

## Registering a new Accela Citizen Access Account

To begin, log on to the City's main webpage ([lincoln.ne.gov](http://lincoln.ne.gov)) and type **Building** in the keyword search window

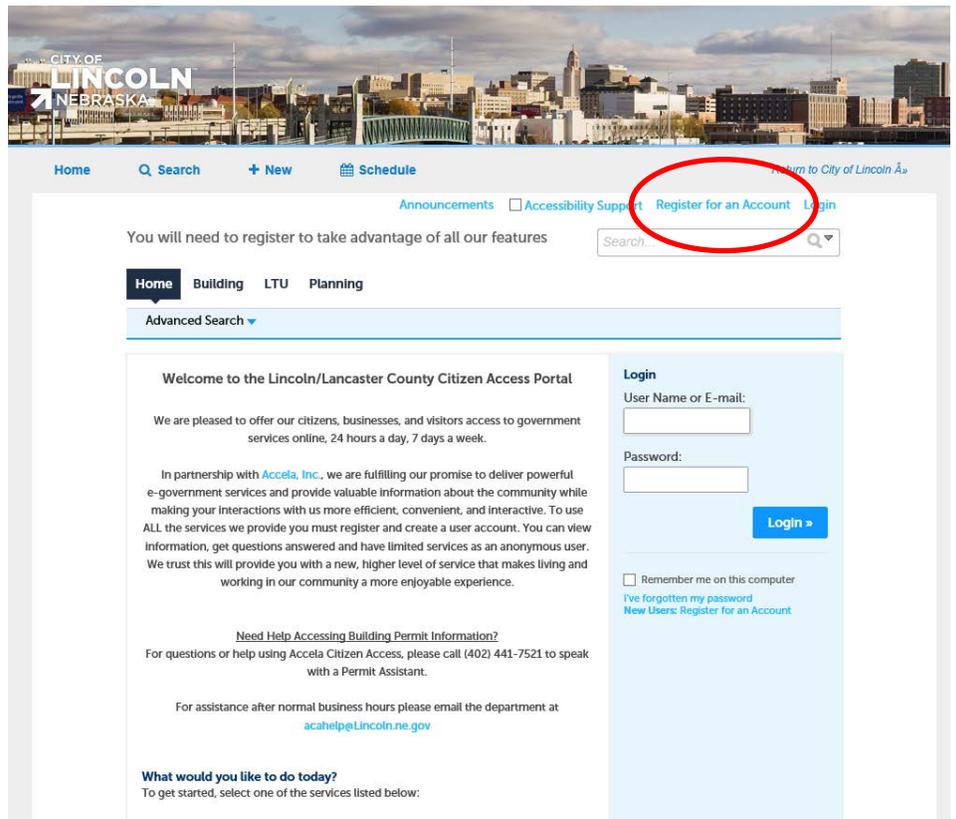


The screenshot shows the City of Lincoln, Nebraska homepage. At the top, there are navigation tabs for Online Services, Government, Employment, Education, Health & Safety, Residents, Tourism, and Business. Below these, there's a search bar with the word "building" entered. A red arrow points to this search bar. The main content area includes a large banner for the UPLNK app with the text "HELP US FIND THEM REPORT POTHOLES WITH THE UPLNK APP" and the URL "UPLNK.lincoln.ne.gov". To the right of the banner are social media links for LinkedIn, Facebook, and Twitter, and a "Meetings" section. Below the banner is a "Media Releases" section with several news items. At the bottom, there are "Featured Pages" and "Lancaster County" links.

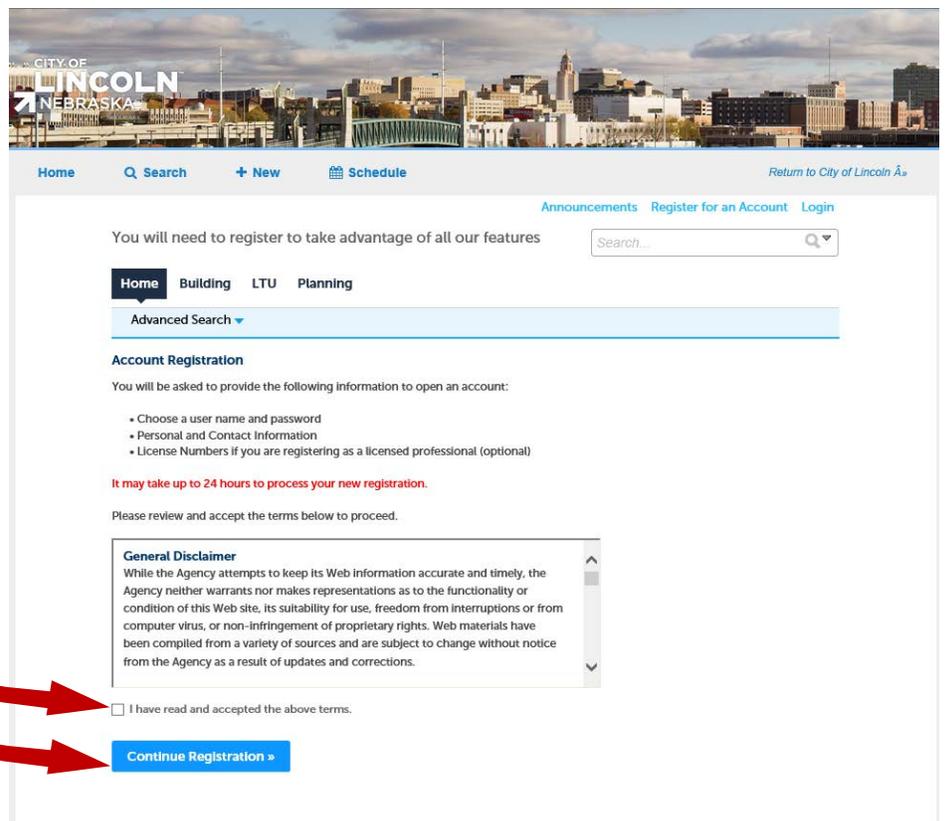
Click on the **Accela Citizens Access** block to access the portal

The screenshot shows the City of Lincoln Building & Safety portal. The "Accela Citizen Access" block is circled in red. This block contains information for Contractors (apply for permits, request inspections, access contractor accounts) and Homeowners (lookup permits by property, request inspections, search applications). Below this are blocks for "VisualVault - Trade Professional Registration" (Contractors: renew trade registrations, submit continuing education units, apply for exams), "Create a VisualVault Trade Professional Account", and "VisualVault FAQ". At the bottom of the main content area is a "Customer Access" block with contact information for Public Counter Hours (8 a.m. - 4 p.m., Monday - Friday, 555 S 10th St, Ste 203), 24 Hour Inspection Line (402-441-5999), and SelectTXT Inspection Scheduling (Text "Hello" to 888-405-9508). The right-hand sidebar features a video titled "Building and Safety SelectTXT" with the phone number 402-441-7521, and a "Welcome to the City of Lincoln's Building and Safety Department" message. Below the video is contact information for Chad Blahak, Director of Building and Safety Department and Manager of the Development Services Center.

Click Register for an Account



Click Continue Registration



You will need to register to take advantage of all our features

[Home](#) [Building](#) [LTU](#) [Planning](#)

[Advanced Search](#)

## Account Registration Step 2: Enter/Confirm Your Account Information

\* indicates a required field.

### Login Information

\* User Name:

\* E-mail Address:

\* Password:

\* Type Password Again:

\* Enter Security Question:

\* Answer:

### Contact Information

Choose how to fill in your contact information.

[Add New](#)

Complete the **Account Registration Information**.

**Red\*** are required fields

Click **Add New** when fields are completed



Registration Step 2:  
Confirm Your Account Information

\* indicates a required field

Information

Name: [Name Field]

Address: [Address Field]

Email: [Email Field]

Password: [Password Field]

Repeat Password: [Repeat Password Field]

Security Question: [Security Question Field]

Confirm Your Account Information

### Select Contact Type

Type:

**Continue** Discard Changes

Select **Contact Type** from the drop down

Click **Continue**

Complete the **Contact Information**.

*Red\* are required fields*

**Scroll down**

Advanced Search

### Contact Information

\*First:  Middle:  \*Last:

Name of Business:

Country:

\*Address Line 1:

\*City:

\*State:

\*Zip:

Home Phone:  Work Phone:  \*Mobile Phone:

Fax:

Click **Continue** when fields are completed

Click **Continue Registration**

## Contact Information

Choose how to fill in your contact information.

✔ **Contact added successfully.**

**John M Doe**

**Doe Plumbing**

michaelaadugan@gmail.com

Home phone:402-441-5555

Mobile Phone:402-441-5555

Work Phone: 402-441-5555

Fax:

[Edit](#) [Remove](#)

**Continue Registration »**

The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'Search', '+ New', and 'Schedule'. On the right side of the navigation bar, there is a link 'Return to City of Lincoln Å»'. Below the navigation bar, there are links for 'Announcements', 'Register for an Account', and 'Login'. A message states 'You will need to register to take advantage of all our features' next to a search input field. Below this, there are navigation tabs for 'Home', 'Building', 'LTU', and 'Planning'. An 'Advanced Search' dropdown is visible. A green confirmation message with a checkmark icon reads 'Your account is successfully registered.' Below this, a congratulatory message says 'Congratulations. You have successfully registered an account.' and a section titled 'Account Information' is partially visible.