



CITY OF
GOLETA

Self-Service Portal User Guide

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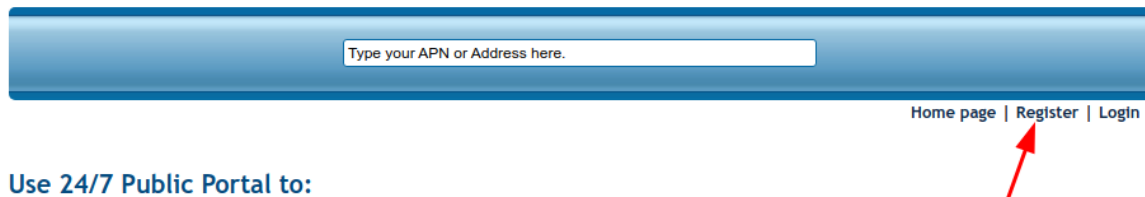
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General Items

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”



Use 24/7 Public Portal to:

3.  [Apply for a Planning Permit](#)

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.

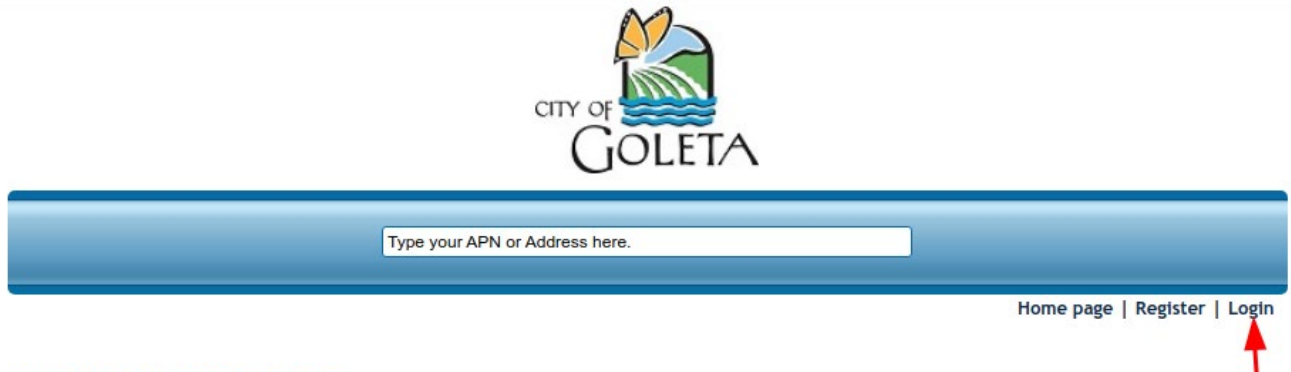
You will not be able to log in to the system until you have activated your account.

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:

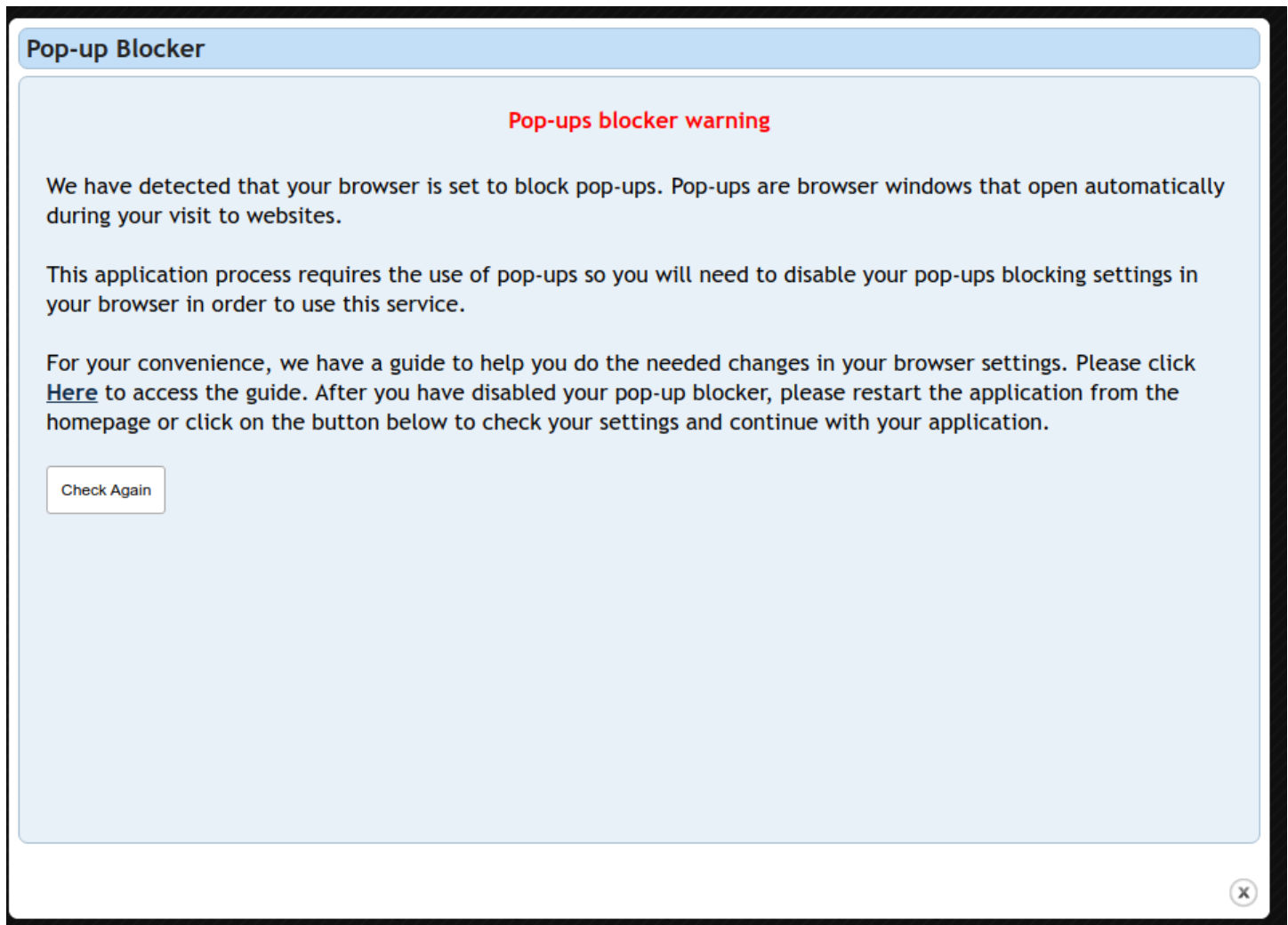
1. Follow the steps under “Logging In”.
2. On the login dialog click “Forgot Password”.
3. Enter the email or username that you registered with.
4. You will receive an email with a link to reset your password.

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.



The screenshot shows a browser warning dialog box titled "Pop-up Blocker". The main heading is "Pop-ups blocker warning" in red. The text inside the dialog reads: "We have detected that your browser is set to block pop-ups. Pop-ups are browser windows that open automatically during your visit to websites." followed by "This application process requires the use of pop-ups so you will need to disable your pop-ups blocking settings in your browser in order to use this service." and "For your convenience, we have a guide to help you do the needed changes in your browser settings. Please click [Here](#) to access the guide. After you have disabled your pop-up blocker, please restart the application from the homepage or click on the button below to check your settings and continue with your application." At the bottom left of the dialog is a button labeled "Check Again". At the bottom right is a close button (an 'x' in a circle).

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



Apply for a Business License

Apply online for a license for your business. (Applications must meet zoning requirements and some may require a zoning permit.)
If you have a current business license in the City, please use the Renew your Business License option below.

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.

Apply for a Business License

1 Project Selection 2 Location 3 Contact Info 4 Application Details 5 Fees & Payment 6 Confirmation

Please select your project from the following available projects:

Business License Type ▼

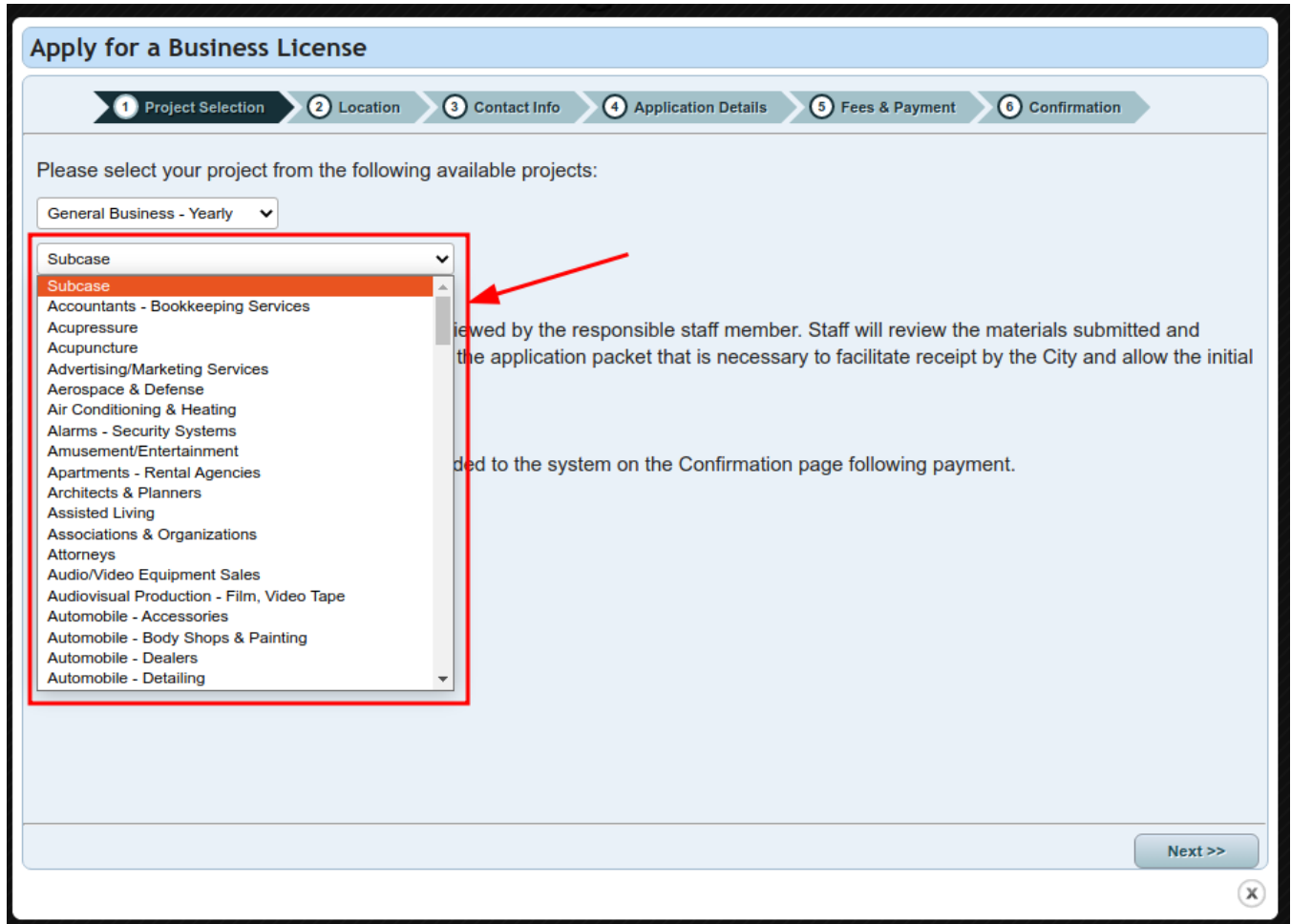
Please Note:
This online application is not accepted until reviewed by the responsible staff member. Staff will review the materials submitted and contact applicant regarding the acceptability of the application packet that is necessary to facilitate receipt by the City and allow the initial review to commence.

Supporting Documentation
Supporting documents and plans can be uploaded to the system on the Confirmation page following payment.

Next >>

X

- 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.



Apply for a Business License

1 Project Selection 2 Location 3 Contact Info 4 Application Details 5 Fees & Payment 6 Confirmation

Please select your project from the following available projects:

General Business - Yearly

Subcase

- Accountants - Bookkeeping Services
- Acupressure
- Acupuncture
- Advertising/Marketing Services
- Aerospace & Defense
- Air Conditioning & Heating
- Alarms - Security Systems
- Amusement/Entertainment
- Apartments - Rental Agencies
- Architects & Planners
- Assisted Living
- Associations & Organizations
- Attorneys
- Audio/Video Equipment Sales
- Audiovisual Production - Film, Video Tape
- Automobile - Accessories
- Automobile - Body Shops & Painting
- Automobile - Dealers
- Automobile - Detailing

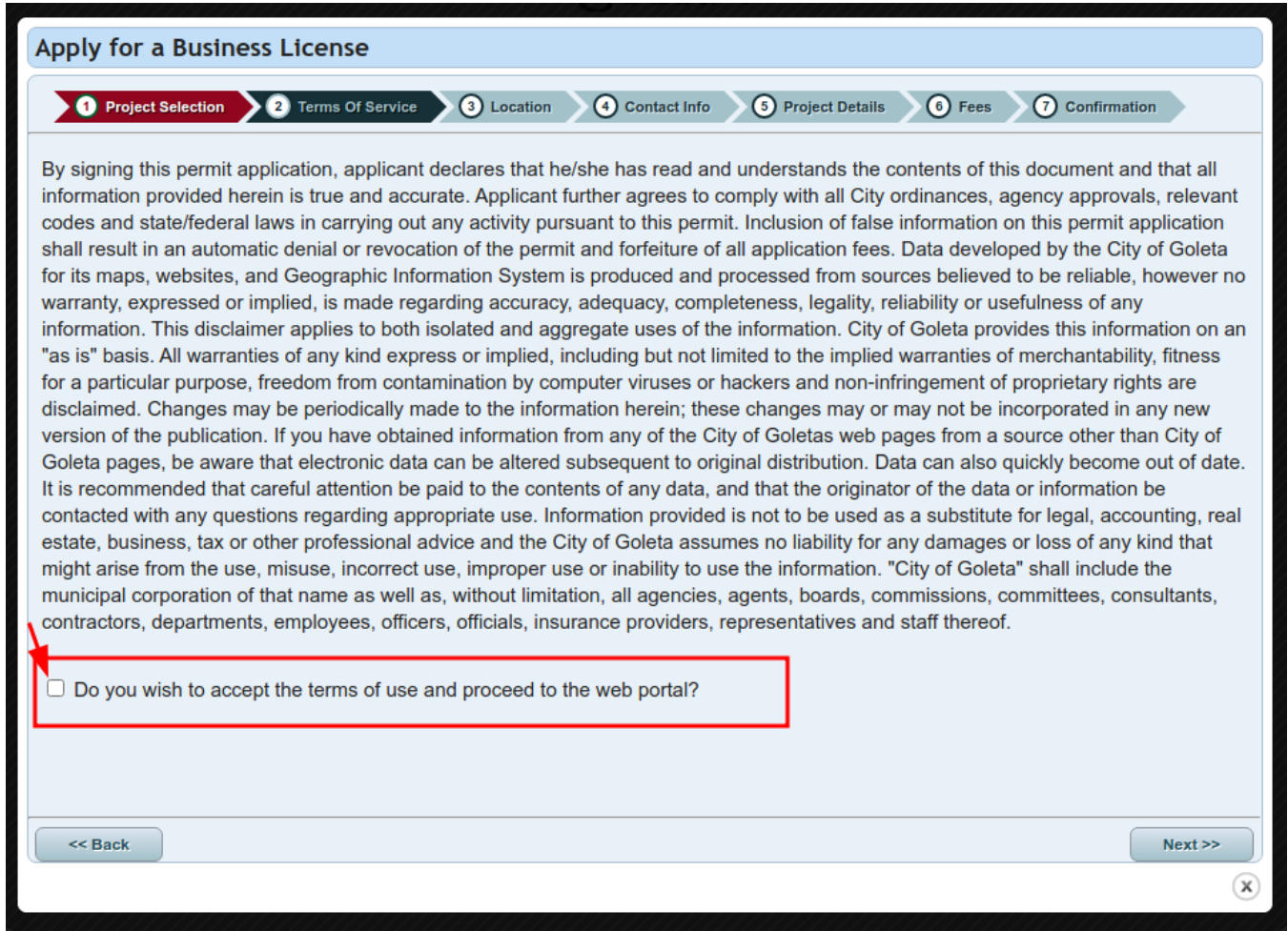
viewed by the responsible staff member. Staff will review the materials submitted and the application packet that is necessary to facilitate receipt by the City and allow the initial

ded to the system on the Confirmation page following payment.

Next >>

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

- 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.



Apply for a Business License

1 Project Selection 2 Terms Of Service 3 Location 4 Contact Info 5 Project Details 6 Fees 7 Confirmation

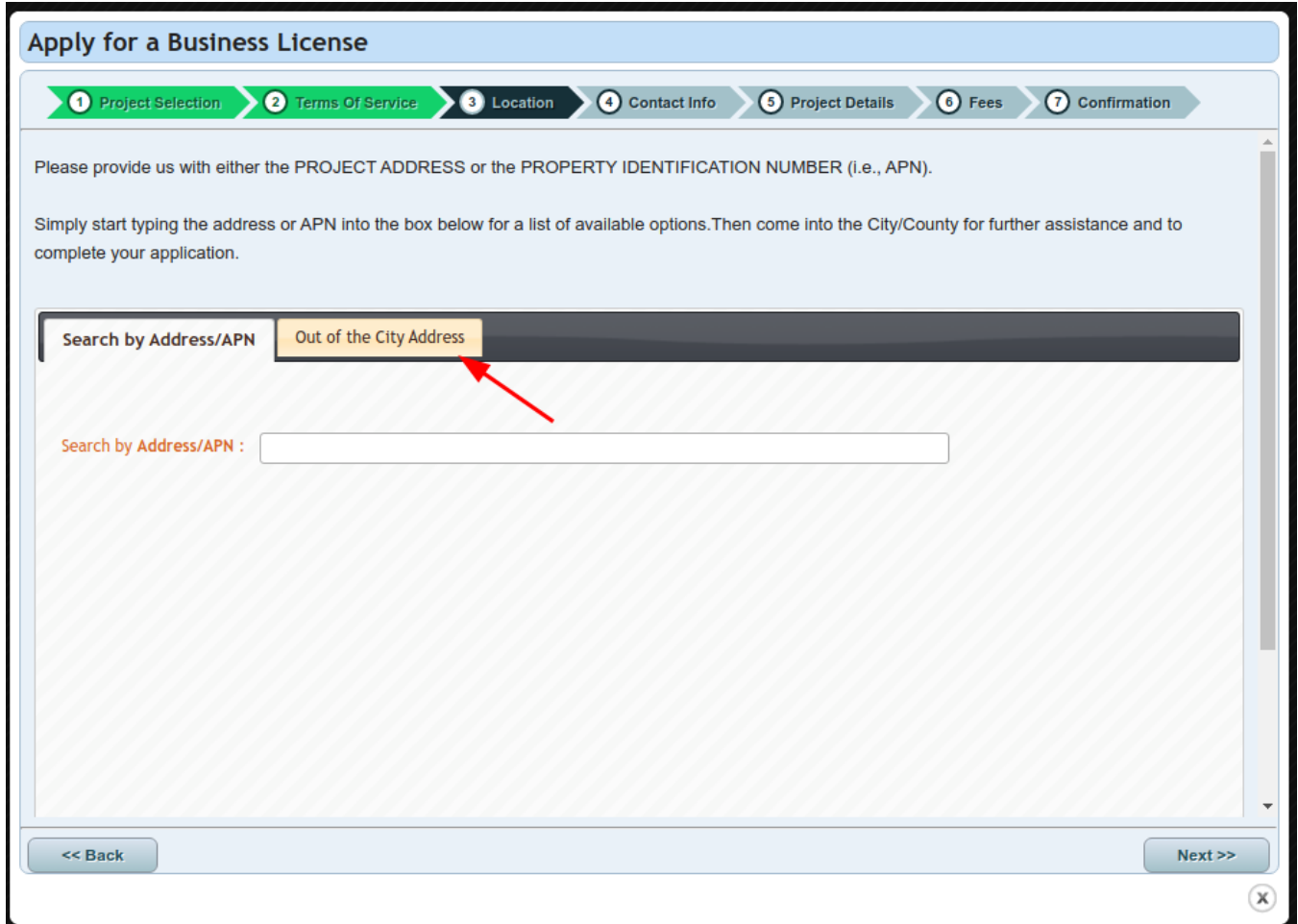
By signing this permit application, applicant declares that he/she has read and understands the contents of this document and that all information provided herein is true and accurate. Applicant further agrees to comply with all City ordinances, agency approvals, relevant codes and state/federal laws in carrying out any activity pursuant to this permit. Inclusion of false information on this permit application shall result in an automatic denial or revocation of the permit and forfeiture of all application fees. Data developed by the City of Goleta for its maps, websites, and Geographic Information System is produced and processed from sources believed to be reliable, however no warranty, expressed or implied, is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information. This disclaimer applies to both isolated and aggregate uses of the information. City of Goleta provides this information on an "as is" basis. All warranties of any kind express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, freedom from contamination by computer viruses or hackers and non-infringement of proprietary rights are disclaimed. Changes may be periodically made to the information herein; these changes may or may not be incorporated in any new version of the publication. If you have obtained information from any of the City of Goletas web pages from a source other than City of Goleta pages, be aware that electronic data can be altered subsequent to original distribution. Data can also quickly become out of date. It is recommended that careful attention be paid to the contents of any data, and that the originator of the data or information be contacted with any questions regarding appropriate use. Information provided is not to be used as a substitute for legal, accounting, real estate, business, tax or other professional advice and the City of Goleta assumes no liability for any damages or loss of any kind that might arise from the use, misuse, incorrect use, improper use or inability to use the information. "City of Goleta" shall include the municipal corporation of that name as well as, without limitation, all agencies, agents, boards, commissions, committees, consultants, contractors, departments, employees, officers, officials, insurance providers, representatives and staff thereof.

Do you wish to accept the terms of use and proceed to the web portal?

<< Back Next >>

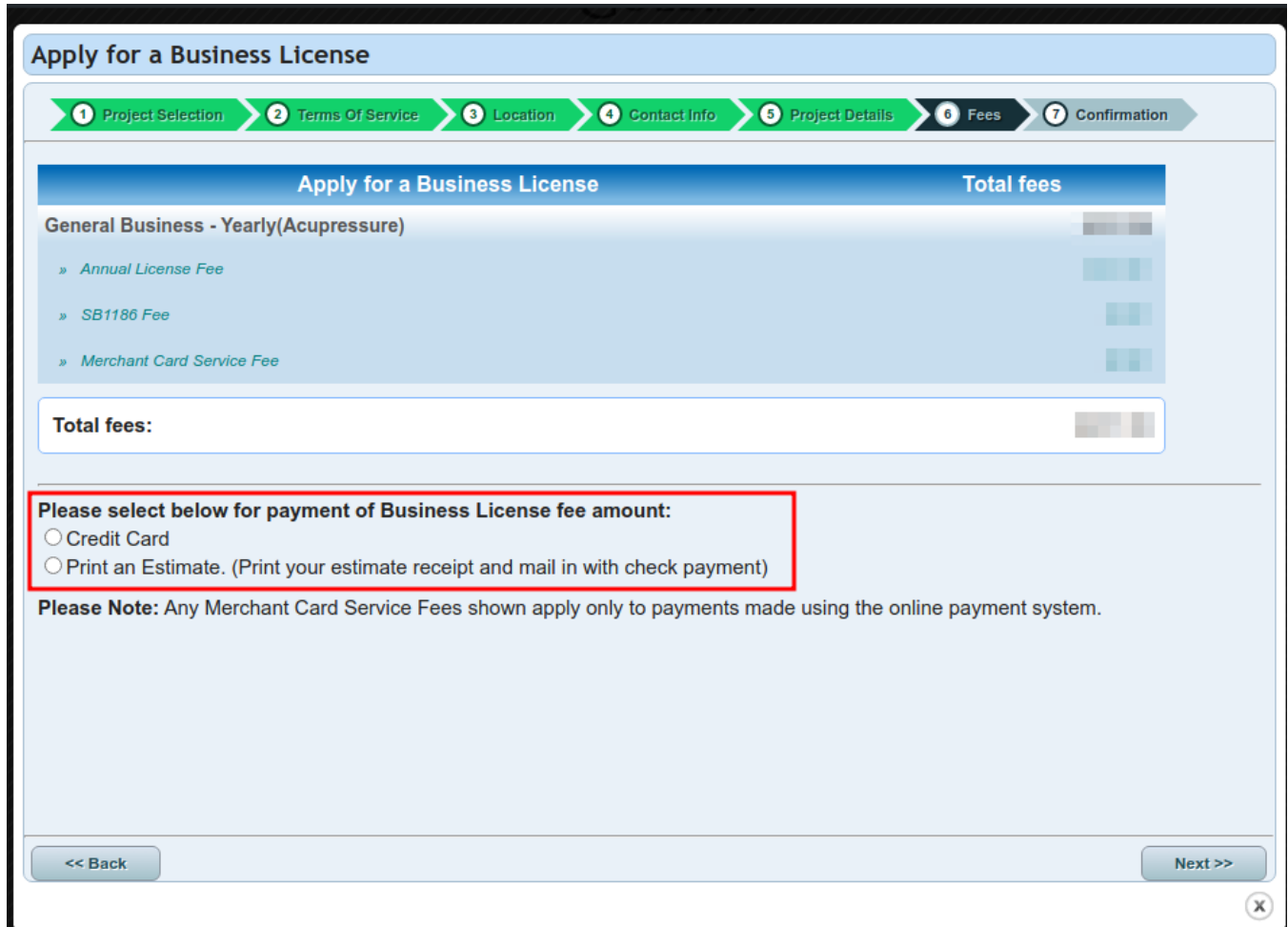
- Click on Next >> to continue.

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.



The screenshot shows a web application interface for applying for a business license. At the top, there is a progress bar with seven steps: 1 Project Selection, 2 Terms Of Service, 3 Location, 4 Contact Info, 5 Project Details, 6 Fees, and 7 Confirmation. Step 6 is currently active. Below the progress bar is a table titled 'Apply for a Business License' with a 'Total fees' column. The table lists the following fees:

Apply for a Business License	Total fees
General Business - Yearly(Acupressure)	
» Annual License Fee	
» SB1186 Fee	
» Merchant Card Service Fee	
Total fees:	

Below the table, there is a section titled 'Please select below for payment of Business License fee amount:' with two radio button options:

- Credit Card
- Print an Estimate. (Print your estimate receipt and mail in with check payment)

A 'Please Note' section states: 'Any Merchant Card Service Fees shown apply only to payments made using the online payment system.' At the bottom of the form, there are '<< Back' and 'Next >>' buttons.

16. The following options may be used to submit your case:
- Credit Card
 - This option allows for the payment of the required fees through the Self-Service Portal
 - Print an Estimate
 - 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



Apply for a Cannabis License

Apply online for a license for your business. (Applications must meet zoning requirements and some may require a zoning permit.)
If you have a current Cannabis license in the City, please use the Renew your Cannabis License option below.

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.

Apply for a Business License

1 Project Selection 2 Location 3 Contact Info 4 Application Details 5 Fees & Payment 6 Confirmation

Please select your project from the following available projects:

Business License Type ▼

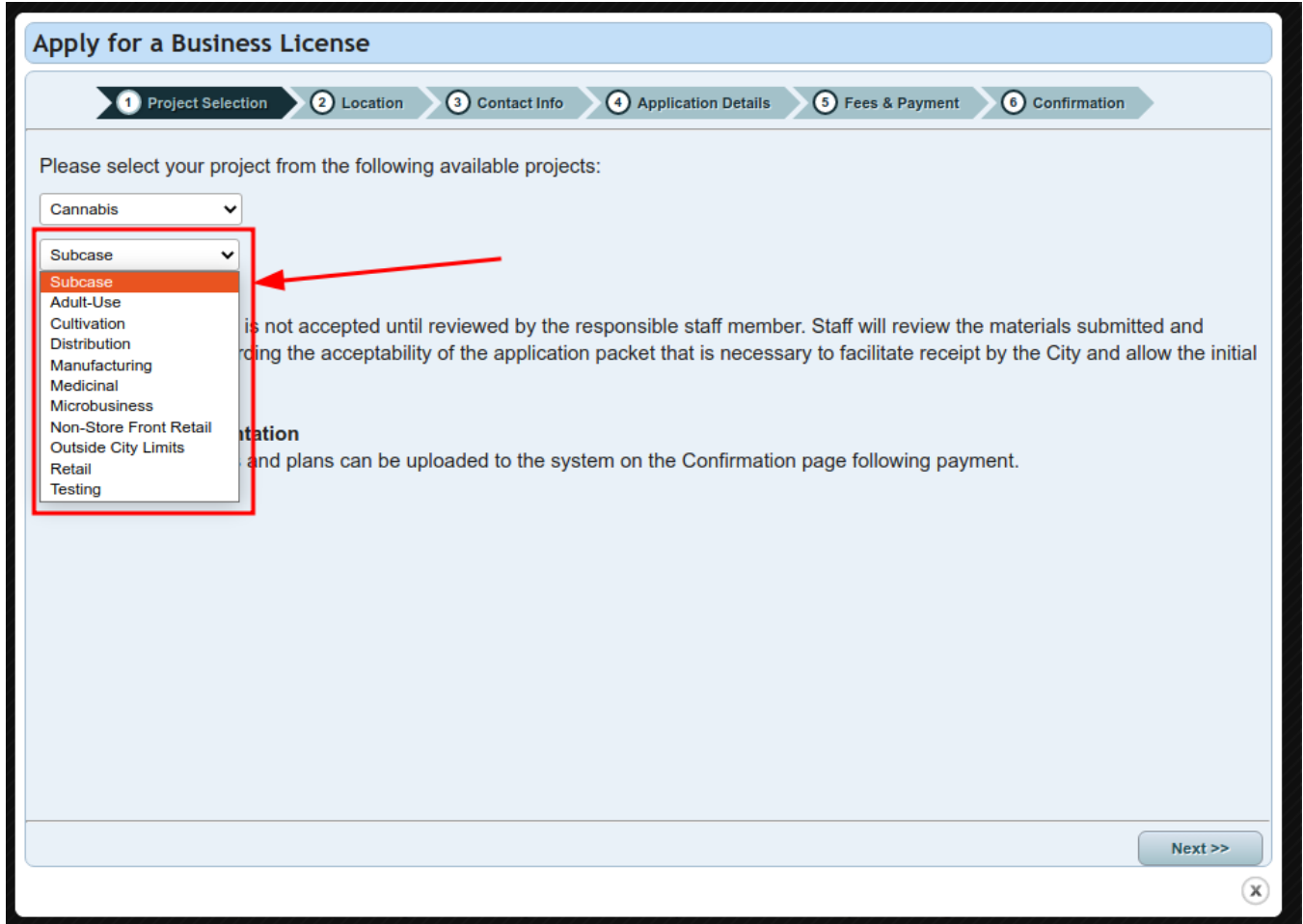
Please Note:
This online application is not accepted until reviewed by the responsible staff member. Staff will review the materials submitted and contact applicant regarding the acceptability of the application packet that is necessary to facilitate receipt by the City and allow the initial review to commence.

Supporting Documentation
Supporting documents and plans can be uploaded to the system on the Confirmation page following payment.

Next >>

X

- 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.



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

- 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.

Apply for a Business License

1 Project Selection 2 Terms Of Service 3 Location 4 Contact Info 5 Project Details 6 Fees 7 Confirmation

I understand that all cannabis business uses that comprise the microbusiness must adhere to the applicable requirements of this chapter. (GMC 5.090.040 (A-D))

I agree to reimburse the City for any court costs and attorney fees that the City may be required to pay as a result of any legal challenge related to the City's approval of a Cannabis Business License (CBL). The City may, at its sole discretion, participate at its own expense in the defense of any such action, but such participation shall not relieve the operator of its obligation hereunder. (GMC 5.090.160 (A-C))

I understand that a violation of the regulations in this chapter by an act, omission, or failure of an agent, owner, officer or other person acting with or employed by a licensee within the scope of their employment or office, shall be deemed the act, omission, or failure of the licensee. (GMC 5.09.170(A))

I understand that the cannabis businesses shall maintain financial records that include, but are not limited to: bank statements, sales invoices, receipts, tax records, and all records required by the California State Board of Equalization under Title 18 California Code of Regulations Section 1968. (GMC 5.09.070(C)) and Security records. (GMC 5.090.070 (K))

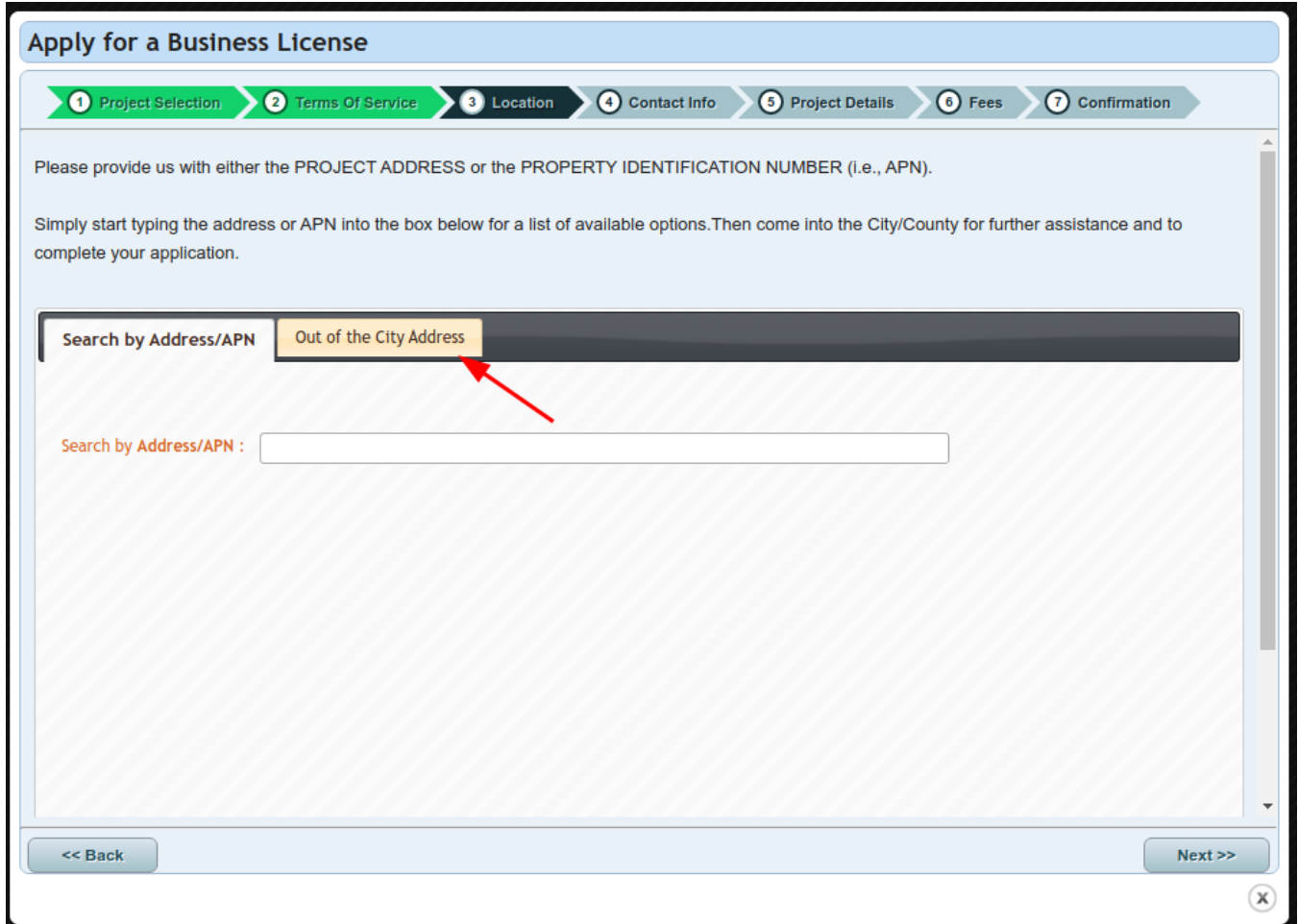
I understand that persons submitting applications assume the risk that all or any part of the program, or any particular category of permit potentially authorized under this chapter, may be cancelled at any time prior to permit issuance. (GMC 05.09.040 (A-D))

I HAVE READ ALL OF THE ABOVE INFORMATION AND UNDERSTAND MY RESPONSIBILITIES AS A CANNABIS BUSINESS LICENSE HOLDER. I FURTHER UNDERSTAND THAT FAILURE TO COMPLY WITH ANY LAW, REGULATIONS, OR THE PROVISIONS OF THIS STATEMENT, MAY RESULT IN CRIMINAL CHARGES AND/OR MAY BE GROUNDS FOR DISCIPLINARY ACTION INCLUDING, BUT NOT LIMITED TO, THE SUSPENSION OR REVOCATION OF MY CITY CANNABIS BUSINESS LICENSE.

<< Back Next >>

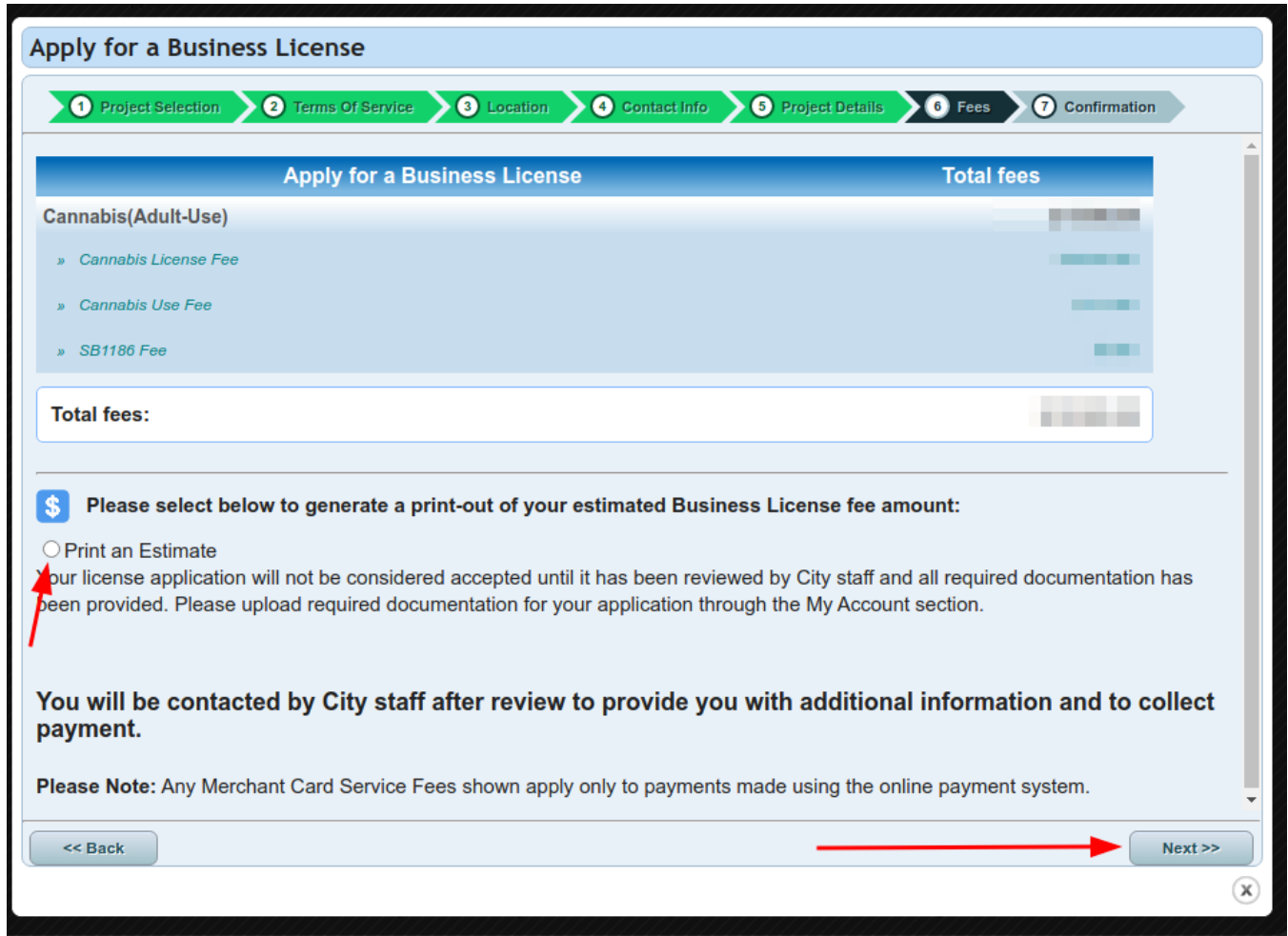
- Click on Next >> to continue.

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 estimate of the fee due for this application and allow you to submit and complete your application.



Apply for a Business License

1 Project Selection 2 Terms Of Service 3 Location 4 Contact Info 5 Project Details 6 Fees 7 Confirmation

Apply for a Business License	Total fees
Cannabis(Adult-Use)	
» Cannabis License Fee	
» Cannabis Use Fee	
» SB1186 Fee	
Total fees:	

\$ Please select below to generate a print-out of your estimated Business License fee amount:

Print an Estimate

Your license application will not be considered accepted until it has been reviewed by City staff and all required documentation has been provided. Please upload required documentation for your application through the My Account section.

You will be contacted by City staff after review to provide you with additional information and to collect payment.

Please Note: Any Merchant Card Service Fees shown apply only to payments made using the online payment system.

<< Back Next >>

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.



Renew your Business License

Apply here for you Business License renewal.

You will need an Online Authentication Code in order to renew online. This will be included on new renewals forms. If you do not have an Online Authentication Code, please follow the directions on the renewal application to renew your license.


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

Renew license

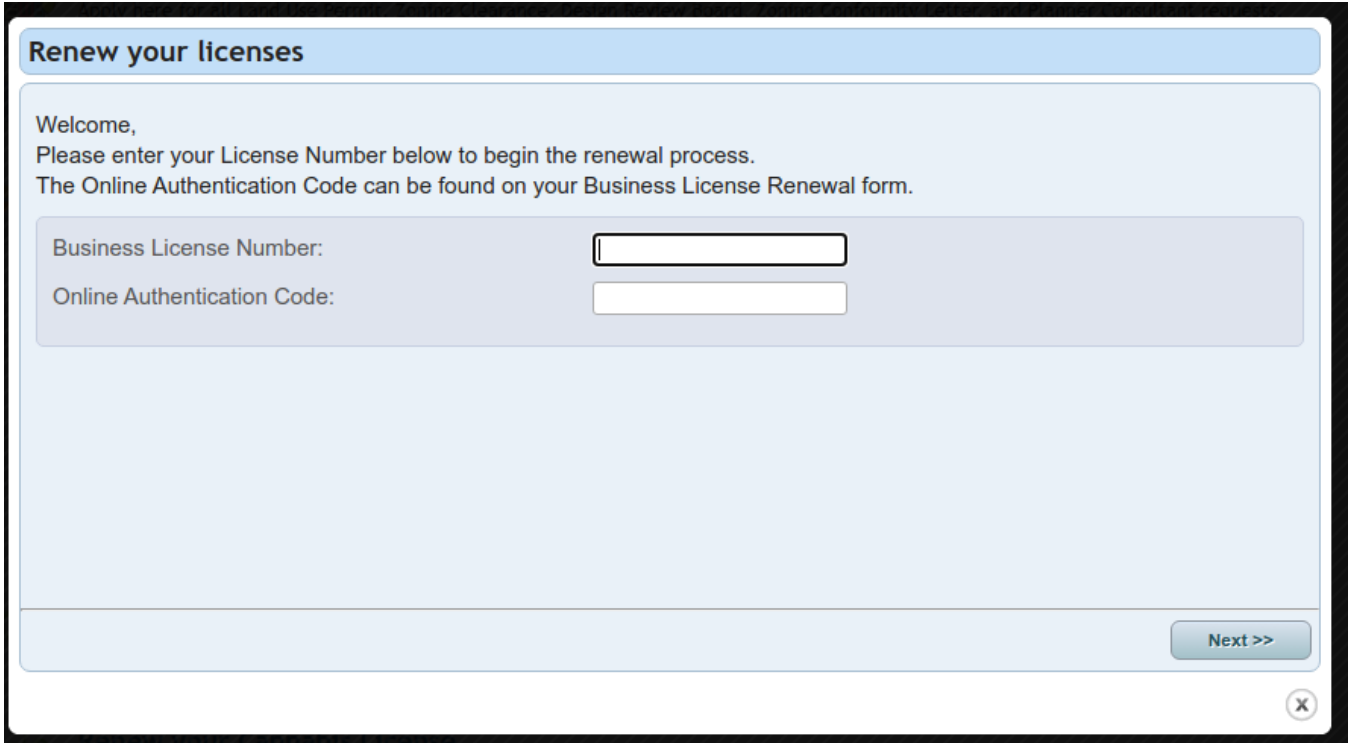
Welcome to our online license wizard. Please select which method you would like to proceed with:

Case Finder

Please use this wizard to locate your license and proceed with the renewal process.

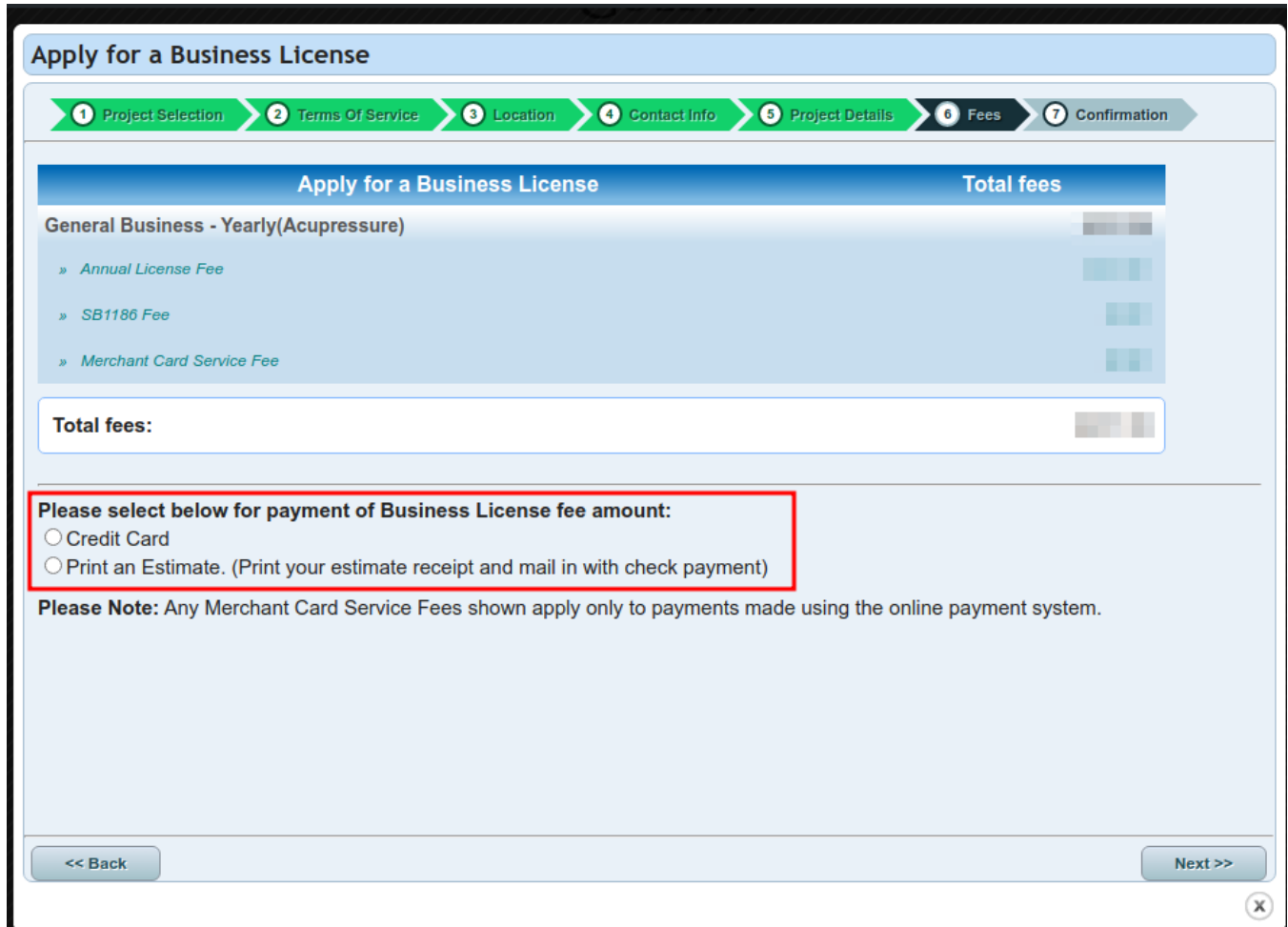


- The following screen will require you to enter the provided License Number and Online authentication code to continue.



- The next screen will show the current address associated with this license. Confirm the information is accurate and click Next >> to continue.
- 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 >>.
 - Some contact information may need to be re-entered for confirmation or due to new contact requirements.
- 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.



Apply for a Business License

1 Project Selection 2 Terms Of Service 3 Location 4 Contact Info 5 Project Details 6 Fees 7 Confirmation

Apply for a Business License	Total fees
General Business - Yearly(Acupressure)	
» Annual License Fee	
» SB1186 Fee	
» Merchant Card Service Fee	
Total fees:	

Please select below for payment of Business License fee amount:

Credit Card

Print an Estimate. (Print your estimate receipt and mail in with check payment)

Please Note: Any Merchant Card Service Fees shown apply only to payments made using the online payment system.

<< Back Next >>

9. The following options may be used to submit your case:
- Credit Card
 - This option allows for the payment of the required fees through the Self-Service Portal
 - Print an Estimate
 - 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.

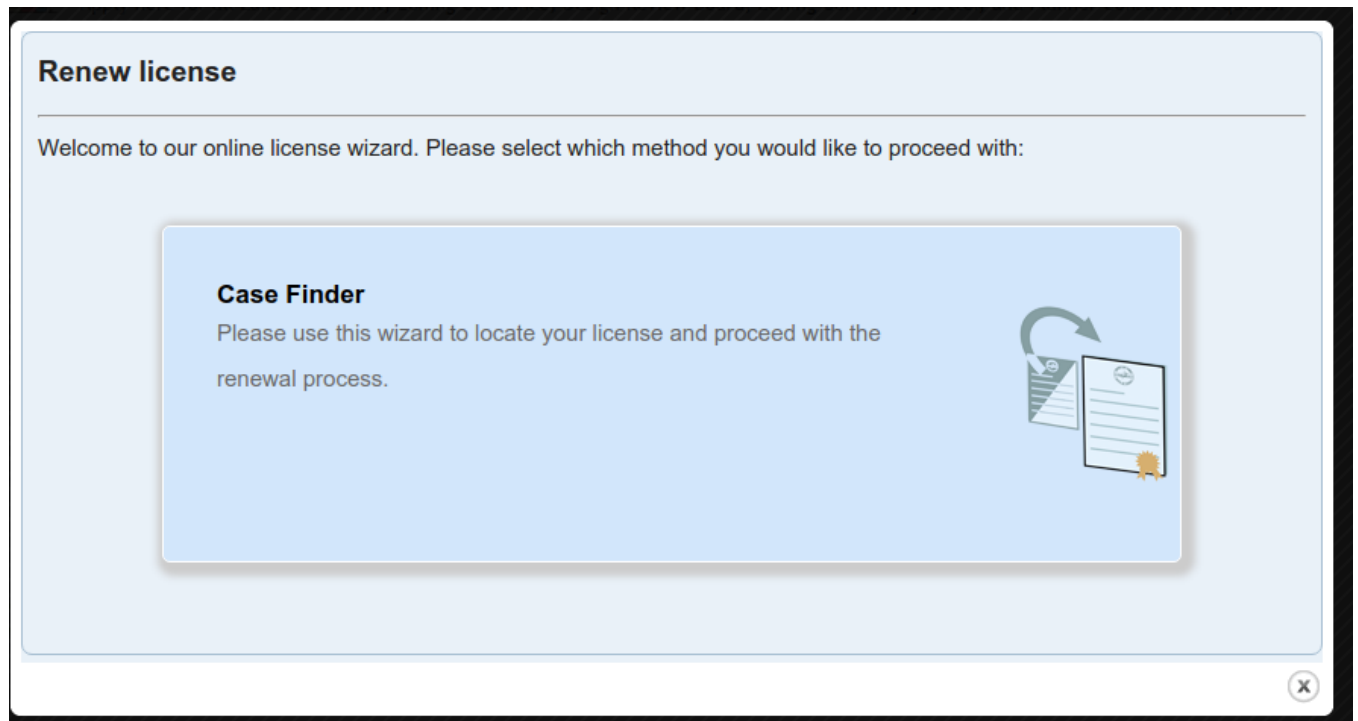


Renew your Cannabis License

Apply here for your Cannabis License renewal.

You will need an Online Authentication Code in order to renew online. This will be included on new renewals forms. If you do not have an Online Authentication Code, please follow the directions on the renewal application to renew your license.

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.

Renew your licenses

Welcome,
Please enter your License Number below to begin the renewal process.
The Online Authentication Code can be found on your Business License Renewal form.

Business License Number:

Online Authentication Code:

[Next >>](#)

[X](#)

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.

Apply for a Business License

1 Project Selection → 2 Terms Of Service → 3 Location → 4 Contact Info → 5 Project Details → 6 Fees → 7 Confirmation

I understand that all cannabis business uses that comprise the microbusiness must adhere to the applicable requirements of this chapter. (GMC 5.090.040 (A-D))

I agree to reimburse the City for any court costs and attorney fees that the City may be required to pay as a result of any legal challenge related to the City's approval of a Cannabis Business License (CBL). The City may, at its sole discretion, participate at its own expense in the defense of any such action, but such participation shall not relieve the operator of its obligation hereunder. (GMC 5.090.160 (A-C))

I understand that a violation of the regulations in this chapter by an act, omission, or failure of an agent, owner, officer or other person acting with or employed by a licensee within the scope of their employment or office, shall be deemed the act, omission, or failure of the licensee. (GMC 5.09.170(A))

I understand that the cannabis businesses shall maintain financial records that include, but are not limited to: bank statements, sales invoices, receipts, tax records, and all records required by the California State Board of Equalization under Title 18 California Code of Regulations Section 1968. (GMC 5.09.070(C)) and Security records. (GMC 5.090.070 (K))

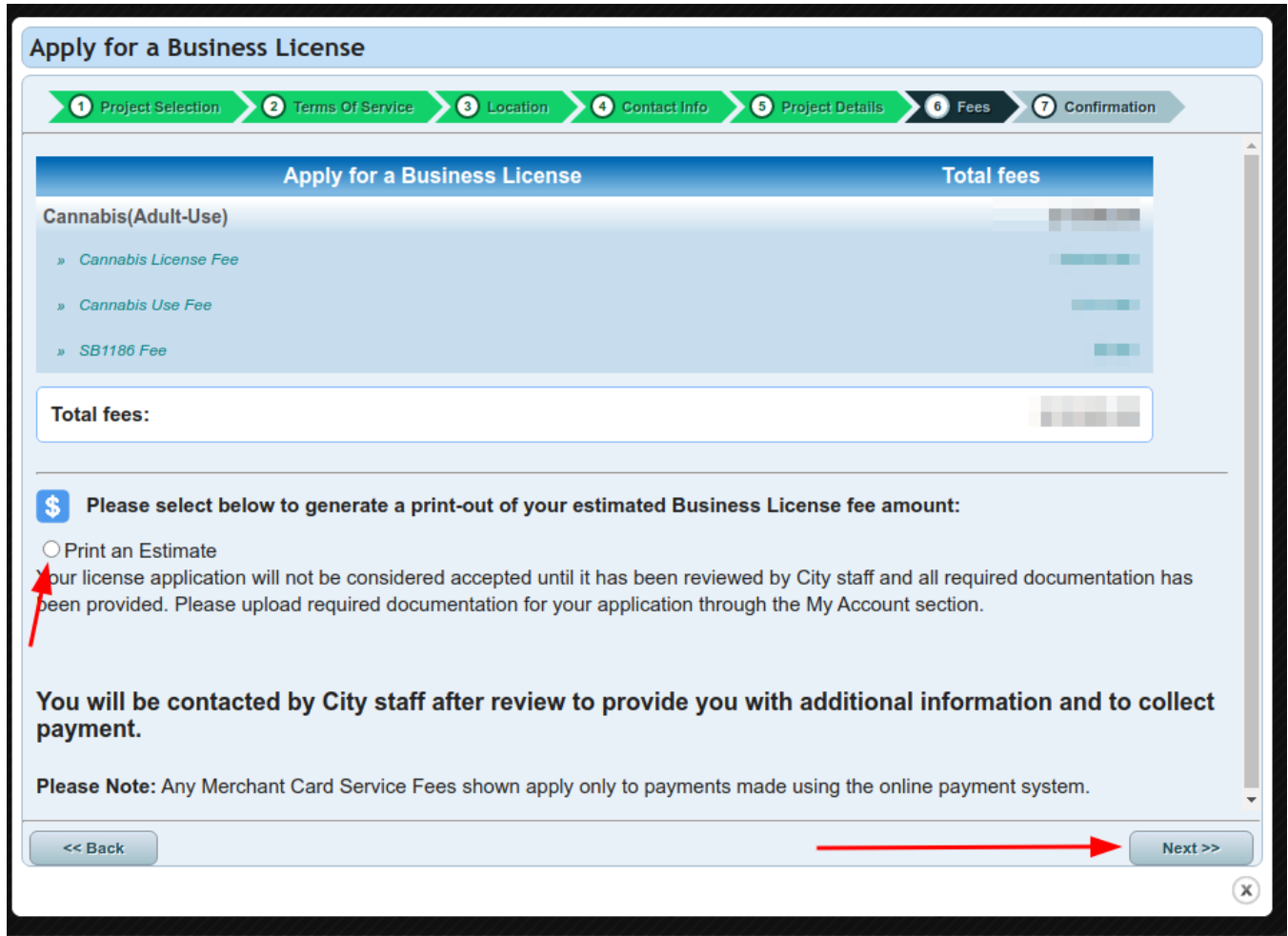
I understand that persons submitting applications assume the risk that all or any part of the program, or any particular category of permit potentially authorized under this chapter, may be cancelled at any time prior to permit issuance. (GMC 05.09.040 (A-D))

I HAVE READ ALL OF THE ABOVE INFORMATION AND UNDERSTAND MY RESPONSIBILITIES AS A CANNABIS BUSINESS LICENSE HOLDER. I FURTHER UNDERSTAND THAT FAILURE TO COMPLY WITH ANY LAW, REGULATIONS, OR THE PROVISIONS OF THIS STATEMENT, MAY RESULT IN CRIMINAL CHARGES AND/OR MAY BE GROUNDS FOR DISCIPLINARY ACTION INCLUDING, BUT NOT LIMITED TO, THE SUSPENSION OR REVOCATION OF MY CITY CANNABIS BUSINESS LICENSE.

<< Back
Next >>

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.



Apply for a Business License

1 Project Selection 2 Terms Of Service 3 Location 4 Contact Info 5 Project Details 6 Fees 7 Confirmation

Apply for a Business License	Total fees
Cannabis(Adult-Use)	
» Cannabis License Fee	
» Cannabis Use Fee	
» SB1186 Fee	
Total fees:	

\$ Please select below to generate a print-out of your estimated Business License fee amount:

Print an Estimate

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You will be contacted by City staff after review to provide you with additional information and to collect payment.

Please Note: Any Merchant Card Service Fees shown apply only to payments made using the online payment system.

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

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