


## How to register for an Accela Citizen Access (ACA) account

1. Navigate to Hartford's specific ACA URL:  
<https://aca-prod.accela.com/HARTFORD/Default.aspx?culture=en-US>
2. On the main page, click the "CREATE AN ACCOUNT" link

The screenshot shows the top navigation bar of the City of Hartford Citizen Access Portal. It includes links for HOME, DASHBOARD, MY ACCOUNT, and SIGN IN. The main header features the City of Hartford seal and the text "Welcome to The City of Hartford Citizen Access Portal". Below the header, there is a "Sign In" section with two input fields: "USER NAME OR E-MAIL:" and "PASSWORD:". A "Forgot Password?" link is located below the password field. A blue "Sign In" button is positioned below the "Forgot Password?" link. At the bottom of the sign-in section, there is a checkbox labeled "Remember me on this device". Below the sign-in section, there is a link for "Not Registered?" and a yellow button labeled "CREATE AN ACCOUNT".

HOME DASHBOARD MY ACCOUNT  Welcome to  
The City of Hartford  
Citizen Access Portal  SEARCH  REPORTS  SIGN IN

### Sign In

USER NAME OR E-MAIL: \* 

PASSWORD: \* 

[Forgot Password?](#)

[Sign In](#)

Remember me on this device

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[Not Registered?](#)

[CREATE AN ACCOUNT](#)

3. Create and enter details for the \*Required fields - User Name, E-mail Address, Password, Security Question on this screen.

# Login Information

## STEP 1 OF 2: ACCOUNT DETAILS

\* Required Fields

USER NAME: \*

E-MAIL ADDRESS: \*


PASSWORD: \*

TYPE PASSWORD AGAIN: \*

ENTER SECURITY QUESTION: \*

Select ▼

ANSWER: \*

I have read, understand, and agree to the [Terms of Service](#) 

**CONTINUE**

BACK

4. Read the Terms of Service section by clicking "Terms of Service" link, and check the box that says "I have read, understand, and agree to the Terms of Services "
5. Then select "Continue"
6. Select Individual or Organization Contact Type and fill in the \*Required Fields

# Select Contact Type

**STEP 2 OF 2: CONTACT DETAILS**

Individual

Organization

---

[Back](#)

# Select Contact Type

## STEP 2 OF 2: CONTACT DETAILS

Individual

Organization

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### \*Required Fields

FIRST: \*

MIDDLE:

LAST: \*

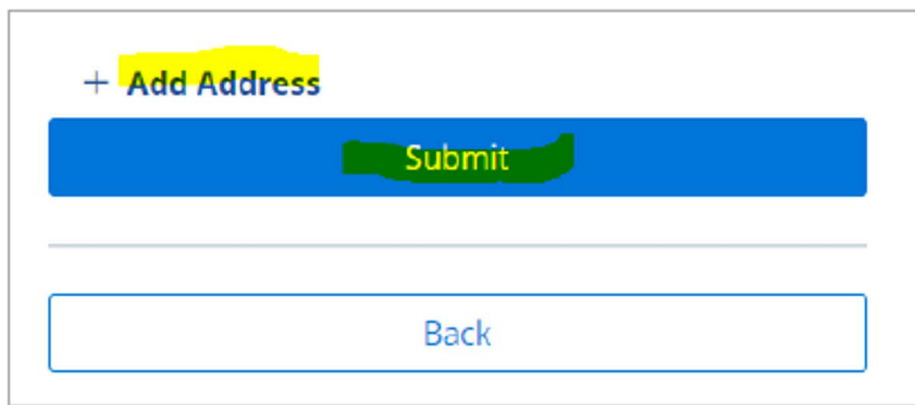
NAME OF BUSINESS:

PRIMARY PHONE:

WORK PHONE:

MOBILE PHONE:

7. Click "Add Address" to input your address information and then click "Submit"



+ Add Address

Submit

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8. If your account registration is successful, you should see the following screen below. You are the proud new owner of an Accela Citizen Account. Be sure to check your email for a link to activate your account. You can then return to the home page to Sign In with your User Name or E-mail and Password



Almost there! Check your email to activate your account.

Before you can login, you must activate your account. To do this, an email was sent with instructions. If you did not receive this email, please check your junk/spam folder.

### Account Information

User Name: James2  
E-mail: [REDACTED]  
Password: [REDACTED]  
Security Question: favorite phone

### Contact Information

Home Phone: [REDACTED]  
Work Phone:  
Mobile Phone:  
Fax:  
Preferred Method of Contact: E-mail

### Contact Address List

Showing 1-2 of 2

Address Type	Recipient	Address	Status	Start Date	End Date	Action
		92 N [REDACTED] St	Active			
			Active			