

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 HCIDLA.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 hcidla.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 add On-Site Resident Managers

1. If you have on-site resident managers, you must sign them up for the training. Click ACCOUNT on the left column.
2. Click Group Members
3. Add the resident manager's information and check off On-Site Manager box
4. Click Add Member
5. You can view or add your Group Members under ACCOUNT on the left column by clicking Group Members
6. You can also view or add your Group Members under TRAINING on the left column by clicking Group Members

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. If you want to make changes to the contact information associated with the property, click Property Details, then Edit Contact Info
3. You can link or unlink the property from your account. Click PROPERTY
4. Click Link/Unlink button
5. If you want to remove the property completely from your account, de-select existing checks from the check boxes.
6. If you want to change your relationship with the property, de-select the existing checkbox and select the appropriate box.
7. Click Submit

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