

## Account Setup Guide for: Companies Outside Ireland Non-national Landlords Non-CRO organisations

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### 1. Summary of Changes

Companies outside of Ireland, non-CRO organisations, and non-national landlords now require a verified account, which has been assigned a unique COI or NNL identification number in order for these landlords or their agents to register tenancies. This will streamline the one-time verification process and eliminate the need for manual verification during each registration.

### 2. Where the landlord already has an RTB online account

The RTB has assigned a unique COI or NNL identification number to accounts that fall under the 3 categories above where RTB accounts already existed.

Landlords will find their identification number in the 'My Profile' section of their portal account. Please note that this number cannot be edited. If you have an agent registering tenancies on your behalf, **you must provide them with this number.**

In recent weeks, the RTB has sent letters to landlord's correspondence address where a unique COI or NNL identification number has been applied to an RTB account which already existed. Should you have any queries regarding this number, please contact [registrations@rtb.ie](mailto:registrations@rtb.ie).

### 3. Process for companies outside of Ireland and Non-CRO organisations who do not have an RTB online account.

To set up an account for a company outside Ireland or an organisation without a CRO number, please complete the following steps:

- Go to [www.rtb.ie/portal](http://www.rtb.ie/portal). On this account creation screen, select the option to 'Create a Company Account.'
- The screen will navigate to the first page of the registration process, which requires users to enter their name, email address and details of their new password. Once completed, users will receive an email and must verify their address at the link provided.
- Once the email address has been verified, the user will enter Step 1 of the account creation process. Please tick the box which states, 'Company Registered Outside Ireland (COI) or other entity without a CRO number (Non-CRO)' and enter the company name in the box below.
- The next step of the process requires documents to be provided in order to verify the company identity. Please provide one of the following documents, based on the company being registered:
  - **Company registered outside of Ireland:** Company certificate from the country of registration.
  - **ICAV:** Central Bank Registration or Instrument of Incorporation.
  - **Pension Fund:** Evidence of registration with the Pension Authority or Trust Deeds.
  - **Charity:** Evidence of registration with Charities Regulator
- Once verification documents have been uploaded, users will be prompted to provide further company contact details and select their user role. Please provide the information requested and navigate to the end of the registration process.
- The RTB will review the documents provided. When verified, users will receive a PIN to their verified email address in order to access their account. Should any issues occur during this verification review process, customers will be contacted to advise them of this and provided with information to support them with completing the account creation process.

## 4. Agent registering tenancies for a company outside Ireland

Previously, an account was created for the landlord and agents signed into this account as an admin role. This would facilitate the registration of tenancies to the landlords' RTB360 account.

This process is no longer in place.

Agents must now sign into their own account and, using the unique COI number provided by the landlord, they complete tenancy registration applications through their RTB360 accounts.

Agents must now ensure that when representing a landlord who resides outside of Ireland that the registered landlord for the tenancy provides their unique identification number. Landlords will find this number in the 'My Profile' section of their portal account. If the landlord has not set up their own account, they must now do so in order to obtain a number.

- On step 1 of the tenancy registration process, select the role of 'Agent.'
- The user will be prompted to enter the landlord details. Select 'Add Landlord.' The screen will navigate to the 'Landlord Details' page where the user will select 'Company' for the type of landlord.
- Two fields are displayed, and the user must select either:
  1. Company Registered Outside Ireland (COI) or other entity without a CRO number (Non-CRO)
  2. I do not have a Non-CRO identifier

→ If selecting 'Company Registered Outside Ireland (COI) or other entity without a CRO number (Non-CRO),' enter the Non-CRO identifier in the relevant field. This number is formatted as COI-NNNNNN-YYMMDD.

The company details will auto-populate based on this identifier number. Select submit and proceed with registration.

→ If selecting 'I do not have a Non-CRO identifier,' the user will be advised that a verified account is required for this company. This must be completed by the landlord, following the steps outlined above.

## 5. Registration completed by Company Outside Ireland with self as Landlord

- On step 1 of the tenancy registration process, select the role of 'Landlord.'
- The screen will navigate to the 'Landlord Details' screen will be automatically populated based on account information. Under the 'View/Edit' button, Landlords may view further details including their COI reference number.

From this point, the landlord proceeds with registration.

## 6. Where do I find my COI number?

Users will find their COI number in the 'My Profile' section of their portal account. Please note that this number cannot be edited.

## 7. Account creation and registration for non-national landlords

To facilitate the registration of tenancies for non-national landlords who do not have a PPSN, the Residential Tenancies Board (RTB) has introduced a new process. A verified account is assigned a unique NNL identification number, which will streamline the one-time verification process and eliminate the need for manual verification during each registration.

Process for non-national landlords (without a PPSN) who do not have an RTB online account:

- Go to [www.rtb.ie/portal](http://www.rtb.ie/portal). On this account creation screen, select the option to 'Create an Individual Account.'
- The screen will navigate to the first page of the registration process, which requires users to enter their name, email address and details of their new password. Once completed, users will receive an email and must verify their address at the link provided.
- Once the email address has been verified, the user will enter Step 1 of the account creation process. Under the PPS number field, these landlords will select 'I do not have a PPS number.' A pop-up will appear on screen, which requests identity verification documents.
- Please provide the following documents:
  - Passport, drivers' licence **or** national ID card
  - A utility bill with an address outside the Republic of Ireland

- Once verification documents have been uploaded, users will be prompted to provide further details and select their user role. Please provide the information requested and navigate to the end of the registration process.
- The RTB will review the documents provided. When verified, users will receive an email to advise them that account setup is complete. Should any issues occur during this verification review process, customers will be contacted to advise them of this and provided with information in order to proceed with account creation.
- Landlords will find their non-national reference number under the 'My Profile' section of their online account.

## 8. Agent completing registration for a non-national landlord.

- On step 1 of the registration process, the third party selects the role of 'Agent.'
- Landlord details are entered on the next page, and the agent will select 'Add Landlord.' The screen will navigate to a pop-up where the type of landlord is selected. Upon selection, a box appears which allows the agent to select 'Is Non-National Landlord (NNL)?'
- Once selected, the agent will be presented with two options:

### If the agent knows the NNL Reference number:

- A field will appear titled 'Reference Number.' Enter the number provided by the landlord (this can be found in the 'My Profile' section of the landlord's account). Once a valid number has been entered, the landlord's details will be automatically populated.

### If the agent does not know the NNL Reference number:

- The agent will tick the 'NNL identifier not provided' box. A pop-up will provide details of the documents required in order to verify the landlord's identity. The agent may then submit the following documentation for verification:
  - Passport, drivers licence **or** national ID card
  - A utility bill with an address outside the Republic of Ireland
- Once verification documents have been uploaded, users will be prompted to provide further details. Please provide the information requested and navigate to the end of the registration process.
- The RTB will review the documents provided. When verified, users will receive an email to advise them that the documents have been approved. Should any issues occur during this verification review process, customers will be contacted to advise them of this and provided with information in order to proceed with registration.



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- Please note that this process does not assign an NNL reference number to the landlord, and manual verification will be required for future tenancy registrations. We strongly recommend that landlords create a verified account and share their NNL reference number with their authorised agent for ease of registration in future.