Online Portal Instructions
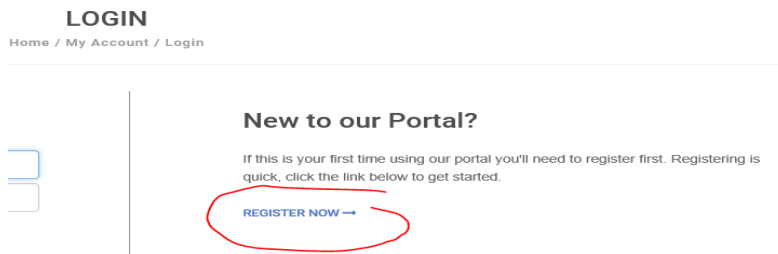
How to register for the portal for the first-time?

1. To find the new portal, go to the Town website kiawahisland.org - Click Businesses - Click online services- Click the portal link-Click the login button at top-right of screen.
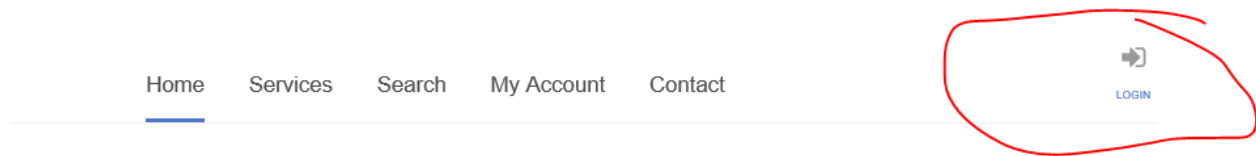
2. Click "register now" to sign up for the portal.

3. Select your "registration type" and enter information in all fields before clicking "submit".

    A. General Contactors/Subcontractors/Specialty Contractors/Residential Builders-choose contractor/business owner
    B. All Other Businesses/Rental Property Owners/Rental Management Companies-choose Business Owner

How to renew a business license?

1. Log into the online service portal with your username and password

2. Click "My Account" at the top-right of the screen

3. Click "View my requests" on the left-side of the screen
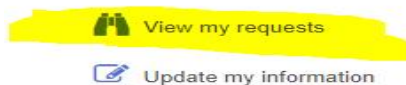
4. Click "View My Business Licenses". This may need to be switched if it says, "View My Permits".
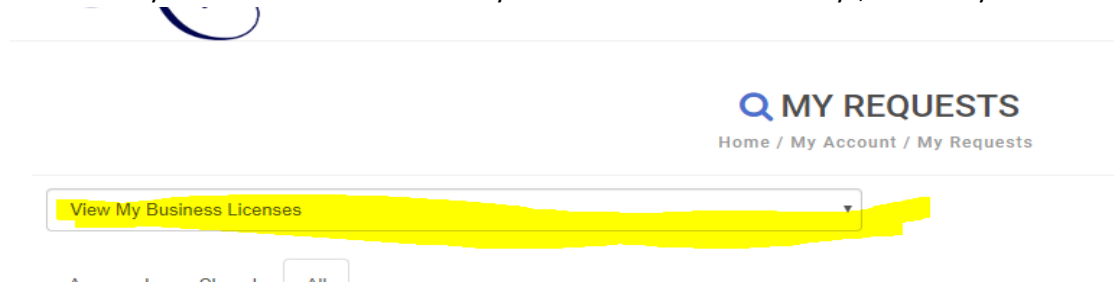
5. Click on the previous year license number. (Hint: The number should be listed on the renewal notice you received by email or mail.)

6. Click "Renew your license" button on the left-side of the screen

7. Check all the fields and make necessary changes before signing and clicking the "submit" button. Make sure to change the "Kiawah gross sales" to whatever your company's Kiawah revenue was for the previous calendar year. (Note: All general contractors, residential contractors, subcontractors, and specialty contractors need to make sure to upload current copies of their SC State License/Registration Card and the Driver's License of the person who is listed on the SC Contractors License.)

8. Once submitted, your application will go through review. Be on the lookout for email updates from Town staff.
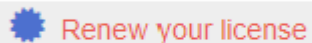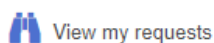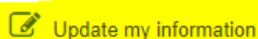
How to renew a rental license?

1. Log into the online service portal with your username and password
2. Click "My Account" at the top-right of the screen
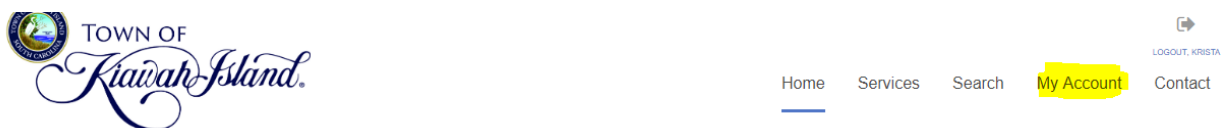

3. Click "update my information" on the left-side of the screen

4. Update the necessary fields and click "submit" at the bottom of the "Update Account Information" page.

5. Click "My Account" at the top-right of the screen

6. Click "View my requests" on the left-side of the screen

7. Click "View My Business Licenses".
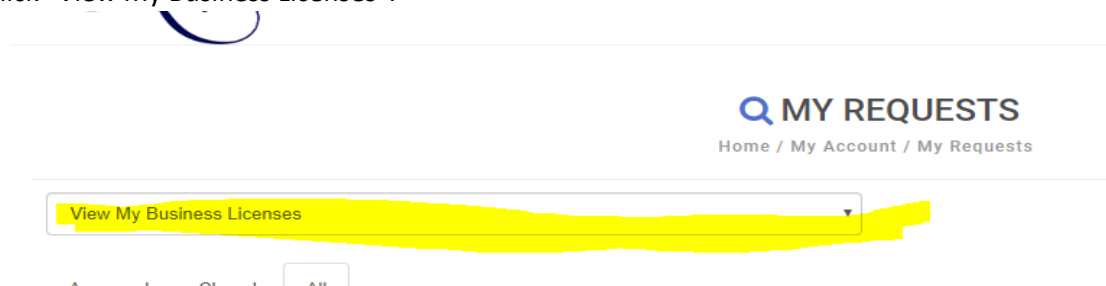
8. Click on the previous year license number. (Hint: The number should be listed on the renewal notice you received by email or mail.)

9. Click "Renew your license" button on the left-side of the screen
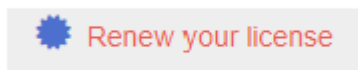
10. Check all the fields and make necessary changes before clicking the "submit" button. Make sure to change the "Kiawah gross sales" to whatever your Kiawah rental revenue was for the previous calendar year.

11. Once submitted, your application will go through review. Be on the lookout for email updates from Town staff.

How to apply for a first-time business license?
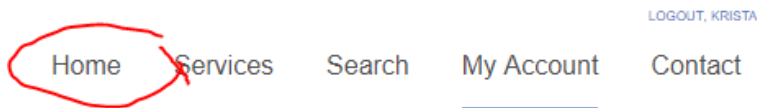
1. Click the "Home" Button at top-right

LOGOUT, KRISTA

Home   Services   Search   My Account   Contact

2. Click "Apply for a License" under "Licensing"

Online Services You Need

LICENSING
Starting a business? Apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.
DO YOU NEED A LICENSE? →
APPLY FOR A LICENSE →

3. Fill out all required fields:
   A. "Application Type"-choose "Business License" from dropdown
   B. "Sub Type"-choose from dropdown either:
      a. Business Located Inside Charleston County-referring to mailing address
      b. Business Located Outside Charleston County-referring to mailing address
   C. "Business Name"
   D. "Is this app for a new license or updating an existing license?" -always choose "a new business license" from dropdown
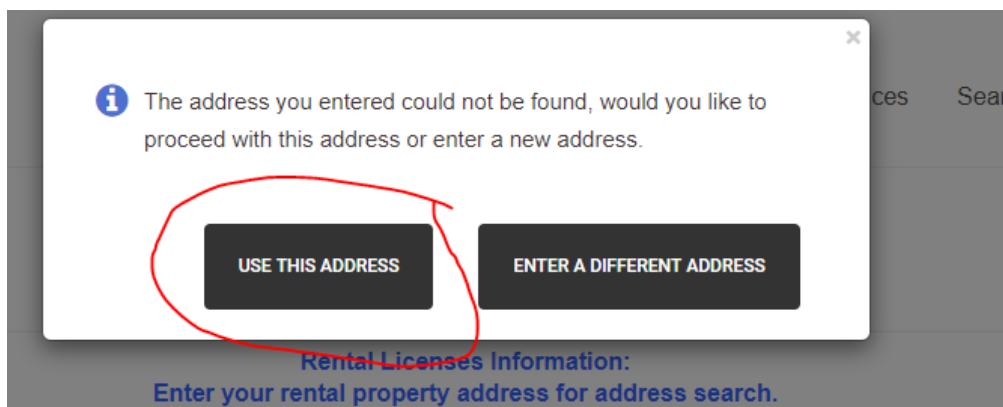   E. Address or Parcel #-enter business mailing address and click "find address". (Note: The system will tell you that address cannot be found if not a Kiawah address. Just choose "use this address").

The address you entered could not be found, would you like to proceed with this address or enter a new address.

USE THIS ADDRESS   ENTER A DIFFERENT ADDRESS

Rental Licenses Information:
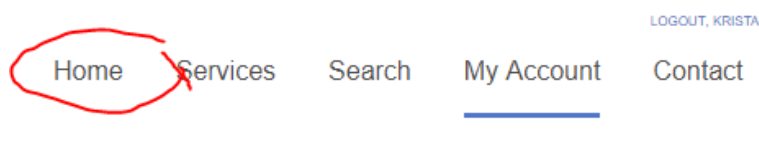Enter your rental property address for address search.

   F. Skip down to "Contact Person"-choose your company from dropdown
   G. "Application Type"-Choose "New"

H. "Trade Name"-Select closest type
I. "Describe the nature of your business"-write a brief description
J. "Kiawah Gross Sales"-If you plan to do more than one job at Kiawah, then enter 0. If it is a one-time job, then report the full job cost upfront.
K. Applicant Name-Sign your name

4. Click "submit" at the bottom. Your application will be reviewed by Town Staff. You will receive an email notification that your status has been changed to "approved for payment". Once you receive this notification, you may proceed with making the online payment.

How to apply for a first-time rental license?

1. Click the "Home" Button at top-right

2. Click "Apply for a License" under "Licensing"

3. Fill out all required fields:
    A. "Application Type"-choose "Rental License" from dropdown
    B. "Sub Type"-automatically set to be "rental license"
    C. "Business Name"- If a rental management company, put rental agency name/rental property address. If a homeowner, put homeowner name/rental property address.
    D. "Is this app for a new license or updating an existing license?" -always choose "a new business license" from dropdown
    E. Address or Parcel #-enter rental address and click "find address (Note: The system automatically pulls in owner's information from current GSI information.)
    F. Local Contact- The Town requires that a local property manager or agent must be available to respond in-person to an issue with a rental property within two hours of notification by

either a guest or Town official. The homeowner can be the local contact if they are able to respond in-person within the required time.

G. Local Contact Mailing Address
H. Local Contact Phone #-The best number for the local contact to be reached at 24-7
I. Property Owners Name
J. Property Owners Mailing Address
K. Property Owners Phone #
L. Property Owners Email Address
M. Number of Bedroom
N. Number of Parking Spaces in the Garage Available to Renters
O. Number of Parking Spaces on the Driveway and Bump-outs
P. Rental Agency/Agent-skip if you are the owner
Q. "Kiawah Gross Sales"-enter 0 if this your first rental license
R. SC DOR Accommodation Tax Filing #-If you need to set up a new account, review the Accommodation Tax Informational Packet that can be found on Town website.
S. Charleston County Accommodation tax file #- This should be your Charleston County customer id number. If you need to set up a new account, review the Accommodation Tax Informational Packet that can be found on Town website.
T. VRBO/Airbnb Numbers-your advertisement numbers for VRBO/Airbnb
U. Attach Agent Authorization Form-only required of rental management companies
V. Read the Acknowledge Section and select "acknowledgment" box

☐ | Please check here for acknowledgement

W. Applicant Name-Sign your name

4. Click "submit" at the bottom. Your application will be reviewed by Town Staff. You will receive an email notification that your status has been changed to "approved for payment". Once you receive this notification, you may proceed with making the online payment.

How to apply for a provisional lot license?

1. Click the "Home" Button at top-right
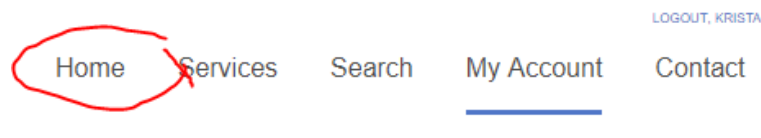
LOGOUT, KRISTA

Home   Services   Search   My Account   Contact

2. Click "Apply for a License" under "Licensing"

Online Services You Need

LICENSING

Starting a business? Apply online, pay license fees, and view the status of your license application all from your home, office or mobile device.

DO YOU NEED A LICENSE? →

APPLY FOR A LICENSE →

3. Application Type: "Provisional Lot License" -Enter answers into all the required fields and click the "submit" button.

4. Your application will be reviewed by Town Staff. You will receive email notification updates as it goes through the review process.

How to pay multiple invoices at one-time?

1.   Log into the online service portal with your username and password
2.   Click "My Account" at the top-right of the screen

3.   Click "Make a Payment" on the bottom left-side of the screen (Hint: Look for Credit Card Symbol)
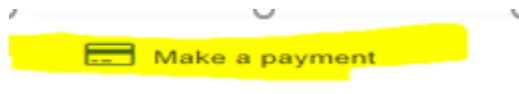
4.   Select the multiple invoices that you want to pay
5.   Click to proceed with payment
6.   Enter credit card or echeck information
7.   Click "submit" button at the bottom

How to pay a single invoice?

1.   Log into the online service portal with your username and password
2.   Click "My Account" at the top-right of the screen

3.   Click "View My Requests" on the left-side of the screen

View my requests

Update my information

4. Click "View My Business Licenses" or "View My Permits" from the dropdown if needed

Q MY REQUESTS

Home / My Account / My Requests

View My Business Licenses

5. Click on the Business License # or the Permit # that you want to pay

6. Click "Make a payment" on the left-side of the screen and enter your credit card or echeck information

Make a payment

Request an inspection

Upload documents

Leave message

How to print business licenses, permits, or receipts?

1. Log into the online service portal with your username and password
2. Click "My Account" at the top-right of the screen

TOWN OF Kiawah Island.

LOGOUT, KRISTA

Home   Services   Search   My Account   Contact

3. Click "View my requests" on the left-side of the screen

View my requests

Update my information

4. Click "View My Business Licenses" or "View My Permits" from the dropdown if needed

Q MY REQUESTS

Home / My Account / My Requests

View My Business Licenses
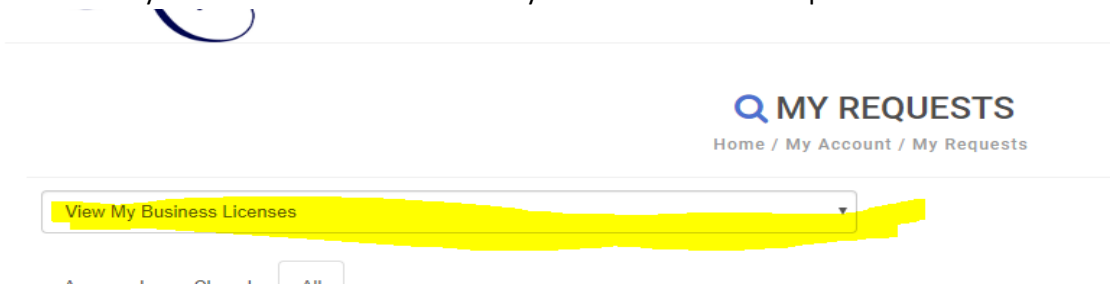
5. Click on the Business License # or the Permit # that you want to review on the "issued" tab

Issued	Closed	All

License #	Name	Address	Issue Date	Status
RBL19-000017	Beach Rentals/5008 Green Dolphin (test)	5008 GREEN DOLPHIN WAY	05/28/2019	Issued

6. Click on the "documents" tab and click on the receipt and license or permit that you want to print.

License	Reviews	Documents	Inspections

Date	Type	File Name	Description
05/28/19	Merge document	Rental License Certificate.htm	Rental License Certificate - RBL19-000017
05/28/19	System Email Notification	Your citizenserve application status has changed.htm	Your citizenserve application status has changed
05/28/19	Merge document	Receipt - License.htm	Receipt - License
05/28/19	System Email Notification	Your citizenserve application status has changed.htm	Your citizenserve application status has changed
05/28/19	System Email Notification	Your license application has been received.htm	Your license application has been received

How to update your contact information?

1. Log into the online service portal with your username and password
2. Click "My Account" at the top-right of the screen

3. Click "Update my Information" on the left-side of the screen

4. Update the necessary fields and click "submit" at the bottom of the "update my information" page.

How to schedule a building inspection online through the portal?

1. Log into the online service portal with your username and password
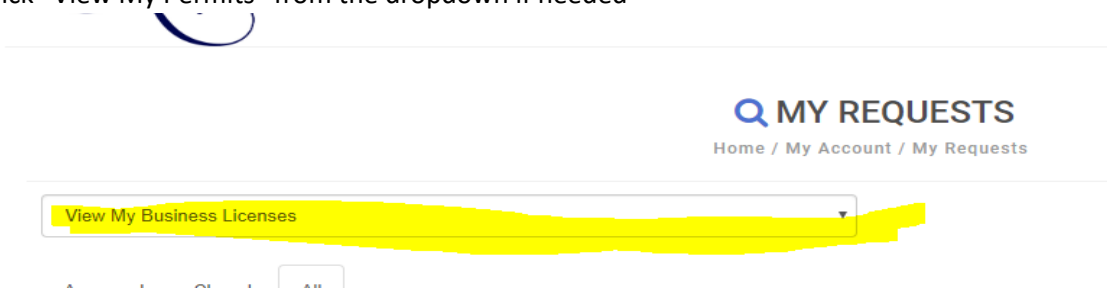2. Click "My Account" at the top-right of the screen

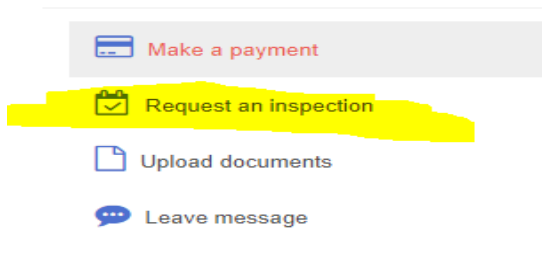3. Click "View my requests" on the left-side of the screen

4. Click "View My Permits" from the dropdown if needed

5. Click on the Permit # that you want to schedule an inspection for

6. Click "Request an Inspection" on the left-side of the screen and enter required information

How to schedule a rental inspection?

The Town requires a rental property to pass a safety inspection when one of the following is true:

1. if the property is coming on the rental market and never had a rental license issued by the Town
2. if the property is switching rental management companies or owners and does not have safety inspection on Town record
3. if the property has submitted a renewal application and the Town needs to verify the number of bedrooms and/or parking spaces.

The Town will email you informing you that that a rental inspection is required for the rental property. You will be asked to email the Town's Code Enforcement Department to set up a time and date for a rental inspection.