

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



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

Convention and Tourist Tax Hub



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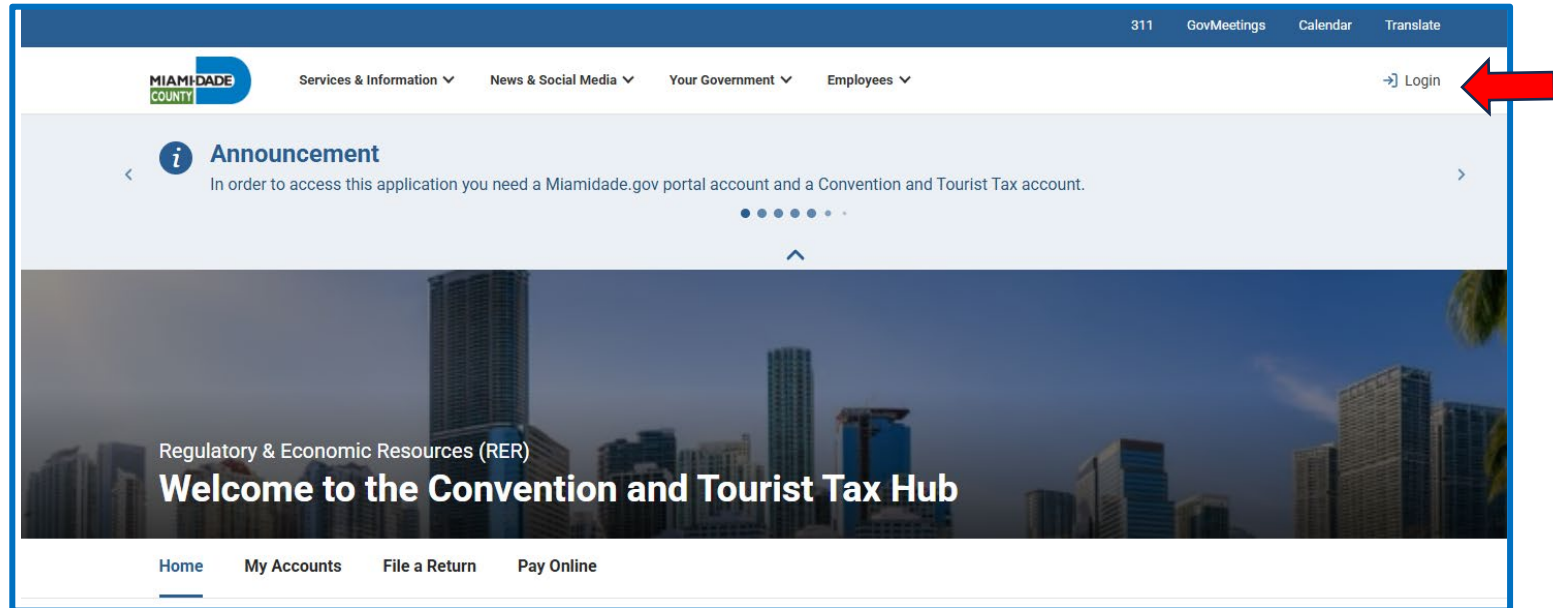


Introduction

New Convention & Tourist Tax Hub Overview

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

Available: **September 24, 2026**



When to Link an Account

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

ROUTE 1

Register a New Business Account

You are not registered with the County yet. This creates the tax account itself, then links it to your login.

[Route 1 – later in this section](#)

ROUTE 2

Claim an Account with a Registration Code

The County mailed you a code. Entering it links the existing account to your login straight away.

[Route 2 – later in this section](#)

ROUTE 3

Link an Existing Registered Account

The account already exists but you have no code. You give the account number and the County verifies your connection to it.

[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.

When to Link an Account

- 1 You own multiple rental properties** Each property with a C&T registration must be managed separately in the Hub.
- 2 You manage accounts on behalf of others** Authorized representatives may add accounts they are authorized to manage.
- 3 You acquired a new property** Newly registered properties can be added once a C&T account number is issued.
- 4 Your account was not auto-linked** Accounts are not linked automatically — each must be added individually.

Overview

Taxpayers who own or manage multiple C&T-registered properties can link each additional account to their C&T Hub profile after claiming their first account.

Each C&T account corresponds to a specific business location or property. Linking an account ties it to your login so you can file returns and make payments for that location.

Linking an account follows the same verification process as claiming your first account. You will need your **C&T Account Number** and details from a prior filing to confirm ownership before the account is linked to your profile.



Before You Begin

What You Will Need

Have the following ready before linking 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.

Prior Return Details

Information from a previously filed return to verify ownership

C&T Account Number

The account number for the property you are adding

Business Information

Business name and physical address of the property being added

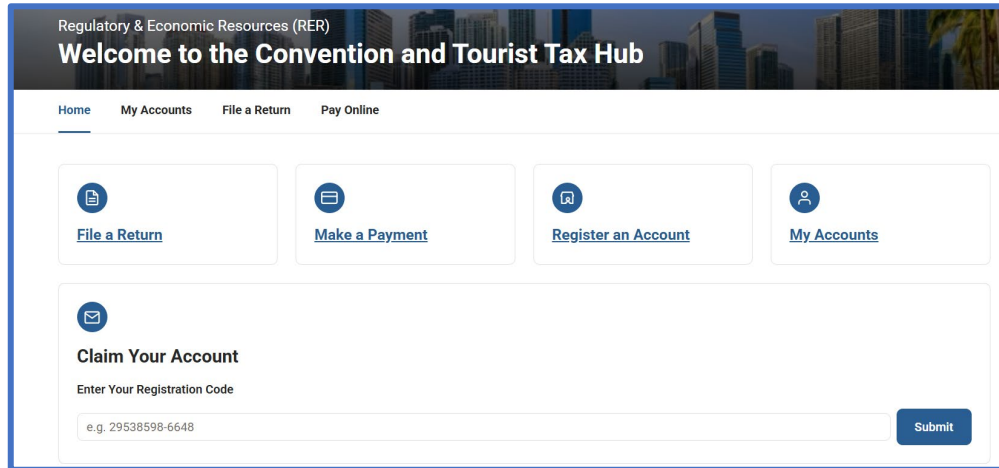


Accessing the C&T Hub Portal



Portal Access Overview

- Navigate to services.miamidade.gov/convention-tourist-tax and log in.
- A login is required to link a business account.
- If you are not yet 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, a dark blue header contains the text 'Regulatory & Economic Resources (RER)' and 'Welcome to the Convention and Tourist Tax Hub'. Below the header is a navigation bar with links: 'Home', 'My Accounts', 'File a Return', and 'Pay Online'. The main content area features four large, light blue buttons with icons: 'File a Return' (document icon), 'Make a Payment' (wallet icon), 'Register an Account' (person with plus icon), and 'My Accounts' (person icon). Below these buttons is a section titled 'Claim Your Account' with a sub-header 'Enter Your Registration Code'. It includes a text input field with a placeholder 'e.g. 29538598-6648' and a 'Submit' button.



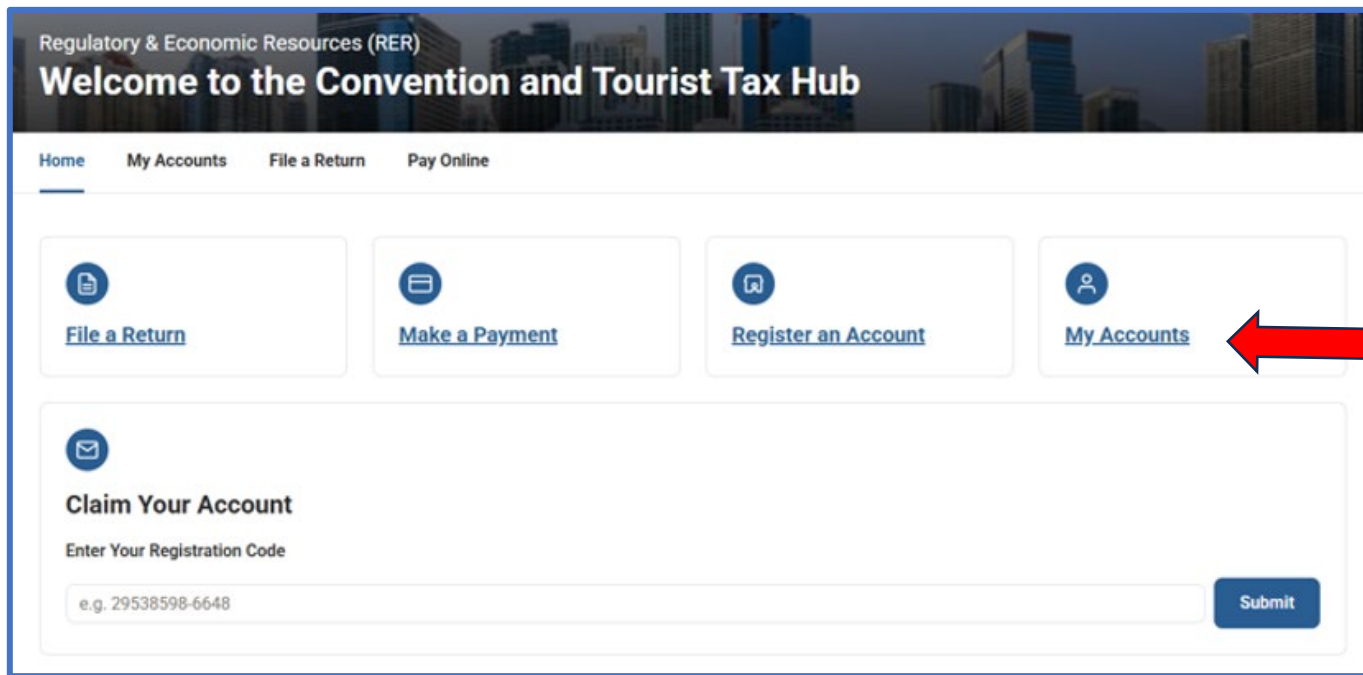
Step 1: Navigate to My Accounts



Step 1 – "My Accounts"

1

From the portal home page, go to the "My Accounts" section on the home page of the portal.



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

Step 1 – "My Accounts"

2

Select **"Add an Account"** to begin the process of linking a C&T business account to your profile.

My Accounts

The following accounts have been added to your RER Convention and Tourist Tax Hub profile. Each account displays its current status and general account information. If you need to add an additional account click on Add Account.

[All accounts](#) [All accounts payment history](#)

All accounts (0)

Search accounts ⓘ



Sort by

Account name (A-Z) ▼

Status

All statuses ▼

Account type

All types ▼

+ Add Account



Step 1 – "My Accounts"

Selecting the **"Add an Account"** button will trigger a pop-up window as shown to the right. Select the "Link an Existing Registered Account" from the options.

A screenshot of a web application showing a 'Pay Online' interface. A modal window titled 'Add Account' is open, with a close button (X) in the top right corner. The modal contains the text 'Please select the option that best describes the account you would like to add.' and three radio button options. The first option is 'Register a New Business Account' with the description 'I need to register a business for Convention & Tourist Tax for the first time.' The second option is 'Claim an Account with a Registration Code' with the description 'I have received a registration code from Miami-Dade County.' The third option is 'Link an Existing Registered Account' with the description '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.' At the bottom right of the modal are two buttons: 'Cancel' and 'Continue'. A red arrow points to the 'Link an Existing Registered Account' option.

Step 1 – "My Accounts"

- The next page will look as follows.
- Select "Yes" and proceed to enter your business information.
- Click “Verify and add this account” at the bottom of the page to proceed to verification.

Link an Existing Account

 Do you have an existing Convention and Tourist Tax registered account you want to add under My Accounts? You can request online access to each of your Convention and Tourist Tax accounts here.

All fields marked with an asterisk (*) are required.

Do you have a Convention and Tourist Tax Account Number for Miami-Dade? *

☒ Yes

☐ No



Step 2: Verify the New Account



Step 2 – Verify the New Account

- You will be asked to provide details from a **previously filed return** to confirm ownership of the account.
- Enter the required filing information accurately — this must match what is on record with Miami-Dade County.
- Click “Verify” to submit your identity confirmation for this account.

Note: Each account must be verified and added individually. Verifying one account does not grant access to other accounts.

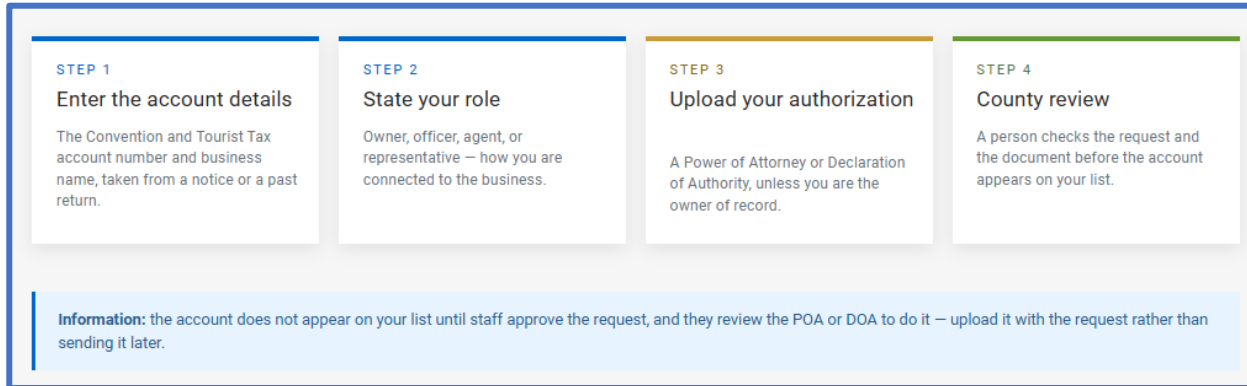
A screenshot of a web form titled 'Account & Property Information'. The form is for a 'CONVENTION & TOURIST TAX ACCOUNT NUMBER'. It contains several input fields: 'Account Number *' with a placeholder 'CT-XXXXXX', 'Reporting Period *' with a placeholder 'MM/YYYY', 'Gross revenue for that period' with a placeholder '\$ \$0.00', and 'Total tax paid for that period' with a placeholder '\$ \$0.00'. There is a checkbox labeled 'PROOF THIS ACCOUNT IS YOURS' with the text 'This account has never had a tax return'. Below the form, there is a button labeled 'Verify and add this account'. A red arrow points to this button from the left. At the bottom of the form, there is a note: 'If the return exists but you never filed it, enter 0.00 in both. Money still on its way to us does not count as paid.'



Step 3: Review and Submit

Step 3 – Review and Submit

- Review the business information displayed to confirm it is the correct account.
- Confirm roles and upload required documents.
- Read and accept the **acknowledgment statement**.
- Click “Submit” to complete adding the account to your profile.
- You will receive a **confirmation notification** once the account has been successfully added.





After Adding an Account



Account Added – Next Steps

- The newly added account will appear in the “My Accounts” section of your portal home page.
- You can now file returns and make payments for this account directly from your profile.
- Repeat this process for any additional accounts you need to add.

NOTE: To add another account, return to “My Accounts” and select “Add an Account” again. Remember, there are 3 different routes depending on the business account situation.

My Accounts

The following accounts have been added to your RER Convention and Tourist Tax Hub profile. Each account displays its current status and general account information. If you need to add an additional account click on Add Account.

[All accounts](#) [All accounts payment history](#)

All accounts (7) [+ Add Account](#)

Search accounts Sort by Status Account type [Clear filters](#)

94720 Cultura DBA: Cultura Food & beverage in a Hotel / Motel not reported with Lodging	97749 HOME 2 SUITES BY HILTON, FLORIDA CITY DBA: HOME 2 SUITES BY HILTON, FLORIDA CITY Lodging reported with on-site food and beverage	86579 ME MIAMI DBA: ME MIAMI Lodging not on Miami Beach
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Access Levels for Added Accounts

Your access level on a newly added account depends on your role:

Business Owner

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

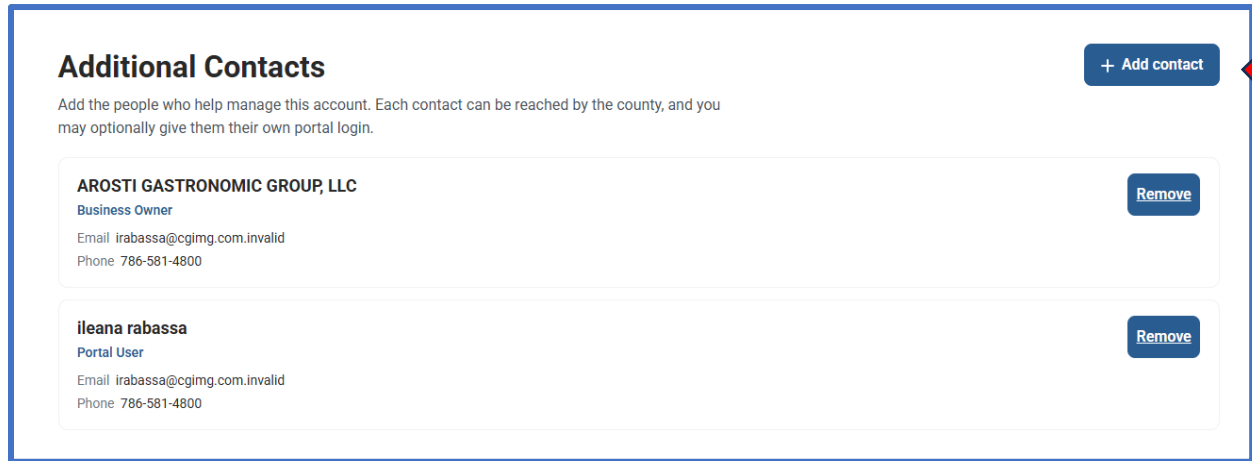
Authorized Representative

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

Authorized Contacts

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

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.



The screenshot shows a web interface for managing contacts. At the top right is a blue button labeled '+ Add contact', which is highlighted by a red arrow. Below this is a section titled 'Additional Contacts' with a descriptive paragraph. There are two contact entries, each with a 'Remove' button on the right.

Contact Name	Role	Email	Phone	Action
AROSTI GASTRONOMIC GROUP, LLC	Business Owner	irabassa@cgimg.com.invalid	786-581-4800	Remove
ileana rabassa	Portal User	irabassa@cgimg.com.invalid	786-581-4800	Remove



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 adding accounts or 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