Department of Regulatory and Economic Resources (RER)

Instructions for submitting professional license renewal applications and supporting documentation

Prepared by RER Administrative Services Division - Strategic Initiatives Management Team
## Consumer Protection Professional Licenses

- Online application of Consumer Protection Individual Licenses.

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- For more information such as application requirements, please visit the Consumer Protection Web Site: [https://www.miamidade.gov/global/economy/consumer-protection/home.page](https://www.miamidade.gov/global/economy/consumer-protection/home.page)
Consumer Protection Professional Licenses

• To **renew** your license, you must register using the email address in your Miami-Dade County Consumer Protection record.

• Access the Citizen Self Service Portal at this link: https://energov.miamidade.gov/EnerGov_Prod/SelfService#/home
To be able to submit for intake using the Citizen Self-Service Portal you must register at https://energov.miamidade.gov/EnerGov_Prod/SelfService#/register.

Please complete the four (4) steps in the registration process. After completion, click 'Confirm' in the confirmation email to access the portal.
Accessing your Citizen Self-Service Account

• An email was sent from Citizen Self-Service New User Account Confirmation with instructions for activating your account.

• Please follow the instructions in the email.

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

Confirm

• Select Confirm.
• You will be redirected to Citizen Self-Service Portal to complete your registration process.
For Renewals

• After completing the registration process go to 'My Work' and select renew your license.
Registered Miami-Dade Citizen Self Service Portal Users

• If you already have a Citizen Self-Service Portal account that needs your license(s) linked, please contact Consumer Protection EnerGov Support at CPEnerGov@miamidade.gov.

• If you were previously a registered Citizen Self-Service Portal user and forgot your username or password go to Miami-Dade Citizen Self Service Portal – Login Page, select 'Reset it' or 'Email it'.

![](image-url)
Step 1 - Type

- The information will be automatically populated.
- Select **Next** at the bottom of the page to continue.
Apprentice Mechanic
Professional License Information
Step 2 - More Info – Apprentice Mechanic

- Select the **Application Type** from the drop-down list.
- If renewal, select **2 Year Renewal**.
- Confirmed your employment status.
- Select **Next** at the bottom of the page to continue.
Certified Mechanic

Professional License Information
Step 2 - More Info - Certified Mechanic

- If renewal, select **2 Year Renewal**.
- Confirmed your employment status.
- Select **Next** at the bottom of the page to continue.
Exempt Mechanic

Professional License Information
Step 2 - More Info – Exempt Mechanic

• If renewal, select **2 Year Renewal**.
• Confirmed your employment status.
• Update all the required fields. Select **Next** at the bottom of the page to continue.
Step 2 - More Info - Immobilization Individual

- If renewal, select **2 Year Renewal**.
- Select **Next** at the bottom of the page to continue.
Locksmith Certified

Professional License Information
Step 2 - More Info – Locksmith Certified

- If renewal, select **2 Year Renewal**.
Locksmith Exempt
Professional License Information
Step 2 - More Info – Locksmith Exempt

• If renewal, select **2 Year Renewal**.
Step 3 - Attachments

- Add the **Application** by selecting the **+ plus symbol** on the blue tile.
- Select the applicable attachment type from the drop-down list. To add additional attachments, select the **+ plus symbol** on the blue tile. Select **Next** to continue.
Step 4 Review and Submit

- Please review your submission. You can click Back to review prior steps. When you are ready, select Submit.
Accessing your license summary

• A successful message will be displayed in the window. Select Continue to License

• You will be able to access the license details.
Pay online

• Once the submission is reviewed, you will receive an invoice with required fees due by email. Login to your Citizen Self-Service account and select Add to Cart and proceed to pay.
Pay online

- Select **Check Out** for payment, you will be redirect to the ePayment portal.

- Select Check Out for payment, you will be redirect to the ePayment portal. Click on **EnerGov** button, to go back to CSS portal.
Pay online

• Complete the payment information.
Pay online

- Review payment information along with **Invoice Number**.
- Select **Yes** to submit payment and **Understood** to move forward.

- You will be able to print a receipt of the transaction and/or Return to CSS-EnerGov.
Licensing Process Complete

• Once the application status has been updated to Issued, you will receive the license in **PDF** format by email.

• You can also download the license from **Citizen Self-Service Portal** by selecting **Attachments**.

![License Details](image-url)
Sample license

Miami-Dade County
601 NW 1 CT, 18th floor, Miami, FL 33136
786-469-2300

PROFESSIONAL LICENSE CERTIFICATE
Department of Regulatory and Economic Resources - Business Affairs

License Type: Apprentice Mechanic

Issued To: 
Mailing Address: 
License Number: 
Expiration Date: 

This registration is non-transferable
TO BE POSTED IN A CONSPICUOUS PLACE