

# USER ACCOUNT REGISTRATION

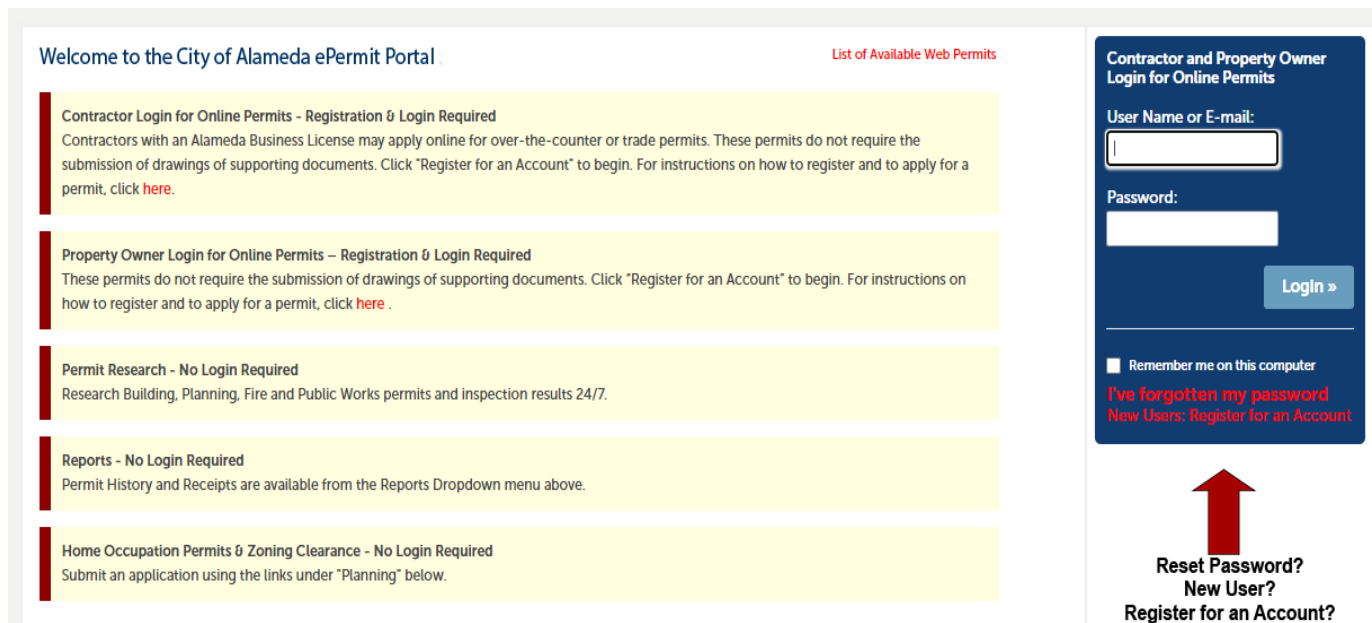
## For ePERMITS PORTAL

Community Development • Planning & Building  
2263 Santa Clara Ave., Rm. 190  
Alameda, CA 94501-4477  
alamedaca.gov • 510.747.6800  
Hours: 7:30 a.m.–3:30 p.m., M–Th

The City of Alameda offers the ePermits online portal to allow contractors, architects, and engineer licensed professionals to apply for and obtain simple permits online. While ePermits allows all users to search and lookup permit information, a login is required in order to actually pull a permit. The following instructions provide a walk-through of the registration process to obtain a login to the ePermits portal.

### STEPS:

1. Go to <http://aca.accela.com/alameda>
2. Click on **New Users: Register for an Account**



The screenshot shows the City of Alameda ePermit Portal registration page. On the left, there is a list of services with their respective login requirements:

- Contractor Login for Online Permits - Registration & Login Required**: Contractors with an Alameda Business License may apply online for over-the-counter or trade permits. These permits do not require the submission of drawings or supporting documents. Click "Register for an Account" to begin. For instructions on how to register and to apply for a permit, click [here](#).
- Property Owner Login for Online Permits - Registration & Login Required**: These permits do not require the submission of drawings or supporting documents. Click "Register for an Account" to begin. For instructions on how to register and to apply for a permit, click [here](#).
- Permit Research - No Login Required**: Research Building, Planning, Fire and Public Works permits and inspection results 24/7.
- Reports - No Login Required**: Permit History and Receipts are available from the Reports Dropdown menu above.
- Home Occupation Permits & Zoning Clearance - No Login Required**: Submit an application using the links under "Planning" below.

On the right side of the page, there is a login box for "Contractor and Property Owner Login for Online Permits". It includes fields for "User Name or E-mail:" and "Password:", a "Login »" button, a "Remember me on this computer" checkbox, and links for "I've forgotten my password" and "New Users: Register for an Account". A red arrow points from the "Register for an Account" link to the text "Reset Password? New User? Register for an Account?" located below the login box.

3. Read and accept the terms and disclaimers for use of the City of Alameda ePermits portal. Then **check the box** to accept the terms and click on the **Continue Registration** button to continue.

City of Alameda

Register for an Account Reports (4) Login

If a page does not load, please enable "pop-ups" in your web browser.

Search...

Home Building Planning Fire Public Works

Advanced Search

### 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
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

#### General Disclaimer

While the City attempts to keep its web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this website, 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 City as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Registration »](#)

4. The next step in the registration process involves creating your User Name and Password.

Follow the instructions on the screen.

Home Building Planning Fire Public Works

Advanced Search ▾

**Account Registration Step 2:  
Enter/Confirm Your Account Information**

\* Indicates a required field.

**Login Information**

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\* User Name:  ?

\* E-mail Address:

\* Password:  ?

\* Type Password Again:

\* Enter Security Question:  ?

\* Answer:  ?

5. The bottom portion of the screen prompts you to enter your contact information for this user account. Click **Add New** to enter contact information.

**Contact Information**

---

Choose how to fill in your contact information.

Select from... Add New

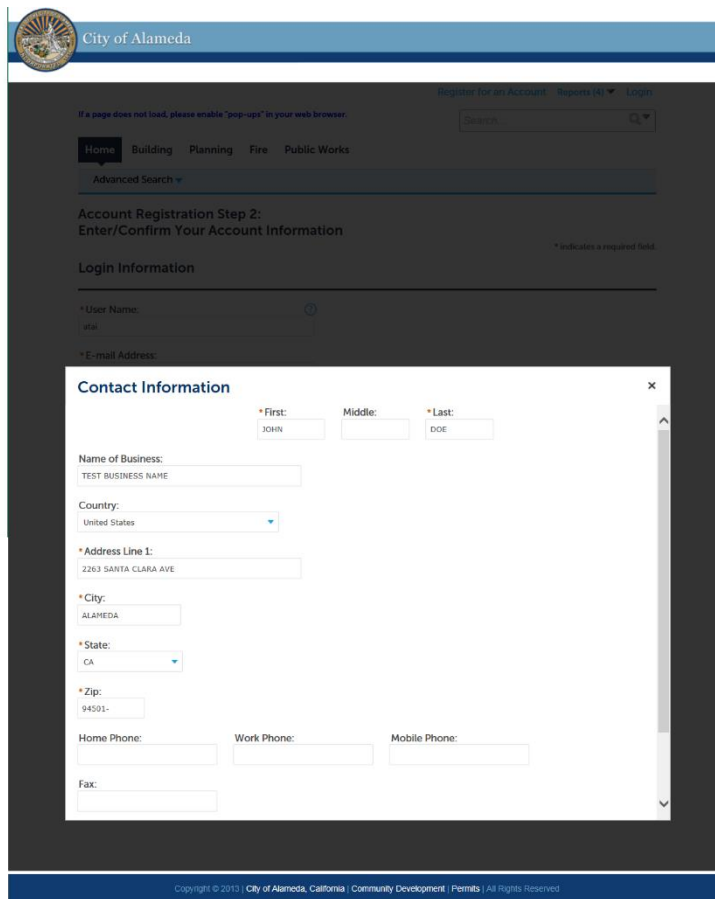
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Continue Registration »

The system will prompt you to select from a list of contact types.



If you selected Add New, the following window will appear. Complete the form with your contact information



Be sure to complete all fields and scroll down to the bottom to find the **Continue** button.

**Contact Information**

Country: United States

\*Address Line 1: 2263 SANTA CLARA AVE

\*City: ALAMEDA

\*State: CA

\*Zip: 94501-

Home Phone: Work Phone: Mobile Phone:

Fax:

E-mail: TEST@TEST.COM

[Continue](#) [Discard Changes](#)

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6. After clicking **Continue**, a conformation screen will appear:

## Contact Information

Choose how to fill in your contact information.

✔ **Contact updated successfully.**

**JOHN DOE**  
**TEST BUSINESS NAME**  
JOHN@JOHNDOE.COM  
Home phone:  
Mobile Phone:  
Work Phone:  
Fax:  
[Edit](#) [Remove](#)

[Continue Registration »](#)

Click **Continue Registration** to complete the process.



If a page does not load, please enable "pop-ups" in your web browser.

- Home
- Building
- Planning
- Fire
- Public Works

Advanced Search ▾



Your account is successfully registered.

Your Alameda citizen access account has been successfully created.

Congratulations! You have successfully created an account with the City of Alameda. An e-mail has been sent to the e-mail address you provided when registering, with instructions for verifying your information.

Congratulations. Your City of Alameda ePermits user account has been created.

## TO APPLY FOR A PERMIT

To apply for a permit, first login to the system. On the **Home** tab and under "Building", find **Create an Application** to apply for a permit. If you do not see the image below for your home tab, click any other tab and return to **Home**.

Home Building Planning Fire Public Works

Advanced Search ▾

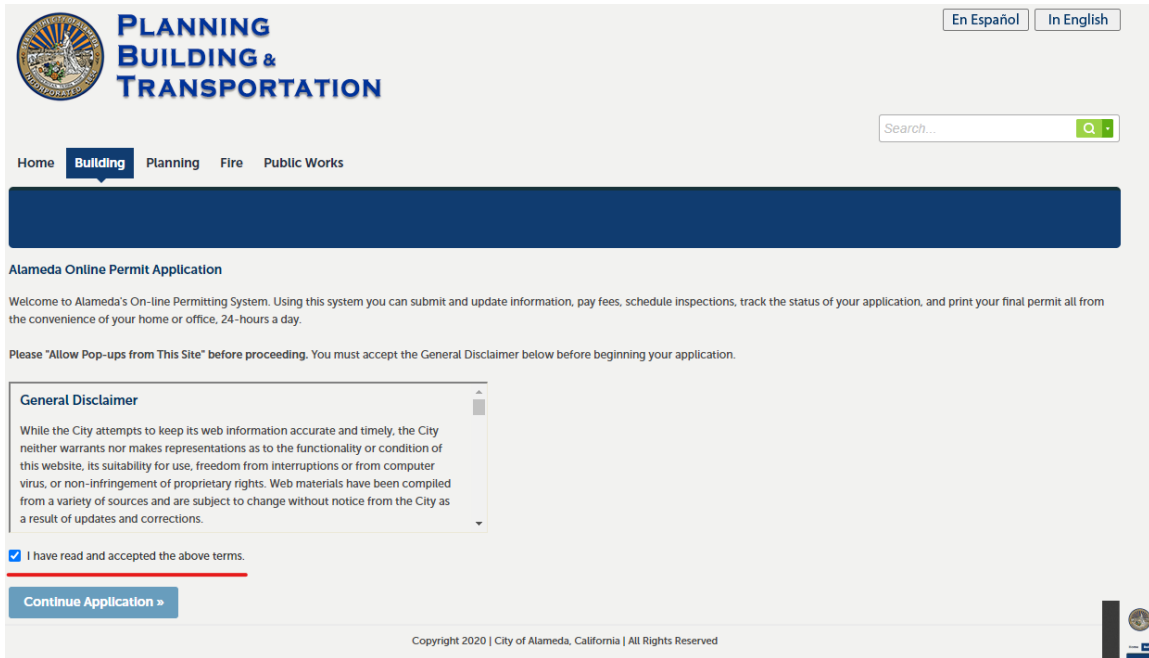
**Welcome**  
You are now logged in.

**What would you like to do today?**  
To get started, select one of the services listed below:

|  |  |
|--|--|
| <b>Building</b><br><a href="#">Create an Application</a><br><a href="#">Search Permit or Check Permit Status</a> | <b>Planning</b><br><a href="#">Home Occupation Permit or Zoning Clearance</a><br><a href="#">Search Applications</a> |
| <b>Fire</b><br><a href="#">Search Applications</a>   | <b>Public Works</b><br><a href="#">Search Applications</a>   |

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1. Read and accept the terms and disclaimers for use of the City of Alameda ePermits portal. Then **check the box** to accept the terms and click on the **Continue Application** button to continue.



En Español In English

PLANNING BUILDING & TRANSPORTATION

Home Building Planning Fire Public Works

Atameda Online Permit Application

Welcome to Alameda's On-line Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final permit all from the convenience of your home or office, 24-hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

**General Disclaimer**

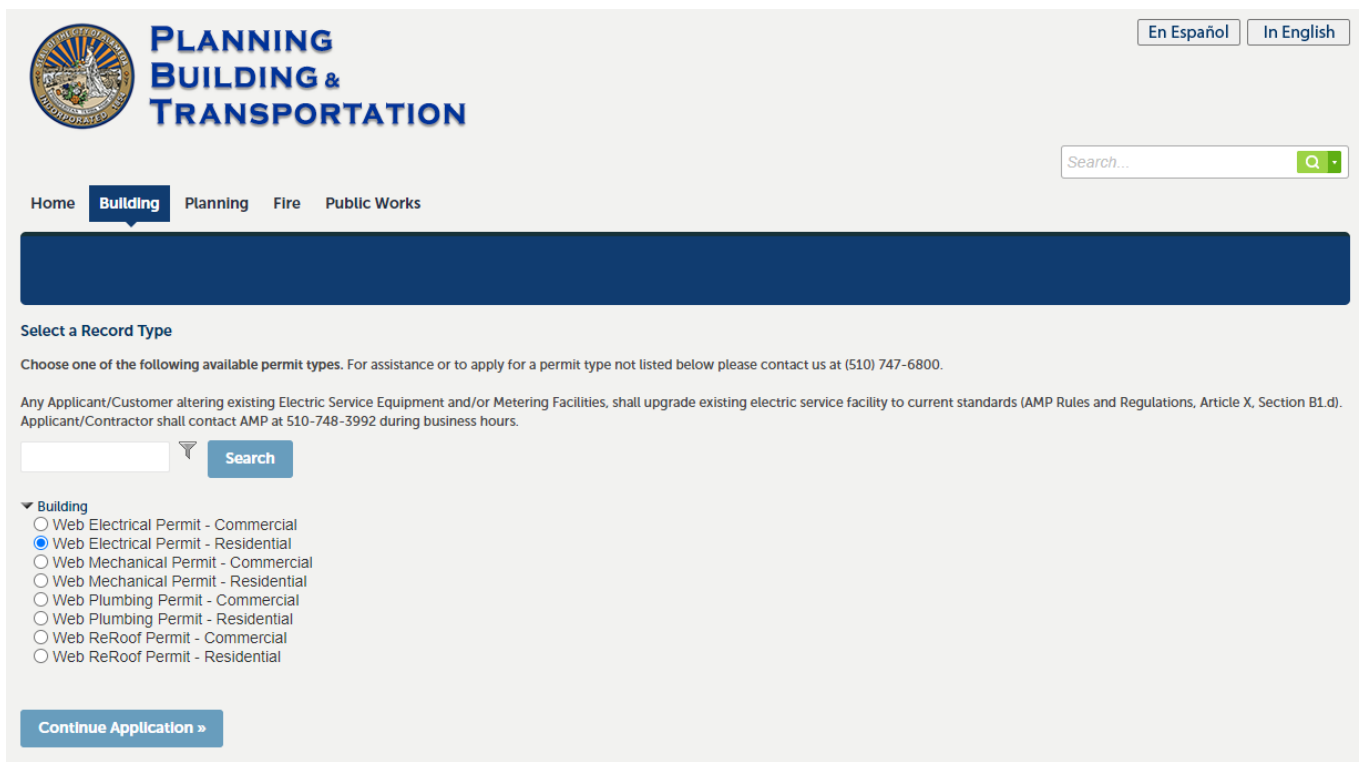
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I have read and accepted the above terms.

Continue Application »

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2. Click on **Building** to access a dropdown menu of permit types. Pick the one that best matches your project. Click on the **Continue Application**.



En Español In English

PLANNING BUILDING & TRANSPORTATION

Home Building Planning Fire Public Works

Select a Record Type

Choose one of the following available permit types. For assistance or to apply for a permit type not listed below please contact us at (510) 747-6800.

Any Applicant/Customer altering existing Electric Service Equipment and/or Metering Facilities, shall upgrade existing electric service facility to current standards (AMP Rules and Regulations, Article X, Section B1.d). Applicant/Contractor shall contact AMP at 510-748-3992 during business hours.

Search

▼ Building

- Web Electrical Permit - Commercial
- Web Electrical Permit - Residential
- Web Mechanical Permit - Commercial
- Web Mechanical Permit - Residential
- Web Plumbing Permit - Commercial
- Web Plumbing Permit - Residential
- Web ReRoof Permit - Commercial
- Web ReRoof Permit - Residential

Continue Application »

- Under the **Work Location** screen, enter **only** the **Street Number** and **Street Name** of the project address as shown below, then hit **Search**.

*Step 2 : Work Location > Work Location*

**Address**

\* Street No.:  \* Street Name:  Street Type:  Unit No.:  Zip:

**Parcel**

\* Parcel Number:  ?

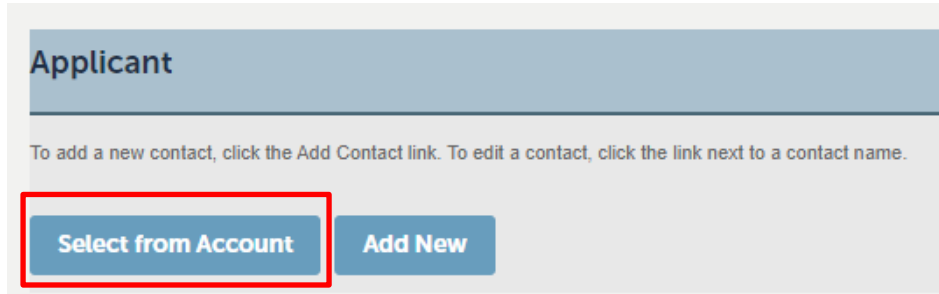
**Owner**

Owner Name:  ? Address Line 1:  City:

The remaining required information will be automatically filled. Click on the **Continue Application** button.



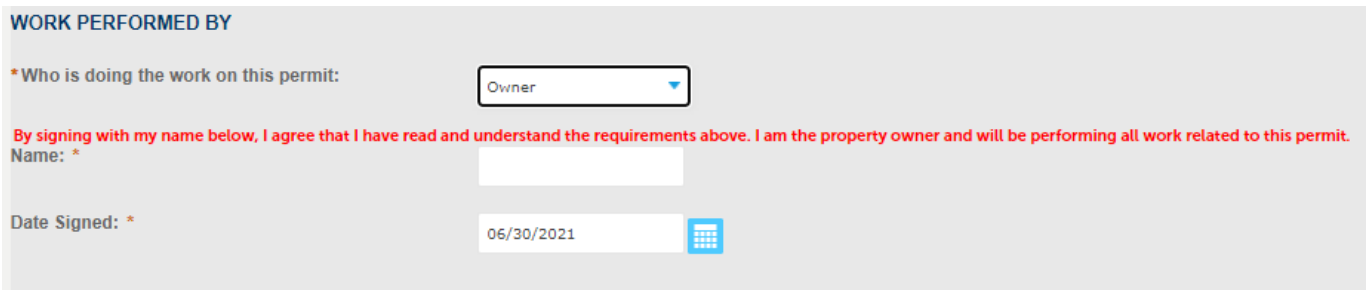
4. Under **Applicant**, if your information is not already showing, click the **Select from Account** button to add your account information to the permit.



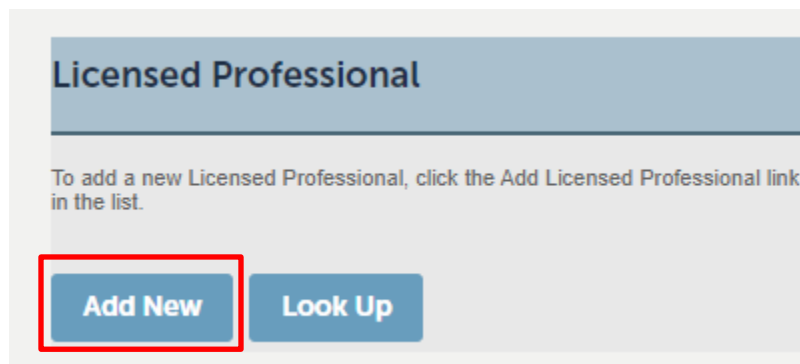
Continue to the next step.

Under **Licensed Professional**, use the dropdown to select whether the Owner or Contractor is performing the work on the permit.

- If Owner is selected, please sign and date for the declaration at the top of the page.



- If Contractor is selected, continue to the next step, and add in the contractor's information using the "Add New" button.



Click on the **Continue Application** button to continue.

5. Enter the **Job Value**, **Detailed Description**, and use the dropdown menu to select the **Scope of Work** which best fits your project. You must select 1, but may select up to 3 options if necessary. An example is shown below.

**Step 3: Additional Info > Additional Info**

**Additional Information**

\*Job Value(S):

**Detail Information**

\*Detailed Description:

**ASI**

**GENERAL INFORMATION**

\*Primary Scope of Work:

Other Work Being Performed:

Additional Other Work Being Performed:

Click on the **Continue Application** button.

6. On the **Attachments** page, please submit plans if the permit is for a kitchen or bath remodel.
7. Review the information entered to ensure the details are correct. Once they are confirmed, click on the **Continue Application** button.
8. Follow the instructions on screen in order to enter payment information. Once finished, you now have an **Issued Permit**. Inspectors will later bring the job card to the first inspection.