

ACCELA CITIZEN ACCESS (ACA) USER ACCOUNT INFORMATION

With the recent implementation of the new Accela permitting software, we have encountered a few typical glitches which staff is working to get resolved. In order to address some of these issues, we are providing the following guidelines in an effort to better serve you:

Contractor Registration:

Step 1:

Prior to creating your Accela Citizen Access Contractor Account, please ensure that your browser security setting is enabled to display mixed content . For Internet Explorer users, please use the following steps:

1. Select *Tools*
2. Choose *Internet Options*
 - Click on the *Security* tab
 - Click on "*Custom Level*"
 - Scroll down to ***Display mixed content*** under "**Miscellaneous**" category and change setting to **Enable** – (this setting generally defaults to "Prompt")
3. Click "Okay"
4. Click "Yes"
5. Click "Okay"
6. Proceed with setting up your Accela Contractor Account at <https://my.lincoln.ne.gov/CitizenAccess>

Step 2:

Enter your account information. Once this is completed, you will receive a notification indicating that your account has been created successfully and that you will receive an email providing additional instructions. **When you receive this notification, please contact Lana Tolbert at 441-6456 to get your account validated. If she is not available, please leave a voicemail stating that you need your account validated.** You will then be notified by email once that process is complete.

The following links are being provided for additional information:

How to Register for an account:

http://lincoln.ne.gov/city/build/forms/aca/ACA_Registration_Process.pdf

How to Apply for a permit:

http://lincoln.ne.gov/city/build/forms/aca/ACA_Apply_Permits.pdf

How to Review Workflow Comments:

http://lincoln.ne.gov/city/build/forms/aca/ACA_Review_Comments.pdf

How to schedule Inspections:

http://lincoln.ne.gov/city/build/forms/aca/ACA_Scheduling_Inspections.pdf

How to Search for Permits:

http://lincoln.ne.gov/city/build/forms/aca/ACA_Searching_Permits.pdf

How to Add Delegates:

http://lincoln.ne.gov/city/build/forms/aca/ACA_Adding_Delegates.pdf