How to Create a Rent Assist Portal Account

You will use your Rent Assist Portal account to apply for the Targeted Financial Assistance component of the Eviction Diversion Program. If you previously applied for PHLRentAssist through the Rent Assist portal, you do not need to create a new account. Instead, please log into your account, ensure your bank account and property information are correct, and find your Targeted Financial Assistance application in the "Applications" tab.

Collect the documents you will need to upload to your Portal profile

Files should be uploaded separately. For each document, include all pages in a single file.

- Bank verification document
  Must include the account holder's name, account number, and routing number.
  Examples: Voided check, bank statement, or account detail screenshot.
- IRS Form W9 2023
  Must match the bank account holder's name. If you do not have a copy of your W9, download a fillable copy from www.irs.gov/pub/irs-pdf/fw9.pdf and complete the form.
- Proof of property ownership and/or property owner authorization
  If public records verifying property ownership are not available, you must provide a deed or proof of homeowner's insurance coverage. If an agent or representative is working on behalf of the owner, a property management agreement, articles of incorporation, or attorney authorization will be required.

Create a username and password

- Navigate to the Portal at https://rent-assist.phila.gov/#.
- Select the **Login or Register** button.
- Select the **Create Account** link.
- Enter your email, create a password, and enter your first name and last name.
- Select the **Create Account** button.
- A registration code will be sent to your email address. Copy the registration code and paste it into the form to complete your registration. If you do not see the registration code email, check your spam or junk folder.
- Select the **Confirm** button.

Confirm you are a landlord

Select the **I am a landlord** button.

Confirm you want to complete an application

Select **I am a landlord and want to register, complete, or edit an application**.

City of Philadelphia

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Registration Step 1

- Select **Register Contact Info**.
- Your name and email will be auto-filled for you.
- Select your phone type, enter your phone number, and enter your business name if applicable.
- Add a secondary contact if applicable.
- Check the box to acknowledge the Terms & Conditions.
- Select **Submit**.
- Review the information to ensure it is correct. If you see a mistake or typo, select **Edit Contact Information** to correct it.

Registration Step 2

- Select **View / Register Bank Accounts** - **PLEASE COMPLETE THIS STEP FIRST**

Add a bank account:

- Under the PAYMENT DELIVERY BANK ACCOUNTS heading, select **Add**.
- Enter an account nickname, name on the account, and property owner's SSN or Tax ID.
- Upload a document with the account holder's name, account number, and routing number by selecting **Choose a File**.
- Enter the bank name, account number, and routing number.
- Upload a copy of your W9 by selecting **Choose a File**.
- Enter the address that is listed on your W9.
- Select **Save**.

Registration Step 3

- Select **Add Property**

Add a property:

- **Under the REGISTERED PROPERTIES heading, select Add.**
- Select the type of property.
- Enter the address and unit number if applicable.
- Select **Verify Address**.
- The address verification will return the Office of Property Assessment (OPA) owner. If the OPA verification does not list your name as the property owner, upload proof of ownership or authorization by selecting **Choose a File**.
- Select the ownership or authorization option that applies to you.

- Select the bank account from above where you will receive the Targeted Financial Assistance payment for this property.
- Select **Save**.

Notify your Financial Specialist that registration is complete

Your financial specialist will open a Targeted Financial Assistance application for you and send further instructions. **You must complete your Targeted Financial Assistance application within 5 days of request.**