

How to Create a Accela Citizen Access Account

1. Go to: <http://epermit.elpasotexas.gov/citizenaccess/>

2. Under Login, click **New Users: Register for an Account:**

The screenshot shows the homepage of the City of El Paso Online Permitting / Licensing Citizen Portal. At the top left is the City of El Paso seal. The header features the slogan "Dedicated to Outstanding Customer Service for a Better Community. SERVICE - SOLUTIONS - SUCCESS" and navigation links for "Register for an Account" and "Login". A search bar is located below the header. A main navigation menu includes "Home", "Building", "Licenses", "Planning", "Fire", "Engineering", "Environmental", and "more". The main content area is titled "Welcome to the City of El Paso, Texas Online Permitting / Licensing Citizen Portal" and contains introductory text, a "Login" form, and a list of services. The "Login" form includes fields for "User Name or E-mail:" and "Password:", a "Login »" button, and a checkbox for "Remember me on this computer". Below the login form is a link for "New Users: Register for an Account". The "What would you like to do today?" section lists various services in a grid:

Building Search Applications	Licenses Search Applications
Planning Search Applications	Fire Search Applications
General Information Lookup Property Information Search for a Licensee	Engineering Search Applications
Environmental Search Applications	Health Search Applications
Enforcement Search Applications	Animal Search Applications
Transportation For Hire Search Applications	Traffic Control Search Applications

This is a close-up screenshot of the "Login" form. It features the following elements:

- Login** (Section Header)
- User Name or E-mail:** (Label) with an input field.
- Password:** (Label) with an input field.
- Login »** (Submit Button)
- Remember me on this computer** (Checkbox)
- [I've forgotten my password](#) (Link)
- New Users: Register for an Account** (Link, highlighted with a red box)

3. Review the General Disclaimer.

Check box next to “I have read and accepted the above terms.”

Select **Continue Registration**:

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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1. I have read and accepted the above terms.

2.

4. Enter/Confirm Your Account Information.

Then select **Add New**:

Enter/Confirm Your Account Information

Login Information

* User Name:

* E-mail Address:

* Password:

* Type Password Again:

* Enter Security Question:

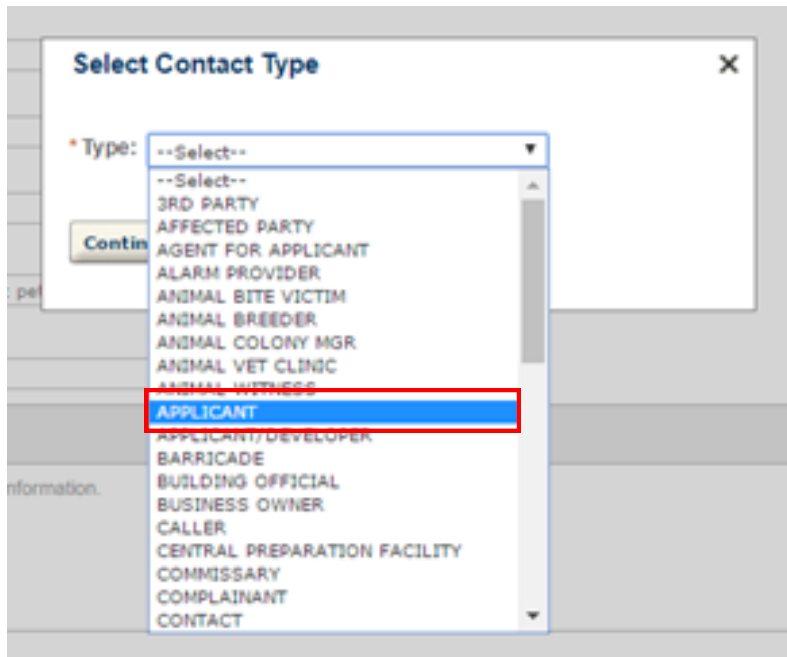
* Answer:

Contact Information

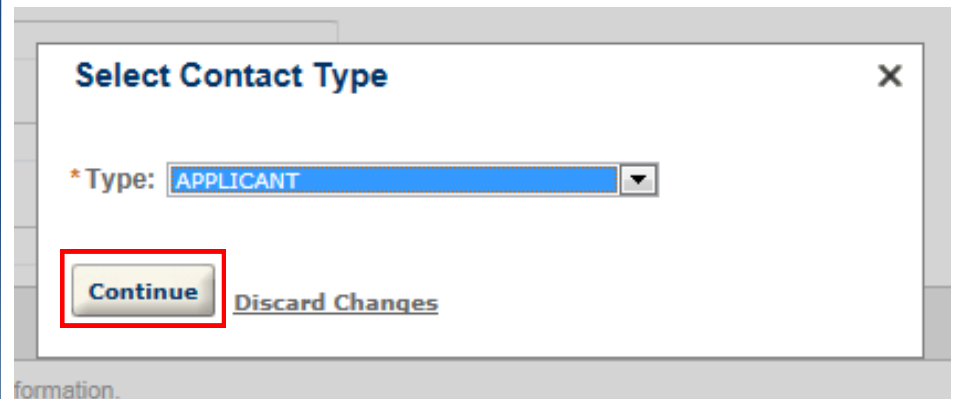
Choose how to fill in your contact information.

5. "Select Contact Type" window will pop up.

Select **Applicant** under the **Contact Type** drop-down:



6. After selecting Applicant, press **Continue**:



7. Enter **Contact Information**,

Then select **Continue**:

Contact Information

* First: Middle: * Last:

Name of Business:

Country:

* Address Line 1:

* City:

* State:

* Zip:

Home Phone: Work Phone: Mobile Phone:

Fax:

E-mail:

[Discard Changes](#)

8. The following pop up will appear.

Press **Continue**:

The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

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9. Review Login Information,

Then select **Continue Registration**:

Login Information

* User Name: ?

* E-mail Address:

* Password: ?


* Type Password Again:

* Enter Security Question: ?

* Answer: ?

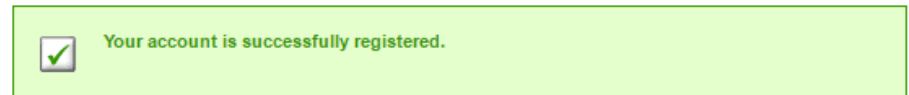
Contact Information

Choose how to fill in your contact information.

 **Contact added successfully.**

TEST TEST
oosshelp@elpasotexas.gov
Home phone:
Mobile Phone:
Work Phone: ~~915-242-6104~~
Fax:
[Edit](#) [Remove](#)

10. Your account is successfully registered.



Your account has been successfully created.

Congratulations. You have successfully created an account with the City of El Paso. An e-mail has been sent to you with instructions for verifying your information. If you have registered as a licensed professional, additional activation by the City may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name:

E-mail:

Password:

Security Question:

Contact Information

TEST TEST	Home Phone:
704 Tepic	Work Phone: 915-242-6104
oosshelp@elpasotexas.gov	Mobile Phone:
	Fax: