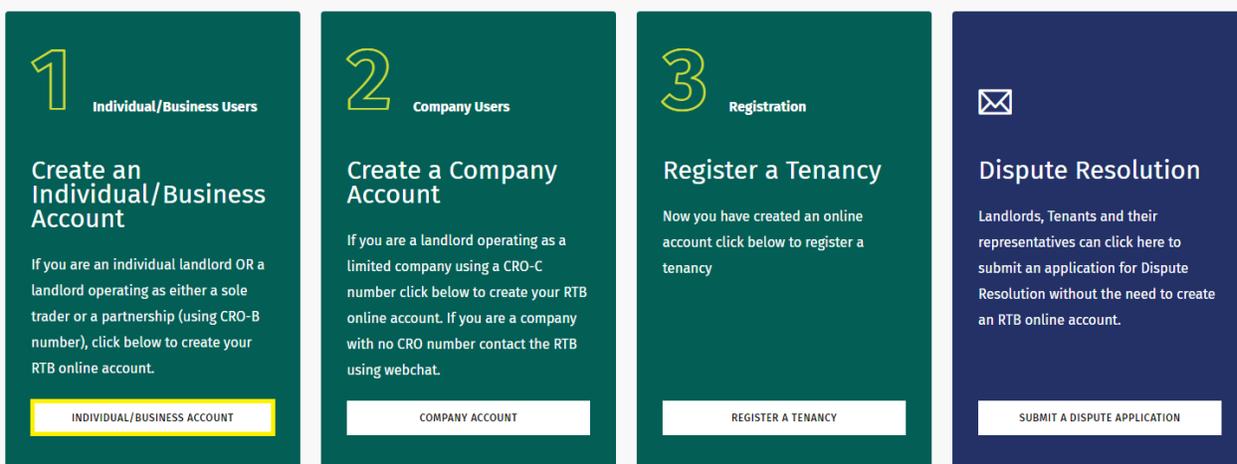


## Guidance for Receivers; How to create an RTB online account?

Any RTB customer wishing to interact with the RTB online must set up an account on the RTB's new online account system, launched in November 2021.

We are asking receivers to follow the below steps to create an RTB online account.

1. Go to [www.rtb.ie/portal](http://www.rtb.ie/portal) and click to create an "Individual/Business Account".



**1** Individual/Business Users

### Create an Individual/Business Account

If you are an individual landlord OR a landlord operating as either a sole trader or a partnership (using CRO-B number), click below to create your RTB online account.

INDIVIDUAL/BUSINESS ACCOUNT

**2** Company Users

### Create a Company Account

If you are a landlord operating as a limited company using a CRO-C number click below to create your RTB online account. If you are a company with no CRO number contact the RTB using webchat.

COMPANY ACCOUNT

**3** Registration

### Register a Tenancy

Now you have created an online account click below to register a tenancy

REGISTER A TENANCY

✉

### Dispute Resolution

Landlords, Tenants and their representatives can click here to submit an application for Dispute Resolution without the need to create an RTB online account.

SUBMIT A DISPUTE APPLICATION

2. You will be asked to provide your name, email and to choose a password.

## Create your RTB online account

Creating an RTB account is a simple process that allows you to access RTB online services. Please enter your details below to create an account.

Your First Name\* 

Your Last Name\*

Your Email Address\* 

Password 

Your password must have a minimum of 8 characters with at least one capital letter and one number and one symbol.

Confirm Password 

**CREATE ACCOUNT**

**The RTB will now send an email to the address provided.**

In order to validate your email address please click on the link provided in the email, which will return you to the log in screen.

3. Please enter the email address and password you set in the previous step to continue the account creation process.

**Log-in to your RTB online account**

Your RTB account gives you 24/7 online access to RTB tenancy registration services.

If you have not accessed your account since 15 Nov 2021, you will need to set up a new verified account, please follow the link 'Create your RTB online account' below.

Email Address

Password

**LOGIN**

[Reset your password](#)

[Resend your verification email](#)

[Create your RTB online account](#)

4. Next you will need to provide your name and contact details.

**Instead of entering a PPS number, receivers should select the tick box that says “I do not have a PPS Number.”**

**Create your individual RTB online account**

Step 1 of 3

To set up your account, please enter your information and contact details.

First Name \*

Last Name \*

PPS Number \*

I do not have a PPS Number

Your Date of Birth \*

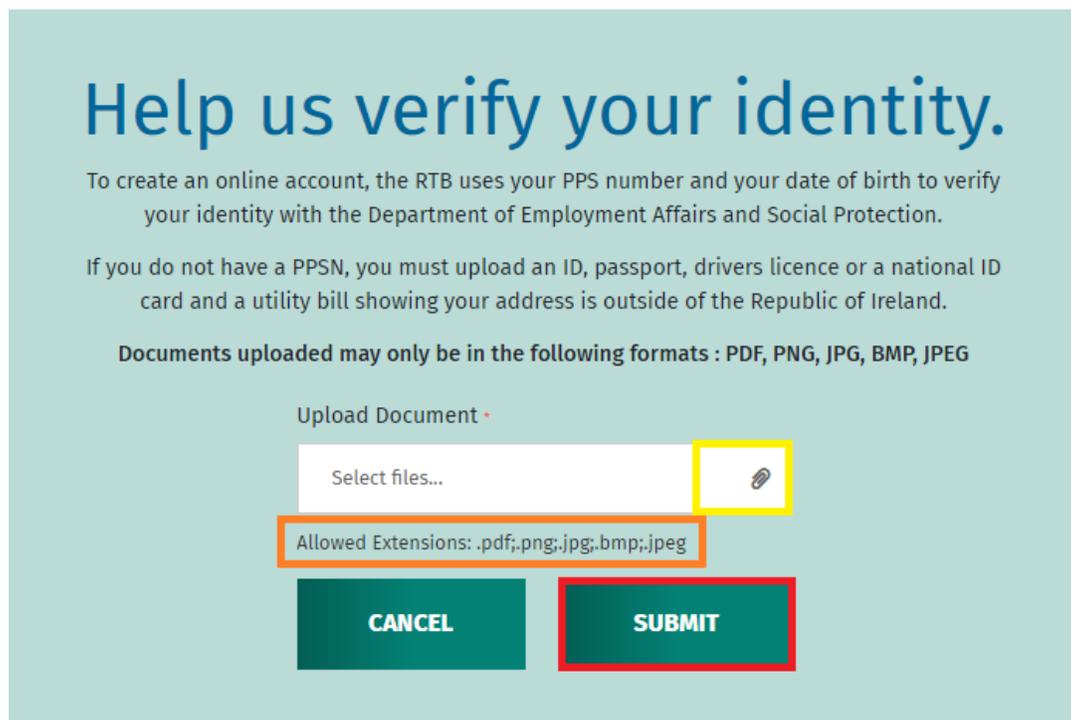
Your Mobile Number \*

The RTB deal with landlords who do not have a PPSN because they are non-resident in Ireland, and these landlords are asked to up-load identity documents, typically scan of Photo ID and utility bills.

We are now adapting our process at this point for receivers and asking a receiver to;

- select the tick box that says “I do not have a PPS Number.”, and
- upload a document on headed paper stating that they are a receiver.

5. Click on the paperclip icon to upload your document. When uploading your document please note the file types that are accepted. Click ‘Submit’ when you are ready to move on.



The screenshot shows a light green background with the heading "Help us verify your identity." in large blue font. Below the heading, there is explanatory text: "To create an online account, the RTB uses your PPS number and your date of birth to verify your identity with the Department of Employment Affairs and Social Protection." and "If you do not have a PPSN, you must upload an ID, passport, drivers licence or a national ID card and a utility bill showing your address is outside of the Republic of Ireland." A bolded line of text states: "Documents uploaded may only be in the following formats : PDF, PNG, JPG, BMP, JPEG". Below this is a section titled "Upload Document" with a red asterisk. It contains a white input field with the text "Select files..." and a yellow paperclip icon to its right. Below the input field is a white box with a red border containing the text "Allowed Extensions: .pdf;.png;.jpg;.bmp;.jpeg". At the bottom are two dark green buttons: "CANCEL" and "SUBMIT", with the "SUBMIT" button highlighted by a red border.

This is a one-off process to create your new account – you won't need to repeat this for each tenancy registration.

**Once you have completed the account creation process, your document will be reviewed by an RTB customer service agent and your identification verified once the steps in this guidance document are followed.**

6. Complete your address details and click 'Continue' when you are ready to move on.

Please enter your residential address.

Country of residence \*

Ireland

Enter Full Address or Eircode

[Cannot find your Eircode? Click here](#)

Address Line 1 \*

Address Line 2

Address Line 3

Address Line 4

Address Line 5

County

Eircode

Click the box if you have a different correspondence address

Please click this box if you want to create an RTB360 account for a business with a CRO-B number.

**CONTINUE**

7. Select the role/s you will use on your online account.

**NOTE: - you must choose at least one role**

**- you can hold more than one role**

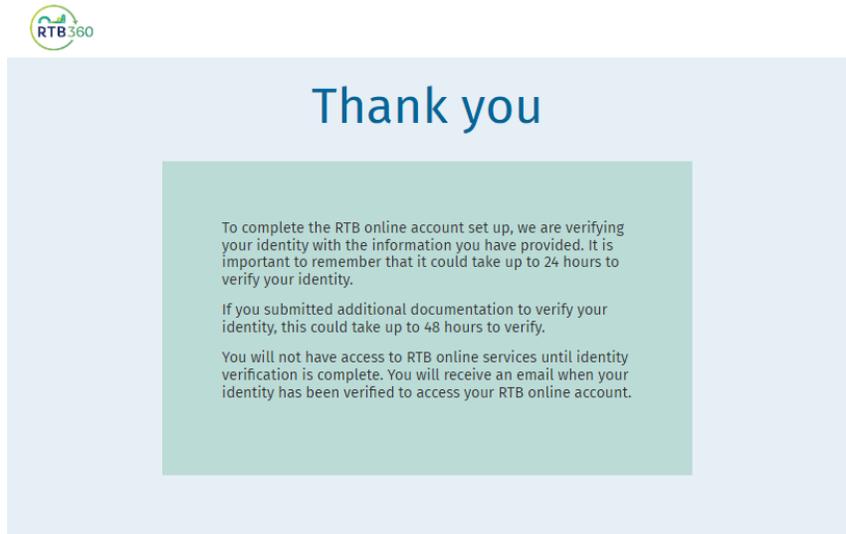
**- you can select more roles after the account is created.**

The screenshot shows a web form titled "Select your user role" which is "Step 2 of 3". It includes a progress bar and instructions: "To help you access RTB online services, please select the user roles that you require. You can manage, add or remove user roles in your user profile. Please choose your role (you can choose more than one role)". There are three role options: "Landlord" (unchecked), "Agent" (unchecked), and "Receiver" (checked). Each option has a small question mark icon. At the bottom, there are "PREVIOUS" and "CONTINUE" buttons.

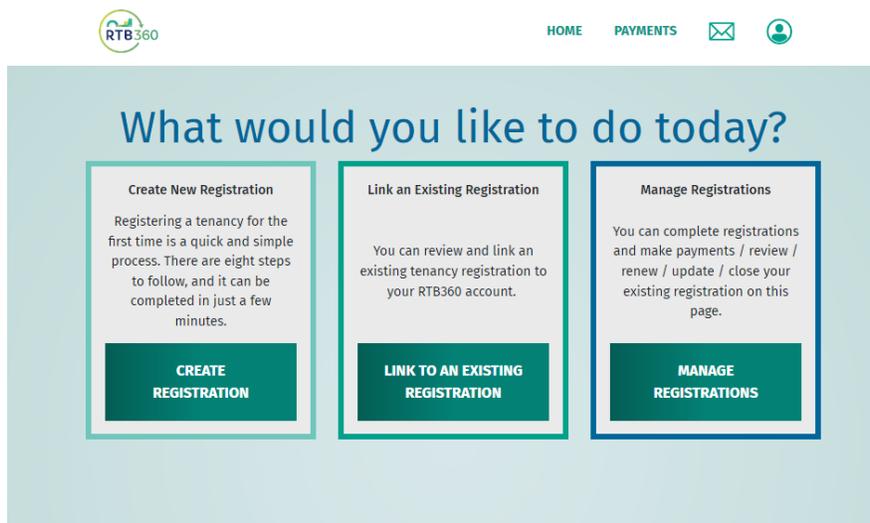
8. Check the box to say the information you have supplied is correct and when you are ready click "Submit Profile"

The screenshot shows a web form titled "Information Declaration" which is "Step 3 of 3". It includes a progress bar and instructions: "Please read and confirm the below information to continue setting up your RTB360 online account." The main text reads: "I declare to the best of my knowledge and believe that the information I have provided is correct." followed by a checkbox, which is highlighted with a yellow box. Below this, it states: "Your default communication method is via the email address you have provided to create your RTB360 online account. This means you will receive correspondence from the RTB to this email address. Communication methods can be changed in the 'Edit profile' section of your RTB360 account." At the bottom, there is a "SUBMIT PROFILE" button highlighted with a red box. A privacy statement link is also present: "The RTB respects your privacy and is committed to complying with Data Protection law. For information on how the RTB handle your personal data, please refer to the [RTB Privacy Statement](#)."

9. You have now completed your account creation. The details need to be verified by an RTB customer service agent and once that has been completed you will receive an email confirming your access to your new account.



Once you have access to your online account you will be able to register and manage tenancies from your account homepage.



More information on creating and managing your new online account is available on our website at <https://www.rtb.ie/info-hub>.