Steps to Register Non- Owner Occupied Residential Properties

1. **To access the City of Cleveland Citizens web portal**
   - **On Your Phone:** Scan the QR code provided in this document.
   - **If you cannot scan QR code:** Visit **https://aca-prod.accela.com/COC/Default.aspx**.

2. **Create or Access Your Account**
   - **New Users:** Create an account.
   - **Existing Users:** If you forgot your password, click "Forgot Password" and follow the prompts to reset it.

3. **Log In**
   - Log into your account using your credentials.

4. **Navigate to the Registration Section**
   - Click on the **Home** tab.
   - Select **Building and Housing**, then click on **Permits and Registrations**.

5. **Accept the Disclaimer**
   - Read and accept the disclaimer by checking the box, then click **Continue Application**.

6. **Start Registration**
   - Click on **Registration**.
   - Select the **Rental Registration** option, then click **Continue Application**.

7. **Enter Property Details**
   - Input the street number, direction (if applicable), street name, and zip code, then click **Search**.
   - **Examples:**
     - Enter as "12345 Lakeside" or "12345 E. 45th".
     - If the street name is a number, enter it as "45th" without a direction.
   - Confirm the information, then click **Continue Application**.

8. **Select Responsible Party**
   - Click **Select from Account**.
   - Choose the associated contact.

9. **Specify Ownership Type**

   o Indicate whether the owner is an individual or a corporation.

10. **Select County of Residency**

    o Choose the county where the owner resides, then click **Continue Application**.

11. **Answer Required Questions**

    o Respond to all questions in Step 2, then click **Continue Application**.

12. **Upload Documents**

    o If needed, click **Add** to upload documents, then follow the prompts. Click **Continue Application** when finished.

13. **Complete Registration**

    o When you have finish registering your property, click **Check Out**.

    o To register additional properties, click **Continue Shopping** to add to the shopping cart.

14. **Payment and Confirmation**

    o Once the payment is processed, you will receive a confirmation email indicating your status as pending.

    o Please allow time for the Building and Housing staff to process your registration.