

## Accela Application Instruction Sheet

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
- Fire Safety**  
Search Fire Safety Applications  
Schedule an Inspection
- Planning**  
Search Planning Applications
- Business Tax Receipts and Temporary Permits**  
Search Tax Receipts or Temporary Permits
- Building**  
Search Building Applications  
Schedule an Inspection
- Code Enforcement**  
Search Code Enforcement Cases
- Public Services**  
Search Public Services Applications  
Schedule an Inspection

**Login**  
User Name or E-mail:  
[Input Field]  
Password:  
[Input Field]  
 Remember me on this computer  
I've forgotten my password  
**New Users: Register for an Account**

**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.

**Account Registration**

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

**General Disclaimer**  
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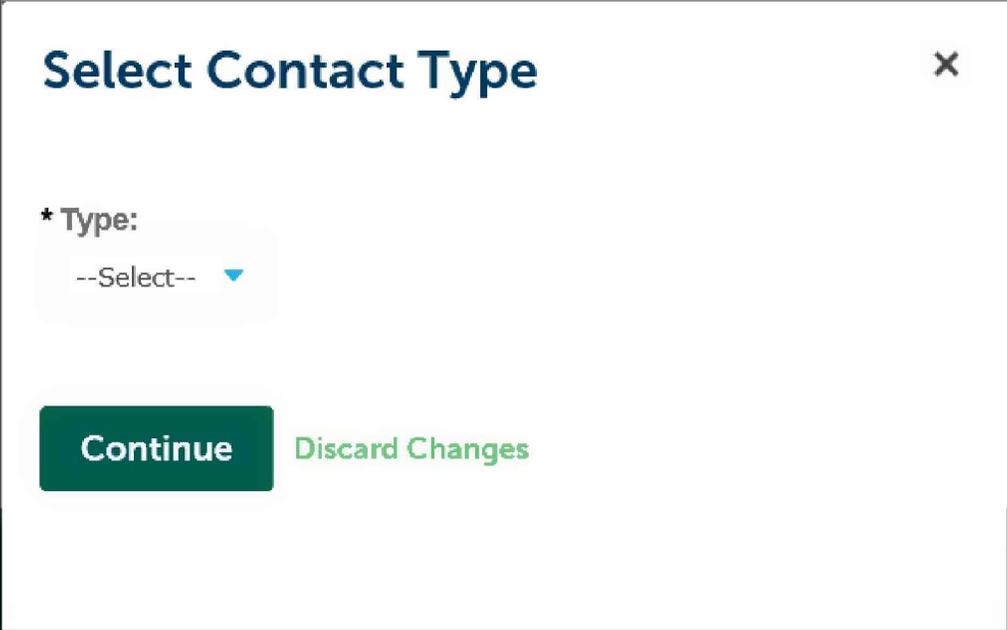
I have read and accepted the above terms.

**Continue Registration »**

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.

The screenshot shows the 'Account Registration Step 2: Enter/Confirm Your Account Information' page. At the top, there is a teal header with the City of Orlando logo on the left and navigation links: 'Citizen Portal', 'Search', '+ New', 'Schedule', and 'Contact Us'. Below the header is a secondary navigation bar with links for 'Announcements', 'Register for an Account', 'Reports (1)', and 'Login'. A main navigation menu includes 'Home', 'Building', 'Fire Safety', 'Code Enforcement', 'Planning', 'Public Services', and 'Business Tax Receipts and Temporary Permits'. An 'Advanced Search' dropdown is also present. The main content area has a teal title bar for 'Login Information' and a list of required fields, each with a blue question mark icon: '\* User Name:', '\* E-mail Address:', '\* Password:', '\* Type Password Again:', '\* Enter Security Question:', and '\* Answer:'. A teal bar below this section is titled 'Contact Information' with the instruction 'Choose how to fill in your contact information.' Below this are two buttons: 'Add New' and 'Continue Registration >'. A red asterisk (\*) indicates a required field.

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



**Select Contact Type** ×

**\* Type:**

--Select-- ▼

**Continue** Discard Changes

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:

[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:

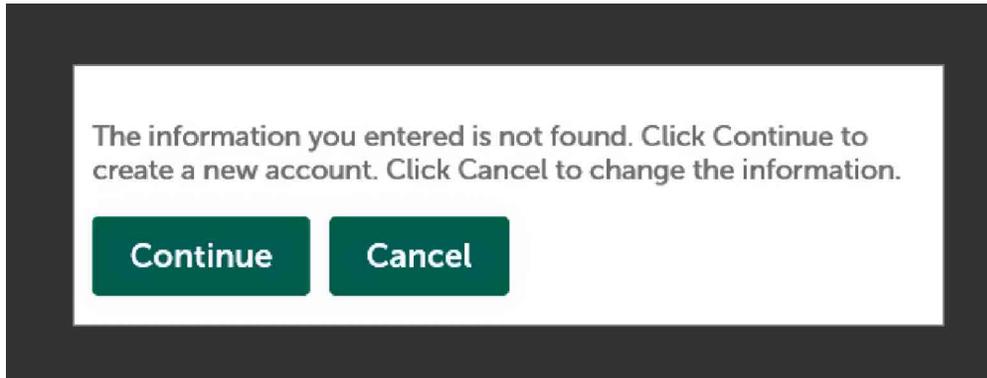
\* City:  \* State:  Zip:

\* 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.

A screenshot of the City of DeLand Citizen Portal. At the top left is the City of DeLand logo. To the right is a search bar. Below the search bar are navigation links: "Citizen Portal", "Search", "+ New", "Schedule", and "Contact Us". Underneath these are smaller links: "Announcements", "Register for an Account", "Reports (1)", and "Login". A horizontal menu contains: "Home", "Building", "Fire Safety", "Code Enforcement", "Planning", "Public Services", and "Business Tax Receipts and Temporary Permits". Below this menu is an "Advanced Search" field. A green alert box with a checkmark icon contains the text: "Your account has been created successfully. You can login immediately using your User Name and Password". At the bottom, there is a paragraph of text: "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 city logo, a search bar, and links for Citizen Portal, Search, New, Schedule, and Contact Us. Below the navigation bar is a secondary menu with links for Announcements, Accessibility Support, Register for an Account, Reports (1), and Login. The main content area features a navigation menu with Home selected, and links for 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 text box for login instructions, a 'New Users' section with a text box for registration instructions, 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.