

Accela Citizen Access - Registration Process

To use **ALL** the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user.

1. Open your web browser and navigate to <https://www.cityofalbany.net/aca>
2. As a new users click on one of the **Register for an Account** links.

The screenshot displays the website header with the City of Albany logo and the text "CITY OF ALBANY, OREGON PERMITTING & INSPECTIONS" and "powered by Accela". Navigation links include "Announcements", "Accessibility Support", and "Register for an Account" (highlighted with a red box). A search bar is present. Below the header, there are tabs for "Home", "Building", and "Planning". The main content area features a "Welcome to the City of Albany's Citizen Portal" section with a paragraph about online services. To the right is a "Login" section with input fields for "User Name or E-mail:" and "Password:", a "Login »" button, and a checkbox for "Remember me on this computer". Below the login section, a link for "New Users: Register for an Account" is highlighted with a red box.

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3. After reading the General Disclaimer, click on the check box to accept the terms for online access to Accela Citizen Access and click the **Continue Registration** to continue the registration process.

CITY OF ALBANY, OREGON PERMITTING & INSPECTION

Announcements

Search

Home Building Planning

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information

Please review and accept the terms below to proceed.

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

Continue Registration »

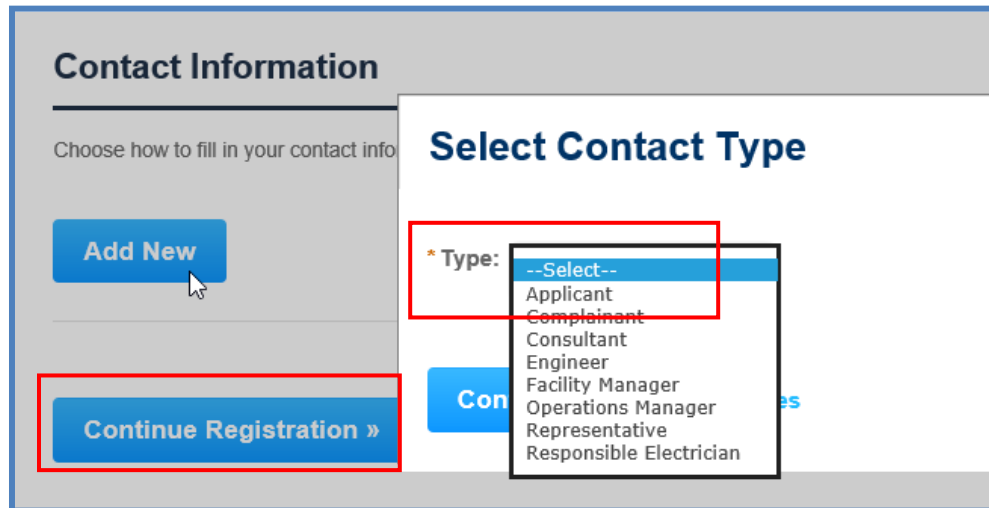
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4. Fill out the account registration form with the required information. Fields marked with a * are required and must be entered to continue.
5. Click **Add New** to add your contact information.

The screenshot shows a web interface for account registration. At the top, there are navigation tabs for 'Home', 'Building', and 'Planning'. Below this is the title 'Account Registration Step 2: Enter/Confirm Your Account Information' and a note that an asterisk indicates a required field. The 'Login Information' section contains six required fields: User Name, E-mail Address, Password, Type Password Again, Enter Security Question, and Answer. The 'Contact Information' section is partially visible, with a note to 'Choose how to fill in your contact information.' and a blue 'Add New' button highlighted with a red box.

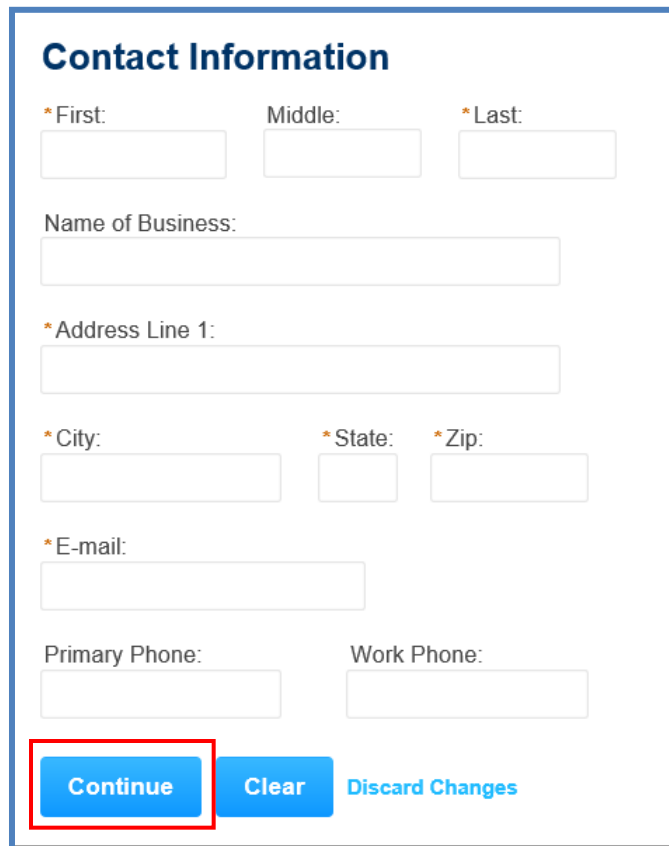
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- a. Select your Contact Type and click **Continue Registration**.



The screenshot shows the 'Contact Information' registration form. On the left, there is an 'Add New' button and a 'Continue Registration »' button, both highlighted with red boxes. On the right, a 'Select Contact Type' dropdown menu is open, showing a list of roles: Applicant, Complainant, Consultant, Engineer, Facility Manager, Operations Manager, Representative, and Responsible Electrician. The 'Type:' label and the dropdown list are also highlighted with red boxes.

- b. Complete contact information and click **Continue**.



The screenshot shows the 'Contact Information' registration form with all fields filled out. The fields include: *First, Middle, *Last, Name of Business, *Address Line 1, *City, *State, *Zip, *E-mail, Primary Phone, and Work Phone. At the bottom, there are three buttons: 'Continue' (highlighted with a red box), 'Clear', and 'Discard Changes'.

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- c. You'll receive a confirmation email that your contact was successfully created.
- d. Click **Continue Registration**.

Contact Information

Choose how to fill in your contact information.

✓ **Contact added successfully.**

Jane Doe
cityofalbanytest@gmail.com
Primary Phone:5419177553
Secondary Phone:

[Edit](#) [Remove](#)

[Continue Registration »](#)

- e. After the registration is complete, the information you used to register will be displayed and you will receive an email confirming the registration process. Return to the home page by double clicking on **Home tab**.

Home Building Planning

Congratulations. You have successfully registered an account. You can login immediately using your User Name and Password.

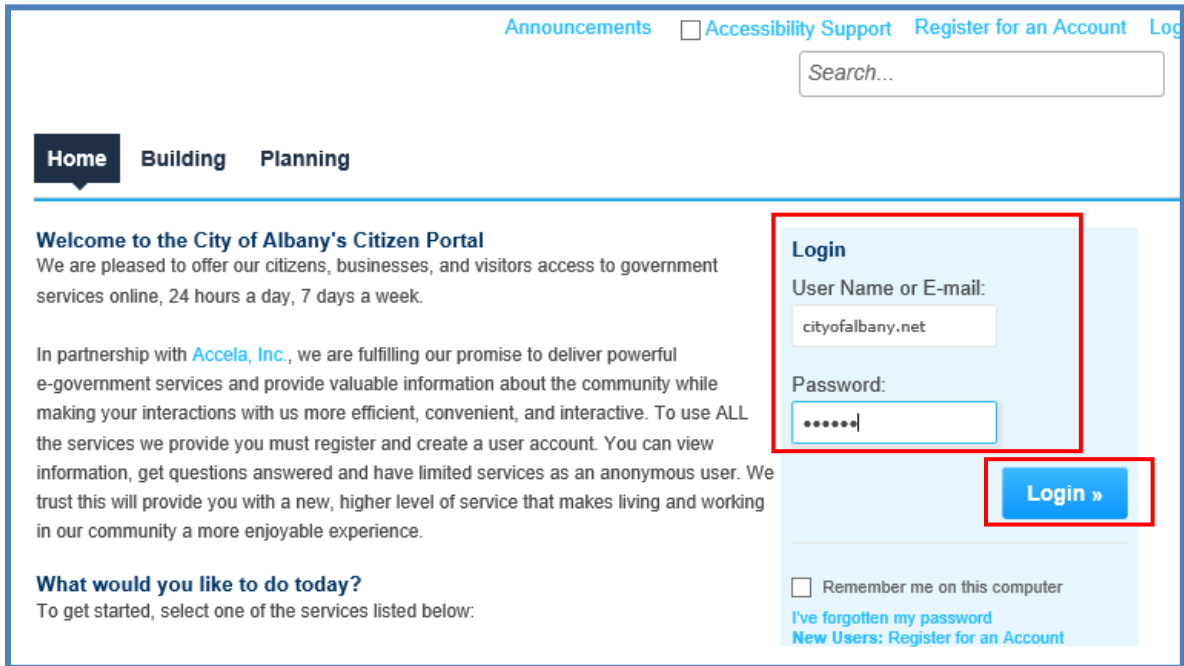
Account Information

User Name:	CityofAlbany
E-mail:	cityofalbanytest@gmail.com
Password:	*****
Security Question:	address

Contact Information

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- At the Home screen, enter the email address and password you selected during the registration process. Click the **Login** button to continue.

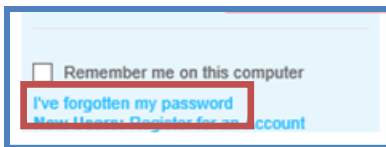


The screenshot shows the Accela Citizen Access Home screen. At the top right, there are links for "Announcements", "Accessibility Support", "Register for an Account", and "Log". Below these is a search bar labeled "Search...". A navigation menu includes "Home", "Building", and "Planning". The main content area features a welcome message: "Welcome to the City of Albany's Citizen Portal" and "We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week." Below this is a paragraph about partnership with Accela, Inc. and a section titled "What would you like to do today?" with the instruction "To get started, select one of the services listed below:". On the right side, there is a "Login" form with a red border. It contains a "User Name or E-mail:" field with "cityofalbany.net" entered, a "Password:" field with "*****" entered, and a "Login »" button. Below the form are checkboxes for "Remember me on this computer", a link for "I've forgotten my password", and a link for "New Users: Register for an Account".

- Once logged into Accela Citizen Access, you can search existing applications, schedule inspections or apply for a new permit application.

Resetting Your Password

If you forget your password click on the ***I've forgotten my password*** link.



This is a close-up screenshot of the bottom part of the login form. It shows a checkbox for "Remember me on this computer" and a red-bordered box around the link "I've forgotten my password". Below the link is the text "New Users: Register for an account".

You will be sent an email with your user name and a temporary password. Log into Accela Citizen Access with your temporary password, you'll be asked to choose a new password. Passwords are case sensitive.