



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)	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

Telephone: (775) 328-6100

For questions regarding inspections and scheduling, please contact:

Community Services Department – Building Division

Email: Building@washoecounty.us

Telephone: (775) 328-2020

Registering for an Account:

1. Access the OneNV website: 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 homepage. The header features the OneNV 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 bar with links: Home, Building, Business Licensing, Enforcement, Engineering, Fire, Health District, Planning, and more. A search bar labeled "Advanced Search" is also present. The main content area includes a welcome message and a login section 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 bar includes links: Home, Building, Business Licensing, Enforcement, Engineering, Fire, Health District, Planning, and Public Works. A search bar labeled "Advanced Search" is also present. 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 section for "General Disclaimer" with a scrollable text area. At the bottom, there is a checkbox labeled "I have read and accepted the above terms." (highlighted with a red box) and a "Continue Registration »" button (also highlighted with a red box).

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

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

X

Help

(8-20 characters)

X

Help

(used for identification if you forget your login information)

X

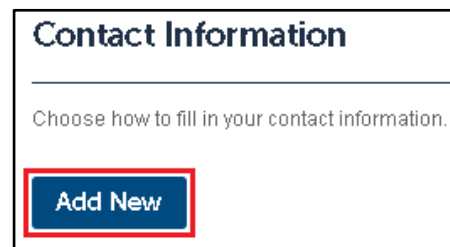
Help

(20 characters maximum)

X

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

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



Contact Information

Choose how to fill in your contact information.

Add New

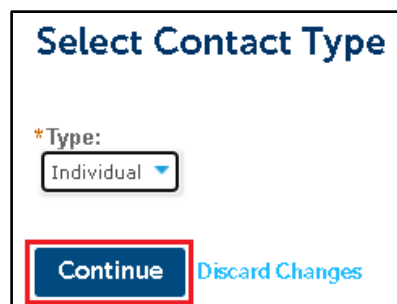
7. Once you have made your selection, click **"Continue."**



Select Contact Type

*Type:
--Select--
--Select--
Individual
Organization

Continue Discard Changes



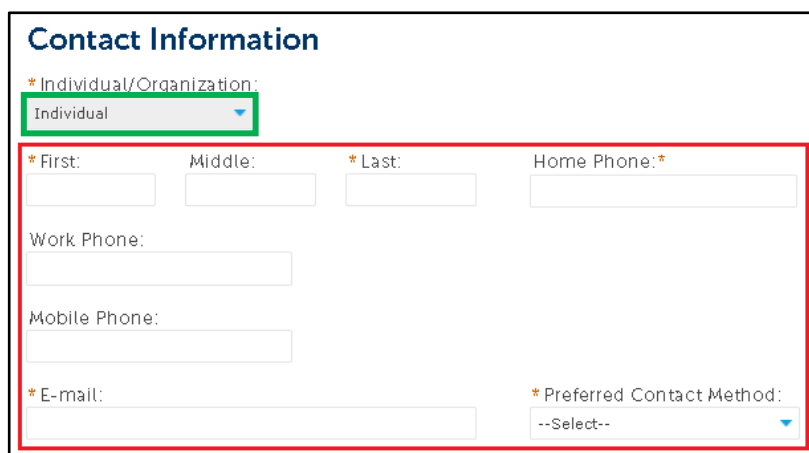
Select Contact Type

*Type:
Individual

Continue Discard Changes

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

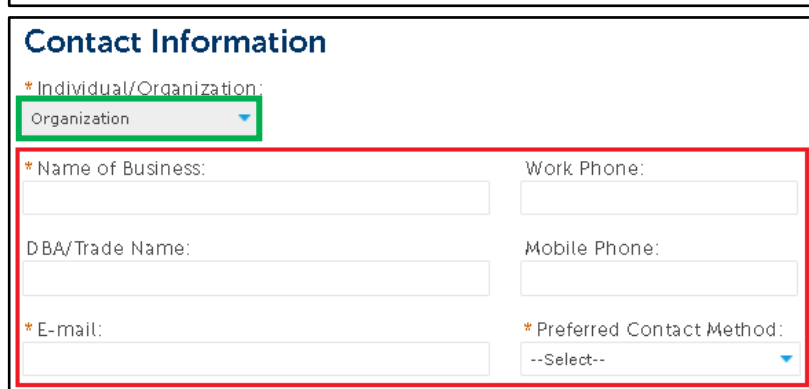
* Individual/Organization:
Individual

* 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: * 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@washoeconomy.us
Home phone:
Mobile Phone:(775) 555-5555
Work Phone:
Fax:

[Edit](#) [Remove](#)

Contact Addresses

Add Contact Address

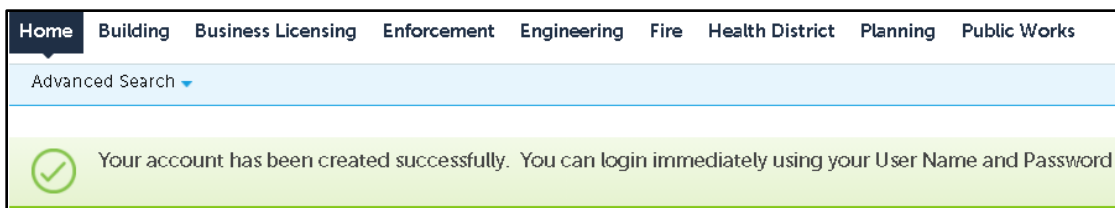
To edit a contact address, click the address link.

Showing 1-1 of 1

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

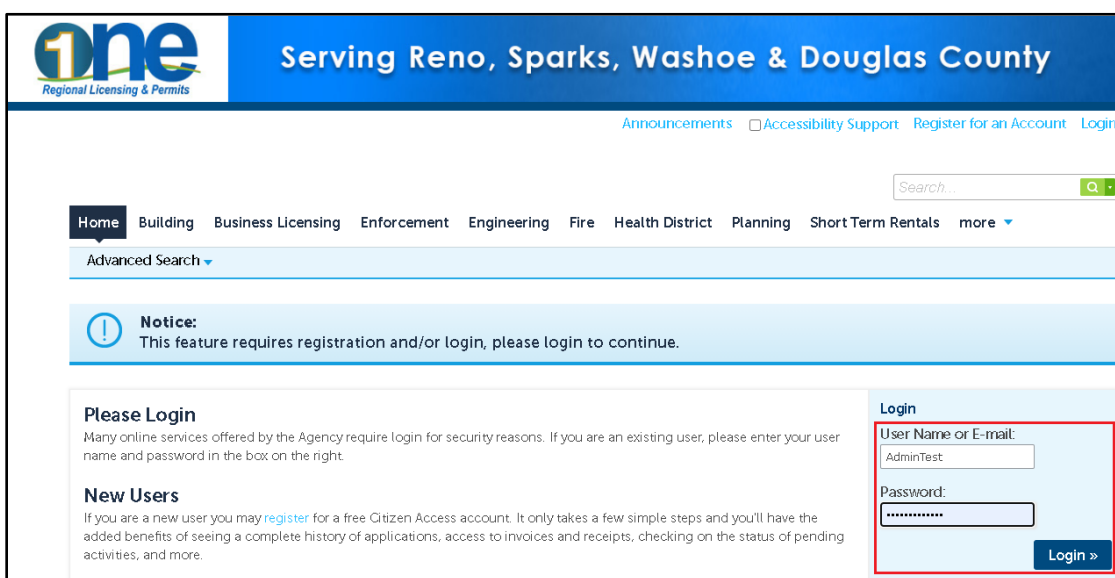
Continue Registration »

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

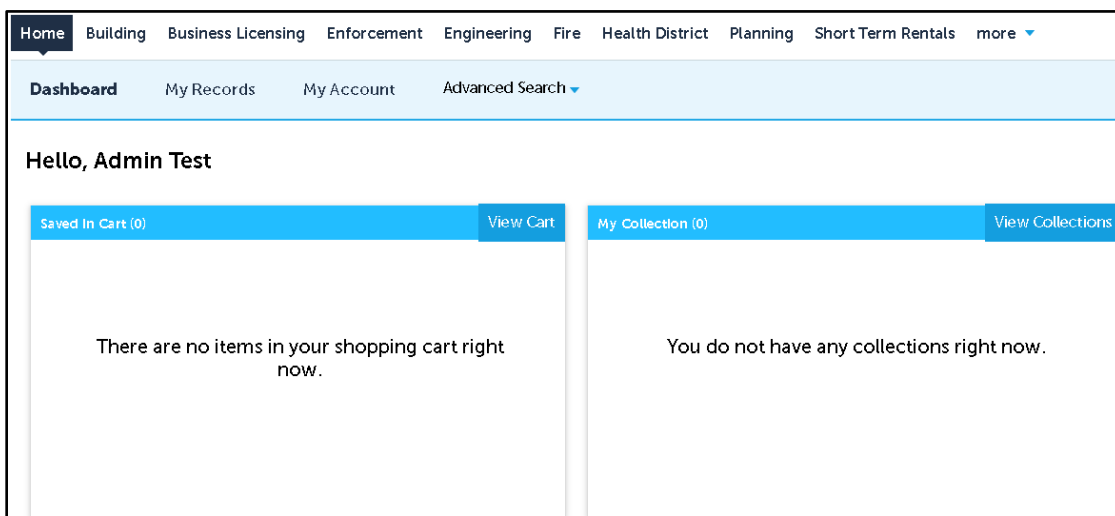


Logging In to your Account

1. Access the OneNV website: www.onenv.us
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 a web application. At the top, there is a navigation bar with tabs: Home, Building, Business Licensing, Enforcement, Engineering, Fire, Health District, Planning, and Short Term Rentals. Below this is a secondary navigation bar with links: 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 list of service categories: General Information, Business Licensing, Engineering, Health District, Public Works, Building, Enforcement, Fire, Planning, and Short Term Rentals. Each category has a 'Create an Application by Address' and a 'Search Applications' link. The 'Short Term Rentals' category's 'Create an Application' link is highlighted with a red box. The right column shows a 'Cart (0)' section with the message 'Your cart is empty.'

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. At the top, there is a navigation bar with tabs: Create an Application and Search Applications. Below this is a section titled 'Online Application' with a welcome message. A notice states: 'Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.' Below this is a 'General Disclaimer' section with a scrollable text area. Below the disclaimer is a checkbox labeled 'I have read and accepted the above terms.' which is checked. At the bottom, there is a red button labeled 'Continue Application »'.

3. Enter the address of your Short Term Rental Location.
 - A. Enter the **“Street No”** in the **“From”** field and the **“Street Name,”** then click **“Search.”**
 - i. Our GIS mapping system works best with just the essential information.
 - ii. If you type in too much information, you may not receive any results.

Home Building Business Licensing Enforcement Engineering Fire Health District Planning **Short Term Rentals**

Create an Application Search Applications

Please search and select Short Term Rentals location to see available services.

Enter Short Term Rentals Location

Country: United States

*Street No.: From - To *Street Name: REQUIRED Street Type: --Select-- Direction: --Select--

Unit Type: --Select-- Unit No.: City: State: --Select-- Zip: NOT REQUIRED

Search Clear

- B. **Troubleshooting:** If the address that you entered is not in Unincorporated Washoe County, 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.

Save and resume later

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.

Home Building Business Licensing Enforcement Engineering Fire Health District P

Dashboard My Records My Account Advanced Search ▾

Remove Short Term Rental Application

1 Step 1 2 Review 3 Pay Fees

Step 1: Step 1 > Page 1

* indicates a required field.

Address

* Street No.: 1234 * Street Name: Example Street Type: St Direction: --Select--

Unit Type: --Select-- Unit No.:

City: Reno State: NV * Zip: 54321

Search Clear

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

Owner

Owner Name: Admin Test ⓘ

Address Line: 1234 Example St

City: Reno State: --Select-- Zip: Country: United States

Search Clear

Continue Application »

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."**

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

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

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

Step 1: Step 1>Page 2

Local Responsible Party

This is required.

Select from Account

Add New

Look Up

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

☐	Address Type	Recipient	Address
☒	Business		1001 E 9th St., Bldg A

Continue

Discard Changes

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		1001 E 9th St., Bldg A

Continue

Discard Changes



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.

- 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:

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

* E-mail:

▼ **Contact Addresses**

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

Contact Address Information

Country/Region:

Address Type:

* Address Line:

* City: State: * ZIP Code:

[Discard Changes](#)

- D. You will be directed to a review page.
- Confirm all information and then click, **“Continue.”**
 - 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		5555 Local Responsible Party Cir

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

- This will direct you back to **Step 1 > Page 2.**
- 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)

[Select from Account](#) [Add New](#) [Look Up](#)

[Continue Application »](#)

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).

- 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;mht
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: Remove

--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).
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:
STR Educational Material_TAHOE.docx
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	Actions View Details Delete
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

Edit

1234 Example St. Reno, NV 54321

Owner

Edit

ADMIN TEST
1001 E. NINTH ST
RENO, NV 89512

Local Responsible Party

Edit

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

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;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh;zip
are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
Floor.jpg	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	Actions ▼
How To Create A Site Plan_201211281409191336.pdf	Site Plan- scaled and dimensioned (hand drawn or google map is acceptable).	66.00 KB	04/30/2021	Actions ▼
Sample Floor Plan.jpg	Floor Plan- scaled and dimensioned (hand drawn is acceptable).	122.04 KB	04/30/2021	Actions ▼
STR Educational Material_TAHOE.docx	Copy of Educational Materials (required prior to inspection).	56.19 KB	04/30/2021	Actions ▼
STR Permit Application 20210427_fillable.pdf	Short Term Rentals (STR) Application.	326.95 KB	04/30/2021	Actions ▼

[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 WSTR000028-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.

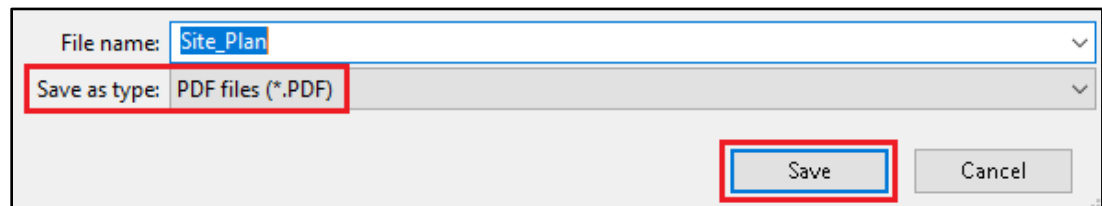
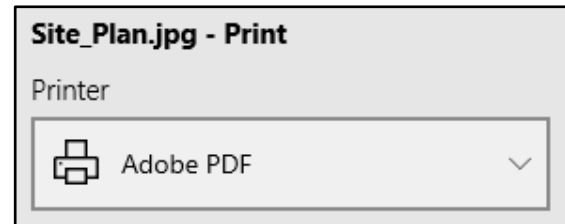
Completed

There are no completed inspections on this record.

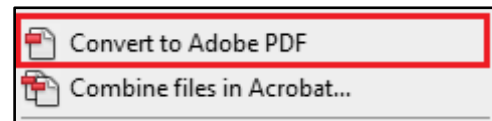
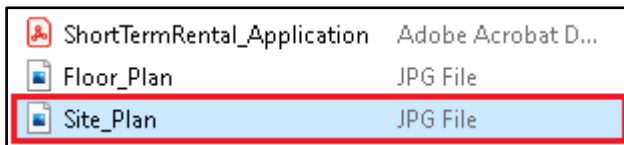
Appendix:

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."**



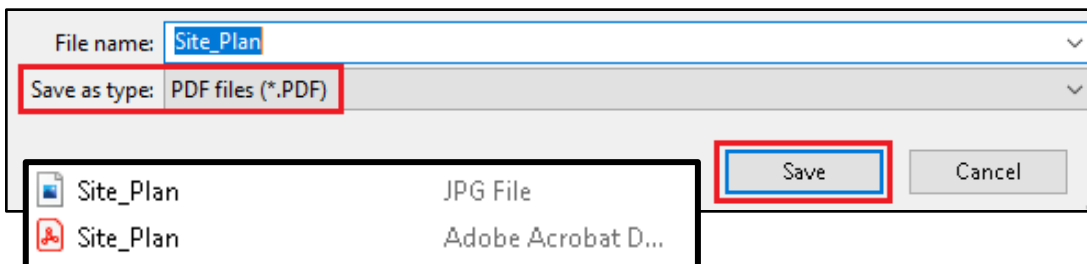
2. Option 2: Convert to .PDF (This is a great option if you have Adobe Acrobat.)
 - a. In your File Explorer, find the file that you want to convert.
 - b. **Right-click** the file, then click **"Convert to Adobe PDF."**



- 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) ▼
Tahoe STRs

[Cart \(0\)](#) [Account Management](#)

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.

[Home](#) [Building](#) [Business Licensing](#) [Enforcement](#) [Engineering](#) [Fire](#) **[Short Term Rentals](#)** [Health District](#) [more ▼](#)

[Create an Application](#) **[Search Applications](#)**

Records

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

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

Section 4 (Adding Attachments)

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 displays two panels of the application interface. The top panel is for 'Record WSTR000028-APP-2021: Short Term Rentals Application'. It features a navigation bar with 'Record Info', 'Payments', and 'Custom Component'. The 'Record Info' dropdown is expanded, showing options: 'Record Details', 'Processing Status', 'Related Records', 'Attachments' (highlighted with a red box), 'Inspections', and 'Valuation Calculator'. The bottom panel is for 'Record WSTR000052-APP-2021: Short Term Rental Application'. It also has a navigation bar. Below it, the 'Attachments' section is visible, including a file size limit of 1000 MB and a list of supported file types. A table with columns 'Name', 'Record ID', 'Record Type', 'Entity Type', and 'Type' is shown, with the message 'No records found.' below it. At the bottom of this section, an 'Add' button is highlighted with a red box.

3. Click “Add” to upload documents.

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.

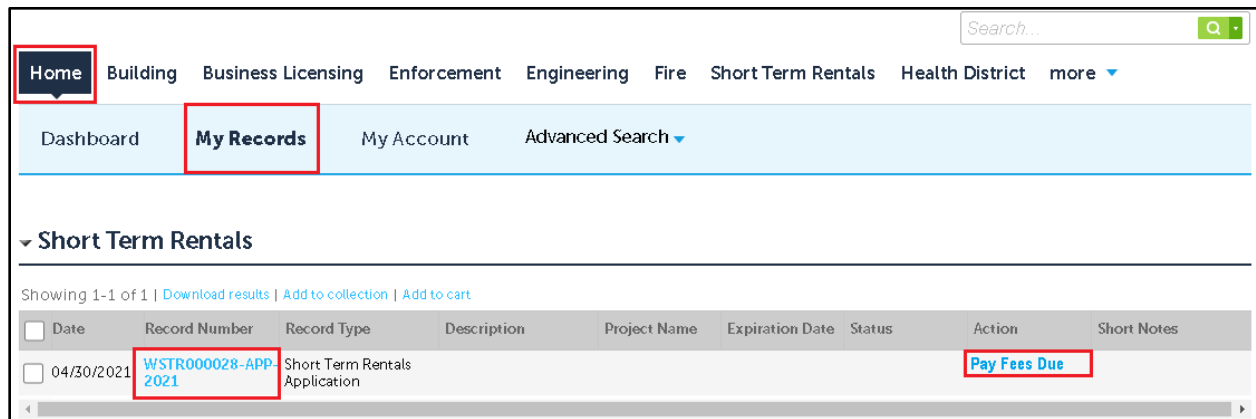
Need Help?

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
 - 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."**



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.