

Welcome to the New Accela Online Citizen Portal



Walnut Creek is pleased to offer our citizens, businesses, and visitors access to government services online— 24 hours a day, 7 days a week.

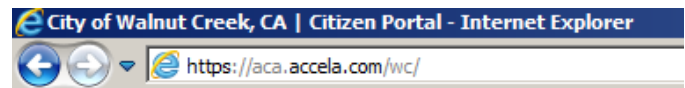
You can view information, get questions answered and have limited services as an anonymous user.

To use ALL the services we provide, you must register and create a user account.

We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

HOW TO Register Online

1. In your web browser, go to:
<https://aca.accela.com/wc/>



2. Next, select **Register for an Account**

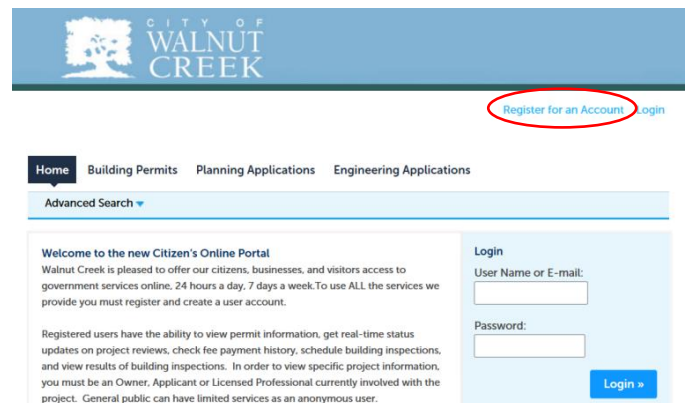
If you are already registered with Accela in another city, please log in using your existing account information. You will see the following message:

Existing Account Registration

Your citizen account is not yet registered on this website. Please register your account for this website.

Register >> **Cancel**

Select **Register >>** and skip to Step 8 of this tutorial.



3. Review and accept the terms.
Then, select **Continue Registration >>**

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 >>

4. Choose a **User Name**

Your user name may contain letters, numbers, or the following special characters: @, _, -, .

If you forget your user name in the future, you may use your email address to log in

* User Name:



5. Enter your **Email Address**

* E-mail Address:

6. Choose a **Password** and **Re-Type** it to confirm

Your password may be 8-20 characters

* Password:



* Type Password Again:

7. Enter a **Security Question** and **Answer** of your choosing

This can be used to access your account in the event that your login information is forgotten

* Enter Security Question:



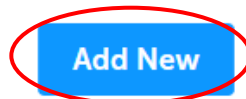
* Answer:



8. Under **Contact Information**, select

Contact Information

Choose how to fill in your contact information.



[Continue Registration »](#)

9. Next, a secondary screen will populate. Enter the required contact information, and select **Continue**

*** indicates a required field.**

The information you provide here will be our primary contact information for you, so please enter this information accordingly

Contact Information

* First:	Middle:	* Last:	Name of Business:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Country:	* Address Line 1:		
<input type="text" value="United States"/>	<input type="text"/>		
* City:	* State:	* Zip:	
<input type="text"/>	<input type="text" value="--Select--"/>	<input type="text"/>	
Home Phone:	Work Phone:	* Mobile Phone:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Fax:	* E-mail:		
<input type="text"/>	<input type="text"/>		
Continue	Clear	Discard Changes	

10. The following message will appear:

Select **Continue**

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

Continue	Cancel
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11. If your contact information was successfully added, you will see the following message:

Please verify that your contact information is correct, and select **Continue Registration »**

 **Contact added successfully.**

For access to building permits that you are authorized to view or schedule inspections for— your permit must be linked to your account by City Staff.

If you need a permit linked to your account, or if you have any questions: please contact us and provide us with your permit number and the email address associated with your account.

Call 925-943-5834 and ask to speak with a Permit Technician,
or email us at buildingtech@walnut-creek.org