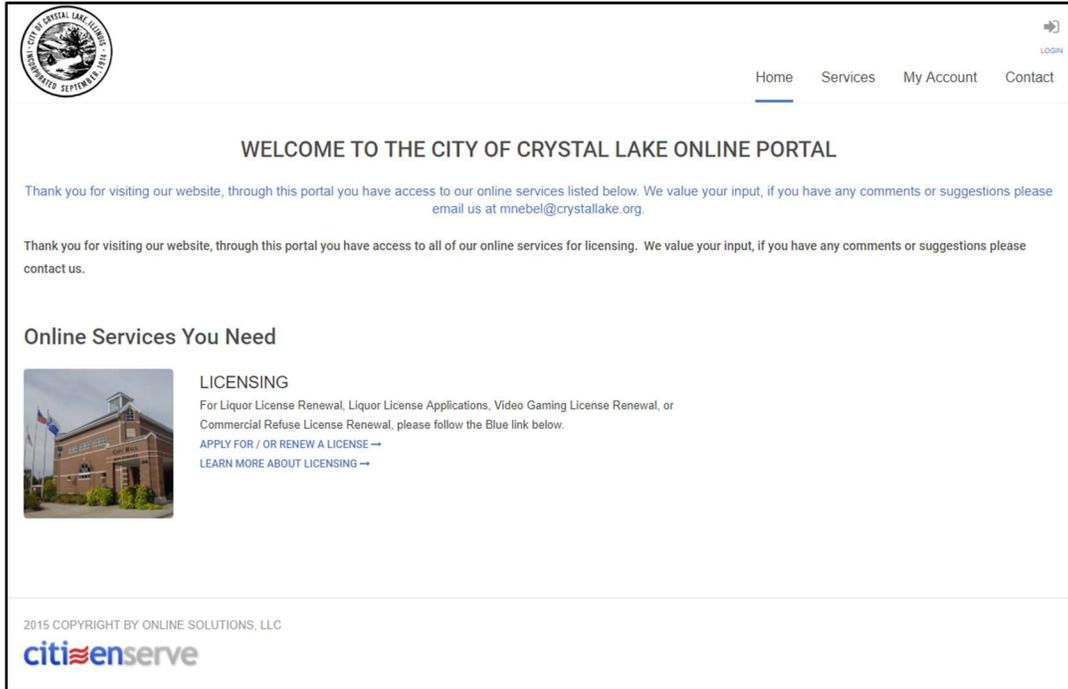


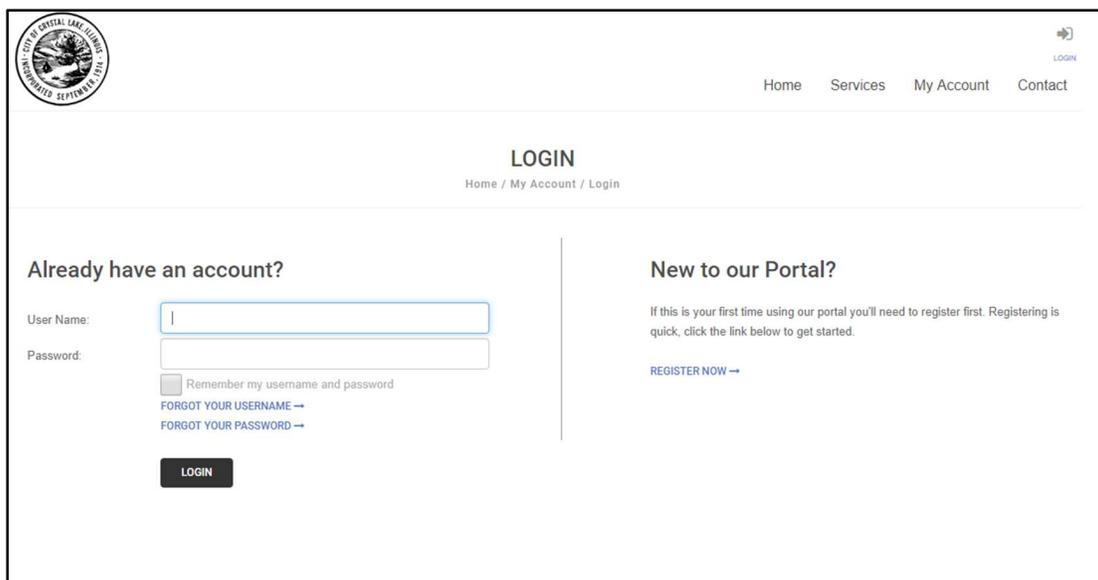
## Citizen Serve Walkthrough and FAQs

1. The online liquor licensing portal is hosted by Citizen Serve. You will receive email notifications from Citizen Serve showing that your application is complete or if additional information is needed. The first step will be to click on the link: “Apply For / Renew a License.”



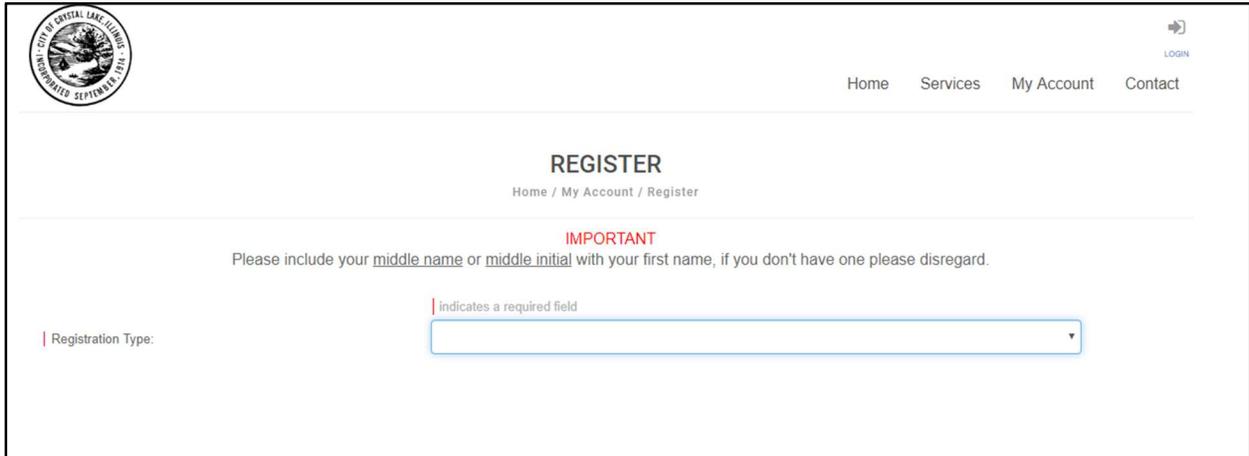
The screenshot shows the homepage of the City of Crystal Lake Online Portal. At the top left is the city seal. The navigation menu includes Home, Services, My Account, and Contact. The main heading is "WELCOME TO THE CITY OF CRYSTAL LAKE ONLINE PORTAL". Below this, there are two paragraphs of text: "Thank you for visiting our website, through this portal you have access to our online services listed below. We value your input, if you have any comments or suggestions please email us at mnebel@crystallake.org." and "Thank you for visiting our website, through this portal you have access to all of our online services for licensing. We value your input, if you have any comments or suggestions please contact us." The "Online Services You Need" section features a "LICENSING" card with an image of a building and text: "For Liquor License Renewal, Liquor License Applications, Video Gaming License Renewal, or Commercial Refuse License Renewal, please follow the Blue link below." Below the text are two links: "APPLY FOR / OR RENEW A LICENSE →" and "LEARN MORE ABOUT LICENSING →". At the bottom, it says "2015 COPYRIGHT BY ONLINE SOLUTIONS, LLC" and the "citienserve" logo.

2. To renew your license, you will click on the “Register Now” link on the right-hand side of the screen.



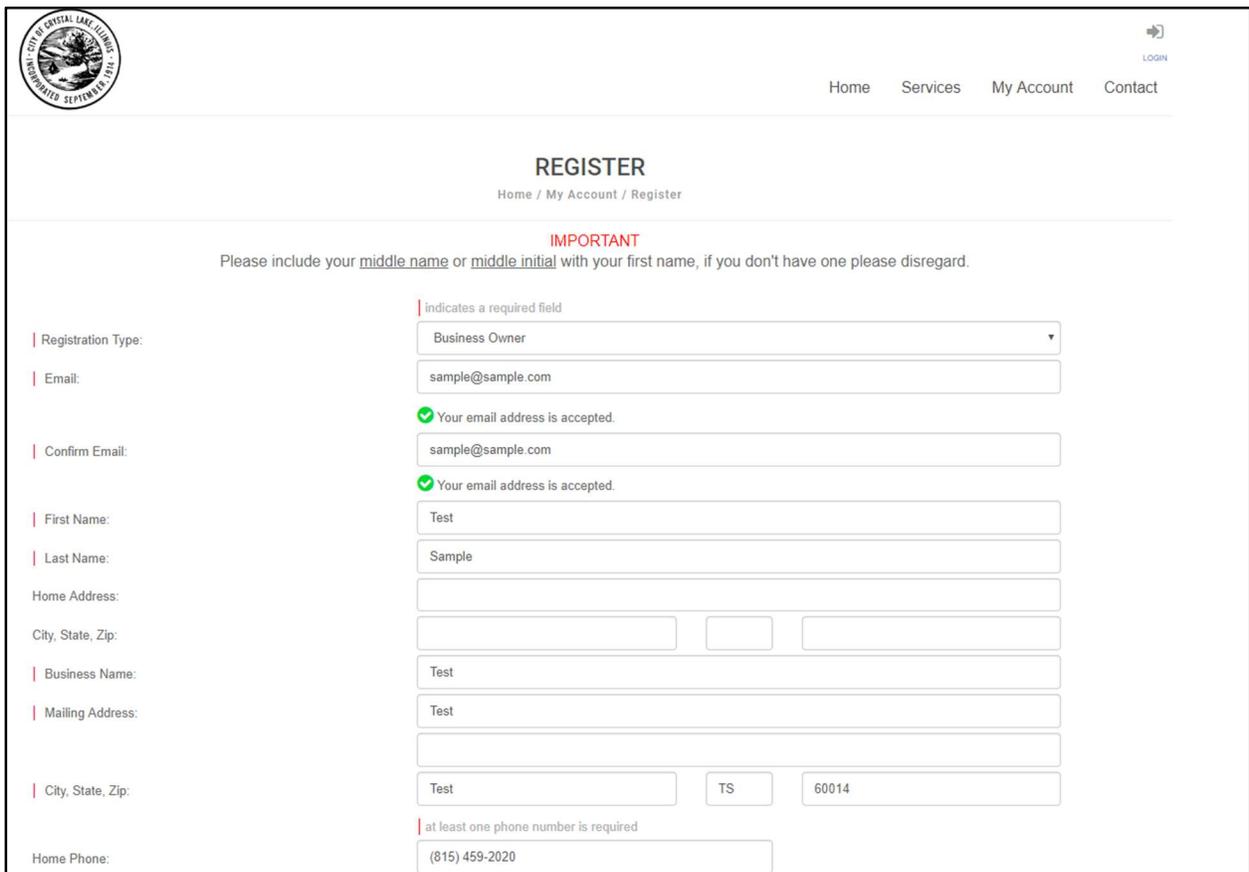
The screenshot shows the login page of the City of Crystal Lake Online Portal. At the top left is the city seal. The navigation menu includes Home, Services, My Account, and Contact. The main heading is "LOGIN" with a breadcrumb trail "Home / My Account / Login". The page is divided into two columns. The left column is titled "Already have an account?" and contains a "User Name:" field, a "Password:" field, a "Remember my username and password" checkbox, and two links: "FORGOT YOUR USERNAME →" and "FORGOT YOUR PASSWORD →". Below these is a "LOGIN" button. The right column is titled "New to our Portal?" and contains the text: "If this is your first time using our portal you'll need to register first. Registering is quick, click the link below to get started." Below this text is a "REGISTER NOW →" link.

- To register an account for your liquor license renewal, you will first click on “Business Owner” for the registration type.



The screenshot shows the 'REGISTER' page for the City of Crystal Lake, Illinois. The page header includes the city logo and navigation links: Home, Services, My Account, and Contact. A 'LOGIN' link is also present in the top right. The main heading is 'REGISTER' with a breadcrumb trail: Home / My Account / Register. A red 'IMPORTANT' notice states: 'Please include your middle name or middle initial with your first name, if you don't have one please disregard.' Below this, the 'Registration Type' field is a dropdown menu with a red vertical bar on the left and the text 'indicates a required field' above it. The dropdown menu is currently empty.

- Next, you will enter your email address, name, phone number, and home and business addresses. It is important to enter the correct email address. The City will contact you in the future via email for your liquor license renewal.



The screenshot shows the 'REGISTER' page with the registration form filled out. The page header and navigation are the same as in the previous screenshot. The 'IMPORTANT' notice is repeated. The 'Registration Type' dropdown is now set to 'Business Owner'. The 'Email' field contains 'sample@sample.com' and has a green checkmark with the text 'Your email address is accepted.' The 'Confirm Email' field also contains 'sample@sample.com' and has a green checkmark with the text 'Your email address is accepted.' The 'First Name' field contains 'Test', the 'Last Name' field contains 'Sample', and the 'Home Address' field is empty. The 'City, State, Zip' field is split into three boxes: 'City' (empty), 'State' (empty), and 'Zip' (empty). The 'Business Name' field contains 'Test', and the 'Mailing Address' field contains 'Test'. The 'City, State, Zip' field is split into three boxes: 'City' (empty), 'State' (empty), and 'Zip' (empty). The 'Home Phone' field contains '(815) 459-2020' and has a red vertical bar on the left and the text 'at least one phone number is required' above it.

5. You will then enter a username and password to access your account.  
**\*IMPORTANT: Make sure to keep a record of your username and password.**

Home Phone:	<input type="text" value="(815) 459-2020"/>
Cell Phone:	<input type="text"/>
Work Phone:	<input type="text"/>
Fax:	<input type="text"/>
<hr/>	
User Name:	<input type="text" value="Sample"/>
Password:	<input type="password" value="*****"/>
Confirm Password:	<input type="password" value="*****"/>
 Your passwords match.	

6. Next, you will select the ownership type for your business. Ownership types that can be selected are: 501(c)(3) Nonprofit Organization, Corporation, Partnership, LLC, or Sole Proprietorship.

Ownership Type:	<input type="text"/>
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7. After selecting the Ownership Type, will then enter the Officer and Business/Organization information. The following is the information required for an LLC.

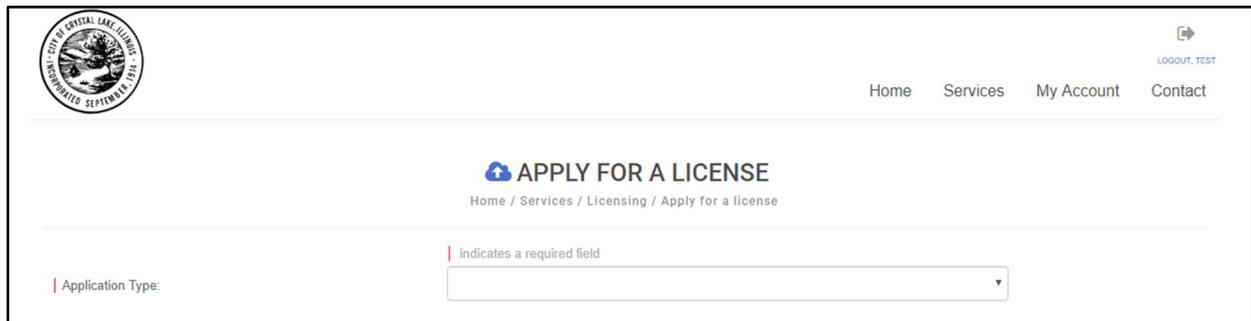
Ownership Type:	<input type="text" value="LLC"/>
Business Legal Name:	<input type="text" value="Test"/>
Date of Incorporation:	<input type="text" value="01/01/2019"/>
Object for which it was organized:	<input type="text" value="Test"/>
Social Security Number:	<input type="text" value="Test"/>
Drivers License Number:	<input type="text" value="Test"/>
Date and Place of Birth:	<input type="text" value="Test"/>
Citizenship:	<input type="text"/>
Time & Place of Naturalization:	<input type="text"/>
<hr/>	
Officer Name:	<input type="text" value="Test"/>
Title of Office Held:	<input type="text" value="Test"/>
Social Security Number:	<input type="text" value="Test"/>
Drivers License Number:	<input type="text" value="Test"/>
Address:	<input type="text" value="Test"/>
Phone Number:	<input type="text" value="Test"/>
Date and Place of Birth:	<input type="text" value="Test"/>
Citizenship:	<input type="text"/>
Time & Place of Naturalization:	<input type="text"/>

If you have more than one Officer, there are additional boxes to enter the information. After entering all the necessary information in each field, you will then click “submit” to register your account.

Officer 3:	<input type="text"/>
Title of Office Held:	<input type="text"/>
Social Security Number:	<input type="text"/>
Drivers License Number:	<input type="text"/>
Citizenship:	<input type="text"/>
Date and Place of Birth:	<input type="text"/>
Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Time & Place of Naturalization:	<input type="text"/>

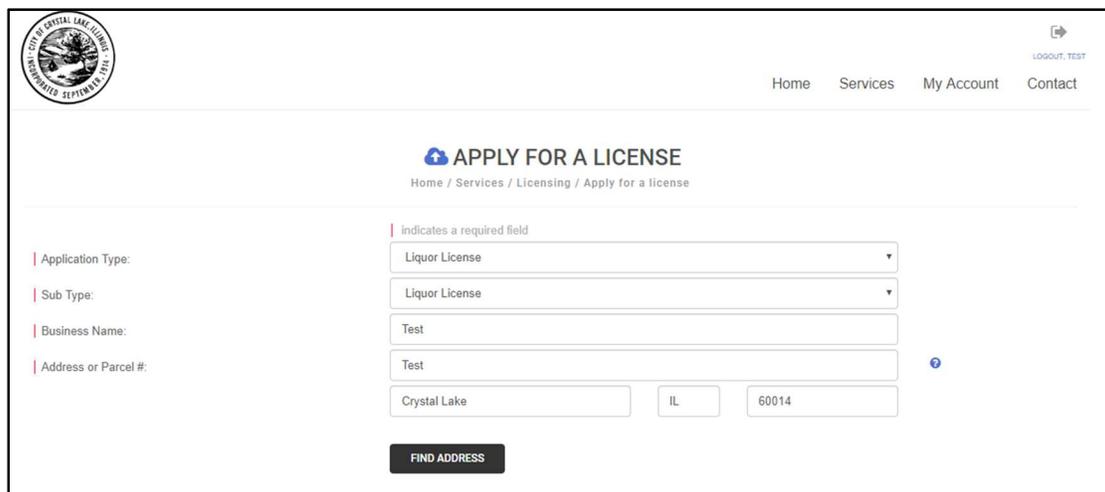
**SUBMIT**

- The next page will ask for information specific to your license. You will first select the registration type.



Application Type:

- You will enter “Liquor License” for both the Application Type and the Sub-Type. Here, you will enter your business name and address.



Application Type:

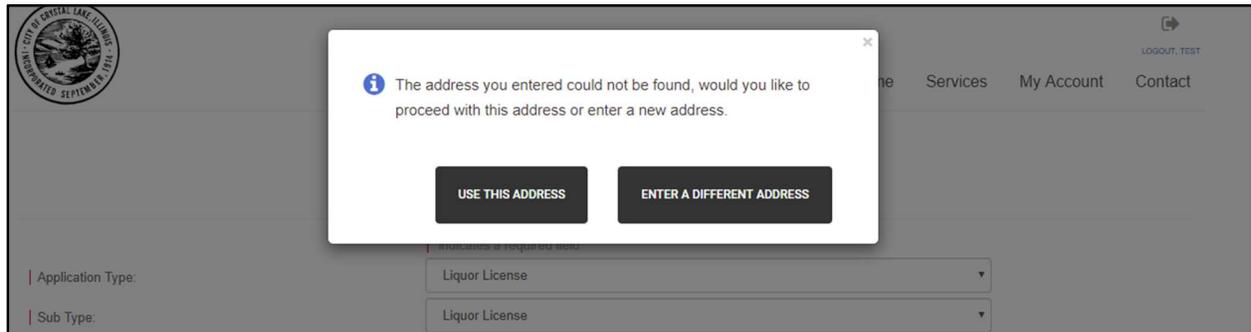
Sub Type:

Business Name:

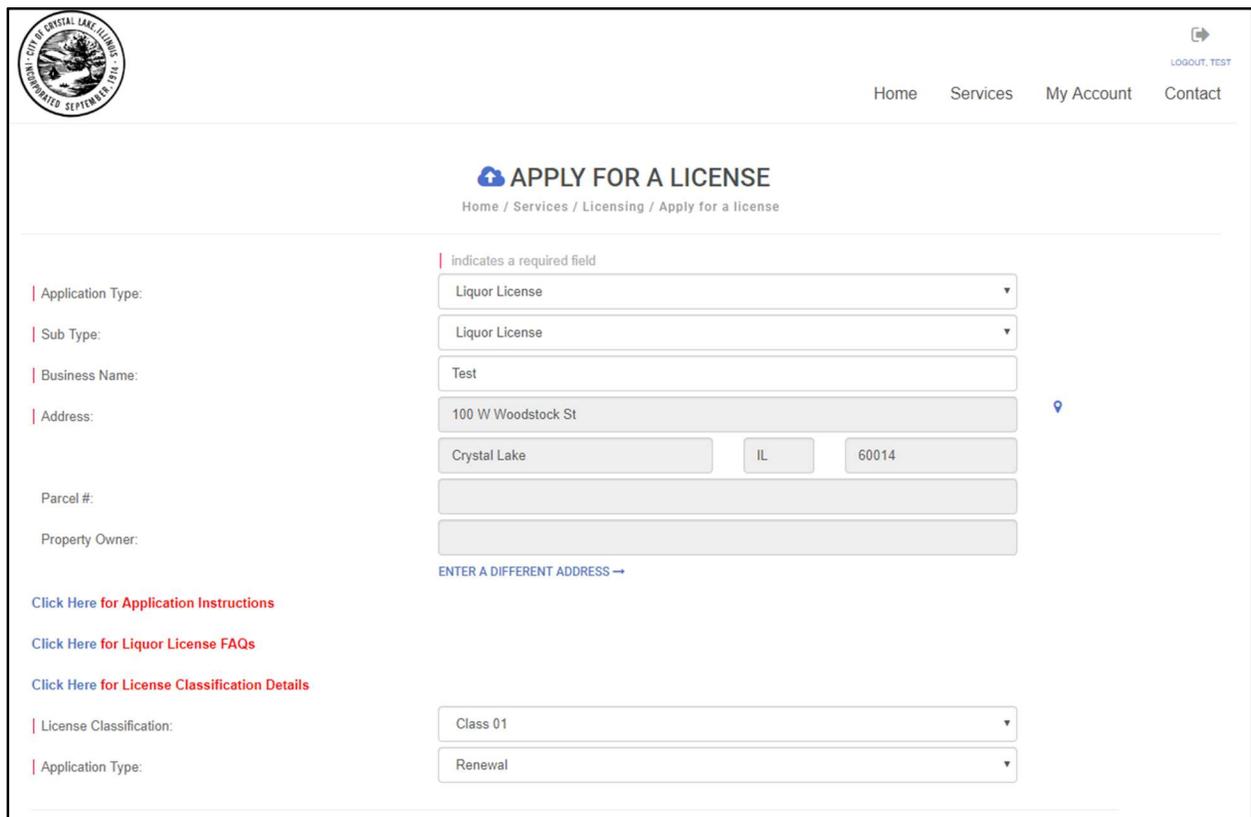
Address or Parcel #:

**FIND ADDRESS**

10. If the portal does not locate your address, please click on the “Use This Address” box.



11. Make sure to select renewal. If you do not know your liquor license classification, please contact City Hall at (815) 459-2020. Helpful links to understand your liquor license classification or other common questions are available on the left-hand side of the screen.



12. Next, you will enter the Establishment, Contact, and Property information.

ESTABLISHMENT INFORMATION	
Legal Name:	<input type="text" value="Test"/>
DBA:	<input type="text" value="Test"/>
Phone Number:	<input type="text" value="(815) 459-2020"/>

CONTACT INFORMATION	
Contact Person:	<input type="text" value="Test - Test Sample"/>
Registered Agent:	<input type="text"/>
Agent Status:	<input type="text"/>
Citizenship:	<input type="text"/>
Time & Place of Naturalization:	<input type="text"/>

PROPERTY INFORMATION	
Is this for a new construction?:	<input type="text" value="No"/>
Own or Lease:	<input type="text" value="Lease"/>
Name of Lessor:	<input type="text" value="Test"/>
Address of Lessor:	<input type="text" value="Test"/>
Period Covered by Lease:	<input type="text" value="Test"/>
Attach Lease Agreement:	<input type="button" value="Select File"/> <small>Picture 1.PNG</small>

If you own your building, you will move on to the verification questions. If you lease your building, you will be asked to enter the name and address of the lessor, the period covered by the lease, and then you must attach a copy of the lease agreement.

13. You will then be asked to respond to each verification question.

VERIFICATION QUESTIONS	
Has applicant made application for a similar license for premises other than described in this application?:	<input type="text" value="Yes"/>
State date, location of premises and disposition of application:	<input type="text" value="Test"/>
Has a previous license by any state or subdivision, or the federal government been revoked?:	<input type="text" value="No"/>
Has applicant (including any partners, directors, or officers), ever been convicted of a felony under any Federal or State law and would be disqualified to receive a license by reason of any matter or thing contained in this Section, laws of this State or the ordinances of this City?:	<input type="text" value="No"/>
Does the applicant agree not to allow gambling devices or gambling on the premises? (Except for those license holders that hold a supplemental Class 28 Liquor License):	<input type="text" value="Yes"/>
The applicant will not violate any of the laws of the State of Illinois, of the United States, or any ordinance of the City in the conduct of his place of business.:	<input type="text" value="Yes"/>

14. If you are a Crystal Lake resident, you select “in Crystal Lake.” You will then see information to schedule an appointment with the Crystal Lake Police Department to conduct your fingerprinting and background check.

Background and Fingerprinting (for any new owners/registered agent)

| Applicant lives (select one):

Schedule an appointment with the Crystal Lake Police Department at (815) 356-3620

Arrive 10 minutes early to pay the \$50.00 fee for each request.

15. If you are not a Crystal Lake resident, but you live in the State of Illinois, information will populate for you to complete the fingerprinting and background check.

Background and Fingerprinting (for any new owners/registered agent)

| Applicant lives (select one):

Schedule an appointment with an Illinois State Police approved Livescan vendor.

Vendors can be found here: [Click Here](#)

Request a Federal and State background check from the vendor.

Provide the vendor with our ORI number: ILL12258L

16. If you do not live in the State of Illinois, please contact us at City Hall at (815) 459-2020.

Background and Fingerprinting (for any new owners/registered agent)

| Applicant lives (select one):

After submitting, please contact the city at (815) 459-2020

17. Before submitting your application, you will be asked to upload documents, sign electronically, click to confirm you have answered all questions truthfully, and then choose if you are making the full payment or if you are on the 50% installment plan.

Please make sure to upload the current and active insurance, liquor liability, and surety bond information.

📎 SUBMITTAL DOCUMENT(S)

| Proof of Liquor Liability Insurance:   
Picture 1.PNG

| Liquor Liability Insurance Expiration:

| Surety Bond (\$1000 payable to City of Crystal Lake):   
Picture 1.PNG

| Surety Bond Expiration:

| Upload signed affidavit [Click Here](#) for form:   
Picture 1.PNG

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TO THE LIQUOR CONTROL COMMISSIONER OF THE CITY OF CRYSTAL LAKE, ILLINOIS:

The undersigned hereby makes application for a Liquor License, as listed above, under the provisions of the City of Crystal Lake Liquor Licensing Ordinance.

| Owner / Registered Agent Signature:

Partner / Manager Signature:

I agree to the terms and conditions of the application and have answered all questions truthfully and accurately

Check this box to confirm above statement

| Payment Type:

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18. After you submit your application, please remit payment to the City of Crystal Lake either by check or by credit card at City Hall. You also have the option to save your application progress. You can then return at a later time to the same point where you last entered information.