

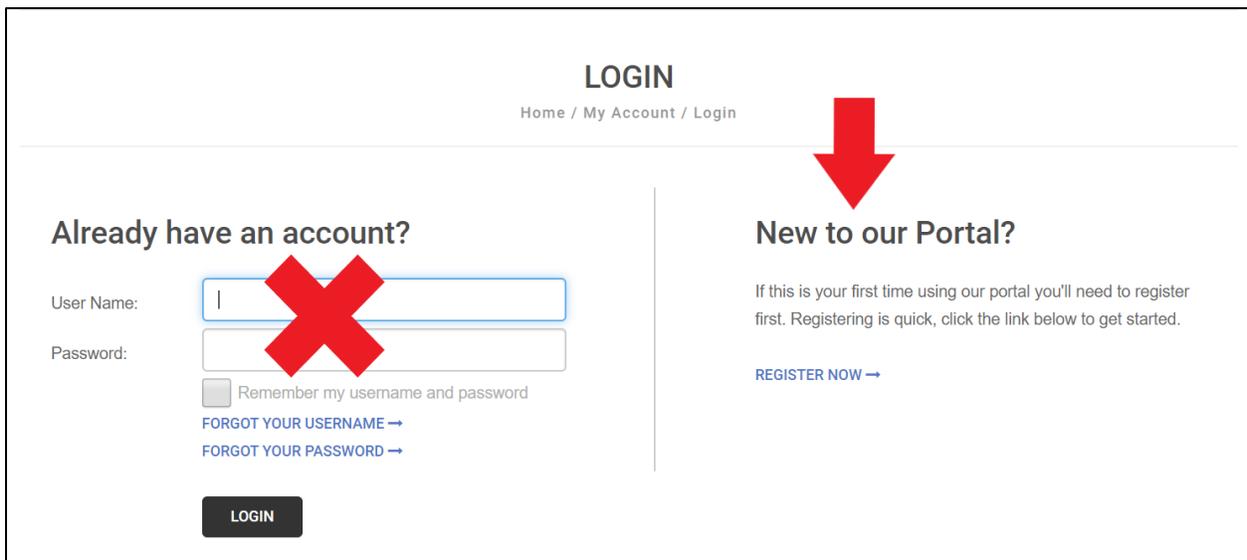


## Create an Account & Apply for a Business License on CitizenServe

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



3. Click REGISTER NOW.



4. Select your Registration Type from the pull-down menu.

**REGISTER**  
Home / My Account / Register

| indicates a required field

| Registration Type:

- Business Owner
- Citizen
- Contractor
- Property Manager/Agent in Charge
- Property Owner
- Realtor

5. Fill in the form, select a username and password, and click SUBMIT. Anything marked with a red line is required.

| Email:

| Confirm Email:

| First Name:

| Last Name:

Home Address:

City, State, Zip:

| Business Name:

| Mailing Address:

| City, State, Zip:

| at least one phone number is required

Home Phone:

Cell Phone:

Work Phone:

Fax:

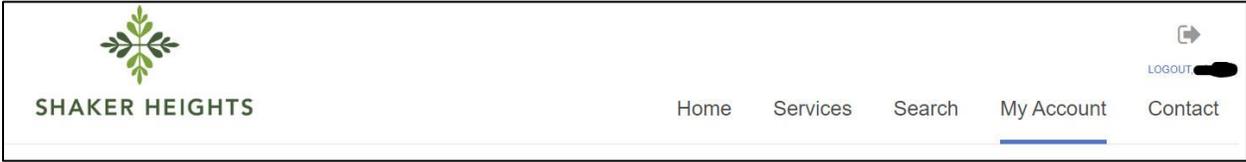
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| User Name:

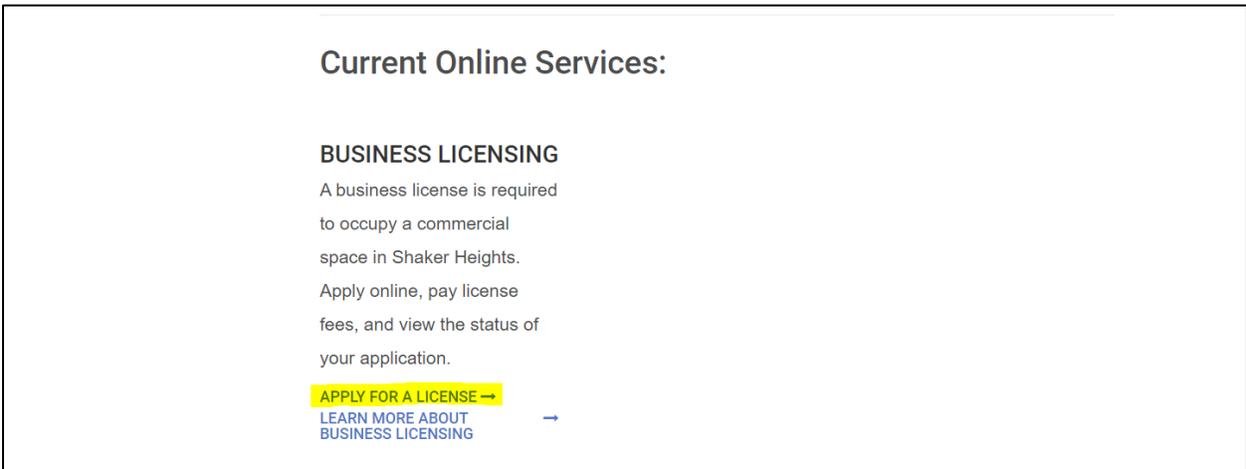
| Password:

| Confirm Password:

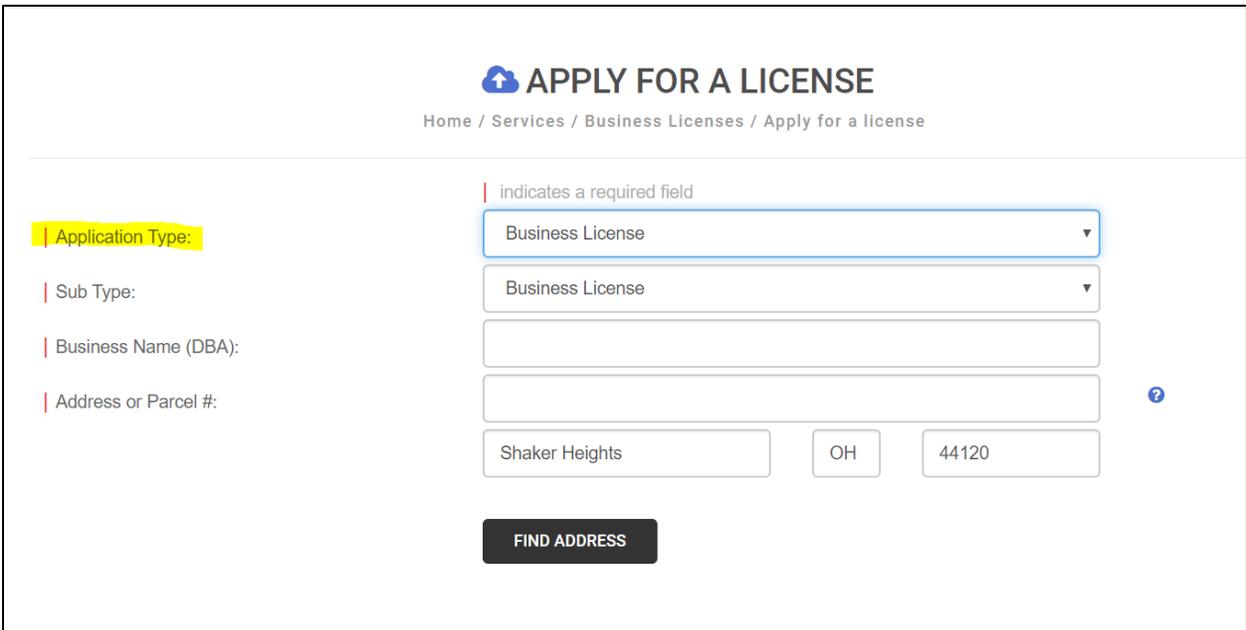
- Once you've successfully registered for an account, you are ready to apply for the Business License. Select My Account from the menu at the top of the home page.



- Under Business Licensing on the My Account page, click APPLY FOR A LICENSE.



- Select Business License under Application Type (use the pull-down menu). Next enter the Business Name and Address. Click FIND ADDRESS.



8. The system will find the address and launch the application. Fill in the form with your business's information. Fields marked with a red line are required.
9. Press SUBMIT at the end of the form to submit the application. You will then be redirected to the payment page.
10. Click "Make Payment" to pay by credit card.

 **PAYMENT**

Home / My account / View license / Make a payment

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Your application has been submit to the City of Shaker Heights. Due to the impact of the COVID-19 crisis has had on many commercial businesses, the required \$100 biannual renewal fee will not be due until 12/31/2020. This is an attempt to offer some flexibility to allow businesses to adapt to the challenges associated with this pandemic. If you wish to defer payment until the end of the year, you can exit your browser. You can return to this business portal at any time before the end of the year to submit payment by credit card, or submit a check payable to **The City of Shaker** Heights in the amount of \$100, and mailed to City Hall, 3400 Lee Rd, Shaker Heights, OH 44120.

License #: BL XXXXXXXXXX  
 Amount Due: **\$100.00**

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| indicates a required field

Payment Amount:



11. 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

You will receive an email confirmation that your application was received by the City of Shaker Heights. You will receive an additional email once payment is received and your license is issued.

*Please note: If you prefer to complete the application at another time, scroll down to the bottom of the screen and click SAVE FOR LATER. Simply log back on to <https://www.citizenserve.com/shaker> to complete the application.*

Questions? Please call the Building Department at 216-491-1461.