

Renewing Your Rental Registration

Your rental registration will have a file number that begins with RR.

- 1) Sign in using the ID and Password listed on the letter you received. This log in information is temporary and will expire after 60 days.
- 2) You will be prompted to change your username and password before moving forward.
- 3) Go to Services / Rental Registration
- 4) Several options to find your license:
 - a. Go to Renew Your License.
 - i. If you have one, you'll go right into it.
 - ii. If you have multiple, you'll see a list of them.
 - b. If you have lots of licenses – go to My Account / View My Requests / then use the search.
- 5) On the renewal screen...
 - a. Applicant name fields are not populated. (Names appear in business name only.) Feel free to improve the information – this is information about YOU.
 - i. So if you're the Leasing Agent, this is your contact information – not the Owner's information!
 - b. You will need to provide at least one phone number, if we don't have one for you already.
 - c. **You may pay online by credit card only.**
 - d. Once you submit your payment, you will receive a confirmation email.
 - e. After your payment is confirmed, you will receive an email reflecting that your renewal is complete.

Other Forms of Payment

1. You may renew the Rental Registration through the portal and pay by mail or in person.
2. Update your information if needed and follow the registration steps and submit your renewal, then click on Home or My Account to exit the payment screen.
3. To pay by check, either mail your check with your renewal letter, or bring it to the Community Development Services Department at 400 South Vine Street, Urbana, IL, 61801.
4. To pay by cash, bring the renewal letter to the office listed in the previous step.
5. Please indicate whether you need a receipt printed or emailed to you.