



How to Register for Citizen Access Account

INTRODUCTION

The City of Downey Building & Safety division is excited to announce the launch of our electronic plan submittal portal, Accela Citizens Access (ACA), effective April 1, 2024. This system will be implemented in phases to help facilitate a smooth transition for our customers. We will continue to accept paper plans for submission until the fall 2024. Please note, that the beginning of the fall 2024 all plans submissions will be required to be processed through our online portal. We will continue to work towards improving the customer experience, we are confident that these changes will offer greater convenience, efficiency, and overall satisfaction for our customers.

ONLINE REGISTRATION

Plan checks can be filed and permit history can be viewed through our online [City of Downey's Accela Citizen Access \(ACA\) portal link](#). You may also paste this link into your internet browser to access the pre-application page: [Permits.downeyca.org/CitizenAccess/Login.aspx](https://permits.downeyca.org/CitizenAccess/Login.aspx)

Step #1

The screenshot shows the Accela Citizen Access portal. At the top right, there is a link for "Register for an Account" and "Login". Below this is a navigation menu with "Home" selected. Under "Home", there are links for "Building", "Planning", "Housing", "Fire", and "Public Works". A search bar is present. The main content area has a "Sign In" section with input fields for "USER NAME OR E-MAIL" and "PASSWORD", a "Forgot Password?" link, and a blue "Sign In" button. Below the sign in section is a checkbox for "Remember me on this device". At the bottom of the sign in section, there is a link for "Not Registered?" and a blue "CREATE AN ACCOUNT" button. A red box highlights the "Register for an Account" link in the top right, with a red arrow pointing to the "CREATE AN ACCOUNT" button. Another red arrow points from the "CREATE AN ACCOUNT" button to the "Not Registered?" text.

Click Register for an Account or Create an Account

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CIVIC CENTER
11111 BROOKSHIRE AVE.
PO BOX 7016
DOWNEY, CALIFORNIA
90241-7016
562-869-7331
www.downeyca.org

LIBRARY
11121 BROOKSHIRE AVE.
DOWNEY, CALIFORNIA
90241-7016
562-904-7360
www.downeylibrary.org

POLICE DEPARTMENT
10911 BROOKSHIRE AVE.
PO BOX 7016
DOWNEY, CALIFORNIA
90241-7016
562-861-0771

PARKS & RECREATION
7850 QUILL DR.
DOWNEY, CALIFORNIA
90242
562-904-7238

UTILITIES DIVISION
9252 STEWART & GRAY RD.
DOWNEY, CALIFORNIA
90241-7016
562-904-7202

MAINTENANCE SERVICES
12324 BELLFLOWER BLVD.
DOWNEY, CALIFORNIA
90242
562-904-7194



Step #2

Home Building Planning Housing Fire Public Works

Advanced Search

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

** Required Fields*

USER NAME: *

E-MAIL ADDRESS: *

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select

ANSWER: *

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

CONTINUE

Fill in New Account Details

Step #3

permits.downeyca.org/CitizenAc

https://permits.downeyca.org/CitizenAccess/CommunityView/account/register-contact-detail

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR:
Select

- Applicant
- Contact
- Designer
- Individual
- Organization

Select Contact Type

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Step #4

Fill in the Required Fields

STEP 2 OF 2: CONTACT DETAILS

CONTACT DETAILS FOR: Applicant ✕ ▼

*** Required Fields**

FIRST: *

LAST: *

FULL NAME: *

NAME OF BUSINESS:

ADDRESS LINE 1: *

CITY: *

STATE: *
Select ▼

Must enter a State:

ZIP: *

MAIN PHONE: *


E-MAIL: *

Submit

Back

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 Your account is successfully registered.

Congratulations. You have successfully registered an account.

Account Information

User Name:	Downey Team
E-mail:	123456@abc.com
Password:	*****
Security Question:	To what city did you go the first time you flew on a plane?

Contact Information

Jane Doe	Main Phone: 1234567890
123 My Street	
123456@abc.com	

[Login Now](#)



11111 Brookshire Avenue
Downey, CA 90241
Phone: 562-869-7331
E: webmaster@downeyca.org
Open M-F 7:30 am to 5:30 pm

Your Registration is now complete.

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