CREATING AN ACCELA CITIZEN ACCESS ACCOUNT (ACA) IS EASY!

- Navigate to: *permits.knoxvilletn.gov/my-account*
- Click on "*Register Now*"
- Accept terms and click "*Continue Registration*"
- Fill out the Login information and click "*Add New*"
- Select Contact Type and click "*Continue*"
- Fill out the Contact Information and click "*Continue*"
- Click "*Continue Registration*"

You just created your ACA account!

ADD A LICENSE TO THIS ACCOUNT:

(you must have a current Accela license number for this step)

- In your ACA account, click on "*My Account*" in the light blue bar
- Click on "*Add a License*" and enter License Type and the new Accela City of Knoxville License Number *(NOT your old license number as that number will not be recognized)*
- Click on "*Find License*"
- Click on "*Add License to Account*"

You have added your license to your ACA account!