

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



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

Convention and Tourist Tax Hub



Table of Contents

- I. Introduction
- II. Before You Begin
- III. Accessing the C&T Hub Portal
- IV. Registering a Business Account
- V. Step 1 – Filling out The Registration Form
- VI. Step 2 – County Confirmation
- VI. Questions and Support

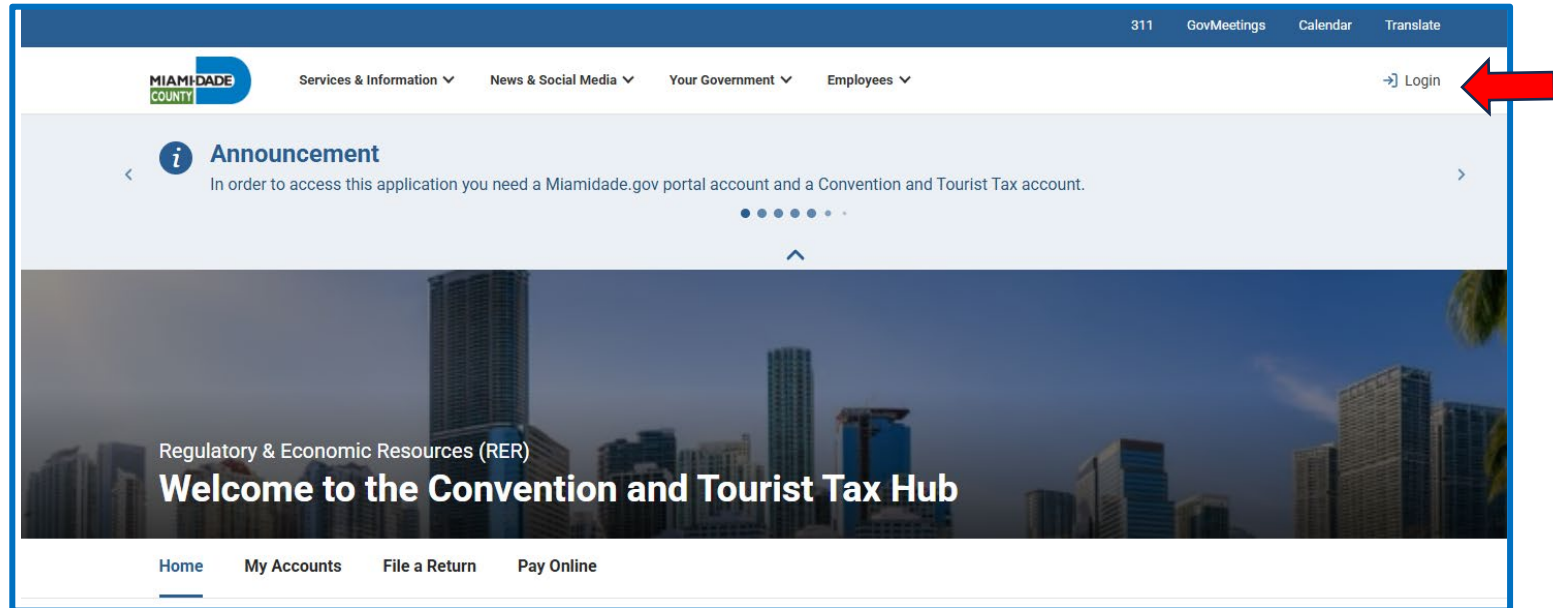


Introduction

New Convention & Tourist Tax Hub Overview

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

Available: **September 24, 2026**



When to Register an Account

- 1 There are several routes to add a business account to your C&T Hub Portal. This guide covers Route 1. Please refer to the respective guides for Routes 2 and 3 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](#)

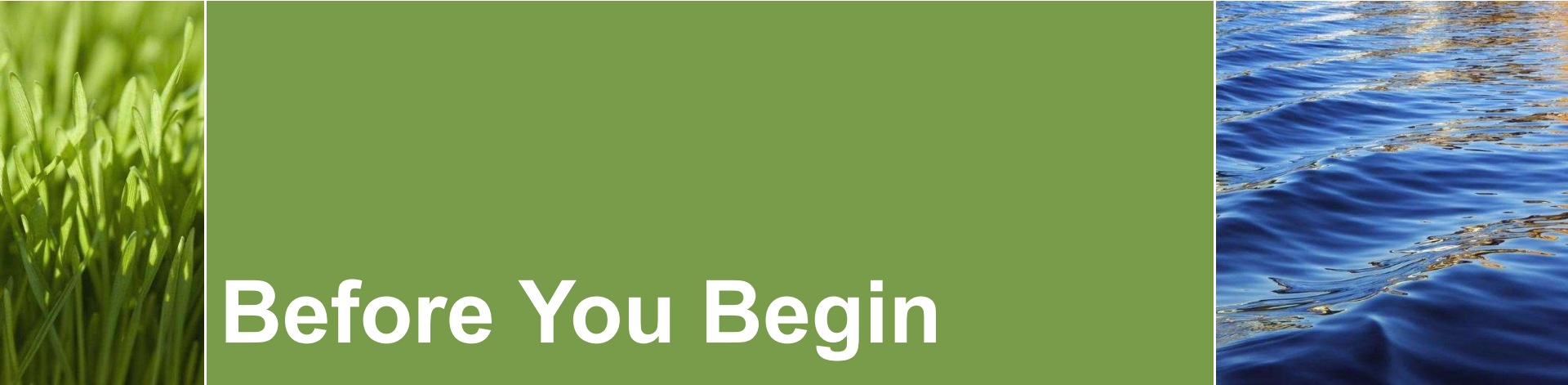
ROUTE 3

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.



Before You Begin

What You Will Need

Have the following ready before registering 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.

Business Details

The business name and important business information such as the FEIN found on your Certificate of Use.

Business Addresses

The addresses associated with the business such as physical and mailing addresses.

Authorized Contacts

Individuals authorized access to the account and act on it.

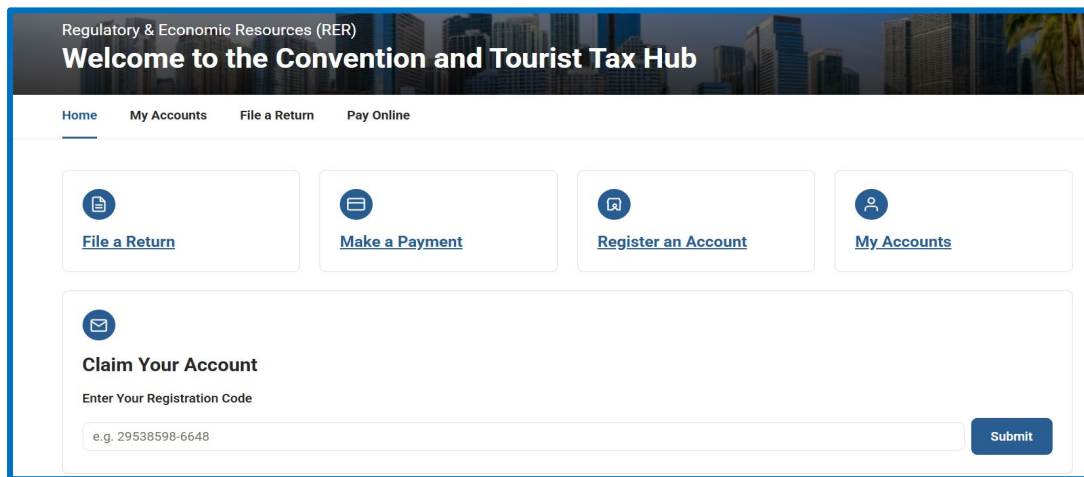


Accessing the C&T Hub Portal



Portal Access Overview

- Navigate to services.miamidade.gov/convention-tourist-tax and log in.
 - A login is required to register 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, it identifies the 'Regulatory & Economic Resources (RER)' and provides a navigation bar with links for 'Home', 'My Accounts', 'File a Return', and 'Pay Online'. The main content area features four primary action buttons: 'File a Return' (with a document icon), 'Make a Payment' (with a wallet icon), 'Register an Account' (with a person and checkmark icon), and 'My Accounts' (with a person icon). Below these, there is a 'Claim Your Account' section that prompts the user to 'Enter Your Registration Code'. A text input field contains the example code 'e.g. 29538598-6648', and a blue 'Submit' button is positioned to the right of the field.



Registering a Business Account

Two Options

- Navigate to services.miamidade.gov/convention-tourist-tax and log in.
- From the portal home page, you can navigate either from the "Register an Account" section or the "My Accounts" section to register a business account.

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 1 – "Register an Account"

1

- If navigating from the "Register an Account" section, the page will appear as follows.

The screenshot displays a registration interface with a horizontal progress bar at the top. The progress bar consists of five numbered steps: 1. Getting started (active), 2. Business details, 3. Business addresses, 4. Authorized contacts, and 5. Review & acknowledge. Below the progress bar, the heading 'STEP 1: GETTING STARTED' is followed by the main title 'Register an Account'. A subtext instruction reads: 'Enter your business information as it appears on your Certificate of Use. All fields marked with an asterisk (*) are required.' The first form field is a question: 'Have you received an invitation code?'. Below this question are two radio button options: 'Yes' and 'No', each within its own input box.

1 Getting started 2 Business details 3 Business addresses 4 Authorized contacts 5 Review & acknowledge

STEP 1: GETTING STARTED

Register an Account

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

Have you received an invitation code?

☐ Yes

☐ No

Option 2 – "My Accounts"

- From the portal home page, go to the **"My Accounts"** section.
- Select **"Add an Account"** to begin the process of registering a new business account.

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) [+ Add Account](#)

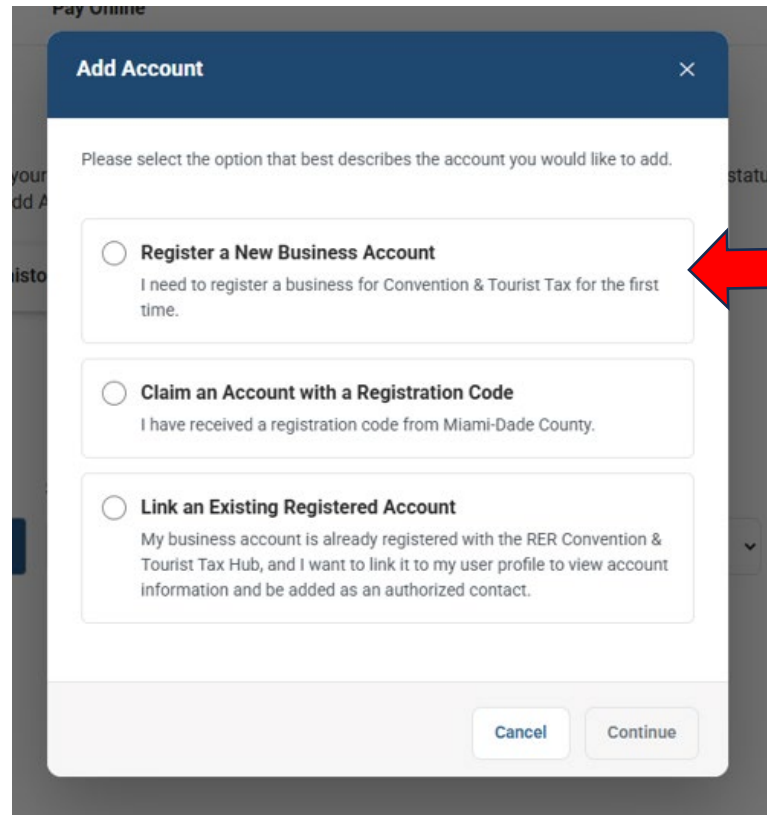
Search accounts 

Sort by Account name (A-Z) Status All statuses Account type All types

Option 2 – "My Accounts"

- Once you have pressed the button, a pop-up window will be displayed as shown below.

- Select the first option "Register a New Business Account" to continue the process of registering a new account.



The screenshot shows a mobile application interface with a dark blue header bar containing the text "Add Account" and a close button (X). Below the header, a light gray box contains the instruction: "Please select the option that best describes the account you would like to add." There are three radio button options listed in white boxes with gray borders:

- ☐ **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.

At the bottom of the form, there are two buttons: "Cancel" and "Continue". A large red arrow points from the right side of the screen towards the first option, "Register a New Business Account".

Option 2 – "My Accounts"

- The next page will appear as follows.

The screenshot displays a registration interface with a progress bar at the top. The progress bar consists of five numbered steps: 1. Getting started (active), 2. Business details, 3. Business addresses, 4. Authorized contacts, and 5. Review & acknowledge. Below the progress bar, the heading 'STEP 1: GETTING STARTED' is followed by the main title 'Register an Account'. A subtext instruction reads: 'Enter your business information as it appears on your Certificate of Use. All fields marked with an asterisk (*) are required.' The main content area contains a question 'Have you received an invitation code?' with two radio button options: 'Yes' and 'No'.

1 — 2 — 3 — 4 — 5

Getting started Business details Business addresses Authorized contacts Review & acknowledge

STEP 1: GETTING STARTED

Register an Account

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

Have you received an invitation code?

☐ Yes

☐ No



Step 1: Fill out the Registration Form



Getting Started

The form has 5 steps to follow. Fill out the "Getting Started" portion of the registration form.

NOTE: The county will review your registration and provide you with next steps.

Business Details

2

Fill out the "Business Details" portion of the form. Be sure to enter the information exactly.

STEP 2: BUSINESS DETAILS

Register an Account

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

Business Information

Complete at least all required fields (*).

DBA / Trade Name ⓘ

The trade name your business operates under, if it is different from its legal name.

Business Phone *

The same number you entered in Getting started – changing it here updates it there too.

DBPR License Number *

DBPR license: letter prefix + digits (from the Dept. of Business & Professional Regulation). If it differs from your DBPR date, you'll be asked for evidence.

NAICS Code * ⓘ

NAICS code must be exactly 6 digits. [Look up your NAICS code](#) ↗

Business E-mail

We'll send your statements and account notices to this address.

State Sales Tax ID *

State Sales Tax ID format: 00-0000000000-0 (your Florida Sales Tax Certificate number).

Business Opening Date

MM/DD/YYYY

Business Addresses

Fill out the "Business Addresses" portion of the form. Check for accuracy before proceeding.

Getting started Business details **3 Business addresses** 4 Authorized contacts 5 Review & acknowledge

STEP 3: BUSINESS ADDRESSES

Register an 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 *

City *

State *

ZIP Code *

Country *

Mailing address

☐ Same as business location address

Street Address *

Authorized Contacts

Fill out the "Authorized Contacts" portion of the form. Add the people who will help manage the business account. Each contact can be reached by the county, and you may optionally give them their own portal login.

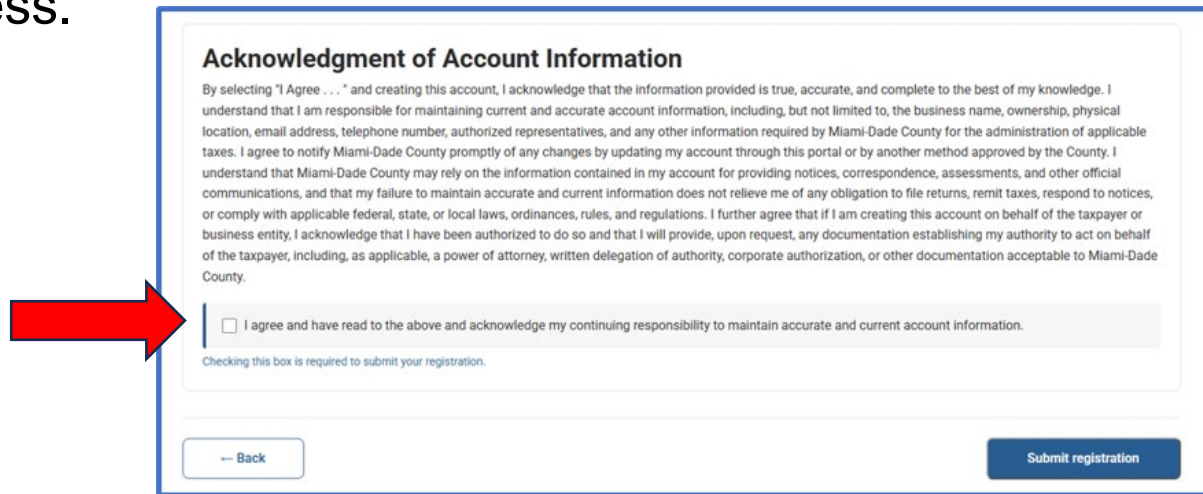
Verify accuracy
and click
"Continue."

The screenshot shows a web form titled "STEP 4: AUTHORIZED CONTACTS" with the sub-header "Register an 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 "+ Add contact" button in the top right corner of this section. Below the instruction is a light blue box containing the text: "No additional contacts yet. Add the owners, representatives, or staff who help manage this account." At the bottom of the form, there are two buttons: "-- Back" on the left and "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

- Finally, review the business information displayed on the "Review and Acknowledgment" page.
- Read and accept the **acknowledgment statement** found at the bottom of the page.
- When ready, click the "Submit" button to complete the registration process.



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](#)



Step 2: County Confirmation



Account Added – Next Steps

- Once the county approves your registration, the newly added business 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 business accounts you need to add.

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	Active	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	Active	Lodging reported with on-site food and beverage
86579	ME MIAMI DBA: ME MIAMI	Active	Lodging not on Miami Beach

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

Access Levels for Accounts

Your access level on a newly added business 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



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