

# Accessible Housing Program (AChP) Compliance Website Registration Tips for Property Owners/Managers

## How to Register

1. Click New Customer Create an Account
2. Wait for account activation email from [LAHD.AChP.DoNotReply@lacity.org](mailto:LAHD.AChP.DoNotReply@lacity.org)
3. Check Spam/Junk folder if the account activation email is not delivered to your inbox
4. Click the link provided in the email.
5. Login
6. Link your property to your account by clicking Link Property on main page
7. Enter AChP File Number listed on your letter and click submit button
8. Review the Property Information. If the information is incorrect, you can email the correct information to [lahd.achp@lacity.org](mailto:lahd.achp@lacity.org)
9. Check a box that describes your relation with the property.
10. Click Link Property button
11. If you have more properties to add then click YES to the question and repeat #5 to #10, if not, click NO. Link all properties you own or manage

## How to Register for Training

1. Click the TRAINING button on the left column and click My Training
2. Review the upcoming training sessions and click Register

## How to Manage My Information

1. Click ACCOUNT on the left column
2. Click My Account
3. Make changes to your account and click Update My Account

## How to Manage My Property Information

1. DASHBOARD on the left column will show properties linked to your account
2. Under ACTION you can do the following tasks
  - Link/Unlink yourself to the project
  - Manage Documents
  - View and Edit Listing
  - Access Pre-Application List
  - View contact information for your assigned Analyst

If you need assistance to register and enroll in training, please contact the AcHP at (213) 808-8550 or by email at [lahd.achp@lacity.org](mailto:lahd.achp@lacity.org).