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:

Register for an account by clicking on either of these links.
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.
Fill in your login information.

Select “Add New” to enter your contact information.

After you have added your contact information, select “Continue”. 
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.