

How to Renew Security Alarm License in Accela Citizen Access

Contact the One Stop Shop at (915) 212-0104 or osshelp@elpasotexas so a staff member can verify which email address is associated to your license.

Have your **license number** available. This number can be found on your renewal notice:



City of El Paso
811 Texas Ave
El Paso, Texas 79901

**SECURITY ALARM
LICENSE RENEWAL NOTICE**

Permittees must apply for permit renewal prior to expiration of the permit and include the renewal fee.

PERMIT NUMBER: LSAL12-00943

WILL BE EXPIRING ON: August 13, 2016

YOU WILL NEED TO PAY THE FEE OF: \$69.00

LICENSE HOLDER: [REDACTED]

AT: [REDACTED]

Please note, upon renewal, this license will be valid for 3 years. The fee for renewal is \$69.00

You can now renew your license on-line at <http://epermit.elpasotexas.gov/CitizenAccess/>. After Login, you may update your email address and password under **Account Management**. To select your license record look for your License Number under the **Licenses** tab and click the **RENEW** option. If your license record is not listed please call the Business Center during office hours to have your record(s) linked to your account.

Your user name is: [REDACTED]
Password = Rider1

You can still renew in person at 811 Texas Ave or by mail to address listed below. Payment may also be made by phone using a credit card at 915-212-0104. Office hours are Monday -Thursday 7AM - 6PM and Friday 8AM to 12PM

Please cut off at the dotted line and return this portion of the letter with your payment.

If payment has been made, please disregard

Please provide your email address for future on-line permitting.

Email: [REDACTED]

Make checks payable to : City of El Paso
MAIL PAYMENT TO:
CITY OF EL PASO
CITY DEVELOPMENT DEPARTMENT
ONE-STOP-SHOP, BUSINESS CENTER
811 TEXAS AVE
EL PASO, TEXAS 79901-1503

Permit Number: LSAL12-00943

Permit Fee: \$69.00

Expiration Date: 8/13/2016

[REDACTED]
[REDACTED]

EL PASO , TX 79936

Go to the Citizen Access Portal at <http://epermit.elpasotexas.gov/citizenaccess/>

Home Building Licenses Planning Fire Engineering Environmental more ▾

Welcome to the City of El Paso, Texas Online Permitting / Licensing Citizen Portal

We are pleased to offer our citizens, contractors, businesses, and visitors access to transparent government information online, 24 hours a day, 7 days a week.

We will be offering a wide variety of services for you in the near future. Contractor registration and accounts will be available later this year.

Currently available:

- View Permit Data
- Search for Permitted work
- Renew business licenses

What would you like to do today?

To get started, select one of the services listed below:

Building Search Applications	Licenses Search Applications
Planning Search Applications	Fire Search Applications
General Information Lookup Property Information Search for a Licensee	Engineering Search Applications
Environmental Search Applications	Health Search Applications
Enforcement Search Applications	Animal Search Applications
Traffic Control Search Applications	

Login

User Name or E-mail:

Password:

Login »

Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)

Login by entering email address and password:

Enter your email address →


Use the generic password **Rider1** →

Hit Login →

The image shows a login form on a grey background. At the top, the word "Login" is written in blue. Below it, the text "User Name or E-mail:" is followed by a white text input field containing a redacted email address. Underneath, the text "Password:" is followed by a white password input field with six black dots and a cursor. A "Login »" button is positioned below the password field. A horizontal line separates this section from the bottom part of the form, which includes an unchecked checkbox labeled "Remember me on this computer". At the bottom right, there are two links: "[I've forgotten my password](#)" and "[New Users: Register for an Account](#)".

You will be prompted to change your password:

Home Building Licenses Planning Fire Engineering Environmental more ▾

 An error has occurred.
Please update your login information with a new password.

Change Password

* User Name:

* Old Password:

← Use the generic password **Rider1**

* New Password:

← Enter your personal password

* Confirm Password:

← Re-enter your personal password

← Press Submit

Enter Security Question:

Home Building Licenses Planning Fire Engineering Environmental more ▾

Update Security Question and Answer

* User Name:

* Enter Security Question:

* Answer:

1. Enter a Security Question
2. Enter the Answer to Security Question
3. Press Submit

Your account has now been updated.

- Home
- Building
- Licenses
- Planning
- Fire
- Engineering
- Environmental
- more ▾

Welcome TEST NO EMAIL 4

You are now logged in.

Cart (0)

Your cart is empty.

What would you like to do today?

To get started, select one of the services listed below:

Building Apply for a Permit Search Applications	Licenses Create an Application Search Applications
Planning Create an Application Search Applications	Fire Create an Application Search Applications
General Information Lookup Property Information Search for a Licensee	Engineering Create an Application Search Applications
Environmental Create an Application Search Applications	Health Create an Application Search Applications
Enforcement Search Applications	Animal Search Applications
Transportation For Hire Create an Application Search Applications	Traffic Control Create an Application Search Applications

Under **Licenses**, select **Search Applications**:

What would you like to do today?

To get started, select one of the services listed below:

Building Apply for a Permit Search Applications	Licenses Create an Application Search Applications
Planning Create an Application Search Applications	Fire Create an Application Search Applications
General Information Lookup Property Information Search for a Licensee	Engineering Create an Application Search Applications
Environmental Create an Application Search Applications	Health Create an Application Search Applications
Enforcement Search Applications	Animal Search Applications
Transportation For Hire Create an Application Search Applications	Traffic Control Create an Application Search Applications

Select **Renew Application**:

<input type="checkbox"/>	<u>License Number</u>	<u>Date</u>	<u>Record Type</u>	<u>Business Name</u>	<u>Expiration Date</u>	<u>Status</u>	<u>Action</u>
<input type="checkbox"/>	LSAL16-00616	06/23/2016	Security Alarm License	TEST	07/30/2016	Active	Renew Application
<input type="checkbox"/>	LALC16-00078	06/07/2016	Alcohol License	sarah test	06/07/2017	Active	

1. Under **Records**, a list of your personal licenses are shown.
2. Lookup **Security Alarm License** under **Record Type**.
3. Click on **Renew Application**.

Verify/Update **Contact** Information:

If contact information needs to be updated:

Select **Edit** to update Applicant's information.
*Only phone number can be updated.

✔ Contact updated successfully.

TEST
[Redacted]
Home phone:9152221234
Mobile Phone:
Work Phone:
Fax:
Edit

CONTACT

To add a new contact, click the Add Contact link. To edit a contact, click the Edit link.

Select **Edit** to update Contact 1's information.
*Name and phone number are required.

✔ Contact updated successfully.

TEST CONTACT1
Home phone:9155551234
Mobile Phone:
Work Phone:
Fax:
Edit

CONTACT2

To add a new contact, click the Add Contact link. To edit a contact, click the Edit link.

Select **Edit** to update Contact 2's information.
*Name and phone number are required.

✔ Contact updated successfully.

TEST CONTACT2
Home phone:9155551234
Mobile Phone:
Work Phone:
Fax:
Edit

ALARM PROVIDER

To add a new contact, click the Add Contact link. To edit a contact, click the Edit link.

Select **Edit** to update or select **Remove** to delete Alarm Provider.
*Contact is optional.

ADT
Home phone:
Mobile Phone:
Work Phone:
Fax:
Edit Remove

After information has been verified/updated, select
Continue Application

Continue Application »

Select **Licensing Information**:

APPLICATION

* Type of Use:

* Term of License:

Continue Application »

Residential

1 Year

1. Under **Type of Use**: select Residential or Commercial
2. Under **Term of License**: select 1 Year or 3 Year
3. After making both selections, hit **Continue Application**

Review Information:

If all information is correct, select **Continue Application**.

If there is an error, select **Edit** on appropriate section to correct information

[Continue Application »](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Security Alarm License Renewal

APPLICANT

[Edit](#)

TEST
EL PASO, TX

Home Phone:9152221234
E-mail: [\[redacted\]](#)

CONTACT

[Edit](#)

contact1 contact

Home Phone:9152221234

CONTACT2

[Edit](#)

contact contact

Home Phone:9154441234

ALARM PROVIDER

[Edit](#)

ADT

Licensing Information

APPLICATION

[Edit](#)

Type of Use:

Residential

Term of License:

1 Year

[Continue Application »](#)

Check Out:

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

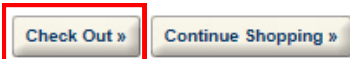
Application Fees

Fees	Qty.	Amount
1 - Year Alarm License Renewal	1	\$23.00

TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

\$23.00



Select **Check Out** to pay for security alarm license

300 CAMPBELL ST, EL PASO TX 79901

1 Application(s) | \$23.00

▶ Security Alarm License
LSAL16-00616

\$23.00

Total amount to be paid: \$23.00

Note: This does not include additional inspection fees which may be assessed later.



Select **Check Out** again on next screen

Select Payment Method:

Transaction Amount \$23.00
Please select Pay Type Credit Card eChecks
Service Fee \$0.00
Total Amount \$23.00

- Select either Credit Card or eChecks
- Check box if you agree to total amount
- Click **Pay**

I agree to pay total amount. Once clicked on pay you will be directed to the CyberSource web site where you can pay the amount securely

Pay

Billing Information:

Enter billing information

Billing Information

* Required field

First Name *

Last Name *

Address *

City *

Country

State/Province *

Zip/Postal Code *

Phone Number *

Email *

[Cancel Order](#)



Press **Next**



Enter **Credit Card** or **eCheck** information:

Payment Details

* Required field

Card Type *


 Visa  MasterCard

 Amex  Discover

Card Number *

XXXXXXXXXXXX1111

CVN
This code is a three or four digit number printed on the back or front of credit cards.



Expiration Date *

04 2018

[Cancel Order](#)

Credit card

Payment Details

* Required field

Routing Number *

xxx5678

Account Number *

xxxx0439

Check Number

1111

Account Type

Checking

[Cancel Order](#)

eCheck

Review Your Order:

Billing Address

Jane Smith
811 Texas Ave
El Paso
Texas
79901
United States of America

Payment Details

Routing Number	xxx5678
Account Number	xxxx0439
Check Number	1111
Account Type	Checking

Your Order

Total amount	\$23.18
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By clicking Pay, I agree to the [Electronic Check Terms & Conditions](#)

Back

Pay

If all information is correct, select **Pay**

YOUR LICENSE HAS BEEN SUBMITTED

Your receipt and a link to download your new license certificate will be emailed to you.

If you have any questions, feel free to contact us
(915) 212-0104 or OSSHelp@elpasotexas.gov

Hours of Operation:
Monday-Thursday, 7:00 a.m.—6:00 p.m.
Friday, 8:00 a.m.—12:00 p.m.