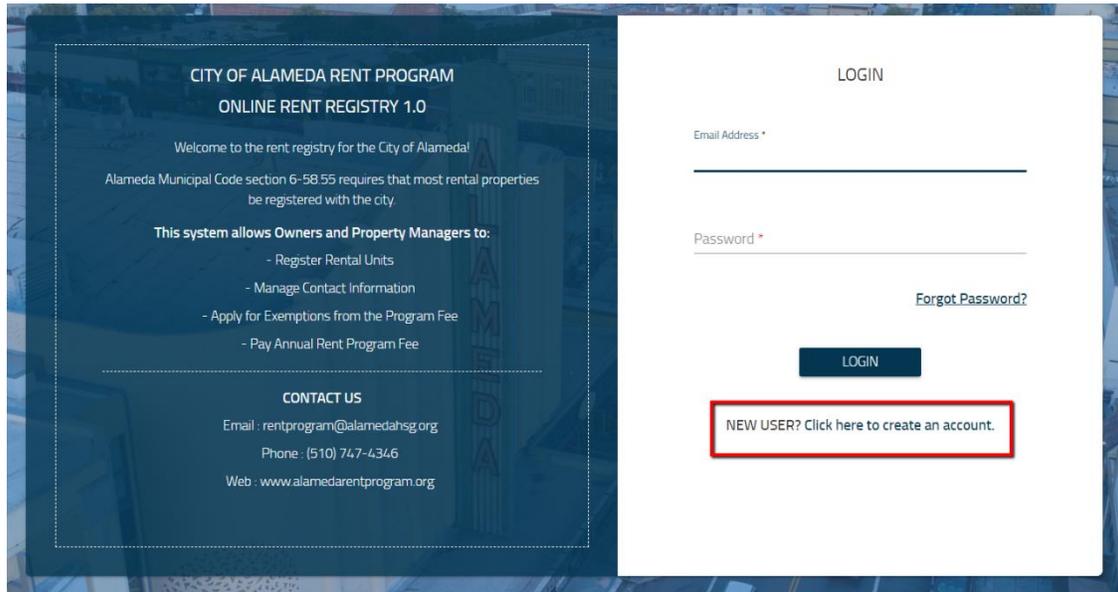


Create an Account

This section will describe how to create an online account where you can add and manage your properties in the Rent Registry system.

1. Click on the **NEW USER? Click here to create an account** link.



2. A pop up will appear on the screen titled **Create Account**. To create an account, you will need to enter all the required fields indicated below. If there is any required information missing, an error message will alert you.
 - First Name
 - Last Name
 - Email Address (this will be used as your login ID)
 - Password (must be between 8-16 characters, must contain both uppercase and lowercase letters, and must contain at least one number)

Questions? Contact Alameda Rent Program at (510) 747-7520 or rentprogram@alamedaca.gov.

- Once all the required fields are entered, the **Submit** button will activate and change from gray to blue in color. Click on the **Submit** button. If an account with the same Email ID already exists, an error message will appear. If this is the case, follow the instructions to learn how to recover and reset your password, for the existing account, using the **Forgot Password** function.

Create Account

First Name *
John

Last Name *
Doe

Mobile Number (Optional)

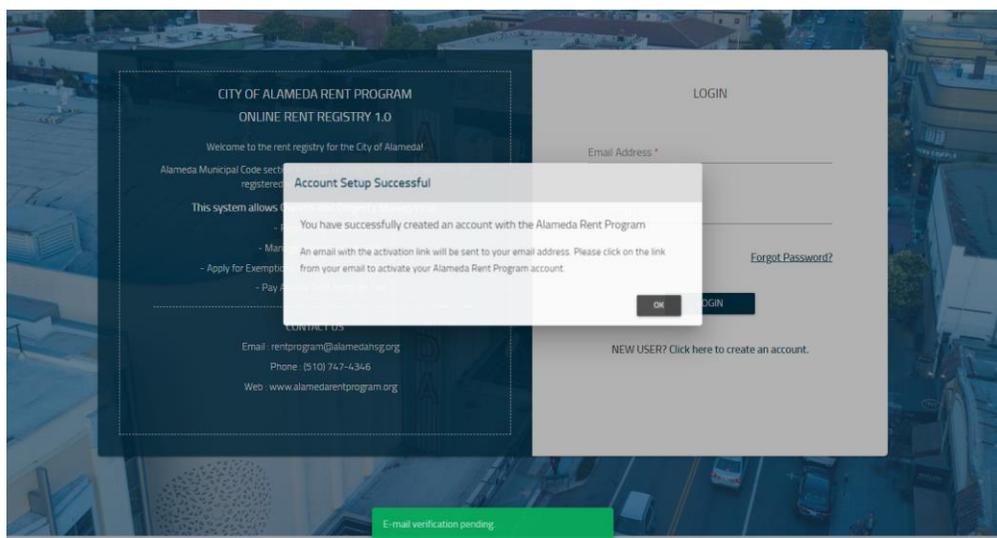
Email *
Johndoe@3dimail.com

Password *

Confirm Password *

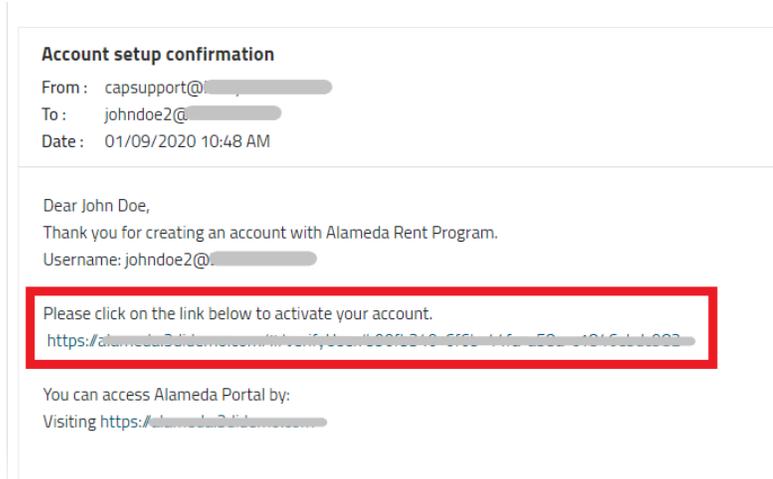
CANCEL SUBMIT

- Once you have successfully created an account, you will see a pop up on the screen along with a message indicating that “email verification is pending.” Check your email account to verify creation of your Rent Registry account.

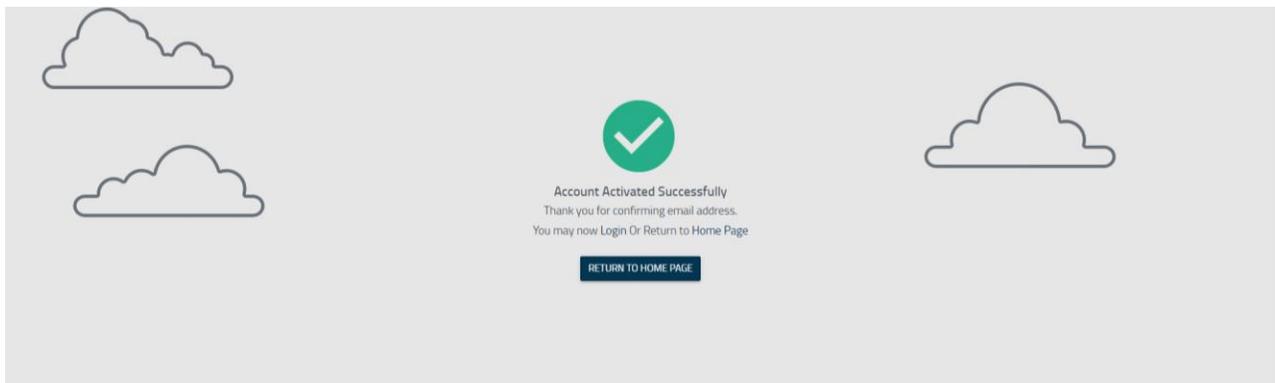


Questions? Contact Alameda Rent Program at (510) 747-7520 or rentprogram@alamedaca.gov.

- An email with the subject line "Account setup confirmation" should be in your inbox. Open the email and click on the verification link in the email. (If you did not receive a verification email, check your SPAM folder. If it does not arrive after 30 minutes, please contact the Alameda Rent Program and inform them the Account Activation Email did not arrive.)



- If the account verification is successful, you will be redirected to a webpage which indicates the account was successfully activated. You can click on the **RETURN TO HOMEPAGE** button to return to the Home Page and log in. If there is an error in the verification process, please contact the Alameda Rent Program and inform them the Account Activation failed and you need assistance.



- Once you've logged in to your account for the first time, you will need to add your rental property to your account. You will be asked to enter the unique APN/PIN. If you do not already have APN/PIN, email rentprogram@alamedaca.gov to request the PIN. Refer to [Add a Property to Your Account](#) for additional guidance.