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 <mark>highlighted</mark> 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.

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.

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.

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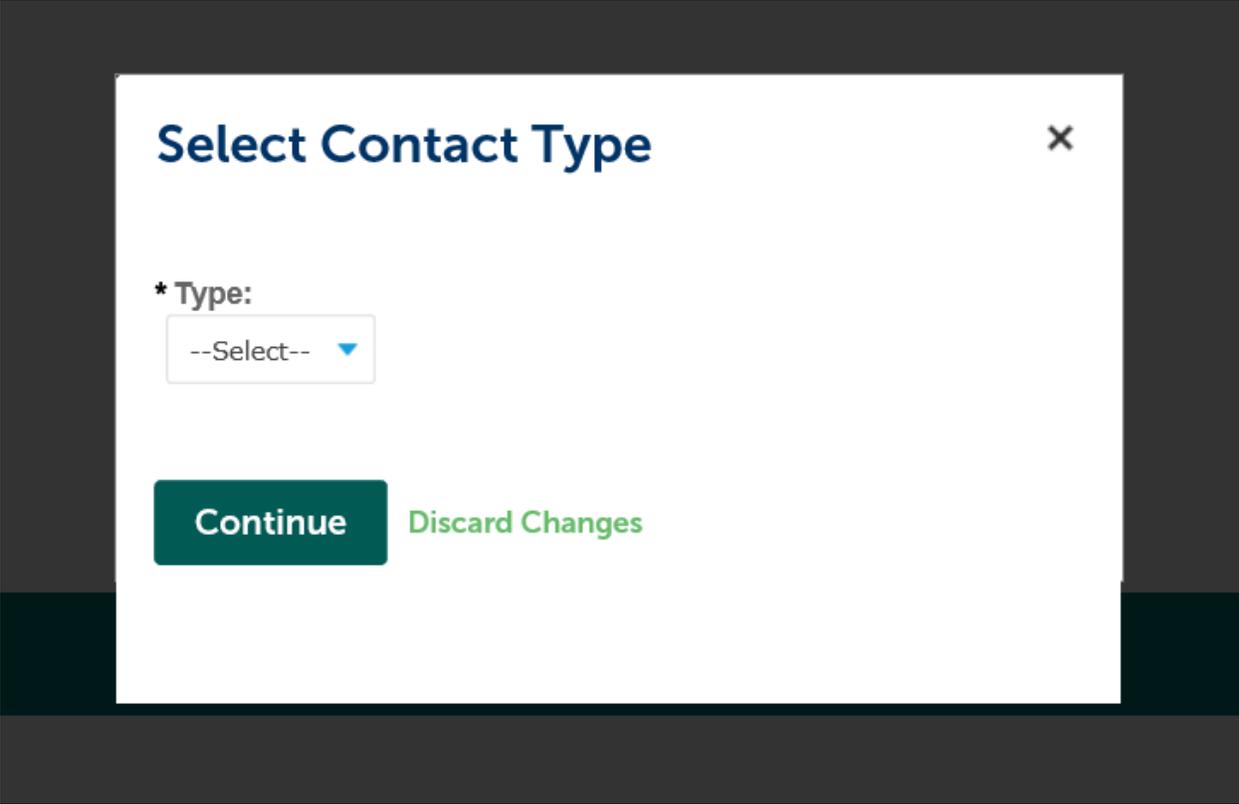
Next, enter the contact information. Individuals will fill out a form that looks like this. Remember that fields marked with a red asterisk (*) are required. "Preferred Channel" means the best way to contact the person or organization listed.

Contact Information

✕

* First: **Middle:**   *** Last:**

Name of Business:

* Primary/Cell Phone   **Mobile Phone:**

* E-mail:

Preferred Channel:

--Select--

* Country:

United States

* 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:

--Select--

*E-mail:

*Country:

United States

*Address Line 1:

*Address Line 2:

*City:

*State:

Zip:

*Full Name:

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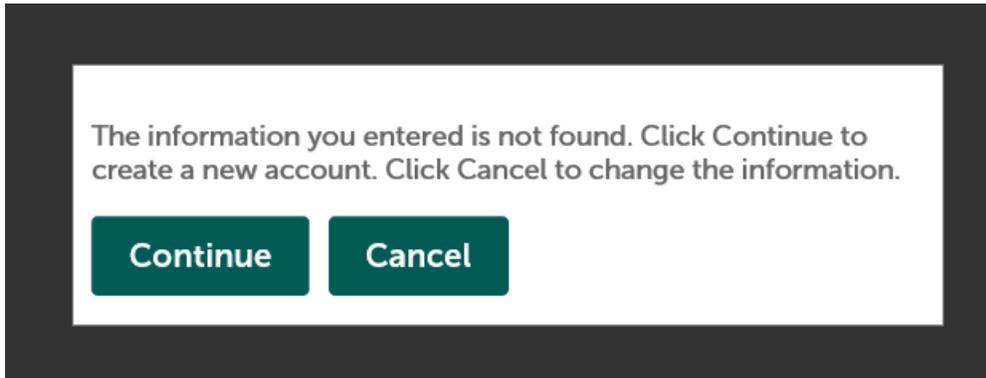
Once you click the "Continue" button, you will see "Contact added successfully" in green.
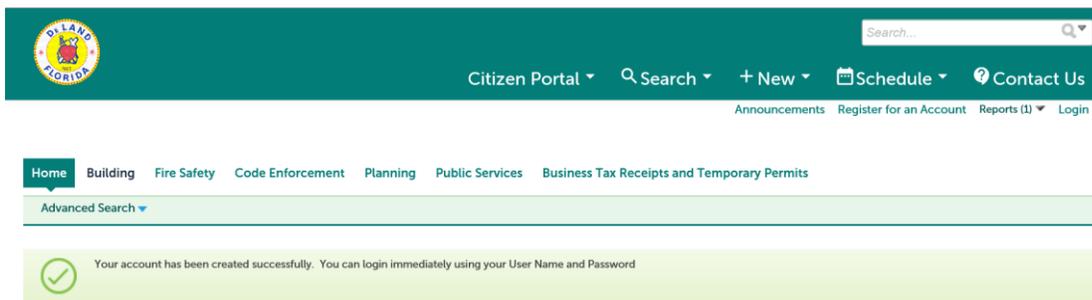

Click "Continue Registration" at the bottom of the page.

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.

Logging In

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

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.