Accela Citizen Access: Guide to Creating an Account

Step 1: Launch Web Browser. Launch your web browser and navigate to the City of Watertown's Accela Citizen Access, *www.watertown-ny.gov/aca*. It is recommended that you use Google Chrome or Internet Explorer.

Before you begin, be sure to allow pop-ups in your web browser.

For instructions on how to allow pop-ups in **Google Chrome**, read more here: <u>https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en</u>

For instructions on how to allow pop-ups in **Internet Explorer**, read more here: <u>https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings</u>

Step 2: Create an Account. Click "New Users: Register for an Account" as shown below.

Home Rental Registration	-
User Name or E-mail: Password: Login »	
Remember me on this computer I've forgotten my password New Users: Register for an Account	ļ
Welcome to the Citizen Portal for the City of Watertown We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.	

Read through the instructions on this page.

To accept the terms of the General Disclaimer, click the check box to place a check mark inside.

Click "Continue Registration" to proceed to the next page.

u 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) sase review and accept the terms below to proceed. 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 methiads have been compiled from a variety of sources and are subject to change without notice from	Int Registration	
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the Agency as a result or updates and corrections.	agency as a result of updates and corrections.	17-1-
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Step 3: Login Information. Under the "Login Information" section, fill in the required fields marked with a red asterisk (*). For help in a specific field, click on the blue question mark (?) symbol.

Home Rental Registration		
Account Registration Step 2 Enter/Confirm Your Accour	t Information	* indicates a required field
Login Information		
nter your User Name and Password. You mu	t also enter a unique e nail address	
User Name:		
E-mail Address:		
Password:	0	
Type Password Again:		
Enter Security Question:	0	
Answer:	0	

Step 4: Enter Contact Information. Under the "Contact Information" field click "Add New" to enter contact information.

Contact Information
Please select whether you are registering as an individual or as an organization (business) and enter your contact information.
Add New

Select a contact type and click "Continue".



Enter your Full Name, E-mail, and Phone number. You may wish to add a Mobile Phone number.

Click "Add Address" to include an associated address.

	our information	n. Then, click <mark>Ad</mark>	<mark>d Address</mark> to enter you	ur address de	etails.	
Full Name:						
*E-mail:						
Phone:						
Mobile Phone:						
Contact Addres						
Add Address	ses					
To edit a contact a	ddress, click the addre	ess link.				
Showing 0-0 of 0)					
	Address Type	Address	Recipient	Status	Start Date	End Dat
Action						

Step 5: Contact Address Information. Enter your address information. You may choose to "Save and Close" to proceed or "Save and Add Another" to add another address.

Contact Ad	aress informatio	n		
*Address Type:				
Select	*			
*Address Line 1:				
Address Line 2:				
*City:	*State:	*ZIP Code:		
	Select	•		

This is confirmation that your address was added successfully.

Click "Continue" to proceed.

To edit a contact addr	ess, click the address	link.				
Contact addres	s added successful	ly.				
Showing 1-1 of 1						
Action	Address Type	Address	Recipient	Status	Start Date	End Dat
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This screen will pop-up indicating that you are about to create a new account using the information you have entered.

Click "Continue" to create a new account.

The	information y	ou entered is i	not found.	Click Contin	ue to
e crea	te a new acco	ount. Click Car	cel to cha	nge the info	rmatior
			0		
	ontinuo	Cancal			

Step 6: Verification. Follow the on screen instructions for "Enter the words below".

Click "Continue Registration" to proceed.

Contact Information						
Please select whether you are register	ing as an individual o	or as an organization	usiness) and enter your contact	information.		
Add New						
Enter the words below	INCOAD !!					
PLEOM	MEDITOR	0				

Step 7: Confirmation. This is your confirmation that your account has been created.

earch - + New -	🖻 Request 🝷	?Help						
						Register for an /	Account Re	eports (1) 👻 Login
Contact the City at: 245 Washington S Comptrollers Office: 315-785-7754	Street, Watertown NY 13 Code Enforcemen	501 t Office: 315-785-7735.3	6					
Home Rental Registration	n							
Your account has be	een created successful	ly. You can login imme	ediately using your User Nam	e and Password				
\odot								
Your account has been successf	fully created.	and with the American	nd ann faoin immediatais. If i	on the second	ad applaced and	falocol control on her sh		who was load 12
activation is necessary, another e-r	mail will be sent notify	ing you when activation	on is complete.	ou nave registered as a licens	eu protessional, ado	itional activation by th	se Agency ma	y be required. If
A CONTRACTOR OF A CONTRACTOR O								
Account Information	8							
Account Information): testna	me						
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Account Information	testna test Test Home I Work P Mobile Preferr	me email.com Phone: hone: Phone: d Method of Contact:	Address		Recipient	Status	Start Date	End Date

To begin a Rental Registration Application, refer to **Accela Citizen Access: Rental Registration Guide**.