

RSCVA ROOM TAX
ELECTRONIC FILING
USER'S GUIDE

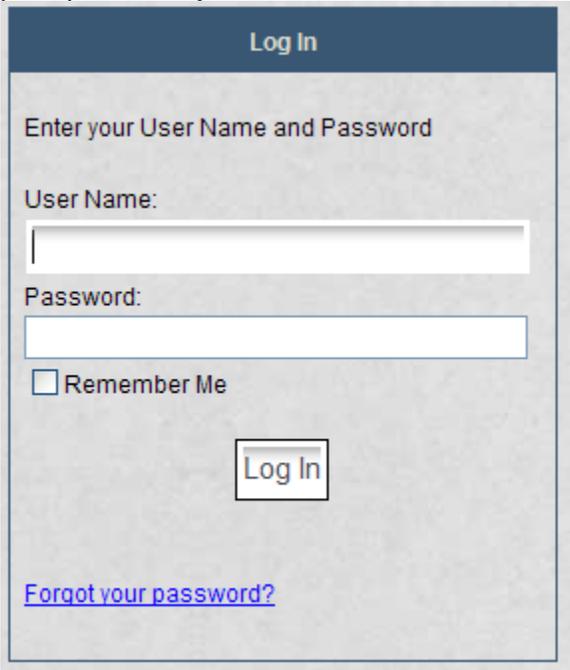
ROOM TAX RETURN PORTAL

Portal Login Screen

URL: <https://rscvaorgnv.portal.fasttrackgov.com/Common/Login.aspx>

The first screen in the Application System Portal is the Log In screen. On this screen, existing users may enter a valid User Name and Password and then click

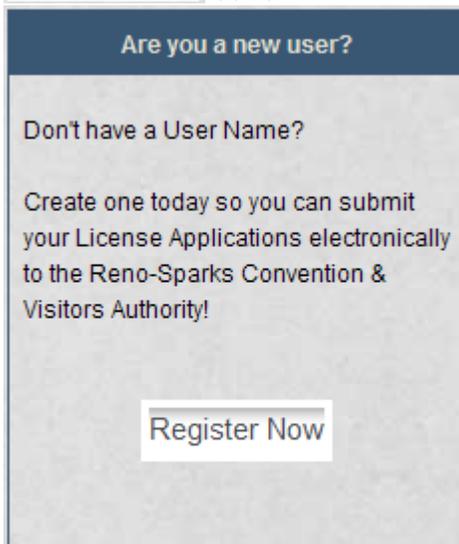
. If the user forgot their password, they can click the [Forgot your password?](#) prompt and they will be taken to a Password Recovery screen.



The screenshot shows the 'Log In' screen. At the top, there is a dark blue header with the text 'Log In'. Below the header, the text 'Enter your User Name and Password' is displayed. There are two input fields: 'User Name:' and 'Password:'. Below the 'Password:' field, there is a checkbox labeled 'Remember Me'. At the bottom of the form, there is a 'Log In' button and a blue link that says 'Forgot your password?'.

Or if a user does not have a user name, they can create one by selecting the

 button.



The screenshot shows the 'Are you a new user?' screen. At the top, there is a dark blue header with the text 'Are you a new user?'. Below the header, the text 'Don't have a User Name?' is displayed. Below that, there is a paragraph of text: 'Create one today so you can submit your License Applications electronically to the Reno-Sparks Convention & Visitors Authority!'. At the bottom of the form, there is a 'Register Now' button.

The user will be taken to another screen to sign up for their new user account. On this screen, they will select a Logon ID and Password and complete Personal Information, such as name, address, phone number, etc.

Registration – Create User

The screenshot shows a registration form with two main sections. The first section, 'Select a Logon ID and Password', contains three input fields: 'Logon ID you want to use: *', 'Password: *', and 'Confirm Password: *'. The second section, 'Personal Information', contains seven input fields: 'Salutation', 'First Name', 'Middle Name', 'Last Name *', 'Business Phone', 'Home Phone', 'Cell Phone', and 'Fax'. The form is displayed on a light gray background with a blue vertical bar on the left side.

The user will have to enter a unique login ID and a password with a length of at least 6 characters. Other required fields are Last Name, E-Mail Address, City, State, ZIP, and Security Question/Answer. No other registered user can have the same e-mail address.

E-Mail Address *
Confirm E-Mail Address *
Mail To Name
Address Line 1 *
Line 2
Line 3
City *
State or Province *
Postal Code *
Country
Date of Birth

In Case You Forget Your Password...
Security Question: *
Security Answer: *

← Cancel Create User →

The user can enter a free-word question and answer. Selecting  will bring you back to the Login screen without creating the user. Selecting  will create the account. After successfully creating the user an e-mail will be sent to the user and the user will be notified that they will need to use the link in the e-mail to proceed.

Sign Up For Your New Account

Your account has been created and a verification e-mail has been sent to the e-mail address you provided. In order to complete the registration process, you will be required to use the link provided in the email before your account can be used.

Close this Window

Selecting the  button will close the browser window.

Registration – E-Mail Verification

The user will receive an E-mail verification after creating their account in the previous screen.

From: noreply@RSCVA.com
To: John Hoven
Cc:
Subject: RSCVAOrgNW Account Creation

Sent: Thu 6/25/2009 1:53 PM

John Hoven,

Your account has been successfully created.

To activate your account please navigate to the following link to confirm your email address:
<<https://RSCVAOrgNW.portal.fasttrackgov.com/Common/Verification.aspx?uid=6a4f6b6b-b961-de11-a2a6-00155d694804>>.

After selecting the link the user will be taken to the verification page. At this point the registered user will be enabled (to login) and automatically logged in. A CRM contact will be associated with this user at this point using the information provided while creating the user. The user will be directed to the Portal Links page.

Portal Links

After successful login, the user is taken to the Portal Links screen. From this screen the user begins navigation towards filling out, paying and reviewing their tax returns.

Select 'File My Tax Return' link to access any documents available to this user, as shown below:



Welcome to the RSCVA Operator's Transient Lodging Self-Service Portal

This portal was designed specifically for filing of your Operator's Monthly Transient Lodging Tax Return. Using this portal you may:

- Fill out your monthly tax return.
- Pay for your tax returns via automated payment processing.
- Review your completed returns.

Just click on the 'File My Tax Return' link below to enter the portal.

[File My Tax Return](#)

If you are interested in using automated payments to pay for your return, please contact the Room Tax Department at (775)-827-7743.

If the user has not been approved for the application, they will be directed to the 'Registration – Application Access Questions' page. If the user is awaiting approval, they will be directed to the 'Registration – Access Questions Pending' page. Otherwise the user will be directed to the Operator's Monthly Transient Lodging Tax Return page.

Registration – Application Access Questions

Before the user is given access to the application, they must be approved by the back office. To give the back office user more information to process the request, the user must fill out the access request questions.

Reno-Sparks Convention and Visitors Authority
PO Box 837, Reno, NV 89504
OPERATOR'S MONTHLY TRANSIENT LODGING TAX RETURN

We need to know a little bit more about you so we can make sure that you are associated with the appropriate licensed facilities.

Are you the primary owner, agent or employee who files the Monthly Transient Lodging Tax Return? * Yes No

If you answered yes to the previous question please enter the license number and property information for each facility that you are responsible for preparation and filing the Monthly Transient Lodging Tax Return. [View and Modify List](#)

Please describe why you want access to this system and (unless listed specifically in the previous question) what properties you are interested in.

*

Although approval to access this system can be granted by the RSCVA Authority, direct access to information for specific properties can only be granted by the property owners and/or agents. The RSCVA Authority has no obligation to allow access to this system for anyone other than owners and agents of licensed properties.

If you have any questions regarding policies regarding access to this system, please contact:

Reno-Sparks Convention & Visitors Authority
Room Tax Department
P.O. Box 837
Reno, NV 89504

(775) 827-7743

Submit this Request →

Selecting the [View and Modify List](#) link button allows the user to maintain a list of answers for a question which may have an arbitrary number of answers.

If you answered yes to the previous question please enter the license number and property information for each facility that you are responsible for preparation and filing the Monthly Transient Lodging Tax Return.

Add New Response Finished with List

The [Add New Response](#) button can be used as many times as necessary to answer for every property. [Finished with List](#) will return to the main question form.

Adding a new response will bring up an instance of this question.

If you answered yes to the previous question please enter the license number and property information for each facility that you are responsible for preparation and filing the Monthly Transient Lodging Tax Return.

License Number: *

Business Name: *

Address: *

City: * State: * Postal Code: *

Phone: * [Save](#) [Cancel](#)

Selecting the [Save](#) link button saves this answer. The [Cancel](#) button cancels addition/changes.

If you answered yes to the previous question please enter the license number and property information for each facility that you are responsible for preparation and filing the Monthly Transient Lodging Tax Return.

License Number: * 2008 MAY JHOTEL

Business Name: * Mitchell Humphrey

Address: * 11720 Borman Dr

City: * St. Louis State: * MO Postal Code: * 63146

Phone: * (800)237-0028 [Edit](#) [Delete](#)

Once saved, the answer will be displayed in a read-only fashion. Select the [Edit](#) link button to bring the answer back up in edit mode. Select the [Delete](#) link button to remove this instance of the answer. The user will be notified that this question won't be physically deleted until they submit their access request (below).

 You are about to delete this answer. This action can be undone by not saving the resulting answer set. Hit OK to continue with delete. Hit Cancel to leave the record as-is.

Selecting will remove the answer. The button will prevent the answer from being removed.

Finally the user may submit the request. If any required data was not provided, errors will be displayed. When successfully submitted, the back-office will be notified of the request and the user will be transferred to the Access Questions Submitted page.

Errors

- [Please describe why you want access to this system and (unless listed specifically in the previous question) what properties you are interested in.] is required.

Registration – Access Questions Submitted

This page just displays text to the user that we have received their access request and we'll process it shortly. The user cannot proceed in the portal until they receive notification from the back-office that their request has been approved.

Application Access Request has been Sent for Approval

We have received your request for access to this portal. You should have approval within a business day. If you have any questions regarding this request, please contact the Room Tax Department at (775) 827-7743.

Registration – Access Questions Pending

If the user returns to the application (via the [File My Tax Return](#) button) they will receive a similar message that they can't access the system yet.

Application Access Request has been Sent for Approval

Your request for access to this portal is in progress. You should have approval within a business day. If you have any questions regarding this request, please contact the Room Tax Department at (775) 827-7743.

Return Activity Page

After being allowed access into the system, the user will be placed on a page that lists all room tax returns this user can access, as well as allows the user to share their documents/accounts that they own with other users of the system.

To maintain an existing return, simply select the Application ID from the list of applications shown on the screen.

Operator's Monthly Transient Lodging Tax Return

[Share My Documents](#) [Share My Accounts](#)

Maintain existing Room Tax Return

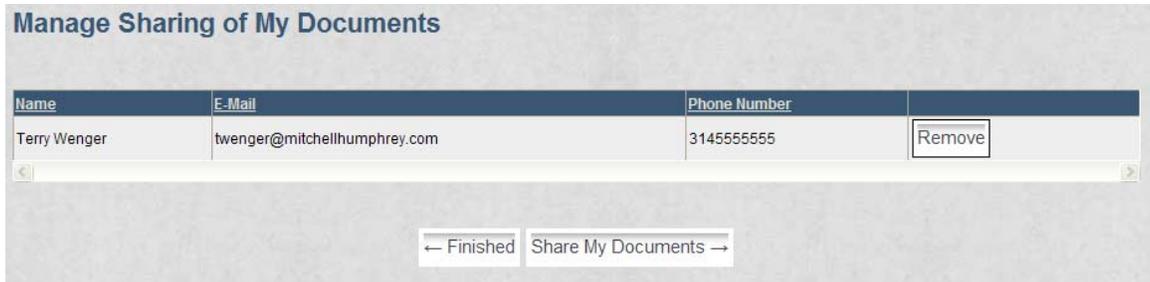
| Application ID | Property Name | Tax Return Status | New Messages |
|--------------------------------|---------------|-------------------|--------------|
| APR 2009 S3014 | J.B. RENTALS | Incomplete Return | 0 |
| MAY 2009 S3014 | J.B. RENTALS | Incomplete Return | 0 |

< | >

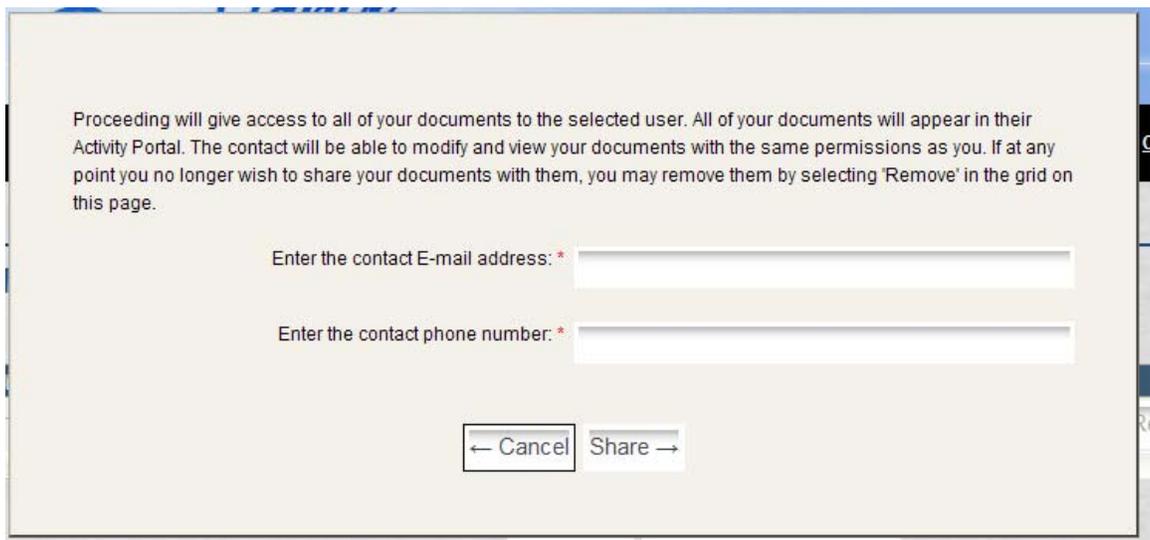
To share documents select the 'Share My Documents' link. To share accounts select the 'Share My Accounts' link. These will navigate to the Share my Documents and Share My Accounts pages, respectively.

Share My Documents

By sharing documents, this user will be giving access to all room tax returns for which this user is the primary contact.

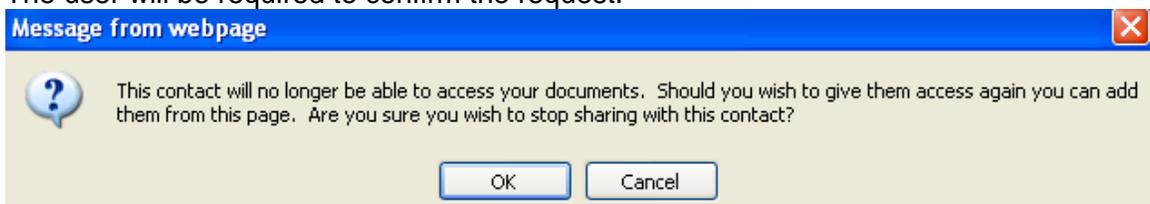


This screen will list and allow maintenance of all users this user has shared their documents with. Selecting the **Share My Documents →** button will allow you to share with another contact.

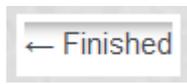


To share with another contact enter the e-mail address and contact phone number (both required) and select the **Share →** button. To return to the list select the **← Cancel** button. If invalid criteria are provided, the user will be allowed to try again and given an error message: **No users were found.**

Selecting the **Remove** button on any row will stop sharing with that contact. The user will be required to confirm the request.



The request will only proceed if the user selects the OK button.



Finally the user may select the button to return to the activity portal.

Share My Accounts

The Share My Accounts page will list all accounts for which this user is the primary contact. The user may share each one of these accounts individually with the link button, which will transition to the Share My Account page.

My Account List

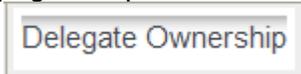
| Account Name | Account Number | Street Line 1 | Street Line 2 | City | Postal Code | Telephone | |
|--------------|----------------|-----------------------|---------------|--------|-------------|--------------|-----------------------|
| J.B. RENTALS | S3014 | 2150 VICTORIAN AVENUE | | SPARKS | 89431 | 775-358-6861 | Share |

← Finished

Finished will return to the activity portal.

Share My Account

By sharing an account a user will give access to all documents about *this* account. This page is equivalent to the Share My Documents form except each

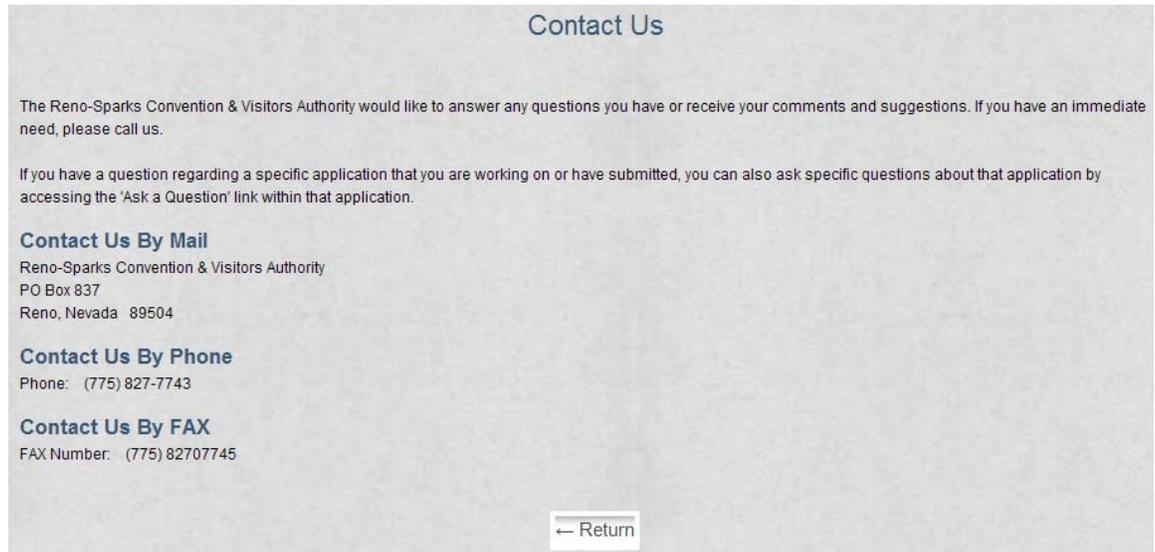
row also has a  button. When selected and confirmed

Message from webpage ✕

 This account will no longer appear in your account list. Are you sure you wish to give responsibility for this account to this contact?

by pressing "OK" the selected contact will become the new primary contact on the account. The current user will be returned to the 'Share My Accounts' screen with this account removed from their list. Any returns that were in the portal because this user owned the account will be gone.

Contact Us



Contact Us

The Reno-Sparks Convention & Visitors Authority would like to answer any questions you have or receive your comments and suggestions. If you have an immediate need, please call us.

If you have a question regarding a specific application that you are working on or have submitted, you can also ask specific questions about that application by accessing the 'Ask a Question' link within that application.

Contact Us By Mail
Reno-Sparks Convention & Visitors Authority
PO Box 837
Reno, Nevada 89504

Contact Us By Phone
Phone: (775) 827-7743

Contact Us By FAX
FAX Number: (775) 82707745

[← Return](#)

This page is available from every page of the application. It gives the user contact information for RSCVA.

Filling out the Room Tax Return Form

After selecting a return by selecting the Application ID ([APR 2009 S3014](#)) link button, the user will transition to the Room Tax Return form. Depending on the status of the application the user will be able to maintain or just view the return form.

At anytime during the process the user can send messages using the internal FTG messaging system.

Messaging

Messaging allows the user to quickly submit a question to the back-office and have it attached to their application.



You have no new messages. [Ask a Question?](#)

The user will select the [Ask a Question?](#) button to ask a question. A question dialog will pop-up and can be completed by pressing send.

Send a Message

If you have a question regarding this application you may submit your question here and we will provide an answer within 1 business day. If you have a question that must be answered immediately, please contact the Room Tax Department at (775) 827-7743.

Subject: *

Your Message: *

Back Office Messaging

The message will be put into the 'Questions from Portal Users' queue. Opening the task will give you a link to the question in the 'Regarding' field. The back office user can then reply. If allowed, the user will receive an e-mail of the message as well as a reply in the webpage the next time they open the application.

More Messaging

[Hide]
Ask a Question?

New Messages

| Date Sent | Topic | |
|-----------|--------------------|------------------------------|
| 6/25/2009 | RE: Status Inquiry | View Details |

Previous Messages

| Date Sent | Topic | Reply Received | |
|-----------|----------------|----------------|------------------------------|
| 6/25/2009 | Status Inquiry | No | View Details |
| 6/25/2009 | Status Inquiry | No | View Details |

Subject: Status Inquiry Date Sent: 6/25/2009 [Close Details](#)

Message:
Mr. Hoven,

Your payment has already cleared so please wait until next month and explain the extra revenue using line 3b.

Best,

John

Original Subject: Status Inquiry Question Sent: 6/25/2009

Question:
I made a mistake and mis-calculated my revenue. Can you fix this or do I have to wait until next month and adjust my return?

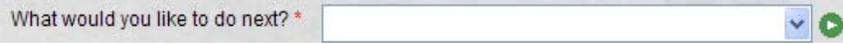
When messages exist the user can view or minimize them. Minimize/maximize functionality can be used in the top left corner with the [Show] and [Hide] link buttons. Individual messages can be viewed with the 'View Details' link button. Individual messages can be closed using the 'Close Details' link button.

Return Completion and Filing

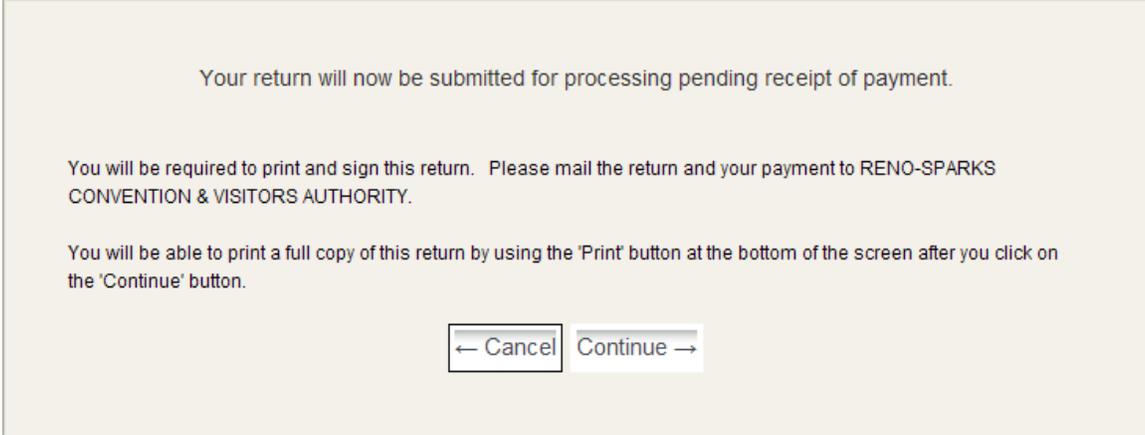
The user will fill out the return as allowed. Some answers may not be allowed in all situations. Any fields marked with an * are required to proceed. The first option after filling out questions will be to calculate and review the charges.

A rectangular button with a dark blue border and a light blue background. The text "Review Fees" is in a dark blue font, followed by a right-pointing arrow "→".

Review Fee's will store a copy of the answers in the Room Tax Information entity and calculate fee's based on data provided here. We will then redisplay the questioner in a read-only mode – including the results of the computations. At this point it becomes time for the user to submit their application to the back-office.

A horizontal dropdown menu with a light gray background. The text "What would you like to do next? *" is on the left. The dropdown box is empty, and a green play button is on the right.

Options vary depending on whether the user is set up for ACH or not. If they aren't they will get an option of 'I want to submit this return.' They will then hit the green arrow to proceed. They will be given some instructions for proceeding.

A light beige rectangular area containing text and buttons. The text reads: "Your return will now be submitted for processing pending receipt of payment." Below this, it says: "You will be required to print and sign this return. Please mail the return and your payment to RENO-SPARKS CONVENTION & VISITORS AUTHORITY." Further down: "You will be able to print a full copy of this return by using the 'Print' button at the bottom of the screen after you click on the 'Continue' button." At the bottom center are two buttons: "← Cancel" and "Continue →".

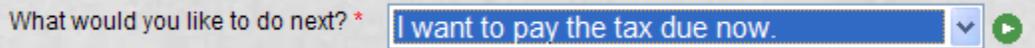
You will be required to print and sign this return. Please mail the return and your payment to RENO-SPARKS CONVENTION & VISITORS AUTHORITY.

You will be able to print a full copy of this return by using the 'Print' button at the bottom of the screen after you click on the 'Continue' button.

← Cancel Continue →

Finally, after hitting 'Continue' the user will have to print the return and mail in their payment. A task will be added to the 'Returns Submitted for Payment from Portal' queue. Until paid, the return will remain in a 'Payment Due' status.

If the user is set up for ACH payment they will see this option:

A horizontal dropdown menu with a light gray background. The text "What would you like to do next? *" is on the left. The dropdown box contains the text "I want to pay the tax due now." in blue. A green play button is on the right.

I want to pay the tax due now.

Again, the user will be given a set of (different) instructions.

You have requested that this return be paid using an automated payment request through your bank.

If you want to proceed with processing this request:

- Click on the 'Continue' Button.
- You then can Print a copy of this return prior to payment by clicking on the 'Print' Button.
- To complete processing your payment request you will be required to click on the 'Process Payment Request' button.



For this option, the user will have one more button to press to process the payment. The user will also have a chance to print a copy of their responses and fee's.



The return will return to question mode and allow the user to change their responses. Print a Copy will put the return in a printer-friendly mode. Process Payment Request will submit the ACH payment. After processing the return will display in receipt mode and allow the user to print the receipt.

Your automated payment request has been accepted. Below are the details of your receipt. Please print a copy of this receipt for your records.

Your automatic payment request has been submitted for processing on behalf of:

| | |
|-----------------|-----------------------|
| Name: | J.B. RENTALS |
| Address: | 2150 VICTORIAN AVENUE |
| City: | SPARKS |
| State: | NV |
| Zip: | 89431 |

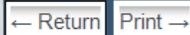
For an Operator's Monthly Transient Lodging Room Tax Return:

| | |
|--------------------------|----------------|
| For the month of: | May 2009 |
| License Number: | S3014 |
| Return ID: | MAY 2009 S3014 |

| | |
|---------------------------|----------|
| Payment Amount Submitted: | 9,801.00 |
|---------------------------|----------|

| | |
|---------------------------------|-------------|
| Date Payment Request Submitted: | * 6/25/2009 |
|---------------------------------|-------------|

| | |
|---------------------------|------|
| Receipt Reference Number: | 1016 |
|---------------------------|------|



The 'ACH Payment Requests Submitted' queue will contain a new task (for notification only) that the ACH payment submitted.