



2026 BUSINESS AND ALCOHOL LICENSE RENEWAL

FREQUENTLY ASKED QUESTIONS

1. Will I have to reenter my information every year for renewal? No, your information is securely stored for quick and easy future renewals.
2. What do I need to have ready for my renewal? Please have internet access and an email address available for establishing your OpenGov account. You cannot request a renewal without these items.
3. Can I come in person to renew instead of online? No, all applications are being processed via the OpenGov website. **2026 Applications will not be accepted via mail, email or in person** - please plan accordingly
4. What do I do if I don't have an email? Please ask a colleague, friend or family member to help you create an email address if you do not know how. Your email address is how we will communicate and keep your application status updated. City Staff will not be able to assist applicants with establishing an email address.
5. How can I get my form notarized? If your business does not have a notary on staff, many business service stores (i.e. UPS and Staples) offer notary services for a nominal fee.
6. Will my 2026 license be mailed to me and when? No, you will have access via the OpenGov account as soon as all your application steps have been completed - an email notification will be sent. You will be able to print it immediately and post for compliance.
7. What if I have a question? If you have a question, please email licensing@powderspringsga.gov. This is the quickest way to get assistance. While completing your online application if you see a small blue question mark with a circle around it, please click on it for additional information to complete your step.
8. I already have an OpenGov account. Can I use the same log-in? Absolutely, if you already have an OpenGov account, you will be able to log in securely with those credentials without creating a unique Powder Springs log-in.
9. Do I have to download/install software? No, just go the OpenGov Powder Springs website
<https://powderspringsga.portal.opengov.com/>