



# CUSTOMER SELF SERVICE GUIDE

## BUSINESS LICENSE RENEWAL GUIDE

### REGISTER/ LOG IN

Using an email that is associated with the business, create an account. If you already have an account, then you may log in. If you do not remember your password, please call 770.443.8110 ext. 1210 to reset it for you.

A screenshot of the login and registration page. At the top, it says "Sign in to community access services." Below this are four social login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator, followed by an "Email address" input field. A red arrow points from the text "Sign into your account" to this field. Below the field is a red error message: "This field cannot be left blank". There is a "Keep me signed in" checkbox and a blue "Next" button. At the bottom, there is a link "Don't have an account? Sign up" with a red arrow pointing from the text "Register/Create an account" to it.

### GO TO DASHBOARD



A screenshot of the user dashboard. The top navigation bar includes "City of Dallas Web Page", "Home", "Dashboard", "Apply", "Today's Inspections", "Map", "My Work", "Pay Business", "Search", and "Calendar". Below the navigation bar, there is a "My Licenses" section with two cards: "Expires in 23 DAYS" and "Draft 1". Below this is a "My Permits" section with several tabs: "All Permits", "Pending", "Active", "Expired", and "Draft".

Your business license should look as shown in the picture. If your business is not showing up contact [ccook@dallas-ga.gov](mailto:ccook@dallas-ga.gov) to connect the account to the business.

If you have multiple businesses within the city, they should all show.

To begin the renewal process, click renew.

There will be forms such as the Financial Affidavit that will need to be printed, notarized and uploaded. You can get to those forms by visiting [dallasga.gov](http://dallasga.gov).

# REQUIRED DOCUMENTS/NAICS LOOKUP

This page gives access to the pages you will eventually need to print, sign & notarize, and upload. There is also a link to the National American Industry Classification System page for your 6- digit NAICS Code.

Renew License - Business License Application- General \*REQUIRED

**LICENSE DETAILS**

To renew a Business License with the City of Dallas, all required fields must be filled out. It is required that the Financial Affidavit be filled out, notarized and attached to the submission (there will be an option for attachments at the end of the process). If number of employees has increased above the threshold of 9, applicant must also complete, notarize, and attach the E-Verify Affidavit to the renewal submission. A copy of the applicants ID must be attached. It business holds a professional license, a current license must be attached as well.

**NEWFOR 2024:**  
The NAICS codes have been updated. Please click on the link below to verify your NAICS code prior to renewing your business license.

Lookup NAICS  
Documents can be found below:  
Required documents can be found at the following links:  
Financial Affidavit  
E-Verify Affidavit

**NEW FOR 2024:**  
O.C.G.A. Section 10-24: An Occupational Tax Certificate shall not be issued until all taxes are paid. Visit [dallasga.gov](http://dallasga.gov) to view taxes.

License Type: Business License Application- Generals  
Description: THIS IS A TEST

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# UPLOAD NOTARIZED DOCUMENTS

City of Dallas Web Page Home Dashboard Apply Today's Inspections Map My Work Pay Invoices Search Q Calendar

Renew License - Business License Application- General \*REQUIRED

**Attachments**

Required documents can be found at the following links:  
Financial Affidavit  
E-Verify Affidavit

Driver's License or other approved...

Add Attachment

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Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, zip, csv

REQUIRED

Financial Affidavit (Notarized)

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, zip, csv

REQUIRED

Select Type

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt, zip, csv

[Next](#)

This is where you will upload the notarized documents along with a copy of your divers license and any professional license that is affiliated with the business.

# SUBMIT APPLICATION

Your business application will not be sent to our system until you submit the application. You have the ability to save draft and return to your work whenever you would like. Once you submit your application, our office will review it then send an invoice via a donotreply email. This can be paid online by card or e-check, cash or check.

After the invoice has been paid, you will receive an email with your license. Your license will also be available to print from your CSS Portal account.