

Step by step Client Guide

How to: Renew and Manage Licence/Permit

This client guide provides instructions on how to renew your licences or permits on the [Toronto.ca](https://toronto.ca) website. The **Business Licence & Permit Renewal Portal** allows you to view, manage, renew, and download your City of Toronto business licences online.

If this is your first time using the new renewal portal, you will need to start by **creating a City of Toronto login**. For information on how to create a City of Toronto Login, please visit [Help With City of Toronto Login – City of Toronto](#).

After you have created a City of Toronto login, you will then need to **link** this with your Business Licence/Permit by using your **personal client number**. This number can be found on your renewal notice. Once you are set up, you will be able to renew your licence, download your licence and view your licence and profile details. For more information, please visit [My Business Licence & Permit Account – City of Toronto](#).

Business Licence & Permit Dashboard (Landing Page)

After your account is successfully linked, you will land on the **Business Licence & Permit Dashboard**. This is the main page where you can view and manage your licences.

Business Licence & Permit Dashboard

Settings

Smith, John (Personal Client Number: 999-999-999)

Licences

Valid Expiring Soon Expired Cancelled

Show 10 entries Search:

Licence Number	Client Number	Details	Expiry Date
B99-9999997	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	2026/08/09
B99-9999998	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	2026/08/09
B99-9999999	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	2026/11/03

Contact Information

Licence & Permit Issuing Office
Monday to Friday, 8:30 a.m. to 4 p.m.
East York Civic Centre
[850 Coxwell Avenue, 3rd Floor](#)
Telephone: 416-392-6700
Email: MLSbusinesslicence@toronto.ca

What can you see on this page?

Your client information

At the top of the page, you will see your **name** and your **Personal Client Number**. This is the same client number used to link your account and is associated with all licences shown on this dashboard.

Business Licence & Permit Dashboard

Settings

Smith, John (Personal Client Number: 999-999-999)

Licences

Valid Expiring Soon Expired Cancelled

Show 10 entries Search:

Licence Number	Client Number	Details	Expiry Date
B99-9999997	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	2026/08/09

Contact Information

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Licences table

The main section of the page displays a **Licences table**, which lists all licences associated with your client number. Above the table, you will see a **status legend** that explains the licence status icons: **Valid**, **Expiring Soon**, **Expired** and **Cancelled**.

These icons appear next to each licence to help you quickly identify its current status.

Business Licence & Permit Dashboard Settings

Smith, John (Personal Client Number: 999-999-999)

Licences

Valid Expiring Soon Expired Cancelled

Show 10 entries Search:

Licence Number	Client Number	Details	Expiry Date
899-9999997	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	Valid 2026/08/09

Contact Information

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Licence details available on the table

For each licence, the table shows:

- **Licence Number:** The licence number is clickable. Selecting it opens the **Licence Details page**.
- **Client Number:** The client number may also be clickable. Selecting it opens the **Client Profile page**.
- **Details:** Business name, operating name, address, and role (for example, Licensee or Managing Director).
- **Expiry Date:** Displays the licence expiry date and status indicator.
-

Licences

Valid Expiring Soon Expired Cancelled

Show 10 entries Search:

Licence Number	Client Number	Details	Expiry Date
899-9999997	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	Valid 2026/08/09

Search and navigation

- You can **search** within the table to find a specific licence.
- If you have multiple licences, they will all appear in this table under the same client number. Table controls allow you to view and sort licence information easily.

The screenshot shows the 'Business Licence & Permit Dashboard' for 'Smith, John' (Personal Client Number: 999-999-999). On the right, there is 'Contact Information' for the 'Licence & Permit Issuing Office' with details on hours, location, phone, and email. The main area is a 'Licences' section with a search bar and a table. The search bar is highlighted with a red box. The table has columns for Licence Number, Client Number, Details, and Expiry Date. Two licence entries are visible, both with expiry dates of 2026/08/09.

Licence Number	Client Number	Details	Expiry Date
B99-9999997	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	2026/08/09
B99-9999998	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	2026/08/09

Contact information

On the right side of the page, you will see **Contact Information** for the Licence & Permit Issuing Office, including: office hours, location, phone number, email address. Use this information if you need help or have questions about your licence.

This screenshot is identical to the one above, but the 'Contact Information' box on the right is highlighted with a red border. The contact details are: Licence & Permit Issuing Office, Monday to Friday, 8:30 a.m. to 4 p.m., East York Civic Centre, 850 Coxwell Avenue, 3rd Floor, Telephone: 416-392-6700, Email: MLSbusinesslicence@toronto.ca.

Licence Page

When you select a **Licence Number** from the **Business Licence & Permit Dashboard**, you will be taken to the **Licence Page**. This page displays detailed information about a specific licence and provides actions related to that licence.

Business Licence & Permit Dashboard Settings

Smith, John (Personal Client Number: 999-999-999)

Contact Information

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Monday to Friday, 8:30 a.m. to 4 p.m.
East York Civic Centre
[850 Coxwell Avenue, 3rd Floor](#)
Telephone: 416-392-6700
Email: MLSbusinesslicence@toronto.ca

Licences

Valid Expiring Soon Expired Cancelled


Show 10 entries Search:

Licence Number	Client Number	Details	Expiry Date
B99-9999997	999-999-999	OPERATING NAME ADDRESS POSITION: DIRECTOR	2026/08/09

What can you see on Licence Page?

At the top of the page, you will see: The **Licence Number**, the **Business name**, the **Client Number** associated with this licence. This information confirms which licence you are viewing. **Licence details**. The main section of the page displays key details about the licence, including: **Category** (for example, Eating or Drinking Establishment), **Operating Name**, **Issue Date**, **Expiry Date**, **Business Address**, etc. These details reflect the official information on file for the licence.

Back

Licence: B99 - 999999 Settings 

Client name (Client Number: 000-000-000)

Upload Documents Download Licence

Category	EATING OR DRINKING ESTABLISHMENT
Operating Name	OPERATING NAME
Issue Date	08-AUG-2020
Expiry Date	08-AUG-2025
Address	ADDRESS
Conditions	AS APPLICABLE
Class(es)	EATING/DRINKING

Contact Information

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 Monday to Friday, 8:30 a.m. to 4 p.m.
 East York Civic Centre
[850 Coxwell Avenue, 3rd Floor](#)
 Telephone: 416-392-6700
 Email: MLSbusinesslicence@toronto.ca

Licence Page Actions


On the top right area of the page, you may see action buttons related to your licence:

Upload Documents:

Use this button to upload documents that may be required for your licence. Follow the instructions as explained below:

- From the **Licence Page**, select **Upload Documents** to open the upload page for that licence.

Back

Licence: B99 - 999999 Settings 

Client name (Client Number: 000-000-000)

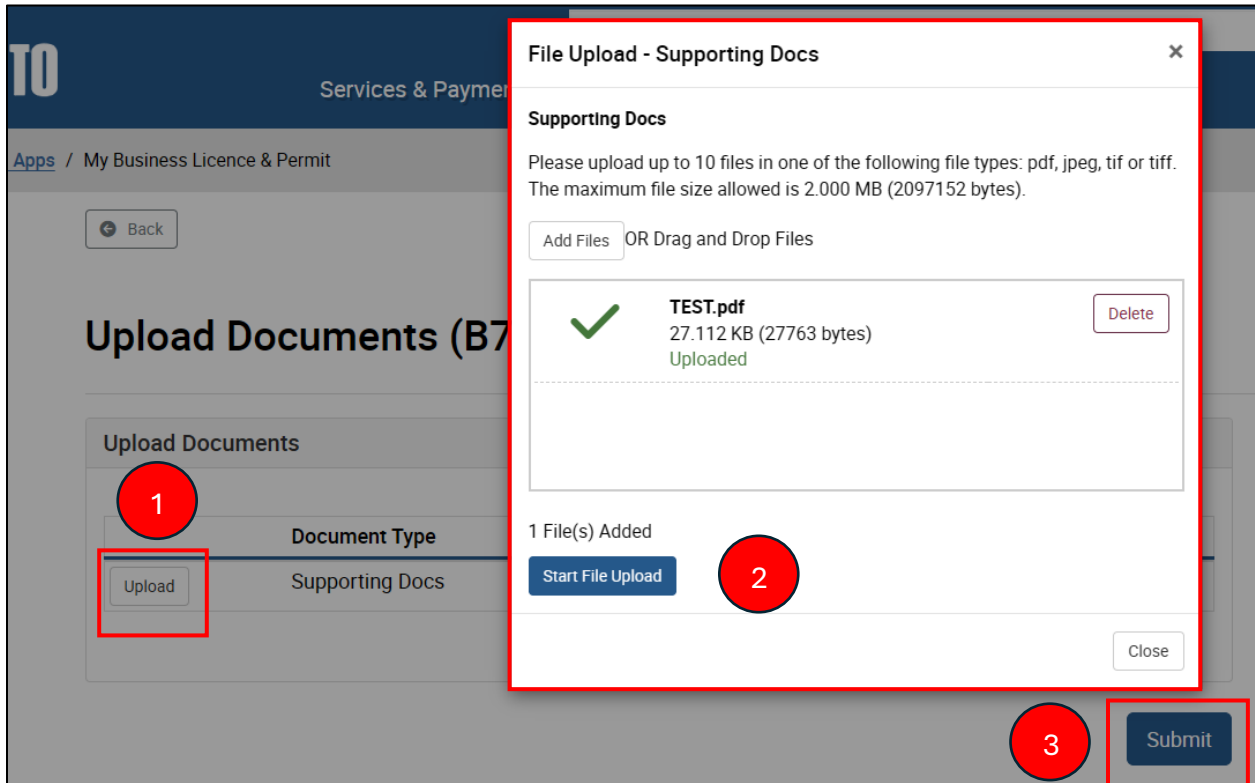
Upload Documents Download Licence

Category	EATING OR DRINKING ESTABLISHMENT
Operating Name	OPERATING NAME
Issue Date	08-AUG-2020
Expiry Date	08-AUG-2025
Address	ADDRESS

Contact Information

Licence & Permit Issuing Office
 Monday to Friday, 8:30 a.m. to 4 p.m.
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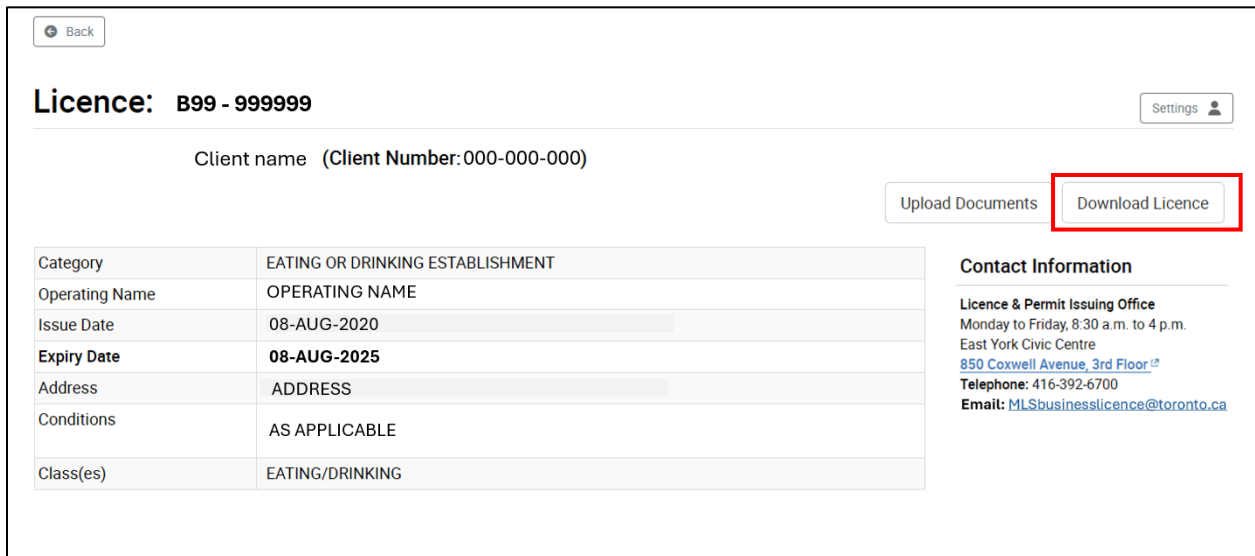
- Follow the instructions on the screen to add or drag and drop the required files, then click the upload button to start the upload.
- Once a document is successfully uploaded, a **green check mark** will appear, and the status will show **Uploaded**.
- After all, required documents are uploaded, select **Submit** to send the documents for review.



Download Licence:

Use this button to download a copy of your business licence directly from the portal.

Note: The availability of these actions may depend on the type of licence and status.





How to Renew Your Licence

When a licence is approaching its expiry date or has expired, the system will indicate that the licence is **expiring soon** or **expired**.

Starting a renewal

If a licence is eligible for renewal, a **Renew** button will appear on the **Licence Page**. To begin the renewal process, select **Renew**.

Back

Licence: B99 - 999999 Settings

Client name (Client Number:000-000-000)

Category	EATING OR DRINKING ESTABLISHMENT
Operating Name	OPERATING NAME
Issue Date	08-AUG-2020
Expiry Date	08-AUG-2025
Address	ADDRESS
Conditions	AS APPLICABLE
Class(es)	EATING/DRINKING

Contact Information

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Renewal page

Selecting **Renew** opens the **Renewal** page for that licence. This page displays the **Licence Renewal Requirements**, which may include outstanding renewal fees, required payments, and any other renewal-related requirements. If a payment is required, the renewal fee and total amount due will be shown, along with a **Pay Now** option.

Renewal Settings

Licence: B99 - 999999

Renewal Requirements

Pay Fees	
Unpaid	Licence Renewal \$251.00
Total Due \$251.00	

Other Requirements


- Outstanding Renewal Fee

Contact Information

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 Monday to Friday, 8:30 a.m. to 4 p.m.
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Pay Your Renewal Fee

If a renewal fee is required, select **Pay Now** from the Renewal page. This will open the City of Toronto's Licensing Services Payments system.


Renewal Settings 

Licence: B99 - 999999

Renewal Requirements

Pay Fees							
Unpaid	<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Licence Renewal</td> <td style="text-align: right;">\$251.00</td> <td style="text-align: center;">Pay Now</td> </tr> <tr> <td>Total Due</td> <td style="text-align: right;">\$251.00</td> <td></td> </tr> </table>	Licence Renewal	\$251.00	Pay Now	Total Due	\$251.00	
Licence Renewal	\$251.00	Pay Now					
Total Due	\$251.00						

Contact Information

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East York Civic Centre
850 Coxwell Avenue, 3rd Floor 
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Email: MLBusinesslicence@toronto.ca

Other Requirements

- Outstanding Renewal Fee

To complete the payment, you will first be asked to review and accept the Terms of Use.

Licensing Services Payments: Terms of Use

Before You Begin

To pay your invoice(s), you will need one or more of the following:

- Client number
- Invoice number
- Credit Card (Visa, MasterCard, American Express)

Terms of Use

The Terms of Use Agreement contains the terms and conditions which govern your use of the City of Toronto's on-line Licensing Services Payments Web site. Carefully read the Terms of Use Agreement before proceeding.

Agreeing to the Terms of Use Agreement is required for further use of, and access to, the on-line Licensing Services Payments Web site. By clicking the "Proceed" button below these terms and conditions, you acknowledge having read, understood and accepted the Terms of Use Agreement. You should print a copy of it for your records and information. If you do not agree to the Terms of Use Agreement, you will not be able to make a payment on-line. However, you may choose to use our alternate payment methods, including mail-in or payment in person.

The City of Toronto (the "City") maintains this on-line Licensing Services Payments Web site (the "Site") as a service to anyone wishing to make payments. Please review the following terms carefully. If you do not agree to these terms, you cannot use or gain access to the Site.

1. ACCEPTANCE OF AGREEMENT

Terms of Use

time to time without specific advance notice to you. The latest Agreement will be posted on the Site, and you should review the Agreement prior to using the Site. The City may immediately terminate the use of the Site by any user if that user has used the Site in any way contrary to the Agreement or the law or in any way that disrupts the Site. If you are dissatisfied with the terms, conditions, rules, policies, guidelines or practices of the Site, your sole and exclusive remedy is to discontinue using it.

2. Copyright

All materials displayed or otherwise accessible through the Site, including without limitation, text, logos, graphics, photographs, images, and illustrations (collectively, the "Content") are protected under applicable Canadian and foreign copyright, trademark and other proprietary and intellectual property laws or other laws. You acknowledge that the Content is the property of the City or of its respective owners, as indicated, or as the case may be. In addition, the Site is protected under copyright law as a collective work and/or compilation pursuant to Canadian and foreign laws. The copying, redistribution, use or publication by you of any such Content or any part of the Site, except as allowed by Section 3, is strictly prohibited. You do not acquire ownership rights to any content or document obtained through the Site. You shall abide by all additional copyright notices, information and restrictions on or contained in any of the Content to which access is gained through the Site.

3. Limited Right to Use

Notwithstanding the foregoing, and subject to the terms and conditions of this Agreement, you are hereby granted the right to access, view and use the Site for your personal, non-commercial use, and are granted the right to download, store, and print single copies of items comprising the Content for your personal, non-commercial use, provided that you maintain all copyright and other notices contained in such Content.

4. On-line Payment

Your receipt of an electronic form or other form of confirmation of payment does not signify the City's receipt of acceptance of your payment. Your payment shall be deemed to constitute an offer to pay which will be accepted by the City only upon successful payment by VISA, MasterCard or American Express.

I have read and agree to the Terms of Use

After proceeding, you will be taken to the **Payment Lookup page**, where you can find your invoice by entering either your Client Number or Invoice Number. This information is available on your Licence Renewal Notice.

Licensing Services Payments - Lookup

Click/Tap *Cancel* at any time to cancel your Licensing Services payment. No information will be saved.
If you encounter difficulties making an online payment, you may call us at 416-392-6700.

Client Number

Client number
Enter the nine-digit client number located on your invoice.
Example: 330-432-010

Invoice Number

Invoice number
Enter the seven-digit invoice number located on your invoice.
Example: C123456

Once your invoice is found, you will be taken to the **Licensing Services Invoice(s) – Selection page**. Confirm that the correct invoice is selected and choose **Pay Now**.

Licensing Services Invoice(s) - Selection

Licensing Services Invoice(s)

Click *Start Over* any time to cancel your Licensing Services payment. No information will be saved.
If you encounter difficulties making an online payment, you may call us at 416-392-6700.

Invoice Number	Details 100	Amount Due
LM99999	B99-999999 Licence Renewal (Expired: 17-NOV-2025)	251.00

Payment Options: Visa, Mastercard, American Express

By Clicking "Pay Now", you will be redirected to a third party provider to complete your payment.

Processing your payment may take a few seconds to complete. You will return to a confirmation page following payment.

Pay \$251.00 Now

[Start Over](#)

You will then be redirected to the **Secure Checkout page** to enter your credit card information and complete the payment.

Licensing Services - Secure Checkout

Payment Method



Cardholder Name

Card Number

MMYY

CW ⓘ

Total **\$251.00**

[Cancel](#)

[Pay](#)

After payment is successfully processed, a **confirmation page** will appear showing your payment details and confirmation number. **From this page, you can select the link provided to return to the Licensing Portal to continue or complete your renewal process.**

Licensing Services Payments - Payment Processed

Thank you

Thank you for using the online Licensing Services payment system.

Your payment was successfully processed.

[Click here](#) to return to the Licensing Portal to complete the renewal process.

Payment Detail

Your Confirmation Number is

The following Licensing Services Invoice(s) have been paid:

Card Holder

Test Payment

Card Number

Payment Order ID

Total Amount Charged

\$251.00

Payment Date and Time

Tuesday, Dec 16, 2025, 12:27 p.m.

[Start Again](#)

Submitting documents as part of the Renewal

All required documents listed on the Renewal page must be uploaded and submitted to complete the renewal process.

Renewal

Settings

Licence: **B99-999999**

Renewal Requirements

Pay Fees			
Unpaid	Licence Renewal	\$181.10	Pay Now
	Total Due	\$181.10	

Contact Information

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Upload

Document Type	Required	File(s)	Status
Upload Holistic Centre Operating Information Form	Required		Not Uploaded

[Submit Documents](#)

Other Requirements

- Outstanding Renewal Fee

Renewal Completed and Licence Available

Once all renewal requirements have been submitted and any required payments have been completed, your renewal will be processed.

- If your renewal requires **document review**, City staff will review the submitted documents and update your licence.
- If your renewal requires **payment only**, the renewal is completed automatically after payment is processed.

When the renewal is complete, the **licence expiry date will be updated** in the portal, and your **renewed licence will be available to download** from the Licence Page.

You can return to the **Business Licence & Permit Dashboard**, select your **Licence Number**, and choose **Download Licence** to access your updated licence.

You have completed your renewal submission

In summary, here are the functionalities enabled in the portal:

- Client Dashboard with navigation to:
 - Licence Page
 - Client Profile Page
 - Corporate Profile Page
- Licence Page with functionality to:
 - View the Licence details
 - Upload documents to the Licence
 - Renew Licence
 - Download the Licence
- Client Profile Page with functionality to:
 - View the Client Profile details
- Corporate Profile Page with functionality to:
 - View the Corporate Profile details

For additional information, please visit the [Toronto.ca](https://toronto.ca) website