

## Online Portal Instructions

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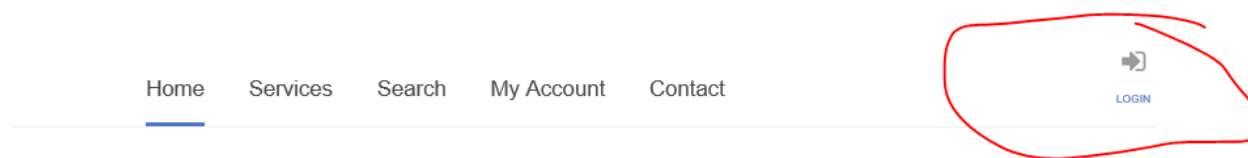
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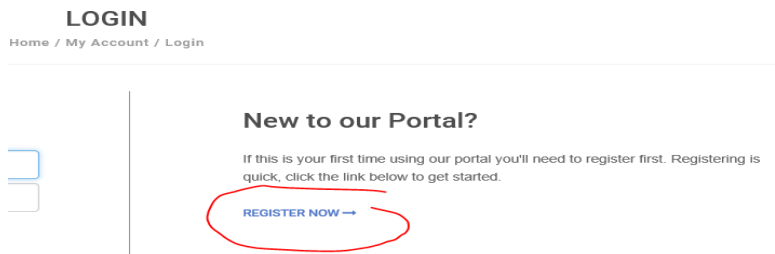
### How to register for the portal for the first-time?

1. To find the new portal, go to the Town website [kiawahisland.org](http://kiawahisland.org) – Click Services - Click online services- Click the portal link-Click the login button at top-right of screen.



### WELCOME TO OUR ONLINE PORTAL

2. Click “register now” to sign up for the portal.

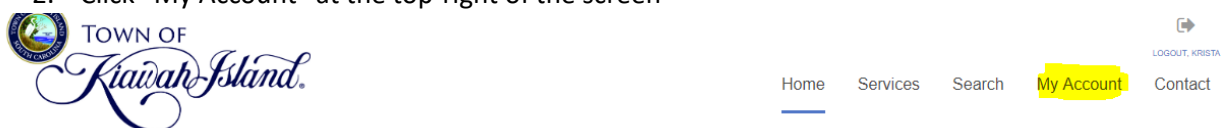


3. Select your “registration type” and enter information in all fields before clicking “submit”.
  - A. Licensed General Contactors/Subcontractors/Specialty Contractors/Residential Builders-choose Licensed Contractor
  - B. Unlicensed Contractor/Subcontractors -choose Unlicensed Contractor
  - C. All Other Businesses/Rental Property Owners/Rental Management Companies-choose Business Owner
  - D. If a business wants to create a secondary user account for their company-select authorized agent

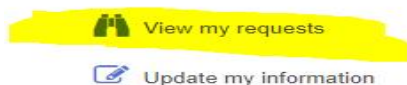
## How to renew a business license?

1. Log into the online service portal with your username and password

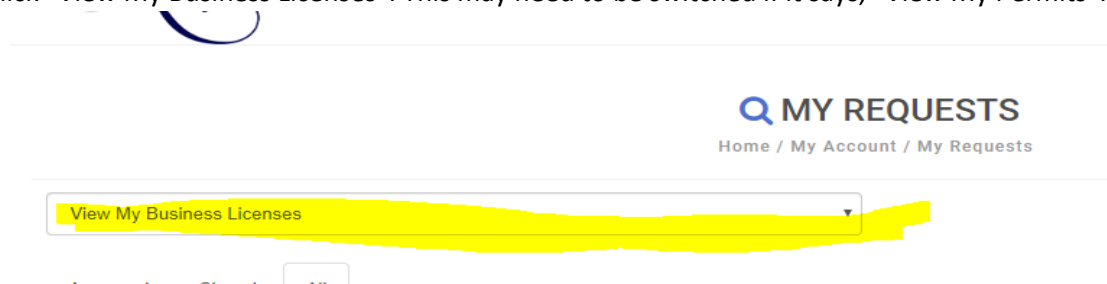
2. Click “My Account” at the top-right of the screen



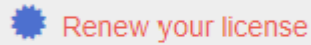
3. Click “View my requests” on the left-side of the screen



4. Click “View My Business Licenses”. This may need to be switched if it says, “View My Permits”.



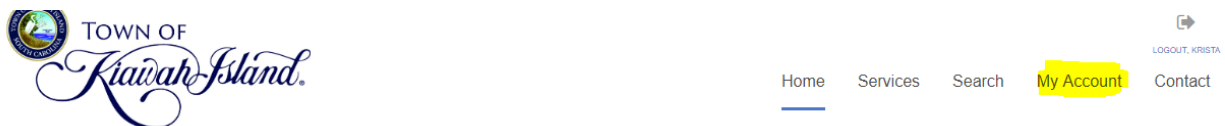
5. Click on the previous year license number. (Hint: The number should be listed on the renewal notice you received by email or mail.)
6. Click “Renew your license” button on the left-side of the screen


 A rectangular button with a light gray background. On the left is a blue gear icon. To its right, the text "Renew your license" is written in a red, sans-serif font.

7. Check all the fields and make necessary changes before signing and clicking the “submit” button. Make sure to change the “Kiawah gross sales” to whatever your company’s Kiawah revenue was for the previous calendar year. If you applied for your license for the first-time in the previous year, then you can subtract off what you reported as the revenue from your first job. (Note: All general contractors, residential contractors, subcontractors, and specialty contractors need to make sure to upload current copies of their SC State License/Registration Card and the Driver’s License of the person who is listed on the SC Contractors License.)
8. Once submitted, your application will go through review. Be on the lookout for email updates from Town staff.

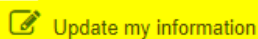
## How to renew a rental license?

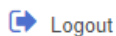
1. Log into the online service portal with your username and password
2. Click “My Account” at the top-right of the screen



3. Click “update my information” on the left-side of the screen


 A button with a blue icon of two people and the text "View my requests" in a blue, sans-serif font.


 A button with a yellow background, a blue pencil icon, and the text "Update my information" in a blue, sans-serif font.



 A button with a blue icon of a person and the text "Logout" in a blue, sans-serif font.


4. Update the necessary fields and click “submit” at the bottom of the “Update Account Information” page.
5. Click “My Account” at the top-right of the screen



- Click "View my requests" on the left-side of the screen



 View my requests

 Update my information


- Click "View My Business Licenses".

## MY REQUESTS

Home / My Account / My Requests

View My Business Licenses

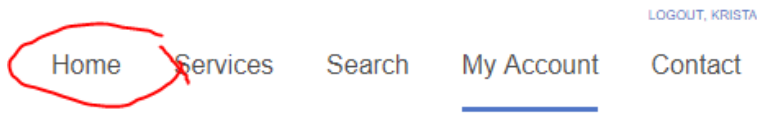
- Click on the previous year license number. (Hint: The number should be listed on the renewal notice you received by email or mail.)
- Click "Renew your license" button on the left-side of the screen

 Renew your license

- Check all the fields and make necessary changes before clicking the "submit" button. Make sure to change the "Kiawah gross sales" to whatever your Kiawah rental revenue was for the previous calendar year.
- Once submitted, your application will go through review. Be on the lookout for email updates from Town staff.

## How to apply for a first-time business license?

1. Click the "Home" Button at top-right



2. Click "Apply for a License" under "Licensing"

### Online Services You Need



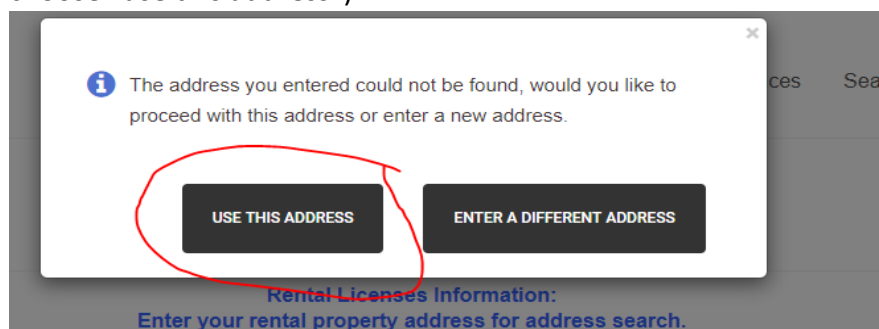
#### LICENSING

Starting a business? Apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.

[DO YOU NEED A LICENSE? →](#)

[APPLY FOR A LICENSE →](#)

3. Fill out all required fields:
  - A. "Application Type"-choose "Business License" from dropdown
  - B. "Sub Type"-choose from dropdown either:
    - a. Business Located Inside Charleston County-referring to mailing address
    - b. Business Located Outside Charleston County-referring to mailing address
  - C. "Business Name"
  - D. "Is this app for a new license or updating an existing license?" -always choose "a new business license" from dropdown
  - E. Address or Parcel #-enter business mailing address and click "find address". (Note: The system will tell you that address cannot be found if not a Kiawah address. Just choose "use this address").

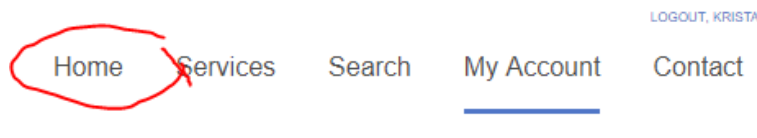


- F. Skip down to "Contact Person"-choose your company from dropdown
- G. "Application Type"-Choose "New"

- H. "Trade Name"-Select closest type
  - I. "Describe the nature of your business"-write a brief description
  - J. "Kiawah Gross Sales"- Must estimate probable gross income for the balance of the license year. It cannot be zero.
  - K. Applicant Name-Sign your name
4. Click "submit" at the bottom. Your application will be reviewed by Town Staff. You will receive an email notification that your status has been changed to "approved for payment". Once you receive this notification, you may proceed with making the online payment.

## How to apply for a first-time rental license?

1. Click the "Home" Button at top-right



2. Click "Apply for a License" under "Licensing"

### Online Services You Need



#### LICENSING

Starting a business? Apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.

[DO YOU NEED A LICENSE? →](#)

[APPLY FOR A LICENSE →](#)

3. Fill out all required fields:
  - A. "Application Type"-choose "Rental License" from dropdown
  - B. "Sub Type"-automatically set to be "rental license"
  - C. "Business Name"- If a rental management company, put rental agency name/rental property address. If a homeowner, put homeowner name/rental property address.
  - D. "Is this app for a new license or updating an existing license?" -always choose "a new business license" from dropdown
  - E. Address or Parcel #-enter rental address and click "find address (Note: The system automatically pulls in owner's information from current GSI information.)

- F. Local Contact- The Town requires that a local property manager or agent must be available to respond in-person to an issue with a rental property within two hours of notification by either a guest or Town official. The homeowner can be the local contact if they are able to respond in-person within the required time.
- G. Local Contact Mailing Address
- H. Local Contact Phone #-The best number for the local contact to be reached at 24-7
- I. Property Owners Name
- J. Property Owners Mailing Address
- K. Property Owners Phone #
- L. Property Owners Email Address
- M. Number of Bedroom
- N. Number of Parking Spaces in the Garage Available to Renters
- O. Number of Parking Spaces on the Driveway and Bump-outs
- P. Rental Agency/Agent-skip if you are the owner
- Q. "Kiawah Gross Sales"-enter 0 if this your first rental license
- R. SC DOR Accommodation Tax Filing #-If you need to set up a new account, review the Accommodation Tax Informational Packet that can be found on Town website.
- S. Charleston County Accommodation tax file #- This should be your Charleston County customer id number. If you need to set up a new account, review the Accommodation Tax Informational Packet that can be found on Town website.
- T. VRBO/Airbnb Numbers-your advertisement numbers for VRBO/Airbnb
- U. Attach Agent Authorization Form-only required of rental management companies
- V. Read the Acknowledge Section and select "acknowledgment" box

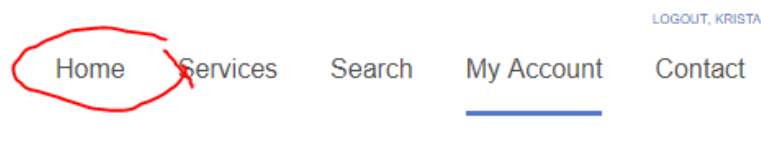
Please check here for acknowledgement

W. Applicant Name-Sign your name

4. Click "submit" at the bottom. Your application will be reviewed by Town Staff. You will receive an email notification that your status has been changed to "approved for payment". Once you receive this notification, you may proceed with making the online payment.

## How to apply for a provisional lot license?

1. Click the "Home" Button at top-right



2. Click “Apply for a License” under “Licensing”

## Online Services You Need



### LICENSING

Starting a business? Apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.

[DO YOU NEED A LICENSE? →](#)

[APPLY FOR A LICENSE →](#)

3. Application Type: “Provisional Lot License” -Enter answers into all the required fields and click the “submit” button.
4. Your application will be reviewed by Town Staff. You will receive email notification updates as it goes through the review process.

## How to pay multiple invoices at one-time?

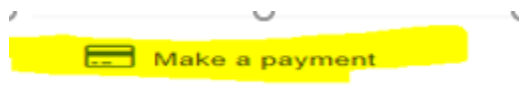
1. Log into the online service portal with your username and password
2. Click “My Account” at the top-right of the screen



Home Services Search **My Account** Contact

LOGOUT, KRISTA

3. Click “Make a Payment” on the bottom left-side of the screen (Hint: Look for Credit Card Symbol)



4. Select the multiple invoices that you want to pay
5. Click to proceed with payment
6. Enter credit card or echeck information
7. Click “submit” button at the bottom
- 8.

## How to pay a single invoice?


1. Log into the online service portal with your username and password
2. Click “My Account” at the top-right of the screen






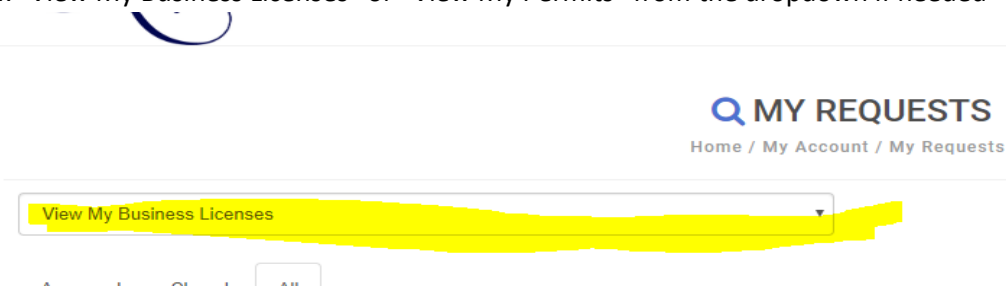
3. Click "View My Requests" on the left-side of the screen



 View my requests


 Update my information


4. Click "View My Business Licenses" or "View My Permits" from the dropdown if needed




5. Click on the Business License # or the Permit # that you want to pay
6. Click "Make a payment" on the left-side of the screen and enter your credit card or echeck information

 Make a payment

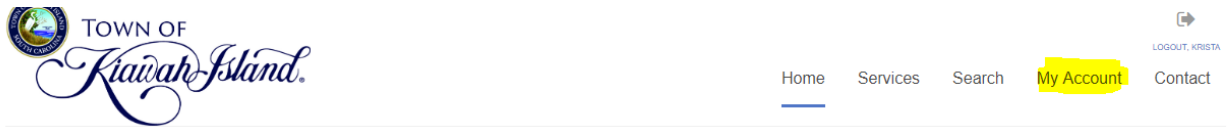
 Request an inspection

 Upload documents

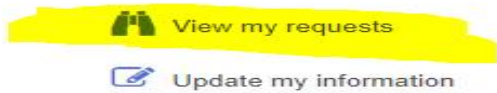
 Leave message

## How to print business licenses, permits, or receipts?

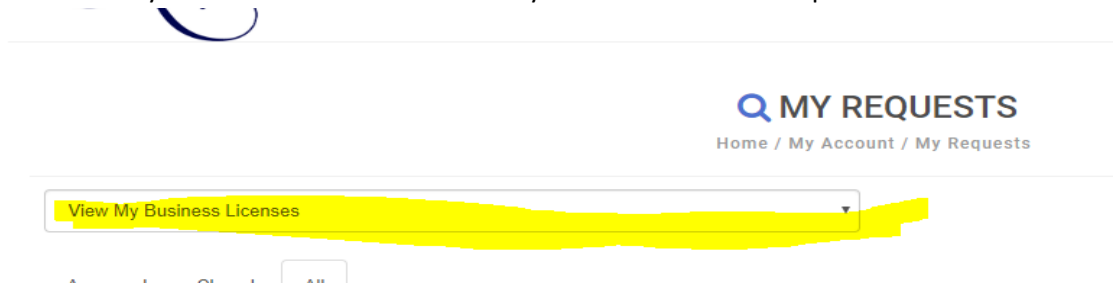
1. Log into the online service portal with your username and password
2. Click "My Account" at the top-right of the screen



3. Click "View my requests" on the left-side of the screen



4. Click "View My Business Licenses" or "View My Permits" from the dropdown if needed

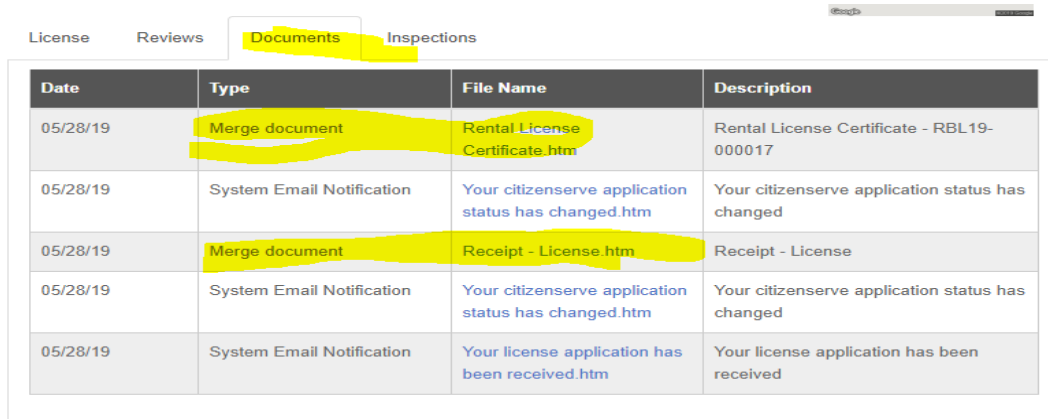


5. Click on the Business License # or the Permit # that you want to review on the "issued" tab

Issued   Closed   All

License #	Name	Address	Issue Date	Status
<a href="#">RBL19-000017</a>	Beach Rentals/5008 Green Dolphin (test)	5008 GREEN DOLPHIN WAY	05/28/2019	Issued

- Click on the “documents” tab and click on the receipt and license or permit that you want to print.



The screenshot shows a web portal interface with a navigation bar containing 'License', 'Reviews', 'Documents', and 'Inspections'. The 'Documents' tab is selected and highlighted in yellow. Below the navigation bar is a table with the following data:

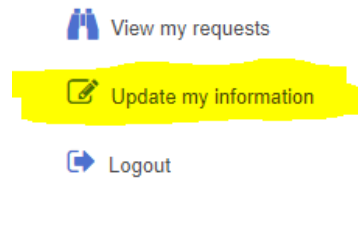
Date	Type	File Name	Description
05/28/19	Merge document	Rental License Certificate.htm	Rental License Certificate - RBL19-000017
05/28/19	System Email Notification	Your citizenserve application status has changed.htm	Your citizenserve application status has changed
05/28/19	Merge document	Receipt - License.htm	Receipt - License
05/28/19	System Email Notification	Your citizenserve application status has changed.htm	Your citizenserve application status has changed
05/28/19	System Email Notification	Your license application has been received.htm	Your license application has been received

## How to update your contact information?

- Log into the online service portal with your username and password
- Click “My Account” at the top-right of the screen



- Click “Update my Information” on the left-side of the screen



- Update the necessary fields and click “submit” at the bottom of the “update my information” page.

## How to schedule a building inspection online through the portal?

- Log into the online service portal with your username and password
- Click “My Account” at the top-right of the screen



3. Click "View my requests" on the left-side of the screen



View my requests

Update my information

4. Click "View My Permits" from the dropdown if needed

## MY REQUESTS

Home / My Account / My Requests

View My Business Licenses

5. Click on the Permit # that you want to schedule an inspection for
6. Click "Request an Inspection" on the left-side of the screen, select inspection type from the dropdown, and enter required information

Make a payment

Request an inspection

Upload documents

Leave message


## How to schedule a rental inspection?


1. Log into the online service portal with your username and password
2. Click "My Account" at the top-right of the screen



3. Click "View my requests" on the left-side of the screen



 View my requests

 Update my information


4. Make sure dropdown says "View My Business Licenses"


## MY REQUESTS


Home / My Account / My Requests


View My Business Licenses

5. Click on the License # that you want to schedule an inspection for
6. Click "Request an Inspection" on the left-side of the screen, select "rental inspection" from the dropdown, and enter required information

 Make a payment

 Request an inspection

 Upload documents

 Leave message