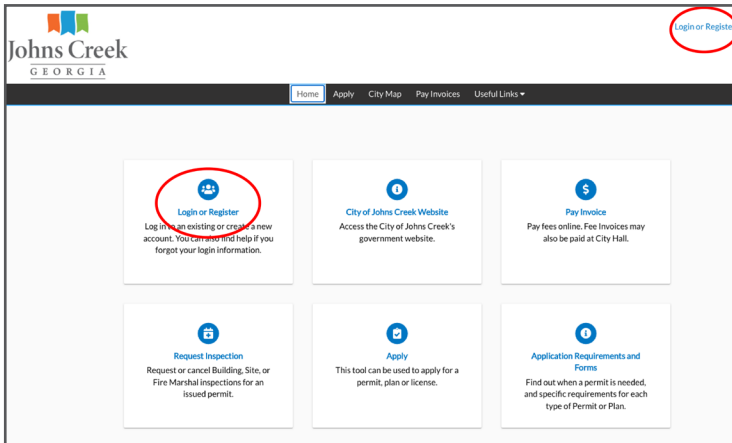


# Customer Self-Service (CSS) Business License Renewal

## 1 Let's Get Started

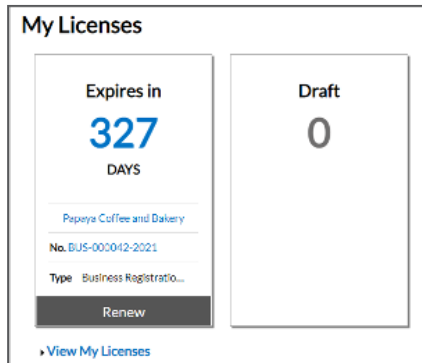
Go to [www.JohnsCreekGA.gov/BusinessLicenses](http://www.JohnsCreekGA.gov/BusinessLicenses)

## 2 Register for/Log into CSS



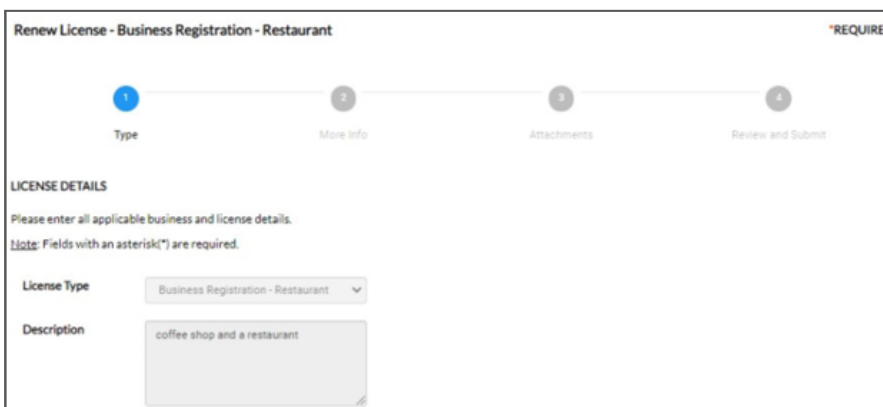
- Click the Login or Register box.
- Enter your email address and password.
- If you do not have an email address and password already registered with CSS, click on Sign Up and follow the directions to register for an account.
- After completing the registration process, you'll receive an email from Community Access Identity (noreply@identity.tylerportico.com). Please follow the instructions in the email to complete the process.

## 3 Locate Business License



- From the dashboard, go to **My Licenses** and click **Renew**.
- If your business license is not displayed, please email [Revenue@JohnsCreekGA.gov](mailto:Revenue@JohnsCreekGA.gov) and include your business name, license number, and contact phone number.

## 4 Validate Business Type



- Click **Next**.

# 5

## Add / Update Information

- Update information as needed.
- Click **Next**.

# 6

## Attachments

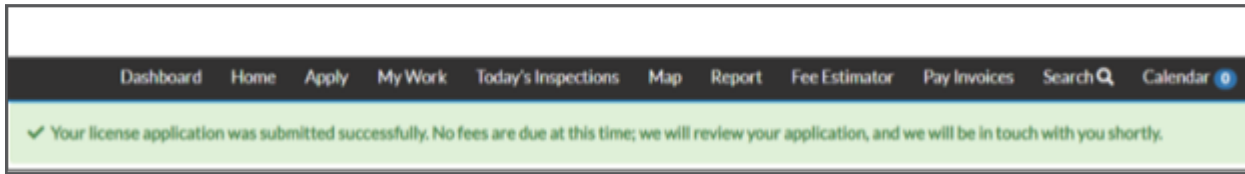
- Click **Add** (plus button) to upload any required documents.
- a. Navigate to the location of the file on your computer or drive.
- b. Select the file.
- c. Click **Open**.
- d. Click **Next**.

# 7

## Review & Submit

- Review the renewal application.
- If any corrections are required, click Back.
- Click Submit.

## After clicking Submit, you will receive a message similar to the one below.



- You will receive an email from [DoNotReply@JohnsCreekGA.gov](mailto:DoNotReply@JohnsCreekGA.gov) to let you know when your invoice is ready to pay.
- You will receive another email after your license has been issued and your certificate is available to print.
- If you have any questions, please email [Revenue@JohnsCreekGA.gov](mailto:Revenue@JohnsCreekGA.gov).
- Check your spam/junk folder for any communication.