

City Development Department



Accelea Citizen Access

Creating User Account

Creating an Account



- Go to www.elpasotexas.gov
- Scroll down to the ‘How Do I’ section on our home page then click on *Permits & Licensing*. This will direct you to the City Development page to access E-PERMITS.

The screenshot displays the City of El Paso website's navigation menu. The 'HOW DO I?' section is highlighted, and an orange arrow points to the 'Permits & Licensing' link. Other links in the menu include Information/Questions/Concerns, Campaign Finance Report, Google Transit Sun Metro Trip Planner, Parks and Recreation Online Registration, Bicycle Lanes Online, Pay Property Taxes, Food Fish Inspections, City Jobs, Emergency Preparedness Info, Pay Traffic Citations Online, City Council Agendas, and Find your District Representative Map.

SERVICE SOLUTION SUCCESS

The City of El Paso strives to be a high performance, customer-focused organization that is **Dedicated to Outstanding Customer Service for a Better Community**. The City's website is here to help you learn about the City government that serves you and to provide information on a variety of services such as how to apply for a job, pay traffic tickets and water bills, or to simply find out about events happening in El Paso. You can also view the City's Code of Ordinances and the City Charter.

Want to know who represents you? Here you can find out who your City Representative is, along with several ways to contact your local leaders. City Council agendas and other meeting documents can also be found on this web page under the "Meetings" tab.

You can also learn about the services offered by the City of El Paso. From vaccines, pet adoptions, graffiti cleanup, to garbage collection, the City offers so much to its residents.

Looking to grow a business? The City of El Paso has made it a priority to streamline the process by reorganizing and creating a new department. The City has merged the Building Permit and Inspection Division with planning and economic development functions, all to make the process easier for you.

WHAT MAKES EL PASO GREAT?

NEWS **TV/VIDEO** **PRESS RELEASES**

DO NOT FORGET ME
Learn how to protect yourself and child from being left in a scorching or freezing vehicle...[Learn more](#)

DOWNTOWN BALLPARK
Information on your downtown ballpark...[Learn more](#)

CESAR CHAVEZ EXPRESS TOLL LANES
The Cesar Chavez Express Toll Lanes stretch from just west of Zaragoza to just east of US 54. There is one lane in each direction. If you choose to ask...[Read More](#)

OPEN RECORDS REQUESTS
City launches new Open Records Requests System...[Read More](#)

DEVELOPMENT ASSISTANCE CENTER
The City of El Paso Development Assistance Center (DAC) is a unique concept in public service with efficiency as our goal...[Read More](#)

LATEST INFORMATION

HOW DO I?

- Information/Questions/Concerns - Call 311
- Campaign Finance Report E-Filing
- Google Transit Sun Metro Trip Planner
- Parks and Recreation Online Registration
- Bicycle Lanes Online
- Pay Property Taxes
- Food Fish Inspections
- City Jobs
- Emergency Preparedness Info
- Pay Traffic Citations Online
- Permits & Licensing
- City Council Agendas
- Find your District Representative Map

Access E-PERMITS



- Select E-PERMITS on the City Development page which will direct you to Accela Citizen Portal (ACA).

The screenshot shows the City of El Paso website. The top navigation bar includes links for HOME, ABOUT, NOTICES, GOVERNMENT, RESIDENTS, BUSINESS, VISIONS, DEPARTMENTS, ONLINE SERVICES, MEETINGS, and CONTACT US. Below this is the City of El Paso logo and operational hours: "CITY OF EL PASO OPERATIONAL HOURS: Mon-Thurs. 7:00 a.m. to 6:00 p.m., - Closed Fridays". A search bar is also present. The main content area features a "CITY DEVELOPMENT" section with a sub-menu: HOME, NEWS, ONE STOP SHOP, E-PERMITS, SPECIAL EVENT PERMITS, HISTORIC PRESERVATION, LAND DEVELOPMENT, FLOOD ZONES, ZONING MAP, and CONTACT US. An orange arrow points to the "E-PERMITS" link. Below the navigation is a large image of hands reviewing documents. The page is divided into three columns: "BUILDING PERMITS & LICENSES", "BUILDING PERMITS" (with a paragraph of text), and "APPLICATIONS & RESOURCES" (with a list of links including ADA Checklist, After Hours Construction Application, After Hours Notice to Occupants, After Hours Sign Posting Requirements, Building Permit Application, Electrical Plan Review, and Credit Access Business Application).

Creating an ACA account

- Click on *New Users: Register for an Account* to start creating your profile.

The screenshot displays the top navigation bar of the ACA website. It features the agency's logo on the left, a search bar, and a navigation menu with buttons for Home, Building, Licenses, Planning, Fire, Engineering, Environmental, and more. Below the navigation bar, there are three main sections: 'Please Login' with a brief explanation of why users need to log in, 'New Users' with a description of the registration process and a 'Register Now' button, and a 'Login' form. The 'Login' form is highlighted with a red dashed circle and includes fields for 'User Name or E-mail' and 'Password', a 'Login' button, and a 'Remember me on this computer' checkbox. A link for 'New Users: Register for an Account' is also visible below the login form.

Please Login
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may register for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of your applications, access to invoices and receipts, checking on the status of your pending activities, and more.

[Register Now »](#)

Login
User Name or E-mail:
Password:
[Login »](#)

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

Creating an account - continued.....

- Enter log in information and add contact type as *applicant*. You will then receive a message stating the applicant was added successfully. Select continue to proceed.

The screenshot shows a web form titled "Account Registration Step 2: Enter/Confirm Your Account Information". The form is divided into two sections: "Login Information" and "Contact Information".

Login Information:

- * User Name: [text input]
- * Email Address: [text input]
- * Password: [password input]
- * Type Password Again: [password input]
- * Enter security Question: [text input]
- * Answer: [text input]

Contact Information:

- Choose how to list in your contact information: [text input]
- [Add New] button
- [Continue Registration] button

A navigation bar at the top includes links for Home, Building, Licenses, Planning, Fire, Engineering, and Environmental.

The screenshot shows a dialog box titled "Select Contact Type" with a close button (X) in the top right corner. The dialog contains a dropdown menu labeled "Type:" with "APPLICANT" selected. Below the dropdown are two buttons: "Continue" and "Discard Changes".

The background shows a blurred view of the registration form, with the "Question:" field visible.

Creating an account – continued.....



- You will receive a message stating that you have created the account successfully in addition to a confirmation email.

The screenshot shows a web portal interface. At the top right, there is a navigation menu with buttons for Home, Building, Licenses, Planning, Fire, Engineering, Environmental, and more. Below the menu is a green notification box with a checkmark icon and the text: "Your account has been created successfully. You will receive additional instructions by e-mail." Below this is a confirmation message: "Your account has been successfully created. Congratulations. You have successfully created an account with the City of El Paso. An e-mail has been sent to you with instructions for verifying your information. If you have registered as a licensed professional, additional activation by the City may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete." Below the message are two sections: "Account Information" and "Contact Information".

Account Information	
User Name:	userfame
E-mail:	lrenducan2@me.com
Password:	*****
Security Question:	What is the name of your elementary school?

Contact Information	
Brenda Cantu	Home Phone: 915-212-1501
Brenda Mechanical	Work Phone: 915-212-1501
801 Texas Ave	Mobile Phone: 915-212-1501
lrenducan2@me.com	Fax: 915-555-5555

Contractor Association



- After you receive a confirmation email you need to contact the One Stop Shop – Business Center at 915-212-0104 to be associated to your contractor files.
- When you make the request we will ask for:
 - Name
 - Password
 - User name or email used to create account.
- When associated to the contractor file you may begin requesting permits online.