

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

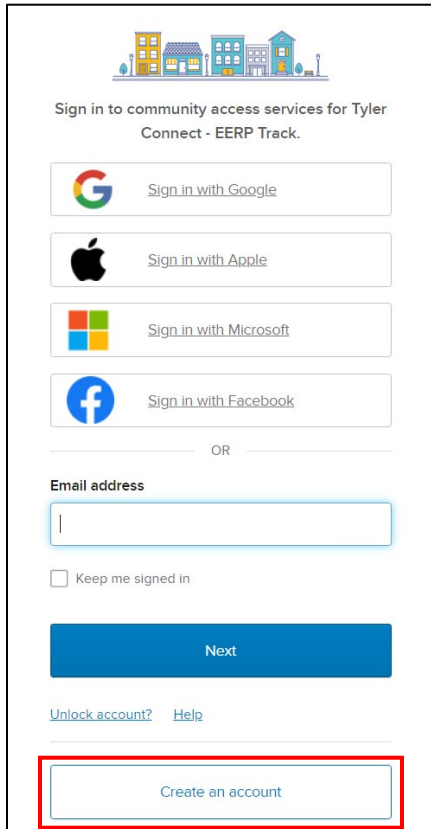
User accounts are required for residents who access the full services provided by your city through Resident Access. Accounts require an active email address and password.

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 'Tyler Connect - EERP Track'. At the top is a colorful illustration of a town with houses and a school. Below the illustration, the text reads 'Sign in to community access services for Tyler Connect - EERP Track.' There are four social media login buttons: 'Sign in with Google' (with the Google 'G' logo), 'Sign in with Apple' (with the Apple logo), 'Sign in with Microsoft' (with the Windows logo), and 'Sign in with Facebook' (with the Facebook 'f' logo). Below these buttons is a horizontal line with the word 'OR' in the center. Underneath is the label 'Email address' followed by a text input field containing a single vertical bar '|'. Below the input field is a checkbox labeled 'Keep me signed in'. A large blue button labeled 'Next' is positioned below the checkbox. At the bottom of the dialog box, there are two links: 'Unlock account?' and 'Help'. At the very bottom, there is a button labeled 'Create an account' which is highlighted with a red rectangular border.

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.

The image displays three sequential mobile app screens for account creation and verification.

Screen 1: Create an account

At the top is a header with a cityscape icon and the text "Create an account". Below this are input fields for:

- Email:** crazycakesmaine@gmail.com
- First name:** Adrienne
- Last name:** Rae
- Mobile phone:** 207-555-5555 (marked as Optional)
- Password:** A masked field with a toggle icon.

Below the password field, "Password requirements:" are listed:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name

A blue "Sign up" button is at the bottom.

Screen 2: Welcome to your Community Access account

This screen shows an email confirmation message. It includes a cityscape icon, a greeting "Hi Adrienne,", and a welcome message. It explains that the organization uses Community Access and Tyler Technologies to manage access to applications for citizens. It states that Community Access provides access to all citizen applications and connects to other public applications within Tyler Technology's ecosystem. A link "Learn more about Community Access." is provided. It instructs the user to enter the verification code: 273936. A footer note states: "This is an automatically generated message from Community Access. Replies are not monitored or answered."

Screen 3: Verify with your email

This screen shows a verification interface. It features a cityscape icon and a large circular email icon. The text "Verify with your email" is centered. Below this is a yellow warning box with a bell icon and the text: "Haven't received an email? [Send again](#)".

Below the warning box, it says: "We sent an email to c****s@gmail.com Enter the verification code in the text box."

The "Enter Code" section has a text input field containing "273694". Below this is a large blue "Verify" button.


At the bottom, there are two links: "[Return to authenticator list](#)" and "[Back to sign in](#)".

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

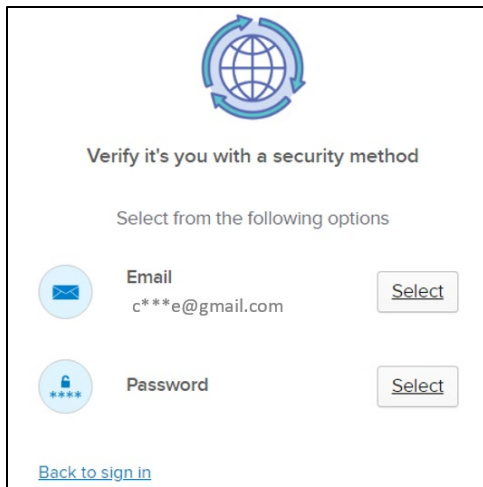
Email address

☐ Keep me signed in

Next

Existing user sign in screen

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



A verification pop-up dialog with a blue circular icon containing a globe and arrows. The text reads: "Verify it's you with a security method". Below this, it says "Select from the following options". There are two options: "Email" with a blue envelope icon, showing "c***e@gmail.com" and a "Select" button; and "Password" with a blue padlock icon and a "Select" button. At the bottom left is a link "Back to sign in".

Verify it's you with a security method

Select from the following options

Email
c***e@gmail.com [Select](#)

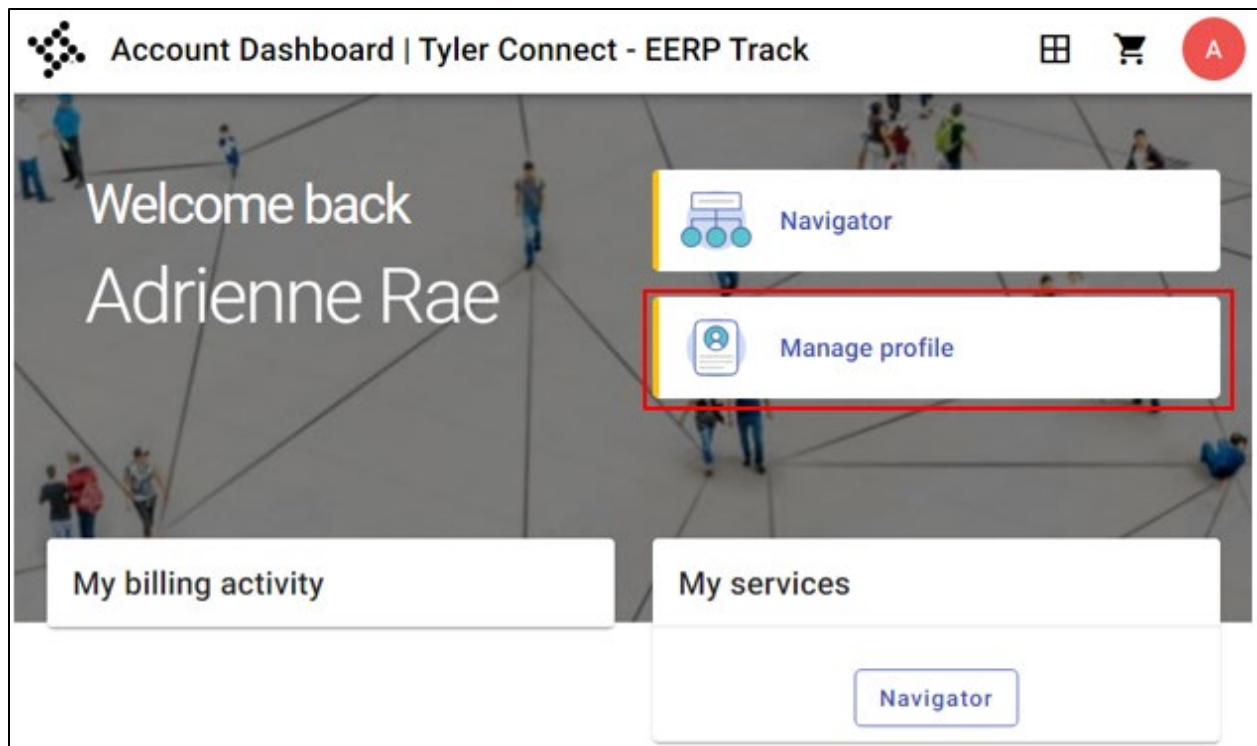
Password [Select](#)

[Back to sign in](#)

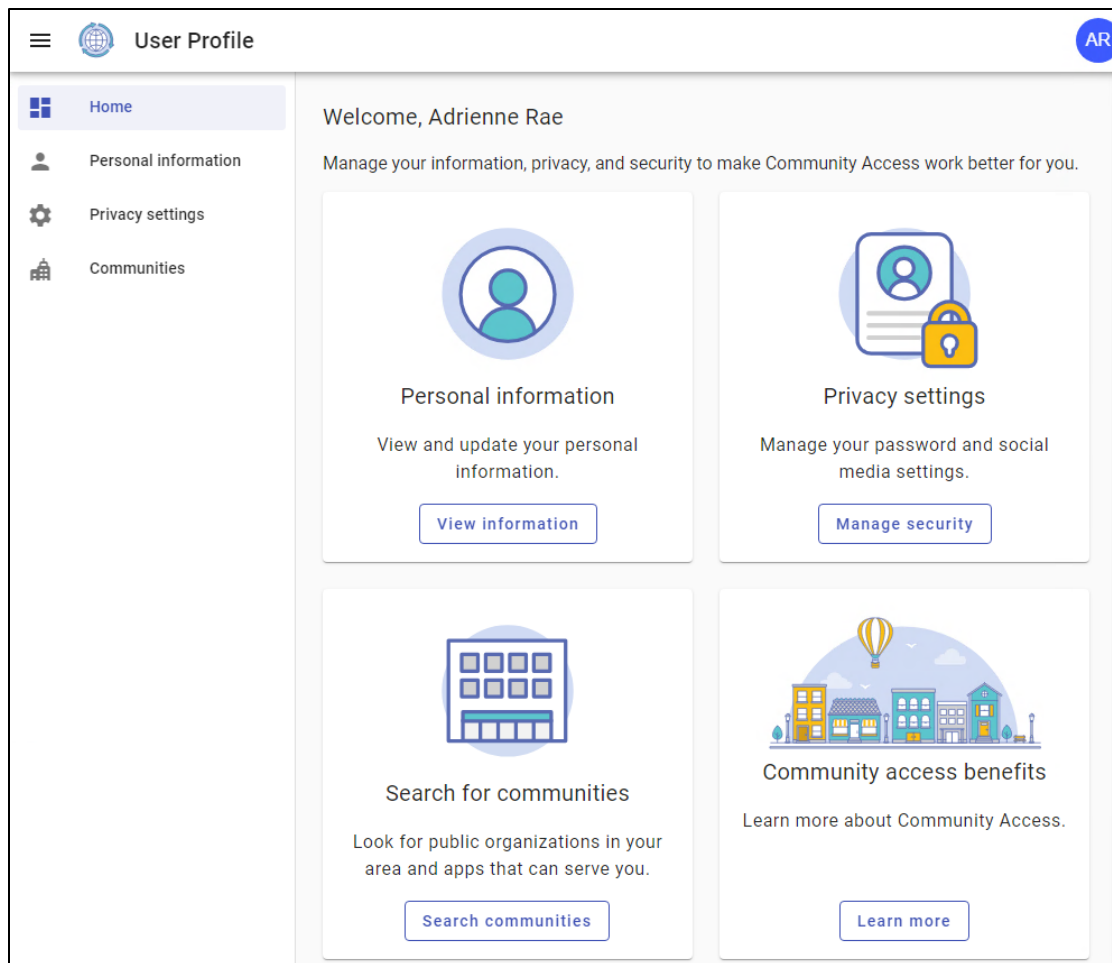
Verification pop-up

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.

The screenshot shows a web interface for a 'User Profile'. On the left is a sidebar with a hamburger menu icon, a globe icon, and the title 'User Profile'. Below this are four menu items: 'Home' (with a grid icon), 'Personal information' (with a person icon and highlighted in blue), 'Privacy settings' (with a gear icon), and 'Communities' (with a building icon). The main content area is divided into two sections. The top section is titled 'Personal information' and has a pencil icon in the top right corner. It contains three fields: 'First name' with the value 'Adrienne', 'Last name' with the value 'Rae', and 'Address' with the value 'No address on record'. To the right of the first name field is a 'Username' field with the value 'crazycakesmaine@gmail.com'. The bottom section is titled 'Email addresses'. It has a 'Primary email' field with the value 'crazycakesmaine@gmail.com' and a 'Change Primary Email' button below it. Below that is a 'Secondary email' field with the value 'No secondary email on record' and an 'Add Secondary Email' button below it. In the top right corner of the profile page is a blue circular button with the letters 'AR'.

User Profile		AR
Home	Personal information	
Personal information	First name: Adrienne	
Privacy settings	Last name: Rae	
Communities	Address: No address on record	
	Username: crazycakesmaine@gmail.com	
	Email addresses	
	Primary email: crazycakesmaine@gmail.com	
	Change Primary Email	
	Secondary email: No secondary email on record	
	Add Secondary Email	

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.

User Profile

AR

Home

Personal information

Privacy settings

Communities

Password

Social media

Extra verification

Identities

Account

Change your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No portion of your username
- Cannot be any of your last four passwords

* Enter current password

* Enter new password

* Confirm new password

Change password

Privacy Settings > Password tab

Social media tab

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

User Profile

Home

Personal information

Privacy settings

Communities

Password

Social media

Extra verification

Identities

Account

Social media

You can use social media providers to login to your communities. You can view and disconnect logins below.

Apple

Google

Microsoft

Facebook

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 links for Home, Personal information, Privacy settings (highlighted), and Communities. The main content area has tabs for Password, Social media, Extra verification (active), Identities, and Account. Under the 'Extra verification' tab, there is a heading 'Extra verification' followed by a paragraph explaining the risk of password theft. Below this, a toggle switch is set to 'Disable extra verification'. A table lists four authentication methods: Okta Verify, Google Authenticator, SMS authentication, and Email authentication. Each method has a corresponding button: 'Setup' for the first three and 'Remove' for the last one.

Authentication Method	Action
Okta Verify	Setup
Google Authenticator	Setup
SMS authentication	Setup
Email authentication	Remove

Privacy Settings > Extra Verification tab

Identities tab

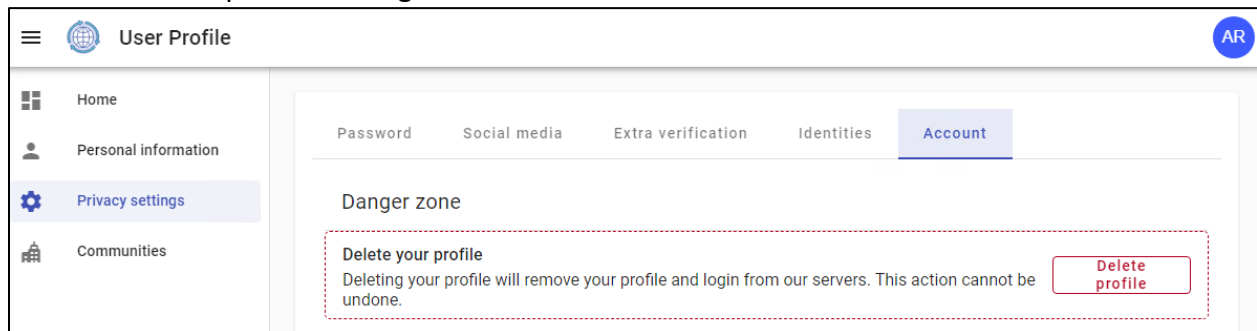
If an organization has setup their own identity provider to provide authentication, the identity can be linked to the user's Community Access profile.

The screenshot shows the 'User Profile' page with the 'Identities' tab selected. The left sidebar is identical to the previous screenshot, with 'Privacy settings' highlighted. The main content area has tabs for Password, Social media, Extra verification, Identities (active), and Account. Under the 'Identities' tab, there is a heading 'Identities' followed by a paragraph explaining that some agencies have their own identity providers that can be leveraged for authentication. Below this, there is a section for viewing linked identities.

Privacy Settings > Identities tab

Account tab

Used to delete a profile and login.



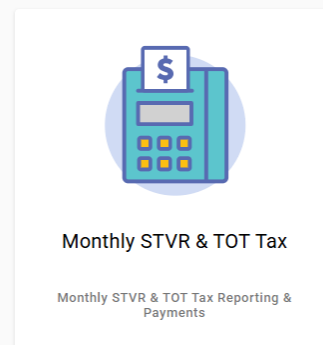
Privacy Settings > Account tab

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.

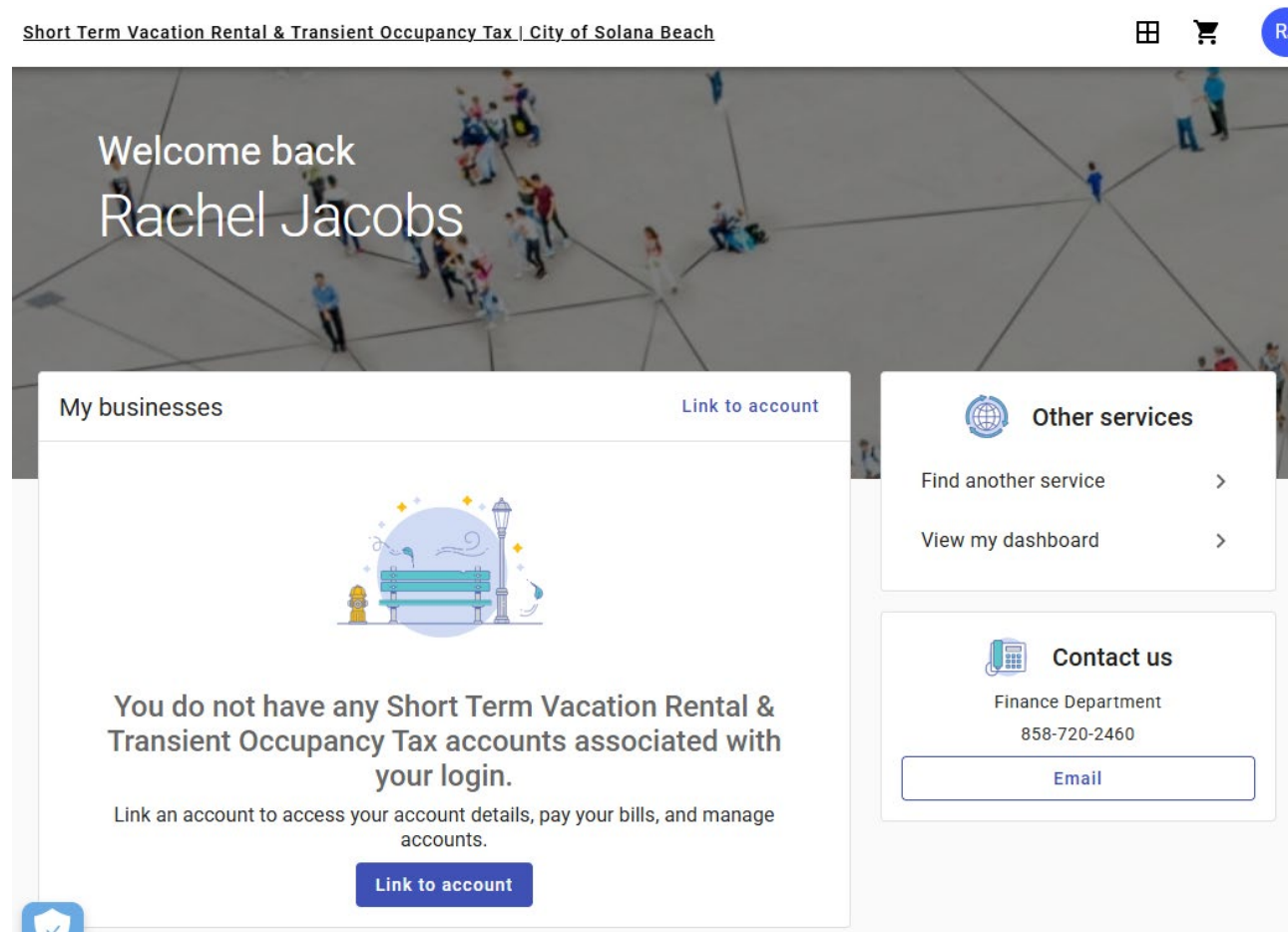


Navigator page

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:



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

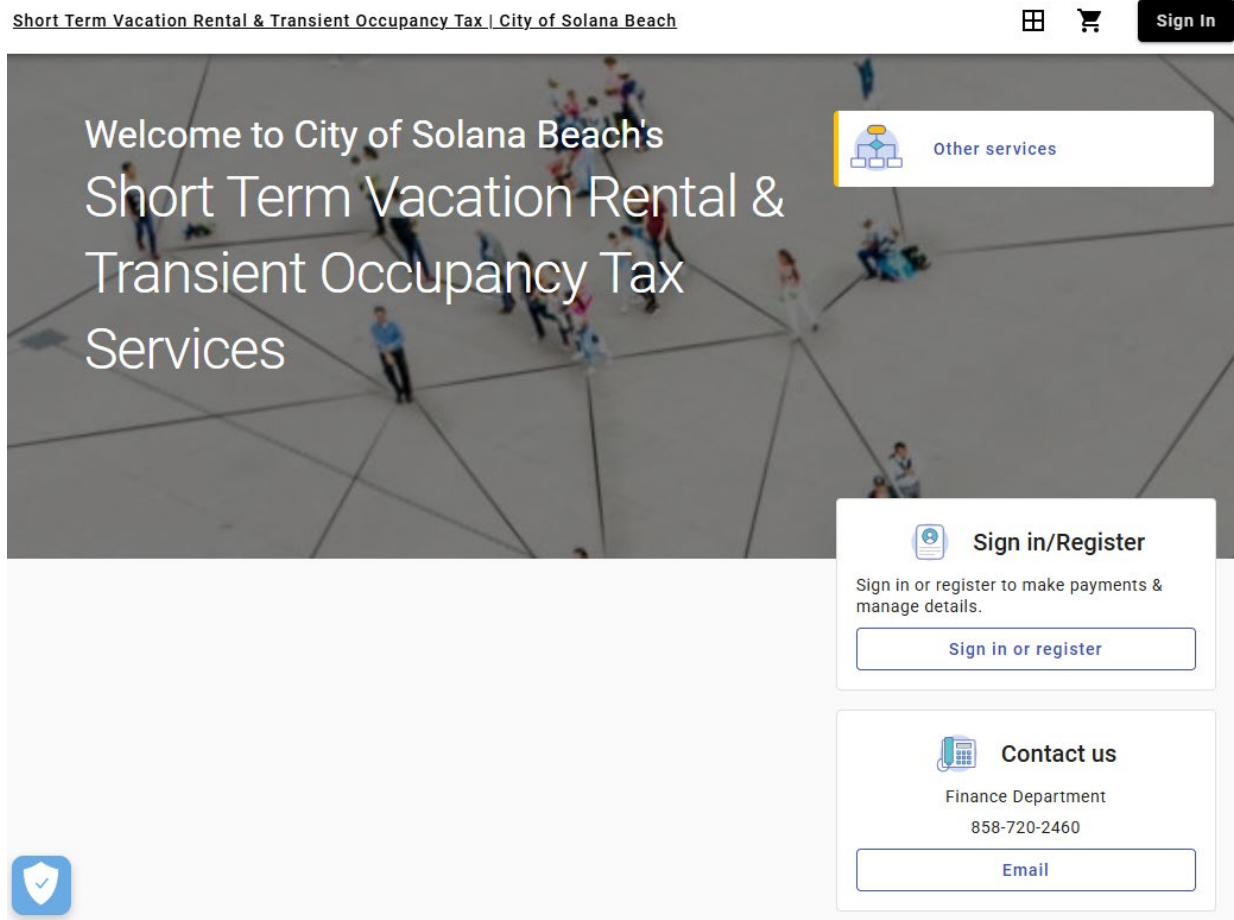
Residents must link their account in order to file their monthly STVR & TOT forms and to be able to make payments online. Account linking is the process of connecting a user's personal Community Access account to their existing account in Enterprise ERP.

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.




*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

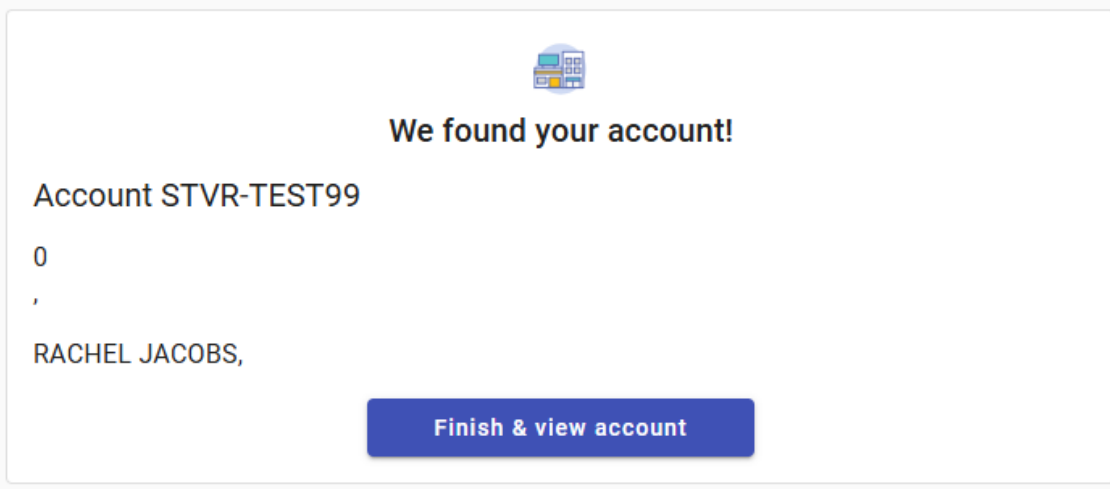
* Business ID
STVR-TEST99

* Owner name
RACHEL JACOBS

Cancel

Search

STVR & TOT account search

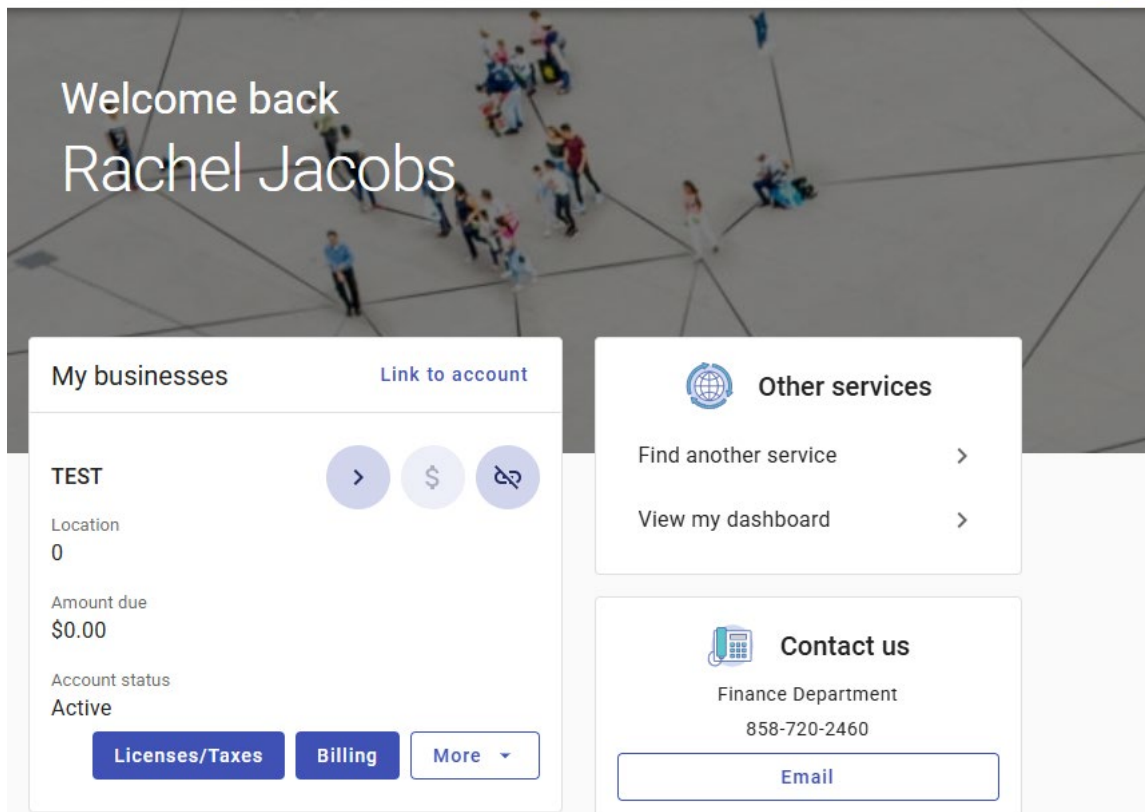


Account lookup result

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



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

RJ

←

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

RJ

←

TEST | STVR-TEST99

Account information

Bill history

Billing

Licenses and filings

Balance summary

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

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.

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



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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

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



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	



Contact us

Finance Department
858-720-2460

Email

Contacts

+ Add contact

Name ↑	Role	Phone Number	Email
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You do not have any contacts.

Add a contact

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