



Instructions for Online Rental Registration and Payment

Waterloo Permits Website: <https://esuite.cityofwaterlooiaowa.com/esuite.permits/WelcomePage.aspx>

1. Activate Account (Skip this step if you already activated an account)

- A. To set up a user name and password, go to the website listed above and click on “activate account” found under contractor access.
- B. Type your business name exactly as it appears on the letter and enter your start of business date found in the letter. Check box next to “I hereby assert that I am an authorized agent of the business described above.”
- C. Create a username, password, and enter your email address then click the create account button.
- D. Return to the permits home page at the web address listed above to log in to the website.

2. Register Rental Units

- A. Click on the Request Permit tab at the top of the page.
- B. Fill out all of the fields on the form.
- C. Under “description of work being done” please enter the type of rental you are registering and the number of units (example: multi-family unit 1 of 8).
- D. When finished, click the continue button at the bottom of the page.
- E. To register multiple units, click on the Request Permit tab at the top of the page and repeat the process.

3. Payment

Credit Card Payments: A 2.75% service fee applies to all credit card payments

- A. Click on the Billing and Payment tab.
- B. Check the box next to the permits you wish to pay for.
- C. Click the “Complete Payment” button.
- D. Click on the box next to the terms and conditions statement then click on the “Pay with a Credit Card” button.
- E. Fill in your billing information and select “Make Payment” when finished.

Check and Cash Payments: No service fee

- A. Click on the Billing and Payments tab to ensure the permits you entered are listed in the system. Print the page or write down the permit numbers.
- B. **DO NOT INCLUDE THE SERVICE FEE IN YOUR CASH OR CHECK PAYMENT.**
- C. Submit check or cash payments to the City Clerk’s Office on the first floor of City Hall located at 715 Mulberry Street, Waterloo, Iowa 50703. Please include the rental unit permit numbers when you submit your payment.