

REGISTER FOR AN ACCOUNT

Any person who submits a permit application or wants to access permit record information online must register for an ACA account with a valid email address registered with our system.

1. Open your internet browser and go to the Accela Citizen Access (ACA) Online Permit Portal:
<https://aca-prod.accela.com/santabarbara>
2. When the webpage loads, click **Register for an Account** at the top of the page, or use the **Create an Account** link located beneath the Sign In button. Either link will take you to the next step.

The screenshot displays the City of Santa Barbara Citizen Access portal. At the top, the City of Santa Barbara logo and name are on the left, and "CITIZEN ACCESS" is on the right. Below the header, a navigation bar includes links for Home, Building, Planning, Fire, Public Works, and Special Event. A search bar labeled "Advanced Search" is also present. The main content area is divided into two columns. The left column contains a welcome message, contact information for various counters, and a section titled "What would you like to do today?" with links for General Information (Create an Application, Lookup Property Information) and Building (Search Applications, Schedule an Inspection, Create an Application). The right column features a "Sign In" section with input fields for "USERNAME OR EMAIL" and "PASSWORD", a "Forgot Password?" link, a "SIGN IN" button, and a "Remember me on this device" checkbox. Below the sign-in section, a red box highlights the "Not Registered?" link, which leads to the "CREATE AN ACCOUNT" button. A red arrow points from the "CITIZEN ACCESS" header to the "Register for an Account" link in the top navigation bar, and another red arrow points from the "Sign In" section to the "Not Registered?" link.

3. Enter your desired username and password info under the **Login Information** requested on this screen. Take note of your security question, answer and agree to the terms of service, then click **Continue**. Remember, security answers are *case sensitive*.

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. Always select **Applicant** (regardless of your role because you are establishing your account) 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 (as indicated with an **asterisk ***) 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:

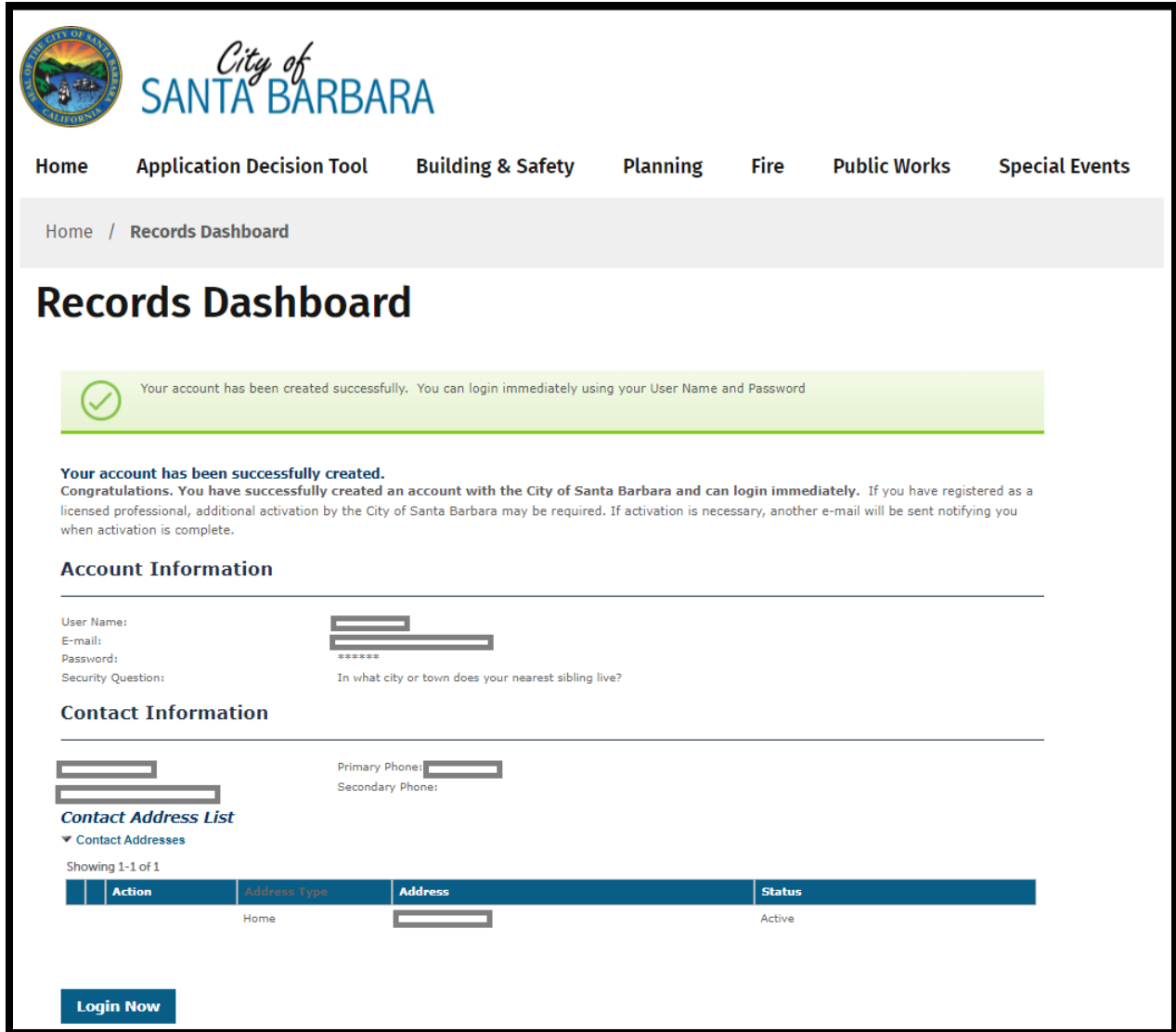
STATE:
Select ▼


ZIP CODE:

+ Add Address

SUBMIT

- a. You have successfully created an account and may 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	<input type="text"/>	Active

[Login Now](#)

Tip: If the Owner would like to access record information online, we recommend that you register the Owner as an ACA user, **before you start the application process**, and then add the Owner as a contact in the application, using the Lookup option. If you would like to add the Owner as a contact after the record has been created, contact the appropriate Permit Counter Staff and allow one business day to receive a response.

LOGIN

After you have set up your ACA account, login to access your records or to apply for permits.

1. Open your internet browser and go to the Accela Citizen Access (ACA) Online Permit Portal:
<https://aca-prod.accela.com/santabarbara>
2. When the webpage loads, use the **Login** button (top right corner) or **Sign In** option and enter your username or email address and your password. Click the Sign In button to continue. Check the “Remember Me” checkbox so you don’t have to sign in each time you want to look up information.

The screenshot displays the City of Santa Barbara Citizen Access portal. The header includes the City of Santa Barbara logo and the text "CITIZEN ACCESS". A navigation bar at the top right contains links for "Announcements", "Register for an Account", "Reports (5)", and a "Login" button, which is highlighted with a red box and a red arrow. Below the header, a secondary navigation bar includes links for "Home", "Building", "Planning", "Fire", "Public Works", and "Special Event". A "Sign In" sidebar on the right contains a "Sign In" heading, input fields for "USERNAME OR EMAIL:" and "PASSWORD:", a "Forgot Password?" link, a "SIGN IN" button, and a "Remember me on this device" checkbox, all highlighted with a red box and a red arrow. The main content area includes a "Welcome to the City of Santa Barbara Permit Portal" message, contact information for various counters, and a "What would you like to do today?" section with links for "General Information" and "Building".