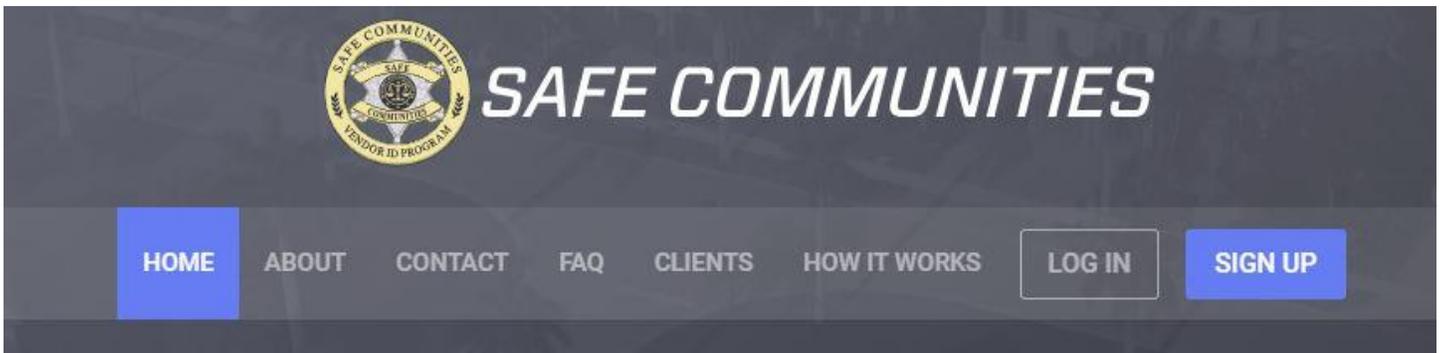
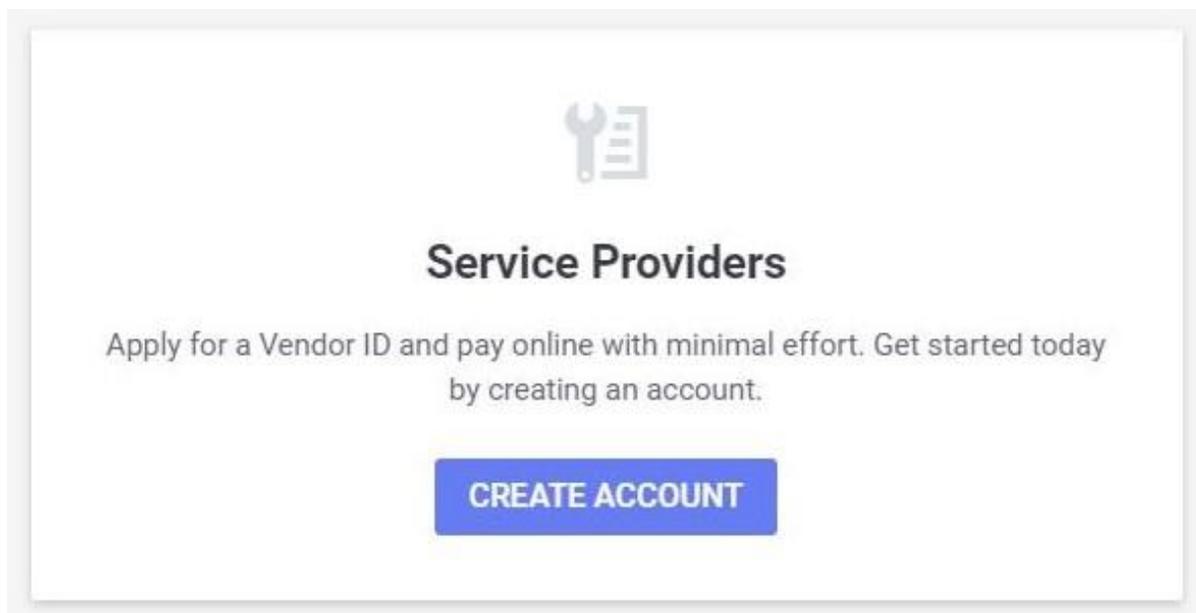


Please follow the steps below to complete a renewal application:

1. Click “sign up”



2. Under “Service Providers” click “Create Account”



3. "Register New Account", Please provide all information required to create a new user account.

Register New Account

Create a new account to begin using our portal.

First Name Last Name

E-mail Address

Password Confirm Password

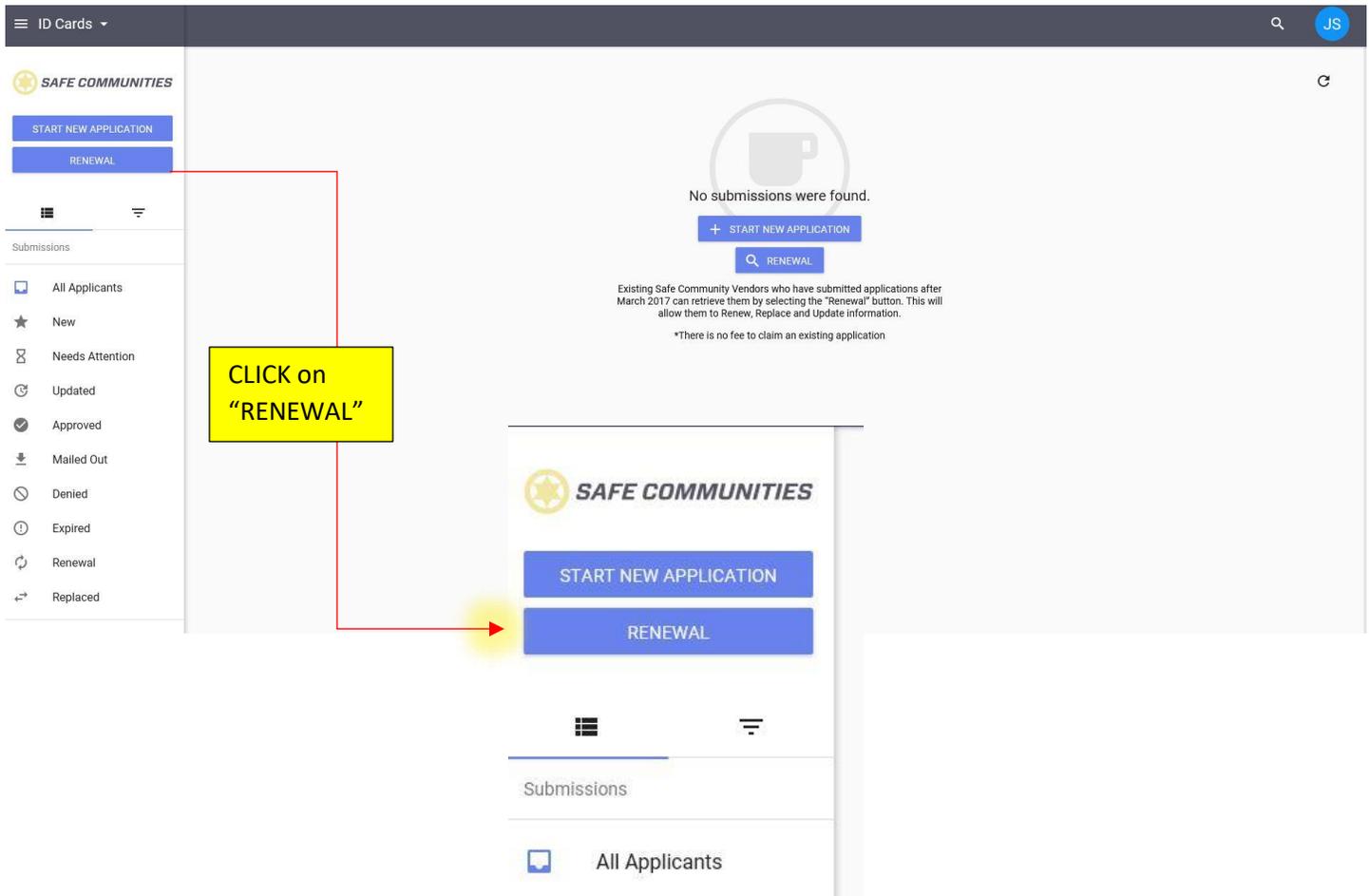
Community*

Phone Number*

Company Name*

Already have an account?
[← Login](#)

4. Once logged in you will be taken to your “DASH BOARD”, as shown below. Please click “RENEWAL” to retrieve an existing application from the prior year.



5. “Retrieval Form” Please enter ONLY the First Name, Last Name and Date of Birth of the applicant. Be sure to click “SEARCH” to continue.

Use the form below to claim an existing application. All three values must match in order to process the claim.

First Name Last Name

Date of Birth

Month Day Year

CANCEL

6. Double click on the applicant you are trying to renew. This will send the application to your “Dash Board”

If you cannot retrieve your existing application, please contact our office for assistance:
[561-386-0044](tel:561-386-0044)

Instructions for renewal process:

1. Claim application
2. Once application is present on dashboard, select the applicants "Renewal " status tab, this will open the application.
3. Once application is open select "Renew ID" tab , this will start the renewal process.
4. Once all information is updated, select the "Submit" tab.

 **John M. Smith**
Worker at Safe Communities

CANCEL

Those applicants that have applied for a Safe Communities ID prior to March 2017 will need to submit a “New Application”, they will not be found in our system.

7. Once your application appears on your “Dash board”, please double click on the “Status” field, this will open the application to continue the renewal process.

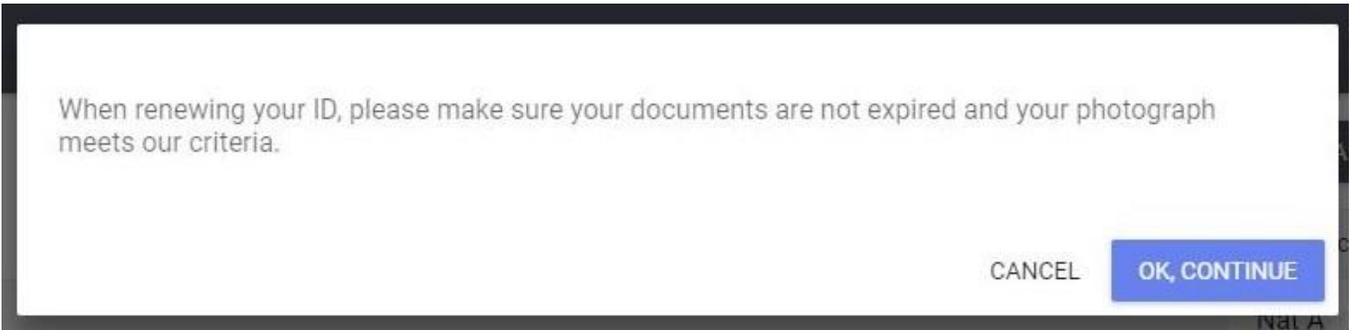
The screenshot shows the SAFE COMMUNITIES dashboard. On the left, there are navigation options: 'START NEW APPLICATION' and 'RENEWAL' buttons, and a 'Submissions' section with 'All Applicants' and 'New' filters. The main area displays a table with the following data:

Transaction #	Status	Date Submitted	Barcode ID	Name	Company	Community
12164	Expired	04/03/17 - 02:13pm	12001510	John S. Smith	No Longer Works	Bear's Club

Below the table, it says "1 submission was found." Above the table, there is a note: "To open application click on 'status' field. This will allow you to renew, replace and update information." There are also refresh and sort icons in the top right of the table area.

8. Once the application is open you can start the renewal process. You will be able to update your information/photos. Click “OK, to CONTINUE”

The screenshot shows the application details page for John S. Smith. At the top, there is a warning: "Your ID card is no longer valid; please renew this account as soon as possible." with a "RENEW" button. Below this, the user's profile is shown: "John S. Smith, No Longer Works" with a date of "Dec 5, 2018" and an "ADD COMMENT" button. There are "REPLACE ID" and "RENEW ID" buttons. A "Show Activity" toggle is set to off, and a message says "No comments have been posted." At the bottom, there are sections for "Disclosures" and "Terms of Service".

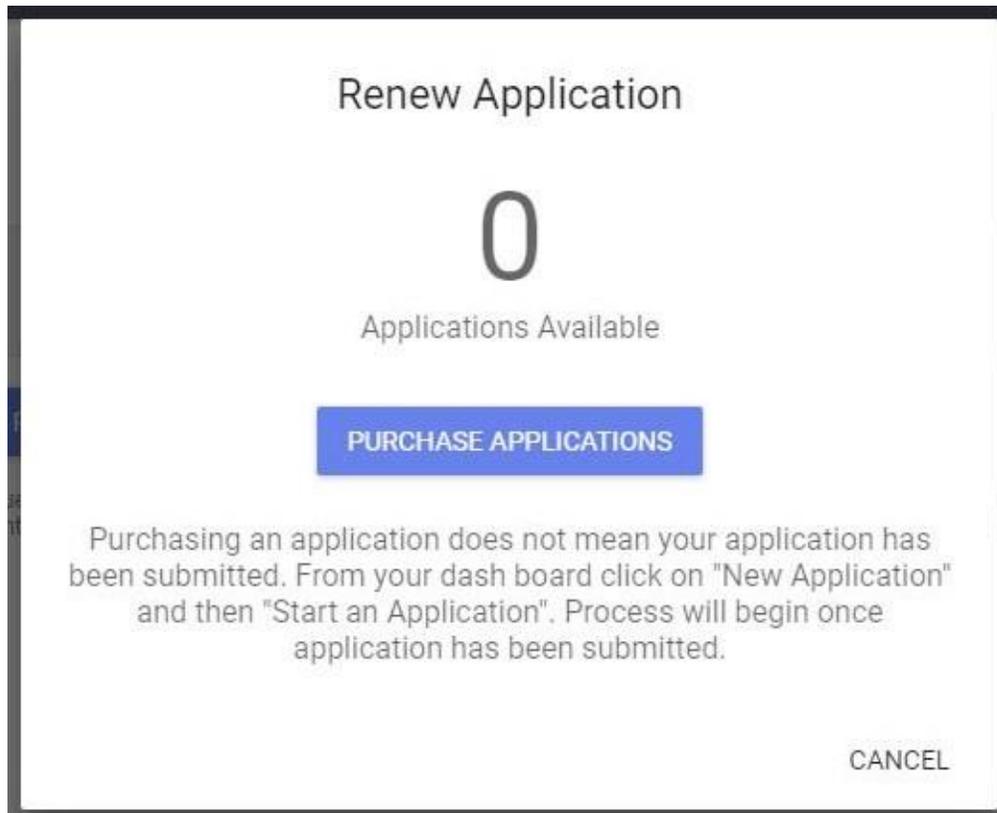


9. If you have “0 Application available” you will click “PURCHASE APPLICATIONS”.

You may purchase as many applications as needed.

Please note: They are nonrefundable, please only select what you need.

They will never expire.



10. Make sure all fields are filled out correctly.
DO NOT CLICK on “Have a customer code?”

To get started, choose how many applications you want to purchase. After your purchase is complete you can start an application from your dash board. Each application can be saved and resumed at a later time; you do not have to fill out all purchased applications in one sitting.

1 @ \$35.00 TOTAL \$35.00

[HAVE A CUSTOMER CODE? CLICK HERE](#)

Credit Card Information

First Name Last Name

Credit Card Number

Exp. Month Exp. Year CVV Code

Billing Information (Address on file for Credit Card)

Street address, P.O. box, c/o, etc.

City State ZIP

Phone Number

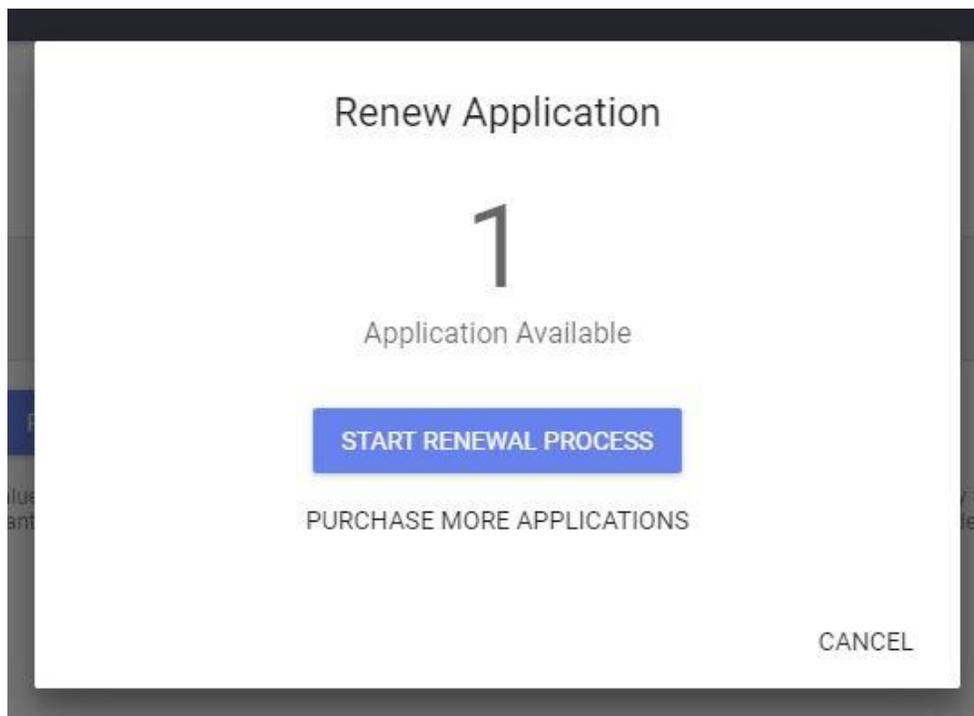
 

Once an application is purchased, no refunds will be granted, regardless of whether an ID card is issued or not.

If you are getting an error message, double check the following:

- **Credit card number**
- **Exp. Year (4 digits)**
- **Zip code**
- **Phone Number**

11. Once your “payment is successful”, you will have credits available”. Please click “START RENEWAL PROCESS”.



12. Go through each step on the application 1-9. As you get to each step on the application make sure all fields are correct and up-to-date. When you get to Step 9 click “SUBMIT”.

13. When status field shows “RENEWAL” you have completed the renewal process!

Transaction #	Status	Date Submitted	Barcode ID	Name	Company	Community
11633	Renewal	05/26/17 · 12:02pm	---	John M. Smith	Safe Communities	Palm Beach Polo & Country Club

1 submission was found.