

# 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**.

The screenshot displays the City of Santa Barbara Records Dashboard. At the top right, there are navigation links: "Back to Main", "Account Management", "Reports", and a "Login" button. The City of Santa Barbara logo and name are prominently displayed. Below the logo, a navigation menu includes "Home", "Application Decision Tool", "Building & Safety", "Planning", "Fire", "Public Works", and "Special Events". The breadcrumb trail shows "Home / Records Dashboard". The main heading is "Records Dashboard". A light blue notice box states: "Notice: This feature requires registration and/or login, please login to continue." Below this, there are two main sections. On the left, the "Sign In" section contains input fields for "USERNAME OR EMAIL" and "PASSWORD", a "Forgot Password?" link, a blue "SIGN IN" button, and a "Remember me on this device" checkbox. On the right, the "Please Login" section explains that many online services require login for security. Below this, the "New Users" section, highlighted with a red box, states: "If you are a new user you may register for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more." A blue "Register Now >>" button is also highlighted with a red box. At the bottom of the "Sign In" section, there is a "Not Registered?" link and a blue "CREATE AN ACCOUNT" button, both highlighted with red boxes.

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

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[Light blue bar]

- 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.

\*Required Fields

FIRST: \*

LAST: \*

NAME OF BUSINESS OR ORGANIZATION

PRIMARY PHONE: \*  
(805) 555-5555

MOBILE PHONE:  
(805) 555-5555

E-MAIL: \*

NOTES:

ADDRESS

ADDRESS TYPE:  
Select

ADDRESS LINE 1:

ADDRESS LINE 2:

CITY:

STATE:  
Select

ZIP CODE:

+ Add Address

**SUBMIT**

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

The screenshot shows the City of Santa Barbara website's Records Dashboard. At the top left is the City of Santa Barbara logo. A navigation menu includes Home, Application Decision Tool, Building & Safety, Planning, Fire, Public Works, and Special Events. Below the menu is a breadcrumb trail: Home / Records Dashboard. The main heading is "Records Dashboard". A green success message with a checkmark icon states: "Your account has been created successfully. You can login immediately using your User Name and Password". Below this is a paragraph of congratulatory text: "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." The "Account Information" section contains fields for User Name, E-mail, Password (masked with asterisks), and a Security Question: "In what city or town does your nearest sibling live?". The "Contact Information" section has fields for Primary and Secondary Phone numbers. Below that is a "Contact Address List" section with a dropdown menu set to "Contact Addresses" and "Showing 1-1 of 1". A table with columns "Action", "Address Type", "Address", and "Status" displays one entry: "Home" with status "Active". At the bottom left is a "Login Now" button.