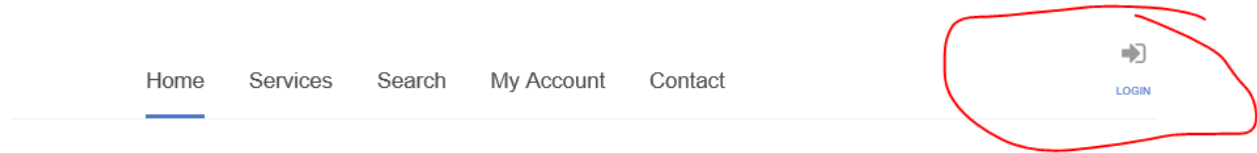


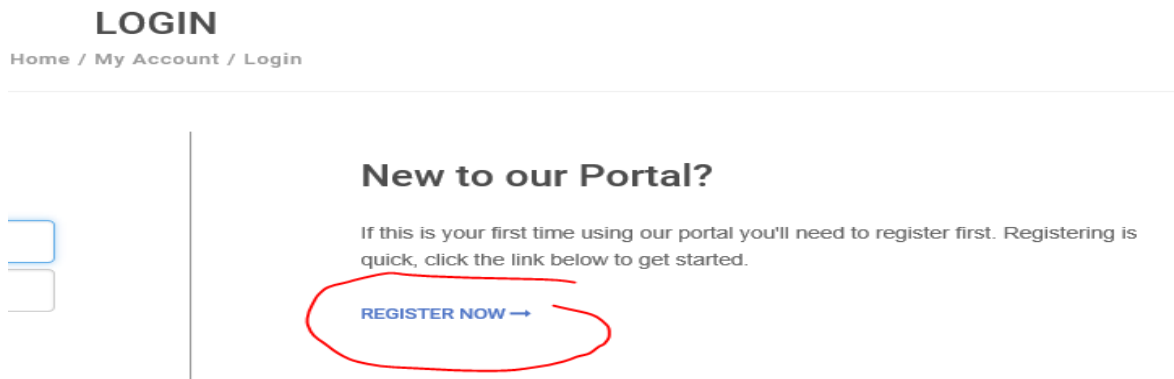
How to register for the portal for first-time?

1. To find the new portal, go to the Town website kiawahisland.org - Click Businesses - Click online services- Click the portal link.
2. Click the login button at top-right of screen



WELCOME TO OUR ONLINE PORTAL

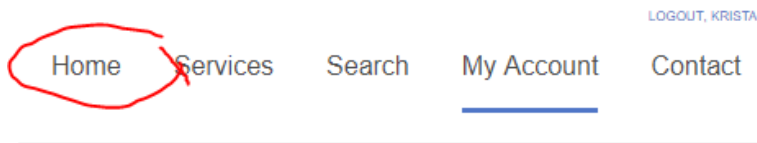
3. Click "register now" to sign up for the portal.



4. Select your "registration type" and enter information in all fields before clicking "submit".
 - A. General Contactors/Subcontractors/Specialty Contractors/Residential Builders-choose contractor/business owner
 - B. All Other Businesses/Rental Property Owners/Rental Management Companies-choose Business Owner

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

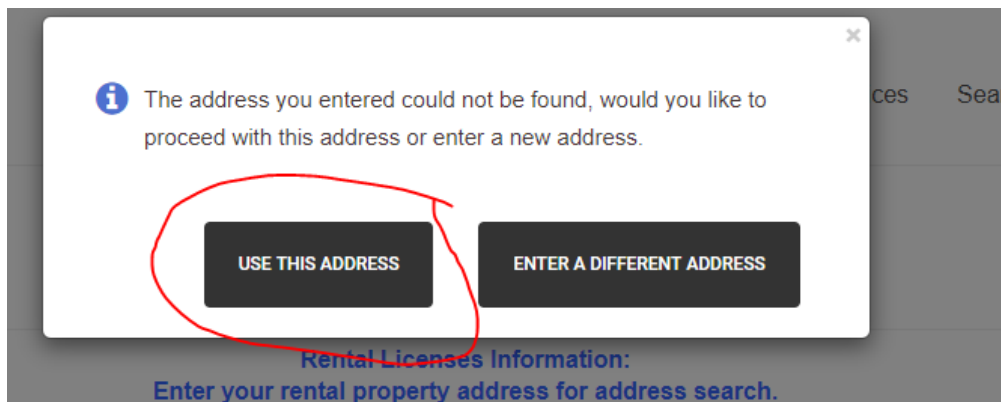
Starting a business? Apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.

[DO YOU NEED A LICENSE? →](#)

[APPLY FOR A LICENSE →](#)

3. Fill out all required fields:

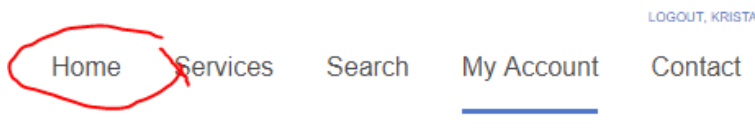
- A. “Application Type”-choose “Business License” from dropdown
- B. “Sub Type”-choose from dropdown either:
 - a. Business Located Inside Charleston County-referring to mailing address
 - b. Business Located Outside Charleston County-referring to mailing address
- C. “Business Name”
- D. “Is this app 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”-enter 0 if this your first business license
 - K. Applicant Name-Type 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 “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. If owners information is not correct, then select “Yes” to “Would you like to provide updated property owner information?” and enter correct information.

Would you like to provide updated property owner

Yes

information?:

Property Owner:

Property Owner Address:

RENTAL INFORMATION

- F. Number of Bedroom
- G. Number of Onsite Parking Spaces
- H. Rental Agency/Agent-skip if you are the owner
- I. "Kiawah Gross Sales"-enter 0 if this your first rental license
- J. SC DOR Accommodation Tax Filing #
- K. Charleston County Accommodation tax file #
- L. Attach Agent Authorization Form-only required of rental management companies
- M. Read the Acknowledge Section and select "acknowledgment" box

Please check here for acknowledgement

N. Applicant Name-Type your name

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

How to make a payment after your license or permit status has been changed to "approved for payment"?

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](#)

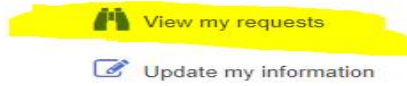
[Search](#)

[My Account](#)

[Contact](#)

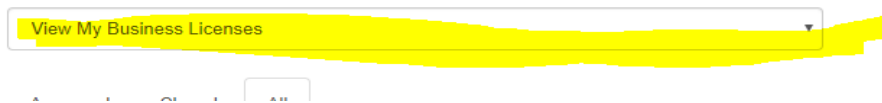
[LOGOUT, KRISTA](#)

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

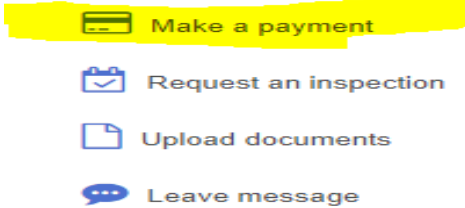


Update my information

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



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



Home

Services

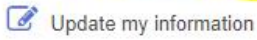
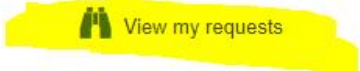
Search

My Account

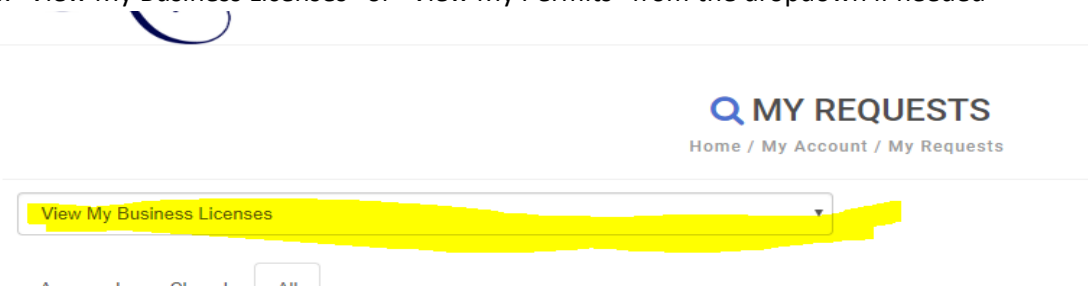
Contact

LOGOUT, KRISTA

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
RBL19-000017	Beach Rentals/5008 Green Dolphin (test)	5008 GREEN DOLPHIN WAY	05/28/2019	Issued

6. Click on the "documents" tab and click on the receipt and license or permit that you want to print.

@scqjs

License Reviews **Documents** Inspections

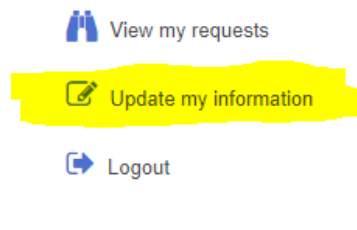
Date	Type	File Name	Description
05/28/19	Merge document	Rental License Certificate.htm	Rental License Certificate - RBL19-000017
05/28/19	System Email Notification	Your citizenserve application status has changed.htm	Your citizenserve application status has changed
05/28/19	Merge document	Receipt - License.htm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



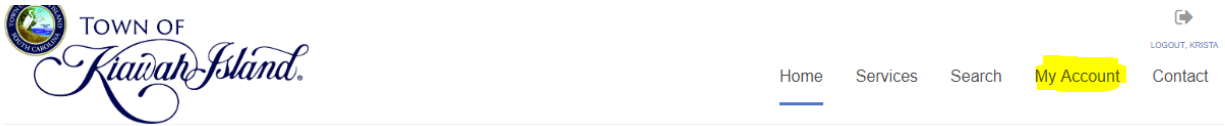
3. Click "View my requests" on the left-side of the screen



4. Update the necessary fields and click "save" at the bottom of the update my information page

How to schedule a building inspection online through the portal?

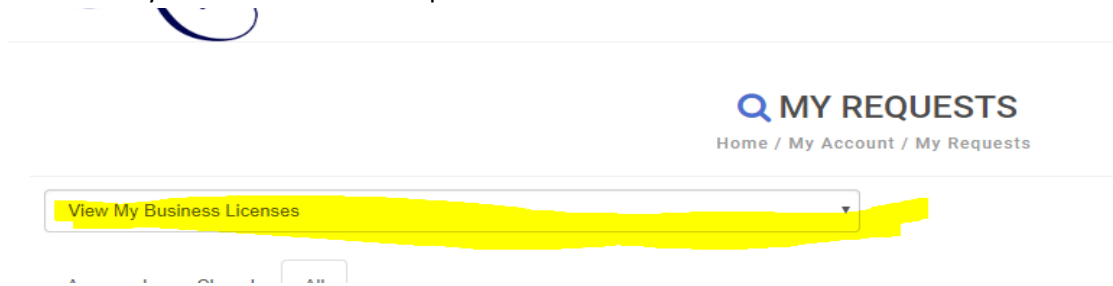
1. Log into the online service portal with your username and password
2. Click "My Account" at the top-right of the screen



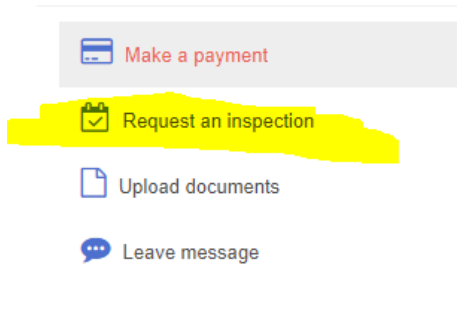
3. Click "View my requests" on the left-side of the screen



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



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 and enter required information



How to schedule a rental inspection online through the portal?

The Town requires a rental property to pass a safety inspection when one of the following is true:

1. if the property is coming on the rental market and never had a rental license issued by the Town
2. if the property is switching rental management companies or owners and does not have safety inspection on Town record.

The Town will email you informing you that that a rental inspection is required for the rental property. You will be asked to email the Town's Code Enforcement Department to set up a time and date for a rental inspection.