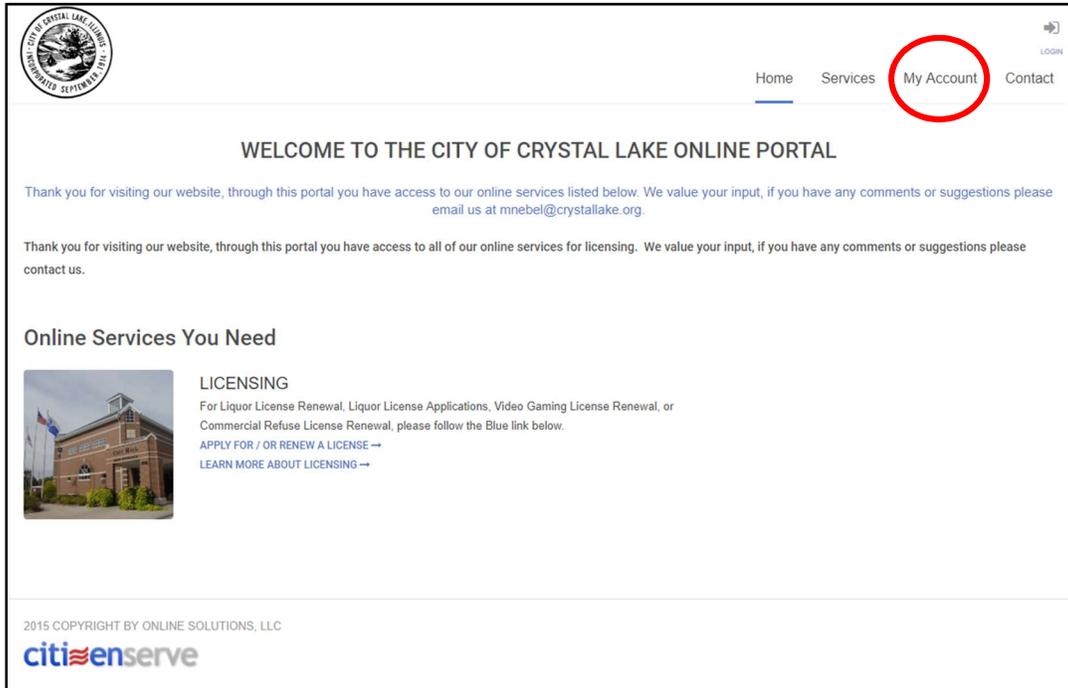


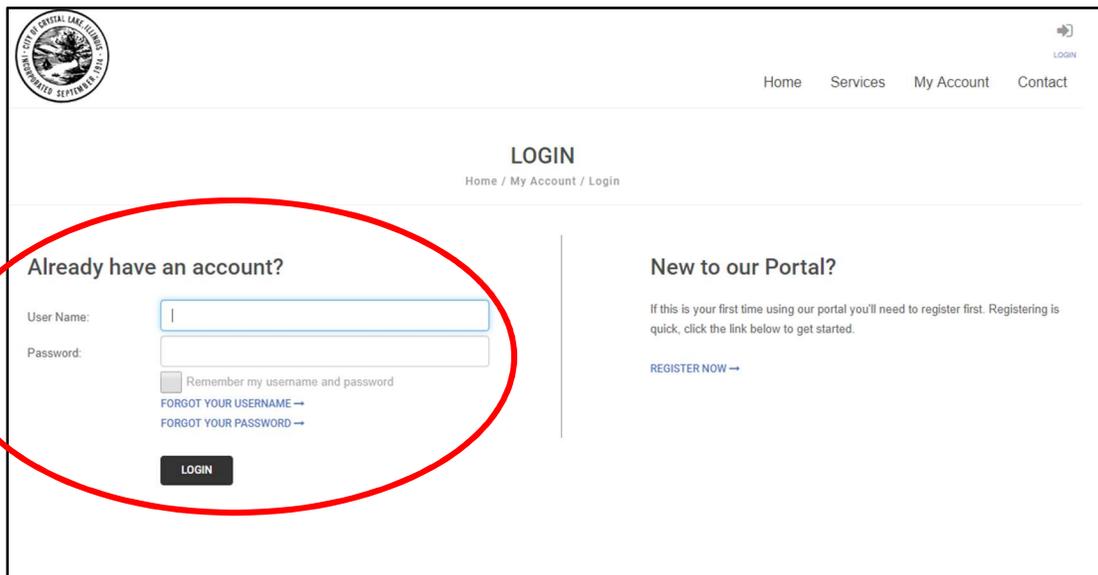
Citizen Serve Walkthrough and FAQs

1. Upon arriving at the Citizen Serve web page, please select “My Account” circled below in red.



The screenshot shows the homepage of the City of Crystal Lake Online Portal. At the top left is the city seal. The navigation bar includes links for Home, Services, My Account (circled in red), and Contact. Below the navigation bar, the page reads "WELCOME TO THE CITY OF CRYSTAL LAKE ONLINE PORTAL" and provides contact information for user input. A section titled "Online Services You Need" features a "LICENSING" card with a photo of a building and links for applying for or renewing licenses and learning more about licensing. The footer contains the copyright notice "2015 COPYRIGHT BY ONLINE SOLUTIONS, LLC" and the Citiserve logo.

2. Next, you will enter your username and password provided by the City.



The screenshot shows the login page of the City of Crystal Lake Online Portal. The navigation bar includes links for Home, Services, My Account, and Contact. The page title is "LOGIN" with a breadcrumb trail "Home / My Account / Login". On the left, under the heading "Already have an account?", there is a login form with fields for "User Name:" and "Password:". Below these fields are checkboxes for "Remember my username and password", and links for "FORGOT YOUR USERNAME" and "FORGOT YOUR PASSWORD". A "LOGIN" button is located at the bottom of the form. On the right, under the heading "New to our Portal?", there is a message stating that new users need to register first, with a "REGISTER NOW" link.

3. Select "View my requests."

The screenshot shows the 'MY ACCOUNT' page. At the top left is the City of Crystal Lake logo. The navigation menu includes 'Home', 'Services', and 'My Account'. The main heading is 'MY ACCOUNT' with a sub-heading 'Home / My Account'. On the left side, there are three links: 'View my requests' (circled in red), 'Update my information', and 'Logout'. A welcome message reads: 'Welcome to your online account Nick Hammonds!'. Below this, a paragraph states: 'You can review your submittals, pay fees or submit new requests through our online services listed below. If you have any questions please view the [Contact Page](#) for departmental contact information.' Under the heading 'Online Services:', there is a photograph of a brick building.

4. Select the license link circled below.

The screenshot shows the 'MY REQUESTS' page. At the top left is the City of Crystal Lake logo. The navigation menu includes 'Home' and 'Services'. The main heading is 'MY REQUESTS' with a sub-heading 'Home / My Account / My Requests'. Below the heading is a dropdown menu set to 'View My Licensing'. There are two tabs: 'Approved' and 'All'. A search bar is present. Below the search bar is a table with the following data:

License #	Name	Address	Application Date	Status
LL19-000001	City of Crystal Lake	100 WEST WOODSTOCK ST	05/01/2019	Approved

5. Below is the page where you will access your account and click “make a payment.”

The screenshot shows the 'VIEW LICENSE' page. At the top left is the City of Crystal Lake logo. At the top right is a 'Home' link. The main heading is 'VIEW LICENSE' with a sub-heading 'Home / Services / Licensing / View License'. On the left side, there are three menu items: 'Make a payment' (circled in red), 'Upload documents', and 'Leave message'. On the right side, there is a list of license details: License #: LL19-000002, Status: Approved, Issue Date, Expiration Date, Balance Due: \$2,000.00, Name: City of Crystal Lake, and Address: 100 WEST WOODSTOCK ST.

6. The final step will be to make your payment, shown on the image below.

The screenshot shows the 'PAYMENT' page. At the top left is the City of Crystal Lake logo. At the top right are links for 'Home', 'Services', 'My Account', and 'Contact', along with a 'LOGOUT, NICK' link. The main heading is 'PAYMENT' with a sub-heading 'Home / My account / View license / Make a payment'. Below the heading, the license details are displayed: License #: LL19-000002 and Amount Due: \$2,000.00. The payment form includes the following fields: Payment Amount (pre-filled with \$2,000.00), Payment Type (dropdown menu set to 'Credit Card'), Cardholder Name (text input), Card Number (text input), Card Expiration Month / Year (two dropdown menus), Security Code (text input with a help icon), Credit Card Type (dropdown menu set to 'Visa'), and Billing Address (text input). A 'SUBMIT' button is located at the bottom of the form.

7. Please make sure to upload your current insurance certificate, liquor liability, and surety bond information.



Home

VIEW LICENSE

Home / Services / Licensing / View License

- Make a payment
- Upload documents**
- Leave message

License #: LL19-000002
Status: Approved
Issue Date:
Expiration Date:
Balance Due: \$2,000.00
Name: City of Crystal Lake
Address: 100 WEST WOODSTOCK ST

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 

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: