



QUICK GUIDE TO ONLINE REGISTRATION

For full User Guide and other Rent Registry Info & FAQs: Go to www.rentregistry.oaklandca.gov.

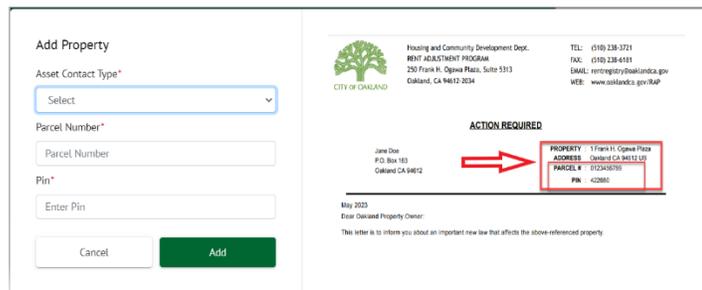
1) Create an Account

- Go to the Rent Registry at www.rentregistry.oaklandca.gov; or go to RAP's home page at www.oaklandca.gov/RAP and select "Rent Registry."
- Select "Create an Account/Log In."
- Select "Register."
- Create username and password, and then select "Register Now."
- A validation link will be sent to the email address provided as your username. Go to your email and click on validation link to complete login process.



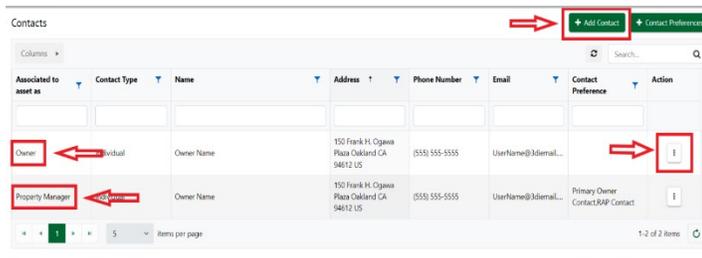
2) Add a Property

- After creating an account, owners/managers can add properties to their user profiles. To add a property, you will need the Parcel Number (Parcel #) and PIN combination for EACH property you wish to add. The Parcel Number and PIN are provided in the "Action Required" cover letter of this packet. (Owners of multiple properties will receive one mailing packet for **each** property they own.)
- Click on "**Add Property**" in upper righthand corner of screen.
- Enter Parcel Number (Parcel #) and PIN from the cover letter for the property you are adding and select "Add."



3) Edit Contact Information/Add Property Manager

- Select property on owner's dashboard and click on "View."
- Scroll down to "Contacts."
- To edit the "Owner" contact information, click on the square at the far righthand side of the screen and select "Edit."
- To add a new owner contact or a property manager contact, select "Add Contact."
- **You must add one "Property Manager" contact to complete the registration process. If there is no property manager, provide the owner's information for the property manager.**
- Select "Contact Preferences" to designate which contact should receive future RAP mailings.



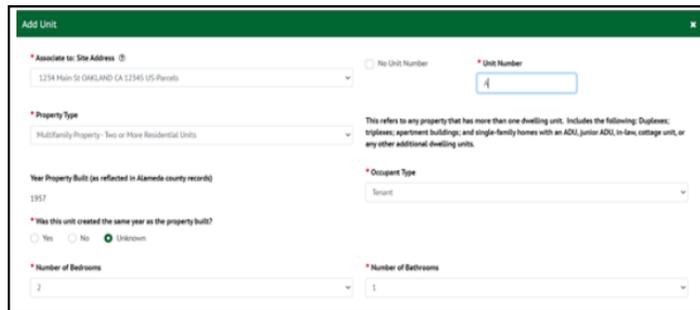
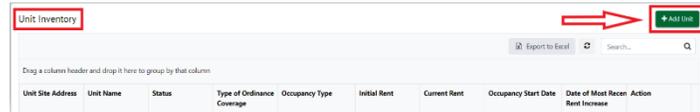
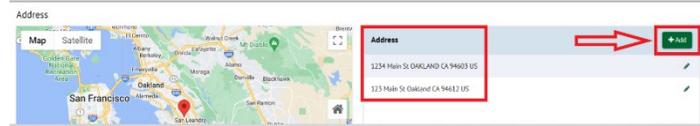


4) Add Units

Before a unit can be claimed exempt, it **MUST FIRST BE ADDED to the property.**

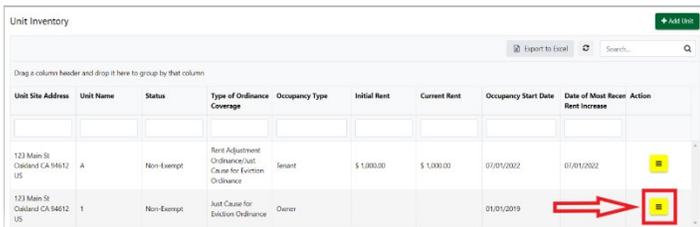
NOTE: If a property has more than one street address, the additional street address(es) must be added to the property PRIOR to adding the unit. Go to **“Address”** at top of Property Page and select **“Add”** to add any additional street addresses for the property.

- Scroll down to **Unit Inventory** and select **“Add Unit.”**
- Go to **“Associate To: Site Address,”** and use drop-down menu to choose the unit’s street address. Enter the unit number or name. If the unit ONLY has a street address, select **“No Unit Number.”**
- **Property Type:** Select the type of property the unit is in.
- **Year Property Built:** Indicate whether the unit you are registering was built in the **same year** the property was built as reflected in Alameda County records. If you do not know, select **“Unknown.”**
- **Occupant Type:** Select occupant type. **NOTE:** If you select Tenant or Rent-Subsidized Tenant, you will be prompted to register the tenant’s tenancy information. Complete all fields to the best of your knowledge and ability. When complete, click on **“Submit”** button.
- Repeat the **“Add a Unit”** process until **all units** on property are added.



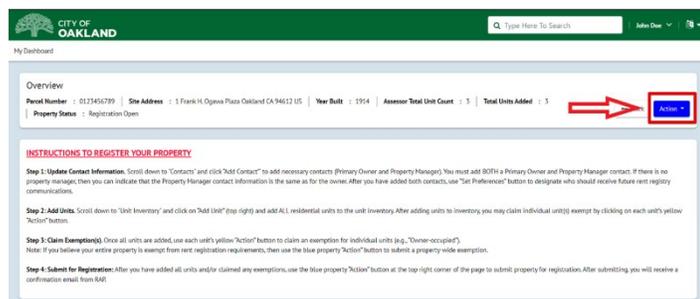
5) Claim an Exception

- Go to Unit Inventory and click on **yellow “Action”** button at the far righthand side of row for unit you wish to exempt.
- Select **“Apply for Exemption.”**
- Select reason for exemption and upload any required documentation.
- Fill out required fields and select **“Submit.”**
- Repeat process for any other unit(s) you wish to claim exempt.



6) Submit Rent Registration

- After all units have been added and any exemption claims have been made: Go to top or bottom of property’s page and select blue **“Action”** button.
- Select **“Submit Rent Registration.”** Fill out required fields and submit. You will receive a confirmation email from RAP after submission.



Questions? Contact the RAP at (510) 238-3721 or at rentregistry@oaklandca.gov.
Or sign up for a “How to Register” workshop: Go to www.oaklandca.gov/RAP and click on “Workshops.”

250 Frank H. Ogawa Plaza, Suite 5313
Oakland, CA 94612
www.oaklandca.gov/RAP
rentregistry@oaklandca.gov
(510) 238-3721