



**COMMUNITY  
SERVICES DEPARTMENT**

# Step-by-Step Instructions for Online Submittal of STR Permit

## Contents

**Registering for an Account:** .....2

**Logging In to your Account** .....6

**Creating an Application** .....7

    Application: Step 1 > Page 1 (Property Information)..... 9

    Application: Step 1 > Page 2 (Local Responsible Party/Authorized Agent) ..... 10

    Application: Step 1 > Page 3 (Rental Details)..... 13

    Application: Step 1 > Page 4 (Attachments) ..... 14

    Application: Step 2 (Review) ..... 16

    Application: Step 3 (Receipt/Record Issuance)..... 17

**Appendix:** .....19

    Section 1 (Converting an Image File to .PDF)..... 19

    Section 2 (Add to Collection) ..... 20

    Section 3 (Accessing your Application) ..... 20

    Section 4 (Adding Attachments after Submittal) ..... 21

    Section 5 (What Happens Next?) ..... 22

        Making Payment ..... 22

        Inspections: ..... 22

**For questions regarding submitting your application, please contact:**

Community Services Department – Planning Division  
Email: [STR@washoecounty.us](mailto:STR@washoecounty.us)  
Telephone: (775) 328-6100

**For questions regarding inspections and scheduling, please contact:**

Community Services Department – Building Division  
Email: [Building@washoecounty.us](mailto:Building@washoecounty.us)  
Telephone: (775) 328-2020

## Registering for an Account:

1. Access the OneNV website: [www.onenv.us](http://www.onenv.us)
2. Click **“Register for an Account”** in the upper, right-hand corner OR under the log in section.

The screenshot shows the OneNV website header with the logo and the text "Serving Reno, Sparks, Washoe & Douglas County". In the top right corner, there are links for "Announcements", "Accessibility Support", "Register for an Account" (highlighted with a red box), and "Login". Below the header is a navigation menu with "Home" selected, and other options like "Building", "Business Licensing", "Enforcement", "Engineering", "Fire", "Health District", "Planning", and "more". A search bar is also visible. The main content area includes a welcome message and a login form with fields for "User Name or E-mail" and "Password", and a "Login »" button.

3. The website will redirect you to a page showing General Disclaimer and Privacy Policy. Check the box, acknowledging **“I have read and accepted the above terms,”** then click **“Continue Registration.”**

The screenshot shows the OneNV website account registration page. The header is the same as the previous screenshot. The navigation menu includes "Home", "Building", "Business Licensing", "Enforcement", "Engineering", "Fire", "Health District", "Planning", and "Public Works". The main content area is titled "Account Registration" and includes a list of information required to open an account: "Choose a user name and password", "Personal and Contact Information", and "License Numbers if you are registering as a licensed professional (optional)". Below this is a "General Disclaimer" section with a scrollable text area. At the bottom, there is a checkbox labeled "I have read and accepted the above terms." which is checked, and a "Continue Registration »" button.

4. Enter your account information:
  - A. **Username:** Must be 4-32 characters. May contain letters, numbers, and the following special characters: @ \_ - .
    - i. Tip: You can use your email address as your username!
  - B. **E-mail Address:** Enter the email address that you wish to be associated with this account.
  - C. **Password:** Enter a password between 8-20 characters.
  - D. **Type Password Again:** Enter your desired password again.
    - i. Tip: If your passwords do not match, you will receive the following error.

 **1 error(s) occurred on current page.**  
Please click the specific error item below to navigate to the failed field and correct your input.

**1.Type Password Again: Required Does not match above.**

- E. **Enter Security Question:** Type a security question.
- F. **Answer:** Type the answer to your security question.

### Account Registration Step 2: Enter/Confirm Your Account Information

**Login Information** \* indicates a required field.

---

Enter your User Name and Password. You must also enter a unique email address

\*User Name: ?

\*E-mail Address:

\*Password: ?

\*Type Password Again:

\*Enter Security Question: ?

\*Answer: ?

**Help** x

(4-32 characters may contain letters, numbers, and these special characters: @ \_ - .)

**Help** x

(8-20 characters)

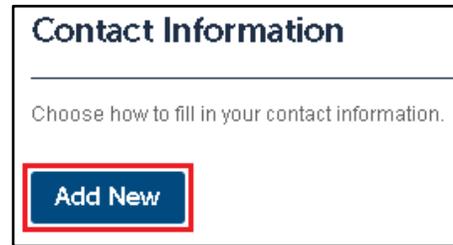
**Help** x

(used for identification if you forget your login information)

**Help** x

(20 characters maximum)

5. When you are finished entering your account information, proceed to Contact Information and click **“Add New.”**



**Contact Information**

Choose how to fill in your contact information.

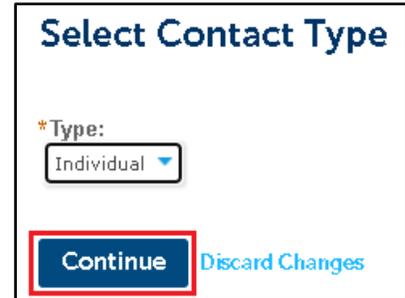
**Add New**

6. Select Contact Type – This will either be **“Individual”** or **“Organization.”**



**Select Contact Type**

\* Type:   
 --Select--   
 --Select--   
 Individual   
 Organization   
 **Continue** Discard Changes



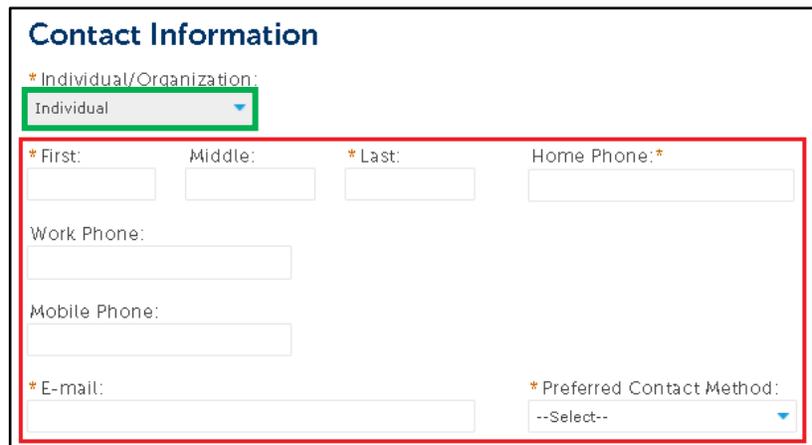
**Select Contact Type**

\* Type:   
 Individual   
 **Continue** Discard Changes

7. Once you have made your selection, click **“Continue.”**

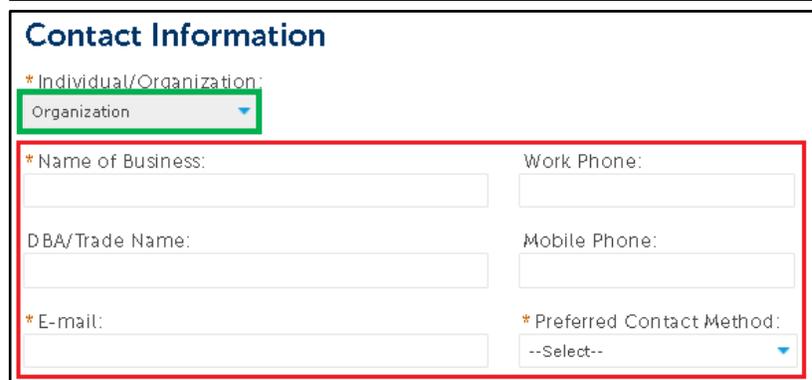
8. Enter the contact information that you want associated with this account.

**Note:** The contact information that you are asked to enter on this screen will vary, depending on whether you chose **“Individual”** or **“Organization”** on the last screen.



**Contact Information**

\* Individual/Organization:   
 Individual   
 \* First: Middle: \* Last: Home Phone:\*   
 Work Phone:   
 Mobile Phone:   
 \* E-mail: \* Preferred Contact Method:   
 --Select--



**Contact Information**

\* Individual/Organization:   
 Organization   
 \* Name of Business: Work Phone:   
 DBA/Trade Name: Mobile Phone:   
 \* E-mail: \* Preferred Contact Method:   
 --Select--

9. Scroll down and click **“Add Contact Address.”**



▼ **Contact Addresses**

**Add Contact Address**

10. Choose “Address Type” from the drop-down box.

- A. Enter the address that you want associated with this account.
- B. You may add as many addresses as needed.
- C. When finished, click “Save and Close.”

### Contact Address Information

\* Address Type:

Mailing ▾

--Select--

Business

Home

Mailing

\* Address Line 1:

Address Line 2:

Address Line 3:

\* City:  \* State:  --Select▾ \* ZIP Code:

\* Country/Region:

United States ▾

Save and Close

Save and Add Another

Clear

Discard Changes

11. Any contact addresses that you added will be visible on the screen. Click “Continue.”

▼ Contact Addresses

Add Contact Address

To add a new contact address, click 'Add ContactAddress'. To edit or remove a contact address, click 'Actions'.

✔ Contact address added successfully.

Showing 1-1 of 1

Address Type	Address	Action
Business	1001 E 9th St., Bldg A	Actions ▾

Continue

Clear

Discard Changes

12. Verify that all contact information is correct, then click “Continue Registration.”

### Contact Information

✔ Contact added successfully.

**Admin Test**  
ApplicantEmail@washoecounty.us  
 Home phone:  
 Mobile Phone:(775) 555-5555  
 Work Phone:  
 Fax:

Edit Remove

▼ Contact Addresses

Add Contact Address

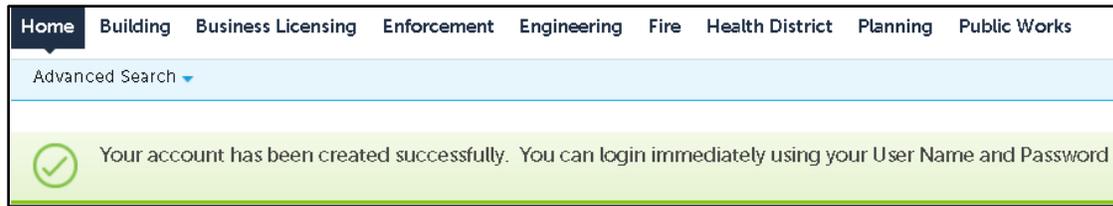
To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Recipient	Address	Action
Business		1001 E 9th St., Bldg A	Actions ▾

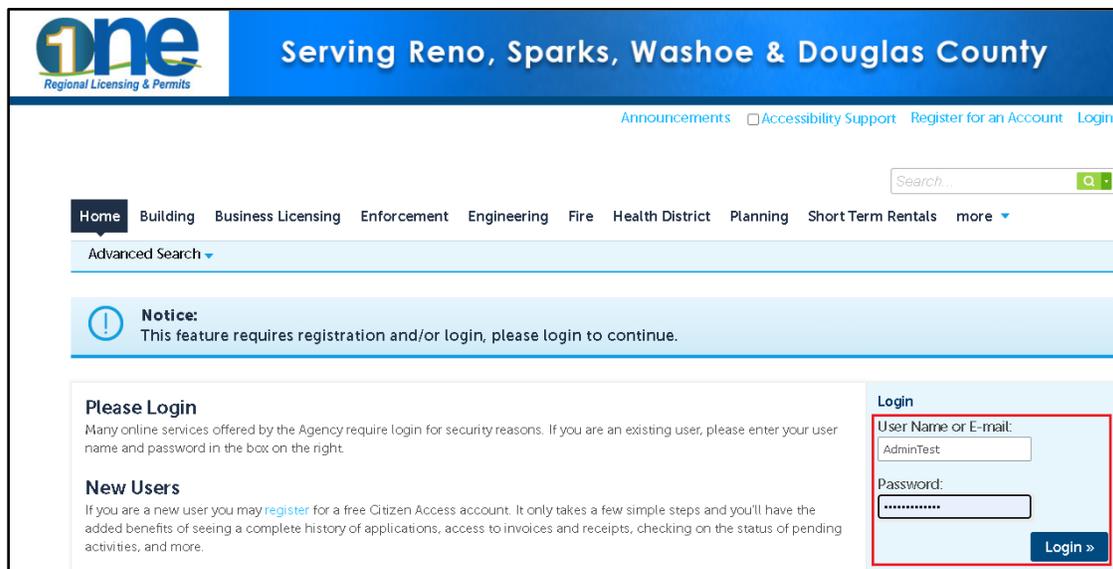
Continue Registration »

13. You will receive an email message letting you know that your account has been created successfully.

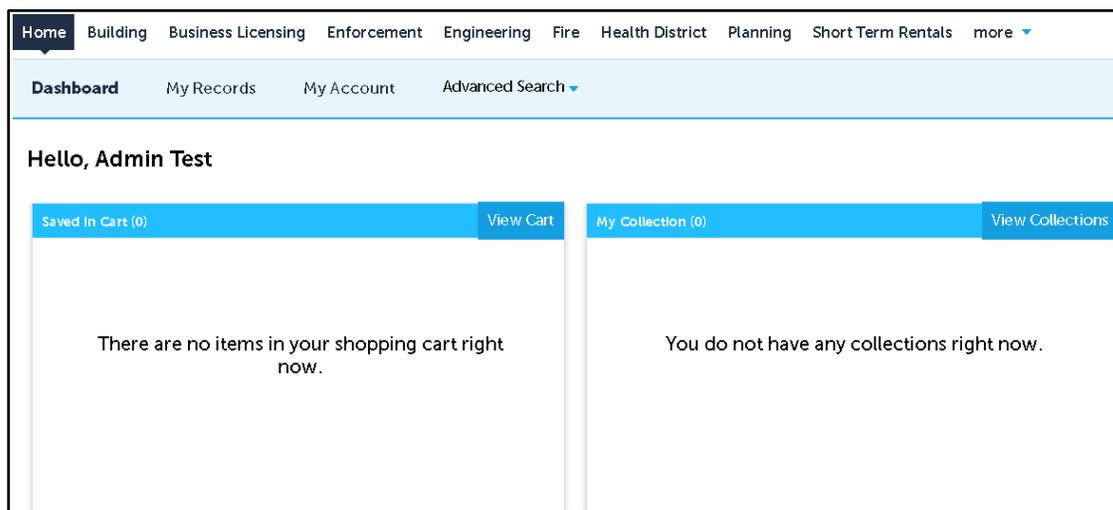


## Logging In to your Account

1. Access the OneNV website: [www.onenv.us](http://www.onenv.us)
2. Enter your Username and Password. Click "Login."



3. The website will open to your Dashboard view.



## Creating an Application

1. Click **“Home.”** Under the Short Term Rentals heading, click **“Create an Application.”**

The screenshot shows the Home page of the Agency's Online Permitting System. The top navigation bar includes links for Home, Building, Business Licensing, Enforcement, Engineering, Fire, Health District, Planning, and Short Term Rentals. Below this is a secondary navigation bar with Dashboard, My Records, My Account, and Advanced Search. The main content area is divided into two columns. The left column contains a welcome message for Admin Test and a section titled "What would you like to do today?" with a list of service categories: General Information, Business Licensing, Engineering, Health District, and Public Works. The right column contains a "Cart (0)" section indicating the cart is empty. Under the "Short Term Rentals" category, the "Create an Application" link is highlighted with a red box.

2. You will receive a notice providing a General Disclaimer. After reading, check the box **“I have read and accepted the above terms,”** then click **“Continue Application.”**

The screenshot shows the "Create an Application" page. The top navigation bar includes "Create an Application" and "Search Applications". The main content area is titled "Online Application" and contains a welcome message. Below the welcome message is a section titled "Please 'Allow Pop-ups from This Site' before proceeding." followed by a "General Disclaimer" section. The disclaimer text is as follows: "While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the accuracy or timeliness of any of the information provided, or as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer viruses or other malware of any kind, or use of any proprietary information or intellectual property]. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections. All trademarks and service marks or other proprietary information or intellectual property rights of any kind contained in or displayed on this Web site are the property of their respective owners and are subject to all applicable laws. Any commercial or other unauthorized use of the materials stored on this Web site is strictly". Below the disclaimer is a checkbox labeled "I have read and accepted the above terms." which is checked. At the bottom of the page, the "Continue Application >>" button is highlighted with a red box.

3. Enter the address of your Short Term Rental Location.
  - A. Enter ONLY the following information:
    - i. **“Street No”** in the **“From”** field... Leave the **“To”** field blank.
    - ii. Enter the **“Street Name.”**
    - iii. Enter **“Unit No.”** – only if applicable.
    - iv. Click **“Search.”**

### Enter Short Term Rentals Location

---

\* Street No.:

From

 - 

To

\* Street Name:

Street Type:

--Select--

Direction:

--Select--

Unit Type:

--Select--

Unit No.:

City:

State:

--Select--

Zip:

Search

Clear

- B. **Troubleshooting:** If the address that you entered is not in Unincorporated Washoe County or if you entered too much information, you will receive the following message.

Your search returned no results. Please modify your search criteria and try again.

4. The website will return results for the listed address.
  - A. Expand the **“Short Term Rentals”** drop down menu.
  - B. Check the box for **“Washoe County – Short Term Rentals Application.”**
  - C. Click **“Continue Application.”**

Select one address(1 items):  
Showing 1-1 of 1

Address	Description	City	State	Zip	Parcel	Owner
1234 Example St.	Reno, NV 54321	Reno	NV	54321	####-##-####	Admin Test

Search

Select Services(70 services found):

▼ **Short Term Rentals**

Washoe County - Short Term Rentals Application

- ▶ Building
- ▶ Engineering
- ▶ Fire
- ▶ Health
- ▶ Licenses  
Select all license types that pertain to your business
- ▶ Planning

Continue Application

Note: If you cannot finish your application in one sitting, click **“Save and resume later”** located in the bottom right corner of the screen.



### Application: Step 1 > Page 1 (Property Information)

1. This will bring you to **Step 1 > Page 1** of the Short Term Rental Application process.
  - A. The address should auto-populate based on the information that you entered in the last step.
  - B. If the address and/or owner information does not auto-populate, enter the information.

A screenshot of a web application interface. At the top, there is a navigation bar with links: Home, Building, Business Licensing, Enforcement, Engineering, Fire, Health District, and P. Below this is a secondary navigation bar with links: Dashboard, My Records, My Account, and Advanced Search. The main content area is titled "Remove Short Term Rental Application" and shows a progress bar with three steps: 1 Step 1, 2 Review, and 3 Pay Fees. Below the progress bar, the heading "Step 1: Step 1 > Page 1" is displayed, followed by a note: "\* indicates a required field." The "Address" section contains several input fields: "\* Street No.:" (1234), "\* Street Name:" (Example), "Street Type:" (St), "Direction:" (--Select--), "Unit Type:" (--Select--), "Unit No.:" (empty), "City:" (Reno), "State:" (NV), and "\* Zip:" (54321). At the bottom of the form are "Search" and "Clear" buttons.

2. Scroll down to view owner information. This should auto-populate. Click **“Continue Application.”**

A screenshot of a web application interface titled "Owner". It contains the following fields: "Owner Name:" (Admin Test), "Address Line:" (1234 Example St), "City:" (Reno), "State:" (--Select--), "Zip:" (empty), and "Country:" (United States). At the bottom of the form are "Search" and "Clear" buttons. A red box highlights the "Continue Application »" button at the bottom.

Application: Step 1 > Page 2 (Local Responsible Party/Authorized Agent)

1. This will bring you to **Step 1 > Page 2** of the Short Term Rental Application process.

2. Adding a Local Responsible Party (Required)  
A. If you, as the applicant, are the Local Responsible Party and you want to use the Contact Info that you entered when registering for your account, click **“Select from Account.”**

**Step 1: Step 1 > Page 2**

### Local Responsible Party

**This is required.**

**Select from Account** **Add New** **Look Up**

B. Click the check box next to the contact that you would like to use, then click **“Continue.”**

**Select Contact from Account**

Admin Test  
**Local Responsible Party**

Select contact addresses for this contact to attach to the record.  
Showing 1-1 of 1

<input type="checkbox"/>	Address Type	Recipient	Address
<input checked="" type="checkbox"/>	Business		1001 E 9th St., Bldg A

**Continue** [Discard Changes](#)

C. This will direct you to a review page. Confirm information and then click, **“Continue.”**

**Contact Information**

\* First: Admin Middle: Last: Test

\* Mobile Phone (Must be text enabled)\*: (775) 555-5555 Home Phone: Primary Phone Number Work Phone:

\* E-mail: ApplicantEmail@washoecounty.us

▼ **Contact Addresses**

**Add Additional Contact Address**

To edit a contact address, click the address link.

Showing 1-1 of 1

Address Type	Recipient	Address
Business		<a href="#">1001 E 9th St., Bldg A</a>

**Continue** [Discard Changes](#)

D. You will receive a message that your contact was added successfully.

✔ **Contact added successfully.**

3. If your Local Responsible Party is someone other than the party that set up the account, then click “Add New.”

**Step 1: Step 1 > Page 2**

**Local Responsible Party** \* indicates a required field.

**This is required.**

Select from Account **Add New** Look Up

- A. Enter Contact Information and then click, “Add Contact Address.”  
B. You can add one contact address or multiple contact addresses.

**Contact Information**

\* First: Middle: \* Last:  
Local Responsible Party

\* Mobile Phone (Must be text enabled)\*: Home Phone:  
775-888-5555 Primary Phone Number

\* E-mail:  
LRP@emailaddress.com

▼ **Contact Addresses**

**Add Additional Contact Address**

- C. When finished, click “Save and Close.”

**Contact Address Information**

Country/Region:  
United States ▼

Address Type:  
Mailing ▼

\* Address Line:  
5555 Local Responsible Party Cir

\* City: State: \* ZIP Code:  
Reno NV 89512

**Save and Close** **Save and Add Another** **Clear** Discard Changes

- D. You will be directed to a review page.
- i. Confirm all information and then click, **“Continue.”**
  - ii. If you need to make changes, click **“Clear”** and re-enter the contact information.

### Contact Information

\* First:  Middle:  \* Last:

\* Mobile Phone (Must be text enabled)\*:  Home Phone:  Work Phone:

\* E-mail:

▼ Contact Addresses

**Add Additional Contact Address**

To edit a contact address, click the address link.

✔ Contact address added successfully.

Showing 1-1 of 1

	Address Type	Recipient	Address
	Mailing		<a href="#">5555 Local Responsible Party Cir</a>

4. This will direct you back to **Step 1 > Page 2.**
5. If you would like to set up an Authorized Agent, click **“Select from Account”** or **“Add New”** – as appropriate.

### Authorized Agent

---

(If using property management company or designated representative)

---

Note: If you are a property manager or designated representative applying on behalf of the property owner, you should add yourself as an Authorized Agent (even if you are listed under Local Responsible Party).

---

6. When finished OR if do not need to set up an Authorized Agent, click **“Continue Application.”**

1. Enter your Short Term Rentals Details

**NOTE: If you are using a certified property manager, make sure to select "Yes" to receive any applicable discounts.**

### Short Term Rentals Details

---

#### SHORT TERM RENTALS DETAILS

\* Is the STR property located in a gated community?:  Yes  No

If so, what is the entry code (for Fire, Sheriff, Building Inspections and EMS):  If you checked "Yes," you must enter the gate code.

\* Is the property an accessory dwelling unit?:  Yes  No

\* How many dwellings on the property will be used as an STR?:

\* Is this a partial home rental?:  Yes  No

Provide your Transient Lodging Tax number:  If you checked "No," you must enter your TLT #.

\* Square footage of habitable space (do not include garage square footage):

\* Requested maximum occupancy:

Planning Permit Number:  Only required if maximum occupancy exceeds 10 people.

\* How many onsite parking spaces or assigned passes (for condo/multi-family) are available?:

\* Are parking spaces paved?:  Yes  No

What platforms will the STR be advertised on?:

\* Is there a certified property manager?:  Yes  No If you are utilizing a certified property manager, you must select "Yes" to receive the discount.

\* Type of dwelling?:

\* Does your STR have sprinklers or a monitored Fire Alarm?:  Yes  No

2. When finished, click "Continue Application."

**Continue Application »**

## Application: Step 1 > Page 4 (Attachments)

1. Review the list of required attachments.

**Step 1: Step 1 > Page 4**

**Attachments (Please click on Add button to upload documents).**

Please attach the following documents:

1. **Short Term Rentals (STR) Application.**
2. **Site Plan - scaled and dimensioned (hand drawn or google map is acceptable).**
3. **Floor Plan - scaled and dimensioned (hand drawn is acceptable).**
4. **Copy of Educational Materials** (required prior to inspection).
5. **Certificate of Insurance** identifying the property as a *rental* and provides a minimum of \$500,000 liability co
6. **Property Tax payment** - for current quarter of current fiscal year.
7. **Parking Pass for multi-unit (building with more than 2 units) Short Term Rentals** (if applicable).

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cp;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pit  
are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

**Add**

### In what format and resolution should documents and attachments be uploaded?

We prefer all items to be uploaded in a .PDF format with a resolution of 300dpi.

All documents must be legible (especially dimensions). Illegible documents will be returned and will delay the processing of your application.

### Need Help?

If you have an image file (.png, .tiff, .jpg...etc), please see Appendix, Section 1 (Converting an Image File to .PDF) on Page 19.

2. Click **"Add"** to upload your documents.
  - A. A pop-up will open, click **"Add"** to select your files.
  - B. After adding all files, click **"Continue."**

### File Upload

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cp;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mh  
are disallowed file types to upload.

**Continue** **Add** **Remove All**

### File Upload

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cp;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;m  
are disallowed file types to upload.

ShortTermRental_Application.pdf	100%
Site_Plan.jpg	100%
Floor_Plan.jpg	100%
Educational_Materials.pdf	100%
Certificate_of_Insurance.pdf	100%

**Continue** **Add** **Remove All**

- C. For each attachment that you have added, you must indicate the **“Attachment Type”** and **“Description.”**
- D. When finished, scroll to the bottom of the page and click **“Save.”**

**\* Type:**

--Select--

--Select--

Certificate of insurance identifying the property as a rental and provides a minimum of \$500,000 liability coverage per occurrence.

Copy of Educational Materials (required prior to inspection).

Floor Plan- scaled and dimensioned (hand drawn is acceptable).

Other

Parking Pass for multi-unit (building with more than 2 units) Short Term Rentals (if applicable)

Property Tax payment- for current quarter of current fiscal year.

Short Term Rentals (STR) Application.

Site Plan- scaled and dimensioned (hand drawn or google map is acceptable).

**File:**

Additional\_Documentation.pdf

100%

**\* Description:**

Save

Add

Remove All

- 3. This will bring you to a review page.
  - A. Click the **“Action”** button to Review or Delete any records.
  - B. You can click **“Add”** at the bottom of the page to add additional documents.
  - C. After you have reviewed all your information, click **“Continue Application.”**

Name	Type	Size	Latest Update	Action
Certificate_of_Insurance.pdf	Certificate of insurance identifying the property as a rental and provides a minimum of \$500,000 liability coverage per occurrence.	331.30 KB	05/04/2021	<span style="color: #0070c0;">Actions</span> ▼ <span style="color: #0070c0;">View Details</span> <span style="color: #0070c0;">Delete</span>
Educational_Materials.pdf	Copy of Educational Materials (required prior to inspection).	331.29 KB	05/04/2021	Actions ▼
Floor_Plan.jpg	Floor Plan- scaled and dimensioned (hand drawn is acceptable).	8.49 KB	05/04/2021	Actions ▼
Parking_Pass.pdf	Parking Pass for multi-unit (building with more than 2 units) Short Term Rentals (if applicable)	331.32 KB	05/04/2021	Actions ▼
Property_Tax_Payment.pdf	Property Tax payment- for current quarter of current fiscal year.	331.31 KB	05/04/2021	Actions ▼

Add

Continue Application »

Save and resume later

## Application: Step 2 (Review)

1. Review all information.
  - A. Click **"Edit"** buttons, if needed, to make changes to sections.

### Short Term Rentals Application

1 Step 1	2 Review	3 Pay Fees	4 Record Issuance
----------	----------	------------	-------------------

**Step 2: Review**

[Continue Application »](#) [Save and resume later](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

#### Record Type

Short Term Rentals Application

---

#### Address

1234 Example St. Reno, NV 54321 [Edit](#)

---

#### Owner

ADMIN TEST  
1001 E. NINTH ST  
RENO, NV 89512 [Edit](#)

---

#### Local Responsible Party

Local Responsible Party  
Mobile Phone (Must be text enabled)\*:(775) 888-5555  
E-mail:LRP@emailaddress.com [Edit](#)

---

#### Authorized Agent

[Edit](#)

### Short Term Rentals Details

SHORT TERM RENTALS DETAILS [Edit](#)

Is the STR property located in a gated community?: No

If so, what is the entry code (for Fire, Sheriff, Building Inspections and EMS):

Is the property an accessory dwelling unit?: No

How many dwellings on the property will be used as an STR?: 1

Is this a partial home rental?: Yes

Provide your Transient Lodging Tax number:

Square footage of habitable space (do not include garage square footage): 800

Requested maximum occupancy: 04

Planning Permit Number:

How many onsite parking spaces or assigned passes (for condo/multi-family) are available?: 2

Are parking spaces paved?: No

What platforms will the STR be advertised on?: AirBnB

Is there a certified property manager?: Yes

Type of dwelling?: Single Family

Does your STR have sprinklers or a monitored Fire Alarm?: No

**PAUSE:** Do not hit “Continue Application” until you are ready to submit your application. If you are **not** ready to submit your application, click “Save and Resume Later.”

B. When you are ready to submit your application, click “Continue Application” to move on.

**Attachments (Please click on Add button to upload documents).** [Edit](#)

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;cmd;mhmt;mhtml;mssc;mst;php;pic;scr;shb;sys;vb;vbe;vbs;vxd;wsc;wst;wsh;zip are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
<a href="#">Floor.jpg</a>	Certificate of insurance identifying the property as a rental and provides a minimum of \$500,000 liability coverage per occurrence.	276.69 KB	04/30/2021	<a href="#">Actions</a> ▼
<a href="#">How To Create A Site Plan_201211281409191336.pdf</a>	Site Plan- scaled and dimensioned (hand drawn or google map is acceptable).	66.00 KB	04/30/2021	<a href="#">Actions</a> ▼
<a href="#">Sample Floor Plan.jpg</a>	Floor Plan- scaled and dimensioned (hand drawn is acceptable).	122.04 KB	04/30/2021	<a href="#">Actions</a> ▼
<a href="#">STR Educational Material_TAHOE.docx</a>	Copy of Educational Materials (required prior to inspection).	56.19 KB	04/30/2021	<a href="#">Actions</a> ▼
<a href="#">STR Permit Application 20210427_fillable.pdf</a>	Short Term Rentals (STR) Application.	326.95 KB	04/30/2021	<a href="#">Actions</a> ▼

[Continue Application »](#) [Save and resume later](#)

### Application: Step 3 (Receipt/Record Issuance)

1. You will receive confirmation that your application has been successfully submitted.

1 Select item to pay
2 Payment information
3 Receipt/Record issuance

**Step 3: Receipt/Record issuance**

**Confirmation**

Your application(s) and/or complaint(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.

2. Click on the **BLUE APPLICATION NUMBER** to bring up your application.

**1234 Example St. Reno, NV 54321**

**WASHOE**

WSTR000028-APP-2021

Short Term Rentals Application

3. Each tab will give you further information.

**Record WSTRO00028-APP-2021:  
Short Term Rentals Application**

[Add to cart](#)  
[Add to collection](#)

Record Info ▼

Payments ▼

Custom Component

Record Details	Fees
Processing Status	Trust Account Information
Related Records	Attachments
Inspections	Valuation Calculator

### Record Details

**Owner:**  
Admin Test  
1234 Exaple St.  
Reno, NV 54321

▼ More Details

**Related Contacts**

**Local Responsible Party information**  
Local Responsible Party  
Mobile Phone (Must be (775) text enabled)\*: 888-5555  
E-mail:LRP@emailaddress.com

Mailing  
5555 Local Responsible Party Cir  
Reno, NV, 89512  
United States

**Application Information**

**SHORT TERM RENTALS DETAILS**

Is the STR property located in a gated community?:	No
Is the property an accessory dwelling unit?:	No
How many dwellings on the property will be used as an STR?:	1
Is this a partial home rental?:	Yes
Square footage of habitable space (do not include garage square footage):	800
Requested maximum occupancy:	04
How many onsite parking spaces or assigned passes (for condo/multi-family) are available?:	2
Are parking spaces paved?:	No
What platforms will the STR be advertised on?:	AirBnB
Is there a certified property manager?:	Yes
Type of dwelling?:	Single Family
Does your STR have sprinklers or a monitored Fire Alarm?:	No

### Processing Status

Application Submittal

Due on **04/30/2021**, assigned to **TBD**  
Marked as **TBD** on **TBD** by **TBD**

Routing
Planning/Zoning Review
Building Review
STR Review
Permit Issuance

### Inspections

**Upcoming**

Schedule or Request an Inspection

You have not added any inspections.  
Click the link above to schedule or request one.

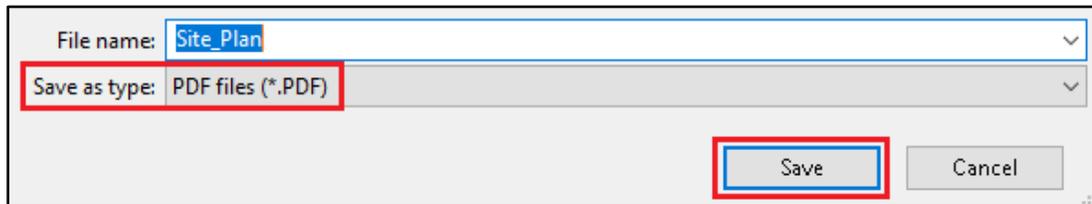
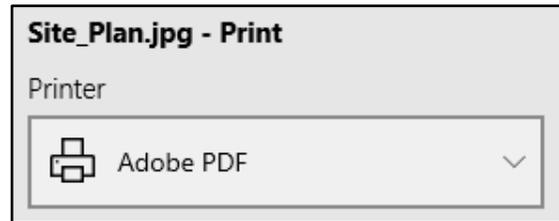
**Completed**

There are no completed inspections on this record.

## Appendix:

### Section 1 (Converting an Image File to .PDF)

- a. Option 1: Print to .PDF (The best option if you do not have Adobe Acrobat on your computer.) Open the file that you wish to convert.
- b. Click **“Print”** – this may look different or be in different places, depending on what application your file opens in.
- c. Change your print location to: **“Adobe PDF”**; then click **“Print.”**
- d. This will open your “Save As” dialog box.
- e. Make sure the “Save as type:” is **PDF files (\*.PDF)**, then click **“Save.”**



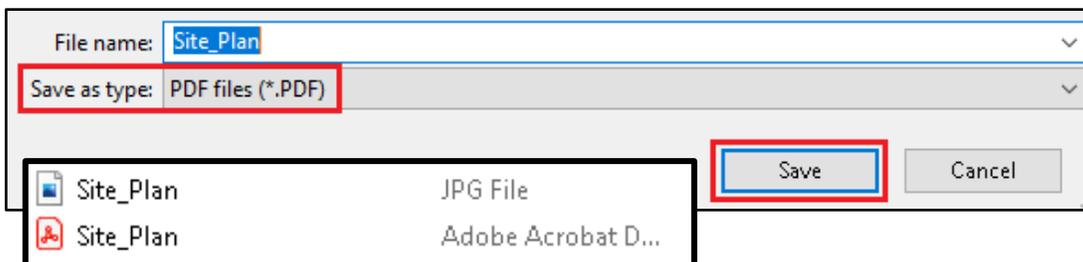
2. Option 2: Convert to .PDF (This is a great option if you have Adobe Acrobat.)
  - a. In your File Explorer, find the file that you want to convert.
  - b. **Right-click** the file, then click **“Convert to Adobe PDF.”**



- c. Your file will open in Adobe. Click the **“Save”** icon.



- d. This will open your “Save As” dialog box.
- e. Make sure the “Save as type:” is **PDF files (\*.PDF)**, then click **“Save.”**



## Section 2 (Add to Collection)

1. If you anticipate submitting multiple Short Term Rental applications (i.e.: For a particular community, neighborhood, owner, etc.), you can utilize the **“Add to collection”** button.

**Record WSTR000028-APP-2021:  
Short Term Rentals Application**

[Add to cart](#)  
[Add to collection](#)

2. Choose a Name for the collection and enter a Description, if desired. Then click **“Add.”**

**Create a New Collection**

\* Name:

Description:

3. Your newly added collection will now show up under the **“Collections”** drop down on your main header.



### Serving Reno, Sparks, Washoe & Douglas County

[Announcements](#)Logged in as: Admin Test**Collections (1)** ▼[Cart \(0\)](#)[Account Management](#)

[Tahoe STRs](#)

## Section 3 (Accessing your Application)

1. If you need to view and / or modify your application after it has been submitted, click:
  - A. **“Home”** → **“My Records”** → **“Short Term Rentals”**
2. Then click on the **“Record Number”** of the application that you want to view.

HomeBuildingBusiness LicensingEnforcementEngineeringFire**Short Term Rentals**Health Districtmore ▼

Create an Application**Search Applications**

### Records

Showing 1-1 of 1 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	04/30/2021	<b>WSTR000028-APP-2021</b>	Short Term Rentals	Application					

## Section 4 (Adding Attachments after Submittal)

1. If you had issues adding attachments during application submittal, you can add them now.
2. Expand the “Record Info” drop down, then click “Attachments”

The screenshot shows two application records. The top record is 'Record WSTR000028-APP-2021: Short Term Rentals Application'. Below the title bar, there are three tabs: 'Record Info', 'Payments', and 'Custom Component'. The 'Record Info' tab is selected and its dropdown menu is open, showing options: 'Record Details', 'Processing Status', 'Related Records', 'Attachments', 'Inspections', and 'Valuation Calculator'. The 'Attachments' option is highlighted with a red box. The bottom record is 'Record WSTR000052-APP-2021: Short Term Rental Application'. It also has the same tabs. Below the tabs, the 'Attachments' section is visible, showing a table with columns: Name, Record ID, Record Type, Entity Type, and Type. The table is currently empty with the text 'No records found.' Below the table is an 'Add' button, which is also highlighted with a red box.

3. Click “Add” to upload documents.

4. Note: You can add additional attachments, beyond those specified, as Type: “**Other.**” Be sure to include a thorough description of what the attachment is.

This is a close-up of the 'Type' dropdown menu. The menu is open, showing a list of options. The first two options are '--Select--'. The third option is 'Certificate of insurance identifying the property as a rental and provides a minimum of \$500,000 liability coverage per occurrence.' The fourth option is 'Copy of Educational Materials (required prior to inspection).' The fifth option is 'Floor Plan- scaled and dimensioned (hand drawn is acceptable).' The sixth option, 'Other', is highlighted with a red box. Below the 'Other' option, there is a small text label: 'Parking Pass for multi-unit (building with more than 2 units) Short Term Rentals (if applicable)'.

### Reminder:

We prefer all items to be uploaded in a .PDF format with a resolution of 300dpi. All documents must be legible (especially dimensions). Illegible documents will be returned and will delay the processing of your application.

### Need Help?

If you have an image file (.png, .tiff, .jpg...etc), please see Appendix, Section 1 (Converting an Image File to .PDF) on Page 19.

## Section 5 (What Happens Next?)

### Making Payment

1. After your application has been received, Washoe County staff will review the application for completeness, accuracy and to ensure that fees have calculated properly.
2. Once reviewed, you will receive an email from staff indicating that your invoice is ready for payment.
3. Log into your ACA account at: [www.onenv.us](http://www.onenv.us)
  - a. Click **“Home”** → **“My Records”** → Expand the **“Short Term Rentals”** drop down menu.
  - b. Locate the application that’s ready to pay, then click **“Pay Fees Due.”**

The screenshot shows the OnEnv website interface. At the top, there is a search bar and a navigation menu with items: Home, Building, Business Licensing, Enforcement, Engineering, Fire, Short Term Rentals, Health District, and more. Below this is a secondary navigation bar with Dashboard, My Records, My Account, and Advanced Search. The 'My Records' section is expanded to show 'Short Term Rentals'. Below this, there is a table with one row of data. The table has columns: Date, Record Number, Record Type, Description, Project Name, Expiration Date, Status, Action, and Short Notes. The data row shows: 04/30/2021, WSTR000028-APP-2021, Short Term Rentals Application, and a 'Pay Fees Due' button in the Action column. Red boxes highlight the 'Home' button, the 'My Records' button, the 'Short Term Rentals' dropdown, the record number 'WSTR000028-APP-2021', and the 'Pay Fees Due' button.

Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action	Short Notes
04/30/2021	WSTR000028-APP-2021	Short Term Rentals Application					Pay Fees Due	

### Inspections:

After Planning staff has reviewed the application and confirmed that all required documents have been submitted and all payments made, Building and Fire staff will contact you to schedule both Fire and Building inspections, as applicable.