

Collection Agency License Renewal

Important New Information

If you do not submit your license renewal(s) by January 1, your license will be suspended. If you do not submit your license renewal(s) by January 31, your license(s) will be terminated on February 1. Arizona law does not provide any exception ([A.R.S § 32-1025](#)).

Licensees that manage their license(s) through the NMLS must use the NMLS to renew their Arizona license(s). All other licensees must use the eLicensing portal to renew their Arizona license(s).

IMPORTANT! To renew your Arizona license(s), your company's contact person MUST FIRST create an account using the eLicensing portal and then link that account to your company's record. If your company already has a contact person linked to your company record, go to the "Renewing Your License(s)" section for information on how to renew your license(s).

Completing the eLicensing Registration Process

If you have not registered and associated a contact in the eLicensing portal with your company, you must complete the following steps:

Create the User Account

Step #1 - Go to <https://elicense.az.gov>.

Step #2 - Click the [LOG IN/CREATE YOUR ACCOUNT] button.

Step #3 - Click the [I DON'T HAVE A LICENSE] button.

Step #4 - On the "Self Registration" page, enter all required information. When creating your password, make sure the password meets all the requirements shown at the bottom of the page.

Step #5 - Click the [SUBMIT] button.

Link Your User Account to Your Company

Step #1 - From the eLicensing home page, click the [LOG IN/CREATE YOUR ACCOUNT] button.

Step #2 - Enter your username and password, and click the [LOGIN] button.

Step #3 - Click the "Manage Businesses" link.

Step #4 - Click the "Add existing business" link.

Step #5 - Click the [OBTAIN SECURITY CODE] button.

Step #6 - The system will display a pop up window asking for the business Federal Tax Identification number. Enter the company's Federal Tax ID number and click the [SEND EMAIL] button.

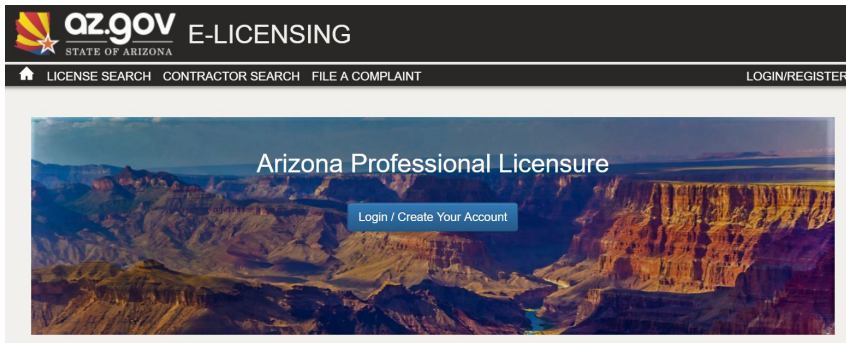
NOTE: In some cases, users receive a message that the system cannot locate the company's Federal Tax Identification number. If this happens, the user needs to contact our Licensing Hotline at 602-771-2800, Option 1, and be ready to provide the full name and email address that was used for the portal registration.

Step #7 - Check your email for a message containing your security code, enter the code on the eLicensing Manage Business webpage, complete the remaining information on the web page and click the [SUBMIT] button. The system should display the record(s) that have been linked to your user account.

NOTE: If you encounter any problems during this process, contact our Licensing Hotline at 602-771-2800, Option 1, and be ready to provide the full name and email address that was used for the portal registration. Otherwise, proceed to the “Renewing Your License(s)” section of these procedures.

Renewing Your License(s)

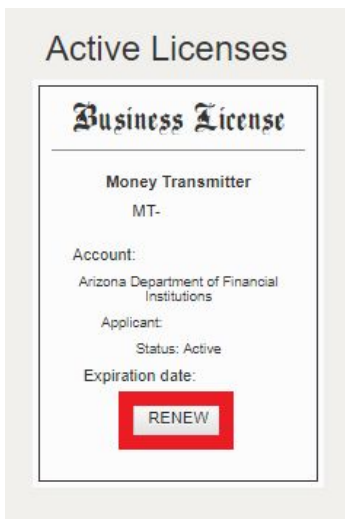
The first step to submit a renewal application starts at our website, or “portal”. The url address for the portal is <https://elicense.az.gov>.



Step #1 - From the eLicensing home page, click the [LOG IN/CREATE YOUR ACCOUNT] button.

Step #2 - Enter your username and password, and click the [LOGIN] button.

Step #3 - Click the [RENEW] button on the active license tile that you wish to renew.



Step #4 - Follow the instructions on the screen to complete and pay for the renewal application.