



Public Health Licensing Services
Bureau of Residential Facilities Licensing

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DOUGLAS A. DUCEY, GOVERNOR
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Dear Licensee:

The Bureau of Residential Facilities Licensing is excited to announce that renewal applications for your facility are now available online. We have worked diligently to ensure that this process is streamlined and easy to operate for all Licensees. This opportunity will allow for quicker processing of applications as well as save resources.

To make this process easier for our licensees, here is some important information for you to have a successful experience with the online renewal system.

Before you can submit an online renewal, you must first register. Once you have registered, we will receive notification and approve the registration. After we have approved the registration, you will receive an email stating your registration has been approved. If you own more than one facility, we recommend you registering for "All Facilities", as you cannot register for more than one account with the same email address. Please ensure you use a valid email address. It takes anywhere from 24 to 72 hours to be approved. At this point, you must login to the system at this website: <https://licensing.azdhs.gov/LicensingOnline/RES>.

You will not be allowed to submit a renewal application more than 120 days before the expiration of your license. If you do not submit a renewal application before the expiration of your current licensure, your facility will be closed and you will be required to submit an initial application if you wish to remain in operation.

When you begin your online renewal, please have complete information for your facility. It will help to have a copy of last year's application to refer back to. The online system will pull directly from what we have in our database, but we require you to update some information (such as ownership or lease information). You must also have a valid credit card available to submit your renewal application and pay at the time you submit the application.

Please ensure that all fields are filled out, if you leave anything blank, you will get an error message and will not be able to submit the application. If that happens, review the page, fill out the required information, and then proceed. The final page will require payment for your license using a valid credit card. At this time, the system accepts Visa and MasterCard.

Once your application has been submitted, we will review the submission and if it is complete, we will process your renewal license. If it is incomplete or information is missing, you will be notified via email with the information that is needed. It is your responsibility to promptly login to your account and resubmit the renewal application with the corrected information.

The Bureau of Residential Facilities looks forward to working with you on this online renewal system. If you have any questions or concerns, do not hesitate to contact us at (602) 364-2639.

Sincerely,
The Bureau of Residential Facilities Licensing