



Connecticut Department of
ENERGY &
ENVIRONMENTAL
PROTECTION



Unlocking* Your Account Using Account Manager

*If your account is “Blocked”, call the DEEP Help Desk at 860-424-4169.

Your account becomes “locked” if you have incorrectly entered your user name or password four times. To unlock your account yourself, select the link to “Account Manager”.

The screenshot shows the DEEP ezFile portal interface. At the top, there is a header with the State of Connecticut logo and Governor Dannel P. Malloy's name. Below this is the DEEP logo and the text "Department of ENERGY & ENVIRONMENTAL PROTECTION". A "[Log In]" button is visible. The main content area is titled "Welcome to e-Filing!" and "Welcome to DEEP's ezFile Portal". It lists services like Stormwater Registrations, Underground Storage Tank Notifications, and Boating and Fishing Permits. A login form is present with the following fields and error message:

Username
Password
User Account is locked or disabled. Please contact administrator.

Below the form, there are links: "New to e-Filing? [Create an account](#) here." and "Forgot your password or need to update your user account? [Go to Account Manager](#)." A large green arrow on the right points to the "Go to Account Manager" link with the text "Select link".

**The account manager menu allows for several maintenance tasks.
To unlock your account, select “Unlock Account”.**



The screenshot shows the Account Manager interface for the Department of Energy & Environmental Protection. The header includes the department logo, name, and version number (V4.0.0.2). The main content area features a "Sign in to Account Manager" section with input fields for "User Name" and "Password", and a "LOGIN" button. To the right, a vertical menu lists several options: "Reset Password", "Unlock Account", "Forgot Credentials", "Register User", and "New User". A large green arrow points from the right side of the screen towards the "Unlock Account" link, with the text "Select link" written inside the arrow.

Department of
ENERGY & ENVIRONMENTAL PROTECTION V4.0.0.2

Sign in to Account Manager

User Name:

Password:

LOGIN

- Reset Password
- Unlock Account
- Forgot Credentials
- Register User
- New User

Select link

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Follow the Prompts:

Account Manager

Department of
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Unlock Account

User Name:

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User name

Account Manager

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Answer Challenge Questions

1. What is the country of your ultimate dream vacation?

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Answer your
security
question

Account Manager

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Verification Code

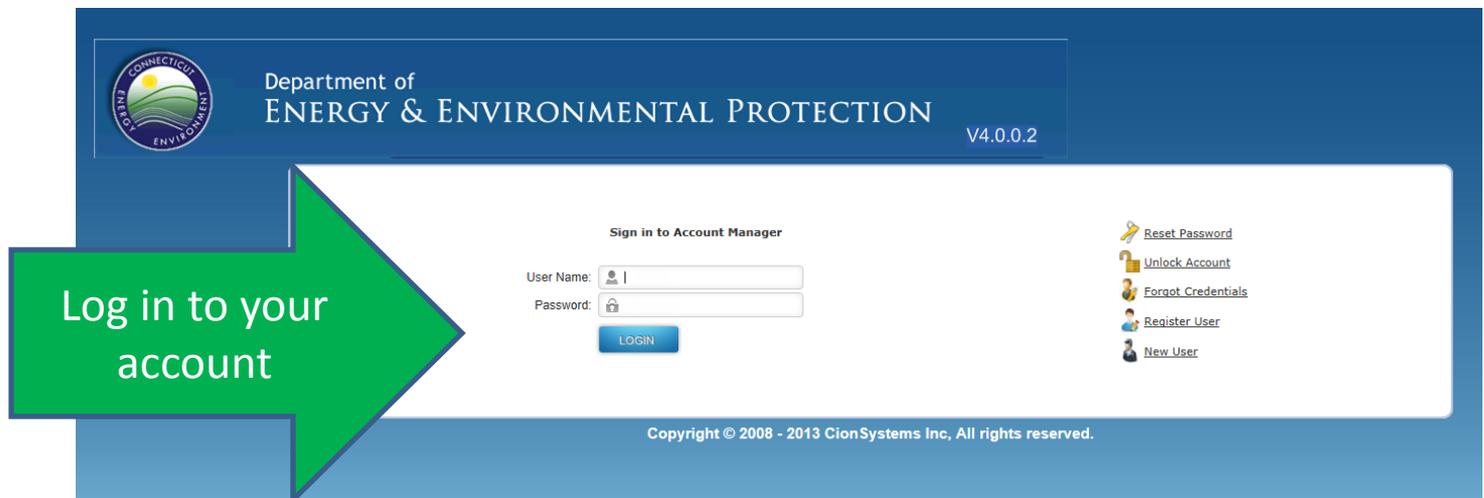
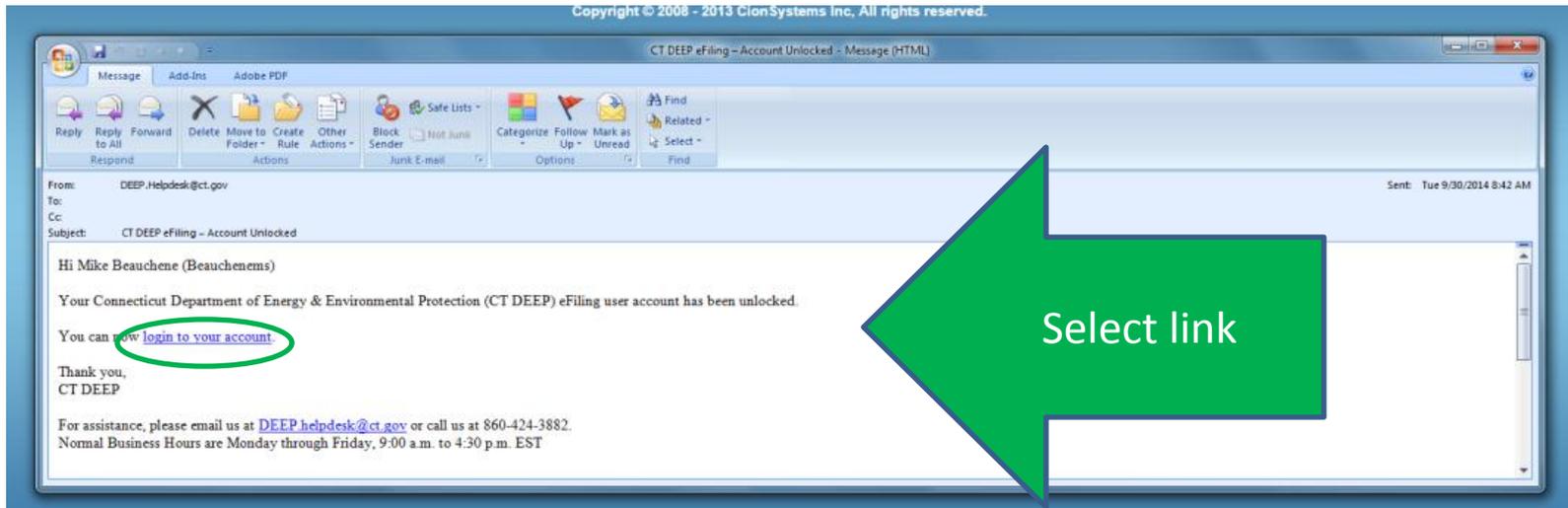
Enter Verification Code:

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Type in the
verification code as
shown in the light
blue box (ALL CAPS)

After submitting, you will receive an email with a link to log into your account.

Log In Using the Link Provided in the Email:



**Make changes to your profile or save to exit account manager.
You can now return to ezFile.**



Account Manager [Contact us](#)

 Department of ENERGY & ENVIRONMENTAL PROTECTION V4.0.0.2

Welcome: **Mike Beauchene** Date: **11/7/2014**

Account Options	Self Update
Self Update	
Change Password	* First Name: <input type="text"/>
Challenge Questions	* Last Name: <input type="text"/>
	* User Name: <input type="text" value="Beauchenems"/>
	Phone No: <input type="text"/>
	Department/Company: <input type="text"/>
	Job Title: <input type="text"/>
	* Email: <input type="text"/>
	Street: <input type="text"/>
	P.O. Box: <input type="text"/>
	City: <input type="text"/>
	State/Province: <input type="text" value="Connecticut"/>
	Zip/Postal Code: <input type="text" value="06106"/>
	Country: <input type="text" value="United States of America"/>
	<input type="button" value="Save"/>

* = required field

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