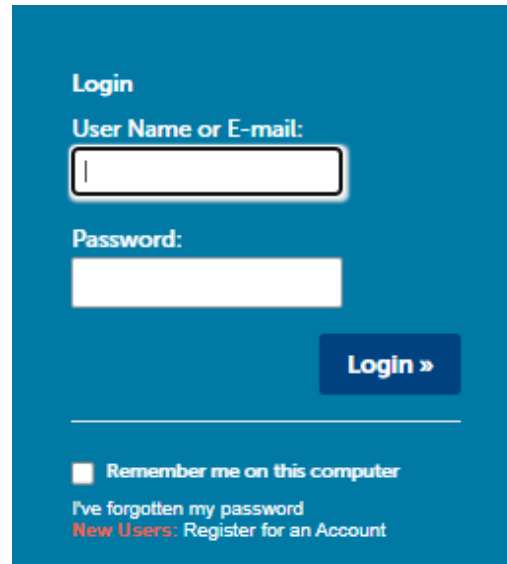


## STEP 1:

Log Into Your  
Citizen Access Account.



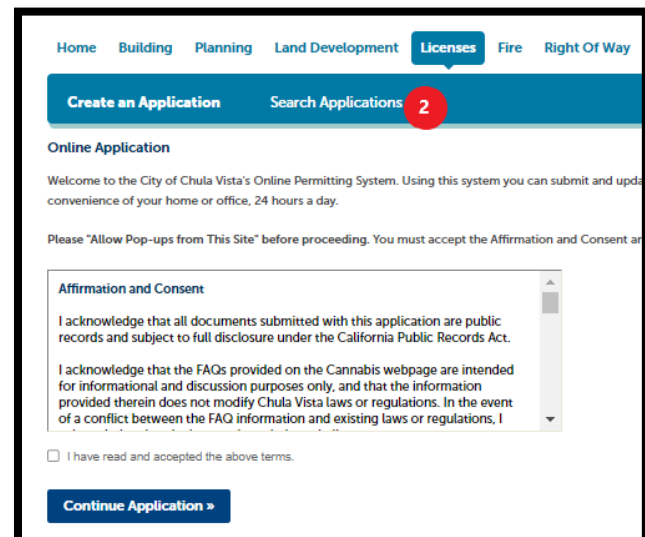
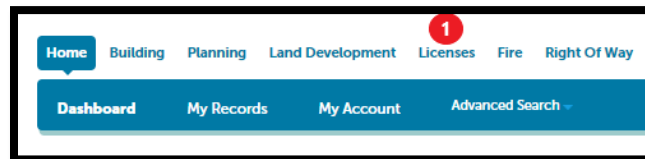
The login form is on a blue background. It has a title "Login". Below it are two input fields: "User Name or E-mail:" and "Password:". A "Login »" button is at the bottom right. Below the button is a checkbox labeled "Remember me on this computer". At the bottom, there are links for "I've forgotten my password" and "New Users: Register for an Account".

## STEP 2:

Navigate to your  
Short Term Rental License.

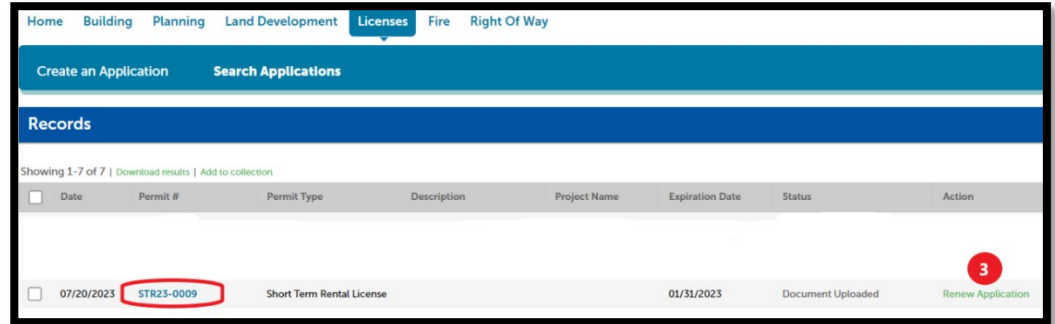
(1) Click Licenses Tab

(2) Click Search Applications



## STEP 3:

Click Renew Application (far right)



## STEP 4:

- Follow Renewal Application Steps and Verify the Information Associated with Your Short-Term Rental License:
  - If you see any wrong information, please notify [DSD@chulavistaca.gov](mailto:DSD@chulavistaca.gov) with the wrong information and include your STR License # for faster processing.
- Complete and Upload Your Good Neighbor Instructions.
- Pay Fees and Submit for Staff to Review for Completeness.