

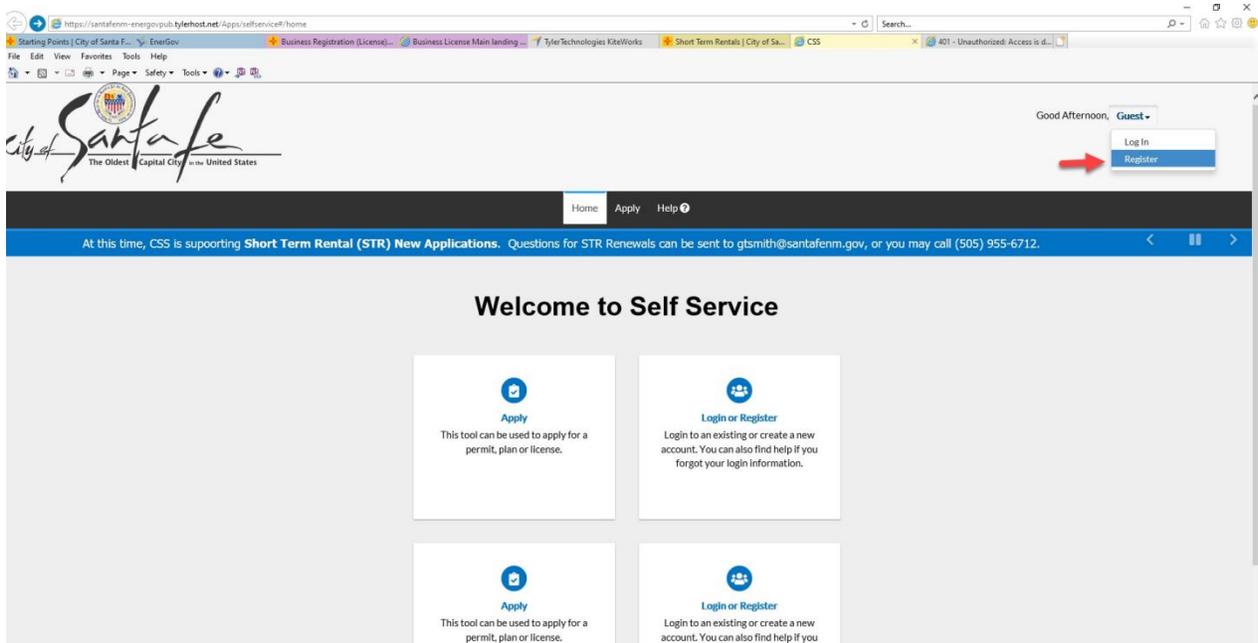


Welcome to 2021 Citizen Self Service (CSS) Renewal Period How to Create a Profile

To access our CSS site please click on link: <https://santafenm-energovpub.tylerhost.net/Apps/selfservice#/home>

- If you are an **Owner** renewing your own Short Term Rental permit, and would like to receive notifications including next steps or directions to continue the renewal process, please use your personal or business email address.
- For **Property Managers** renewing on behalf of your client, please register with your company email address.
- For **Property Managers** managing multiple units or properties, we recommend establishing a company-wide email address for your business where multiple users have access to the notifications. This way your entire team is aware of the status for Permits, Inspections, Business License, Short Term Rental and Certificate of Compliance.

Click Register from the drop down list under Guest.





Begin a 3 step process to register with CSS:

Step 1: Enter your personal or company email address and press the Next button. Please use the email address associated with your existing permit on file with the STR Office. If a different email is used to register, you may need to contact the STR Office for additional assistance.

Registration

Step 1 of 3: Email Address

Email [Next](#)

Check your email, you should have received an email to confirm account. Click Confirm on your email, see below pic.

From: <CityofSantaFe@santafenm.gov>
Date: Mon, Mar 9, 2020, 2:55 PM
Subject: Citizen Self Service New User Account Confirmation
To: <PropertyManager@gmail.com >

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

Next in CSS, you will see the below screen if your email is associated to the License or STR permit you will see the below screen, click continue. Then you should be able to renew your license or STR Permit.

Registration

Step 2 of 3: Email Address

Email daniel.durham@tylertech.com

Is this you?

Daniel Durham
daniel.durham@tylertech.com

[Continue](#)

[Back](#)



If you are creating a completely new account that is not associated to the License or STR Permit then you will see the below Step 2.

Step 2: Click register

Step 3: Fill out Contact Information

* denotes a REQUIRED field. You cannot submit your application unless all required fields are filled out.

Property Managers should choose **Contact Preference** of Address if the property management company should receive notifications from the City of Santa Fe regarding Permits, STR permits and/or Business Licenses.**

Note for **business license renewals: If you are not listed as a contact on the existing business license you will not see the renewal option.

If this happens please contact the business license office at (505)955-6551



Create password for your profile.

* Email Address

@gmail.com

* Contact Preference

Address

PASSWORD

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

* Password

* Confirm Password

****Note for STRs: Enter Address Information: This is the mailing information pertaining to your property management company, not the STR Permit address.**

Unit Or Suite

City

Santa Fe

State

NM

Postal Code

87505

Building

* Address Type

Mailing

Back

Submit

Set address type to **Mailing** this way all notifications will come to your Property Management Company or business license mailing address. Once all information is filled out, click on **Submit** button.

***Notes for business license customers:**

1. When linking your business to your profile please search for partial names rather than whole names. For example, if the business is called CC's candy company LLC., Your search should look like "candy company" a list will display and you will be able to link the business to your profile.
2. Double check the business location to make sure that address is correct.
3. If the business would like to receive mail at a different address than the location add mailing address.

You have now registered with The City of Santa Fe!



Citizen Self Service (CSS) STR Renewal Application

Click on Link to start an application: <https://santafenm-energovpub.tylerhost.net/Apps/selfservice#/home>

From the dropdown list under Guest, choose "Log In or Register"

Good Afternoon, **Guest** ▾

Home Apply Help

At this time, CSS is supporting **Short Term Rental (STR) New Applications**. Questions for STR Renewals can be sent to gbsmith@santafenm.gov, or you may call (505) 955-6712.

Welcome to Self Service

Apply
This tool can be used to apply for a permit, plan or license.

Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

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Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

Log-In using the credentials that you just created.

Good Afternoon, **Guest** ▾

Home Apply Help

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Log In

* Username

* Password

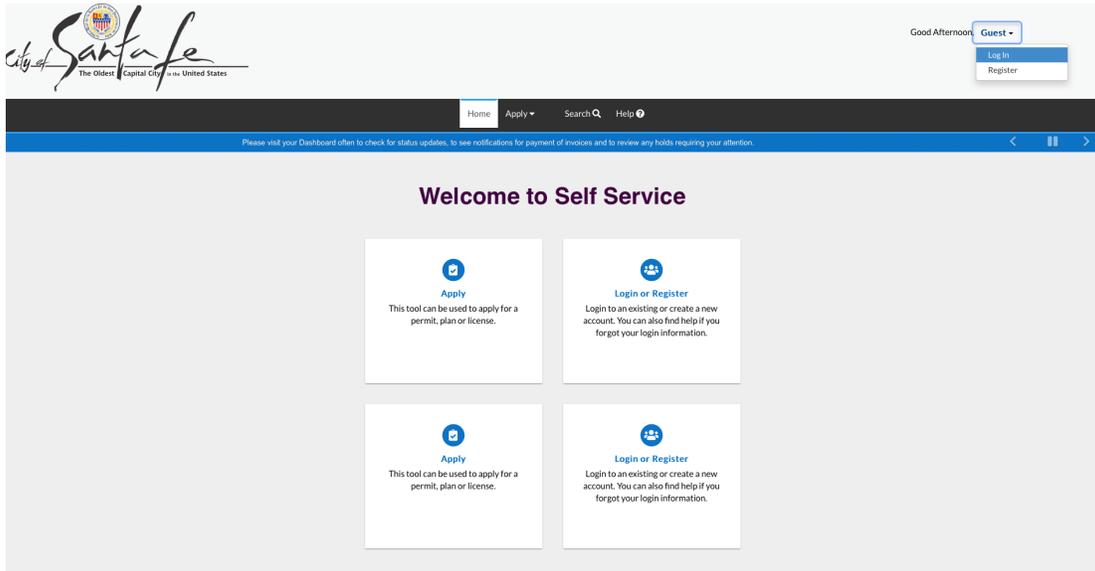
Remember Me:

Log In

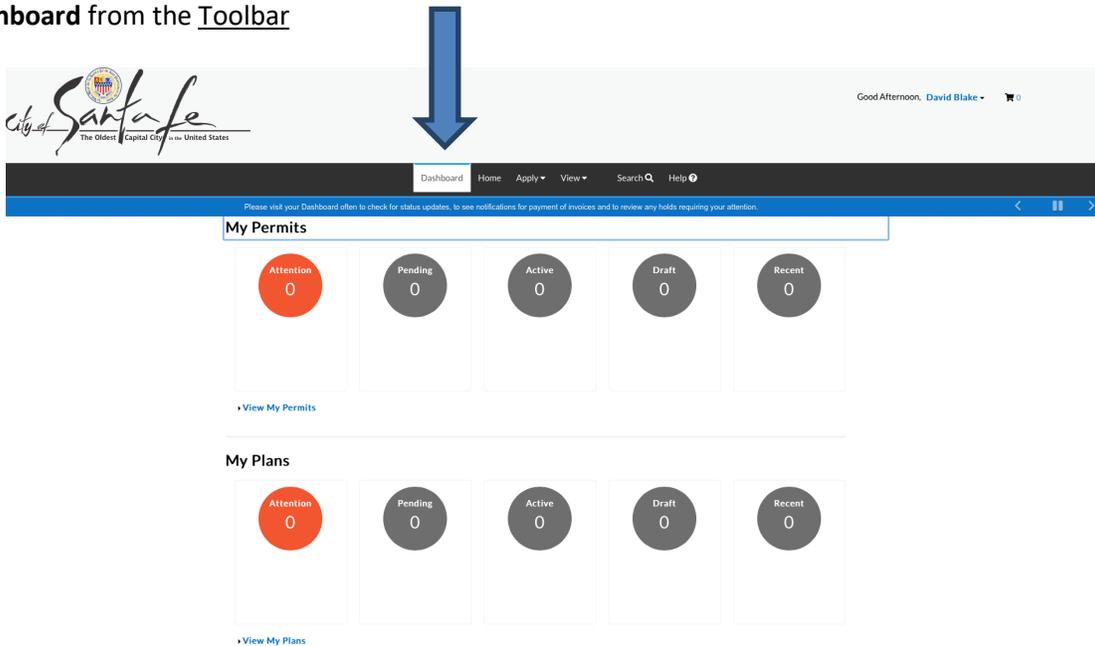
Forgot your password? [Reset it](#)
Forgot your username? [Email it](#)
Don't have an account yet? [Register Here](#)



After Logging-in, you will be redirected to the Home Page.



Select **Dashboard** from the Toolbar



Note: That if you are not listed as a contact on the existing business license you will not see the renewal option in the Dashboard. If this happens please contact the Business License Office at (505)955-6551



Select the **Renew** button.

(If **you are** listed as a contact, this is what the Dashboard will display below in the **My Licenses area**)

The screenshot displays a dashboard with three main sections:

- My Inspections:** A summary card showing 0 Requested (red circle), 0 Scheduled (grey circle), and 0 Closed (grey circle) inspections. Below the card is a link: [View My Inspections](#).
- My Invoices:** A table with three rows: Current (0, \$0.00), Past Due (0, \$0.00), and Total (0, \$0.00). Each row has an [Add To Cart](#) button. Below the table is a link: [View My Invoices](#).
- My Licenses:** A card for a license from Mundavi Realty. It shows an expiration of 0 days and a draft count of 0. The license number is No. 228791 and the type is Armed Security Age... At the bottom of the card is a **Renew** button. A large blue arrow points to this button. Below the card is a link: [View My Licenses](#).



(If **you are listed** as a contact, this is what the Dashboard will display below in the **My License area**)

• View My Plans

My Inspections

Requested	Scheduled	Closed
0	0	0

• View My Inspections

My Invoices

Current	0	\$0.00	Add To Cart
Past Due	1	\$50.00	Add To Cart
Total	1	\$50.00	Add To Cart

• View My Invoices

My Licenses

Draft
0



• View My Licenses



Once you select the Renew button. You will be sent to the License Details and select the **Next** button.

Note: This page is set as default and you won't be able to make any changes on this page.

Renew License - Armed Security Agencies *REQUIRED

1 2 3 4
Type More Info Attachments Review and Submit

LICENSE DETAILS

License Type Armed Security Agencies

Description

Next

On the **More Info** screen, fill out all required tabs and once completed, scroll down to select the **Next** button

Renew License - Armed Security Agencies *REQUIRED

1 2 3 4
Type More Info Attachments Review and Submit

MORE INFO

Number of Employees

*Occupancy Type
Occupancy Type is required.

*Contractor License Number
Contractor License Number is required.

Annual Fire Inspection Required

*Contractor License Expiration
Contractor License Expiration is required.

Mobile Home Park Spaces

CRS Number



Annual Fire Inspection Required

*Contractor License Expiration

Mobile Home Park Spaces

CRS Number

Square Feet (reported by applicant)

Outside City Limits

Square Feet (from Fire Inspector)

Non Profit Status

*Change to Business?

[Back](#)  [Next](#)

On the Attachments page. Select the Add Attachments (+) Icon, if there are any attachments that need to be added. If there are NO attachments that are needed, select the **Next** button. Most Renewal applications require uploading a proof of insurance.

City of Santa Fe The Oldest Capital City in the United States

Good Afternoon, David Blake

Dashboard Home Apply View Search Help

Renew License - Armed Security Agencies **REQUIRED**

Type More Info Attachments Review and Submit

Attachments

click or drag files

Add Attachment

Supported: pdf, jpg, png, jpeg, gif, tif, doc, docx, xls, xlsx, text, doc, zip, rar, ppt, pptx, odt, ods, odsx

[Back](#)  [Next](#)



Verify that all of your information is correct on this screen, and once verified, select the Submit button to complete.

Good Afternoon, [David Blake](#)

Dashboard Home Apply View Search Help

Renew License - Armed Security Agencies *REQUIRED

Type More Info Attachments Review and Submit

Submit

Locations

Location
7116 Calle Alegria...

Basic Info

Type	Armed Security Agencies
Description	
Applied Date	11/24/2020

Contacts

Owner	David Blake Mundavi Industries 10309 Chandler...
Owner	David Blake



Once your application has been submitted, you will receive the message below letting you know that your application has been submitted successfully.

Note: A red box will appear with the following message (please see below) unless all fees are paid. Once the fees are paid, the red box will no longer be displayed, and your license will be printed and issued.

✓ Your license application was submitted successfully. ✕

License Number: 228791

[Add to Cart](#)

- License cannot be printed at this time. License has unpaid fees.
- License cannot be printed at this time. License has not been issued.

[License Details](#) | [Tab Elements](#) | [Main Menu](#)

License Details			
License Type:	Armed Security Agencies	District:	Council District 1
		Applied Date:	11/24/2020
Period Start Date:			
Status:	In Review - Online	Expiration Date:	

[Business](#) | [Locations](#) | [Fees](#) | [Inspections](#) | [Attachments](#) | [Contacts](#) | [Holds](#) | [Classifications](#) | [More Info](#)

[Business](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Business			
Company Name:	Mundavi Realty	DBA:	
		Open Date:	11/01/2019
Company Type:	Limited Liability Company	Status:	Active
		Closed Date:	12/31/2020
District:	Council District 1	Last Audit Date:	
Location:	Residential		
Description:			

End.