ACCELA CITIZEN ACCESS ACCOUNT REGISTRATION

Introduction

In an ongoing commitment to improving customer service, Accela Citizen Access was created to provide customers with a more streamlined process of requesting building inspections. The Building Division will be able to retrieve the inspection requests quicker, process them more efficiently, and provide real-time results to our customers. Paper copies of office job cards will be eliminated over time, with electronic inspections making the entire process more efficient and accessible to our customers and the Town.

Accela Citizen Access is more than an inspection scheduling tool. You will be able to view the results of your inspection, and that's not all; you may also select any of the following services:

Building
Search Applications
Schedule an Inspection

Business
Create an Application

Fire
Create a Permit
Search Permits

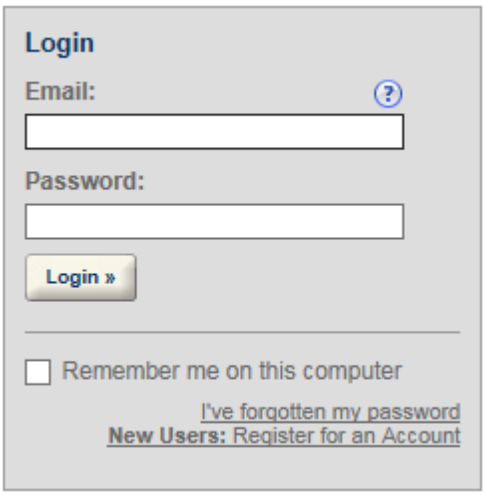
On-Site
Create a Permit
Search Permits

Getting Started

Accela Citizen Access can be accessed at the following URL:
https://citizen.townofparadise.com/CitizenAccess

Register for an Account

Before you log in for the first time, you will need to register for an account. At the bottom of the grey Login box on the right of the screen, please click the shortcut **New Users: Register for an Account**.



After reading, understanding, and agreeing to the account terms, please check **I have read and accepted the above terms** and click **Continue Registration**.

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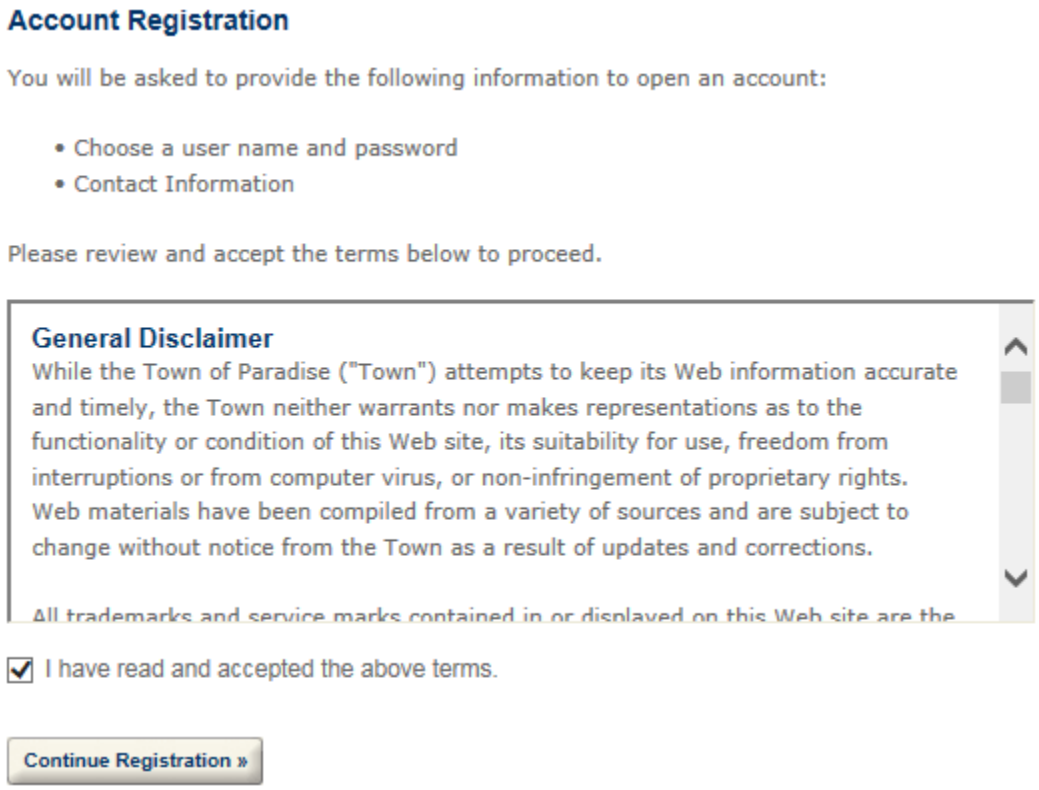
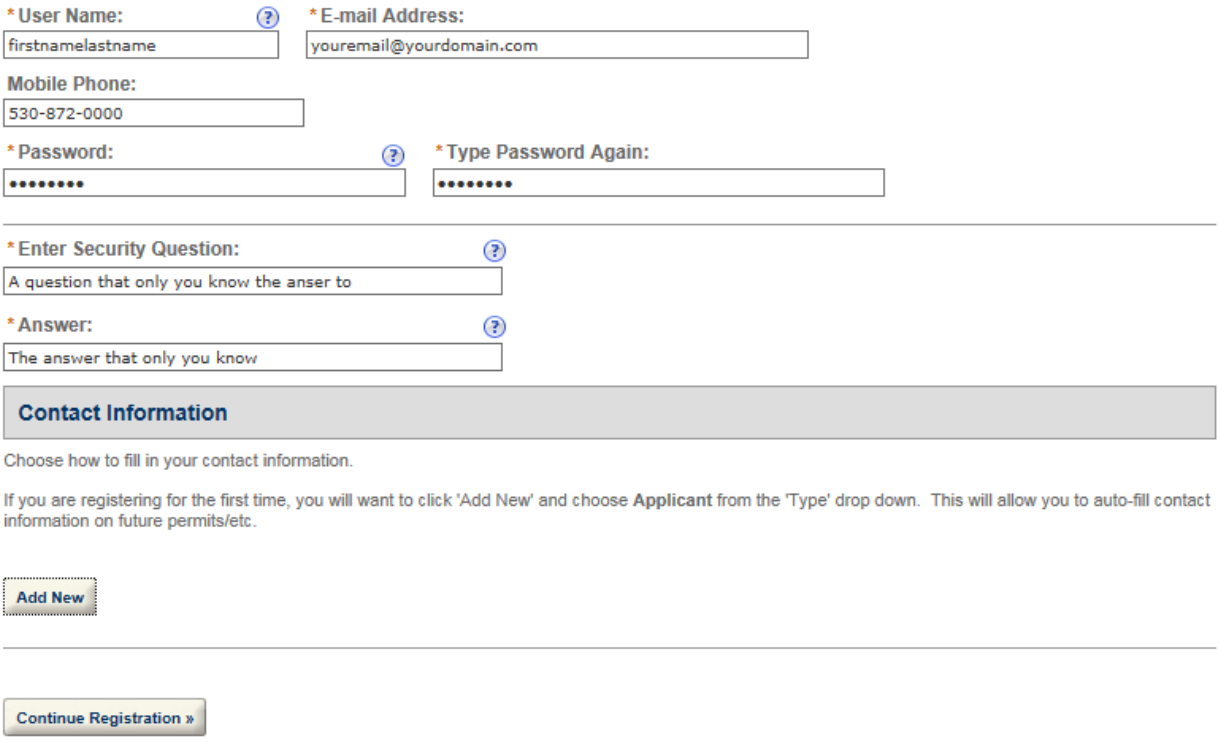


Fill out the form with your information. You don't have to enter a mobile phone, but it may prove helpful for contacting you in the future.



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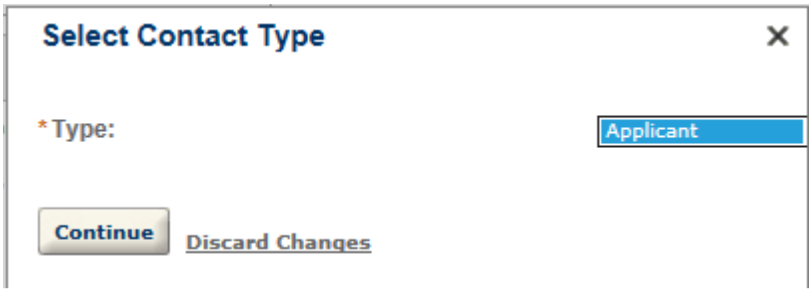
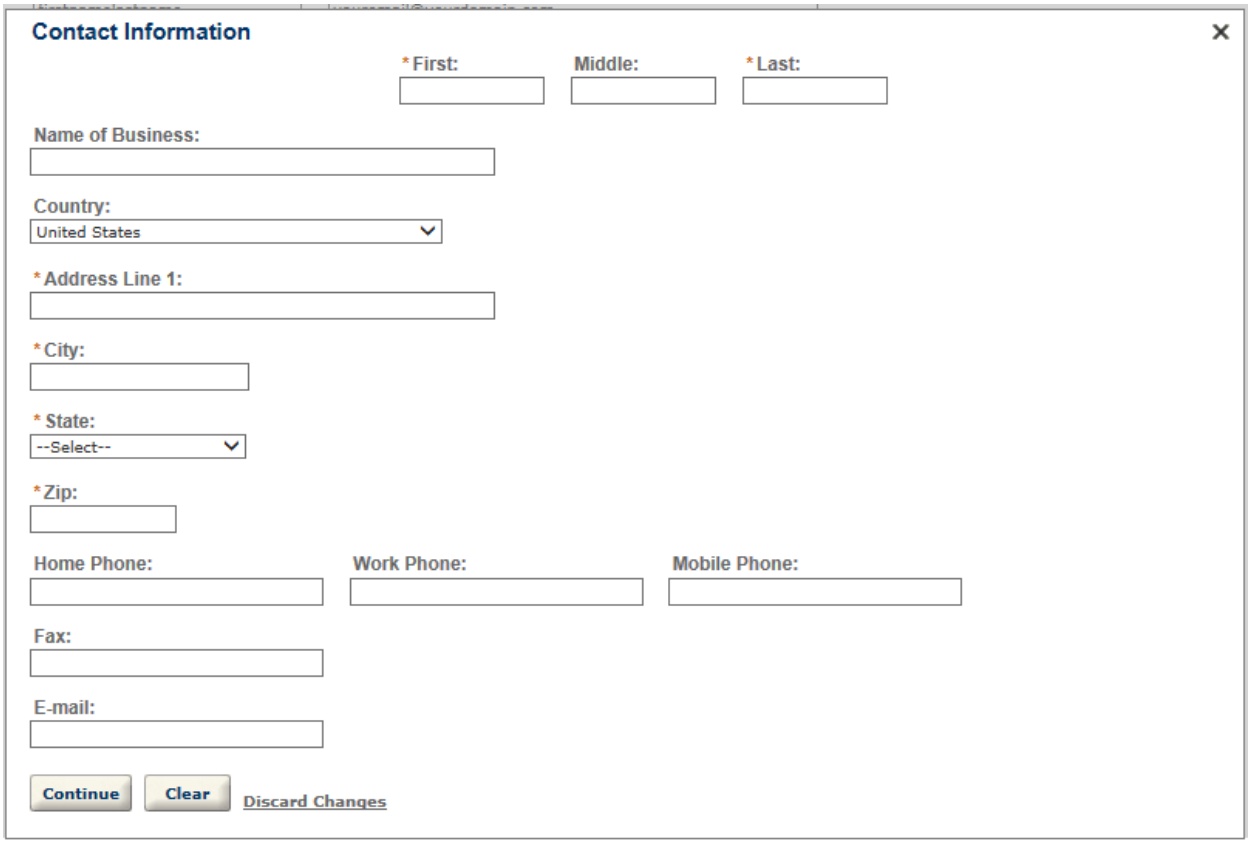
Click **Add New** and choose **Applicant** as the Type and click **Continue**.



Please enter as much information here as you can. The data will be used on all your permits and will save time!



When you have completed entering your information, click **Continue** and click **Continue Registration**.

The following screen will be shown with a brief overview of the information you entered.

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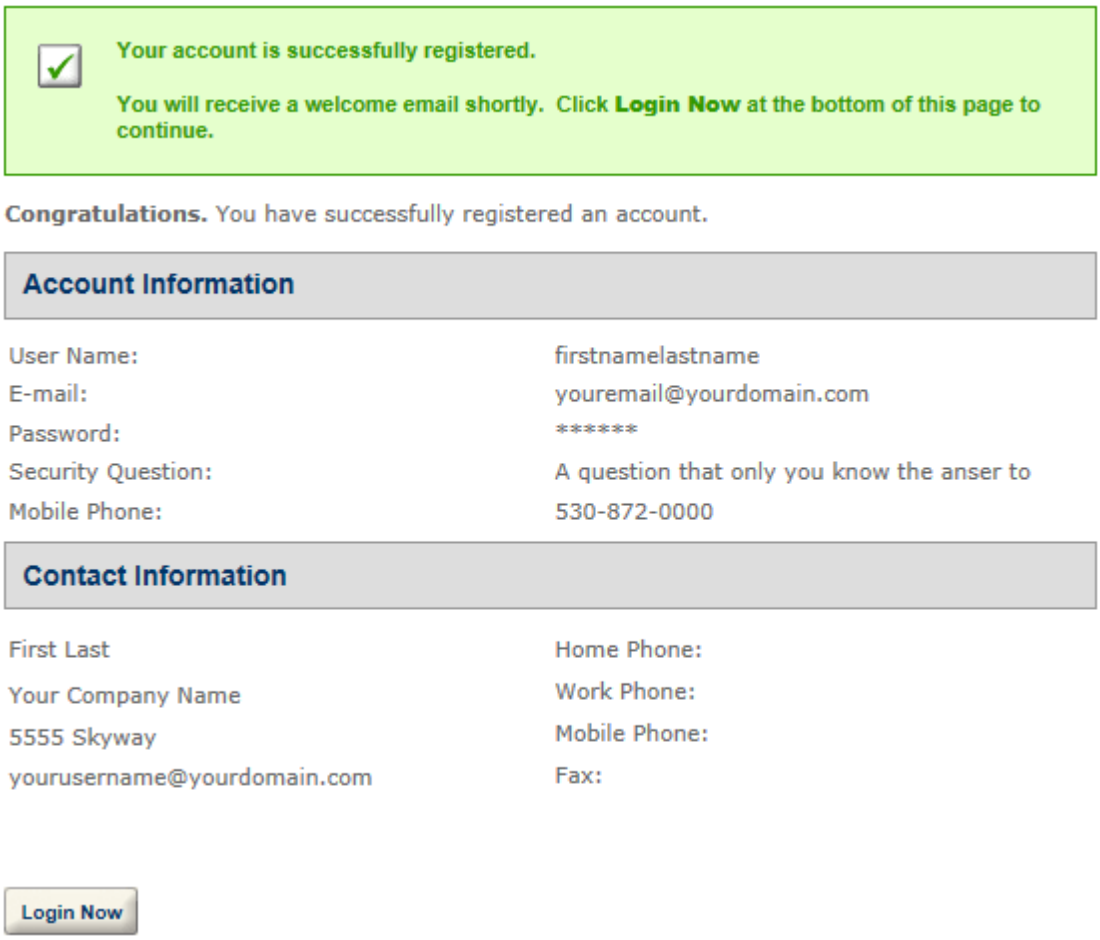

Your account is successfully registered.

You will receive a welcome email shortly. Click Login Now at the bottom of this page to continue.

Congratulations. You have successfully registered an account.

Account Information

User Name:	firstnamelastname
E-mail:	youremail@yourdomain.com
Password:	******
Security Question:	A question that only you know the anser to
Mobile Phone:	530-872-0000

Contact Information

First Last	Home Phone:
Your Company Name	Work Phone:
5555 Skyway	Mobile Phone:
yourusername@yourdomain.com	Fax:

Login Now

Click **Login Now** to begin using Accela Citizen Access. You will also receive an email titled "Welcome to the Town of Paradise Accela Citizen Access 'Online Permits'" to the address you entered, which will link to this system for future reference.

If you need to edit any of this information, you can click **Account Information** at the top of the page, and you will be directed to an account summary page.

Your account is ready for use, and you can now log in.