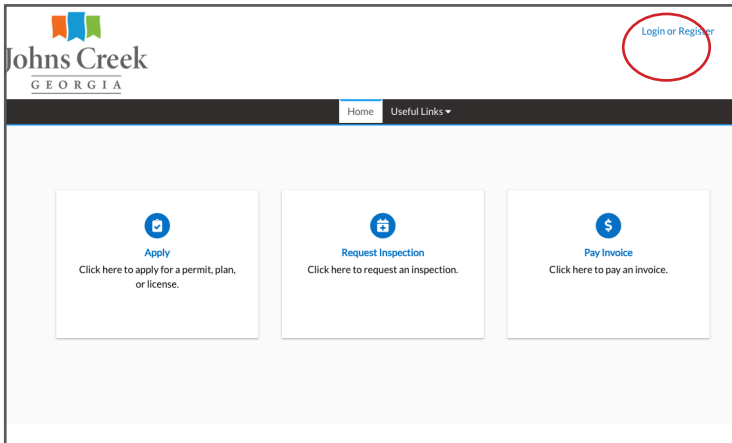


Customer Self-Service (CSS) Business License Renewal

1 Let's Get Started

Go to www.JohnsCreekGA.gov/BusinessLicenses

2 Register for/Log into CSS



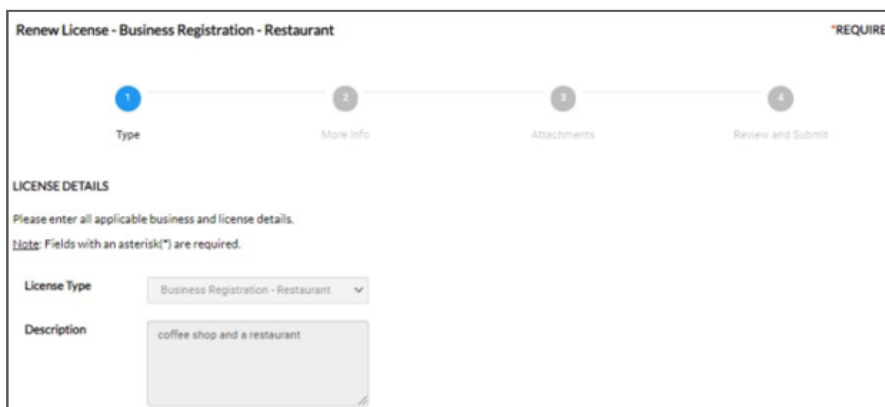
- Click the Login or Register box.
- Enter your email address and password.
- If you do not have an email address and password already registered with CSS, click on Sign Up and follow the directions to register for an account.
- After completing the registration process, you'll receive an email from 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 and include your business name, license number, and contact phone number.

4 Validate Business Type



- Click **Next**.

5

Add / Update Information

The screenshot shows a progress bar with four steps: 1. Type (checked), 2. More Info (active), 3. Attachments, and 4. Review and Submit. Below the progress bar, the text reads: "MORE INFO Please add/update the requested information below and answer all questions regarding this license application. Note: Fields with an asterisk(*) are required." There are two input fields: "Full-time Employees" and "State ID Number". At the bottom, there are "Back" and "Next" buttons.

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

6

Attachments

The screenshot shows a progress bar with four steps: 1. Type (checked), 2. More Info (checked), 3. Attachments (active), and 4. Review and Submit. Below the progress bar, the text reads: "Attachments Please upload all applicable files for review." There are three "Add Attachment" buttons. The first is for "Certificate of Insurance", the second for "Driver's License", and the third is a generic "Add Attachment" button with a "Select Type" dropdown. Each button lists supported file formats: pdf, png, jpeg, gif, bmp, doc, docx, xls, xlsx, text, dwg, zip, csv, rtf, dxf. At the bottom, there are "Back" and "Next" buttons.

- 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**.

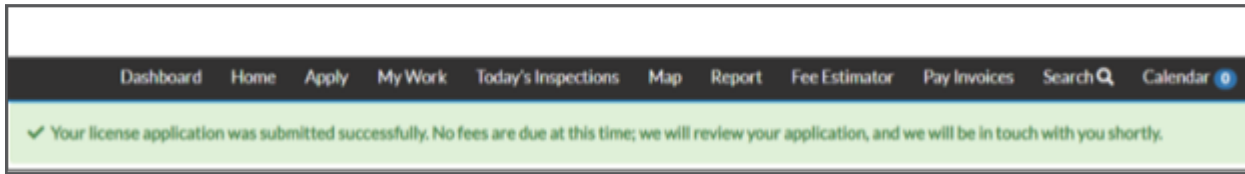
7

Review & Submit

The screenshot shows a progress bar with four steps: 1. Type (checked), 2. More Info (checked), 3. Attachments (checked), and 4. Review and Submit (active). Below the progress bar, there are two sections: "Locations" and "Basic Info". The "Locations" section has two rows: "Physical" with the address "400 S Eagie St, Naperville, IL., 60540" and "Parcel Number" with the value "0713441019". The "Basic Info" section has three rows: "Type" with "Business Registration - Restaurant", "Description" with "coffee shop and a restaurant", and "Applied Date" with "11/10/2021". At the bottom right, there is a "Submit" button.

- 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 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.
- Check your spam/junk folder for any communication.