

Online Portal Instructions

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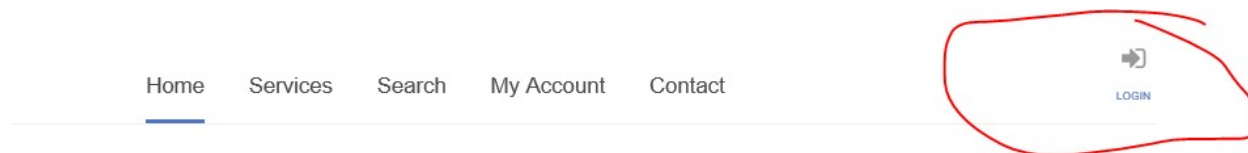
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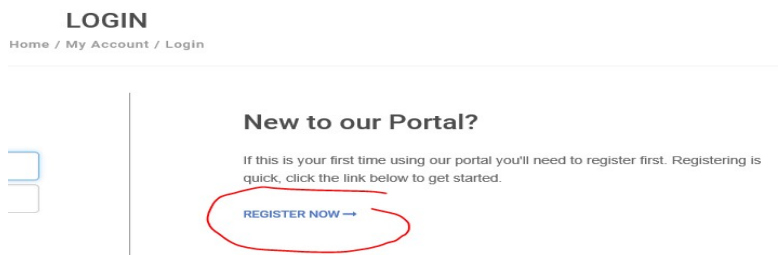
How to register for the portal for the first-time?

1. To find the new portal, go to the Town website kiawahisland.org – 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.

Here is website URL: <https://www.citizenserve.com/townofkiawahisland>

If you forgot your username, then click “forgot username”. The email address you enter must match what is on your contact page. The system will email you the username. The email sometimes goes to junk mail, so check your junk mail if you do see the email come into your regular inbox.

If you need to reset the password, then you can click the link on the portal to do that. The system will email you a temporary password. The email sometimes goes to junk mail, so check your junk mail if you do see the email come into your regular inbox.

2. Click “Home” at the top of the screen



3. Scroll down to the “Licensing” section and click “renew your license”

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 →](#)

[TOKI LOCAL HOSPITALITY TAX INFORMATION PAGE →](#)

[PAY LOCAL HOSPITALITY TAX →](#)

[RENEW YOUR LICENSE →](#)

4. The system will automatically bring up your application. Check all the fields and make necessary changes before 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.

All general contractors, residential contractors, subcontractors, and specialty contractors need to make sure to upload current copies of their SC State Contractor License/Registration Cards and the Driver’s License of the person who is listed on the SC Contractors License even if the system shows something already there. New copies must be uploaded each year. The system will not allow you to submit your renewal application until this is done.

When you submit your renewal application, you will also need to include documentation that verifies your reported income. For renewal applications, please submit one of the following documents:

1. Federal or state income tax return-must clearly show Kiawah gross receipts
 2. Profit and Loss statement -must clearly show Kiawah gross receipts
 3. Reports from the company’s finance software that show Kiawah gross receipts
 4. Contracts for Kiawah projects or sales with prices
 5. South Carolina state sales tax returns that show what income and taxes were reported for Kiawah
 6. Signed letter from the company’s CPA stating the company’s Kiawah gross receipts and that they acknowledge it is correct
 7. Notarized letter from business owner stating the company’s Kiawah gross receipts and that they acknowledge it is correct
 8. VRBO and Airbnb income reports that show Kiawah gross rental sales
5. 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.

Here is website URL: <https://www.citizenserve.com/townofkiawahisland>

If you forgot your username, then click “forgot username”. The email address you enter must match what is on your contact page. The system will email you the username. The email sometimes goes to junk mail, so check your junk mail if you do see the email come into your regular inbox.

If you need to reset the password, then you can click the link on the portal to do that. The system will email you a temporary password. The email sometimes goes to junk mail, so check your junk mail if you do see the email come into your regular inbox.

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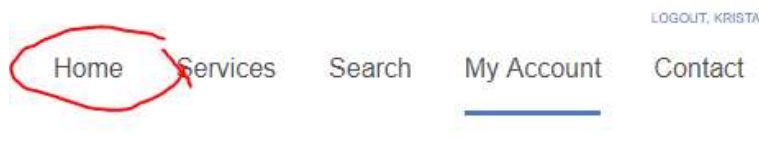
- The system will automatically bring up your application. Check all the fields and make necessary changes before clicking the “submit” button. Make sure to change the “Kiawah gross sales” to whatever your total Kiawah rental revenue was for the previous calendar year.

When you submit your renewal application, you will also need to include documentation that verifies your reported income. For renewal applications, please submit one of the following documents:

- Federal or state income tax return-must clearly show Kiawah gross receipts
- Signed letter from the owner’s CPA stating the Kiawah gross receipts and that they acknowledge it is correct
- Notarized letter from the owner stating the Kiawah gross receipts and that they acknowledge it is correct
- VRBO and Airbnb income reports that show Kiawah gross rental sales
- 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?

- Click the “Home” Button at top-right



- Click “Apply for a License” under “Licensing”

Online Services You Need



LICENSING

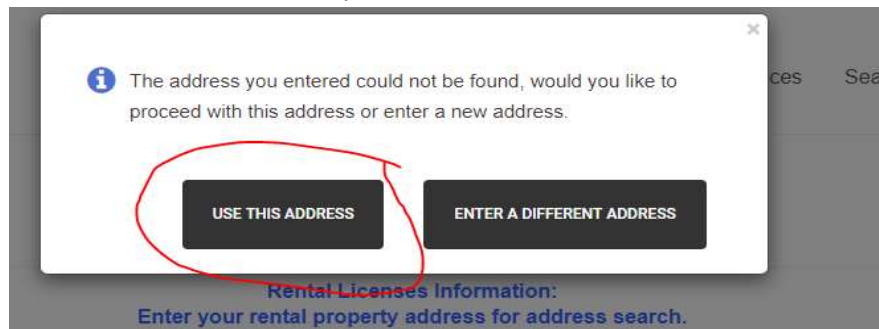
Starting a business? Apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.

[DO YOU NEED A LICENSE? →](#)

[APPLY FOR A LICENSE →](#)

- Fill out all required fields:
 - “Application Type”-choose “Business License” from dropdown
 - “Sub Type”-choose from dropdown either:
 - Business Located Inside Charleston County-referring to mailing address

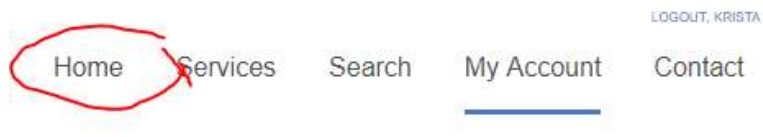
- b. Business Located Outside Charleston County-referring to mailing address
- C. "Business Name"
- D. "Is this app for a new license or updating an existing license?" -always choose "a new business license" from dropdown
- E. Address or Parcel #-enter business mailing address and click "find address". (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. For new applications, please submit one of the following documents to verify reported Kiawah gross sales:
 1. Contract or Job Proposal with price
 2. Signed letter by business owner stating what they will be doing on Kiawah and the job cost.
 - L. 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

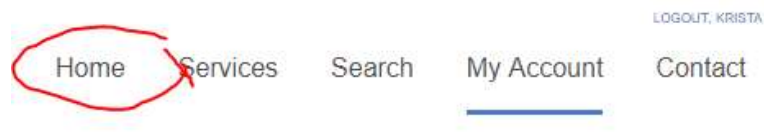
Please check here for acknowledgement

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”

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3. Application Type: “Provisional Lot License” -Enter answers into all the required fields and click the “submit” button.

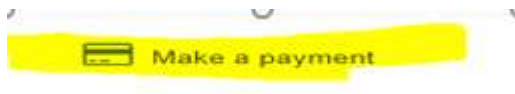
4. Your application will be reviewed by Town Staff. You will receive email notification updates as it goes through the review process.

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



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

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



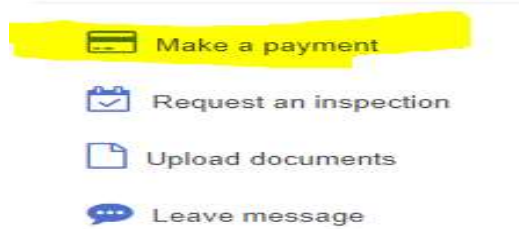
3. Click “View My Requests” on the left-side of the screen



- Click “View My Business Licenses” or “View My Permits” from the dropdown if needed



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



How to print business licenses, permits, or receipts?

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



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



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



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

Issued Closed All

Search

| License # | Name | Address | Issue Date | Status |
|------------------------------|---|------------------------|------------|--------|
| RBL19-000017 | 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.

License Reviews Documents Inspections

| 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?

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

 View my requests

 Update my information

 Logout

4. 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?


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



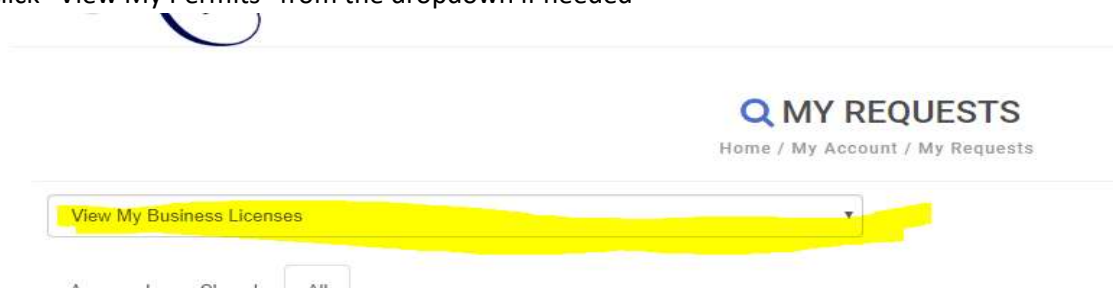
3. Click “View my requests” on the left-side of the screen



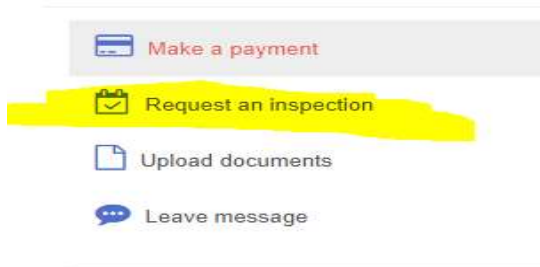
 View my requests

 Update my information

- Click “View My Permits” from the dropdown if needed



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



How to schedule a rental inspection?

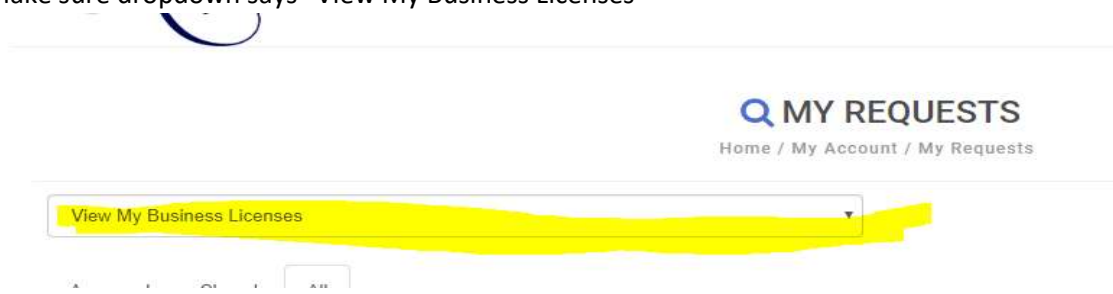
- Log into the online service portal with your username and password
- Click “My Account” at the top-right of the screen



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



4. Make sure dropdown says "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

