

# Resident Access for Short Term Vacation Rental & Transient Occupancy Tax

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# Resident Access

## Introduction

Resident Access provides web-based access to municipal services and information.

Using Resident Access, residents can file Short Term Vacation Rental & Transient Occupancy Tax monthly filings and make online payments. Users access Resident Access services directly from your city website.

## User Accounts

### Overview

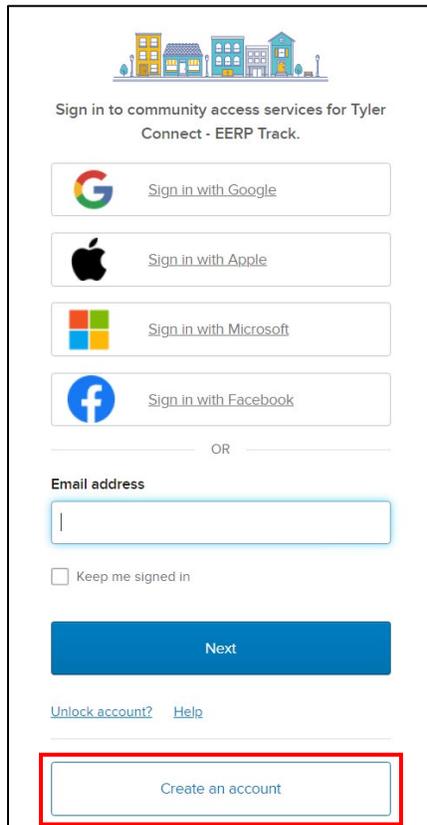
User accounts are required for residents who access the full services provided by your city through Resident Access. Accounts require an active email address and password.

New users are required to create an account and existing users can sign-in using their established credentials.

The Sign-in option is available on the Navigator page and on any of the assorted pages available within Resident Access. When a user logs in from the Navigator page, the log-in process returns them to that page. Likewise, when a user logs in from an application's landing page, the log-in process returns them to that page.

## New Users

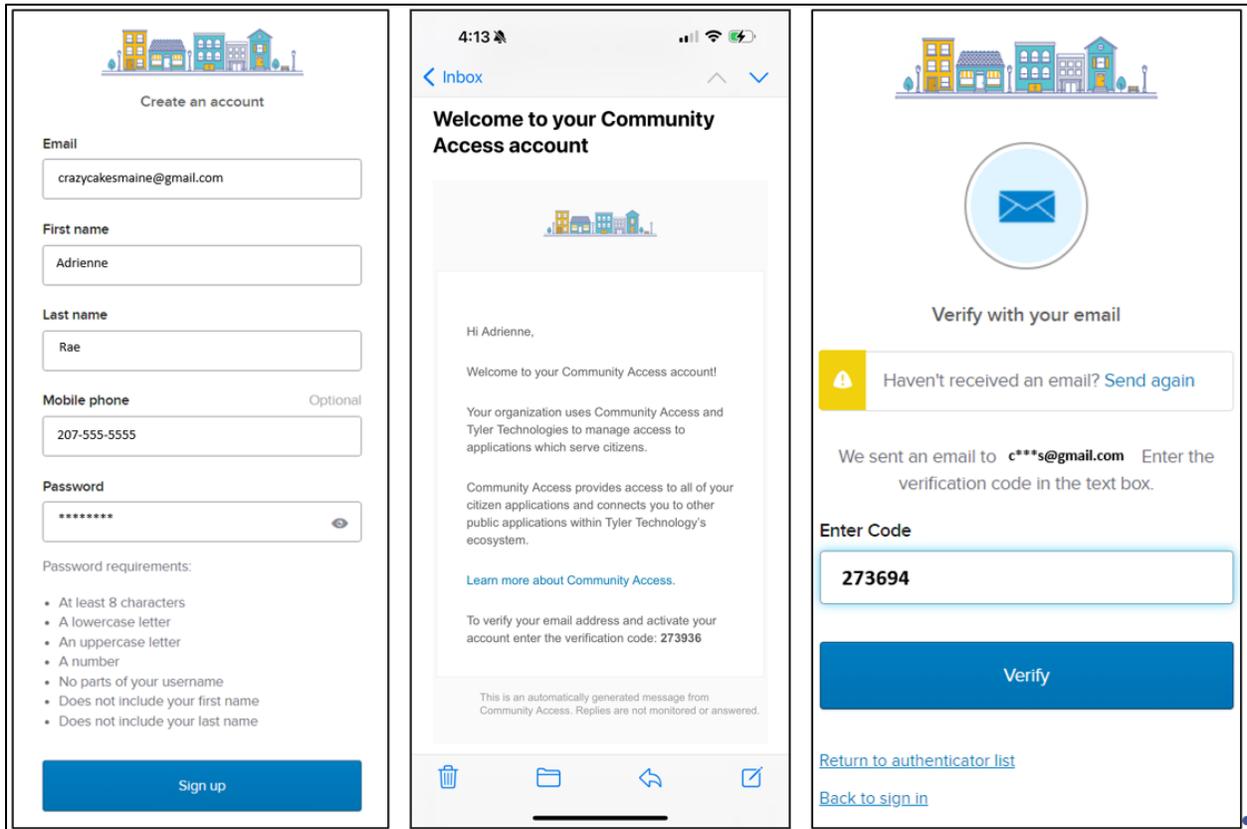
When a user accesses Resident Access, the Community Access sign-in dialog box is presented. For first-time users, clicking Sign Up at the bottom of the sign-in screen presents the Create an Account dialog box.



The image shows a sign-in dialog box for community access services. At the top, there is an icon of a town and the text "Sign in to community access services for Tyler Connect - EERP Track." Below this are four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". A horizontal line with "OR" in the center separates these from the email login section. The email section includes a label "Email address" above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the dialog box, there are two links: "Unlock account?" and "Help". A red rectangular box highlights the "Create an account" button at the very bottom of the dialog.

*Community Access sign in dialog box*

Entering a valid email address, password, and full name (first and last) sends a confirmation email to the email address entered.



Account Creation, Confirmation email and Verification Code screens

Once the user receives the email and clicks the Verify Email link, Resident Access presents the user's Account Dashboard.

### Existing Users

For existing Resident Access users, entering the registered username and password and clicking the Sign In button takes them to their Account Dashboard.



Sign in to community access services.



[Sign in with Google](#)



[Sign in with Apple](#)



[Sign in with Microsoft](#)



[Sign in with Facebook](#)

OR

Email address

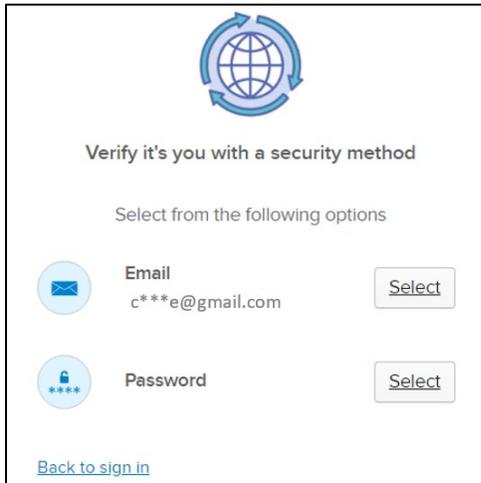
crazycakesmaine@gmail.com

Keep me signed in

Next

*Existing user sign in screen*

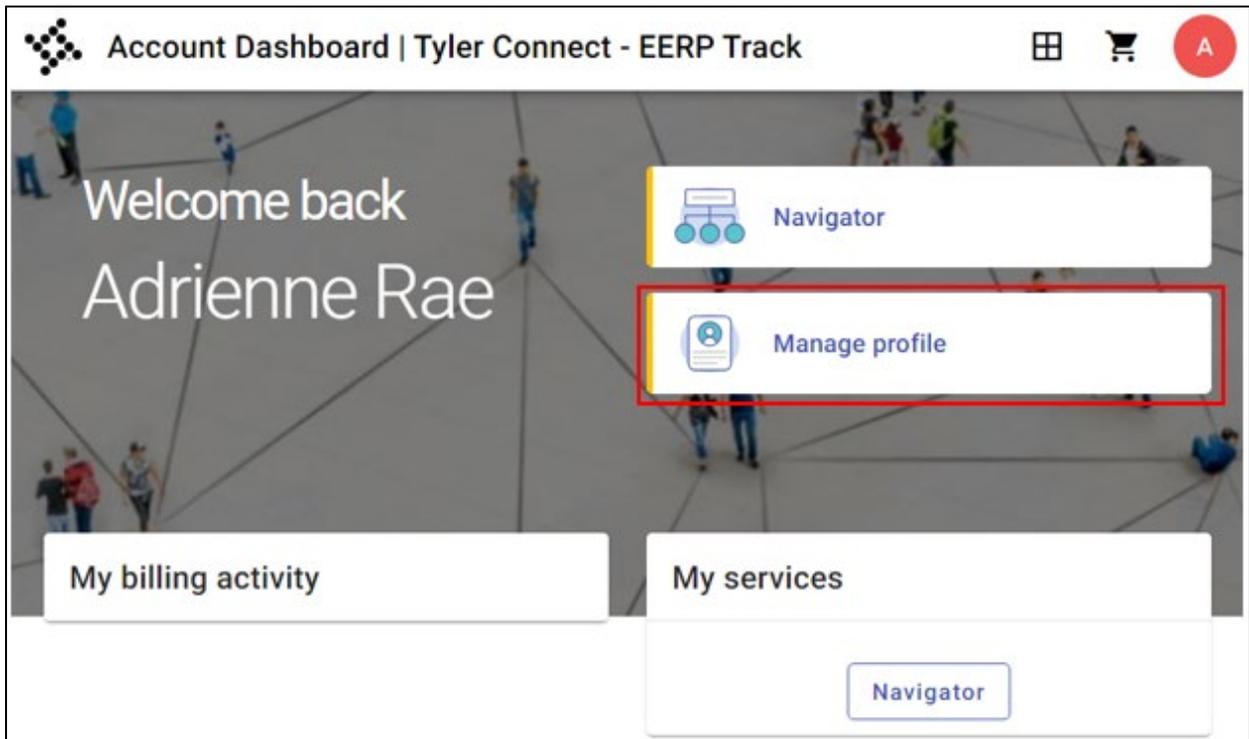
Users may receive a pop-up asking to verify with a security method.



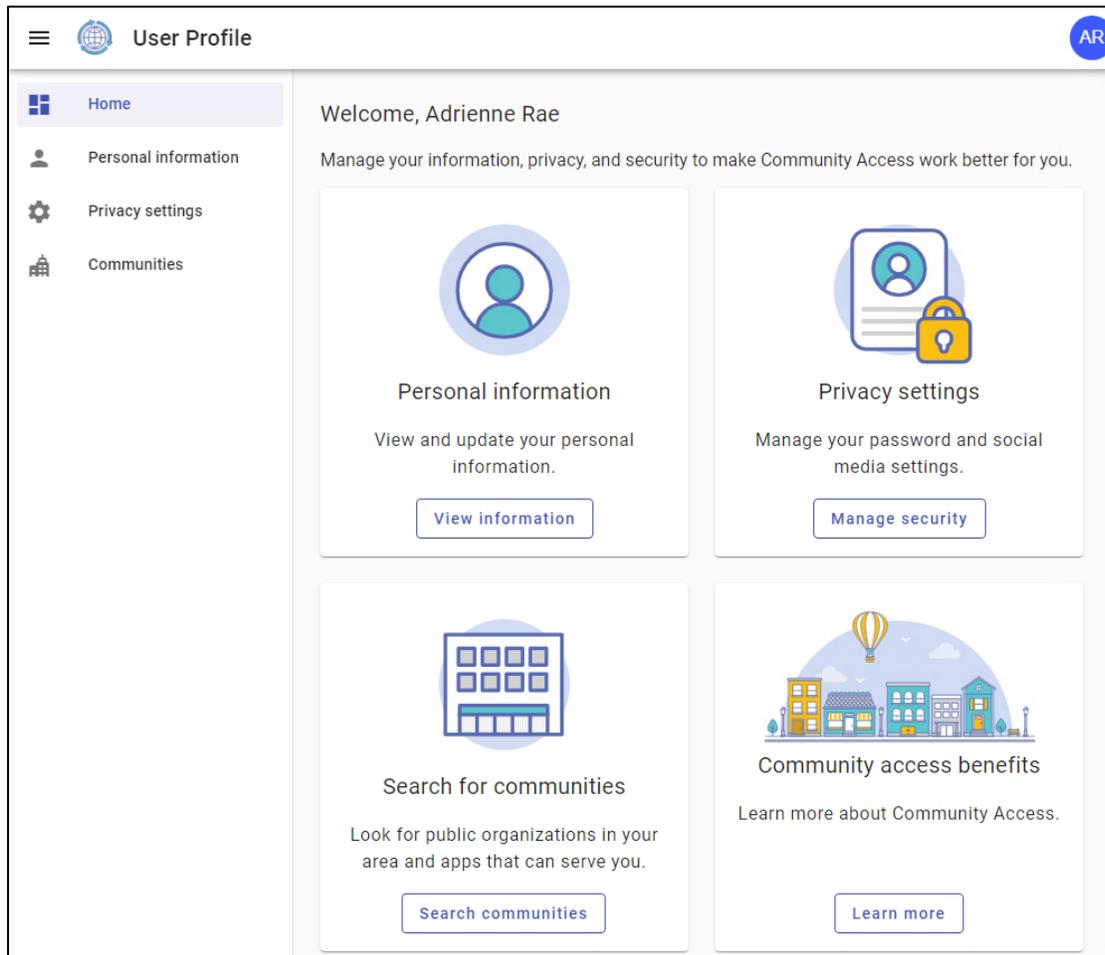
Verification pop-up

## Account Dashboard

From the Account Dashboard, clicking **Manage Profile** will open User Profile and provide the ability to manage their information, privacy, and security to make Community Access work better for them.



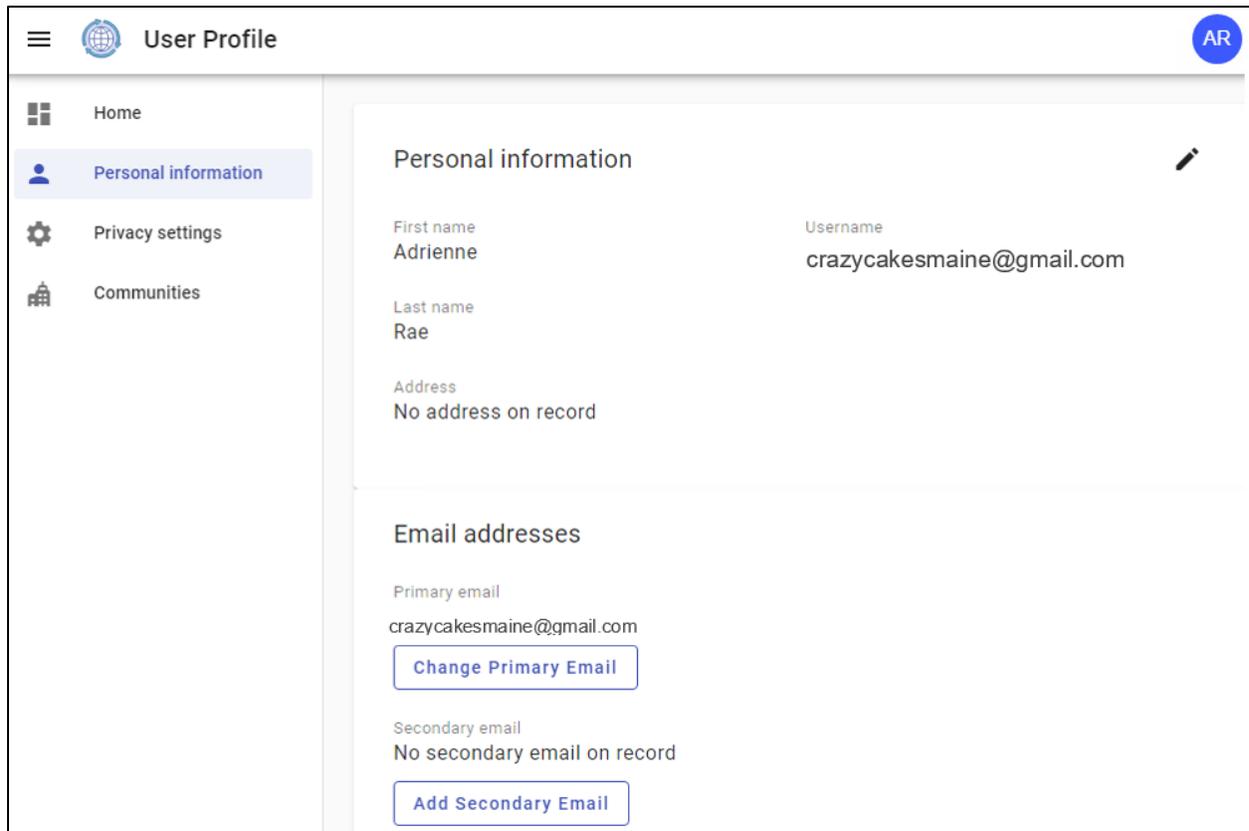
Account Dashboard



User Profile

### *Personal Information*

Allows users to add/update phone number, mailing address, change primary email address and add/change secondary email address.



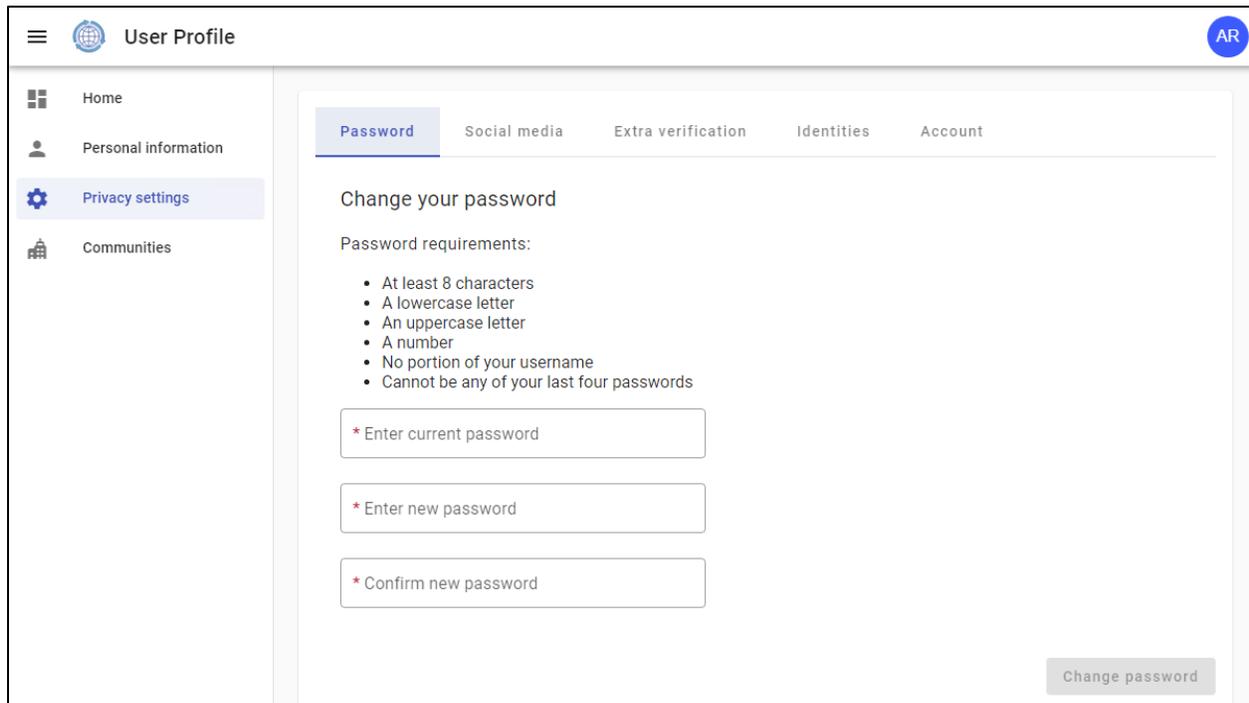
*Personal Information*

### *Privacy Settings*

Allows users to change their password, if allowed by the site a user could use social media providers to login, setup extra verification, access an agency identity provider and delete account.

### *Password tab*

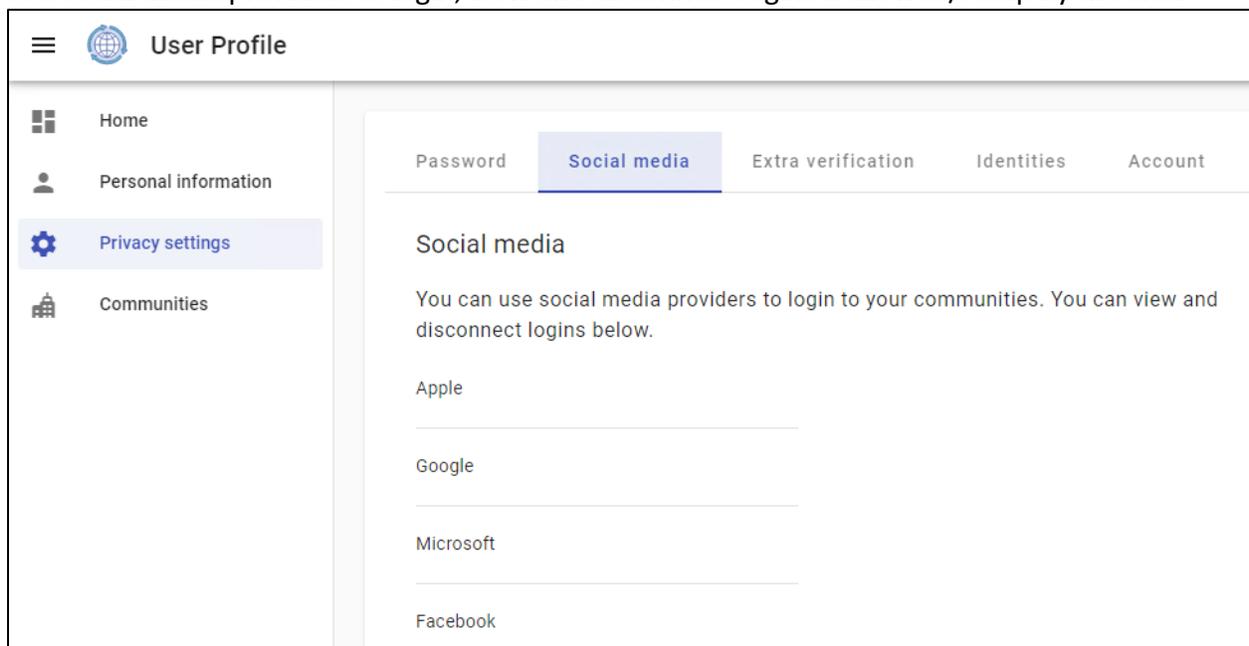
Where users will change their password.



Privacy Settings > Password tab

## Social media tab

Use social media providers to login, view and disconnect logins if allowed/setup by the site.



Privacy Settings > Social media tab

## Extra verification tab

Enable/disable extra verification when logging in.

The screenshot shows the 'User Profile' page with the 'Extra verification' tab selected. The left sidebar contains navigation options: Home, Personal information, Privacy settings (highlighted), and Communities. The main content area has tabs for Password, Social media, Extra verification (active), Identities, and Account. Below the 'Extra verification' heading, there is explanatory text and a toggle switch labeled 'Disable extra verification' which is currently turned on. Below this, there are four rows of authentication methods: Okta Verify, Google Authenticator, SMS authentication, and Email authentication. Each row has a corresponding button: 'Setup' for the first three and 'Remove' for the last one.

Privacy Settings > Extra Verification tab

## Identities tab

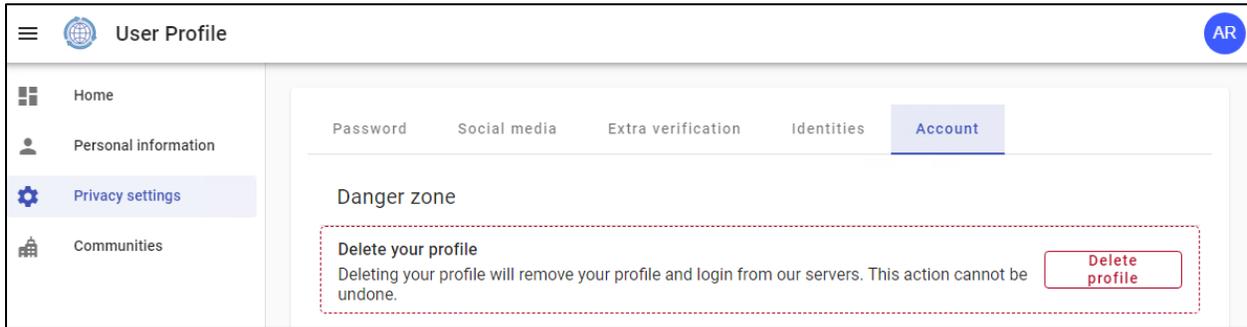
If an organization has setup their own identity provider to provide authentication, the identity can be linked to the user's Community Access profile.

The screenshot shows the 'User Profile' page with the 'Identities' tab selected. The left sidebar is the same as in the previous screenshot, with 'Privacy settings' highlighted. The main content area has tabs for Password, Social media, Extra verification, Identities (active), and Account. Below the 'Identities' heading, there is explanatory text stating that some agencies have their own identity providers that Community Access can leverage for authentication, and that users can view linked identities below.

Privacy Settings > Identities tab

## Account tab

Used to delete a profile and login.



Privacy Settings > Account tab

# Navigator Overview

When a user selects a services option from your city website or they click the City Services button on a Resident Access page, the Navigator page is presented. Navigator provides access to all the Monthly STVR & TOT Tax reporting & payments page.

Clicking the card on the Navigator page directs users to the city page for that service.

Click on the option that best fits your needs.



Navigator page

The services available from the Navigator page are maintained by your city's Community Access administrators.

## Landing Page

When a user selects the Monthly STVR & TOT Tax card from the Navigator, Resident Access provides a landing page for that application, as shown below:

The screenshot shows the landing page for the Short Term Vacation Rental & Transient Occupancy Tax application. At the top, the page title is "Short Term Vacation Rental & Transient Occupancy Tax | City of Solana Beach". The user is logged in as Rachel Jacobs. The main content area is divided into three sections: "My businesses" (with a "Link to account" button), "Other services" (with options to "Find another service" and "View my dashboard"), and "Contact us" (with contact information for the Finance Department and an "Email" button).

*Short Term Vacation Rental & Transient Occupancy Tax Access page – when a user is logged in with their Community Access account*

This landing page options allow residents to link their account or Contact Us.

## Linking Accounts

### Overview

Residents must link their account in order to file their monthly STVR & TOT forms and to be able to make payments online. Account linking is the process of connecting a user's personal Community Access account to their existing account in Enterprise ERP.

For example, all Short-Term Vacation Rentals have a Business Certificate and pay a Monthly Transient Occupancy tax. In Enterprise ERP, the business owner will have a Business Account with an individual STVR # or Business ID.

## Process

From the landing page, click on Short Term Vacation Rental & Transient Occupancy Tax application with an account to link to.

If the user is not logged in, they will only have the option to sign in or register.

The screenshot shows the landing page for the City of Solana Beach's Short Term Vacation Rental & Transient Occupancy Tax Services. The page features a header with the breadcrumb "Short Term Vacation Rental & Transient Occupancy Tax | City of Solana Beach", a shopping cart icon, and a "Sign In" button. The main content area has a large heading: "Welcome to City of Solana Beach's Short Term Vacation Rental & Transient Occupancy Tax Services". To the right of the heading is a "Other services" button. Below the heading is a "Sign in/Register" button with a subtext: "Sign in or register to make payments & manage details." and a "Sign in or register" button. Below that is a "Contact us" button with the text "Finance Department 858-720-2460" and an "Email" button. In the bottom left corner, there is a shield icon with a checkmark.

*STVR & TOT Tax Access page – when a user is **not** logged in with their Community Access account*

If the user is logged in, they will see the option to 'Link to an account' or 'Add account'

Click **Link to account** or **Add account** to look up the account.

My businesses [Link to account](#)

---



**You do not have any Short Term Vacation Rental & Transient Occupancy Tax accounts associated with your login.**

Link an account to access your account details, pay your bills, and manage accounts.

[Link to account](#)

*STVR & TOT Tax Access page*

Enter the Business ID and Owner Name – both are required fields, click **Find Account**

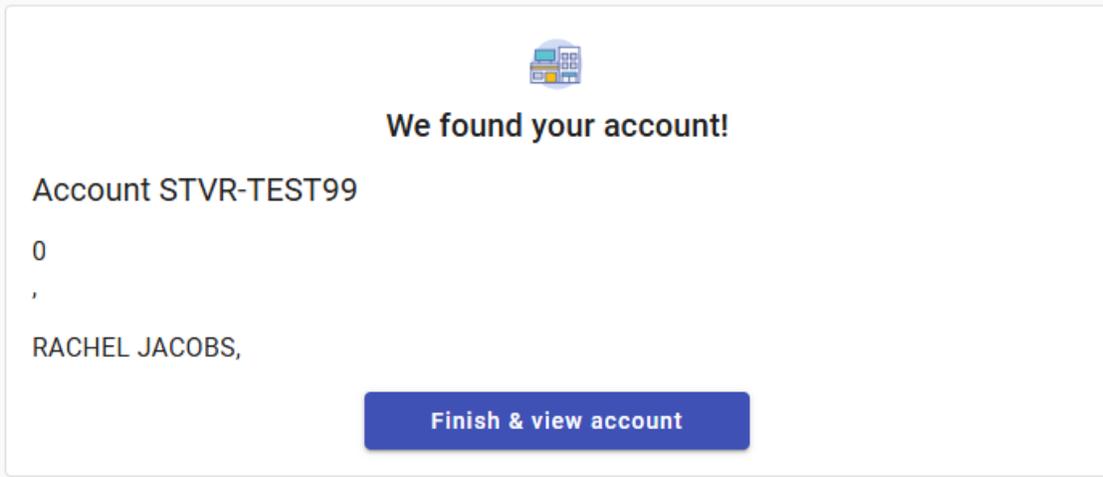


**Let's find your account**

\* Business ID  
STVR-TEST99

\* Owner name  
RACHEL JACOBS

*STVR & TOT account search*





**We found your account!**

Account STVR-TEST99

0

,

RACHEL JACOBS,

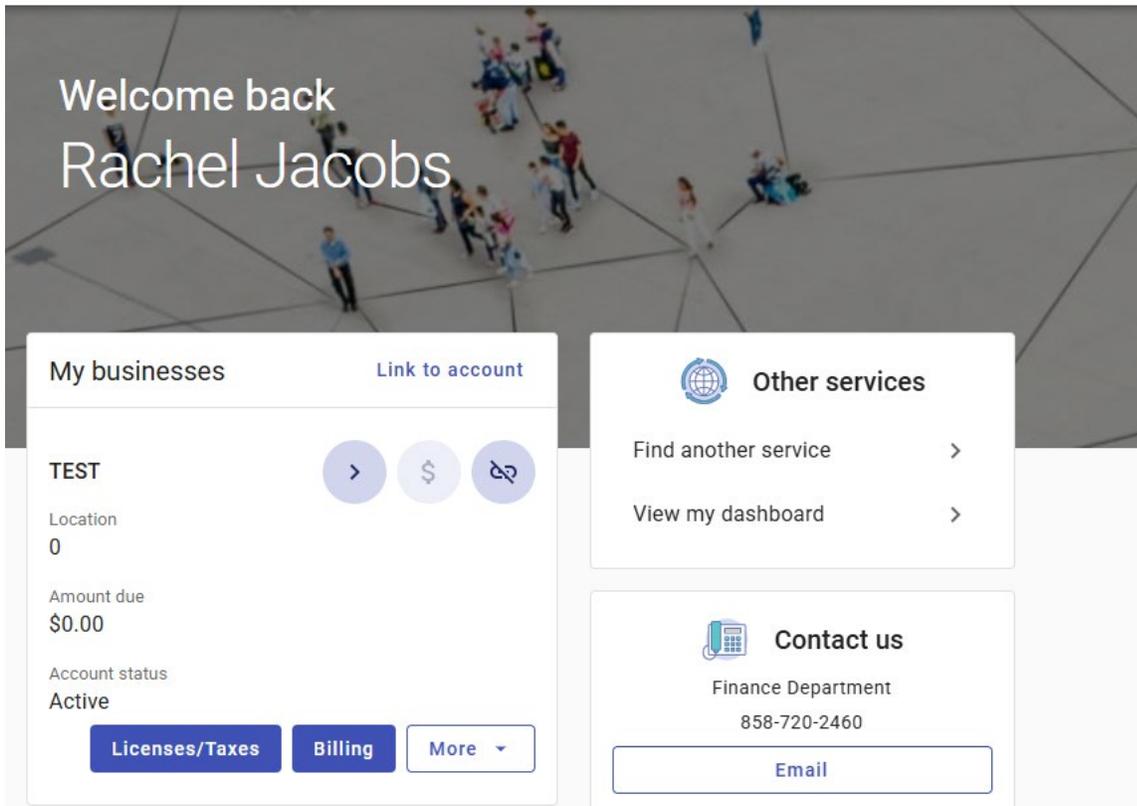
[Finish & view account](#)

*Account lookup result*

Click **Finish & view account**.

Once linked, the user will be directed to the Short Term Vacation Rental & Transient Occupancy Tax Access screen and the linked account will show under My businesses.

Short Term Vacation Rental & Transient Occupancy Tax | City of Solana Beach

Welcome back  
Rachel Jacobs

**My businesses** [Link to account](#)

**TEST** > \$ 🔄

Location  
0

Amount due  
\$0.00

Account status  
Active

[Licenses/Taxes](#) [Billing](#) [More](#) ▾

 **Other services**

Find another service >

View my dashboard >

 **Contact us**

Finance Department  
858-720-2460

[Email](#)

*STVR & TOT Tax Access with a Linked Account*

## STVR Business Certificate Linked Account Options

### Licenses/Taxes

View existing business certificate for the linked account. This screen will show active, inactive, revoked, etc.

Short Term Vacation Rental & Transient Occupancy Tax | City of Solana Beach   

← TEST | STVR-TEST99

Account information      Bill history      Billing      **Licenses and filings**

#### Licenses/Taxes

License category ↑	Type	Renewal cycle	Status	Actions
TRANS OCC TAX	STVR	TOT TAX	Active	>

Rows per page: 5 1-1 of 1 < >

STVR & TOT Tax Access > Licenses/Taxes > Licenses and filings

### Billing

View Balance summary and pay bill(s).

Short Term Vacation Rental & Transient Occupancy Tax | City of Solana Beach   

← TEST | STVR-TEST99

Account information      Bill history      **Billing**      Licenses and filings

#### Balance summary

Account	Total balance <a href="#">View details</a>	\$0.00
STVR-TEST99		
Contact	Past due	\$0.00
Address	Interest as of 07/28/2025	\$0.00
000		
Status	Current installment	\$0.00
Active	Payment from 06/30/2025 - 07/28/2025	\$0.00
	Minimum amount due (07/28/2025)	\$0.00

#### Amount due

**\$0.00**

[Pay bill](#)

You won't be charged yet

#### Contact us

Finance Department  
858-720-2460

[Email](#)

STVR & TOT Tax Access > Licenses/Taxes > Billing

## Bill History

Review billing history.



← TEST | STVR-TEST99

Account information

Bill history

Billing

Licenses and filings

Bill history					
License category/type	Tax year ↓	Bill number	Amount	Bill status	Actions
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Fil..."/>	
TRANS OCC TAX/STVR	2025	1169	0.00	Paid	>
TRANS OCC TAX/STVR	2025	1226	0.00	Paid	>

Rows per page:  1-2 of 2 < >

STVR & TOT Tax Access > Licenses/Taxes > Bill History

## Account Information

Review/Edit account information and add contacts

← TEST | STVR-TEST99

Account Information    Bill history    Billing    Licenses and filings

### Account information Edit

Contact name	Location	Status
DBA	Number of licenses	Website
TEST	1	Active

### Contact us

Finance Department  
858-720-2460

### Contacts + Add contact

Name ↑	Role	Phone Number	Email
<p>You do not have any contacts.</p> <p><input type="button" value="Add a contact"/></p>			

STVR & TOT Tax Access > Licenses/Taxes > Bill History