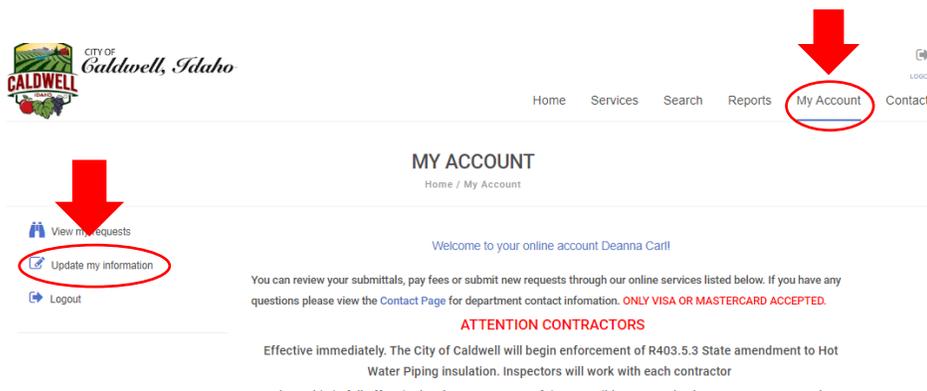


THE CITY OF CALDWELL DOES NOT AUTOMATICALLY GET UPDATED RENEWAL INFORMATION FROM THE STATE DOPL; IT IS THE CONTRACTORS RESPONSIBILITY TO KEEP THEIR LICENSE INFORMATION UPDATED AND CURRENT.

IF YOU DO RECEIVE AN ERROR MESSAGE IN CITIZENSERVE STATING THAT YOUR LICENSE HAS EXPIRED, YOU WILL NEED TO LOG IN AND GO TO THE TOP OF THE PAGE AND **CLICK ON "MY ACCOUNT"**. ONCE YOU ARE ON THE MY ACCOUNT PAGE, ON THE LEFT **CLICK ON "UPDATE MY INFORMATION"**



AT THE BOTTOM OF THE PAGE, YOU WILL SEE *LICENSE INFORMATION, YOU WILL NEED TO **UPDATE ANY/ALL LICENSES THAT HAVE EXPIRED**. ONCE YOU UPDATE THE EXPIRATION DATE/S YOU WILL **CLICK SUBMIT**. CITIZENSERVE REQUIRES THAT ALL SPACES FOR LICENSE INFORMATION IS FILLED OUT SO IF YOU JUST HAVE 1 LICENSE YOU CAN JUST INPUT THE SAME LICENSE INFORMATION IN EACH SPACE.

The screenshot shows the 'LICENSE INFORMATION' form. The form is enclosed in a red box. It contains the following fields: 'Contractor Registration' (a dropdown menu with the selected option 'I am currently a registered Contractor by the State of Idaho'), 'License #', 'Expiration Date', 'Additional License #', 'Expiration Date', 'Contractor Number', and 'Expiration Date'. Below the form is a 'CONTRACTOR REGISTRATION' section with a checked checkbox and the text 'I understand that acting in the capacity of a contractor without a current registration with the Idaho Bureau of Occupational Licenses, or without being exempt, is punishable by applicable laws.' Below this is a signature line with a 'SIGNING' button and a 'SUBMIT' button (circled in red with a red arrow pointing down).

*ALL ACCOUNTS ASSOCIATED WITH THE PERMIT MUST NOT HAVE EXPIRED LICENSE INFORMATION OTHERWISE IT WILL GIVE YOU THE ERROR AND YOU WILL NOT BE ABLE TO SUBMIT THE PERMIT APPLICATION.