

Creating a New User Account



Purpose

This instruction sheet provides you with step-by-step instructions for creating a new user account for the RRIO online system. Users are required to create an account before taking further actions in the RRIO online system.

Steps to Create a New User Account

1. In your web browser, navigate to the My DPD Portal: <https://mydpdservices.seattle.gov/RRIO>
You should see a page like the one below.
2. In the shaded box on the right, click on the link “**New Users: Register for an Account.**”

My DPD Services Help: [Email Us](#) | [\(206\) 684-4110](#)

Accessibility Support | [Register for an Account](#) | [Login](#)

Search...

Home Rental Registration

Welcome to DPD Online Services

Search
Use the search feature specific to each topic. You do not need to login to search for information.

New Users
Please login and create a user account to access all our services.

Returning Users
If you have already created a user account, please login to continue.

What would you like to do today?
To get started, select one of the services listed below:

General Information Lookup Property Information	Rental Registration Search & Update Records Schedule an Inspection
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Login
User Name or E-mail:
Password:

 Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)



3. Read the City of Seattle’s Online Privacy and Security Policy. Select the checkbox to agree with the terms, then click the “**Continue Registration**” button.

Register for an Account | Login

Search

Home Rental Registration

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

General Disclaimer

For information about the collection, use, and security of information gathered via this Web site, view the [City of Seattle's Online Privacy and Security Policy](#)

I have read and accepted the above terms.

Continue Registration >

If you click the “**Continue Registration**” button and there is no response follow the directions provided in RRIO Online Compatibility Resolution instruction Sheet.



4. Complete the Login Information section. Enter your email address and desired password. Think of and enter a security question and then input the answer. These are all required fields.

Home Rental Registration

Account Registration Step 2:
Enter/Confirm Your Account Information

* indicates a required field.

Login Information

*User Name: ?

*E-mail Address: ?

*Password: ?

*Type Password Again: ?

*Enter Security Question: ?

*Answer: ?

After completing the Login section, continue down the page to the Contact Information Section.

Click the “Add New” button.

Contact Information

Choose how to fill in your contact information.

Add New

Continue Registration >

Select either Individual or Organization from the Type dropdown menu, then click “Continue.”

Select Contact Type

*Type: --Select--

Continue Discard Changes



5. Enter your contact information. The required fields vary depending on if you are registering as an individual or an organization.

If registering as an individual:

- You have the option to list your company name

If registering as an organization:

- You should provide an individual contact name for the Organization Representative

Completing all fields will allow you take advantage of the system’s “auto-fill” feature in future steps.

After you have entered your contact information, click the “**Continue**” button.

Account Registration Step 2:
Enter/Confirm Your Account Information

Contact Information

Business or Organization Name:

* Organization Name: Organization Representative:

Country:
United States

* Address Line 1:

Address Line 2:

* City:
SEATTLE

* State:
WA

Zip: *

* Primary Phone:
(+)

E-mail:

* Communication Preference:
--Select--

DEPARTMENT OF PLANNING & DEVELOPMENT



After the step above has been completed successfully, you should see the following screen:

Contact Information

Choose how to fill in your contact information.

✔ **Contact added successfully.**

ABC Corporation
angela.spencer@seattle.gov
Home phone:(+1)206-444-4444
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

[Continue Registration »](#) ←

Click **“Continue Registration.”**

6. You should then see a page displaying your account and contact information and a message indicating your account has been successfully created. An example of that page is below.

[Home](#) [Rental Registration](#)

✔ **Your account has been created successfully. You will receive additional instructions by e-mail.**

Your account has been successfully created.
Congratulations. You have successfully created an account with the Agency. An e-mail has been sent to you with instructions for verifying your information. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name:	usernames
E-mail:	janedoe@email.com
Password:	*****
Security Question:	Where is your birth place?

Contact Information

Jane Doe	Primary Phone: (+1)206-206-2060
123 Main Street	Preferred Method of Contact: E-mail
janedoe@email.com	



7. After creating your new user account, you will receive a email. You must activate your account before using RRIO's online tools. To activate your account, click the link in the activation email.

Dear Jane Doe,

Thank you for creating a new RRIO user account. Your User ID is: usernames. In order to activate your account please click on the following link: [Click to activate your account](#)

This is an automated response. Please do not reply to this email. If you did not request a new account, please contact us at the number provided below.

Thank you.

City of Seattle
**Rental Registration and Inspection Ordinance (RRIO)
Program**

700 5th Avenue, 19th Floor
P.O. Box 34019, Seattle, WA 98124-4019
(206) 684-4110 TTY:7-1-1 or (206) 233-7156
www.seattle.gov/RRIO

8. If your account is successfully verified, you will see this screen:

The screenshot shows a web interface with two tabs: 'Home' and 'Rental Registration'. Below the tabs is a message: 'Thank you for registering for a MyDPD user account. Your account has been verified. You can now log in by entering your password and then clicking the Login button. If you are having trouble logging in to the site, please contact the RRIO Help Desk at 206-684-4110.' To the right is a 'Login' form with fields for 'User Name or E-mail' (containing 'usernames') and 'Password', a 'Login »' button, a 'Remember me on this computer' checkbox, and links for 'I've forgotten my password' and 'New Users: Register for an Account'.

9. Congratulations! Your account is activated. With your newly created account you can log in to:
- Manage account information (update login information, add delegates, add contacts)
 - Register a rental property
 - Register as a private inspector
 - View your registration records
 - Schedule an inspection

Having Trouble?

If you are experiencing any difficulties in creating a user account, please contact the RRIO Help Desk at (206) 684-4110.

