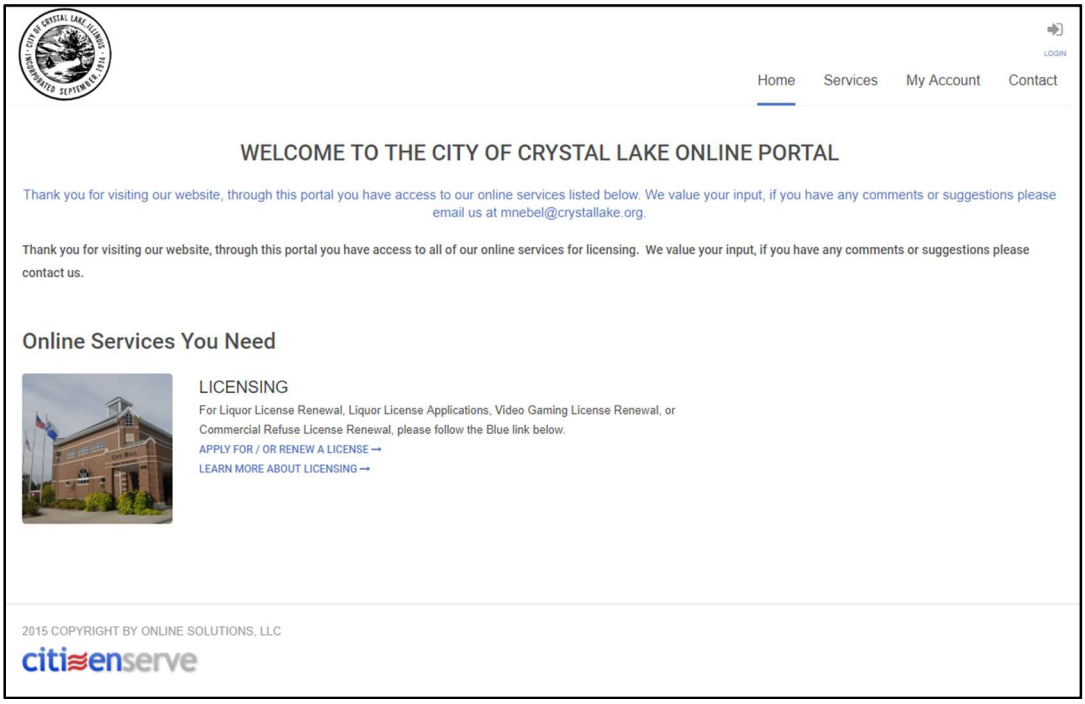
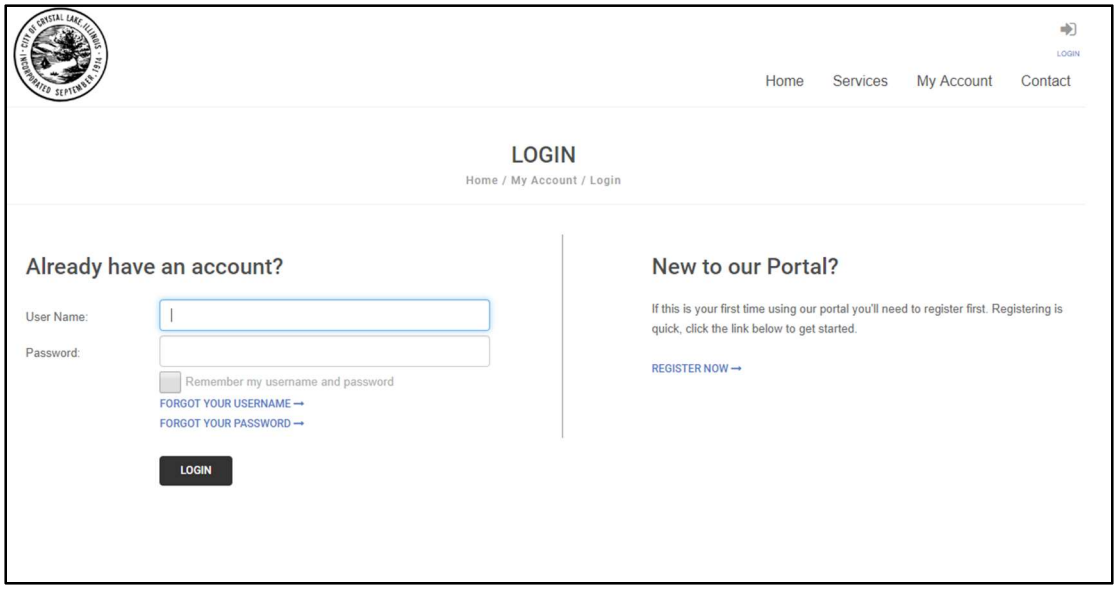
Citizen Serve Walkthrough and FAQs

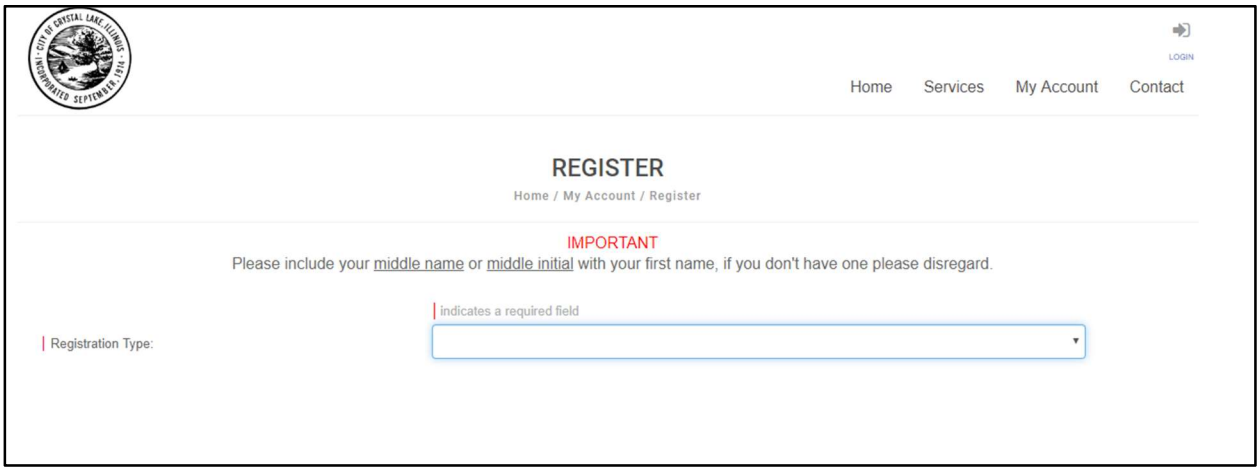
1. The online liquor licensing portal is hosted by Citizen Serve. You will receive email notifications from Citizen Serve showing that your application is complete or if additional information is needed. The first step will be to click on the link: "Apply For / Renew a License."



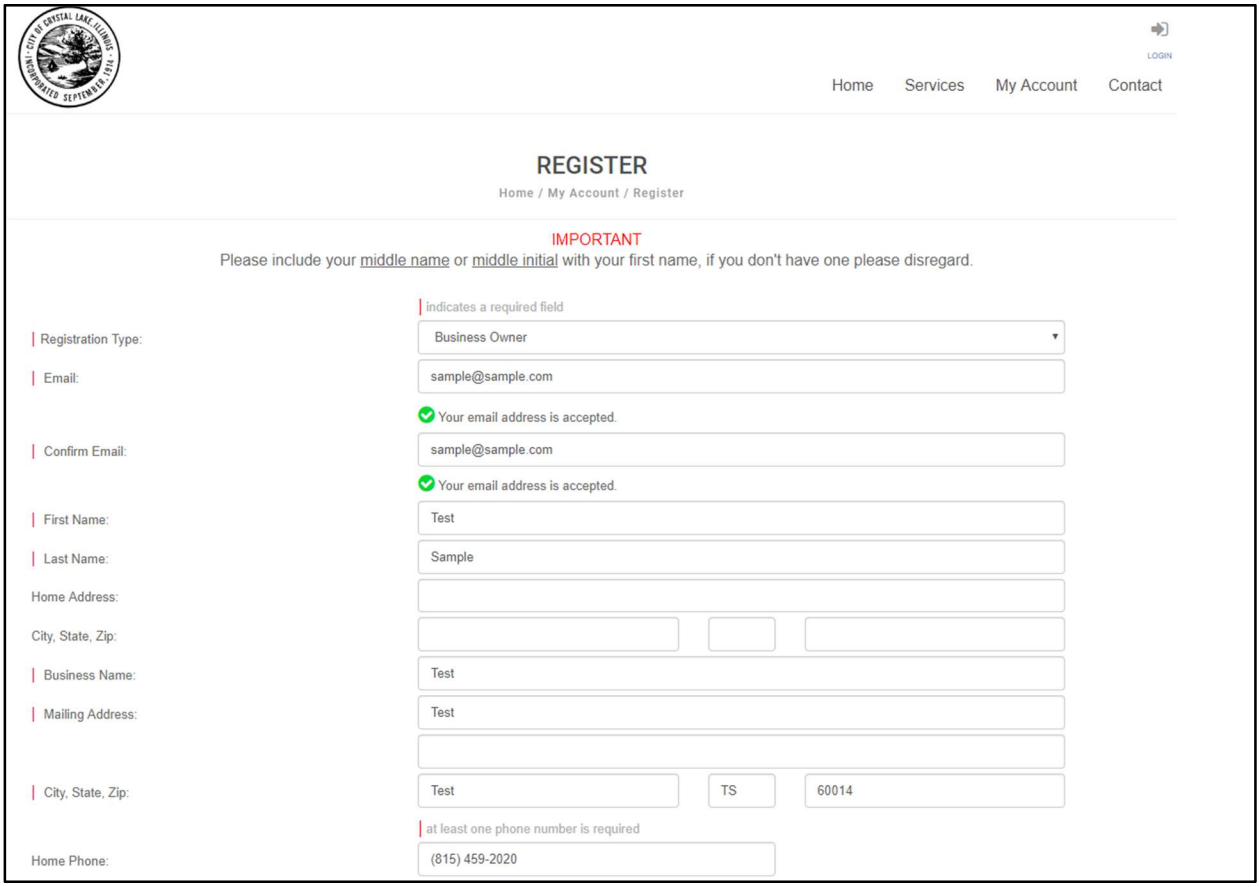
2. To renew your license, you will click on the "Register Now" link on the right-hand side of the screen.



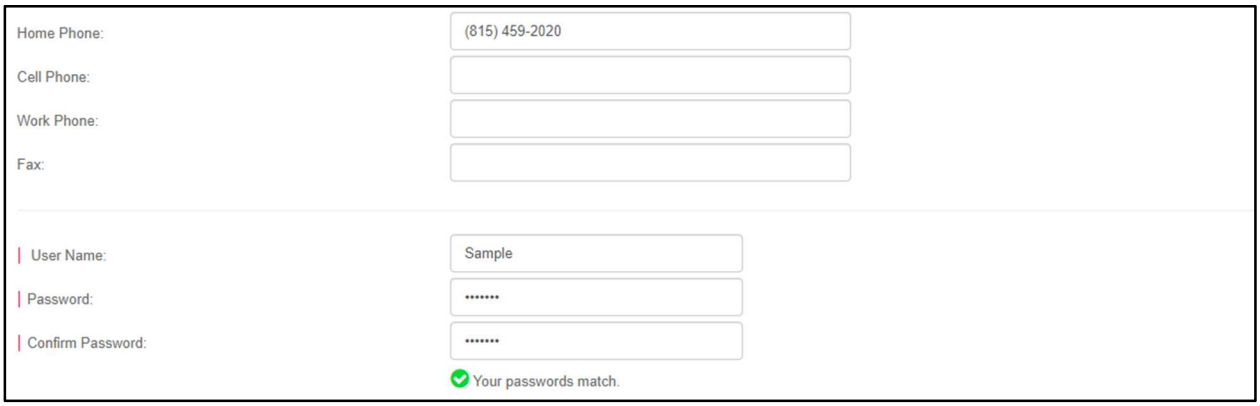
3. To register an account for your liquor license renewal, you will first click on “Business Owner” for the registration type.



4. Next, you will enter your email address, name, phone number, and home and business addresses. It is important to enter the correct email address. The City will contact you in the future via email for your liquor license renewal.



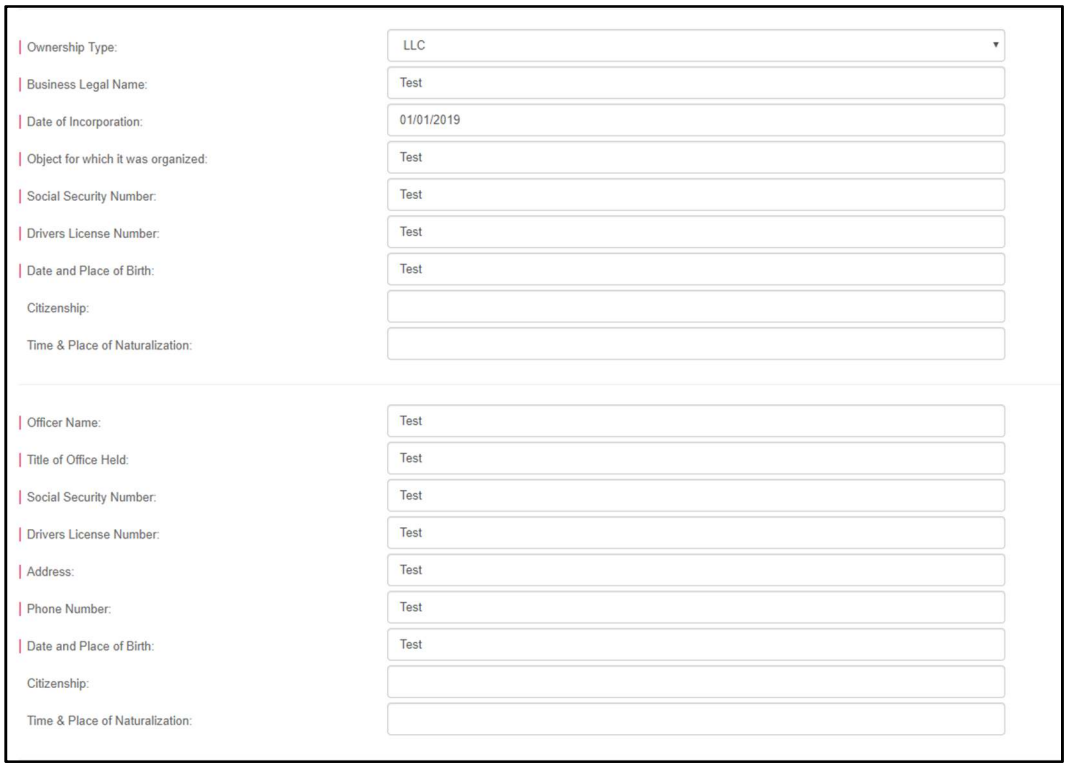
5. You will then enter a username and password to access your account.
   *IMPORTANT: Make sure to keep a record of your username and password.



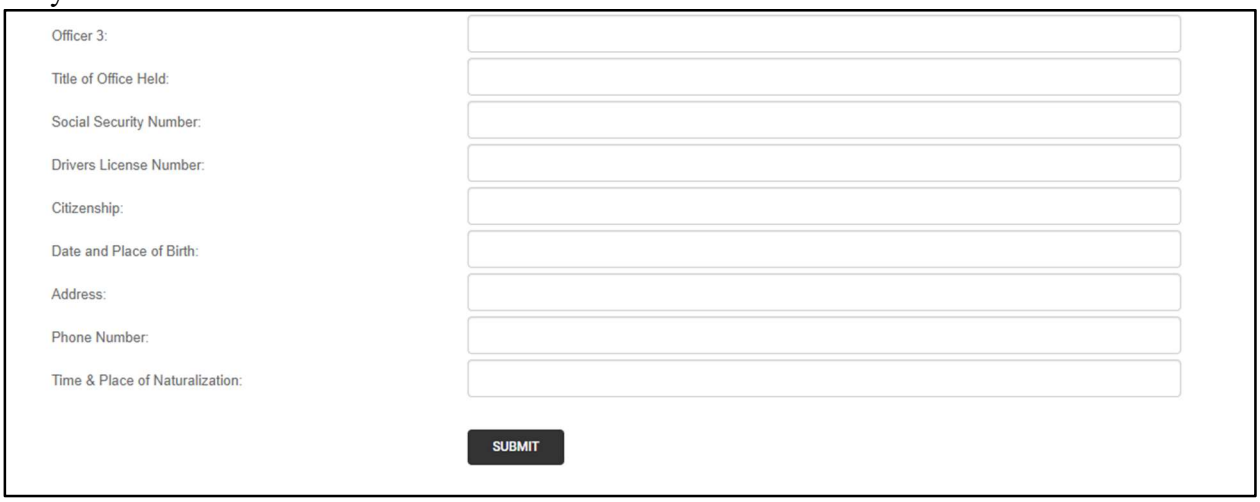
6. Next, you will select the ownership type for your business. Ownership types that can be selected are: 501(c)(3) Nonprofit Organization, Corporation, Partnership, LLC, or Sole Proprietorship.



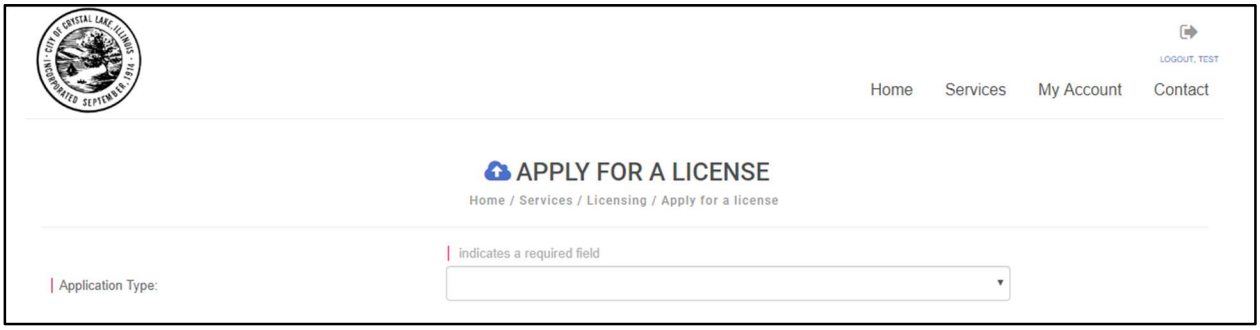
7. After selecting the Ownership Type, will then enter the Officer and Business/Organization information. The following is the information required for an LLC.



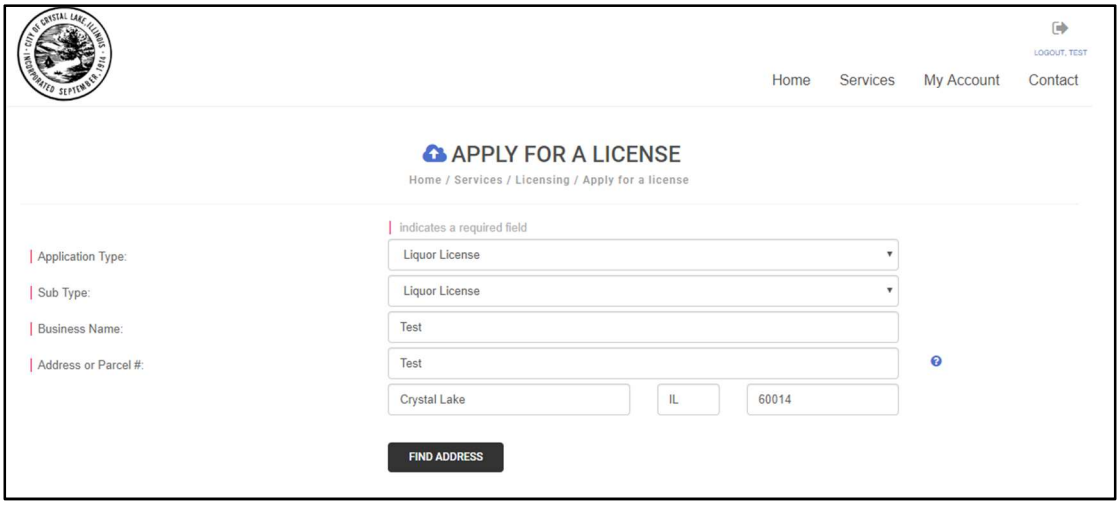
If you have more than one Officer, there are additional boxes to enter the information. After entering all the necessary information in each field, you will then click "submit" to register your account.



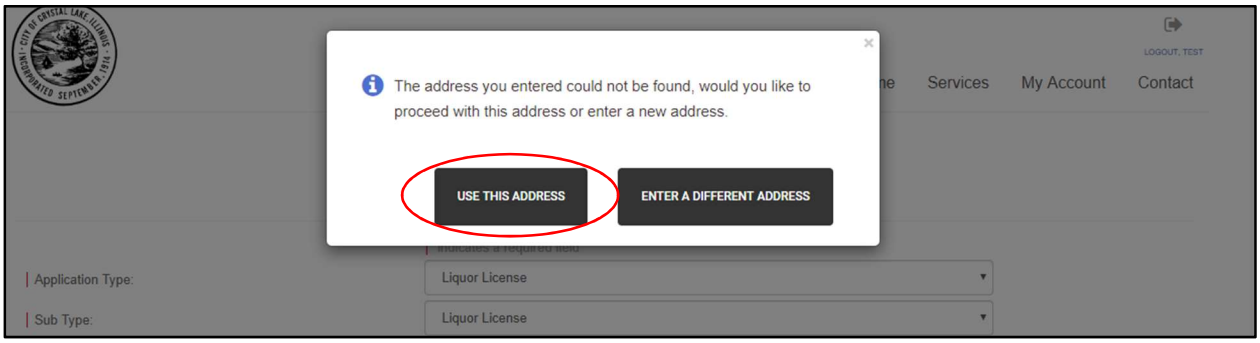
8. The next page will ask for information specific to your license. You will first select the registration type.



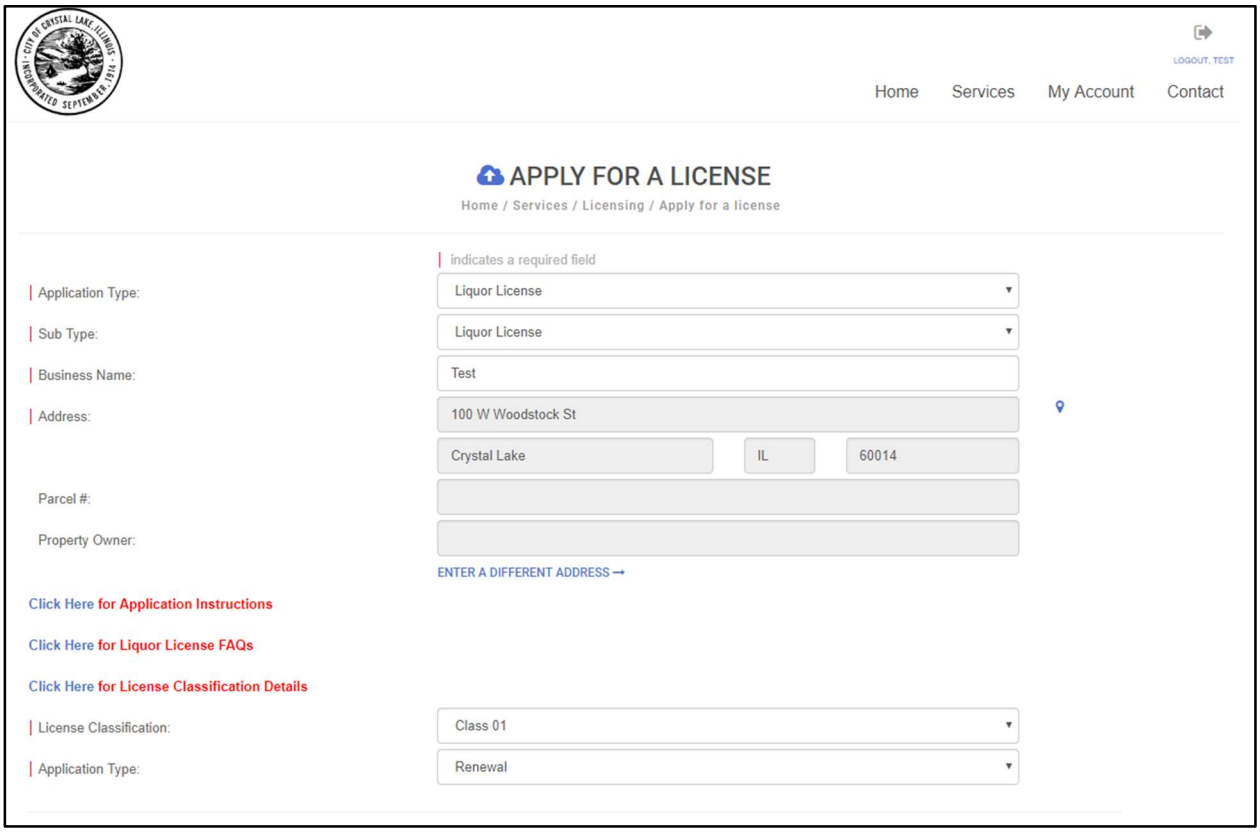
9. You will enter "Liquor License" for both the Application Type and the Sub-Type. Here, you will enter your business name and address.



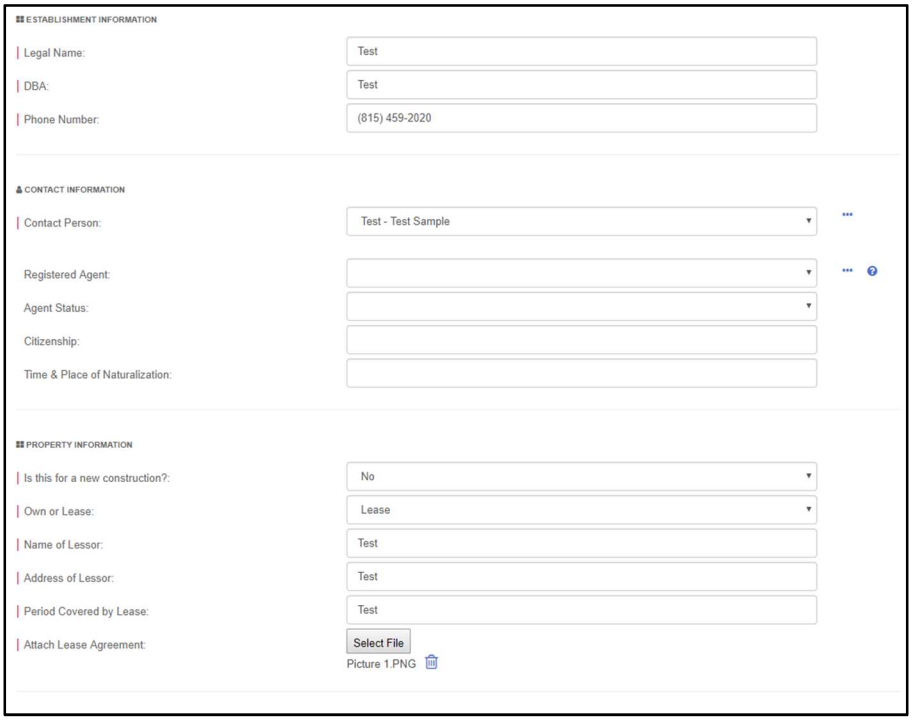
10. If the portal does not locate your address, please click on the “Use This Address” box.



11. Make sure to select renewal. If you do not know your liquor license classification, please contact City Hall at (815) 459-2020. Helpful links to understand your liquor license classification or other common questions are available on the left-hand side of the screen.



12. Next, you will enter the Establishment, Contact, and Property information.



If you own your building, you will move on to the verification questions. If you lease your building, you will be asked to enter the name and address of the lessor, the period covered by the lease, and then you must attach a copy of the lease agreement.

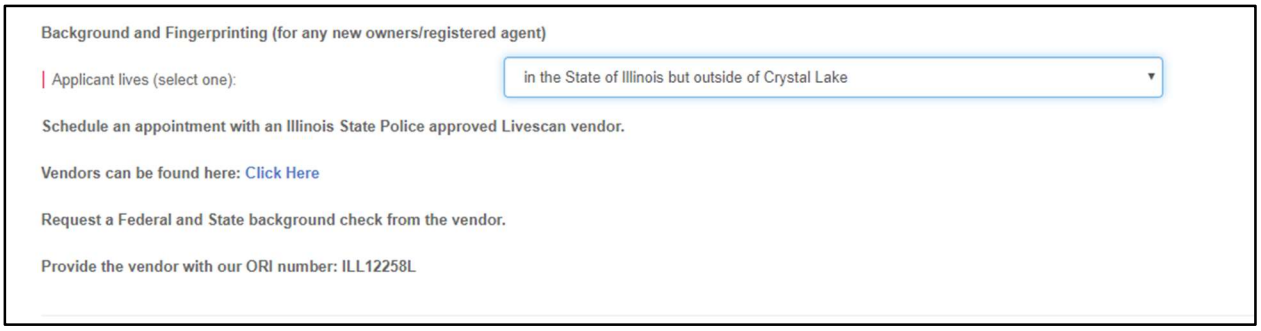
13. You will then be asked to respond to each verification question.



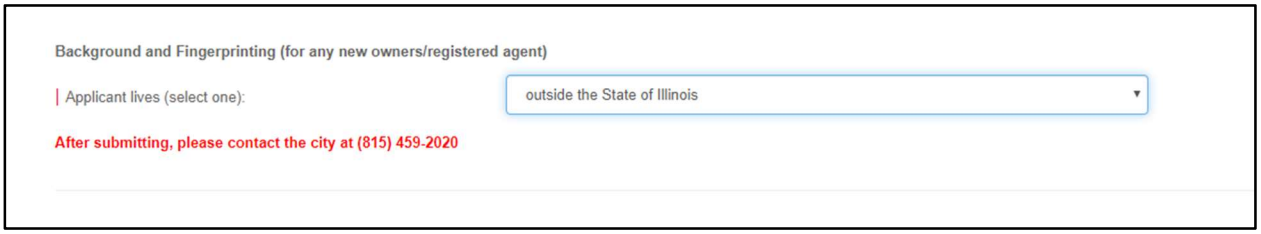
14. If you are a Crystal Lake resident, you select "in Crystal Lake." You will then see information to schedule an appointment with the Crystal Lake Police Department to conduct your fingerprinting and background check.



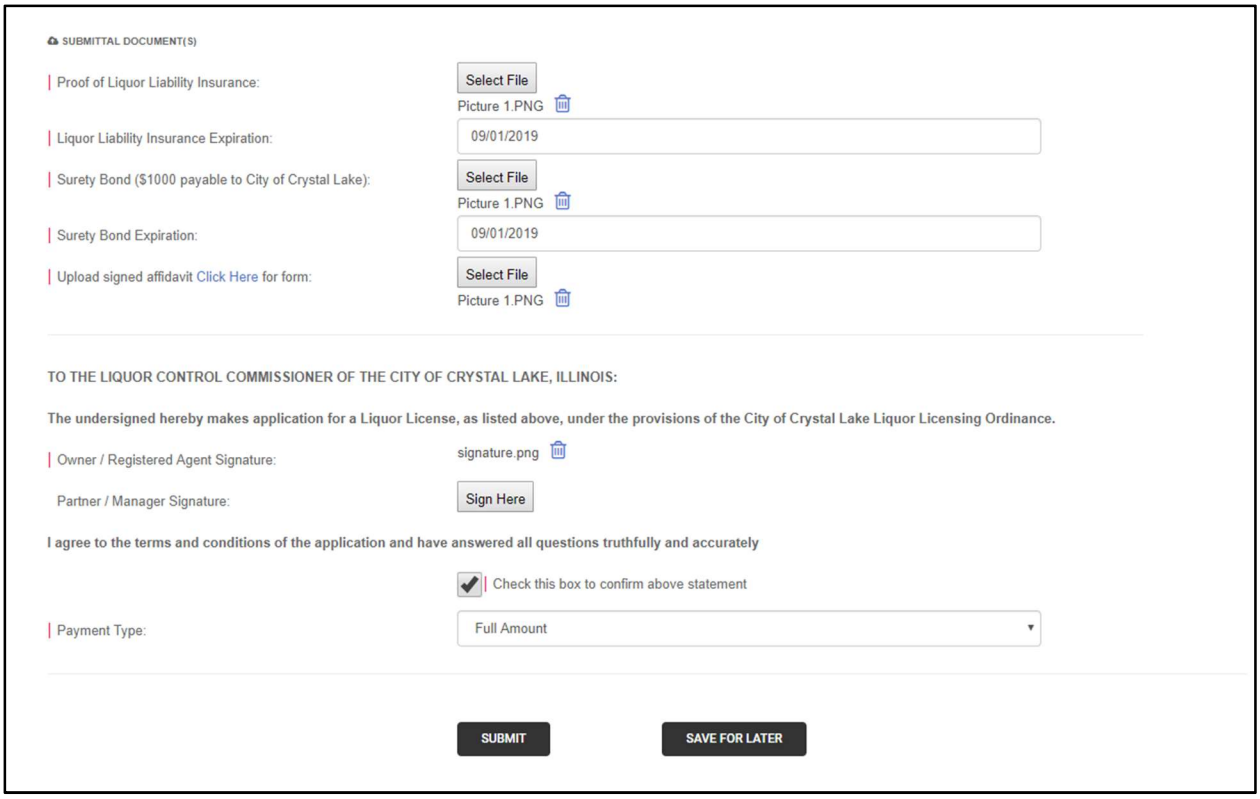
15. If you are not a Crystal Lake resident, but you live in the State of Illinois, information will populate for you to complete the fingerprinting and background check.



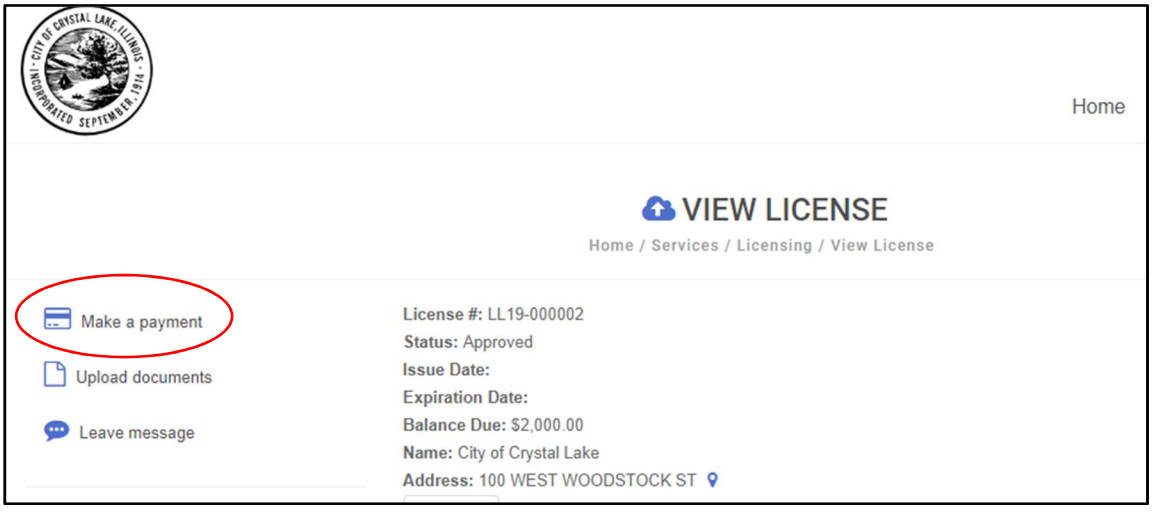
16. If you do not live in the State of Illinois, please contact us at City Hall at (815) 459-2020.



17. Before submitting your application, you will be asked to upload documents, sign electronically, click to confirm you have answered all questions truthfully, and then choose if you are making the full payment or if you are on the 50% installment plan. Please make sure to upload the current and active insurance, liquor liability, and surety bond information.



18. After you submit your application, City staff will review to ensure all the required information and documents have been submitted. Once your application is approved, you will receive an email message from Citizenserve advising you to complete payment. Below is the page where you will access your account and click ‘make a payment.’



19. The final step will be to make your payment, shown on the image below.

