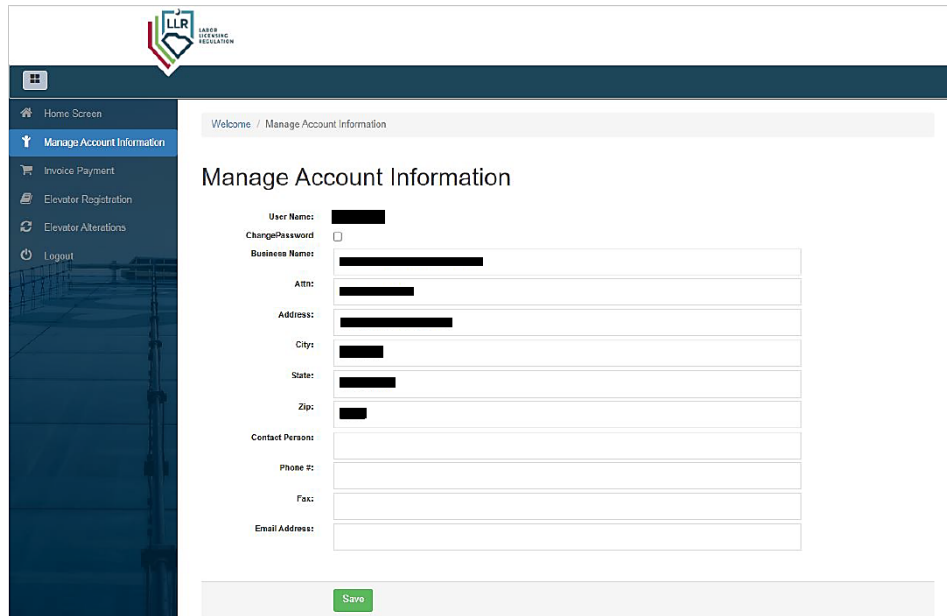


# Non-Receipt of Correspondence/ Update Contact Info

If you have not received an invoice or a certificate to correlate with your most recent Elevator Inspection, please login to the [portal](#) and verify/update you information by selecting “**Manage Account Information**” on the left-hand menu. If you make *any* changes, select “**Save**” at the bottom.

The image shows a screenshot of a web application interface. At the top left is the logo for the South Carolina Department of Labor, Licensing & Regulation (LLR). Below the logo is a dark blue navigation menu with several options: Home Screen, Manage Account Information (highlighted), Invoice Payment, Elevator Registration, Elevator Alterations, and Logout. The main content area is titled "Manage Account Information" and contains a form with the following fields: User Name, Change Password (with a checkbox), Business Name, Attn, Address, City, State, Zip, Contact Person, Phone #, Fax, and Email Address. A green "Save" button is located at the bottom right of the form.

*\*Note, while in the portal, you may also select “Invoice Payment” to confirm and pay an outstanding invoice.*

If you do not have your portal login information, or the information you see is correct, but you **have not** received expected correspondence, **contact the Office of Elevators and Amusement Rides at [Contact.Elevators@llr.sc.gov](mailto:Contact.Elevators@llr.sc.gov)** confirming the following:

- Elevator State ID(s)
  - The State ID can be found on an existing Certificate of Operation. If you do not have the State ID, provide the address at which the elevator is **located**.
- Owner Name
- Current Contact Person
- Current Email Address
- Current Phone Number
- Current Mailing Address

Upon receipt of your email, we will update your information accordingly, as well as provide your USER ID to accompany a separate email with a link to set/reset your password.

**Do not call to update contact information. We cannot ensure information will be relayed accurately when provided by phone. Email ensure spelling will be correct, and the information will be applied to the correct elevator(s).**