

# HOW DO I RENEW MY LICENCE?



Security Industry Authority

## 1 Register

### Register for a personal online account

1. Enter personal details and email address
2. Choose username and password
3. You will receive an activation email. Click the link in the email to activate your account



If you do not receive the activation email please check your trash folders

## 2 Log In

### In our self service website

1. Enter username and password
2. Enter requested information to match your details with existing licence information we hold, to your new online account

### Log in to Your Account

Username \* [Remind me](#)

Password \* [Reset](#)

**Log in**

Your login credentials from our old site will not work

Please enter the same information that you provided during your most recent licence application

## 3 Renew

### When logged into your online account

1. Click the 'Licences' tab and 'Actions', 'Renew'
2. Complete sections 1-9
3. Review and submit your renewal



If your licence has expired you need to start a new application

If your licence is active but you are unable to see it please contact us

You can renew your licence 4 months before the expiry date

A record of your qualifications should be present, if not contact your training provider

## 4 Next steps

### You will receive a notification in your online account and an email to explain your next steps

1. If you are not required to visit a post office, you will be able to pay for your licence in your online account
2. If your photograph has expired (lasts 5 years 8 months) you will be instructed to visit a post office to have your photograph taken and to pay for your renewal
3. You may be asked to send additional documents to us for verification

We need to complete and approve all ID checks and have received payment for your licence before you move out of Next Steps

## 5 Checks in Progress

### We check your criminal record, right to work and photographs

We may email you asking you to send additional documents related to these checks



Responding promptly to requests for further information will help speed up the processing of your application

Check the status of your licence application at any time in your online account

## 6 Decision

### You will receive a decision notification in your online account and via email

- Decision to grant: you will receive a granted letter and your licence card will follow within 14 days
- If we propose to refuse your licence application we will write to you to explain why; you will have 21 days from the date on our decision letter to provide a response.



As soon as you receive confirmation that your licence has been granted, you can lawfully work. Please print your licence number as it appears on the Register of Licence Holders and carry this with photo ID