

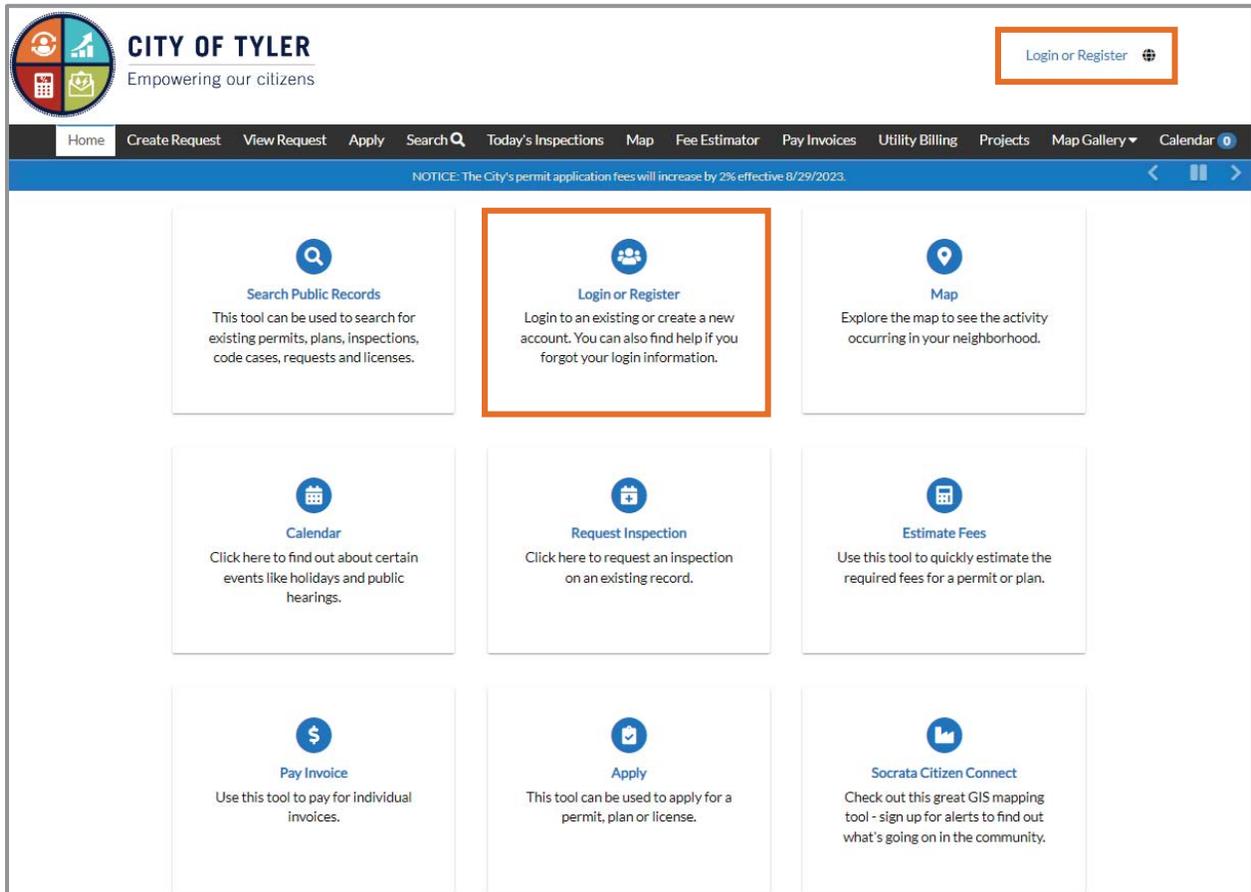
# City of Highland Park Online Customer Portal

- How to register your account
- How to view your license information
- How to renew your license
- How to pay invoices

# Registration for New Users

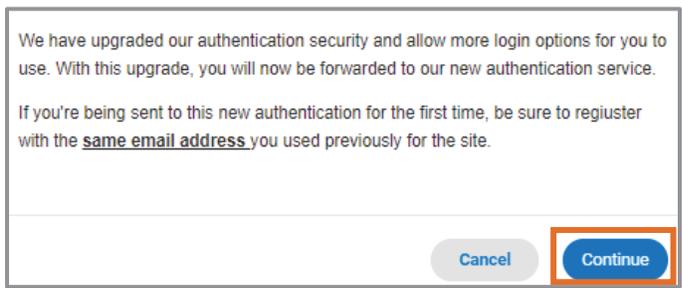
To register for the City's online portal for the first time, please:

1. Navigate to the City's site: [www.cityhpil.com/permitsplanslicenses](http://www.cityhpil.com/permitsplanslicenses).
  2. Click **Login or Register**.
- OR
3. Click the **Login or Register** card.



You will be redirected to another site to complete registration.

4. Click **Continue**.



5. Click **Sign up**.



Sign in to community access services.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

Remember me

[Sign in](#)

[Forgot password?](#)   [Unlock account?](#)   [Help](#)

---

Don't have an account? [Sign up](#)



## Create Account

You will now see the Create an account page.

1. Type:
  - a. **Email address**
  - b. **Password**
  - c. **First name**
  - d. **Last name**
2. Click **Sign up**.



Create an account

\* indicates required field

  
[Back to sign in](#)

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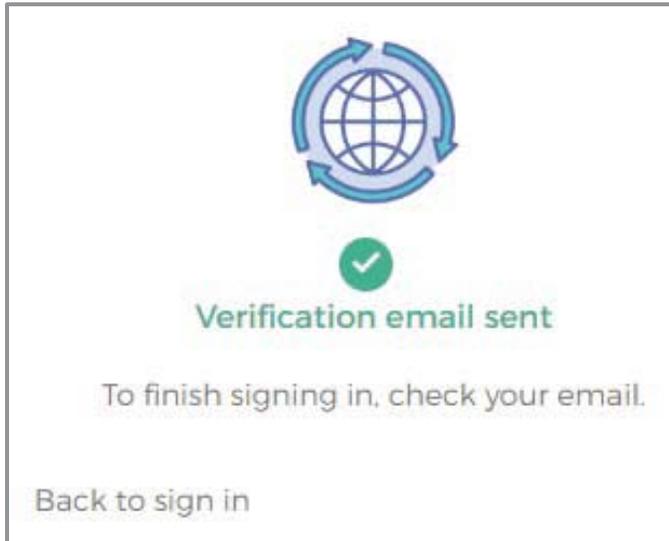
**NOTE** Required fields are noted with an asterisk.

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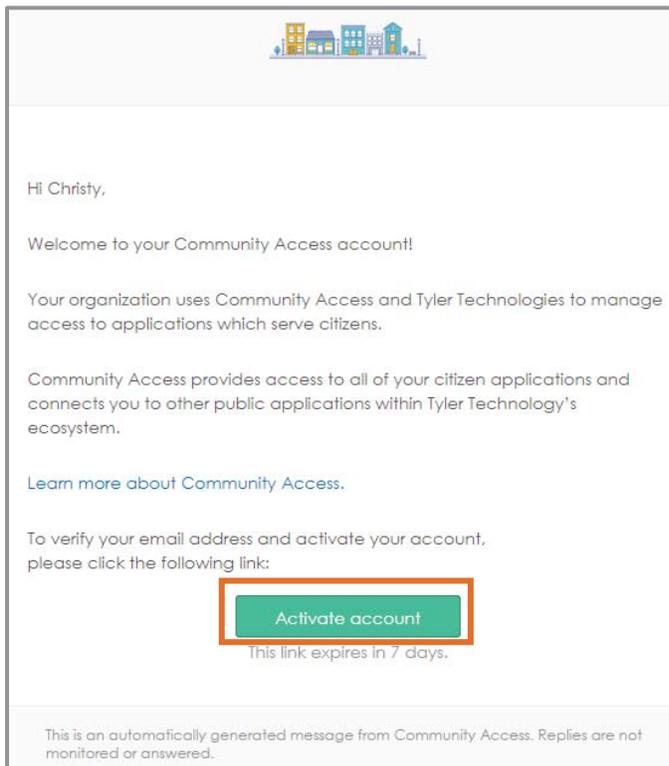


## Activate Account

The browser displays a message instructing you to check your email.



1. Log in to the email account.
2. Click **Activate account** in the email to activate the account.



You will then be redirected to the City's online portal.

The screenshot shows the City of Tyler online portal. At the top left is the City of Tyler logo, a circular icon divided into four quadrants with a person, a bar chart, a calendar, and a person with a checkmark. To the right of the logo is the text "CITY OF TYLER" and "Empowering our citizens". In the top right corner, there is a "Login or Register" link with a globe icon. Below the header is a navigation menu with links: Home, Create Request, View Request, Apply, Search (with a magnifying glass icon), Today's Inspections, Map, Fee Estimator, Pay Invoices, Utility Billing, Projects, Map Gallery (with a dropdown arrow), and Calendar (with a notification icon). A blue banner below the navigation menu contains a notice: "NOTICE: The City's permit application fees will increase by 2% effective 8/29/2023." The main content area features a 3x3 grid of service tiles. Each tile has a blue circular icon, a title, and a brief description. The tiles are: 1. Search Public Records (magnifying glass icon): "This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses." 2. Login or Register (two people icon): "Login to an existing or create a new account. You can also find help if you forgot your login information." 3. Map (location pin icon): "Explore the map to see the activity occurring in your neighborhood." 4. Calendar (calendar icon): "Click here to find out about certain events like holidays and public hearings." 5. Request Inspection (calendar with plus icon): "Click here to request an inspection on an existing record." 6. Estimate Fees (calculator icon): "Use this tool to quickly estimate the required fees for a permit or plan." 7. Pay Invoice (dollar sign icon): "Use this tool to pay for individual invoices." 8. Apply (envelope icon): "This tool can be used to apply for a permit, plan or license." 9. Socrata Citizen Connect (factory icon): "Check out this great GIS mapping tool - sign up for alerts to find out what's going on in the community."



## Log In

1. Type the **Email address**.
2. Type the **Password**.
3. Click **Sign in**.



Sign in to community access services.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

Remember me

[Forgot password?](#)   [Unlock account?](#)   [Help](#)



## Acknowledgment

1. Select a **contact** to link to the account.
2. Mark the **box** acknowledging the registration.
3. Click **Continue**.

### Registration

Step 1 of 5: Acknowledgement

The Community of Tyler Self Service Portal is a government initiative aimed at making doing business with government easier by providing online access to a range of services. Before accessing some online services you need to register with the Community of Tyler Self Service Portal.

By acknowledging this, I agree to abide by the Community of Tyler's Code of Ethics. Sec.2.1.iib

Add certificates during registration [i](#)

[Continue](#)

## Personal Info

1. Select a **Contact Preference**.
2. Type a **phone number** if required.
3. Click **Next**.

### Registration

Step 2 of 5: Personal Info

**\*REQUIRED**

First Name

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

**Additional Contact Information**

Mobile Phone

[Back](#) [Next](#)

**NOTE** Required fields are noted with an asterisk.



## Address

1. Type **Address** information.
2. Click **Submit** to complete the registration.
3. Or click **Next**.

Registration

Step 3 of 5: Address

\* Address  \*REQUIRED  
Address is required.

City

State

Postal Code

**NOTE** Required fields are noted with an asterisk.

## Signature

You may be asked to sign after registering your account:

1. Type your to electronically sign the registration.
2. Use mouse to **sign** in the signature field.
3. Click **Submit** to complete the registration process.

Registration

Step 5 of 5: Signature

By registering, you agree that all information entered will be accurate and up-to-date.

\* Please type your name as consent to electronically sign this registration.

Enable Type Signature

Wes McGrail  
December, 01 2022

**X Draw Signature Here**



## Registration for Existing Users

If you have previously created an account in the online portal, you must register again even if using the same email address used to currently access the portal. Please:

1. Navigate to the City's site: [www.cityhpil.com/permitsplanslicenses](http://www.cityhpil.com/permitsplanslicenses).
2. Click **Login or Register**.
3. Or click the **Login or Register** card.

The screenshot shows the City of Tyler online portal homepage. The header includes the City of Tyler logo and the tagline "Empowering our citizens". A navigation menu contains links for Home, Create Request, View Request, Apply, Search, Today's Inspections, Map, Fee Estimator, Pay Invoices, Utility Billing, Projects, Map Gallery, and Calendar. A notice banner states: "NOTICE: The City's permit application fees will increase by 2% effective 8/29/2023." The main content area features a grid of service cards. The "Login or Register" card is highlighted with an orange border. The card text reads: "Login or Register. Login to an existing or create a new account. You can also find help if you forgot your login information." Other cards include Search Public Records, Map, Calendar, Request Inspection, Estimate Fees, Pay Invoice, Apply, and Socrata Citizen Connect.

The portal will display a message directing you to another site to complete registration.

4. Click **Continue**.

The screenshot shows a registration confirmation message. The text reads: "We have upgraded our authentication security and allow more login options for you to use. With this upgrade, you will now be forwarded to our new authentication service. If you're being sent to this new authentication for the first time, be sure to register with the same email address you have used for this site previously." At the bottom of the message, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with an orange border.



5. Click an option (if currently accessing the portal using one of these accounts):
  - a. **Sign in with Google**
  - b. **Sign in with Apple**
  - c. **Sign in with Microsoft**
  - d. **Sign in with Facebook**

OR

6. Type the **Email address** and **Password** used to currently access the portal.
  - a. Click **Sign in**.



Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password



Remember me

Sign in

[Forgot password?](#)[Unlock account?](#)[Help](#)



## Create Account

The portal will display the Create an account page.

1. Type:
  - a. **Email address**
  - b. **Password**
  - c. **First name**
  - d. **Last name**
2. Click **Sign up**.



Create an account

\* indicates required field

  
[Back to sign in](#)

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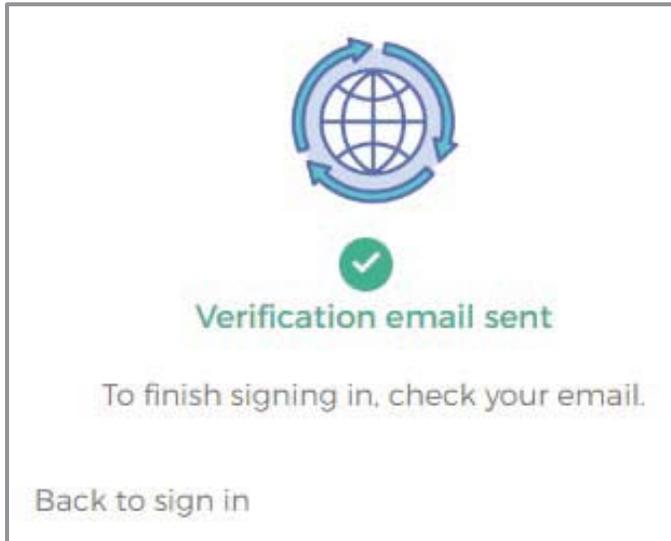
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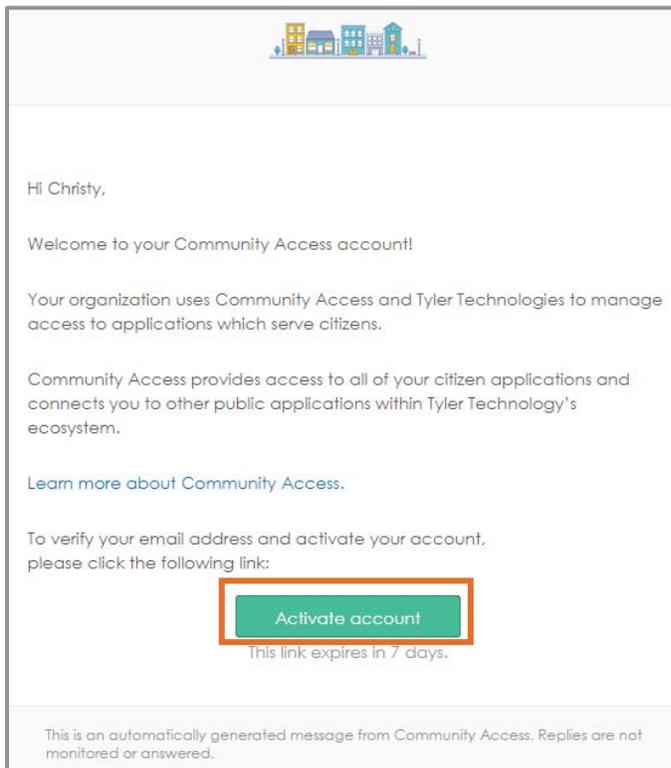


## Activate Account

The browser displays a message instructing you to check your email.



1. Log in to the **email account**.
2. Click **Activate account** in the email to activate the account.



You will then be redirected to the City's online portal.

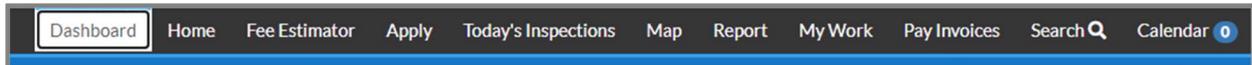
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# Dashboard

The Dashboard displays data about permits, plans, inspections, licenses and invoices. You can access saved drafts of submissions and add unpaid invoices directly to your shopping cart.

1. To access the Dashboard, click **Dashboard** in the menu on the Home page.



The Dashboard displays.

The dashboard is organized into several sections:

- My Permits:** A grid of five cards showing permit counts by status: Attention (60), Pending (99+), Active (30), Draft (3), and Recent (18). Each card lists specific permit types and their counts.
- My Plans:** A grid of five cards showing plan counts by status: Attention (8), Pending (6), Active (0), Draft (0), and Recent (1). Each card lists specific plan types and their counts.
- My Licenses:** Three cards showing license status: Expired (84 days), Expires in (294 days), and Draft (0). Each card includes the license name, number, and type.
- My Inspections:** A grid of three cards showing inspection counts by status: Requested (0), Scheduled (14), and Closed (1). Each card lists specific inspection types and their counts.
- My Invoices:** A table showing invoice totals: Current (\$0.00), Past Due (\$38,128.94), and Total (\$38,128.94). Each row has an 'Add To Cart' button.



To use the Dashboard:

1. Click **Draft** in the **Licenses** section to view saved Licenses application drafts.
2. Click the appropriate **status card** in the **License** section to view a list of the corresponding Licenses. Beneath each status is a breakdown of the License Types. Click **View My Licenses** to view all Licenses.
3. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the **My Invoices** section to add the corresponding Invoices to the Shopping Cart. Click **View My Invoices** to view all Invoices.



# Overview on Renewing Your License

Renewing a business allows you to update information for a business, upload required documents, and generate an invoice if funds are due.

## Navigation

To renew a business license in the portal, please:

1. Log into the portal: **www.cityhpil.com/permitsplanslicenses**.
2. Navigate to the license in one of the following ways:
  - a. Click **Dashboard** on the menu bar.
  - b. Click **Renew** on the card for the desired license in the My Licenses section.

**My Licenses**

Expires in  
**327**  
DAYS

Papaya Coffee and Bakery

No. BUS-000042-2021

Type Business Registratio...

**Renew**

▶ View My Licenses

- c. Or click **My Work** on the menu bar.
  - i. Click the **MY LICENSES** tab.
  - ii. On the row with the desired license, click **RENEW**.

Dashboard Home Fee Estimator Apply Today's Inspections Map Report **My Work** Pay Invoices Search Q Calendar 0

**My Work**

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS **MY LICENSES**

Search... Export to Excel

License Number	Renew	Name	DBA	Address	Status	Type	Applied
SEC-72-000059-2021	<b>Renew</b>	Oh My Dawg Hotdogs VIII		501 Mountain View Drive SLO, CA 93405	Expired	Accommodation and Food Services	12/31/2021



# Renew License Steps

## Type

1. Complete any required fields.
2. Click **Next**.

Renew License - Business Registration - Restaurant \*REQUIRED

1 — 2 — 3 — 4

Type — More Info — Attachments — Review and Submit

**LICENSE DETAILS**

Please enter all applicable business and license details.

Note: Fields with an asterisk(\*) are required.

License Type: Business Registration - Restaurant

Description: coffee shop and a restaurant

**RECEIPT DETAILS**

Original Estimated Receipts	0
Reported Receipts	0
Allowed Deductions	0
Actual Gross Receipts	0
Estimated Receipts	0

**Next**



## More Info

1. Update information as needed.
2. Complete required information.
3. Click **Next**.

Renew License - Business Registration - Restaurant \*REQUIRED

Progress: 1. Type (✓) 2. More Info (2) 3. Attachments (3) 4. Review and Submit (4)

**MORE INFO**

Please add/update the requested information below and answer all questions regarding this license application.  
Note: Fields with an asterisk(\*) are required.

Full-time Employees

State ID Number

[Back](#) [Next](#)



## Attachments

1. 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**.
2. Click **Next**.

Renew License - Business Registration - Restaurant \*REQUIRED

Progress: Type (✓) → More Info (✓) → Attachments (3) → Review and Submit (4)

### Attachments

Please upload all applicable files for review.

Certificate of Insurance

Add Attachment

**+**

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

**REQUIRED**

Driver's License

Add Attachment

**+**

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

**REQUIRED**

Select Type

Add Attachment

**+**

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...

[Back](#) [Next](#)



## Review and Submit

1. Review the renewal application.
2. If any corrections are required, click **Back**.
3. Click **Submit**.

Progress: Type (✓) | More Info (✓) | Attachments (✓) | Review and Submit (4)

[Submit](#)

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**Locations**

Physical	400 S Eagle St, Naperville, IL, , 60540
Parcel Number	0713441019

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**Basic Info**

Type	Business Registration - Restaurant
Description	coffee shop and a restaurant
Applied Date	11/10/2021

---

**Receipt Details**

Original Estimated Receipts	\$0.00
Reported Receipts	\$0.00
Allowed Deductions	\$0.00
Actual Gross Receipts	\$0.00
Estimated Receipts	\$0.00

---

**Estimated Fees**

The following is a fee estimate and totals are subject to change. Additional fees may apply.

Fee	Amount
Business Registration - Restaurant Renewal Fee	\$25.00

Total: \$25.00

---

**Attachments**

[Back](#) [Submit](#)

**NOTE** If the City needs to review the application, fee(s) will not be due upon submission. An invoice will be generated at a later date and you will then be able to print the license.



# Invoices

Users can access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic shopping cart.

1. **Current:** By clicking **Add To Cart**, you will be able to access the Shopping Cart page where all current invoices are listed. You may access the Invoice by clicking the Invoice Number. To remove an Invoice from the Shopping Cart, click **Remove** to the right of the invoice. To checkout, the click the **Check Out** oval to the right of the page. This takes you to a payment page to complete the payment for the invoice(s).

### My Invoices

Current 0	\$0.00	<a href="#">Add To Cart</a>
Past Due 5	\$296.60	<a href="#">Add To Cart</a>
<b>Total</b> 5	<b>\$296.60</b>	<a href="#">Add To Cart</a>

[View My Invoices](#)

[Back](#)

### Shopping Cart

Total \$296.60 [Check Out](#)

Invoice: INV-0000395	Description: NONE
Due Date: 03/13/2019	Billing Contact: Tyler (Goss, Christy)

Case Number	Project	Case Address	Amount Due
BLDC-000718-2019		900 Del Rio Avenue San Luis Obispo CA 93405	\$1.65

\$1.65 [Remove](#)

[Top](#) | [Main Menu](#)



- Past Due:** By clicking **Add To Cart** oval to the right of Past Due invoices, you will be able to access the Shopping Cart page where all past due invoices are listed. You may access the Invoice by clicking the **Invoice Number**. To remove an Invoice from the Shopping Cart, click **Remove** to the right of the invoice. To checkout, click the **Check Out** oval to the right of the page. The payment page displays through which you can complete the payment for the invoice(s).

My Invoices		
Current	\$0.00	<a href="#">Add To Cart</a>
0		
Past Due	\$296.60	<a href="#">Add To Cart</a>
5		
<hr/>		
Total	\$296.60	<a href="#">Add To Cart</a>
5		
<a href="#">View My Invoices</a>		

- Total:** By clicking **Add To Cart**, you will be able to access the Shopping Cart page where all invoices are listed. You may access the Invoice by clicking the **Invoice Number**. To remove an Invoice from the Shopping Cart, click **Remove** to the right of the invoice. To checkout, click the **Check Out** oval to the right of the page. This takes you to a payment page to complete the payment for the invoice(s).

My Invoices		
Current	\$0.00	<a href="#">Add To Cart</a>
0		
Past Due	\$296.60	<a href="#">Add To Cart</a>
5		
<hr/>		
Total	\$296.60	<a href="#">Add To Cart</a>
5		
<a href="#">View My Invoices</a>		



## My Licenses

The Dashboard view of Licenses displays licenses that are close to expiration. These include licenses that are up for renewal. To view all Licenses, either click **View My Licenses** at the bottom of the **My Licenses** page. You may also click the **Renew** button on the Dashboard view. Once on the My Licenses page, you can access all your Licenses.

1. **License Number:** By clicking the **License Number**, license holders will be taken to a license details page where you may have access to information regarding location, fees, inspections, attachments, contacts, holds, and additional information.
2. **Renew:** Click the **Renew** button to be taken to the License Renewal page. If the Renew button is not present, the license may not be renewed at that time.
3. **Name:** Company name. This may be different from the DBA.
4. **DBA:** Doing Business As – This column lists the name that the Business License may be doing business as.
5. **Address:** The address of where the license is held.
6. **Status:** Status of the license. Some statuses may include Expired, Issued, In Review, Submitted.
7. **License Type:** The type of license that was applied for within the City.
8. **Applied Date:** When the license was applied for.

The screenshot displays a dashboard with four panels. The first three panels show license details for expired or expiring licenses, while the fourth shows a draft count.

Expired	Expires in	Expires in	Draft
459 DAYS	177 DAYS	272 DAYS	0
PBG Construction	PBG Construction, Tim Taylor	PBG Construction, Tim Taylor	
No. 000008-2020	No. CON-000001-2020	No. CONT-000010-2021	
Type Business Registratio...	Type Contractor - General	Type Contractor - General	
Renew	Renew	Renew	

[View My Licenses](#)

