LICENSING PORTAL GUIDE

Submit Business License Applications

A step-by-step guide to creating an account and submitting business license applications through the City of Thunder Bay's Licensing Portal.

Prepared for City of Thunder Bay Licensing Portal users · Source: Internal process guide

GETTING STARTED

About This Training

This guide walks through account creation and sign-in, then two complete license application examples in the Licensing Portal. The first example will be applicable to any other licence type being applied for with the exception of the Operator and Vehicle/Operator for Rideshare subtypes which follow a process similar to what is shown in Example 2.

- **Example 1 — Professional (Hairstylist):** a stationary business license at a fixed address.
- **Example 2 — Vehicle for Hire (Limousine Driver):** an operator license tied to a driver, not a location.

WHO IT'S FOR

New Licensing Portal applicants creating an account and submitting a business license application.

WHAT YOU'LL LEARN

Every screen needed to sign up, sign in, and complete a Professional or Vehicle for Hire license application.

FORMAT

86 recorded actions, grouped into 31 walk-through steps across three parts.

GETTING STARTED

Before You Begin

Have the following ready — the documents needed depend on the license type you're applying for.

HAVE THIS ON HAND

- An email address and a password to create your Portal account
- The business or operating address (if applicable)
- Business name and any applicable registration details
- Contact details for anyone you'll add to the application

DOCUMENTS BY LICENSE TYPE

- Professional (e.g. Hairstylist): Valid ID (Owner), Permission Letter
- Vehicle for Hire (e.g. Limousine Driver): Driver's Licence, Photo

GETTING STARTED

The Process at a Glance

1

Create Your Account

Sign up, verify your account, set a password, sign in, and select your profile before starting an application.

6 WALKTHROUGH STEPS · 16 ACTIONS

2

Professional License

Example: a Hairstylist license. Choose the license type, confirm the address, add contacts, upload documents, and submit.

13 WALKTHROUGH STEPS · 37 ACTIONS

3

Vehicle for Hire License

Example: a Limousine Driver license. Same overall pattern, with the documents and details this license type requires.

12 WALKTHROUGH STEPS · 33 ACTIONS

1

PART ONE

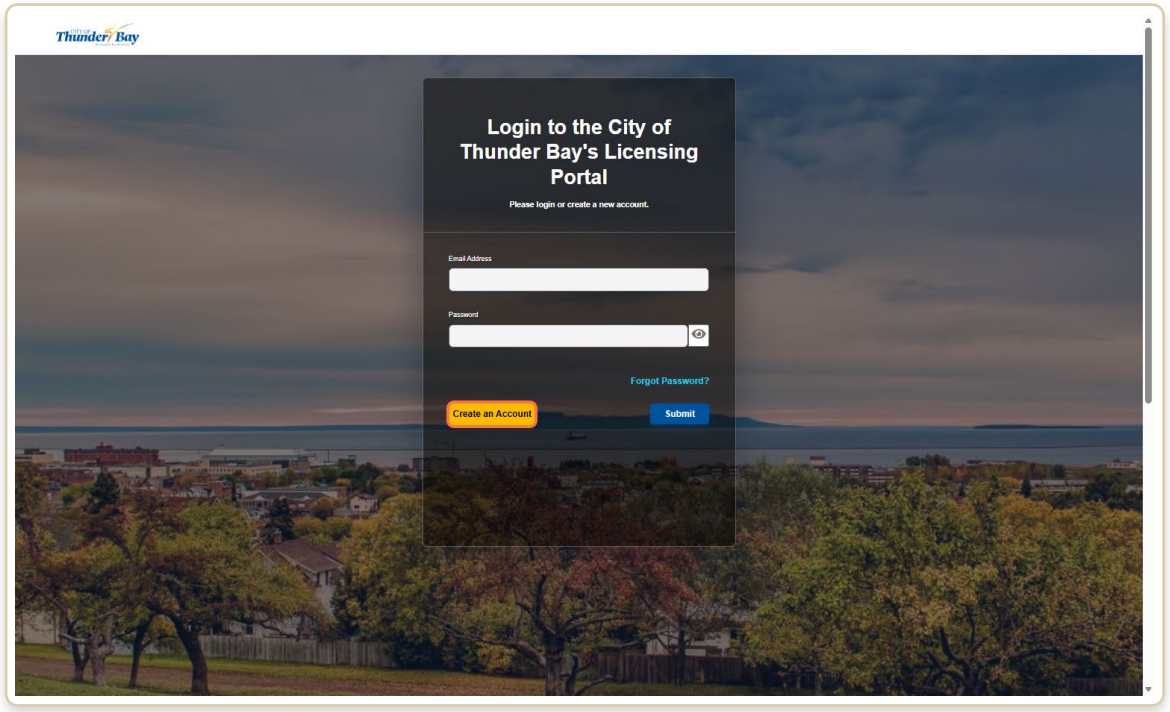
Create Your Account & Sign In

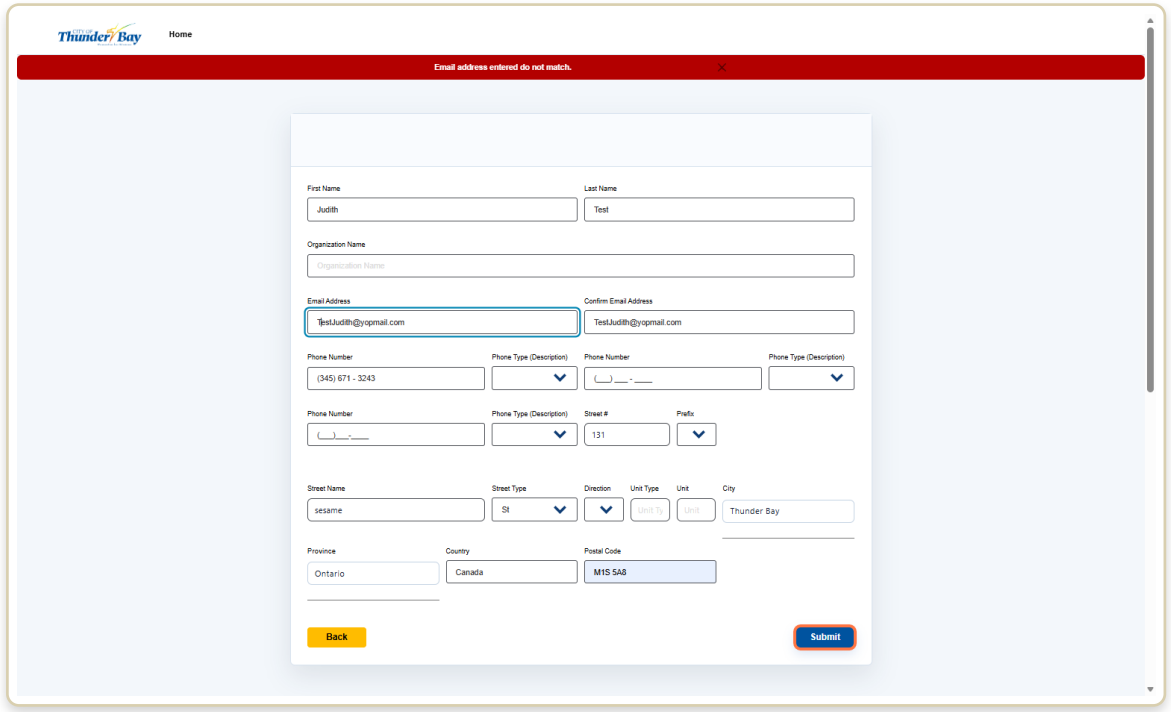
Sign up for the Licensing Portal, verify your account, and select your profile before starting an application.

PART 1 · STEP 1 OF 6

Start Creating Your Account

- **Click “Create an Account”:** on the Licensing Portal sign-in screen.
- **Click Submit:** to continue.

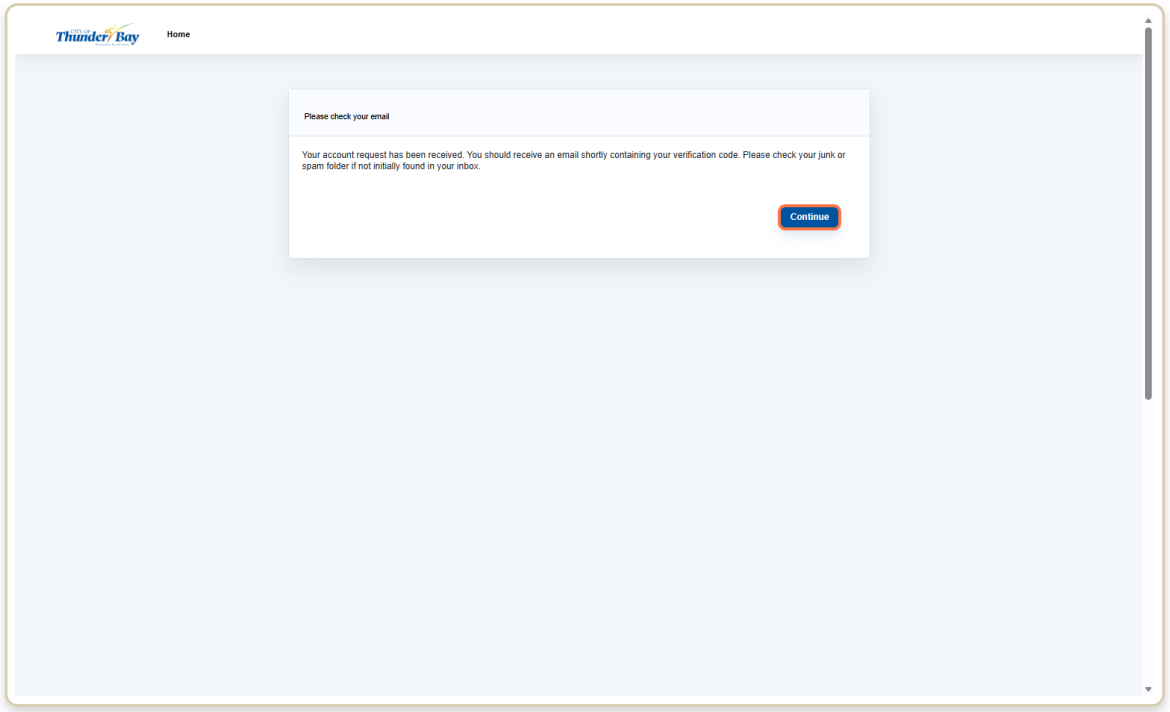


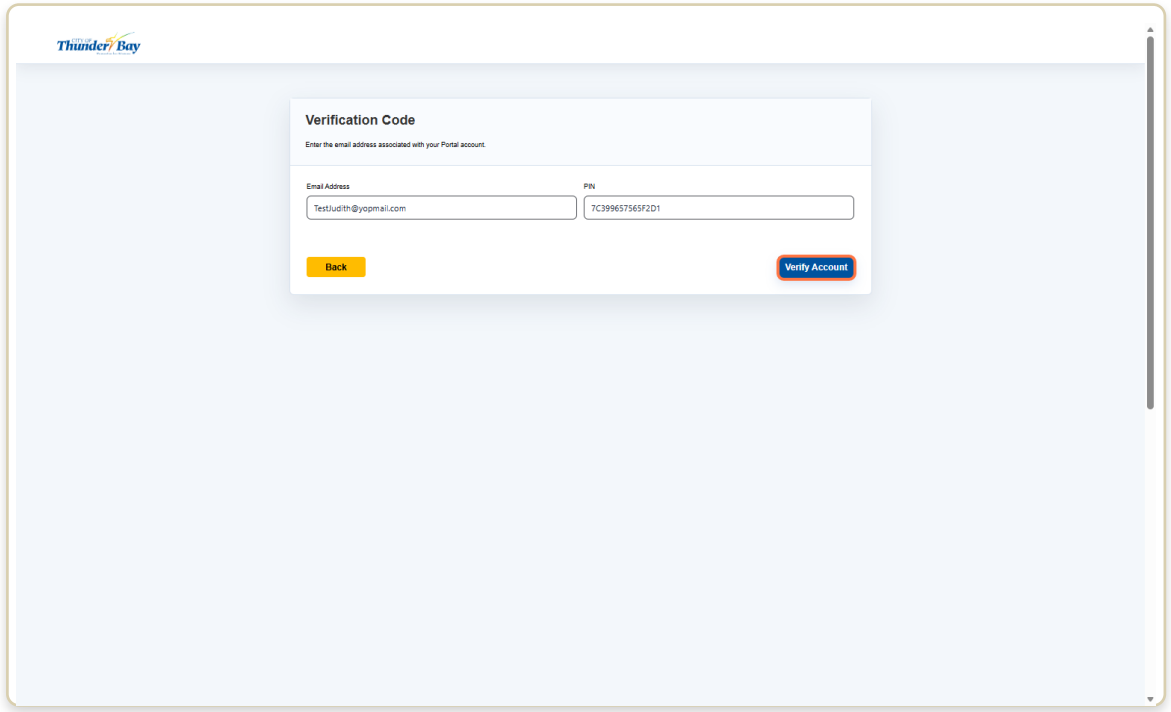


PART 1 · STEP 2 OF 6

Verify Your Account

- **Click Continue:** to proceed to verification.
- **Click “Verify Account”:** to confirm your email address.

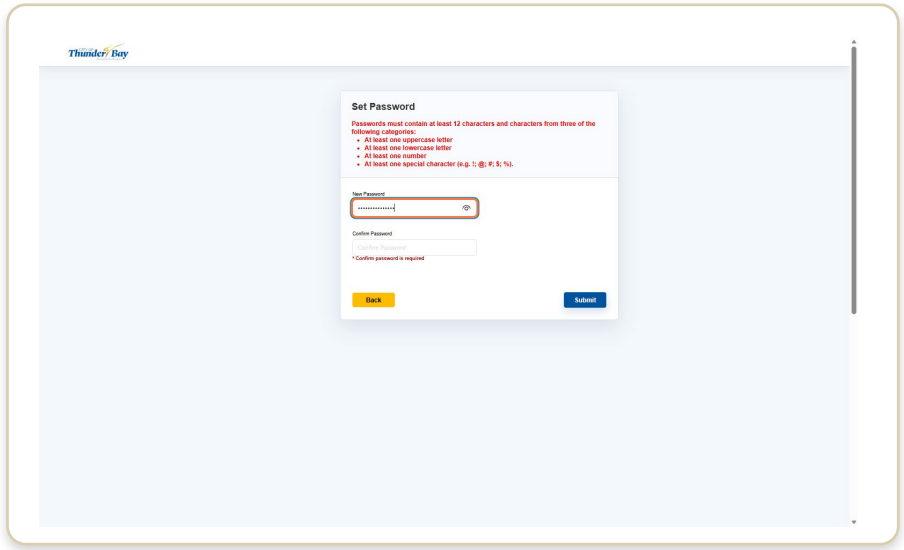


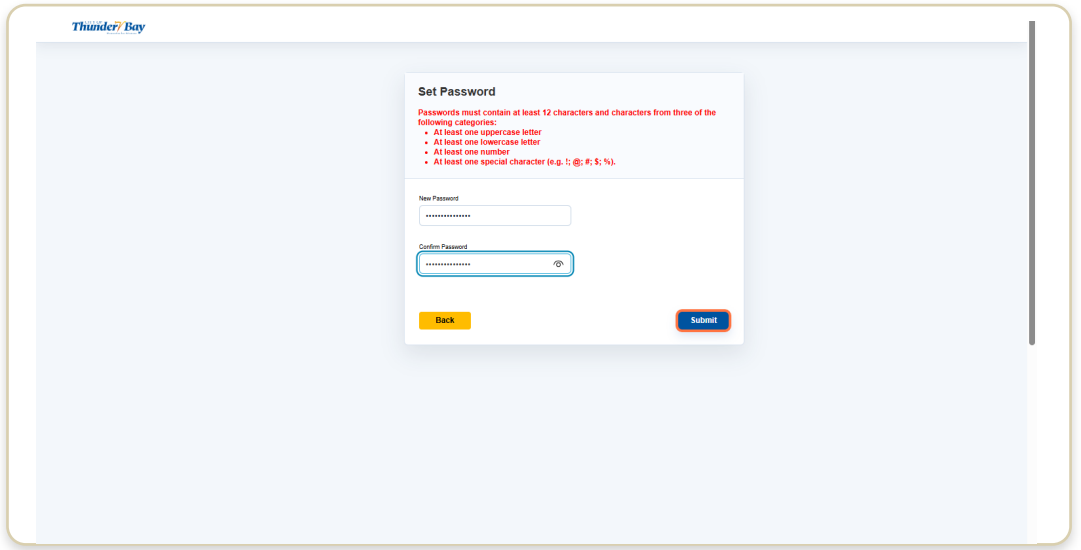


PART 1 · STEP 3 OF 6

Set Your Password

- **Type your password:** in the New Password field.
- **Type it again:** to confirm, then click Submit.

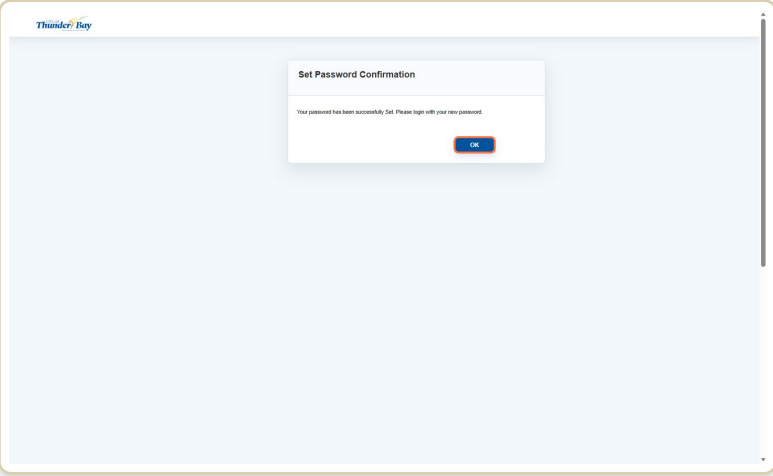


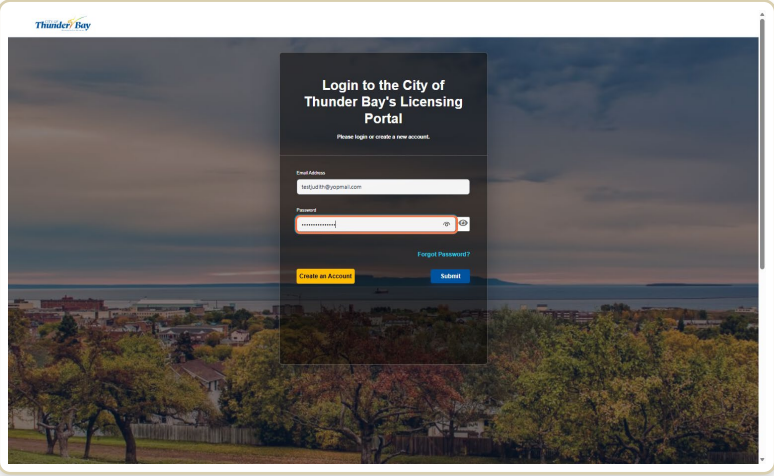


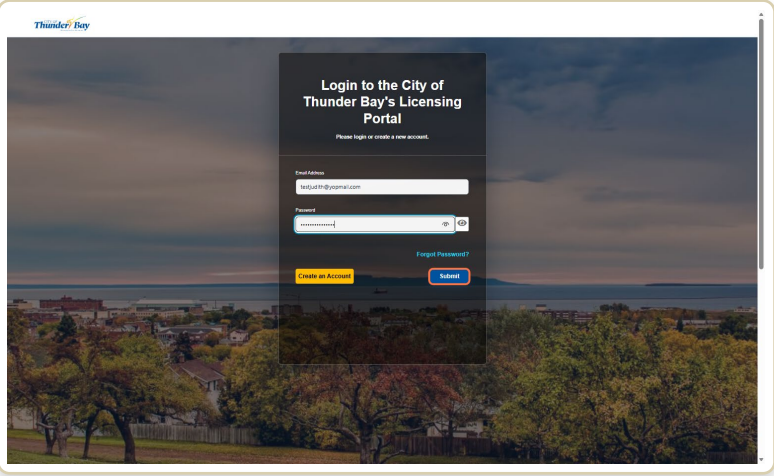
PART 1 · STEP 4 OF 6

Confirm & Sign In

- **Click OK:** to confirm your account is ready.
- **Type your password and click Submit:** to sign in.



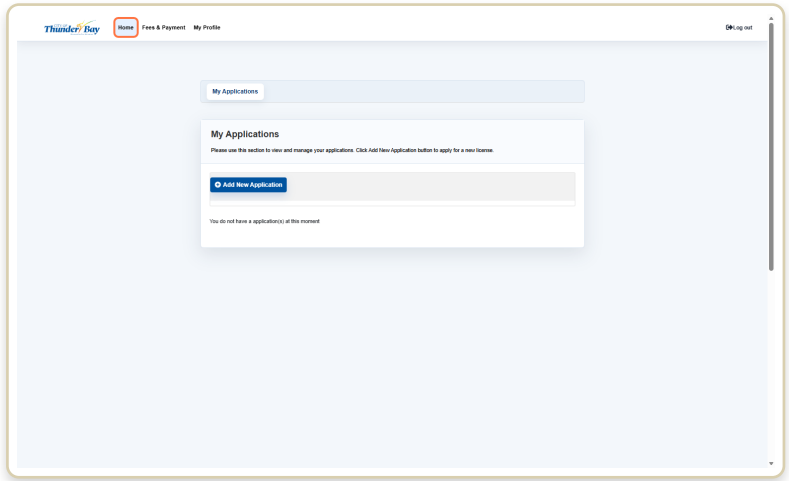


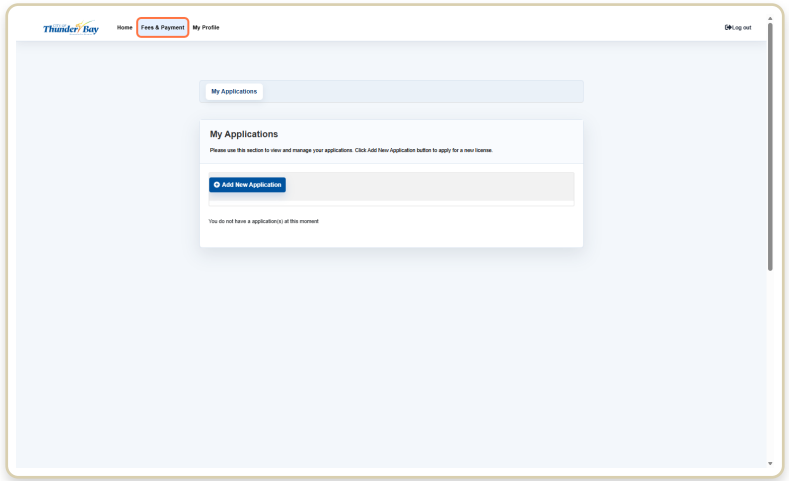


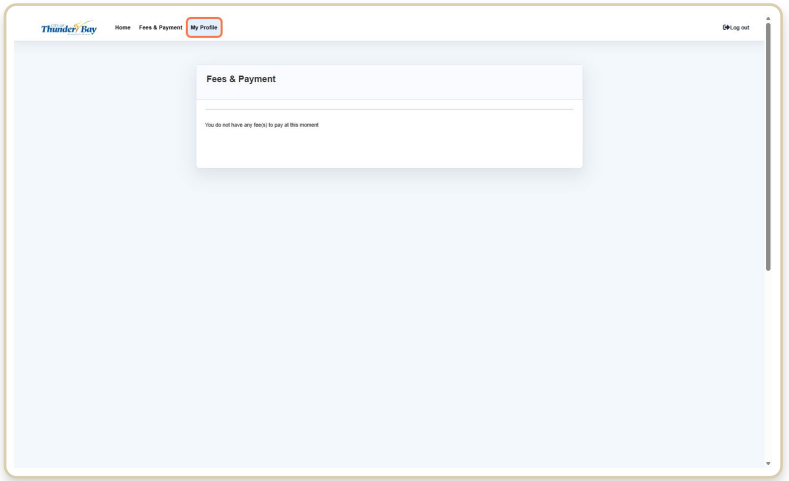
PART 1 · STEP 5 OF 6

Select Your Profile

- **Choose the applicable profile options:** shown on your account screen before continuing.



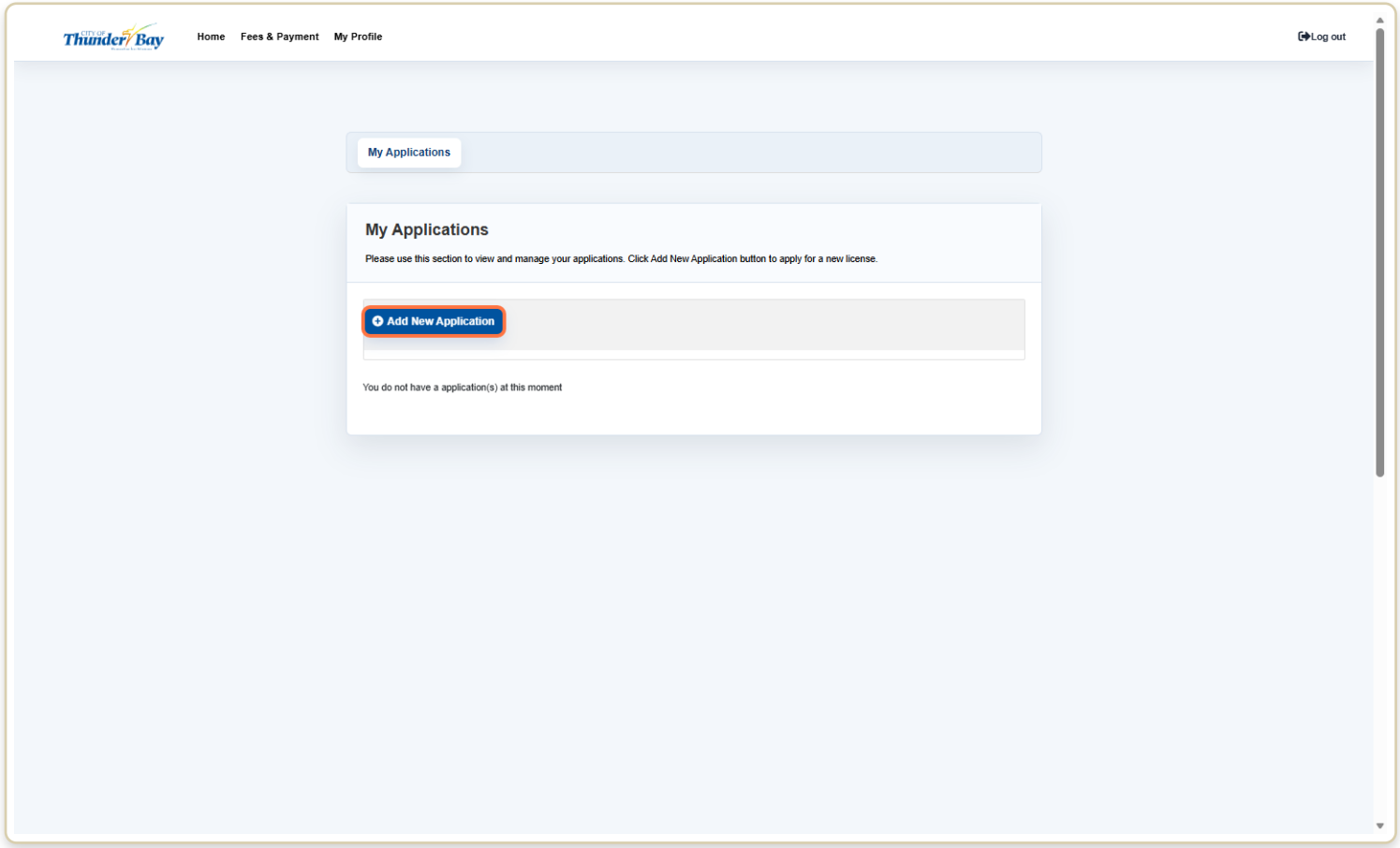




PART 1 · STEP 6 OF 6

Start a New Application

- **Click “Add New Application”:** from My Applications to begin.



2

PART TWO

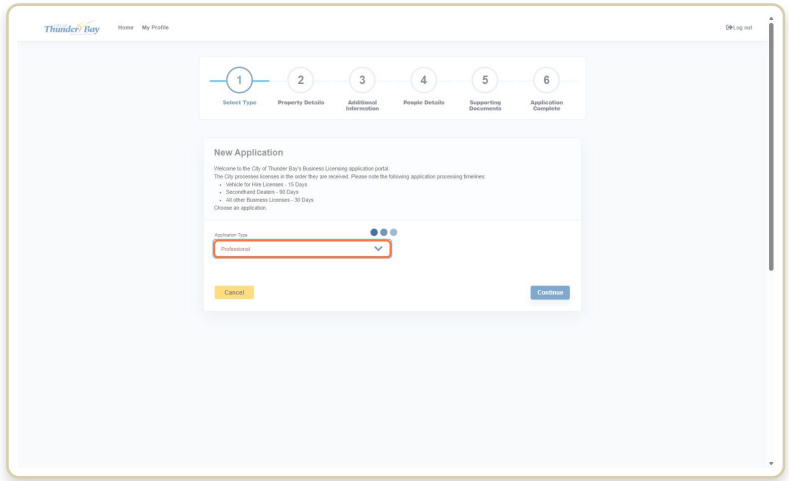
Submit a Professional License Application

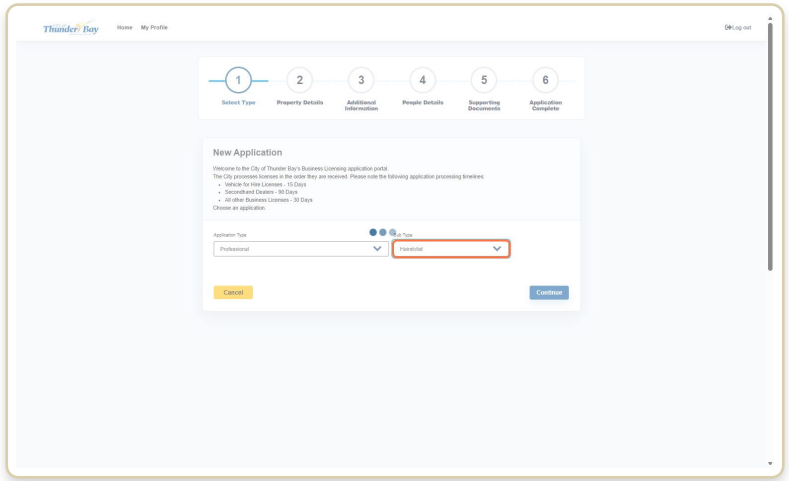
Example: a Hairstylist license. Choose the license type, confirm the address, add contacts, upload documents, and submit.

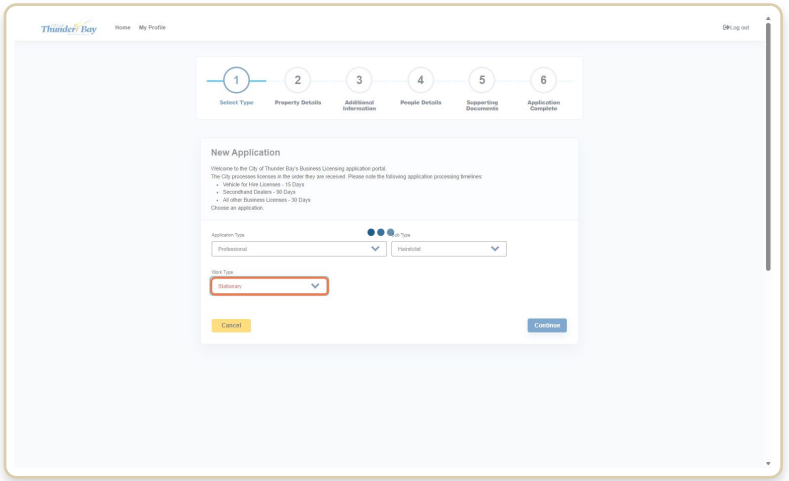
PART 2 · STEP 1 OF 13

Choose the License Type

- **Select Professional, Hairstylist, and Stationary:** from the Application Type, Sub Type, and Work Type fields.

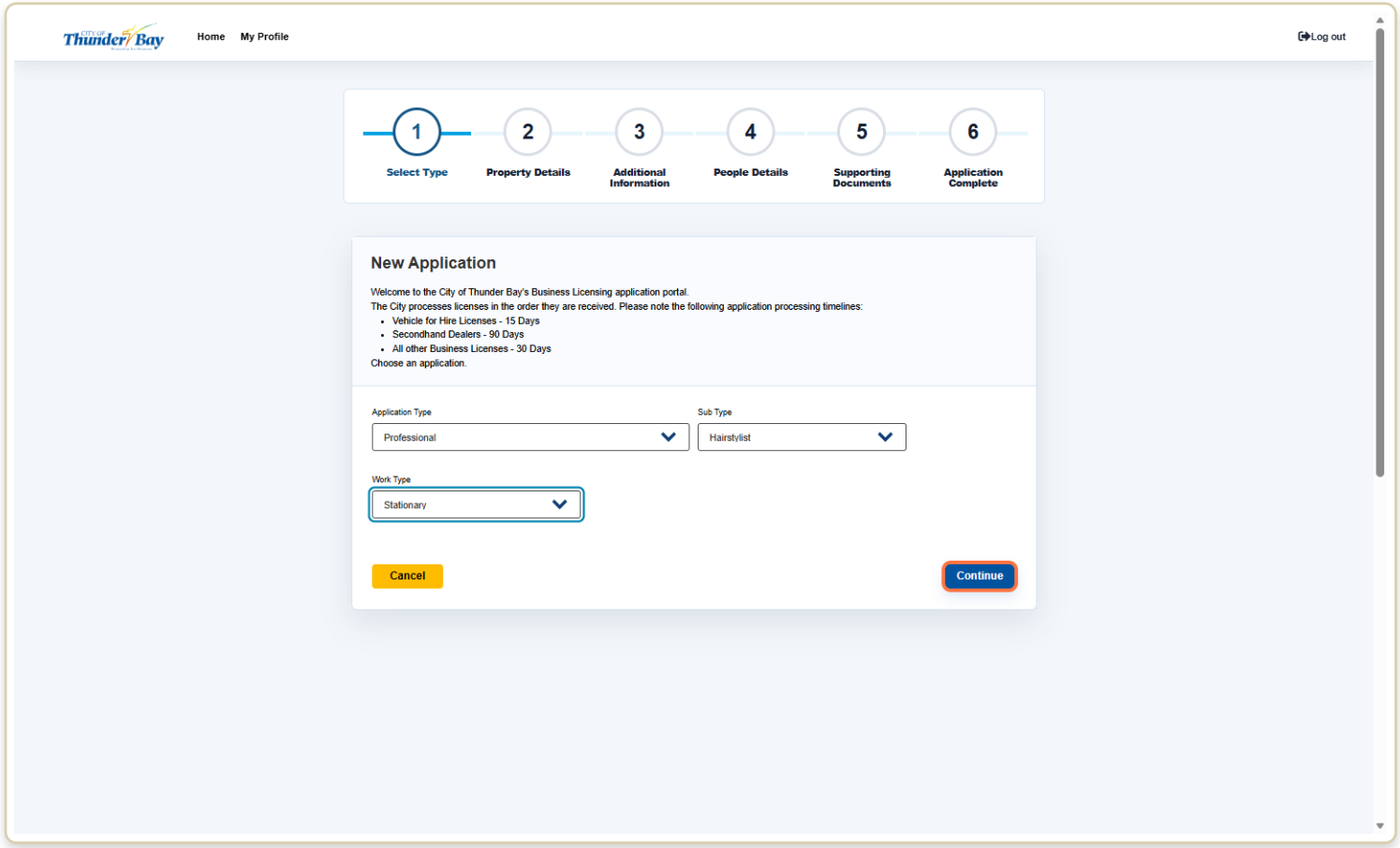






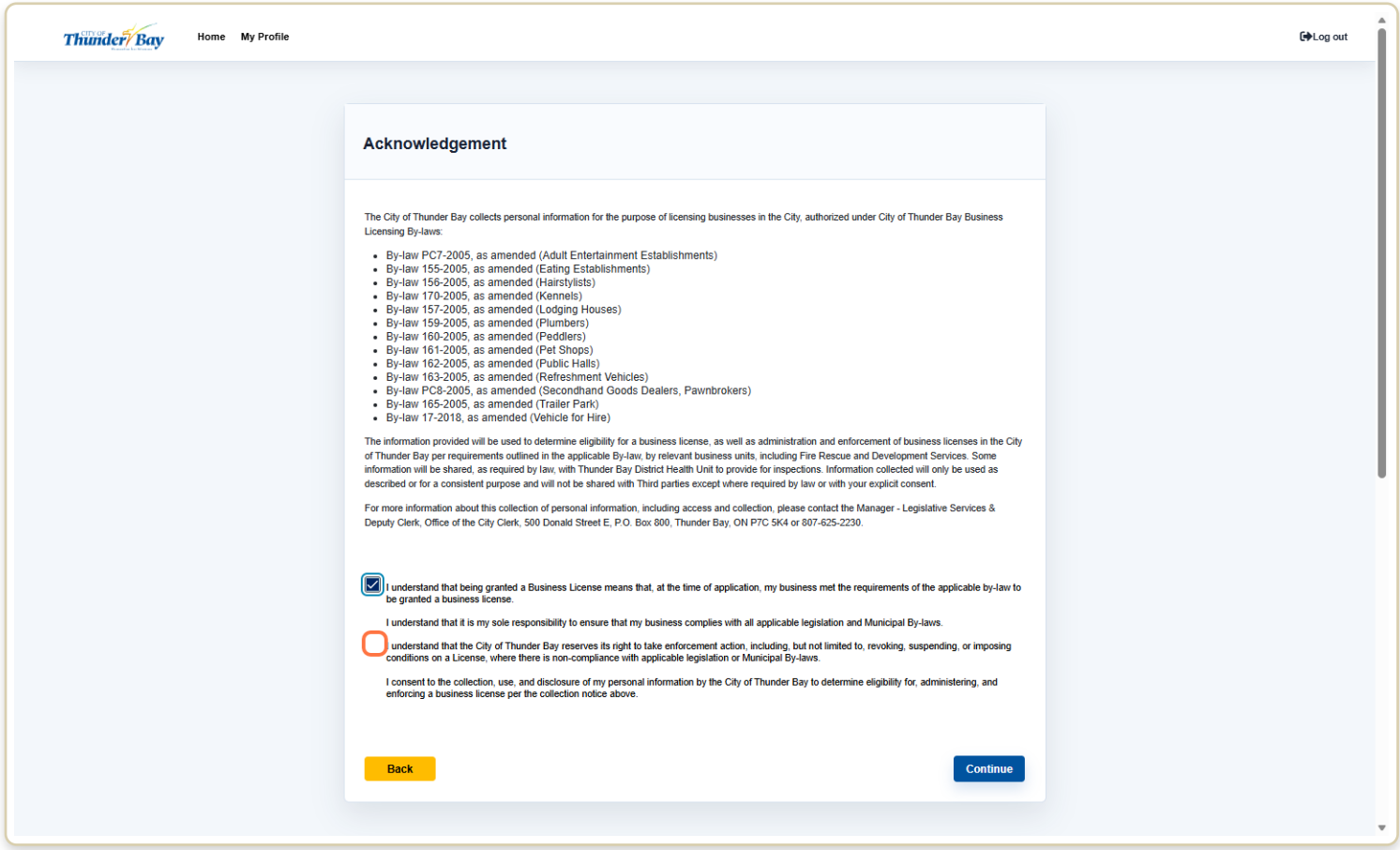
Continue

- **Click Continue:** to proceed.



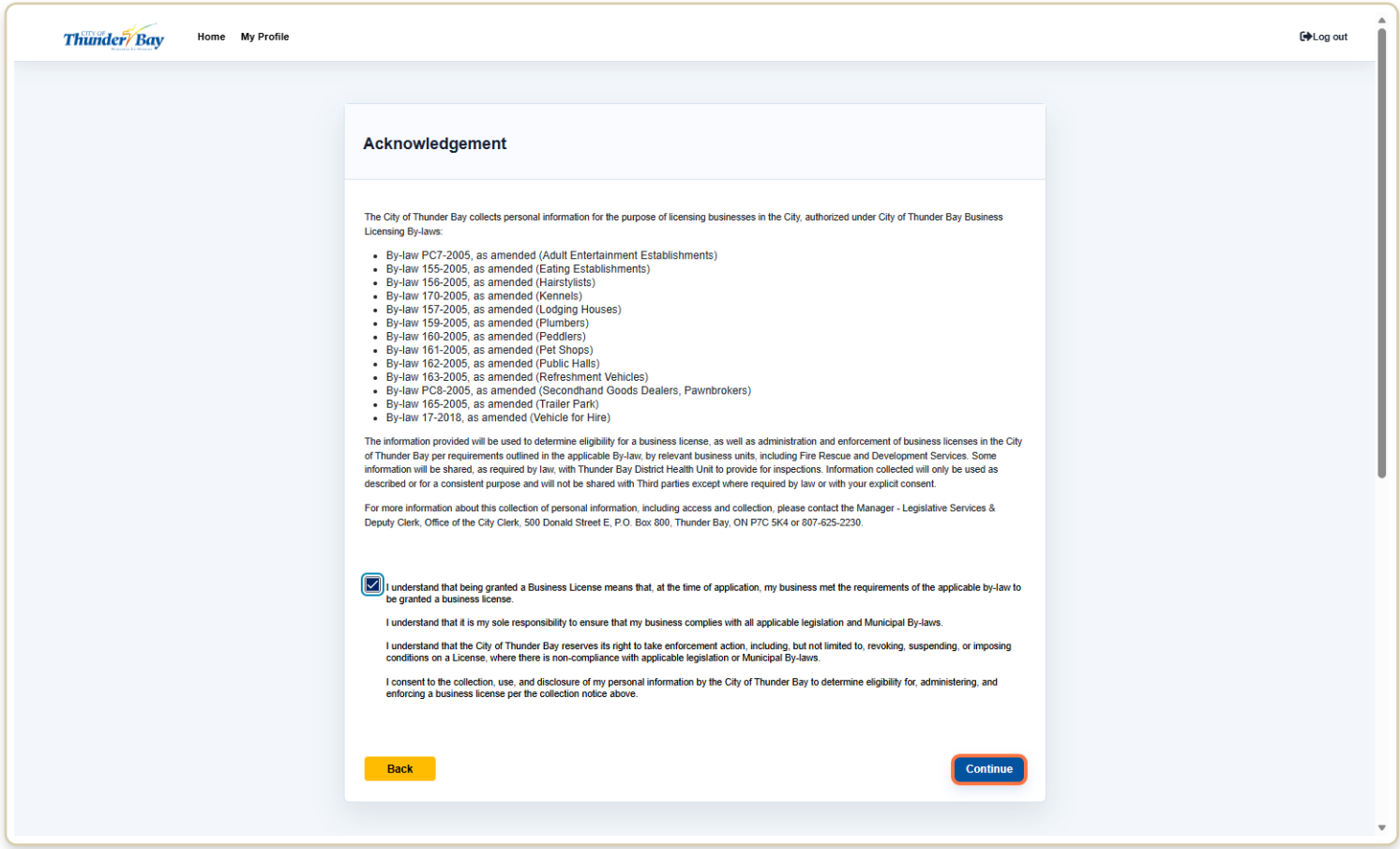
Acknowledge the By-Law Requirement

- **Check the box:** confirming you understand that a business license means your business met the applicable by-law requirements at the time of application.



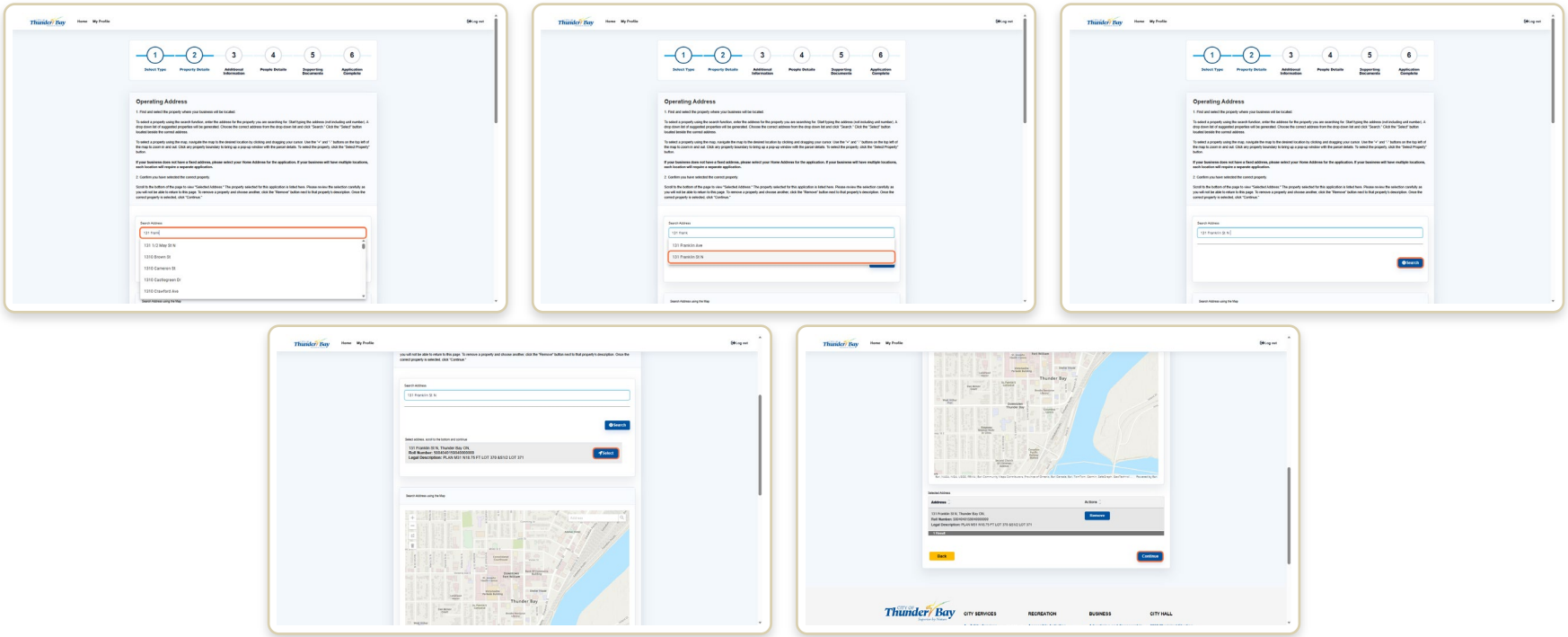
Continue

- **Click Continue:** to proceed to the business address.



Search & Select the Business Address

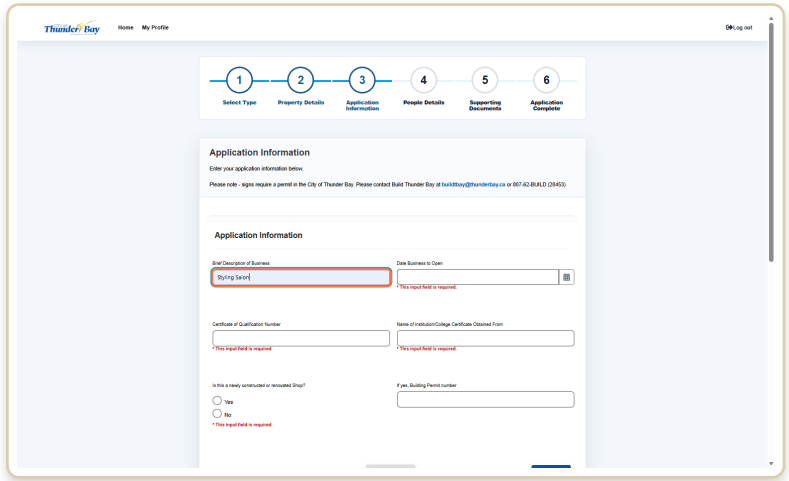
- **Type the address:** and choose it from the search results.
- **Click Search, then Select:** and click Continue.

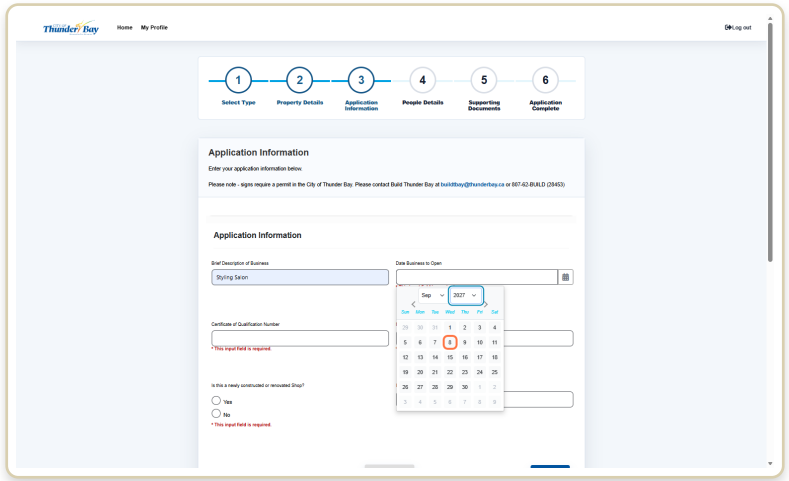


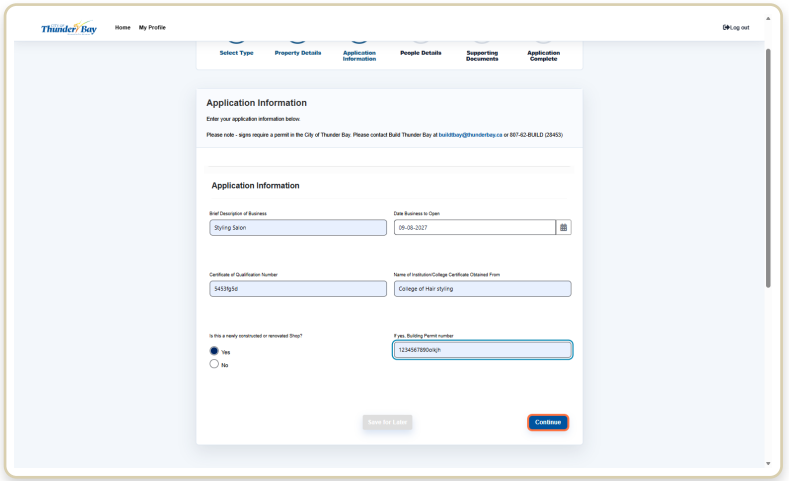
PART 2 · STEP 6 OF 13

Enter Business Details

- **Type the business name:** and complete the remaining fields shown.
- **Click Continue:** to proceed.



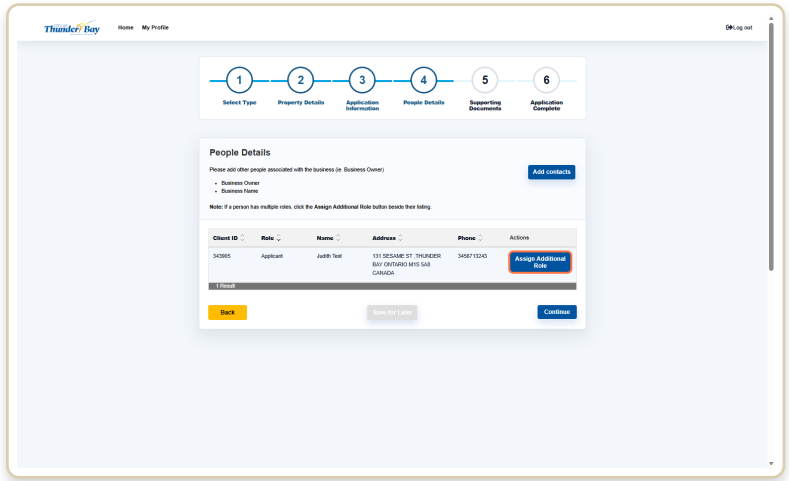


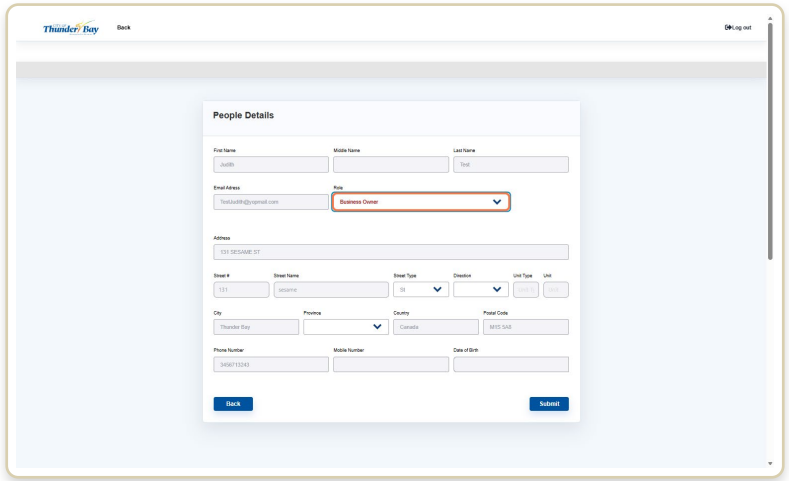


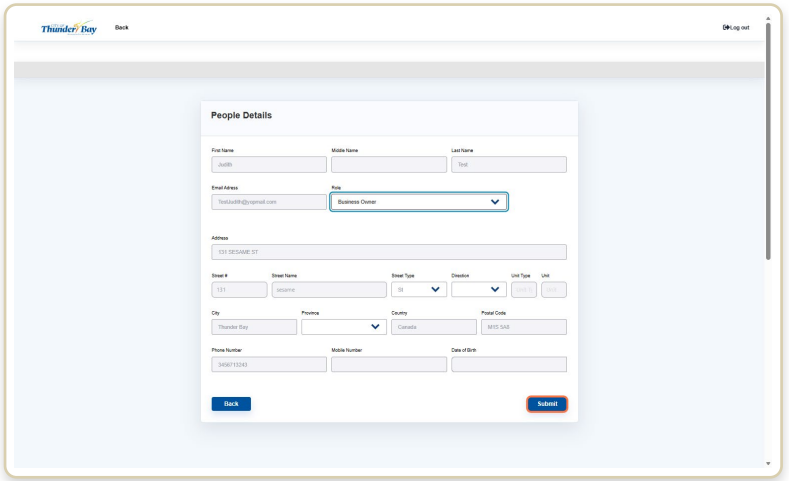
PART 2 · STEP 7 OF 13

Assign an Additional Role

- **Click “Assign Additional Role”:** and select Business Owner.
- **Click Submit:** to save the role.

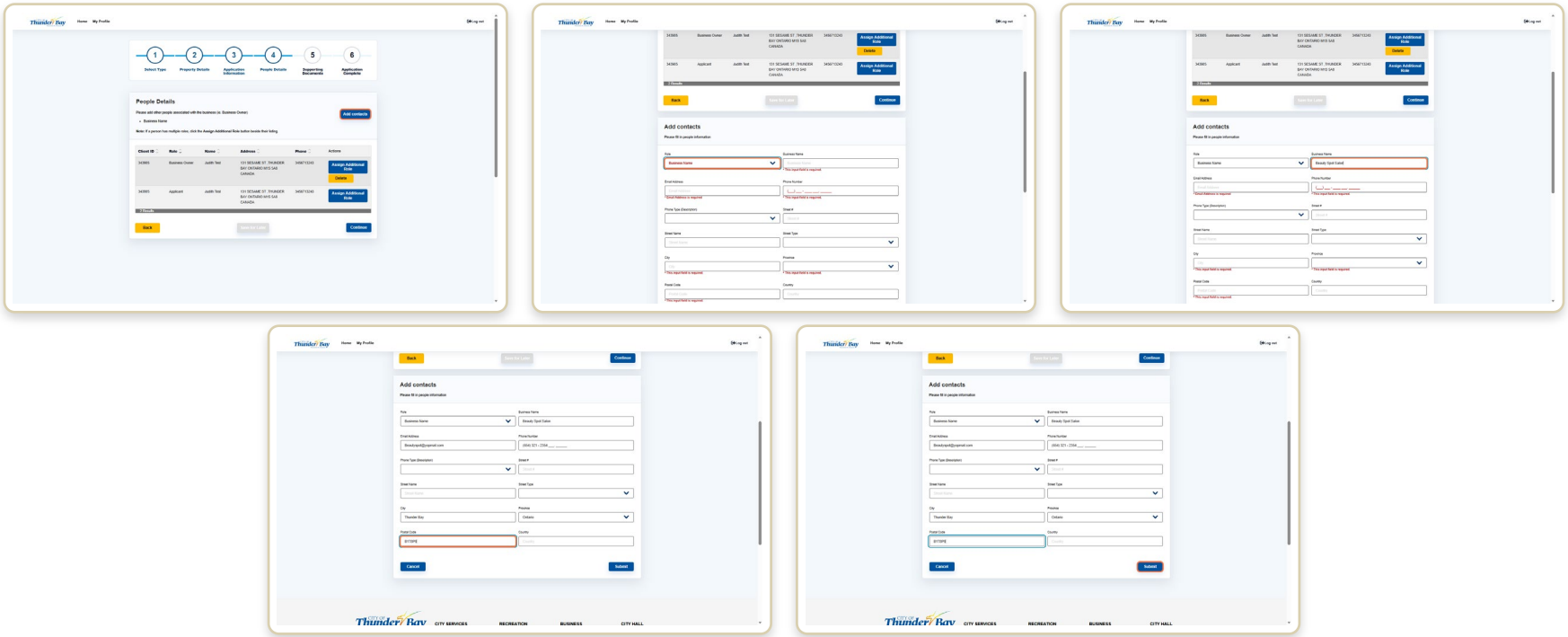






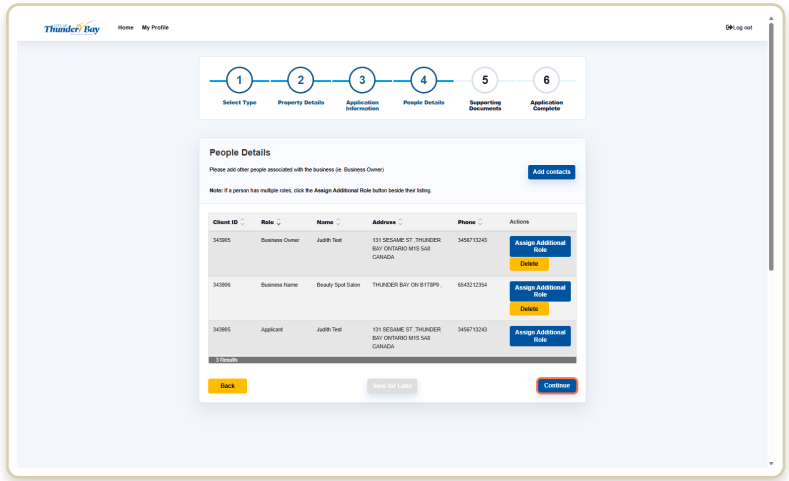
Add a Business Contact

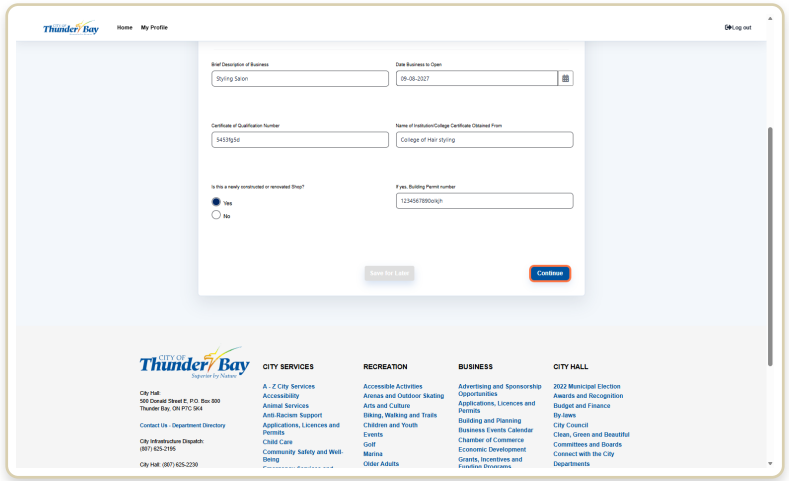
- **Click “Add contacts”:** and select Business Name as the role.
- **Enter the business name and details:** then click Submit.

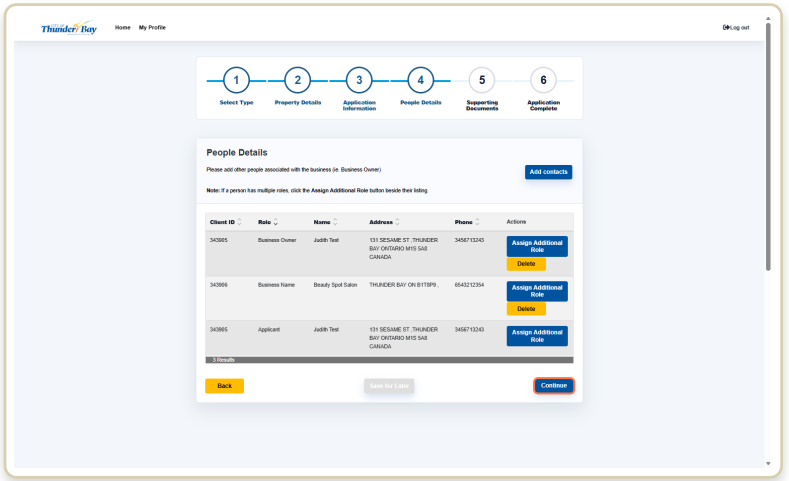


Continue Through the Remaining Screens

- **Click Continue:** to move through each remaining screen until you reach document upload.

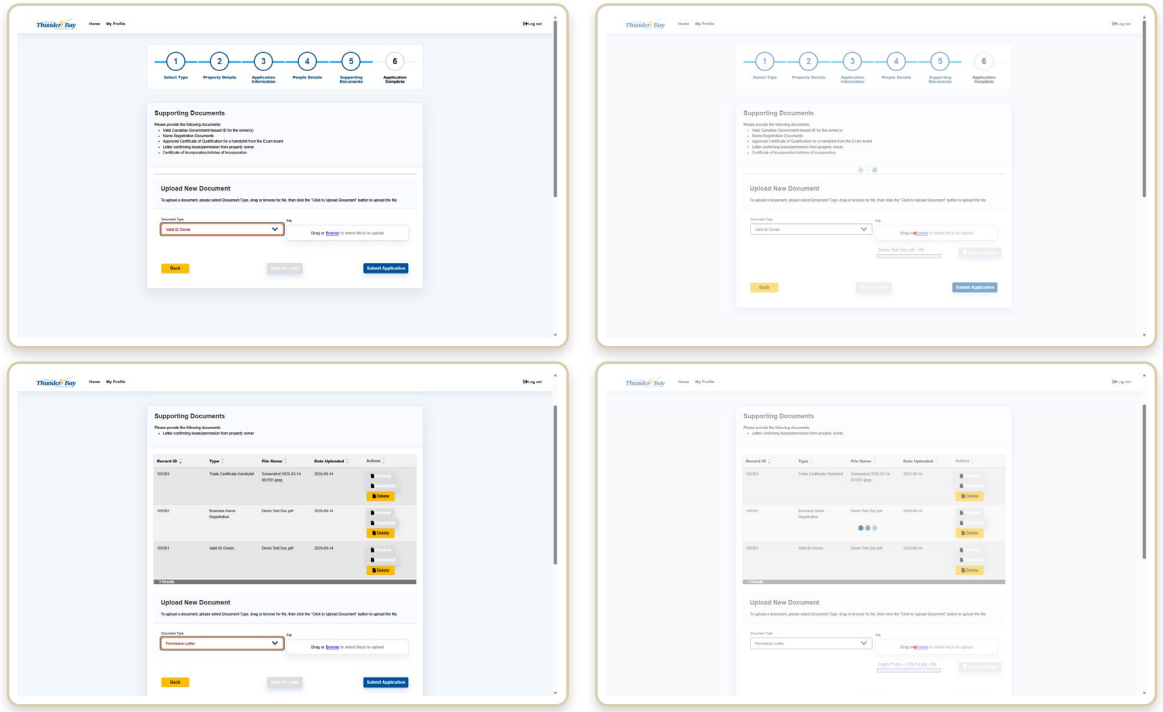






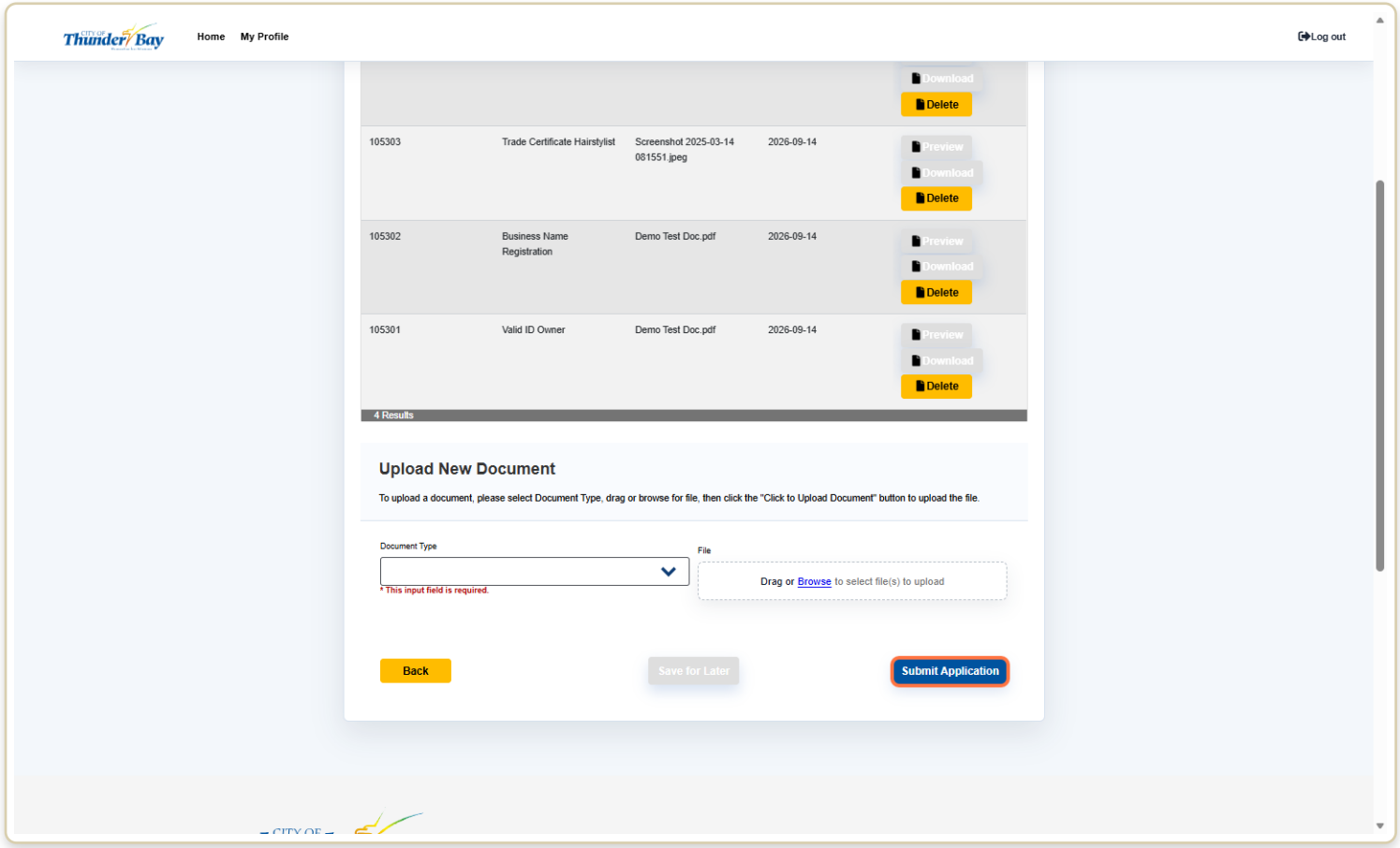
Upload Required Documents

- **Select “Valid ID Owner”:** as the Document Type and choose the file.
- **Select “Permission Letter”:** as the Document Type and choose the file.



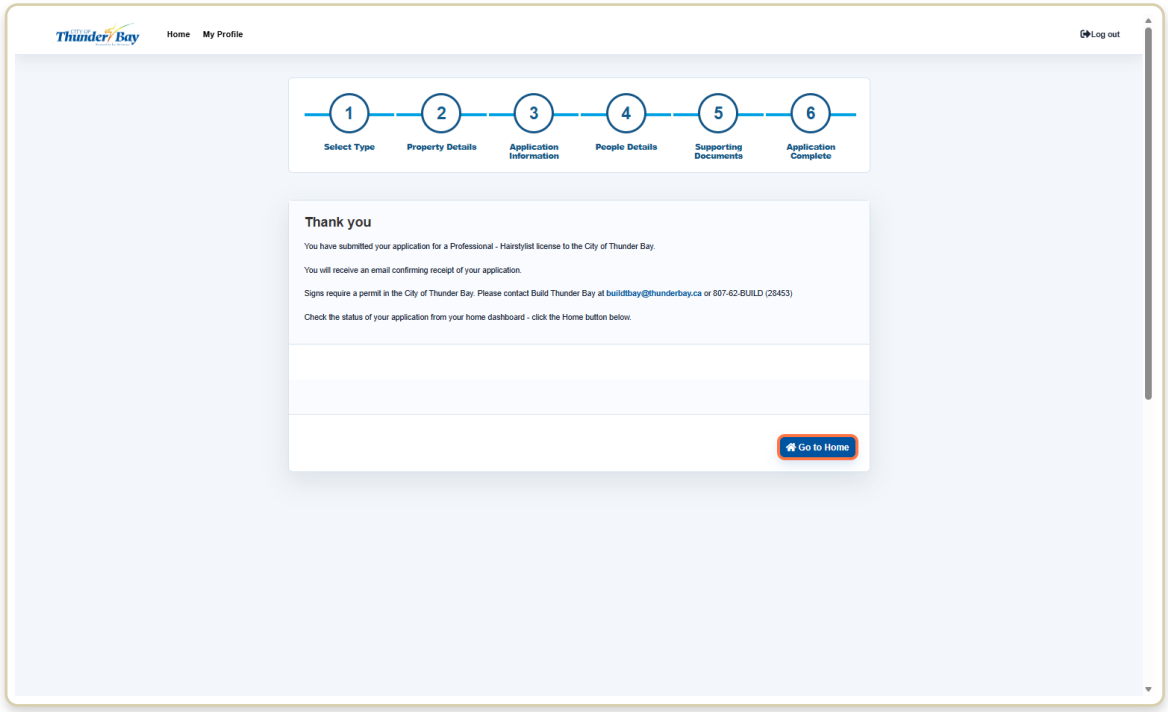
Submit the Application

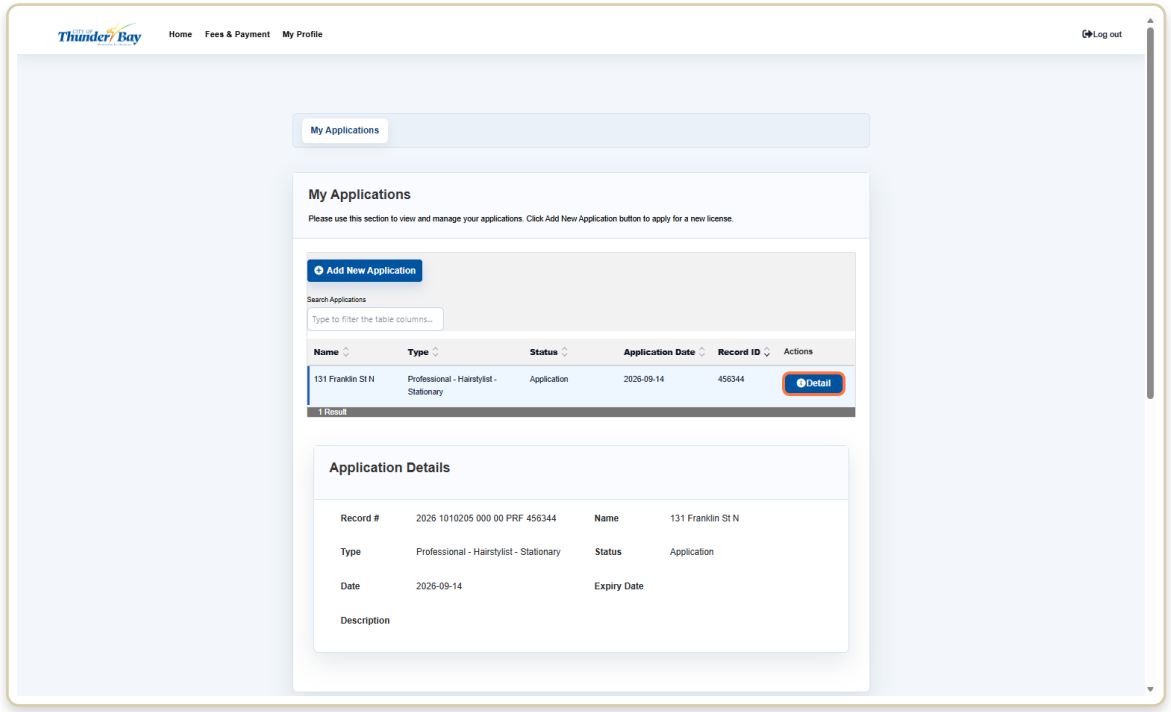
- **Click “Submit Application”:** to send it for review.



Return Home & Open Your Application

- **Click “Go to Home”:** to return to the applications list.
- **Click Detail:** to open your submitted application.

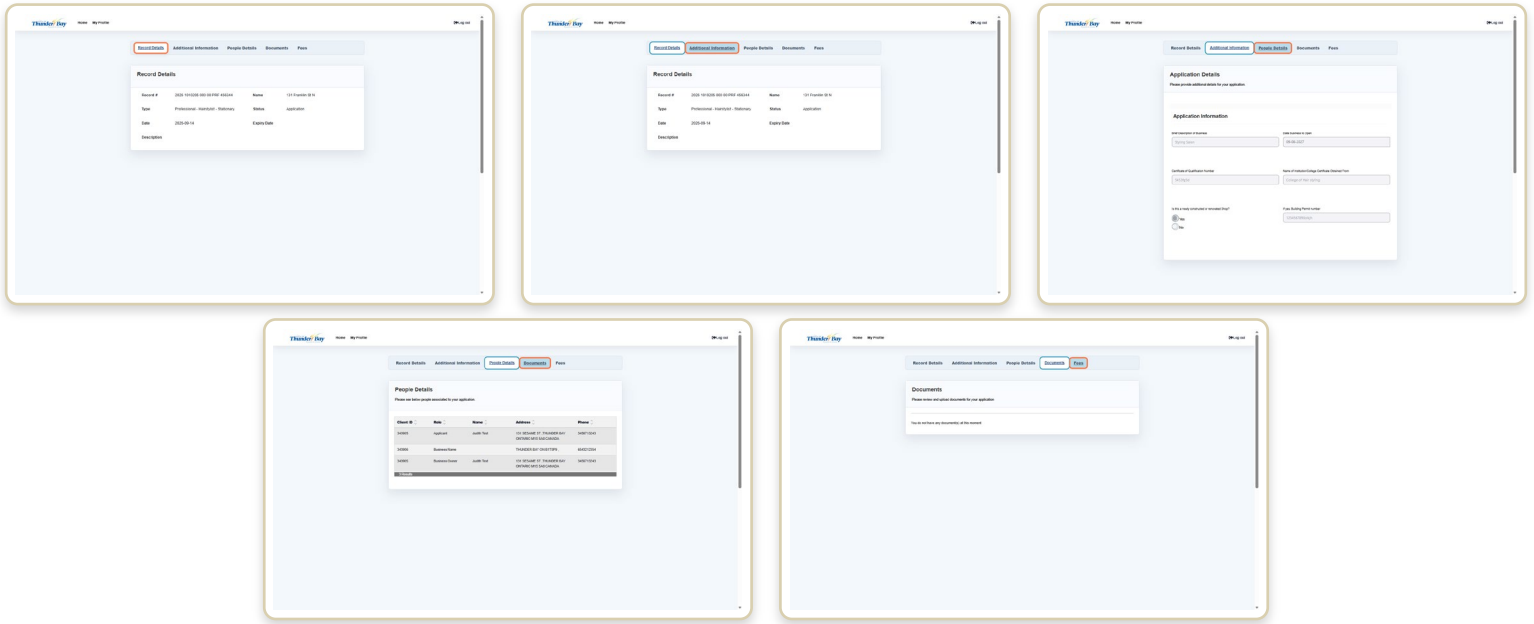




PART 2 · STEP 13 OF 13

Review the Application Record

- **Review each tab:** — Record Details, Additional Information, People Details, Documents, and Fees — to confirm everything was captured.



Use these tabs any time you need to check an application's status or details.

3

PART THREE

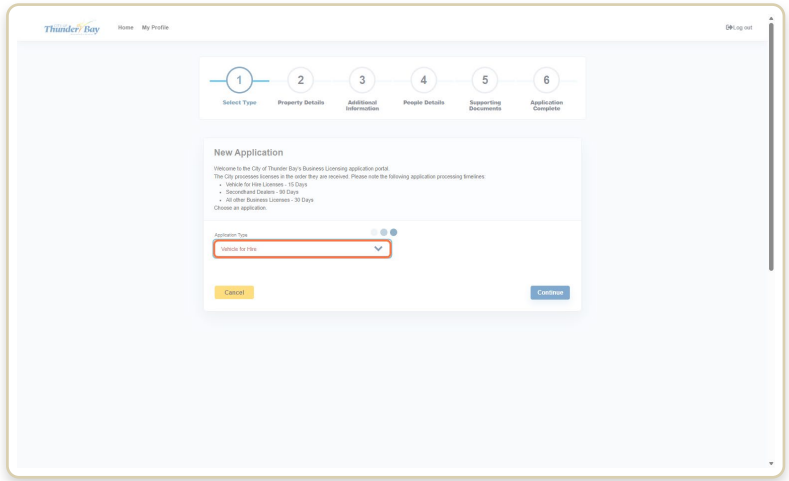
Submit a Vehicle for Hire License Application

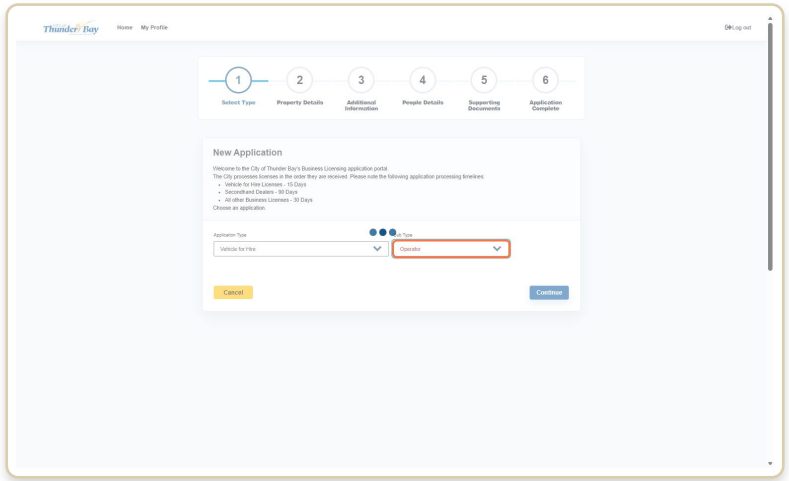
Example: a Limousine Driver license. It follows the same overall pattern, with the details and documents this license type requires. This example also shows a two-stage flow, where the company must review the applicant's submission before it moves forward.

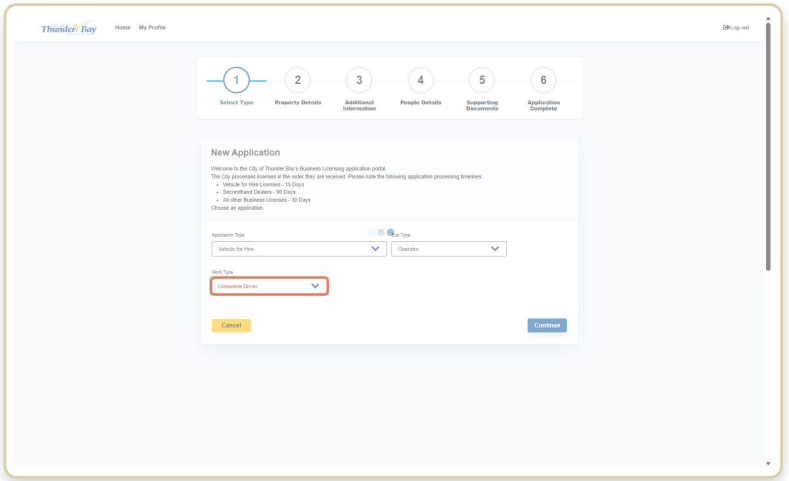
PART 3 · STEP 1 OF 12

Choose the License Type

- **Select Vehicle for Hire, Operator, and Limousine Driver:** from the Application Type, Sub Type, and Work Type fields.

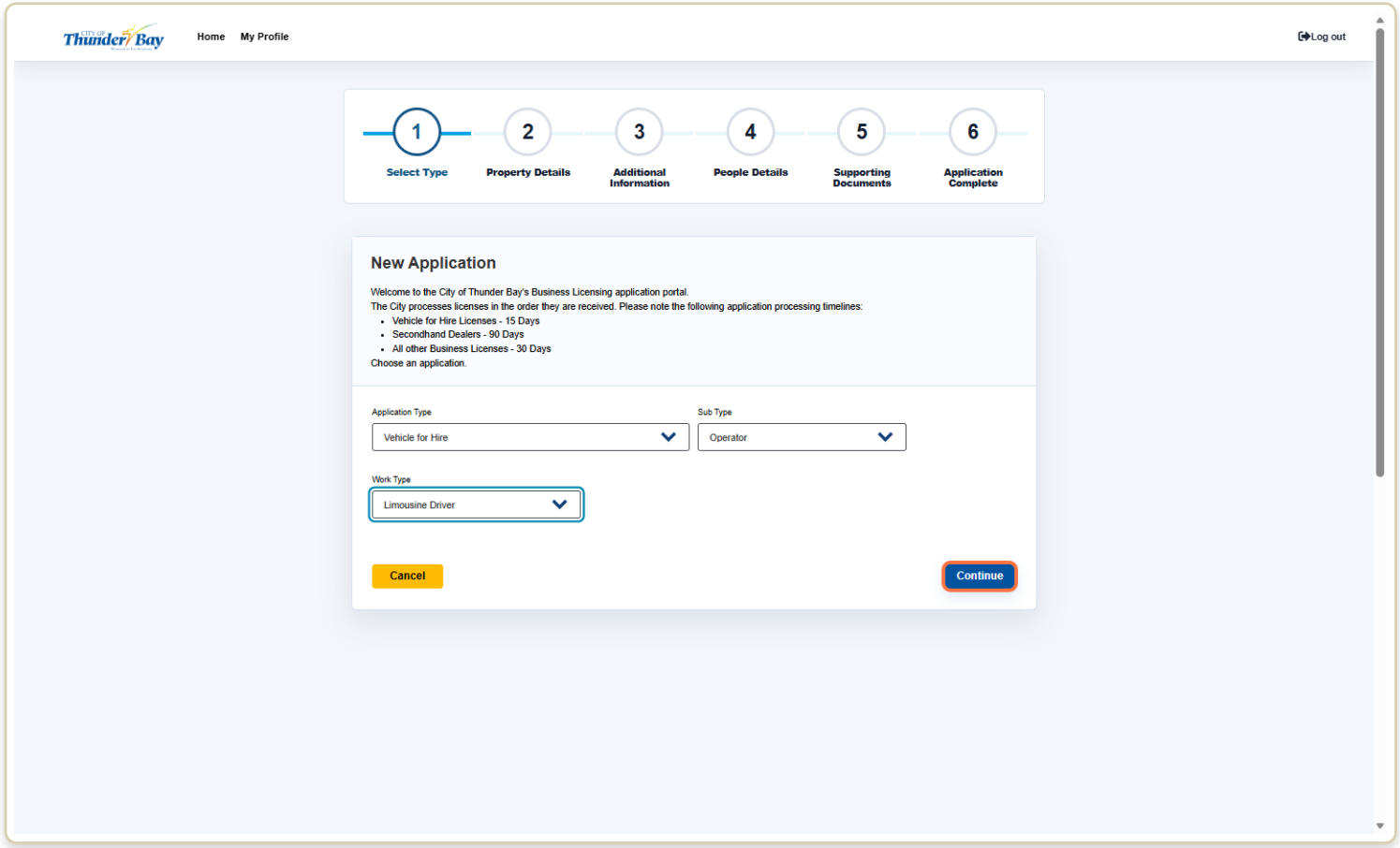






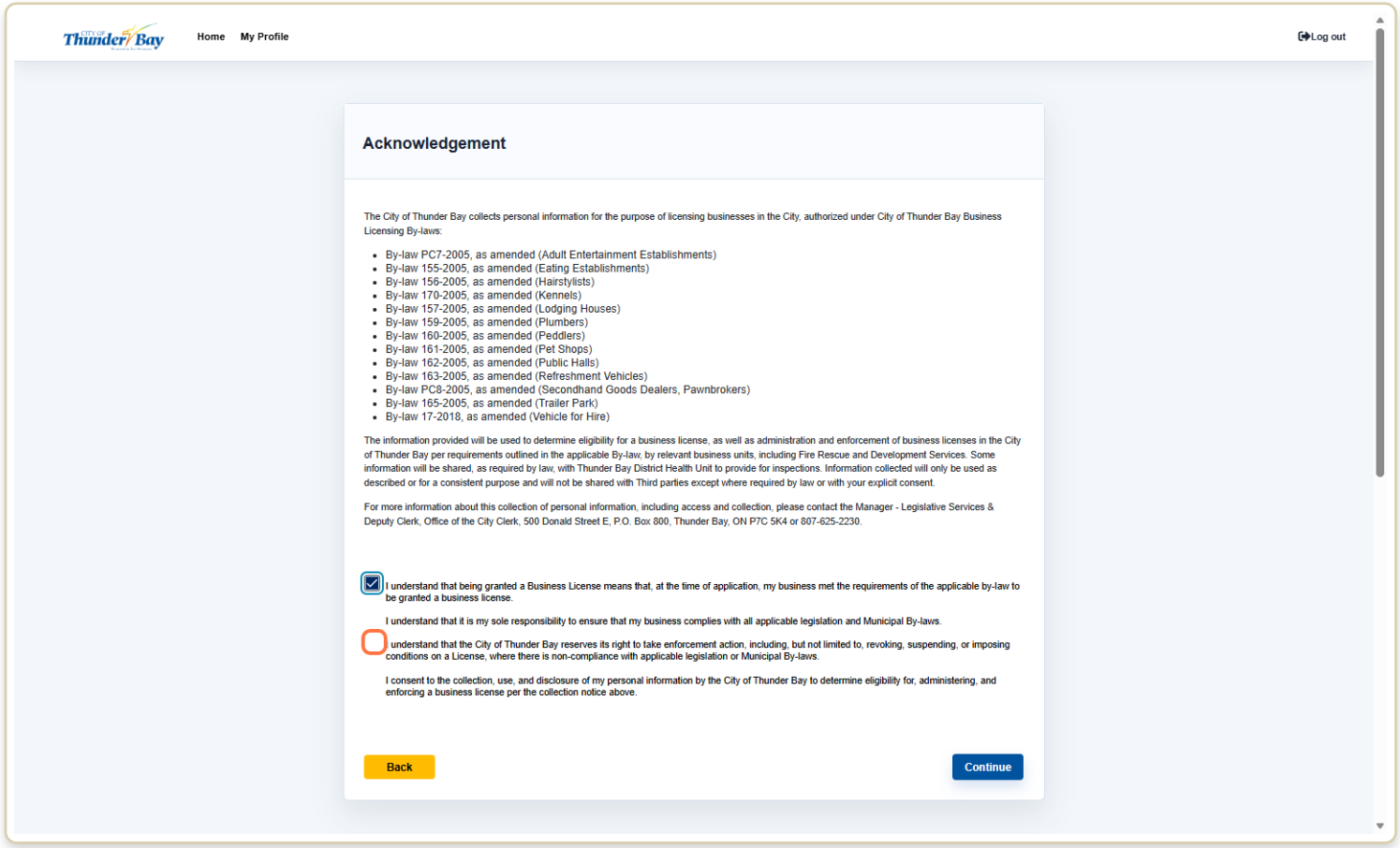
Continue

- **Click Continue:** to proceed.



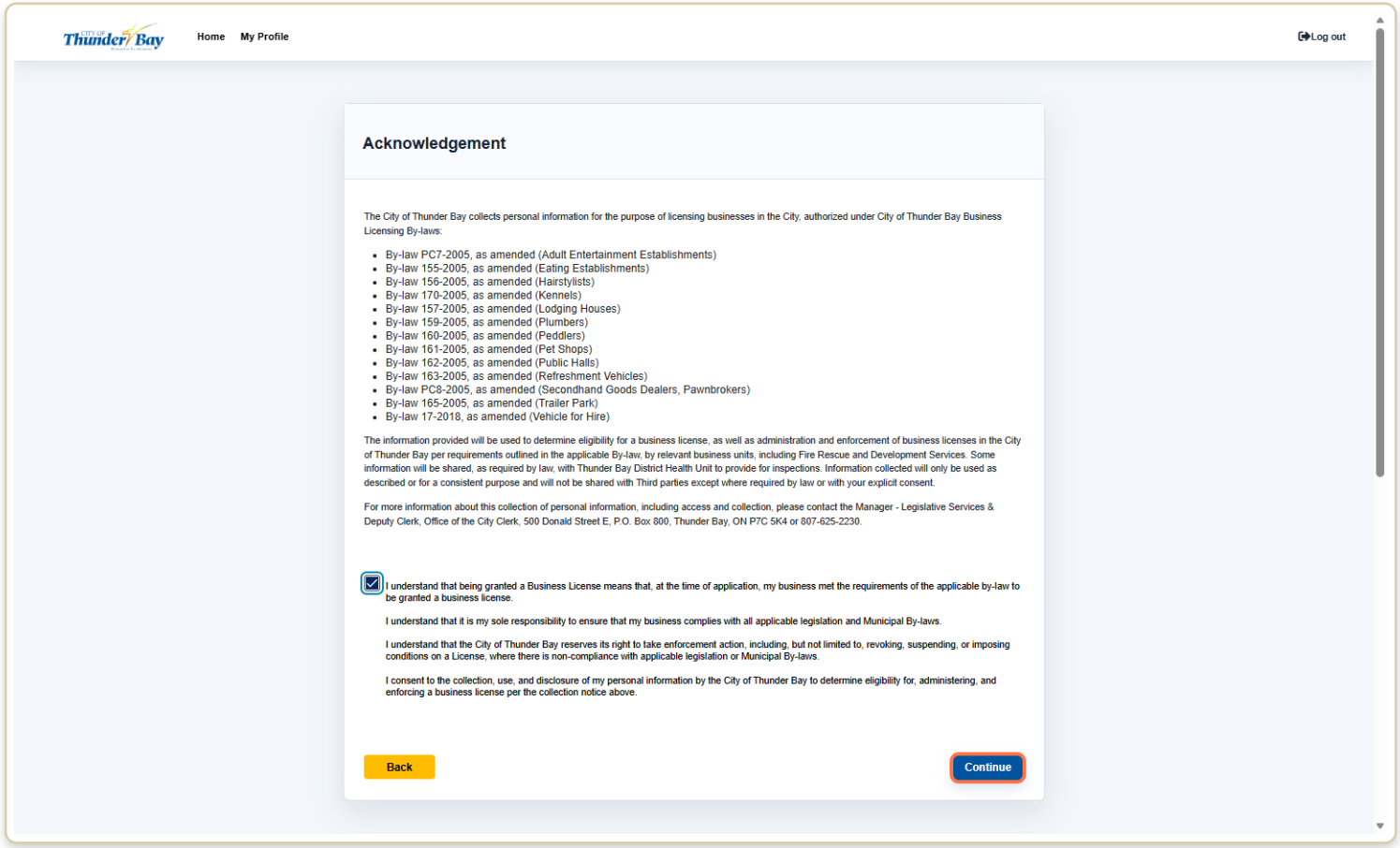
Acknowledge the By-Law Requirement

- **Check the box:** confirming you understand that a business license means your business met the applicable by-law requirements at the time of application.



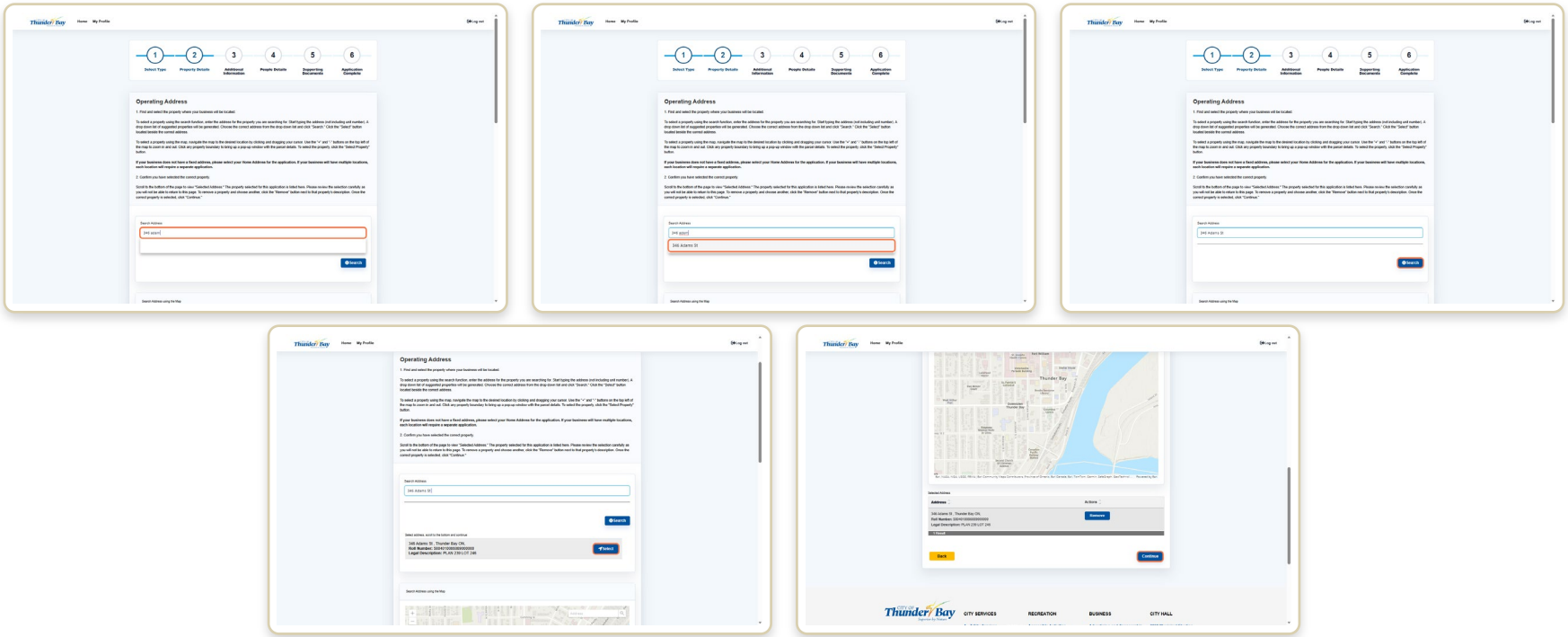
Continue

- **Click Continue:** to proceed to the address.



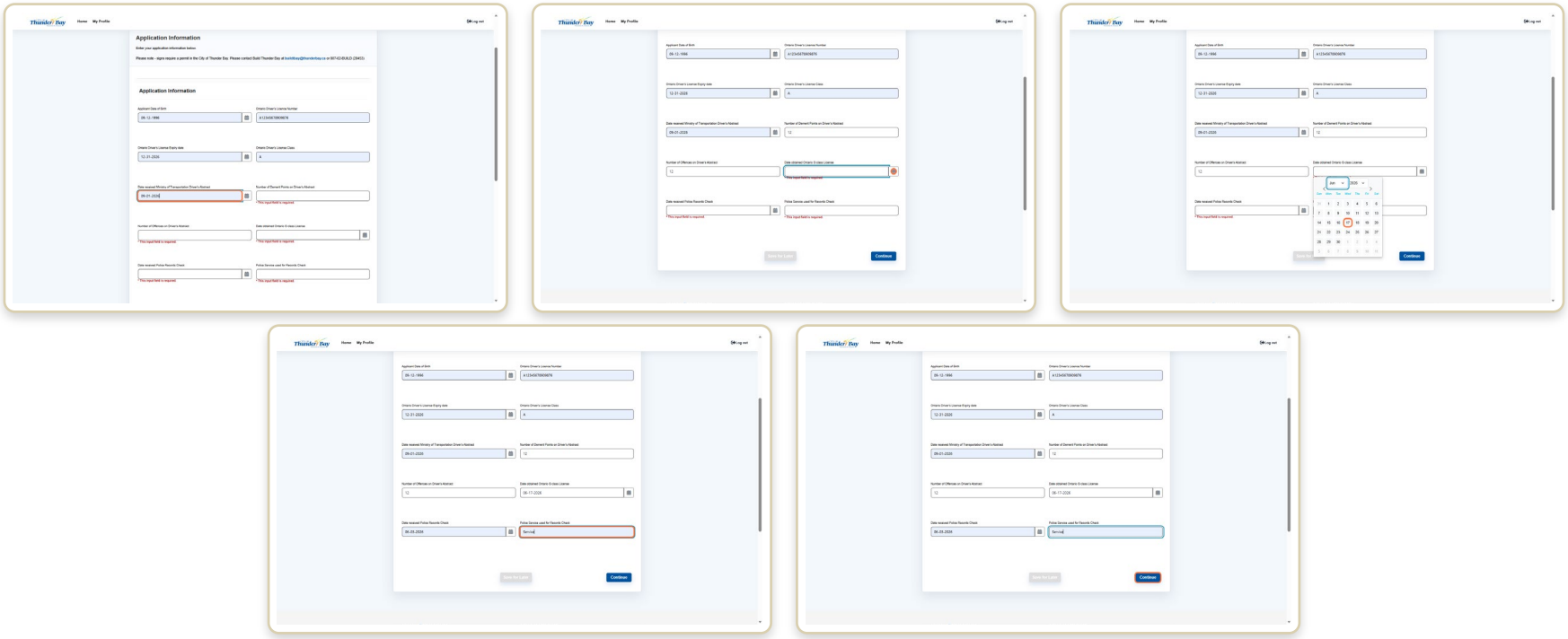
Search & Select the Address

- **Type the address:** and choose it from the search results.
- **Click Search, then Select:** and click Continue.



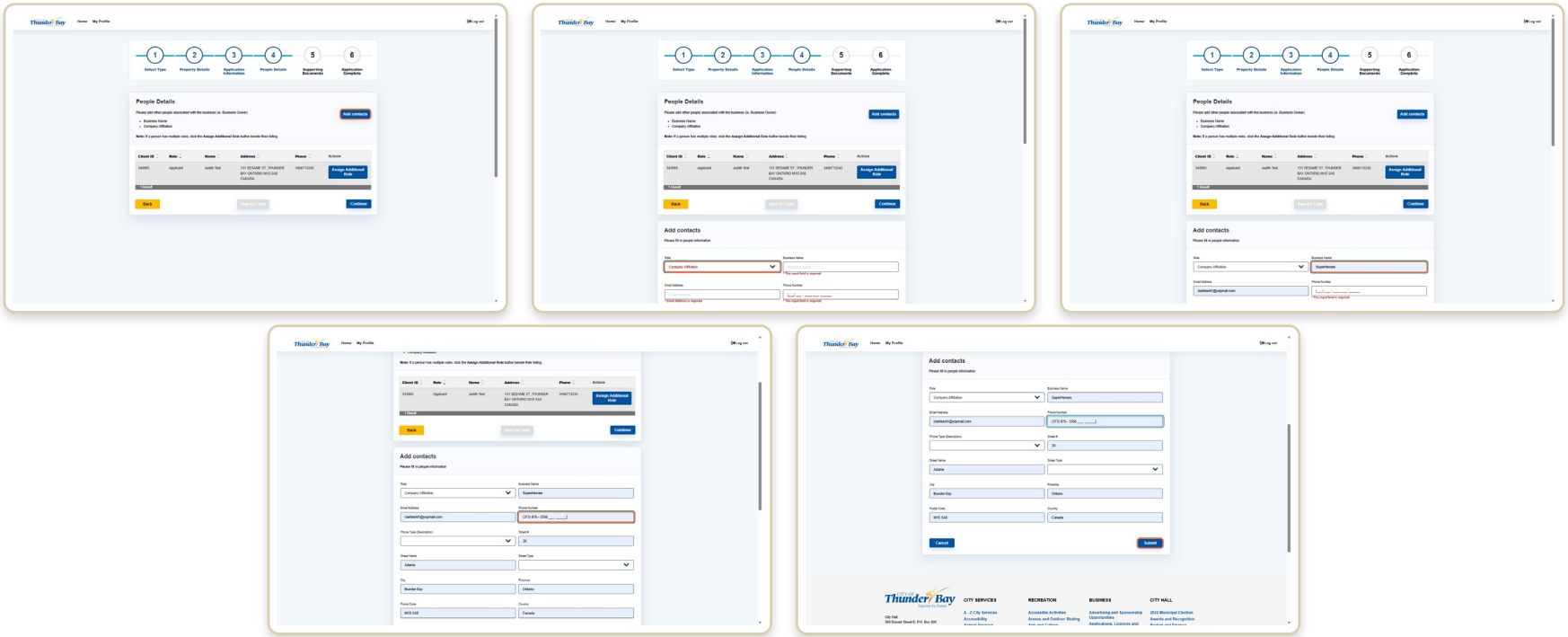
Complete the Application Details

- **Enter the requested date:** and use Highlight to select the relevant area or item.
- **Complete the remaining fields:** and click Continue.



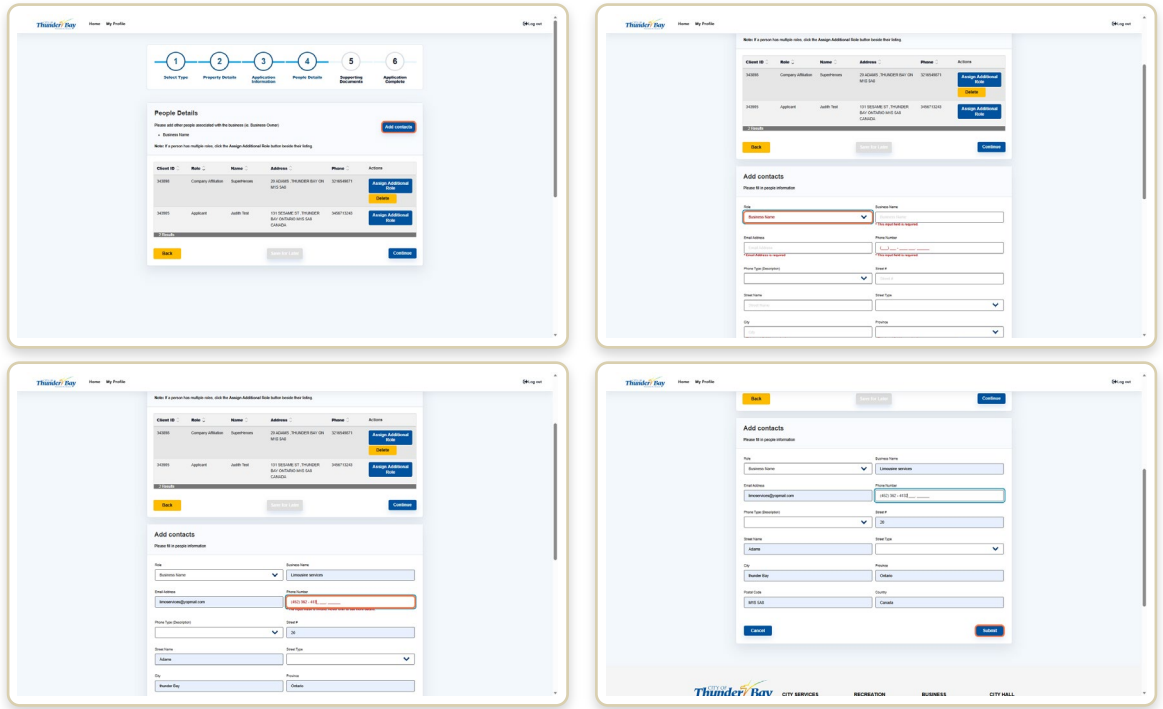
Add a Company Affiliation Contact

- **Click “Add contacts”:** and select Company Affiliation as the role.
- **Enter the company name and phone number:** then click Submit.



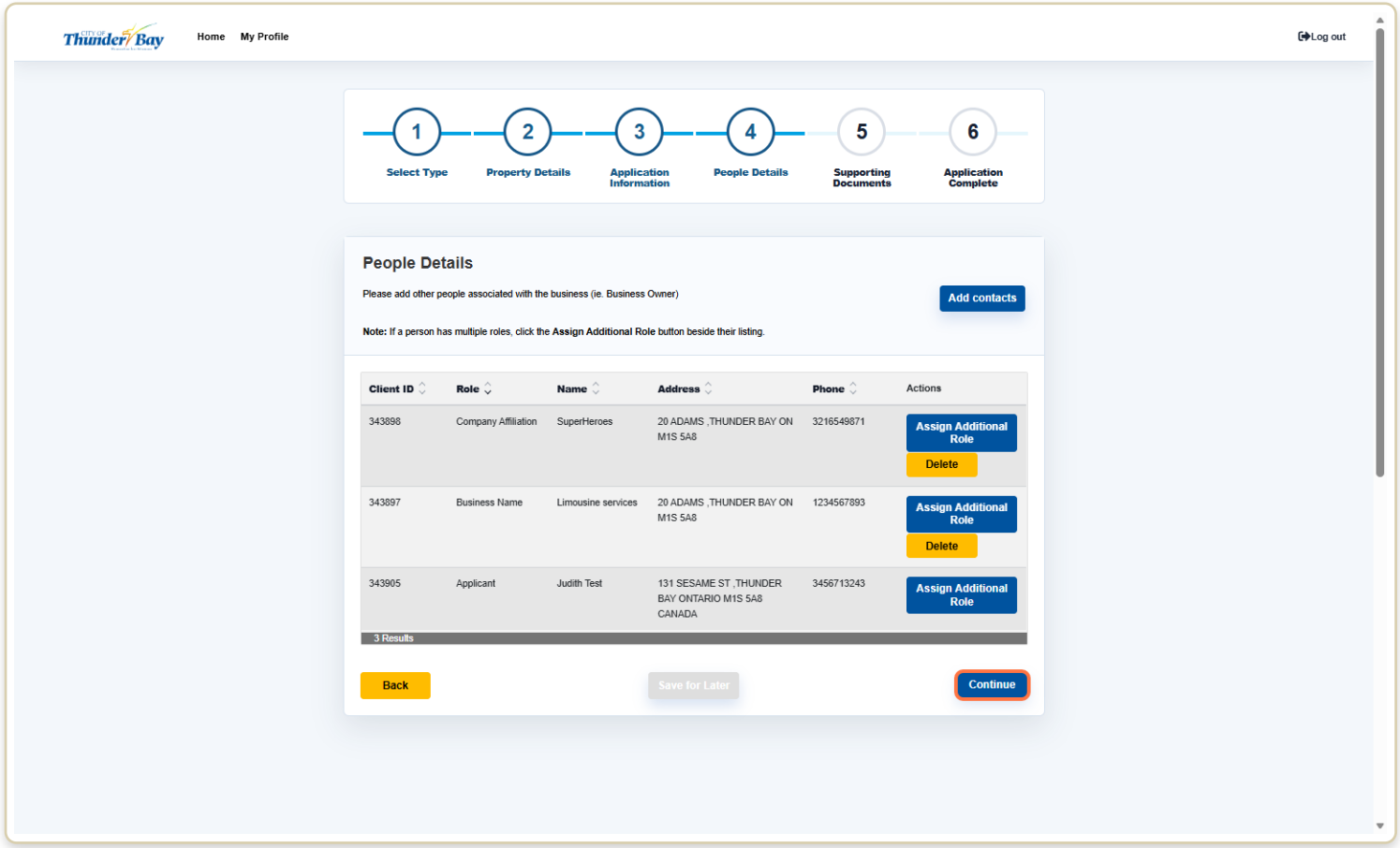
Add a Business Contact

- **Click “Add contacts”:** and select Business Name as the role.
- **Enter the contact phone number:** then click Submit.



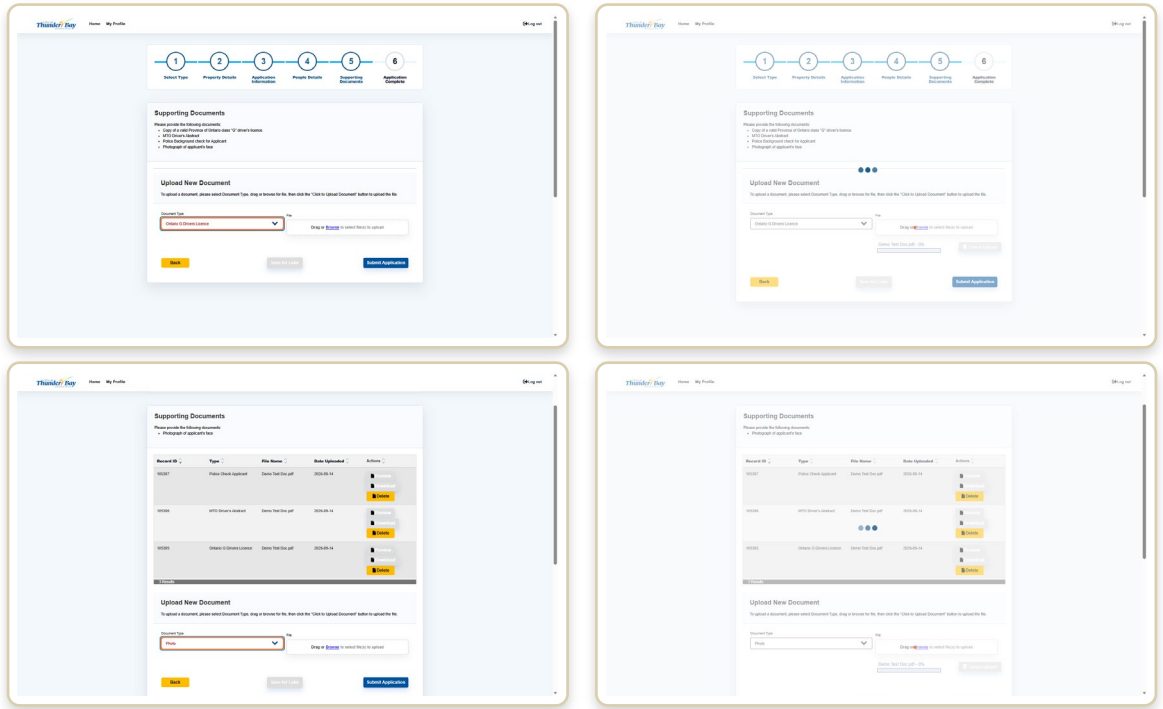
Continue

- **Click Continue:** to proceed to document upload.



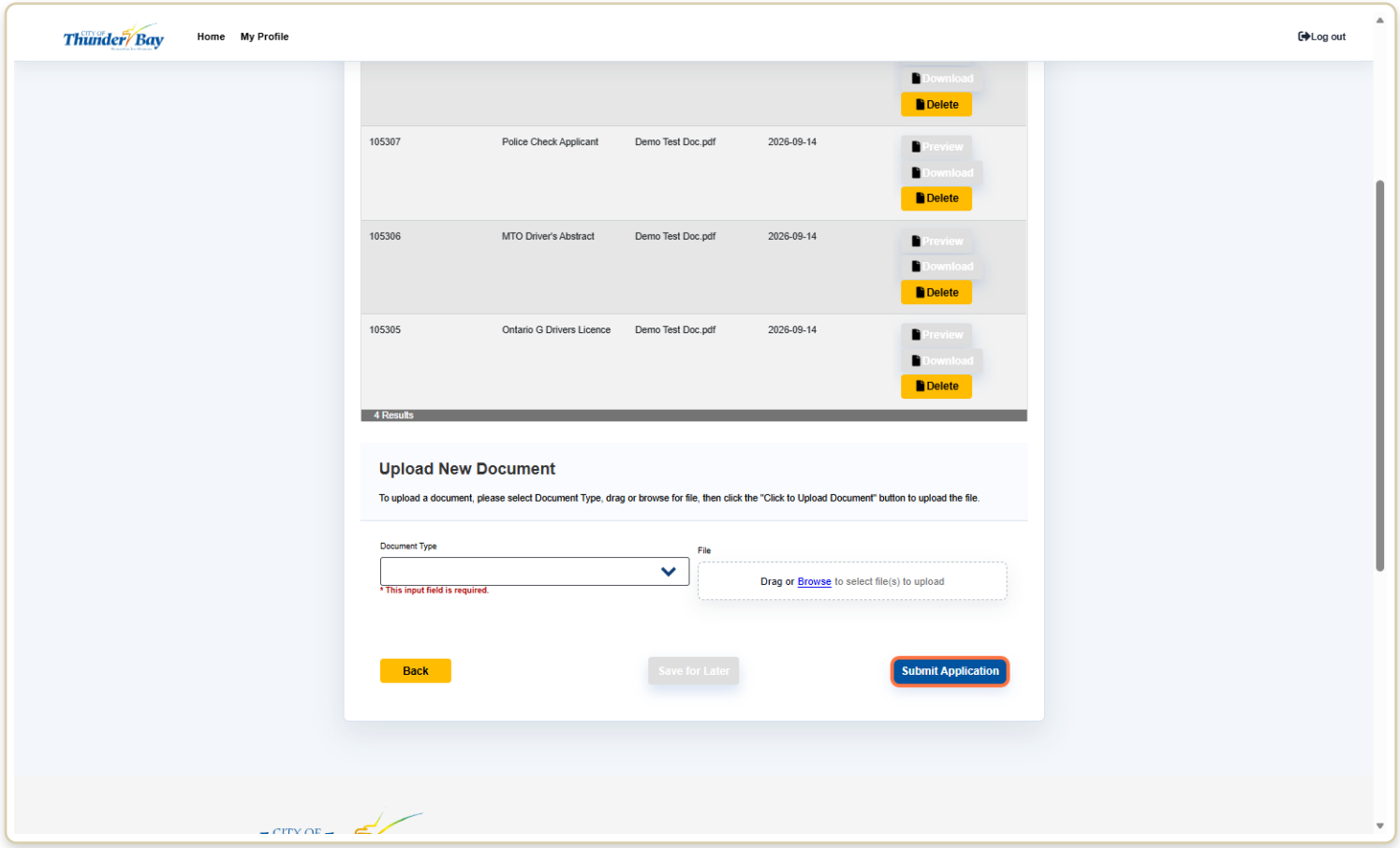
Upload Required Documents

- **Select “Ontario G Driver's Licence”:** as the Document Type and choose the file.
- **Select “Photo”:** as the Document Type and choose the file.



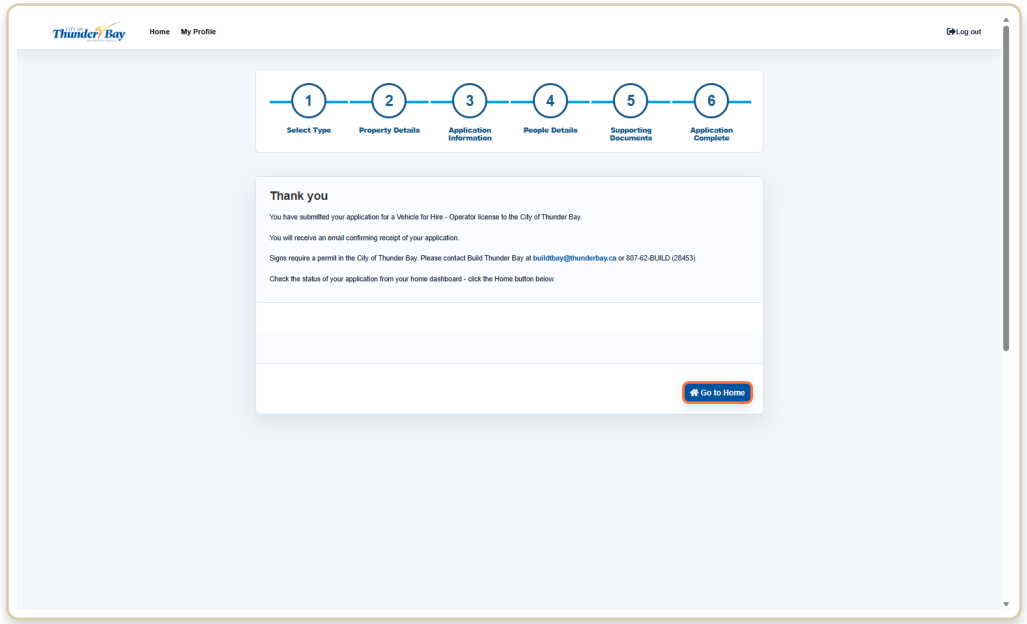
Submit the Application

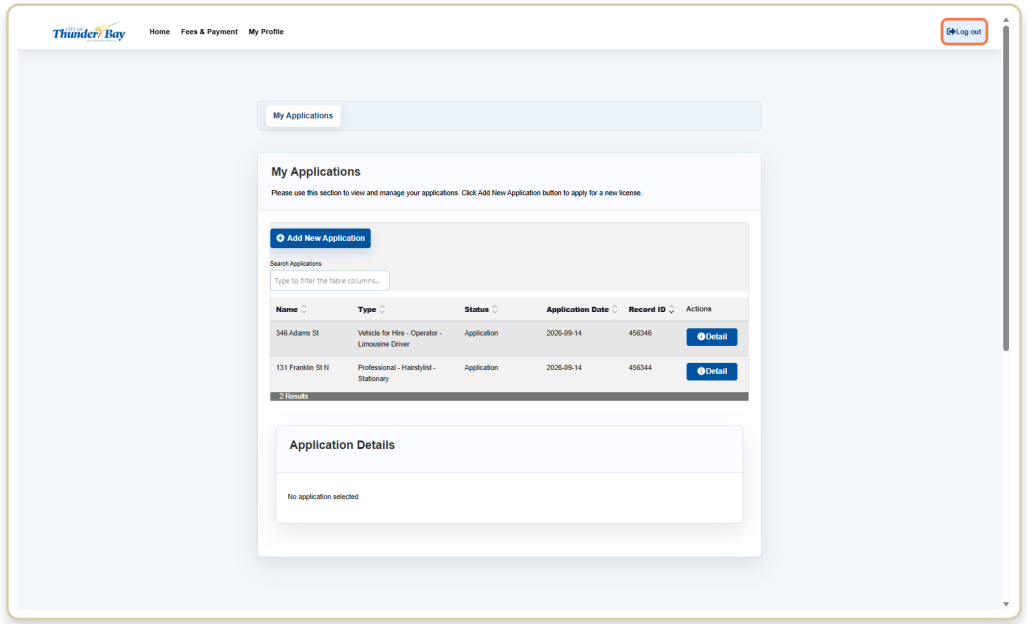
- **Click “Submit Application”:** to send it for review.



Return Home & Log Out

- **Click “Go to Home”:** to confirm your application was received.
- **Click “Log out”:** when you're finished.





Your Vehicle for Hire application is now submitted for City review.

WRAP-UP

Key Takeaways

1. **Three parts** — Create your account first — every application starts from My Applications once you're signed in.

2. **Same pattern, different details** — License type, address, contacts, and documents repeat for every application — only the specifics change.

3. **Documents depend on license type** — A Professional license needs Valid ID and a Permission Letter; Vehicle for Hire needs a Driver's Licence and Photo.

4. **Confirm every submission** — Return to Home and open the application's Detail tabs to verify it was received.

Questions About This Process?

Reach out to your program administrator or the Licensing Portal support team if you're unsure which license type or documents apply to your business.

Thank you.