

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 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:

1. Federal or state income tax return-must clearly show Kiawah gross receipts
 2. Signed letter from the owner’s CPA stating the Kiawah gross receipts and that they acknowledge it is correct
 3. Notarized letter from the owner stating the Kiawah gross receipts and that they acknowledge it is correct
 4. 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.