

## HOW TO: Submit a Short Term Rental (STR) Renewal Application

Our system will send out a renewal notification email to the Local Responsible Party (LRP), the Authorized Agent, and the Owner indicating that their permit is about to expire thirty-one (31) days prior to permit expiration. This automatic email will ONLY be sent to the email addresses listed in the contact information at OneNV.us.

**It is vital that the contact information on file in OneNV.us is up to date.**

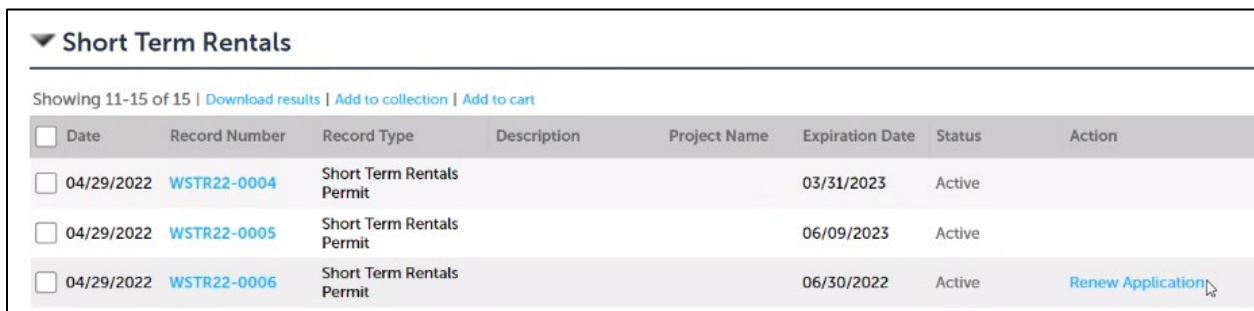
### STR Renewal process:

For LRP, Authorized Agent or Owner – **Important:** The email address you are using to log into OneNV.us **MUST** match one of the email addresses on file in the contact information at OneNV.us

1. Log in to your OneNV account at [www.onenv.us](http://www.onenv.us)
2. From the **Home** tab, click on **My Records**.

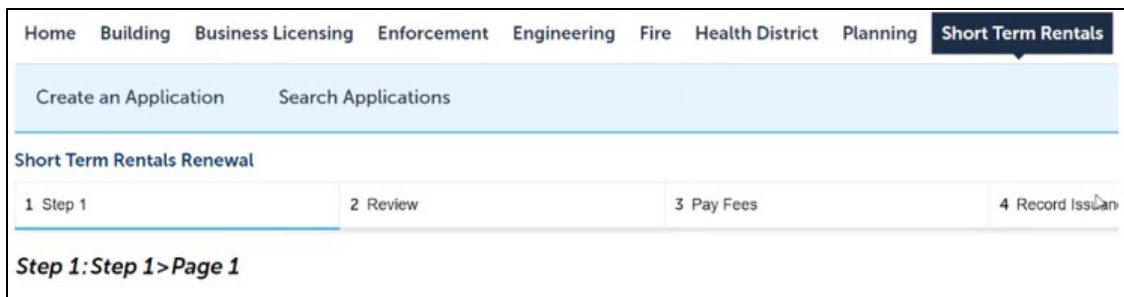


3. Click on the arrow to the left of **Short Term Rentals** to see the drop-down list.

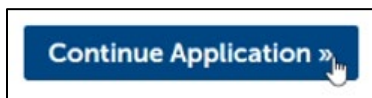
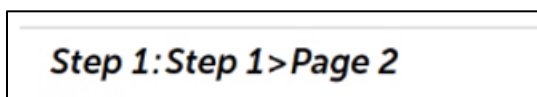


▼ Short Term Rentals								
Showing 11-15 of 15   <a href="#">Download results</a>   <a href="#">Add to collection</a>   <a href="#">Add to cart</a>								
<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action
<input type="checkbox"/>	04/29/2022	WSTR22-0004	Short Term Rentals Permit			03/31/2023	Active	
<input type="checkbox"/>	04/29/2022	WSTR22-0005	Short Term Rentals Permit			06/09/2023	Active	
<input type="checkbox"/>	04/29/2022	WSTR22-0006	Short Term Rentals Permit			06/30/2022	Active	<a href="#">Renew Application</a>

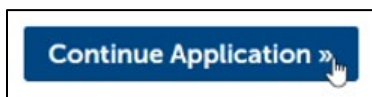
4. Click the blue **Renew Application** link in the **Action** column. This will take you into the renewal process. **Important:** Make sure you look for your STR permit number, NOT your original STR application number.
  - Your STR permit number will follow this pattern: WSTR21-0123.
  - An STR application number will follow this pattern: WSTR000123-APP-2021.
  - You will ONLY see the **Renew Application** link next to your STR permit number, as shown in the above example.
5. **Step 1: Step 1 > Page 1:** Confirm that the information on this page is correct, and then click on the blue **Continue Application** button at the bottom of the page.



6. **Step 1: Step 1 > Page 2:** Confirm that the contacts and associated contact information (addresses/ phone numbers) are correct.
- Edit and correct this information as necessary.
  - If your current local responsible party's information or property manager's information is missing, then enter this information.
  - If you receive a prompt to enter a "Business" address, then enter the address. If you only have a home address for the property, then enter that home address as the "Business" address.
  - When all information on this page is correct, then click on the blue **Continue Application** button at the bottom of the page.



7. **Step 1: Step 1 > Page 3:** Please do NOT alter the information on this page. Click the blue **Continue Application** button at the bottom of this page.



8. **Step 1: Step 1 > Page 4:** Before uploading the renewal application, make sure that all boxes on the checklist have been checked, and make sure the application/checklist has been signed and notarized. When ready, use the blue **Add** button at the bottom of this page to upload your completed STR renewal application/checklist in PDF format.

- When uploading the completed application, ensure that the upload reaches 100% before proceeding to the next step.
- Type the name of the document you are uploading.
- Link to the renewal application/checklist: [STR Renewal Application](#)

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

**Attachment**

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Please attach the following document. [Link to document:](#)

1. STR Annual Renewal Application.

**NOTE: Please upload only in PDF format.**

**Add**

**Continue Application »**

9. **Step 2: Review:** Review the page. If all information is accurate and complete, then click the blue **Continue Application** button.

**Step 2: Review**


**Continue Application »**

10. Click to pay the renewal fees.

11. When all steps are complete, you should see this message:

**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.

12. Planning staff will email your renewed STR permit to the contacts associated with your permit case at OneNV.us. This will take several days.

**Troubleshooting Tips if you experience difficulties:**

- Sign out of [onenv.us](#)
- Clear your browser history.
- Make sure you are NOT using the Safari browser.
- Sign back into your account at [onenv.us](#)
- Make sure you are using an email address that is included in your STR contacts at onenv.us.

- Make sure you are looking for the blue “Renew Application” link next to your STR permit case and NOT next to your STR application case.
- Follow the step-by-step instructions above.
- If these tips do not help, then email the planner who first assisted you with your STR permit and/or [str@washoecounty.gov](mailto:str@washoecounty.gov).