

## ACCELA – CITIZEN ACCESS PORTAL REGISTRATION STEPS

- 1) Click on the following link to begin the registration process: <https://aca.accela.com/COSPRINGS/>
- 2) Click on **Register for an Account** (upper right)
- 3) Accept General Disclaimer, click on **Continue Registration**
- 4) At the **Login Information** section do the following:
  - a. Create a user name
  - b. Type in an email address so you can receive notifications about your permits
  - c. Create a password
  - d. Create a security question and answer
- 5) At the **Contact Information** section, click the **Add New** button, choose “Individual” in the **Type dropdown** list, then click the **Continue** button
- 6) At the **Contact Information** window do the following:
  - a. Choose “Individual” from the Individual/Organization dropdown list
  - b. Type in a first and last name (middle name is not required)
  - c. Type in at least a work and/or mobile phone number
  - d. Type in the same email you used in the prior Login Information section
  - e. Preferred Channel and Birth Date are optional fields
- 7) Click on the **Add Additional Contact Address** button and do the following:
  - a. Choose “Mailing” in the **Address Type** dropdown list
  - b. Fill in your business mailing address information
  - c. Type in a name for the **Recipient** (for receiving mail if necessary)
  - d. Start Date and End Date are optional fields
  - e. Click on the **Save and Close** button or click on the **Save and Add Another** button if you would like to add an additional address
- 8) You will then see a summary of your information on the screen, scroll down and click on the **Continue** button
  - a. If a box pops up that says “The information you entered is not found...”, click on the **Continue** button
- 9) Scroll to the bottom of the screen, enter the letters and/or numbers in the **Enter the Words Below** box, then click on the **Continue Registration** button
- 10) You should see a message next to a green checkmark that notifies you that your account has been created successfully
- 11) Once your account is activated, you will be able to log in and:
  - a. Apply for permits
  - b. Request inspections
  - c. Request permit date changes
  - d. Upload supporting documentation