

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.

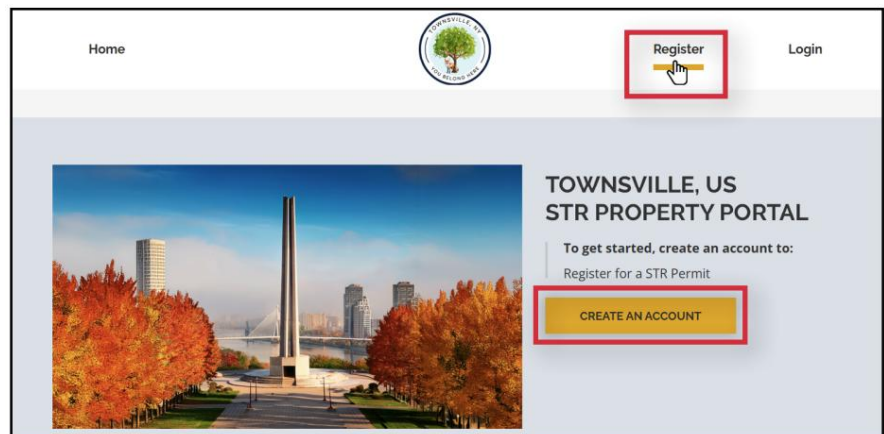
First, we will look at creating your account then we'll take a quick tour of the interface to familiarize you with its digital landscape. We'll wrap up by giving step-by-step instructions on how to use the system to ensure you're following the regulations laid out by your local government.

Creating an Account

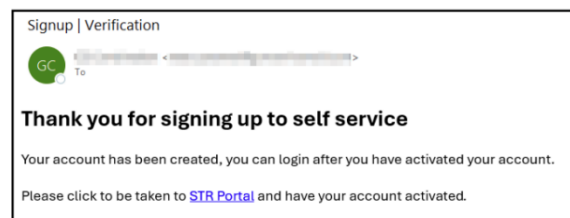
The first thing you will need to do is create an account in the new portal. To do so, click either the **Create an Account** button or the **Register** button.

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...

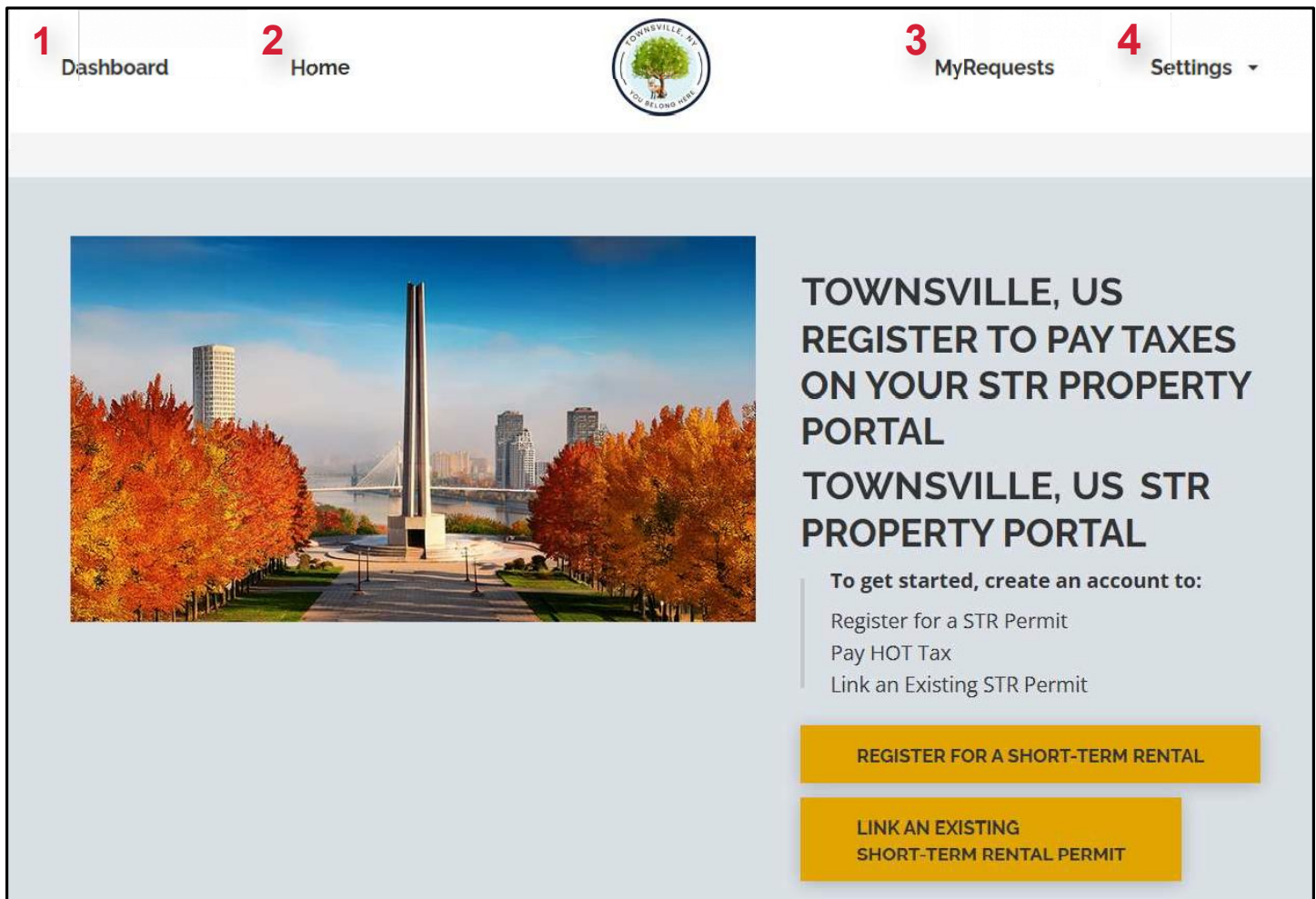
Zip code *

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

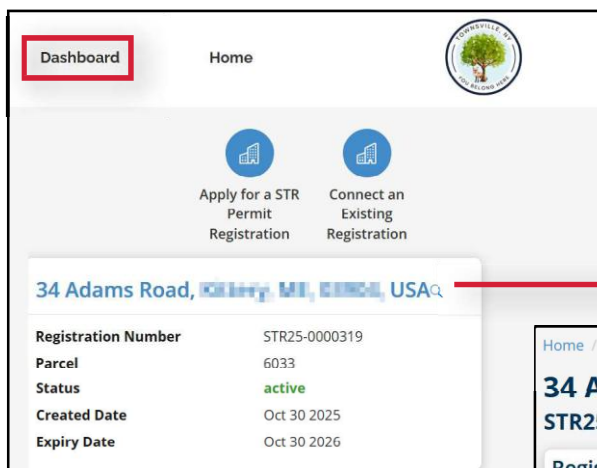
The Home Page

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.

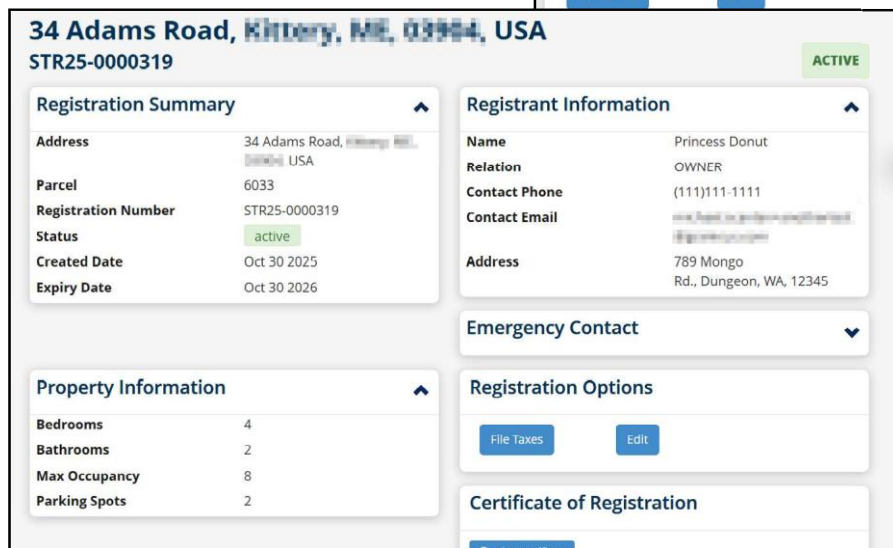
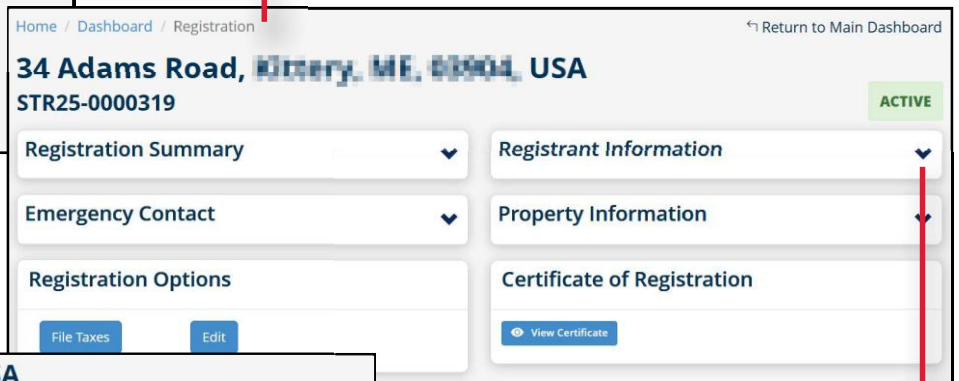
The Dashboard

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.



Click on the dropdown arrow 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.

The screenshot shows the 'MyRequests' section of a web application. At the top, there are navigation links for 'Dashboard', 'Home', 'MyRequests' (highlighted with a red box), and 'Settings'. Below the navigation is a header for 'My Requests' with a search bar and filters. The main content is a table of requests with columns for Case ID, Process, Case Start Date, Case End Date, and Case Status. The first row is highlighted and has a red '1' next to the Case ID 'REG-345915', a red '2' next to the Process 'Register', and a red '3' next to the Case Status 'Closed'. Below this row is a detailed view of the 'Application' for Case ID 'REG-345915', showing a table with columns for Task ID, Start Date, Completed Date, and Action. The 'Action' column has a blue 'VIEW' button with a red '4' next to it. Below the table are navigation buttons for 'FIRST', 'BACK', 'Page 1 of 1', 'NEXT', and '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

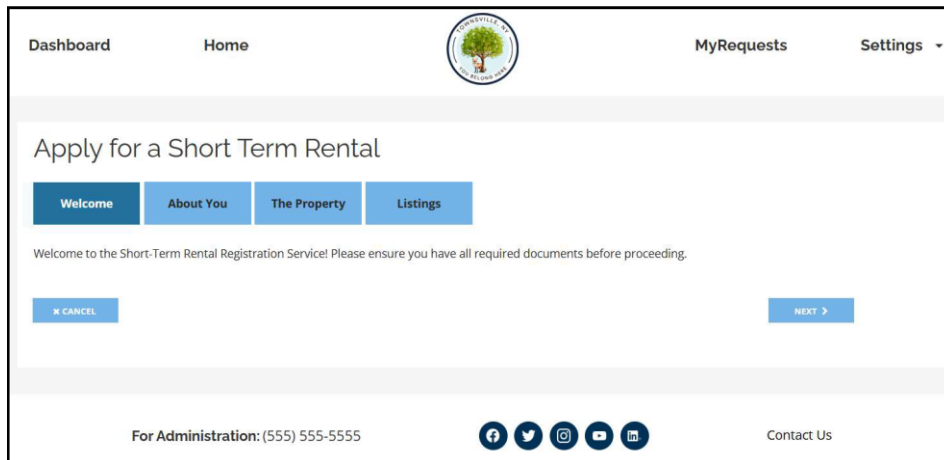
The Settings dropdown is where you can update your contact information (My Profile), your email (Change Email), your password (Change Password), and log out of the portal.

The screenshot shows the 'Settings' dropdown menu. It contains four options: 'My Profile' with a person icon, 'Change Email' with an envelope icon, 'Change Password' with a key icon, and 'Logout' with a door icon.

Registering for a New STR Permit

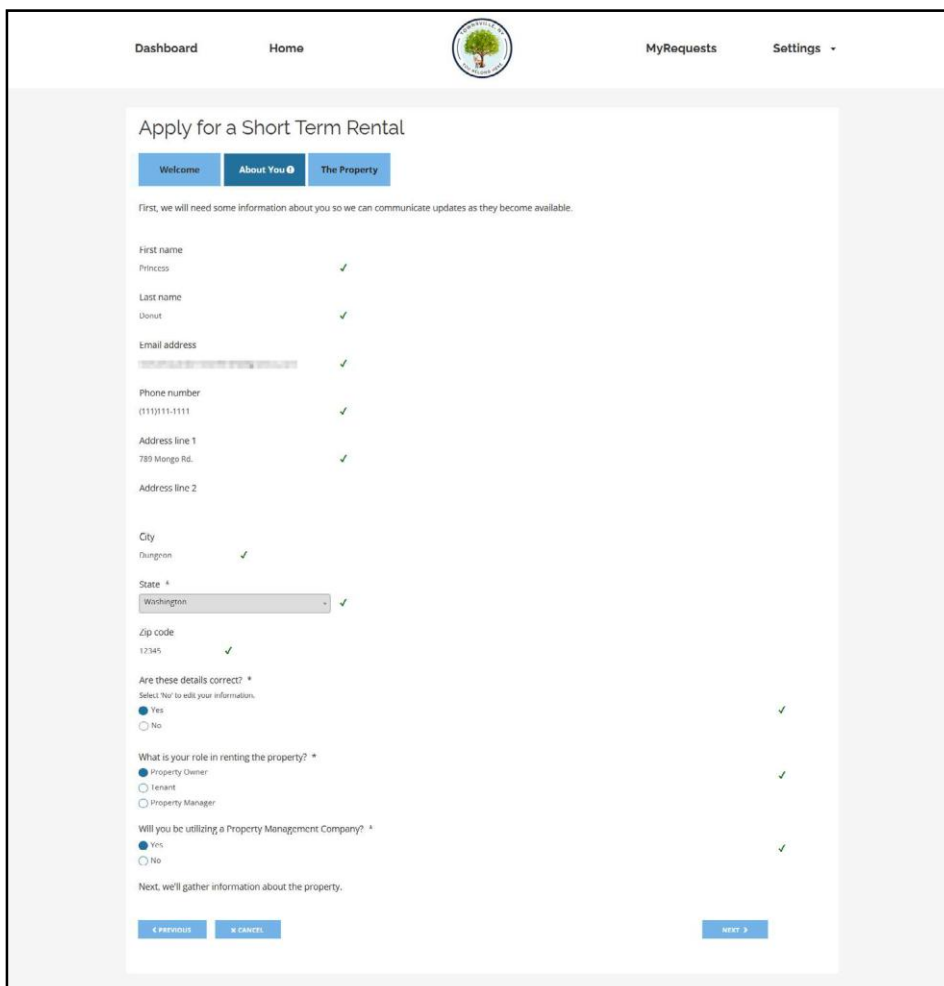
This next section will walk you through common steps when applying for a new short-term rental permit/license/registration. Keep in mind that your jurisdiction's requirements may be different than the generic examples provided here, but the overall process will be the same.

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' page. At the top, there are navigation links: 'Dashboard', 'Home', 'MyRequests', and 'Settings'. The main heading is 'Apply for a Short Term Rental'. Below the heading are four tabs: 'Welcome', '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 >'. At the very bottom of the page, there is contact information: 'For Administration: (555) 555-5555' and a 'Contact Us' link, along with social media icons for Facebook, Twitter, Instagram, YouTube, and LinkedIn.

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. The navigation tabs are 'Welcome', 'About You', 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, all of which are marked with a green checkmark to indicate they are filled or correct:

- 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: Dungen
- State: Washington
- Zip code: 12345


Below the form are three questions, each with a 'Yes' radio button selected and a green checkmark:

- Are these details correct? *
Select 'No' to edit your information.
- What is your role in renting the property? *
Property Owner (selected), Tenant, Property Manager
- Will you be utilizing a Property Management Company? *

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

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

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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.

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

Yes ✓
 No

What is the unit number? *

4 ✓


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

Yes ✓
 No

Are you the Emergency Contact for this property? * **V.**

Yes ✓
 No

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? *

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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 *
 ✓

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
Total	\$103.30

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

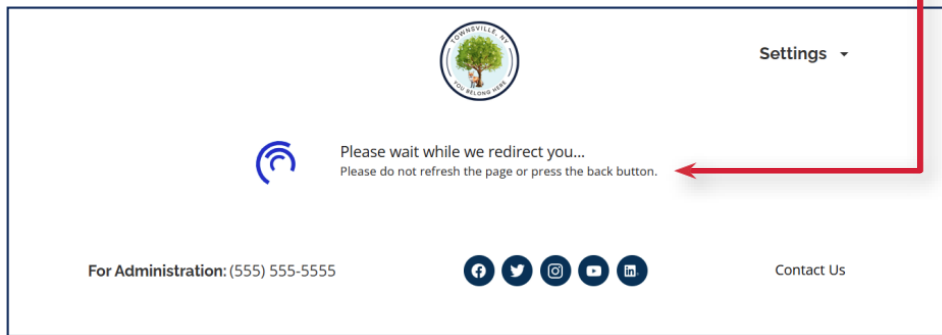
Click the **Submit** button to continue to the payment page.



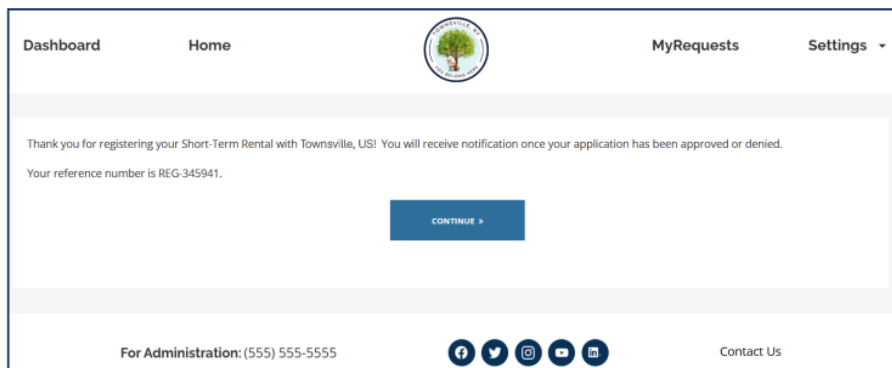
It is a common requirement to upload documentation as part of an application. This example does not include that step. Adding documents works like any other upload on websites.

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.

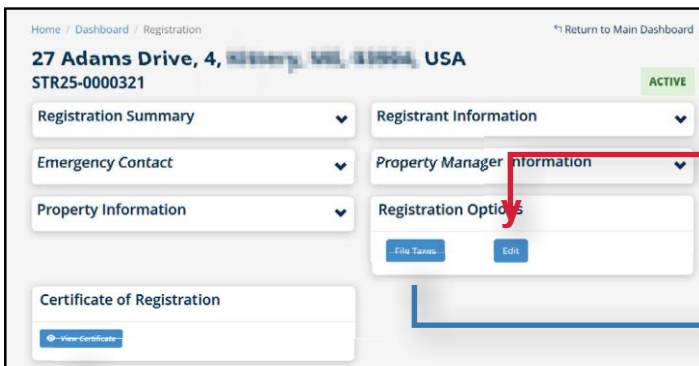
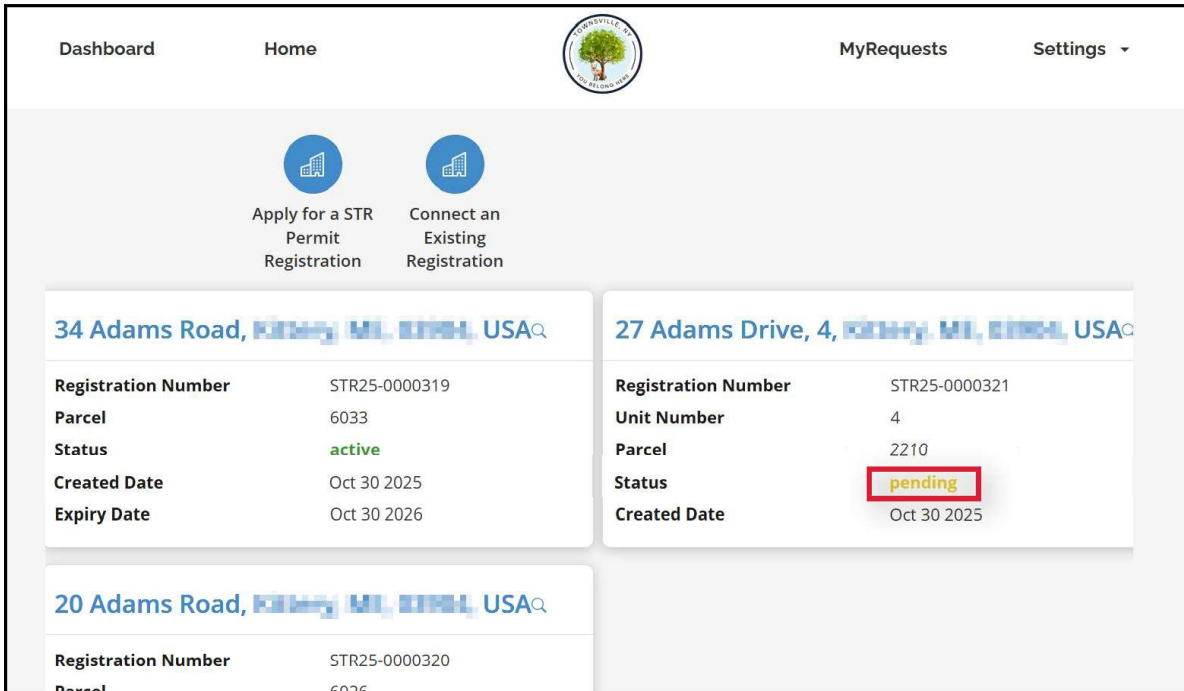


9. Once the page routes you to the Thank You message, click the **Continue** button to complete the submission of your application.



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 Et 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 Et 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.

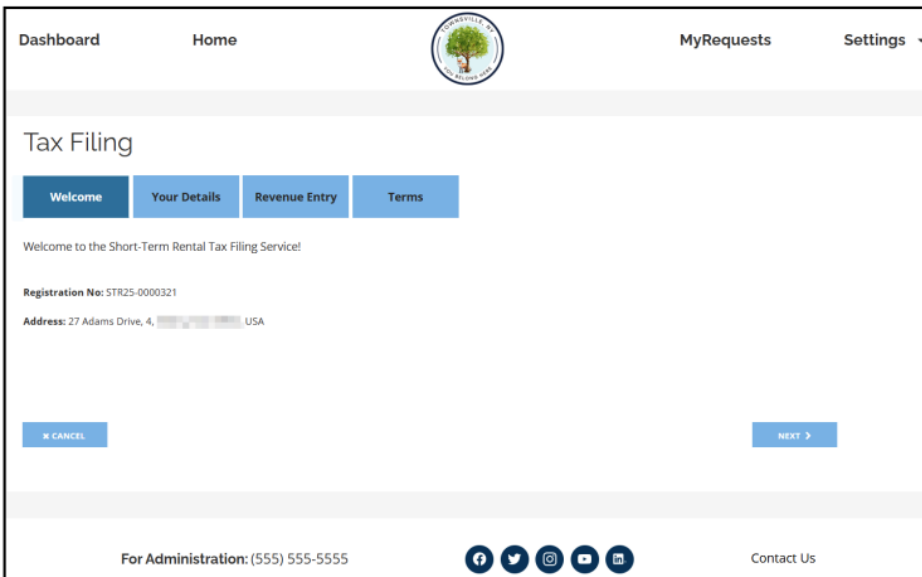
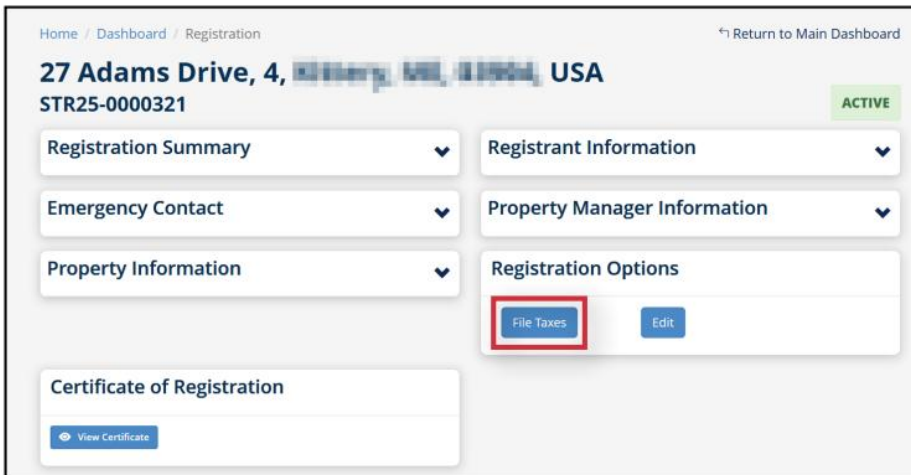
Paying Taxes

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
[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 * 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	\$

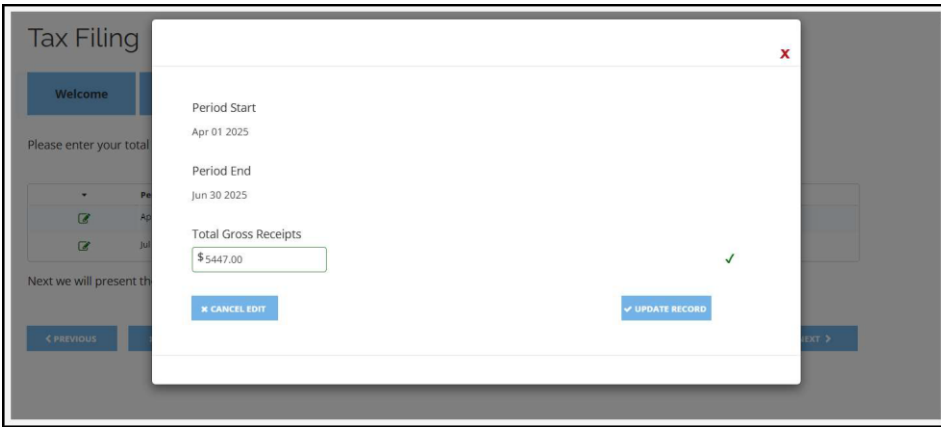
Next we will present the terms and conditions on this registration.

< 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.

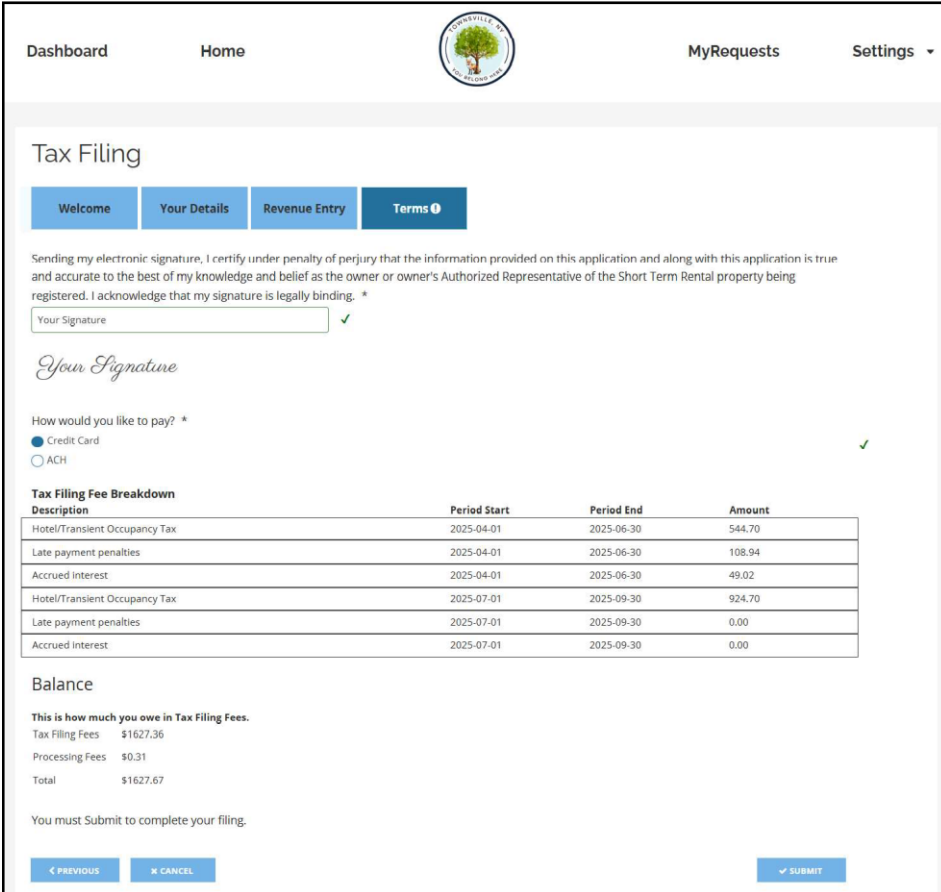
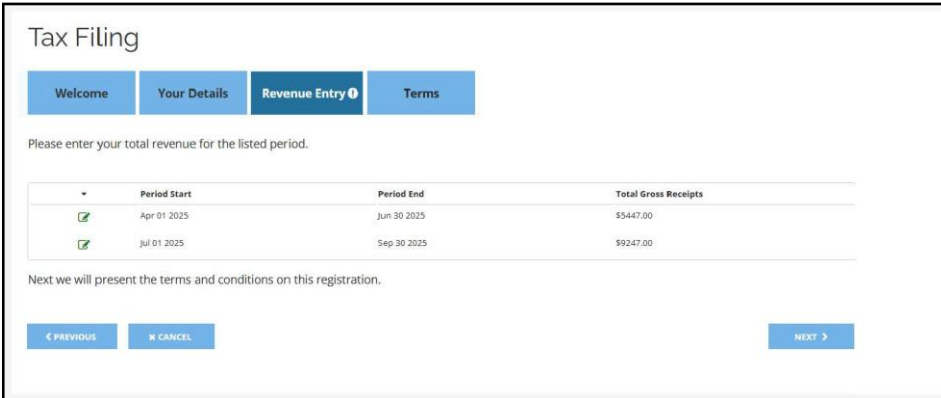


5. In the popup, enter your total gross receipts for that time period. If you have no gross revenue to report, enter **0** (zero).

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

Repeat this process for all available time periods.

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


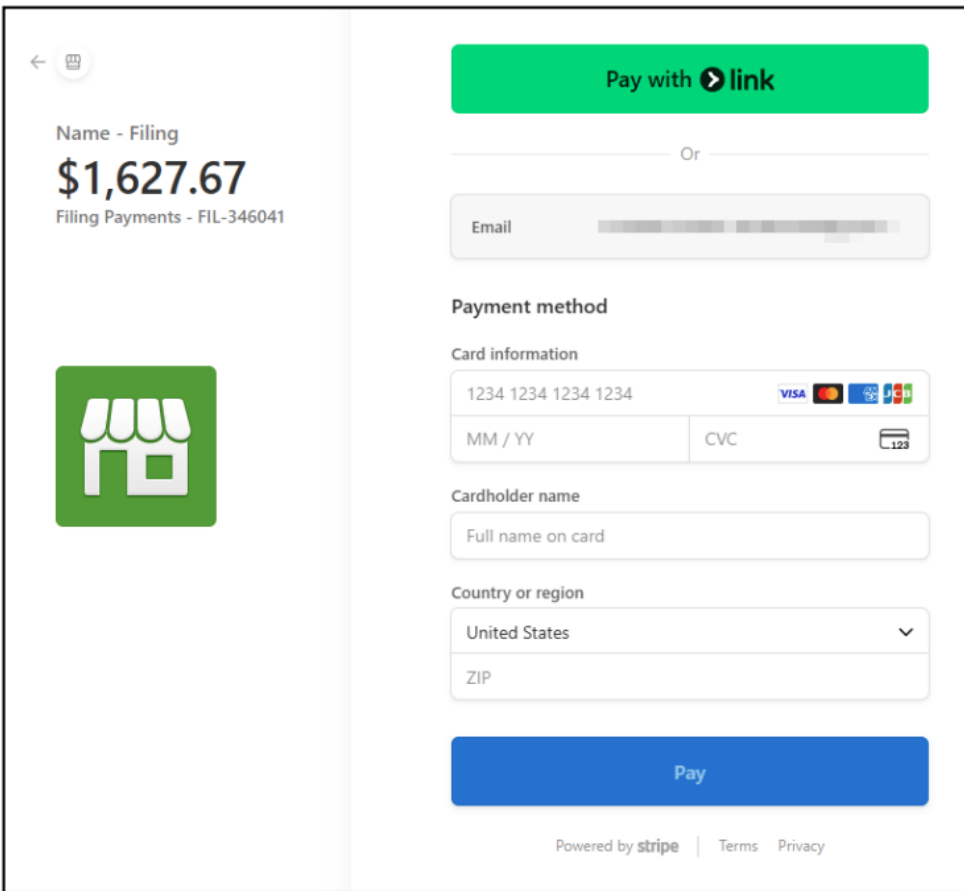


6. On the Terms tab, you will sign your name electronically, indicating that, to the best of your knowledge, all information you've entered is correct.

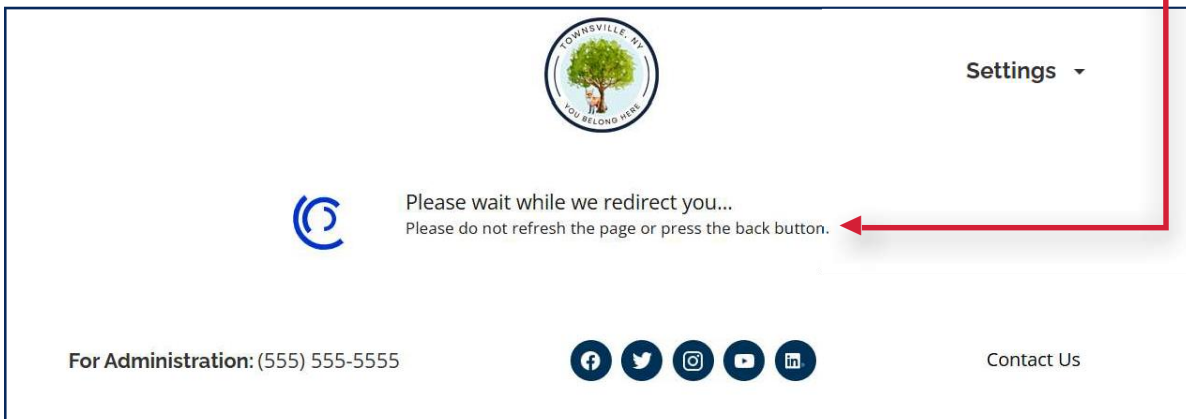
You will be presented with payment options and a list of taxes, penalties, & interest. Typical payment choices are Credit Card and bank withdrawal (ACH). Each has associated processing fees.

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

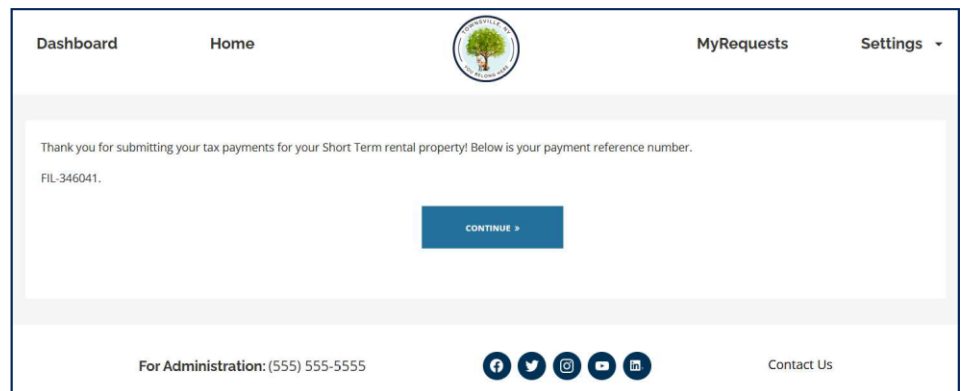
7. After clicking Submit on the previous page, you will be brought to a payment portal. Enter your payment information and click the **Pay** button.




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 application being denied and fees 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, Marysville, WA, 98204, 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 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., 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	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., 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

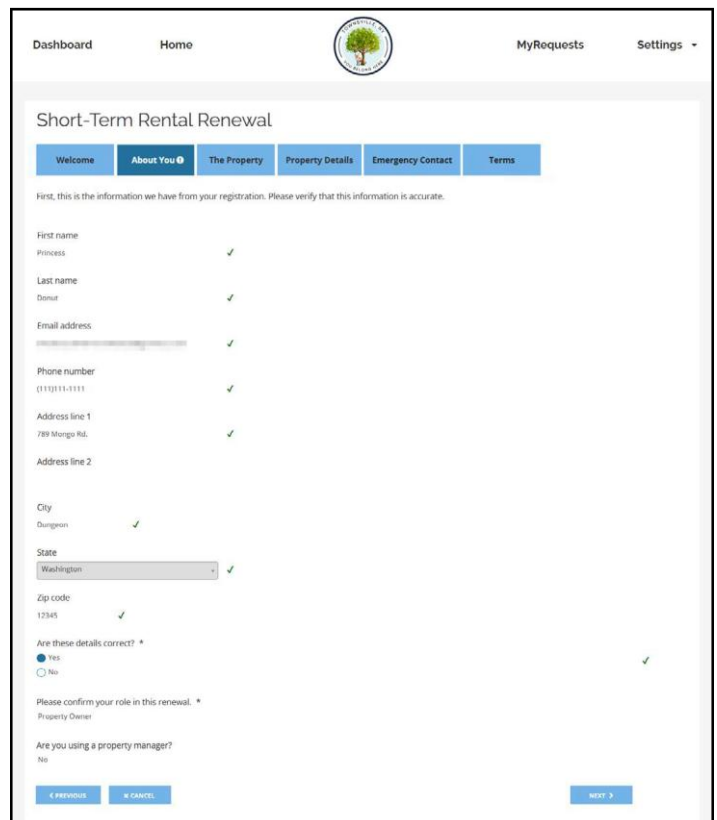
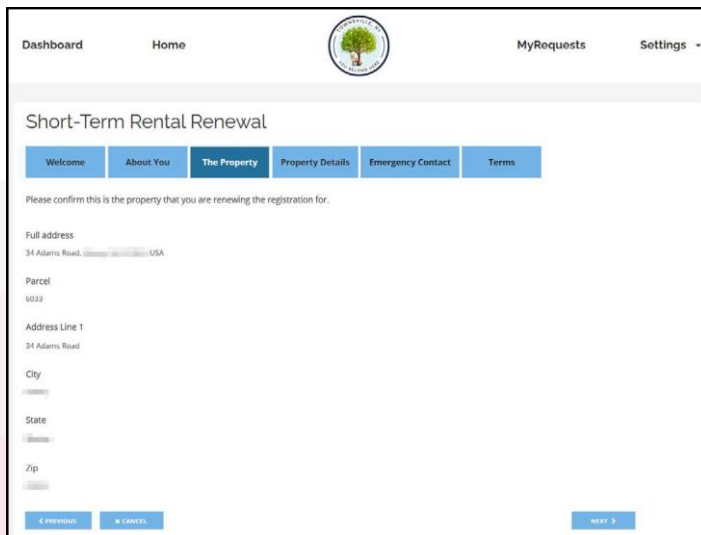
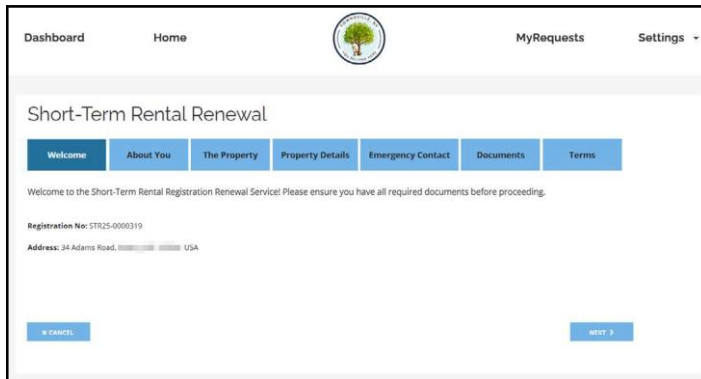
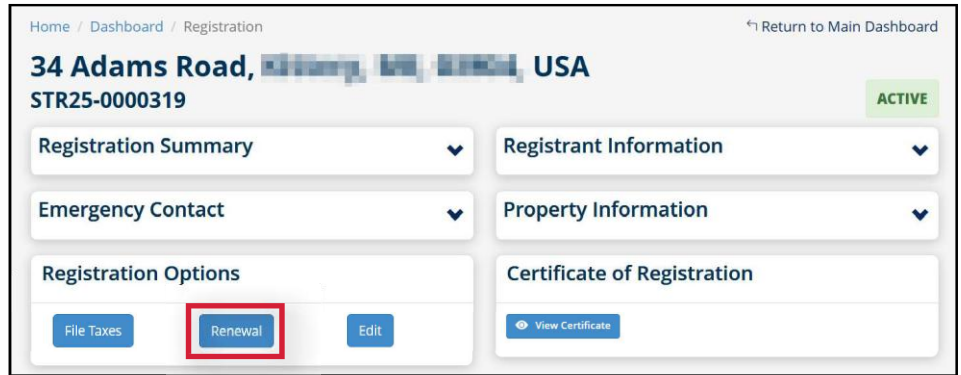
Renewing a Permit


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.



Dashboard Home  MyRequests Settings

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.

PREVIOUS CANCEL NEXT

Dashboard Home  MyRequests Settings

Short-Term Rental Renewal

Welcome About You The Property **Property Details** **Emergency Contact** 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? *
[REDACTED] ✓

PREVIOUS 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 ✓

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 


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 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  Contact Us

Dashboard Home  MyRequests Settings

Thank you for renewing your Short Term rental property! Below is your case reference number.
REN-346057.

CONTINUE

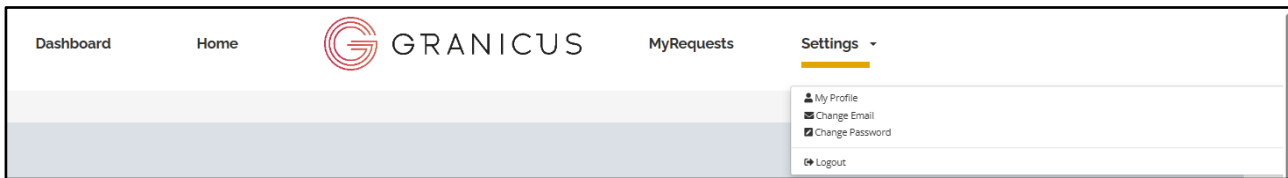
For Administration: (555) 555-5555  Contact Us

Change Portal Registration Email

1. From the Home page, click on the “Settings” option on the header options



2. Click on the “Change email” option



3. Fill out the details on the “Change email” wizard

A screenshot of the 'Change My Email' wizard form in the GRANICUS web application. The form is titled 'Change My Email' and is set against a light gray background. It contains the following fields and elements:

- 'Current Email Address': A text field containing 'brenda.padilla+demo@granicus.com' with a red eye icon to its right.
- 'New Email Address *': An empty text input field.
- 'Confirm New Email Address *': An empty text input field with a red eye icon to its right.
- 'Password *': An empty text input field with a red eye icon to its right.
- At the bottom left, there is a blue button labeled 'X CANCEL'.
- At the bottom right, there is a blue button labeled '✓ SUBMIT'.

The header navigation bar is visible at the top of the form, with 'Dashboard', 'Home', the GRANICUS logo, 'MyRequests', and 'Settings' (with a downward arrow).

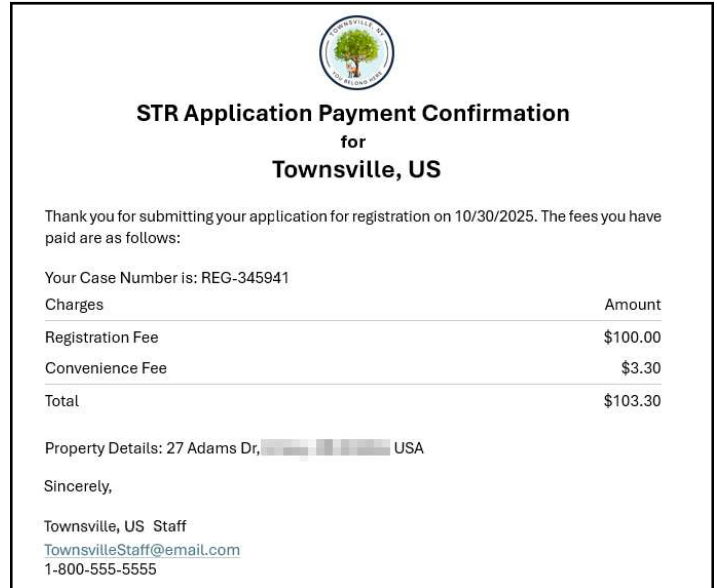
NOTE: If an existing permit was already entered into the system by staff and the resident updates the Portal account email, the system may not be able to complete a “Link the license” process. This happens because the **new email** is not connected to the original permit records.

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.



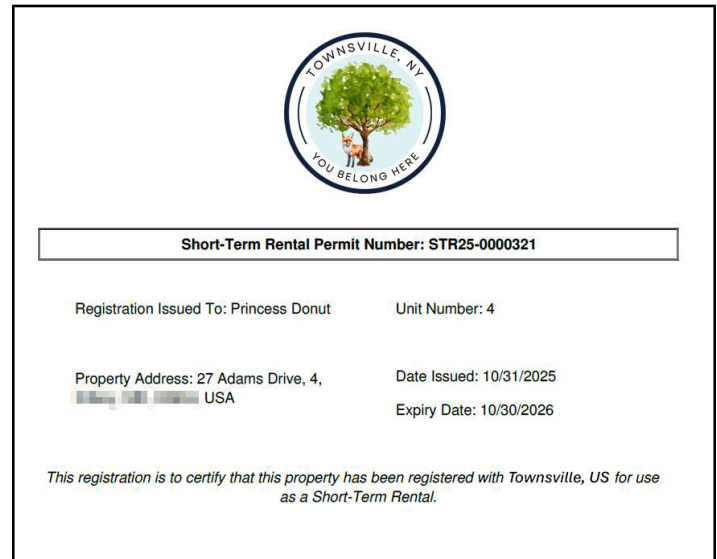
Email acknowledging the receipt of a new permit application.



Emailed receipt for application fees



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



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

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

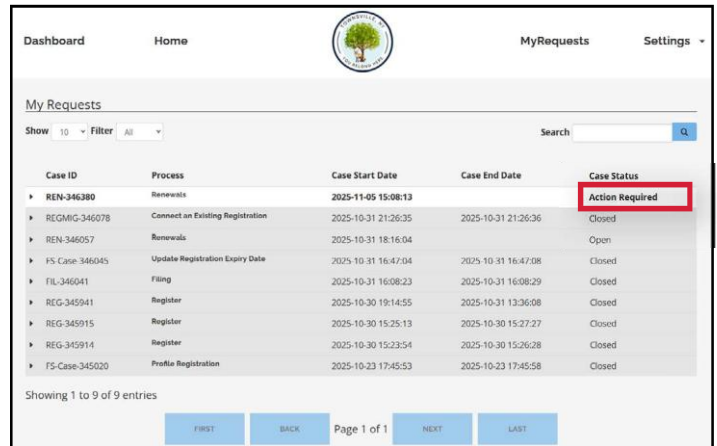
Sincerely,

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

Emailed receipt for renewal fees

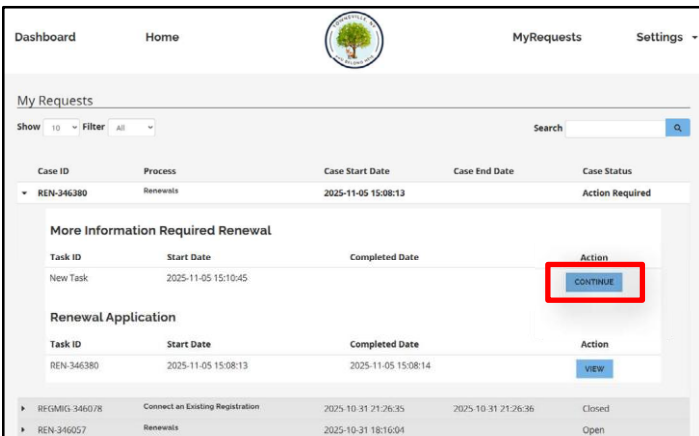
Appendix B: More Information Required

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.

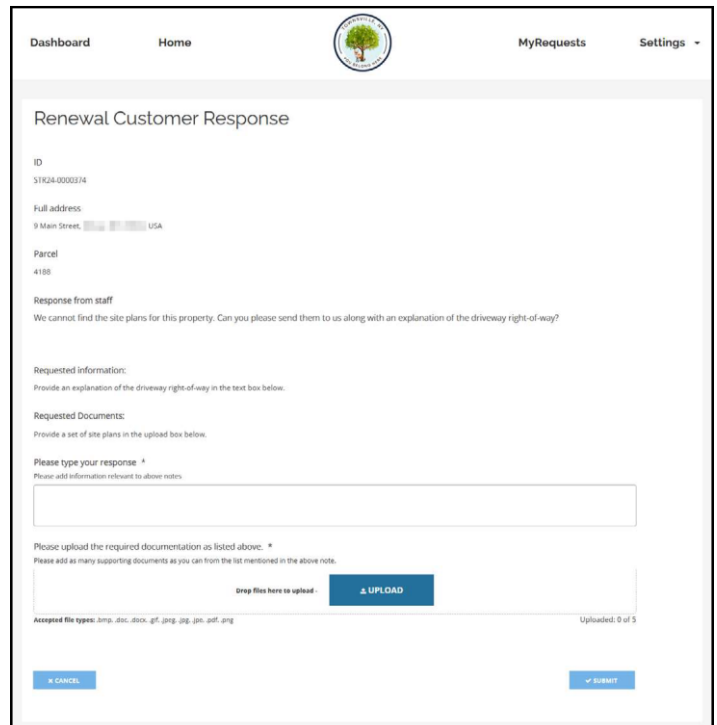


When there is something that you need to do for an application, there will be a bold **Action Required** status in the MyRequests area.

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



Click the Continue button to provide the needed information



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