

# Austin Finance Online (AFO) New Account Registration

**PLEASE Read Instructions BEFORE you begin the registration process:**

- 1) Ensure there is not already an active account for the short-term rental (STR) property. If you have previously paid hotel occupancy taxes, you may have an account. Use the username reminder and password reset tool if you need assistance accessing the account.



AUSTIN FINANCE ONLINE

FINANCIAL DOCUMENTS

PERFORMANCE MANAGEMENT

CHECKBOOK

UNCLAIMED PROPERTY

PROCUREMENT

HO

## ACCOUNT LOGIN

You have been logged out.

 Username

 Password

Login

Don't remember your username? [Retrieve your username](#)

Forgot your password? [Reset your password](#)

Don't have an account yet? [Create an account](#)

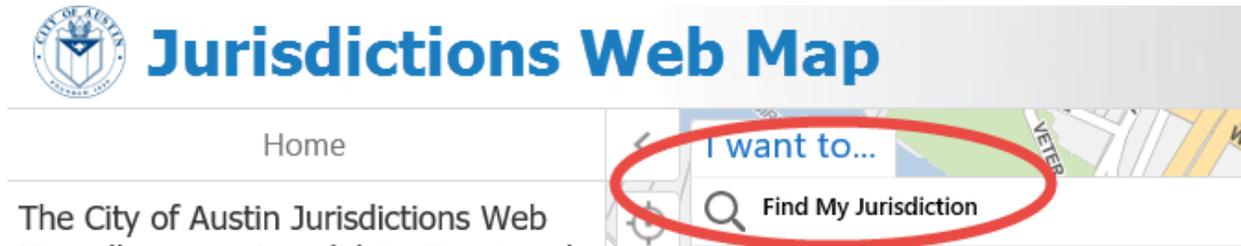
- 2) Properties located in the City of Austin Full Purpose Jurisdiction are required to have an account through Austin Finance Online. The account holder will be able to pay Hotel Occupancy Tax online and register and/or renew the Short-Term Rental Operating License. **(Properties in Austin LTD or Austin ETJ are required to have a Short-Term Rental Operating License but are not eligible to have an account through Austin Finance Online. These properties are not required to collect and remit City of Austin Hotel Occupancy Tax.)**

## Find My Jurisdiction

To check the jurisdiction of a property, enter the address through the following City of Austin website:

<http://www.austintexas.gov/gis/JurisdictionsWebMap/>

Select “I want to” → Find My Jurisdiction



Enter the address of your short-term rental. The address will appear in the drop down under the search box. Select the address if it appears. Click submit. The next screen will display:

### Description

124 W 8TH ST

**AUSTIN FULL PURPOSE**

Council District 9

County: TRAVIS

Map Grid: MJ22

[Property Website](#)

[Zoning Profile](#)



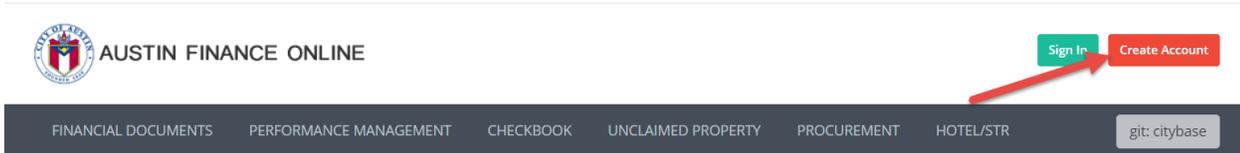
If the property is in the City of Austin Full Purpose Jurisdiction **and** an account does not already exist for the property, proceed to Austin Finance Online to create an account. If you are unable to locate your address, please contact the Hotel Tax Line at 512-974-2590 or [hotels@austintexas.gov](mailto:hotels@austintexas.gov).

# New Account Registration

Visit Austin Finance Online:

<https://financeonline.austintexas.gov/afo/finance/>

On Austin Finance Online main page, click “Create Account” on the upper right-hand corner of the screen.



Fill out the basic user account information in the fields on the screen. Once completed, click Submit”.

ACCOUNT INFORMATION | \* Required Fields

First Name \*

Middle Name

Last Name \*

E-mail Address \*

Phone Number  Phone Ext

Username \*  ?

Password \*  ?

Retype Password \*

A request to confirm the email address will be sent to the email registered on the account. Check your email and follow the steps to confirm the new account.

Please confirm your email address with the City of Austin

 purchinfo@austintexas.gov  
To: Nelson, Wesley

[Reply](#) [Reply All](#) [Forward](#) [More](#)  
Sun 5/16/2021 5:42 PM

You are receiving this email because you have a registered account with the City of Austin Austin Finance Online and have not yet confirmed this email address. Please click [here](#) or copy and paste the link provided below into your browser's address bar to confirm your email address.

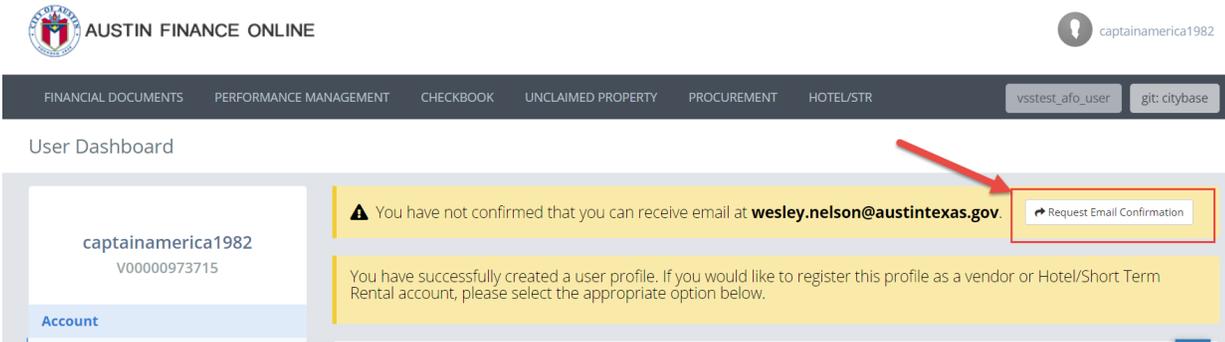
[https://financeonline.austintx.gov/afo/account\\_services/account/confirm\\_email.cfm?key=1B5DB6A3D099EF834446A0DF11E66160DAC426A1](https://financeonline.austintx.gov/afo/account_services/account/confirm_email.cfm?key=1B5DB6A3D099EF834446A0DF11E66160DAC426A1)

The confirmation expires after 72 hours. If this confirmation expires, you may request another confirmation be sent to you by logging into [Austin Finance Online](#) and clicking on the "Request an Email Confirmation" button on your account homepage.

Thank you,

City of Austin  
5/16/21 5:41 PM

If an email is not received click "Request Email Confirmation" on the next screen. If not received, check the spam/junk folder.



The screenshot shows the Austin Finance Online User Dashboard. At the top left is the Austin Finance Online logo. The navigation bar includes links for Financial Documents, Performance Management, Checkbook, Unclaimed Property, Procurement, and Hotel/STR. The user's name 'captainamerica1982' is displayed in the top right. Below the navigation bar, the user's profile information is shown: 'captainamerica1982' and 'V00000973715'. A yellow notification box contains a warning icon and the text: 'You have not confirmed that you can receive email at wesley.nelson@austintexas.gov.' A red box highlights a 'Request Email Confirmation' button next to this message, with a red arrow pointing to it. Below the notification box, there is a message: 'You have successfully created a user profile. If you would like to register this profile as a vendor or Hotel/Short Term Rental account, please select the appropriate option below.'

Once email is confirmed, the User Dashboard will show your selected username and Vendor Customer (VCUST) number on the left side of the screen. This is the number you will reference if you need assistance

from the Hotel Tax staff in the City Controller's Office:

The screenshot shows the 'Austin Finance Online' user dashboard for the user 'captainamerica1982'. The user's name and ID 'V00000973715' are circled in red. A red arrow points from the user name to the 'Hotel/STR Registration' button in the 'HOTEL/STR LICENSING AND REGISTRATION' section. The dashboard includes a navigation menu with options like 'FINANCIAL DOCUMENTS', 'PERFORMANCE MANAGEMENT', 'CHECKBOOK', 'UNCLAIMED PROPERTY', 'PROCUREMENT', and 'HOTEL/STR'. A yellow banner at the top states: 'You have successfully created a user profile. If you would like to register this profile as a vendor or Hotel/Short Term Rental account, please select the appropriate option below.' The 'HOTEL/STR LICENSING AND REGISTRATION' section contains a 'Hotel/STR Registration' button.

To set up a new Hotel/STR account, click the Hotel/STR registration button.

This screenshot is identical to the one above, but with a red circle around the 'Hotel/STR Registration' button in the 'HOTEL/STR LICENSING AND REGISTRATION' section. A red arrow points from the text 'Click "Add Property."' to this button. The rest of the dashboard layout, including the user profile and navigation menu, remains the same.

Click "Add Property."

Please note: Completed properties are properties that have all documents submitted. Vendors can make payments on accounts that are in the completed properties list. Incomplete properties include accounts that have been rejected, closed, or not submitted for review. These accounts cannot have payments made on them.



Property Information

The screenshot shows the 'Property Information' page for user 'captainamerica1982'. The main content area displays 'PROPERTY | No Properties to List'. Below this, there are two buttons: 'Completed Properties' and 'Incomplete Properties', both highlighted with a red box. A red arrow points to the 'Add Property' button, which is also circled in red. A yellow banner below the buttons states 'No completed properties found'. The left sidebar contains navigation links for Account, Home, Contact/Password, Hotel/STR Info, Property Listings, Hotel/STR Reports, and Invoice History.

Follow the next 4 steps listed at the top of the webpage to add a new property. Please note property jurisdiction can be verified again from this page.



Property Information

The screenshot shows the 'ADD PROPERTY ADDRESS' form. At the top, there are four steps: STEP ONE (PROPERTY - Physical Location), STEP TWO (CONTACT - Add Contact Information), STEP THREE (ATTACHMENTS - Add Relevant Documentation), and STEP FOUR (VERIFY - Submit for Approval). The 'STEP ONE' button is highlighted in green. Below the steps, there is a 'Back to Property Listing' button. The main form area contains a yellow banner with the following text: 'This online system is only for registering Austin Full Purpose Jurisdiction properties. Properties in the Austin LTD Jurisdiction must manually contact, directly register and pay the Austin Code Department outside of this online system. Austin LTD Jurisdiction properties are not required to file quarterly Hotel Occupancy Tax reports with the City of Austin Controller's Office. Properties in any other jurisdiction are not required to register with the City of Austin Code Department and do not have to file Hotel Occupancy Tax reports with the City of Austin Controller's Office.' A red arrow points to a 'Check Property Jurisdiction' button, which is circled in red. The left sidebar contains navigation links for Account, Home, Contact/Password, Hotel/STR Info, Property Listings, and Property Summary.

Complete the property address form.

Select your relationship to the property. Are you an owner, management company or agent, or reseller?

Select license type. If you click the question mark next to the license type field, it will display a full list of Non\_STR and STR license types to choose from. Each type is defined for help in making selection.

Fill out the address, number of sleeping rooms, and date hotel/STR opens for business. You may also add a state taxpayer number if you have one. Click "Save" button.

Add contact information. At the top of this page, verify property description and address. Make edits if necessary, by clicking the “Edit Property” button on the right.

Add Property Contacts

Austin Finance Online (AFO) requires both an owner contact and local contact. If owner and local contact are the same select both owner and local contact boxes and fill out requested information on page. Select “Save”

or “Save and Continue”.

**ADD CONTACT INFORMATION** | \* Required Fields

Owner information is required.  
Local Contact information is required.

Check multiple boxes **ONLY** if addresses are the same.  
If addresses are not the same for each Contact Type please click "Save and Add Address" button below.

Check owner information at the [Travis County \(TCAD\)](#) or [Williamson County Central Appraisal District \(WCAD\)](#) website.

Contact Type \*  Owner  Local Contact  Management Company  Operating License Ship To

Contact Name \*

Address \*

2nd Address

City \*

State \*

Zip \*

Phone Number \*

Fax Number

Email \*

If owner and local contact are not the same, fill out request information for owner and select “save and continue” button. The next screen will take you to contacts. Select the add contact information button.

**CONTACTS**

Local Contact information is required.

	Contact Name	Address	Contact Methods	Address ID
<b>Owner</b>				
<input type="button" value="Edit Contact"/>	Kim Euresti	124 W 8th St Ste 140 Austin, TX 78701	(151) 297-4223 @ kim.euresti@austintexas.gov	38320 <input type="button" value="i"/>

Select local contact button and fill out requested information and save.

Add documentation required to obtain an STR operating license. Some license types require additional documentation. To verify documents needed for a specific property type, email Austin Code at [STRlicensing@austintexas.gov](mailto:STRlicensing@austintexas.gov) or call 512-974-9144. If required documentation has already been provided to Austin Code Department, you may skip the attachments page and proceed to the next step by clicking “skip to next step.”

Progress bar showing four steps:

- EDIT PROPERTY Physical Location
- CONTACT Add Contact Information
- STEP THREE ATTACHMENTS Add Relevant Documentation**
- STEP FOUR VERIFY AND SUBMIT Submit for Approval

Click the “Add Attachments” button to add attachments for your property.

Property details for captainamerica1982 (V00000973715):

Account: captainamerica1982, V00000973715

Home, Contact/Password, Hotel/STR Info, Property Listings, Property Summary, Contact Information, Attachments, Verify, Hotel/STR Reports, Invoice History

PROPERTY INFORMATION (Added by Owner) [Edit Property](#)

Physical Address	Operation Details		
WES'S TEST HOUSE 124 W 8TH ST AUSTIN, TX 78704	Type: SHORT TERM RENTAL TYPE 1	Address ID: A00000200620	
	Date of Open: 05/17/2021	Date of Close:	
	Operating License #:	Folder RSN:	
	# of Sleeping Rooms: 1	Expire Date:	
	License Status:	Submit Status: Draft	
		Jurisdiction Name:	

ATTACHMENTS [Skip to next step](#) [+ Add Attachments](#)

The following documents may be required to receive your license. You may attach those that are applicable to your license type at this time or Skip to the next step.

Actions	Document Description	Operating Year	Upload Date
<a href="#">Required</a>	Certificate of Occupancy Document		
<a href="#">Required</a>	Proof of Ownership Document		
<a href="#">Required</a>	Property Insurance Document		

Choose the attachment type, year and file that will be uploaded. Click” upload” button

Add Attachment

Attachment Type: Certificate of Occupancy Document

Year: 2021

Select File: [Choose File](#) attachment - test.jpg

[Close](#) [Upload](#)

Once the correct documents are uploaded, the system will ask you to verify your account.

FINANCIAL DOCUMENTS PERFORMANCE MANAGEMENT CHECKBOOK UNCLAIMED PROPERTY PROCUREMENT HOTEL/STR vsstest\_af0\_user git:citybase

Verification

**captainamerica1982**  
V00000973715

**Account**

Home

Contact/Password

**Hotel/STR Info**

Property Listings

- Property Summary
- Contact Information
- Attachments
- Verify

**Hotel/STR Reports**

Invoice History

✓

EDIT PROPERTY  
Physical Location

✓

CONTACT  
Add Contact Information

✓

ATTACHMENTS  
Add Relevant Documentation

**STEP FOUR**  
VERIFY AND SUBMIT  
Submit for Approval

**PROPERTY INFORMATION** (Added by Owner) Edit Property

Physical Address	Operation Details	
<p>WES'S TEST HOUSE 124 W 8TH ST AUSTIN, TX 78704</p>	<p>Type: SHORT TERM RENTAL TYPE 1</p> <p>Date of Open: 05/17/2021</p> <p>Operating License #:</p> <p># of Sleeping Rooms: 1</p> <p>License Status:</p>	<p>Address ID: A00000200620</p> <p>Date of Close:</p> <p>Folder RSN:</p> <p>Expire Date:</p> <p>Submit Status: Draft</p> <p>Jurisdiction Name:</p>

I hereby verify that the property address information I provided is true and correct. Once verified, I will no longer be able to modify the property address. For any corrections to the property address, closing of a property, or disassociation with a property address, I must email my request to [Hotels@austintexas.gov](mailto:Hotels@austintexas.gov).

By registering this property address, I am aware that I must file quarterly Hotel Occupancy Tax regardless if I collected any cash receipts or have any Exempt 30 day receipts for the quarter or not (filing zero dollar report). For questions regarding Hotel Occupancy Tax, please contact the City of Austin Controller's Office via email [Hotels@austintexas.gov](mailto:Hotels@austintexas.gov) or call the hotel hotline at (512)974-2590.

If I am applying for an Operating License, I am aware that the Lodging Establishment Operating License is a non-refundable fee. I understand that if I don't submit a complete application and all required documents this will delay the process and can result in my application to be canceled. Additional fees may be assessed beyond this online payment site. Operating License will be mailed to the Ship To Address via US Postal Service; it will not be delivered electronically. For questions regarding Lodging Establishment Operating License, please contact City of Austin Code Department via email [STRLicensing@austintexas.gov](mailto:STRLicensing@austintexas.gov) or call the Austin Code Department Hotline at (512)974-9144.

I AGREE

To complete the registration process for your account, read the disclosure statement and select the “I Agree” Button.

The following message will appear.

Property information has been submitted for review.

If you have not provided all the necessary supporting documents, the issuance of your operating license may be delayed. You may be asked to upload additional documentation.

Now you are eligible to pay your operating license, and/or create and pay hotel tax reports. To make a payment or add another address go to the [property listing page](#) to get started.

Your account should now appear under “Completed Properties”.

For additional assistance, email [hotels@austintexas.gov](mailto:hotels@austintexas.gov) or call 512-974-2590, option 1.