

ACCELA CITIZEN ACCESS ACCOUNT REGISTRATION

USER GUIDE

<https://secureapps.charlottecountyfl.gov/citizenaccess/Welcome.aspx>

1. Select **Register for Account** (top right of screen)



2. Read and accept the Disclaimer, select **Continue Registration**

Account Registration

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

- Your email address and password
- Contact Information
- Contractor License Numbers if you are registering as a licensed professional

Please review and accept the terms below to proceed.

General Disclaimer

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I have read and accepted the above terms.

Continue Registration »

ACCELA CITIZEN ACCESS ACCOUNT REGISTRATION

3. Fill in your account information preferences and select **Continue Registration**

Account Registration Step 2: Enter Account Information

* indicates a required field.

Login Information

*User Name:

(4-32 characters may contain letters, numbers, and the following four . @ _ - special characters)

*e-Mail Address:

*Password:

(8-20 characters)

*Type Password Again:

*Select a Security Question:

(used for identification if you forget your login information)

*Answer:

(20 characters maximum)

Contact Information

*First:

Middle:

*Last:

Name of Business:

*Address Line 1:

*City:

*State:

*Zip:

Home Phone:

Work Phone:

Mobile Phone:

Fax:

*Preferred Method of Contact:

Continue Registration >

ACCELA CITIZEN ACCESS ACCOUNT REGISTRATION

4. You will receive a confirmation message that your account has been created.



Your account has been successfully created. You can login immediately.

Your account has been successfully created.

Congratulations! You have successfully created an account with the County. You can login immediately.

Important: To use the on-line site to apply for permits, schedule inspections or pay fees, you will need to "link" your contractor license number to your account. Login with your user name and password and select **Account Management** to add your license. Please be aware that approval by the County will be required to activate your request to link to a contractor license. Normal turnaround time for approval is approximately one hour. Thank you.

Account Information

User Name:	tinaj444
E-mail:	tinac123@verizon.net
Password:	*****
Security Question:	favorite dog

Contact Information

CHARLOTTE COUNTY	Home Phone: 9417431201
CHARLOTTE COUNTY	Work Phone:
18400 Murdock Circle	Mobile Phone:
tinac.jones@charlottecountyfl.gov	Fax:

5. **IMPORTANT:** To link your contractor's license with your account, login to your account and click on **Account Management** (top right of screen)

+ New ▾ Schedule ▾ Help ▾ Return to CharlotteCountyFL.gov

Announcements Logged in as: CHARLOTTE COUNTY Reports (4) ▾ Account Management Logout

Citizen Access is compatible with Google Chrome, Microsoft Edge, and Firefox browsers.


You do not have to be logged in to search

Search... 🔍

Welcome CHARLOTTE COUNTY

ACCELA CITIZEN ACCESS ACCOUNT REGISTRATION

6. Click on the **Add a License** link.

Search... 

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account

Login Information


User Name:	tinaj444
E-mail:	tinac123@verizon.net
Password:	*****
Security Question:	favorite dog

[Edit](#)

License Information

[Add a License](#)

7. Select your license type and insert your license number.

Search... 

Updating Your Account: Adding a License:

By adding a professional license you may gain access to additional features in Citizen Access. Select a license type and enter a license number to look up your license. Your license must be valid and active to add it to your citizen account. If your license does not display contact the County.

After identifying your license(s) a County employee must perform additional validation. Therefore, **your access to certain features of Citizen Access will be limited pending approval.**

* indicates a required field.

License Information

* License Type:	* License Number:
<input type="text" value="--Select--"/>	<input type="text"/>

[Find License](#)

8. Click Connect and you will be prompted to approve the account.

ACCELA CITIZEN ACCESS ACCOUNT REGISTRATION

Do you want to associate this license to your account?
OK Cancel

CHARLOTTE COUNTY
FLORIDA

+ New Schedule Help Return to CharlotteCountyFL.gov

Announcements Logged in as: CHARLOTTE COUNTY Reports (4) Account Manager

Citizen Access is compatible with Google Chrome, Microsoft Edge, and Firefox browsers.

Adding a License:

Search...


* indicates a required field

License Information

Showing 1-1 of 1

License Number	Type	Name	Action
CBC123456	C BUILDING	Tina Jones	Connect

Search Again »

 **CBC123456 professional license added successfully to your public user account.**
This license must be activated before use.

Manage Your Account
Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

An email is automatically sent to Charlotte County to activate your account. Emails are checked approximately every 60 minutes and updates are made at that time.