DENVER ONLINE LICENSING CENTER
DOCUMENT CORRECTION GUIDE
REVISED 04/10/19

Step 1 – Determine what corrections need to be made

If you are accessing this guide, you should have received a "Notice of Application Deficiency" e-mail. Review that e-mail for an explanation of why your application was found to be deficient.

From: EXLNotifications@denvergov.org <EXLNotifications@denvergov.org>
Sent: Thursday, October 25, 2018 8:33 PM
To: fakeemail@mail.com
Subject: Notice of Security Guard License Application Deficiency for 2018-BFN-12345678

Dear Applicant,

On 10/25/2018 you submitted an application to the Denver Department of Excise and Licenses for a Security Guard License. Your application was assigned Record ID 2018-BFN-0001455.

Upon reviewing this application, the Department has found the application to be deficient for the following reasons:

The reason why your application was found to be deficient will be explained here.

Please correct the noted issue(s) by no later than 11/8/2018. Failure to do so may result in your application being administratively closed or denied. You may access and correct your application through Denver's Online Permitting and Licensing Center.

Please contact 311 with any questions or comments you may have.

DENVER THE MILE HIGH CITY
Department of Excise and Licenses | City and County of Denver
720.913.1311 Phone | 720.865.2881 Fax

Step 2 – Prepare corrected documents and upload them to your computer

Prepare corrected documents that remedy the deficiencies outlined in your "Notice of Application Deficiency" e-mail and upload them to your computer.

Note – if you originally chose to upload multiple documents in a combined file (for example, if you chose to upload your letter of hire in the same PDF file as your letter of firearm endorsement request), you will be instructed to upload both documents a second time, even if one of the documents was acceptable. Read your "Notice of Application Deficiency" e-mail carefully to determine if this applies to you.

Step 3 – Log into the online licensing portal to access your application record

Use the link provided in your "Notice of Application Deficiency" e-mail to access your application record directly. You will need to log into Denver's Online Permitting and Licensing Center using the credentials you originally used to register for an account before being taken to your record.

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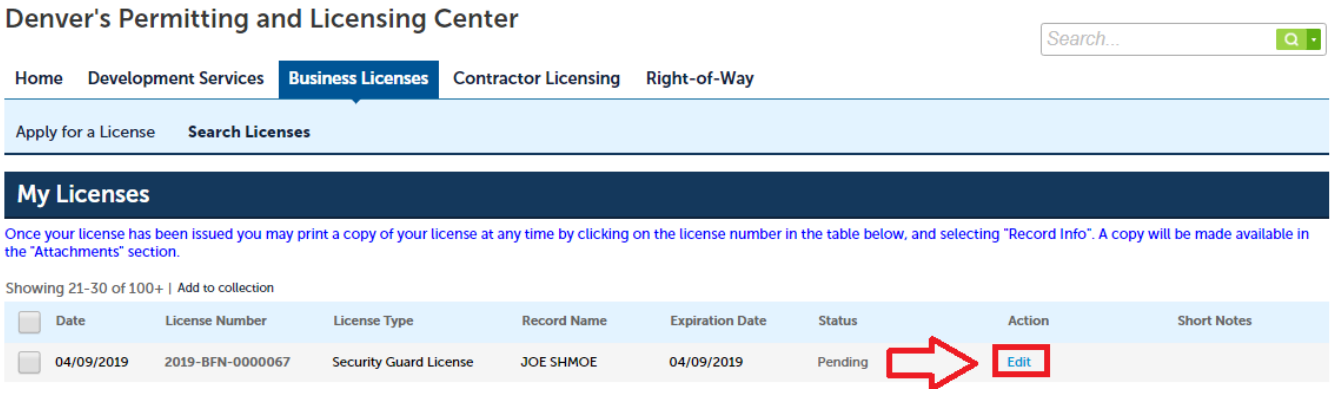
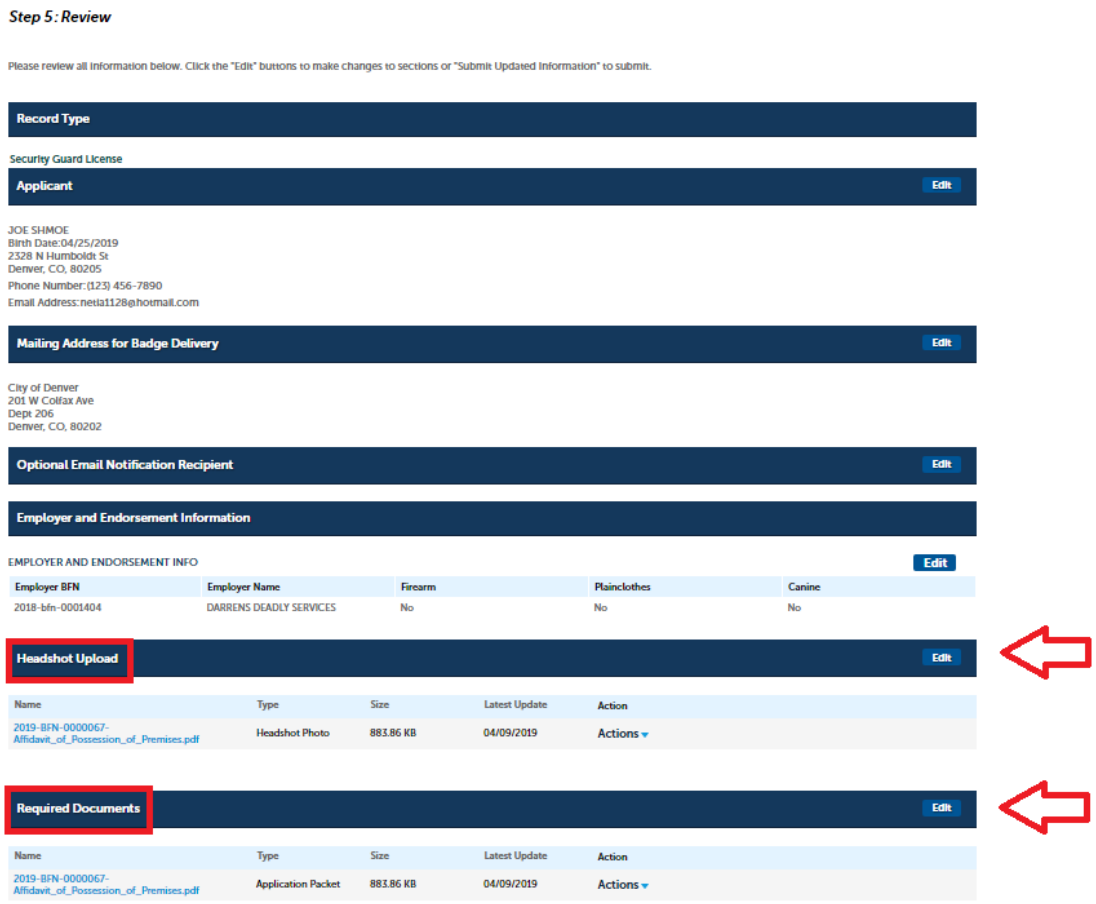
Step 4 – From the "My Licenses" page, select the "Edit" Action link

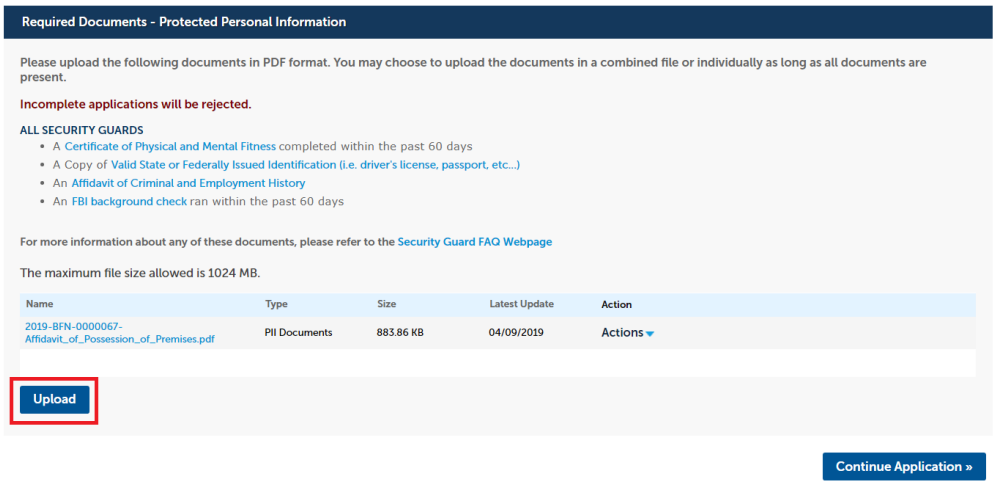


Step 5 – Return to the section of the application that needs to be edited
You will be taken back into your original application's review screen. From here, you can upload corrective documents or edit information within your application as needed.

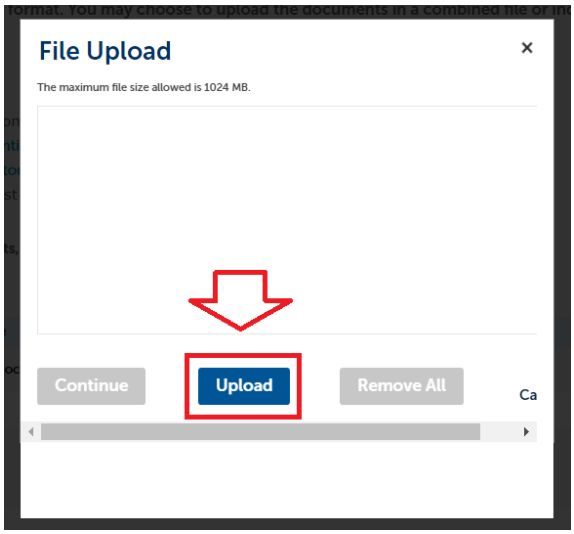
For example, if you need to update your headshot photo, please click "edit" next to the headshot upload section and upload a corrected headshot there. If you need to upload a corrected Letter of Hire, please click "edit" next to the required document upload section and upload a corrected Letter of Hire there.



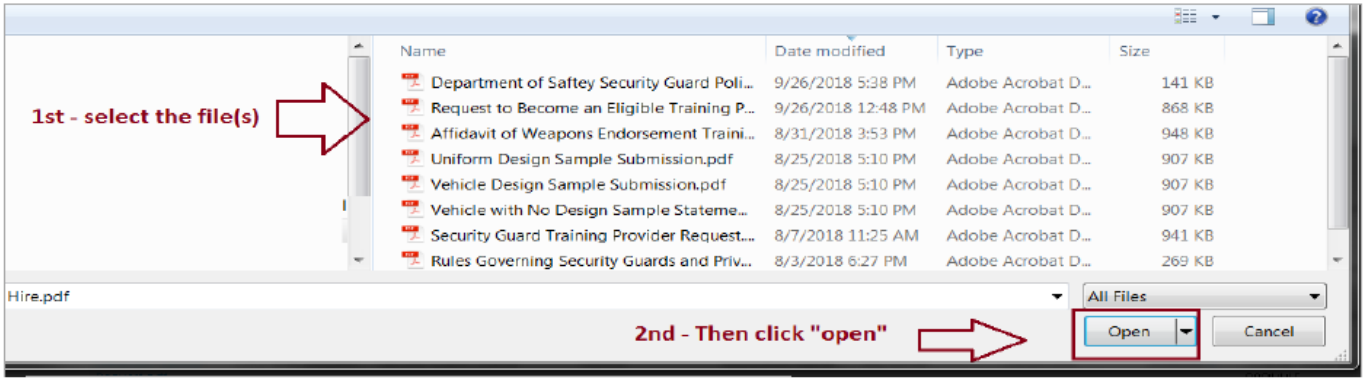
Step 6 - Tips for uploading your corrective documents
Within the page you are editing, if you need to upload a corrective document, click the upload button.



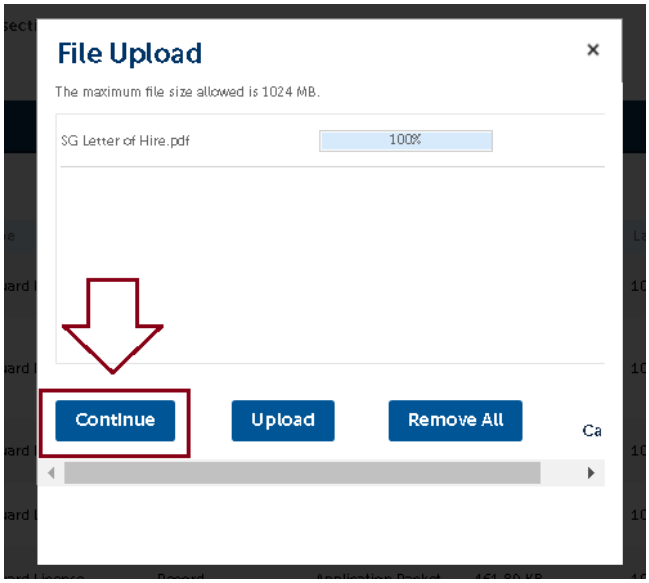
Once the next pop up window appears, select upload again.



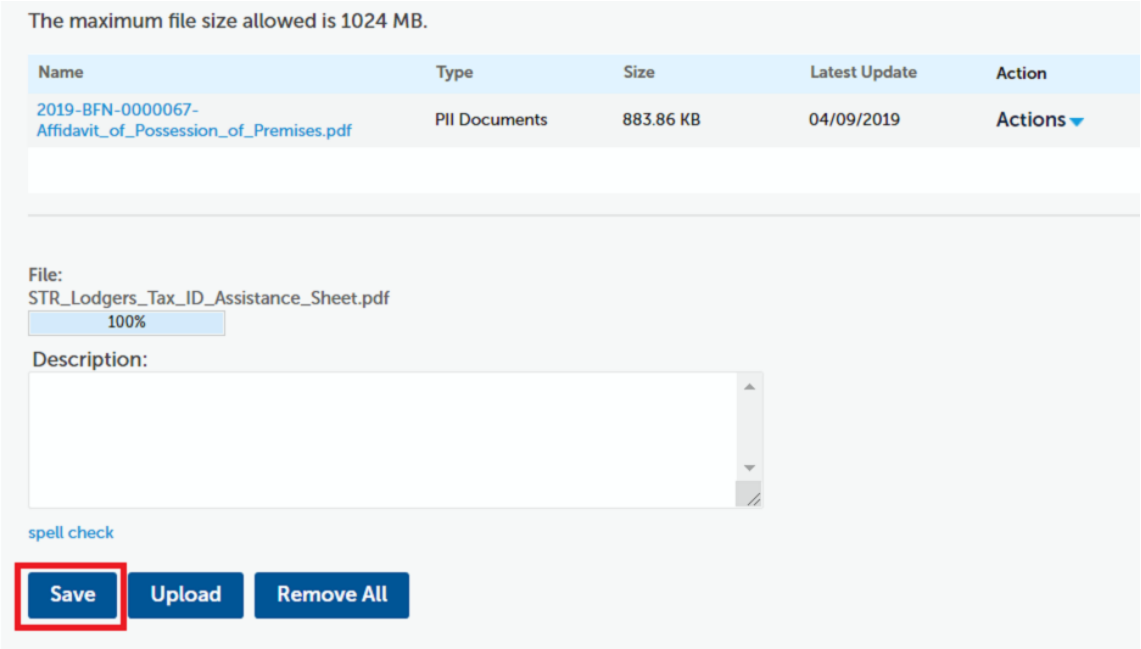
Then select the file(s) you wish to upload and click open. *Note – this step may vary slightly depending on which browser you use.*



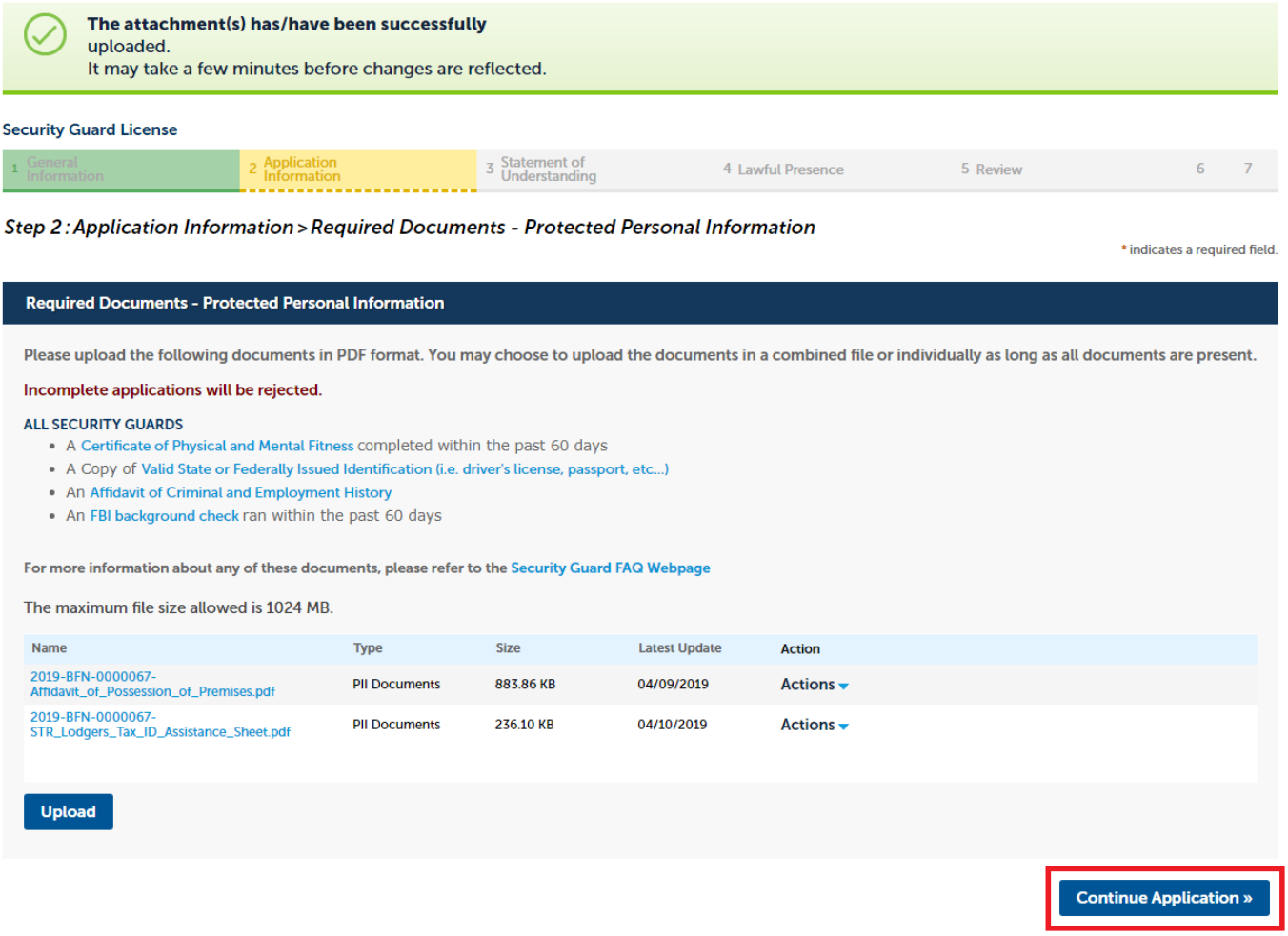
Another pop-up box will appear. Click the “continue” button.



Finally, click "Save" to attach the document.

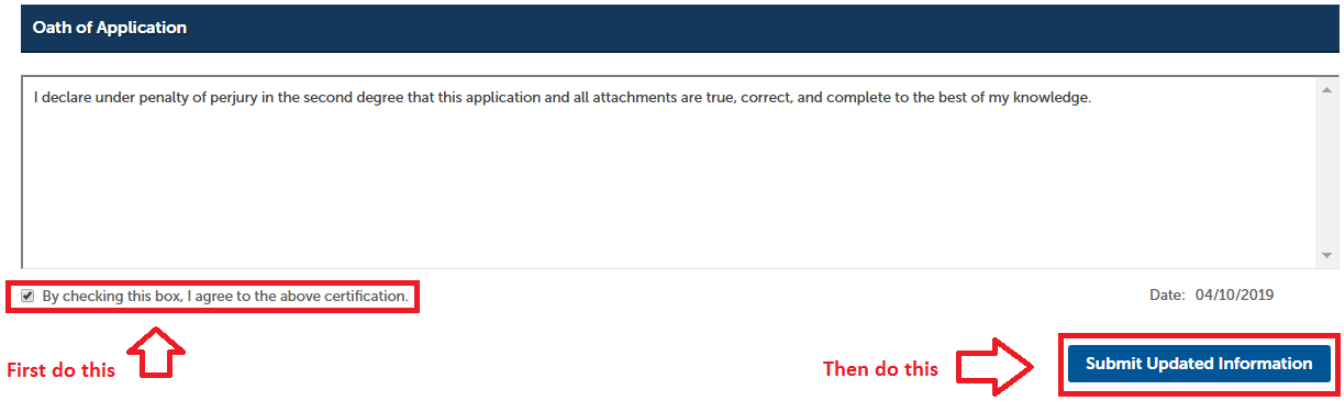


Step 7 - Click "Continue Application" when you're done uploading documents/making changes to a page

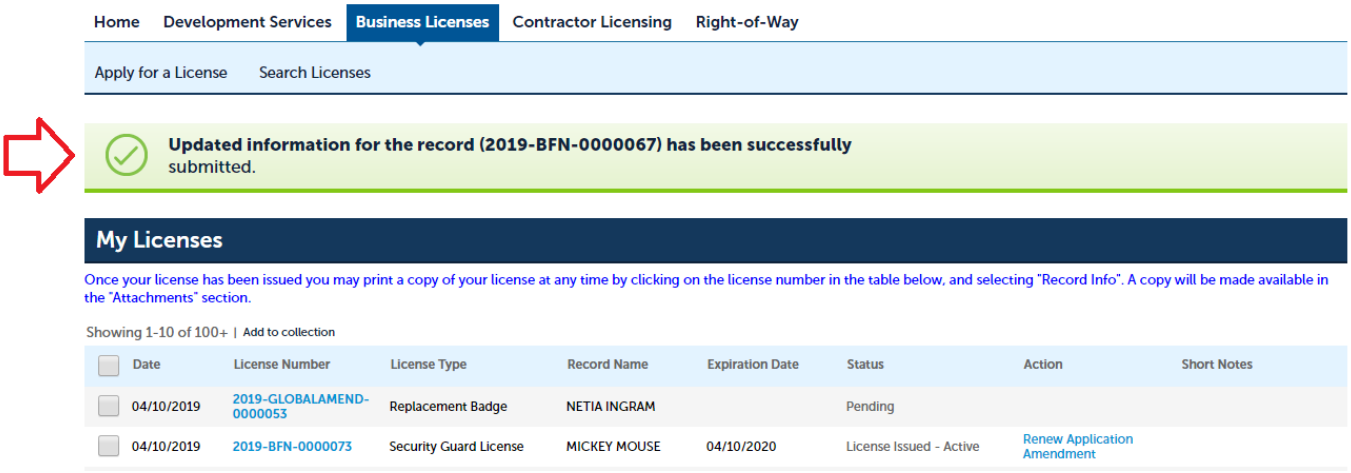


Step 8 – Resubmit the application

When you are done making corrections to your application, from the review page recertify that the application and click "Submit Updated Information".



Step 9 – Verify that you get a "success" message as shown below.



Step 10 – Wait for your resubmittal to be reviewed

If you received the green success message outlined in Step 9, then the Department of Licensing & Consumer Protection successfully received your resubmittal and is processing it. It may take up to 7 days for reviews to be completed. Feel free to contact 311 at any time for a status update on your application.