

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

1. Navigate to Brookline's specific ACA URL: <https://aca3.accela.com/brookline/welcome.aspx>
2. On the top right of the screen, click on the link for "Register an Account".

The screenshot displays the Brookline Citizen Access Portal. At the top right, there are links for "Accessibility Support", "Register for an Account" (highlighted in yellow), and "Login". Below these is a search bar with the text "Search...". A navigation menu includes "Home", "Building", "Board Of Health", "Licenses", "Planning", and "Parking". An "Advanced Search" dropdown is visible. The main content area is divided into two columns. The left column contains a welcome message, a list of services accessible without registration, and a section titled "What would you like to do today?" with links for "General Information", "Building", "Board Of Health", "Licenses", "Planning", and "Parking". The right column contains a "Login" form with fields for "User Name or E-mail" and "Password", a "Login »" button, and a "Remember me on this computer" checkbox. Below the checkbox are links for "I've forgotten my password" and "New Users: Register for an Account".

Accessibility Support **Register for an Account** Login

Search...

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Advanced Search ▾

**Welcome to the Town of Brookline Citizen Access Portal**  
for Permitting, Licensing, Complaint Tracking and Code Enforcement. We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

This portal will allow access to the following services below without registering for an account.

In order to apply and pay for a permit/license online, you must register and log in.

**What would you like to do today?**  
To get started, select one of the services listed below or log in:

<b>General Information</b> <a href="#">Create an Application</a>	<b>Building</b> <a href="#">Create an Application</a> <a href="#">Search Applications</a>
<b>Board Of Health</b> <a href="#">Search Applications</a>	<b>Licenses</b> <a href="#">Search Licenses</a>
<b>Planning</b> <a href="#">Search Cases</a>	<b>Parking</b> <a href="#">Search Applications</a>

**Login**

User Name or E-mail:

Password:

[Login »](#)

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

3. On the next screen, check the box that says “I have read and accepted above terms” and click on the button that says “Continue”.

The screenshot shows a web page for account registration. At the top right, there are links for "Register for an Account" and "Login". Below these is a search bar with the text "Search..." and a magnifying glass icon. A navigation menu includes "Home", "Building", "Board Of Health", "Licenses", "Planning", and "Parking". A light blue bar contains "Advanced Search" with a dropdown arrow. The main heading is "Account Registration". Below it, a paragraph states: "You will be asked to provide the following information to open an account:". This is followed by a bulleted list: "Choose a user name and password", "Personal and Contact Information", and "License Numbers if you are registering as a licensed professional (optional)". Another paragraph says: "Please review and accept the terms below to proceed." Below this is a scrollable box titled "General Disclaimer" containing text about the agency's responsibility for web information accuracy. At the bottom of the page, a checkbox with a checkmark is labeled "I have read and accepted the above terms." and a blue button labeled "Continue Registration »" is positioned directly below it. A yellow hand-drawn highlight encompasses both the checkbox and the button.

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### Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

**General Disclaimer**


While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Registration »](#)

4. The next screen that appears will prompt you to enter in your desired login information. Fill out all fields with an asterisk. Before clicking "Continue Registration" again, you will have to add contact information; click on "Add New" under Contact Information.

[Register for an Account](#) [Login](#)

Search... 


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### 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: 

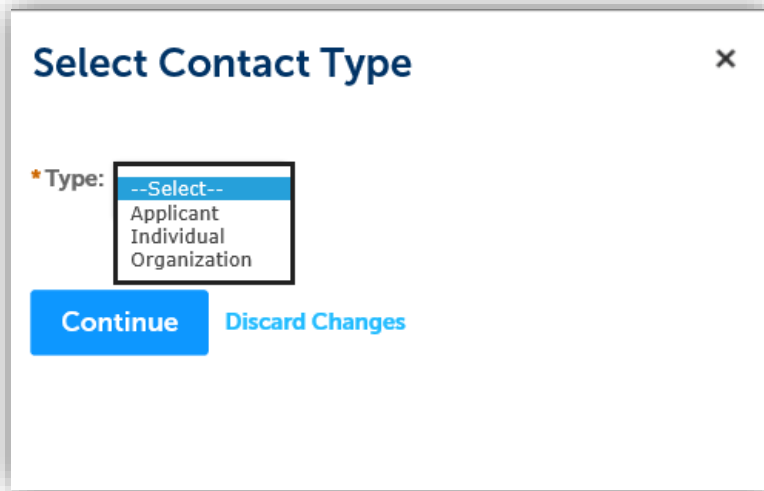
#### Contact Information

Choose how to fill in your contact information.

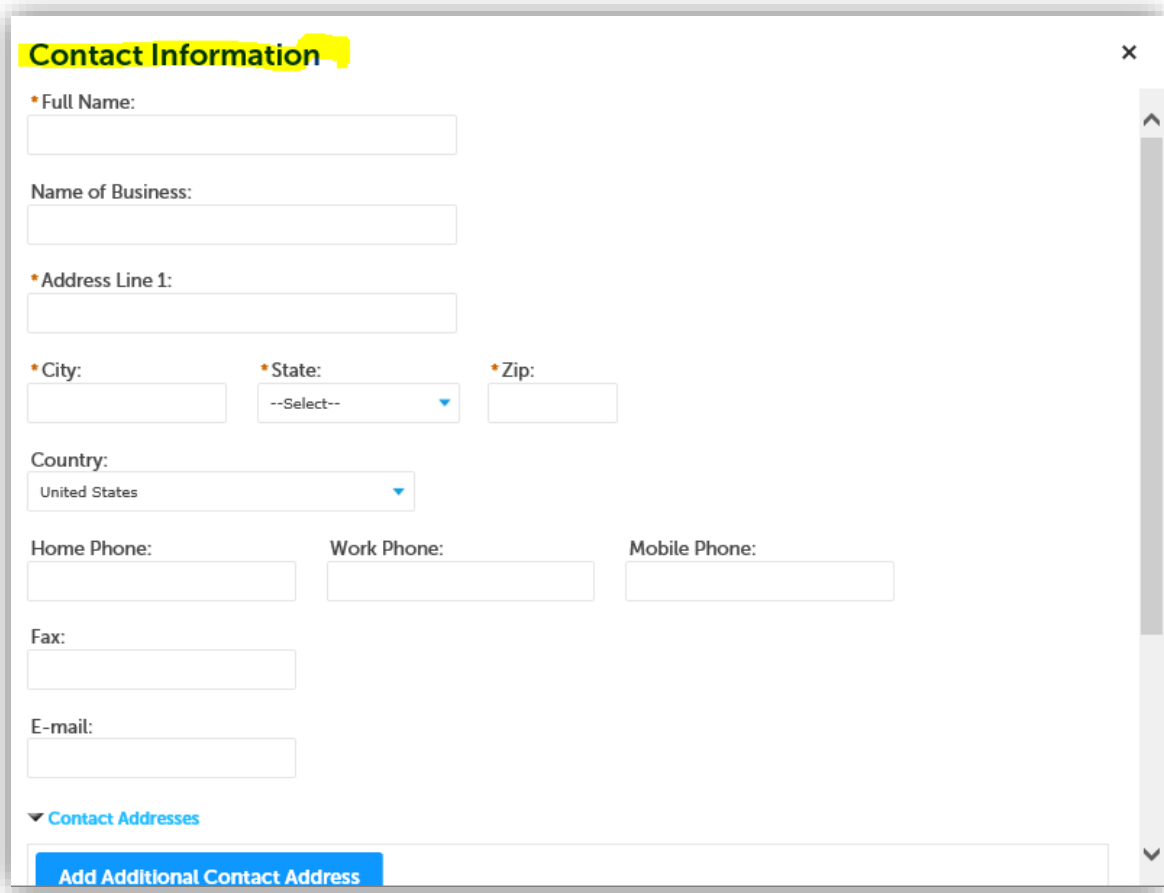
**Add New**

**Continue Registration »**

5. After clicking “Add New”, you will be prompted to select the “Type” of contact from a dropdown. Select the appropriate contact type from the dropdown (for most it will be “individual”). You will then be prompted to fill out your Contact Information in a popup window; fill out all fields with an asterisk and then scroll down and click on “Continue.”



The screenshot shows a popup window titled "Select Contact Type" with a close button (X) in the top right corner. The main field is labeled "\* Type:" and contains a dropdown menu with the following options: "--Select--", "Applicant", "Individual", and "Organization". Below the dropdown are two buttons: "Continue" (a solid blue button) and "Discard Changes" (a blue button with a white border).

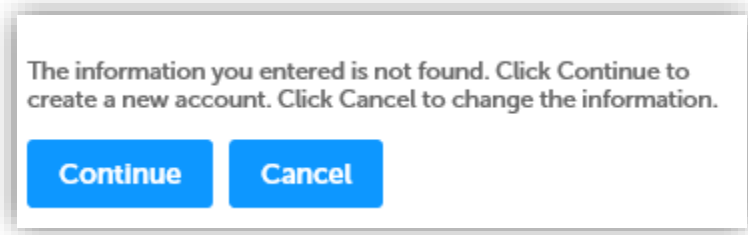


The screenshot shows a popup window titled "Contact Information" with a close button (X) in the top right corner. The title "Contact Information" is highlighted in yellow. The form contains several fields, all marked with an asterisk (\*):

- \* Full Name: [Text input field]
- Name of Business: [Text input field]
- \* Address Line 1: [Text input field]
- \* City: [Text input field]
- \* State: [Dropdown menu with "--Select--" selected]
- \* Zip: [Text input field]
- Country: [Dropdown menu with "United States" selected]
- Home Phone: [Text input field]
- Work Phone: [Text input field]
- Mobile Phone: [Text input field]
- Fax: [Text input field]
- E-mail: [Text input field]

At the bottom, there is a section titled "Contact Addresses" with a downward arrow icon. Below this section is a blue button labeled "Add Additional Contact Address". A vertical scrollbar is visible on the right side of the form.

6. If the following popup window appears, click "Continue" to create a new account.



7. You should see this message on the lower half of the screen if you successfully add the contact information. Click "Continue Registration" at the bottom.

### Contact Information

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Choose how to fill in your contact information.

✔ Contact added successfully.

**Daniel Genest**  
dgenest@brooklinema.gov  
Home phone:  
Mobile Phone:617-780-6931  
Work Phone:  
Fax:  
[Edit](#) [Remove](#)

▼ Contact Addresses

[Add Additional Contact Address](#)

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address	Status	Start
No records found.				

< >

[Continue Registration »](#)

8. If your account registration is successful, you should see the following screen. Congratulations! You are the proud new owner of an Accela Citizen Access account. You can now return to the original URL (listed in step 1 above) or simply click on "Login" on the top right of the page to enter your login credentials that you just created.


The screenshot displays a web application interface with a navigation menu at the top. The menu includes 'Home', 'Building', 'Board Of Health', 'Licenses', 'Planning', and 'Parking'. On the right side, there are links for 'Register for an Account' and 'Login', along with a search bar containing the text 'Search...'. Below the navigation, a light green banner with a checkmark icon and the text 'Your account is successfully registered.' is visible. Underneath this banner, a message reads 'Congratulations. You have successfully registered an account.' The page is divided into two main sections: 'Account Information' and 'Contact Information'. The 'Account Information' section lists: User Name: dgenest, E-mail: dgenest@brooklinema.gov, Password: \*\*\*\*\* (blacked out), and Security Question: [blacked out]. The 'Contact Information' section lists: Daniel Genest (blacked out), Home Phone: [blacked out], Work Phone: [blacked out], Mobile Phone: 617-780-6931, and Fax: [blacked out]. Below the contact information is a section titled 'Contact Address List' with a sub-link 'Contact Addresses'. It shows 'Showing 0-0 of 0' and a table with columns 'Address Type', 'Recipient', and 'Address'. The table contains the text 'No records found.' and a pagination bar with left and right arrows.

Register for an Account Login

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 Your account is successfully registered.

Congratulations. You have successfully registered an account.

### Account Information

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User Name: dgenest  
E-mail: dgenest@brooklinema.gov  
Password: \*\*\*\*\*  
Security Question: [blacked out]

### Contact Information

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Daniel Genest  
[blacked out]  
dgenest@brooklinema.gov

Home Phone: [blacked out]  
Work Phone: [blacked out]  
Mobile Phone: 617-780-6931  
Fax: [blacked out]

### Contact Address List

▾ Contact Addresses

Showing 0-0 of 0

Address Type	Recipient	Address
No records found.		

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