

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.

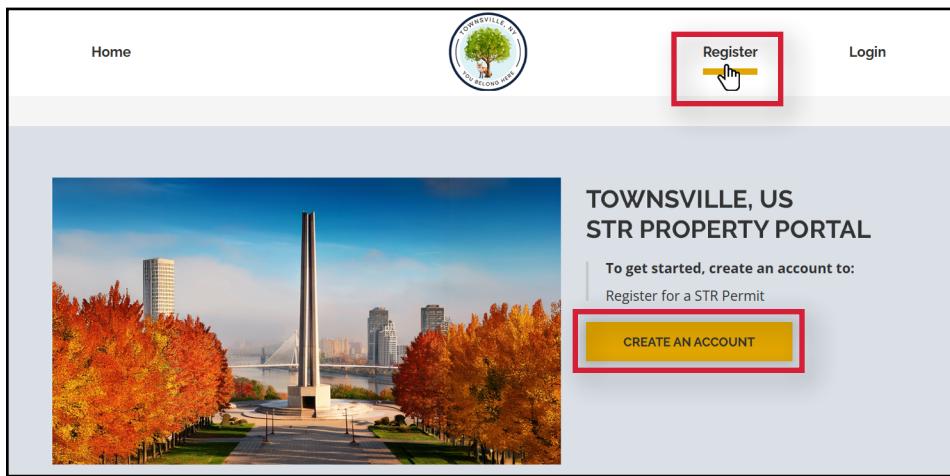
First, we'll look at creating your account, then we'll take a quick tour of the interface to familiarize you with its digital landscape. We'll wrap up by giving step-by-step instructions on how to use the system to ensure you're following the regulations laid out by your local government.

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 *

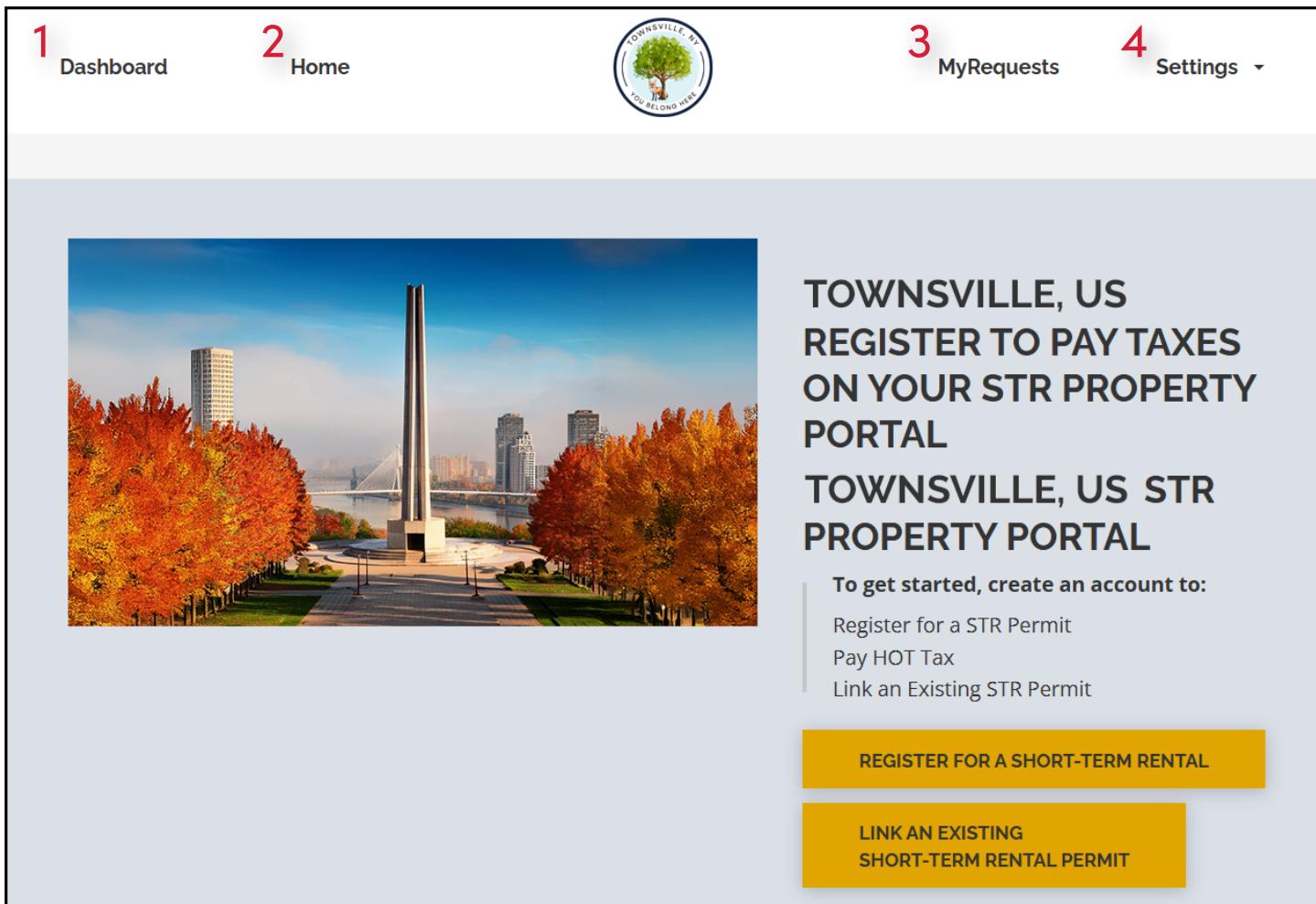
[✖ CANCEL](#) [✓ SUBMIT](#)

For Administration: (555) 555-5555 [Facebook](#) [Twitter](#) [Instagram](#) [YouTube](#) [LinkedIn](#) 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 Dashboard 2 Home 3 MyRequests 4 Settings ▾



TOWNSVILLE, US
REGISTER TO PAY TAXES
ON YOUR STR PROPERTY
PORTAL

TOWNSVILLE, US STR
PROPERTY PORTAL

To get started, create an account to:

Register for a STR Permit
Pay HOT Tax
Link an Existing STR Permit

REGISTER FOR A SHORT-TERM RENTAL

**LINK AN EXISTING
SHORT-TERM RENTAL PERMIT**

- 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.

The screenshot shows the dashboard interface for a property registration. On the left, a sidebar lists the property address: 34 Adams Road, Killery, ME, 03954, USA, with a registration number of STR25-0000319. Below this, sections for Registration Summary, Property Information, and Emergency Contact are visible. On the right, a larger panel displays the property details and registration options. The registration number STR25-0000319 is highlighted. The registration status is marked as ACTIVE. The registration summary shows the address, parcel number (6033), and status (active). The property information section shows 4 bedrooms, 2 bathrooms, a max occupancy of 8, and 2 parking spots. The registration options section includes buttons for 'File Taxes' and 'Edit'. The registration information panel shows the registrant's name (Princess Donut), relation (OWNER), contact phone (111)111-1111, contact email, and address (789 Mongo Rd., Dungeon, WA, 12345). The registration summary and registration information sections are expanded, indicated by a dropdown caret icon (▼) in the top right corner of each panel. A red arrow points from the registration number on the left to the registration information panel on the right. A red box highlights the 'Dashboard' tab in the top left corner of the sidebar.

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

Dashboard

Home

34 Adams Road, Killery, ME, 03954, USA

STR25-0000319

Registration Number

Parcel

Status

Created Date

Expiry Date

STR25-0000319

6033

active

Oct 30 2025

Oct 30 2026

34 Adams Road, Killery, ME, 03954, USA

STR25-0000319

Registration Summary

Emergency Contact

Registration Options

File Taxes

Edit

Registrant Information

Name

Relation

Contact Phone

Contact Email

Address

ACTIVE

Princess Donut

OWNER

(111)111-1111

789 Mongo Rd., Dungeon, WA, 12345

Emergency Contact

Registration Options

File Taxes

Edit

Certificate of Registration

View Certificate

Return to Main Dashboard

ACTIVE

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.

| Case ID | Process | Case Start Date | Case End Date | Case Status |
|--------------|------------|---------------------|---------------------|-------------|
| REG-345915 1 | Register 2 | 2025-10-30 15:25:13 | 2025-10-30 15:27:27 | Closed 3 |

| Application | | | | |
|----------------|----------------------|---------------------|---------------------|--------|
| Task ID | Start Date | Completed Date | Action | |
| REG-345915 | 2025-10-30 15:25:13 | 2025-10-30 15:25:13 | VIEW 4 | |
| 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

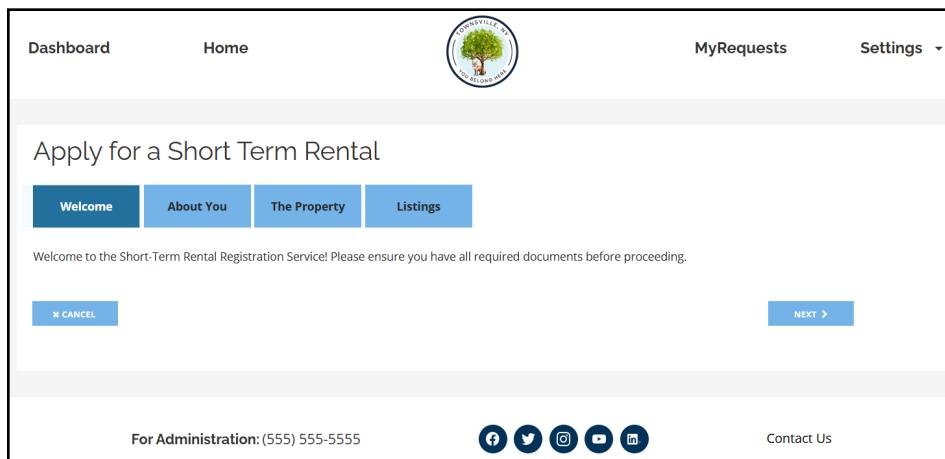
The Settings dropdown is where you can update your contact information (My Profile), your email (Change Email), your password (Change Password), and log out of the portal.

- My Profile
- Change Email
- Change Password
- Logout

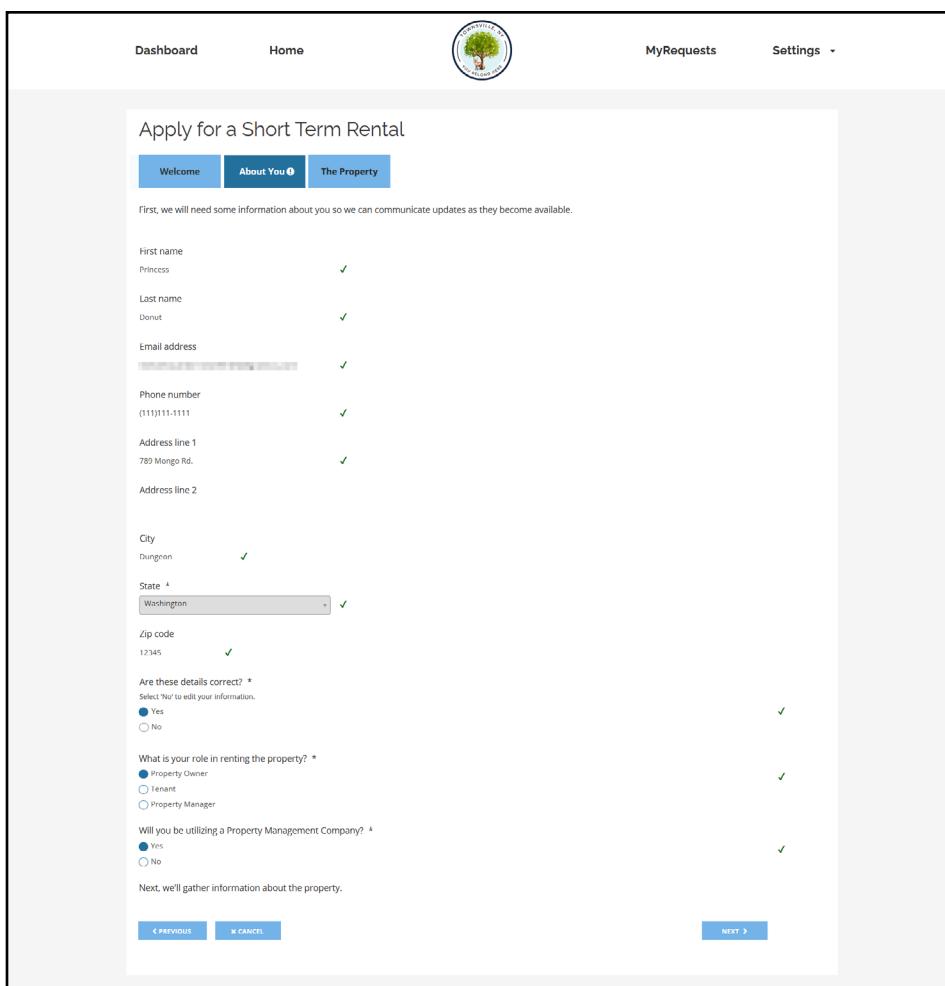
Registering for a New STR Permit

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).



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.



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.

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.

Parcel Number

Address Line 1

City

State

Zip

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

Yes
 No

[PREVIOUS](#)
[CANCEL](#)
[NEXT >](#)

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[Contact Us](#)

III.

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

Yes
 No

What is the unit number? *

✓

IV.

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

Yes
 No

V.

Are you the Emergency Contact for this property? *

Yes
 No

[PREVIOUS](#)
[CANCEL](#)
[NEXT >](#)

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.

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 *

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 >**

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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
 ✓

Contact First Name *
 ✓

Contact Last name *
 ✓

What is the mailing address?

Address Line 1 *
 ✓

Address Line 2

City *
 ✓

State *
 ✓

Zip *
 ✓

Phone number *
 ✓

Email address *
 ✓

◀ 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? *
Prepotente Goat 

What is the Emergency Contact's phone number? *
(333)333-3333 

What is Emergency Contact's Email Address? *
EmergencyContact@email.com 

◀ PREVIOUS **X CANCEL** **NEXT ▶**

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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 

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 |
| Total | \$103.30 |

You must Submit to complete your registration.

◀ PREVIOUS **X 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.

← 

Name - Register
\$103.30
Filing Payments - REG-345941



Pay with  link

Or

Email

Payment method

Card information

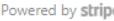
| | |
|---|--|
| 1234 1234 1234 1234 |     |
| MM / YY | CVC |
|  | |

Cardholder name

Country or region

| | |
|----------------------------------|---|
| United States |  |
| <input type="text" value="ZIP"/> | |

Pay

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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.





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

Settings 

For Administration: (555) 555-5555 

Contact Us

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

Dashboard Home  MyRequests Settings 

Thank you for registering your Short-Term Rental with Townsville, US! You will receive notification once your application has been approved or denied.
Your reference number is REG-345941.

CONTINUE >

For Administration: (555) 555-5555 

Contact Us

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.

The screenshot shows a property dashboard with three property cards. The first card for 34 Adams Road has an 'active' status. The second card for 27 Adams Drive has a 'pending' status. The third card for 20 Adams Road has an 'active' status. Each card displays registration details like registration number, parcel, and created date.

| Property Address | Registration Number | Parcel | Status |
|------------------------------------|---------------------|--------|---------|
| 34 Adams Road, [REDACTED], USA | STR25-0000319 | 6033 | active |
| 27 Adams Drive, 4, [REDACTED], USA | STR25-0000321 | 4 | pending |
| 20 Adams Road, [REDACTED], USA | STR25-0000320 | 6032 | active |

The screenshot shows the registration details for property 27 Adams Drive. It includes sections for Registration Summary, Registrant Information, Emergency Contact, Property Manager Information, and Property Information. A 'Registration Options' box is open, showing 'File Taxes' and 'Edit' buttons. A green arrow points from the 'View Certificate' button in the 'Certificate of Registration' box to the 'Edit' button in the 'Registration Options' box.

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).

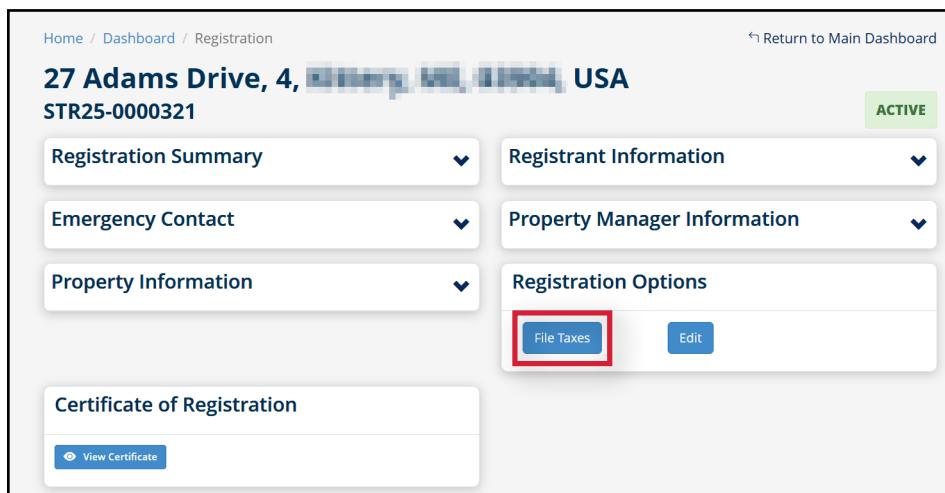
The next section will cover how to pay taxes. If your jurisdiction does not collect taxes via the portal, you may skip the section.

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.

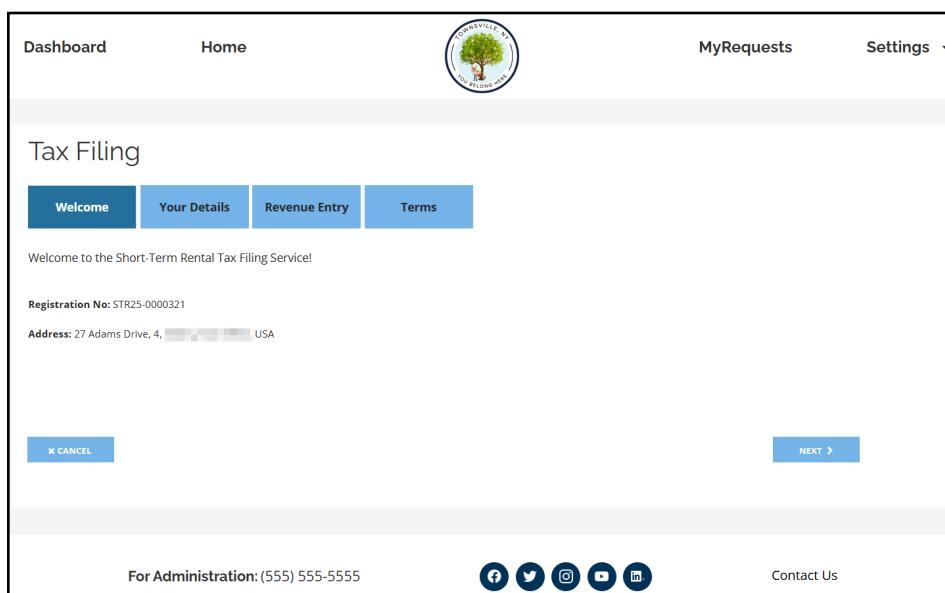
The frequency with which you may file taxes is set by your jurisdiction. For example, if the ordinance dictates monthly payments, then each month, the File Taxes button will appear. If the ordinance dictates quarterly payments, then each quarter, the File Taxes button will appear.

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



The screenshot shows the property detail page for '27 Adams Drive, 4, [REDACTED], USA' with the registration number 'STR25-0000321'. The status is 'ACTIVE'. The 'Registration Options' section contains a 'File Taxes' button, which is highlighted with a red box. Other sections include 'Registration Summary', 'Emergency Contact', 'Property Information', 'Registrant Information', and 'Property Manager Information'. A 'Certificate of Registration' section with a 'View Certificate' button is also present.

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



The screenshot shows the 'Tax Filing' welcome screen. The 'Welcome' tab is selected. The page includes a welcome message, registration number 'STR25-0000321', address '27 Adams Drive, 4, [REDACTED], USA', and navigation buttons for 'CANCEL' and 'NEXT >'. Social media icons for Facebook, Twitter, Instagram, YouTube, and LinkedIn are at the bottom.

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 | [REDACTED] | ✓ |
| 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](#) [X CANCEL](#) [NEXT >](#)

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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 |
|-------------------------------------|--------------|-------------|----------------------|
| <input checked="" type="checkbox"/> | Apr 01 2025 | Jun 30 2025 | \$ |
| <input type="checkbox"/> | Jul 01 2025 | Sep 30 2025 | \$ |

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

[◀ PREVIOUS](#) [X CANCEL](#) [NEXT >](#)

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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** (pencil) button on the table to continue.

Period Start
Apr 01 2025

Period End
Jun 30 2025

Total Gross Receipts
\$5447.00

UPDATE RECORD

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.

Period Start
Apr 01 2025

Period End
Jun 30 2025

Total Gross Receipts
\$5447.00

NEXT >

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

Period Start
Apr 01 2025

Period End
Jun 30 2025

Total Gross Receipts
\$5447.00

NEXT >

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.

Name - Filing
\$1,627.67
 Filing Payments - FIL-346041

Pay with  link

Or

Email

Payment method

Card information

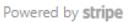
| | |
|---|--|
| 1234 1234 1234 1234 |     |
| MM / YY | CVC |
|  123 | |

Cardholder name

Country or region

| | |
|---------------|---|
| United States |  |
| ZIP | |

Pay

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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.





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

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

Dashboard Home  MyRequests Settings

Thank you for submitting your tax payments for your Short Term rental property! Below is your payment reference number.

FIL-346041.

CONTINUE >

For Administration: (555) 555-5555  Contact Us

Dashboard Home  MyRequests Settings

Home / Dashboard / Registration [Return to Main Dashboard](#)

27 Adams Drive, 4, [REDACTED], 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 ▼

| 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 | Print |

Invoice

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

Bill to
 Princess Donut
 789 Mongo Rd., Dungeon, 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 | Print |

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., Dungeon, 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 |

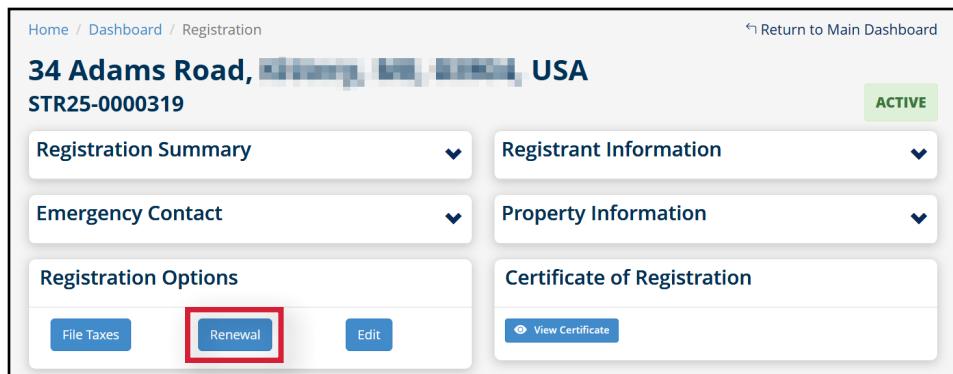
Print

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.

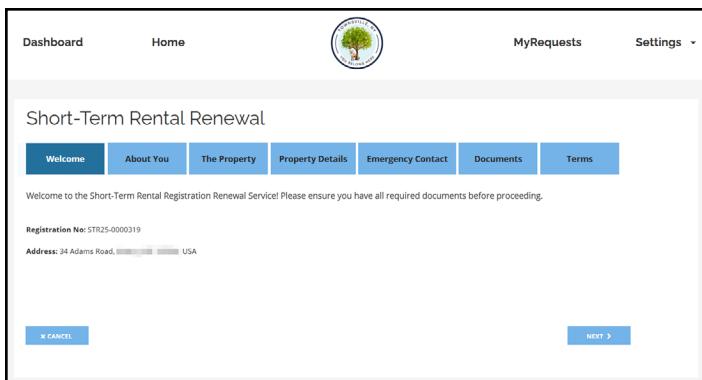
To begin, click the Renewal button.

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.

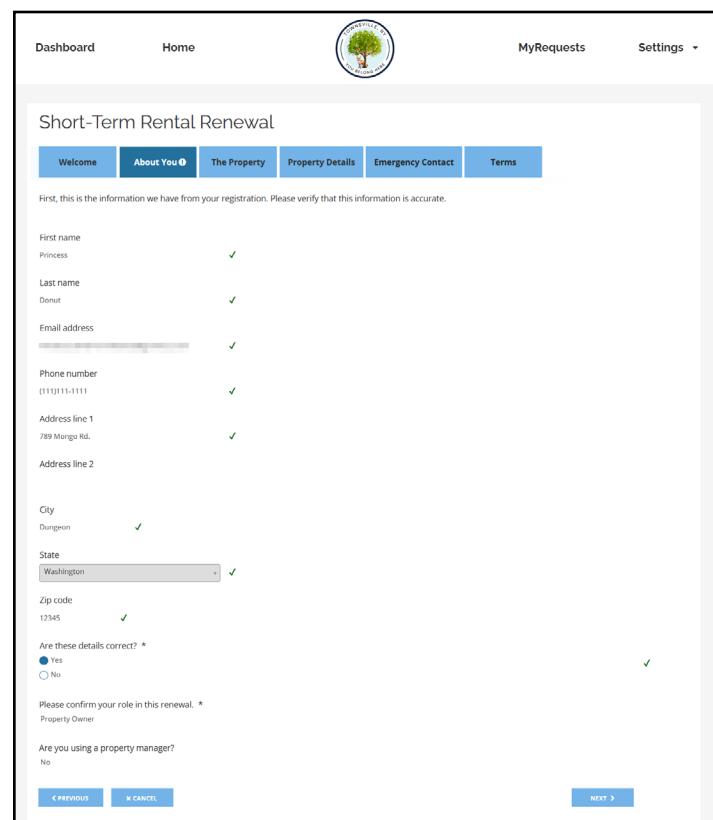


The screenshot shows a software interface for managing property registrations. At the top, it displays the address "34 Adams Road, [REDACTED], [REDACTED], USA" and the registration number "STR25-0000319". A green button labeled "ACTIVE" is visible. Below the address, there are several tabs: "Registration Summary", "Registrant Information", "Emergency Contact", "Property Information", "Registration Options", and "Certificate of Registration". Under "Registration Options", there are buttons for "File Taxes", "Renewal" (which is highlighted with a red box), and "Edit".

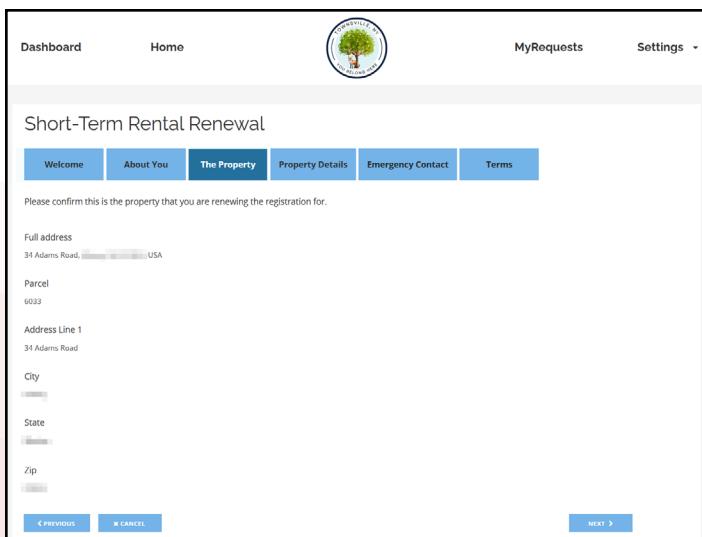
Click the **Next** button through the tabs after verifying and updating the information. At the end, if you have renewal fees to pay, follow the same payment process as an initial registration or paying taxes. Don't forget to leave the window open while the payment processes.



This screenshot shows the first step of a renewal process. The title is "Short-Term Rental Renewal". Below it is a horizontal navigation bar with tabs: Welcome, About You, The Property, Property Details, Emergency Contact, Documents, and Terms. The "Welcome" tab is selected. The main content area displays the registration number "STR25-0000319" and the address "34 Adams Road, [REDACTED], USA". At the bottom are "CANCEL" and "NEXT >" buttons.



This screenshot shows the second step of the renewal process, focusing on property details. The title is "Short-Term Rental Renewal". The "Property Details" tab is selected. The page lists several fields with green checkmarks indicating they are correct: First name (Princess), Last name (Donut), Email address ([REDACTED]), Phone number (1111111111), Address line 1 (789 Mingo Rd.), and Address line 2 (Dungeon). Below these are dropdown menus for City (Dungeon), State (Washington), and Zip code (12345). A question "Are these details correct? *" has two radio button options: "Yes" and "No". A note "Please confirm your role in this renewal. *" followed by "Property Owner" is also present. At the bottom are "PREVIOUS" and "NEXT >" buttons.



This screenshot shows the third step of the renewal process, focusing on emergency contact information. The title is "Short-Term Rental Renewal". The "Emergency Contact" tab is selected. The page lists several fields: Full address (34 Adams Road, [REDACTED], USA), Parcel (6023), Address Line 1 (34 Adams Road), City ([REDACTED]), State ([REDACTED]), and Zip ([REDACTED]). At the bottom are "PREVIOUS" and "NEXT >" buttons.

Dashboard Home  MyRequests Settings ▾

Short-Term Rental Renewal

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.

[◀ PREVIOUS](#) [X CANCEL](#) [NEXT ▶](#)

Dashboard Home  MyRequests Settings ▾

Short-Term Rental Renewal

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? *
[redacted] ✓

[◀ PREVIOUS](#) [X CANCEL](#) [NEXT ▶](#)

Dashboard Home  MyRequests Settings ▾

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 ✓

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](#) [X CANCEL](#) [SUBMIT](#)

[Pay with !\[\]\(1ae5d197f65a21884872589c4af0b6dd_img.jpg\) link](#)

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

[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  stripe | [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 [Facebook](#) [Twitter](#) [Instagram](#) [YouTube](#) [LinkedIn](#) Contact Us

Dashboard Home  MyRequests Settings ▾

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

REN-346057.

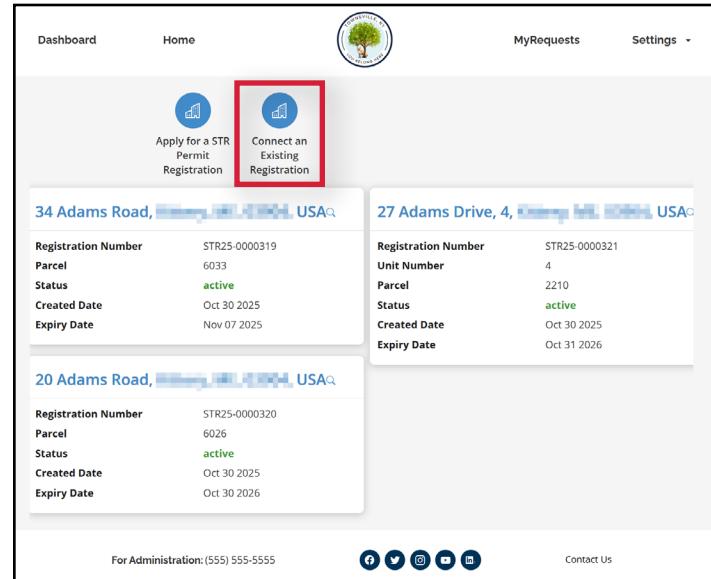
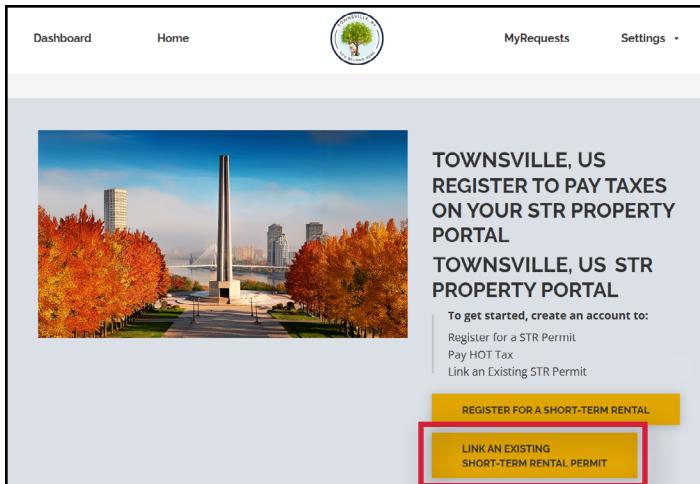
[CONTINUE ▶](#)

For Administration: (555) 555-5555 [Facebook](#) [Twitter](#) [Instagram](#) [YouTube](#) [LinkedIn](#) Contact Us

Linking an Existing License

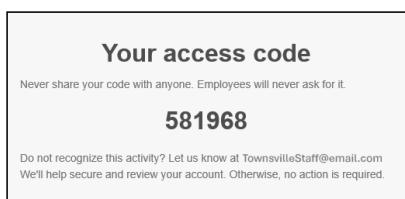
If you had a permit/license/registration prior to the implementation of this new portal, you can migrate that permit into your new Dashboard.

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



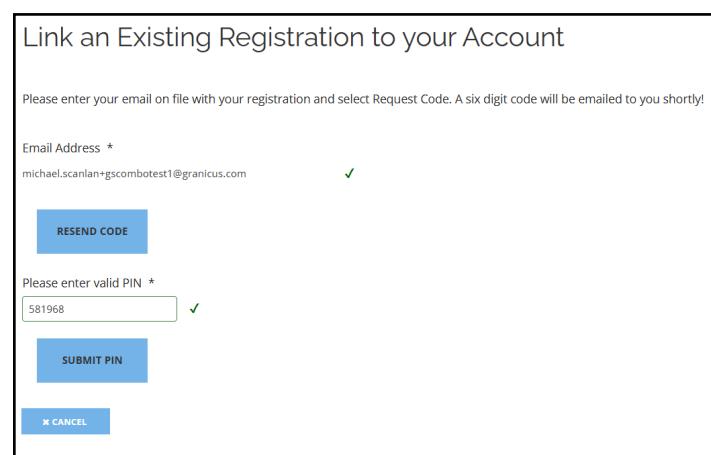
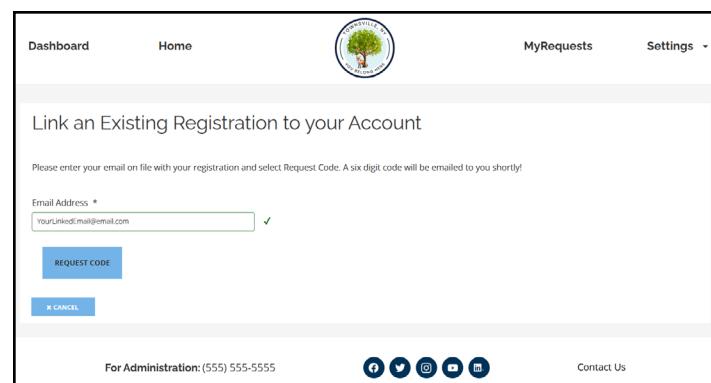
To connect the previous permits to your new portal, you will need the *email address* associated with the previous permits.

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

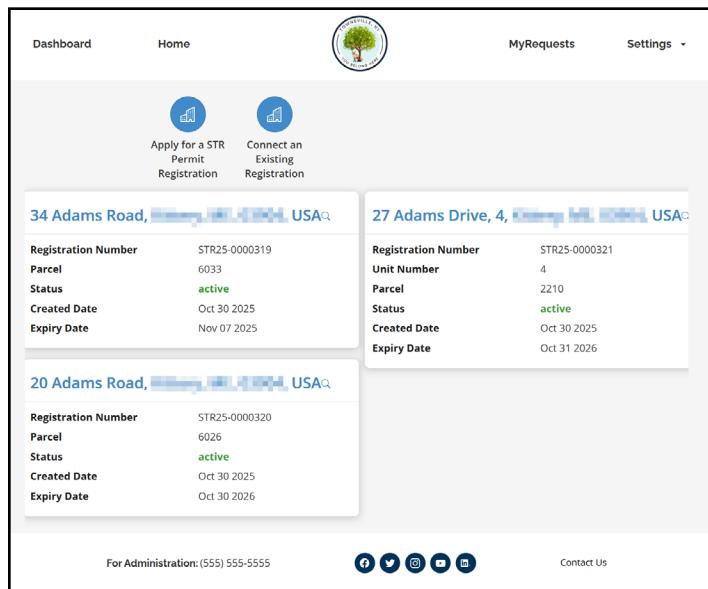


Enter the code you receive in the PIN box and click the **Submit PIN** button.

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



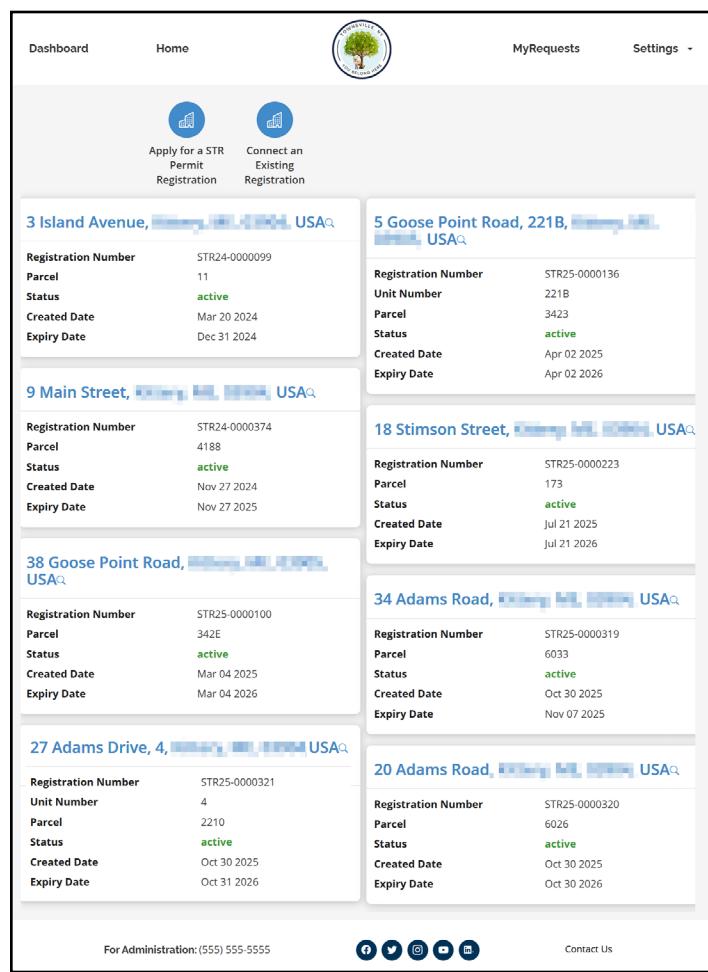
Now all of the permits associated with the email address you entered will be displayed on your Dashboard. They behave like any other permit in the portal.



The dashboard displays five permit cards for different addresses:

- 34 Adams Road, [REDACTED], USA**
Registration Number: STR25-0000319
Parcel: 6033
Status: **active**
Created Date: Oct 30 2025
Expiry Date: Nov 07 2025
- 27 Adams Drive, 4, [REDACTED], USA**
Registration Number: STR25-0000321
Parcel: 6026
Status: **active**
Created Date: Oct 30 2025
Expiry Date: Oct 30 2026
- 20 Adams Road, [REDACTED], USA**
Registration Number: STR25-0000320
Parcel: 6026
Status: **active**
Created Date: Oct 30 2025
Expiry Date: Oct 30 2026
- For Administration: (555) 555-5555**
- Contact Us**

Before



The dashboard displays a single consolidated list of permits for the entered email address:

- 3 Island Avenue, [REDACTED], USA**
Registration Number: STR24-0000099
Parcel: 11
Status: **active**
Created Date: Mar 20 2024
Expiry Date: Dec 31 2024
- 5 Goose Point Road, 221B, [REDACTED], USA**
Registration Number: STR25-0000136
Unit Number: 221B
Parcel: 3423
Status: **active**
Created Date: Apr 02 2025
Expiry Date: Apr 02 2026
- 9 Main Street, [REDACTED], USA**
Registration Number: STR24-0000374
Parcel: 4188
Status: **active**
Created Date: Nov 27 2024
Expiry Date: Nov 27 2025
- 18 Stimson Street, [REDACTED], USA**
Registration Number: STR25-0000223
Parcel: 173
Status: **active**
Created Date: Jul 21 2025
Expiry Date: Jul 21 2026
- 34 Adams Road, [REDACTED], USA**
Registration Number: STR25-0000319
Parcel: 6033
Status: **active**
Created Date: Oct 30 2025
Expiry Date: Nov 07 2025
- 27 Adams Drive, 4, [REDACTED], USA**
Registration Number: STR25-0000321
Unit Number: 4
Parcel: 2210
Status: **active**
Created Date: Oct 30 2025
Expiry Date: Oct 31 2026
- 20 Adams Road, [REDACTED], USA**
Registration Number: STR25-0000320
Parcel: 6026
Status: **active**
Created Date: Oct 30 2025
Expiry Date: Oct 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
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 | Amount |
|---------------------------------|----------|
| Charges | |
| 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
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
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 if you have any questions.

Sincerely,

Townsville, US Staff
TownsvilleStaff@email.com
1-800-555-5555



**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

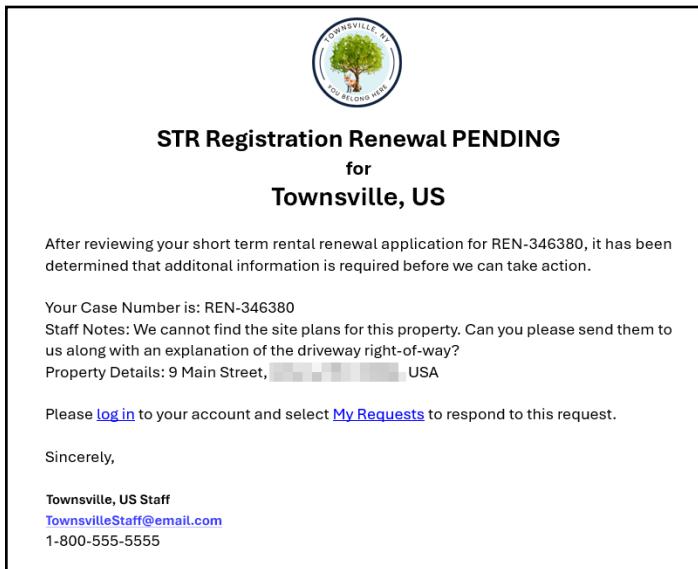
Sincerely,

Townsville, US Staff
TownsvilleStaff@email.com
1-800-555-5555

Emailed receipt for tax filing.

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?

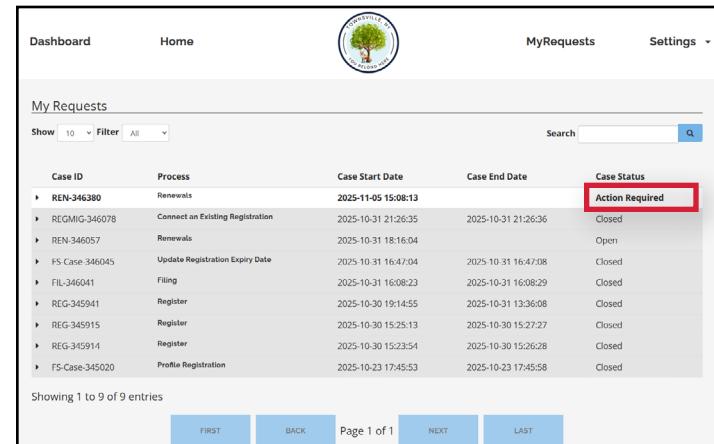
Property Details: 9 Main Street, [REDACTED] USA

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

Sincerely,

Townsville, US Staff
TownsvilleStaff@email.com
1-800-555-5555

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

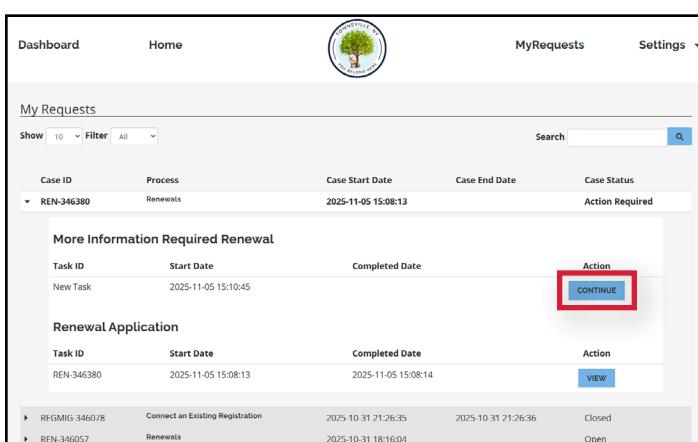


My Requests

| Case ID | Process | Case Start Date | Case End Date | Case Status |
|----------------|----------------------------------|---------------------|---------------------|-------------|
| REN-346380 | Renewals | 2025-11-05 15:08:13 | 2025-10-31 21:26:36 | Closed |
| REGMIG-346078 | Connect an Existing Registration | 2025-10-31 21:26:35 | 2025-10-31 21:26:36 | Open |
| REN-346057 | Renewals | 2025-10-31 18:16:04 | 2025-10-31 16:47:04 | Closed |
| 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

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



My Requests

| 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

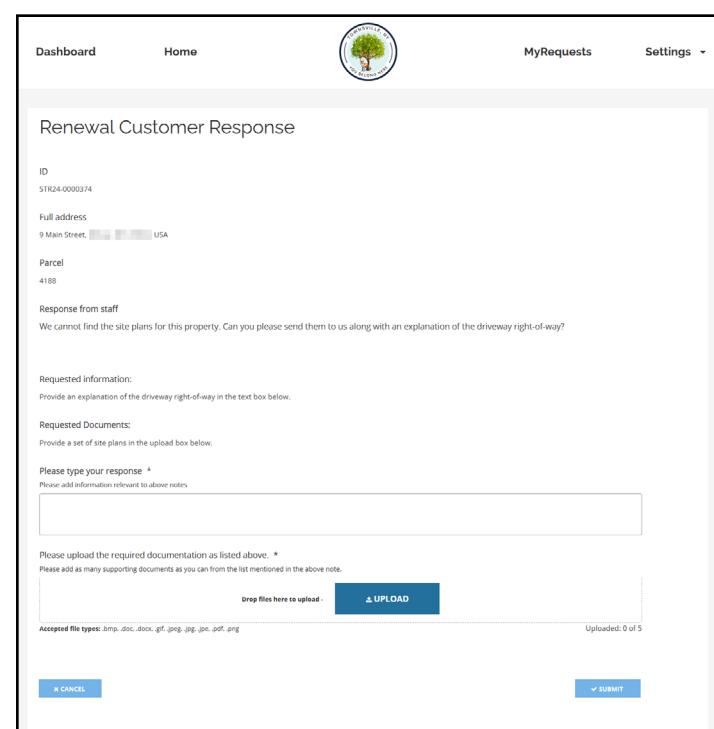
| Task ID | Start Date | Completed Date | Action |
|----------|---------------------|----------------|--------------------------|
| New Task | 2025-11-05 15:10:45 | | CONTINUE |

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-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 |

Click the Continue button to provide the needed information.



Renewal Customer Response

ID: STIG24-00000374

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 note.

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

Drop files here to upload:

Uploaded: 0 of 5

[CANCEL](#) [SUBMIT](#)

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