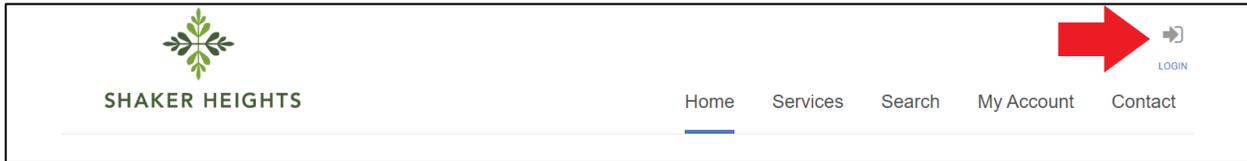


Login & Renew a Housing License on CitizenServe

1. Go to <https://www.citizenserve.com/shaker>
2. Click LOGIN in the top right corner of the screen.



3. Enter the login credentials. **Your unique username and password are in the body of the letter that accompanied this document. DO NOT register for a new login.** If you are having difficulty logging in, please use the chat function by clicking on the blue bubble in the bottom right corner of the login page and someone from the website support team will help. The chat function is available Monday through Friday, 9am to 8pm.

A screenshot of the login page titled "LOGIN". The breadcrumb trail shows "Home / My Account / Login". The page is split 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 links for "FORGOT YOUR USERNAME" and "FORGOT YOUR PASSWORD". A "LOGIN" button is at the bottom. The right column is titled "Need an account?" and contains text explaining that new users need to register, with a "REGISTER NOW" link. A large red "X" is overlaid on the right column. A red arrow points down to the "User Name:" field.

4. If prompted, create a new password then click SAVE

A screenshot of a form titled "Please create a new password." It features an information icon and the text "Please create a new password." Below this are two input fields: "User Name:" with the value "ABC123R" and "Password:" with a masked password ".....". A "SAVE" button is located at the bottom of the form.

5. Once you have successfully logged in, you are ready to renew your Housing Rental License. Select My Account from the menu at the top of the page if you are not already on that screen.



6. Under Housing Rental License on the My Account page, click **RENEW YOUR EXISTING LICENSE**.

Current Online Services

<p>BUSINESS LICENSING</p> <p>A business license is required to occupy a commercial space in Shaker Heights. Apply online, pay license fees, and view the status of your application.</p> <p>APPLY FOR A LICENSE → LEARN MORE ABOUT THE BUSINESS LICENSE →</p>	<p>HOUSING RENTAL LICENSING</p> <p>A housing rental license is required for all residential property in Shaker Heights, including one- and two- family dwellings, condos, and apartments. The property owner is responsible for obtaining this license annually. Apply online, pay license fees, and view the status of your application.</p> <p>APPLY FOR A LICENSE →</p> <p>RENEW YOUR EXISTING LICENSE → LEARN MORE ABOUT THE HOUSING RENTAL LICENSE →</p>
--	---

- NOTE: If you have multiple licenses to renew you will see a list to choose the license number you wish to renew.

 Home / Services / Business Licenses				
License #	Name	License Type	Issue Date	Expiration Date
HL20-██████		Housing Rental License	09/04/2020	12/31/2020
HL20-██████		Housing Rental License	09/04/2020	12/31/2020
HL20-██████	██████████	Housing Rental License	09/01/2020	12/31/2020

- Complete all of the fields. Required fields are indicated with a vertical red line.



[Home](#) / [Services](#) / [Business Licenses](#) / [View License](#) / [Renew my license](#)

| indicates a required field

| License #:

| Name:

| Address:

| License Type:

| Sub Type:

APPLICANT INFORMATION

| Email:

| First Name:

| Last Name:

- For apartment buildings, you will be required to download, complete, and upload a Rental Occupancy form. For all others, you will be able to enter tenant information directly in the portal. If you are designating an agent, you will be required to download, complete, and upload the designation of agent form.
- Press SUBMIT at the end of the form to submit the application. You will receive an email confirmation that your renewal application was received by the City of Shaker Heights.

11. If Paying by Check, skip to step 13. If paying by credit card, click “Make Payment”.

 **PAYMENT**

Home / My account / View license / Make a payment

Your application has been submitted to the City of Shaker Heights. You can pay with a credit card by clicking below or mail a check to City Hall, 3400 Lee Rd, Shaker Heights, OH 44120. Please make the check payable to **The City of Shaker Heights** and include the License# or property address on the check memo line.

License #: XXXXXXXXXX
Amount Due: \$20.00

Payment Amount: indicates a required field

MAKE PAYMENT

12. Enter credit card information and click “Pay with your Credit Card”.

Pay With Your Credit Card

Cardholder Name

Credit Card Number Expiry Date (MMYY)



Security Code

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
 I'm not a robot 
reCAPTCHA Privacy - Terms

13. If opting to send a check , you can exit the application at this point. Please make your check out to: **City of Shaker Heights**. Be sure to include the property address(es) in the memo line. Please mail to Shaker Heights Building and Housing Department, 3400 Lee Rd., Shaker Heights, OH 44120

14. Your application is considered incomplete until payment is received and processed. Once your renewal/exemption application has been processed, you will receive an email confirmation within 15 business days.

Questions? Please call Joanne or Laura in the Building and Housing Department at 216-491-1471.