



GETTING STARTED CRYSTAL LAKE ez APP

*How to get the most out of license applications
Annual Liquor License*

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Getting Started

The City of Crystal Lake has launched an online system that utilizes Accela software. The customer-friendly portal for Crystal Lake licensing services is called *ez APP*.

You can access Crystal Lake online services at [Crystallake.org](https://aca3.accela.com/crystallake/default.aspx) or with the direct link:
<https://aca3.accela.com/crystallake/default.aspx>

Layout and Navigation

ez App is organized, as you see in the picture below:

The screenshot displays the user interface of the City of Crystal Lake ez APP. At the top right, there are links for "Register for an Account" and "Login". Below these is a search bar with the placeholder text "Search..." and a magnifying glass icon. A navigation menu includes "Home", "Building", "Planning", "Enforcement", "Licenses", and "Fire". Under "Home", there is an "Advanced Search" dropdown. The main content area features the "ez APP" logo with a yellow checkmark. A welcome message states: "Welcome to the City of Crystal Lake ez APP. We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. To submit new applications, inspection requests, and code enforcement issues you must register and create a user account. As an anonymous user you can search Building, Fire, and Planning applications, and Code Enforcement cases for basic information such as the address, type of record, and the status. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience." Below this, a section titled "What would you like to do today?" suggests services: Home (Advanced Search), Building (Search Applications, Schedule an Inspection), Planning (Search Cases), Enforcement (Search Records), Licenses (Search & Renew Licenses), and Fire (Search Applications). On the right side, there is a "Sign In" section with input fields for "USERNAME OR EMAIL:*" and "PASSWORD:*", a "Forgot Password?" link, a blue "SIGN IN" button, and a "Remember me on this device" checkbox. Below the sign-in section is a "Not Registered?" link and a blue "CREATE AN ACCOUNT" button.

Without registering for an account you can:

- Perform property searches
- Perform application searches by request type
- Perform application searches by address
- Perform application searches by applicant
- View Application information such as project name, status, and description with comments

Registering for an account gives you access to additional features:

- Apply for select license types
- View request detail such as review status; review comments; meeting dates and results
- Create Delegates (other users you give permission to perform actions on your behalf)

Announcements

Announcements are important messages the City would like to relay to you (messages such as holiday closures, business hour changes, etc.).

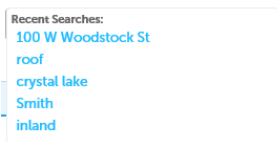
Searching

The City of Crystal Lake's Citizen Access will refer to "records". A record can be an application, site concern, etc. You can search the City's development application database records a few different ways.

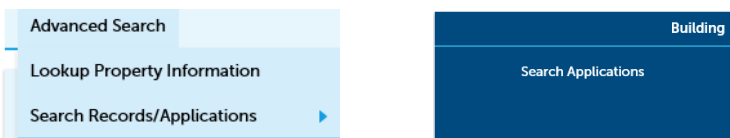
The easiest method is Global Search. The search bar is always located towards the top of the screen: You can use this search feature by inputting record / petition number, address, owner, contractor, development type, etc. to get all matching results from the database, regardless of the department originating the record.

A search bar with the placeholder text "Search..." and a green search icon on the right.

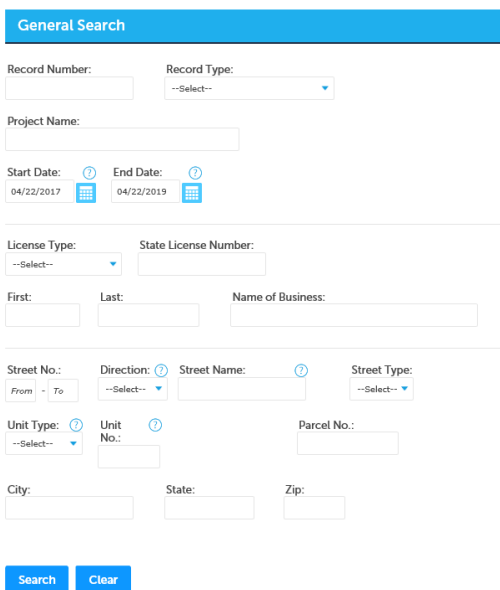
Another useful feature of the Global Search is easy accessibility of your recent searches. Just hover over the down-facing arrow to see your recent entries.

A dropdown menu titled "Recent Searches:" containing the following items: "100 W Woodstock St", "roof", "crystal lake", "Smith", and "inland".

You may also select the Advanced Search drop down or the Search Application button.

Two buttons: "Advanced Search" (light blue) and "Building" (dark blue). The "Advanced Search" button has a dropdown menu with options: "Lookup Property Information" and "Search Records/Applications". The "Building" button has a dropdown menu with the option: "Search Applications".

Each of the options will open a search criteria window as shown below. You can enter as little or as much information as you wish to refine your results.

A "General Search" form with the following fields:

- Record Number:
- Record Type:
- Project Name:
- Start Date: (with calendar icon)
- End Date: (with calendar icon)
- License Type:
- State License Number:
- First:
- Last:
- Name of Business:
- Street No.:
- Direction:
- Street Name:
- Street Type:
- Unit Type:
- Unit No.:
- Parcel No.:
- City:
- State:
- Zip:

At the bottom are "Search" and "Clear" buttons.

Register for an Account

To register for a new user account you may select either link on the home page.

The screenshot shows the top navigation bar with links for Home, Building, Planning, Enforcement, Licenses, and Fire. A search bar is located at the top right. The main content area is divided into two columns. The left column features the 'ez APP' logo with a yellow checkmark and a welcome message: 'Welcome to the City of Crystal Lake ez APP. We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. To submit new applications, inspection requests, and code enforcement issues you must register and create a user account. As an anonymous user you can search Building, Fire, and Planning applications, and Code Enforcement cases for basic information such as the address, type of record, and the status. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.' Below this, a section titled 'What would you like to do today?' lists services: Home (Advanced Search), Building (Search Applications, Schedule an Inspection), Planning (Search Cases), Enforcement (Search Records), Licenses (Search & Renew Licenses), and Fire (Search Applications). The right column contains a 'Sign In' form with fields for 'USERNAME OR EMAIL*' and 'PASSWORD*', a 'Forgot Password?' link, a blue 'SIGN IN' button, and a 'Remember me on this device' checkbox. Below the form is a 'Not Registered?' section with a blue 'CREATE AN ACCOUNT' button.

Create a Delegate

Now that you have created an account, a delegate needs to be created. The delegate will be able to access the license account that you are creating. The person selected as a delegate needs to create an account and then accept the invitation. Delegates can be managed at any time (remove, added, etc.).

- 1) Log into your account.
- 2) Click on the My Account tab at the top of the screen.

The screenshot shows a navigation bar with a dark background and white text. The 'Home' link is highlighted with a white background. Other links include Building, Planning, Enforcement, Licenses, and Fire. Below this is a light blue bar with a white background for the 'My Account' link, which is also highlighted. Other links in this bar include Dashboard, My Records, and Advanced Search with a dropdown arrow.

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

3) The area to add a delegate is at the bottom of the page. Click on “Add a Delegate”.

Delegates

Add a Delegate

People who can access my account

Laurie Fitzgerald (lfitzgerald@crystallake.org)
Last accessed account on 03/31/2026

Actions ▾

Add a Delegate

People whose account I can access

None

4) Enter the name and email of the person to whom you would like to grant delegate access to in the fields at the top of the screen. This individual must also create an account and accept the delegate invitation.

Add a Delegate ✕

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

*** Name** *** E-mail Address**

Set Delegate Permission


Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in all categories (Change)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

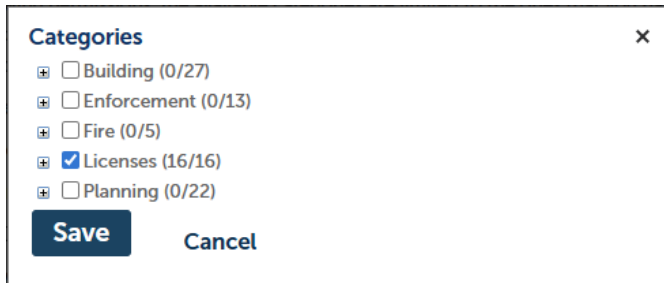
- Create Applications in all categories (Change)
- Renew Records in all categories (Change)
- Amend Records in all categories (Change)
- Manage Inspections in all categories (Change)
- Manage Documents in all categories (Change)
- Make Payments in all categories (Change)

Add Personal Note

I'm not a robot  reCAPTCHA

Invite a Delegate **Cancel**

- 5) Next, set the permissions you will be giving to the delegate. Please check the Licenses box. You can manage these settings at any time.



Categories ×

- Building (0/27)
- Enforcement (0/13)
- Fire (0/5)
- Licenses (16/16)
- Planning (0/22)

Save Cancel

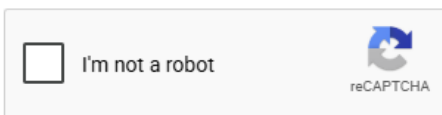
- 6) After saving your choices. You can select what access the delegate will have by checking the corresponding boxes on the list. Complete the captcha and click on the “Invite a Delegate” button.


View Records in Licenses [\(Change\)](#)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

- Create Applications in Licenses [\(Change\)](#)
- Renew Records in Licenses [\(Change\)](#)
- Amend Records in Licenses [\(Change\)](#)
- Manage Inspections in Licenses [\(Change\)](#)
- Manage Documents in Licenses [\(Change\)](#)
- Make Payments in Licenses [\(Change\)](#)

Add Personal Note



I'm not a robot 

Invite a Delegate

Cancel

Apply for a License Application Online

Now that you have created an account and invited a delegate, you can apply for a license.

- 1) Log in to your [ez APP](#) account.
- 2) On the page heading click on Licenses and then click on Create an Application.



Home Building Planning Enforcement **Licenses** Fire

Apply for a License Search & Renew Licenses

3) After reading the disclaimer, indicate that you have read and accepted the terms. Click Continue Application.

I have read and accepted the above terms.

[Continue Application »](#)

4) Select a Record Type: On this screen you will choose the record type you would like to request. Select the button of the correct license application type and click Continue Application.

Select a License Record Type

First select the category of license you are applying for, then choose one of the listed available license application types. For assistance or to apply for a record type not listed below please contact us.

 [Search](#)

- ▼ City Licenses
- Annual Liquor License Application 
 - Massage Establishment Application
 - Supplemental Liquor License Application
 - Temporary Liquor License 
 - Tobacco Application
 - Waste Hauler Application

[Continue Application »](#)

5) Enter license location address. Enter **only street number and name of street, without street type**. Click “Search”. Parcel number will autofill. **If the address search does not return a result, please contact office**. Once address has been pulled in, click “Continue Application”.

Annual Liquor License Application

1 Location and People	2 Business Information	3 Documentation	4 Review	5 Pay Fees	6
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Step 1: Location and People > Location Information

* indicates a required field.

Address

Enter your business address and click Search to find the address record in the agency database.

* Street No.:	Direction:	* Street Name:	Street Type:
<input type="text"/>	--Select--	<input type="text"/>	--Select--
Unit No.:	Unit Type:		
<input type="text"/>	--Select--		
City:	State:	* Zip:	
<input type="text"/>	--Select--	<input type="text"/>	
Country:			
United States			

Search

Clear

Parcel

* Parcel Number:

Search

Clear

Save and resume later

[Continue Application »](#)

- 6) Contact Information. Any required fields are marked with an asterisk and location information. If you are applying as an Authorized Agent – account, if on behalf of someone else, select add new and enter information. Follow instructions for business owner, property owner and Manager (all required fields). Contact List allows you to add additional contacts to the application. **If you registered for your account as an individual, you must select Add New to add business name.**

You are able to save your progress and resume later if needed.

Step 1: Location and People > Contact Information

* indicates a required field.

Applicant

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Be sure to select your Contact information to copy and not any linked contractor licenses you might have. Otherwise fill in the information for the license applicant. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Select from Account

Add New

Business Owner

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Be sure to select your Contact information to copy and not any linked contractor licenses you might have. Otherwise fill in the information for the license applicant. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Select from Account

Add New

Property Owner

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Be sure to select your Contact information to copy and not any linked contractor licenses you might have. Otherwise fill in the information for the license applicant. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Select from Account

Add New

Manager

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Be sure to select your Contact information to copy and not any linked contractor licenses you might have. Otherwise fill in the information for the license applicant. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Select from Account

Add New

Contact List

Optional Section

This section is **NOT REQUIRED**.

It is available in case there are any additional contacts that need to be added to this application.

Select from Account

Add New

Showing 0-0 of 0

Contact Type	First Name	Last Name	Business Name	Work Phone	E-mail	Action
No records found.						

Save and resume later

[Continue Application »](#)

7)

Complete Step 2, Required Business information. Items with an asterisk are required to be complete to move forward. **This example is an annual liquor license application; however, other licenses may require additional or different information.** Business ownership must total 100%. If a corporation or LLC has ownership, please list here. You are able to save your progress and resume later if needed.

Step 2: Business Information > Details

Help and guidance on licensing through the Crystal Lake City Manager's Office can be found by visiting www.crystallake.org.


* indicates a required field.

Licensing Details

LICENSING DETAILS

*Liquor License Class:

State License Number:


State License Expiration Date: 

Business Details

BUSINESS DETAILS

* Legal Business Name:

* Business Entity Type:

* Date of Incorporation, Partnership, LLC, Trust or Sole Proprietorship Formation: 

* Are you operating under a DBA name?: Yes No

* Location Phone Number:

Property Details

PROPERTY DETAILS

*Own Lease:

--Select--

Business Owners

There must be a row added to the Business Owners list for each business owner having 5% or greater ownership interest in the business.

Business Owners

Showing 0-0 of 0

Title	Percent of Ownership	Name	Phone	Email	Address
No records found.					

Add a Row



Edit Selected

Delete Selected

Save and resume later

[Continue Application »](#)

8) Complete the required application questionnaire. You are able to save your progress and resume later if needed.

Step 2: Business Information > Questionnaire

Application Questionnaire Requirement

The following questionnaire must be completed as part of the application requirements.

Please note that an applicant who has been convicted of a felony under any state or federal law cannot be issued a license unless the Liquor Commissioner determines that the individual has been sufficiently rehabilitated to warrant the public trust.

This determination is based on the information provided in the application and the findings of the Commissioner's investigation. The burden of proof of sufficient rehabilitation rests solely on the applicant.

* indicates a required field.

Applicant Questionnaire

APPLICANT QUESTIONNAIRE

* Has applicant made application for a similar license for premises other than described in this application?: Yes No

* Has a previous license by any state or subdivision, or the federal government been revoked?: Yes No

* Has applicant (including any partner, officer, manager, member or director, or any stockholder holding in the aggregate more than a 5% ownership interest in the applicant), ever been convicted of a felony under any Federal or State law? : Yes No

* Is applicant disqualified to receive a license by reason of any matter or thing contained in Chapter 329 of the City Code, the laws of this state or the ordinances of the City?: Yes No

* The applicant authorizes the establishment manager to accept all notices, including notices of violations or notices of hearings, on the applicant's behalf.: Yes No

Save and resume later

[Continue Application »](#)

9) Complete the required applicant certifications. You are able to save your progress and resume later if needed.

Step 2: Business Information > Certifications

Required Certifications

The following certifications must be provided as part of the application requirements.

The applicant must comply with the Illinois Liquor Control Act of 1934 (235 ILCS 5/1 et seq.), including, but not limited to, the provisions of 235 ILCS 5/6-27.1 regarding certification of servers for completion of training by a licensed Beverage Alcohol Sellers and Servers Education and Training (BASSET) provider.

The applicant must comply with all of the following requirements.

* indicates a required field

Applicant Certifications

APPLICANT CERTIFICATIONS

* Each licensee shall at all times have available for inspection by the City on the licensed premises, a copy of the current certification of completion of BASSET training, issued by a BASSET training provider licensed by the Illinois Liquor Control Commission, to all servers at the licensed premises as well as managers of the licensed establishment.:

* No licensee, manager or other employee of an establishment covered under the provisions of this chapter shall serve, vend or check identification unless such a licensee, manager or other employee possesses a current certification of BASSET training from a BASSET training provider licensed by the Illinois Liquor Control Commission.:

* Employees hired by licensed establishments will obtain BASSET certification issued by a BASSET training provider, licensed by the Illinois Liquor Control Commission, within 90 days of their employment. New employees (within the first 90 days of employment) shall be under the supervision of another BASSET certified employee prior to the new employee receiving BASSET certification.:

* The applicant agrees not to allow gambling devices or gambling on the premises except in accordance with the allowances and provisions for those license holders that hold a supplemental Class 28 Liquor License, if applicable.:

* The applicant will not violate any of the laws of the State of Illinois, of the United States, or any ordinance of the City in the conduct of his place of business. :

* TO THE LIQUOR CONTROL COMMISSIONER OF THE CITY OF CRYSTAL LAKE, ILLINOIS: This applicant hereby makes application for a Liquor License under the provisions of the City of Crystal Lake Liquor Licensing Ordinance. :

Save and resume later

[Continue Application »](#)

10) Some license types may require additional information and/or attachments. Select the “Add” button to open the

file browser and attach your documents. Save after attaching documents to continue. **You will not be able to continue unless all required documents are uploaded.** You are able to save your progress and resume later if needed.

Apply for a License Search & Renew Licenses

Annual Liquor License Application

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Step 3: Documentation > Attachments

Required Documentation

Required documentation includes **Liquor Liability Insurance** and **Surety Bond**. Additional documentation may be required in some cases, including an **ID Verification Statement** and/or a **Copy of the Premises Lease**.

Please ensure you upload all required documentation.

More information on background check requirements related to this licensing can be found in the [License Application General Instructions](#), as well as in the [Out of State Background Checks](#) document. Both are available through the City Manager's Office section of the Crystal Lake website: www.crystallake.org.

* indicates a required field.

Attachment

The maximum file size allowed is 100 MB.

File types not allowed are

ade;adp;bat;chm;cmd;com;cpt;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;w

Required Documents

This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.

Liquor Liability Insurance, Surety Bond

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

[Continue Application »](#)

11) Application Certification. Please complete the Certification.

Step 3: Documentation > Legal Certification

* indicates a required field.

Application Certification

APPLICATION CERTIFICATION

* Certify By Name:

* Certify By Title:

* Under penalty of perjury, the person(s) named above, hereby certify and/or affirm as follows: (1) That I (we) are authorized on behalf of the applicant to submit this application; 2) that the Applicant will not violate any of the ordinances of the City of Crystal Lake or the laws of the State of Illinois or the laws of the United States of America, in the conduct of the place of business described herein; (2) That the statements contained in this application are true and correct to the best of my (our) knowledge and information; 3) That the statements in this application are made for the purpose of obtaining the license applied for and are made on my (our) personal knowledge and information.:

Save and resume later

[Continue Application »](#)

12) Please Review your application information carefully. This is the final step before submission.

- a) Verify that the information is accurate.
- b) Select edit in the appropriate sections if changes need to be made.
- b) If required, verify documents have been attached.
- b) After reading the certification, check the box indicating that you agree to the certification. Click Continue Application.

Tobacco Application

1 Step 1	2 Step 2	3 Review	4 Pay Fees	5 Record Issuance
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Step 3: Review

[Save and resume later](#)

[Continue Application »](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on. You must check the box to agree to the certification at the bottom of the page before you can continue.

Record Type

Tobacco Application

Applicant

[Edit](#)

Individual
alqdrhswellfk etlhc E-mail: mgray@crystalake.org

Business Owner

[Edit](#)

Individual
alqdrhswellfk etlhc E-mail: mgray@crystalake.org
CL Tobacco

Address

[Edit](#)

100 W WOODSTOCK St
Crystal Lake IL 60014

Parcel

[Edit](#)

Parcel Number: 1432402017

General Information

GENERAL INFORMATION

[Edit](#)

Legal Business Name: Bfh
Are you operating under a DBA name?: No
BusinessPhone: 8154592020
Date of Incorporation: 04/09/2025

Ownership Details

OWNERSHIP DETAILS

[Edit](#)

Is there an Ownership Change?: No

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Date: 04/01/2025

[Save and resume later](#)

[Continue Application »](#)

12) Your license application is now submitted. You are now able to view your application and track the progress of your submittal using the online portal.

License ALIQA-2026-00019: [Add to collection](#)

Annual Liquor License Application [Post](#)

Record Status: Pending

Record Info [▼](#) Payments [▼](#)

Business Address

100 W WOODSTOCK St
Crystal Lake IL 60014

License Details