

Acela Citizen Access

User Guide

Version 0.1 • May 18, 2017



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Document Revision History

Revision Table

The revision history table provides a reference to the user about the last updated revision of this document. It describes all the changes made to this document in an effort to provide the best up-to date information.

Table 1: Revision History

Date	Description
May 18, 2017	Initial version 0.1

Accela Citizen Access

Overview

Accela Citizen Access (ACA) is a public faced portal of our Enterprise Application called Accela Automation (AA). This public portal enables our constituents to apply and pay for licenses and permits online saving them time and transportation costs to city offices. It also incorporates a level of engagement by keeping our users informed about the current status of their application by showing them real time data. In addition, ACA notifies our applicants via email when a change in their application happens and if they need to provide additional information.

Purpose

The purpose of this document is to provide the user with detailed information in how to **create a new user** and **applicant** contact type in Accela Citizen Access. It will illustrate step by step process based on current Accela version. Audience for this document is for end users either internal or third party (constituents).

Technical Specifications

ACA has two environments which can be used by our internal CoEP staff. For our constituents, we provide only the production (live) environment. URL address for our both environments are the following:

Table 2: Environment URL address

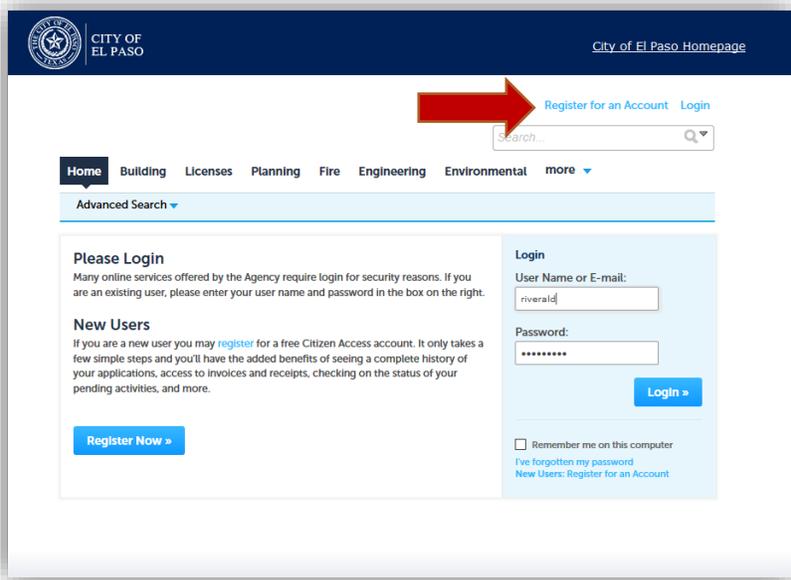
Environment	URL	Notes
Test	https://epermittest.elpasotexas.gov/CitizenAccessTestvm	
Production (live)	https://epermits.elpasotexas.gov/CitizenAccess	

Create New Account

Register for an ACA Account

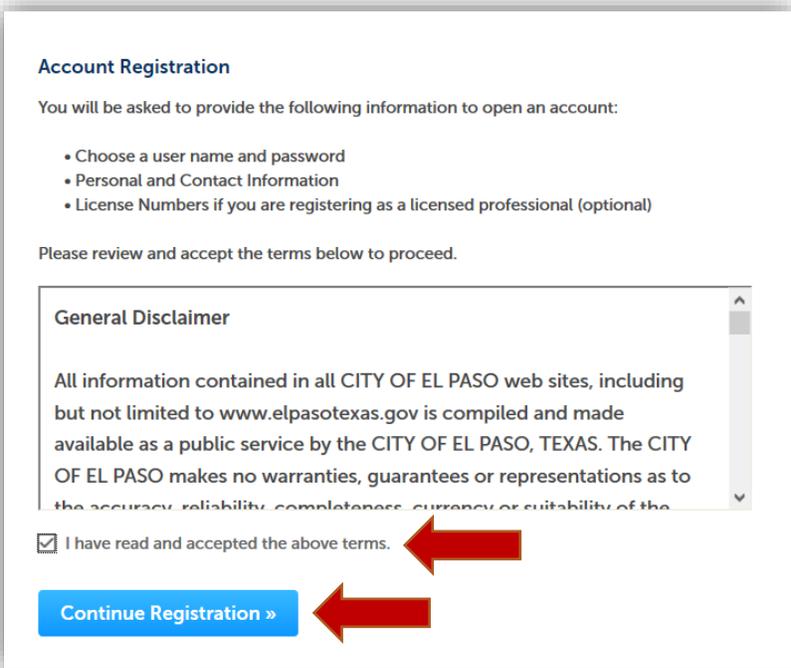
In order to start applying for licenses and permits online you must first register for an account in our ACA site. To create a new account, select the “Register for an Account” option on the top right side.

Image 1: Register for an Account



Accept the general disclaimer and select continue registration button.

Image 2: Account Registration Disclaimer



Enter the information required in the login registration form. User Name shall not contain spaces and password length shall be nine (9) characters as minimum. Once you complete the form, proceed to enter contact information.

Image 3: Login Registration Form

Account Registration Step 2:
Enter/Confirm Your Account Information

* indicates a required field.

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.

Select Contact Type

ACA accounts requires new users to enter contact type information. This information helps staff to process submitted applications in a rapid manner and requiring less information from the applicant. Each application requires a specific contact type. You can verify which contact type you need with the department in charge of process your application.

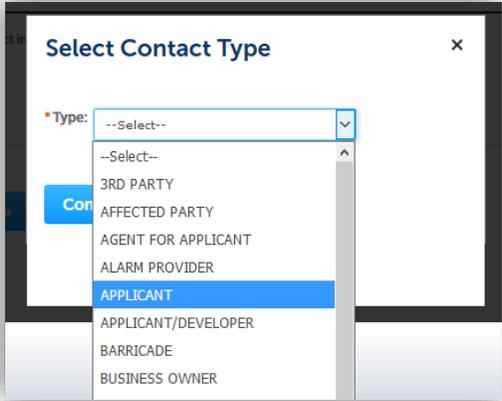
Image 4: Contact Type

Select Contact Type

* Type:

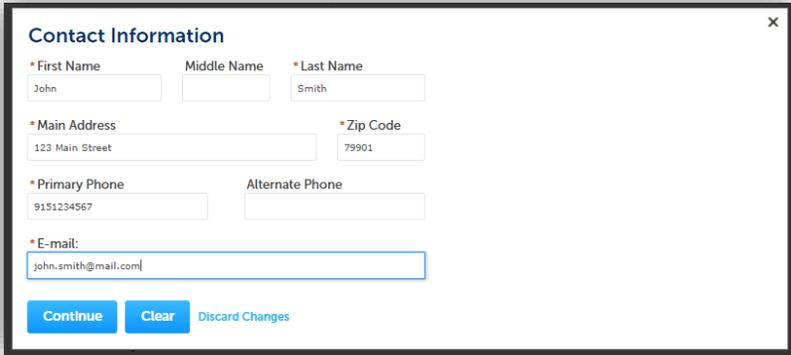
Expand the type drop down menu and scroll down to select the APPLICANT contact type.

Image 5: Applicant Contact Type



Fill up all the required information with accurate data and continue. This information will be use as a contact method.

Image 6: Contact Information Form



Once you have submitted all the login information and contact information, proceed to continue registration.

Image 7: Continue Registration

Account Registration Step 2:
Enter/Confirm Your Account Information * indicates a required field.

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.**

John Smith
 john.smith@mail.com
 Home phone: 9151234567
 Mobile Phone:
 Work Phone:
 Fax:
[Edit](#) [Remove](#)

[Continue Registration »](#)

Your account will be created and you will receive a confirmation page with all entered information.

Image 8: Account Information Confirmation

✔ **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:	JohnSmith
E-mail:	john.smith@mail.com
Password:	*****
Security Question:	My dog name?

Contact Information

John Smith	Home Phone: 9151234567
123 Main Street	Mobile Phone:
john.smith@mail.com	

You will also receive an email confirming that your account has been created. Email sender is accela@elpasotexas.gov and email title/subject is "City of El Paso Citizen Portal". In case you don't see this email in your inbox, please check your spam folder and add the sender to your safe sender list. The content of the email has the user name and user email. It will also have the URL address to access your account. The URL address in the email depends on the environment in which you created the account.

Image 9: Confirmation Email

