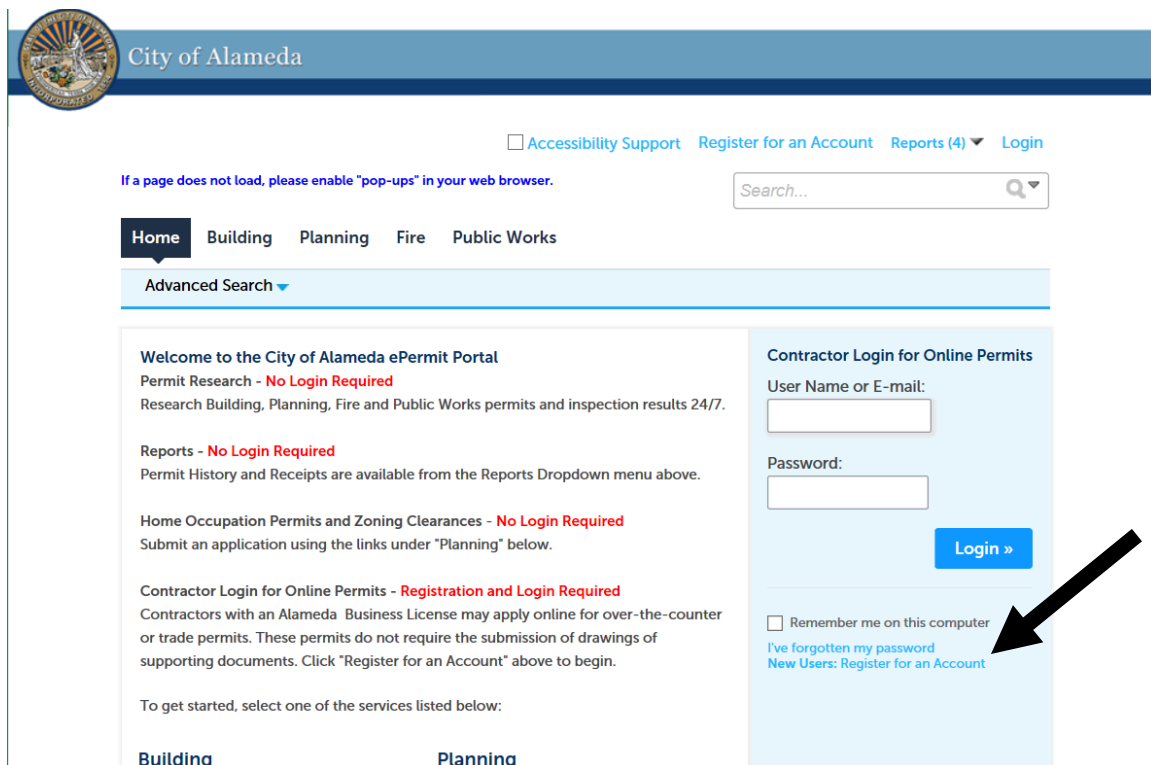


The City of Alameda offers the Accela Citizen Access (ACA) portal to allow Applicants to apply for permits online. While the ACA portal allows all users to search and lookup permit information, a login is required in order to actually apply for a permit. The following instructions provide a walk-through of the registration process to obtain a login to the ACA portal.

### STEPS:

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



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

The screenshot shows the City of Alameda website header with the logo and navigation links: Home, Building, Planning, Fire, and Public Works. Below the header is a search bar and a section titled 'Account Registration'. The registration section includes a list of required information: user name and password, personal and contact information, and license numbers for licensed professionals. A 'General Disclaimer' box is present, containing text about the accuracy of the website's information. Below the disclaimer is a checkbox labeled 'I have read and accepted the above terms.' which is checked. At the bottom of the registration section is a blue button labeled 'Continue Registration »'. A black arrow on the left side of the page points directly to this button.

- License Information:** In order to pull permits via the ACA portal, the user account must be associated with a Licensed Contractor. The account registration screen will ask for State license number, as follows:

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

Register for an Account Reports (4) Login

Search...

Home Building Planning Fire Public Works

Advanced Search

### Account Registration Step 1: Enter License Information

Identifying the professional licenses you hold gives you access to additional features in the Citizen Portal. Enter license information below (one at a time) and the City of Alameda will verify your license status in its database.

You must be a contractor currently licensed with the State of California, and have a current business license with the City of Alameda in order to use this service.

\* indicates a required field.

#### License Information

\* License Type: CONTRACTOR

\* State License Number: 123456

Find License

- Select from the drop-down menu to select Contractor and then enter your State License Number, click Find License.

- After inputting your State license information, you will see the following screen. Click on **Connect** to continue

[Register for an Account](#)
[Reports \(4\)](#)
[Login](#)

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

Search... Q

[Home](#)
[Building](#)
[Planning](#)
[Fire](#)
[Public Works](#)

Advanced Search ▾

**Adding a License:** \* indicates a required field.

**License Information**

---

Choose the license to add to your account and to continue. If you do not see your license number, please contact the City of Alameda at 510-747-6816. To add this license to your account, click on the license number.

Showing 1-1 of 1

License Number	Type	Name	Action
999999	CONTRACTOR	JOHN DOE	<a href="#">Connect</a>

Search Again >

- Click OK to associate this license information with your user account registration.

[Register for an Account](#)
[Reports \(4\)](#)
[Login](#)

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

Search... Q

[Home](#)
[Building](#)
[Planning](#)
[Fire](#)
[Public Works](#)

Advanced Search ▾

**Adding a License:** \* indicates a required field.

**License Information**

---

Choose the license to add to your account and to continue. If you do not see your license number, please contact the City of Alameda at 510-747-6816. To add this license to your account, click on the license number.

Showing 1-1 of 1

License Number	Type	Name	Action
999999	CONTRACTOR	JOHN DOE	<a href="#">Connect</a>

Message from webpage

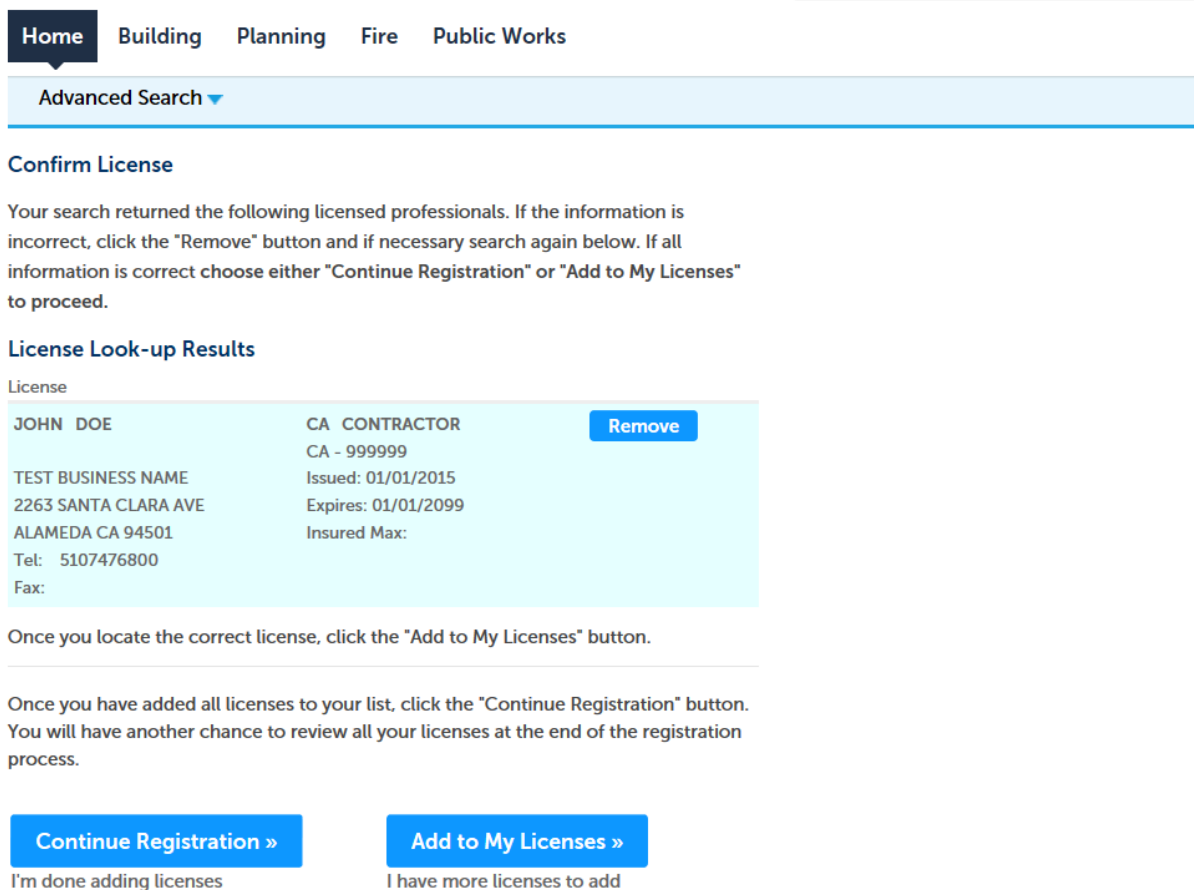
?
Do you want to associate this license to your account?

OK
Cancel

8. This screen prompts you to confirm the license information. Click **Continue Registration** to continue to the next screen.

If the information is incorrect, you may click on **Remove** to delete the license information and return to the previous screen.

If you have more than one license to associate with this user account, click on **Add to My License** to enter additional licenses. Please note that you have the ability to add additional licenses or edit license information at any time after you have completed registration.



The screenshot shows a web application interface with a navigation menu at the top containing 'Home', 'Building', 'Planning', 'Fire', and 'Public Works'. Below the menu is a search bar labeled 'Advanced Search'. The main content area is titled 'Confirm License' and contains the following text: 'Your search returned the following licensed professionals. If the information is incorrect, click the "Remove" button and if necessary search again below. If all information is correct choose either "Continue Registration" or "Add to My Licenses" to proceed.'

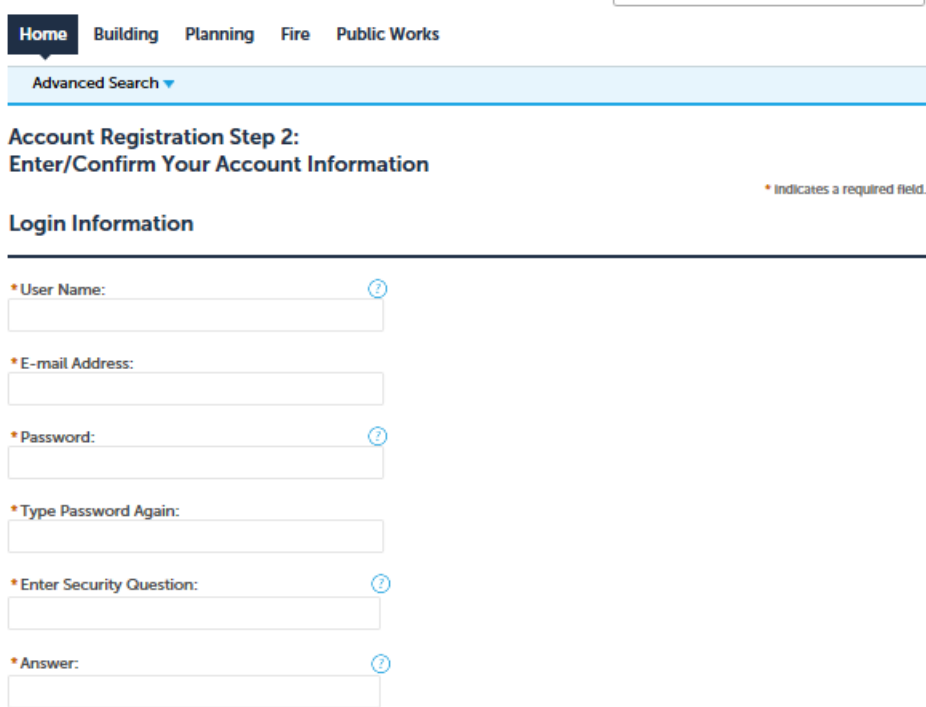
Below this text is a section titled 'License Look-up Results' which displays a table of license information for 'JOHN DOE'. The table includes fields for license type, business name, address, telephone, fax, issue date, and expiration date. A 'Remove' button is located to the right of the license information.

Below the table, there are two instructions: 'Once you locate the correct license, click the "Add to My Licenses" button.' and 'Once you have added all licenses to your list, click the "Continue Registration" button. You will have another chance to review all your licenses at the end of the registration process.'

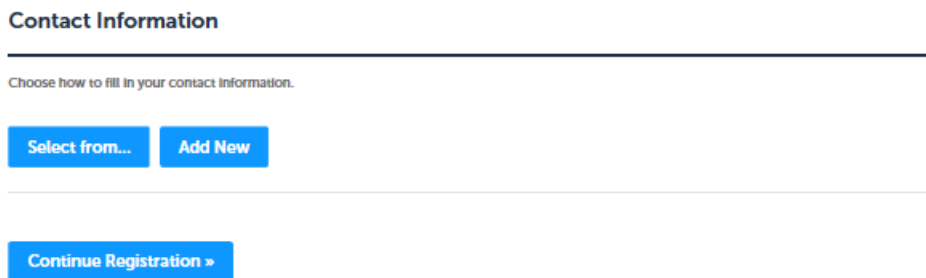
At the bottom of the interface, there are two buttons: 'Continue Registration »' with the text 'I'm done adding licenses' below it, and 'Add to My Licenses »' with the text 'I have more licenses to add' below it.

License	
JOHN DOE	CA CONTRACTOR
	CA - 999999
TEST BUSINESS NAME	Issued: 01/01/2015
2263 SANTA CLARA AVE	Expires: 01/01/2099
ALAMEDA CA 94501	Insured Max:
Tel: 5107476800	
Fax:	

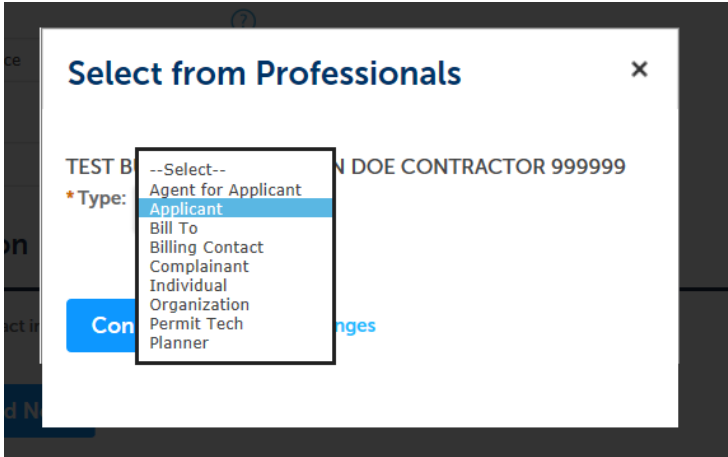
- The next step in the registration process involves creating your User Name and Password. Follow the instructions on the screen.



- The bottom portion of the screen prompts you to enter your contact information for this user account. If you have previously applied for permits in the City’s Permit Center, you may click on **Select From** to search for your contact information in our system. Otherwise, click **Add New** to enter new contact information.



If you clicked on Select From in the Contact Information section, 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

City of Alameda

Register for an Account | Account ID | Login

Home | Building | Planning | Fire | Public Works

Advanced Search

Account Registration Step 2:  
Enter/Confirm Your Account Information

Login Information

\* User Name: [input]  
[input]

\* E-mail Address: [input]

**Contact Information**

\* First: [input] Middle: [input] \* Last: [input]  
JOHN [input] DOE

Name of Business:  
TEST BUSINESS NAME [input]

Country:  
United States [dropdown]

\* Address Line 1:  
2263 SANTA CLARA AVE [input]

\* City:  
ALAMEDA [input]

\* State:  
CA [dropdown]

\* Zip:  
94501- [input]

Home Phone: [input] Work Phone: [input] Mobile Phone: [input]

Fax: [input]

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

The screenshot shows a modal window titled "Contact Information" with a close button (X) in the top right corner. The form contains the following fields:

- Country: United States (dropdown menu)
- Address Line 1: 2263 SANTA CLARA AVE
- City: ALAMEDA
- State: CA (dropdown menu)
- Zip: 94501-
- Home Phone: (text input)
- Work Phone: (text input)
- Mobile Phone: (text input)
- Fax: (text input)
- E-mail: TEST@TEST.COM

At the bottom of the form are two buttons: "Continue" (highlighted in blue) and "Discard Changes". A vertical scrollbar is visible on the right side of the modal. At the bottom of the page, there is a small copyright notice: "Copyright © 2013 | City of Alameda, California | Community Development | Permits | All Rights Reserved".

11. After clicking **Continue**, a confirmation 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 ACA user account has been created.