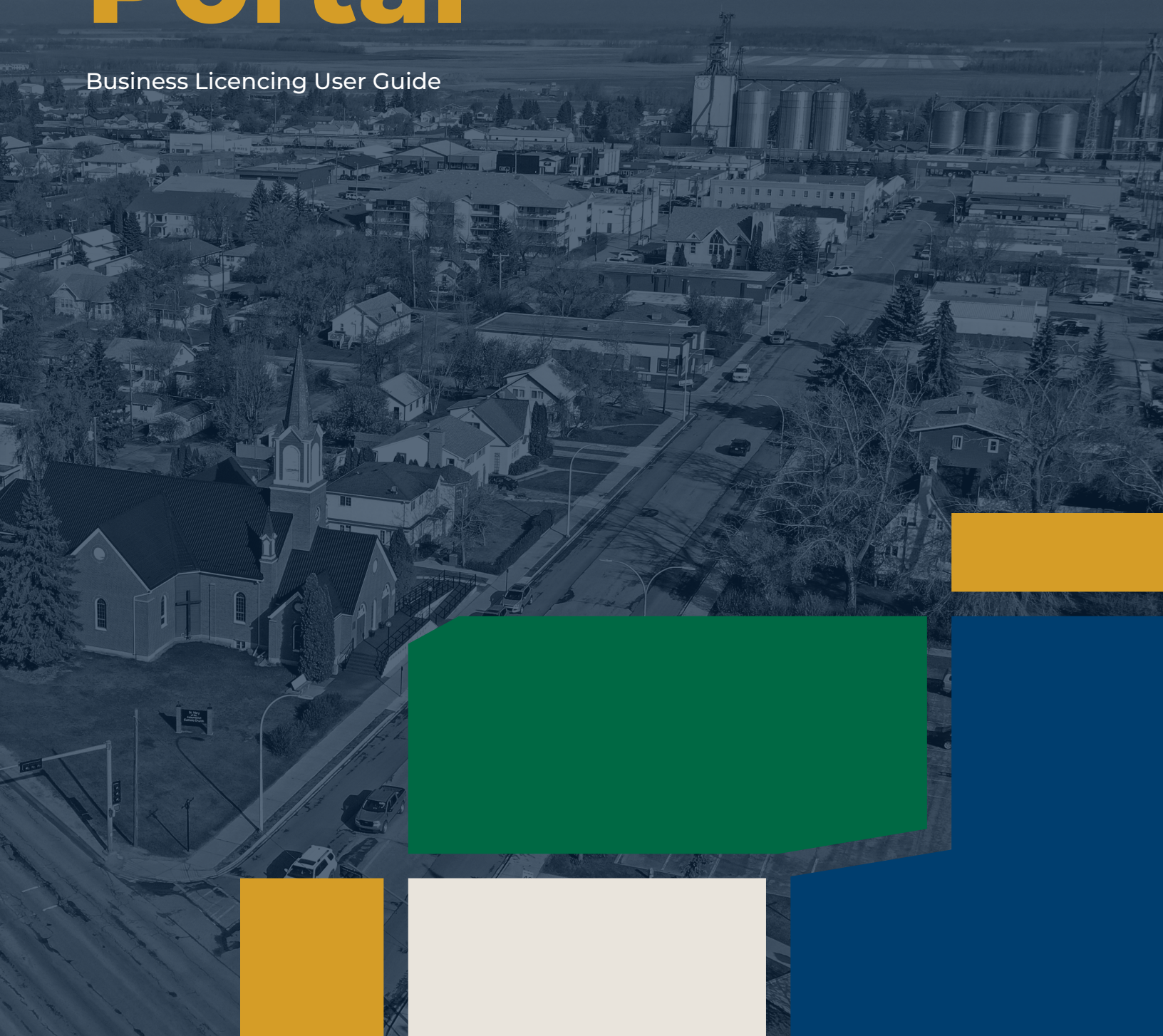


PSD CityWide Portal

Business Licencing User Guide



Business Licencing User Guide

This guide provides step-by-step instructions on how to apply for and renew a business licence online using the PSD CityWide portal. It covers the process of logging in or registering for a new account, submitting an application, and checking on the status of your submitted application.

Need additional assistance with PSD CityWide?

Contact Planning & Development at 780-349-4444 or planning@westlock.ca.

Logging In and/or Registering for a New Account

- 1 Go to PSD CityWide at <https://citywideportal.com/login>.

- 2 If you don't have an account, click "Click to Signup". If you have an account, enter your email and password, and click "Login", then skip to step 5.

Citywide Portal - Town of Westlock

Citywide Portal

Email address

We'll never share your email with anyone else.

Password

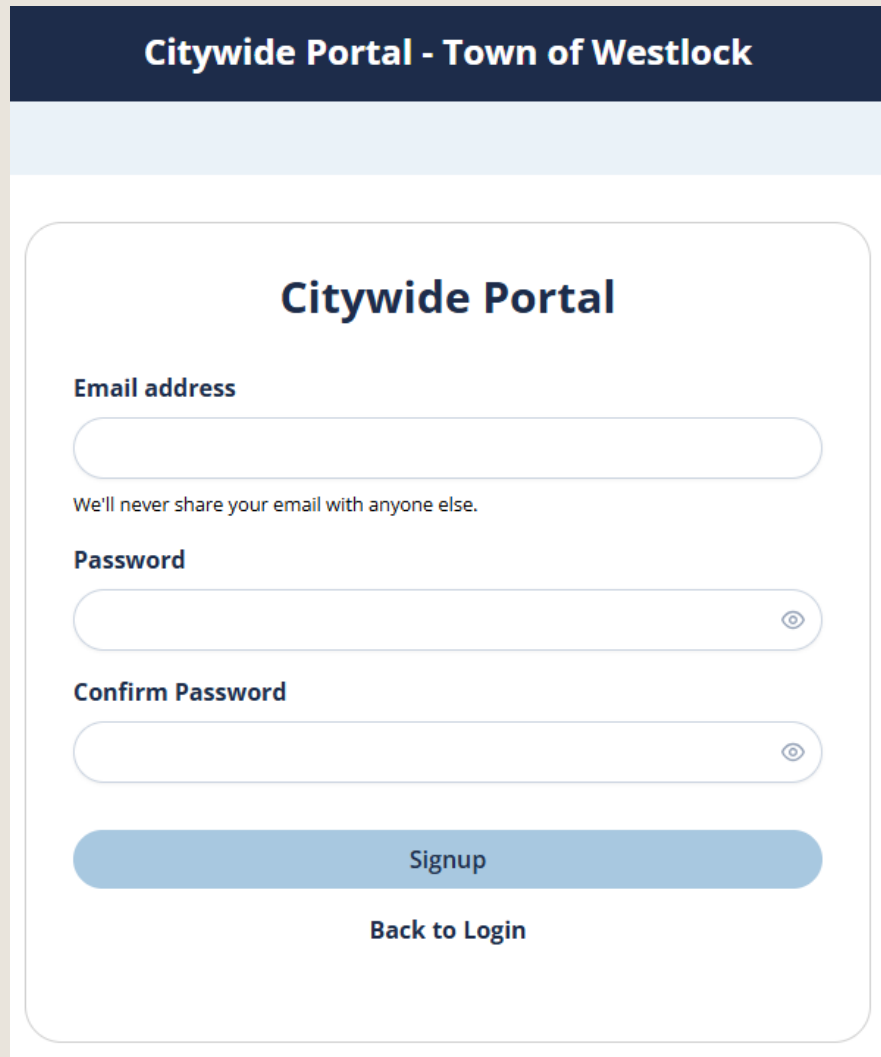
[Forgot your password?](#)

Login

Don't have an account? Click to Signup

Continue as Guest

- 3 Enter your email address and create a password. Click "Signup".



The screenshot shows the 'Citywide Portal - Town of Westlock' login and signup interface. It features a dark blue header with the title 'Citywide Portal - Town of Westlock'. Below the header is a light blue horizontal bar. The main content area is white and contains the title 'Citywide Portal' in bold. There are three input fields: 'Email address', 'Password', and 'Confirm Password'. Each field has a small eye icon to the right, indicating a toggle for visibility. Below the input fields is a blue 'Signup' button and a 'Back to Login' link.

Citywide Portal - Town of Westlock

Citywide Portal

Email address

We'll never share your email with anyone else.

Password

Confirm Password

Signup

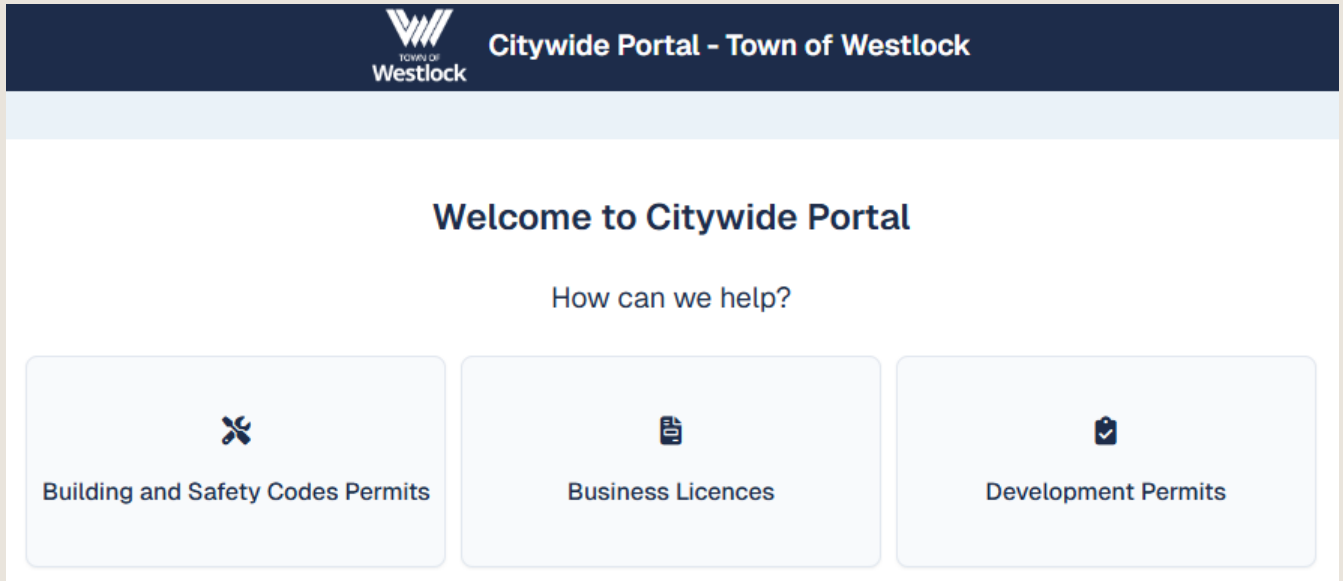
Back to Login

- 4 Once your account is created, enter your email and password, then click "Login" to log onto the system.

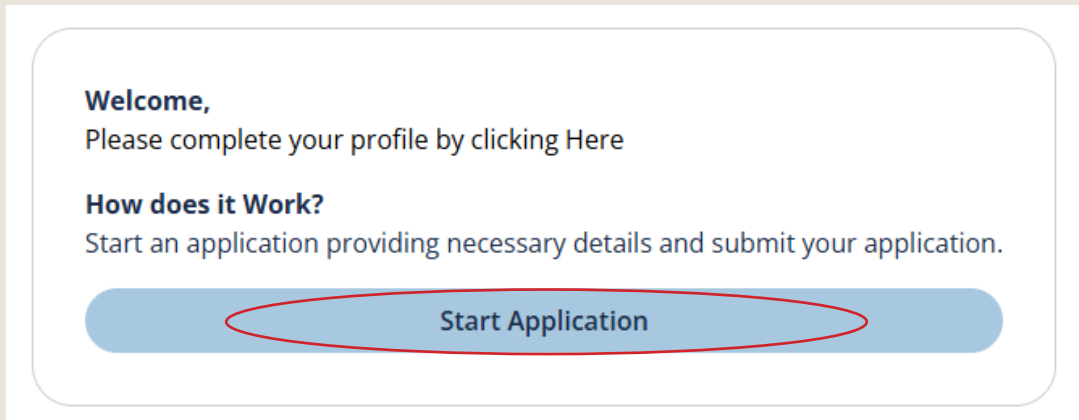
NOTE: If you already have a business licence with the Town of Westlock, **do not submit an new application.** If you are not seeing your current licence(s) when you log-in, contact Planning & Development to troubleshoot.

Submitting an Application

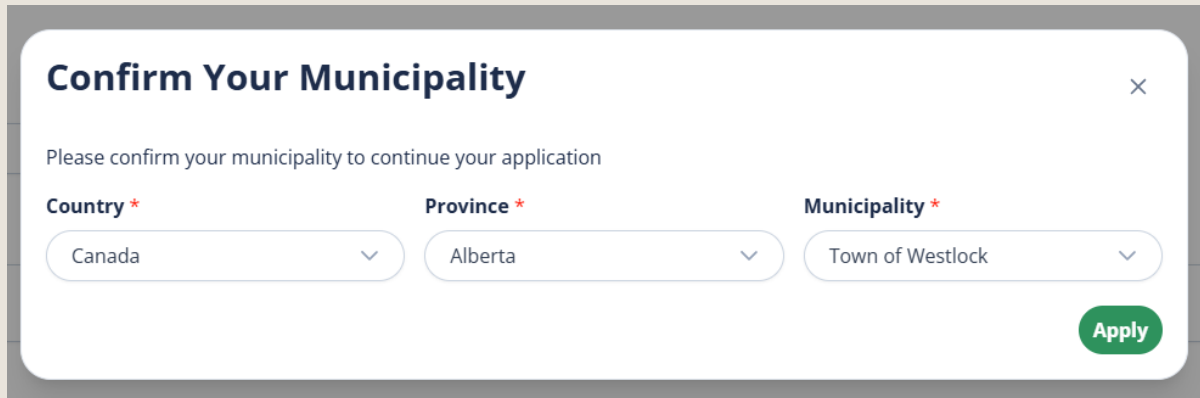
- 5 Select "Business Licences".



- 6 Click "Start Application." If you haven't completed your profile, you will be directed to do so before you submit your application.



- 7 PSD Citywide is available in a number of different communities. Please confirm that you are submitting the application to the "Town of Westlock". Click "Canada" for Country, "Alberta" for Province, and "Town of Westlock" for Municipality. Finally, to proceed, click "Apply".



Confirm Your Municipality ×

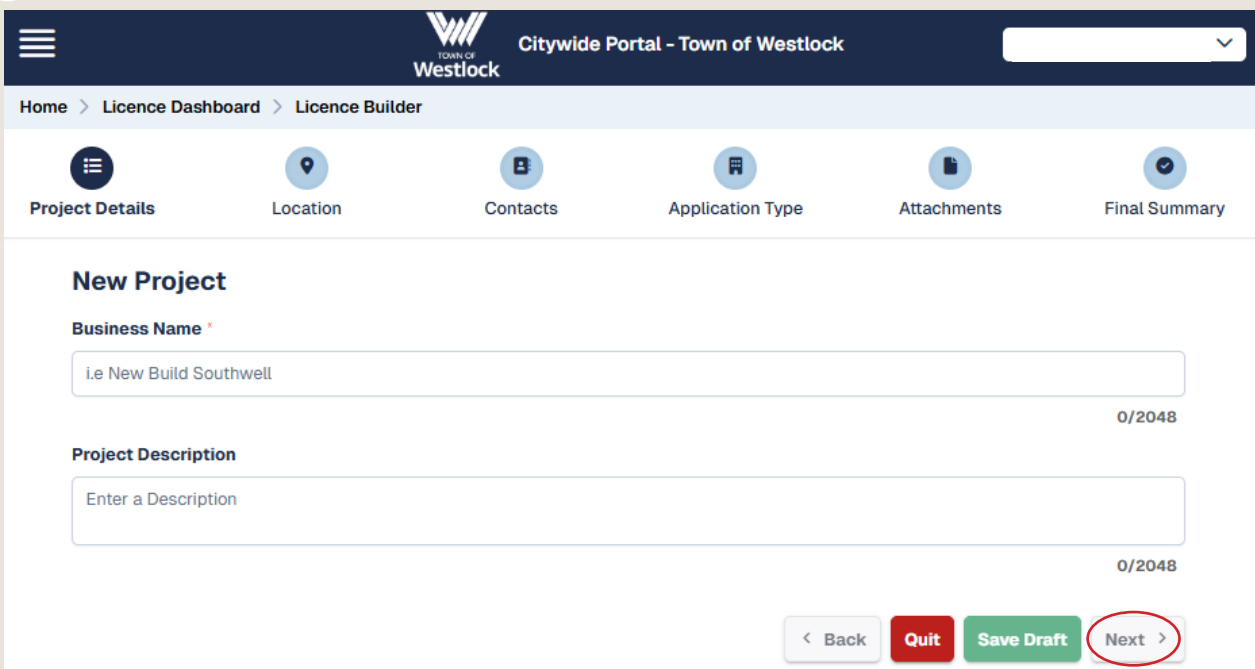
Please confirm your municipality to continue your application

Country * **Province *** **Municipality ***

Canada Alberta Town of Westlock

Apply

- 8 Fill out the required fields, including the name of your project. Then, click "Next".



Citywide Portal - Town of Westlock

Home > Licence Dashboard > Licence Builder

Project Details **Location** **Contacts** **Application Type** **Attachments** **Final Summary**

New Project

Business Name *

i.e New Build Southwell

0/2048

Project Description

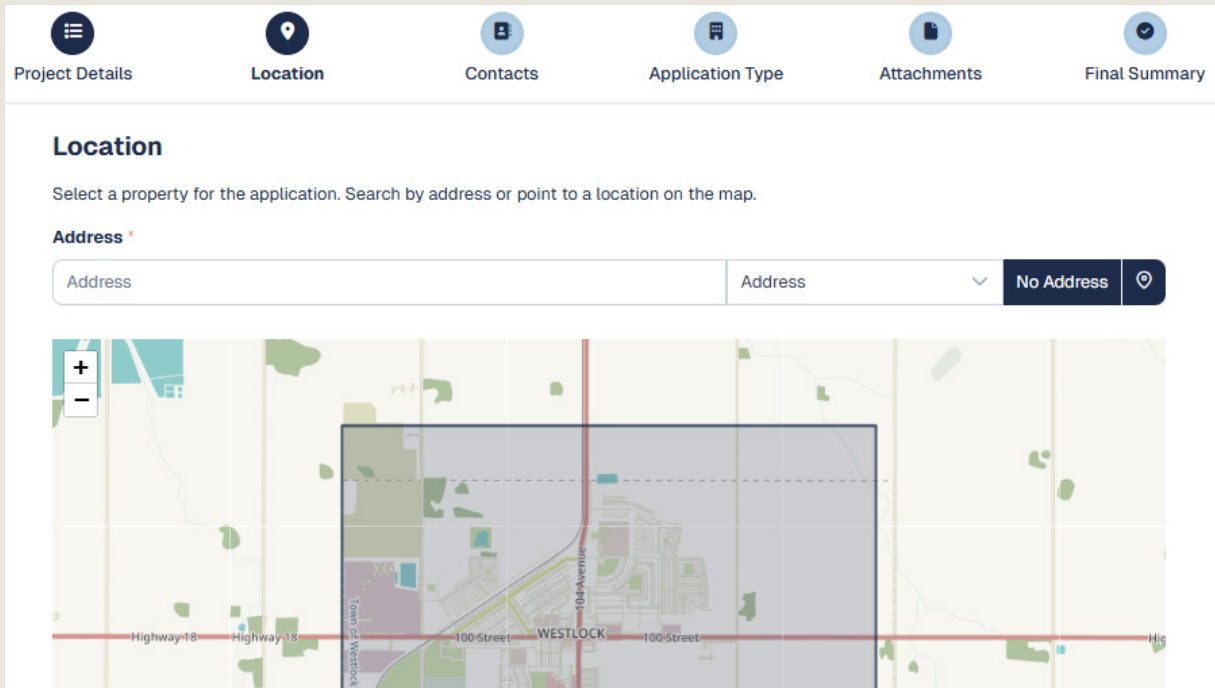
Enter a Description

0/2048

Back **Quit** **Save Draft** **Next**

9

Click into the “Address” field, then type in the address of your business if it is operated from within Town limits. Click on the address in the dropdown that matches your address. You can also select the property by clicking on the map. If your business does not have a physical address in Town, select “No Address”.



Location

Select a property for the application. Search by address or point to a location on the map.

Address

Address Address No Address

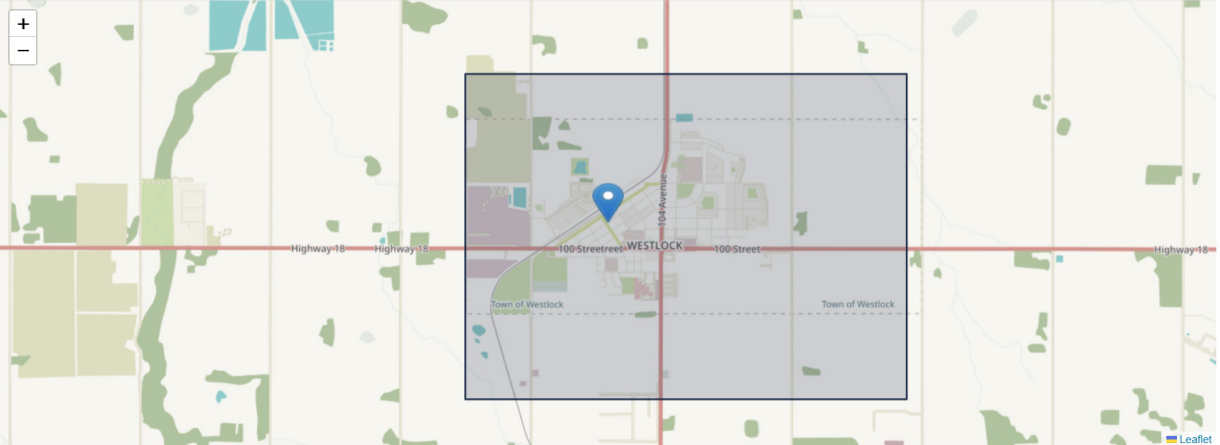
Highway 18 Highway 18 100 Street WESTLOCK 104 Avenue 100 Street

- 10** Once you've selected your property or selected "No Address", click "Next".

Address *

10003, 106 Street, Town of Westlock, Division No. 13, Alberta, T7P 1Y1, Canada

Free Select



< Back Quit Save **Next** >

- 11** Your name will automatically be added to the contact list. You can edit this field by **clicking** on the pen icon to assign different roles (e.g. owner, applicant, payer, builder/designer, etc.). You can also add additional contacts to the file and assign roles for each person.

Contacts

Keyword Search + Add Contact

Contact Name	Phone Number	Email Address	Contact Roles	Updated
Your name and contact information			Applicant	01/14/2025, 03:19 PM

< Back Quit Save **Next** >

- 12** Click “New Roles” to assign your role to your contact information. You can select more than one role (e.g. if you are the owner and the applicant). Once you’ve selected your roles, click “Edit” to save.

Citywide Portal - Town of Westlock

Edit Contact

Name and Corporation

Full Name *

Address

Street Address

Contact Information

Phone Number * Extension Email Address *

Edit Roles

New Roles *

Select Roles

Selected Roles

Applicant

Cancel Edit

- 13** You can also add any other contacts to your application - click “Add Contact”. You can add as many contacts as needed and assign their various roles. These roles and contact information will be used to send updates and notifications about your application.

Contacts

Q Keyword Search + Add Contact

Contact Name	Phone Number	Email Address	Contact Roles	Updated
Your name and contact information			Applicant	01/14/2025, 03:19 PM

- 14** Once you've added all the required contacts and their information, click "Next" to proceed.

Contacts

Keyword Search [+ Add Contact](#)

Contact Name	Phone Number	Email Address	Contact Roles	Updated	
Your name and contact information			Applicant	01/14/2025, 03:19 PM	

[< Back](#) [Quit](#) [Save](#) [Next >](#)

- 15** Click "Select Application Type" - a dropdown will appear. You can either scroll through the list to **select** the type of licence you want to apply for or you can search for the licence type in the search bar. **Click** on the licence type most appropriate for your business.

Project Details Location Contacts **Application Type** Attachments Final Summary

Application Type

The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.

Type *

Select Application Type

Event/Festival Business License

Hawker/Peddler Business License

Non-Resident Business License

Resident Business License

Taxi Business License

16

Once you've selected an licence type, work fields will populate. **Complete** the fields as they pertain to your business. Required fields are indicated by a red asterisk (*). For all other fields, only complete them if they are applicable to your business.

The screenshot shows the 'Application Type' form. At the top is a navigation bar with icons and labels: Project Details, Location, Contacts, Application Type (active), Attachments, and Final Summary. The form title is 'Application Type'. Below it is a note: 'The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.' The 'Type' field is a dropdown menu with 'Resident Business License' selected. Below this is the 'Business Information' section. It contains three text input fields: 'Business Name' (required, marked with a red asterisk), 'Business Legal Name' (with a help icon), and 'Business Physical Address'. Each field has a placeholder 'Enter Value' and a date '0/2048' to its right.

17

Once you've completed the applicable fields, scroll to the bottom and click "Next".

The screenshot shows the 'Communications, Marketing and Other Licensing Information' form. It has a title 'Communications, Marketing and Other Licensing Information'. Below it is a section 'Business Directory Permission' with a help icon. There are two toggle buttons: 'Yes' and 'No', with 'No' selected. Below this is a statement: 'I want to receive communication regarding business programs, incentives and projects from the Town of Westlock.' followed by another set of 'Yes' and 'No' toggle buttons, with 'No' selected. At the bottom right are four buttons: '< Back' (disabled), 'Quit' (red), 'Save Draft' (green), and 'Next >' (circled in red).

- 18** Upload the any applicable licences or certificates for your business. If you don't have them available, you can save your application and navigate back to this page and upload them at a later date. You can also upload your business logo for use in the Town's online business directory.

Once you've uploaded your documents, click "Next".

Attachments

Keyword Search

Upload Download All

Document Type(s)	Name	Description	Attachment Type	Required	Updated
Provincial Business License			None	Issue	Upload
Trade Certificate			None	Issue	Upload
AGLC License			None	Issue	Upload
AMVIC License			None	Issue	Upload
Public Health Approval			None	Issue	Upload

<< < 1 2 > >>

< Back Quit Save Draft Next >

- 19** You'll be prompted to review your application. Ensure your details are correct - should you want to edit anything, you can click "Back" to navigate back between tabs.

You can also save your application and come back once you are ready to submit.

Final Summary

Please ensure your selections are correct before continuing.

< Back Quit Save Draft Submit >

- 20** Once you are ready to submit your application, **read** through the Declaration at the bottom of the tab, then **type or draw** your signature. **Type** in your current location (ie. Westlock) into the "Place" field. Lastly, **click** "Submit" to send your application.

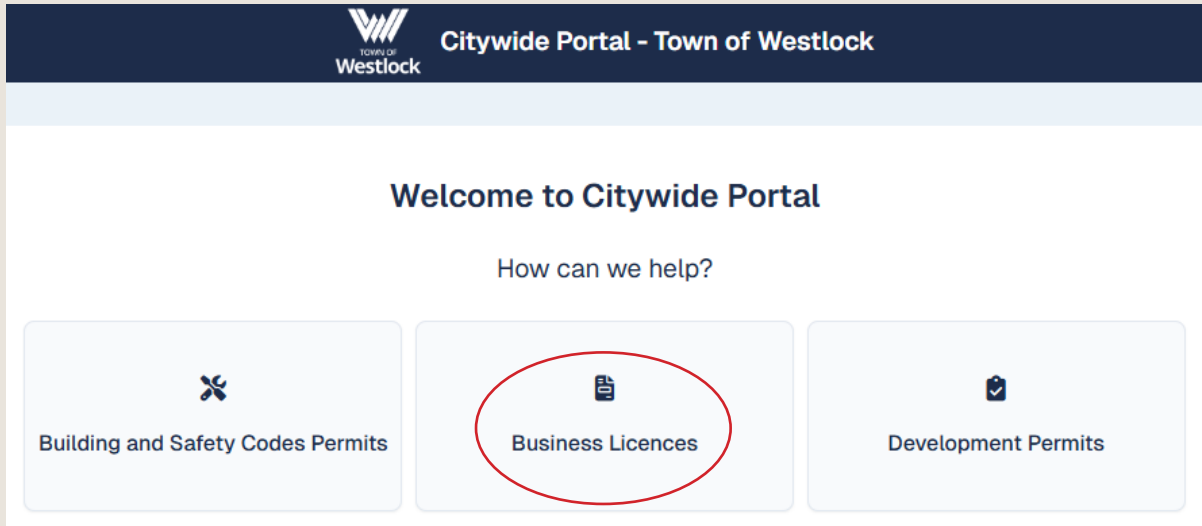
The screenshot shows a web form titled "Declaration". The text reads: "I/we hereby certify that the provided information is true and properly sets out the business which is presently carried on by the applicant, owner, or operator. Approval of this Business Licence does not exempt the applicant from obtaining necessary permits or approvals required through municipal bylaws, and/or federal and provincial regulations. I/we agree to abide by all provisions of the Town of Westlock Business Licence Bylaw 2024-10." Below the text is a large rectangular box for a signature. Inside this box, at the top left, are two buttons: "Type Signature" (green) and "Draw Signature" (blue). To the right of the signature box is a "Date" field with the value "2025-12-14" and a calendar icon. Below the date is a "Place" field, which is currently empty. At the bottom right of the form are four buttons: "< Back" (grey), "Quit" (red), "Save Draft" (green), and "Submit >" (blue). Red circles are drawn around the "Type Signature" and "Draw Signature" buttons, the "Place" field, and the "Submit >" button.

- 21** Once your application is submitted, you will receive an email indicated that it has been received, as well as a link to take you directly back to the application page.

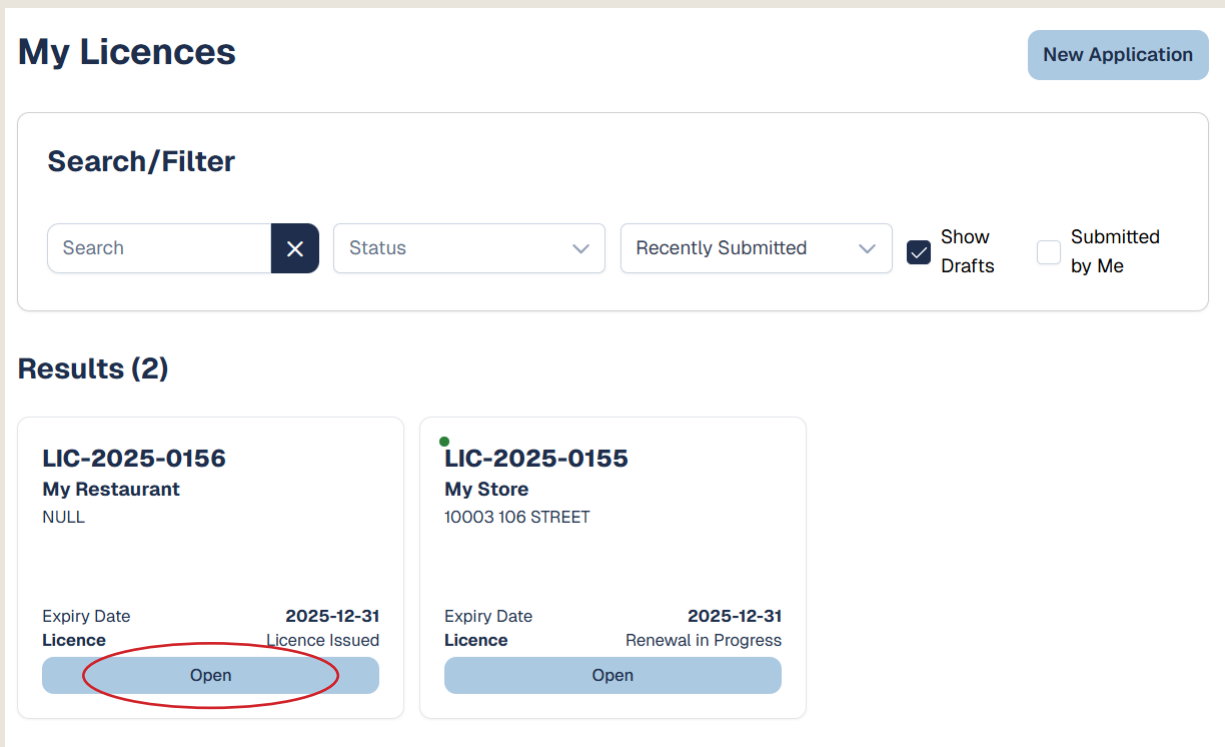
- 22** The Town's Planning & Development department will be notified that your application has been submitted and will start their review process. Staff will follow up with you regarding any fees owing, your payment options, and if any additional information is required.

Renewing your Business Licence

- 1 Once you've logged into your portal account using the email address associated with your license account, select "Business Licences" to view all licences associated with your account. If your licence(s) do not appear, contact Planning & Development to troubleshoot why the sync may not be occurring.



- 2 Click on "Open" under the licence you'd like to renew.



- 3 Once in the licence, you'll be able to see the licence status, expiry date, as well as any related documents, such as licence certificates or renewal notices. To request a renewal of your licence, **select "Request Renewal"**.

Home > Licence Dashboard > Licence

My Restaurant (LIC-2025-0156) Expiry Date: 2025-12-31

Non-Resident Business License
Licence Issued

NULL
(Sandbox Town of Westlock, Alberta)

Summary **Request Renewal**

Unable to map address

- 4 In the pop-up that appears, you'll be asked to verify the information we have on file for your licence. Make any required changes, then **click the green checkmark beside each field**. Once complete, **click "Send Request"**.

Request Renewal ×

Work Fields Confirmed 0 of 19

Business Information

Business Name *
The Restaurant ✓ 14/2048

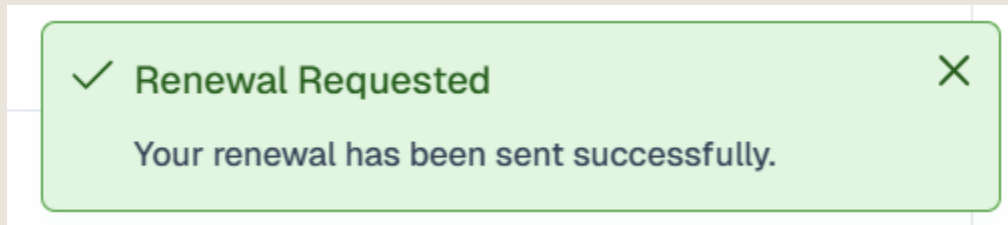
Business Legal Name
Enter Value ✓ 0/2048

Business Physical Address
Enter Value ✓ 0/2048

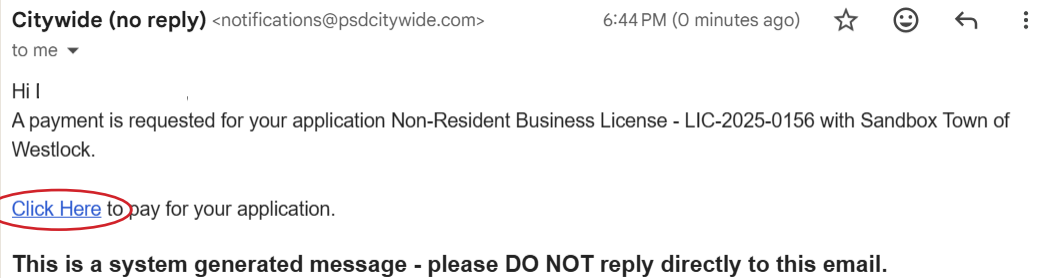
Mailing Address *
10003 106 Street ✓ 16/2048

Cancel **Send Request**

- 5 Once you've clicked "Submit Request" you'll receive the following confirmation at the bottom right hand corner of your screen. Planning & Development staff will review your renewal request and if no additional information is required, will provide you with details on how to pay your licence fee for the renewal.



- 6 You'll receive an email once your request has been reviewed by Planning & Development staff with a link to pay your license fees online through the portal. Click "Click Here" to access the payment link, then complete the payment form with your payment details.



Payment Information

First Name	Last Name
Email	Phone Number
Permit Number	Permit Type
LIC-2025-0156	Non-Resident Business License

Payment Method

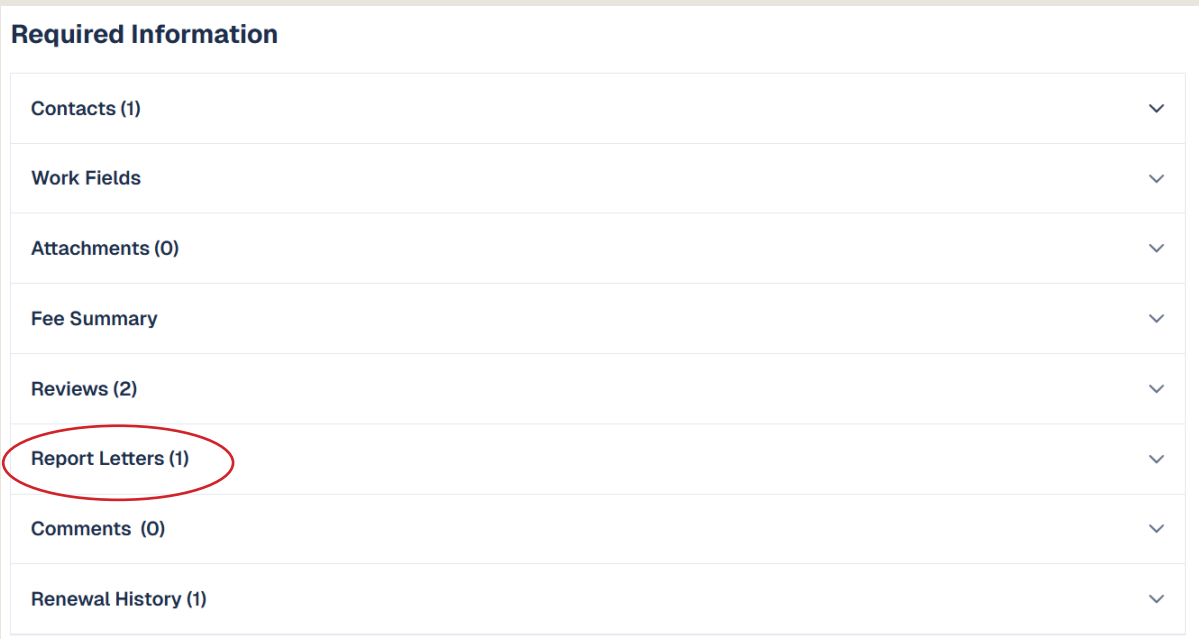


Cardholder Name

- 7 Once your payment has been received, Planning & Development staff will re-issue your licence and upload a copy of your new licence certificate to your licence account. You can check the status of your renewal by logging into your portal account. The new expiry date and status will be displayed on the information card for your licence.



- 8 To view and download your new licence certificate, Open the licence, and **scroll down** to the “Report Letters” tab under the Required Information.



- 9 Click on the eye icon beside the letter you wish to view and/or print.

Report Letters (1)

Keyword Search

Name	Created Date	
2026 Business Licence	12/14/2025, 06:49 PM	

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