

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



**C&T Hub Training Series:
Guidelines to Create a Login
through the Convention and
Tourist Tax (C&T) Hub**

Convention and Tourist Tax Hub



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Introduction

Introduction to the C&T Hub

Convention and Tourist Tax (C&T) is collected by businesses that rent accommodations or provide food & beverage services in Miami-Dade County.

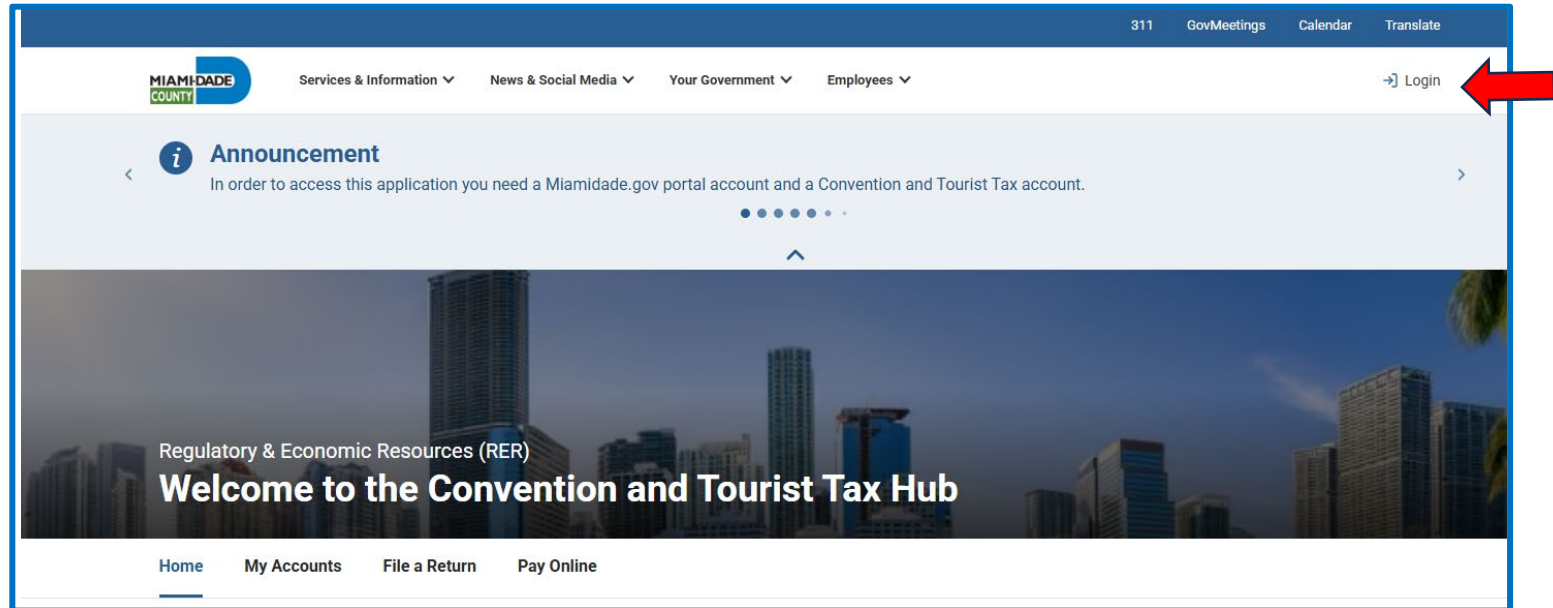
The C&T Hub is the new online portal for filing returns, making payments, and managing your C&T tax accounts. The C&T tax hub replaces the legacy Tourist Express/TaxSys platform.

As part of RER's system modernization roadmap, the C&T Hub is built on Salesforce Public Sector Solutions and allows taxpayers to manage their accounts online through the **Convention and Tourist Tax (C&T) Hub** providing transparency, self-service access, and streamlined compliance.

New Convention & Tourist Tax Hub Overview

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

Available: **September 24, 2026**

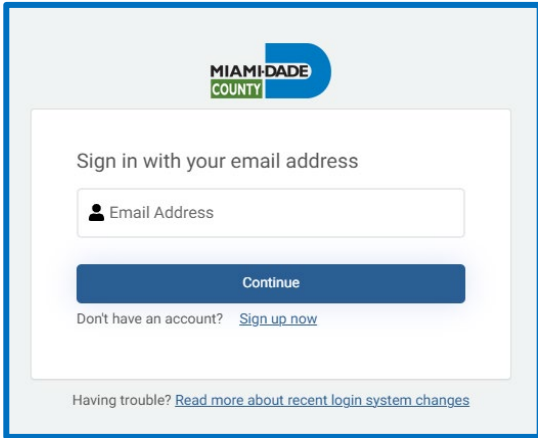




Creating Your Login

Registering as a New User

- **Set up once.**
- On the Sign In screen, select the blue **“Sign up now”** hyperlink to create a new **miamidade.gov** account using the same email of your current account.
- Enter your email address and click the **“Continue”** button.



MIAMI-DADE COUNTY

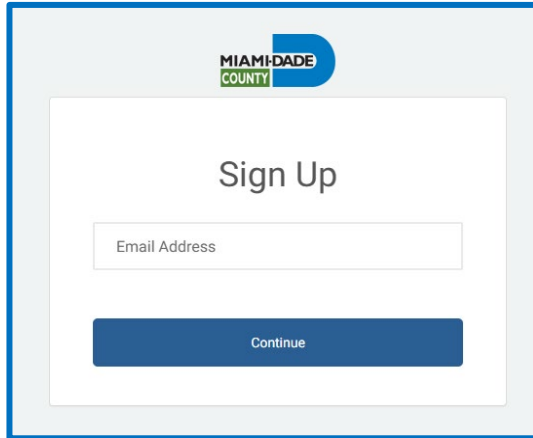
Sign in with your email address

Email Address

Continue

Don't have an account? [Sign up now](#)

Having trouble? [Read more about recent login system changes](#)



MIAMI-DADE COUNTY

Sign Up

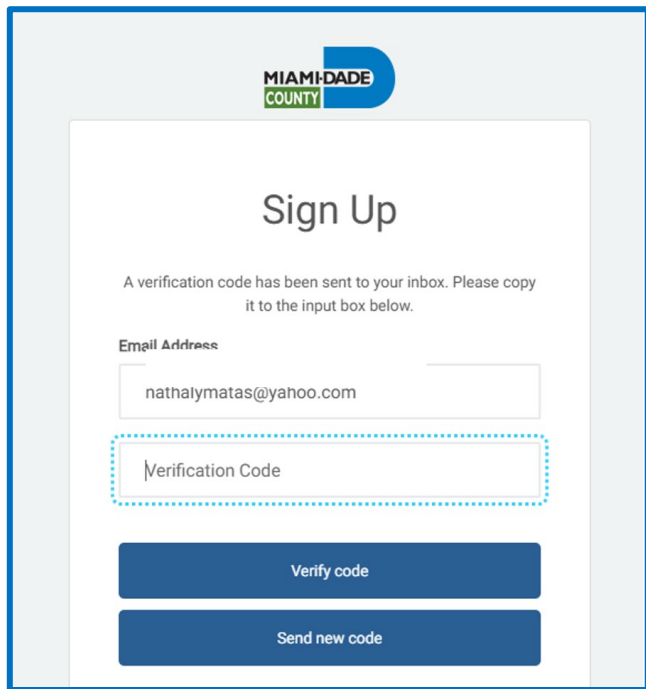
Email Address

Continue

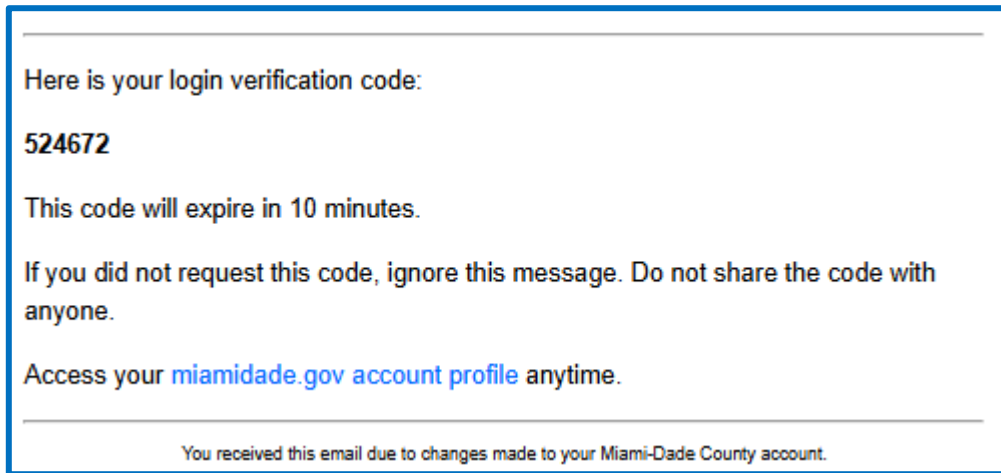
For reviewing or updating the **email address and contact information** in your current application, please contact CTHelp@miamidade.gov.

Verify Your Email Address

- Check your inbox for a verification code. Enter the code and click the “**Verify code**” button.
- Once verified, click the “**Continue**” button to proceed to the account creation form.



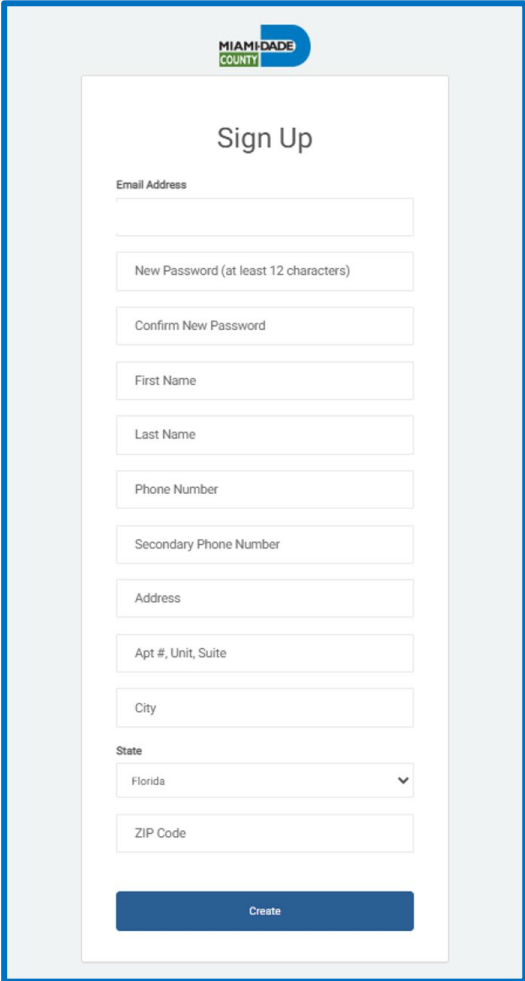
The screenshot shows the Miami-Dade County 'Sign Up' page. At the top is the Miami-Dade County logo. Below it, the heading 'Sign Up' is centered. A message states: 'A verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'Email Address' with the value 'nathalymatas@yahoo.com' and 'Verification Code' which is highlighted with a red dashed border. Below the input fields are two blue buttons: 'Verify code' and 'Send new code'.



The screenshot shows an email verification message. It begins with 'Here is your login verification code:' followed by the code '524672' in a large, bold font. Below the code, it says 'This code will expire in 10 minutes.' A warning follows: 'If you did not request this code, ignore this message. Do not share the code with anyone.' At the bottom, it says 'Access your [miamidade.gov](#) account profile anytime.' A footer note at the very bottom reads: 'You received this email due to changes made to your Miami-Dade County account.'

Complete Your Account Profile

- Fill in all required fields: password, first and last name, phone, and address.
- Click the “**Create**” button to complete your account registration.
- Your account will be active immediately after creation.
- After you create your account, you will be asked to log in, and then you will be redirected back to the Convention and Tourist Tax Hub



The image shows a 'Sign Up' form for Miami-Dade County. The form is titled 'Sign Up' and includes the following fields: Email Address, New Password (at least 12 characters), Confirm New Password, First Name, Last Name, Phone Number, Secondary Phone Number, Address, Apt #, Unit, Suite, City, State (a dropdown menu currently showing 'Florida'), and ZIP Code. A blue 'Create' button is located at the bottom of the form.

Additional Training Guides

- You can now proceed to add a business account to your profile, make payments, and file a return. 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

Questions and Support

For questions about your C&T tax portal:

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