

Customer Self Service (CSS) FAQs



Can I submit a license application in person, by mail or by email?

No, the City Clerk's Office will only accept license applications through the new online [Customer Self Service \(CSS\) portal](#). Paper applications are no longer accepted.

Do I need an account to use the new online CSS portal?

Yes, each business will be required to complete a one-time registration to create a CSS account. (will add link to instructions)

I previously created a CSS account to make an online license payment, will I need to register for a new account?

No, the account used previously for online license payments can now also be used to submit license applications.

I previously created a CSS account to apply for a permit with another City department, will I need to register for a new account?

No, the account used previously for permit applications can now also be used to submit license applications for the City Clerk's Office.

I'm having trouble logging into my CSS account, who should I contact?


Please contact the City Clerk's Office at (319) 286-5060 for further assistance.

Will I be able to view my current licenses once I've created and logged into my CSS account?

Yes, current licenses can be viewed, and licenses will be able to be renewed from the account's dashboard. If your dashboard does not display all current licenses, please contact the City Clerk's Office at (319) 286-5060 for further assistance.

Can I renew my current licenses in the CSS portal?

Yes, once registered and logged into your CSS account, current licenses can be viewed, and licenses will be able to be renewed from the account's dashboard. Temporary and seasonal alcohol licenses, business close-out sale licenses and transient merchant licenses cannot be renewed. Only licenses eligible for renewal will offer a renewal option in your CSS account.



I started my license application in the CSS portal but do not have time to complete it, can I complete it later?

Yes, incomplete applications can be saved and will appear as drafts on the account's dashboard. Applicants may log back into their CSS account at any time to complete applications.

I do not have all the required information for my license application, can I still submit it?

The City Clerk's Office recommends all applicants wait to apply until all required information is available. Applicants may start their online application and save it in their CSS account until it is ready for submittal. Incomplete applications that have been saved will appear as drafts on the account's dashboard. Applicants may log back into their CSS account at any time to complete applications. Information regarding requirements for each license is available on the City's [website](#).

Can I pay the license fee when I submit an online license application?

No, the City Clerk's Office will review your application, and an email notification will be sent when an invoice has been created for the license fee. Invoices must be paid before a license is issued.

How can I pay the license fee associated with my online license application?

After receiving an email notification that an invoice has been created, applicants will be able to conveniently pay through their CSS account. However, payments will still be accepted in person or by mail. The City Clerk's Office does not accept payments over the phone.

I have questions regarding my license application, who should I contact?

Please contact the City Clerk's Office at (319) 286-5060 for further assistance.

I submitted a license application through the CSS portal but need to make changes, what should I do?

Applicants who would like to make changes to their license application after it has been submitted will need to contact the City Clerk's Office at (319) 286-5060 for further assistance.

Is an original bond still required for a pawnbroker, solicitor and/or transient merchant license and how do I submit one?

Yes, applicants will need to provide an original, signed bond to the City Clerk's Office. Photocopies will not be accepted. Bonds may be delivered to the City Clerk's Office (101 First Street SE, Cedar Rapids, IA 52401) in person, by mail or placed in the drop box outside of City Hall. If you use the drop box, please place your bond in an envelope and mark it for the City Clerk's Office.

Is a photo required for a solicitor license?

Yes, applicants will need to schedule a time to have their photo taken at the City Clerk's Office (101 First Street SE, Cedar Rapids, IA 52401) prior to the issuance of their license. Please call (319) 286-5060 to schedule an appointment.