Accela Citizen Access
Creating User Account
Creating an Account

- Go to [www.elpasotexas.gov](http://www.elpasotexas.gov)
- Scroll down to the ‘How Do I’ section on our home page then click on Permits & Licensing. This will direct you to the City Development page to access E-PERMITS.
Access E-PERMITS

- Select E-PERMITS on the City Development page which will direct you to Accela Citizen Portal (ACA).
Creating an ACA account

- Click on **New Users: Register for an Account** to start creating your profile.
Creating an account - continued

• Enter log in information and add contact type as *applicant*. You will then receive a message stating the applicant was added successfully. Select continue to proceed.
Creating an account – continued

- You will receive a message stating that you have created the account successfully in addition to a confirmation email.
After you receive a confirmation email you need to contact the One Stop Shop – Business Center at 915-212-0104 to be associated to your contractor files. When you make the request we will ask for:

- User name or email used to create account.
- Password
- Name

When you are associated to the contractor file you may begin requesting permits online.