



**COMMUNITY DEVELOPMENT DEPARTMENT
BUILDING DIVISION**

10300 TORRE AVENUE • CUPERTINO, CA 95014
(408) 777-3228 • permitcenter@cupertino.gov
CUPERTINO.GOV

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.gov. For additional handouts to help navigate the system see the *Accela Handouts on the building divisions website* building@cupertino.gov.

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.

CITY OF CUPERTINO Online Permit Services
Building, Planning, Public Works

Accessibility Support [Register for an Account](#) [Login](#)

Search...

Home Building Planning Public Works Complaints

Advanced Search ▾

Please Login
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

Login
User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer
I've forgotten my password
[New Users: Register for an Account](#)

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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.

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Account Registration

You 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)

Please 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 materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

Continue Registration »

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.

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 email address

*User Name: ?

*E-mail Address:

*Password: ?

*Type Password Again:

*Enter Security Question: ?

*Answer: ?

Contact Information

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





Add New

Continue Registration »

7. Select from the drop down **Individual** or **Organization**.
8. Click the **Continue** tab.


Select Contact Type

*Type: 


 **Continue** Discard Changes


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

Contact Information

 *First: Middle: *Last:

Home Phone: Work Phone: Mobile Phone:

 *E-mail: Preferred Channel:

Birth Date: 


▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

Action	Address Type	Address	Recipient	Status
No records found.				

 **Continue** Clear Discard Changes

11. Click the **Continue** tab.

The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.



12. The contact information will be added to the Step 2 in the Registration process. Click on the **Continue Registration** tab.

Contact Information

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

✔ Contact added successfully.

Name
Email
Home phone:
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

▼ Contact Addresses

[Add Additional Contact Address](#)

To edit a contact address, click the address link.

Showing 0-0 of 0

Action	Address Type	Address	Recipient	Status
No records found.				



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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.

The screenshot displays the City of Cupertino website header with the logo and "CITY OF CUPERTINO" text. To the right, it says "Online Permit Services" and "Building, Planning, Public Works". Below this, there are links for "Register for an Account" and "Login". The "Login" link is circled in red, and a red arrow points to it from the right. A search bar is located below the navigation links. A green notification box with a checkmark icon contains the text: "Your account has been created successfully. You can login immediately using your User Name and Password". Below the notification, the text reads: "Congratulations. You have successfully registered an account."