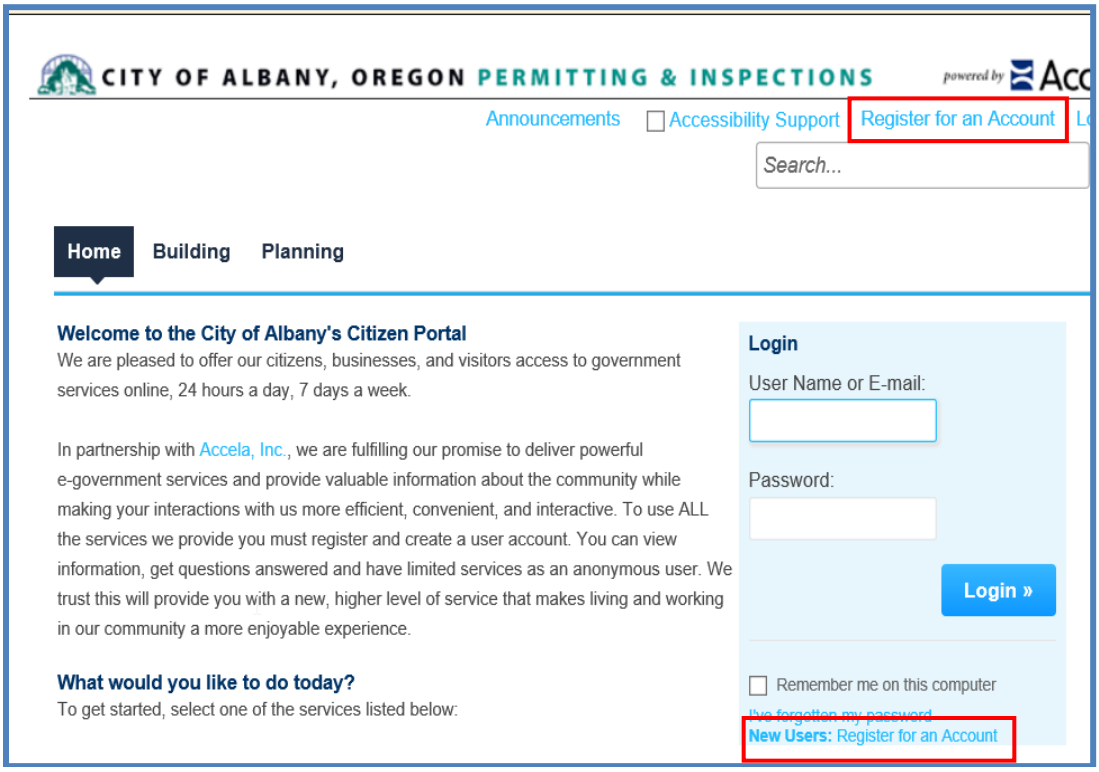
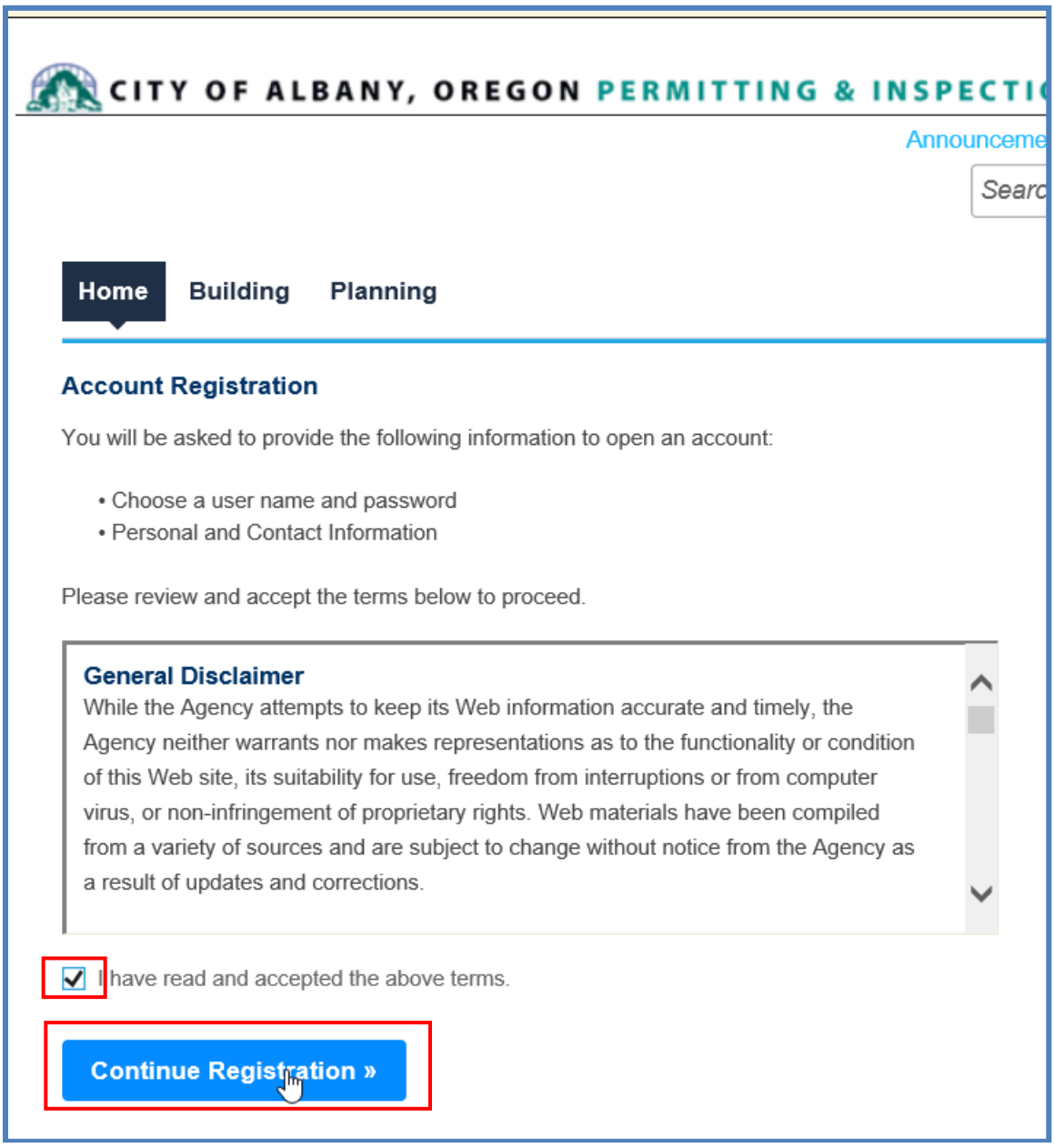
Accela Citizen Access - Registration Process

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.

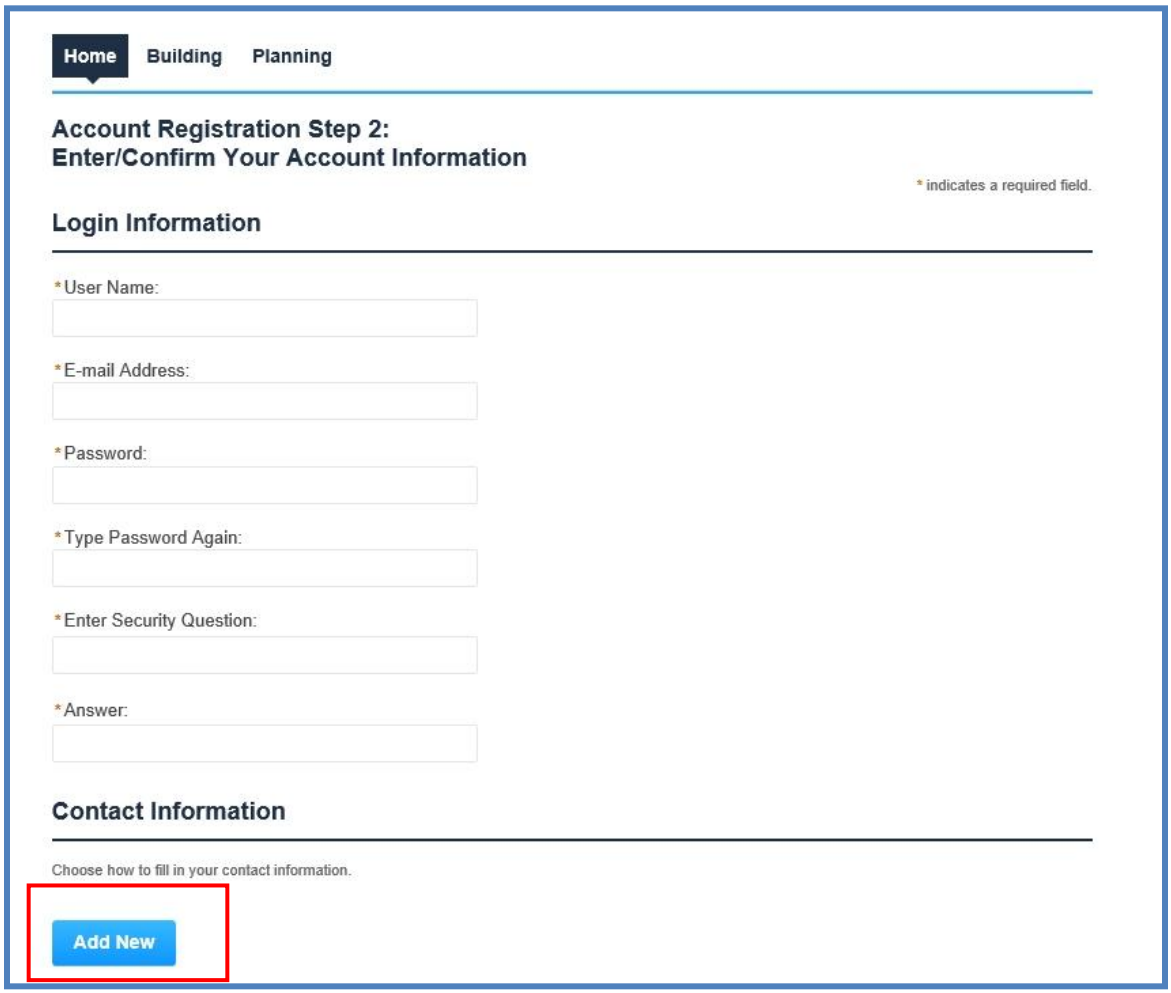
1. Open your web browser and navigate to https://www.cityofalbany.net/aca
2. As a new users click on one of the ***Register for an Account*** links.



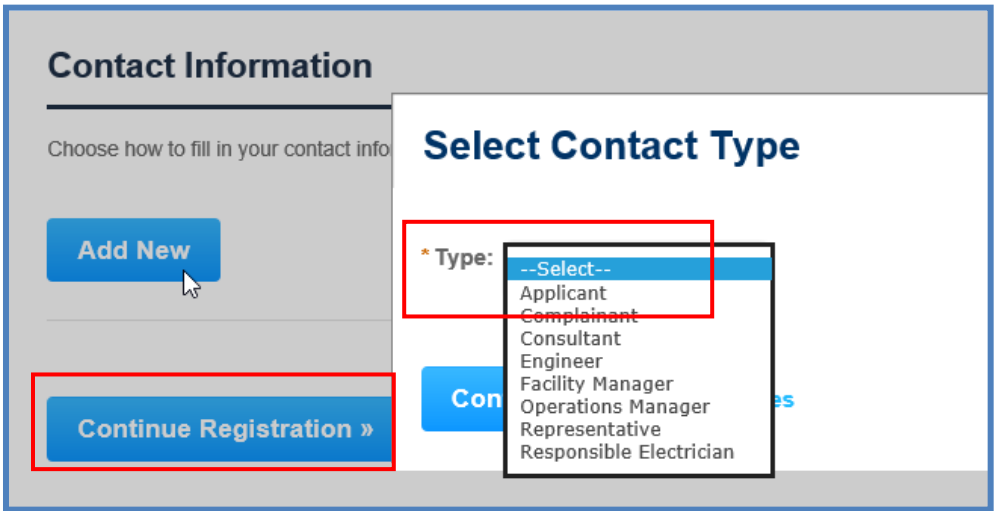
3. After reading the General Disclaimer, click on the check box to accept the terms for online access to Accela Citizen Access and click the ***Continue Registration*** to continue the registration process.



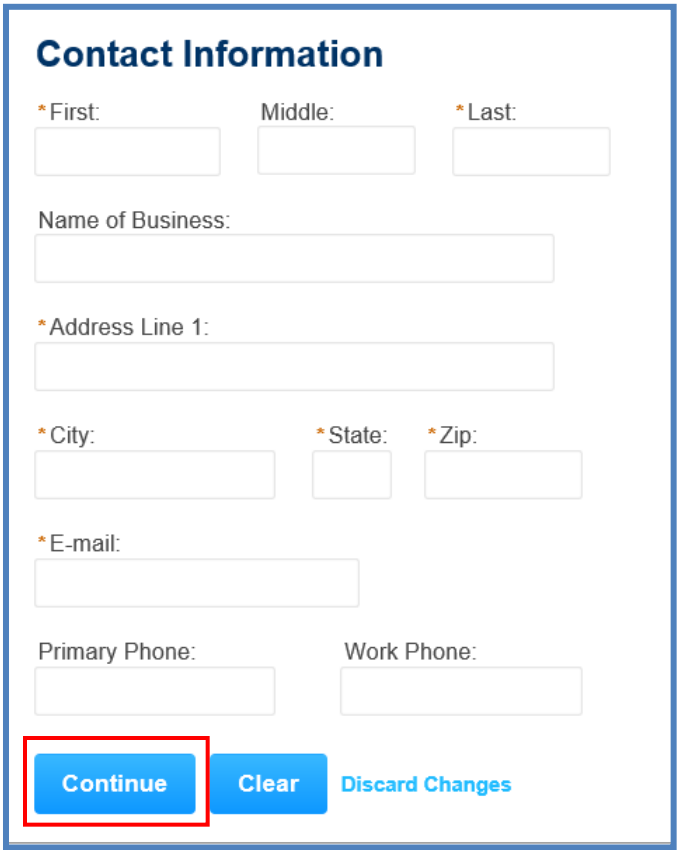
4. Fill out the account registration form with the required information. Fields marked with a * are required and must be entered to continue.
5. Click ***Add New*** to add your contact information.



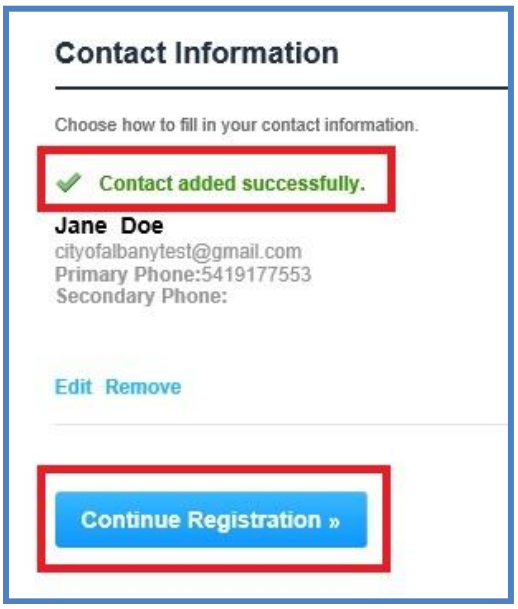
a. Select your Contact Type and click ***Continue Registration***.



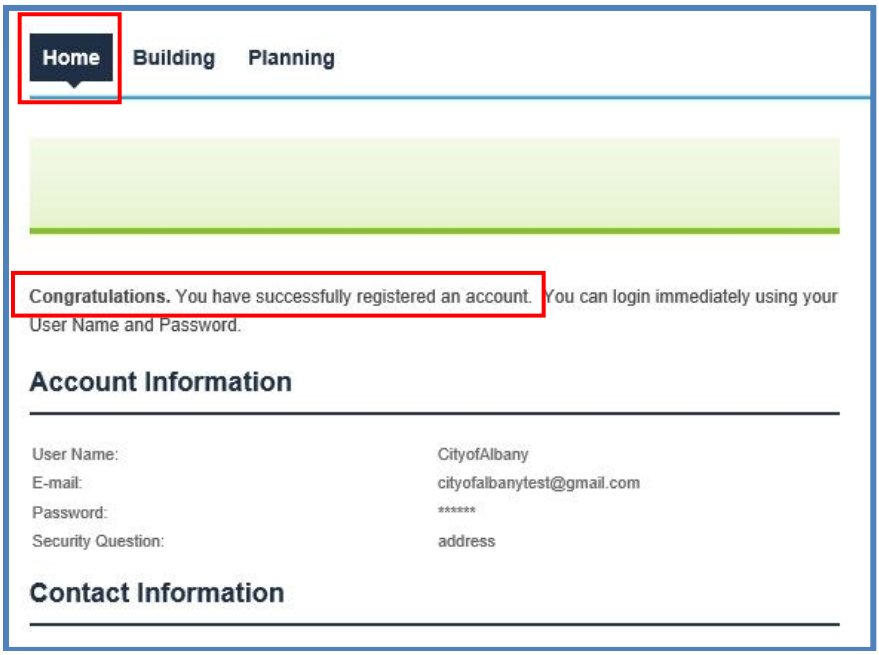
b. Complete contact information and click ***Continue***.



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

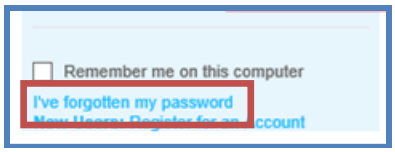


6. At the Home screen, enter the email address and password you selected during the registration process. Click the ***Login*** button to continue.

7. 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.



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.