

Registering an account on Accela, our Online Permit Portal

Accela usually opens at this 'login' screen. Click "Create an Account" to register for a new account.

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

Please Note:
THIS IS THE TRAINING AND TEST SITE
NO APPLICATIONS SUBMITTED HERE WILL BE PROCESSED.

Online Payment Information

The Town of Brookline offers residents an easy and convenient method to view and pay their real estate, motor vehicle excise, personal property, water, and refuse bills, as well as permits and vital records online. This is a fee based service. The convenience fee for the online bill payment is assessed by the 3rd party merchant. The fee to use a credit / debit card is 2.95% of the transaction with a \$ 1.00 minimum fee. We accept Visa, MasterCard, and Discover. To use an E- Check the fee is \$ 0.40. Two separate charges will appear on your credit card or checking account statement. One charge will represent your bill payment and the other charge will represent your transaction fee. Due to banking regulations, we can only accept U. S. credit cards, debit cards and checking accounts excluding Puerto Rico and the Virgin Islands.

Any applicants that have payments returned due to insufficient funds will be assessed a fee of \$25.00 or 1% of the payment whichever is greater.

In order to avoid interest or penalties, please process your payment prior to the close of business on the due date.

Please Note: If you are having trouble accessing the payment portal, this may be due to the web browser you are using and your computer's operating system. To maintain compliance with security standards, we no longer support Internet Explorer when

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

Forgot Password?

Sign In

Remember me on this device

Not Registered?
CREATE AN ACCOUNT

That opens up the "Login Information" page, where we set a password for Accela and an email address to use as our user-name. Fill out the forms with your own information.

It also wants a security question. This is the question Accela will ask if you lose your password, to prove it's really you.

Click the "Terms of Service" link to make sure you understand Accela's terms of service. Click the checkbox when you're done, and click "Continue".

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

* Required Fields

USER NAME: *
johndoe35

E-MAIL ADDRESS: *
email@domain.com

PASSWORD: *
.....

TYPE PASSWORD AGAIN: *
.....

ENTER SECURITY QUESTION: *
What was your favorite food as a child? x ▾

ANSWER: *
Spaghetti

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

CONTINUE

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

- Applicant
 Individual
 Organization

* Required Fields

FULL NAME: *
John Doe

NAME OF BUSINESS:

HOME PHONE:

WORK PHONE:

MOBILE PHONE:

E-MAIL: *
email@domain.com

ADDRESS | [Delete](#)

COUNTRY/REGION:
Select

ADDRESS TYPE:
Select

ADDRESS LINE 1:

ADDRESS LINE 2:

ADDRESS LINE 3:

CITY:

STATE:
Select

ZIP CODE:

+ Add Address

Submit

Back

Now it will ask you who you're applying for. It's safe to just click "applicant."

That opens up a new set of fields to fill out. It's helpful to do this now, but you don't actually need to fill out anything except your name and email at this stage.

Click Submit



Your account is successfully registered.

Congratulations. You have successfully registered an account.

Once you see this green window, you're all set! Now you can navigate to your permit or log out. Just make sure you remember your email and password next time so you can log in.