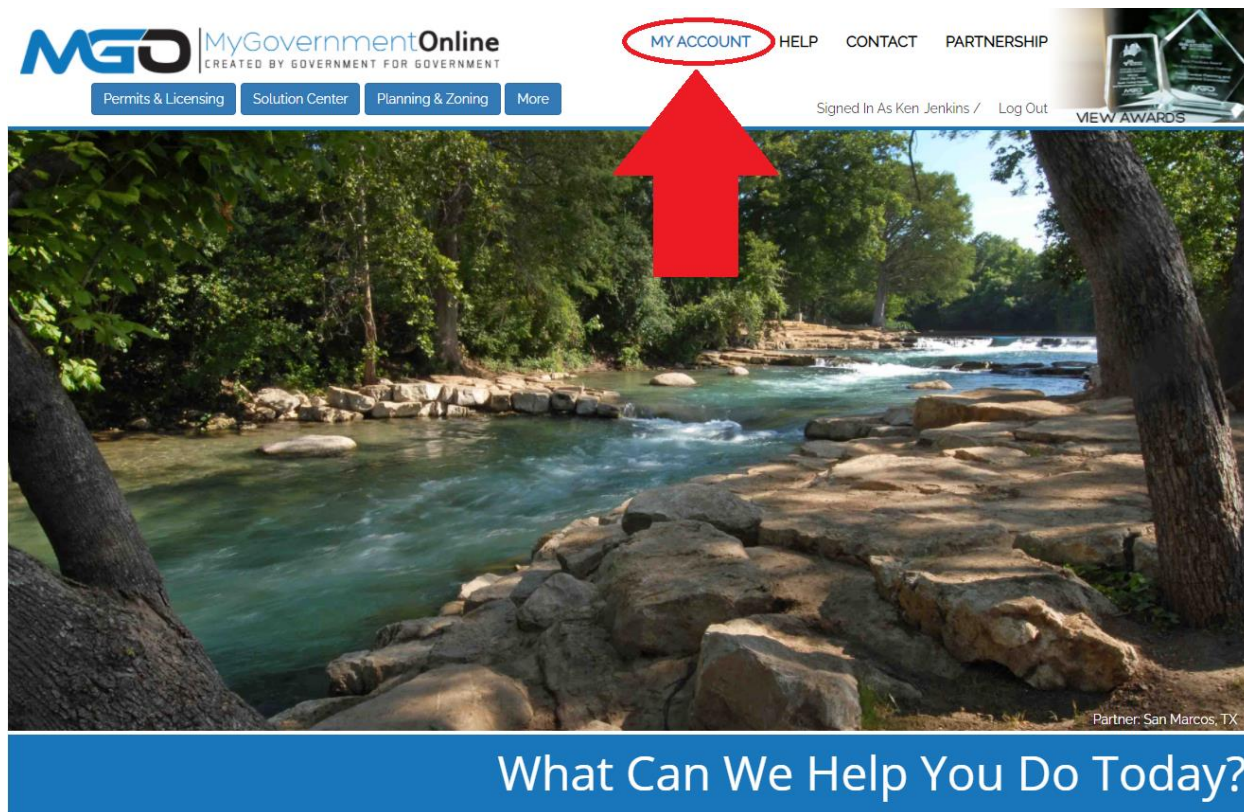




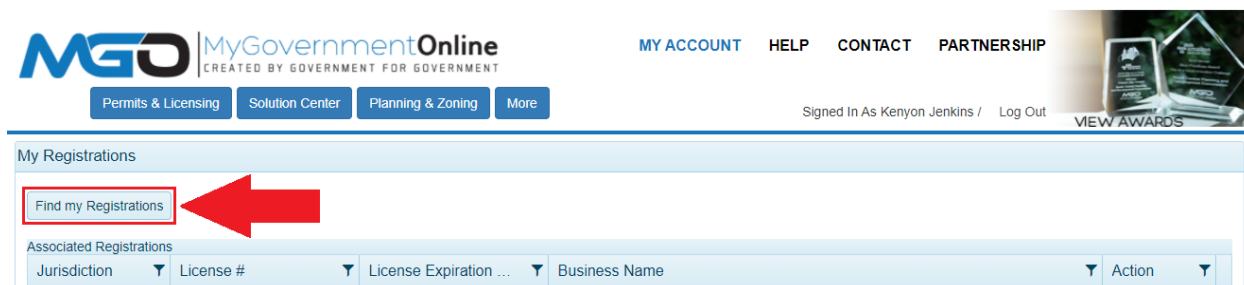
Online Contractor License Renewal Guide

Section 1 – Link a Registration to Your “My Registrations” List

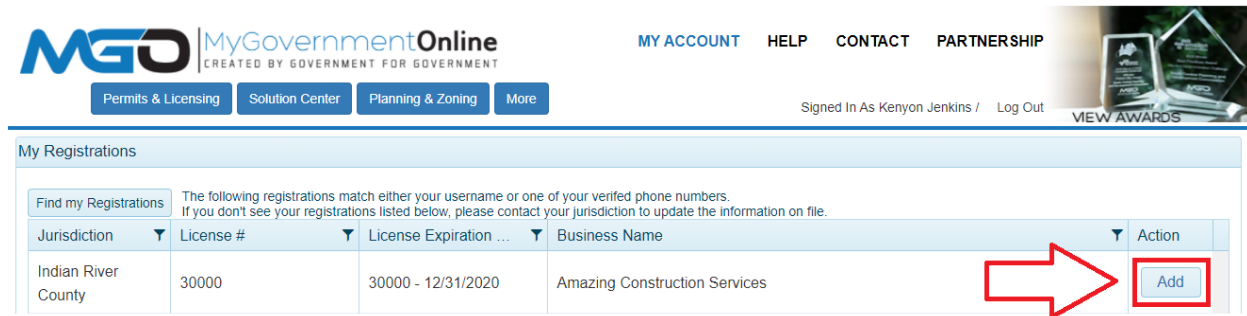
Before you are able to renew your contractor registration the registration must first be associated to your “My Registrations” list. To associate your contractor registration to your customer portal account, log into the MyGovernmentOnline customer portal at www.mygovernmentonline.org and then click the “My Account” link located at the top right section of the page.



Scroll down the page until you see the section titled “My Registrations”. Click the “Find My Registrations” link. The system will run a search to locate your contractor registration record with your jurisdiction.



The system will locate your contractor registration that the jurisdiction has on record. Click the “Add” button located to the right to associate the contractor registration record to your customer portal account.



MyRegistrations

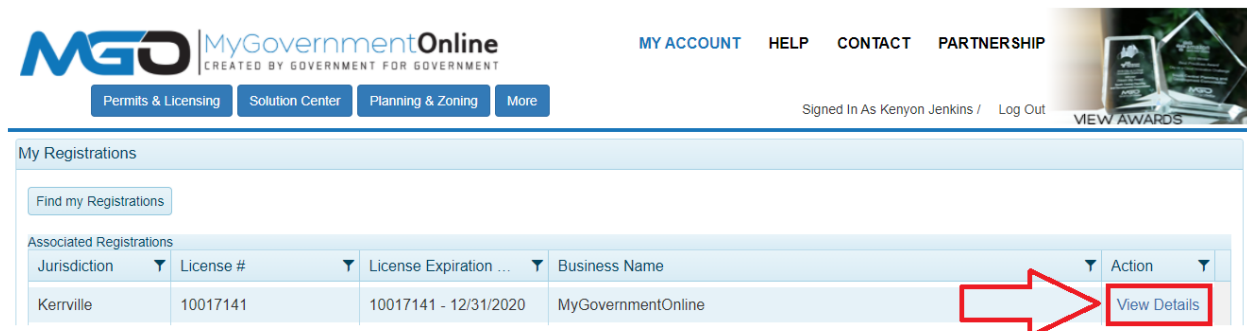
Find my Registrations The following registrations match either your username or one of your verified phone numbers. If you don't see your registrations listed below, please contact your jurisdiction to update the information on file.

Jurisdiction	License #	License Expiration ...	Business Name	Action
Indian River County	30000	30000 - 12/31/2020	Amazing Construction Services	Add

This completes the process illustrating how to associate the contractor registration record to your customer portal account. Proceed to the next section to view the process to renew your contractor registration online.

Section 2 – Renew Your Contractor Registration

From the “My Registrations” section you will see that your contractor registration is now listed. Click the “View Details” link located to the far right.



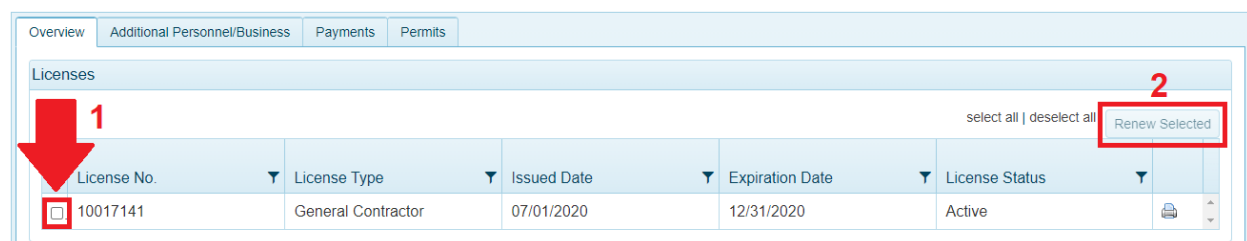
MyRegistrations

Find my Registrations

Associated Registrations

Jurisdiction	License #	License Expiration ...	Business Name	Action
Kerrville	10017141	10017141 - 12/31/2020	MyGovernmentOnline	View Details

Select the checkbox as shown below (Figure 1) and then click the Renew Selected (Figure 2).



Overview Additional Personnel/Business Payments Permits

Licenses

select all | deselect all Renew Selected

License No.	License Type	Issued Date	Expiration Date	License Status
<input type="checkbox"/> 10017141	General Contractor	07/01/2020	12/31/2020	Active

A pop-up window will appear displaying the amount due to renew the contractor registration. Click the “Pay” button to proceed with payment of the registration.

The screenshot shows the MyGovernmentOnline interface for a user named Ken Jenkins. A pop-up window titled "Selected Licenses Renewed" is displayed, showing the following details:

License #	Issue Date	Expiration Date
10017141	07/01/2020	12/31/2020

Fees

Description	Amount
Contractor License Renewal Fee (\$100)	\$100.00
Total	\$100.00

At the bottom of the pop-up, there are two buttons: "Cancel" and "PAY". The "PAY" button is highlighted with a red rectangle.

Clicking the Pay button will take you to the secure payment page to process your payment. The page will appear differently from one jurisdiction to another being that the MyGovernmentOnline software platform is a multi-jurisdiction service utilized by various jurisdictions.

The screenshot shows the Indian River County payment page. The page title is "Indian River County". Below the title, there is a section titled "Review Your Order" with the following information:

Total Amount: USD 205.00

[Return to Indian River County](#)

Choose Payment Option

Payment options include: American Express, VISA, DISCOVER, Mastercard, and masterpass. The masterpass option is selected.

Pay With Your Credit Card

Fields for payment include:

- Cardholder Name
- Credit Card Number
- Expiry Date (MMYY)
- Security Code (with a dropdown menu set to "Present")

Below the security code field, there is a note: "CVV2 is the Visa term for the 3-digit security code on the back of the credit card (Visa and MasterCard). For American Express, it is 4-digits and located on the front."


Verification

There is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms".

At the bottom, there is a button labeled "Pay With Your Credit Card".

Once your payment is processed the system will route you back to the page shown below where you may print a copy of your contractor registration. Click the printer icon to the far right to view/print a copy of your renewed contractor registration.


Overview	Additional Personnel/Business	Payments	Permits
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Licenses					
select all deselect all					
License No.	License Type	Issued Date	Expiration Date	License Status	
<input type="checkbox"/> 10017141	General Contractor	07/01/2020	12/31/2020	Active	

Depending on the jurisdiction you are renewing your contractor registration with, the license document will appear similar to the example shown below.

CITY OF KERRVILLE
 200 SIDNEY BAKER ST. N
 KERRVILLE, TEXAS 78028-2215


CITY OF KERRVILLE



GENERAL CONTRACTOR'S
LICENSE

ISSUE YEAR: 2020
LICENSE TYPE: GENERAL CONTRACTOR
LICENSE NUMBER: 10017141
EXPIRATION DATE: 12/31/2020

ISSUED TO: MyGovernmentOnline
LOCATION:



City of Kerrville
Occupational Registration

This certifies that **MyGovernmentOnline**
Lic # **10017141** has been registered in
conformance with Kerrville City Ordinance to
perform such work as codified for the vocation
of **General Contractor**.

Licensee: _____
 This registration will expire on the 31st day of December, 2020