

## TO RENEW A PERMIT

Please use these instructions to help you through this new process.

1. You will need to create an [MGO](#) account

### \*\*Documents needed ( PDF or Jpeg)

Please note: \*\*You will need a photo of the front of the STR (hopefully showing the address numbers, if possible)

AND

A photo of the front of the owner on records Driver's License

AND

The active listings link to VRBO, Air B&B, Flip key – anywhere the str is listed online

2. Once you have established your account, please link your property to your account so that it will appear on your MGO portal dashboard:

Go to the home page – select Search Permits – 5th button on the left side of the computer screen.

Once on the search page, change the Type of permit to **Short Term rental**

Enter either your Short-term Rental # (permit #) or the address to pull up your property. (Less is more)

Click on the “3 eyes”(…) it's a drop down menu – click on **add to my account**

*If your phone number on record is your verified phone number, it should allow you to add this to your account and you should be able to view details. If it does not match – please contact Customer support and they will be able to assist you.*

3. Click on apply online for a short-term rental renewal/transfer – left hand side of the screen on the homepage, 4th button down  
Put in your permit number (project number) or your STR property's address – one or the other to locate your STR. Less is more.

### **STR Permit Process**

City Staff will process the STR renewal application and issue an invoice, once paid this will initiate the STR inspection which will need to be scheduled thru your [MGO portal](#).

Per the new 2024 Ordinance, STR inspections are required each time a renewal is submitted.

Once the inspection has passed and completed, the permit will be issued thru MGO.

*Print the Placard and place it in a prominent place within the STR Unit.  
The Placard will have owner information, STR Name (if any) 24/7 contact information and your permit's expiration date, bedroom count and your permit number.*

**Please contact [email MGO Customer support](#) or call (866-957-3764) and they will be able to assist you with any account issues.**