 hours of PIN generation, you will need to generate a new PIN using the following steps:

1. Go to [Account Manager](#)
2. Select “Continue Account Setup” from the options on the right



Sign in to Account Manager

User Name:

Password:

[Reset Password](#)

[Unlock Account](#)

[Forgot Credentials](#)

[Continue Account Setup](#)

[New User](#)

[User Help File](#)

3. Follow the directions on the subsequent screens to send a new PIN to your email account (see [How do I continue my account setup?](#) for detailed steps).
4. If you do not receive the email, check your junk/spam folder. If it is not there, please contact your IT department to request they check their junk/spam folder and add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their whitelist.

## How do I update the First and/or Last Name or email address associated to my account?

1. Log into [Account Manager](#) with your User Name and Password.
2. Answer one of your randomly selected challenge questions.
3. Select the “Self Update” option to update your First and/or Last Name or email address, making sure to confirm your First Name, Last Name and email are as desired and then select the Save button.

\*\*Please note the Username on an account cannot be modified once it is created

**Account Options**

- Self Update
- Change Password
- Challenge Questions

**Self Update**

\* = required field

\* First Name:

\* Last Name:

\* User Name:

\* Email:

\* Confirm Email:

## How do I change my password?


1. Log into [Account Manager](#) with your User Name and Password.
2. Answer one of your randomly selected challenge questions.
3. Select the “Change Password” option. Enter your current password where it asks for the Old Password. Enter a new password and confirm the new password and select the Save button. Passwords must be a minimum 8 characters and must contain at least one each of an upper case letter, lower case letter, number and special character. Passwords cannot start with a number.

**Account Options**

- Self Update
- Change Password**
- Challenge Questions

---

**Change Password**

 **Change Password**

\* = required field

Password must be minimum 8 characters, and must contain each of the following:

1. Numbers
2. Upper case letters
3. Lower case letters
4. Special characters

Password cannot start with a Number  
New password cannot be the same as any of the last 100 passwords used.

\* Old Password:

\* New Password:

\* Confirm Password:

## How do I change my security questions or answers?


1. Log into [Account Manager](#) with your User Name and Password.
2. Answer one of your randomly selected challenge questions.
3. Select the “Challenge Questions” option. Update any or all of your challenge questions and/or answers and select the Update button. Please note that answers are case sensitive and will need to be subsequently entered exactly as setup including spaces and any special characters.

**Account Options**

- Self Update
- Change Password
- Challenge Questions**

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**Challenge Questions**

 **Challenge Questions**

**Admin Defined Questions**

What is mothers maiden name? ▼	<input type="text"/>	(Case Sensitive)
What is your car color? ▼	<input type="text"/>	(Case Sensitive)
In what city did you meet your spouse/significant othi ▼	<input type="text"/>	(Case Sensitive)
What is the name of your elementary/primary school ▼	<input type="text"/>	(Case Sensitive)
What was the model of your first car? ▼	<input type="text"/>	(Case Sensitive)

## What if I forgot my user name?

1. From the [ezFile](https://filings.deep.ct.gov/DEEPPortal/) home page (<https://filings.deep.ct.gov/DEEPPortal/>) select the “Forgot my username” option:

State of Connecticut Governor Dannel P. Malloy

Department of ENERGY & ENVIRONMENTAL PROTECTION

Browser: Chrome v. 68 [Log In]

**ezFile**

**Welcome to e-Filing!**

DEEP Home  
Permits & Licenses

**Getting Started**

**Public Search**  
SW & UST By Map  
SW & UST By Location  
Boating & Fishing  
Radiation

**Public Comments**  
Submitted SWC Filings

**Help**

**Need to File?**

**Welcome to DEEP's ezFile Portal** – the convenient, secure way to manage your DEEP licenses, permits and notifications.

ezFile can currently be used for:

- Stormwater Registrations (Construction, Industrial and No Exposure);
- Underground Storage Tank Notifications;
- Boating and Fishing Permits and Registrations, and
- Radiation (DTX and RMI).

To apply for other permits, licenses or registrations please go to the [DEEP Permits and Licenses web page](#).

Username

Password

Submit

**New to e-Filing?**

- [Getting Started](#)
- [View/Print User Account Guidance](#)
- [Create a User Account](#)

**Forgot your password or need to update your user account?**

- **Forgot my username**
- [Forgot my password](#)
- [View/Print User Account Guidance](#)
- [Go to Account Manager](#)

2. Enter the email address you used to create your ezFile account and select the “Send username to email” button:

### Account Maintenance

[Update the email address associated to my account](#)

[Change my password](#)

[Change my security questions or answers](#)

[Forgot my username](#)

Enter email

Send username to email →

[Forgot my password](#)

[Forgot the answers to my security question\(s\)](#)

[Unlock my account](#)

[Unblock my account](#)

3. An email containing your ezFile user name will be sent to the provided email address. If no ezFile account is associated to the provided email address, then you will receive an email that states there is no existing account.

## What if I forgot my password?

There are two ways you can reset a forgotten password.

### Option 1 – Reset Password:

1. Go to [Account Manager](#)
2. Select “Reset Password” from the options on the right.



Sign in to Account Manager

User Name:

Password:

[Reset Password](#)

[Unlock Account](#)

[Forgot Credentials](#)

[Continue Account Setup](#)

[New User](#)

[User Help File](#)

3. Enter your User Name and select the OK button.

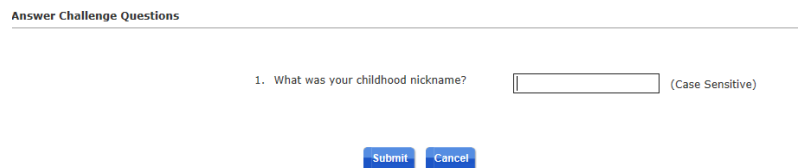


**Reset Password**

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User Name:

4. Answer one of your randomly selected challenge questions and select the Submit button.

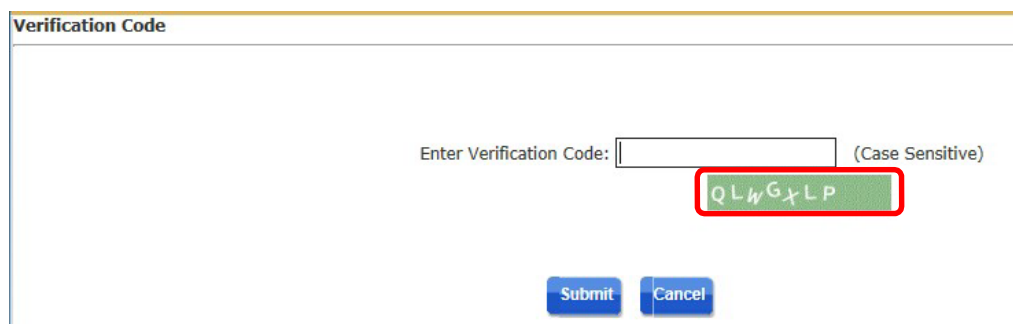


**Answer Challenge Questions**

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1. What was your childhood nickname?  (Case Sensitive)

5. Enter the verification code displayed in the green box and select the Submit button. Please note that the verification code is case sensitive.



**Verification Code**

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Enter Verification Code:  (Case Sensitive)

QLWGXLP

6. Enter a new password, then confirm the new password and select the Reset Password button. Passwords must be a minimum 8 characters and must contain at least one each of an upper case letter, lower case letter, number and special character. Passwords cannot start with a number.

Reset Password

---

New Password:

Confirm Password:

Reset Password Cancel

Password must be minimum 8 characters, and must contain each of the following:

1. Numbers
2. Upper case letters
3. Lower case letters
4. Special characters

Password cannot start with a Number

7. You will receive a confirmation email that your password was changed.



## Option 2 – Forgot Credentials:

1. Go to [Account Manager](#)
2. Select “Forgot Credentials” from the options on the right.

Sign in to Account Manager

User Name:

Password:

- [Reset Password](#)
- [Unlock Account](#)
- [Forgot Credentials](#)**
- [Continue Account Setup](#)
- [New User](#)
- [User Help File](#)

3. Make sure Forgot Password is selected then enter your user name and select the Go button.

Forgot Credentials

Forgot Password  Forgot Challenge Question Answers

**Forgot Password**

User Name:

4. Answer one of your randomly selected challenge questions and select the Submit button.

Forgot Password

**Answer Challenge Questions**

1. What is mothers maiden name?  (Case Sensitive)

5. An email will be sent to your email address containing a PIN number. Enter this PIN number and select the Validate button.

Forgot Password

An email containing a security pin number will be sent to your account email address. This pin number will be needed to continue.

**Security PIN number**

Please enter the Security PIN Number which has been sent to your email address.

Security PIN Number:

The Security PIN to validate your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account is **976596**.

Please enter this PIN to reset your credentials.

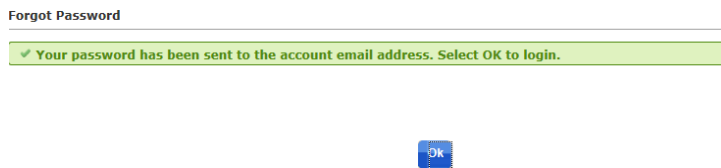
Thank you,  
CT DEEP

Notes:

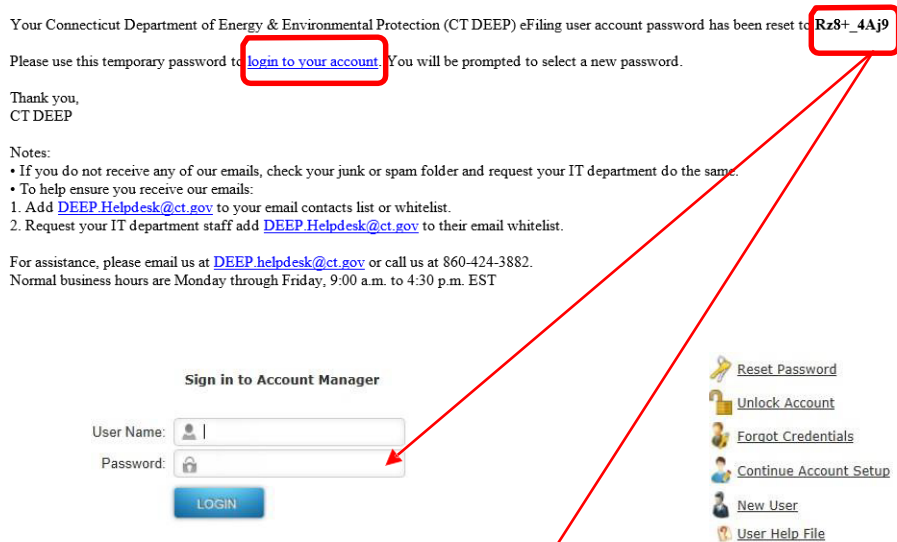
- If you do not receive any of our emails, check your junk or spam folder and request your IT department do the same.
- To help ensure you receive our emails:
  1. Add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to your email contacts list or whitelist.
  2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist.

For assistance, please email us at [DEEP.helpdesk@ct.gov](mailto:DEEP.helpdesk@ct.gov) or call us at 860-424-3882.  
Normal business hours are Monday through Friday, 9:00 a.m. to 4:30 p.m. EST

6. A temporary password will be sent to your email address.



7. Select the [login to your account](#) link from your email and enter your user name and the temporary password from your email.



8. You will be prompted to change your password. Enter the temporary password from your email where it asks for the Old Password. Enter a new password and confirm the new password and select the OK button. Passwords must be a minimum 8 characters and must contain at least one of an upper case letter, lower case letter, number and special character. Passwords cannot start with a number.



9. You will receive confirmation on the screen that your password was successfully changed and will also receive a confirmation email.



### Change Password

Password changed successfully. To create or submit a filing, please login to the DEEP eFiling system with your new password.

OK

Your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account password has been changed.

You can now login to the eFiling system to create or submit a filing at [eFile](#).

Thank you,  
CT DEEP

**Notes:**

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## What if I forgot my security question answers?

1. Go to [Account Manager](#)
2. Select "Forgot Credentials" from the options on the right.

Sign in to Account Manager

User Name:

Password:

- [Reset Password](#)
- [Unlock Account](#)
- [Forgot Credentials](#)**
- [Continue Account Setup](#)
- [New User](#)
- [User Help File](#)

3. Select the Forgot Challenge Question Answers option. Enter your User Name and Password and select the Go Button.

**Forgot Credentials**

Forgot Password  **Forgot Challenge Question Answers**

**Forgot Challenge Question Answers**

User Name:

Password:

4. An email will be sent to your email address containing a PIN number. Enter this PIN number and select the Validate button.

**Forgot Challenge Question Answers**

✓ An email containing a security pin number will be sent to your account email address. This pin number will be needed to continue.

**Security PIN Number**

Please enter the Security PIN Number which has been sent to your email address.

Security PIN Number:

The Security PIN to validate your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account is **652833**

Please enter this PIN to reset your credentials.

Thank you,  
CT DEEP

#### Notes:

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5. Enter new answers to your security/challenge question. Please note that answers are case sensitive and will need to be subsequently entered exactly as setup including any spaces or special characters.

**Forgot Challenge Question Answers**

---

**Update Challenge Question Answers**

<b>What is mothers maiden name?</b>	<input type="text"/>	(Case Sensitive)
<b>What is your car color?</b>	<input type="text"/>	(Case Sensitive)
<b>In what city did you meet your spouse/significant other?</b>	<input type="text"/>	(Case Sensitive)
<b>What is the name of your elementary/primary school?</b>	<input type="text"/>	(Case Sensitive)
<b>What was the model of your first car?</b>	<input type="text"/>	(Case Sensitive)
<b>What was your childhood nickname?</b>	<input type="text"/>	(Case Sensitive)

6. You will receive confirmation on the screen that your question answers were successfully changed.

**Forgot Challenge Question Answers**

---

✓ **Answers to challenge questions have been successfully updated. You can now sign in to Account Manager.**

## How do I unlock my account?

An account may be locked if you enter your password incorrectly multiple times. You can unlock your account using the following steps:

1. Go to [Account Manager](#)
2. Select "Unlock Account" from the options on the right.



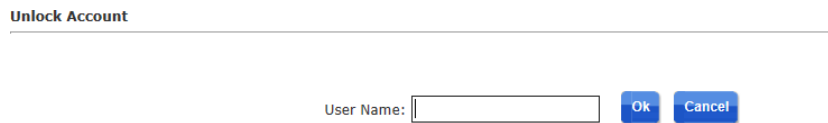
Sign in to Account Manager

User Name:

Password:

- [Reset Password](#)
- [Unlock Account](#)**
- [Forgot Credentials](#)
- [Continue Account Setup](#)
- [New User](#)
- [User Help File](#)

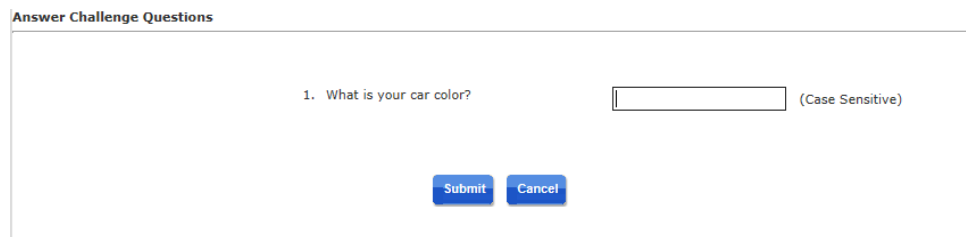
3. Enter your User Name and select the OK button.



Unlock Account

User Name:

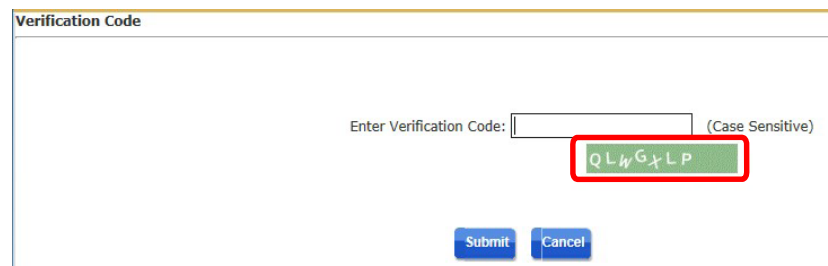
4. Answer one of your randomly selected challenge questions and select the Submit button.



Answer Challenge Questions

1. What is your car color?  (Case Sensitive)

5. Enter the verification code displayed in the blue box and select the Submit button. **Please note that the verification code is case sensitive.**



Verification Code

Enter Verification Code:  (Case Sensitive)

**QL4GxLP**

6. You will receive a confirmation email that your account has been unlocked. **Note that you must enter your password correctly the first time you login after unlocking your account or else your account will automatically be re-locked.**

Your Connecticut Department of Energy & Environmental Protection (CT DEEP) eFiling user account has been unlocked.

You can now [login to your account](#).

Thank you,  
CT DEEP

Notes:

- If you do not receive any of our emails, check your junk or spam folder and request your IT department do the same.
- To help ensure you receive our emails:
  1. Add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to your email contacts list or whitelist.
  2. Request your IT department staff add [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) to their email whitelist.

For assistance, please email us at [DEEP.helpdesk@ct.gov](mailto:DEEP.helpdesk@ct.gov) or call us at 860-424-3882.  
Normal business hours are Monday through Friday, 9:00 a.m. to 4:30 p.m. EST

## How do I unblock my account?

An account may be blocked if you answer your security questions incorrectly multiple times. **Your account will be automatically unblocked after 30 minutes.** To request your account be unblocked sooner, please send an email to [DEEP.Helpdesk@ct.gov](mailto:DEEP.Helpdesk@ct.gov) requesting that our account administrator unblock your account. **Please make sure to include your user name to expedite the process.** You will receive an email once your account is unblocked.