

## 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](http://www.watertown-ny.gov/aca). It is recommended that you use Google Chrome or Internet Explorer.

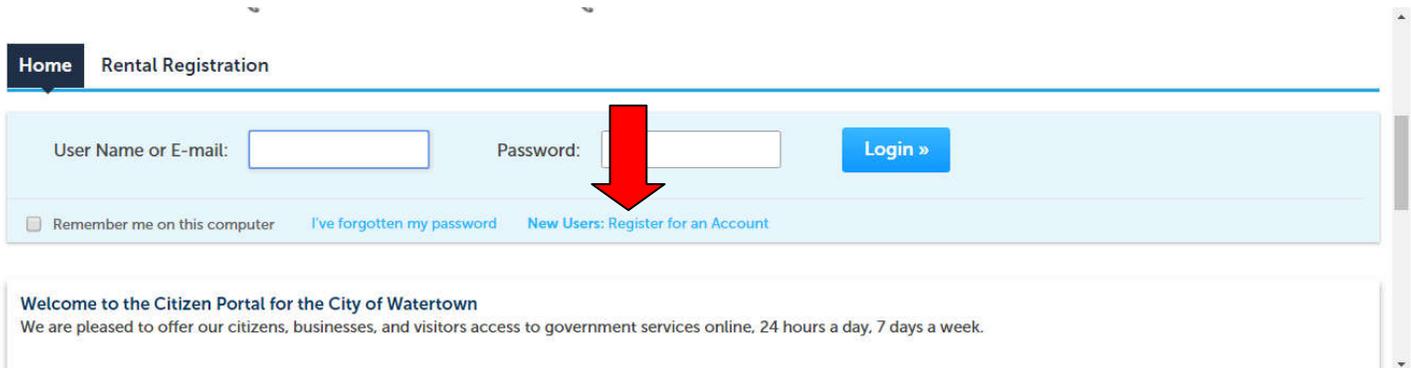
Before you begin, be sure to allow pop-ups in your web browser.

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>

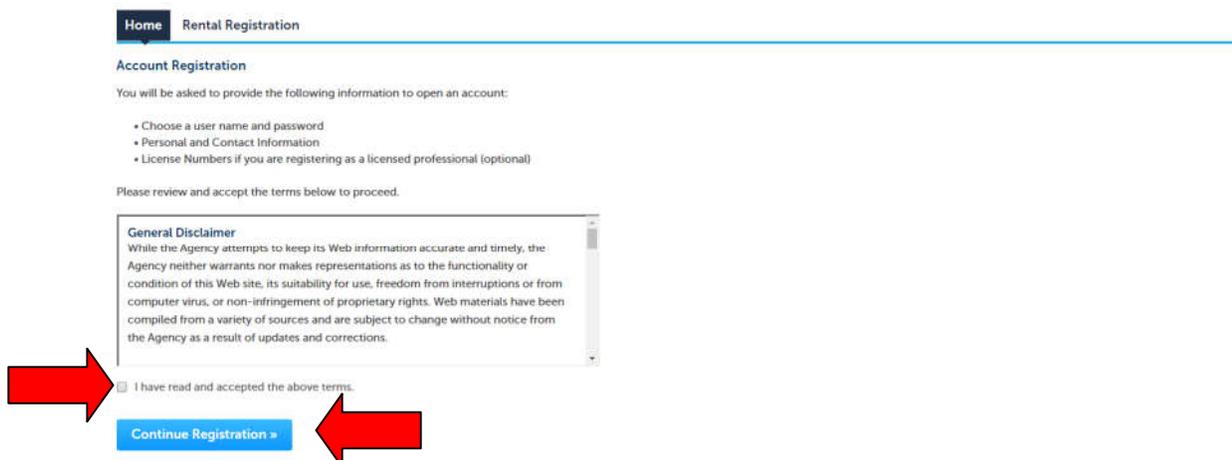
**Step 2: Create an Account.** Click “New Users: Register for an Account” as shown below.



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.

Home Rental Registration

Account Registration Step 2:  
Enter/Confirm Your Account Information

\* indicates a required field.

**Login Information**

Enter your User Name and Password. You must also enter a unique e-mail address

\*User Name: [input field] (?)

\*E-mail Address: [input field]

\*Password: [input field] (?)

\*Type Password Again: [input field]

\*Enter Security Question: [input field] (?)

\*Answer: [input field] (?)

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

[dropdown menu]

**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”.

Select Contact Type

\*Type: [dropdown menu]

Continue Discard Changes

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.

**Contact Information** ✕

Please enter your information. Then, click **Add Address** to enter your address details.

Full Name:

\* E-mail:

\* Phone:

Mobile Phone:

▼ **Contact Addresses**

**Add Address**

To edit a contact address, click the address link.

Showing 0-0 of 0

Action	Address Type	Address	Recipient	Status	Start Date	End Date
No records found.						

**Continue** **Clear** [Discard Changes](#)

**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 Information** ✕

**Contact Address Information** ✕

\* Address Type:

\* Address Line 1:

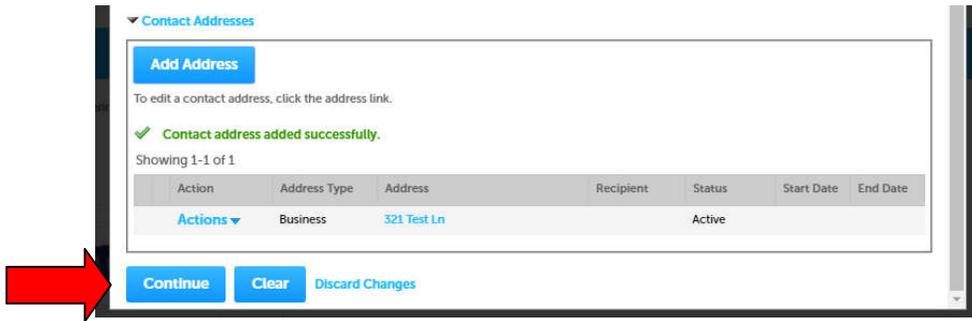
Address Line 2:

\* City:  \* State:  \* ZIP Code:

**Save and Close** **Save and Add Another** **Clear** [Discard Changes](#)

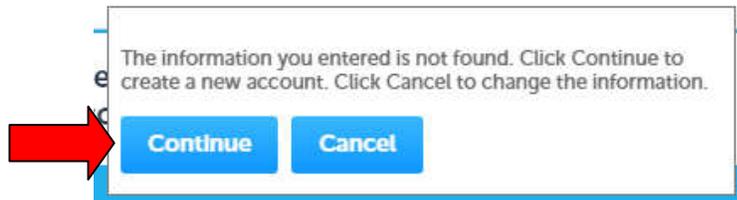
This is confirmation that your address was added successfully.

Click “Continue” to proceed.



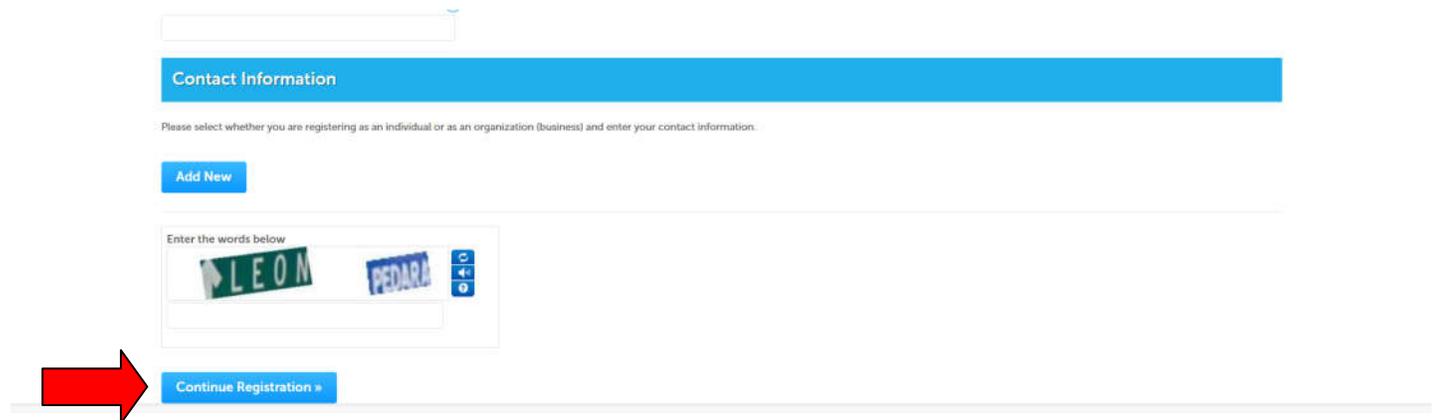
This screen will pop-up indicating that you are about to create a new account using the information you have entered.

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.

The screenshot shows a web application interface with a dark blue header. The header contains navigation links: Home, Search, + New, Request, and Help. On the right side of the header, there are links for Register for an Account, Reports (1), and Login. Below the header, there is contact information for the City of Watertown, NY, including the address and phone numbers for the Comptroller's Office and Code Enforcement Office. The main content area has a breadcrumb trail: Home > Rental Registration. A green success message with a checkmark icon states: "Your account has been created successfully. You can login immediately using your User Name and Password". Below this, a blue box contains the text: "Your account has been successfully created. Congratulations. You have successfully created an account with the Agency and can login immediately. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete." The page is divided into three sections: "Account Information", "Contact Information", and "Contact Address List". The "Account Information" section displays: User Name: testname, E-mail: test@email.com, Password: \*\*\*\*\* (masked), and Security Question: test. The "Contact Information" section displays: Home Phone, Work Phone, Mobile Phone, and Preferred Method of Contact (all fields are empty). The "Contact Address List" section shows a dropdown menu for "Contact Addresses" and a table with the following structure: "Showing 0-0 of 0" records. The table has columns: Action, Address Type, Address, Recipient, Status, Start Date, and End Date. The table content is empty, displaying "No records found."

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