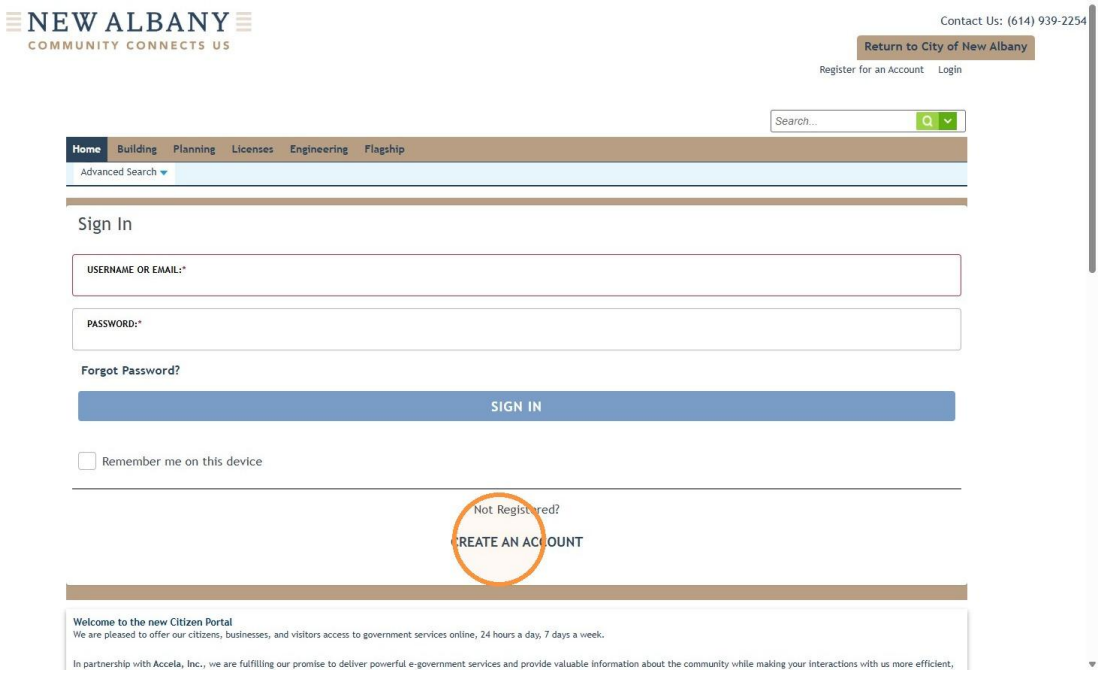
Creating a New User Account on the Accela Portal

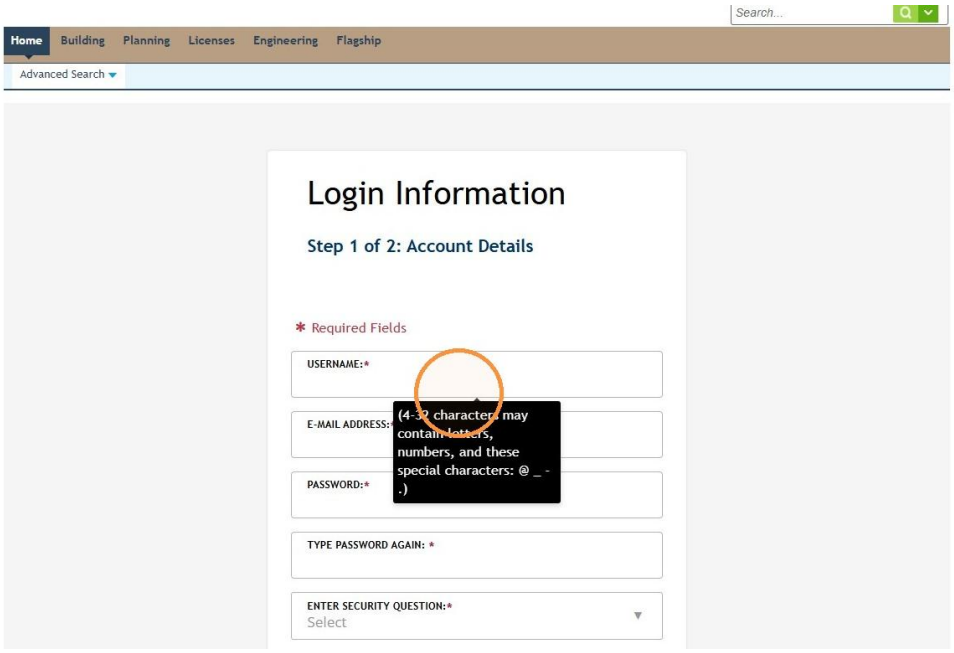
Learn how to register for a new account on the City of Albany Accela Citizen Access portal. This guide walks you through the necessary steps to provide your login information and contact details to successfully complete your registration.

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

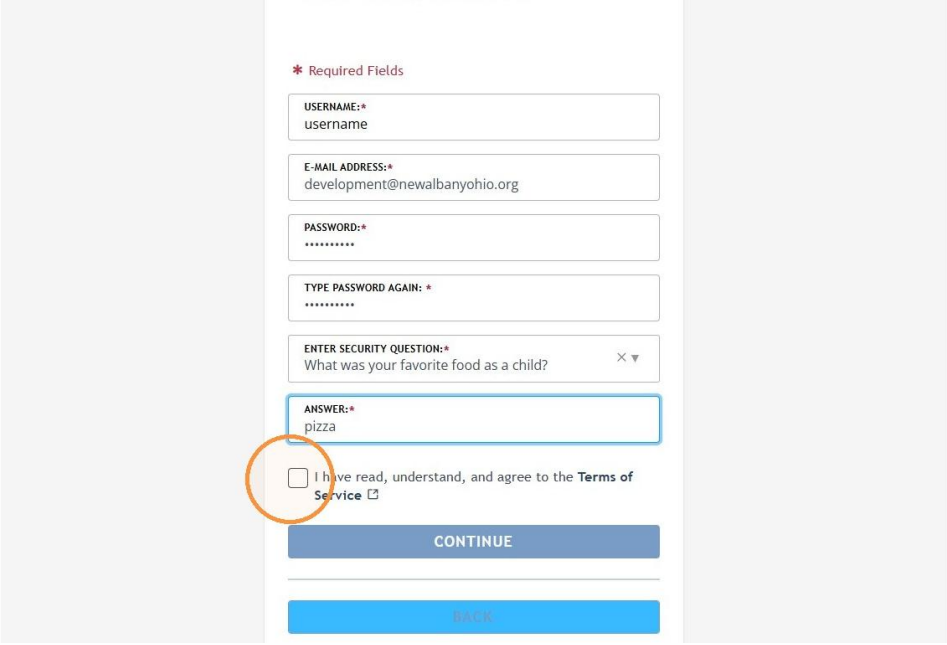
2. Click "Create an Account"



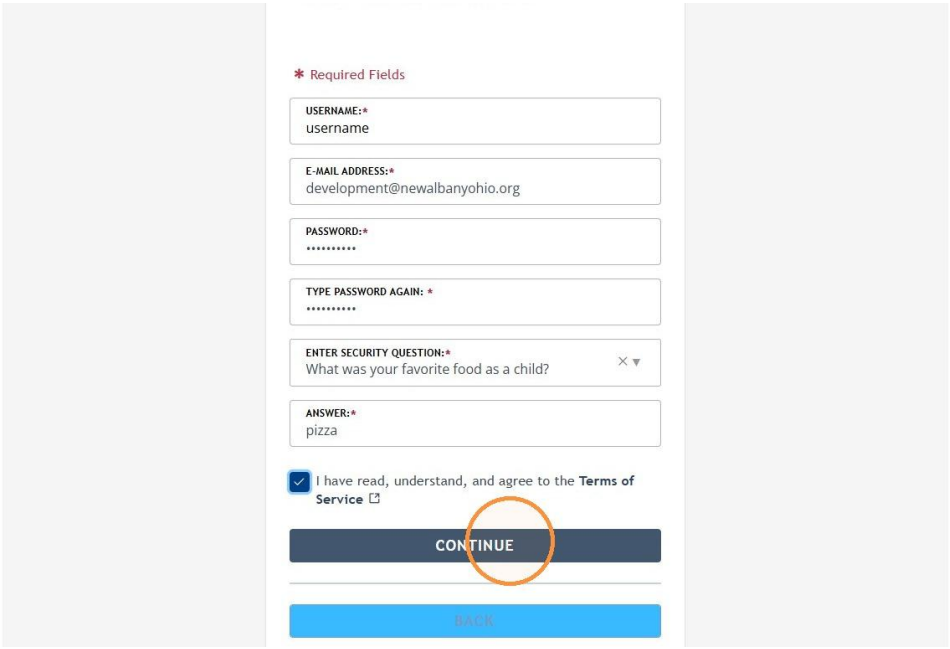
3. Fill out each field with a red star



4. Select the Terms of Service checkbox

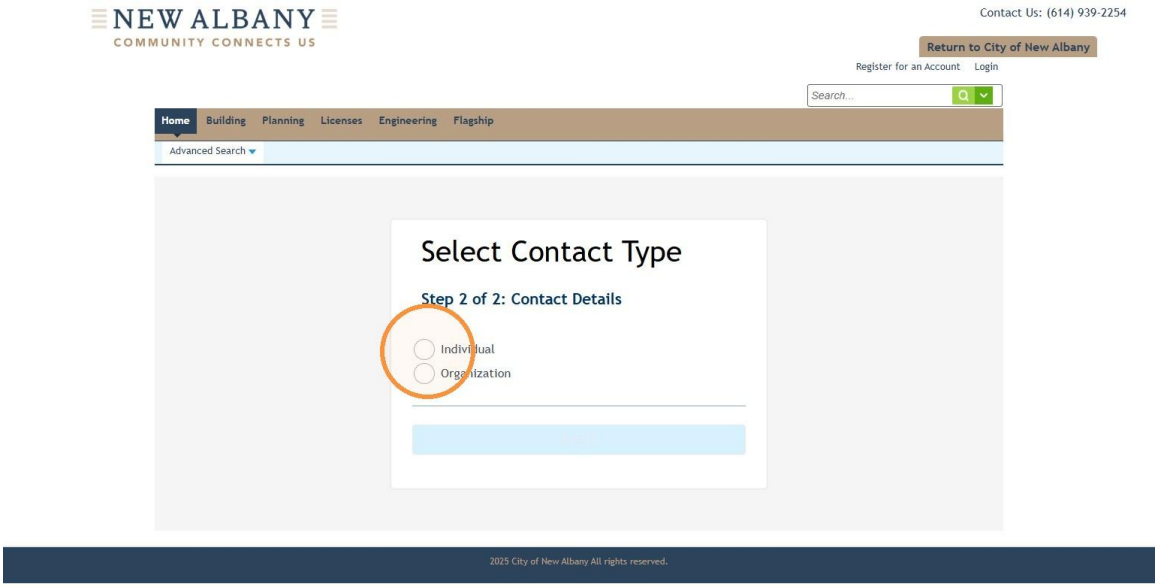


5. Click "Continue"



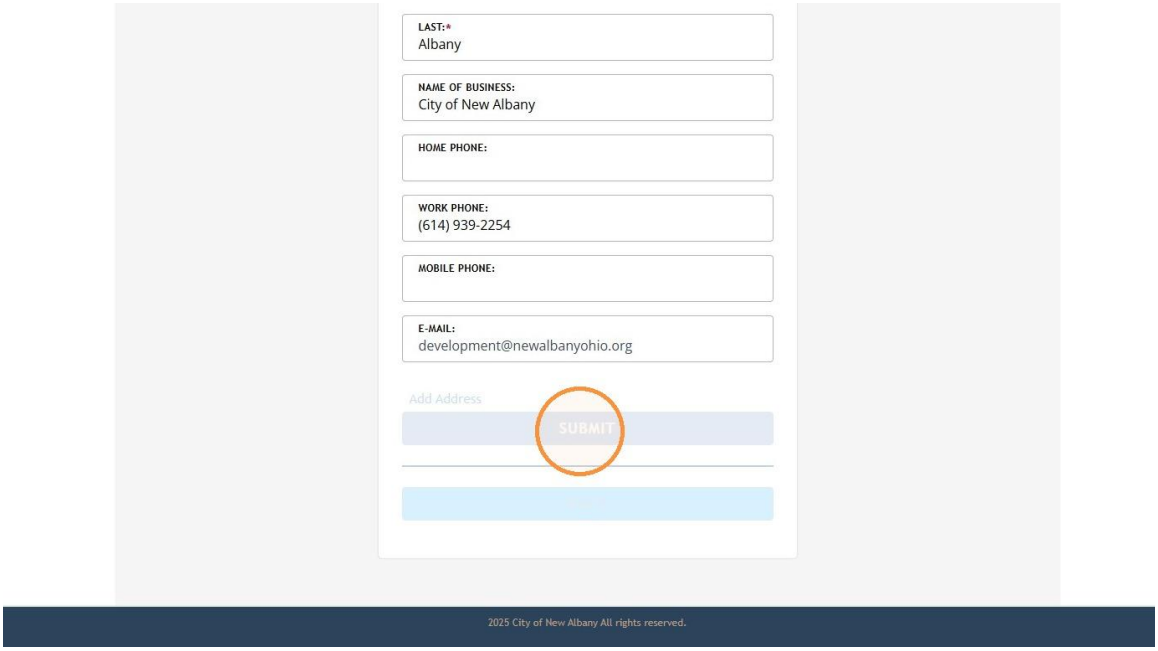
Contact Details

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



7. Fill out the required fields.

8. Click Submit



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

