

**Department of Regulatory
and Economic Resources
(RER)**



C&T Hub Training Series:
**Guidelines to Claim Your
Business Account through
the Convention and Tourist
Tax (C&T) Hub**

Convention and Tourist Tax Hub



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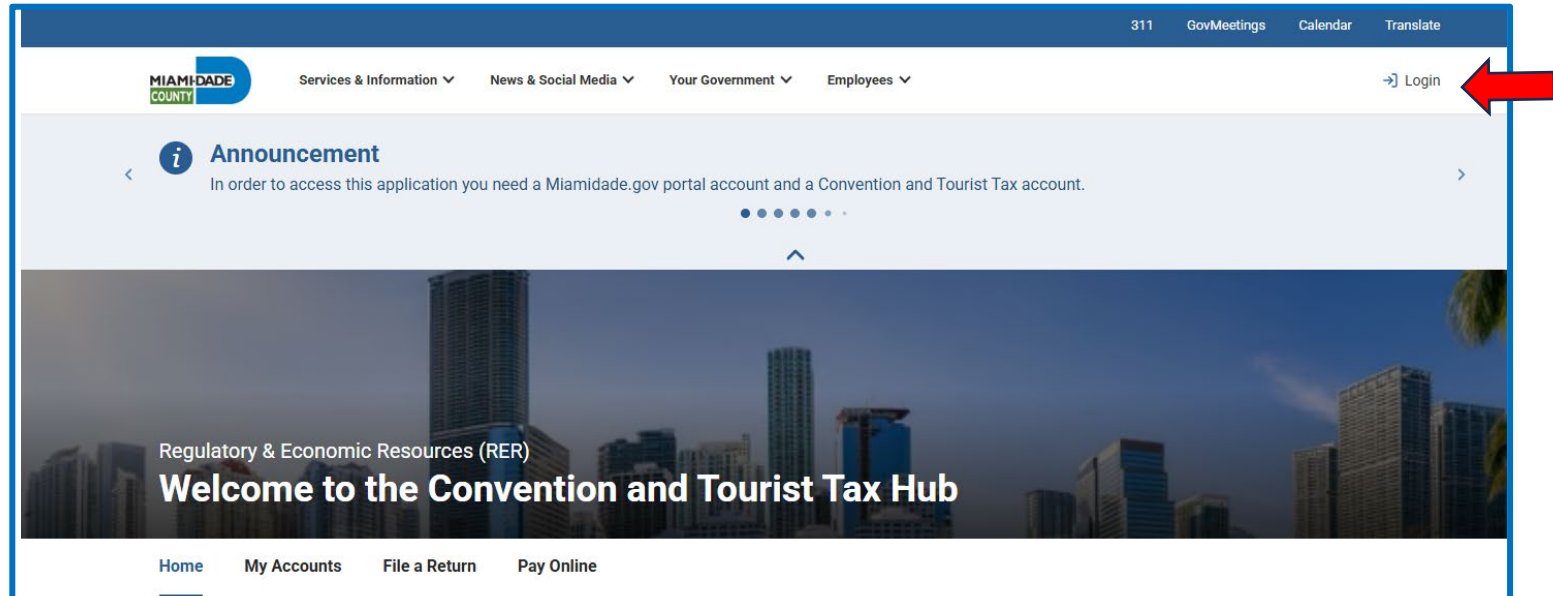


Introduction

New Convention & Tourist Tax Hub Overview

New website address: services.miamidade.gov/convention-tourist-tax

Available: **September 24, 2026**



Why Claiming Your Account Matters

- 1 **Your account is your gateway** to filing returns and making payments online.
- 2 **Existing accounts must be claimed** before they can be used — they are not automatically linked to your login.
- 3 **Business owners gain full access** upon verifying their account with their account number and prior filing details.
- 4 **Authorized representatives** get Basic Access until a notarized Power of Attorney is submitted per account.

When to Claim an Account

There are several routes to add a business account to your C&T Hub Portal. This guide covers Route 2. Please refer to the respective guides for Routes 1 and 3 which are part of this training series.

ROUTE 1	ROUTE 2	ROUTE 3
Register a New Business Account	Claim an Account with a Registration Code	Link an Existing Registered Account
You are not registered with the County yet. This creates the tax account itself, then links it to your login.	The County mailed you a code. Entering it links the existing account to your login straight away.	The account already exists but you have no code. You give the account number and the County verifies your connection to it.
Route 1 – later in this section	Route 2 – later in this section	Route 3 – later in this section

Information: all three routes end at the same place — the account on your list. Pick the one that matches what you have in hand.



Before You Begin

What You Will Need

Have the following ready before claiming your business account:

Active C&T Hub Login

You must already be registered and logged in to the C&T Hub. Please refer to the C&T Guide to Create a Login which is part of this training series.

C&T Account Number

Your existing account number from Tourist Express

Registration Code

A registration code was provided to you by Miami-Dade County.

Business Information

Business name and physical address of your business

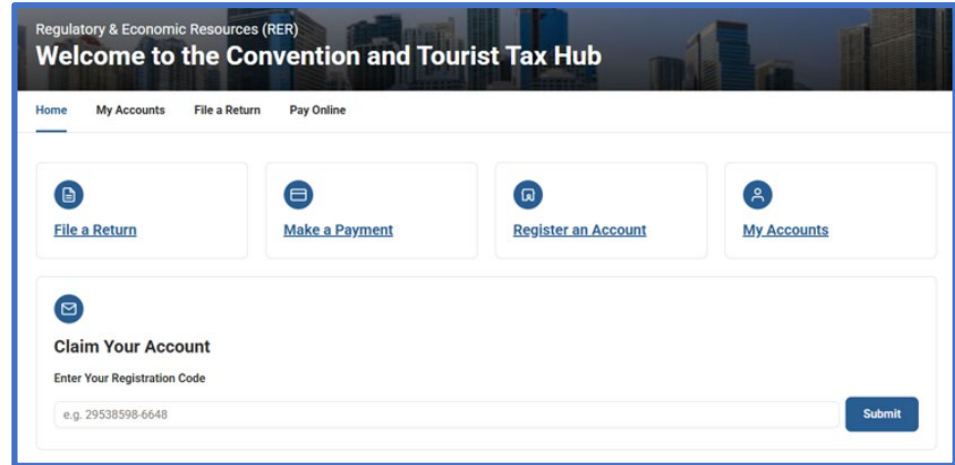


Accessing the C&T Hub Portal



Portal Access Overview

- Navigate to services.miamidade.gov/convention-tourist-tax and log in.
- A login is required to claim a business account.
- If you are not registered, you must create an online account first. Please refer to the training guide "Guidelines to Create a Login through the Convention and Tourist (C&T) Hub" which is part of this series.



The screenshot displays the 'Welcome to the Convention and Tourist Tax Hub' page. At the top, it identifies the 'Regulatory & Economic Resources (RER)' and provides a navigation bar with links for 'Home', 'My Accounts', 'File a Return', and 'Pay Online'. Below this, there are four main action buttons: 'File a Return' (with a document icon), 'Make a Payment' (with a wallet icon), 'Register an Account' (with a person icon), and 'My Accounts' (with a person icon). A 'Claim Your Account' section is also visible, featuring a text input field for 'Enter Your Registration Code' with a placeholder example 'e.g. 29538598-6648' and a 'Submit' button.



Step 1: Locating Your Account Information



Finding Your C&T Account Number

Your C&T Account Number is required to claim your account. It can be found in:

- **Tourist Express Statements**

Previous correspondence or return confirmations from the legacy system

- **Tax Account Letters**

Official letters from Miami-Dade County Consumer and Neighborhood Protection Division

- **Prior Tax Returns**

Any previously filed Convention and Tourist Tax return

- **Contact CTCompliance**

Email CTCompliance@miamidade.gov if you cannot locate your account number

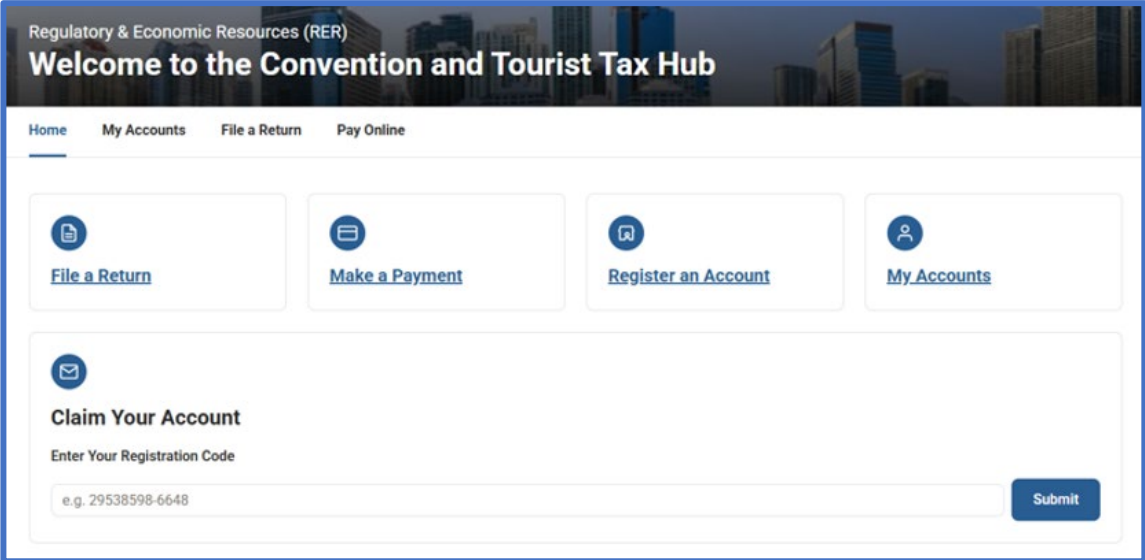


Step 2: Claiming Your Account

Option 1 – "Claim Your Account"

1

- Navigate to services.miamidade.gov/convention-tourist-tax and log in with your registered credentials.
- From the portal home page, select "Claim Your Account" to begin the claiming process.



The screenshot shows the 'Regulatory & Economic Resources (RER) Welcome to the Convention and Tourist Tax Hub' page. The navigation bar includes 'Home', 'My Accounts', 'File a Return', and 'Pay Online'. Below the navigation bar are four main service tiles: 'File a Return', 'Make a Payment', 'Register an Account', and 'My Accounts'. At the bottom, there is a 'Claim Your Account' section with a text input field for 'Enter Your Registration Code' (with an example 'e.g. 29538598-6648') and a 'Submit' button. A large red arrow points to the 'Claim Your Account' section.

Option 2 – "My Accounts"

2

- You can also claim a business account through "My Accounts"
- From the portal home page, select "My Accounts" to begin the claiming process.

Regulatory & Economic Resources (RER)
Welcome to the Convention and Tourist Tax Hub

[Home](#) [My Accounts](#) [File a Return](#) [Pay Online](#)

[File a Return](#) [Make a Payment](#) [Register an Account](#) [My Accounts](#)

Claim Your Account
Enter Your Registration Code
e.g. 29538598-6648 [Submit](#)

Option 2 – "My Accounts"

- From the account dashboard, select the "+Add Account" button located on the right-hand side.

Option 2 – "My Accounts"

Once you have pressed the button, a pop-up window will display as shown below. Choose the "Claim an Account with a Registration Code" option. A drop-down will then appear prompting you to enter your registration code. This code was provided to you by the county.



☒ **Claim an Account with a Registration Code**
I have received a registration code from Miami-Dade County.

Enter Your Registration Code

e.g. 29538598-6648

The code is in the letter or email Miami-Dade County sent you.



Pay Online

Add Account ×

Please select the option that best describes the account you would like to add.

☐ **Register a New Business Account**
I need to register a business for Convention & Tourist Tax for the first time.

☐ **Claim an Account with a Registration Code**
I have received a registration code from Miami-Dade County.

☐ **Link an Existing Registered Account**
My business account is already registered with the RER Convention & Tourist Tax Hub, and I want to link it to my user profile to view account information and be added as an authorized contact.

Cancel Continue



Step 3: Filling Out the Form



Enter Your Account Number

Enter your C&T Account Number in the field provided.

The system will auto-generate your business information on file. Enter missing fields that you must provide to continue the process such as the FEIN, DBPR License Number, and the NAICS Code.

The screenshot shows a web form titled "Activate your Convention & Tourist Tax account" under "STEP 2: BUSINESS DETAILS". The form has a progress bar at the top with five steps: 1. Claim your account (checked), 2. Business details (active), 3. Business addresses, 4. Authorized contacts, and 5. Review & acknowledge. Below the title, it says "Enter your business information as it appears on your Certificate of Use. All fields marked with an asterisk (*) are required." and "This information comes from your registration code. Locked fields can't be edited here." The form is divided into two columns. The left column contains: "Business Information" (Complete at least all required fields (*)), "DBA / Trade Name" (with a dropdown menu showing "ISLAND LADY ISLAND QUEEN MIAMI LADY" and a note "The trade name your business operates under, if it is different from its legal name."), "Business Phone *" (with a text input field containing "3053795119"), "State Sales Tax ID *" (with a text input field containing "23-8011999083-9" and a note "State Sales Tax ID format: 00-0000000000-9 (your Florida Sales Tax Certificate number)."), and "Business Opening Date" (with a date picker showing "mm/dd/yyyy"). The right column contains: "Business E-mail" (with a text input field containing "name@yourbusiness.com" and a note "We'll send you statements and account notices to this address."), "FEIN *" (with a text input field containing "12-3456789" and a note "Your Federal Employer Identification Number (EIN), 9 digits."), and "DBPR License Number *" (with a text input field containing "e.g. HRL0000000").

- Click “Next” to proceed to continue filling out the form.

Filling out the Business Information

The next step in the form is to provide your business location and mailing addresses. These fields will be auto generated based on the information on file.

Verify accuracy and click "Continue."

The screenshot shows a web form titled "Activate your Convention & Tourist Tax account" with a progress bar at the top indicating five steps: 1. Claim your account, 2. Business details, 3. Business addresses (current step), 4. Authorized contacts, and 5. Review & acknowledge. The form is for "STEP 3: BUSINESS ADDRESSES" and includes a sub-header "Business location address" with a note: "Enter the physical location where the business operates. Addresses are validated against the county GIS system when you save." The form fields are: "Street Address *" (401 BISCAYNE BLVD PIER 5 / SLIP 1, SLIP 2 & SLIP 7), "City *" (MIAMI), "State *" (Florida), "ZIP Code *" (33132), and "Country *" (USA). Below this is a "Mailing address" section with a "Street Address *" field containing "555 NE 15TH ST #102".

Claim your account Business details **Business addresses** Authorized contacts Review & acknowledge

STEP 3: BUSINESS ADDRESSES

Activate your Convention & Tourist Tax account

Enter your business information as it appears on your Certificate of Use. All fields marked with an asterisk (*) are required.

Business location address

Enter the physical location where the business operates. Addresses are validated against the county GIS system when you save.

Street Address *

401 BISCAYNE BLVD PIER 5 / SLIP 1, SLIP 2 & SLIP 7

City * State *

MIAMI Florida

ZIP Code * Country *

33132 USA

Mailing address

Street Address *

555 NE 15TH ST #102

Authorized Contacts

The next step in the form is to provide authorized contacts for the business account. Add the individuals who will help manage the account. Each contact can be reached by the county, and you may optionally give them their own portal login.

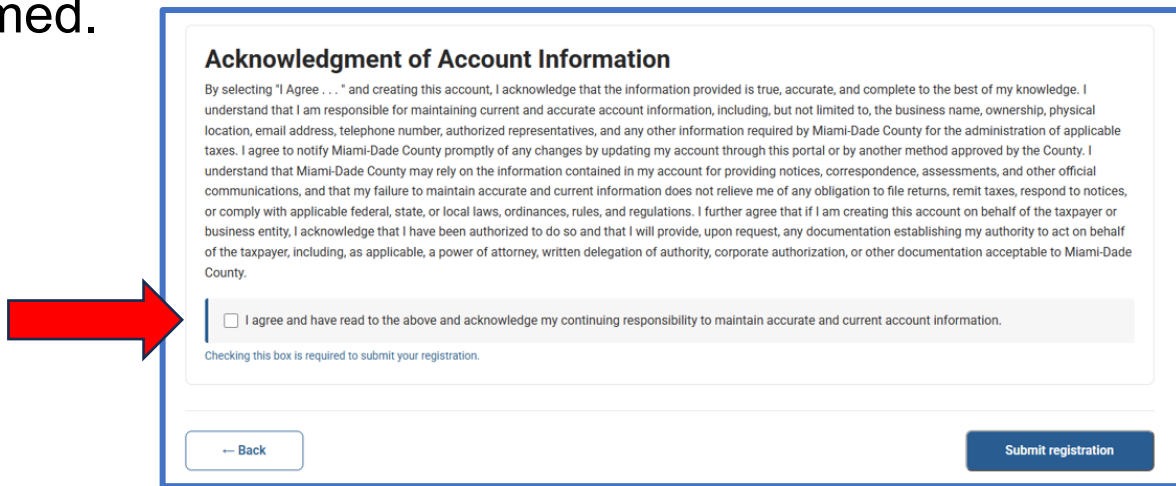
Verify accuracy
and click
"Continue."

The screenshot shows a web form titled "STEP 4: AUTHORIZED CONTACTS" with the sub-header "Activate your Convention & Tourist Tax account". Below the title, there is a note: "Enter your business information as it appears on your Certificate of Use. All fields marked with an asterisk (*) are required." followed by "Add the people who help manage this business – they are saved together when you submit the registration." The main section is titled "Additional Contacts" and includes the instruction: "Add the people who help manage this account. Each contact can be reached by the county, and you may optionally give them their own portal login." There is a large, empty light blue rectangular box for adding contacts, with the text "No additional contacts yet. Add the owners, representatives, or staff who help manage this account." inside. To the right of the "Additional Contacts" heading is a blue button with a plus icon and the text "+ Add contact". At the bottom of the form are two buttons: a light blue button with a left arrow and the text "-- Back" on the left, and a dark blue button with the text "Continue -->" on the right.

NOTE: You may add additional contacts after via the "My Accounts" dashboard. You can do this at any time by clicking on the business account and scrolling to the contacts portion.

Confirm and Submit

- Review the business information displayed to confirm it is correct.
- Read and accept the **acknowledgment statement** found at the bottom of the page.
- Click “Submit” to complete the claiming process.
- You will receive a **confirmation notification** once the account has been successfully claimed.



Acknowledgment of Account Information

By selecting "I Agree . . ." and creating this account, I acknowledge that the information provided is true, accurate, and complete to the best of my knowledge. I understand that I am responsible for maintaining current and accurate account information, including, but not limited to, the business name, ownership, physical location, email address, telephone number, authorized representatives, and any other information required by Miami-Dade County for the administration of applicable taxes. I agree to notify Miami-Dade County promptly of any changes by updating my account through this portal or by another method approved by the County. I understand that Miami-Dade County may rely on the information contained in my account for providing notices, correspondence, assessments, and other official communications, and that my failure to maintain accurate and current information does not relieve me of any obligation to file returns, remit taxes, respond to notices, or comply with applicable federal, state, or local laws, ordinances, rules, and regulations. I further agree that if I am creating this account on behalf of the taxpayer or business entity, I acknowledge that I have been authorized to do so and that I will provide, upon request, any documentation establishing my authority to act on behalf of the taxpayer, including, as applicable, a power of attorney, written delegation of authority, corporate authorization, or other documentation acceptable to Miami-Dade County.

☐ I agree and have read to the above and acknowledge my continuing responsibility to maintain accurate and current account information.

Checking this box is required to submit your registration.

[← Back](#) [Submit registration](#)



Account Access Levels

Account Access Levels

After claiming an account, your access level depends on your role:

Business Owner

- Full access upon successful account claim
- Can file returns and make payments
- Can add authorized representatives
- Can view all account history

Authorized Representative

- Basic Access upon claim
- Full access requires notarized Power of Attorney per account
- POA must be submitted to CNP Division
- Access upgraded upon POA approval



Account Approval

Automatic Approval

- With a code, approval is automatic. No one at the county will have to review your business account.
- The following are next steps:

NOTE: Refer to the "Make a Payment" guideline that is part of this training series

1

The account appears

Go to My Accounts. It's on the list, with the current balance.

2

The email arrives

Confirms which account was added, and when. Keep it for your records.

3

You're ready to pay

Nothing further to set up.

NOTE: Each account must be claimed individually. If you manage multiple properties, you will need to repeat this process for each C&T account number.



Questions and Support

Additional Training Guides

Please refer to the subsequent guides that are part of this training series:

- Guidelines to **Register** a Business Account through the Convention and Tourist Tax (C&T) Hub
- Guidelines to **Claim** a Business Account through the Convention and Tourist Tax (C&T) Hub
- Guidelines to **Link** a Business Account through the Convention and Tourist Tax (C&T) Hub
- Guidelines to **Make a Payment** through the Convention and Tourist Tax (C&T) Hub
- Guidelines to **File a Return** through the Convention and Tourist Tax (C&T) Hub

Guidelines are available at <https://miamidade.live/MDC-ConventionTouristTax>

Questions and Support

For questions about your C&T tax portal or the claiming process:

CTHelp@miamidade.gov

For portal technical support or login assistance:

RERBA-SF@miamidade.gov

Office: 11805 SW 26th Street, Suite 230, Miami, Florida 33175

Portal: services.miamidade.gov/convention-tourist-tax