



GETTING STARTED CRYSTAL LAKE ez APP

*How to get the most out of license applications
Temporary 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 shows the top navigation bar with links for Home, Building, Planning, Enforcement, Licenses, and Fire. A search bar is located at the top right with a magnifying glass icon. Below the navigation bar is a section titled "Advanced Search" with a dropdown arrow. The main content area is divided into two columns. The left column features the "ez APP" logo with a yellow checkmark, a welcome message, and a list of 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 "SIGN IN" button, and a "Remember me on this device" checkbox. Below the sign-in form is a "Not Registered?" link and a "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.).

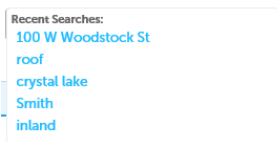
Searching

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.

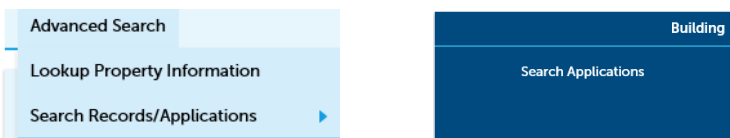
The easiest method is Global Search. The search bar is always located towards the top of the screen: You can use this search feature by inputting record / petition number, address, owner, contractor, development type, etc. to get all matching results from the database, regardless of the department originating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

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

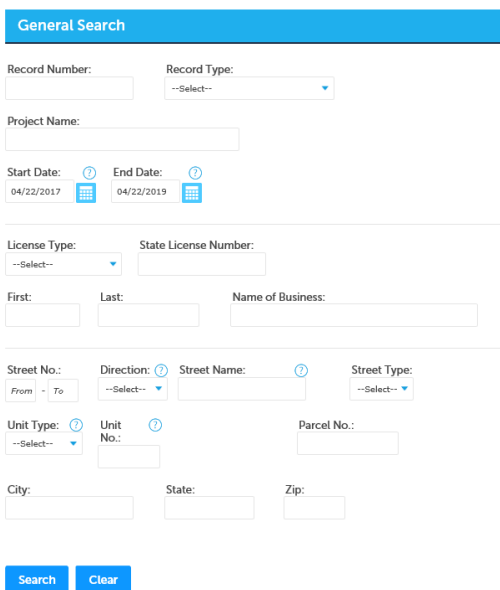
Another useful feature of the Global Search is easy accessibility of your recent searches. Just hover over the down-facing arrow to see your recent entries.

A dropdown menu titled "Recent Searches:" containing a list of search terms: "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 various input fields: Record Number, Record Type (dropdown), Project Name, Start Date and End Date (with calendar icons), License Type (dropdown) and State License Number, First, Last, and Name of Business, Street No. (From-To), Direction (dropdown), Street Name, Street Type (dropdown), Unit Type (dropdown), Unit No., Parcel No., City, State, and 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, a welcome message, and a list of 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 'SIGN IN' button, and a 'Remember me on this device' checkbox. Below the sign-in form is a 'Not Registered?' section with a 'CREATE AN ACCOUNT' button.

Apply for a License Application Online

Now that you have created an account, 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.

The screenshot shows the navigation bar with 'Licenses' highlighted. Below the navigation bar, there are two options: 'Apply for a License' and '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.

▼ City Licenses

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

[Continue Application »](#)

- 5) Contact Information. Any required fields are marked with an asterisk and location information. If you are applying as an Authorized Agent – if on behalf of someone else, select add new and enter information. Follow instructions for applicant, property owner (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.

Temporary Liquor License

1 Contact Details	2 Licensing Details	3 Review	4 Pay Fees	5 Record Issuance
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Step 1: Contact Details > Contacts

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.

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.

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.

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

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 »](#)

- 6) Complete Step 2, Licensing information. Items with an asterisk are required to be complete to move forward. **This example is a temporary liquor license application; however, other licenses may require additional or different information.** Please enter a site description and location address where the event will be held. An address is needed to approve the application.

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

Temporary Liquor License

1 Contact Details	2 Licensing Details	3 Review	4 Pay Fees	5 Record Issuance
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Step 2: Licensing Details > Licensing Information

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.

Location Information

LOCATION INFORMATION

* Site Description:

spell check

Location Info - Address if applicable:

spell check

** Class 16, 19 and 20 Licenses are issued to **Not-for-Profit** Organizations only. A Class 30 license is issued to **for profit businesses, applying to sell alcohol as part of a City-approved special event.**

Licensing Details

LICENSING DETAILS

* Liquor License Class:

* Legal Business Name:

* Not-for-profit business entity?: Yes No

If applicable, related Special Event record number:

* Event Name:

* Length of Event (Not to Exceed 3 days):

* Number of Servers:

* Crowd Control Plan:

spell check

* Traffic Control Plan:

spell check

* Refuse Pickup Provider:

Operation Details

OPERATION DETAILS

Please add a row and complete the fields for each day of the event.

Showing 0-0 of 0

Event Date	Start Time	Start AM PM	End Time	End AM PM	Operation Notes
No records found.					

Add a Row



Edit Selected

Delete Selected

Server Details

SERVER DETAILS

Please add a row for each server for the event.
Provide the server's First and Last Name, as well as a Contact Phone Number.

Showing 0-0 of 0

Server Name	Server Phone
No records found.	

Add a Row



Edit Selected

Delete Selected

Save and resume later

[Continue Application »](#)

7) Submit the required documents. You are able to save your progress and resume later if needed.

Temporary Liquor License

1 Contact Details	2 Licensing Details	3 Review	4 Pay Fees	5 Record Issuance
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Step 2: Licensing Details > Documentation

Required Documents

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

- **Liquor Liability Insurance**
- **Property Owner Authorization**
- **Approval Request Letter**
- **Operation Site Plan**

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.

Attachment

The maximum file size allowed is 100 MB.

File types not allowed are

ade;adp;bat;chm;cmd;com;cpl;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, Property Owner Authorization, Approval Request Letter, Operation Site Plan

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Continue Application »

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

Apply for a License

Search & Renew Licenses

Temporary Liquor License

1 Contact Details

2 Licensing Details

3 Review

4 Pay Fees

5 Record Issuance

Step 2: Licensing Details > 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

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 E-mail: mgray@crystalalake.org
aljd@hesswellllc.ettba

Business Owner [Edit](#)

Individual E-mail: mgray@crystalalake.org
aljd@hesswellllc.ettba
CL Tobacco

Address [Edit](#)

100 W WOODSTOCK St
Crystal Lake IL 60014

Parcel [Edit](#)

Parcel Number: 143240207

General Information

GENERAL INFORMATION [Edit](#)

Legal Business Name: B/H
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 »](#)

9) 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.

[Apply for a License](#)

[Search & Renew Licenses](#)

License TLIQ-2026-00014:
Temporary Liquor License
Record Status: Pending

[Add to collection](#)

[X Post](#)

[Record Info](#) ▾

[Payments](#) ▾

Business Address

License Details