

Maine Enterprise Licensing System (MELS) Supporting User Guides

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



MAINE DEPARTMENT OF ENVIRONMENTAL PROTECTION

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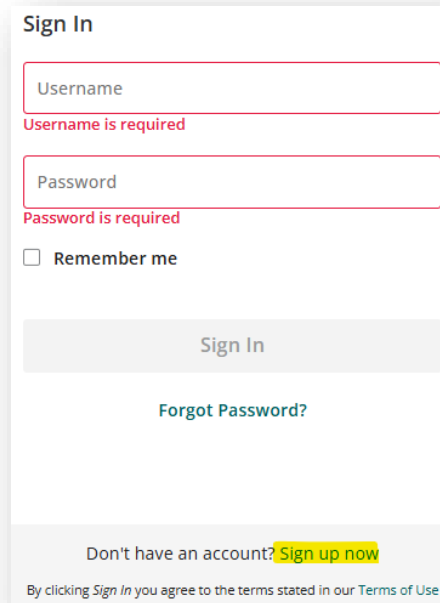
www.maine.gov/dep

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 “Sign up now” button located at the bottom of the MELS Log In page as highlighted in Figure 1 below.

Figure 1: Sign Up Now



The image shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- Username** input field with a red border and the error message **Username is required** below it.
- Password** input field with a red border and the error message **Password is required** below it.
- Remember me**
- Sign In** button (disabled)
- [Forgot Password?](#)
- Don't have an account? **Sign up now** (highlighted in yellow)
- By clicking *Sign 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 'Create Account' form with the following fields and elements:

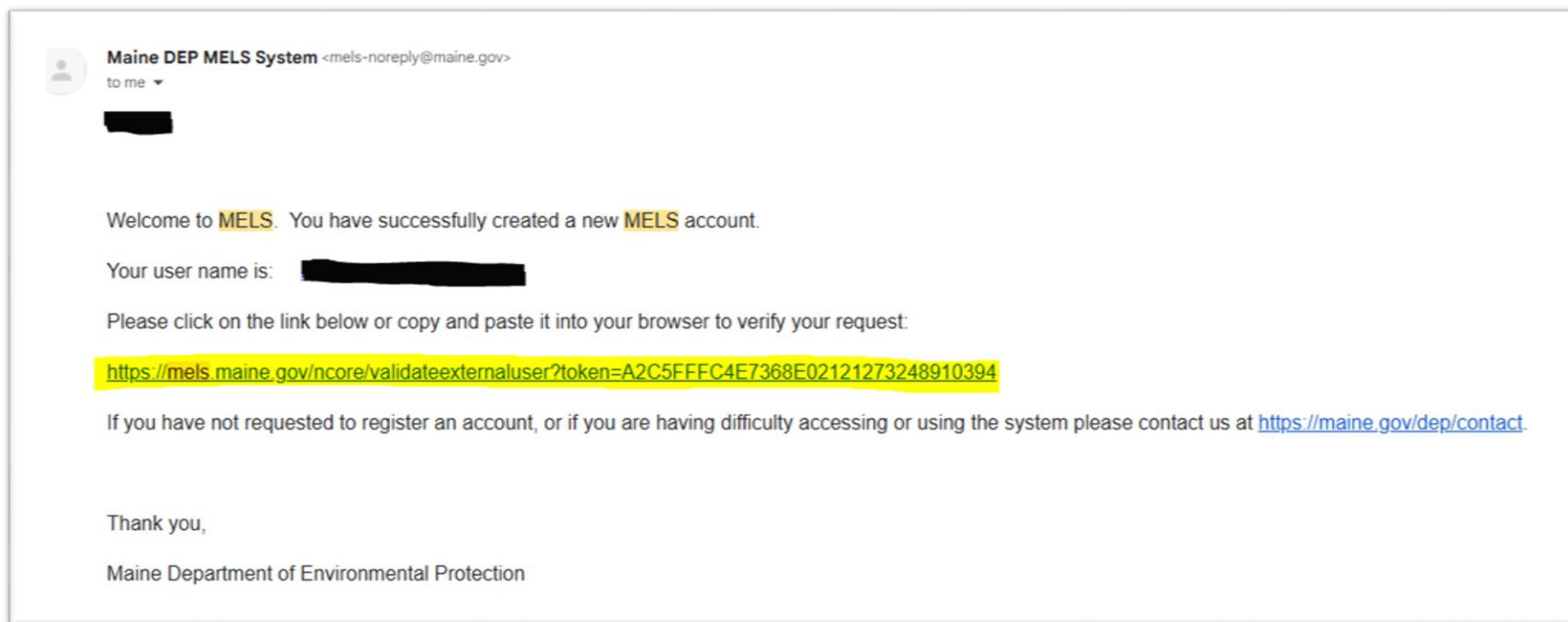
- Account Info** (Section Header)
- First Name** (Required field, marked with a red asterisk and a red warning icon)
- Last Name** (Required field, marked with a red asterisk)
- Email Address** (Required field, marked with a red asterisk)
- Confirm Email Address** (Required field, marked with a red asterisk)
- Password** (Required field, marked with a red asterisk)
- Confirm Password** (Required field, marked with a red asterisk)
- Phone Number** (Field)
- Extension** (Field)
- Organization or Company Name** (Field)

Additional elements include:

- A legend in the top right corner: **• = Required**
- A reCAPTCHA widget in the bottom right corner with the text: **protected by reCAPTCHA** and [Privacy - Terms](#)
- A disclaimer at the bottom left: *By clicking Create Account you agree to the terms stated in our Terms of Use*
- Two buttons at the bottom left: **Create Account** (highlighted in yellow) and **Cancel**

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

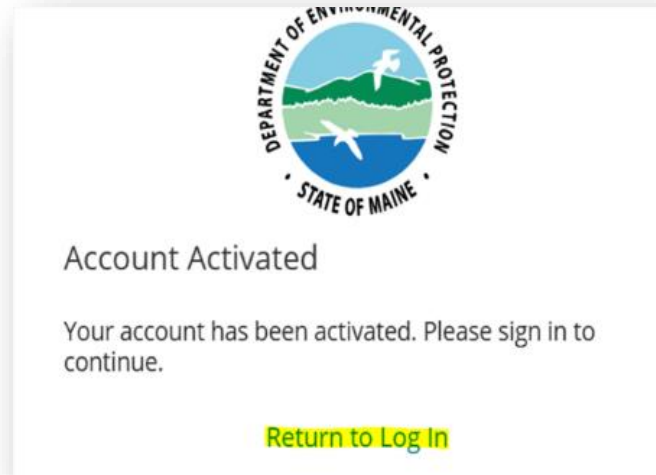
Figure 3: Account Verification Email



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

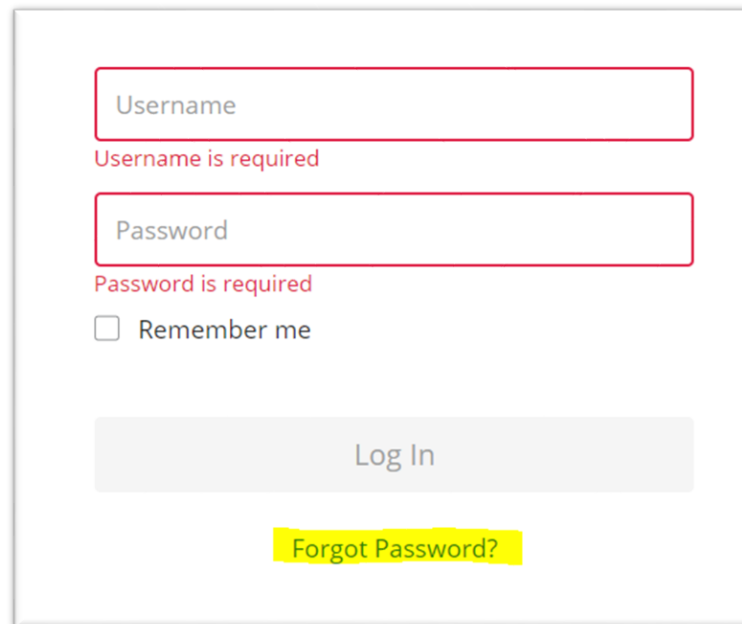
You are now signed into MELS.

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

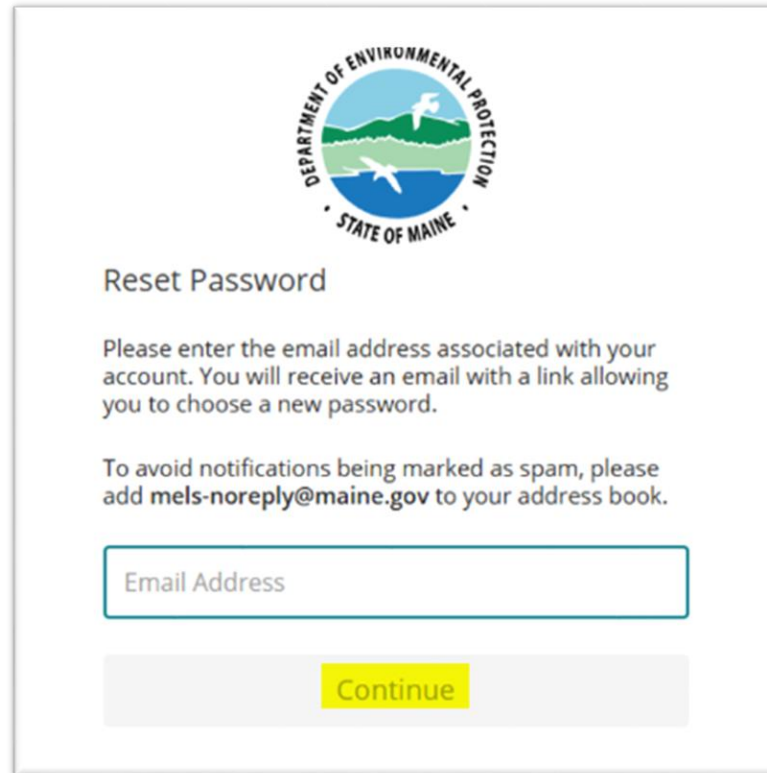



The screenshot shows a login form with the following elements:

- A text input field labeled "Username" with a red border and the error message "Username is required" below it.
- A text input field labeled "Password" with a red border and the error message "Password is required" below it.
- A checkbox labeled "Remember me".
- A grey "Log In" button.
- A yellow highlighted link labeled "Forgot Password?" at the bottom.

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

Figure 7: Reset Password





Reset Password

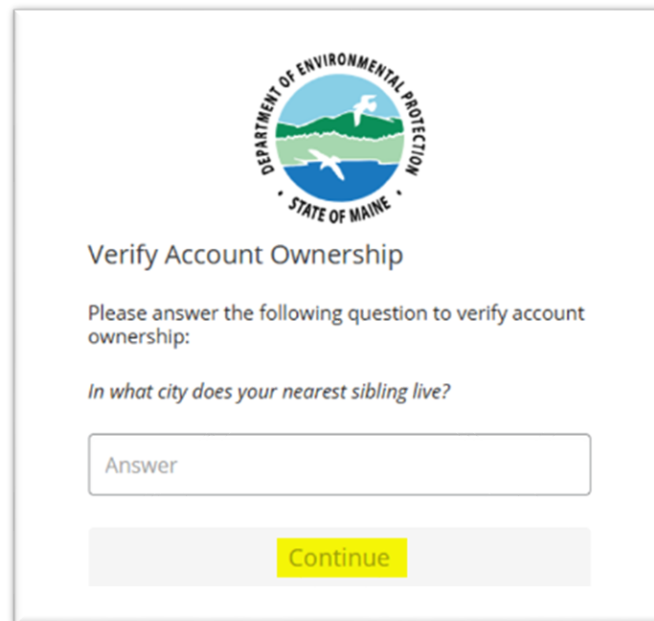
Please enter the email address associated with your account. You will receive an email with a link allowing you to choose a new password.

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?

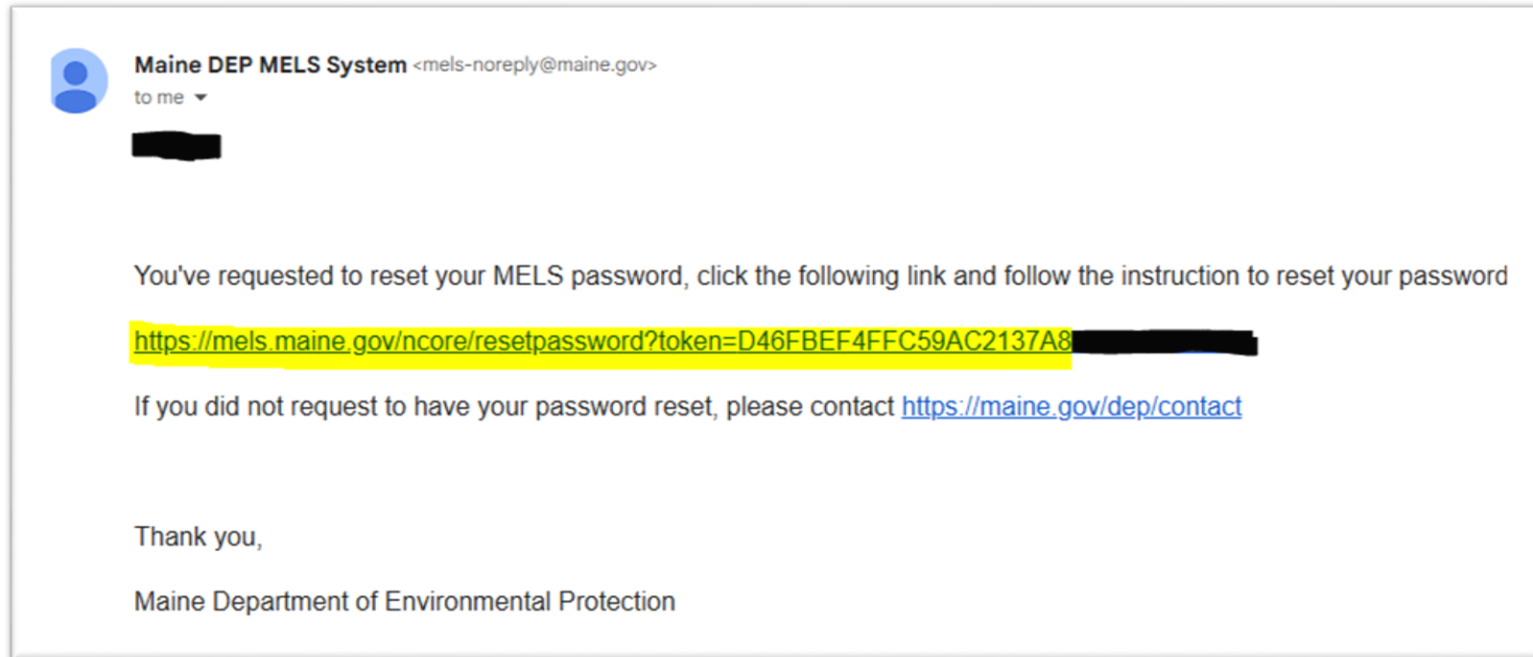
Continue

- 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.

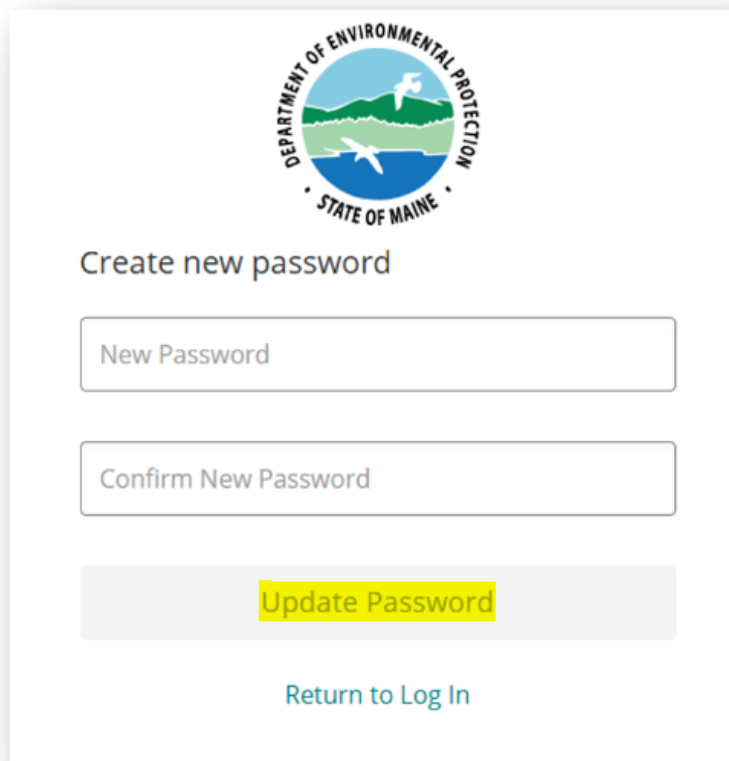
Select the link in the email to reset your password, as highlighted in Figure 9 below.

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, featuring 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 large button labeled 'Update Password', which is highlighted in yellow. At the bottom of the form is a blue link labeled '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. The DEP MELS administrators will reach out if they have any questions.