

Accela Application Instruction Sheet: aca3.accela.com/deland

Welcome to DeLand’s Accela Platform! Use this instructional sheet to register a new account, log in to your account, and to submit an application. If the instructions tell you to click a button or link that you can’t find on the page, look for the **highlighted** areas shown in screen shots.

Registering an Account – If you have already registered an account, skip to **Logging In**.

Start by clicking “Register for an Account” in the upper right corner of the page.

Welcome to the new Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

PLEASE NOTE: To start a new application, a login is required. New users can click on the "New Users: Register for an Account" link under the Login button.

In partnership with Accela, Inc., we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

What would you like to do today?
To get started, select one of the services listed below:

- General Information**
 - Lookup Property Information
 - Create an Application
- Building**
 - Search Building Applications
 - Schedule an Inspection
- Fire Safety**
 - Search Fire Safety Applications
 - Schedule an Inspection
- Planning**
 - Search Planning Applications
- Code Enforcement**
 - Search Code Enforcement Cases
- Public Services**
 - Search Public Services Applications
 - Schedule an Inspection
- Business Tax Receipts and Temporary Permits**
 - Search Tax Receipts or Temporary Permits

Login
User Name or E-mail:

Password:

 Remember me on this computer
I've forgotten my password
New Users: Register for an Account

On the next page, read the terms and conditions before checking the box next to “I have read and accepted the above terms” and clicking the “Continue Registration” button.

The screenshot shows the City of DeLand Citizen Portal. At the top left is the DeLand Florida logo. The navigation bar includes 'Citizen Portal', 'Search', '+ New', 'Schedule', and 'Contact Us'. Below this is a secondary navigation bar with 'Home', 'Building', 'Fire Safety', 'Code Enforcement', 'Planning', 'Public Services', and 'Business Tax Receipts and Temporary Permits'. A search bar is located below the navigation. The main content area is titled 'Account Registration' and contains the following text: 'You will be asked to provide the following information to open an account:' followed by a bulleted list: 'Choose a user name and password', 'Personal and Contact Information', and 'License Numbers if you are registering as a licensed professional (optional)'. Below this is the instruction: 'Please review and accept the terms below to proceed.' A scrollable box contains a 'General Disclaimer' with the text: 'While the City of DeLand attempts to keep its Web information accurate and timely, the City of DeLand neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City of DeLand as a result of updates and corrections. All trademarks and service marks contained in or displayed on this Web site are the'. Below the disclaimer is a checkbox labeled 'I have read and accepted the above terms.' and a 'Continue Registration »' button.

On the next page, fill the blank spaces in with your user name, e-mail address, password, password confirmation, security question, and security question answer. If have questions about a particular blank space, which is also called a “field,” click the blue question mark to the right. Fields marked with a red asterisk (*) are required. When you have completed the fields, click the “Add New” button at the bottom.



Search...

Citizen Portal Search + New Schedule Contact Us

Announcements Register for an Account Reports (1) Login

Home Building Fire Safety Code Enforcement Planning Public Services Business Tax Receipts and Temporary Permits

Advanced Search

Account Registration Step 2: Enter/Confirm Your Account Information

* indicates a required field.

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

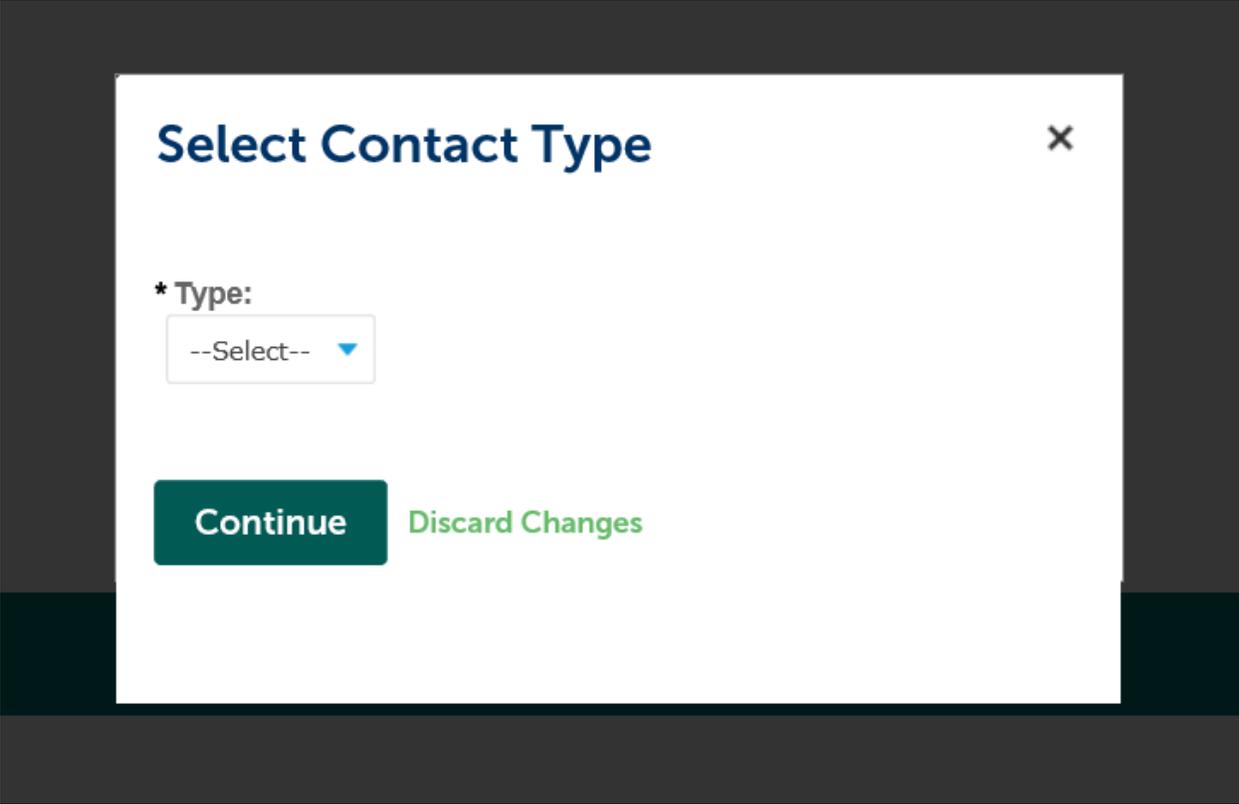
Contact Information

Choose how to fill in your contact information.

Add New

Continue Registration »

Use the drop-down to indicate if the contact type is an individual or an organization, then click the "Continue" button.



Next, enter the contact information. Individuals will fill out a form that looks like this. Remember that fields marked with a red asterisk (*) are required. "Preferred Channel" means the best way to contact the person or organization listed.

Contact Information



* First: Middle: * Last:

Name of Business:

* Primary/Cell Phone Mobile Phone:

* E-mail:

Preferred Channel:

* Country:

* Address Line 1: Address Line 2:

* City: * State: Zip:

[Continue](#)

[Clear](#)

[Discard Changes](#)

Contact Information ✕

* First: * Last:

DBA/Trade Name: * Name of Business:

* Primary/Cell Phone: Mobile Phone: Preferred Channel:

* E-mail:

* Country:

* Address Line 1: * Address Line 2:

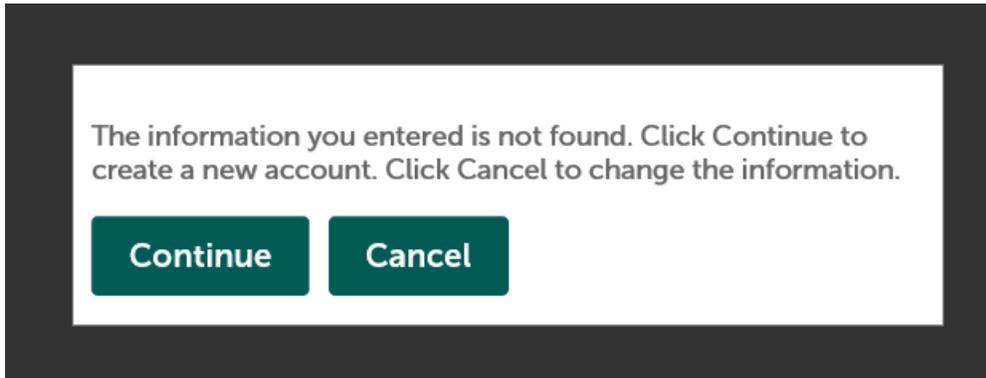
* City: * State: Zip:

* Full Name:

[Discard Changes](#)

Organizations will fill out a form that looks like this. Remember that fields marked with a red asterisk (*) are required. "DBA/Trade Name" means "Doing Business As," which is the name that the business is publicly known by in the case when a different business name appears on the business tax receipt or business license. "Preferred Channel" means the best way to contact the person or organization listed.

If you see an alert that looks like this, don't worry. Click "Continue" to advance.



Once you click the "Continue" button, you will see "Contact added successfully" in green.

Contact Information

Choose how to fill in your contact information.

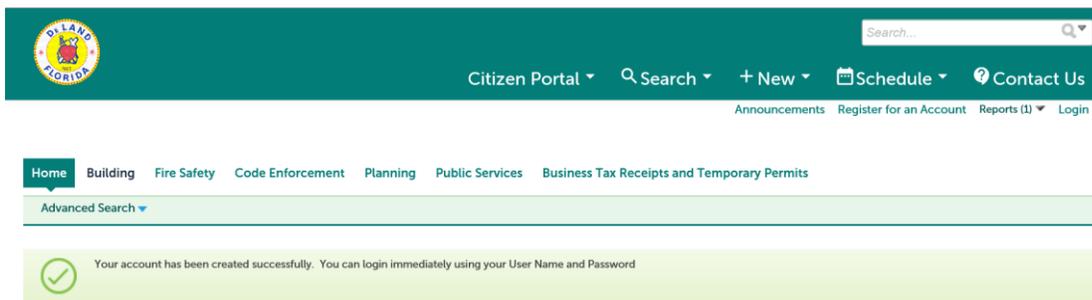
✔ **Contact added successfully.**

Click "Continue Registration" at the bottom of the page.

Continue Registration »

On the next page, you should see a green check mark with the following text: "Your account has been created successfully. You can login immediately using your User Name and Password"

Click the "Login" link at the upper right corner of the page to log in to your newly-registered account.



Your account has been successfully created.

Congratulations. You have successfully created an account with the City of DeLand and can login immediately. If you have registered as a licensed professional, additional activation by the City of DeLand may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Logging In

Once you have registered a new account, you can log in from the “Home” page, shown below.

The screenshot shows the top navigation bar of the City of DeLand Citizen Portal. It includes the DeLand Florida logo, a search bar, and links for Citizen Portal, Search, New, Schedule, and Contact Us. Below the navigation bar, there are links for Announcements, Accessibility Support, Register for an Account, Reports (1), and Login. The main content area features a navigation menu with Home, Building, Fire Safety, Code Enforcement, Planning, Public Services, and Business Tax Receipts and Temporary Permits. An Advanced Search bar is also present. The main content area is divided into two columns. The left column contains a 'Please Login' section with a message about security requirements, a 'New Users' section with a message about registering for a free account, and a 'Register Now' button. The right column contains a 'Login' form with fields for 'User Name or E-mail' and 'Password', a 'Login' button, and a checkbox for 'Remember me on this computer'. Below the checkbox are links for 'I've forgotten my password' and 'New Users: Register for an Account'.

Type your username and password into the appropriate boxes. You may also use the email address you entered when you registered your account. Remember that the user name/email address is not case sensitive, but the password is case sensitive. This means that you must enter your password in the same uppercase and/or lowercase letters you used when registering your account.

As you type in your password, a symbol of a dot with an arch over it will appear. Clicking this symbol will reveal the characters you typed into the Password field, so you can double check that you entered it correctly. You may wish to check the box next to “Remember me on this computer” so you don’t have to enter your password each time you access the Accela site. Click the “Login” button to the right of the “Password” field to advance.