

# **Renew Firm License or Branch License**

### **Access to Renew a License**

You will have access to renew a Firm or Branch license if:

- You are a Designated Broker and you have linked your Managing Broker license to your SAW login. You'll automatically be linked to the business at the Main License Account level.
- You have linked the Business Account to your SAW login using the Link Existing Business Licenses process.
- You have accepted an invitation to be an Account Administrator.

If you are the applicant listed on the Firm or Branch license record, you will see a Renewal To-Do for the Firm or Branch License on your Home page when the license is ready to renew.

If you don't see a To-Do on your Home page, you can still renew the firm or branch.

# Before you renew

Make sure you are in Chrome, Chrome is set as your default browser, and the Chrome pop-up blocker is OFF before you renew the license.

If at all possible, try to go all the way through the Renewal Application and the payment process in one pass. Stopping at any point during the process can cause issues in completing the renewal.

## Renew a Firm License

If you only have access at the Main License Account level, you will NOT be able to see and continue the Renewal application if you click Save & Submit Later. However, if you submit the application and click Pay Later at the first payment page, there is a way for you to complete the transaction at a later time.

1. **Click** Business Licenses link in the gray navigation bar at the top of the page.

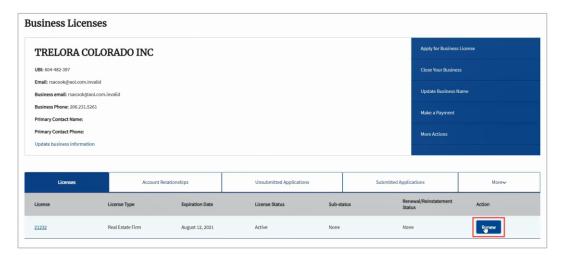


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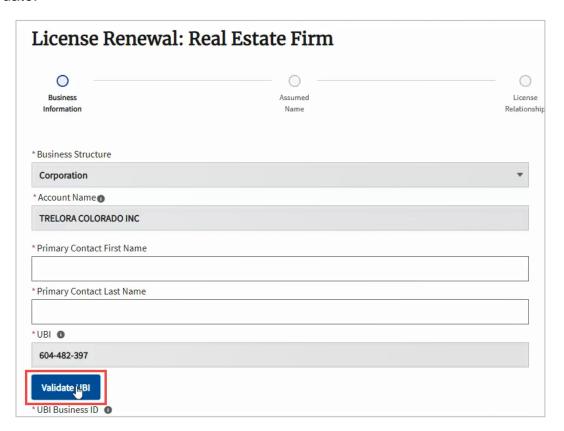
- 2. Select the link for the business associated with the license you want to renew.
  - If you are linked at the Business Account level AND the Main License Account level, always choose the Business Account level for your renewal. This gives you the most access if you need to stop at any point in the process.
    - Business Account Level = Business Entity Name
    - Main License Account Level = Business Entity Name-Real Estate Firm



3. If the Firm license is eligible for renewal, you'll see a Renew button on the row for the Firm license under the Licenses tab. **Click** the Renew button to start the renewal process.

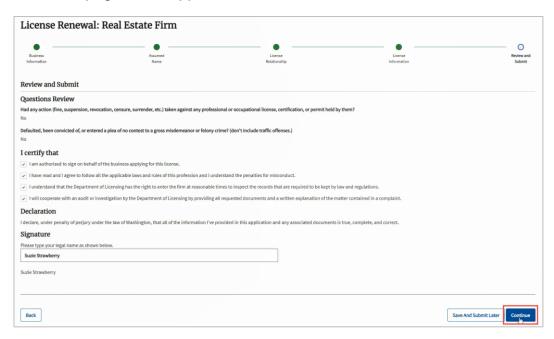


**4.** On the Business Information page, **click** the Validate UBI button to verify your Secretary of State or Department of Licensing information is active and up to date.

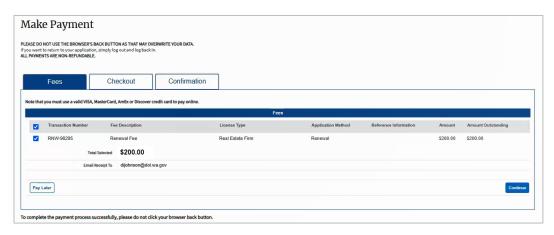


- **5.** If you make any changes to your mailing or physical address, you must validate the address.
  - DON'T validate your physical address if you don't make any changes to it, as the system considers this a change and it may delay your renewal.

**6. Complete** all pages of the renewal and click the Continue button on the Review and Submit page of the application.



**7.** You'll be taken to the first page of the payment process.



- **8.** Pay for the renewal fees for the license.
  - Make sure to go through all the payment pages until you reach the Submit Your Feedback page to ensure your payment will process correctly.
- **9.** Your license will renew immediately if:
  - You didn't answer Yes to any Legal Background question (Firm license only).
  - You didn't make a change to your physical address (validating the physical address is considered a change, even if you didn't actually change anything).
  - If your Renewal Application is in In-Review status, that means your Renewal Application must be reviewed and approved by Department of Licensing staff before your renewal will go through.

#### Renew a Branch License

If you only have access at the Branch License Account level, you will NOT be able to see and continue the Renewal application if you click Save & Submit Later. However, if you submit the application and click Pay Later at the first payment page, there is a way for you to complete the transaction at a later time.

1. Click Business Licenses link in the gray navigation bar at the top of the page.



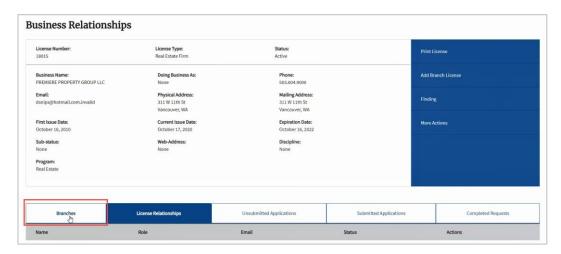
- 2. Select the link for the business associated with the license you want to renew.
  - If you are linked at the Business Account level AND the Branch License Account level, always choose the Business Account level for your renewal. This gives you the most access if you need to stop at any point in the process.
    - Business Account Level = Business Entity Name
    - Branch License Account Level = Business Entity Name-Real Estate Branch



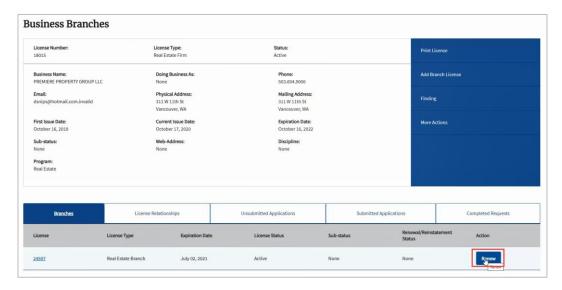
3. Click the link for the Firm license from the list of licenses.



4. Click the Branches tab.



5. If the Branch license is eligible for renewal, you'll see a Renew button on the row for the Branch license. **Click** the Renew button to start the renewal process.



**6. Follow** <u>steps 4 - 9 under Renew a Firm</u> License to renew the Branch license.

#### **Troubleshoot a Firm or Branch Renewal**

I only have Main License Account or Branch License Account access, and I clicked Save & Submit Later on my Renewal Application. How can I continue?

You won't have access to your unsubmitted Renewal Application at this level. Contact the Real Estate Program so we can clear your unsubmitted application and restore the Renew button so you can try again.

I only have Main License Account or Branch License Account access, and I submitted my Renewal Application, but didn't pay for it. How can I pay for the renewal?

If you are the person who submitted the Renewal Application, click the Professional Licenses link in the gray navigation bar at the top of the page.

You should see a Make a Payment link in the blue menu bar. Click that link to access the payment pages for your Firm or Branch renewal fees.