

Business Tax Receipt (BTR) Getting Started in iMS: How to Register

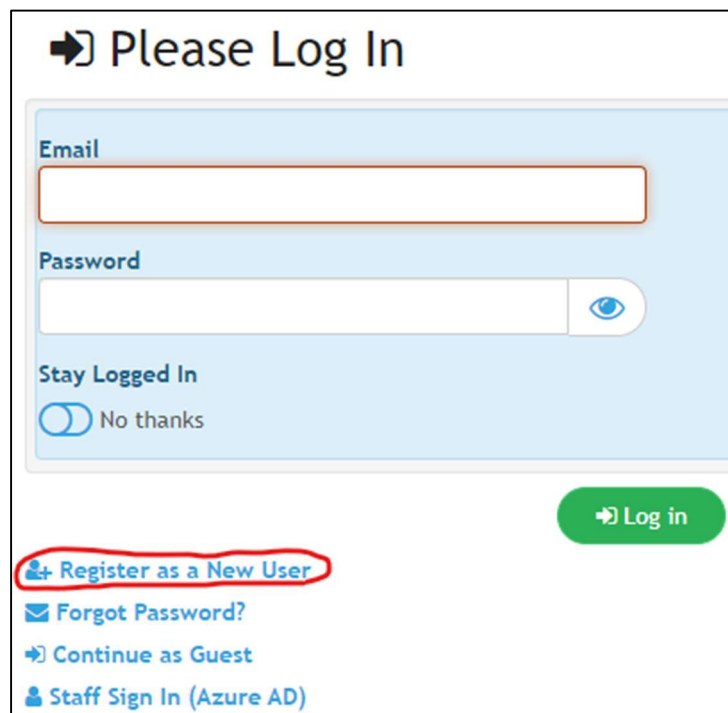
Description:

The following Standard Operating Procedure (SOP) will show customers how to register in iMS.

- This SOP divides the registration process into 2 parts:
 - o Part 1 – Become a “User” by creating a user email log-in & password for iMS.
 - o Part 2 – Become a “Pro” by creating a business registration to access the application for obtaining a BTR.

Part 1: Become a “User” – Logging into iMS

- 1) Navigate to the iMS portal through the City of Palm Bay website (www.palmbayfl.gov/btr). Once you reach the iMS login page, click **“Register as a New User”**.



➔ Please Log In

Email

Password

Stay Logged In

No thanks

➔ Log in

➔ Register as a New User

✉ Forgot Password?

➔ Continue as Guest

👤 Staff Sign In (Azure AD)

- 2) Enter your name, email address, and password. Then hit the green button that says **“Register”** (see next page).

- 3) iMS will send you a confirmation email to validate your email address. Click on the link in that email to finish the registration process.

Confirm new account

City of Palm Bay <no-reply-GovServices@palmbayflorida.org>

To: Finance BizTax

↶
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4/11/2023

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

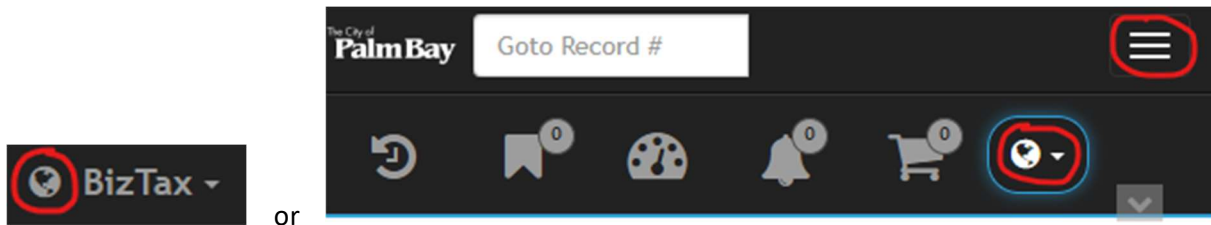
CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please confirm your account by clicking here: [VALIDATE](#)

Sincerely,

City of Palm Bay
www.palmbayflorida.org

- 4) Once logged into iMS, you must complete the “User” registration process and you will be taken to the iMS homepage.
- 5) You are now a “User” in iMS.
 - a. Being a User simply means you have an email log-in and password with iMS, but you do not have a Business or Contractor Registration with iMS.
 - b. If on your computer, you may confirm you are a User by seeing the “world” icon next to your profile name on the top, right-hand corner of your screen. If on a mobile device, click the “burger” icon on the top, right-hand corner and you will see the world icon.

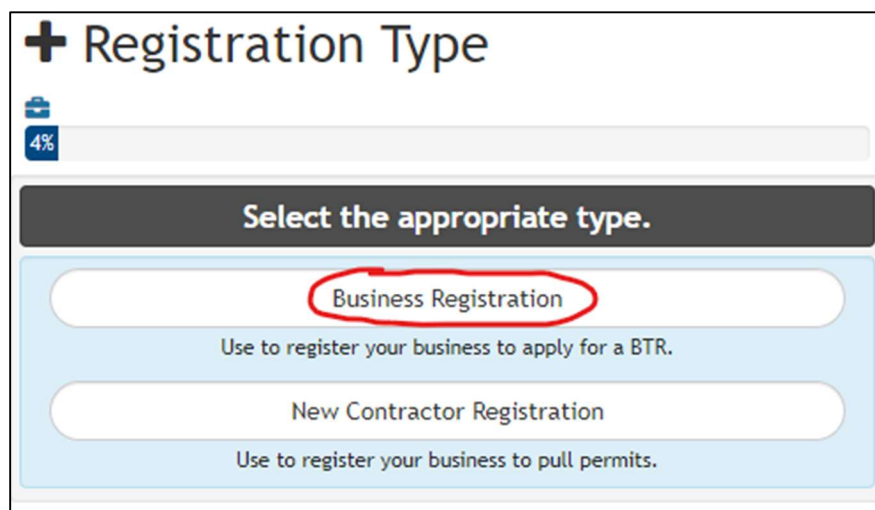


Part 2: Become a “Pro” – Registering your Business

- 1) Now that you are a “User”, navigate to the “Contractors & Business Registration” tile from the homepage and click, “+ Register”.



- 2) Then click on the “Business Registration” button to start the registration process.
 - a. **DO NOT** click on the “New Contractor Registration” button, even if you are a contractor. This button is to begin the permitting process through the Building Department



- 3) While filling out the registration application, please ensure the following:
 - a. The company address you give is the **physical** location for your business.
 - b. The business owner listed is a registered agent and not a company name.
 - c. The property owner information reflects the current owner of a residential/commercial building.
 - d. The 3 supplemental contacts listed are **different** than the business owner.
 - i. Supplemental contacts are used for emergencies only, or if the business owner cannot be reached. They are required by the Police and Fire Departments.
- 4) Once you have submitted your registration, BTR staff will complete an initial completeness check of the information provided and let you know if any further corrections are needed.
 - a. If corrections are needed, you will receive an email to log back into iMS to make the requested corrections.
 - b. If your registration is approved, you will then be able to access the BTR application in the “Business Tax Receipts (BTR)” tile on the iMS homepage.
- 5) After your registration is approved by BTR staff, you will receive an email from iMS to return to the iMS portal to apply for a BTR.
- 6) You are now a “Pro” in iMS.
 - a. This simply means that your account went from “User” status to “Pro” status, and you will be able to access the BTR application from the homepage.
 - i. If on your computer, you may confirm you are a Pro by seeing the briefcase icon next to your profile name on the top, right-hand corner of your screen. If on a mobile device, click the “burger” icon on the top, right-hand corner and you will see the briefcase icon.

