

# Business Tax Receipt (BTR)

## Getting Started in iMS: How to Register

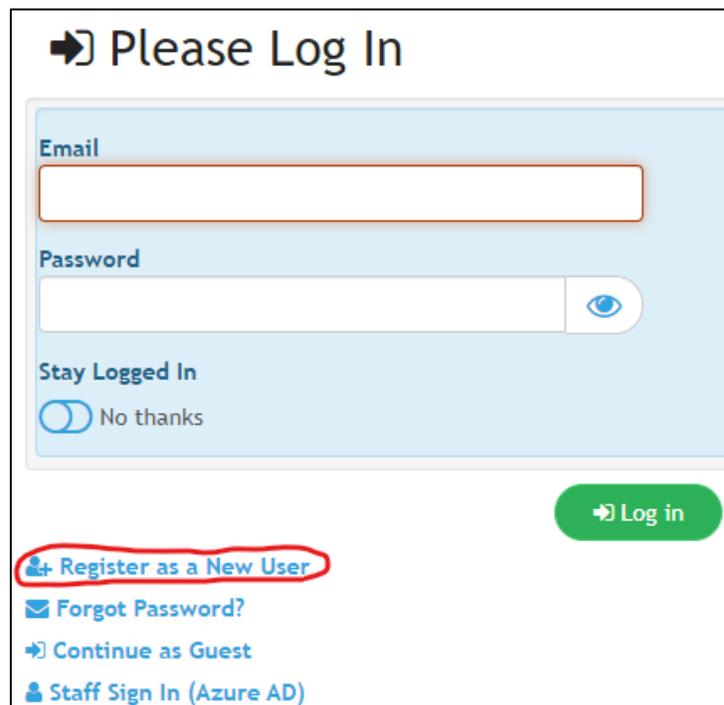
### Description:

The following Standard Operating Procedure (SOP) will show customers how to register in iMS.

- This SOP divides the registration process into 2 parts:
  - o Part 1 – Become a “User” by creating a user email log-in & password for iMS.
  - o Part 2 – Become a “Pro” by creating a business registration to access the application for obtaining a BTR.

### Part 1: Become a “User” – Logging into iMS

- 1) Navigate to the iMS portal through the City of Palm Bay website ([Business Tax Receipts | City of Palm Bay, FL \(palmbayflorida.org\)](#) or [www.palmbayflorida.org/btr](#)). Once you reach the iMS login page, click “**Register as a New User**”.



➔ Please Log In

Email

Password

Stay Logged In

No thanks

➔ Log in

➔ Register as a New User

✉ Forgot Password?

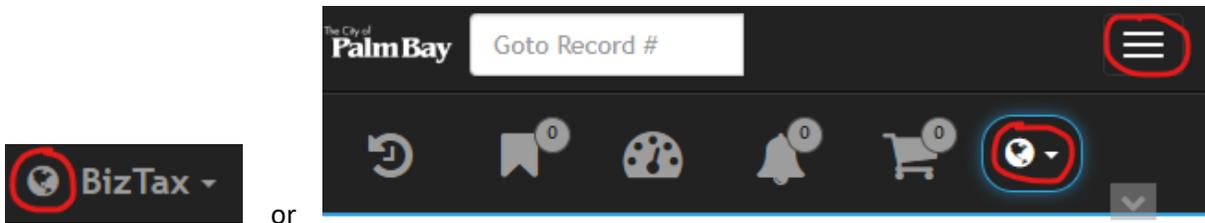
➔ Continue as Guest

👤 Staff Sign In (Azure AD)

- 2) Enter your name, email address, and password. Then hit the green button that says “**Register**” (see next page).

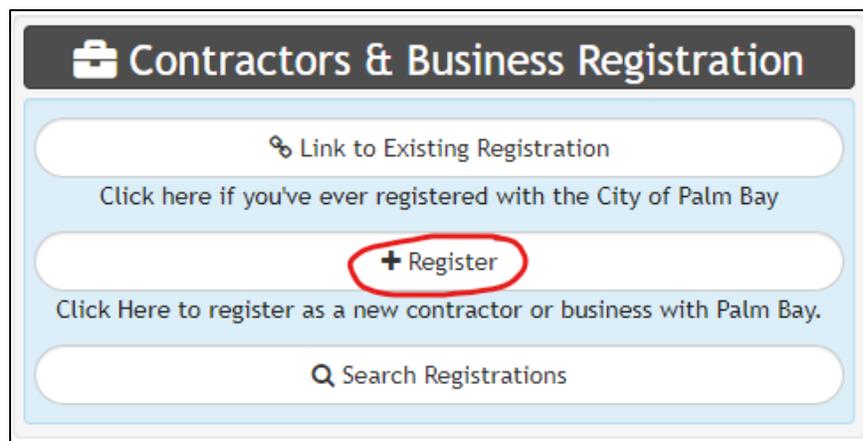
- 3) iMS will send you a confirmation email to validate your email address. Click on the link in that email to finish the registration process.

- 4) Once logged into iMS, you must complete the “User” registration process and you will be taken to the iMS homepage.
- 5) You are now a “User” in iMS.
  - a. Being a User simply means you have an email log-in and password with iMS, but you do not have a Business or Contractor Registration with iMS.
  - b. If on your computer, you may confirm you are a User by seeing the “world” icon next to your profile name on the top, right-hand corner of your screen. If on a mobile device, click the “burger” icon on the top, right-hand corner and you will see the world icon.

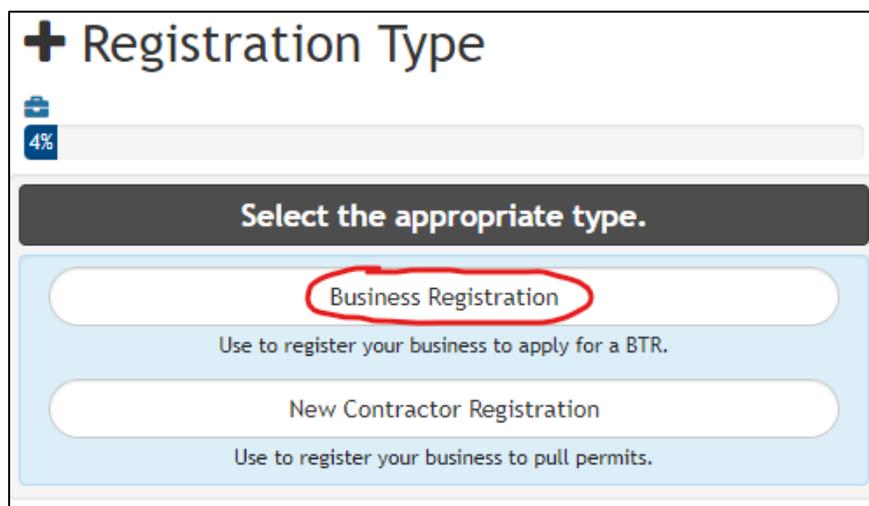


## Part 2: Become a “Pro” – Registering your Business

- 1) Now that you are a “User”, navigate to the “Contractors & Business Registration” tile from the homepage and click, “+ Register”.



- 2) Then click on the “Business Registration” button to start the registration process.
  - a. **DO NOT** click on the “New Contractor Registration” button, even if you are a contractor. This button is to begin the permitting process through the Building Department



- 3) While filling out the registration application, please ensure the following:
  - a. The company address you give is the **physical** location for your business.
  - b. The business owner listed is a registered agent and not a company name.
  - c. The property owner information reflects the current owner of a residential/commercial building.
  - d. The 3 supplemental contacts listed are **different** than the business owner.
    - i. Supplemental contacts are used for emergencies only, or if the business owner cannot be reached. They are required by the Police and Fire Departments.
- 4) Once you have submitted your registration, BTR staff will complete an initial completeness check of the information provided and let you know if any further corrections are needed.
  - a. If corrections are needed, you will receive an email to log back into iMS to make the requested corrections.
  - b. If your registration is approved, you will then be able to access the BTR application in the “Business Tax Receipts (BTR)” tile on the iMS homepage.
- 5) After your registration is approved by BTR staff, you will receive an email from iMS to return to the iMS portal to apply for a BTR.
- 6) You are now a “Pro” in iMS.
  - a. This simply means that your account went from “User” status to “Pro” status, and you will be able to access the BTR application from the homepage.
    - i. If on your computer, you may confirm you are a Pro by seeing the briefcase icon next to your profile name on the top, right-hand corner of your screen. If on a mobile device, click the “burger” icon on the top, right-hand corner and you will see the briefcase icon.

