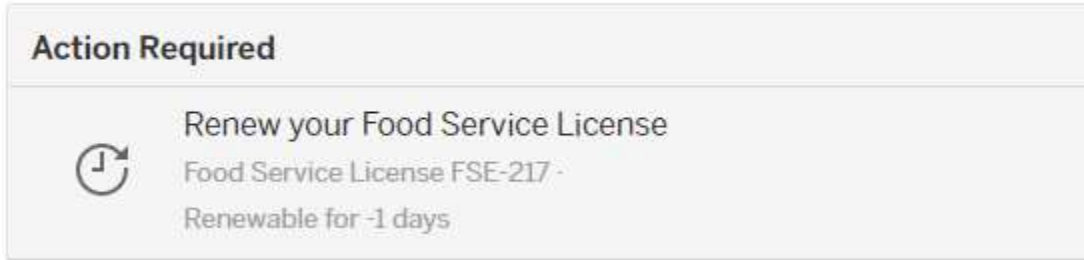


You should receive an email from **Eastern Highlands Health District, CT** with the subject line of **“1 of your records are ready for renewal”**.

After opening the email*, click on :

[Take me to my records](#)

Once logged into your account, you will see:

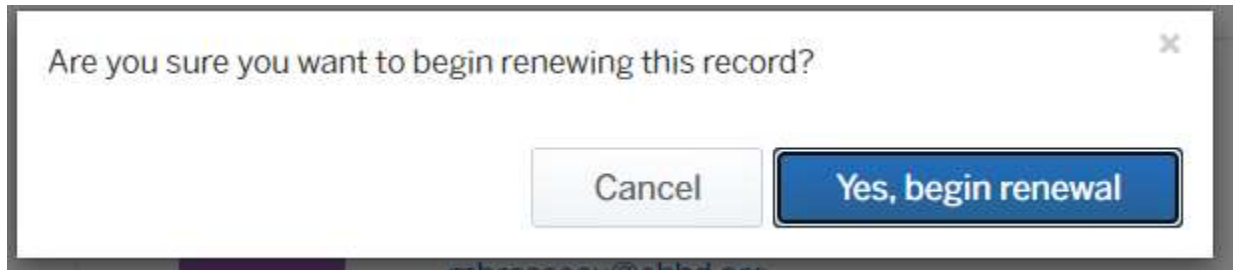


The image shows a notification box with a light gray background and a dark gray border. At the top left, the text "Action Required" is displayed in a bold, dark font. Below this, on the left side, is a circular icon containing a clock face with a curved arrow pointing clockwise. To the right of the icon, the text "Renew your Food Service License" is written in a bold, dark font. Underneath this, in a smaller, lighter font, are the details "Food Service License FSE-217" and "Renewable for -1 days".

Click on the Action Required.

You will be asked if you want to begin the renewal. Before you click on “Yes, begin renewal” have the following items ready to upload:

- Current QF/CFPM certificates for QFO and Alternate
- Recent Water test if your establishment uses a private well.



The image shows a confirmation dialog box with a white background and a dark gray border. At the top, the text "Are you sure you want to begin renewing this record?" is displayed in a dark font. In the top right corner, there is a small "x" icon. At the bottom of the dialog, there are two buttons: a light gray button labeled "Cancel" and a blue button labeled "Yes, begin renewal".

Review the information on each screen, making modifications as needed.

Upon submitting your renewal application, you will be given the opportunity to pay the fee online. Alternatively a check may be mailed to Eastern Highlands Health District at 4 South Eagleville Road, Mansfield, CT 06268. Please include your permit number and establishment name if mailing a check.

All outstanding fees due to Eastern Highlands Health District, including fees for reinspections, must be paid before your license is renewed.

Failure to renew your license prior to March 31, 2022 may result in closure of your establishment.

“I didn’t get the email. Now what?”

*If you do not receive the email, you can still renew online. Go to <https://easternhighlandshealthdistrict.viewpointcloud.com> and [log into your account](#). Once you are logged in, click the down arrow ▼ next to your name and select My Account



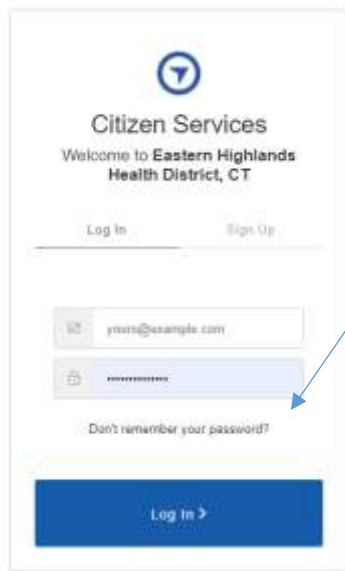
You will see listed any permits eligible for renewal:

A notification card for renewing a Food Service License. On the left, there is a circular icon with a clock and a refresh symbol. The main text reads: 'Renew your Food Service License', 'Food Service License FSE-224 - [redacted]', and 'Renewable for -4 days'. On the right side, it says 'Expires in -'.

Click on “Renew your Food Service License”

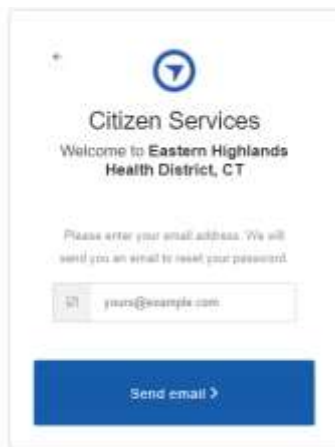
“I can’t remember my password”

From the Log In screen, click where it says “Don’t remember your password?”



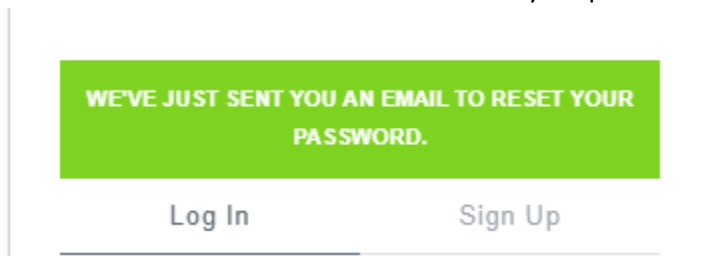
The screenshot shows the login interface for Citizen Services. At the top, there is a logo and the text "Citizen Services" and "Welcome to Eastern Highlands Health District, CT". Below this are "Log In" and "Sign Up" links. There are two input fields: one for email (containing "jmm@example.com") and one for password (containing "*****"). Below the password field is a link that says "Don't remember your password?". At the bottom is a large blue "Log In >" button. A blue arrow points from the top right towards the "Don't remember your password?" link.

You will be prompted to enter the email address you used when setting up the account. After entering that email, click on “Send email >”



The screenshot shows the password reset request page. It features the same logo and header as the login page. Below the header, it says "Please enter your email address. We will send you an email to reset your password." There is an email input field containing "jmm@example.com". At the bottom is a blue "Send email >" button.

You will receive an email with a link to reset your password:



The screenshot shows a notification box with a green background and white text that reads "WE'VE JUST SENT YOU AN EMAIL TO RESET YOUR PASSWORD." Below the notification box are two links: "Log In" and "Sign Up".