

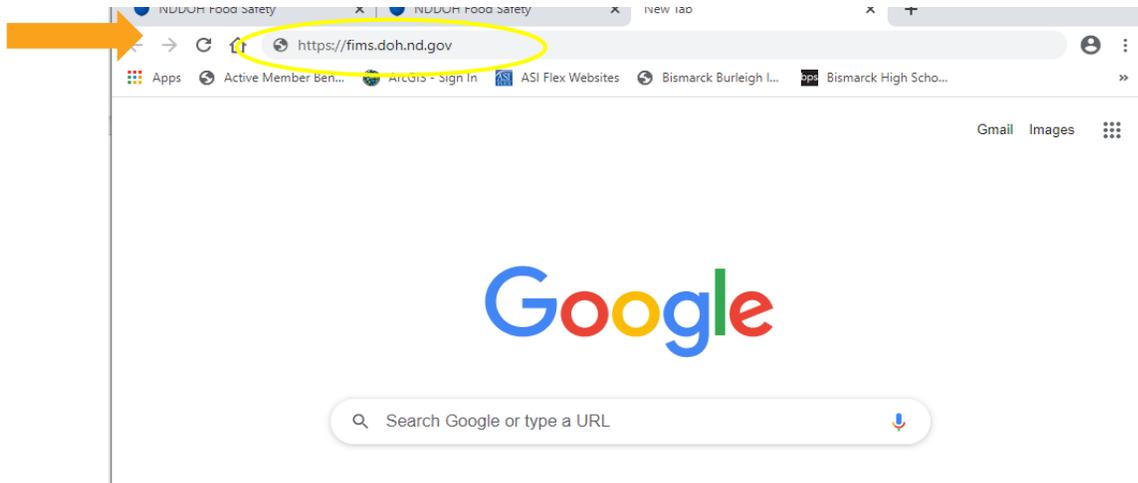
# ONLINE LICENSE RENEWAL

Public Health Division | Food & Lodging Unit | 1720 Burlington Drive, Suite A | Bismarck, ND 58504-7736 | hhs.nd.gov | 701-328-1291

## INSTRUCTIONS FOR RENEWING YOUR LICENSE ONLINE

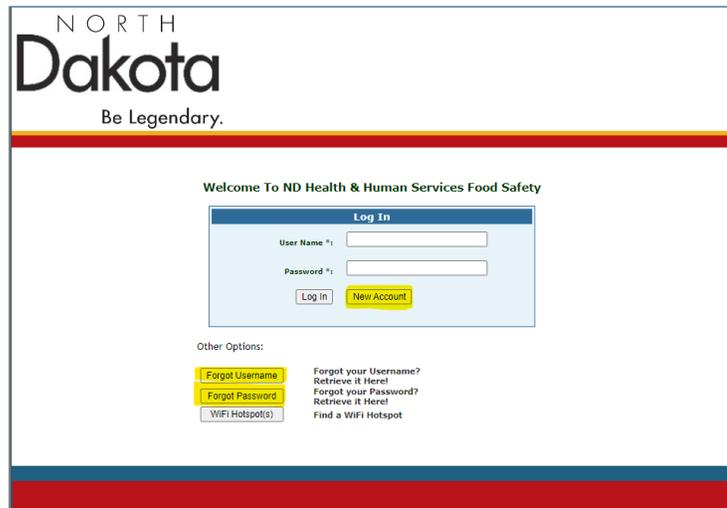
### 1. Open the website at: <https://fims.doh.nd.gov>.

- The address should be typed into the url bar not the search text field of your browser.



### 2. Log in to your account.

- Renewed online before?
  - ❖ **NO** - Select the “New Account” button and see page 3.
  - ❖ **YES** - Enter your username and password and select “Log In”. See page 4.
  - ❖ **FORGOT PASSWORD?** - Select the “Forgot Password” button and go to page 2.
  - ❖ **FORGOT USERNAME AND PASSWORD?** – Select the “Forgot Username” button first and you will receive an email with your username. Then select the “Forgot Password” button and go to page 2.



Last Updated 10/2023

## Forgotten Password:

- Enter the username and email address used to create the account and click “Submit”.



### Forgotten Password

*If you have forgotten your Password please enter your User Name / Email Address below and we will email your login information to you.*

Enter Your User Name:

Enter Your Email Address:

- You will receive a temporary password email message from donotreplyinspect@nd.gov. Follow the link in the email and enter the username and temporary password followed by the “Log In” button. A window requiring you to re-enter the temporary password and create a new password will display. Re-enter the temporary password and create a new password of your choice. See page 4.

The screenshot shows the "Change Password" form within the North Dakota system. At the top is the North Dakota logo and tagline "Be Legendary." Below this is a horizontal bar with a red-to-orange gradient. The form title is "Change Password". Below the title is a paragraph of instructions: "If this page appeared after you have logged-in, this means that you have previously requested for a generated password or have been newly added to the I E Compliance Report system. Please update your password of your choice." The form contains three input fields: "Temporary Password", "New Password:\*", and "Confirm Password:\*". A "Submit" button is located below the input fields. The form is enclosed in a thin blue border and sits above a thick horizontal bar with a red-to-orange gradient.

Last Updated 10/2023

## Create an account.

- Enter the requested information on the New User Account page. All items with an asterisk (\*) are required. Organization should be ND Health & Human Services. Keep a record of the username and password that you choose for future uses. Upon completion select the "Save" button.



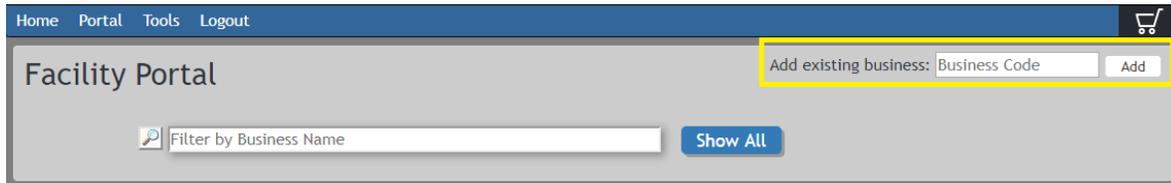
### New User Account

User Information			
User Name *	<input type="text"/>		
Password *	<input type="password"/>		
Verify Password *	<input type="password"/>		
Organization *	<input type="text" value="ND Health &amp; Human Services"/>		
Account Information			
First Name *	Middle * <input type="checkbox"/> None Available	Last Name *	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Account ID Not yet assigned	Email *	<input type="text"/>	
Phone/Ext * <input type="text"/> / <input type="text"/> <input type="checkbox"/> Emergency	Cell Phone <input type="text"/> <input type="checkbox"/> Emergency	Fax <input type="text"/>	
<input type="button" value="Save"/>	<input type="button" value="Back"/>		

- Upon saving you will be returned to the main login page where you can use your newly created username and password to log in.

### 3. Verify or add your business(es) to your account.

- Once logged in if your business name(s) does not appear in a blue bar you will need to add your business code(s) from your renewal letter. Enter the business code(s) received into the top right "Business Code" field and click on "Add". Repeat as needed to include all business codes. If you do not have your renewal letter contact Food and Lodging at 701-328-1291 or [foodandlodging@nd.gov](mailto:foodandlodging@nd.gov) to request a copy.



Example Facility  
Example Owner  
123 Main Street NE  
Example City, ND 58000

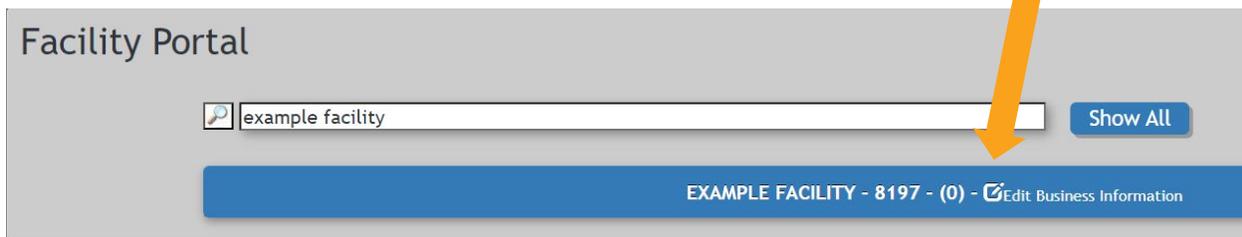
License Number: 1111      **Business Code: 1A2B-CDE3** ←

The North Dakota Department of Health will now be able to receive Food and Lodging license renewals online. There will be no service fees or transaction fees charged to renew your license online. You can pay for your renewal by credit card (Visa, Discover, Mastercard).

Below are the instructions for renewing your license online, please keep this letter because the business code listed above is necessary for online license renewal. If you have multiple food establishments, food processing, or lodging licenses to renew, you can add each business code to your account and make one payment for all licenses.

1. Visit the following link - <https://fims.doh.nd.gov>
2. Select "New Account" and fill out the required information.
3. Click save and you will be prompted to enter your newly created username and password.
4. Once logged in, enter the unique business code provided at the top of this letter into the "Business Code" box at the top right side of the screen and click "Add".
5. Click on the pencil icon to the right of the business name on the blue bar to "Edit Business Information" and make any necessary changes or confirm the information is correct.
6. Select the businesses to renew by clicking the "Add To Cart" checkbox(es) in the left column.
7. Once all checkboxes are selected click on the shopping cart icon in the top right corner and select the "Checkout" button under the total fee.
8. Select a payment type and follow the instructions to complete the payment.
9. Select continue once the payment has been processed.
10. You will be redirected back to the North Dakota Online Portal and your business(es) will show as renewed with an updated expiration date.
11. Once the transaction is complete, you will receive a confirmation e-mail from [Paypal](#).
12. The renewed license(s) will be mailed to the address on file.

- Once added the business name(s) will be displayed in a blue bar.
- Business information should be verified annually by clicking on the pencil icon to the right of the business name. Update any information that is incorrect.



- Phone numbers, email addresses, and mailing addresses can be updated as well as adding new contact persons. **Please review the information to ensure it is updated and correct. \*\*\*Mobile home parks, recreational vehicle parks, and campgrounds must enter contact information for any owner having 20% or more interest as well as the site manager(s).** The physical address and business name can only be changed by contacting the Food and Lodging Unit at 701-328-1291 or [foodandlodging@nd.gov](mailto:foodandlodging@nd.gov).

EDIT: EXAMPLE FACILITY
✕

Phone\*:       Cell:

Email\*:

No Phone Available       No Email Available

**Mailing Address**  International Address

Number\*:  Street Name\*:   Secondary Unit Type:  Secondary Unit Number:

Zip\*:  State\*:  County\*:  City\*:

**Physical Address**  International Address

Number\*:  Street Name\*:   Secondary Unit Type:  Secondary Unit Number:

Zip\*:  State\*:  County\*:  City\*:

**Facility Data**

**Contacts**

Contact's Name	Address	Relationship	Cell Phone
Add New Contact			

**Attachments**

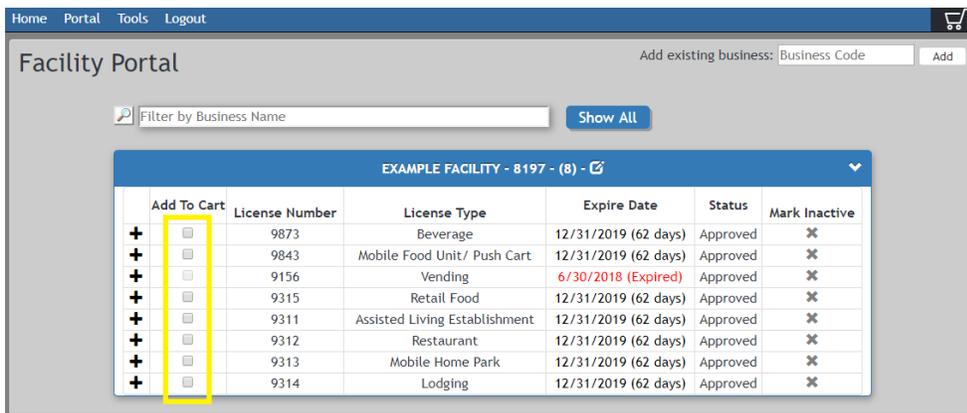
File Name	Description	Delete
Add New Attachment		

#### 4. Add the licenses to the cart to renew.

- Click on the arrow to the right of the business name to expand the information.



- Select the appropriate licenses to add them to the cart in order to renew the license and confirm that you have verified and/or updated all facility, owner, and contact information. If you have multiple licenses, they can all be selected at the same time.



By clicking OK, you are agreeing to the following:

- I have verified and/or updated all facility, owner, and contact information and hereby attest that the information is true, complete, and accurate.
- I acknowledge the state rules and regulations under this license.

OK Cancel

- Once you have clicked all appropriate check boxes, click on the cart in the upper right hand corner to view all items in the cart. The cart icon will not reflect the number of items in it and has to be clicked to view if items were successfully added.

The screenshot shows the 'Facility Portal' interface. At the top, there are navigation links: Home, Portal, Tools, Logout. A search bar labeled 'Filter by Business Name' and a 'Show All' button are visible. Below this is a table titled 'EXAMPLE FACILITY - 8197 - (8)'. The table has columns for 'Add To Cart', 'License Number', 'License Type', and 'Expire Date'. All 'Add To Cart' checkboxes are checked. The table lists licenses for Beverage, Mobile Food Unit/ Push Cart, Vending, Retail Food, Assisted Living Establishment, Restaurant, Mobile Home Park, and Lodging, all with an expire date of 12/31/2019 (62 days). On the right side, a 'CART' overlay is open, listing the selected items with their base costs and an 'X' icon to remove them. The items in the cart are: Renewal - 9873 - Beverage-\$80 (Base Cost: \$80.00), Renewal - 9843 - Mobile Food/Temporary Food-\$110 (Base Cost: \$110.00), Renewal - 9315 - Retail Food Store (>5000 sq ft)-\$140 (Base Cost: \$140.00), Renewal - 9311 - Assisted Living Facility-\$120 (Base Cost: \$120.00), Renewal - 9312 - Restaurant-\$110 (Base Cost: \$110.00), Renewal - 9313 - Mobile Home Park 11-25 lots-\$135 (Base Cost: \$135.00), and Renewal - 9314 - Lodging Est. 4-10 rooms-\$70 (Base Cost: \$70.00). At the bottom of the page, there is a footer: 'IE Compliance Report 3.1.0.1910502 North Dakota Department of Health test1'.

## 5. Checkout.

- Once you have verified that all applicable licenses are in the cart (you may need to scroll down to view all), select "Checkout".

This screenshot is similar to the previous one, showing the 'Facility Portal' interface with the same license table. The 'CART' overlay is open, but it only shows the first six items. The seventh item, 'Renewal - 9314 - Lodging Est. 4-10 rooms-\$70 (Base Cost: \$70.00)', is partially visible at the bottom of the cart list. Below the cart list, a 'Total' row shows '\$765.00'. At the bottom of the cart overlay, a green 'Checkout' button is highlighted with a yellow border. A large orange arrow points to this button from the right side of the image. The footer at the bottom of the page is the same as in the previous screenshot: 'IE Compliance Report 3.1.0.1910502 North Dakota Department of Health test1'.

Last Updated 10/2023

- This will bring you to PayPal which is how all online payments must be processed at this time.

If you have a PayPal account and would like to use it to pay for the license renewal, then log in with your email and password to process the transaction.

If you would prefer to pay by debit or credit card without having to set up or use a PayPal account select "Pay with Debit or Credit Card".

Enter all required payment information.

If you are not interested in setting up a PayPal account select "No, I don't want an account now".

Upon completion of all information select "Continue" which will return you to the Facility Portal page.

- Verify the payment process by making sure the “Expire Date” now reflects another year. In the example below the date was 12/31/2019 prior to payment processing and now reflects 12/31/2020.

The screenshot shows the 'Facility Portal' interface. At the top, there are navigation links: Home, Portal, Tools, Logout. Below this is a search bar labeled 'Filter by Business Name' and a 'Show All' button. A table is displayed with the following data:

FOOD & LODGING - 8112 - (1) - [icon]						
Add To Cart	License Number	License Type	Expire Date	Status	Mark Inactive	
+ [checkbox]	9189	Restaurant	12/31/2020 (428 days)	Approved	✕	

## 6. Receive PayPal payment confirmation email and license for operation.

- You should receive a confirmation email from PayPal regarding your payment being processed.
- You should receive a separate email providing the license(s) that have been renewed. Print the license(s) and post them in a location that is conspicuous to customers with the establishment.
- If you do not receive a confirmation email and/or a license by email, please verify with your credit card or bank account that your payment was processed. If you encounter any problems or do not receive your license after having confirmed the payment was processed please contact the Food and Lodging Unit at 701-328-1291 or [foodandlodging@nd.gov](mailto:foodandlodging@nd.gov).