CITY OF GOLETA

Self-Service Portal User Guide

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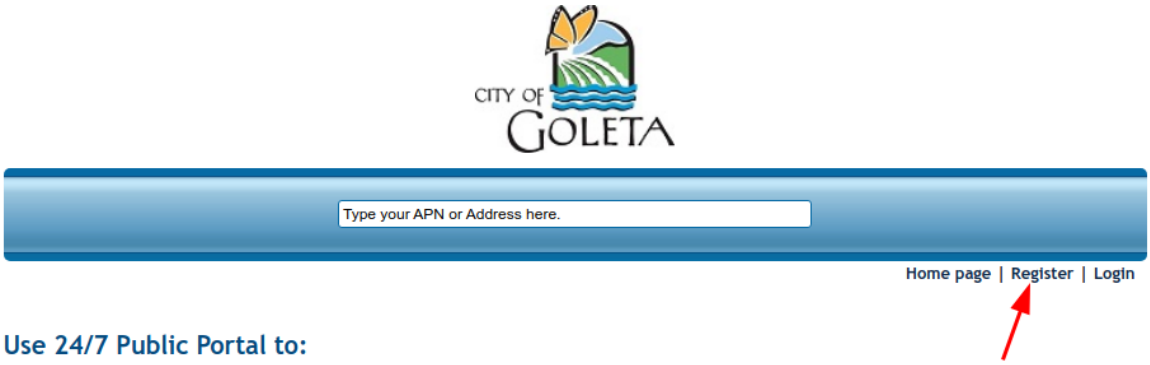
General Items

Creating a new account

Several of the functionalities on the Self-Service Portal require you to have an account to utilize them. To create an account, please follow the steps indicated below:

1. Navigate to https://goleta.onlinegovt.com/
2. In the top right, click on “Register”



3. In the new form that appears, fill out all the information. The information entered here will be the default information that will populate as the “Applicant” when creating a new application on the Self-Service Portal.
4. After submitting the form you will receive an email with a link to activate your account.

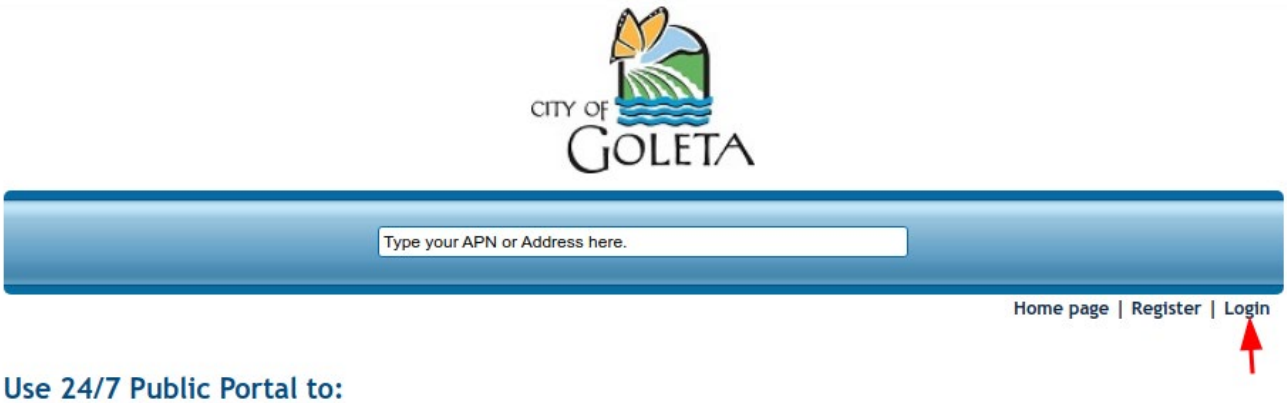
You will not be able to log in to the system until you have activated your account.

If you do not receive an email, please check your Junk or Spam email folders. If you still are unable to locate the email, check with your IT or System Administrator to ensure that no emails are being blocked.

Logging In

To log in to the Self-Service Portal follow the steps below:

1. Navigate to https://goleta.onlinegovt.com/
2. Click on the “Login” option at the top right of the site



3. Use 24/7 Public Portal to:

Enter the username (or your email) and your password to log in.

Reset your Password

If you are unable to log in or have forgotten your password:

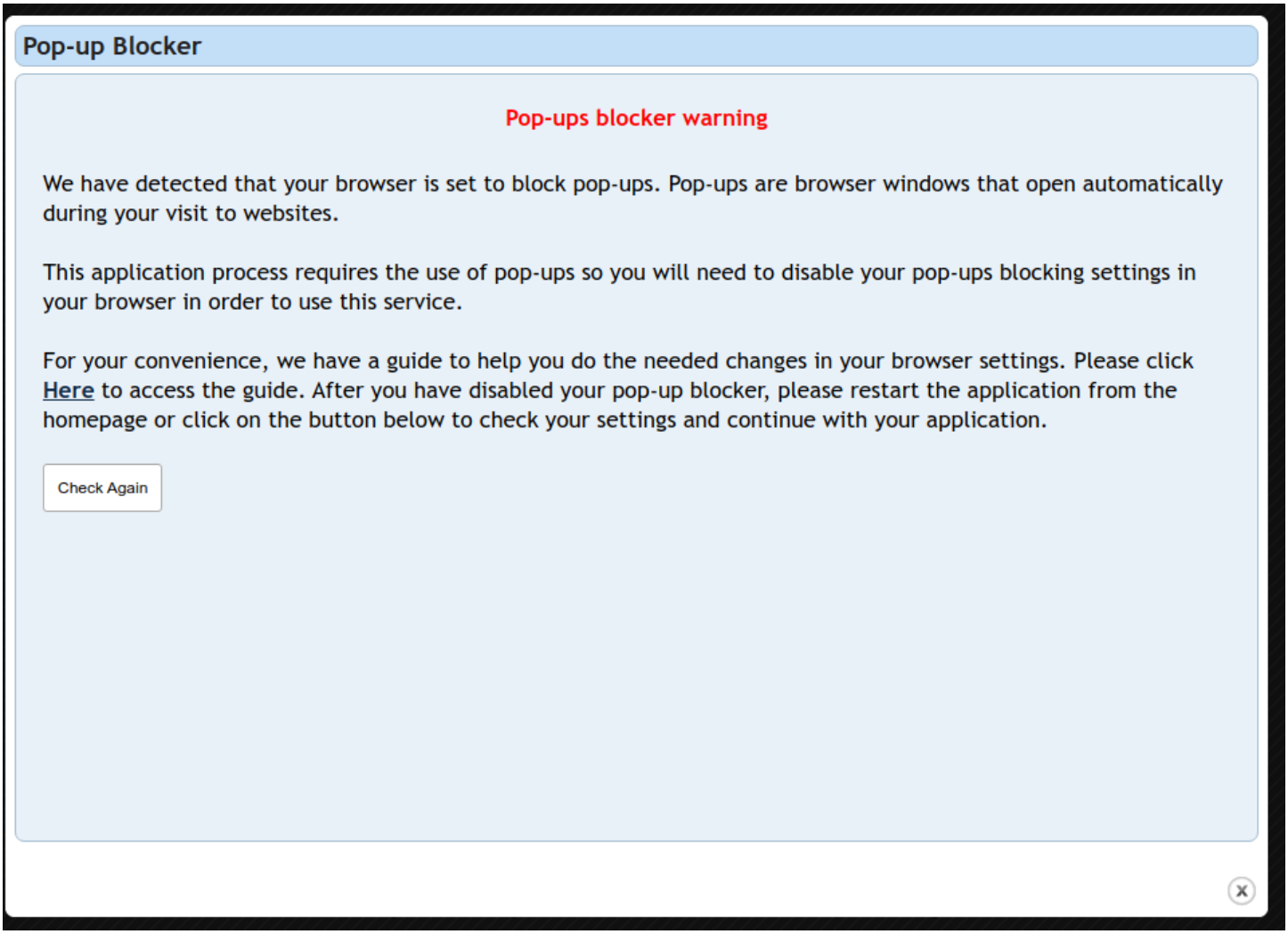
1. Follow the steps under “Logging In”.
2. On the login dialog click “Forgot Password”.
3. Enter the email or username that you registered with.
4. You will receive an email with a link to reset your password.

If you do not receive an email, please check your Junk or Spam email folders. If you still are unable to locate the email, check with your IT or System Administrator to ensure that no emails are being blocked.

Managing Pop-ups

The Self-Service Portal utilizes pop-ups in some situations throughout the portal. To use the portal, you must allow popups on the site.

When starting a new application on the Self-Service Portal, the system will verify that popups are enabled. If they are not, you will receive the following error.



Instructions on how to enable pop-ups for most modern browsers can be found here: https://goleta.onlinegovt.com/policies/popups_blocker_guide.

Simply follow the appropriate instructions, then click on the “Check Again” button to continue.

Business Licenses

Applying for a new license

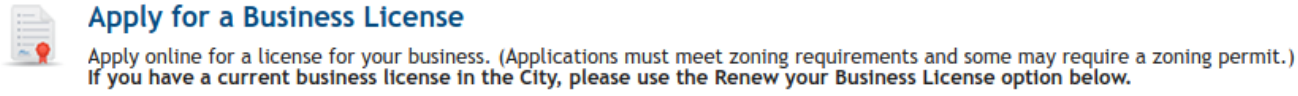
The Goleta Self-Service Portal allows for the submission of new licenses online.

Apply for a new Business License

These steps should only be used if you are applying for a new Business License.
If you have an existing license, please see “Renewing your Business License”

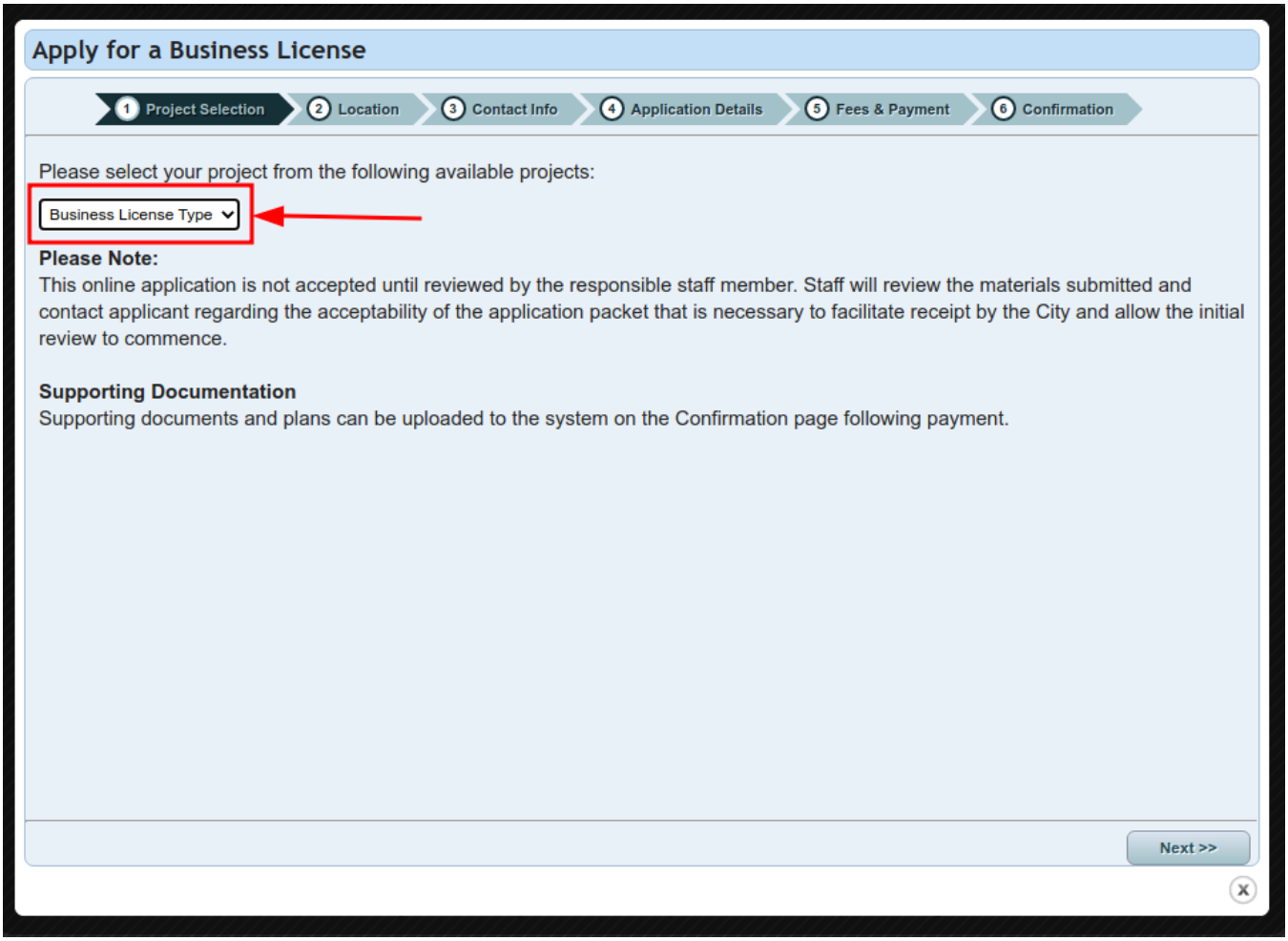
Applications must meet zoning requirements and some may require a zoning permit.
If you have any questions about applying for a new Cannabis License, please call us at 805-961-7530.

1. Navigate to https://goleta.onlinegovt.com/
2. Select the option labeled Apply for a Business License

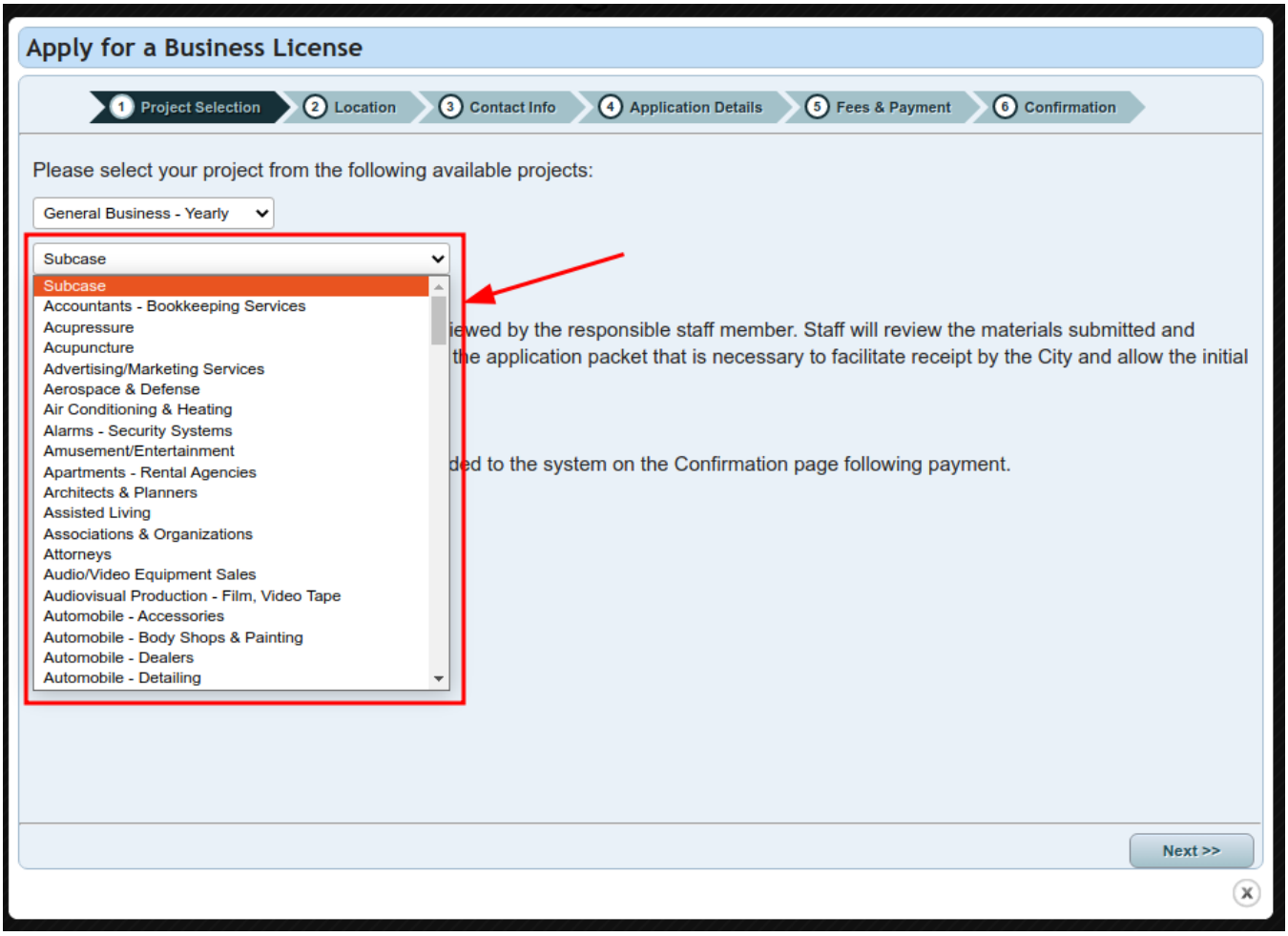


3. If you receive an error regarding your popup blocker, please see “Managing Pop-ups”

4. The first screen will allow you to select the type of license that you are applying for by clicking on the “Business License Type” dropdown.

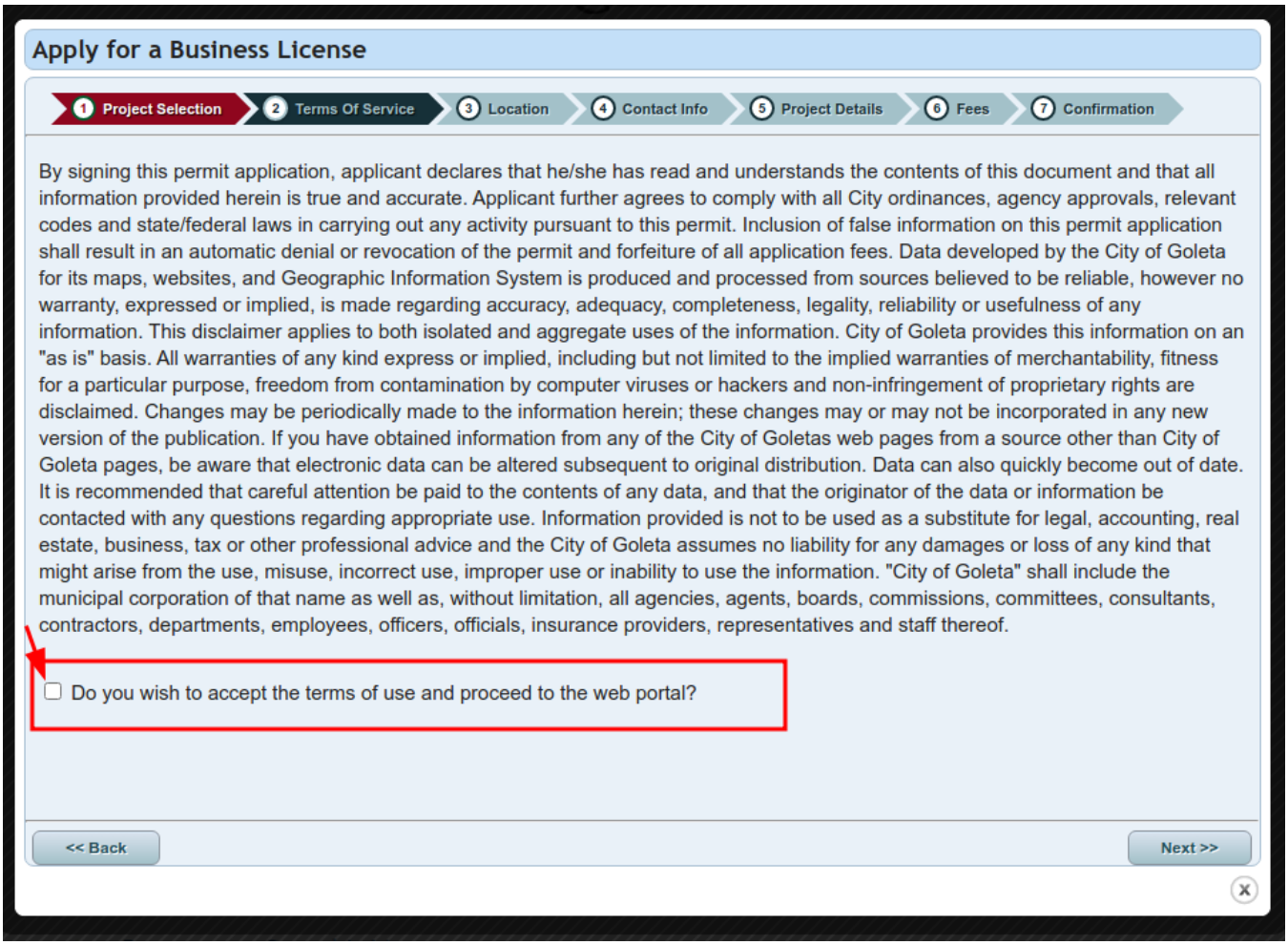


5. After selecting the appropriate license type, you will now have the ability to select the “subcase” for this application by clicking on the “Subcase” dropdown.



6. After your selections have been made, click Next >> at the bottom right of the dialog.

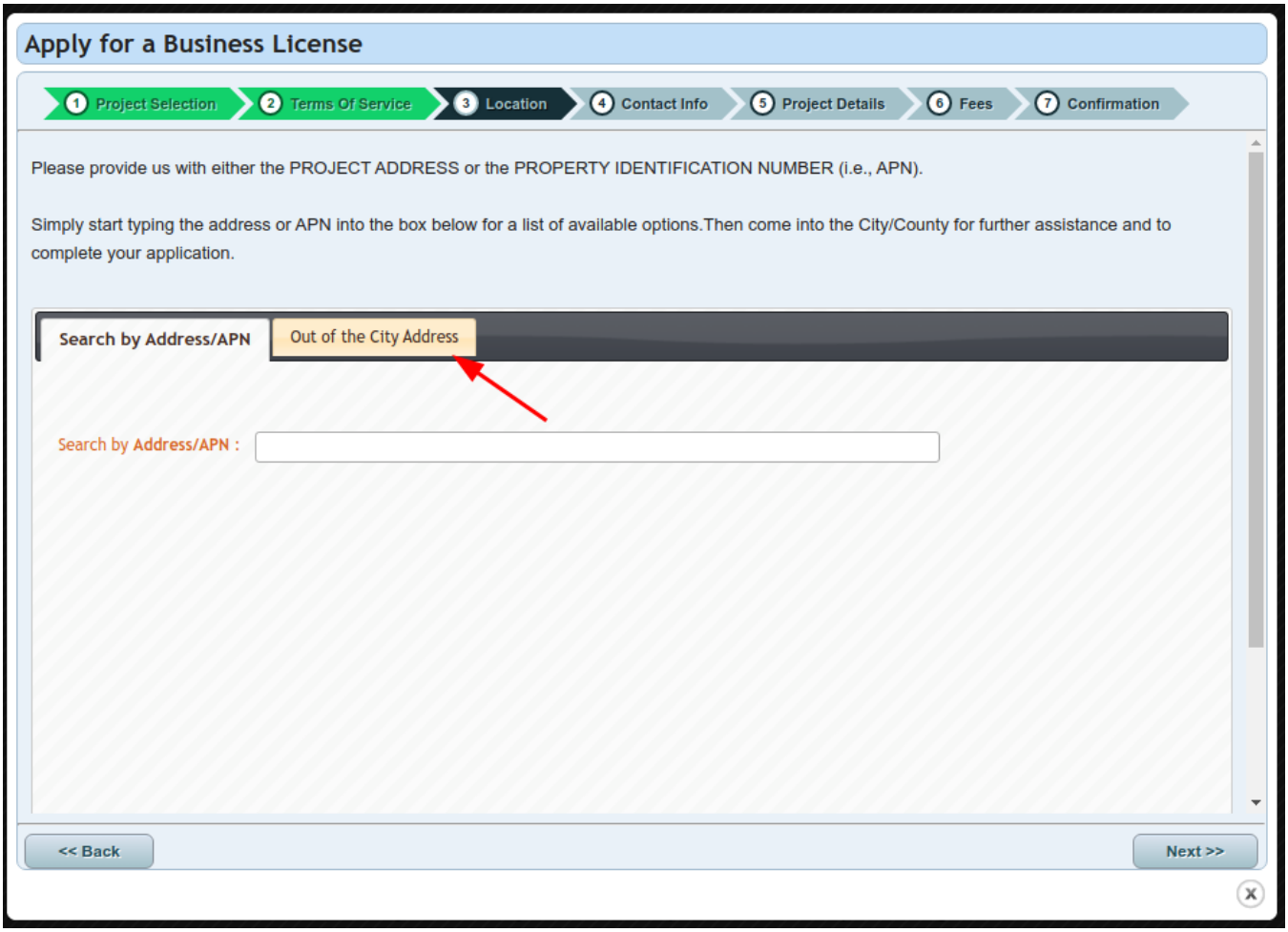
7. The next page displays our Terms and Conditions or other related rules and statutes. Fully and completely read through the information provided and click on the checkbox at the bottom if you agree and would like to continue with your application.



8. Click on Next >> to continue.

9. On the next screen, simply start typing in the address of your business. Based on available parcel data, the system will suggest one or more matching parcels. Select the appropriate option.

    a. If your business is located out of the city, click on the "Out of City" option to manually enter your address.



10. After you have selected or entered the appropriate address information, click Next >> to continue.

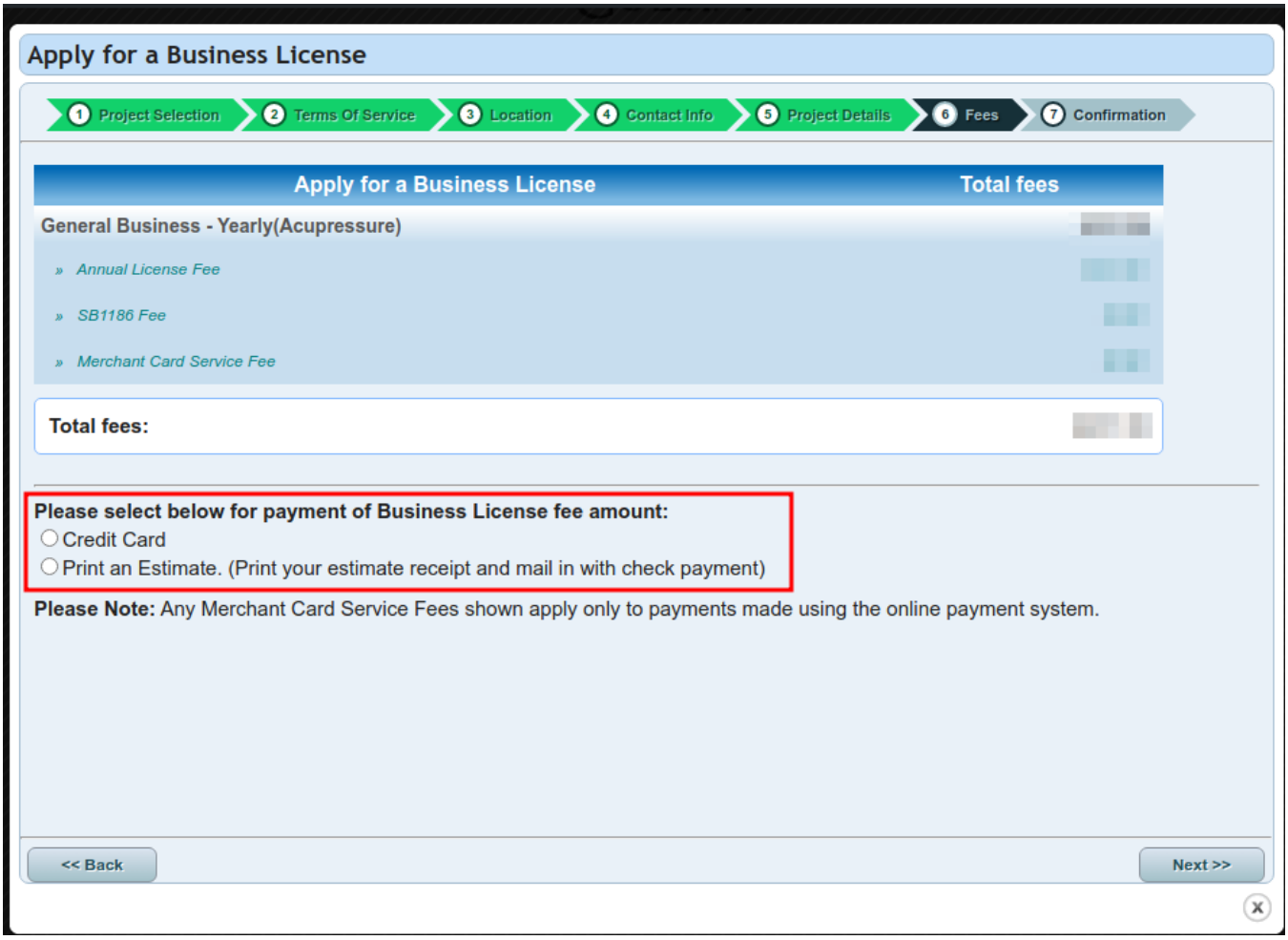
11. The following screen collects any required contact information for the application. If you are unsure what information is required, click Next >> and the system will highlight all the required fields.

12. Once all contact information has been entered, click Next >> to validate the information and continue.

13. After clicking next, you will see the application details screen. This screen will collect all the pertinent information regarding your application. If you are unsure what information is required, click Next >> and the system will highlight all the required fields.

14. Once all information has been entered, click Next >> to validate the information and continue.

15. The final screen will provide an overview of the fees due for this application and allow you to submit and complete your application.



16. The following options may be used to submit your case:
    a. Credit Card
        i. This option allows for the payment of the required fees through the Self-Service Portal
    b. Print an Estimate
        i. This option allows you to submit your application and print the fee estimate for later payment.

17. Click the radio button next to the desired option, then click Next >> to submit your case or enter your payment details.

Your application is not submitted until you click next and receive confirmation that your application has been submitted.

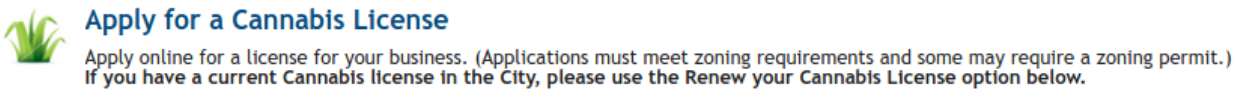
Staff will review your application and contact you with any additional requirements or to collect payment.

Apply for a new Cannabis License

These steps should only be used if you are applying for a new Cannabis Business License.
If you have an existing license, please see “Renewing your Cannabis License”

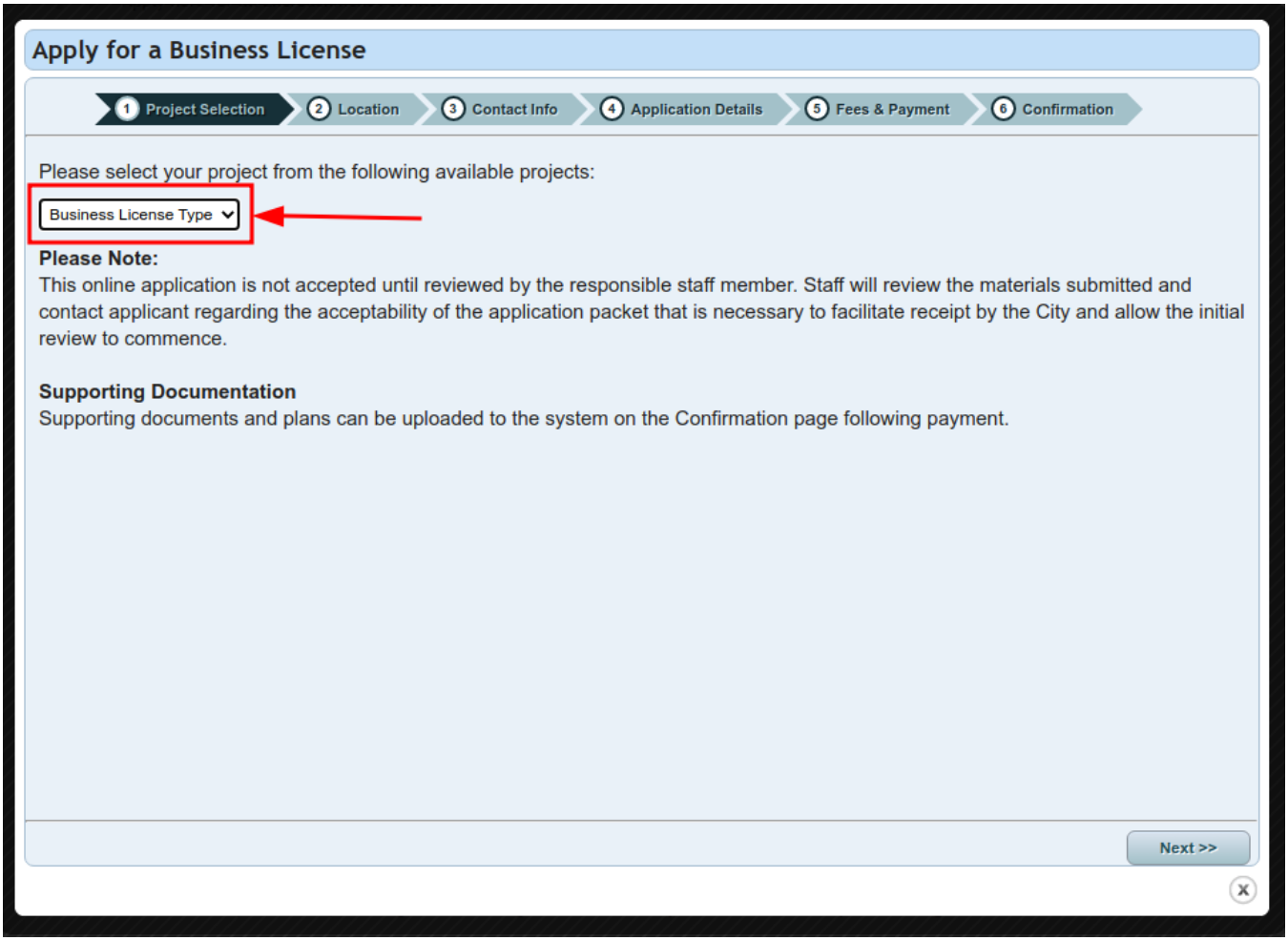
Applications must meet zoning requirements and some may require a zoning permit.
If you have any questions about applying for a new Cannabis License, please call us at 805-961-7530.

1. Navigate to https://goleta.onlinegovt.com/
2. Select the option labeled Apply for a Cannabis License

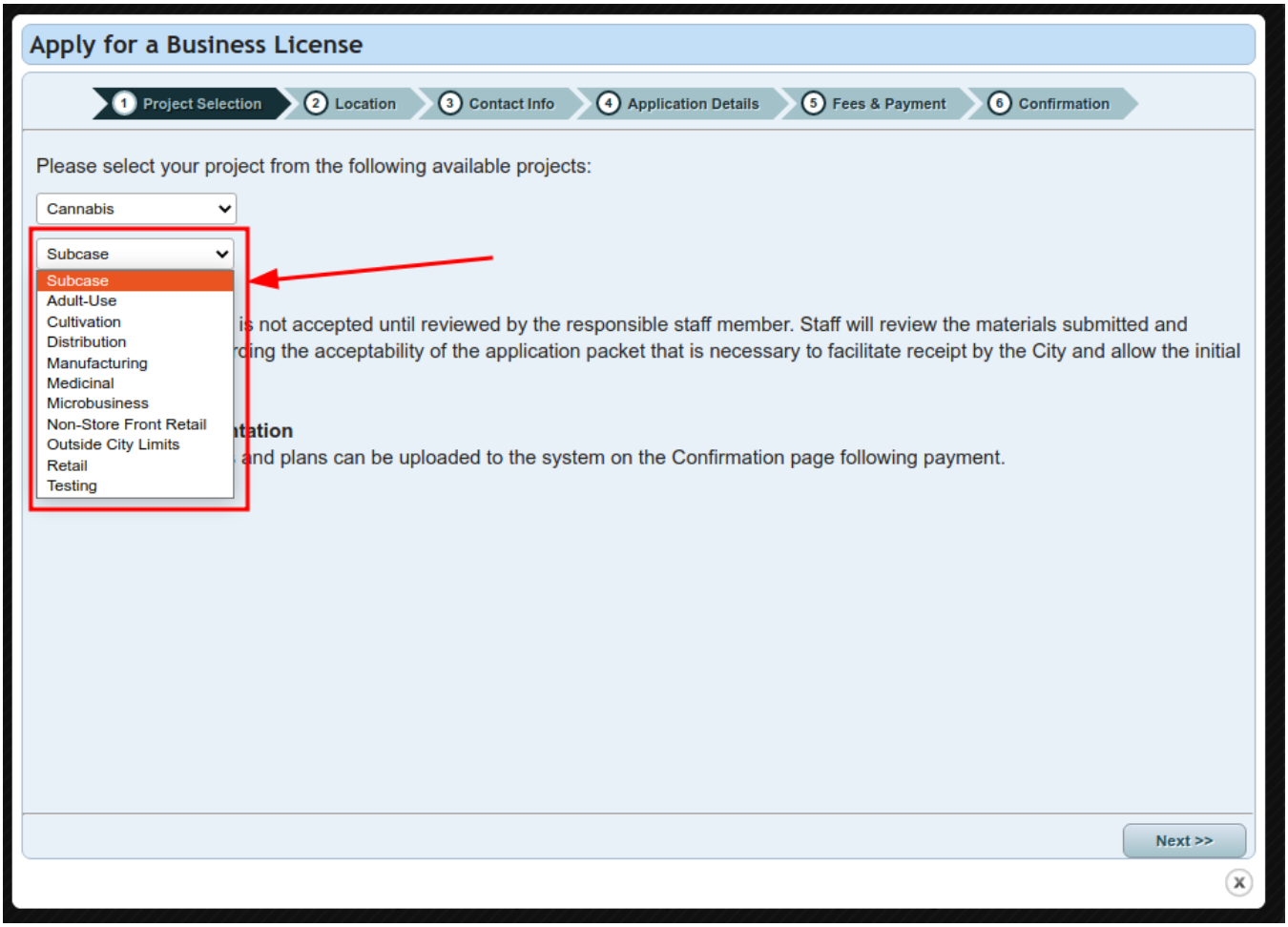


3. If you receive an error regarding your popup blocker, please see “Managing Pop-ups”.

4. The first screen will allow you to select the type of license that you are applying for by clicking on the “Business License Type” dropdown.

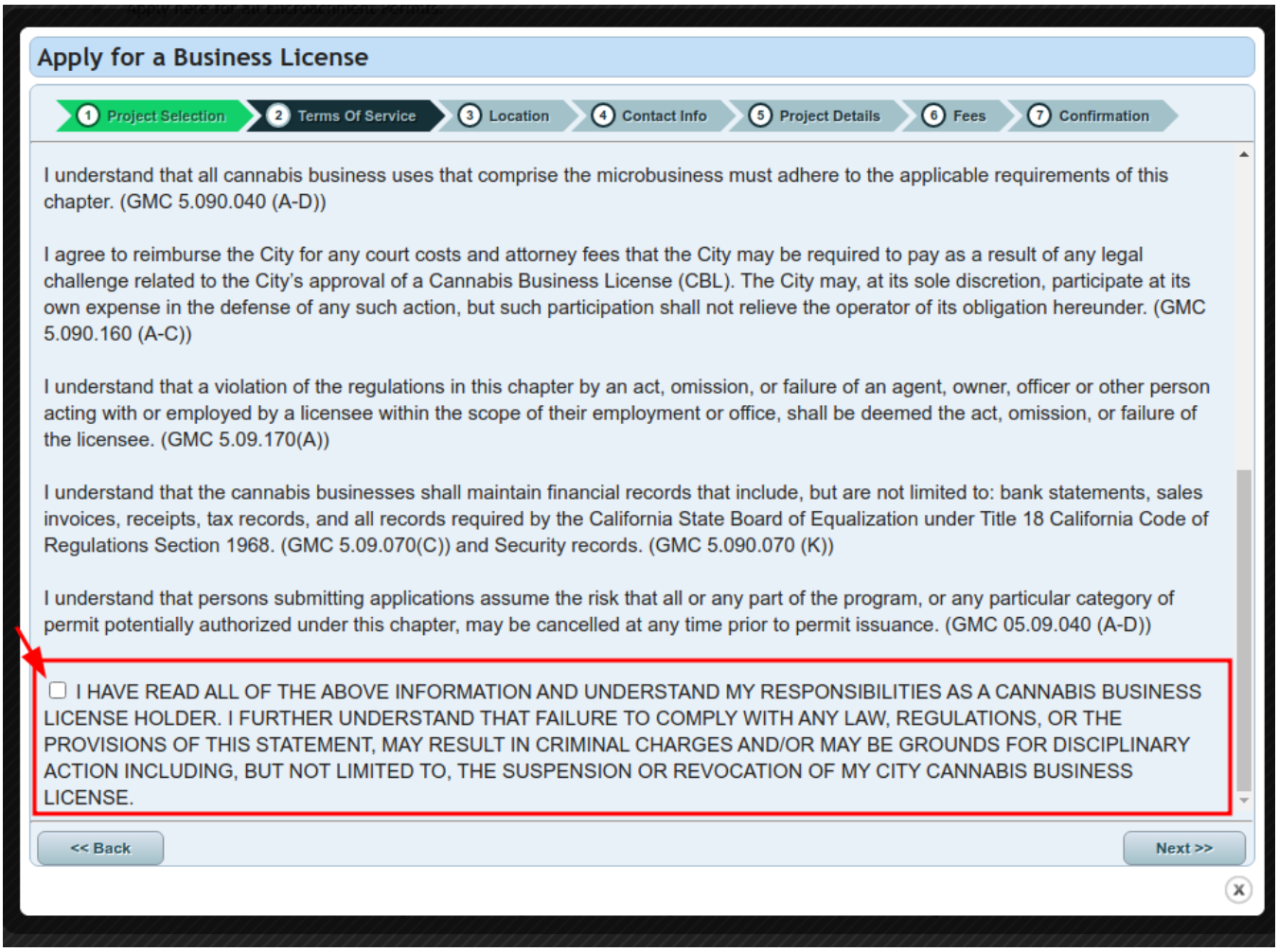


5. After selecting the appropriate license type, you will now have the ability to select the “subcase” for this application by clicking on the “Subcase” dropdown.



6. After your selections have been made, click Next >> at the bottom right of the dialog.

7. The next page displays our Terms and Conditions or other related rules and statutes. Fully and completely read through the information provided and click on the checkbox at the bottom if you agree and would like to continue with your application.



8. Click on Next >> to continue.

9. On the next screen, simply start typing in the address of your business. Based on available parcel data, the system will suggest one or more matching parcels. Select the appropriate option.

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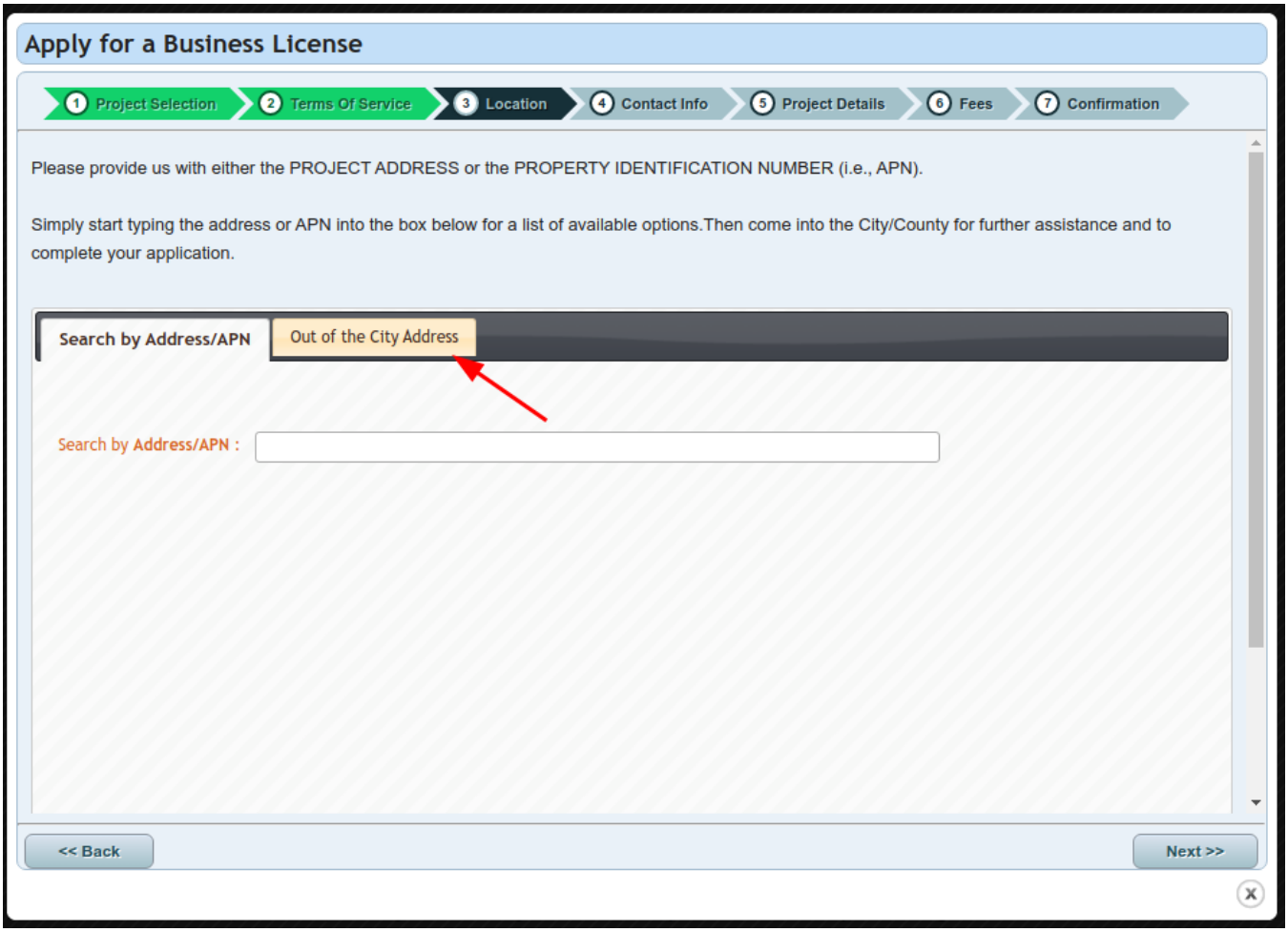


10. After you have selected or entered the appropriate address information, click Next >> to continue.

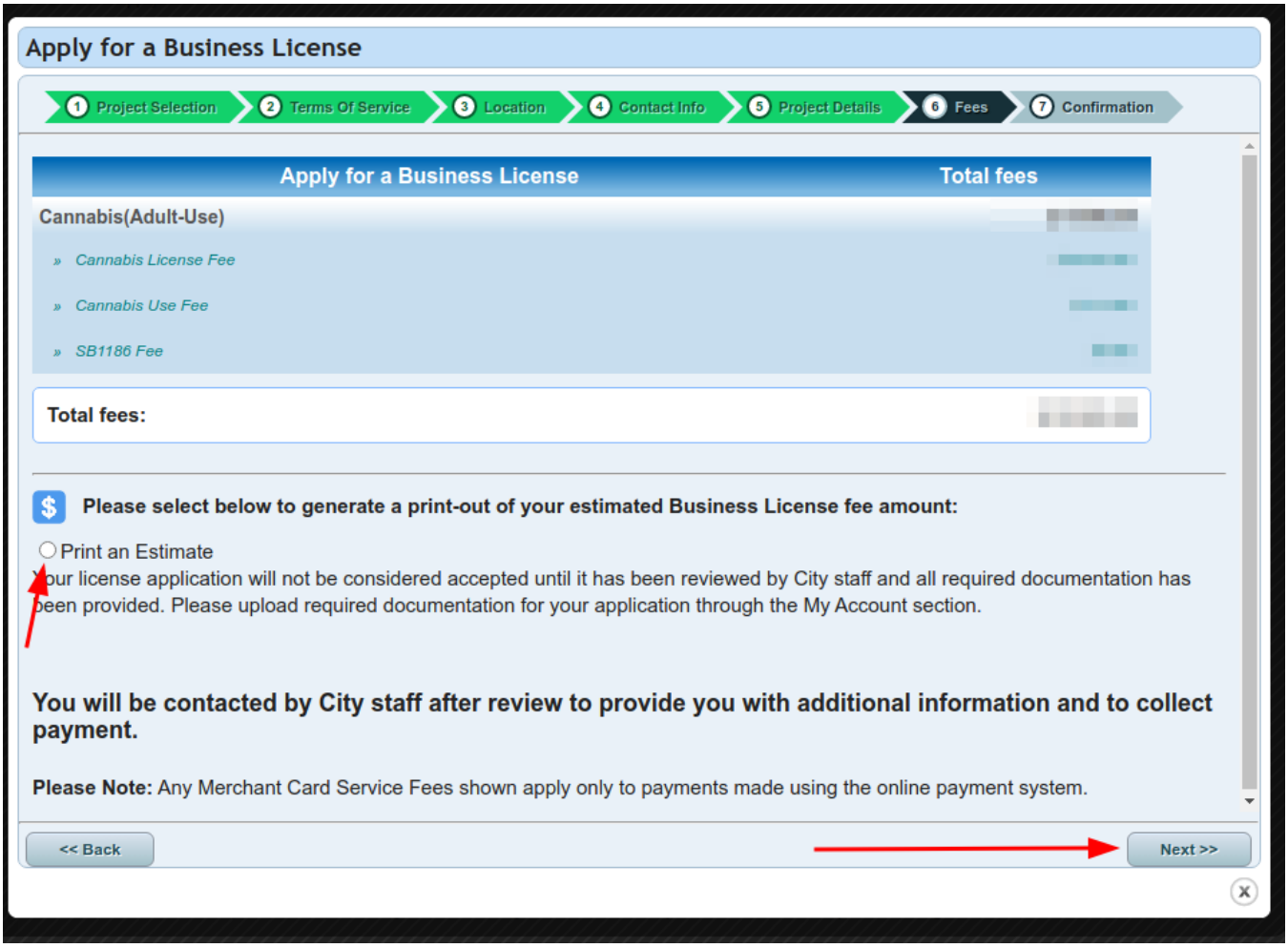
11. The following screen collects any required contact information for the application. If you are unsure what information is required, click Next >> and the system will highlight all the required fields.

12. Once all contact information has been entered, click Next >> to validate the information and continue.

13. After clicking next, you will see the application details screen. This screen will collect all the pertinent information regarding your application. If you are unsure what information is required, click Next >> and the system will highlight all the required fields.

14. Once all information has been entered, click Next >> to validate the information and continue.

15. The final screen will provide an estimate of the fee due for this application and allow you to submit and complete your application.



16. Click the radio button next to “Print an Estimate”, then click Next >> to submit your case.

Your application is not submitted until you click next and receive confirmation that your application has been submitted.

Staff will review your application and contact you with any additional requirements or to collect payment.

Renewing a Business License

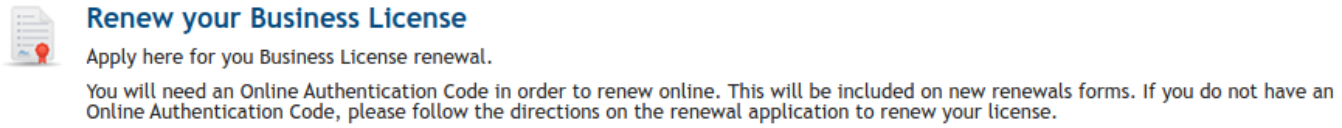
Renewing your Business License

When your license is due for renewal, you will receive a letter via mail or e-mail to indicate that renewal is due.

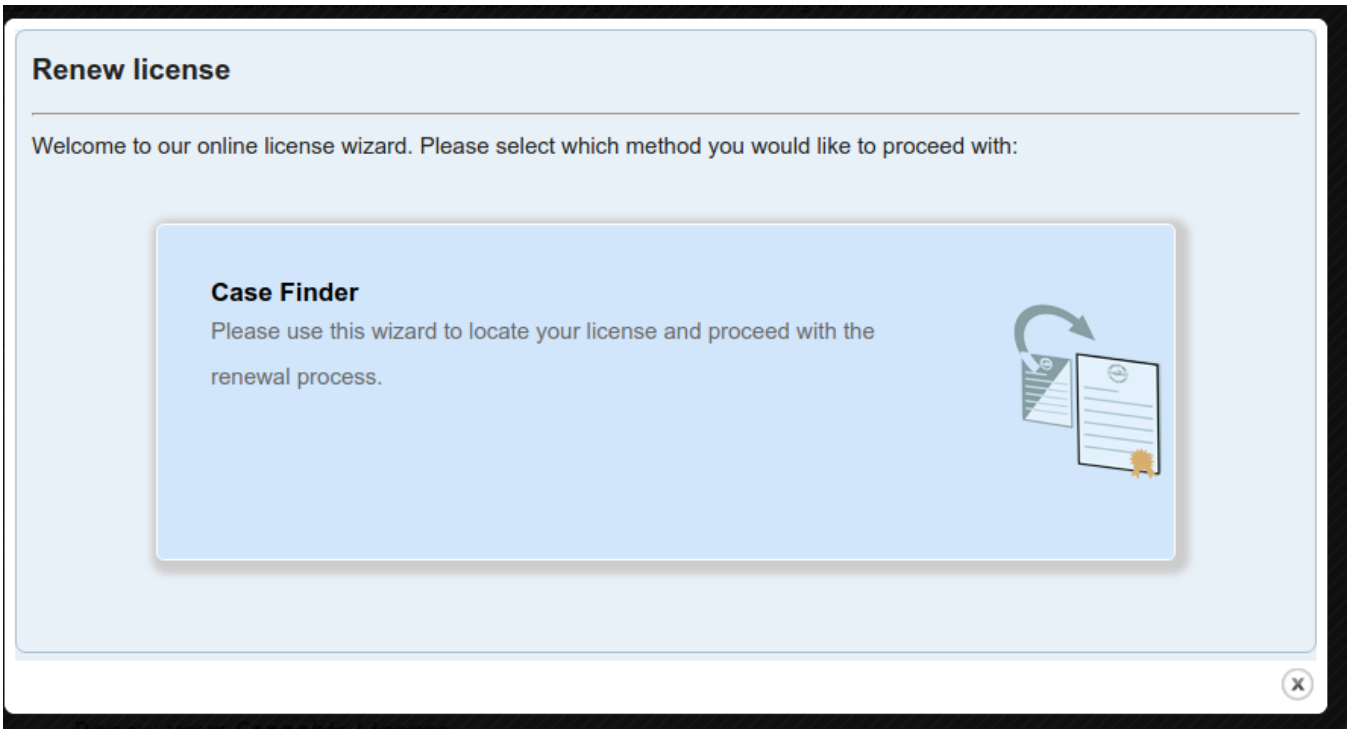
This email will provide you with the needed details to renew your license through the Self-Service Portal.

> You must use the provided Business License Number and Online Authentication Code to renew online. These are found in the Business License Renewal form sent to you.

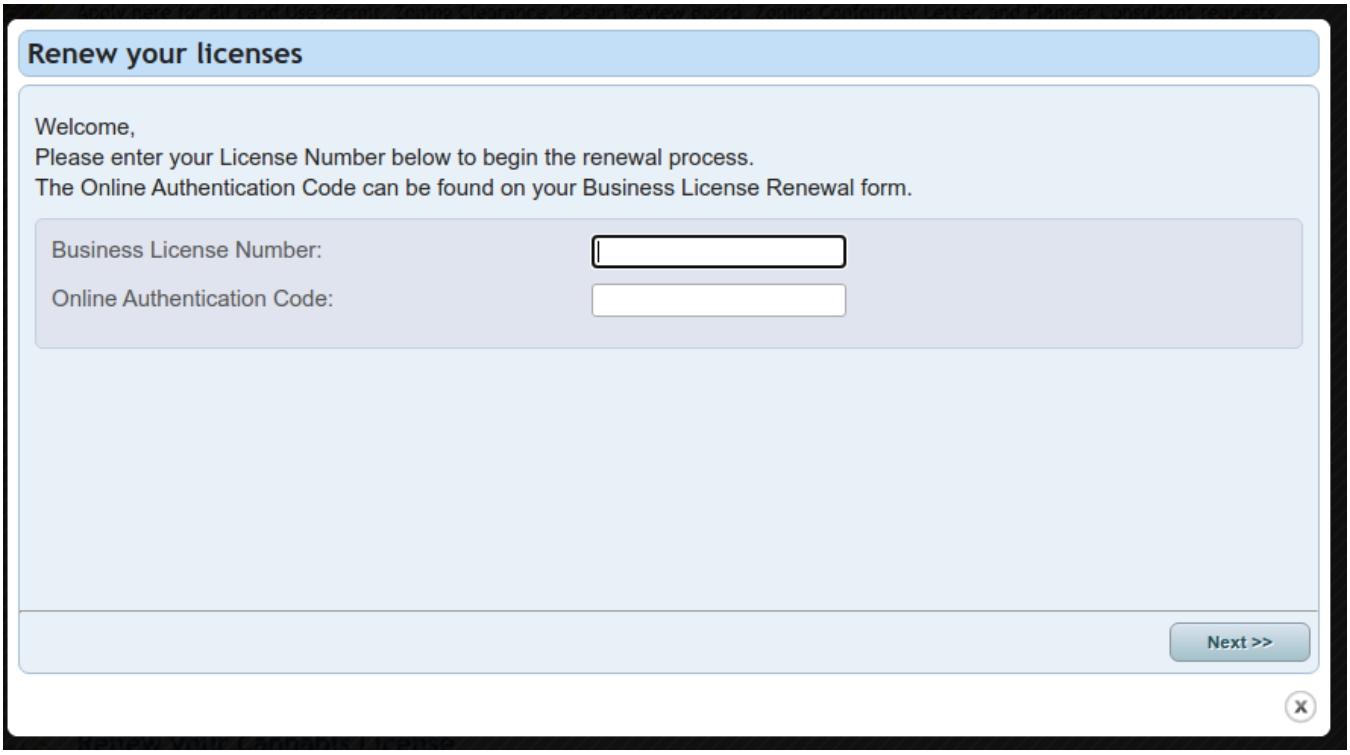
1. Navigate to https://goleta.onlinegovt.com/
2. Select the “Renew your Business License” option.



3. After selecting the correct renewal option, click on “Case Finder” to start the renewal process.



4. The following screen will require you to enter the provided License Number and Online authentication code to continue.



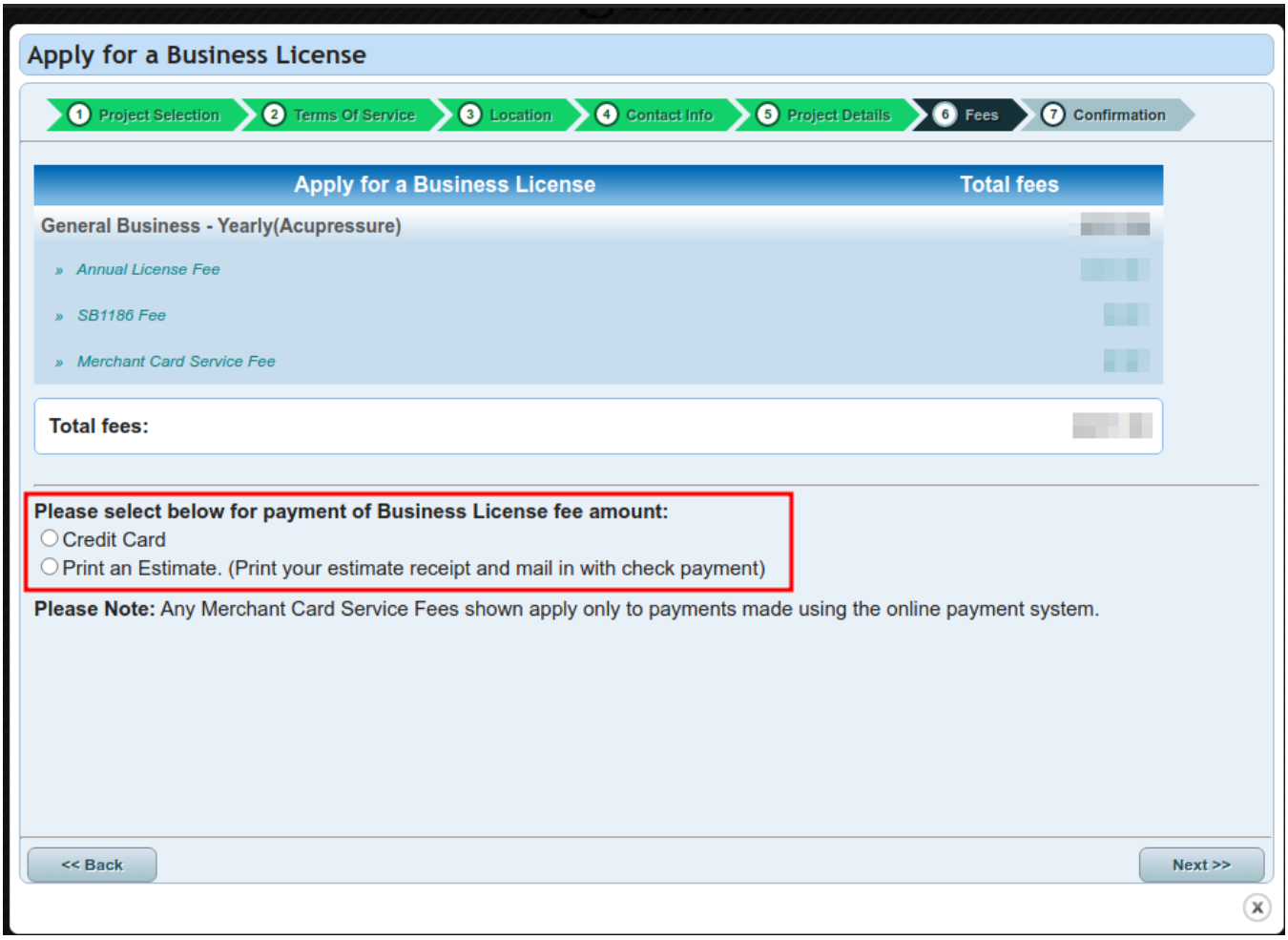
5. The next screen will show the current address associated with this license. Confirm the information is accurate and click Next >> to continue.

6. The contact screen will display any current contacts available on this license. Each contact should be reviewed, and if needed updated. When all information has been updated or verified, click Next >>.

    a. Some contact information may need to be re-entered for confirmation or due to new contact requirements.

7. The application details screen will show all current information related to this license. All fields should be reviewed and updated as appropriate. Once all data has been verified, click Next >> to continue.

8. The final screen will provide an estimate of the fee due for this application and allow you to submit and complete your application.



9. The following options may be used to submit your case:
    a. Credit Card
        i. This option allows for the payment of the required fees through the Self-Service Portal
    b. Print an Estimate
        i. This option allows you to submit your application and print the fee estimate, for later payment.
10. Click the radio button next to the desired option, then click Next >> to submit your case or enter your payment details.

Your renewal application is not submitted until you click next and receive confirmation that your application has been submitted.

Staff will review your application and contact you with any additional requirements or to collect payment.

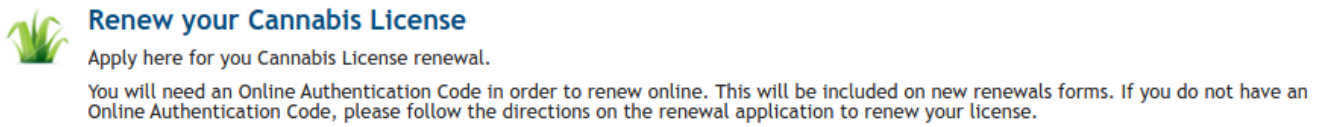
Renewing your Cannabis License

When your license is due for renewal, you will receive a letter via mail or e-mail to indicate that renewal is due.

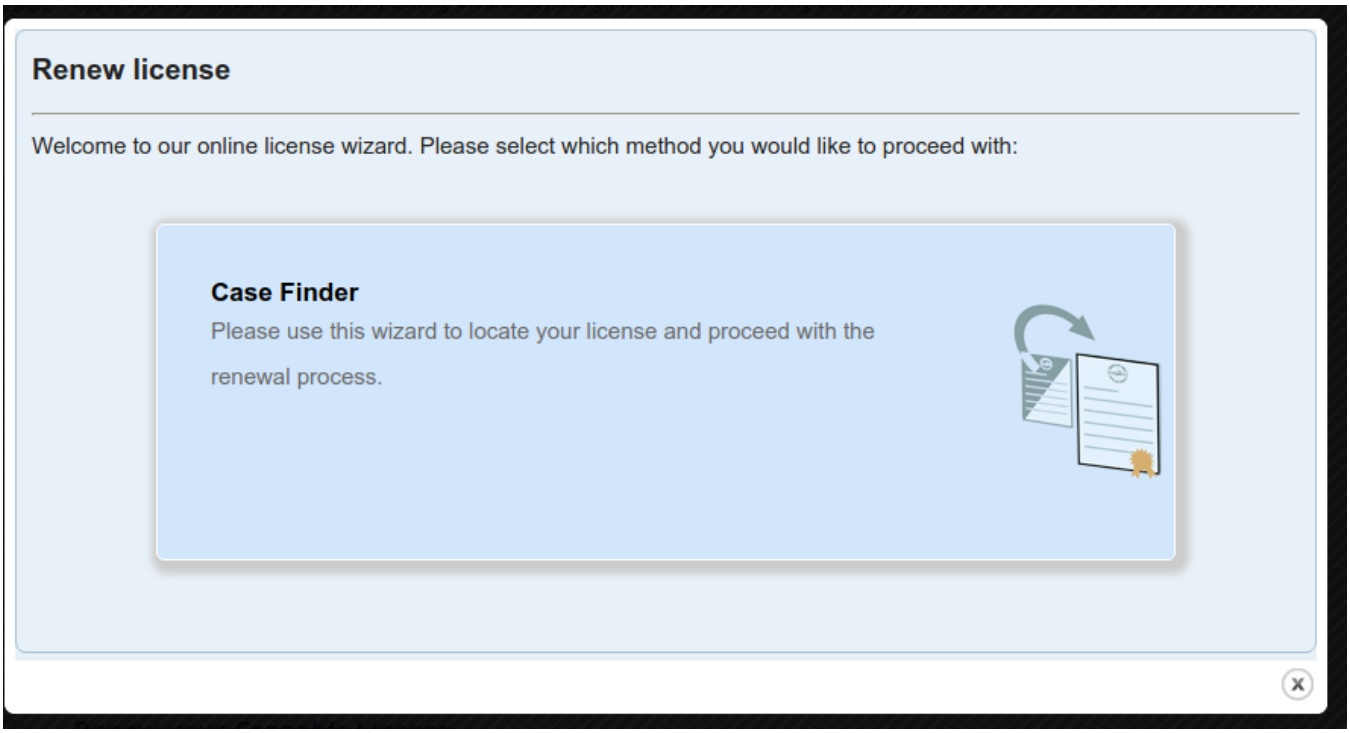
This email will provide you with the needed details to renew your license through the Self-Service Portal.

> You must use the provided Business License Number and Online Authentication Code to renew online. These are found in the Business License Renewal form sent to you.

1. Navigate to https://goleta.onlinegovt.com/
2. Select the “Renew your Cannabis License” option.



3. After selecting the correct renewal option, click on “Case Finder” to start the renewal process.



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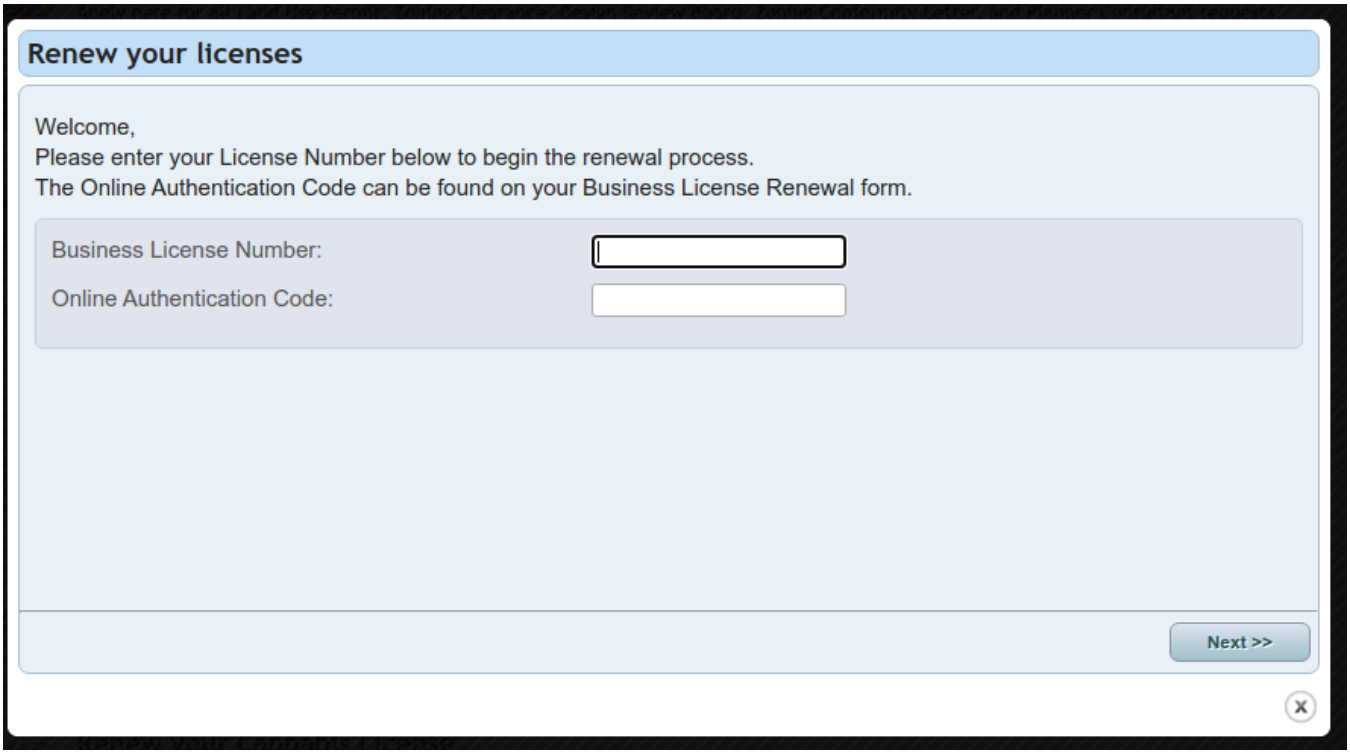
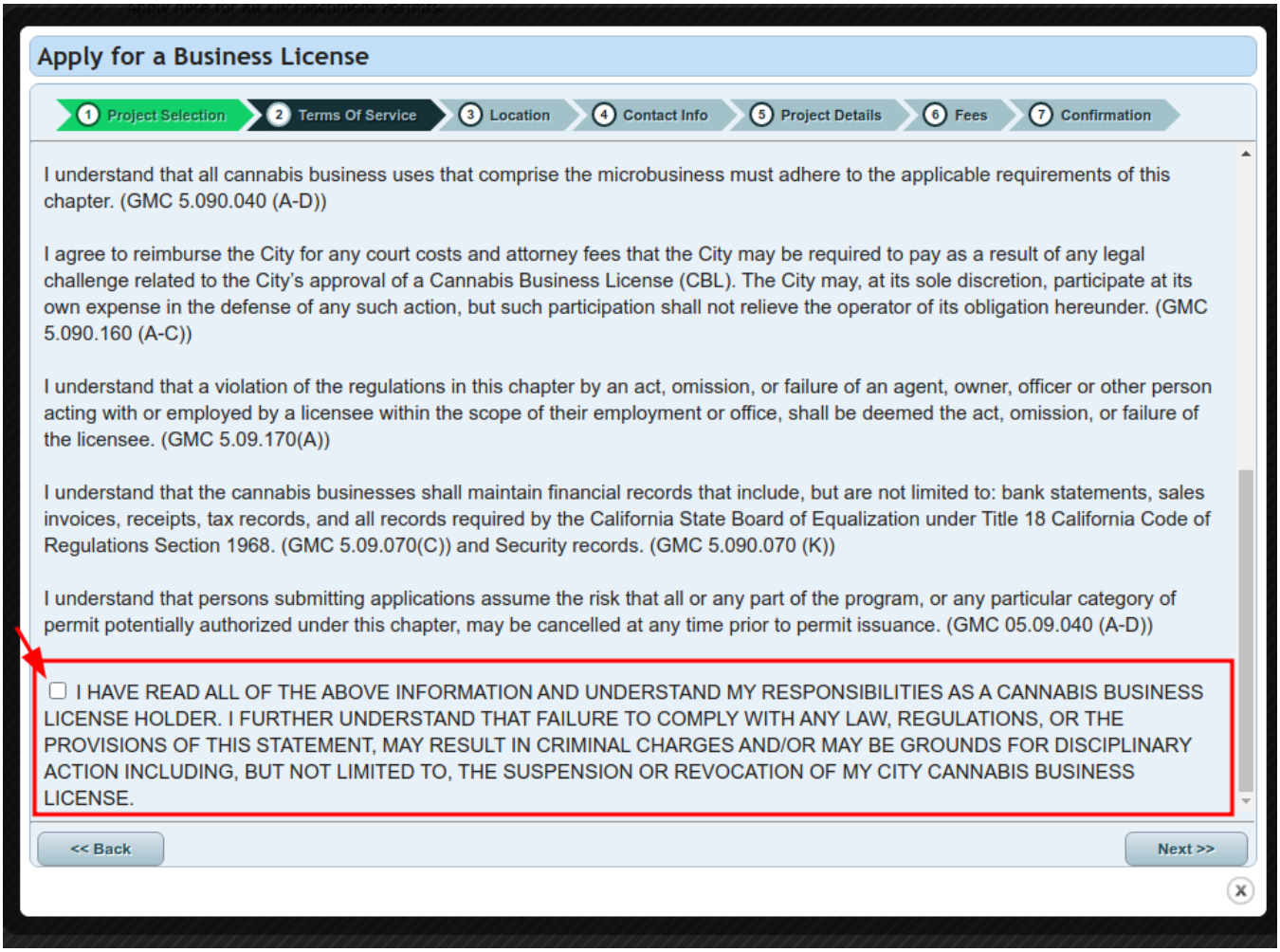


5. Some license types will require you to review, read and agree to the Terms prior to continuing your renewal. If required, please read through the full terms and click on the checkbox to agree and continue.



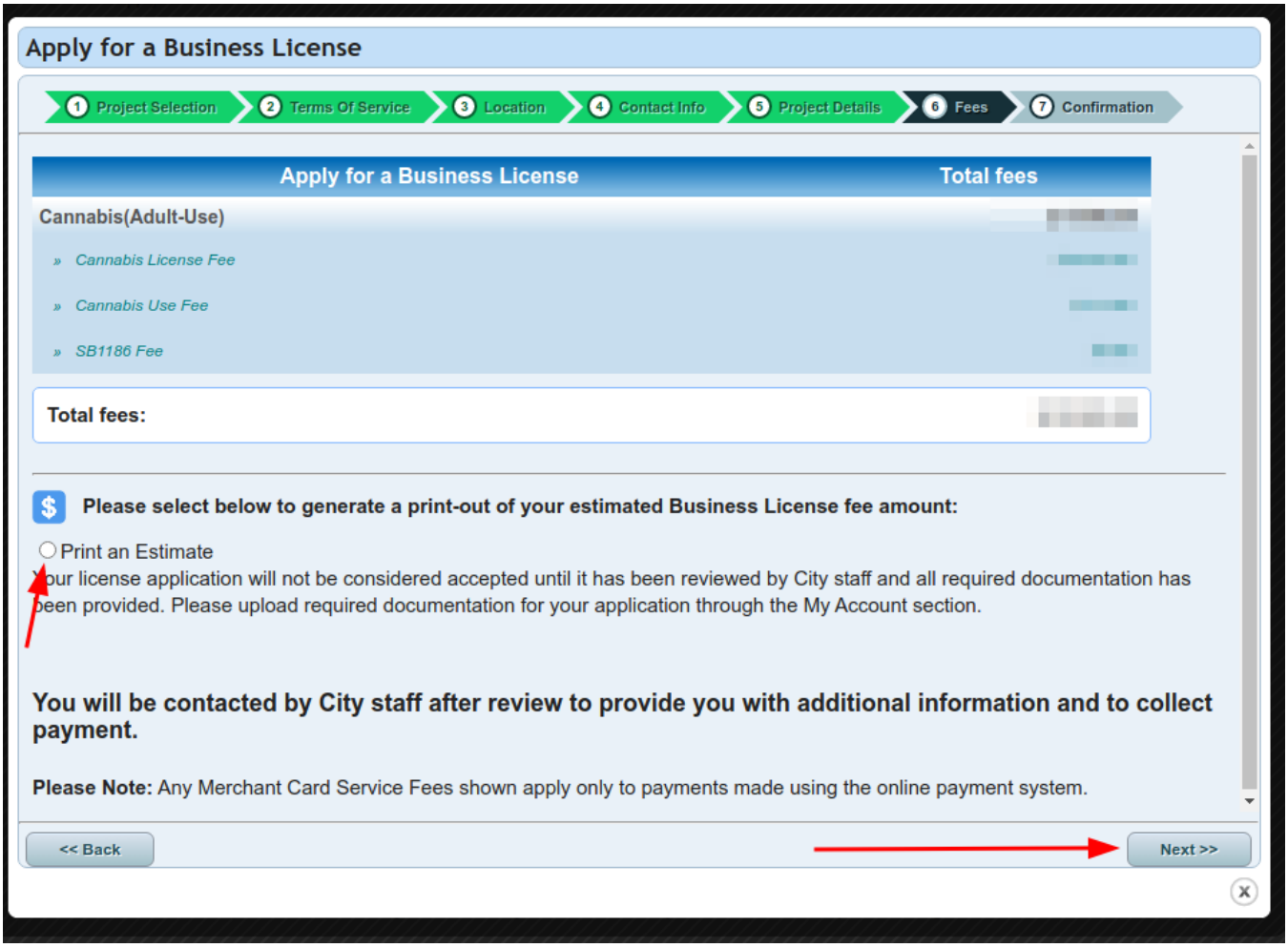
6. The next screen will show the current address associated with this license. Confirm the information is accurate and click Next >> to continue.

7. The contact screen will display any current contacts available on this license. Each contact should be reviewed, and if needed updated. When all information has been updated or verified, click Next >>.

    a. Some contact information may need to be re-entered for confirmation or due to new contact requirements.

8. The application details screen will show all current information related to this license. All fields should be reviewed and updated as appropriate. Once all data has been verified, click Next >> to continue.

9. The final screen will provide an estimate of the fee due for this application and allow you to submit and complete your application.



10. Click the radio button next to “Print an Estimate”, then click Next >> to submit your renewal.

Your renewal application is not submitted until you click next and receive confirmation that your application has been submitted.

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