1. HOW DO I ENROLL INTO LCP?

Here are the instructions to complete the enrollment application:

Using a Google Chrome browser, please follow these steps to create your LCP account:

- Go to our website at www.pgworks.com.
- Click on Residential Service to open the drop-down menu.
- Click on For Landlords
- Scroll down and click on the link Enroll in LCP.
- Enter your HOUSING INSPECTION LICENSE (renter's license) number.
- Enter the Owner Name and then click on NEXT. The system will then take you to the acceptance of the Terms and Conditions of LCP.
- Accept the Terms and Conditions by clicking in the circle next to the phrase: "I AGREE..." then click on the tab AGREE to the right of the page.
- At STEP 2, the actual enrollment application, create your username and password combination.
- Enter your personal contact information such as your home mailing or P.O. Box address and contact phone numbers.
- Click on SUBMIT.

2. HOW DO I ADD ADDITIONAL PROPERTIES?

Please follow these steps to register a property into your LCP account:

- Log into the LCP account; Here is a direct link to log into your LCP account: https://securelogin.pgworks.com/nidp/idff/sso?id=LCP&sid=0&option=credential&sid=0&target=https%3A%2F%2Fwww3.pgworks.com%2Flcp%2F
- If prompted, accept the terms and conditions of the program.
- At the LCP HOME PAGE, click on the link REGISTER RESIDENTIAL PROPERTIES.
- If prompted, click the box to acknowledge that the user is the owner of the property and then click on the tab entitled VIEW UNPROTECTED PROPERTIES. Once the new page loads, there will be three sections: COOPERATIVE PROPERTIES, UNCOOPERATIVE PROPERTIES and REGISTER PROPERTIES.
- Scroll down to the REGISTER PROPERTIES section. Enter the Department of Licenses and Inspection (L&I) license number and the property street name. Then click on the tab SEARCH FOR RENTAL LICENSE.

- The system will take you to the top of the page again. Scroll down to the bottom of the page to view the account's license information. If everything is correct, click on the tab entitled YES, I AM THIS LANDLORD and follow the on-screen instructions to register the property.
- Follow these instructions until all licenses and properties are registered.

3. I HAVE MULTIPLE LCP ACCOUNTS WITH PROPERTIES REGISTERED IN EACH OF THEM. AM I ABLE TO HAVE ONE ACCOUNT WITH ALL MY PROPERTIES REGISTERED IN THAT ONE ACCOUNT?

Select one of your accounts to be your one "MAIN" account. Then:

- Log into your other accounts
- From the Home Page, click on the link titled Manage Residential Properties
- If prompted, click the box to acknowledge that the user is the owner of the property and then click on the tab entitled VIEW UNPROTECTED PROPERTIES. Once the new page loads, there will be three sections: COOPERATIVE PROPERTIES, UNCOOPERATIVE PROPERTIES and REGISTER PROPERTIES.
- From the COOPERATIVE PROPERTIES SECTION, click on the boxes to the left of the listed properties to select that property.
- Scroll down to the bottom of the section and click the REMOVE tab.
- Follow these instructions for all other accounts that you have.
- Email LCP@pgworks.com with the email address and username of the "MAIN" account where you would like to register these properties and include a list of the rental license numbers and addresses of those properties.

4. IF I SELL THE PROPERTY, WHAT SHOULD I DO?

To remove the property from your account, please follow these instructions:

- Log into your LCP account.
- Click on the link MANAGE RESIDENTIAL PROPERTIES.
- If prompted, click the box to acknowledge that the user is the owner of the property and then click on the tab entitled VIEW UNPROTECTED PROPERTIES.
- Scroll down and click in the check box(es) to the left of the address to select the property(ies) you want removed.
- Scroll down to the bottom of the list of properties and click on the grey button REMOVE.
- Follow the on-screen instructions to remove the property(ies) from your LCP account.

5. HOW DO I CHANGE MY CONTACT INFORMATION?

Please follow these instructions to change your contact information:

- Log into your LCP account;
- Click on the tab MY ACCOUNT (next to the LOG OUT tab at the top of page);
- Click on the link titled UPDATE YOUR USER INFORMATION;
- Click on the tab EDIT YOUR CONTACT INFO at the bottom of the page;
- Make the necessary changes to your contact information;
- Click on the SAVE tab to save your changes.

NEED ADDITIONAL INFORMATION?

Please contact LCP@pgworks.com or view the Frequently Asked Questions on our website.