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”.

![Screenshot of the ACA portal with the registration option highlighted]
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”.

![Image of Account Registration page with checkbox and Continue button highlighted]
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.
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.”
6. If the following popup window appears, click “Continue” to create a new account.

```
The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

Continue  Cancel
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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.

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**Contact Information**

Choose how to fill in your contact information.

✔ **Contact added successfully.**

**Daniel Genest**
dgenest@brooklnema.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.

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<table>
<thead>
<tr>
<th>Address Type</th>
<th>Recipient</th>
<th>Address</th>
<th>Status</th>
<th>Start</th>
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No records found.
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.