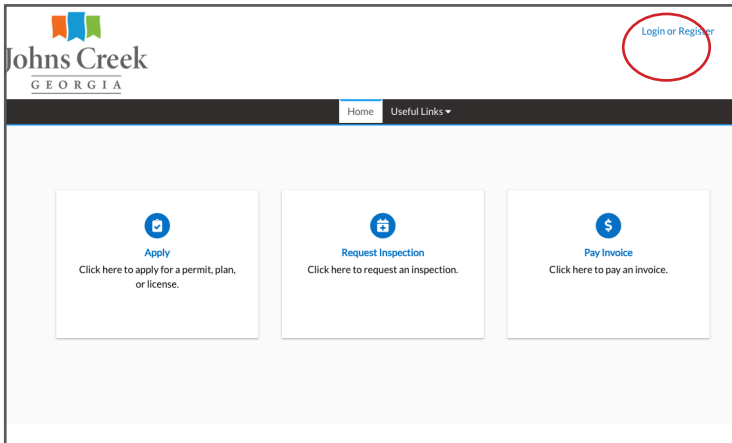# Customer Self-Service (CSS) Business License Renewal

1 Let's Get Started

Go to www.JohnsCreekGA.gov/BusinessLicenses
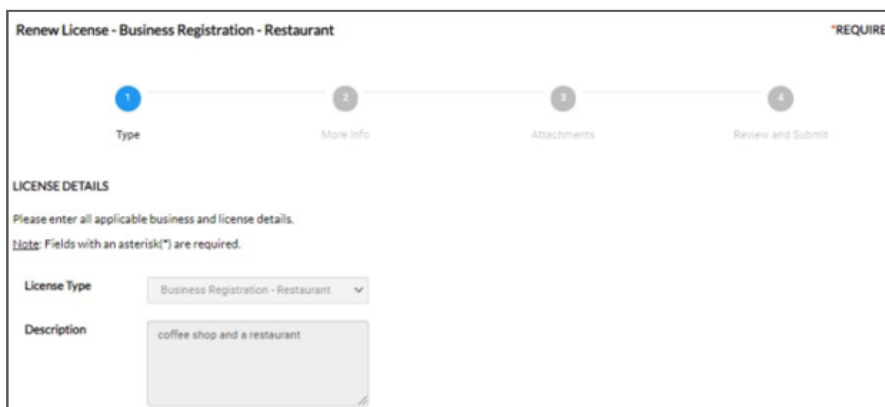
2 Register for/Log into CSS

- 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**.

Page 1

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**.
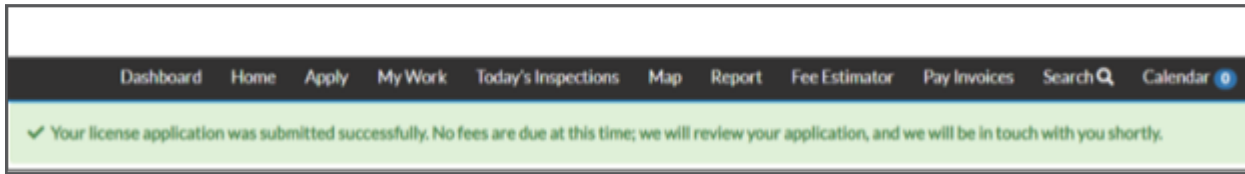
7

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.

Dashboard | Home | Apply | My Work | Today's Inspections | Map | Report | Fee Estimator | Pay Invoices | Search | Calendar

✔ Your license application was submitted successfully. No fees are due at this time; we will review your application, and we will be in touch with you shortly.

• 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.