

**ARE YOU STILL HAVING PROBLEMS RENEWING ONLINE?  
BELOW ARE SOME TIPS TO TRY:**

- Make sure you are using a personal email that WE have on file. Not sure, we have the right email?  
**EMAIL US WITH YOUR PERFERRED PERSONAL EMAIL.**
- Once you have a correct email with us:  
**LOG INTO THE SELF-SERVICE PORTAL AND GET STARTED.**
- Make sure that you properly respond to the use of your SSN for Background checks
- Make sure that you put in a supervisor in your place of Business
- Make sure that you COMPLETE your OHA Survey and RETURN to the Portal.