



## **ONLINE RENEWAL PORTAL OVERVIEW**

### **What is the online renewal portal and why use it?**

The Division's new renewal portal is an online version of the paper renewal application that you have always filed. Unlike the paper application, the benefits of using the online renewal portal are that:

- It's faster;
- If you have multiple permit locations, you can electronically file them at the same time;
- You can securely pay by an electronic funds transfer from your bank (i.e., electronic check) or credit card; and
- After payment is made you can print an "Authority to Operate" document that provides you the ability to continue to sell alcoholic beverages while the Division processes your renewal application.

For more information regarding the renewal timeline for the upcoming July 1, 2021 filing deadline, [CLICK HERE](#).

### **Not everyone needs to file a renewal application by July 1, 2021.**

- To determine whether you need to file a renewal application for your particular location, please refer to the [Division's Renewal Guide](#).

## **WHAT TO DO IF?**

### **I never received the Division's "invitation letter" to register in the portal.**

- Click [HERE](#) to send an email to the Division. Please make sure to include the permit number(s) for the locations that you are asking about. Also tell us how you are affiliated with the permit location (i.e., are you the owner, manager?)

### **I got the "invitation letter," but the registration link provided in the letter does not work.**

- Please confirm that you have typed it into your browser correctly, including any special characters like "/". If it still does not work, use the click here directly above to send an email to the Division for the registration link.

**I am trying to register, but it says my permit number is not correct.**

- Check to make sure that you entered your permit number correctly and in the right boxes. Permit numbers always have a 7-digit base number, and some may have a suffix as well. For example,

Permit number samples:	
Permit #	Permit # Suffix
1234567	1234567-0001
12345670001	

- If you do not know what your permit number is you can refer to the letter that was sent to you, look at the document you have posted at your permit premises for your current permit privileges, or use the [Division's look-up feature](#).

**I am trying to register my email on the sign-up page, but it says that “someone has already registered an email for this account.”**

- Please check with your staff as this likely means that someone from your business has already gone into the portal to register. If you still have issues, please email the Division using the “click here” above.

**I registered my email address for the online portal, but I never got an email from the Division with my specific renewal link.**

- The email from the Division with your customized renewal link was sent from [NoReply@com.ohio.gov](mailto:NoReply@com.ohio.gov). Thus, please check your junk or spam folders in your email application (i.e., Gmail, Outlook, Hotmail, Yahoo) before contacting the Division.
- If you still cannot find your email or you accidentally deleted it, please [EMAIL](#) the Division and we will send you a new link. Please make sure to include your permit number in your email inquiry and how you are affiliated with the permit premises (i.e., are you the owner?).

**I completed my application and paid, but I cannot print my “authority to operate.”**

- While the renewal portal can be accessed using a mobile phone, it works best, including printing your “authority to operate” letter on a desktop or laptop computer.
- If you could not print your ATO or you forgot to print it upon completion, please [EMAIL](#) the Division. Make sure to include your permit number(s) and how you are affiliated with the business in your email inquiry.

**My payment wouldn't go through.**

- Verify that you entered your bank or credit card information correctly. If you have issues, please [EMAIL](#) us.