

COOK COUNTY GOVERNMENT

Bureau of Technology
Department of Revenue

General Business Licenses Administrators' Help Documentation

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Table of Contents Enterprise Program Management Office

1.0(EPMO).....1

1.1(GBL).....3

1.1 Change of Attorney.....3

1.2 Deleting of Attorney3

1.3 Printing a License3

1.4 Uploading a signed license.....3

1.5 Checking Application status.....3

1.6 Running and Viewing Portal Reports.....4

1.7 User Agency Status (For DOR)4

1.8 User Agency Individual Status.....4

1.9 Admin Password Reset4

1.10 Business Account Password Reset/Issues5

1.11 Portal Login Issues 5

1.12 Creating Account Issues..... 5

1.13 Other Portal and Application Issues
5

1.14 Change of License Fees..... 5

1.15 Adding/Modifying guided form questions

1.16 Portal Payment Issues.....5

1.17 Portal Payments to Inovah Issues5

1.1 Change of Attorney If the applicant wants to change attorney they can click on attorney/designee registration on the portal, click on maintain attorney/designee to change/add a new attorney. In case application was already sent to the old attorney, business owner would need to notify their old attorney not to proceed with the process. Once old attorney is notified of this change, business owner would use portal to send registration to the new attorney and new attorney would continue application process.

1.2 Deleting of Attorney Business owner can visit a business license portal, click on attorney/designee registration, click maintain, and utilize functions available.

1.3 Printing a License Once business application is approved by the Commissioner, packet of documents will be displayed for commissioner to review/save for their records. One of those items will be approval letter and license document. Click on that document and modify/add required information and print as you would normally do. In case you forget to do this step (save documents/approval license), go to revshare, and click on RVFTPShare link which will take you to several folders. Click on UnsignedCertificates and look for the specific license information. For right now, this will be the way to get and print license, until administrative portal is built.

1.4 Uploading a signed license Once license is approved by the various user agencies, license will be printed and signed by several parties. Once they are signed, they are ready to be mailed to business. For record keeping, license which was sent to business can be uploaded to revshare. Click on revshare, then RVFTPShare, proceed to SignedCertificates and before uploading this license to this location, please use specific naming of the files. For example, business name followed by license type, followed by year: GBL 2023- XXXXX. This will make it easier to find and keep tracking of signed licenses.

1.5 Checking Application status Administrative portal is not complete. Go to <https://forms.cookcountyil.gov/Produce/Account/Login?ReturnUrl=%2FProduce%2FForm%2FInternalAdmin%2FDashboard%2F>, and enter your username and password. Here you can check the status of the application. This will only show the current overview of where the GBL is, in regard to the user agency approval/denial.

1.6 Running and Viewing Portal Reports Not Available at this time. Administrative portal is not complete.

1.7 User Agency Status (For DOR) Currently administrative portal is not complete. Go to <https://forms.cookcountyil.gov/Produce/Account/Login?ReturnUrl=%2FProduce%2FForm%2FInternalAdmin%2FDashboard%2F> and enter your username and password Here you can check the status of the application.

1.8 User Agency Individual Status Currently administrative portal is not complete. Go to <https://forms.cookcountyil.gov/Produce/Account/Login?ReturnUrl=%2FProduce%2FForm%2FInternalAdmin%2FDashboard%2F> and enter your username and password. Here you can check the status of the application.

1.9 Admin Password Reset Each user can utilize portal to change their password. Click on <https://revenue.cookcountyil.gov/LicensePortal>, then click login, then click on forgot your password button.

1.10 Business Account Password Reset/Issues Each user can utilize portal to change their password. Click on <https://revenue.cookcountyiil.gov/LicensePortal> then click login, then click on forgot your password button.

1.11 Portal Login Issues Login issues are all straight forward and can be figured out on portal. If unsuccessful, BOT would assist us on back end to figure out any issues.

1.12 Creating Account Issues Creating Account are all straight forward and can be figured out on portal. If unsuccessful, BOT would assist us on back end to figure out any issues.

1.13 Other Portal and Application Issues For any other issues, BOT will assign someone to assist us with maintaining this product.

1.14 Change of License Fees In order for us to update license fees, we would need BOT to assist us with this step.

1.15 Adding/Modifying guided form questions For issues with this, BOT can assist us with this. Occasionally, we might add a new question or delete an old question.

1.16 Portal Payment Issues For any issues with this BOT can assist us.

1.17 Portal Payments to Inovah Issues For any issues with this BOT can assist us