ACA Account Management

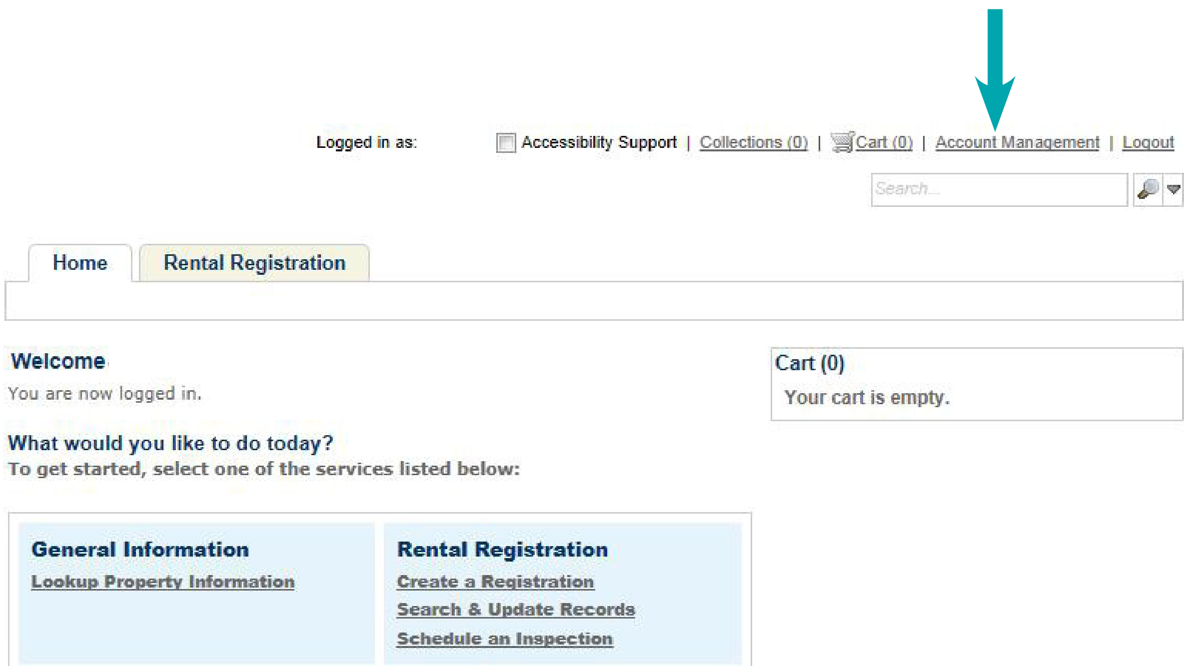
Purpose

This instruction sheet provides you with step-by-step instructions for managing your ACA Account in the RRIO online system. In order to register online, you must first have a user account set up and a credit card for payment. If you need to set up a user account, use the instruction sheet: Creating a New User Account.

Steps to Manage your ACA Account

1. In your web browser, navigate to the DPD portal: **https://mydpdservices.seattle.gov/RRIO/.** Sign in with your username and password.

2. Click on the tab at the top called "**Account Management**."



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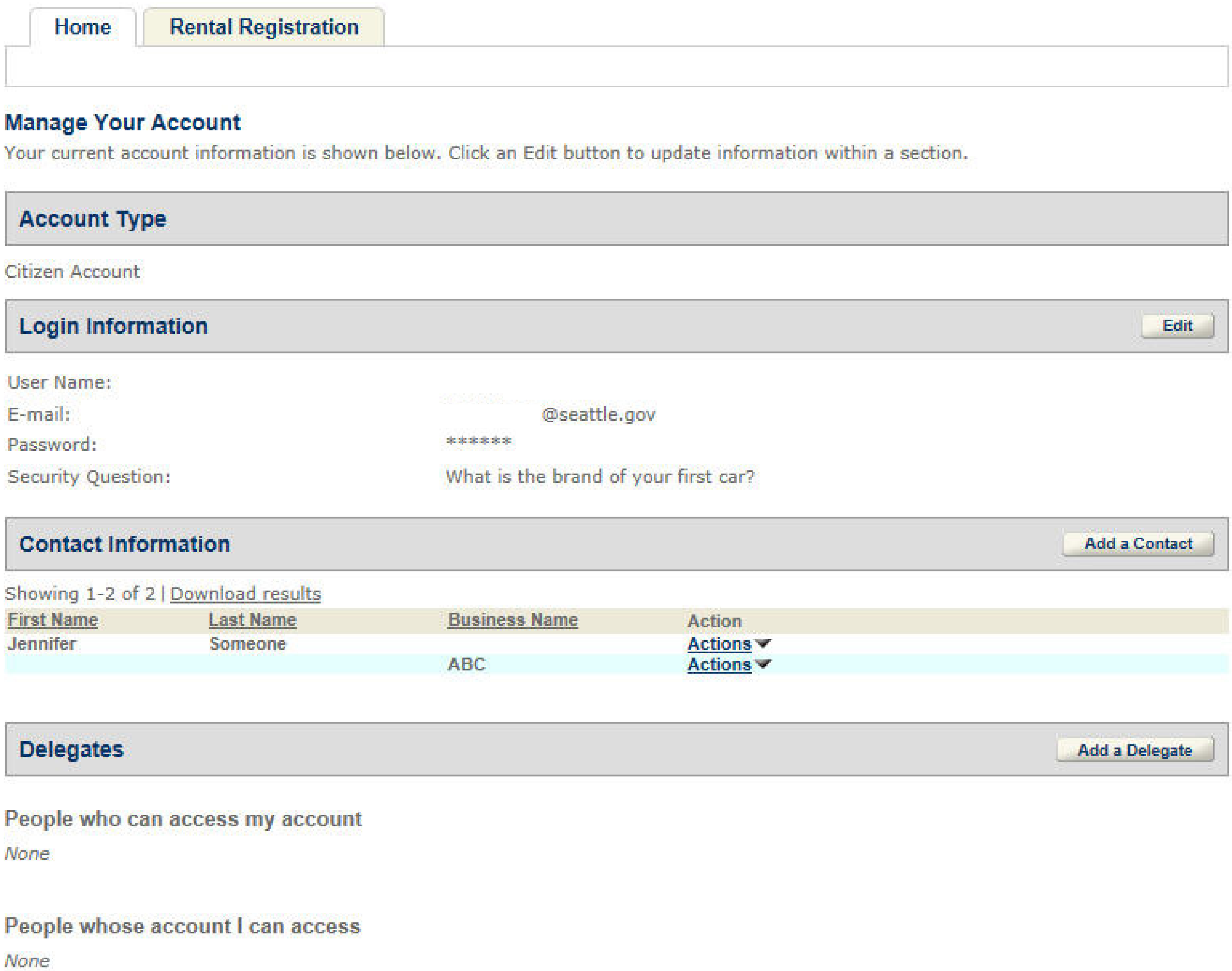
3. This page can't be modified. It shows you the type of account you have.

There are 4 sections in account management:

- Account Type – this shows the type of user account you have. It can't be modified
- Login Information – this is the login information on your account. Click on the Edit button to modify the information.
- Contact Information – this section is to edit or enter multiple contacts used in multiple registrations or private inspector license credentials.
- Delegates – Are ACA user accounts you grant access to conduct various transactions on your behalf.



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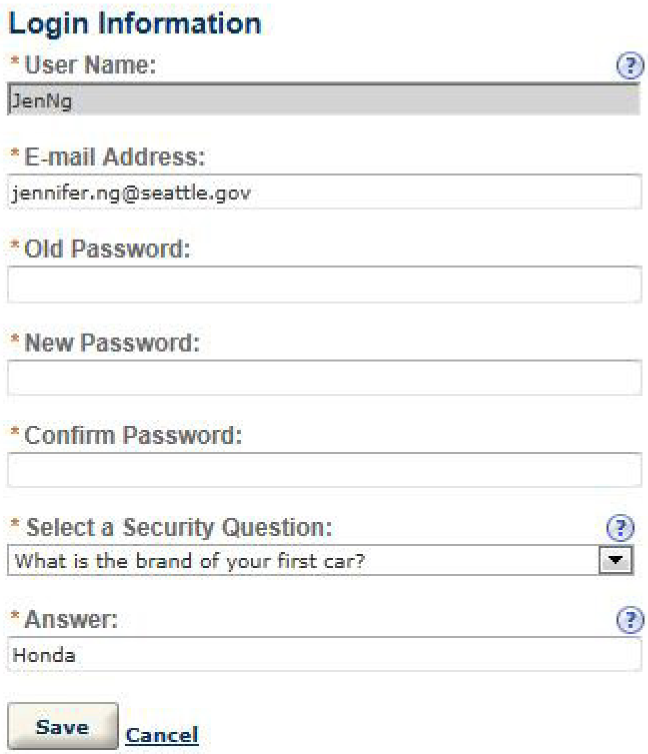
4. To edit your login information, click the “**Edit button**.”

5. Update your information and click “**Save**.”



6. Add a new contact by clicking on the **“Add a Contact”** button

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7. Enter Contact: The first two dropdown boxes should always be the same value. The required fields are different depending on if you're registering as an individual or an organization. When registering for an organization, you can and should provide an individual contact. Registering as an individual has an option to list your company name. Providing more data will expedite application process by taking advantage of the system's "Auto-fill with" feature.

Contact Information

Must be the same value

*Individual/Organization:
--Select--

Selecting Individual will require:
First and Last Name
Address Line 1, City, State and Zip
Primary Phone
Communication Preference

Selecting Organization will require:
Organization Name
Address Line 1, City, State and Zip
Primary Phone
Communication Preference

*Type:
--Select--

First: Middle: Last:

Business or Organization Name:

Optional when registering as an individual

Organization Name: Organization Representative:

Provide contact when registering as an organization, not a required fireld

Country:
United States

*Address Line 1:

Address Line 2:

*City:
SEATTLE

* State:
WA

*Zip:

*Primary Phone:

E-mail:

Selecting e-mail requires e-mail address

*Communication Preference:
--Select--

Add Contact Cancel

www.seattle.gov/RRIO

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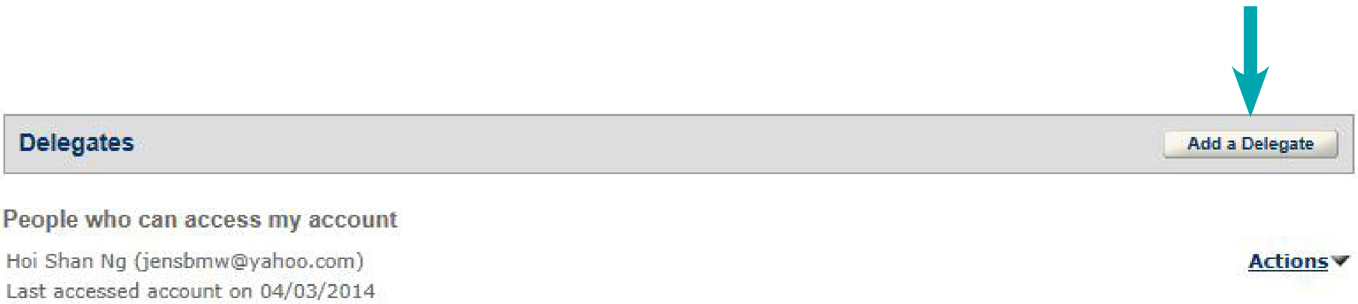
8. Edit Contact information by clicking the Actions arrow.

9. Add a new Delegate: Click on the “**Add a Delegate**” button



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10. Enter Delegate Information: Provide the name and registered e-mail address for the delegate and select the types of permission you want the delegate to have by checking the boxes.

Add a Delegate

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

* Name

* E-mail Address

Must be a registered e-mail account

Set Delegate Permission

Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in Rental Registration (Change)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

- [ ] Create Applications in Rental Registration (Change)
- [ ] Renew Records in Rental Registration (Change)
- [ ] Amend Records in Rental Registration (Change)
- [ ] Manage Inspections in Rental Registration (Change)
- [ ] Manage Documents in Rental Registration (Change)
- [ ] Make Payments in Rental Registration (Change)

Add Personal Note

Enter the words below

profound

Invite a Delegate   Cancel

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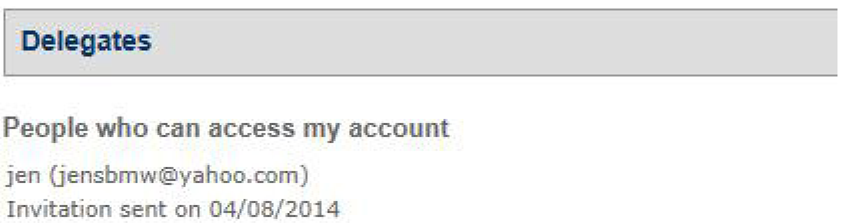
11. Type in Captcha. Captcha is a way to tell humans and computers apart automatically for online submittals. You just type in the word(s) you see. If the words are difficult to make out, you can ask for a new challenge by clicking on the refresh icon.

If it still hard to see, you can click on the audio button to hear the challenge words to type in.

12. Click on the "**Invite a Delegate**" button to save a delegate. You should see the delegate listed under "People who can access my account."



13. You can view/edit the delegate's permission on your account or remove the delegate from your account by clicking on the "**Actions**" arrow.

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