



Short - Term Rental

User Guide

Department of
Business & Neighborhood Services

**Applicant's User Guide
December 2024**



TABLE OF CONTENTS

CREATING A CITIZEN'S ACCESS ACCOUNT

Creating an Account	3
Email Confirmation	6

COMPLETING THE Short-Term Rental Application

Opening a Permit	7
Inputting Applicant Information	9
Property Details	10
Reviewing the Submittal	11
Payment	12
Email Confirmation	13

HELP & DBNS CONTACT INFORMATION	14
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CREATING A CITIZEN ACCESS ACCOUNT

The short-term rental process is through the Department of Business & Neighborhood Services (DBNS) web-based Citizen Access Portal. This application process allows applicants to file the permit 100% electronically without having to visit DBNS's office.

Citizen Access Portal User Requirements

Internet Browser

The Citizen Access Portal will need one of the following web browsers:

Internet Explorer 10 or 11

Google Chrome 50 or higher

Mozilla Firefox 30 or higher

Safari 8 or higher

Navigating to the Citizen's Access Portal

The direct link to the Citizen Access Portal is:

<https://accela9ca.indy.gov/citizenaccess/>

The Citizen Access Portal can be accessed through the DBNS website by using the link on the left side of the page.

www.indy.gov/DBNS

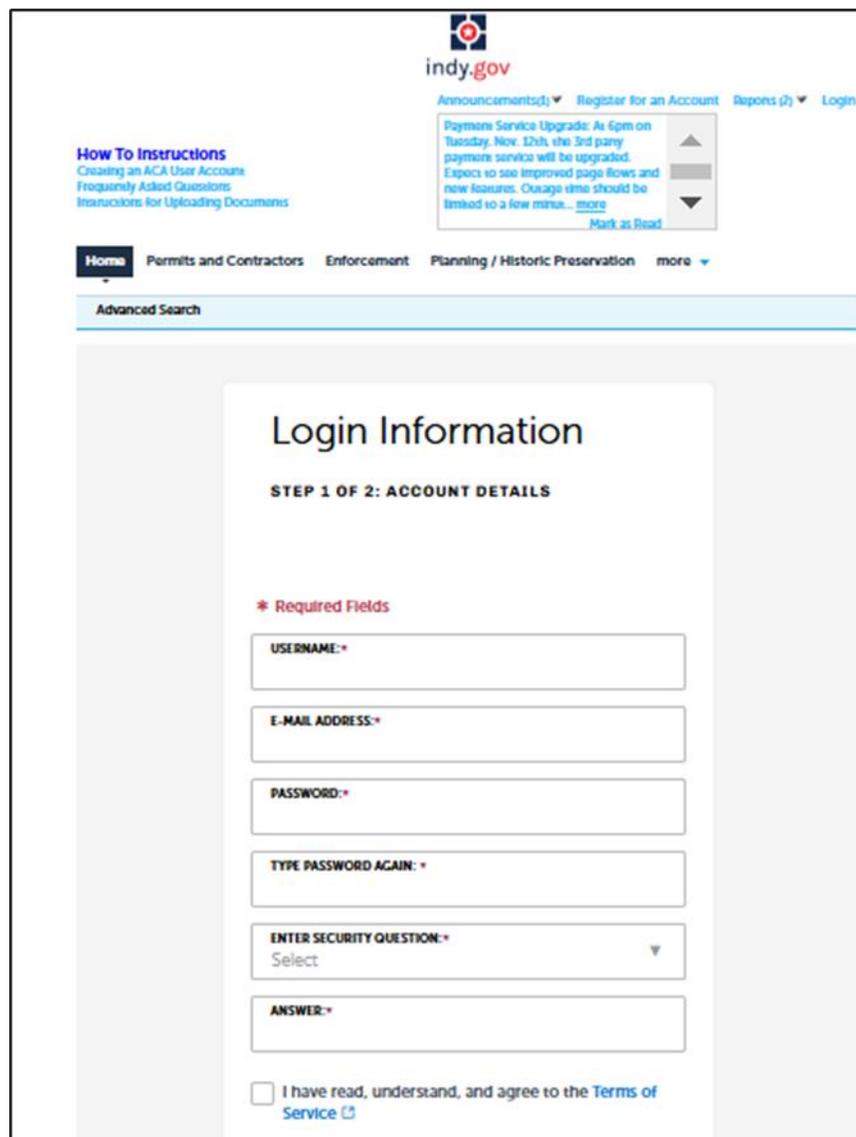


CREATING A CITIZEN ACCESS ACCOUNT

1. Account Login

On the Citizen Access Portal homepage, click the link labeled 'Create An Account,' located below the log in fields, to create an account.

To create an account, you must complete the next screens, which require you to complete Account Details, Terms of Service, and Contact Details. Please read before proceeding.



The screenshot displays the 'Login Information' form on the indy.gov website. The form is titled 'Login Information' and is labeled 'STEP 1 OF 2: ACCOUNT DETAILS'. It includes a legend for '* Required Fields'. The form fields are: USERNAME:*, E-MAIL ADDRESS:*, PASSWORD:*, TYPE PASSWORD AGAIN:*, ENTER SECURITY QUESTION:*, and ANSWER:*. Below the fields is a checkbox for 'I have read, understand, and agree to the Terms of Service' with a link to the Terms of Service. The website header includes the indy.gov logo, navigation links for Announcements, Register for an Account, Reports, and Login, and a notification about a Payment Service Upgrade. The main navigation menu includes Home, Permits and Contractors, Enforcement, Planning / Historic Preservation, and more.

CREATING A CITIZEN ACCESS ACCOUNT

2. Login Information

On the next screen, create a user name and password.

The user name and password created will be used to gain access into the portal.

The screenshot shows the Indianapolis Citizen Access Account registration page. At the top is the Indianapolis logo and navigation links: Announcements, Register for an Account, Reports (4), and Login. Below this is a 'How To Instructions' section with links for 'Creating an ACA User Account', 'Frequently Asked Questions', and 'Instructions for Uploading Documents'. A main navigation bar includes 'Home', 'Permits and Contractors', 'Enforcement', 'Planning / Historic Preservation', and 'more'. An 'Advanced Search' bar is also present. The main heading is 'Account Registration Step 2: Enter/Confirm Your Account Information', with a note that an asterisk indicates a required field. The 'Login Information' section contains the following fields:

- * User Name:
- * E-mail Address:
- * Password:
- * Type Password Again:
- * Enter Security Question:
- * Answer:

CREATING A CITIZEN ACCESS ACCOUNT

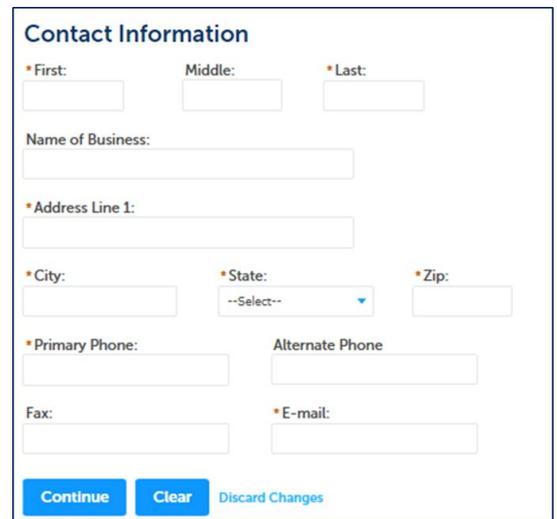
3. Contact Information

Below the Login Information, enter the contact information.

Click the 'Add New' button to proceed.

Input information in the popup screen and press the 'Continue' button.

Note: The email address entered will be used to verify the account in the next step.



The screenshot shows a 'Contact Information' form with the following fields: First, Middle, Last (all required); Name of Business; Address Line 1; City, State (dropdown), Zip; Primary Phone, Alternate Phone; Fax; and E-mail (required). At the bottom are 'Continue', 'Clear', and 'Discard Changes' buttons.

4. Continue Registration & Verifi-

After reviewing the contact information entered, click the 'Continue Registration' button to submit the new account request.



To complete the account creation, check your email inbox for an email from bns.noreply@indy.gov. Click the link in this email to verify the account email address. You will be directed back to the Citizen Access Portal login screen.

Your account cannot be used until this email verification link is clicked.

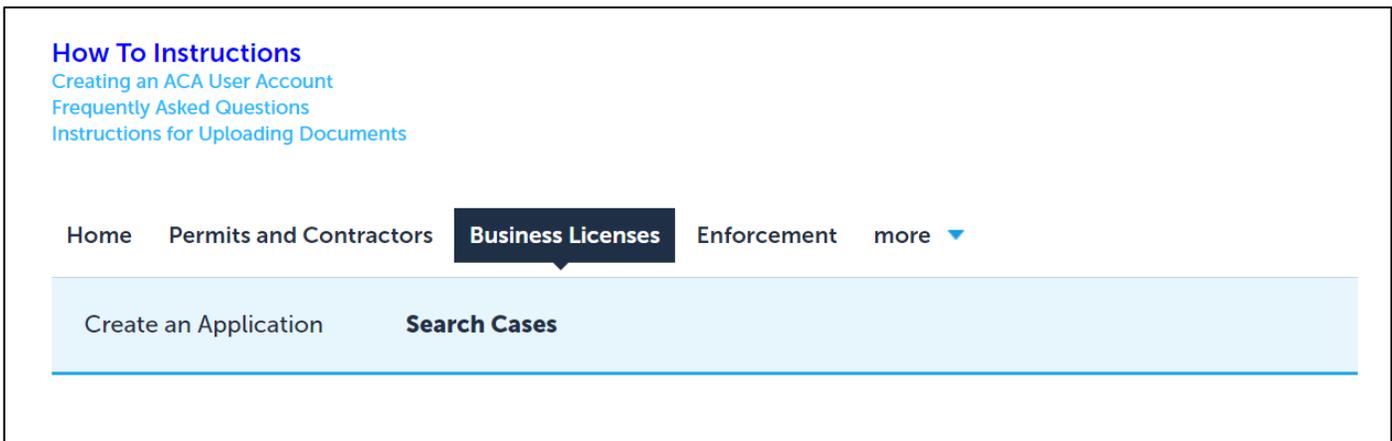
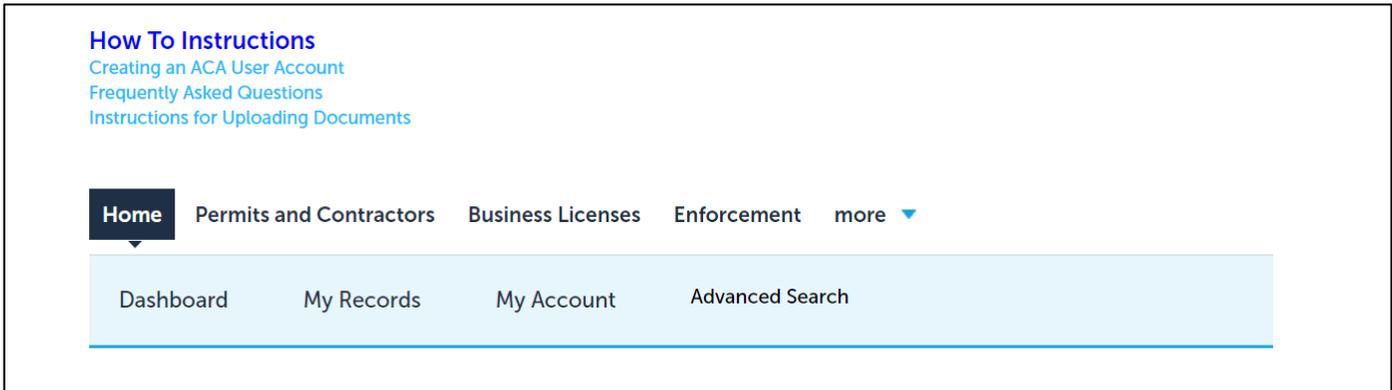
Applicants can now log in with the username and password and create a landlord registration.



COMPLETING SHORT-TERM RENTAL APPLICATION

1. Opening a new Permit

After logging into the Portal, click the Business Licenses link in the menu. Then 'Create An Application' under the Business Licenses heading.



COMPLETING SHORT-TERM RENTAL APPLICATION

After clicking the link to create an application, review the terms and conditions page and select the check box to access the application.

You will check the Record Type for Short-Term Rental and then click continue.

Once on the application, the progress bar at the top of the application guides you through the steps of the application. The 'Save and resume later' button at the bottom right of the screen allows you to save the information you have entered so far and resume the application later.

The screenshot shows a web application interface for creating a Short Term Rental application. At the top, there are two tabs: "Create an Application" (active) and "Search Cases". Below the tabs is a progress bar with six steps: 1. Location and Owner (active), 2. Contacts, 3. Property Details, 4. Review, 5. Pay Fees, and 6. An asterisk indicates a required field.

Step 1: Location and Owner > Page 1

Address

*Street No.: Direction: *Street Name: Street Type:

Unit Type: Unit No.:

City: State: *Zip:

Parcel

*Parcel Number:

Owner

Owner Name:

Address Line 1:

Address Line 2:

Address Line 3:

City: State: Zip: Country:



COMPLETING SHORT-TERM RENTAL APPLICATION

2. Entering Applicant information on the application

On the Applicant Information page, enter the contact information for the Applicant and Property Manager. Click the 'Add New' button to enter new contact information that is not the same as your login. To use the same contact information from your Citizen Access user account, you can click the 'Select from Account' button.

The screenshot displays the 'Short Term Rental' application interface. At the top, a progress bar shows six steps: 1 Location and Owner, 2 Contacts (highlighted), 3 Property Details, 4 Review, 5 Pay Fees, and 6. Below the progress bar, the text reads 'Step 2: Contacts > Page 1'. A note states '* indicates a required field.' The 'Applicant' section is followed by a horizontal line and the instruction: 'To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.' Below this are two blue buttons: 'Select from Account' and 'Add New'. The 'Property Manager' section is also followed by a horizontal line and the same instruction: 'To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.' Below this are two blue buttons: 'Select from Account' and 'Add New'.

Note: An applicant who is the property owner, resides in Indiana, and manages the property themselves, can use the same contact information for all of the required contacts. An applicant who is a property management company will need to enter information for the property owner under the Business Owner contact type.

COMPLETING SHORT-TERM RENTAL APPLICATION

3. Entering the property details

At this stage, you will input the details of the short-term rental property. You will need the property type, where the property is advertised, and advertised occupancy. The case can be saved so you can come back to it and complete the data entry later.

Once all property details are entered, click the 'Submit' button to return to the main page and then click 'Continue Application.'

Short Term Rental

1 Location and Owner	2 Contacts	3 Property Details	4 Review	5 Pay Fees	6
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Step 3: Property Details > Page 1 * indicates a required field.

Custom Fields

PROPERTY DETAILS

* Property Type:

* Advertisement:

* Advertisised Occupancy:

COMPLETING SHORT-TERM RENTAL APPLICATION

5. Reviewing the submittal

The next screen provides a summary of the overall application. Please review that all information is correct before proceeding.

-Permitted Structure Types- Short-term rental units shall be in legally built dwelling units that meet all applicable building code requirements. A short-term rental may be within a primary building as defined in Section 740-202 or within an accessory building that conforms with Section 743-306 (GG): Secondary Dwelling Unit.

-Prohibited Structure Types- A recreational vehicle, mobile home dwelling units, travel trailer, automobile, shipping container, or similar structure. A motor vehicle, part of a motor vehicle, part of a motor vehicle, or any structure not intended for human occupancy.

By checking this box, I agree to the above certification.

Date:

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

After reviewing the application information, check the box at the bottom of the screen and continue to the Pay Fees page.

COMPLETING SHORT-TERM RENTAL APPLICATION

6. Payment

The fees page outlines the application fee. When you click the button for 'Check Out', the fee will be added to your shopping cart.

In the shopping cart, you will have two options

- Click on the button for 'Continue Shopping'
This will allow you to go back to your list and start another application or renewal of another case. Using the shopping cart, you can pay for multiple renewals or applications at the same time.
- Click the button for 'Check Out'
This will take you directly to the payment screen where it will ask for your payment information.

Once you click the option to 'Check Out', you will be redirected to the City's third-party payment processor's page to pay the application fee with a credit card or an e-check. Please note the third-party processor will assess a processing fee (3.2% for a credit card payment and \$.95 for an e-check).

On the next few pages, you will be prompted to enter credit card information or account information for an e-check.

Note: The payment receipt will be sent to the email address entered on this page.

COMPLETING SHORT-TERM RENTAL APPLICATION

7. Final Steps and Confirmation

After the payment is complete, applicants will be redirected back to the Citizen Access application submittal page.

Applicants will receive two emails. One from CityBase with a payment receipt as well as a confirmation email from Business and Neighborhood Services confirming the application was received.

Note: You should check the spam, bulk, and junk mail folders as well as spam settings on your email. These emails will come from: BNS.online.pymts@indy.gov BNS.noreply@indy.gov

Once the registration is approved you will receive your Permit via email.



USER HELP AND DBNS CONTACTS

For all questions related to the landlord registration, please contact:

Department of Business & Neighborhood Services

Phone: 317.327.4316

Email: licensing@indy.gov

Check registration status online:

<https://accela9ca.indy.gov/citizenaccess/>

