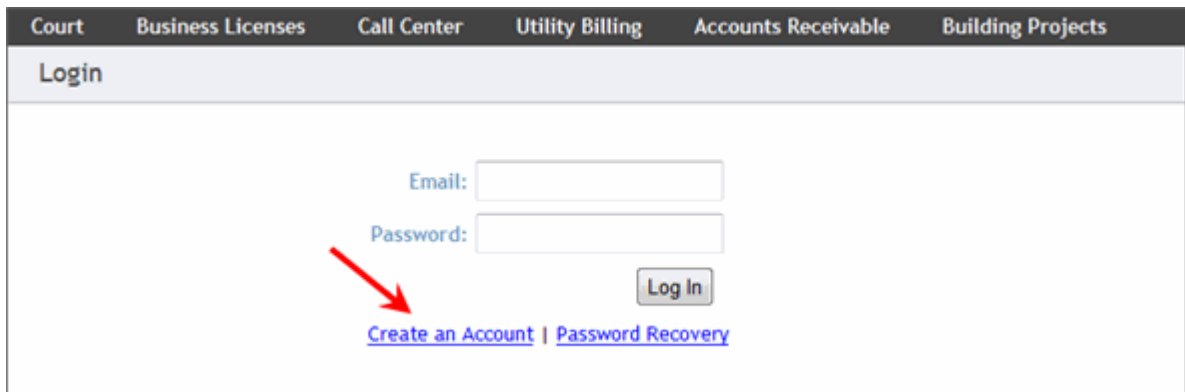


\rx#huh#khu#-#P hp eh#K hcs A#Fuhdwh#P hp eh#Dffrxqw

Member help

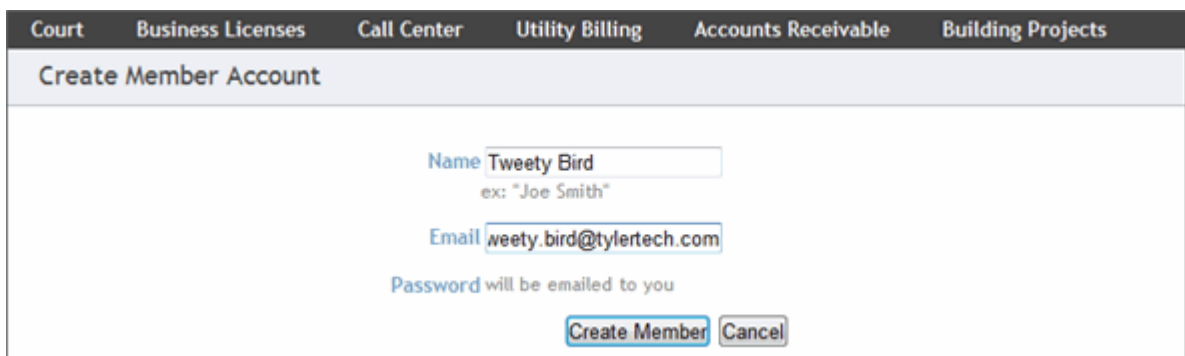
Create Member Account

1. Select an application link from the InSite homepage. For most applications, the Login page loads. If not, click the **Login** link.



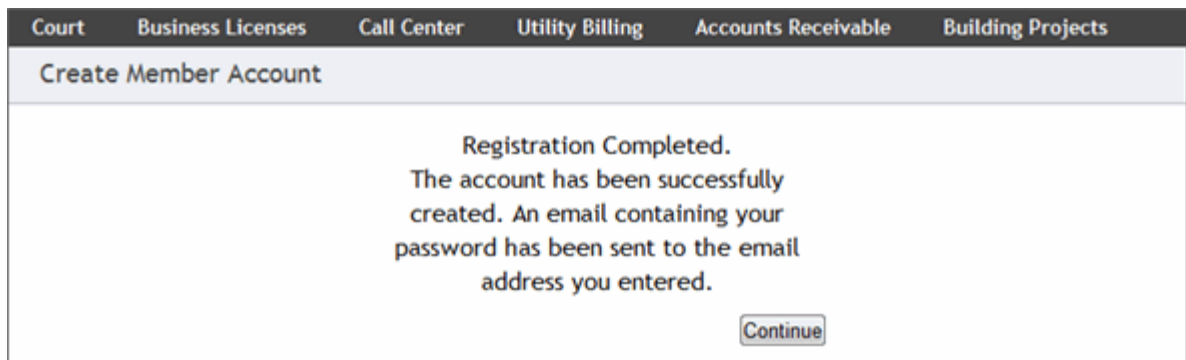
The screenshot shows the top navigation bar with links: Court, Business Licenses, Call Center, Utility Billing, Accounts Receivable, and Building Projects. Below the navigation bar is a header labeled "Login". The main content area contains an "Email:" input field, a "Password:" input field, and a "Log In" button. A red arrow points to the text "Create an Account | Password Recovery" located below the password field.

2. From the Login page, click the **Create an Account** link. The Create Member Account page loads.

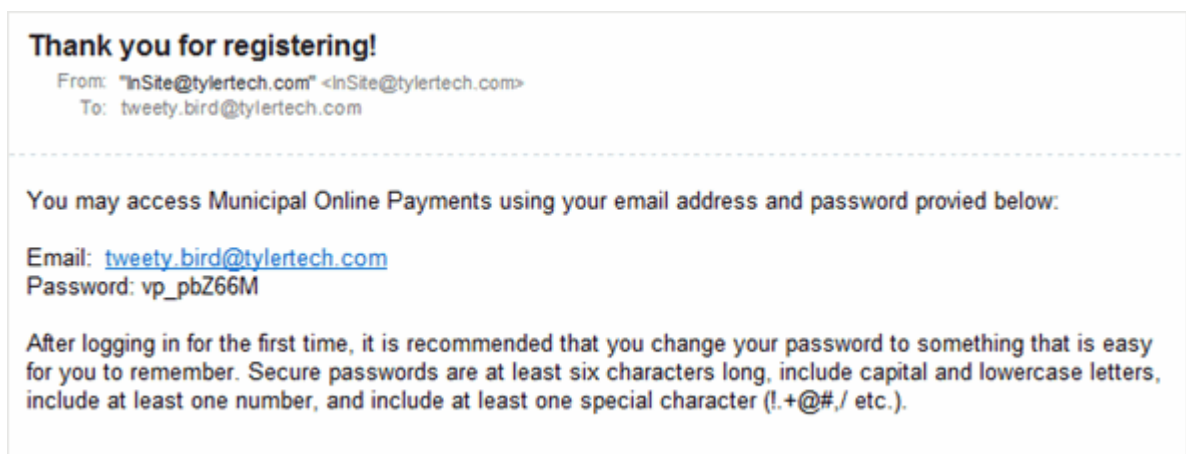


The screenshot shows the top navigation bar with links: Court, Business Licenses, Call Center, Utility Billing, Accounts Receivable, and Building Projects. Below the navigation bar is a header labeled "Create Member Account". The main content area contains a "Name" input field with the text "Tweety Bird" and a subtext "ex: 'Joe Smith'". Below the name field is an "Email" input field with the text "weety.bird@tylertech.com". Below the email field is the text "Password will be emailed to you". At the bottom of the form are two buttons: "Create Member" and "Cancel".

3. Type your information in the **Name** and **Email** fields. Your email address is your login ID and is used for password recovery or for confirmation of any activity on the site.
4. Click **Create Member**. The following message displays:



5. Click **Continue** to return to the InSite homepage.
6. Check your email to find the confirmation message that contains your password.



7. Once again, select an application and return to the Login page. Log in using your email address and the password found in the confirmation email. After logging in, you can change your password. (See [Edit your member information](#) for instructions.)

\rx#huh#huh#E_xvlgqhv#DlfhgqvhvA#P_hp_ehu#K_hos A#Dvvr:fldwh#jfhqvh

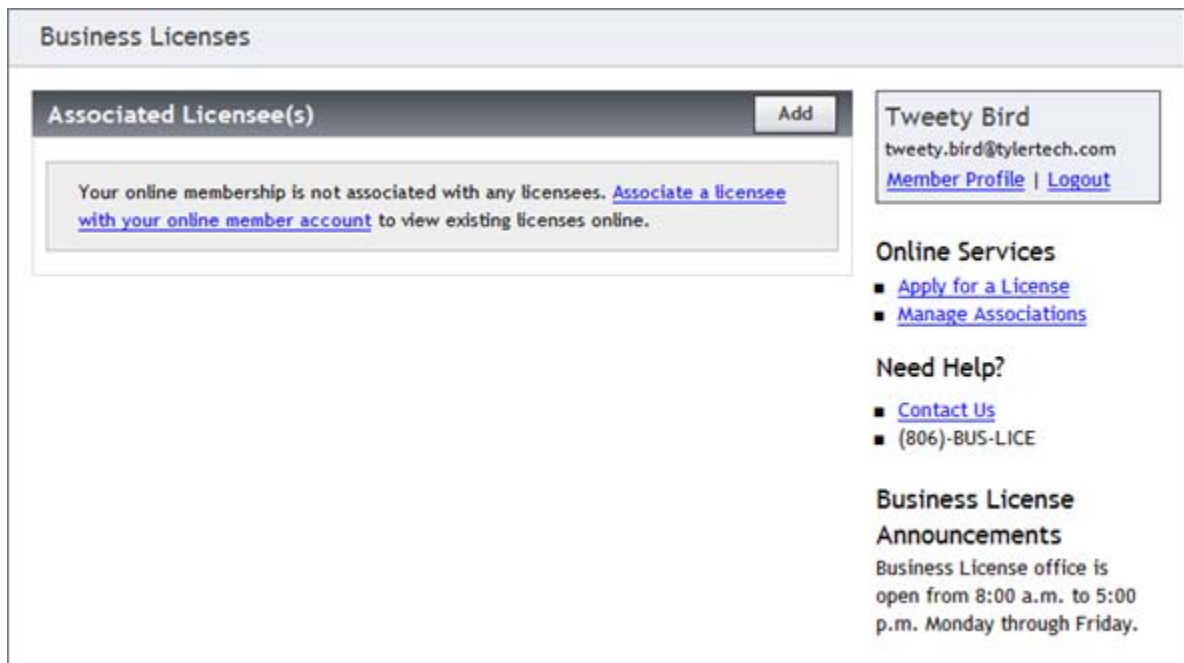
Business License Application: Member help

Note: Your permitting authority may not use all the features shown here.

Add a license contact to your membership

When you log into Business Licenses for the first time, you must associate your online member account with a licensee.

1. Click the **Add** button.



The screenshot displays the 'Business Licenses' page. At the top, there is a header 'Business Licenses'. Below it, a section titled 'Associated Licensee(s)' contains an 'Add' button. A message box states: 'Your online membership is not associated with any licensees. [Associate a licensee with your online member account](#) to view existing licenses online.' To the right, a user profile for 'Tweety Bird' is shown with the email 'tweety.bird@tylertech.com' and links for 'Member Profile' and 'Logout'. Below the profile, there are sections for 'Online Services' (with links for 'Apply for a License' and 'Manage Associations'), 'Need Help?' (with links for 'Contact Us' and '(806)-BUS-LICE'), and 'Business License Announcements' (stating the office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday).

2. Select whether the registration is for an *Individual* or *Business* and enter your information in the form fields.

Business Licenses

Associate New Licensee

Individual
 Business

Required fields are indicated by an asterisk (*).

First Name *

Last Name *

Phone Number * XXX-XXX-XXXX

Favorite Animal *

License # (Optional)
The License # helps identify who you are in case there is someone else whose name is similar to yours.

Tweety Bird

tweety.bird@tylertech.com

[Member Profile](#) | [Logout](#)

Online Services

- [Business License Home](#)
- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements

Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

3. Click **Submit**.

Business Licenses

Confirmation Code: 000569

Your registration form has been submitted. [Continue](#).

Tweety Bird

tweety.bird@tylertech.com

[Member Profile](#) | [Logout](#)

Online Services

- [Business License Home](#)
- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements

Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

4. Your registration is now pending and will appear in the **Associated Licensee(s)** table when approved.

Business Licenses

Associated Licensee(s)

Add

Your online membership is not associated with any licensees. [Associate a licensee with your online member account](#) to view existing licenses online.

Pending Registrations

Name	License	Email	Phone
Tweety Bird	123-456-78	tweety.bird@tylertech.com	866-163-1940

Tweety Bird

tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Online Services

- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements

Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

\rx#huh#huh#E#xvlgqhv#DlfhqvhwA#P_hp_ehu#K_hos_A#Ihz #jfhqvhw

View license details

From the Business Licenses Home page, click a license number link.

Business Licenses

Associated Licensee(s) Add

Licensee Name

JOHNNY HUERTA

Licenses

Number	Issued To	Expiration Date	Balance Due
212590	JOHNNY HUERTA	03/31/2010	\$10.00

Page: 1/1 [Prev](#) [Next](#) 10 results per page

Pending Applications

Issued To	Address	Submitted
JOHNNY HUERTA	MAIN	03/30/2010

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Online Services

- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements

Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

The License Detail page displays detailed information about your account. If you have a balance, you can make a payment using the **Pay Balance** button. If you have multiple accounts, use the **View Another License** dropdown in the right column of the page to switch between License Detail pages.

Business Licenses

License Detail

License # 212590 Effective Date 4/1/2009
License Type RETAIL BUSINESS Expires 3/31/2010
Issued To JOHNNY HUERTA Balance \$10.00
Property 5304 ADAMS DR.

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

View Another License:
212590/JOHNNY HUERTA ▾

Balance Details		Pay Balance
Fees:		\$10.00
Penalties:		\$0.00
Interest:		\$0.00
Tax:		\$0.00
Balance:		\$10.00

Online Services

- [Business License Home](#)
- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements

Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

\rx#huh#huh#E#xvlgv#Dlfhgv#A#_hp_eh#K_hos_A#Jhghz #dfhgv#

Renew license

1. On the Business Licenses Home page, click a license number link.

Business Licenses


Associated Licensee(s) Add

Licensee Name

TWEETY BIRD

BUGS BUNNY

Licenses

Number	Issued To	Expiration Date	Balance Due
000750	TWEETY BIRD TWEETY BIRD	05/10/2011	\$100.00
000753 	BUGS BUNNY TWEETY BIRD	02/01/2011	50.00

Page: [Prev](#) [Next](#) results per page

Tweety Bird
 tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Online Services

- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements
 Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

2. If online renewal is available for your license, there will be a **Renew this License** button on the top right of the License Detail page for the renewable license. Click the button.

Note: Several factors influence whether or not your license can be renewed online. See [License Renewal](#) or contact your licensing authority for more information.

Business Licenses

License Detail

License # 000753
 License Type CIRCUS2
 Issued To BUGS BUNNY, TWEETY BIRD
 Property 6201 5TH ST

Effective Date 2/2/2010
 Expires 2/1/2011
 Balance 50.00

Renew this License

Tweety Bird
 tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

View Another License:
000753/BUGS BUNNY

Balance Details	
Fees:	50.00
Penalties:	50.00
Interest:	50.00
Tax:	50.00
Balance:	\$0.00

Online Services

- [Business License Home](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements
 Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

- On the Renew Business License page, enter your information in the fields and click **Submit**.

Business Licenses

Renew Business License

License # 000753
 Issued To BUGS BUNNY, TWEETY BIRD
 Property 6201 5TH ST

Effective Date 2/2/2010
 Expires 2/1/2011
 Balance 50.00

Required fields are indicated by an asterisk (*).
 All inputs must be numeric, are limited to four (4) decimal places, and cannot be greater than 999,999,999.9999.

State Employee ID#

APPLICATION FEE

Submit
Cancel

Tweety Bird
 tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Online Services

- [Business License Home](#)
- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements
 Business Licenses office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

- The license displays as "renewal pending" on the Business Licenses Home page until it is approved or rejected.

Business Licenses

Associated Licensee(s) Add

Licensee Name
 TWEETY BIRD
 BUGS BUNNY

Licenses

Number	Issued To	Expiration Date	Balance Due
000750	TWEETY BIRD TWEETY BIRD	05/10/2011	\$100.00
000753 <i>(renewal pending)</i>	BUGS BUNNY TWEETY BIRD	02/01/2011	50.00

Page: [Prev](#) [Next](#) results per page

Tweety Bird
 tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Online Services

- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements

Business License office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

\rx#huh#huh#E_xvlgvhw#DfhqvhwA#P_hp_ehu#K_hos A#Sd|#dcdqfn

Pay balance

1. From the Business Licenses Home page, click a license number link.

Business Licenses

Associated Licensee(s) Add

Licensee Name

TWEETY BIRD

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Licenses

Number	Issued To	Expiration Date	Balance Due
000750	TWEETY BIRD TWEETY BIRD	05/10/2011	\$100.00

Page: 1/1 [Prev](#) [Next](#) 10 results per page

Online Services

- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements

Business Licenses office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

2. Click the **Pay Balance** button.

Business Licenses

License Detail

License # 000750 Effective Date 5/11/2010
 License Type RETAIL BUSINESS Expires 5/10/2011
 Issued To TWEETY BIRD, TWEETY BIRD Balance \$100.00
 Property 24 March

Tweety Bird
 tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

View Another License:
 000750/TWEETY BIRD

Balance Details		Pay Balance
Fees:		\$100.00
Penalties:		50.00
Interest:		50.00
Tax:		50.00
Balance:		\$100.00

Online Services

- [Business License Home](#)
- [Apply for a License](#)
- [Manage Associations](#)

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Business License Announcements
 Business Licenses office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday.

- In the right column, enter your payment information. If you have a default credit card saved, your default credit card information is automatically loaded in the Payment Method column. You can switch to another saved credit card by clicking the change link.

Business Licenses

Make Payment

Tweety Bird
 tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

- [Business License Home](#)

Payment Method [change](#)
 Mastercard
 **** * 5454
 Exp: 11/2013
 Tweety Bird
 48 Mel Blanc Ave.
 01942

Need Help?

- [Contact Us](#)
- (806)-BUS-LICE

Payment Summary				
License	Issued To	Effective	Expires	Payment
000750	TWEETY BIRD	5/11/2010	5/10/2011	\$100.00
License Type RETAIL BUSINESS				
The Proc Fee				\$2.00
* Municipal Online Payments				\$1.00
Total:				\$103.00

* The Municipal Online Payment Fee will appear as a separate charge on your statement.

1. Click the **Process Payment** button. The Payment Confirmation page loads, which you can print for your records using the [print this page](#) link. A copy of the payment confirmation is automatically emailed to your membership email address.

\rx#huh#huh#E#xvlgqhv#DfhqvhvA#P hp eh#K hcs A#P dqdjh#twvrfldwlrqv

Manage license contacts

You can view your current registrations and add or delete contacts using the **Manage Contacts** link.

From the Business Licenses Home page, click the **Manage Contacts** link.

- To add a license contact, click **Add** in the **Business Licenses Contacts** table. Follow the steps in the [Add a license contact](#) section to complete adding a contact.
- To delete a contact, click **delete** (✕) at the end of the row for the license contact in the **Business Licenses Contacts** table. Confirm the deletion. The contact is disassociated with your username and removed from the **Contacts** table.

Member Profile

Current Registrations

Member Information

Payment Information

Tweety Bird
 tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Current Registrations

Utility Billing Accounts Add

Account #	Address	Last Payment	Balance	
01-3579-00 <small>Active</small>	24 March	NA	\$0.00	✕

Building Projects Entity

Name	Contractor	Status	
BUGS BUNNY	Yes	Active	✕

Business Licenses Contacts Add

Contact Name	
TWEETY BIRD	✕

Call Center Contact

There are no Call Center Contacts associated with this Membership.

Accounts Receivable Customers Add

Customer	Name	Balance	
11-1009	AMIGO FOODS	\$0.00	✕

Need Help?

- [Contact Us](#)
- (806) 7-MEMBER

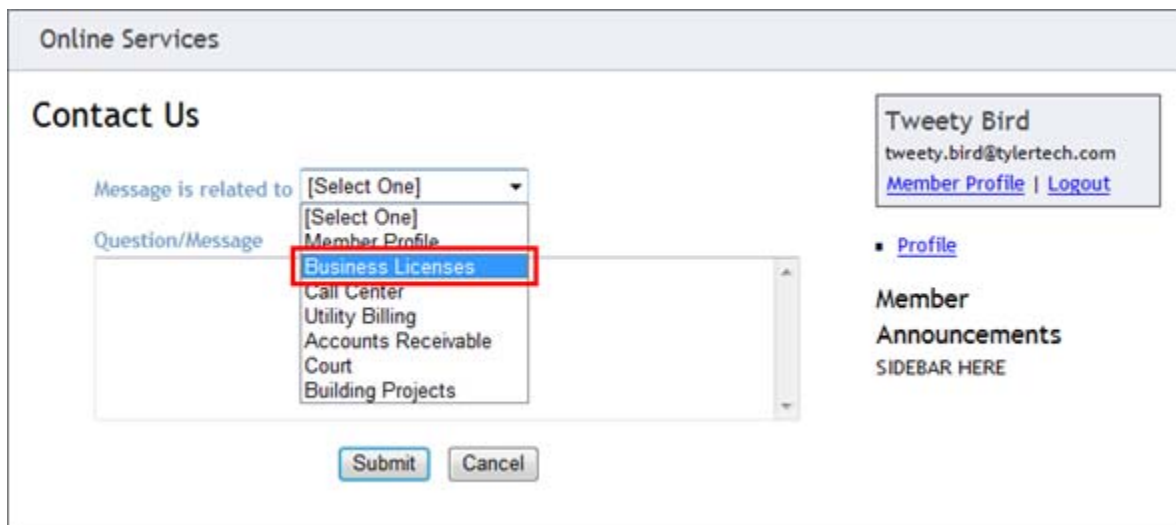
Member Announcements
 SIDEBAR HERE

\rx#huh#huh#E_xvlgqhv#DlfhqvhrA#P_hp_ehu#K_hos A#Frqwdfw#kqh#qvw|#Frqwdfw#K_v,

Contact the entity (Contact Us)

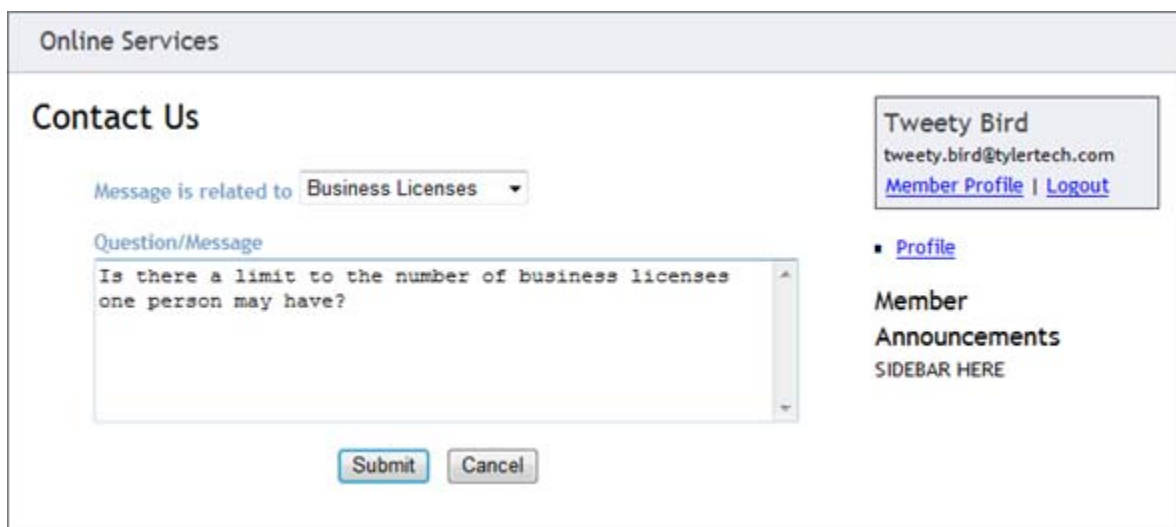
From time-to-time you may want to contact your licensing authority regarding a question you have about your membership or account.

1. Click the **Contact Us** link located in the **Need Help?** section of the right sidebar.
2. Select *Business Licenses* from the **Message is related to** dropdown.



The screenshot shows the 'Contact Us' form within the 'Online Services' section. The 'Message is related to' dropdown menu is open, displaying a list of options: '[Select One]', '[Select One]', 'Member Profile', 'Business Licenses' (highlighted with a red box), 'Call Center', 'Utility Billing', 'Accounts Receivable', 'Court', and 'Building Projects'. The 'Question/Message' text area is empty. The right sidebar shows the user profile for 'Tweety Bird' (tweety.bird@tylertech.com) with links for 'Member Profile' and 'Logout', and a 'Profile' link. Below the profile, there are sections for 'Member Announcements' and 'SIDEBAR HERE'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

3. Type your message in the **Question/Message** box.



The screenshot shows the 'Contact Us' form with the 'Message is related to' dropdown menu set to 'Business Licenses'. The 'Question/Message' text area now contains the text: 'Is there a limit to the number of business licenses one person may have?'. The right sidebar and 'Submit'/'Cancel' buttons remain the same as in the previous screenshot.

4. Click **Submit**. Your message is sent to the contact email for your licensing authority.