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

COMMUNITY SERVICES DEPARTMENT

Contents

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.

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."**

4. Enter your account information:
   A. **Username:** Must be 4-32 characters. May contain letters, numbers, and the following special characters: @ _ - .
      i. <u>Tip:</u> 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. <u>Tip:</u> If your passwords do not match, you will receive the following error.

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

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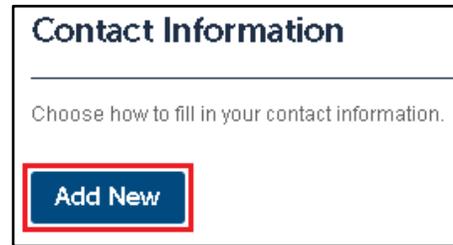
Contact Information

Choose how to fill in your contact information.

Add New

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

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

Select Contact Type

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

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.
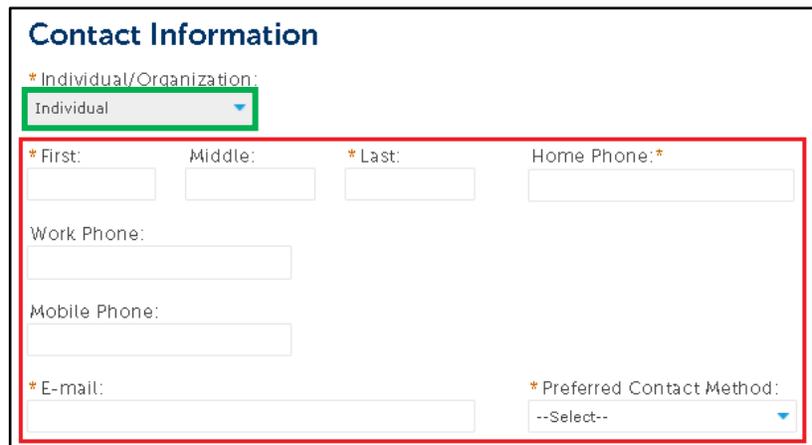
Contact Information

*Individual/Organization:
Individual

| *First: | Middle: | *Last: | Home Phone:* |

Work Phone:

Mobile Phone:

*E-mail: *Preferred Contact Method:
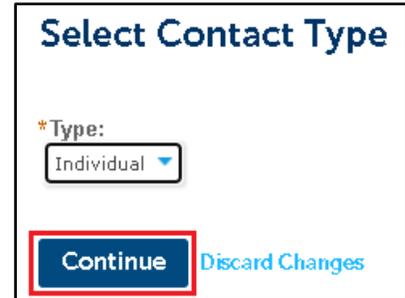--Select--
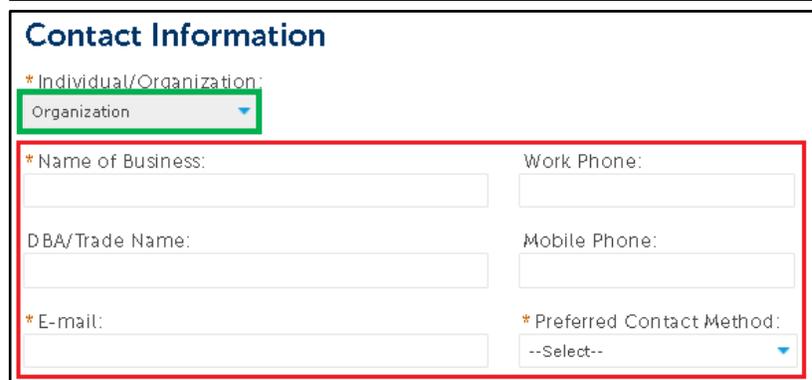
Contact Information

*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:
  --Select--

* 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 Contact Address'. 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

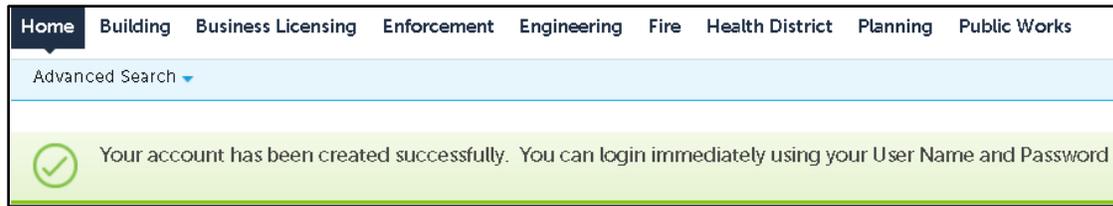▾ Contact Addresses

Add Contact Address

To edit a contact address, click the address link.

Showing 1-1 of 1

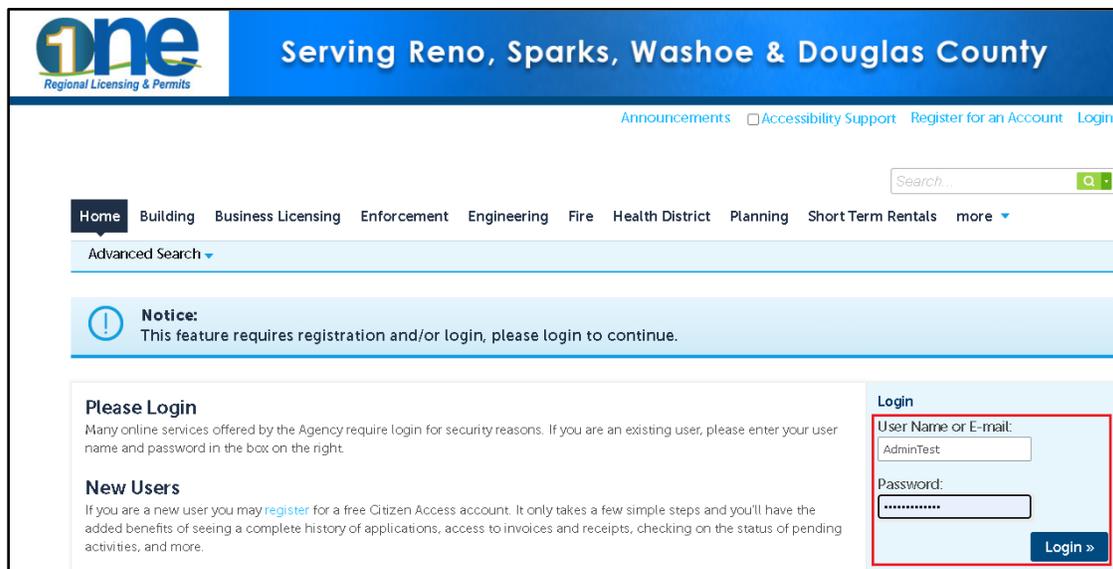| Address Type	Recipient	Address	Action
Business		1001 E 9th St., Bldg A	Actions ▾

Continue Registration »

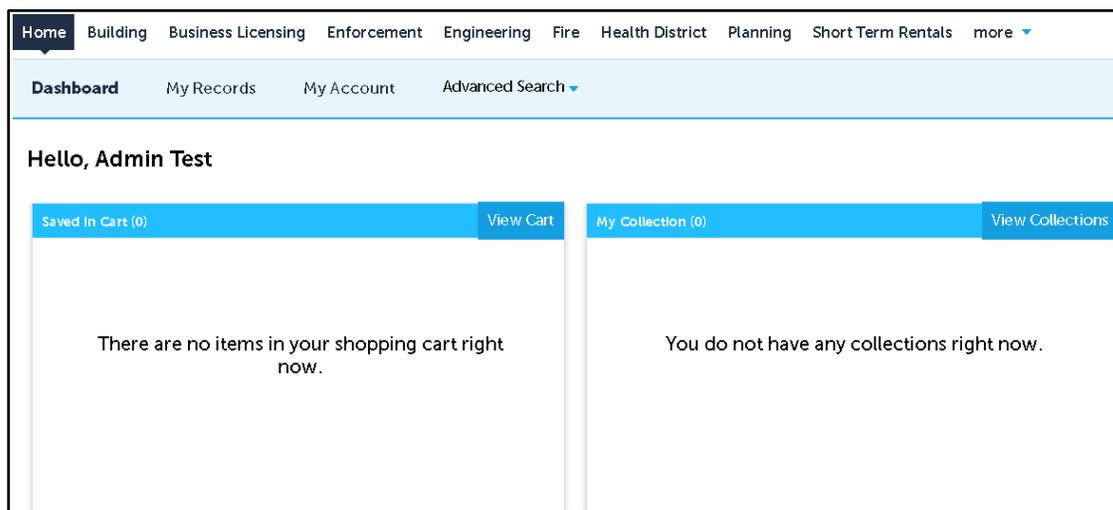13. You will receive an email message letting you know that your account has been created successfully.

Logging In to your Account

1. Access the OneNV website: www.onenv.us
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."**

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."**

3. Enter the address of your Short Term Rental Location.
   A. Enter <u>ONLY</u> 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."**

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

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."**

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.

2. Scroll down to view owner information. This should auto-populate. Click **"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.

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.

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.

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."**

Application: Step 1 > Page 3 (Rental Details)

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.

2. When finished, click **"Continue Application."**

Application: Step 1 > Page 4 (Attachments)

1. Review the list of required attachments.

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."**

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."**

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."**

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 Logdging 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.

Application: Step 3 (Receipt/Record Issuance)

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

2. Click on the **BLUE APPLICATION NUMBER** to bring up your 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. <u>Option 1: Print to .PDF</u> (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.

Site_Plan.jpg - Print

Printer

    Adobe PDF

    c. Change you 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**."

File name: Site_Plan

Save as type: PDF files (*.PDF)

Save   Cancel
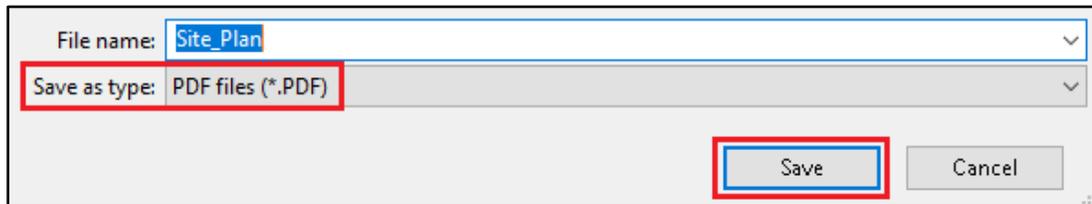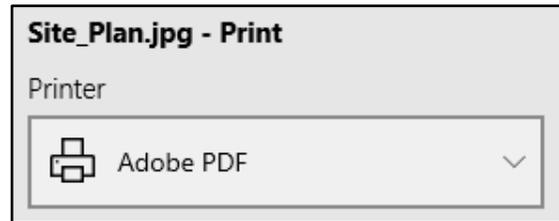
2. <u>Option 2: Convert to .PDF</u> (This is a great option if you have Adobe Acrobat.)

    a. In your File Explorer, find the file that you want to convert.

    b. **Right-click** the file, then click "**Convert to Adobe PDF**."

ShortTermRental_Application	Adobe Acrobat D...
Floor_Plan	JPG File
Site_Plan	JPG File

Convert to Adobe PDF
Combine files in Acrobat...

    c. Your file will open in Adobe. Click the "**Save**" icon.

Site_Plan.pdf - Adobe Acrobat Pro DC (32-bit)

File   Edit   View   Sign   Window   Help

Home   Tools   Site_Plan.pdf   ✕

1 / 1   198%

    d. This will open your "Save As" dialog box.

    e. Make sure the "Save as type:" is **PDF files (*.PDF)**, then click "**Save**."

File name: Site_Plan

Save as type: PDF files (*.PDF)

Save   Cancel

Site_Plan	JPG File
Site_Plan	Adobe Acrobat D...

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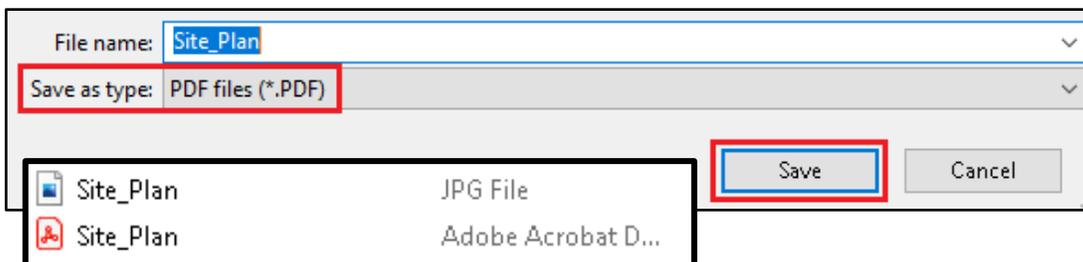
2. Choose a Name for the collection and enter a Description, if desired. Then click "Add."

● Create a New Collection
* Name:
Tahoe STRs
Description:

Add   Cancel

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.

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 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"

Record WSTR000028-APP-2021: Short Term Rentals Application

Record Info ▼	Payments ▼	Custom Component

- Record Details
- Processing Status
- Related Records
- Attachments
- Inspections
- Valuation Calculator

3. Click "Add" to upload documents.

Record WSTR000052-APP-2021: Short Term Rental Application

Record Info ▼	Payments ▼	Custom Component

Attachments

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;

Name	Record ID	Record Type	Entity Type	Type
No records found.				

Add

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.

* 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)

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.