

Maine Enterprise Licensing System (MELS) Supporting User Guides

Creating an Account in MELS and Retrieving a Forgotten Password



MAINE DEPARTMENT OF ENVIRONMENTAL PROTECTION

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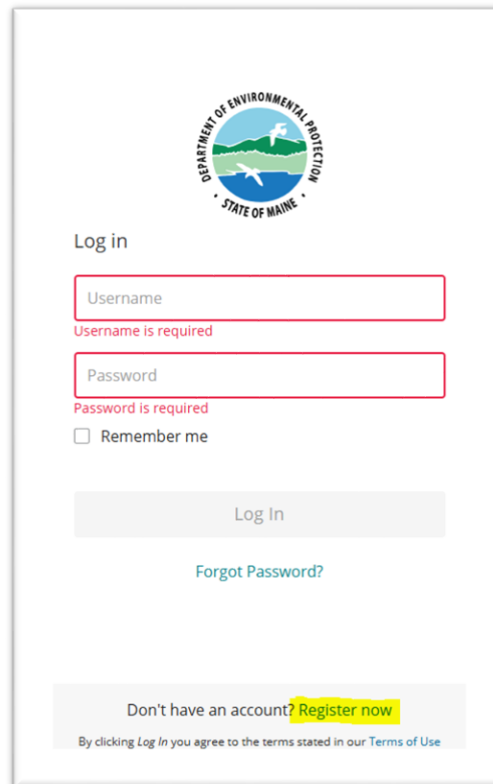
www.maine.gov/dep

Creating an Account in MELS

Access MELS at the following link: [Log in to MELS](#).

MELS users will be able to submit applications and information related to site, permit, registration, and other items. First-time MELS users will need to create an account by clicking the “Register Now” button located at the bottom of the MELS Log In page as highlighted in Figure 1 below.

Figure 1: Register Now



The screenshot displays the MELS login interface. At the top center is the logo for the Department of Environmental Protection, State of Maine, featuring a circular emblem with a mountain, water, and a bird. Below the logo, the text "Log in" is centered. There are two input fields: "Username" and "Password". Both fields have red borders and red error messages below them: "Username is required" and "Password is required". Below the password field is a checkbox labeled "Remember me". A grey "Log In" button is positioned below the checkboxes. Below the button is a blue link "Forgot Password?". At the bottom of the form, there is a grey box containing the text "Don't have an account? Register now", where "Register now" is highlighted in yellow. Below this box is a small link: "By clicking Log In you agree to the terms stated in our Terms of Use".

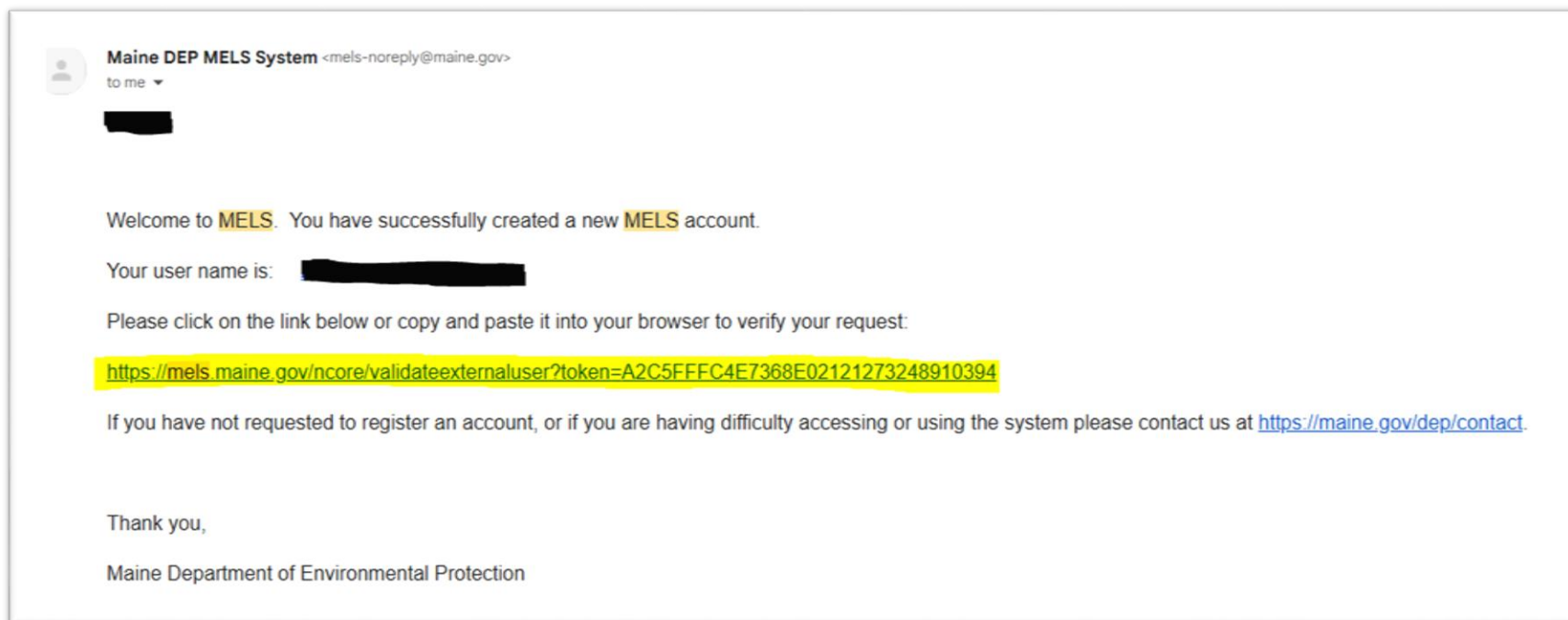
Enter the required account information, as indicated with red asterisks, and select “Create Account” in the bottom left corner, as highlighted in Figure 2.

Figure 2: Create Account

The screenshot shows a web form titled "Account Info" with a legend in the top right corner stating "* = Required". The form contains several input fields: "First Name" (with a red asterisk and a red warning icon), "Last Name", "Email Address", "Confirm Email Address", "Password", "Confirm Password", "Phone Number", "Extension", and "Organization or Company Name". At the bottom left, the "Create Account" button is highlighted in yellow, and a "Cancel" button is next to it. At the bottom right, there is a blue box with the text "protected by reCAPTCHA" and a link for "Privacy - Terms" next to a reCAPTCHA logo. A disclaimer at the bottom left reads "By clicking Create Account you agree to the terms stated in our Terms of Use".

Locate the account verification email in your inbox and click the link contained in the email, as highlighted in Figure 3 below.

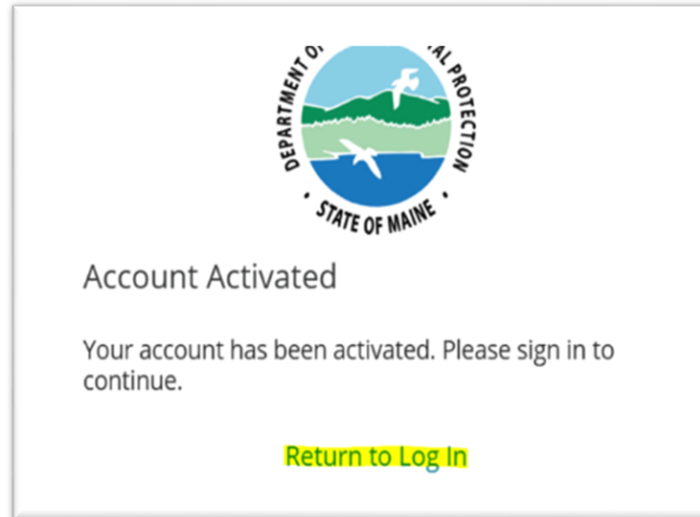
Figure 3: Account Verification Email



- Note: If you do not receive the account verification email, check your spam folder first. If you still do not see the account verification email, call the Maine Department of Environmental Protection (DEP) Help Desk at 866-894-2578.

Select Return to Log In as highlighted in Figure 4 below.

Figure 4: Return to Log In



Select a prompt and provide an answer for each of the five required security questions. When finished, select 'Save' in the bottom left corner, as highlighted in Figure 5 below.

Figure 5: Security Questions

The screenshot shows a web form titled "Set Up Security Questions". It contains five identical sections, each for a "Security Question". Each section consists of a dropdown menu with the text "Choose a question prompt..." and a small downward arrow on the right. Below each dropdown is a text input field with the placeholder text "Your answer". At the bottom left of the form, there is a "Save" button highlighted in yellow.

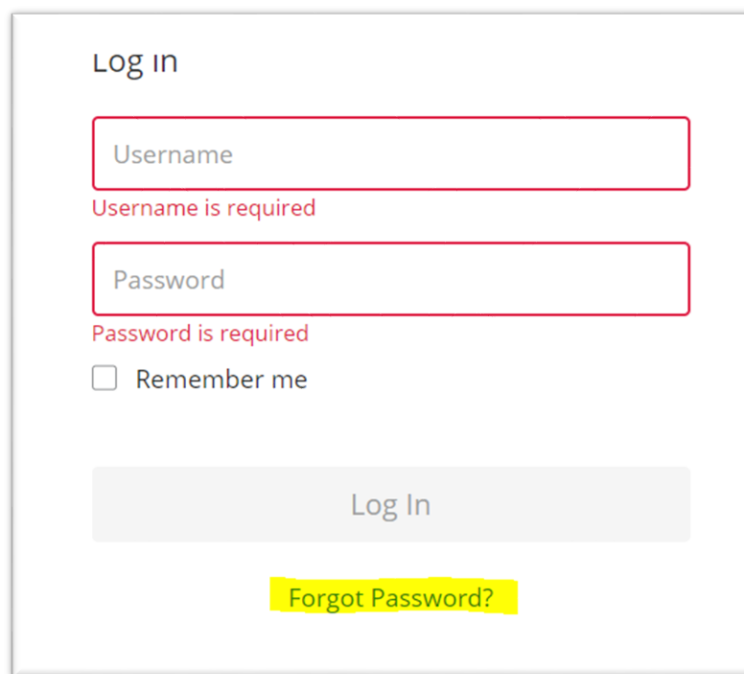
You are now signed into MELS.

Forgot Password

If you already have an account with MELS, you can request a password reset link following the steps below.

Navigate to the [MELS log in page](#) and select “Forgot Password?” as highlighted in Figure 6 below.

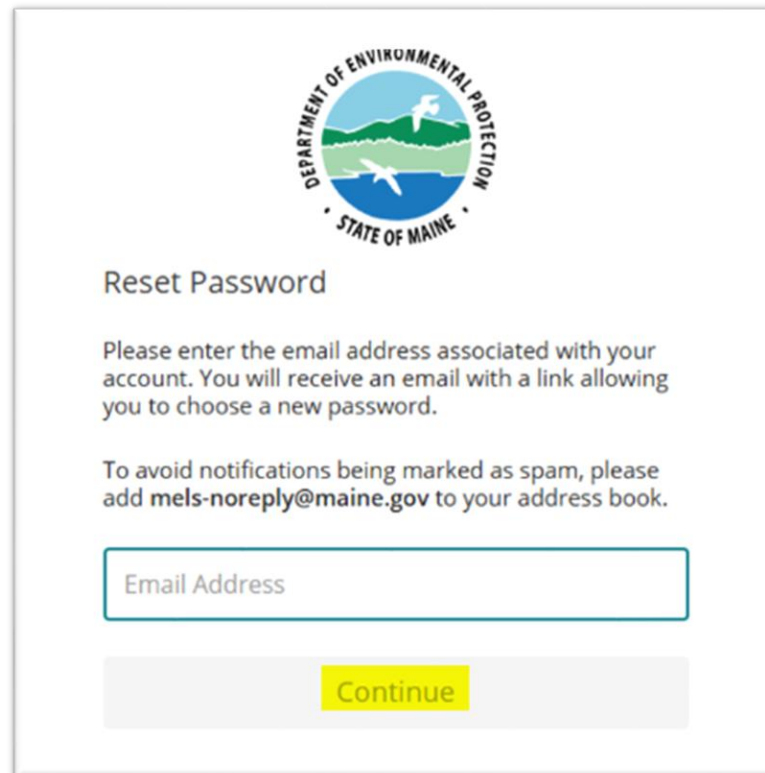
Figure 6: Forgot Password




The screenshot shows a login form titled "Log in". It contains two input fields: "Username" and "Password". Below the "Username" field, there is a red error message: "Username is required". Below the "Password" field, there is a red error message: "Password is required". Below these fields is a checkbox labeled "Remember me". At the bottom of the form is a "Log In" button. Below the button is a link labeled "Forgot Password?", which is highlighted in yellow.

Enter the email address associated with your account and select “Continue,” as highlighted in Figure 7 below.

Figure 7: Reset Password





Reset Password

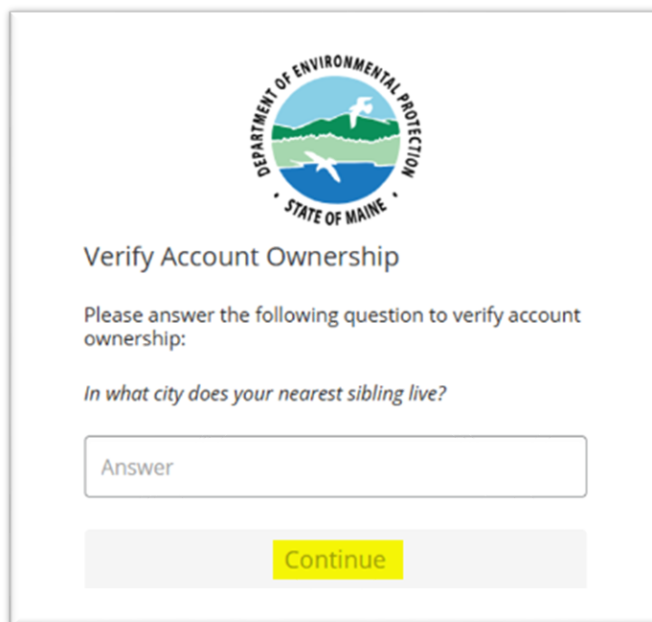
Please enter the email address associated with your account. You will receive an email with a link allowing you to choose a new password.


To avoid notifications being marked as spam, please add mels-noreply@maine.gov to your address book.

[Continue](#)

If you are prompted to respond to one of your security questions, enter the answer and select “Continue” as highlighted in Figure 8 below.

Figure 8: Verify Account Ownership





Verify Account Ownership

Please answer the following question to verify account ownership:

In what city does your nearest sibling live?

Answer

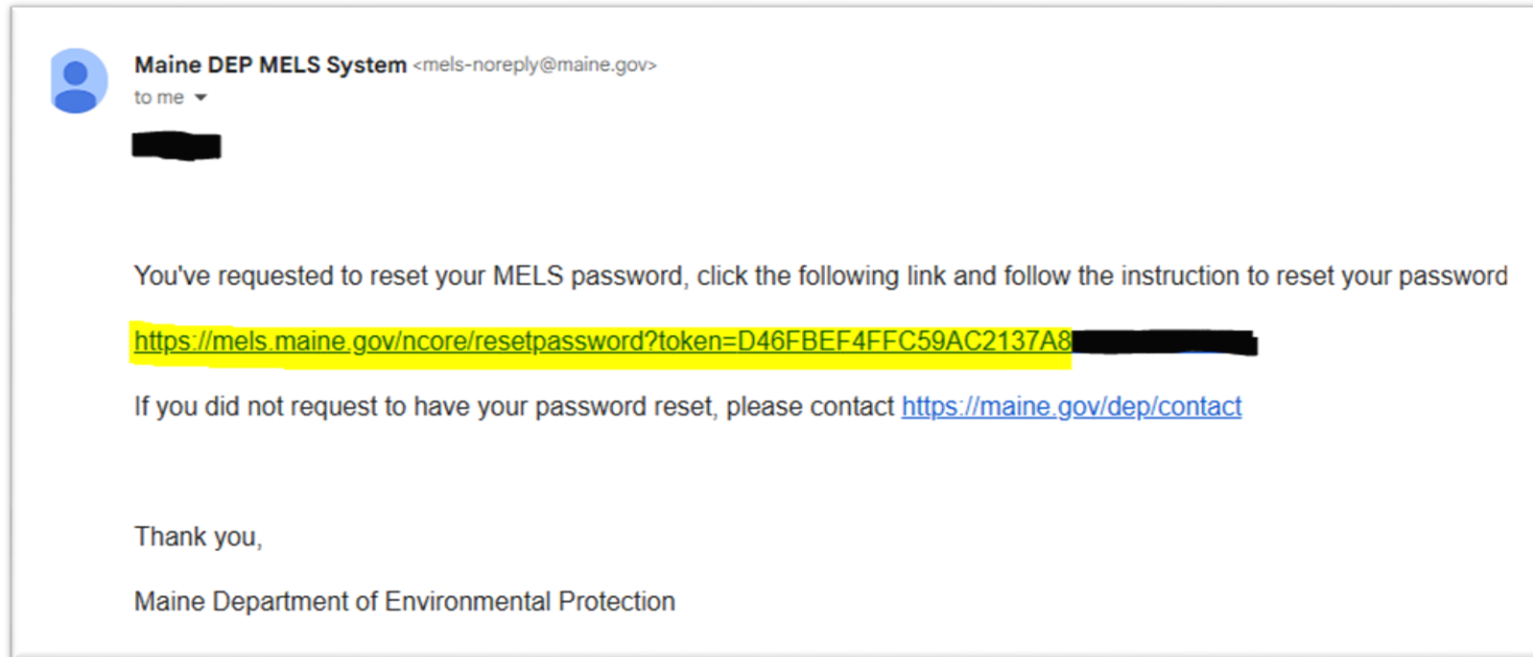
Continue

- Note: For help with account information, call the MELS Help Desk at 866-894-2578.

Navigate to your email inbox and locate the password reset email from MELS-noreply@maine.gov.

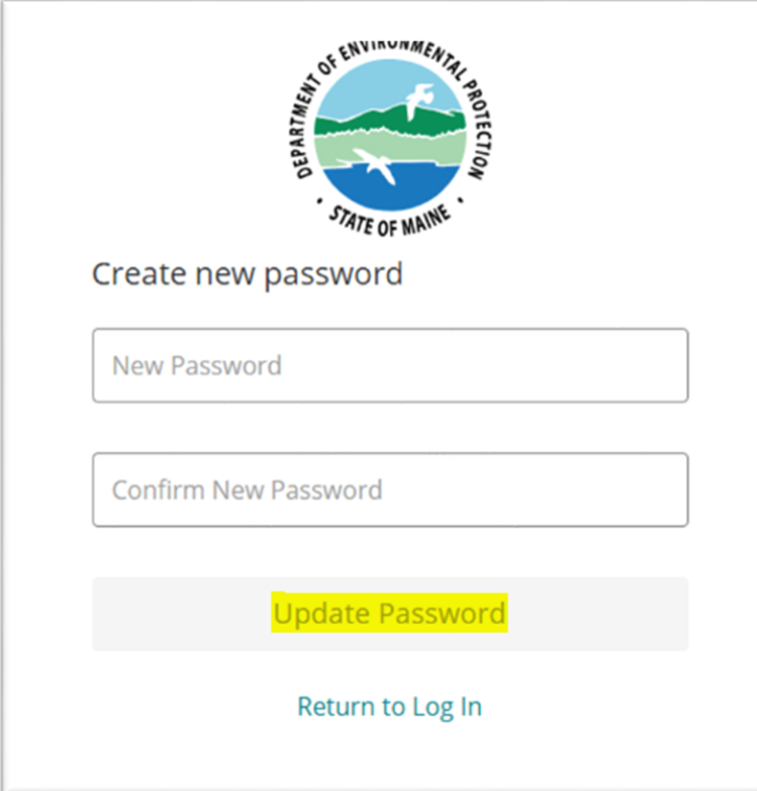
Select the link in the email to reset your password, as highlighted in Figure 9 below.

Figure 9: Password Reset Email



Enter a new password and select “Update Password,” as highlighted in Figure 10 below.

Figure 10: Update Password



The screenshot shows a web form for updating a password. At the top center is the logo of the Maine Department of Environmental Protection, which features a circular emblem with a landscape of mountains, water, and birds, surrounded by the text "DEPARTMENT OF ENVIRONMENTAL PROTECTION" and "STATE OF MAINE". Below the logo, the heading "Create new password" is displayed. There are two input fields: the first is labeled "New Password" and the second is labeled "Confirm New Password". Below these fields is a button labeled "Update Password", which is highlighted with a yellow background. At the bottom of the form is a link labeled "Return to Log In".

Use your new password to sign in to MELS here: [Log in to MELS](#).