

## Common Questions about Online Registration

Updated 09/17/2020

### If you can't find a property address:

- ✓ Enter the address with the street directional included (N/S/E/W) to improve the search results.
- ✓ Double-check the spelling of the street name.
- ✓ Try typing in the numerical part of the address only and wait for the page to load to see if your address shows in the list.
  - Example: Type only "1234" and wait for all the properties to load then scroll down to the correct address.
  - Note: it can take a minute for all the addresses to load if there are many results.
- ✓ Make sure you don't already have it added to your queue by clicking the icon of the house on the upper left. Make sure all your properties – and only your properties – are selected.
  - To remove a property from your queue, type the address in the search bar, then click the "-" sign to the right of the address to remove it. Once you remove it you should see a "+" instead of the "-".
- ✓ If the property remains missing, contact us with the specific property addresses and we will investigate the address. Please e-mail [LandlordRegistration@southbendin.gov](mailto:LandlordRegistration@southbendin.gov)

### Trouble paying by credit card:

The system only accepts payment by credit cards or debit cards that are run as credit (i.e. without requiring the entry of the pin number).

If you don't have a credit or debit card, payment may be mailed, or delivered in person, to Code Enforcement at: 227 W Jefferson Blvd, Ste 1300, South Bend, IN 46601.

### Trouble accessing registration website:

Make sure you are using a supported internet browser: Google Chrome, Microsoft Edge, or Firefox. Internet Explorer is not supported.

### Video demonstration:

A video demonstration of the registration process is available at <https://southbendin.gov/wp-content/uploads/2020/08/Landlord-Registration-Tour-and-Workshop.mp4>. Fast forward to the 8 minute, 20 second mark.