



Helpful Tips When Using the Rent Registry Portal

Step 1: Create an Account

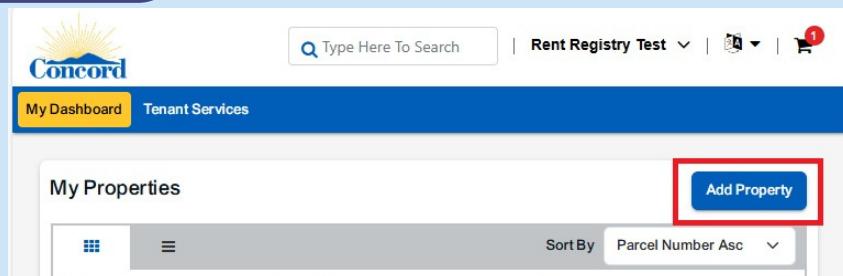
1. Open your web browser and go to <https://rentregistry.cityofconcord.org>
2. Click on the "Login" link on the top right corner of the page.
3. Click on the "Register" button
4. Complete all fields on the Registration Form and click Register
5. Check your email for the activation link to confirm your email address.



Step 2: Link Your Rental Property to Your Account

1. Log into account and click "Add Property" button on the upper right hand side of the screen
2. Enter all necessary information
 - a. Select Property Contact Type
 - b. Enter Account/Parcel Number*
 - c. Enter PIN Number*

***included on Rent Registry letter**
3. Click "View" to enter property page



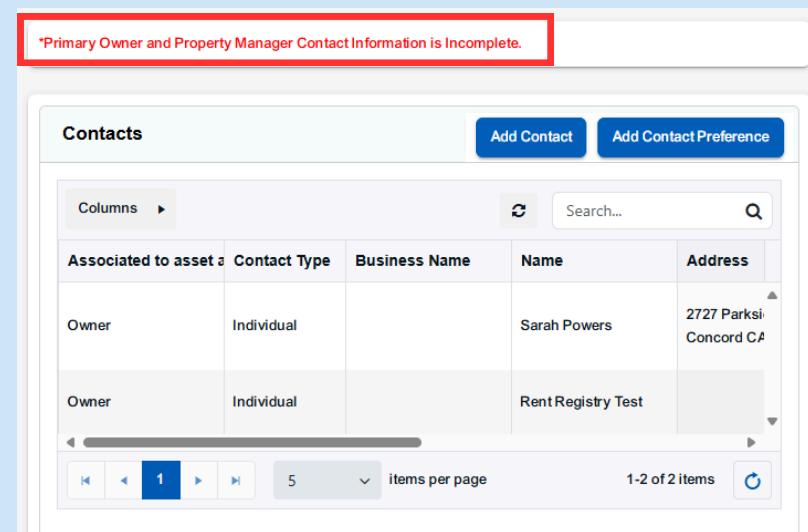
Step 3: Add/Edit Contacts

1. Scroll down to "Contacts" section of the property
2. You MUST include at least one (1) of each:
 - a. Owner
 - b. Property Manager

If you do not have a property manager and manage your own property, please add yourself as the property manager. An error message will appear as shown in the red box if you are missing a contact.

3. Select "Add Contact Preferences" and select which contact should be the primary billing contact

If the ownership of your property has changed in the past 12 months, please submit a Change of Ownership form online using the blue Action button at the top of the screen or request a form by contacting our office.



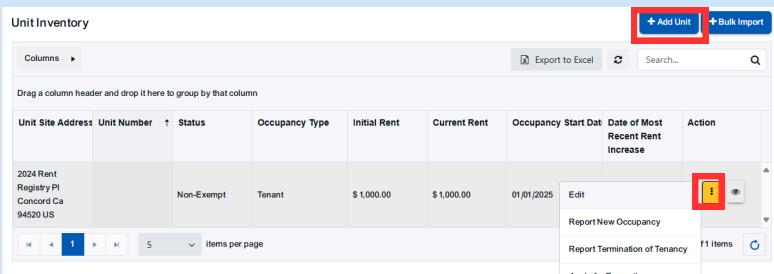
Step 4: Add Units/Update Existing Units

ADD UNITS

1. Scroll down to the "Unit Inventory" Section
2. Click on the blue "Add Unit" button
3. Complete the form for EACH rental unit on the property

UPDATE EXISTING UNITS

1. Scroll down to the "Unit Inventory" Section
2. Click on the yellow action button next to the unit you would like to update
3. Select the appropriate update (ex. Report Rent Increase, Report New Occupancy, Report Termination of Tenancy)



Step 5: File for an Exemption (if applicable)

Property Exemptions (entire property exempt)

1. Click on the blue "Action" button at the top of the screen
2. Select "Apply for a Property Exemption"
 - a. This option will only appear if you have completed entering the contact information for BOTH the owner and the property manager
3. Select the appropriate exemption reason and attach required documentation/comment as required by the red asterisk *

Unit Exemptions (one or more units on property are exempt)

1. After adding the unit, scroll to the unit you wish to exempt
2. Click on the "Action" button shown as three dots located on the far right
3. Select "Apply for an Exemption"
4. Select the appropriate exemption reason and attach required documentation/comment as required by the red asterisk *

Please see the instructions sheet included with your Rent Registry form for a full list of property and unit exemptions along with examples of required documentation.

Step 6: Submit Registration

1. Once you have completed all entries, scroll to the top of the property page and click on the yellow "Submit Rent Registration" button
2. Confirm if you have applied for any exemptions (unit or property) and complete the declaration statement
3. Click submit button on the bottom of the page

Step 7: Pay Rent Registry Fees

To Pay Invoice Online with Credit Card

1. You will see a shopping cart in the top right corner of the page. Click on the shopping cart
2. Check that your fees match the number of properties and units for which you are paying fees
 - a. You may pay for one property at a time or you may pay for all properties that you are registering
3. Click "Proceed to Checkout" button
4. Complete payment information and then "Submit Payment"

To Pay Invoice By Mail Using Check or In Person

1. Move on to step 8 to view or print an invoice or contact staff to have an invoice mailed to you.
2. Follow instructions on how to pay at the bottom of the invoice

Step 8: View Invoices and Receipts

1. You may go back into the property view by clicking on "My Dashboard" and clicking "View" under the property.
2. Scroll to the bottom of the page to find the "Documents" section
3. Find the appropriate invoice or receipt and click on the "Action" button to view