562-904-7194

**Building & Safety Division** 1st Floor Downey City Hall 11111 Brookshire Avenue Downey, CA 90241

# **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.

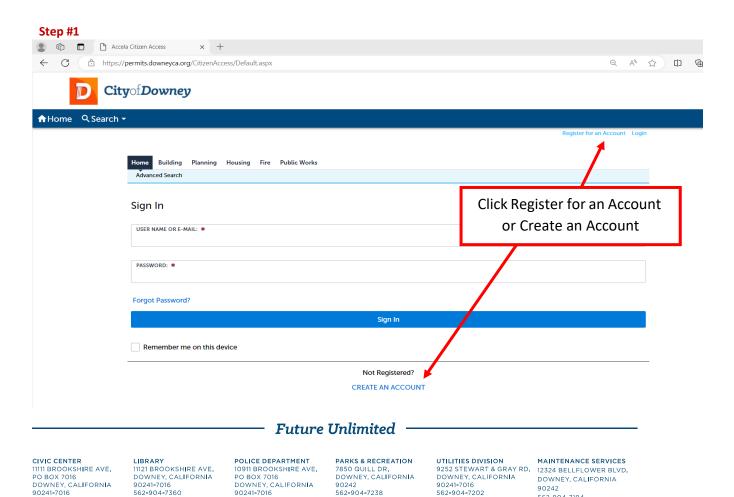
#### ONLINE REGISTRATION

562-904-7360

562-861-0771

562-869-7331

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



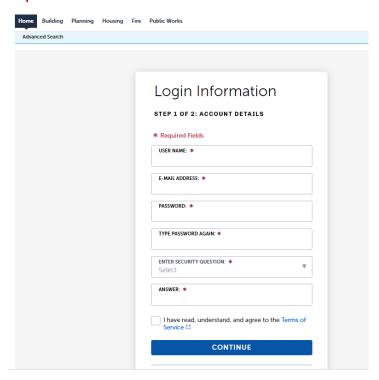
562-904-7238



### **Community Development Department**

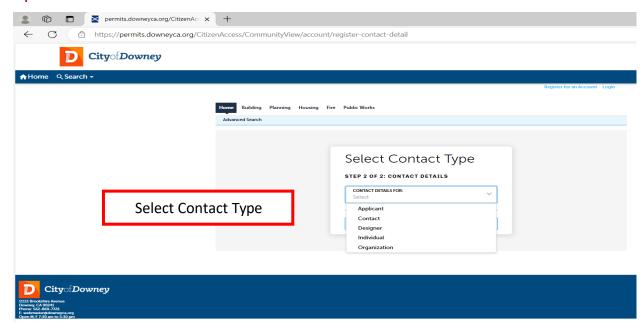
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### Step #2



Fill in New Account Details

### Step #3



## Future Unlimited

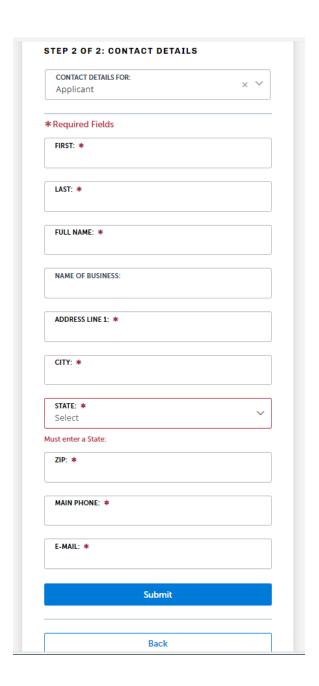
## **Community Development Department**



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Step #4

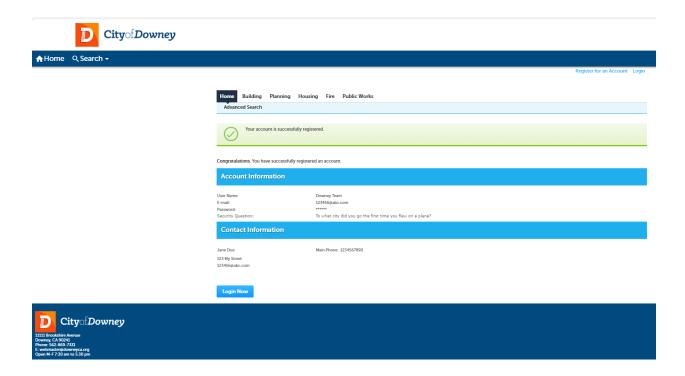
Fill in the Required Fields







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Your Registration is now complete.