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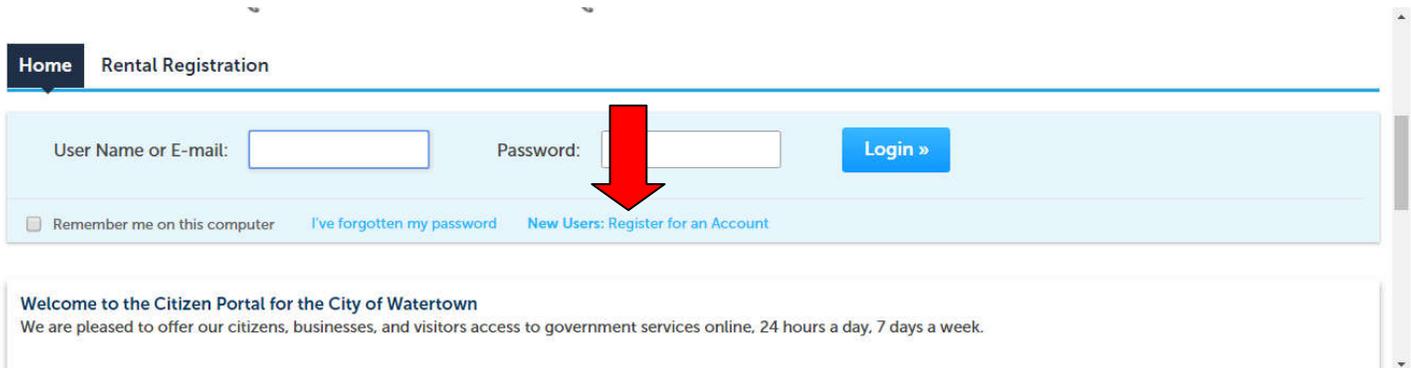
Before you begin, be sure to allow pop-ups in your web browser.

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

For instructions on how to allow pop-ups in **Internet Explorer***, read more here:* https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings
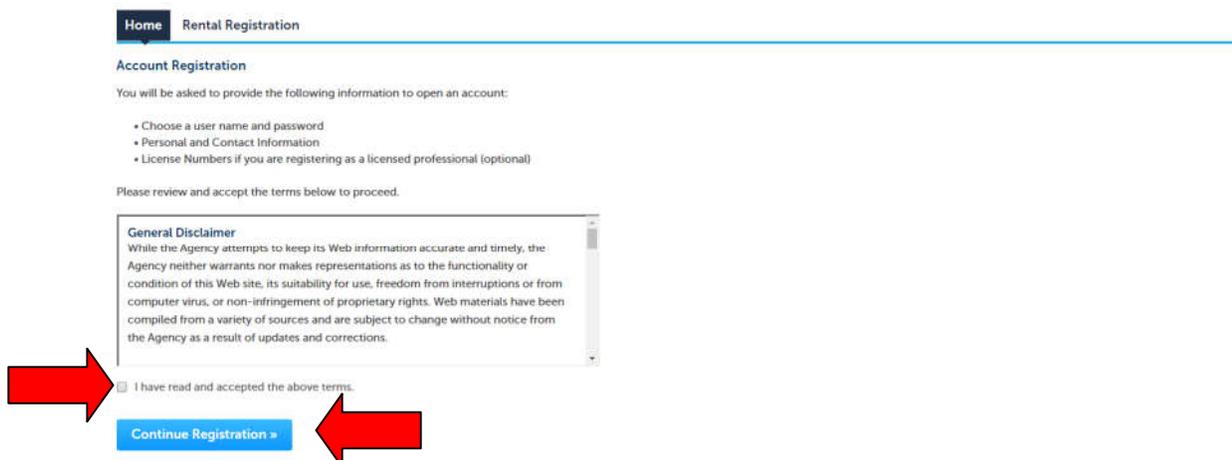
Step 2: Create an Account. Click "New Users: Register for an Account" as shown below.

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.

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.

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

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.

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.
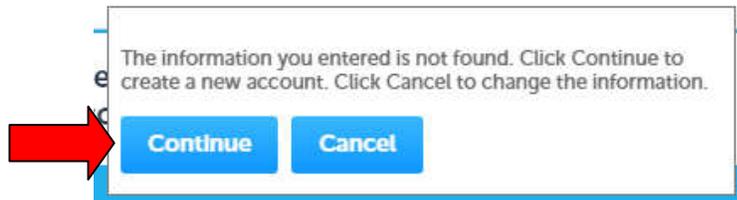
This is confirmation that your address was added successfully.
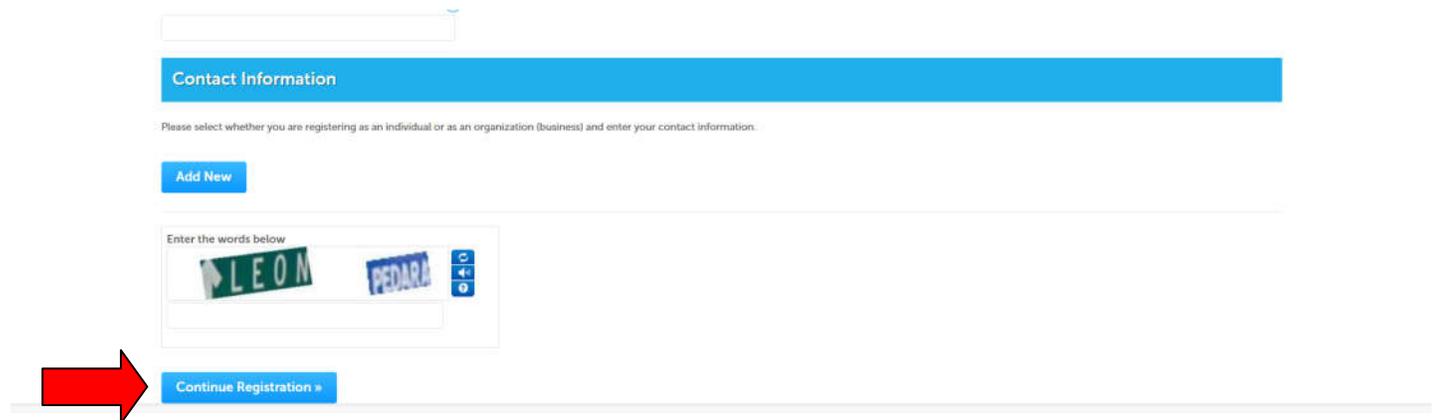
Click "Continue" to proceed.
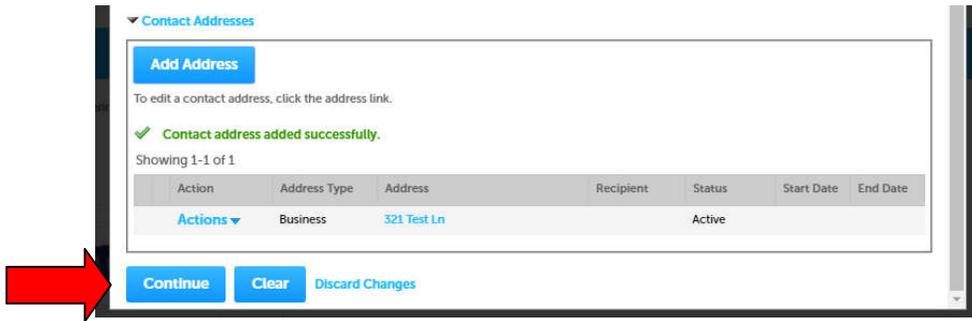
This screen will pop-up indicating that you are about to create a new account using the information you have entered.

Click "Continue" to create a new account.

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

Click "Continue Registration" to proceed.

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

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