



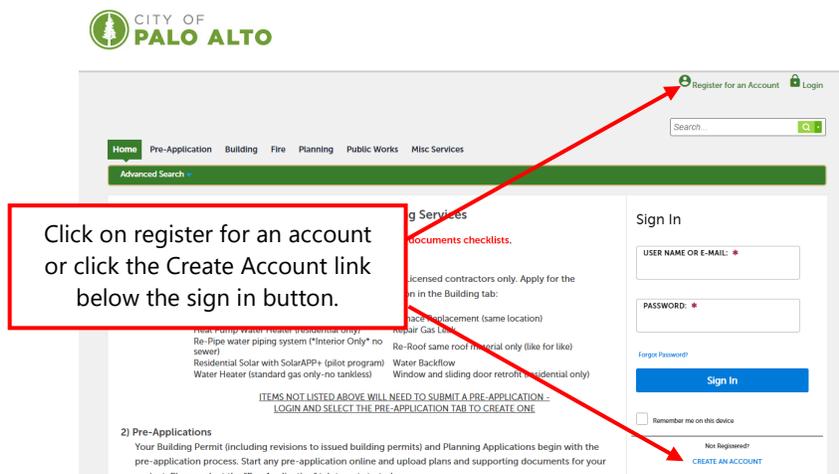
How to Register for an ACA/OPS account:

EFFECTIVE: June 20th, 2023

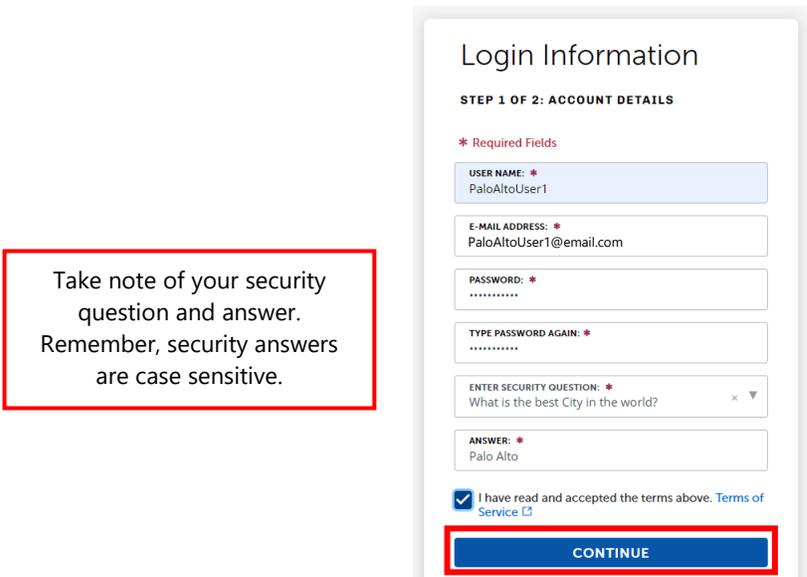
SCOPE: RESIDENTIAL AND COMMERCIAL

The information provided in this document is general and intended as a guide only. Each project is unique and additional requirements may be enforced as deemed appropriate.

1. Open your web browser and go to <https://aca-prod.accela.com/PALOALTO/>. When the webpage loads, click on Register for an Account at the top-right of the window or the Create an Account link located beneath the sign in button.



2. Enter your desired credentials and take note of your security question and answer, read and agree to the terms of service, then click continue.



- 3. Enter your contact information for the selected contact type, then click submit.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR: Applicant

*Required Fields

NAME OF BUSINESS:

FIRST: * John

LAST: * Paloalto

ADDRESS LINE 1: * 250 Hamilton Av

CITY: * Palo Alto

STATE: * CA

ZIP: * 94301

WORK PHONE: * 650-329-2496

MOBILE PHONE:

E - MAIL * PaloAltoUser1@email.com

Submit

Back

Complete the contact details for your selected document type. You only need to complete the required fields as indicated by the "*".

- 4. You will now receive confirmation that your account was created successfully. You can now apply for Building Permits, Planning Entitlements, Public Works, and Fire permits.

Home Pre-Application Building Fire Planning Public Works Misc Services

Advanced Search

✔ Your account has been created successfully.

Your account has been successfully created.
Congratulations. You have successfully created an account with the Agency. An e-mail has been sent to you acknowledging your registration. Please follow the instructions in this email to verify your email address and activate your account.

If you have not added CityofPaloAlto.org to your Safe Senders List the response email may end up in your junk mailbox. Please check you junk email box for your account verification email.
Your account will not be active until you follow the instructions on the account verification email.

Account Information

User Name: PaloAltoUser2
E-mail: cruziz2007@yahoo.com
Password: PaloAltoUser1
Security Question: PaloAltoUser@email.com : is the best city in the world?

Contact Information

John Paloalto Work Phone: 6503292496
cruziz2007@yahoo.com Mobile Phone:
cruziz2007@yahoo.com

- 5. Finally, an account verification email will be sent to the address on record. Click on the link to verify your account and you will then be able to submit Building, Fire, and Public Works permits and Planning Entitlement applications. If you do not see this email in your inbox, check your spam folder.

Subject: Permitting Citizen Portal - Account Verification

Thank you for registering for an account with the City of Palo Alto, Planning and Development Services Department.

The user name you registered with is: PaloAltoUser2

Please click on the verification link to validate your registration [Verification Link](#)

If you need assistance, please call (650) 329-2496.

Thank you.

Planning and Development Services Department
City of Palo Alto

[Verification Link](#)

Click here to verify your account.