



Village of Oak Park  
Housing  
123 Madison St.  
Oak Park, Illinois 60302

www.oak-park.us  
708.358.5410  
housing@oak-park.us

## RE: VILLAGE PORTAL INSTRUCTIONS FOR REGISTERING AND PAYING FEES

Condominium Owner,

The Village is transitioning to a paperless system through an on-line Village Portal. Neighborhood Services Rental Licensing and Condo Registration is next to implement this process. For those new to the on-line Village Portal, you will be able to check the status of your license/registration as well as pay your license/registration renewal. Two things need to happen for this to occur.

First: You need to create a portal user account.

**To create a portal user account**, follow these instructions:

1. Go to [www.oak-park.us](http://www.oak-park.us), choose the "Online Services" tab on the top bar and click on "Village View Portal" found at the bottom of the dropdown list.
2. Click on "Register" either in the left column under VILLAGEVIEW PORTAL or along the top in the middle of the page.
3. Step 1: Create Account will appear with "Welcome to Village of Oak Park Portal Registration" in the middle of the page.
4. Enter an e-mail address and password in the spaces provided, then click "Next Step: Enter Contact Information" at the bottom of the page.
5. Step 2: Enter Contact Information will appear with "New Contact Information" in the middle of the page.
6. Enter your full name and a preferred contact method.
7. Search for and enter your Oak Park **home** address in the address space (not your business property address).
8. If your **home** address is not located in Oak Park, enter the information in the Mailing Address area.
9. If you want to receive information at a different address than your **home** address, enter the information in the "Mailing Address" area, otherwise click the box "Same as Location Address."
10. Enter a contact number in the space provided.
11. Click on "Next Step: Complete Registration" at the bottom of the page.
12. Finally, go to your email account and use the link to validate your registration.

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Second: Staff needs to *associate your portal account with your property.*

Once you have created your portal user account, send an email to [housing@oak-park.us](mailto:housing@oak-park.us) letting us know that the portal account was created. Staff will then **associate your portal account with your property**. To do this, we will need to know the NAME and E-MAIL used in setting up the portal account, so please include this in your communication to us as well as your LCR# or LCCA# and the completed Renewal Notification or Condominium Association Registration. All property owners must return the filled-out renewal/registration. This document can also be uploaded to your license through the Portal once your account is associated with your e-mail.

**PLEASE DO NOT APPLY FOR A RENTAL APPLICATION OR CONDO ASSOCIATION REGISTRATION USING THE PORTAL. YOUR RENTAL PROPERTY OR CONDO ASSOCIATION ALREADY HAS A LICENSE NUMBER, ONE THAT CAN BE FOUND ON THE FIRST PAGE OF THE LICENSE RENEWAL NOTIFICATION, NEXT TO THE ACCOUNT #.**

Finally, staff will send you an e-mail informing you that you are now authorized to pay fees on line through the Village Portal.

**To pay fees on-line**, follow these instructions:

1. Go to [www.oak-park.us](http://www.oak-park.us), choose the "Online Services" tab on the top bar and click on "Village View Portal" found at the bottom of the dropdown list.
2. Click on "Sign In" either in the left column under VILLAGEVIEW PORTAL or along the top in the middle of the page.
3. "Welcome to the Village of Oak Park web portal" will appear in the middle of the page.
4. Enter your e-mail address and password used to create the portal user account.
5. The Portal Home page will appear with "Welcome YOUR NAME" at the top of the page.
6. Click on "My Items" either in the left column under VILLAGEVIEW PORTAL or along the top in the middle of the page.
7. On the "My Items" page, locate and expand the "My Business License Applications."
8. Locate the license(s) you want to pay and click on "Add Fees to My Cart."
9. If the fees were successfully added the link will now change to "Remove Fees from My Cart"
10. Click on "My Shopping Cart" at the top of the page and the "My Shopping Cart" page will appear in the middle of the page.
11. Verify the fees then click on "Make Payment" to complete the payment

If you would rather pay by mail, we will still accept your payment. Just mail the completed renewal along with your payment to the address located at the top of the renewal.

Thank you for your assistance in this matter. If you have any questions or have any problems, please contact Charlotte Kenny at 708-358-5413 or me at 708-358-5412.

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