

# Short-Term Rental Operator User Guide



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**NOTE:** This guide uses a generic platform to show different parts and processes within the portal. The portal that you encounter will look slightly different. Not all features will be available for all jurisdictions. For example, if your jurisdiction does not collect transient-occupancy taxes (TOT), you would not see tax information associated with your properties.

# Welcome

**This user guide is designed to help you learn** the new short-term rental (STR) management system used by your local government! Within it, you will find a step-by-step outline on how to manage your STR(s) in this new system.

First, we'll look at creating your account, then we'll take a quick tour of the interface to familiarize you with its digital landscape. We'll wrap up by giving step-by-step instructions on how to use the system to ensure you're following the regulations laid out by your local government.

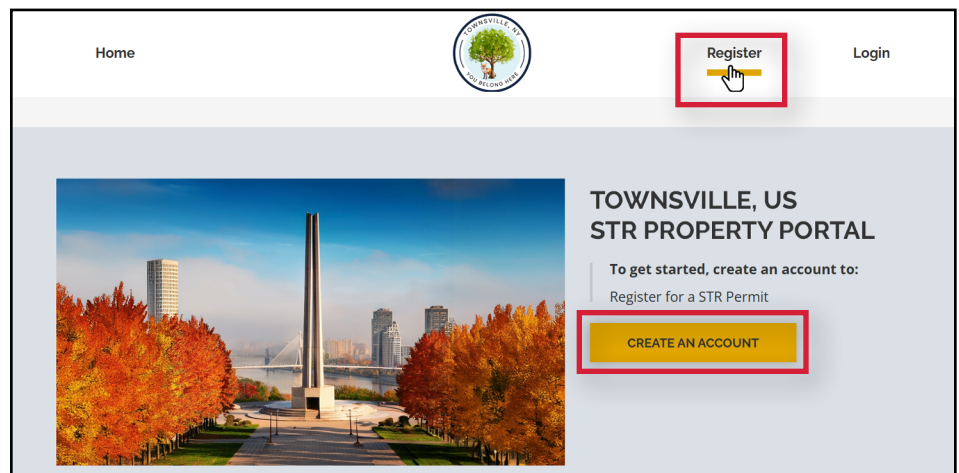
## Creating an Account

The first thing you will need to do is create an account in the new portal. To do so, click either the **Create an Account** button or the **Register** button.

You will be brought to a page where you can enter your email and create a password.

After submitting, you will receive an email verifying the email address you entered is correct. Then you will be able to use the credentials you just created to log into the portal for the first time.

The first thing you will need to do upon logging in is to enter **your** contact information. This is not the area to enter the address of the short-term rental unit(s) you will be registering.




An example of the email received.

The account creation page.

Dashboard

Home



MyRequests

Settings ▾

## Profile Registration

### Your Details

Please provide your contact details below. Providing your details here means you won't have to fill in your details when completing other services.

First name \*

Last name \*

Email address \*

email@email.com

✓

Phone number \*

Mobile number

### Home Address

Address line 1 \*

Address line 2

City \*

State \*

Select...

Zip code \*

✕ CANCEL

✓ SUBMIT

For Administration: (555) 555-5555



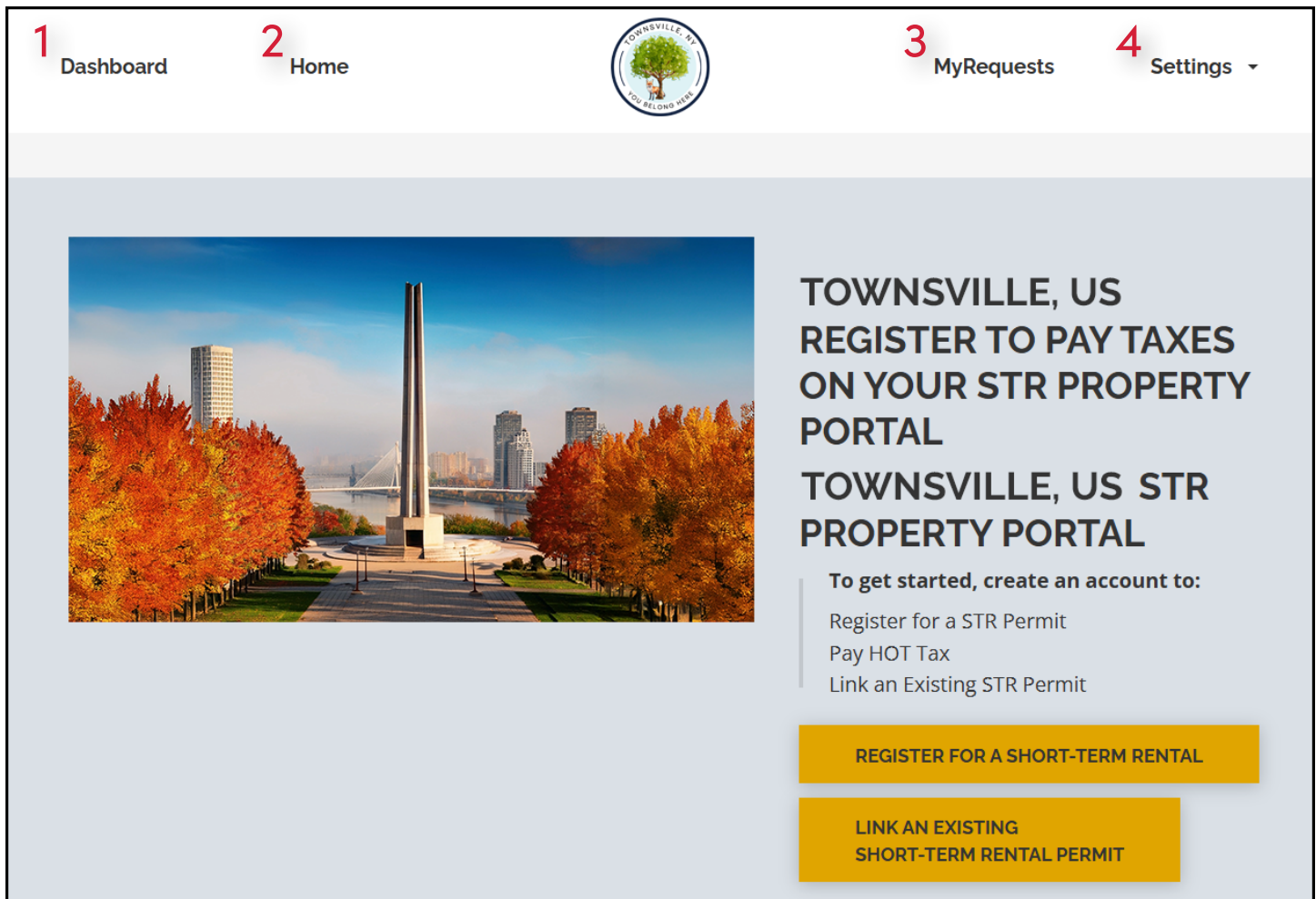
Contact Us

The Profile Registration screen where you will enter your contact information.

**The next sections will discuss the different areas of the portal.**



# Areas in the Portal



- 1 The Dashboard area contains information about your short-term rental permits.
- 2 The Home area (shown in the image above) is the landing spot when you log in.
- 3 The MyRequests area contains a log of everything you've done in the system.
- 4 The Settings area allows you to update your profile information, password, or log out.



As a note, your views may look different depending on how your jurisdictional government set up the portal.

However, those four areas behave the same, even if they look different from what's presented in this guide.

# The Home Page

The Home Page (see image on previous page for example) is your landing spot when you log into the portal. It may contain key information about short-term rental regulations, quick launch buttons, contact information for your jurisdiction, or any other information required by your jurisdictional government.

# The Dashboard

The Dashboard displays properties that you own/manage. The Dashboard also offers you the opportunity to apply for a new permit or connect an existing permit/registration.

Clicking on a property in the Dashboard displays the details of that property, contact information, a certificate showing the validation of the permit, and, if applicable, a history of tax filings.

Dashboard

Home

Apply for a STR Permit Registration

Connect an Existing Registration

34 Adams Road, Kittery, ME, 03904, USA

Registration Number

STR25-0000319

Parcel

6033

Status

active

Created Date

Oct 30 2025

Expiry Date

Oct 30 2026

Home / Dashboard / Registration

Return to Main Dashboard

34 Adams Road, Kittery, ME, 03904, USA

STR25-0000319

ACTIVE

Registration Summary

Emergency Contact

Registration Options

Registrant Information

Property Information

Certificate of Registration

File Taxes

Edit

View Certificate

34 Adams Road, Kittery, ME, 03904, USA

STR25-0000319

ACTIVE

Registration Summary

Registrant Information

Emergency Contact

Registration Options

Certificate of Registration

Property Information


File Taxes

Edit

Click on the dropdown caret (▼) to expand the information boxes.

# MyRequests

The MyRequests area contains a log of all forms submitted by you. Each log has the start and end date, a reference number (the Case ID), and a View button that contains a read-only copy of your submission.

DashboardHome

**MyRequests**

Settings ▾

My Requests

Show 10 ▾Filter All ▾Search

Case ID	Process	Case Start Date	Case End Date	Case Status								
REG-345915 <b>1</b>	Register <b>2</b>	2025-10-30 15:25:13	2025-10-30 15:27:27	Closed <b>3</b>								
<div>Application</div> <table><thead><tr><th>Task ID</th><th>Start Date</th><th>Completed Date</th><th>Action</th></tr></thead><tbody><tr><td>REG-345915</td><td>2025-10-30 15:25:13</td><td>2025-10-30 15:25:13</td><td><a href="#">VIEW</a> <b>4</b></td></tr></tbody></table>					Task ID	Start Date	Completed Date	Action	REG-345915	2025-10-30 15:25:13	2025-10-30 15:25:13	<a href="#">VIEW</a> <b>4</b>
Task ID	Start Date	Completed Date	Action									
REG-345915	2025-10-30 15:25:13	2025-10-30 15:25:13	<a href="#">VIEW</a> <b>4</b>									
▶ REG-345914	Register	2025-10-30 15:23:54	2025-10-30 15:26:28	Closed								
▶ FS-Case-345020	Profile Registration	2025-10-23 17:45:53	2025-10-23 17:45:58	Closed								

Showing 1 to 3 of 3 entries

FIRST

BACK

Page 1 of 1

NEXT

LAST

- 1** The Case ID is your reference number for that specific submission. If you have to contact your jurisdictional government about the case, you can use this number to help them navigate to the correct case.

**2** The Process shows what action you took (i.e., registering for a new permit, renewing a permit, paying taxes, etc.).


**3** The Case Status shows the current status of the case. Open means it is still being worked on by staff, closed means it has been completed, action required means you need to provide more information (see section XYZ).


**4** The View button displays a read-only copy of your submission. This is your copy of the forms you turned in.


## Settings


The Settings dropdown is where you can update your contact information (My Profile), your email (Change Email), your password (Change Password), and log out of the portal.

Settings ▾

 My Profile

 Change Email

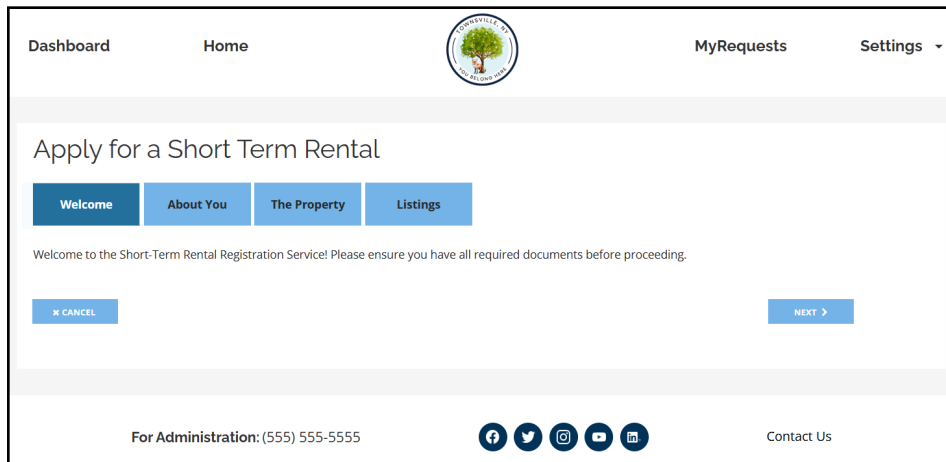
 Change Password

 Logout

# Registering for a New STR Permit

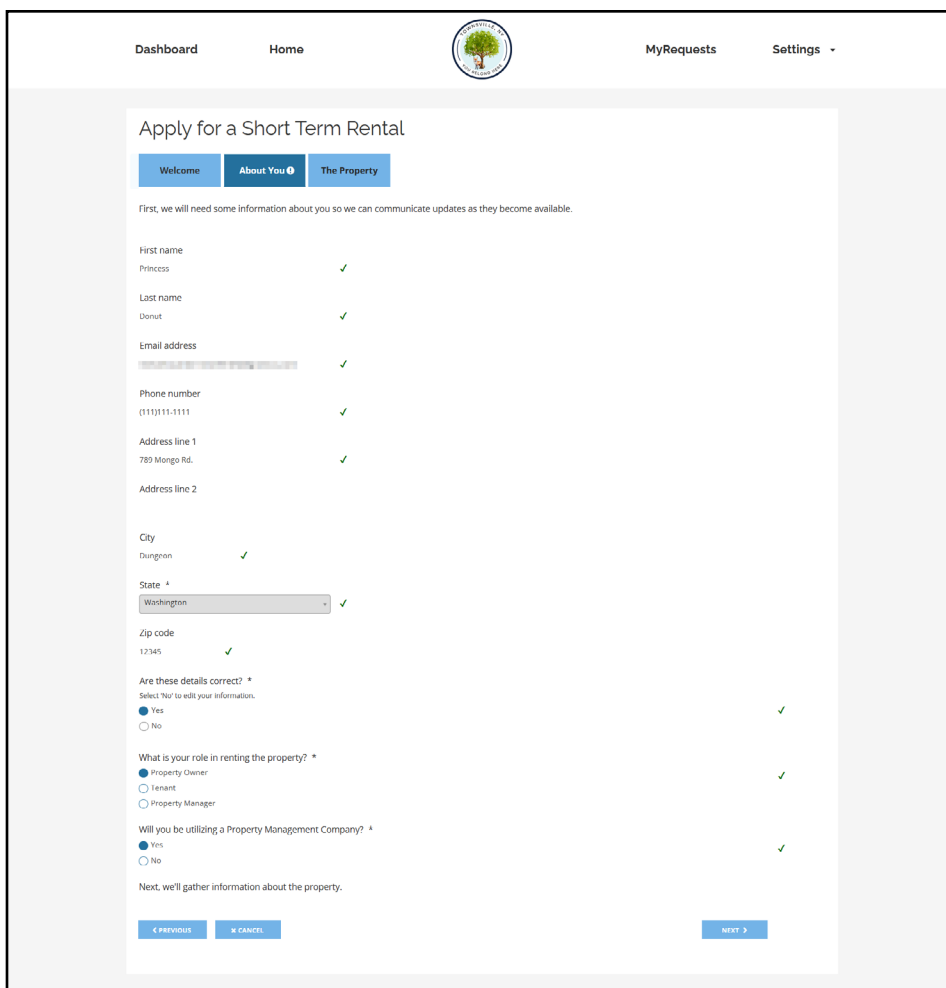
This next section will walk you through common steps when applying for a new short-term rental permit/license/registration. Keep in mind that your jurisdictions requirements may be different than the generic examples provided here, but the overall process will be the same.

To begin, click either the apply/register button on the Home Page or Dashboard (recall that they route you to the same form).



The screenshot shows the 'Apply for a Short Term Rental' welcome screen. At the top, there are navigation links: 'Dashboard', 'Home' (active), 'MyRequests', and 'Settings'. A circular logo for 'CITY OF DUNSMITH' is in the top right. Below the navigation, the title 'Apply for a Short Term Rental' is displayed. Underneath, there are four tabs: 'Welcome' (active), 'About You', 'The Property', and 'Listings'. A message reads: 'Welcome to the Short-Term Rental Registration Service! Please ensure you have all required documents before proceeding.' At the bottom of the main content area, there are two buttons: 'CANCEL' and 'NEXT >'. The footer contains the text 'For Administration: (555) 555-5555', a row of social media icons (Facebook, Twitter, Instagram, YouTube, LinkedIn), and a 'Contact Us' link.

1. You will encounter a welcome screen when you begin the application. This screen can be a simple welcome message, give details on ordinances, or anything in between. Some jurisdictions use this opportunity to lay out legal terms for the application while others choose to display office contact information. Click the **Next** button to continue.




The screenshot shows the 'About You' step of the application process. The navigation tabs are 'Welcome', 'About You' (active), and 'The Property'. A message reads: 'First, we will need some information about you so we can communicate updates as they become available.' The form contains the following fields and questions, each with a green checkmark indicating completion:

- First name: Princess
- Last name: Donut
- Email address: [redacted]
- Phone number: (111)111-1111
- Address line 1: 789 Mongo Rd.
- Address line 2: [empty]
- City: Dunsgron
- State: Washington
- Zip code: 12345
- Are these details correct? \*  
Select 'No' to edit your information.  
☒ Yes ☐ No
- What is your role in renting the property? \*  
☒ Property Owner ☐ Tenant ☐ Property Manager
- Will you be utilizing a Property Management Company? \*  
☒ Yes ☐ No

At the bottom, a message reads: 'Next, we'll gather information about the property.' There are three buttons: '< PREVIOUS', 'CANCEL', and 'NEXT >'.

2. You will then verify your profile information. If anything needs to be updated, you can select "No" on the "Are these details correct?" question. This will unlock your information and allow you to update it directly on the page.

You will also select your role for the property you're registering and if you will be using a property management company.

Dashboard
Home

MyRequests
Settings

## Apply for a Short Term Rental

Welcome
About You
**The Property**
Listings

We will need to find the property in the database. Begin typing the property address or parcel number into the search box and then select the value in the search box. Scroll down through the list to see the top 25 matches. Select the applicable property from the list.

**I.** What is the street or parcel number of the property you are registering? \*

Please enter at least 4 characters to search.

If you can't find your address or parcel, please contact us at [YourJurisdictionsContact@email.com](mailto:YourJurisdictionsContact@email.com).

**II.** What is the Short-Term Rental property address? \*

Only the first 25 address matches are shown, add more text to the search above to narrow the search.

Select...

Parcel Number

Address Line 1

City

State

Select...






Zip

**III.** Does the property you are registering have a unit number? \*

☐ Yes  
☐ No

< PREVIOUS
CANCEL
NEXT >

For Administration: (555) 555-5555

Contact Us

**3.** On the next tab—The Property tab—you will enter and verify the address of the short-term rental unit you're registering.

**I.** Enter the address or parcel number of your unit in the first box.

**II.** Select the correct address from the dropdown.

**III.** Indicate whether the property has a unit number or not. If it does, a box will appear in which you will enter the unit number.

**IV.** Indicate whether you would like to proceed with the application for this property.

**V.** Indicate if you are the person to contact in case of emergency. If you are, your profile information will automatically be entered as the emergency contact.

If you are not, you will have an opportunity to enter the emergency contact's information in a future tab.

Click the **Next** button to continue.

Does the property you are registering have a unit number? \*

☒ Yes  
☐ No

What is the unit number? \*

4


Do you want to proceed with the above Short-Term Rental property address? \*

☒ Yes  
☐ No

Are you the Emergency Contact for this property? \*

☐ Yes  
☒ No

< PREVIOUS
CANCEL
NEXT >

Dashboard
Home

MyRequests
Settings

## Apply for a Short Term Rental

Welcome
About You
The Property
Property Details
Property Manager
Emergency Contact
Terms

We will need a few more details about this property.

Property Type \*

Select...

What is the number of bedrooms in the property? \*






What is the number of bathrooms in the property? \*

What is your advertised occupancy limit? \*

What is the number of parking spots? \*

PREVIOUS
CANCEL
NEXT


For Administration: (555) 555-5555

Contact Us

4. You can also expect to enter information about the property itself; such as: the type of property (e.g., single-family home, apartment, etc.), number of bedrooms, etc.

Click the **Next** button to continue.

Dashboard
Home

MyRequests
Settings

## Apply for a Short Term Rental

Welcome
About You
The Property
Property Details
Property Manager
Emergency Contact
Terms

Please fill in the following information for the property manager.

Company Name

Property Siblings LLC ✓

Contact First Name \*

Katia ✓

Contact Last name \*

Grim ✓

What is the mailing address?

Address Line 1 \*

456 That Rd. ✓

Address Line 2

City \*

Dungeon ✓

State \*

Washington ✓

Zip \*

12345 ✓

Phone number \*

(222)222-2222 ✓

Email address \*


PropertyManager@email.com ✓

PREVIOUS
CANCEL
NEXT

5. If you indicated that you would use a property manager on the About You tab, you will have the opportunity to enter the contact information for your property manager.

Click the **Next** button to continue.

If you indicated that you will not be using a property manager, this tab will not be displayed.

Dashboard Home  MyRequests Settings ▾

### Apply for a Short Term Rental

Welcome About You The Property Property Details Property Manager **Emergency Contact** Terms


Please fill in the following information for the emergency contact who can respond within 15 minutes if there is an urgent issue.

What is the Emergency Contact's first and last name? \*  
 ✓

What is the Emergency Contact's phone number? \*  
 ✓

What is Emergency Contact's Email Address? \*  
 ✓


◀ PREVIOUS    ✕ CANCEL    **NEXT >**

For Administration: (555) 555-5555  Contact Us

6. If you indicated that you would not be the emergency contact, you will enter the emergency contact information on the Emergency Contact tab.

Click the **Next** button to continue.

If you indicated that you are the person to contact in an emergency on The Property tab, this Emergency Contact tab will not be displayed.

Dashboard Home  MyRequests Settings ▾

### Apply for a Short Term Rental

Welcome About You The Property Property Details Property Manager Emergency Contact **Terms**

The following are the short-term rental host's terms and conditions.

By sending my electronic signature, I certify under penalty of perjury that this information is accurate and I am an authorized representative or owner of this property. I acknowledge that my signature is legally binding. \*  
 ✓

*Your Signature*

How would you like to pay?  
☒ Credit Card    ☐ ACH    ✓


#### Balance

This is how much you owe in STR Registration Fees.

Registration Fees	\$100.00
Processing Fees	\$3.30
<b>Total</b>	<b>\$103.30</b>

You must Submit to complete your registration.

◀ PREVIOUS    ✕ CANCEL    **✓ SUBMIT**

For Administration: (555) 555-5555  Contact Us

7. On the Terms tab, you will sign your name electronically indicating that, to the best of your knowledge, all information you've entered is correct.

If your jurisdiction requires an application fee, you will be presented with payment options. Typical choices are Credit Card and bank withdrawal (ACH). Each has associated processing fees.

Click the **Submit** button to continue to the payment page.

It is a common requirement to upload documentation as part of an application. This example does not include that step. Adding documents works like any other upload on websites.



8. After clicking Submit on the previous page, you will be brought to a payment portal. Enter your payment information and click the **Pay** button.



**NOTE:** Do NOT refresh, go back, or close the window. The system will automatically route you to a Thank You page once the payment has fully processed.

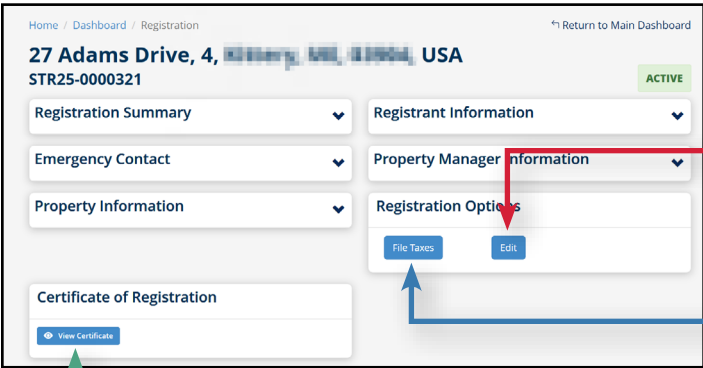
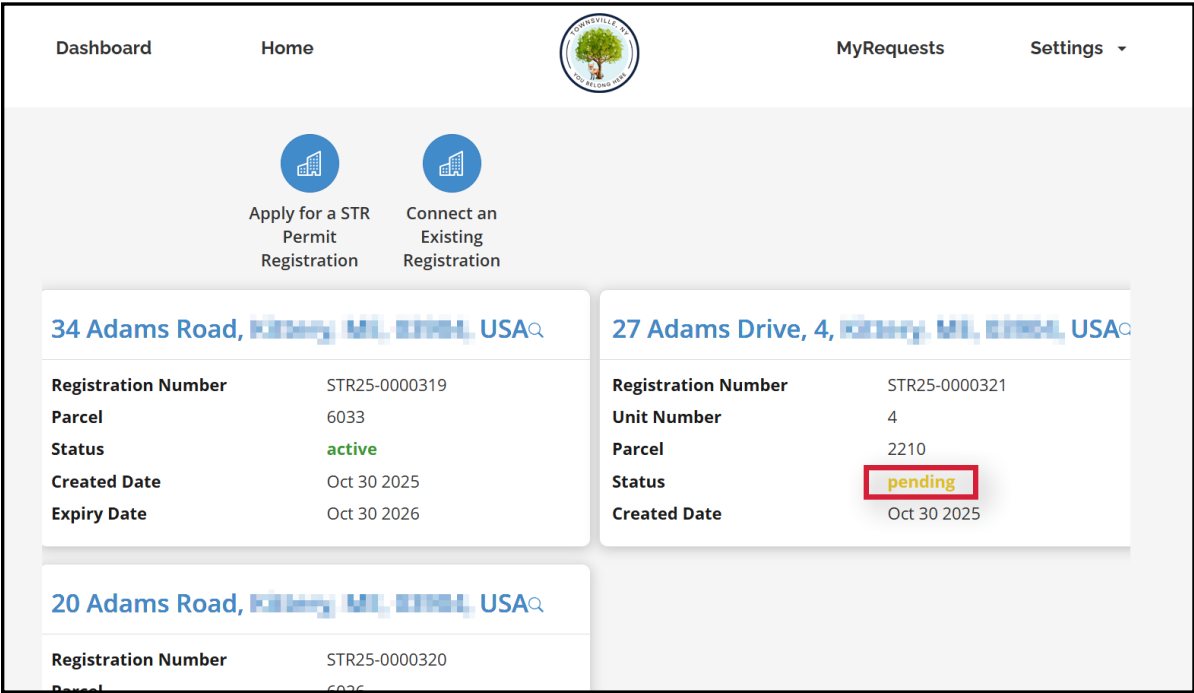
Failure to do so will result in technical errors that can result in your application being denied and fees forfeit.

9. Once the page routes you to the Thank You message, click the **Continue** button to complete the submission of your application.



After submitting your application, your property displays on your Dashboard. The status of the permit will show “pending” until the application is approved by jurisdiction staff. At that point, the status will read “active.”

You will receive email communications upon submission of the application, if jurisdiction staff have questions, or if your application is approved or denied. See Appendix A for example email messages.



Once your application has been approved, there are actions you can take within the property information on the Dashboard.

- You can edit the property manager & emergency contact information by clicking the **Edit** button in the Registration Options box.
- If your jurisdiction collects taxes via the portal, you can pay taxes by clicking the **File Taxes** button in the Registration Options box.
- You can view & print your registration certificate by clicking the **View Certificate** button in the Certificate of Registration box (see Appendix A for an example).

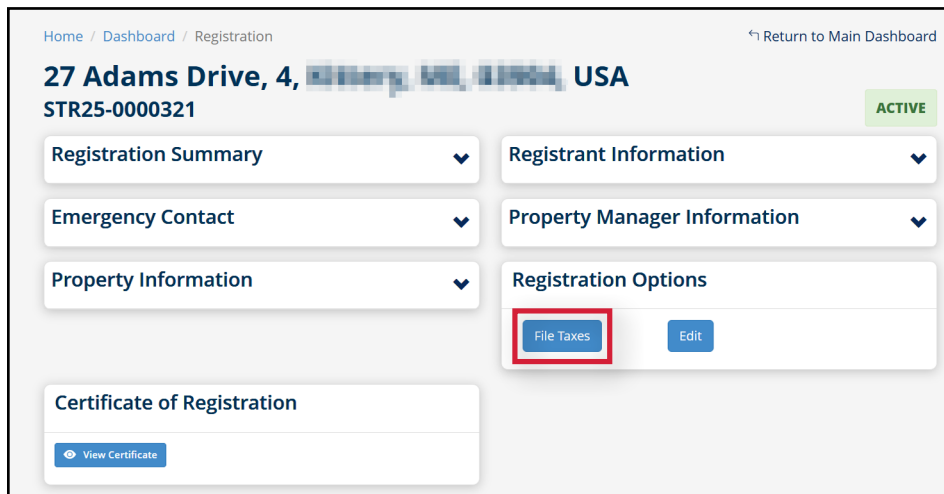
The next section will cover how to pay taxes. If your jurisdiction does not collect taxes via the portal, you may skip the section.

# Paying Taxes

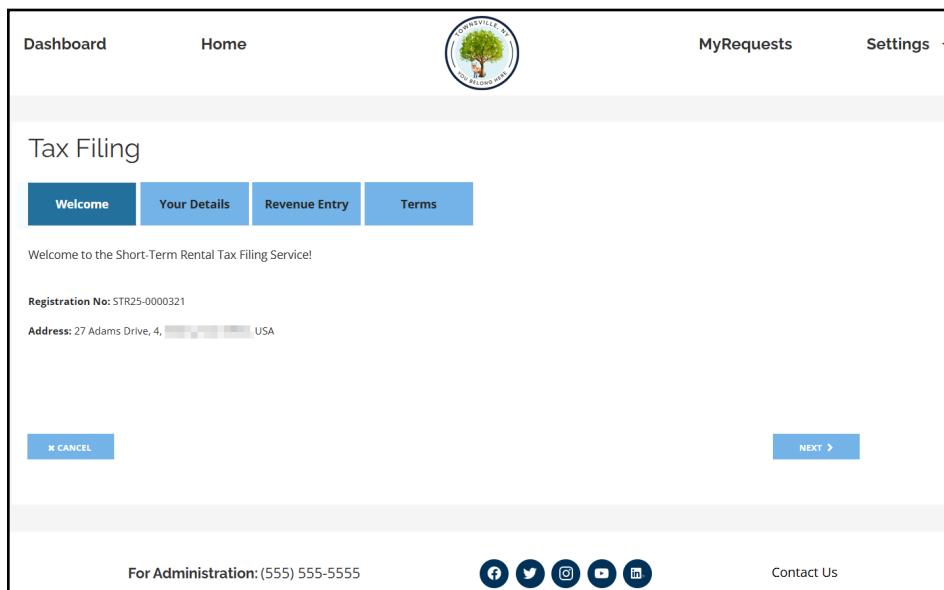
If your jurisdiction collects taxes via the portal, you will be able to pay your transient-occupancy tax (TOT) by clicking the File Taxes button in the Registration Options box in a property's detail view on the Dashboard.

The frequency with which you may file taxes is set by your jurisdiction. For example, if the ordinance dictates monthly payments, then each month, the File Taxes button will appear. If the ordinance dictates quarterly payments, then each quarter, the File Taxes button will appear.

In this part of the guide, we will pay taxes for the property registered in the previous section.




1. To begin, click the **File Taxes** button in the Registration Options box of the property's detail page.



2. As with registering for a permit, you're greeted with a welcome screen when you begin the tax filing process. This area may contain important information such as tax rates, penalty & fee amounts, jurisdiction contact information, etc.

Click the **Next** button to continue.

Dashboard
Home

MyRequests
Settings

### Tax Filing

Welcome
Your Details
Revenue Entry
Terms

First, this is the information we have from your registration. Please verify that this information is accurate.

First name

Princess

✓

Last name

Donut

✓

Email address

✓

Phone number

(111)111-1111

✓

Address line 1

789 Mongo Rd.

✓

Address line 2

City

Dungeon

✓

State

Washington

✓

Zip code

12345

✓

Are these details correct? \*

Select 'No' to edit your information.

☒ Yes
☐ No

✓






Thank you for verifying your details.

PREVIOUS

CANCEL

NEXT


For Administration: (555) 555-5555

Contact Us

3. In the Your Details tab, you will verify your contact details are correct. If they aren't, select "No" in the "Are these details correct?" question. This will unlock lines and allow you to update your details. When you submit the form, your details will automatically be updated in your profile as well.



Click the **Next** button to continue.

Dashboard
Home

MyRequests
Settings

### Tax Filing

Welcome
Your Details
Revenue Entry
Terms

Please enter your total revenue for the listed period.

	Period Start	Period End	Total Gross Receipts
	Apr 01 2025	Jun 30 2025	\$
	Jul 01 2025	Sep 30 2025	\$






Next we will present the terms and conditions on this registration.

PREVIOUS

CANCEL


NEXT

For Administration: (555) 555-5555

Contact Us

4. The next portion of the process is entering your gross revenue per reporting period. Your jurisdiction may have tax periods broken into months, quarters, or another timeframe.

Click the **edit** () button on the table to continue.

**Tax Filing**

Period Start  
Apr 01 2025

Period End  
Jun 30 2025

Total Gross Receipts  
\$5447.00

5. In the popup, enter your total gross receipts for that time period. If you have no gross revenue to report, enter **0** (zero).

Click the **Update Record** button to continue.

Repeat this process for all available time periods.

**Tax Filing**

Welcome Your Details **Revenue Entry** Terms

Please enter your total revenue for the listed period.

	Period Start	Period End	Total Gross Receipts
<input checked="" type="checkbox"/>	Apr 01 2025	Jun 30 2025	\$5447.00
<input checked="" type="checkbox"/>	Jul 01 2025	Sep 30 2025	\$9247.00

Next we will present the terms and conditions on this registration.

When you're finished, click the **Next** button.

**Tax Filing**

Welcome Your Details Revenue Entry **Terms**

Sending my electronic signature, I certify under penalty of perjury that the information provided on this application and along with this application is true and accurate to the best of my knowledge and belief as the owner or owner's Authorized Representative of the Short Term Rental property being registered. I acknowledge that my signature is legally binding. \*

Your Signature  ✓

*Your Signature*

How would you like to pay? \*

☒ Credit Card ☐ ACH ✓

**Tax Filing Fee Breakdown**

Description	Period Start	Period End	Amount
Hotel/Transient Occupancy Tax	2025-04-01	2025-06-30	544.70
Late payment penalties	2025-04-01	2025-06-30	108.94
Accrued interest	2025-04-01	2025-06-30	49.02
Hotel/Transient Occupancy Tax	2025-07-01	2025-09-30	924.70
Late payment penalties	2025-07-01	2025-09-30	0.00
Accrued interest	2025-07-01	2025-09-30	0.00

**Balance**

This is how much you owe in Tax Filing Fees.

Tax Filing Fees	\$1627.36
Processing Fees	\$0.31
<b>Total</b>	<b>\$1627.67</b>

You must Submit to complete your filing.

6. On the Terms tab, you will sign your name electronically indicating that, to the best of your knowledge, all information you've entered is correct.

You will be presented with payment options and a list of taxes, penalties, & interest. Typical payment choices are Credit Card and bank withdrawal (ACH). Each has associated processing fees.

Click the **Submit** button to continue to the payment page.


7. After clicking Submit on the previous page, you will be brought to a payment portal. Enter your payment information and click the **Pay** button.

**NOTE:** Do NOT refresh, go back, or close the window. The system will automatically route you to a Thank You page once the payment has fully processed.

Failure to do so will result in technical errors that can result in your tax payment being forfeit.

8. Once the page routes you to the Thank You message, click the **Continue** button to complete your tax filing.

Dashboard
Home



MyRequests
Settings

Home / Dashboard / Registration
Return to Main Dashboard

27 Adams Drive, 4, Dungenoo, WA, 98004, USA
STR25-0000321

ACTIVE

Registration Summary

Registrant Information

Emergency Contact

Property Manager Information

Property Information

Registration Options

Edit

Certificate of Registration

View Certificate

Filing and Tax History

Invoices

Payment Receipts

History of filing and taxes

Show 10 rows

Search:

Filing Reference	Period Start	Period End	Gross	Taxes
2532080	Apr 01 2025	Jun 30 2025	\$5,447.00	\$544.70
2532081	Jul 01 2025	Sep 30 2025	\$9,247.00	\$924.70

Showing 1 to 2 of 2 entries

Previous 1 Next

In the property details, you will now see that the File Taxes button from the Registration Options box is hidden. It will reappear for the next filing cycle.

Also, in the History of filing and taxes area, there is now data showing your gross receipts and taxes for each time period.


The Invoices and Payment Receipts tabs provide a copy of transaction invoices (showing an itemization by period) and a copy of the payment receipt (showing an itemization by category), respectively.

Filing and Tax History

Invoices

Payment Receipts

History of Invoices

Invoice Number	Invoice Status	Date Created	Total Amount	Action
INV-004146	PAID	Oct 31 2025	\$1,627.36	

Invoice

Invoice Number INV-004146  
Registration Number STR25-0000321  
Date of Issue Oct 31 2025

Bill to  
Princess Donut  
789 Mongo Rd., Dungenoo, WA, 12345

Description	Period Start	Period End	Amount
Hotel/Transient Occupancy Tax	Apr 01 2025	Jun 30 2025	\$544.70
Accrued interest	Jul 01 2025	Sep 30 2025	\$0.00
Late payment penalties	Jul 01 2025	Sep 30 2025	\$0.00
Hotel/Transient Occupancy Tax	Jul 01 2025	Sep 30 2025	\$924.70
Accrued interest	Apr 01 2025	Jun 30 2025	\$49.02
Late payment penalties	Apr 01 2025	Jun 30 2025	\$108.94
Total			\$1,627.36


Print

Filing and Tax History

Invoices

Payment Receipts

History of Payments

Payment ID	Status	Date Paid	Total Amount	Action
1272805	COMPLETE	Oct 31 2025	\$1,627.67	

Payment Receipt

Reference Number 1272805  
Registration Number STR25-0000321  
Date of Issue Oct 31 2025  
Payment Type Card

Bill to  
Princess Donut  
789 Mongo Rd., Dungenoo, WA, 12345

Description	Registration	Amount
Hotel/Transient Occupancy Tax	STR25-0000321	\$1,469.40
Late payment penalties	STR25-0000321	\$108.94
Accrued interest	STR25-0000321	\$49.02
Sub Total		\$1,627.36
Convenience Fee		\$0.31
Total		\$1,627.67

Print

# Renewing a Permit

When the expiration date for your permit approaches, you will receive an email notifying you that it's time to renew. A **Renewal** button will appear in the Registration Options box in the property's details.

To begin, click the Renewal button.

The information you entered during your initial permit application is used for the renewal process. You will click through the different tabs and verify that the information is correct. Most of the information is read-only. But some, like the emergency contact, can be updated at this point.

Click the **Next** button through the tabs after verifying and updating the information. At the end, if you have renewal fees to pay, follow the same payment process as an initial registration or paying taxes. Don't forget to leave the window open while the payment processes.

Home / Dashboard / Registration Return to Main Dashboard

**34 Adams Road, [REDACTED], [REDACTED], USA**  
STR25-0000319 ACTIVE

Registration Summary ▼ Registrant Information ▼

Emergency Contact ▼ Property Information ▼

Registration Options ▼ Certificate of Registration

File Taxes **Renewal** Edit View Certificate

Dashboard Home MyRequests Settings

Short-Term Rental Renewal

Welcome About You The Property Property Details Emergency Contact Documents Terms

Welcome to the Short-Term Rental Registration Renewal Service! Please ensure you have all required documents before proceeding.

Registration No: STR25-0000319

Address: 34 Adams Road, [REDACTED], [REDACTED], USA

Cancel Next >

Dashboard Home MyRequests Settings

Short-Term Rental Renewal

Welcome About You **The Property** Property Details Emergency Contact Terms

Please confirm this is the property that you are renewing the registration for.

Full address  
34 Adams Road, [REDACTED], [REDACTED], USA

Parcel  
6023

Address Line 1  
34 Adams Road

City  
[REDACTED]

State  
[REDACTED]

Zip  
[REDACTED]

Previous Cancel Next >

Dashboard Home MyRequests Settings

Short-Term Rental Renewal

Welcome **About You** The Property Property Details Emergency Contact Terms

First, this is the information we have from your registration. Please verify that this information is accurate.

First name  
Princess ✓

Last name  
Donut ✓

Email address  
[REDACTED] ✓

Phone number  
(111) 111-1111 ✓

Address line 1  
789 Mongo Rd. ✓

Address line 2  
[REDACTED]

City  
Dungeon ✓

State  
Washington ✓

Zip code  
12345 ✓

Are these details correct? \*

☒ Yes ☐ No ✓


Please confirm your role in this renewal. \*

Property Owner

Are you using a property manager?

No

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## Short-Term Rental Renewal

Welcome
About You
The Property
Property Details
Emergency Contact
Terms

Property Type  
Single Family Home


What is the number of bedrooms in the property?  
4

What is your advertised occupancy limit?  
8

What is the number of parking spaces?  
2

Please confirm the following information about the property.

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## Short-Term Rental Renewal

Welcome
About You
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Terms

Please confirm the following information for the emergency contact who can respond within 15 minutes if there is an urgent issue.

What is the emergency contact's first and last name? \*

Princess Donut ✓


What is the emergency contact's phone number? \*

(111)111-1111 ✓

What is the emergency contact's email address? \*

✓

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## Short-Term Rental Renewal

Welcome
About You
The Property
Property Details
Emergency Contact
Terms

The following are the short term rental host terms and conditions.

By sending my electronic signature, I certify under penalty of perjury that this information is accurate and I am an authorized representative or owner of this property. I acknowledge that my signature is legally binding. \*

Your Signature ✓

*Your Signature*

How would you like to pay? \*


☒ Credit Card
☐ ACH

Balance


Renewal Fees	\$50.00
Processing Fees	\$1.80
Total	\$51.80

You must Submit to complete your renewal.

< PREVIOUS
CANCEL
SUBMIT

←


Name - Renewals  
**\$51.80**  
Filing Payments - REN-346057





Pay with  link


Or

Email

### Payment method

Card information

1234 1234 1234 1234    

MM / YY CVC 

Cardholder name


Full name on card


Country or region


United States

ZIP






Pay

Powered by  | Terms Privacy



Settings


Please wait while we redirect you...  
Please do not refresh the page or press the back button.

For Administration: (555) 555-5555

Contact Us






Dashboard
Home

MyRequests
Settings

Thank you for renewing your Short Term rental property! Below is your case reference number.

REN 346057.

CONTINUE >

For Administration: (555) 555-5555

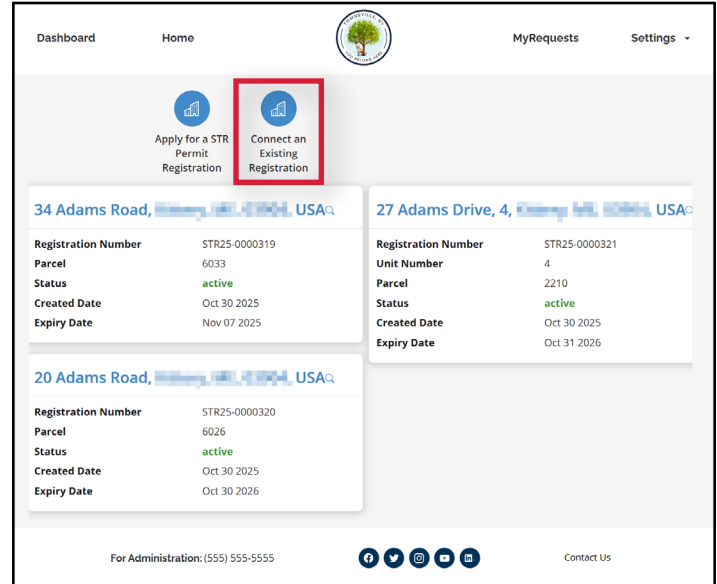
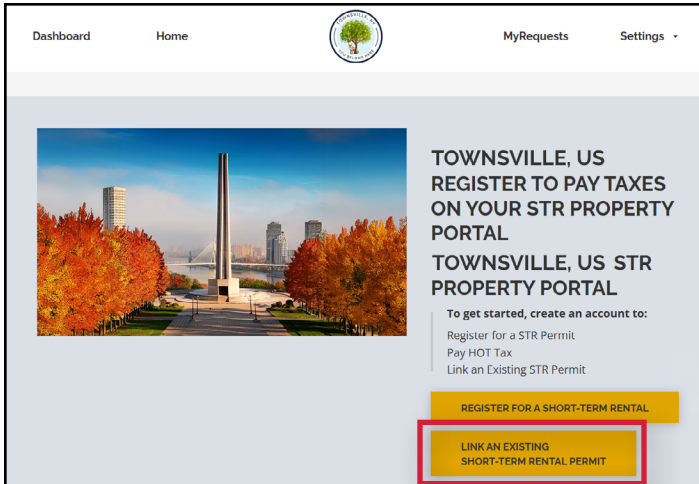
Contact Us



# Linking an Existing License

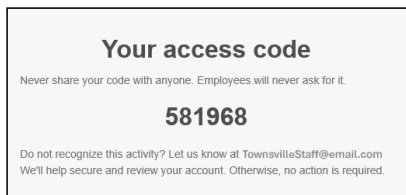
If you had a permit/license/registration prior to the implementation of this new portal, you can migrate that permit into your new Dashboard.

On either the Home tab or the Dashboard tab, select the button that links an existing permit.



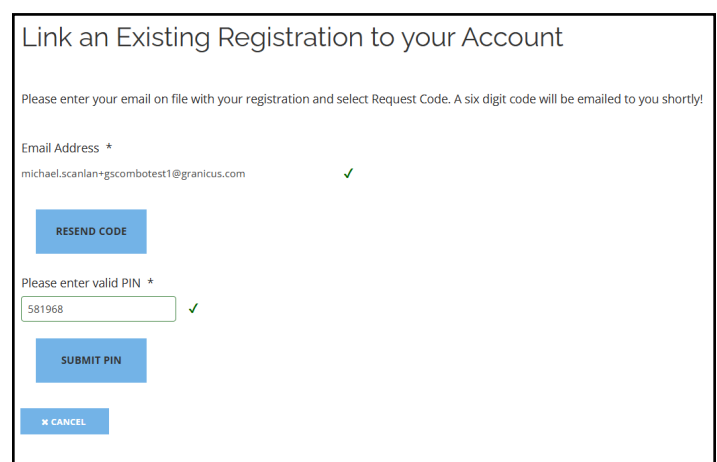
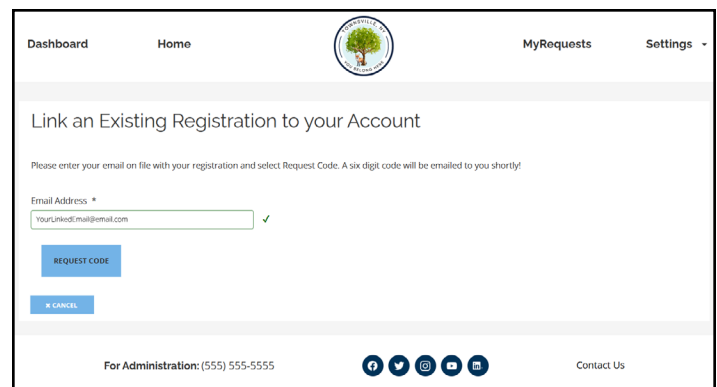
To connect the previous permits to your new portal, you will need the *email address associated with the previous permits*.

Once you enter that email address, click the **Request Code** button to receive an email code verifying your access to that account.




Enter the code you receive in the PIN box and click the **Submit PIN** button.

A new **Submit** button will appear. Click it to finalize the permit transfer.





Now all of the permits associated with the email address you entered will be displayed on your Dashboard. They behave like any other permit in the portal.


DashboardHome



MyRequestsSettings

  
Apply for a STR  
Permit  
Registration

  
Connect an  
Existing  
Registration

34 Adams Road,  USA


Registration NumberSTR25-0000319

Parcel6033

Statusactive

Created DateOct 30 2025

Expiry DateNov 07 2025

27 Adams Drive, 4,  USA

Registration NumberSTR25-0000321


Unit Number4

Parcel2210

Statusactive

Created DateOct 30 2025

Expiry DateOct 31 2026

20 Adams Road,  USA

Registration NumberSTR25-0000320






Parcel6026

Statusactive

Created DateOct 30 2025

Expiry DateOct 30 2026


For Administration: (555) 555-5555




Contact Us


Before


DashboardHome



MyRequestsSettings

  
Apply for a STR  
Permit  
Registration

  
Connect an  
Existing  
Registration

3 Island Avenue,  USA


Registration NumberSTR24-0000099

Parcel11

Statusactive

Created DateMar 20 2024

Expiry DateDec 31 2024

5 Goose Point Road, 221B,  USA

Registration NumberSTR25-0000136


Unit Number221B

Parcel3423

Statusactive

Created DateApr 02 2025

Expiry DateApr 02 2026

9 Main Street,  USA


Registration NumberSTR24-0000374

Parcel4188

Statusactive

Created DateNov 27 2024

Expiry DateNov 27 2025

18 Stimson Street,  USA


Registration NumberSTR25-0000223

Parcel173

Statusactive

Created DateJul 21 2025

Expiry DateJul 21 2026

38 Goose Point Road,  USA


Registration NumberSTR25-0000100

Parcel342E

Statusactive

Created DateMar 04 2025

Expiry DateMar 04 2026

34 Adams Road,  USA


Registration NumberSTR25-0000319

Parcel6033

Statusactive

Created DateOct 30 2025

Expiry DateNov 07 2025

27 Adams Drive, 4,  USA

Registration NumberSTR25-0000321


Unit Number4

Parcel2210

Statusactive

Created DateOct 30 2025

Expiry DateOct 31 2026

20 Adams Road,  USA

Registration NumberSTR25-0000320






Parcel6026

Statusactive

Created DateOct 30 2025

Expiry DateOct 30 2026

For Administration: (555) 555-5555



Contact Us

After

# Appendix A: Example Emails and Certificate

Most actions that you take within the portal will generate an email to your account email address. This appendix shows common examples of such emails along with an example certificate awarded upon registration/renewal application approval. This list is not exhaustive.



**STR Application Received**  
for  
**Townsville, US**


Thank you for submitting your application for registration on 10/30/2025. The team is reviewing your application. Once reviewed, you will receive another email with further instructions. Below is your application case number.

Your Case Number is: REG-345941  
Date of Submission: 10/30/2025  
Property Details: 27 Adams Dr, [REDACTED] USA, Unit: 4

Sincerely,

Townsville, US Staff  
[TownsvilleStaff@email.com](mailto:TownsvilleStaff@email.com)  
1-800-555-5555

Email acknowledging the receipt of a new permit application.



**STR Application Payment Confirmation**  
for  
**Townsville, US**

Thank you for submitting your application for registration on 10/30/2025. The fees you have paid are as follows:

Your Case Number is: REG-345941


Charges	Amount
Registration Fee	\$100.00
Convenience Fee	\$3.30
Total	\$103.30


Property Details: 27 Adams Dr, [REDACTED] USA

Sincerely,

Townsville, US Staff  
[TownsvilleStaff@email.com](mailto:TownsvilleStaff@email.com)  
1-800-555-5555

Emailed receipt for application fees.





**STR Application APPROVED**  
for  
**Townsville, US**


Thank you for submitting your application for registration. Your application has been approved.

Your Case Number is: REG-345941  
Your Registration Number is: STR25-0000321  
Date of Approval: Oct 30, 2025  
Property Details: 27 Adams Drive, 4, [REDACTED] USA

Sincerely,

Townsville, US Staff  
[TownsvilleStaff@email.com](mailto:TownsvilleStaff@email.com)  
1-800-555-5555

Email notifying the applicant that their application was approved. It contains their certificate as an attachment.



**Short-Term Rental Permit Number: STR25-0000321**

Registration Issued To: Princess Donut      Unit Number: 4

Property Address: 27 Adams Drive, 4, [REDACTED] USA      Date Issued: 10/31/2025  
Expiry Date: 10/30/2026

*This registration is to certify that this property has been registered with Townsville, US for use as a Short-Term Rental.*

Example permit certificate. The certificate is attached to the approval email and is available in a property's details on the Dashboard.



**Tax Payment Confirmation**  
for  
**Townsville, US**

Dear Princess Donut,

Thank you for submitting a tax payment on Oct 31, 2025. The fees you have paid are as follows:

Period	Taxable Receipts	Tax Fee	Late Fee	Interest	Sum
Apr, 2025	\$5447.00	\$544.70	\$108.94	\$49.02	\$702.66
Jul, 2025	\$9247.00	\$924.70	\$0.00	\$0.00	\$924.70
Sum	\$14694.00	\$1469.40	\$108.94	\$49.02	\$1627.36
Subtotal				\$1627.36	
Processing Fee				\$0.31	
Final Total				\$1627.67	

**Registration Details:**

Registration: STR25-0000321

Parcel: 2210

Property Address: 27 Adams Drive, 4, [REDACTED]

[REDACTED] USA

Unit: 4

**Payment Details:**

Payment ID: 1272805

Payment Method: Credit Card

Date Time: Oct 31, 2025

Signatory Name: Your Signature

Please feel free to reach out to [TownsvilleStaff@email.com](mailto:TownsvilleStaff@email.com) if you have any questions.

Sincerely,

Townsville, US Staff

[TownsvilleStaff@email.com](mailto:TownsvilleStaff@email.com)

1-800-555-5555

Emailed receipt for tax filing.



**STR Renewal Application Payment Confirmation**  
for  
**Townsville, US**

Thank you for submitting your renewal application for registration on 10/31/2025. The fees you have paid are as follows:

Your Case Number is: REN-346057

Charges	Amount
Renewal Fee	\$50.00
Convenience Fee	\$1.80
Total	\$51.80

Property Details: 34 Adams Road, [REDACTED] USA

Sincerely,

Townsville, US Staff


[TownsvilleStaff@email.com](mailto:TownsvilleStaff@email.com)

1-800-555-5555

Emailed receipt for renewal fees.

# Appendix B: More Information Required

There may be instances in which jurisdiction staff needs more information to process an application for a new permit or a renewal. In that scenario, you will receive an email notifying you. You will be able to provide the required information through the MyRequests area.



### STR Registration Renewal PENDING for Townsville, US

After reviewing your short term rental renewal application for REN-346380, it has been determined that additional information is required before we can take action.


Your Case Number is: REN-346380  
Staff Notes: We cannot find the site plans for this property. Can you please send them to us along with an explanation of the driveway right-of-way?  
Property Details: 9 Main Street, [REDACTED] USA

Please [log in](#) to your account and select [My Requests](#) to respond to this request.

Sincerely,

Townsville, US Staff  
[TownsvilleStaff@email.com](mailto:TownsvilleStaff@email.com)  
1-800-555-5555

DashboardHome



MyRequestsSettings

My Requests

Show 10Filter AllSearch

Case ID	Process	Case Start Date	Case End Date	Case Status
REN-346380	Renewals	2025-11-05 15:08:13		Action Required
REGMIG-346078	Connect an Existing Registration	2025-10-31 21:26:35	2025-10-31 21:26:36	Closed
REN-346057	Renewals	2025-10-31 18:16:04		Open
FS Case-346045	Update Registration Expiry Date	2025-10-31 16:47:04	2025-10-31 16:47:08	Closed
FIL-346041	Filing	2025-10-31 16:08:23	2025-10-31 16:08:29	Closed
REG-345941	Register	2025-10-30 19:14:55	2025-10-31 13:36:08	Closed
REG-345915	Register	2025-10-30 15:25:13	2025-10-30 15:27:27	Closed
REG-345914	Register	2025-10-30 15:23:54	2025-10-30 15:26:28	Closed
FS-Case-345020	Profile Registration	2025-10-23 17:45:53	2025-10-23 17:45:58	Closed


Showing 1 to 9 of 9 entries

FIRSTBACKPage 1 of 1NEXTLAST

When there is something that you need to do for an application, there will be a bold **Action Required** status in the MyRequests area.

Email notifying the applicant that their application requires more information to continue.

DashboardHome



MyRequestsSettings

My Requests

Show 10Filter AllSearch

Case ID	Process	Case Start Date	Case End Date	Case Status
REN-346380	Renewals	2025-11-05 15:08:13		Action Required

#### More Information Required Renewal

Task ID	Start Date	Completed Date	Action
New Task	2025-11-05 15:10:45		CONTINUE

#### Renewal Application


Task ID	Start Date	Completed Date	Action
REN-346380	2025-11-05 15:08:13	2025-11-05 15:08:14	VIEW

REGMIG-346078Connect an Existing Registration2025-10-31 21:26:352025-10-31 21:26:36Closed

REN-346057Renewals2025-10-31 18:16:04Open

Click the Continue button to provide the needed information.

DashboardHome



MyRequestsSettings

Renewal Customer Response

ID  
STR24-0000374

Full address  
9 Main Street, [REDACTED] USA

Parcel  
4188

Response from staff  
We cannot find the site plans for this property. Can you please send them to us along with an explanation of the driveway right-of-way?

Requested information:  
Provide an explanation of the driveway right-of-way in the text box below.

Requested Documents:  
Provide a set of site plans in the upload box below.

Please type your response \*

Please add information relevant to above notes

Please upload the required documentation as listed above. \*

Please add as many supporting documents as you can from the list mentioned in the above notes.

Drop files here to upload

Accepted file types: bmp, doc, docx, gif, jpeg, jpg, png, pdf, png

Uploaded: 0 of 5

CANCEL

SUBMIT

On this page, provide the needed information and click the **Submit** button to submit your response.