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 Seattle Services Portal: https://cosaccela.seattle.gov/Portal/welcome.aspx. You should see a page like the one below.

2. Select **Register for an Account**.

Seattle Services Portal

🏠 Home   ☰ My Records   ❓ Help

⚠ Announcements   👤 Register for an Account   Login

Username or Email Address:

Password:

Login

☐ Remember me on this computer

Forgot Password?

New Users: Register for an Account

www.seattle.gov/RRIO

City of Seattle
Code Compliance Division, Department of Planning & Development

700 5th Avenue, 20th Floor
P.O. Box 34019, Seattle, WA 98124-4019
(206) 684-4110   TTY: 7-1-1 or (206) 233-7156

Creating a New User Account

3. On the next page, read and accept the terms for account registration by checking the box. Then click **Continue 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, disclosure, sharing, security and retention of information gathered via this Web site, view the City of Seattle's Online Privacy Principles, Statement and Policy.
>
> The Public Records Act (PRA) requires the disclosure of public records

☐ I have read and accepted the above terms.

Continue Registration »

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.

Account Registration Step 2:
Enter/Confirm Your Account Information

Login Information

* User Name: ❓

* Email Address:

* Password: ❓

* Type Password Again:

* Enter Security Question: ❓

* Answer: ❓

www.seattle.gov/RRIO

City of Seattle
Code Compliance Division, Department of Planning & Development

700 5th Avenue, 20th Floor
P.O. Box 34019, Seattle, WA 98124-4019
(206) 684-4110   TTY: 7-1-1 or (206) 233-7156

Rental Registration and Inspection Ordinance (RRIO)
Improving and preserving safe and healthy housing for all Seattle renters

Creating a New User Account

FOR RENT

5. After completing the login section, continue down the page to Contact Information section. Click the **Add New** button.

6. Select either Individual or Organization from the Type dropdown menu, then click **Continue**.

www.seattle.gov/RRIO

City of Seattle
Code Compliance Division, Department of Planning & Development

700 5th Avenue, 20th Floor
P.O. Box 34019, Seattle, WA 98124-4019
(206) 684-4110   TTY: 7-1-1 or (206) 233-7156

Rental Registration and Inspection Ordinance (RRIO)
Improving and preserving safe and healthy housing for all Seattle renters

Creating a New User Account

FOR RENT

7. Enter your contact information. The required fields vary depending on if you are registering as an individual or an organization. Completing all fields will allow you to take advantage of the system's "auto-fill" feature in future steps. After you have entered your contact information, click **Continue**.

If registering as an individual:

- You do <u>not</u> have the option to list a company name.

If registering as an organization:

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

Contact Information

Organization Representative

* Address Line 1:

Address Line 2:

* City: * State: * Zip:

SEATTLE   WA

Country:

United States

* Phone:

(+ 1)

* Email:

Continue   Clear   **Discard Changes**

www.seattle.gov/RRIO

City of Seattle
Code Compliance Division, Department of Planning & Development

700 5th Avenue, 20th Floor
P.O. Box 34019, Seattle, WA 98124-4019
(206) 684-4110   TTY: 7-1-1 or (206) 233-7156

Rental Registration and Inspection Ordinance (RRIO)
Improving and preserving safe and healthy housing for all Seattle renters

Creating a New User Account

8. Once you have added your account and contact information push the **Continue** button at the bottom of the screen. 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.

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

10. If your account is successfully verified, you will see a confirmation screen and your account is activated. With your newly created account you can log in to:

   - Manage account information (update login information, add delegates, add contacts, etc.)
   - 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 Helpline at (206) 684-4110.

www.seattle.gov/RRIO

City of Seattle
Code Compliance Division, Department of Planning & Development

700 5th Avenue, 20th Floor
P.O. Box 34019, Seattle, WA 98124-4019
(206) 684-4110   TTY: 7-1-1 or (206) 233-7156