



How To Register For An Accela Account

- 1) Go to the City of Lancaster's Accela Portal at
<https://aca.accela.com/lancaster/>
- 2) Scroll down past the Sign-In Section and select "CREATE AN ACCOUNT"
- 3) Fill out Required Fields
 - a) Input a Username
 - b) Input your Email Address
 - c) Create a Password
 - d) Enter Password again
 - e) Select a Security Question
 - f) Create an answer for the selected Security Question
- 4) Read and agree the Terms of Service (Select Box)
- 5) Select Continue
- 6) Select Contact Type
- 7) Fill out Required Fields
 - a) Enter First Name
 - b) Enter Last Name
 - c) Enter Name of Business (If Applicable)
 - d) Enter Work and or Mobile Phone Number
 - e) Enter Email Address (Use the same email address that was previously entered)
 - f) Enter Mailing or Business Address
- 8) Select Submit
- 9) Select Login Now and then enter your newly created login credentials.

(Access Accela through Desktop or Tablet ONLY)



COMMUNITY DEVELOPMENT
PLANNING DIVISION
ACCELA INSTRUCTIONS

44933 Fern Avenue
Lancaster, CA 93534
(661)723-6100
Planning@cityoflanasterca.gov

How To Pay Fees On Accela

- 1) Login to your Accela Account
<https://aca.accela.com/lanaster/>
- 2) Click on the Planning tab located next to the Permits tab
- 3) In the Records section you should see your permits listed. Click the blue hyperlinked permit number. (If you do not see your permit number(s) listed then you will have to call Planning (661)723-6100 to have your permit(s) linked to your account)
- 4) Click "Payments" for a drop down list
- 5) Select Fees
- 6) Select Pay Fees (If "Pay Fees" is not an option available to you, you will have to call Planning (661)723-6100 to have your permit linked to your account)
- 7) Review fees and select "Continue Application"
- 8) Select Payment Type
- 9) Fill out Card Information Requirements
- 10) Click Submit Payment

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