



How to Register for an ACA account:

EFFECTIVE: August 3rd, 2020

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.

ONLINE REGISTRATION REQUIRED:

To submit a pre-application, you must register for an Accela Citizen Access (ACA) account or have an existing account. To register for an account, follow the instructions below:



The screenshot shows the website interface with a red box highlighting the registration instruction: "Register for an account by clicking on either of these links". Two red arrows point from this box to the "Register for an Account" link in the top right corner and the "New Users: Register for an Account" link in the bottom right corner of the login panel.

COVID-19 UPDATES:
We are continuing to provide services remotely including accepting Permit Pre-Applications Online. The Development Center is closed until further notice. Please call (650) 329-2496 for general questions or further assistance

Register for an Account Login

Search...

Home Building Planning Fire Public Works Pre-Application

Advanced Search

Welcome to the City of Palo Alto Online Permitting Services
Services available without registering for an account:

- Inspection Scheduling
- Permit fee payment
- Permit history Search

Registered Users Only:
Permits issued online (web permits) for Licensed contractors only. Apply purchase and print the following permits online

Boiler Replacement	Furnace Replacement (same location)
Repair Gas Leak	Re-Pipe water piping system
Re-Roof	Water Back Flow
Water Heater (no tankless)	Window Retrofit (residential only)

Login (only required when applying for permits)
User Name or E-mail:
Password:
Login »

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

ONLINE REGISTRATION CONT.

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
- Contractors can provide license information

Please review and accept the terms below to proceed.

Please note!

It is only necessary to register if you are wish to apply for a permit. All other services do not require registration.

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency 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 Agency as a result of updates and corrections.

I have read and accepted the above terms.

Continue Registration »

Review the terms of using the Palo Alto Portal. It is necessary that you read and accept the terms, then check the box to continue registering.

Account Registration Step 2: Enter/Confirm Your Account Information

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

* Answer:

Fill in your login information.

Contact Information

Choose how to fill in your contact information.

Add New

Select "Add New" to enter your contact information.

Contact Information

Name of Business:

* First: * Last:

* Address Line 1: * City: * State: * Zip:

Work Phone: Mobile Phone: Home Phone:

* E - mail:

Continue

Clear

Discard Changes

After you have added your contact information, select "Continue".

Contact Information

Choose how to fill in your contact information.

✔ **Contact added successfully.**
Leland Farmer
PaloAltoUser@email.com
Home phone: 555-555-5555
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

Continue Registration »

Verify the information you have entered and click "Continue Registration".

You will receive confirmation that your account has been successfully created and a verification email will be sent to you.

✔ Your account 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.

Account Information

User Name:	PaloAltoUser
E-mail:	PaloAltoUser@email.com
Password:	*****
Security Question:	What is the best city in the world?

Contact Information

Home Phone:	555-555-5555
Work Phone:	
Mobile Phone:	