

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 <u>https://aca-prod.accela.com/PALOALTO/</u>. 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.

Homo Pre-Application Building Fire Planning Public Works Misc Services	Register for an Account 🛱 Log
Click on register for an account documents checklists.	Sign In User name or e-mail: *
below the sign in button.	PASSWORD: *
Re-Pipe water piping system ("Interior Only" no sever) Residential Solar with SolarAPP+ (pilot program) Water Backflow Water Heater (standard gas only-no tankless) Window and sliding door retrofit neidential only)	Forgot Password? Sign In
ITEMS NOT LISTED ABOVE WILL NEED TO SUBMIT A PRE-APPLICATION- LOGIN AND SELECT THE PRE-APPLICATION TAB TO GRATE ONE 2) Pre-Applications Your Building Permit (including revisions to issued building permits) and Planning Applications begin with the pre-application process. Start any pre-application online and upload plans and supporting documents for your protect Places acted the "tre-activation" takin one started.	Remember me on this device Not Registered? CREATE AN ACCOUNT

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.

	Login Information
	* Required Fields User NAME: * PaloAltoUser1
	E-MAIL ADDRESS: * PaloAltoUser1@email.com
Take note of your security question and answer. Remember, security answers are case sensitive.	PASSWORD: * Type password again: *
	ENTER SECURITY OUESTION: * V V What is the best City in the world? × V
	ANSWER: * Palo Alto
	I have read and accepted the terms above. Terms of Service C
	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.

Advanced Search 🗸				
Your acco	sunt 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 citiyot/PaloAtto.org to you 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				
Account Inform	ation			
Account Inform User Name: E-mail: Password: Security Question:	PaloAltoUser2 cruiz2026yahoo.com PaloAltoUser1 * PaloAltoUser6email.com : is the best city in the world?			
Account Inform User Name: E-mail: Password: Security Question: Contact Inform	PaloAhoUser2 cruiz2007@yahoo.com PaloAhoUser1 * PaloAhoUser@email.com : is the best city in the world? ation			

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 Ventication	
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.	Click here to verify your account.
Planning and Development Services Department City of Palo Alto	