



THE HUB
ONLINE PORTAL

BUSINESS LICENSE GUIDE



La Quinta
— GEM of the DESERT —

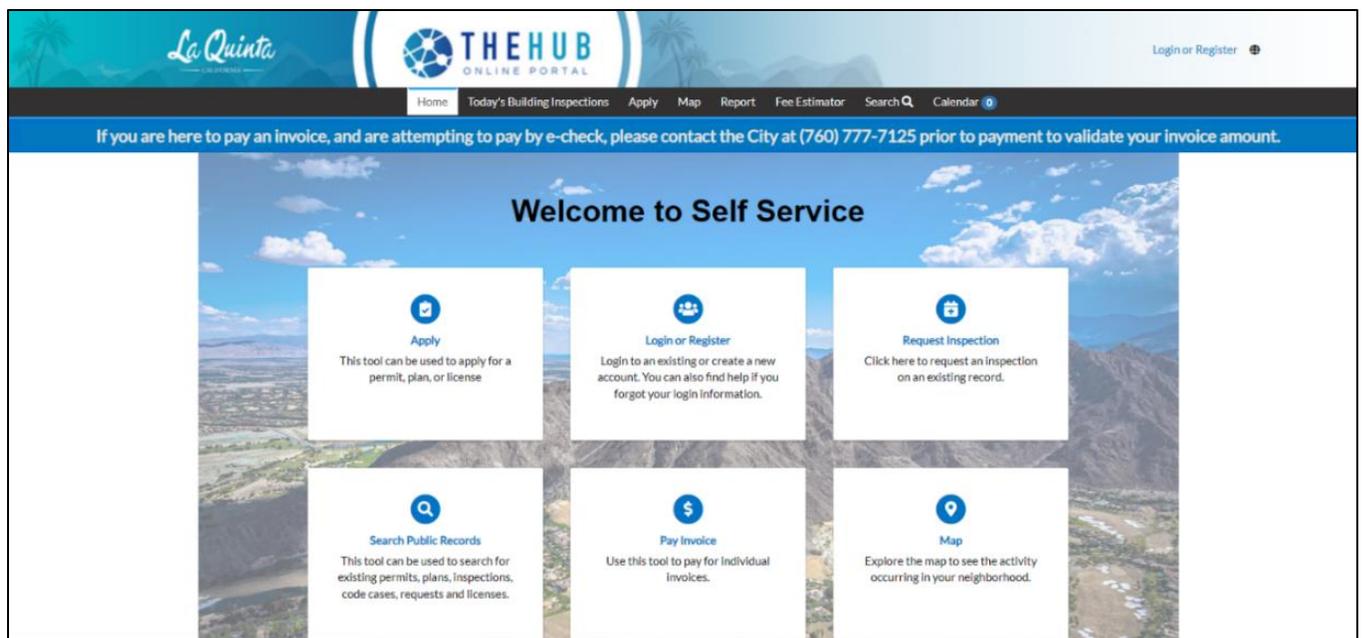
 **tyler**
technologies



Follow the instructions to access the new City of La Quinta's The HUB Online Portal and create your account.

The HUB Online Portal

Welcome to the City of La Quinta's The HUB Online Portal. The HUB Online Portal provides a centralized dashboard from which you can apply and search for permits, request inspections, search plans, code cases, and licenses, as well as pay fees - all online.



Registering for an Account

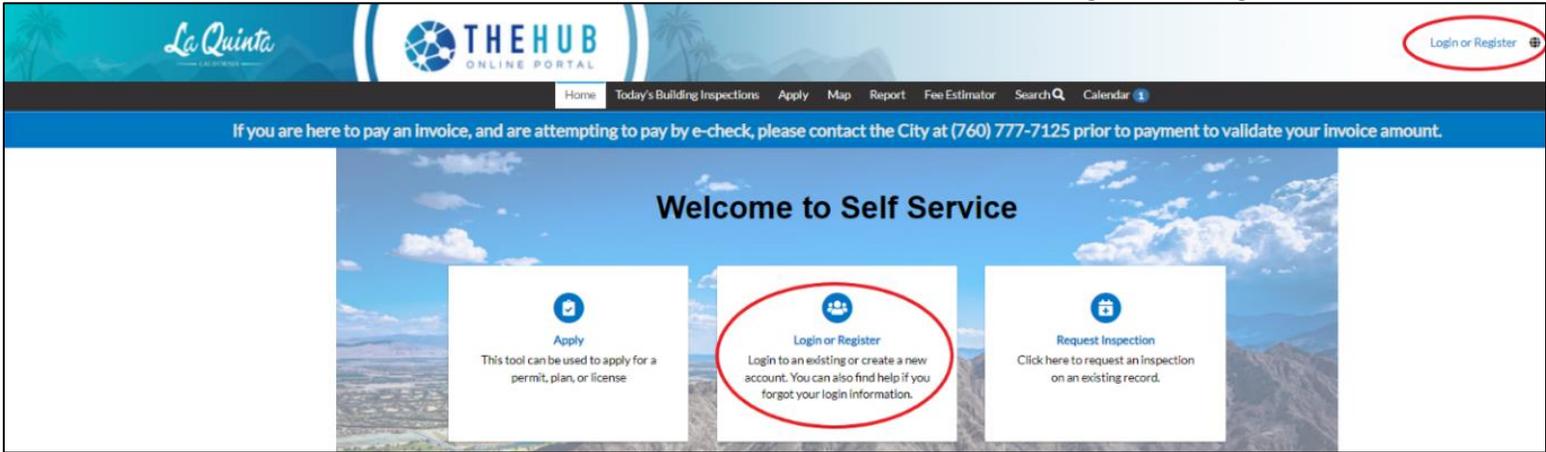
A prerequisite to making a submission requires registering your contact information (i.e. information for the Business, Employee, or Citizen/Customer/Person), whomever has authority to make the submission. This can be done on any device, phone, computer, tablet, etc., using most available browsers that have access to the Internet.

You may use any web browser (Google Chrome, Apple Safari, Microsoft Edge, Firefox, etc.) or mobile device to register, access, or make an application on The HUB Online Portal website. This is not an App, so no download is necessary.

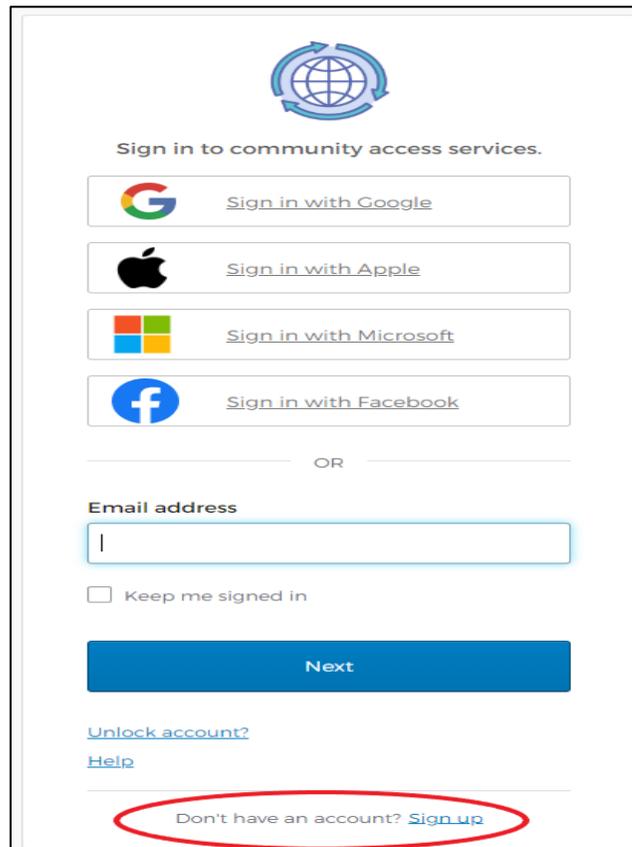
To get started, simply type www.laquintaca.gov/HUBOnlinePortal in your browser address.



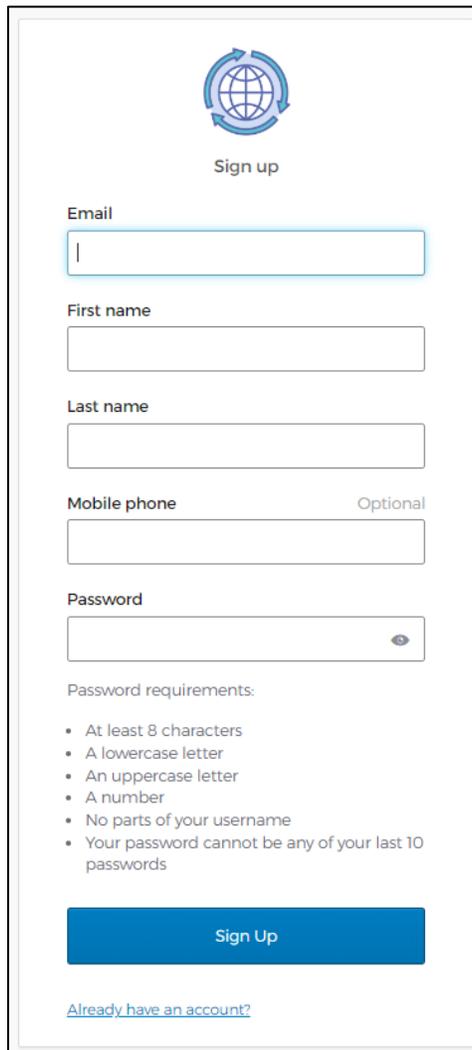
1. From The HUB Online Portal home screen, select the **Login or Register** icon



2. The Login screen will appear, select the **Sign Up** link at the bottom of screen to register with an email account or use one of the other options available.



3. Enter your Email address, First Name, Last Name, Mobile phone (optional), Password and select **Sign Up**.
Note: If you had a previous business license, use the email address from previous renewals to create your new The HUB Online Portal account. If you do not see the renewal once you have logged in, email lqbl@jaquintaca.gov and request "link account" with Business License Number.



The image shows a sign-up form with a blue globe icon at the top. Below the icon is the text "Sign up". The form contains the following fields and labels:

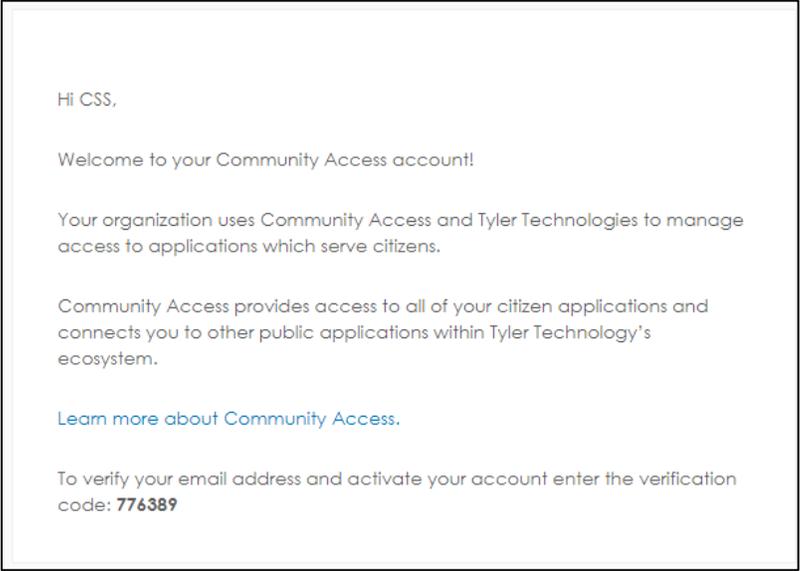
- Email**: A text input field with a vertical cursor.
- First name**: A text input field.
- Last name**: A text input field.
- Mobile phone**: A text input field with the word "Optional" to its right.
- Password**: A text input field with an eye icon on the right side.

Below the password field, there is a section titled "Password requirements:" followed by a bulleted list:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

At the bottom of the form is a blue "Sign Up" button and a link that says "Already have an account?".

4. An email will be sent to your email box (Gmail, Yahoo, AOL, Outlook, etc.) with a verification code. (Note: Check your Spam/Junk folder if the email is not in the inbox)
5. Open the email from **Community Access Identity** 'noreply@identity.tylerportico.com' and retrieve the verification code.



- 6. Navigate back to The HUB Online Portal and enter the verification code. **Please add "noreply@identity.tylerportico.com" to your address book to avoid the system emails being sent to your Spam/Junk folder.**
- 7. Read the terms of Acknowledgement. Select the checkbox to certify and agree that the information you provided is true and correct and select **Continue**.

A screenshot of a web registration page. At the top, it says "Registration". Below that, a grey bar contains "Step 1 of 3: Acknowledgement". The main text reads: "Please complete the required fields to create a Public User Account, the required fields include email, password, first name, and last name. Submitting for and the issuance of a permit may be revoked or withheld if registration is inaccurate or has been obtained without proper authorization, if you have any questions please contact the Hub at (760) 777-7125 or via email at customercenter@laquintaca.gov and we can help you with any questions you might have." There is a checkbox with the text "By acknowledging you certify that you agree and that the information is true and correct." At the bottom left, there is a blue "Continue" button.

- 8. Enter the Required Additional Contact Information. Only one phone number is required, but multiple phone numbers may be entered. Select **Next**.

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

9. Enter your complete Address and select **Submit**.

Registration

Step 3 of 3: Address

*REQUIRED

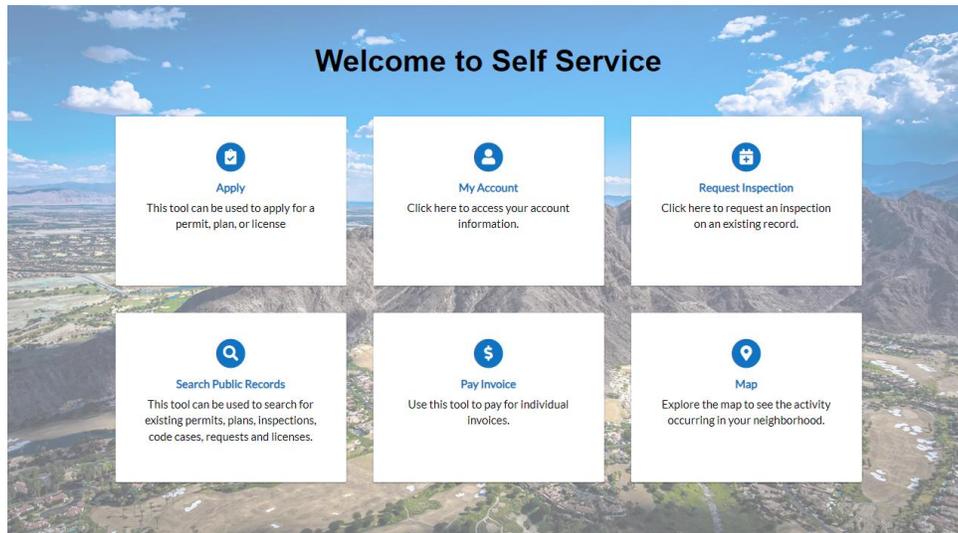
* Address

City

State

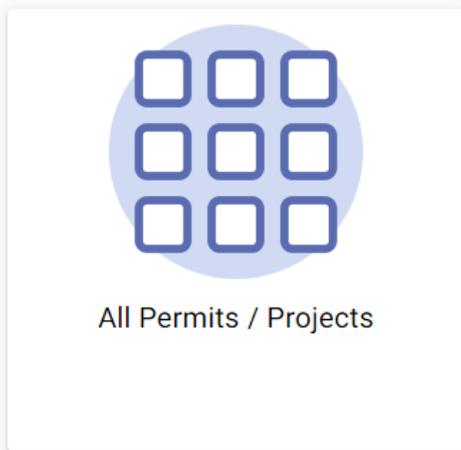
Postal Code

10. The user account has been created and you will be redirected to **The HUB Online Portal Dashboard**.

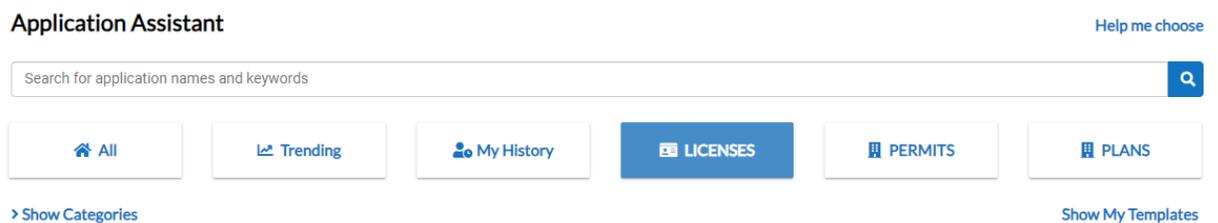


Obtaining a Business License

1. Once on the HUB Online Portal, click **Apply** on the top menu, and click on **All Permits**.

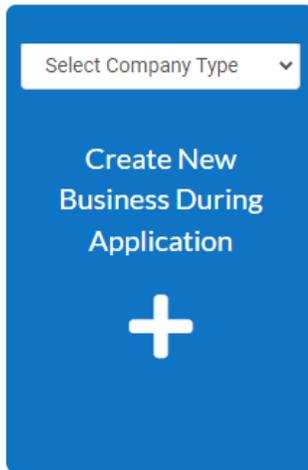


2. You will be taken to the **Application Assistant** page.



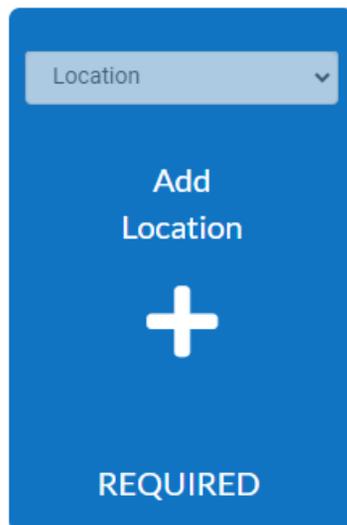
3. **Review** the different **Business Licenses Applications** and click **Apply** to the business license that best suits your business.

4. Select the **Company Type** and click on the **Plus Sign**.
Select or create the business for this application



5. Click on the **Plus Sign** to **Add Location** by Search or *Manual Entry*.
LOCATIONS

Please search for and select the address for the physical business location



6. Enter **Business Details**. (*Information categories may differ for business license type*)

BUSINESS DETAILS

Please provide a brief description of the business type

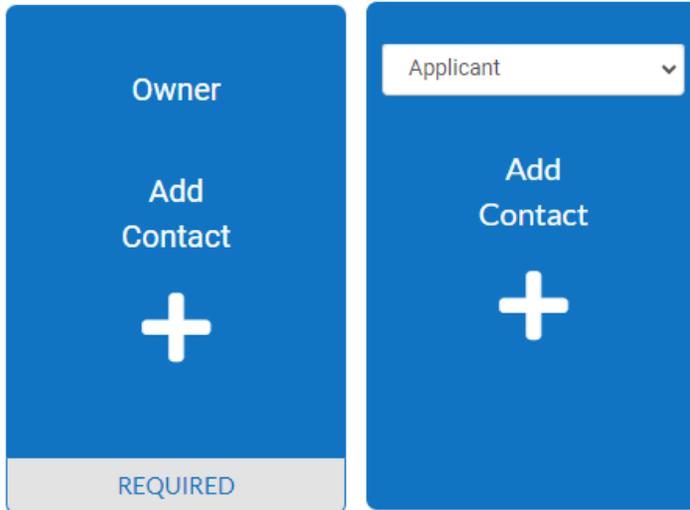
* Company Type	<input type="text" value="Sole Proprietorship"/>
* Company Name	<input type="text"/>
Business Description	<input type="text"/>
DBA	<input type="text"/>
* Location	<input type="text" value=""/>
TIN	<input type="text"/>
Tax ID	<input type="text"/>

* Industry Classification(s)	Select Industry Classification
------------------------------	--

LICENSE DETAILS

* License Type	<input type="text" value="Vehicle - Outside City Limits Business"/>
* Description	<input type="text"/>

7. Add the **Applicant Information** and any other **Contact Information**.



- Fill out the **More Info** category which will differ depending on business license application type.

MORE INFO

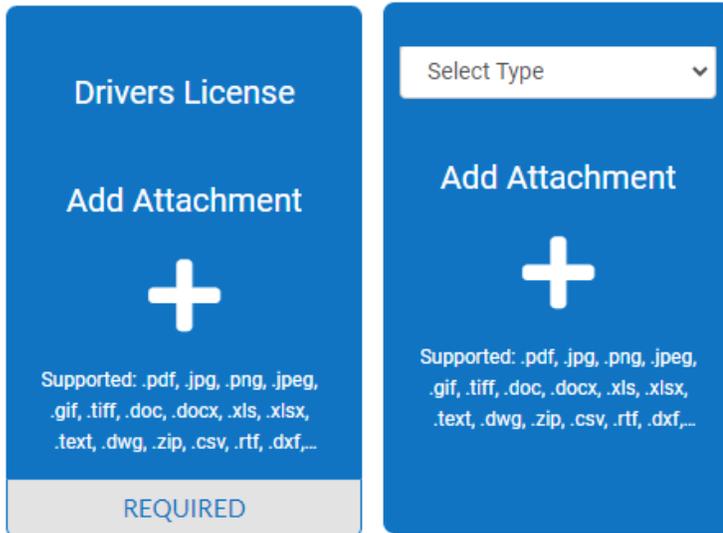
Please make entries in each of the requested fields, the more complete and accurate information provided will better estimate license fees for your business and allow staff to process your application appropriately.

General Information

[Next Section](#) | [Top](#) | [Main Menu](#)

*Type of Ownership?

- Add the **Required Attachments** for your business license application such as a Driver's License or some form of Identification.



- Type name in block and **Electronic Signature is required**
- Lastly, **Review** and **Submit**.

Assistance with The HUB Online Portal, contact the HUB at lqbl@laquintaca.gov.