



**COMMUNITY DEVELOPMENT DEPARTMENT  
BUILDING DIVISION**

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**ACCELA 003 – EXISTING ACA USER**

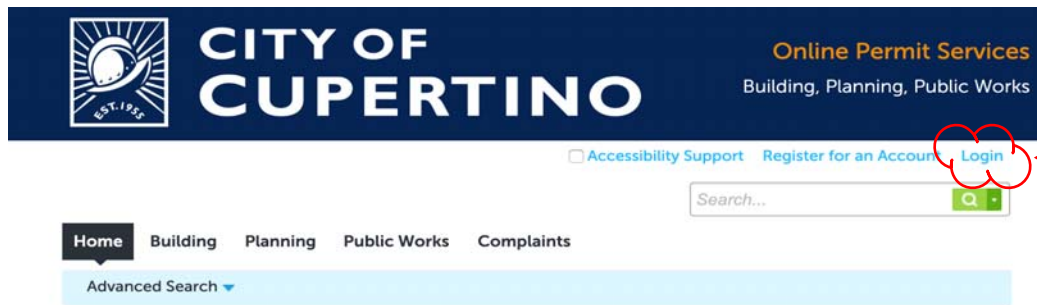
**ALREADY HAVE AN ACCELA CITIZEN ACCESS ACCOUNT WITH OTHER  
JURISDICTIONS/MUNICIPALS?**

If you already have an Accela Citizen Access account with other jurisdictions, please follow the steps below to link the account with the Cupertino system.

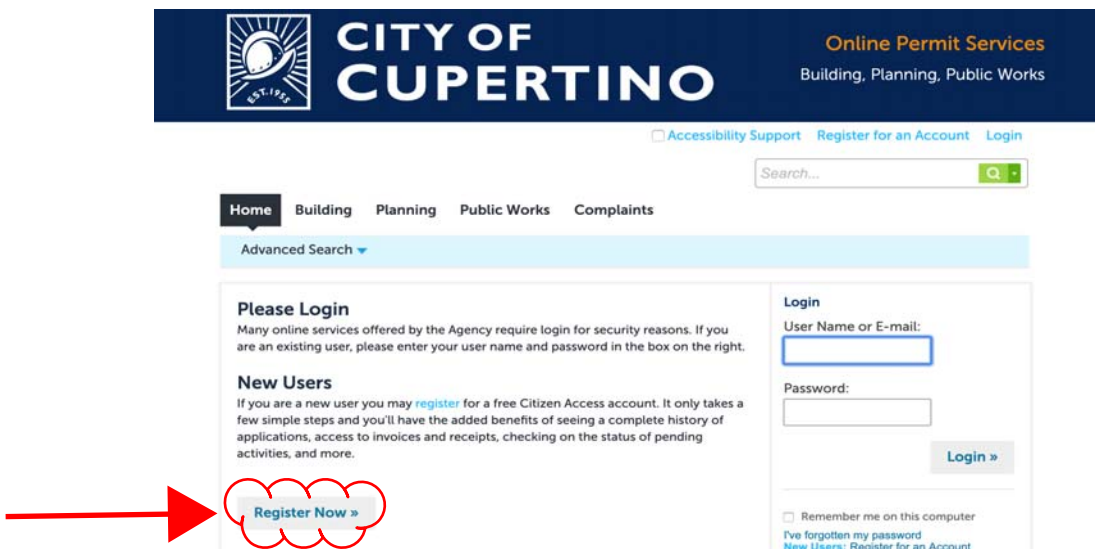
Click on the following link and follow the steps below:

<https://aca.accela.com/CUPERTINO/Login.aspx>

1. Click **Login** in the upper right corner.



2. Click the **Register Now** button.



- Proceed to the login info screen and enter your existing username or email. You will get an error that has a link. Please click [here](#) in the error message to proceed.

citizen account from another website.

### 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: Entered email address is already in use. You may have an existing citizen account from another website. To use the same citizen account, click [here](#). To create a new citizen account, use a different email address.

\* Password:

\* Type Password Again:

\* Enter Security Question:

\* Answer:

- Please enter your existing **User Name and Password** being used in Accela accounts for other jurisdictions. Under Contact Information, click **Select From**.

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### 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:

\* Enter Password:

#### Contact Information

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

[Select from...](#)

[Continue Registration >](#)

5. Select the Type of Contact Information from drop down: **Individual or Organization**.

The screenshot shows a dialog box titled "Select Your Contact Information" with a close button (X) in the top right corner. Below the title, the name "Sean Hatch" is displayed. A dropdown menu labeled "\* Type" is currently set to "--Select--". This dropdown is circled in red, and a red arrow points to it from the right. At the bottom of the dialog, there are two buttons: "Continue" and "Discard Changes".

6. Complete the required (\*) Contact Information. *Scroll down and click the Continue button.*

The screenshot shows a "Contact Information" form with a close button (X) in the top right corner. At the top, there is a note: "Enter your User Name and Password. You must also enter a unique email address." The form includes several fields: "Individual/Organization:" (set to "Individual"), "First:", "Middle:", and "Last:" (all three are circled in red), "Home Phone:", "Work Phone:", "Mobile Phone:", "E-mail:" (circled in red), "Preferred Channel:" (set to "--Select--"), and "Birth Date:" with a calendar icon. Below these fields is a section titled "Contact Addresses" with a sub-header "Add Additional Contact Address". A note says "To edit a contact address, click the address link." Below this, it says "Showing 0-0 of 0" and a table with columns: "Action", "Address Type", "Address", "Recipient", and "Status". The table content shows "No records found." and a scrollbar is visible at the bottom.

7. In new screen select the **Continue Registration** to complete (*see screen shot in item #4*).