

## Creating an Account in MELS, Retrieving a Forgotten Password, and Updating a MELS Account Email

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MAINE DEPARTMENT OF ENVIRONMENTAL PROTECTION

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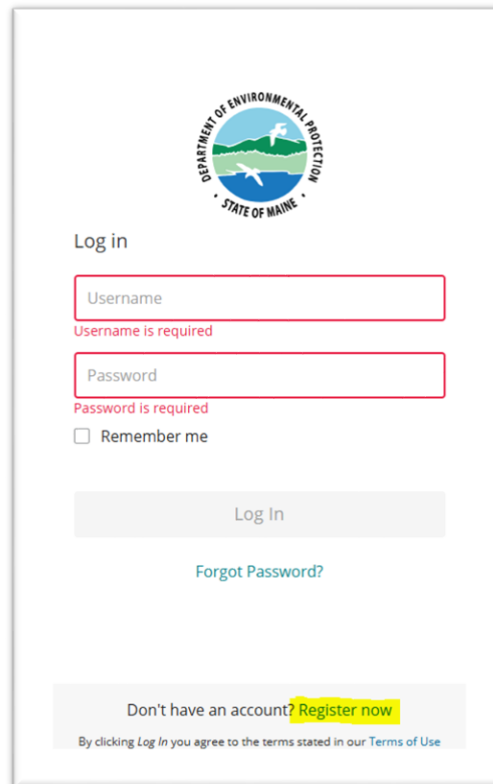
[www.maine.gov/dep](http://www.maine.gov/dep)

## 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 Log In page. At the top center is the Maine Department of Environmental Protection logo, which features a circular emblem with a mountain, water, and a bird, surrounded by the text "DEPARTMENT OF ENVIRONMENTAL PROTECTION" and "STATE OF MAINE". Below the logo, the text "Log in" is centered. There are two input fields: "Username" and "Password". Below the "Username" field, the text "Username is required" is displayed in red. Below the "Password" field, the text "Password is required" is displayed in red. Below these fields is a checkbox labeled "Remember me". A "Log In" button is centered below the checkbox. Below the "Log In" button is a link "Forgot Password?". At the bottom of the page, there is a section with the text "Don't have an account? Register now", where "Register now" is highlighted in yellow. Below this section 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

Account Info

• First Name

• Last Name

• Email Address

• Confirm Email Address

• Password

• Confirm Password

Phone Number

Extension

Organization or Company Name

protected by reCAPTCHA

Privacy - Terms

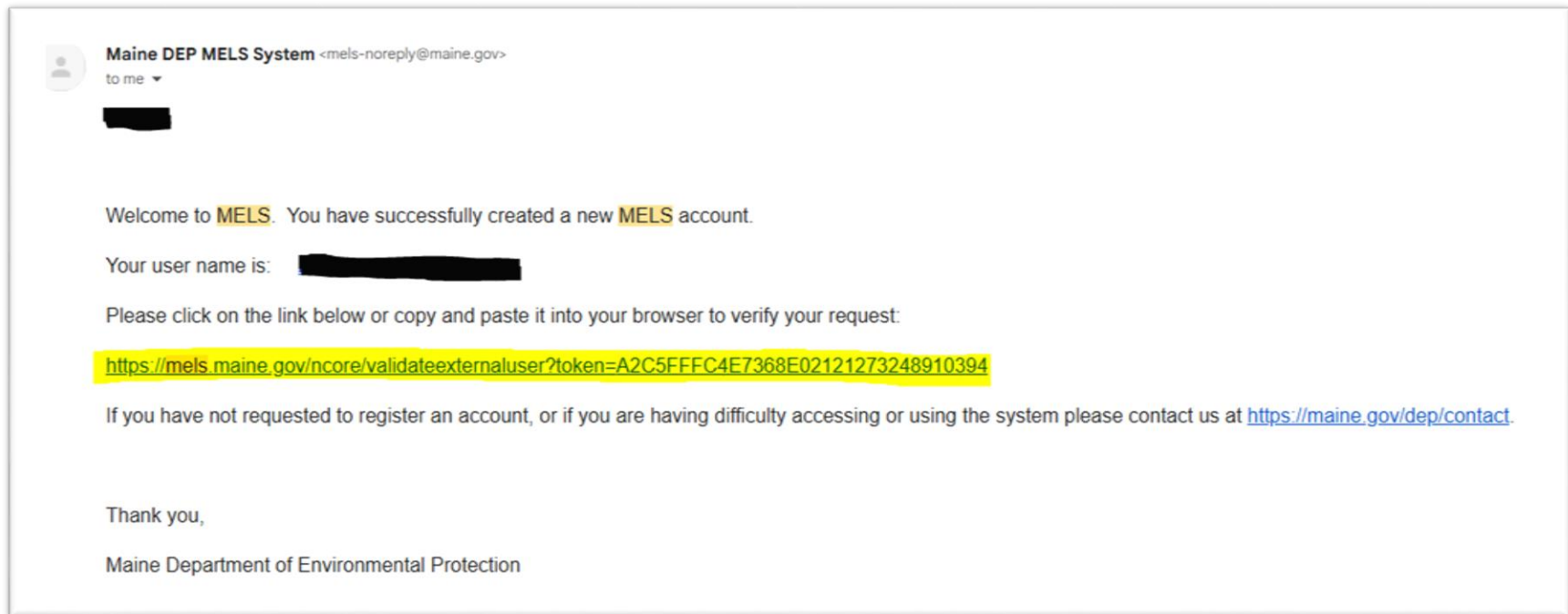
By clicking Create Account you agree to the terms stated in our [Terms of Use](#)

Create Account

Cancel

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

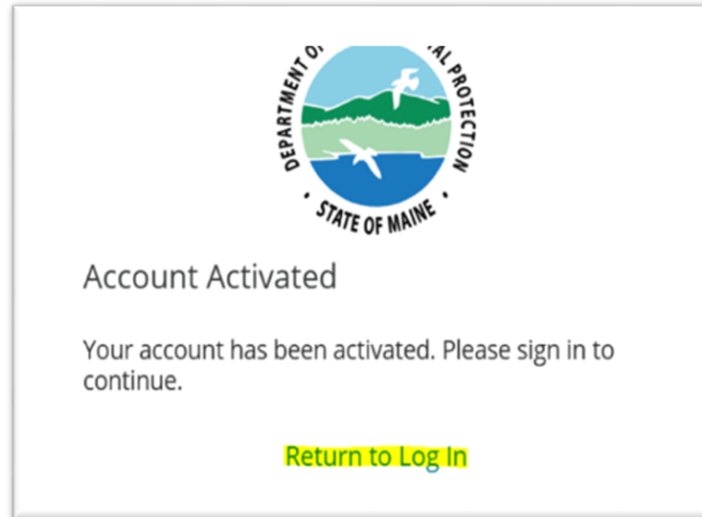
Figure 3: Account Verification Email



- 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 displays 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 labeled "Choose a question prompt..." and a text input field labeled "Your answer". At the bottom of the form, there is a "Save" button highlighted in yellow.

Set Up Security Questions

Security Question 1

Choose a question prompt...

Your answer

Security Question 2

Choose a question prompt...

Your answer

Security Question 3

Choose a question prompt...

Your answer

Security Question 4

Choose a question prompt...

Your answer

Security Question 5

Choose a question prompt...

Your answer

Save

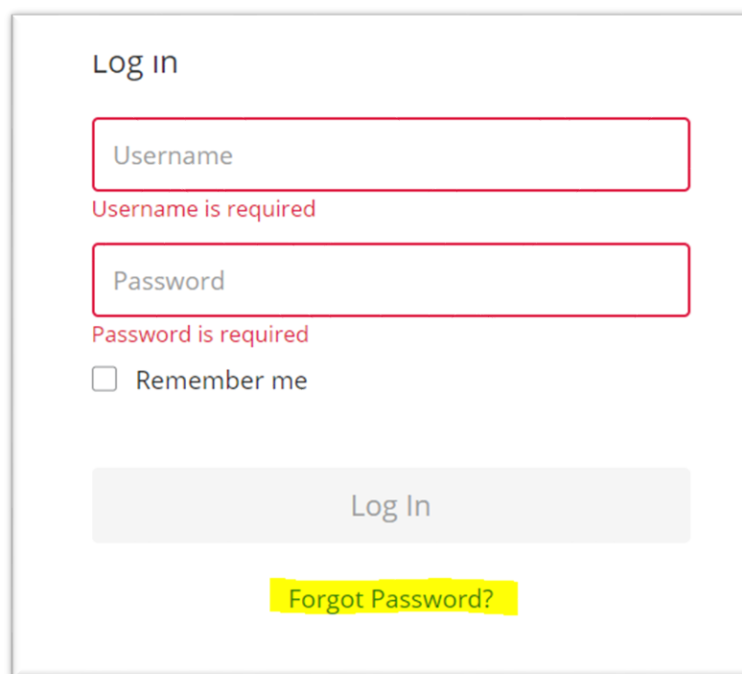
You are now signed into MELS.

## 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 'Log In' form with two input fields: 'Username' and 'Password'. Both fields have red borders and red text below them indicating they are required: 'Username is required' and 'Password is required'. Below the password field is a checkbox labeled 'Remember me'. At the bottom of the form is a grey 'Log In' button. Below the button, the text 'Forgot Password?' 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.

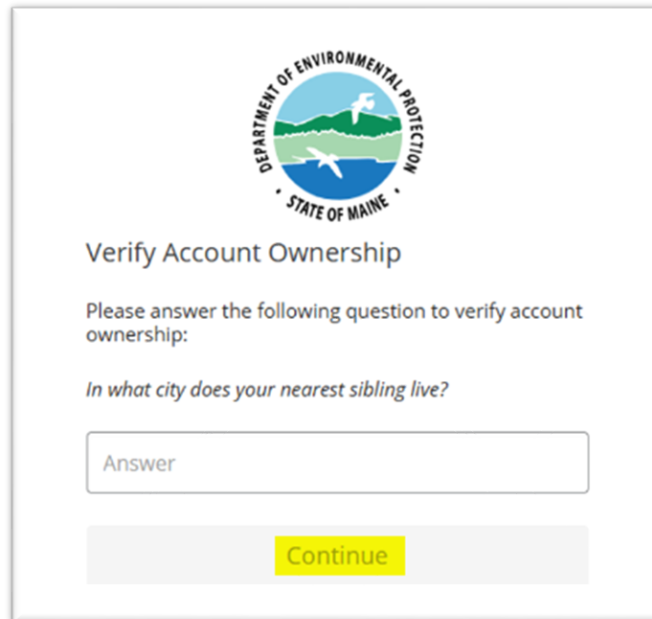
To avoid notifications being marked as spam, please add **mels-noreply@maine.gov** to your address book.

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



DEPARTMENT OF ENVIRONMENTAL PROTECTION  
STATE OF MAINE

### Verify Account Ownership

Please answer the following question to verify account ownership:

*In what city does your nearest sibling live?*

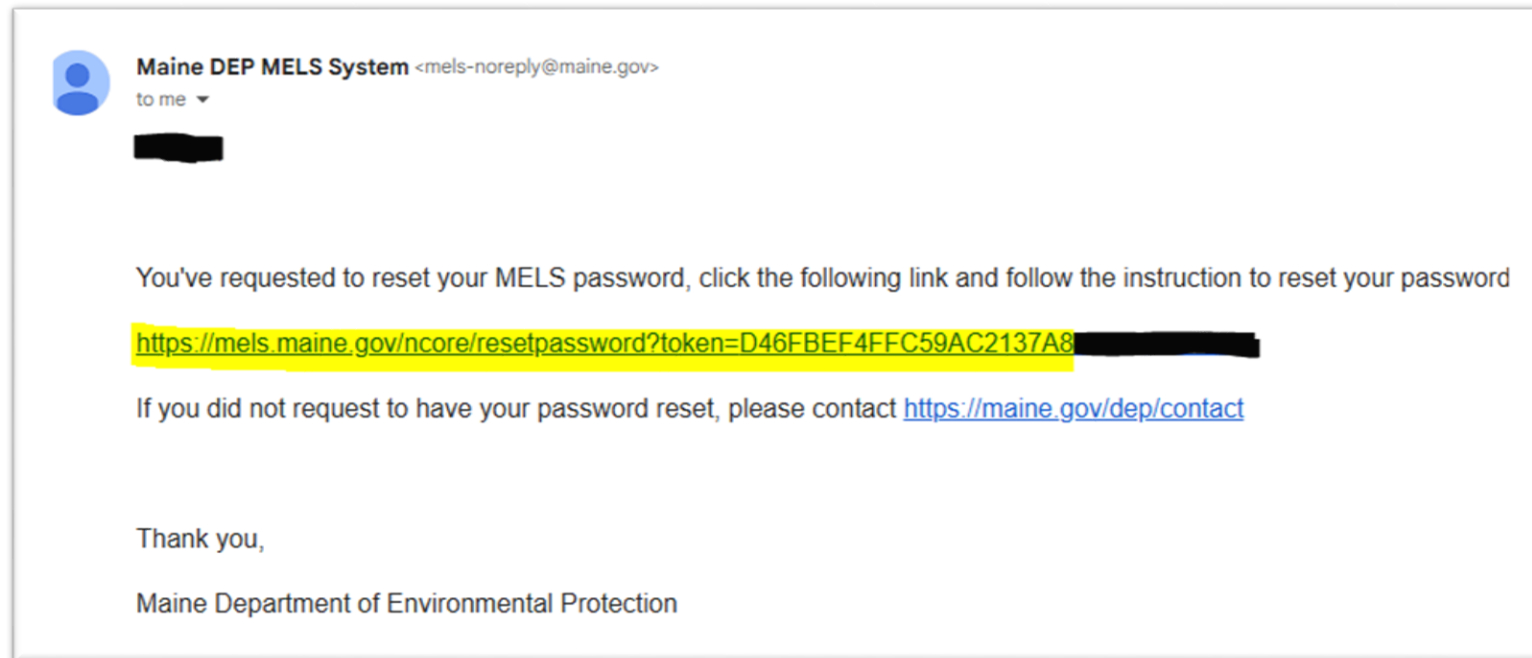
Continue

- 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](mailto:MELS-noreply@maine.gov).

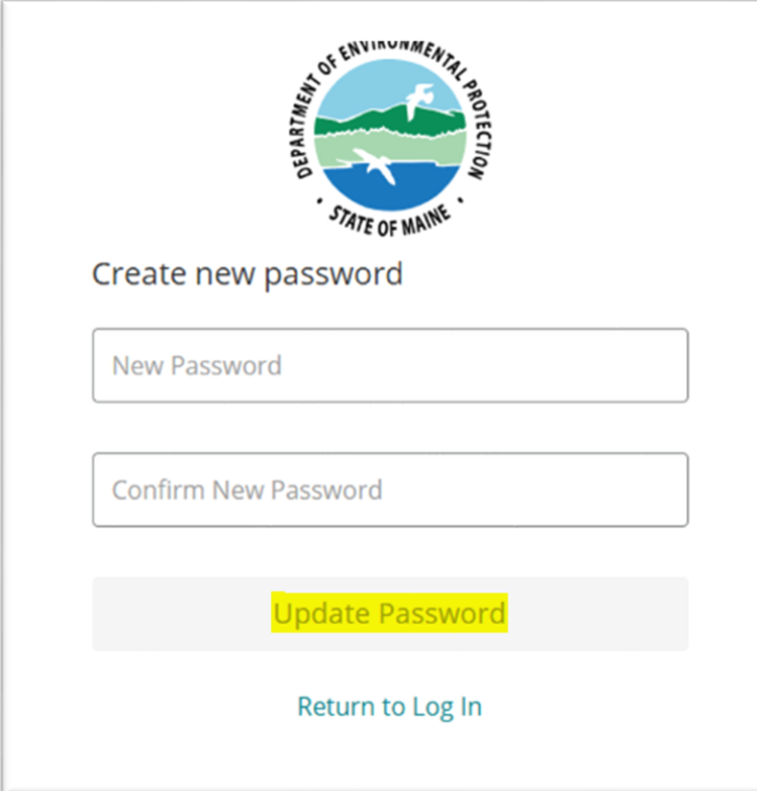
Select the link in the email to reset your password, as highlighted in Figure 9 below.

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 Maine Department of Environmental Protection logo, which is a circular seal featuring a landscape with mountains, water, and birds, surrounded by the text 'DEPARTMENT OF ENVIRONMENTAL PROTECTION' and 'STATE OF MAINE'. Below the logo, the text 'Create new password' is displayed. There are two text 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 that says 'Return to Log In'.

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

## Updating a MELS Account Email

If you need to update the email address associated with your MELS account, please provide your new email address and site name to [mels.dep@maine.gov](mailto:mels.dep@maine.gov). The DEP MELS administrators will reach out if they have any questions.