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.**

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

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.

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.
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**

![Registration form](image)

**Step 3: Fill out Contact Information**

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.

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

* Email Address

* Contact Preference

**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.

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”

Log-In using the credentials that you just created.
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**)*
(If you are listed as a contact, this is what the Dashboard will display below in the My License area)
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.

On the **More Info** screen, fill out all required tabs and once completed, scroll down to select the **Next** button.
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.
Verify that all of your information is correct on this screen, and once verified, select the Submit button to complete.
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

- 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

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

---

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
**Location:** Residential
**Last Audit Date:**

---

End.