



ACCELA CITIZEN ACCESS (ACA) Process for Registering and Applying for a Permit

Process for Registering for an Accela Citizen Access Account (ACA)

1. Go to https://aca3.accela.com/atlanta_ga.
2. Click on **Register for an Account** in the upper righthand corner of your screen.
3. Next, click on the box next to **"I have read and accepted the above terms."** and then click on "Continue Registration"
4. A new window will appear. Enter the requested data all the fields.
 - ❖ Please note that it is required that you complete all fields.
 - ❖ Password must be 8-21 characters
5. Next click on **Add New** button.
6. **Select** the applicable contact type by clicking on the blue upside-down triangle to view the list of contact types then click on "Continue".
7. A new window will appear, enter the requested data in the fields.
 - ❖ Please note that fields that have a red asterisk next to the field name is required.
8. After you enter the requested information, click **"Continue"**. Once complete you will see a green check and **"Contact added successfully."** Appear on the screen as displayed below.
9. Click on **"Continue Registration"**.
10. The screen below will appear with the statement, **"Your account has been successfully created. You can login immediately."** appearing in the green box.

Process for Applying for a Permit Online Using Accela Citizen Access (ACA)

1. Select Login (right side of page) and enter your username and password.
2. Under the **Building** tab, click on **Create An Application / Complaint** tab.
3. Review and Check the box to Accept the terms and conditions and click **Continue Application**.
4. Using the drop down menu, select your License and click **Continue Application**. (If your license does not appear call Online Services at (404) 865-8550
5. Click on **Select Trade Record Type** to choose your permit and click **Continue Application**.
6. Enter ONLY the **Street Number** and **Street Name** where the work will be performed and click Search (the remaining fields will automatically populate) click **Continue Application**.
7. Select your Applicant information from your Account, click **Continue**, and then click **Continue Application**.
8. Enter your Permit Number (if applicable) and Scope of Work, click **Continue Application/**
9. Select the **Type of Permit** you are applying for.
 - a. **General Electrical Permits** - enter quantity of Services, Feeders, and Branch Circuits you will be installing by clicking on :Adding a Row.
 - b. **Low Voltage Permits** - you must include Total Square Footage
 - c. **Temporary Pole Permits** - answer the questions located in the **INTAKE SECTION** and click on **Continue Application**
 - d. **Plumbing Permits** - choose the quantity of fixtures needed and then **Continue Application**
 - e. **HVAC/Mechanical Permits** - click on Add a Row to choose the services you need and click **Continue Application**
10. Review your fees and click **Continue Application** to submit payment and get permit number.

**PLEASE
NOTE**

- Registration is required to apply for an online permit
- A current state license is required for each trade discipline and the license professional can only apply for permit related to that specific discipline.