

Online Business License Renewal Instructions

1. **Log On** to the Customer Access Portal at <https://eg.carlsbadca.gov> (If you do not have an account, click the Register button. Approval of your online account can take up to 2 business days)



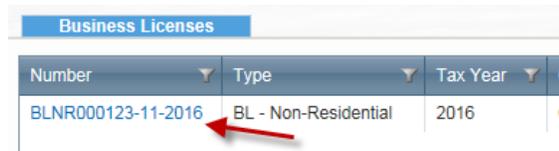
2. Click the **Account Info.** Menu



3. Click on your company under your **Businesses** tab



4. Locate and select the most current Business License record under the **Business Licenses** tab



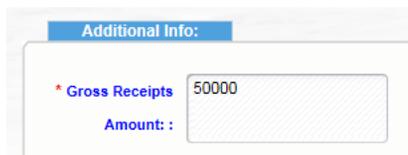
5. Locate **License Fees** tab and check if there are invoices to be paid. Click on the status to view invoice. On the invoice screen, click on **Make Payment** to pay the amount due in the Primary Fees box.



6. If License Fees tab box is empty, click on the Renew License button at the top of the screen



Under the **Additional Info** tab, enter any information required to calculate your Business License fee. The Additional Info tab will be blank for fees that do not require information



7. Click the Calculate Fee button (Fees will be displayed under the **Calculate** tab)



8. Click **Next**



9. Click **Confirm and Renew**



10. Click **Make Payment**



You will be re-directed to PayPal website. After successful payment, click on the Return to City of Carlsbad link

[Return to City of Carlsbad](#)

11. Your Invoice Status will be **Paid In Full**

