

User Guide for the Public How to Use the Licensing Portal

City of Vaughan

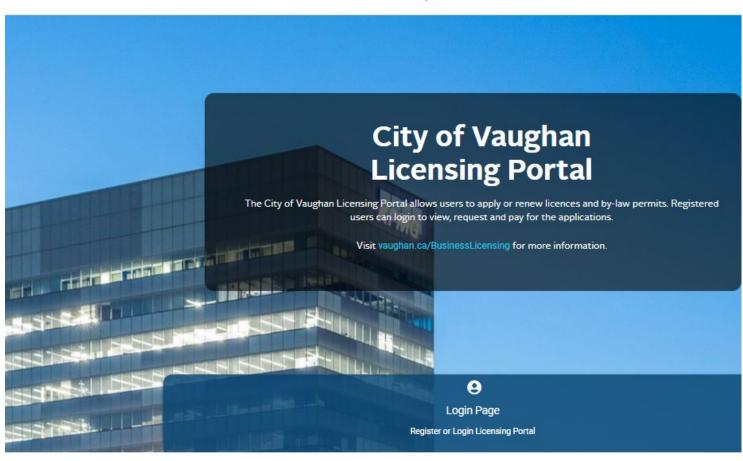
By-law and Compliance, Licensing and Permit Services

Phone: 905-832-2281

Email: bylaw.licensing@vaughan.ca

Web: vaughan.ca/BusinessLicensing

February 28, 2022



Public Events and Notices

No Public Event Notifications from Licensing Portal.

Contents

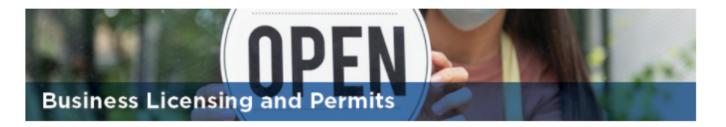
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How to log in

What is the Licensing Portal?

- The Licensing Portal is a new service which allows members of the public to apply online for and renew many business licences and permits.
- This service is being launch in February 2022.
- To access this service, go to <u>vaughan.ca/ServiceVaughan</u> or <u>vaughan.ca/BusinessLicensing</u>.
- To get started, go to the website and click on the City of Vaughan Licensing Portal button to set up an account.

BUSINESS LICENSING AND PERMITS



Do you need a business licence or permit?

Planning to operate a business in the City of Vaughan? You may require a business licence. The City of Vaughan currently licenses/permits various types of businesses, special events, lotteries and other activities. Property permits and applications can be found under the property by-laws section.

COVID-19 UPDATE

Vaughan City Hall remains closed for the time-being, however new businesses are still required to be licensed prior to operating. Applicants have several options for submitting new or renewal licence applications, depending on the licence or permit type.

Options to apply

For stationary businesses, you can now apply for and renew your licence online on the Licensing Portal; you will all be all and mobile business licences and permits later this year. Visit the specific business pages below for more information

d renew other types of individual

GET OR RENEW A BUSINESS LICENCE OR PERMIT

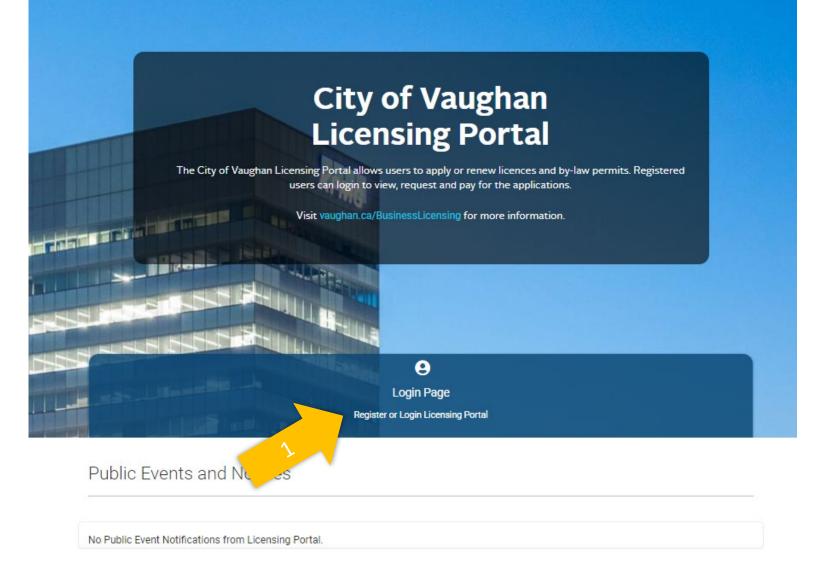
For all business licences and permits, you can also apply by mail, drop-box or email; see each business page for more information. If you have any concerns related to business registration, please visit the Vaughan Business Enterprise Centre. For a list of all City of Vaughan licences and permits, and other services, visit the Service Vaughan web page.

LICENCES OR PERMITS AVAILABLE ONLINE	OTHER LICENCES OR PERMITS	Contact Information
Adult entertainment parlour Amusement: arcade, movie, bowling Austion ball	Adult entertainment entertainer Auctioneer	By-law and Compliance, Licensing and Permit Services



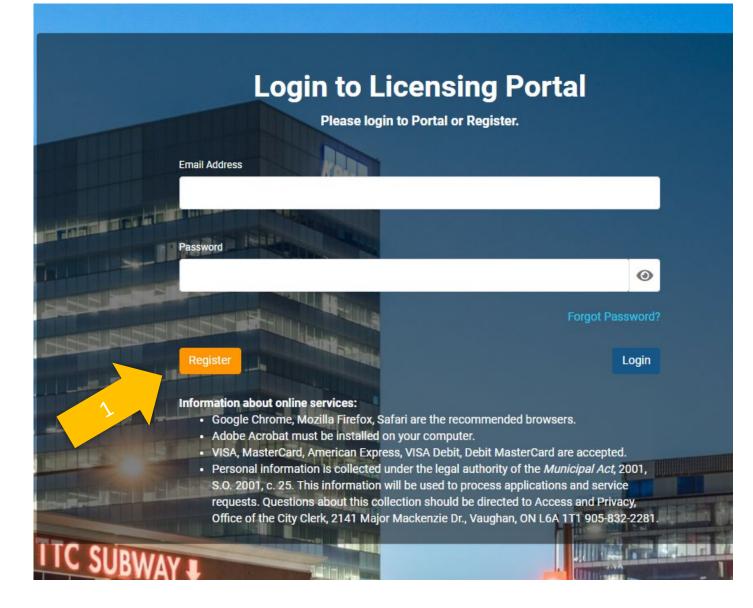
Getting started

- To create an account, click "Register or Login Licensing Portal."
- Note that important updates will be listed at the bottom of this login page under Public Events and Notices.



Continue your registration

- You will need an email in order to create an account.
- The portal works best on the web browsers listed on the screen.
- To get started, click "Register" again.



Provide

your information

- Start by indicating whether you already have applied for a City of Vaughan business licence.
- Complete the requested information and click "Submit."

Register

The Licensing Portal uses the same credentials as the Online Permitting Portal and Service Request Portal to Login. If you are already registered in the Online Permitting Portal or Service Request Portal, please click "Registered User" at the top of this pagee to return to the Login page.

Please select:

I have applied for a licence or permit previously in the City of Vaughan.

First Name	Last Name
* This input field is required. Email Address	* This input field is required. Confirm Email Address
* Email Address is required The previous Permit Number or Licence Number is: ⑦	* Confirm Email Address is required
* This input field is required.	
Back	Submit

After submitting your information

- You will see the following confirmation message in the portal.
- Check your email for the confirmation message, which will contain a link to confirm you account.
- Afterward, you will be able to log in and start an application.

Confirmation

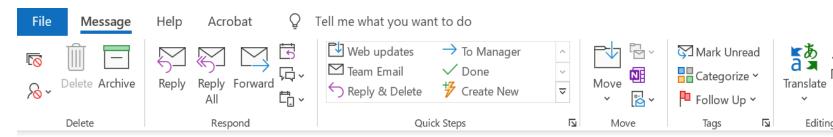
Please check your email

Your PIN request has been received. You should receive an email shortly containing the next step. Please check your junk or spam folder if not initially found in your inbox.

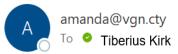


Your confirmation email will look something like this

 Click on the link in your email which will confirm your email and take you back to the Licensing Portal.



City of Vaughan Licensing Portal Registration



Dear Tiberius,

You recently registered for City of Vaughan Licensing Portal. Click here to complete your registration.

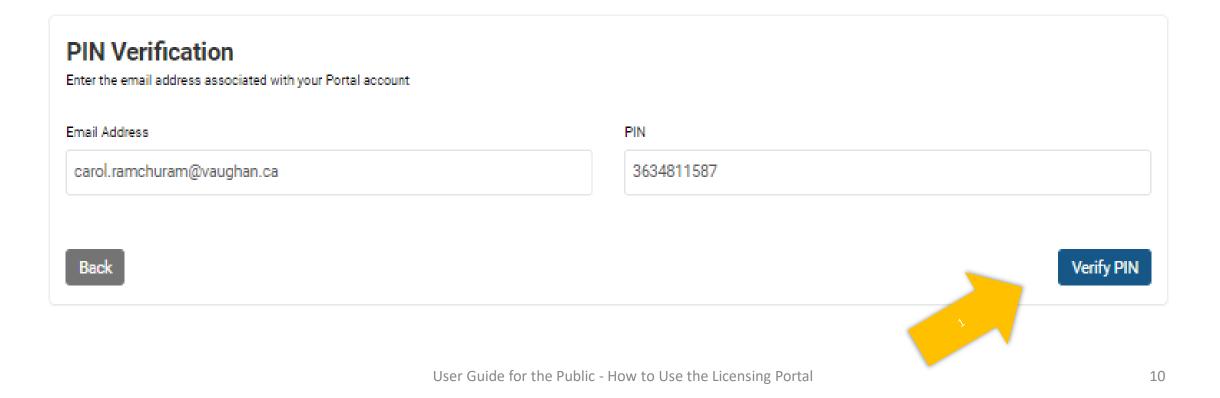
Kind Regards,

City of Vaughan 2141 Major Mackenzie Dr. Vaughan, ON L6A 1T1 <u>vaughan.ca</u>



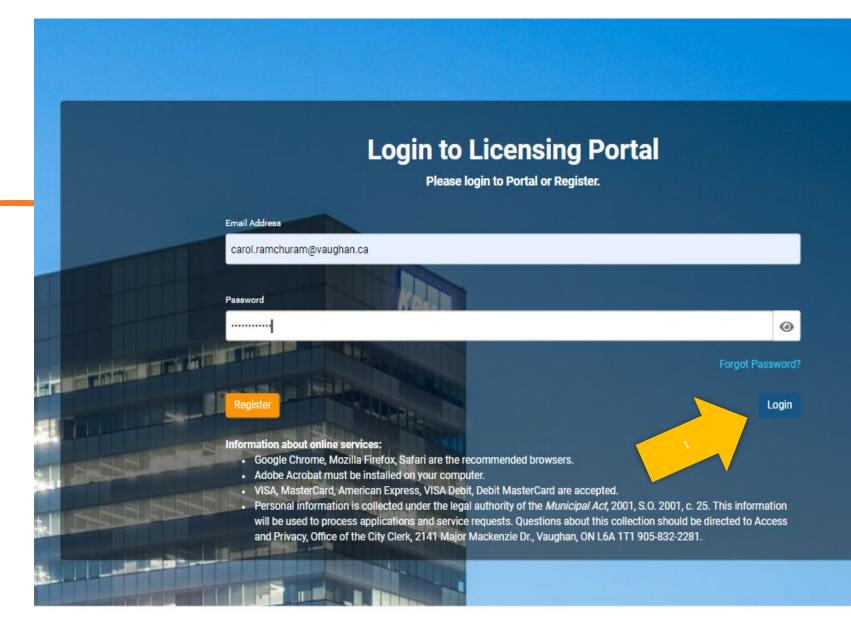
The information contained in this message, including any attachments, is directed in confidence solely to the individuals and/or entit distributed, copied or disclosed. The message and attachments may contain information that is privileged, confidential and exempt and Protection and Privacy Act. If you have received this message in error, please notify the sender immediately advising of the error copying, use, disclosure or distribution of this message and attachments is strictly prohibited. Privilege is not waived. Complete your account registration

- You will see the following screen.
- To complete your registration, click, "Verify PIN."
- You will then be able to log in.



Log in

- Enter your email address and password.
- Click "Login."



How to apply for a business licence or permit

A Home My Profile

Type to filter the table columns...

Begin your licence or permit application

- This page lists any licences or permits you've applied for in the portal.
- Click "Add New Licence" to begin your application.

My Licences

Please use this section to view and manage your licences. Click the Add New Licence button to apply for a new licence. Click the Renew button to renew a licence and click the Continue button on the renewed licence to completed it.

Note: Licences are not transferable. There are no refunds once a licence is issued. For more information on the Report Policy page.

Licence and Permit Refund



Location/Licensee Record ID ~ Licence # Licence Type Status Expiry Date Actions 532482 22 116638 GL General Location Incomplete Submission 1 Ferdinand Avenue N Continue Licence Cancel 532480 22 116636 BROK Brokerage Licence / Incomplete Submission 8 Highland Creek Court Continue Short-Term Rental Cancel Brokerage 532479 22 116635 CBOX Clothing Donation Drop Pending 2 Jazz Drive 🗈 Detail Box Licence Sale of Fireworks 532478 22 116634 FWKS Pending 8 Daleview Court Detail Licence 532477 22 116633 FWKS Sale of Fireworks Incomplete Submission 8 Michael Fisher Avenue Continue Licence Cancel 1 2 > 9

€ Log out

Select the licence type and sub-type you would like to apply for

Home My Profile	C Log out
New Licence	
Select Your Licence Category to Apply: <u>Notes about Zoning:</u> To apply for a new Stationary Business Licence, a Zoning Clearance, issued within the last 365 days, is required to be submitted application. You can apply for a Zoning Certificate Clearance online.	ted with the
Refer to the By-law and Compliance, Licensing and Permit Services webpage for application details and information.	
Licence Type:	
Stationary Business Licences	
Please Select Stationary Licence Type:	
General Municipal Licence (Adult Entertainment/Body Rub Parlour, Auction/Banquet/Billiard Hall, Dry Cleaner or Laundromat, Eating Establishment, Foodstuff, Kennel, Services (such as hair or nail care, or other aesthetic, or other skin penetrating service), Pet Shop, Place of Amusement (such as an arcade, bowling alley), Public Garag Automotive Shop, Tobacco Shop, or Video Store)	
O Sale of Fireworks	
O Clothing Donation Drop Box	
O Brokerage Licence	
O Short-Term Rental Licence	
Back	

Search for the business address

- Input the address
- Click "Search."
- Select the correct address by clicking "Select."
- Select "Continue."



Business Location/Property Detail

- Steps:
- 1. Type the business address/location (Street Number and Street Name only) in Search Address field and click Search button.
- 2. Click Select button in the Address Search Results.
- 3. Click Continue button.

Note: Enter "Hwy" for Highway (for example: Hwy 7, Hwy 400). For Brokerage Licence, enter "Outside of Vaughan" for business location located outside of Vaughan.

arch Address	
20 mac Select Addresses 20 Macarthur Drive , Thornhill ON, 20 Macbride Crescent , Maple ON,	Search Search
Unit Number (for Multi Unit Building) Back	Continue

Confirm the mailing address

- If the mailing address is the same address as the one you entered on the previous screen, leave the "Same as Licensee?" field selected as "Yes."
- If the mailing address is different, change the selected field to "No", then fill in the mailing address and click "Continue."



Mailing Address				
	l in the following information)			
◉ Yes ○ No				
First Name	Last Name	Organization		
Street No.	Street Name	Street Type		Apt/Unit No.
Street No.	Street Name	Street Type		Apt onit No.
			~	
City	Province	Postal Code		Phone Number(Bus./Home)
		~		
		•		
Cell No.	Email			

Fill in information about the business

- Depending on the licence type, different information may be left blank.
- This screen shows the upper half of the screen.
- Scroll down to complete this page.



Additional Information Please provide additional details for your application.	
Licence Details	
Licenced Activities (use ctrl and choose all that apply) Eating Establishment	Operating Name / Alias
Registered Business Name	Type of Applicant
Super Yummy Dishes	Corporation 🗸
Which status applies to your business?	Anticipated Start Date of Operation 2022-01-27
Contact Name	Relationship to Applicant
	Partner 🗸
Duration of Licence	Personal Service Types (If you have included Personal Services in your Licenced Activities choose all that apply from this list)
Cleaner Types (If you have included Dry Cleaning / Laundromat in your Licenced Activities choose all that apply from this list)	Public Garage Types (If you have included Public Garage in your Licenced Activities choose all that apply from this list)

Complete this screen

- To continue, you must complete the screen and agree to the declaration information.
- If you need to find information, you can click the "Save for Later" button instead of the "Continue" button and return to complete your application at a later time.

Expiration Dates		
Insurance Expiration Date		
	曲	
Premise Details		
Number of Machines (If you have included Place of Am	usement - Arcade in your Licensed Number	f Tables (If you have included Billiard Hall in your Licenced Activities plea
Activities please enter number of arcade machines)	number (f tables)
Kennel		
Kennel	What typ	e of breeding (Breeding or Breeding-Boarding Kennel)?
	What typ	e of breeding (Breeding or Breeding-Boarding Kennel)?
	What typ	e of breeding (Breeding or Breeding-Boarding Kennel)?
	What typ	e of breeding (Breeding or Breeding-Boarding Kennel)?
Is it a Breeding Kennel, Boarding Kennel or both	What typ	e of breeding (Breeding or Breeding-Boarding Kennel)?
Is it a Breeding Kennel, Boarding Kennel or both Disclaimer I hereby declare that all information provided in this app false information may result in refusal to issue, suspend	Solication is true and accurate. The person submitt	ng this application has the authority to bind the applicant. I further agree t
Is it a Breeding Kennel, Boarding Kennel or both Disclaimer I hereby declare that all information provided in this app	Solication is true and accurate. The person submitt	ng this application has the authority to bind the applicant. I further agree t

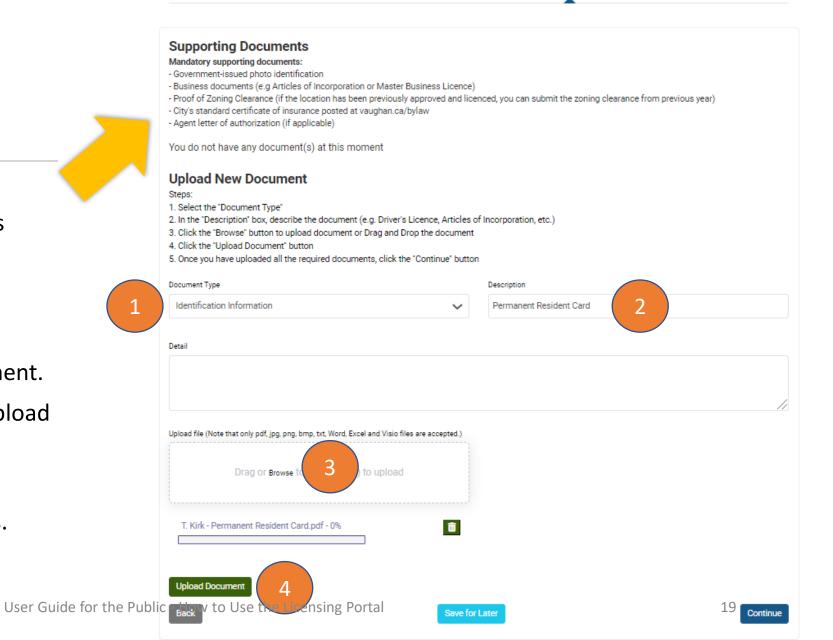


Upload and describe required documents

Every licence or permit has specific documentation requirements, listed as "Supporting Documents." To upload:

- 1. Select the document type.
- 2. Write a description.
- 3. Click "Browse" to select the document.
- Click the "Upload Document" to upload it.

Repeat this for all required documents.



Verify you've uploaded the correct documents

- Check the list in "Supporting Documents" against the list of uploaded documents listed below.
- You can click the "Download" buttons beside each document in order to open and review them.



Supporting Documents

Mandatory supporting documents:

- Government-issued photo identification

- Business documents (e.g Articles of Incorporation or Master Business Licence)

- Proof of Zoning Clearance (if the location has been previously approved and licenced, you can submit the zoning clearance from previous year)

- City's standard certificate of insurance posted at vaughan.ca/bylaw

- Agent letter of authorization (if applicable)

Description	Туре	File Type	File Name	Date Uploaded	Actions
Insurance form	Proof of Insurance	application/pdf	Insurance.pdf	2022-01-26	Download
Articles of Incorporation	Business Registration Documentation	application/pdf	Articles of Incorporation.pdf	2022-01-26	Download
Zoning	Zoning Clearance	application/pdf	Zoning Clearance.pdf	2022-01-26	Download
Permanent Resident Card	Identification Information	application/pdf	T. Kirk - Permanent Resident Card.pdf	2022-01-26	Download
	Articles of Incorporation Zoning Permanent Resident	Articles of Incorporation Business Registration Documentation Zoning Zoning Clearance Permanent Resident Identification	Articles of Incorporation Business Registration Documentation application/pdf Zoning Zoning Clearance application/pdf Permanent Resident Identification application/pdf	Articles of Incorporation Business Registration Documentation application/pdf Articles of Incorporation.pdf Zoning Zoning Clearance application/pdf Zoning Clearance.pdf Permanent Resident Identification application/pdf T. Kirk - Permanent	Articles of Incorporation Business Registration Documentation application/pdf Articles of Incorporation.pdf 2022-01-26 Zoning Zoning Clearance application/pdf Zoning Clearance.pdf 2022-01-26 Permanent Resident Identification application/pdf T. Kirk - Permanent 2022-01-26

Upload New Document

Steps:

1. Select the "Document Type"

User Guide for the Presentation how describe the decument (and private bigging). Articles of Incorporation, etc.) 3. Click the "Browse" button to upload document or Drag and Drop the document

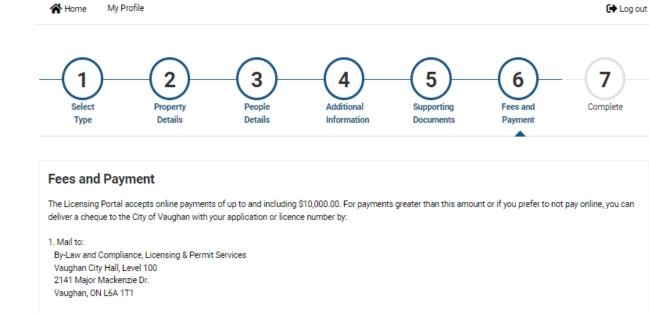
4. Click the "Upload Document" button

Submit your documentation

- Once all of your documents ar uploaded, scroll down and clic "Continue."
- If you need to find informatior you can click the "Save for Later" button instead of the "Continue" button and return to complete your application a a later time.

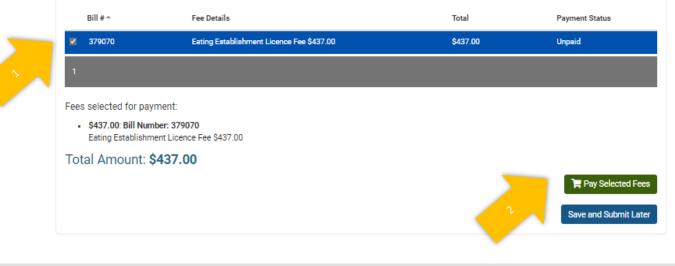
393747 Permanent Resident Identification application/pdf T. Kirk - Permanent 2022-01-26 Card Information Resident Card.pdf	393749	Articles of Incorporation	Business Registration Documentation	application/pdf	Articles of Incorporation.pdf	2022-01-26	Downlo
Card Information Resident Card.pdf	393748	Zoning	Zoning Clearance	application/pdf	Zoning Clearance.pdf	2022-01-26	Downlo
Upload New Document Steps: 1. Select the "Document Type" 2. In the "Description" box, describe the document (e.g. Driver's Licence, Articles of Incorporation, etc.) 3. Click the "Drowse" button to upload document or Drag and Drop the document 4. Click the "Dipload Document" button 5. Once you have uploaded all the required documents, click the "Continue" button Document Type Description * This input field is required. * This input field is required. Upload flie (Note that only pdf.jpg.png, bmp, txt, Word, Excel and Visio files are accepted) Trag or Browse to select file(s) to upload * This input field is required. Upload Document	393747			application/pdf		2022-01-26	Downlo Delete
Steps: 1. Select the "Document Type" 2. In the "Description" box, describe the document (e.g. Driver's Licence, Articles of Incorporation, etc.) 3. Click the "Browse" button to upload document or Drag and Drop the document 4. Click the "Upload Document" button 5. Once you have uploaded all the required documents, click the "Continue" button Document Type • This input field is required. • This input field is required. Upload file (Note that only pdf, jpg, png, bmp, txt, Word, Excel and Visio files are accepted.) • This input field is required. • This input field is required. • Drag or Browse to select file(s) to upload • This input field is required.	4						
* This input field is required. Detail Upload file (Note that only pdf, jpg, png, bmp, txt, Word, Excel and Visio files are accepted.) Drag or Browse to Select file(s) to upload * This input field is required. Upload Document	 Click the "Brow Click the "Uplo Once you have 	vse" button to upload docume ad Document" button	ent or Drag and Drop the	e document itinue" button Descrip			
Upload file (Note that only pdf, jpg, png, bmp, txt, Word, Excel and Visio files are accepted.) Drag or Browse to select file(s) to upload * This input field is required.	* This input field is r	required.			input field is required.		
Drag or Browse to select file(s) to upload * This input field is required. Upload Document							
* This input field is required.				iccepted.)			
Upload Document		Drag or Browse to select fi	le(s) to upload				
	* This input field is	required.		······			
Back Save for Later	Upload Docum	ent					
	Back			Save for Later			

Select and pay the licensing fee(s)



2. Via the drop-boxes located at the entrances of Vaughan City Hall.

Ensure to write and include the licence number on your cheque.



You will receive a portal confirmation message and email (with receipt) once you've submitted the payment, like the ones shown

Payment Completed

Approved

Thank you for your payment!

You may print this confirmation page for your record and the receipt has been sent to the email on file.

If you have applied for a licence or permit, City staff will now review your application and follow up with you to advise if your licence has been issued. If you have any questions, please contact the Client Services team at bylaw.licensing@vaughan.ca or 905-832-2281. You can also visit vaughan.ca/BusinessLicensing for more information.

Fee(s) List:

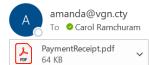
• \$437.00 : Bill Number: 379070 Eating Establishment Licence Fee \$437.00

Total Payment Amount: CA\$437.00





City of Vaughan Online Licensing Portal Payment Receipt



Good day,

The services payment submitted on 01/26/2022 from City of Vaughan Licensing Portal has been received by the City.

The payment receipt is attached to this email.

Best Regards,

Client Services 905-832-2281 | <u>bylaw.licensing@vaughan.ca</u>

City of Vaughan | By-law & Compliance, Licensing & Permit Services 2141 Major Mackenzie Dr., Vaughan, ON L6A 1T1 vaughan.ca



View the fees paid

• Click "Continue" to view all fees paid.

Payment Completed

Approved

Thank you for your payment!

You may print this confirmation page for your record and the receipt has been sent to the email on file.

If you have applied for a licence or permit, City staff will now review your application and follow up with you to advise if your licence has been issued. If you have any questions, please contact the Client Services team at bylaw.licensing@vaughan.ca or 905-832-2281. You can also visit vaughan.ca/BusinessLicensing for more information.

Fee(s) List:

\$437.00 : Bill Number: 379070
 Eating Establishment Licence Fee \$437.00

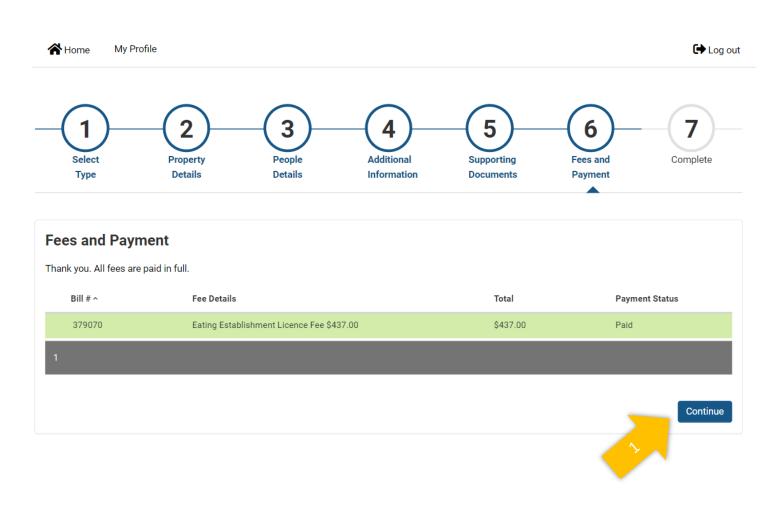
Total Payment Amount: CA\$437.00

Print

Continue

Review your payments

- Review your payments.
- Click Continue.



Review your application status and log out

- This page confirms you've applied and that the status of your application is "pending."
- It will be reviewed by City staff who will follow up with you, and confirm whether the licence or permit has been granted.
- Feel free to contact staff if you have any questions, at <u>bylaw.licensing@vaughan.ca</u> or (905) 832 -2281.



ation Deta	alls			
# Type enew Date n/Licensee	22 116643 GL General Location Licence 2022-01-26 20 Macarthur Drive	Status Licence Activities Issue Date Expiry Date	Pending Eating Establishment	

How to check the status of your application

How to check the status of the application

- Once your licence or permit application has been reviewed, you will receive an email from the City confirming whether you application has been approved.
- Prior to that, you can log into the portal and check the status of your application.
- To log in, go to <u>www.vaughan.ca/BusinessLicensing</u> and
- Click "Get/renew a Business Licence or Permit ".
- Enter your email address and password.

User Guide for the Public - How to Us

• Click "Login."

NEW BLURB: about the new online licensing service without callir	ng it the "Licening Portal."
Cations	w a Business Licence or
Get/renev	Permit
	icences available online
Blurb about clicking on each link to get more informaiton or apply	r online or by PDF
	LE ONLINE. EACH SUBPAGE WILL HAVE A BUTTON TO APPLY ONLINE (SAME)
ABOVE) AS WELL AS THE PDF TO DOWNLOAD.	
	Refreshment vehicles Selling food or drink - foodstuff
Establishments	
Banquet hall	Massage and Beauty Services
 Billiard hall Body rub 	Body rub
Eating establishment	 Hair and esthetics (personal services)
 Hair and esthetics (personal services) Kennel or boarding 	Vehicle
Laundromat	Driving schools
Mobile signs	 Taxicabs, Limousines and Private
 Second-hand goods or pawn shop Vehicle cleaning and repair 	Transportation Companies
 Vehicle cleaning and repair 	 Tow trucks
Video store	Vehicle cleaning and repair
	Vehicle cleaning and repair
Logi	Vehicle cleaning and repair n to Licensing Portal
Logi	Vehicle cleaning and repair n to Licensing Portal
Logi	Vehicle cleaning and repair n to Licensing Portal
Logi Email Address Carol.ramchuram@vaughan.ca	Vehicle cleaning and repair n to Licensing Portal
Email Address Carol ramchuram@vaughan.ca Pessword	- Vehicle cleaning and repair
Logi Email Address Carol ramchuram@vaughan.ca Password	- Vehicle cleaning and repair
Email Address Carol ramchuram@vaughan.ca Pessword	- Vehicle cleaning and repair
Logi Enail Address Carol ramchuram@vaughan.ca Password Carol ramchuram@vaughan.ca	 Vehicle cleaning and repair
Email Address Carol ramchuram@vaughan.Ca Pasword Carol ramchuram@vaughan.Ca	- Vehicle cleaning and repair
Logi Enail Address Carol ramchuram@vaughan.ca Password Carols ramchuram@vaughan.ca Password Password Carols ramchurama.ca Password Password P	 Vehicle cleaning and repair

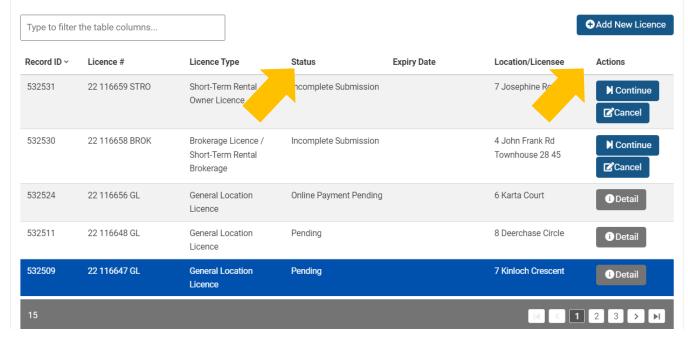
Checking the status

- This will bring you to the Home page.
- In the Status column, we see:
 - "Incomplete Submission", meaning more is needed from the applicant;
 - "Online Payment Pending", meaning a payment is needed; and
 - "Pending", meaning it is being reviewed by City staff.
- Under Actions, we see the "Continue" or "Cancel" if the application has not yet been submitted.

My Licences

Please use this section to view and manage your licences. Click the Add New Licence button to apply for a new licence. Click the Renew button to renew a licence and click the Continue button on the renewed licence to completed it.

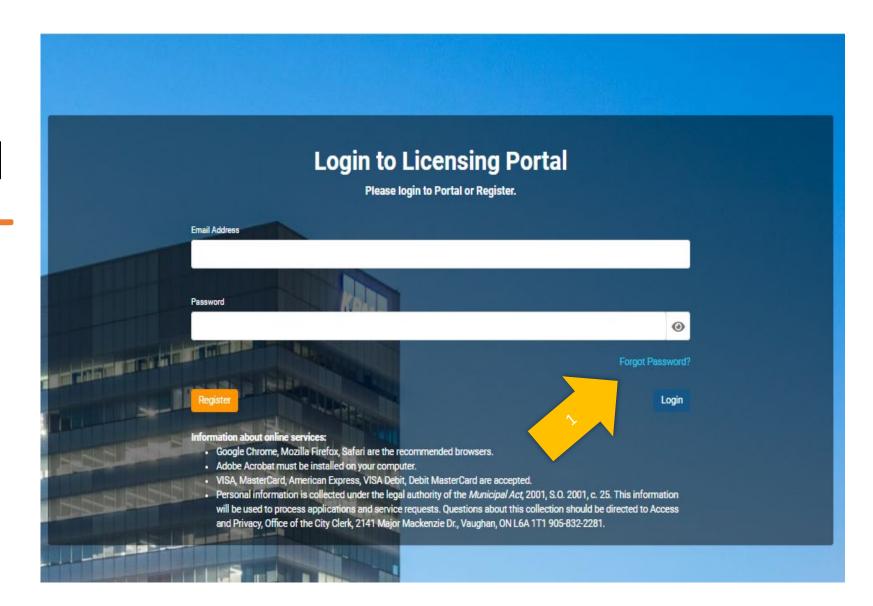
Note: Licences are not transferable. There are no refunds once a licence is issued. For more information on the refund policy, see our Licence and Permit Refund Policy page.



How to reset your password

lf you forget your password

- Return to Login Page
- Click "Forgot Password?"



Your password reset email will look something like this

- Click on the "here" link.
- You will be directed back to the portal where you can reset your password.

Your City of Vaughan Licensing Portal Password Reset



amanda@vgn.cty To •Carol Ramchuram

Dear Carol Ramchuram,



To reset your City of Vaughan Licensing Portal password, click here.

If you did not request a password reset, please contact Client Services at bylaw@vaughan

Best Regards,

Client Services 905-832-2281 | <u>bylaw.licensing@vaughan.ca</u>

City of Vaughan | By-law & Compliance, Licensing & Permit Services 2141 Major Mackenzie Dr., Vaughan, ON L6A 1T1 vaughan.ca



How to obtain assistance

Resources to assist you

Resource	Overview	Links and contact information
The web section	The web contains more information about licensing requirements, fees, by-law links, templates and alternative ways to apply.	vaughan.ca/BusinessLicensing
The By-law Library	 This library contains links to popular by-laws, such as those which licences and permits are based, including: <u>The Fireworks and Pyrotechnics By-law</u> <u>The Licensing By-law</u> <u>The Newspaper Box Permit By-law</u> (with amendments <u>1</u> and <u>2</u>) <u>The Short-Term Rentals Licensing By-law</u> <u>The Special Events By-law</u> 	<u>vaughan.ca/cityhall/by_laws/Pages/</u> <u>default.aspx</u>
City staff	City staff can provide you with more information about licences and permits, as well as provide information about enforcement and appeals.	Phone: 905-832-2281 Email: bylaw.licensing@vaughan.ca

We hope this has been helpful! Please contact us with any questions or suggestions to improve this guide.

City of Vaughan

By-law and Compliance, Licensing and Permit Services

Phone: 905-832-2281

Email: bylaw.licensing@vaughan.ca