



**ACCELA CITIZEN ACCESS (ACA):
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, <https://aca-prod.accela.com/WATERTOWNNY/Default.aspx>. It is recommended that you use Google Chrome or Microsoft Edge.

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 **Microsoft Edge**, read more here:

<https://support.microsoft.com/en-us/search?query=allow%20pop%20ups%20in%20edge#:~:text=Microsoft%20Edge%20app%20help,pop%20Dup%20on%20your%20device.>

Step 2: Create an Account.

There are two ways to create a new account. (1) Click “Register for an Account,” or (2) click “CREATE AN ACCOUNT,” as shown below.

The screenshot displays the Accela Citizen Access (ACA) portal for the City of Watertown. At the top, there is a navigation bar with links for Home, Search, and New. Below this, a search bar is visible. The main content area features a 'Sign In' section with input fields for 'USER NAME OR E-MAIL' and 'PASSWORD', along with a 'Forgot Password?' link and a 'Sign In' button. Below the sign-in section, there is a 'Remember me on this device' checkbox. Underneath, a 'Not Registered?' section contains a 'CREATE AN ACCOUNT' link. A blue arrow labeled '1' points to the 'Register for an Account' link in the top navigation bar. Another blue arrow labeled '2' points to the 'CREATE AN ACCOUNT' link. At the bottom of the page, there is a 'Dental Registration' link.

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, hover your mouse over the field. Read and accept the Terms of Service to continue.

Search...

Home Permits Rental Registration

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

* Required Fields

USER NAME: *

E-MAIL ADDRESS: *

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select

ANSWER: *

I have read and accepted the above terms. [Terms of Service](#)

CONTINUE

BACK



Step 4: Enter Contact Information

Select the appropriate contact type for your account and complete the required fields.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

Individual

Organization

*** Required Fields**

NAME OF BUSINESS: *

FIRST:

MIDDLE:

LAST:

E-MAIL: *

WORK PHONE:

MOBILE PHONE:

PREFERRED CHANNEL: *
Select

To optionally add additional address information, (1) click “ + Add Address” to continue. Otherwise, (2) click Submit.

ADDRESS | [Delete](#)

ADDRESS TYPE: *
Select

ADDRESS LINE 1: *

ADDRESS LINE 2:

CITY: *

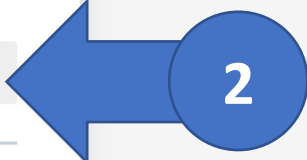
STATE: *
Select

ZIP CODE: *



+ Add Address

Submit



Back



Step 5: Confirmation

Congratulations! Your account has been successfully created.

The screenshot shows a web browser window displaying the City of Watertown account confirmation page. At the top left is the City of Watertown seal. The header text reads "Welcome to the City of Watertown" and "For Code Enforcement Assistance Contact: 315-785-7735". A "Return to City Website" link is in the top right. A navigation bar contains "Home", "Search", and "+ New". Below the navigation bar are links for "Register for an Account" and "Login". A search bar is present. The main content area has a breadcrumb trail: "Home" (active), "Permits", and "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 is a detailed confirmation message: "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." This is followed by two blue section headers: "Account Information" and "Contact Information". Under "Account Information", the following details are listed: User Name: cityofwatertown; E-mail: cityofwatertown@cityofwatertown.gov; Password: *****; Security Question: (blank). Under "Contact Information", the following details are listed: City of Watertown; Work Phone: (blank); City of Watertown; Mobile Phone: (blank); cityofwatertown@cityofwatertown.gov; Preferred Method of Contact: E-mail. Below this is a "Contact Address List" section with a sub-link "Contact Addresses". A "Login Now" button is at the bottom left. The footer contains the copyright notice: "©2022 City of Watertown. All Rights Reserved."

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

To begin a Permit Application, refer to **Accela Citizen Access (ACA): Permit User Guide**.