



Online Permit Renewal Instructions

Step 1: Create an account on Neumo|STR

1. Navigate to <https://str.avenuinsights.com/>
 - a. For best results, we recommend using Chrome or Firefox browsers
2. Click the **Create Account** link

neumo Short Term Rental

Log in to your workspace

Email Address

Password

☐ Keep me signed in

Create Account

[Forgot password?](#)

Log In

3. Enter your email address and press **Send Verification Code**

Create Account

Property Owner / Manager

Email Address *

Send verification code

4. Enter the code you received by email. Please be sure to check your spam folder if you don't see a message containing your verification code. When ready click **Verify Code**.
5. On the next page, create a strong password and enter your first and last name. When finished press



Create Account.

6. You can now log in using your email address and password.

Step 2: Add your rental property to your Neumo Account

To renew a Short-Term Rental License, you first need to associate your property with your Neumo account.

1. On your dashboard, click the **Add Property** button

The screenshot shows the Neumo Short Term Rental dashboard. At the top, there's a navigation bar with links: Dashboard, Properties, Permits, Tax, Account, Help, and a shopping cart icon. Below the navigation bar, the dashboard title 'Dashboard' is followed by a date 'March 31, 2026'. A row of buttons is displayed: 'Add Property' (highlighted with a red box), 'View My Properties', 'Apply for New Permit', 'Renew Permit', 'File Tax Return', and 'Pay Invoice'. Below the buttons, there are two main sections. The left section is titled 'PENDING TASKS' and contains a task 'Finish Adding Personal Details - Optional' with a right-pointing arrow. The right section is titled 'RECENT TRANSACTIONS' and has a table with columns 'Date', 'Type', and 'Jurisdiction'.

2. On the Validate Ownership form,
 - a. Select Del Rey Oaks, CA from the dropdown menu under **Jurisdiction**
 - b. Enter your Short-Term Rental License Number in the **Permit Number** field.
 - c. Click the search bar
 - d. Click the **Confirm** next to your property address.

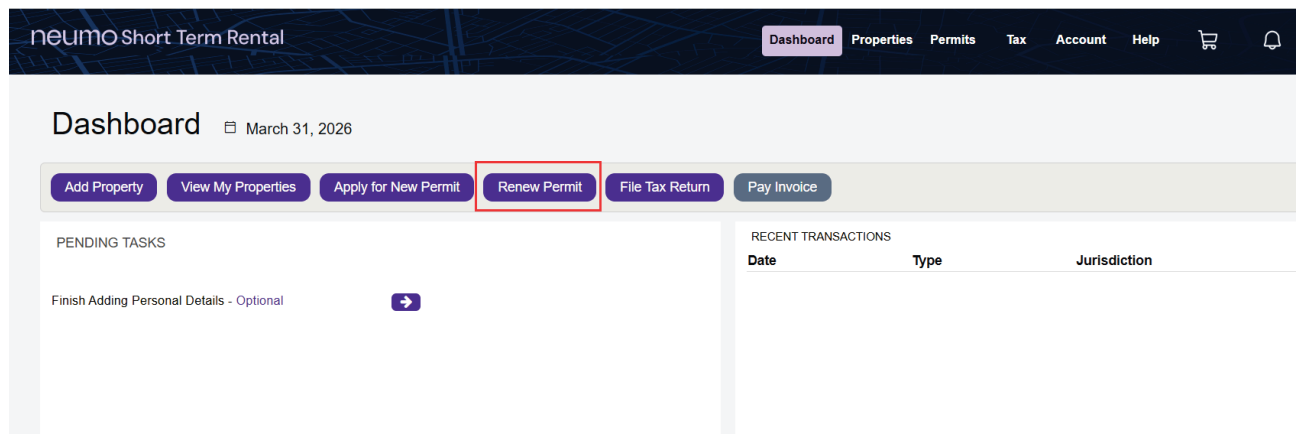
The screenshot shows the 'Validate Ownership' form in the Neumo Short Term Rental system. The form has a header 'Validate Ownership'. Below it, there's a section 'Select a jurisdiction*' with a dropdown menu showing 'DEL REY OAKS, CA' (marked with a red circle 1). Below this, there's a note: 'You can search for your existing property by selecting one of the criteria in the menu dropdown'. Then, there's a section 'Select Search Criteria' with a dropdown menu showing 'Permit Number'. Below this, there's a 'Permit Number' field with the value 'DROSTR-000-2025' (marked with a red circle 2). Below the permit number field, there's a large purple 'Search' button (marked with a red circle 3). Below the search button, there's a message: 'Based on the information provided, we identified 1 property. Please confirm ownership.' Below this message, there's a property address: '123 Example Street, Del Rey Oaks, CA 00000, United States' (marked with a red circle 4). To the right of the address is a green 'Confirm' button with a checkmark icon.



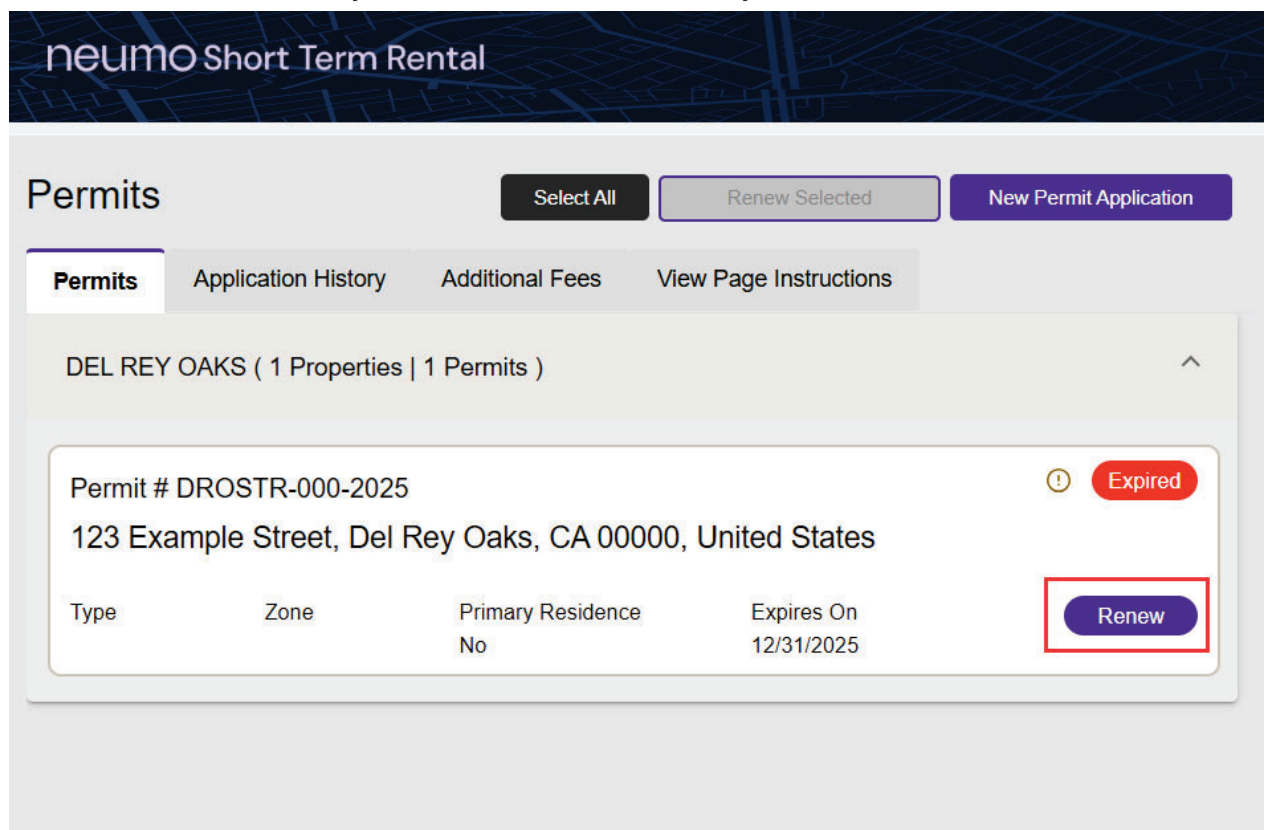
3. You can now return to your Dashboard by pressing the back button in your browser, or by clicking **Dashboard** on the menu bar at the top of your screen.

Step 3: Renewing your License

1. Begin the renewal process by clicking the **Renew Permit** button on your Dashboard.



2. Click the **Renew** button on your Permit card. This will take you to the Renewal form.



3. Proceed to enter the required information.

Troubleshooting



What to do if you're not receiving verification codes by email

If you're not receiving your requested verification code, it's likely that your email provider's spam filter is blocking it. There are a few things to try if this happens:

- First, check your spam folder. The email with your verification code will be from **Microsoft on behalf of Avenu GovInsights** with the subject line, "Avenu GovInsights – PRD account email verification code."
- If there's nothing in your spam folder, you may need to add the following email account to your **safe senders** list: msonlineserviceteam@microsoftonline.com
 - Your email provider should have instructions available on how to add an email to safe senders. A quick search for "safe senders" plus the name of your email provider should yield results.
- You may need to try a different email address. Gmail and Yahoo Mail are free services, and they do not tend to block our verification emails.

Resuming an in-progress application

You may need to save your application and resume filling it out later. Use the **Save and Continue** button at the bottom of the page to save the current page. To return to your application later,

- Click **Permits** on the top menu bar.
- Click the **Application History** tab.
- Click the 3-dot menu button in the top corner of your application and select **Edit**.

The screenshot shows the Neumo Short Term Rental dashboard. The top navigation bar includes 'Dashboard', 'Properties', 'Permits' (highlighted with a red box), 'Tax', 'Account', and 'Help'. The main section is titled 'Permits' and contains tabs for 'Permits', 'Application History' (highlighted with a red box), 'Additional Fees', and 'View Page Instructions'. Below the tabs, there are buttons for 'Select All', 'Renew Selected', and 'New Permit Application'. A section titled 'DEL REY OAKS (1 Applications)' shows a list of applications. One application is highlighted with a red box, showing details like '123 Example Street, Del Rey Oaks, CA 00000, United...' and 'In Progress'. A 3-dot menu is open for this application, showing options: 'Clone Application', 'Edit' (highlighted with a red box), and 'Delete'. A map of the area is visible on the right side of the dashboard.

Further Assistance

If you need further support with the permit renewal process, you can contact Neumo support at strsupport@neumo.com or call 1-800-692-6019.

