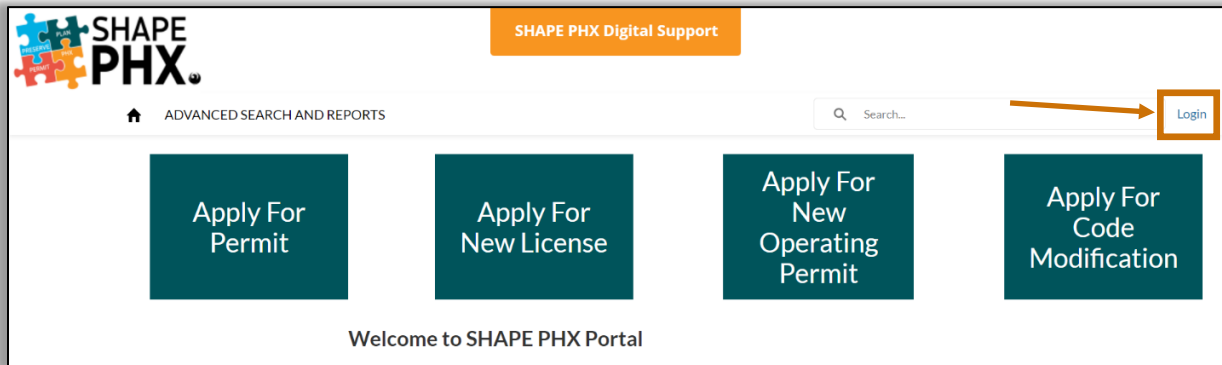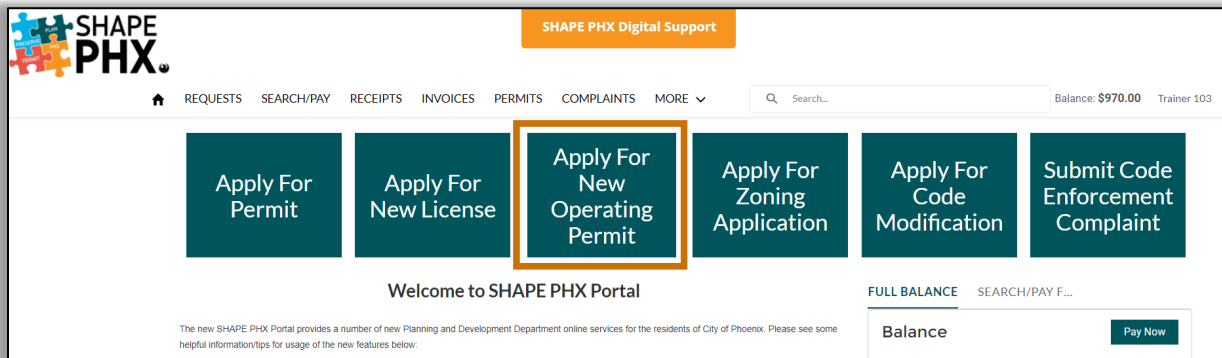1. Log into the [SHAPE PHX Portal](#)
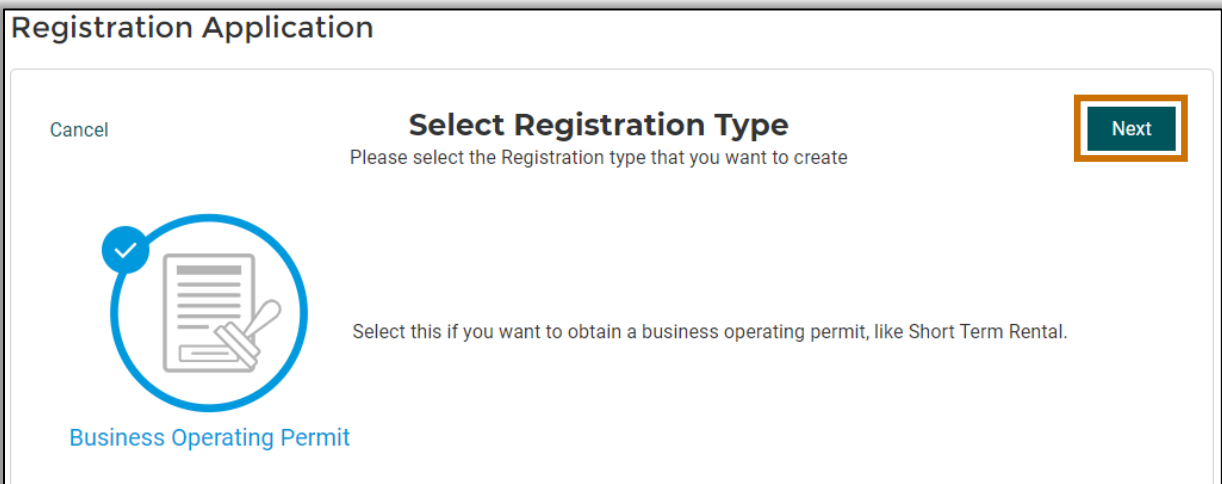
    Note: *After selecting the Login link, unregistered users will need to create an account by clicking the [Sign up now](#) link.*

2. Once logged in, click the green **Apply for New Operating Permit** button.

3. Select **Business Operating Permit** from the Registration Type list and click the green **Next** button.

4. The **Business Operating Permit Registration Application** will open.

a. Complete steps 1-6 of the **Short-Term Rental (STR) Operating Permit** application by either entering or selecting applicable information into the fields.

b. After all applicable fields have been completed, click the green **Next** button to proceed to the next step of the application process.

Notes:

- All fields with a red asterisk (*) are required to be entered or selected before moving on to the next step.
- When entering address information, the State and Province options will change based on the Country or Territory selected. If your State or Province is not listed, please ensure you have selected the appropriate Country or Territory.

5. At step 7 – **For City Use Only**. No information is required to be inputted, click the green **Next** button to initiate an automatic email from the SHAPE PHX system to receive required documents and instructions.

6. **Stop** at step 8 – **Submit Documents**.

   a. Click the **Save Progress & Exit** button to save your application.

   b. At this point, you should have received an email from SHAPE PHX with required documents and instructions on how to complete your application.
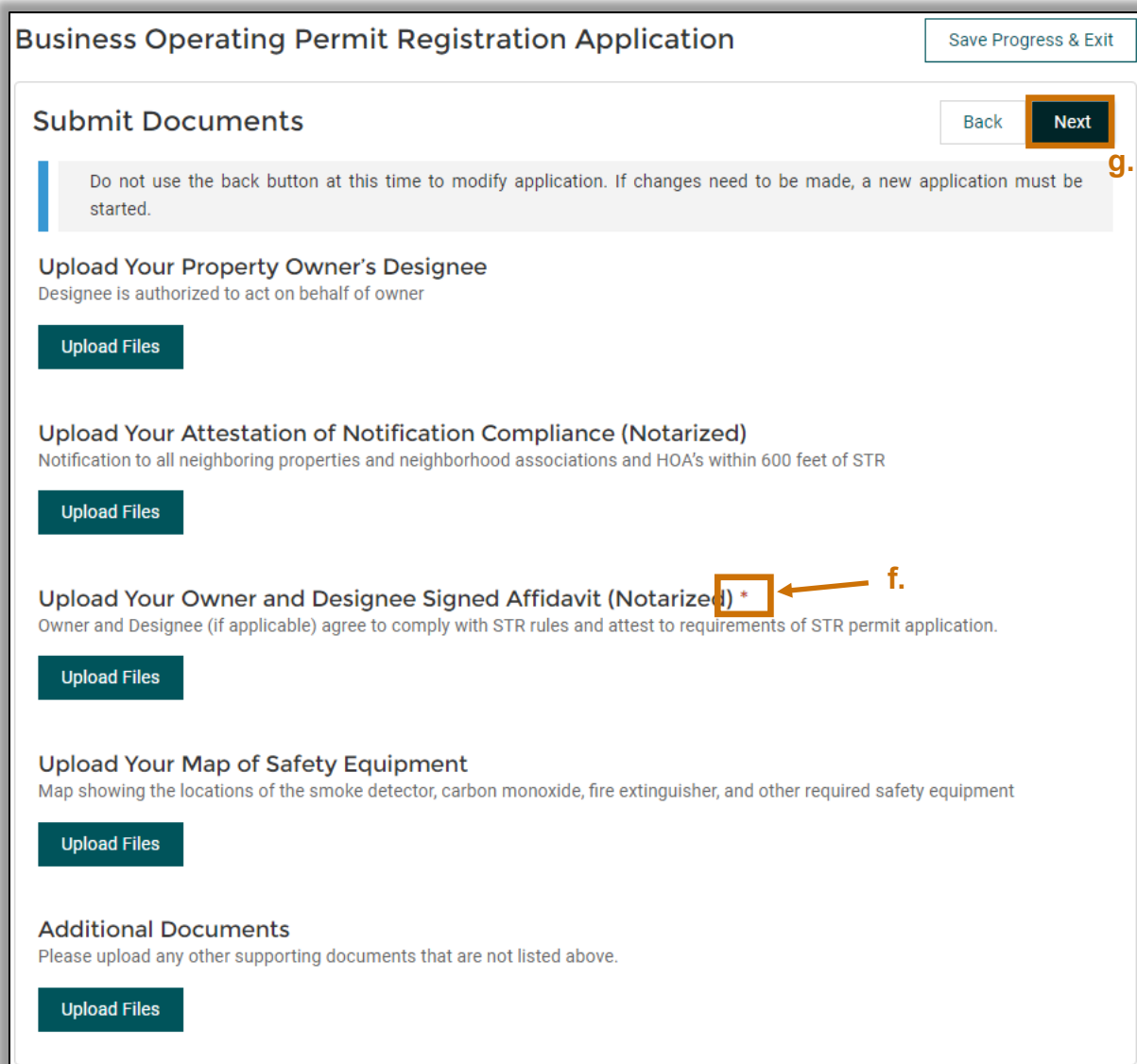

   c. After requirements have been met, log back into the SHAPE PHX Portal.

   d. On the SHAPE PHX Portal homepage, click the blue **Manage In-Progress Applications** button and/or scroll down to the **In-Progress Registration** section.

   e. Locate your application and click on the **Continue** link.

f. You will be taken to the **Submit Documents** (step 8) page. Upload all applicable documents into the green **Upload Files** sections with the (*) red asterisk.

g. When finished, click the green **Next** button to proceed to the last step.

Business Operating Permit Registration Application   Save Progress & Exit

Submit Documents   Back   Next

g.

Do not use the back button at this time to modify application. If changes need to be made, a new application must be started.

Upload Your Property Owner's Designee
Designee is authorized to act on behalf of owner

Upload Files

Upload Your Attestation of Notification Compliance (Notarized)
Notification to all neighboring properties and neighborhood associations and HOA's within 600 feet of STR

Upload Files

Upload Your Owner and Designee Signed Affidavit (Notarized) *   f.
Owner and Designee (if applicable) agree to comply with STR rules and attest to requirements of STR permit application.

Upload Files

Upload Your Map of Safety Equipment
Map showing the locations of the smoke detector, carbon monoxide, fire extinguisher, and other required safety equipment

Upload Files

Additional Documents
Please upload any other supporting documents that are not listed above.

Upload Files

7. At the **Confirmation** step (9), verify all information inputted is accurate and click on the green **Submit Registration Application** button to submit your application.

Submit Registration Application

8. The **Acknowledgement** window will open, read the **Agreement**, check the **Agreement** box, and click the green **I Agree** button.

Acknowledgement

AGREEMENT: By clicking 'I Agree': I hereby certify I am acting on the owner's behalf and the information contained in this application is correct and accurate to the best of my knowledge. I understand if the submissions are deficient, they will not be accepted for review or may be denied by the city of Phoenix and the fees are non-refundable.

☐ Trainer 71, hereby do attest that I completed the License Application. Here is my email: phxpddtraining+71@gmail.com.

Cancel   I Agree

9. After a few seconds, scroll up to the top of the page. You will receive the STR Operating Permit tracking number along with a confirmation that your application was submitted. Proceed to click on the **Back To Home** button to return to the homepage.

Confirmation

Your Registration Application has been submitted and is now being processed. Your reference number is STR-2023-000163.

Back To Home

10. At this point, your Registration will require payment. Payment can be made by clicking on the green **(A) Pay Now** button or by clicking the **(B) SHAPE PHX** link in your **Required Payment Email** sent to your email inbox.

>   ***Note:*** *For an instructional video on how to make payment online, click* *here*.

REQUESTS   SEARCH/PAY   RECEIPTS   INVOICES   PERMITS   COMPLAINTS   MORE ⌄   🔍 Search...   Balance: $660.00   Trainer 103   Logout

| Apply For Permit | Apply For New License | Apply For New Operating Permit | Apply For Zoning Application | Apply For Code Modification | Submit Code Enforcement Complaint |

Welcome to SHAPE PHX Portal   FULL BALANCE   SEARCH/PAY F...

The new SHAPE PHX Portal provides a number of new Planning and Development Department online services for the residents of City of Phoenix. Please see some helpful information/tips for usage of the new features below:

Balance   (A)   Pay Now

ONLINE PERMIT APPLICATIONS
PDD strives to process your Permit Applications as promptly as possible. Please refer to links listed below for detailed instructions relevant to your Permit Application. Checking these first may help you move through the application process with greater ease. Our Permit Types are listed below with the related reference materials.

STR-2023-000163 $250.00
STR-2023-000192 $250.00
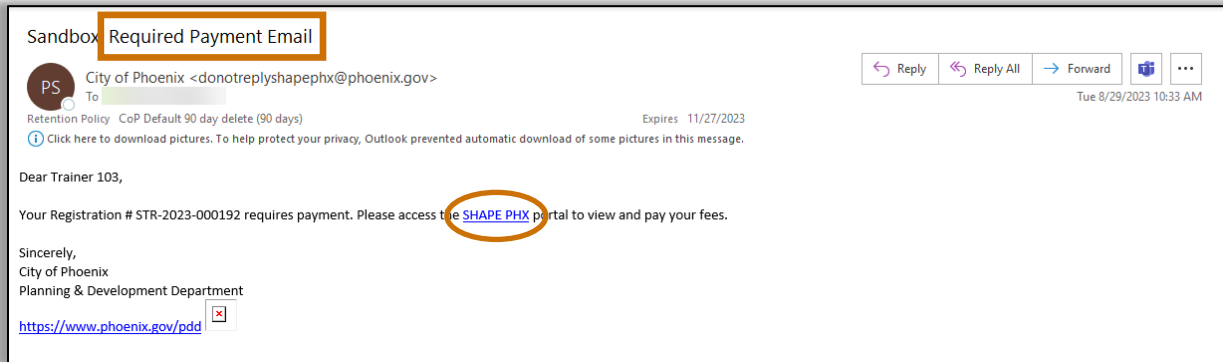
11. After Registration payment has been made, your submitted application will be reviewed by Planning and Development Department staff. Upon approval, your permit will be sent to your email on file. Print a copy of it. The permit must be displayed unobstructed and clearly visible within 10 feet of the primary entrance inside of the short-term rental property.