How to Create a Public User Account in Accela Citizen Access (ACA)

1. Go to the City of Santa Barbara Permit Portal at:

   https://permits.santabarbaraca.gov/Home

   Advisory: For optimal performance and compatibility, we recommend using Google Chrome with Accela. Other browsers may not provide the same level of functionality and may experience compatibility issues.

2. Click **Register Now** or **Create an Account**.

3. Enter a username, password, and email information requested in this screen and click **Continue.**

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

Enter your User Name, an email address, a password, and a security question/answer.

An email address may only be used by a single user.

* Required Fields

USERNAME: *

E-MAIL ADDRESS: *

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select ▼

ANSWER: *

☐ I have read, understand, and agree to the Terms of Service ⧉

CONTINUE

4. A new window will open. Select **Applicant** (regardless of your role) and click **Continue**.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

Choose the contact type that most closely resembles your role in the development process.

If you are the main point of contact, such as an architect, designer or contractor, please choose, "**Applicant**," because system-generated emails are always sent to the applicant.

CONTACT DETAILS FOR:

Select

5. Enter the required information with an asterisk * by it and click **Submit.** We will use this information to contact you about the permit application and issuance activities.

6. You have successfully created an account and can login immediately when you see this screen.

City of SANTA BARBARA

| Home | Application Decision Tool | Building & Safety | Planning | Fire | Public Works | Special Events |

Home / Records Dashboard

Records Dashboard

✓ Your account has been created successfully. You can login immediately using your User Name and Password

Your account has been successfully created.
Congratulations. You have successfully created an account with the City of Santa Barbara and can login immediately. If you have registered as a licensed professional, additional activation by the City of Santa Barbara may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name:
E-mail:
Password: ******
Security Question: In what city or town does your nearest sibling live?

Contact Information

Primary Phone:
Secondary Phone:

Contact Address List
▼ Contact Addresses
Showing 1-1 of 1

	Action	Address Type	Address	Status
		Home		Active

Login Now