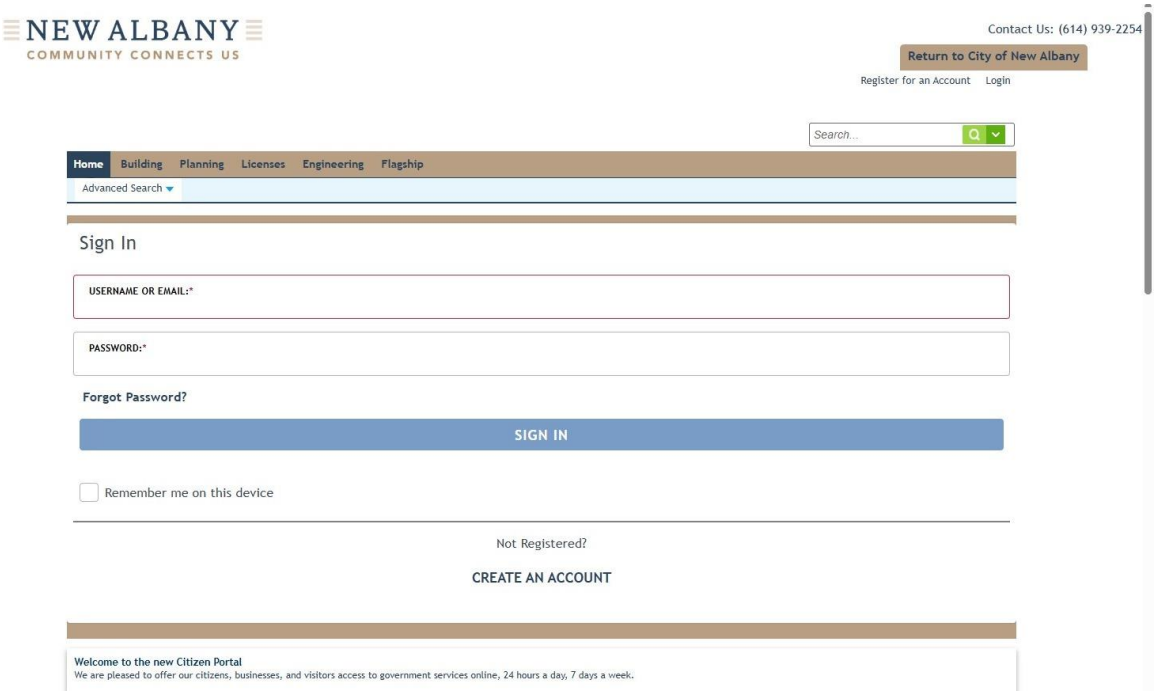
Creating a New User Account on the Accela Portal

Learn how to register for a new account on the City of Albany Accela Citizen Access portal. This guide walks you through the necessary steps to provide your login information and contact details to successfully complete your registration.

1. Navigate to https://aca-prod.accela.com/ALBANYOH/Welcome.aspx

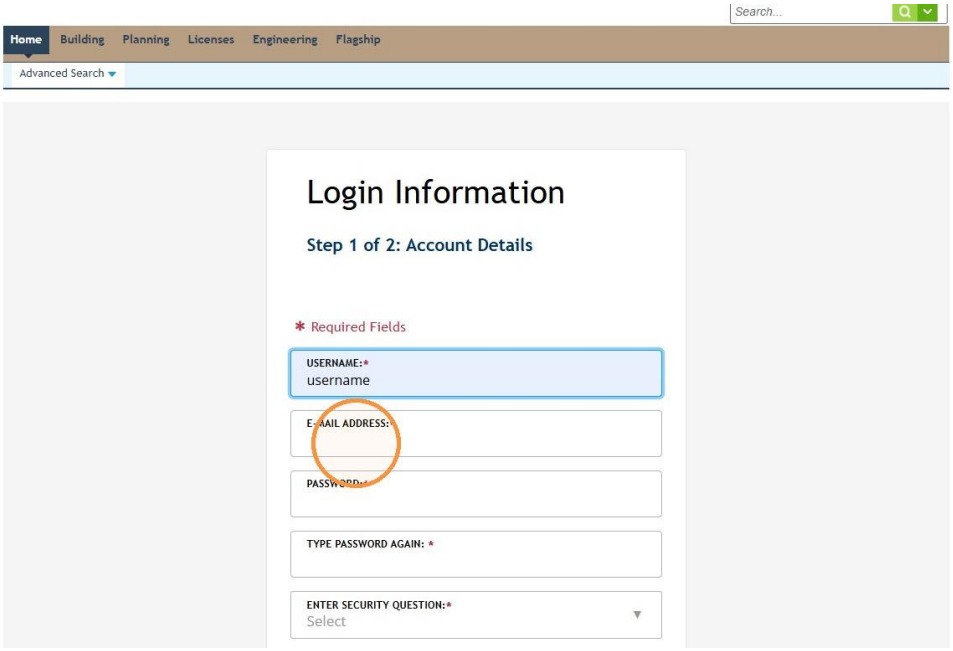


Account Registration

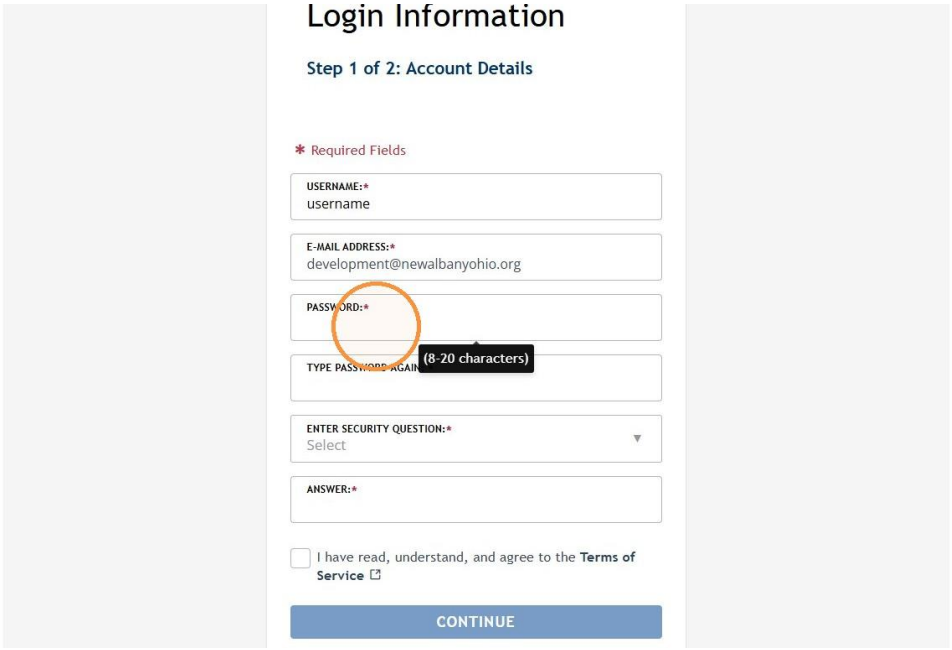
2. Click "Create an Account"

3. Fill out each field with a red star

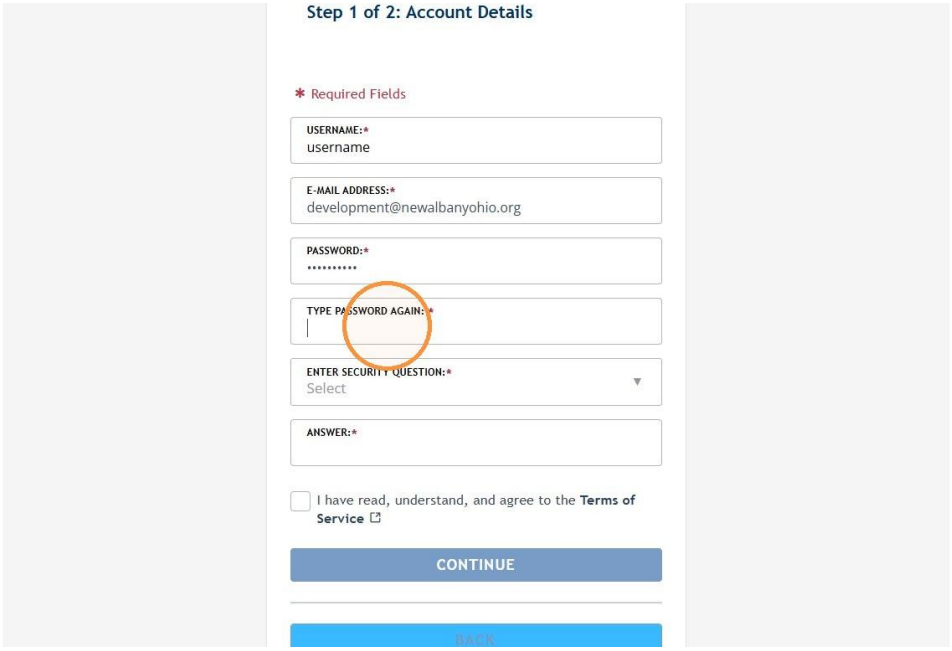
4. Click this email field.



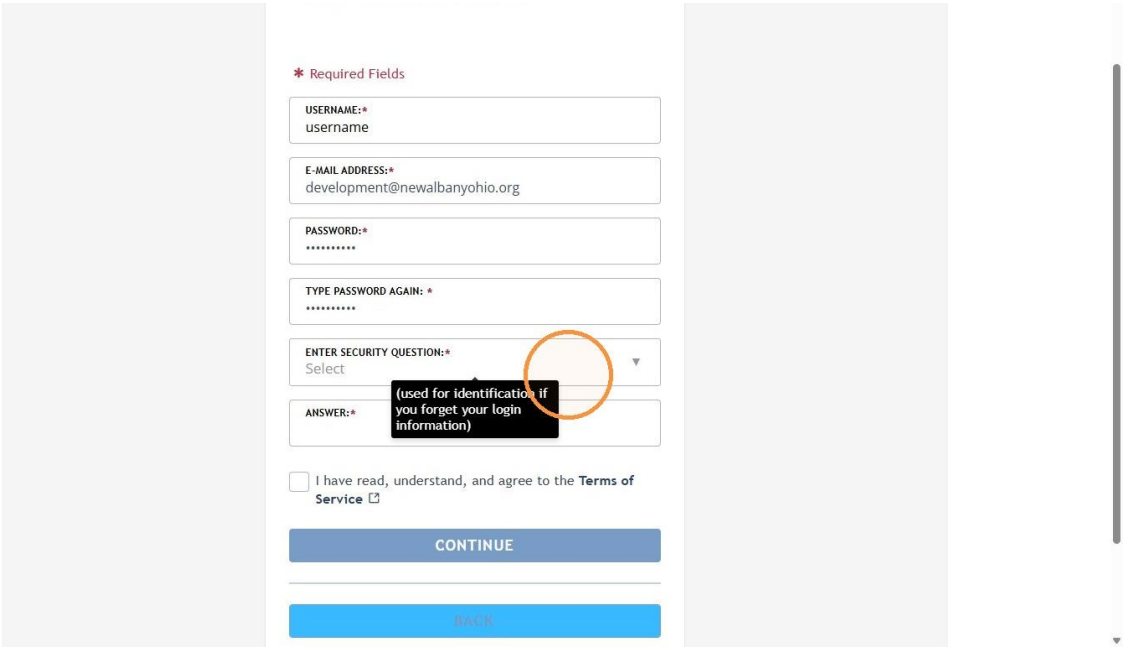
5. Click the Password field



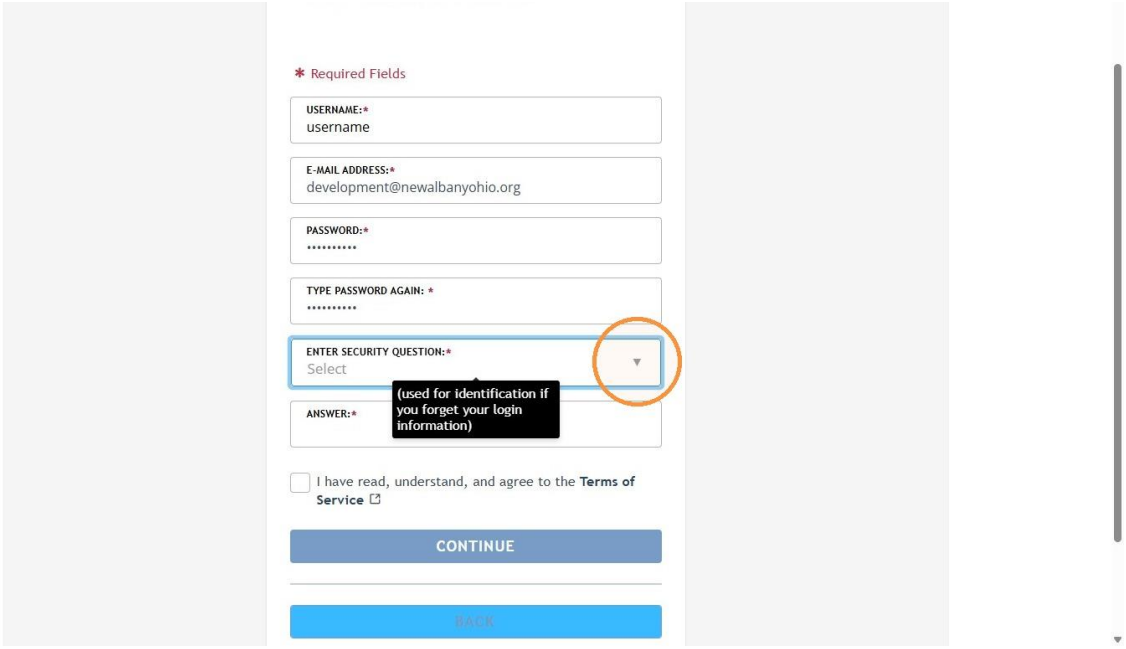
6. Click the Type Password Again field



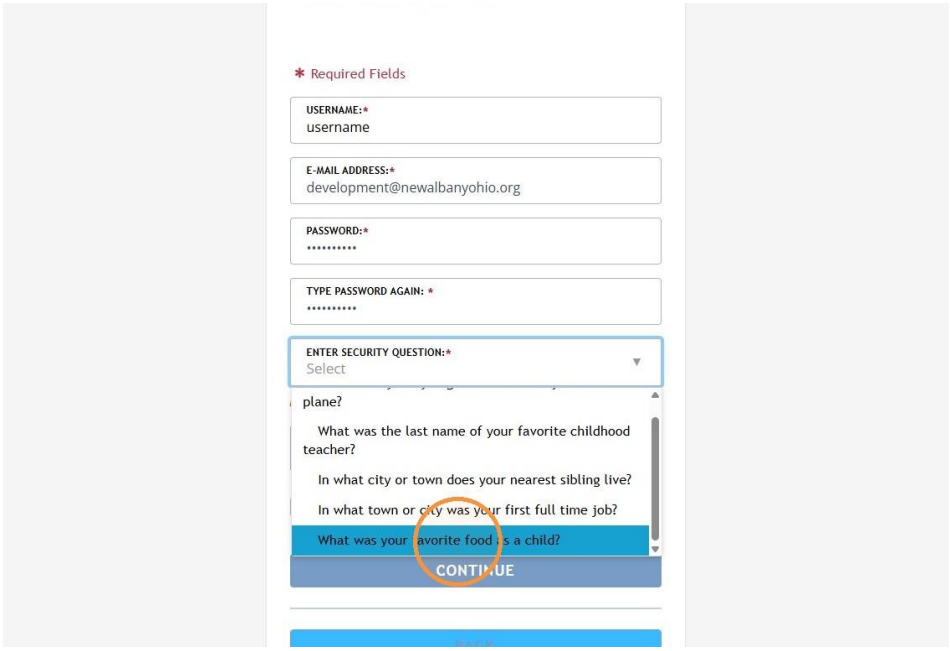
7. Fill out the Security Question field



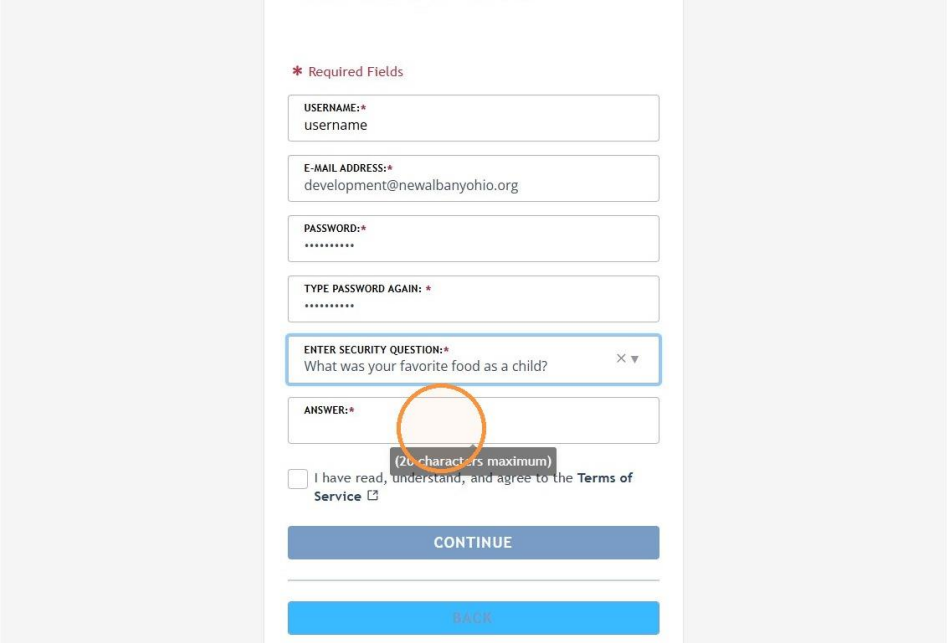
8. Open the Security Question list



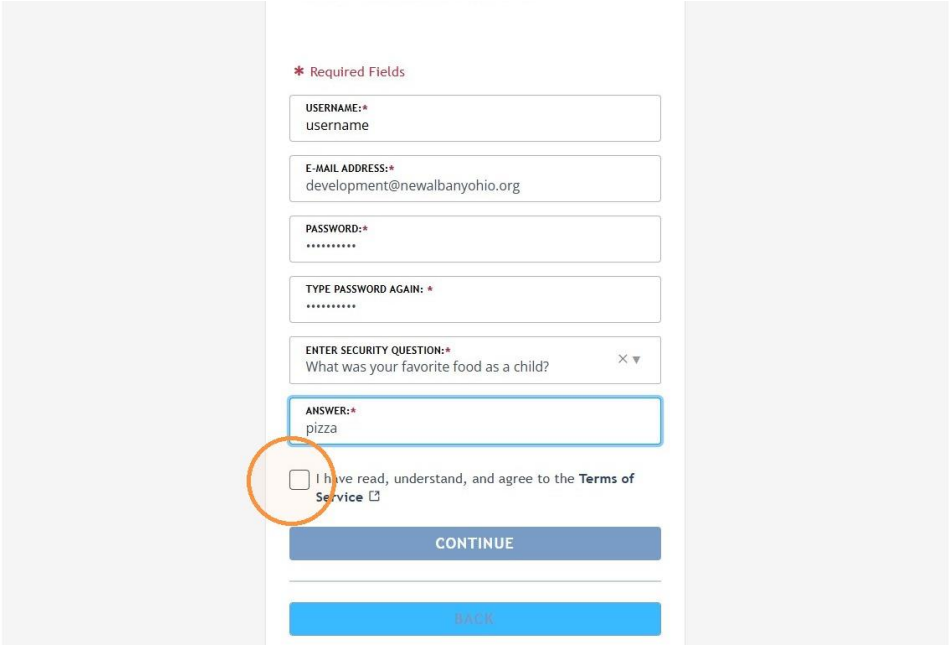
9. Select Question



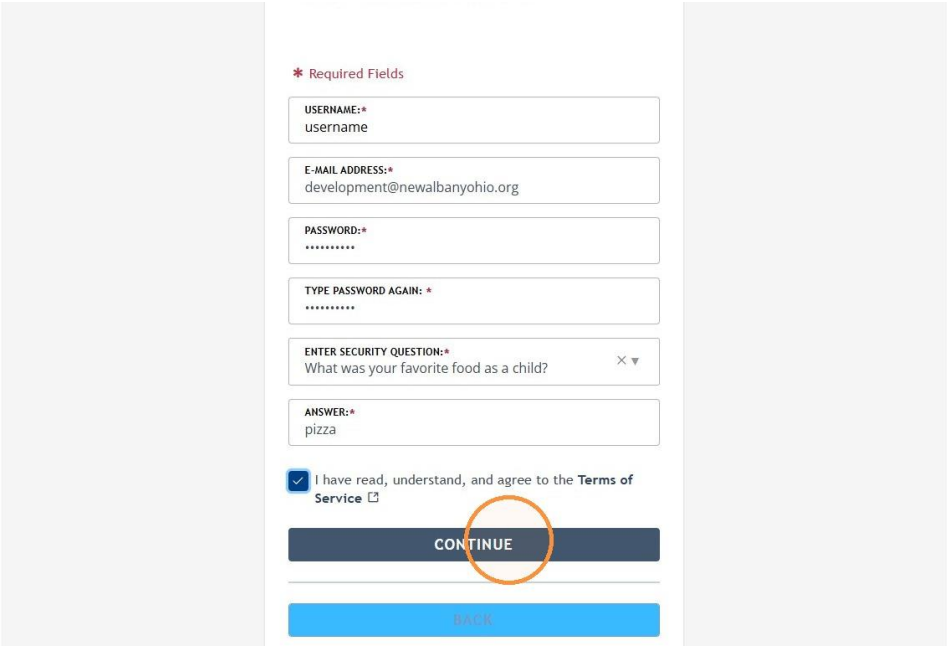
10. Fill in the Answer field



11. Select the Terms of Service checkbox



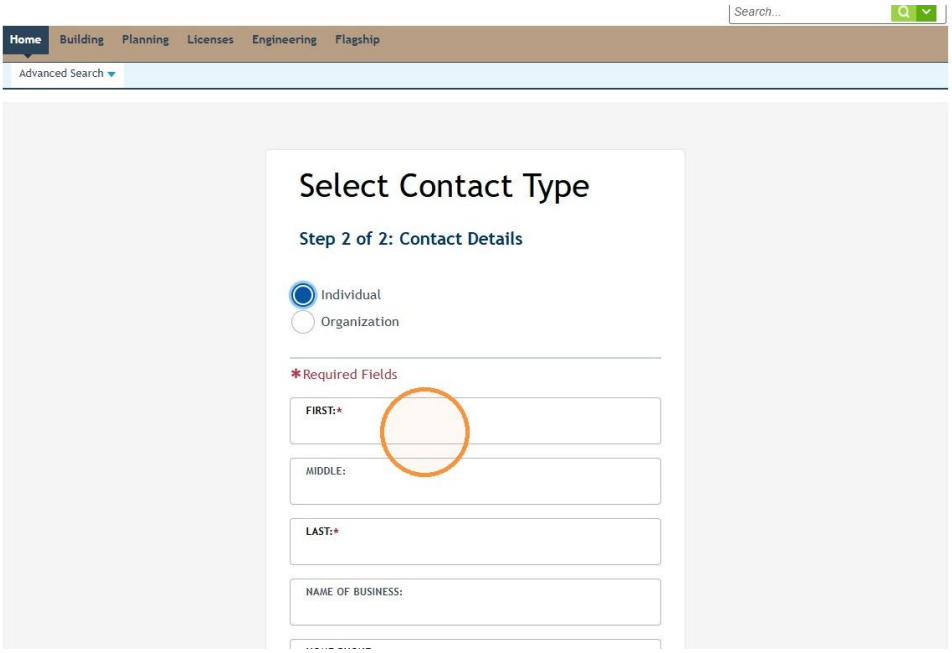
12. Click "Continue"



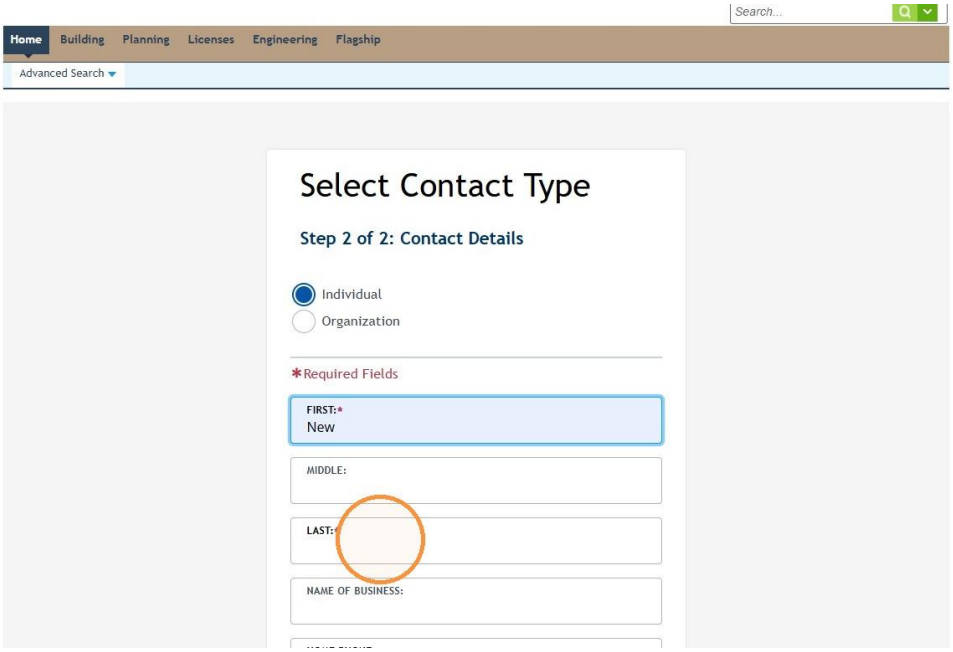
Contact Details

13. Select the Individual or Organization contact type and click continue

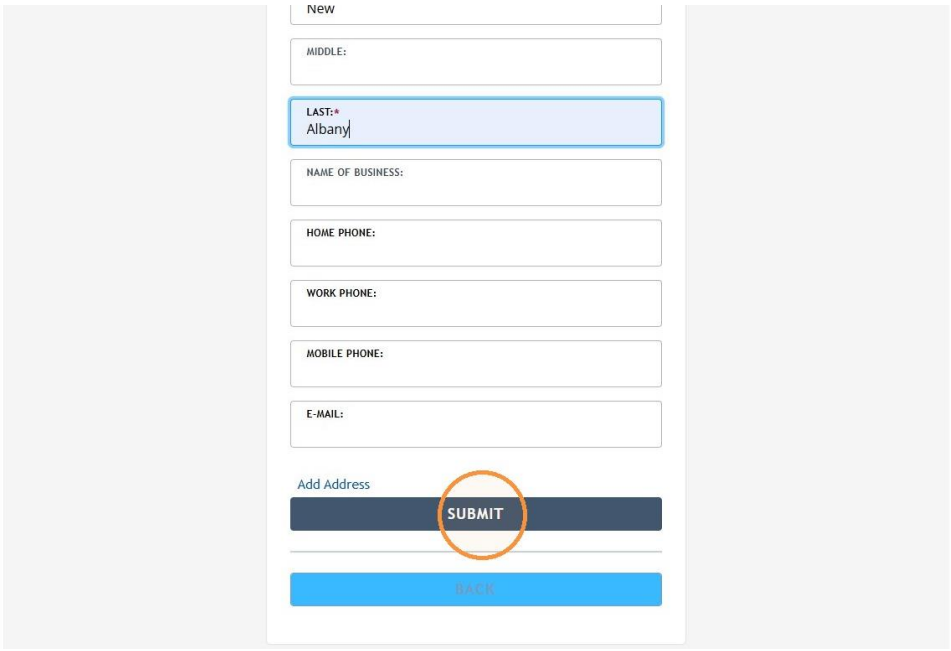
14. Click the First name field



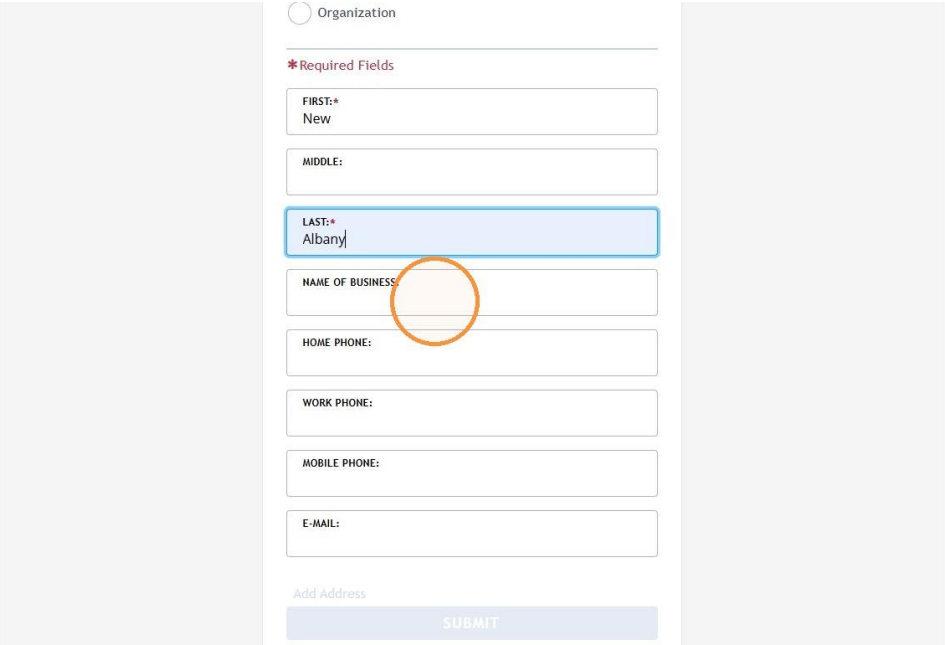
15. Click the Last name field



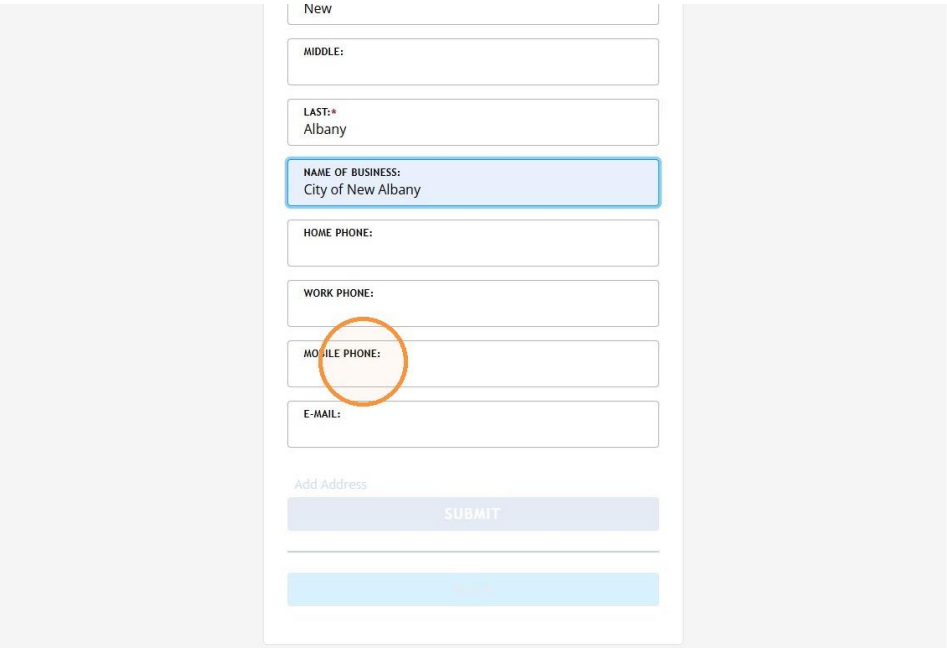
16. Enter “Albany” in the Last name field



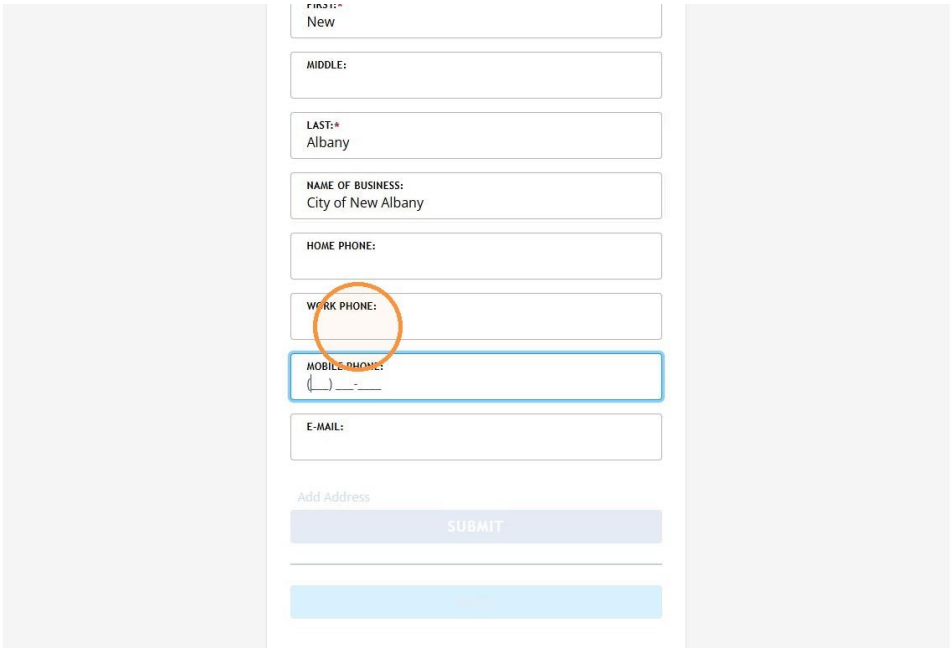
17. Click the Name of Business field



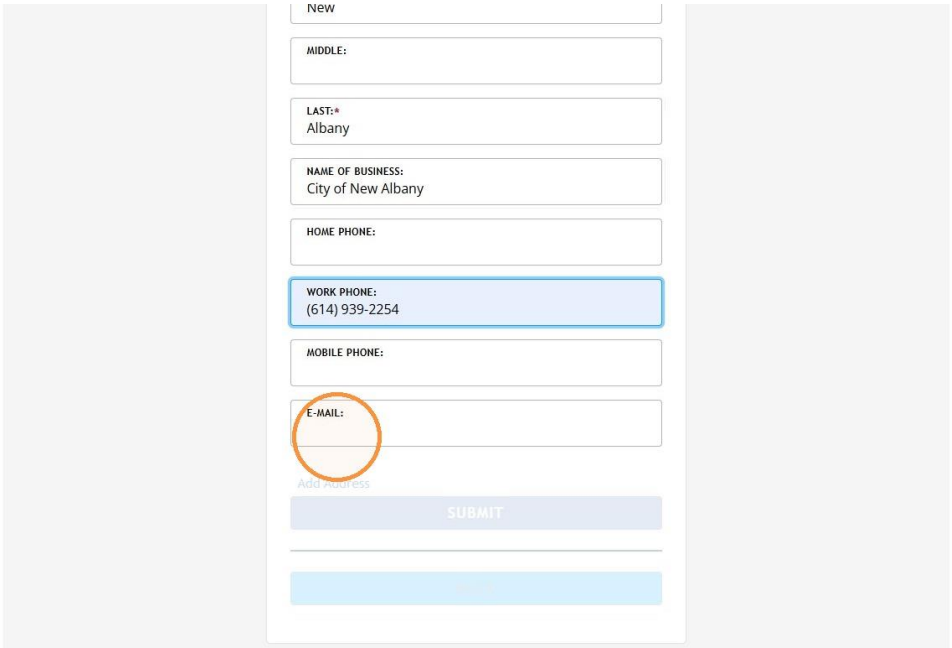
18. Click the Mobile Phone field



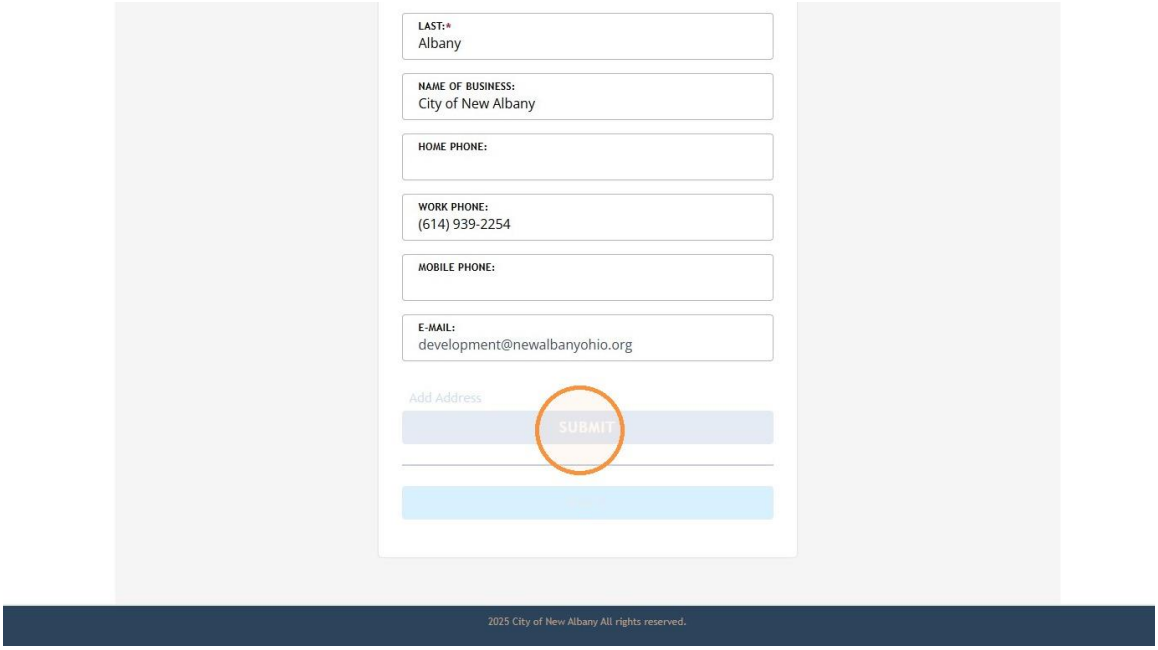
19. Click the Work Phone field



20. Click the E-mail field



21. Click Submit



22. Congratulations. You have successfully registered an account. Now you can submit for a permit.

