

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.

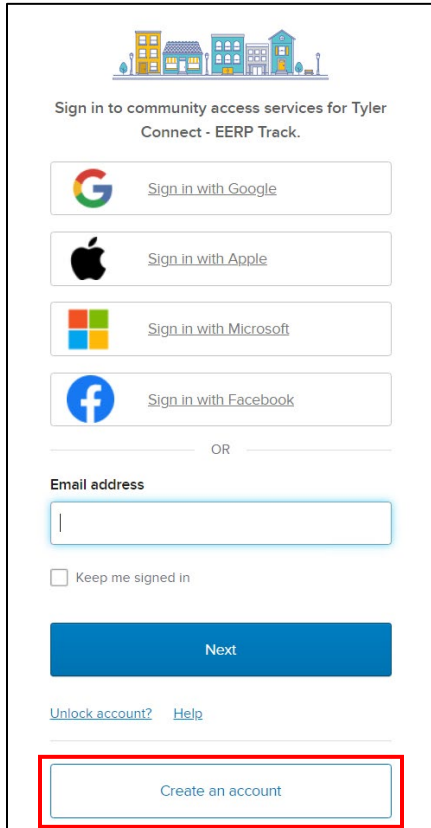
New users are required to create an account and existing users can sign-in using their established credentials.

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.

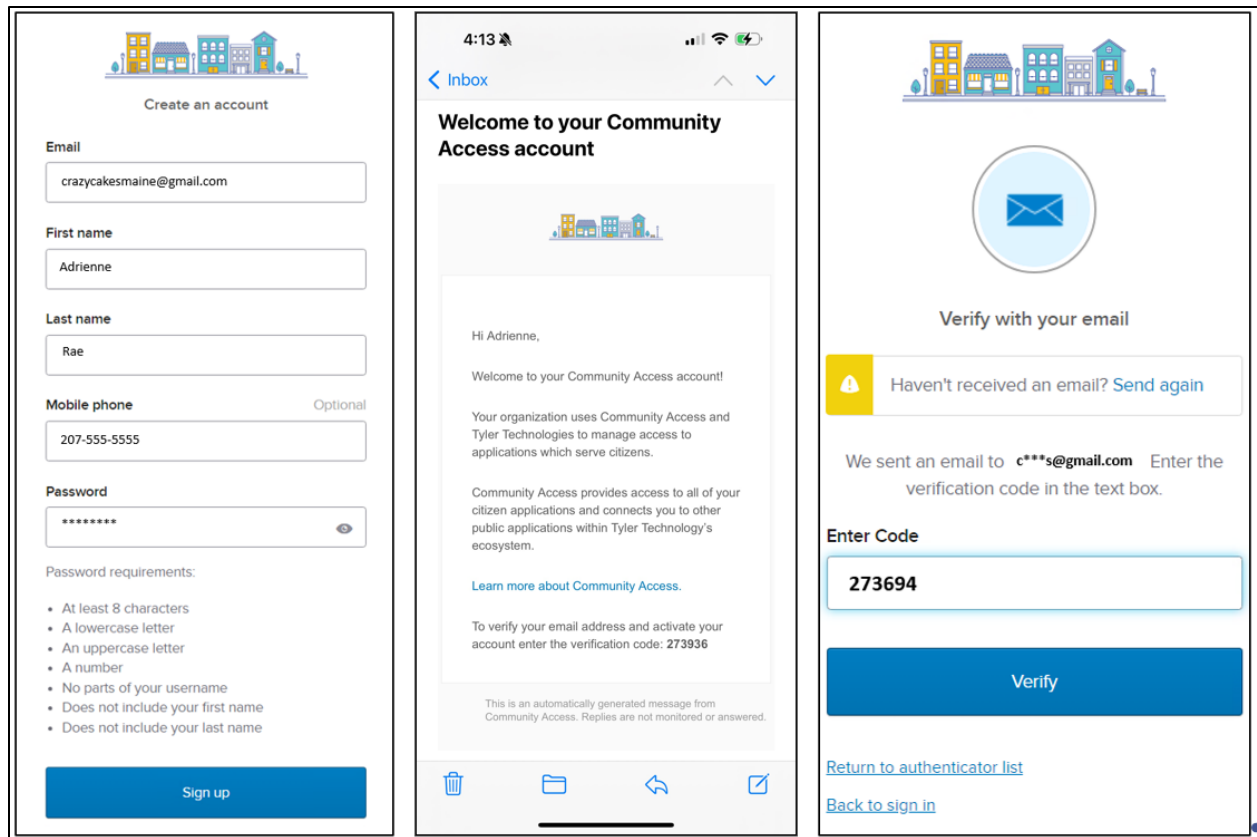
New Users

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. 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.




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

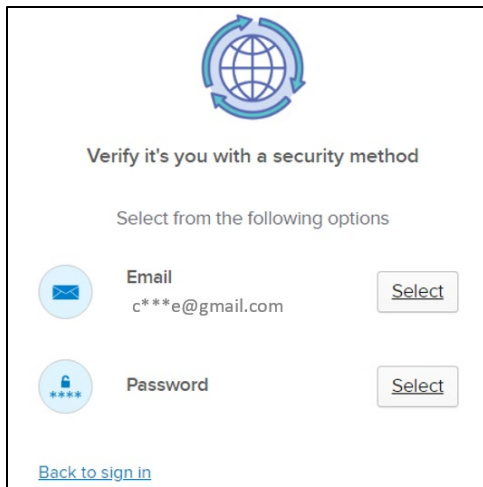
Email address

☐ 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](#)

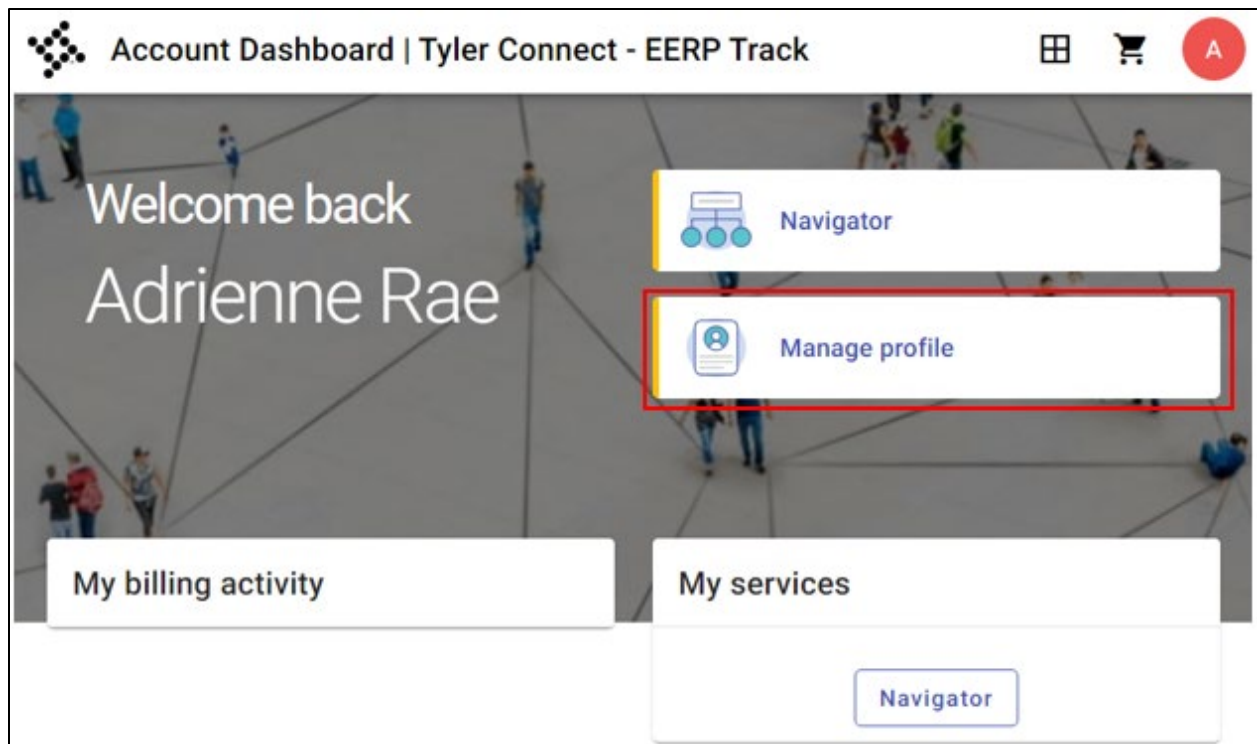
Password [Select](#)

[Back to sign in](#)

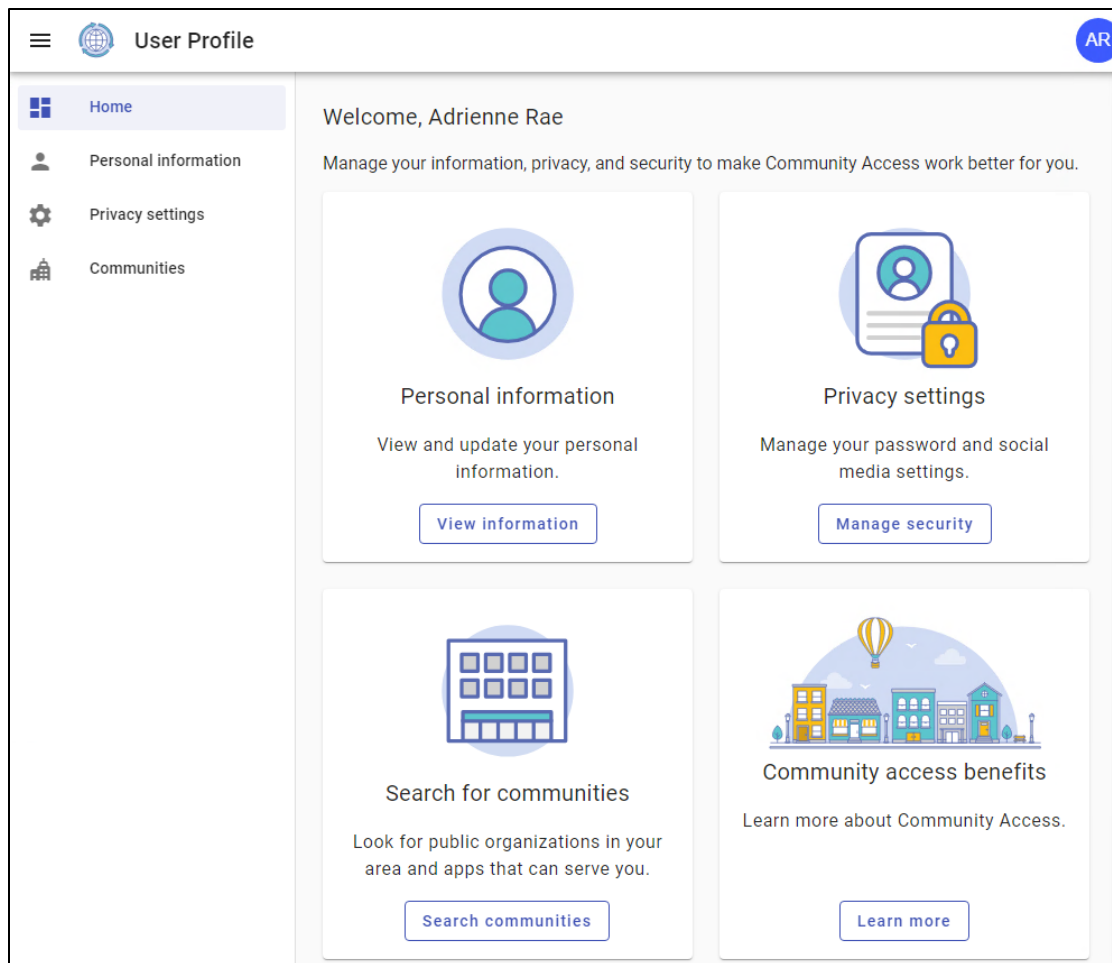
Verification pop-up

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 displays a 'User Profile' interface. On the left is a sidebar with navigation links: '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 titled 'User Profile' and features a blue circular profile picture placeholder with the initials 'AR' in the top right corner. Below the title, the 'Personal information' section includes fields for 'First name' (Adrienne), 'Last name' (Rae), and 'Address' (No address on record). To the right of these fields is the 'Username' (crazycakesmaine@gmail.com) with a pencil icon for editing. Below this is the 'Email addresses' section, showing a 'Primary email' (crazycakesmaine@gmail.com) with a 'Change Primary Email' button, and a 'Secondary email' (No secondary email on record) with an 'Add Secondary Email' button.

Personal information	
First name	Adrienne
Last name	Rae
Address	No address on record

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.

The screenshot shows the 'User Profile' page with the 'Privacy settings' tab selected in the left sidebar. The 'Password' sub-tab is active, displaying 'Change your password' instructions and three input fields for current and new passwords. The instructions list requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no portion of the username, and not being one of the last four passwords. A 'Change password' button is at the bottom right.

User Profile

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.

The screenshot shows the 'User Profile' page with the 'Privacy settings' tab selected in the left sidebar. The 'Social media' sub-tab is active, displaying instructions on using social media providers to login and a list of providers: Apple, Google, Microsoft, and Facebook.

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

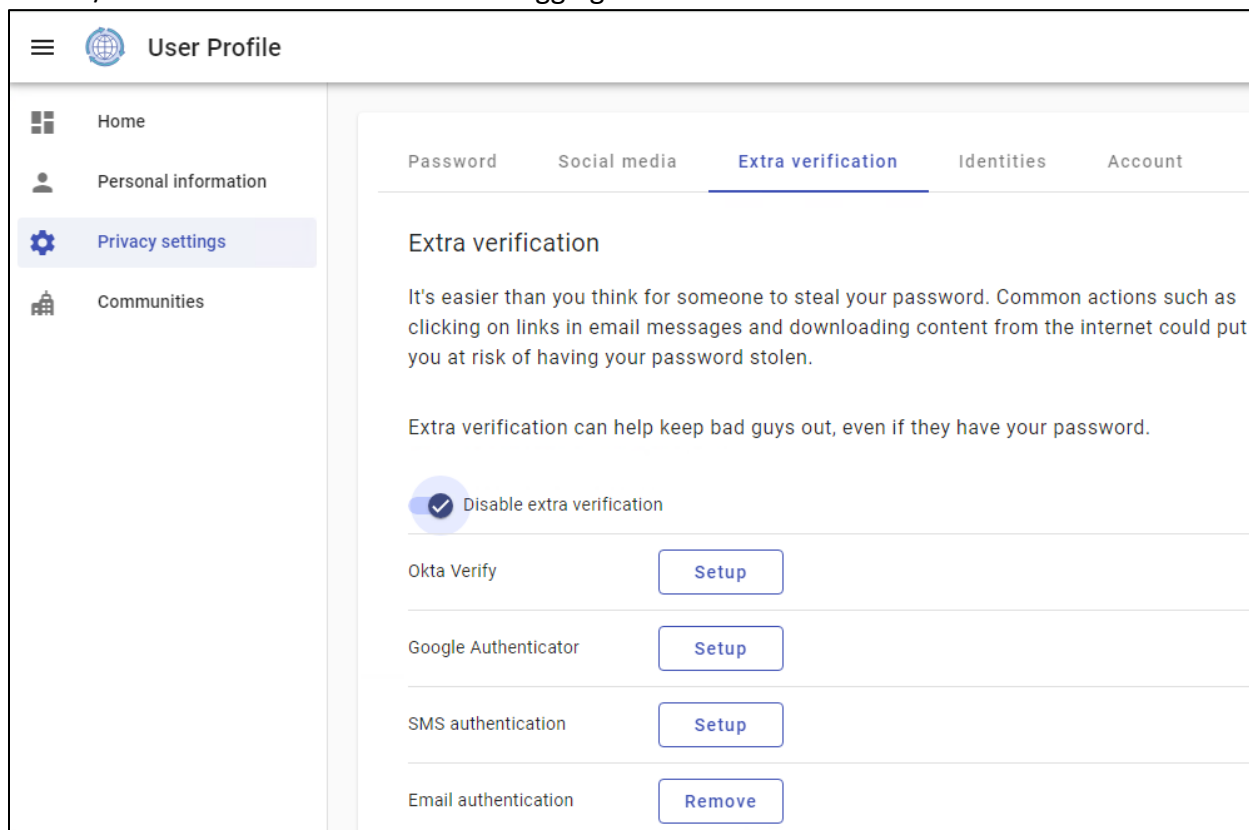
Microsoft

Facebook

Privacy Settings > Social media tab

Extra verification tab

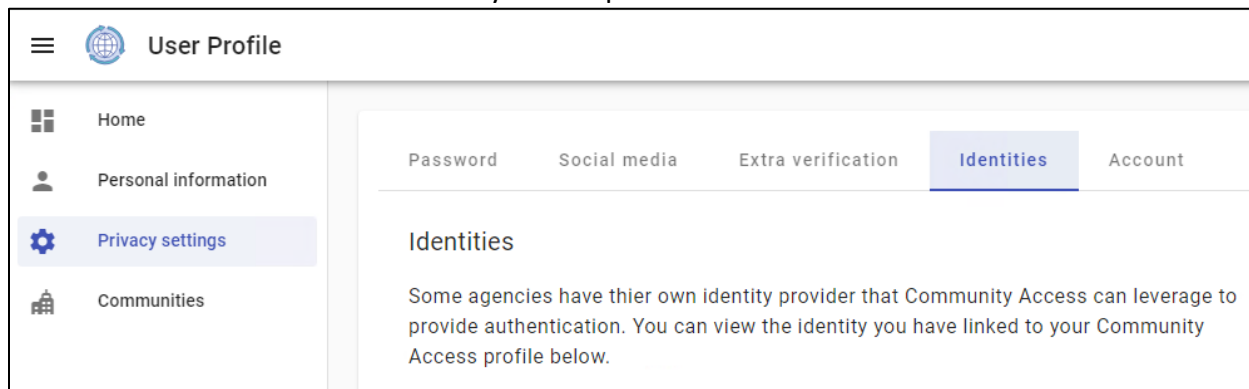
Enable/disable extra verification when logging in.



Privacy Settings > Extra Verification tab

Identities tab

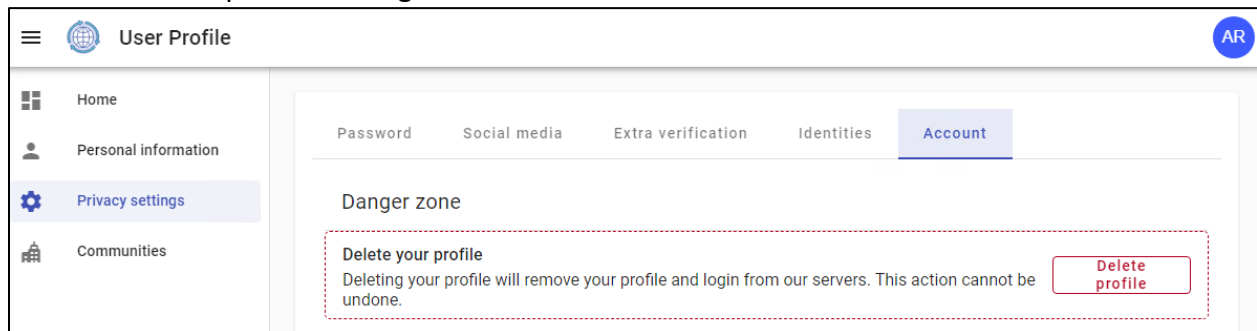
If an organization has setup their own identity provider to provide authentication, the identity can be linked to the user's Community Access profile.



Privacy Settings > Identities tab

Account tab

Used to delete a profile and login.



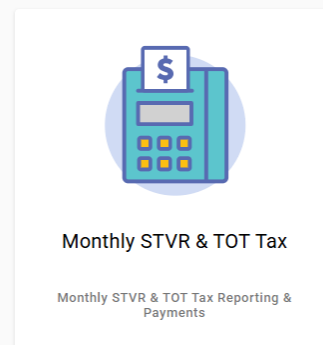
Privacy Settings > Account tab

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.

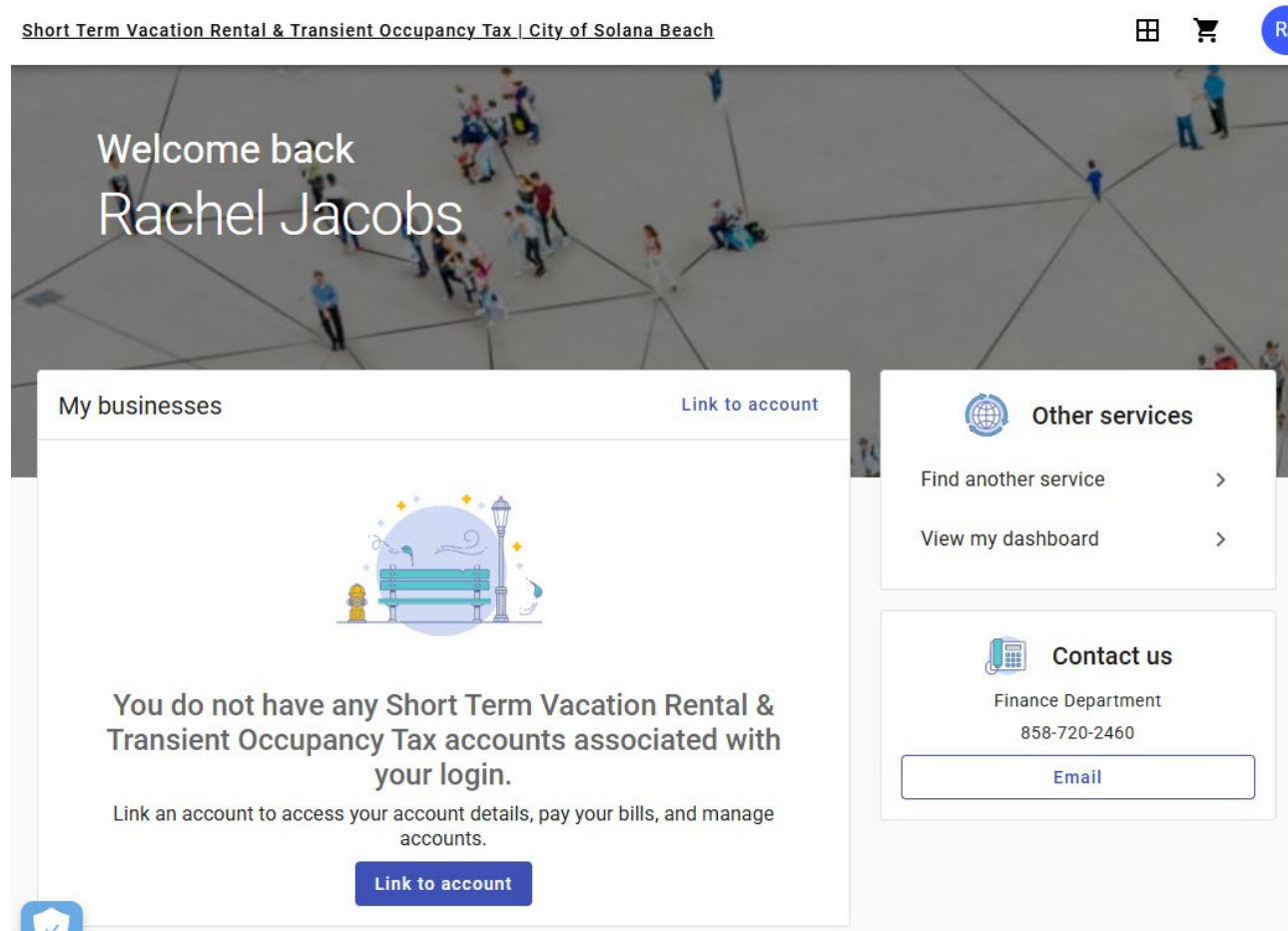


Navigator page

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

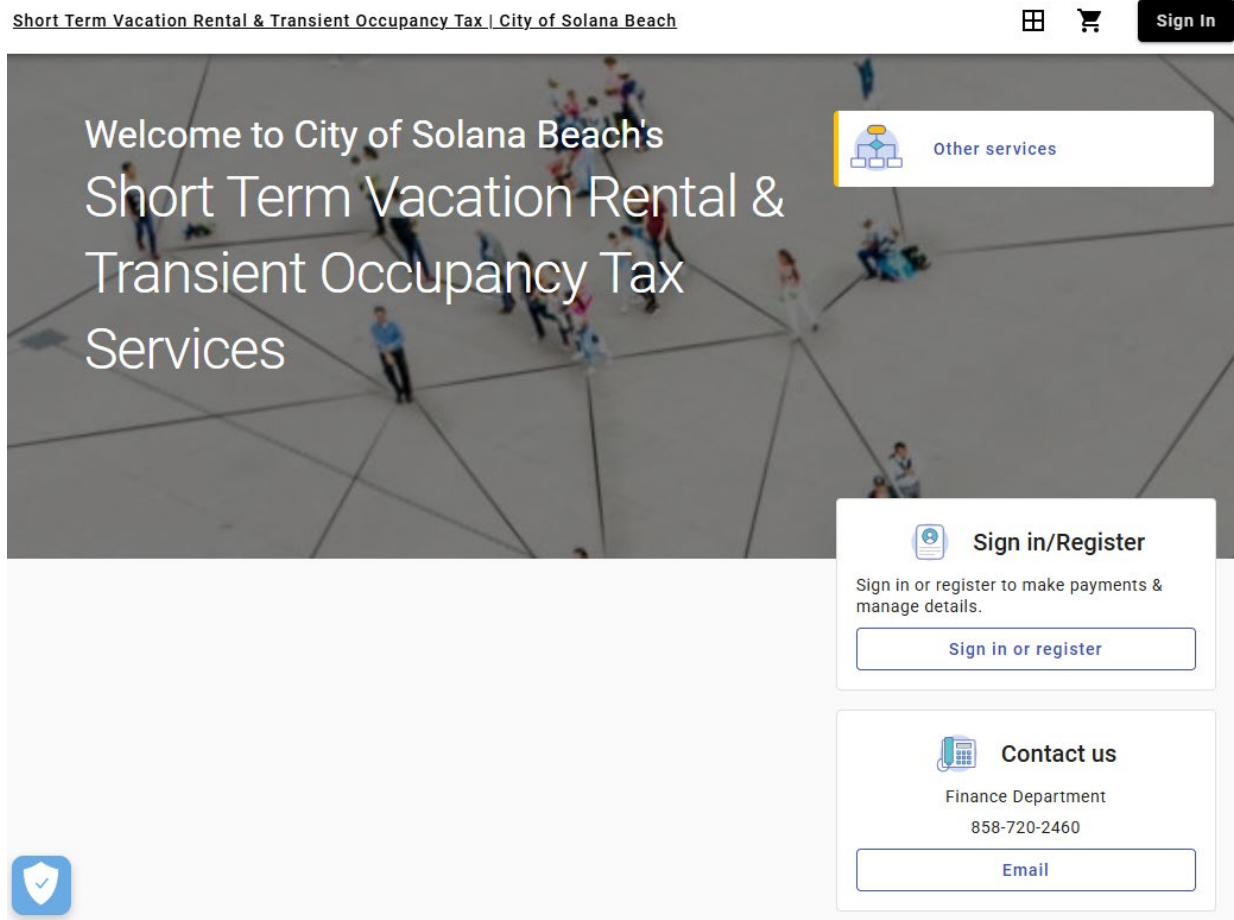
Residents must link their account in order to file their monthly STVR & TOT forms and to be able to make payments online. Account linking is the process of connecting a user's personal Community Access account to their existing account in Enterprise ERP.

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**



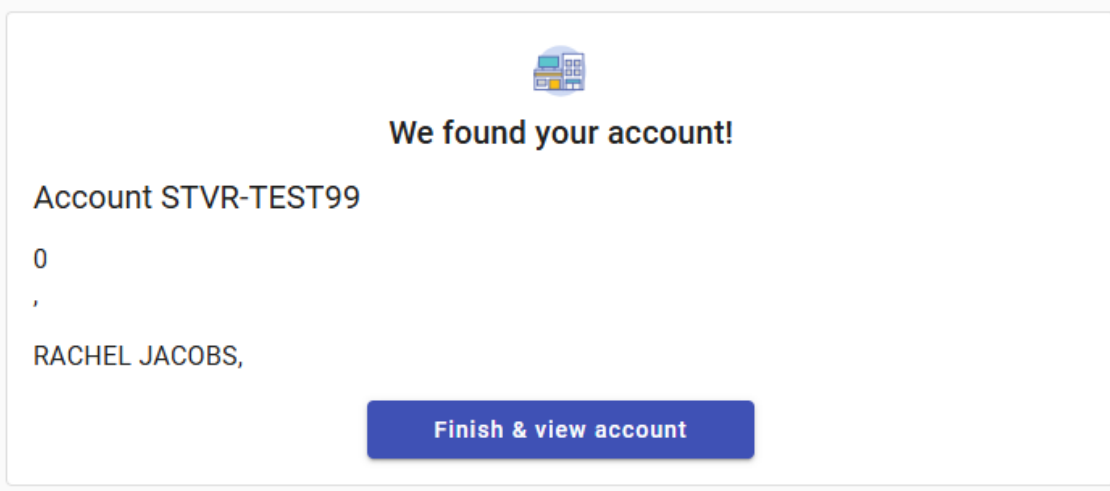
Let's find your account

* Business ID
STVR-TEST99

* Owner name
RACHEL JACOBS

[Cancel](#) [Search](#)

STVR & TOT account search

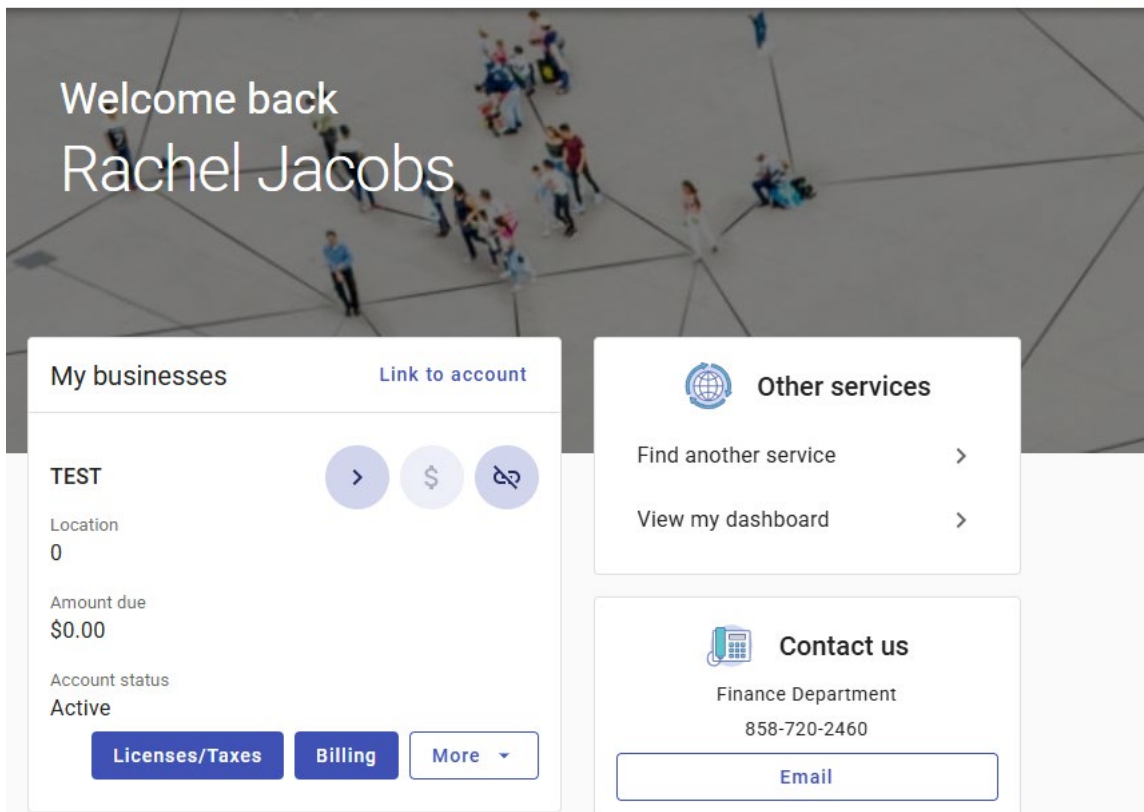


Account lookup result

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](#)



 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	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.

 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

Contact name

Location

Status

DBA

TEST

Number of licenses

1

Website

Edit

Contact us


Finance Department

858-720-2460

Email

Contacts

+ Add contact

Name ↑	Role	Phone Number	Email
 <p>You do not have any contacts.</p> <div>Add a contact</div>			

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


Monthly Filing

To file your monthly transient occupancy tax: Click on the Licenses and filings tab, then click on the arrow under Actions (highlighted below):


← TEST | STVR-TEST99

Account informationBill historyBillingLicenses 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 < >

 **Contact us**

Finance Department
858-720-2460

Email

This will take you to the list of filings available – select “Enter filing” next to the month you are reporting.

← License filings

License summary

License ID 58	Reference 58	Issue date
Category TRANS OCC TAX	Type STVR	Renewal cycle TOT TAX
Status Active		

Filings

Year ↓	Month	Filing status	Due date	Amount due	Actions
2025	8	NOT DUE	2025-09-30	0.00	<button>Enter filing</button>
2025	7	DUE NOW	2025-08-31	0.00	<button>Enter filing</button>
2025	6	LATE	2025-07-31	0.00	<button>Enter filing</button>
2025	5	LATE	2025-06-30	0.00	<button>Enter filing</button>
2025	4	FILED	2025-05-31	0.00	<button>Review filing</button>

Rows per page: 5 1-5 of 9 < >

This will pop-up a box for completing your gross receipt amount and any deductions – then select Review and file :

TRANS OCC TAX, STVR

TEST - STVR-TEST99

Period
06/2025 TOT TAX

STVR TOT TAX

Gross Receipts
12500.00

Gross taxable receipts amount

Deductions
0

Deduction amount

Attach document
If applicable, attach any supporting documents

Drag files here or
Select files

Cancel

Review and file

Here's the last chance to review your data, including the calculated tax amount before filing. Click File once ready to file the monthly TOT form. This can also be used to report \$0 filings.

TRANS OCC TAX, STVR

Review and submit

STVR TOT TAX

Gross Receipts \$12,500.00	Taxable Sales \$12,500.00	Calculated Amount \$1,625.00
Net Due \$1,625.00		

Summary

Calculated Amount Due \$1,625.00	Total Due \$1,625.00	**The amount due shown does not include any potential interest that may be added for late filings.
Amount due on filing \$1,625.00		Total due \$1,625.00

Any payments received will appear on your balance summary.

Cancel


Previous

File

This will pop-up a confirmation that you successfully filed your monthly report and show your total due. You can select “Pay filing” to pay directly or if you have multiple filings you’d like to report, you can select ok and report the steps for those additional filings and pay all together at the end.

18

TRANS OCC TAX, STVR



Nice work!


You have successfully filed your license. Your total is \$1,625.00

Pay filing

Ok

When you click Pay filing – it will bring you to the cart: You can checkout or Return to Short Term Vacation Rental & Transient Occupancy Tax Portal to enter more filings.

Review your cart items



Short Term Vacation Rental & Transient Occupancy Tax | 2025 | Bill # 1334

\$1,625.00

Remove

Cart summary


Subtotal

\$1,625.00

Additional fees may be applied at checkout

Check out

Find more items to pay



[Return to Short Term Vacation Rental & Transient Occupancy Tax](#)