Online Portal Instructions

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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 Businesses - Click online services- Click the portal link.
2. Click the login button at top-right of screen

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 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

   [Image of website interface]

4. Update the necessary fields and click “save” at the bottom of the update my information page. (Note: All general contractors, residential contractors, subcontractors, and specialty contractors need to make sure that current copies of their SC State License/Registration Card and the Driver’s License of the person who is the licensee for the SC Contractors License are uploaded).
5. Click “My Account” at the top-right of the screen

   [Image of website interface]

6. Click “View my requests” on the left-side of the screen
7. Click “View My Business Licenses”. This may need to be switched if it says, “View My Permits”.

8. Click on the previous year license number. (Hint: When you renew in 2020, you will click on the 2019 license number).
9. Click “Renew License” button on the left-side of the screen

10. Check all the fields and make necessary changes before clicking the “submit” button
11. Once submitted, your application will go through review. Be on the look out 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 “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.

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

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

7. Click “View My Business Licenses”.

8. Click on the previous year license number. (Hint: When you renew in 2020, you will click on the 2019 license number).

9. Click “Renew License” button on the left-side of the screen
10. Check all the fields and make necessary changes before clicking the “submit” button.
11. 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”

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”).

![Address Not Found Pop-up]

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”
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.

   
   F. Local Contact- The Town requires that a local property manager or agent must be available to respond 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 within the required time.
   G. Local Contact #—The best number for the local contact to be reached at 24-7
   H. Number of Bedroom
   I. Number of Parking Spaces in the Garage Available to Renters
   J. Number of Parking Spaces on the Driveway and Bump-outs
   K. Rental Agency/Agent—skip if you are the owner
   L. “Kiawah Gross Sales”—enter 0 if this your first rental license
   M. SC DOR Accommodation Tax Filing #—info about this can be found on Town website
   N. Charleston County Accommodation tax file #—info about this can be found on Town website
O. Attach Agent Authorization Form-only required of rental management companies

P. Read the Acknowledge Section and select “acknowledgment” box

☐ Please check here for acknowledgement

Q. Applicant Name-Sign 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 apply for a provisional lot license?

1. Click the “Home” Button at top-right

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

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
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

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

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
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?
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.
3. If the property has submitted a renewal application and does not have a safety inspection on Town record.

The Town will email you informing you 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.