Accela 001 – Create Citizen Account
How to Register for an Online Account on Citizen Access Portal

The permit system used by the City of Cupertino is called Accela and has a Citizen Access Portal which allows citizens, applicant, contractors, etc. to look up permit information, schedule inspections, and obtain minor residential online permits.

**Note:** In order to schedule inspections for a permit the user account will need to be added to the permit system. This will need to be completed by the building division staff, please call 408-777-3228 or email permitcenter@cupertino.org. For additional handouts to help navigate the system see the *Accela Handouts* on the building divisions website building@cupertino.org.

1. Login to the public portal (https://aca.accela.com/CUPERTINO/Login.aspx)
2. Click on **Register for an Account** at top right of page.
3. Read the Disclaimer. To accept, Check the Box next to where it states:
   I have read and accepted the above terms.
4. Click on the Continue Registration tab.
5. Complete Step 2 of the Account Registration by filling in the requested **Login Information**.

6. Click on the **Add New** tab under the **Contact Information** section.
7. Select from the drop down **Individual** or **Organization**.
8. Click the **Continue** tab.

9. Fill in the required (*) information within the **Contact Information** window.
10. Scroll down and Click on the **Continue** tab.
11. Click the **Continue** tab.

12. The contact information will be added to the Step 2 in the Registration process. Click on the **Continue Registration** tab.
13. The following notification will be provided if successful creating the account.
14. You are now ready to click on the **Login** link in upper right corner to begin using the Citizen Access Portal.