

Instructions: Making a Payment Online

To submit an online payment, visit the [BHGS Online License Renewal webpage](#). Answer the license renewal questions to determine if you are eligible to submit an online license renewal payment.

Based on your survey responses, you may be determined ineligible for online payments. In this case, follow the separate instructions that appear on the screen in red.

If you are eligible to submit online payments, you will be taken to a payment portal.

1. In the **Payment Category** box, select the license type you are renewing.
 - EAR Licenses - Electronic and Appliance Repair, Service Contract Administrators and Sellers
 - HFTI Licenses - Home Furnishings and Thermal Insulation
2. In the **Payment Type** box, select the letter(s) found before your license number and its expiration status at the time of payment (e.g. E-12345).
 - If your license has not expired, select the license letter that ends with "current license."
 - If your license has expired, select the license letter than ends with "delinquent license."
3. Select the **Make a Payment** button and check that the charged amount is correct and select the **Continue** button.
4. Review the terms and conditions and select the **Accept** button.
5. Select the **Continue As Guest** button.
6. Fill in all required information. Please note that all information below the license number and expiration date is billing information and does not need to match the address on the license record. Billing information is not provided to the Bureau when receiving your payment.
7. Complete the CAPTCHA prompt and select the **Continue** button to complete your payment.

If you experience issues with the payment website, login, or processing, contact the payment portal's customer support at 1-800-487-4567 or customerservice@officialpayments.com.