Account Set Up

The Clark County's Accela Citizen Access (ACA) Portal allows citizens, businesses, and visitors conducting business in Clark County to view and track details of various permits, licenses and planning cases online. To use all the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as a non-registered user.

Register for an Account

Open your Internet browser and in the address bar type https://citizenaccess.clarkcountynv.gov/CitizenAccess/.

1. Click on *Register for an Account* at the top of the Home Page or *New User? Register for an Account* at the bottom of the Home Page.

2. Review the Terms and Conditions. Check the checkbox "*I have read and accepted the above items*" and click the *Continue Registration* button to continue the registration process.

Clark County Citizen Access

Account Registration

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

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

Purpose

Acceptance of Terms and Conditions

Carefully review these terms and conditions. By accessing and using this website, you agree to follow and be bound by these terms and conditions. You acknowledge (i) that you have read and understood these terms and conditions and (ii) that these terms and conditions have the same force and effect as a signed agreement. If you not agree to

☐ I have read and accepted the above terms.

Continue Registration »

3. Enter your account information. Fields marked with a * are required and must be entered to continue.

Account Registration Step 2: Enter/Confirm Your Account Information

Home
Building
Comprehensive Planning
Fire Prevention
Public Response Office
Public Works

Login Information

*User Name:

*E-mail Address:

*Password:

*Type Password Again:

*Enter Security Question:

*Answer:

Contact Information

Choose how to fill in your contact information.

Add New

4. Click *Add New* to add your contact information.

Contact Information

Choose how to fill in your contact information.

Add New

5. Select your contact *Type* from the drop down box and click on the *Continue* button.
   - Companies should be listed as *organizations* with delegates. Each person in your agency that interfaces with Clark County will need their own account. They will be known as a delegate.
   - Please see the *account maintenance add a delegate* section for details on adding delegates for your Company.
   - Companies should have a company email listing on their Citizen Access account such as NVHomebuilders@Nvhomebuilders.com rather than individual email such as JaneS@NVhomebuilders.com.
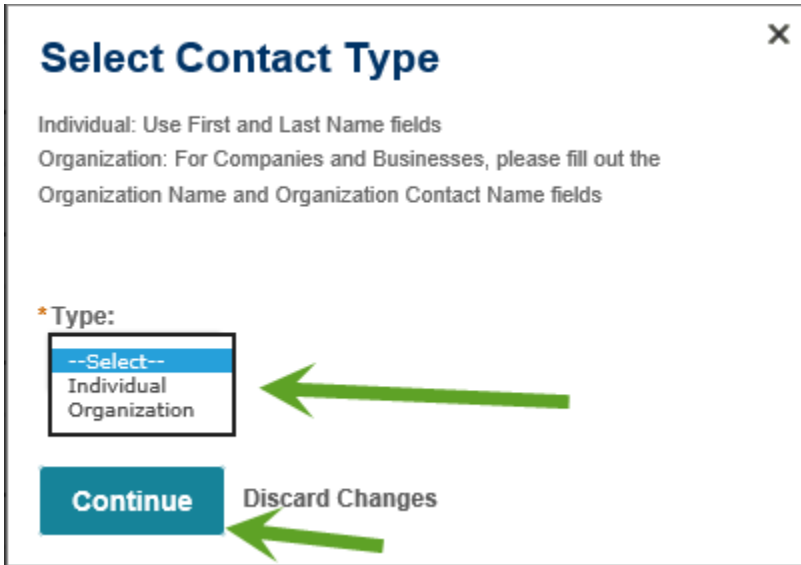
6. Complete the contact information, click on the *Add Address Information* and complete the address information.

Contact Address Information

Please add a Business Mailing Address for Business Licenses. This address will be verified when applied.
For all other departments, add a Mailing Address as this can be required when creating an application.
Home address is optional.

*Address Type:

```
--Select--
Business Address
Home Address
Mailing Address
```

Address Line 2:

*City: *State: *ZIP Code:

NV

Country/Region:

United States

Save and Close   **Save and Add Another**   **Clear**   Discard Changes

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7. Click the *Save and Close* button. A message will be displayed on the screen that the address was added successfully.

To edit a contact address, click the address link.

✔ **Contact address added successfully.**

Showing 1-1 of 1

8. Click the *Continue Registration* button.

Continue Registration »

9. After the registration has been completed, the information you used to register will be displayed and you will receive an email confirming the registration process.

Your account is successfully registered.

Congratulations. You have successfully registered an account.

Account Information

User Name:
E-mail:
Password:
Security Question:

Contact Information

Home Phone:
Work Phone:
Mobile Phone:
Preferred Method of Contact:

10. To login to your new account click on the *Login Now* button at the bottom of the page.

Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

	Address Type	Recipient	Address	Status	Start Date	End
	Business Address		500 S. Grand Central Pkwy	Active		

Login Now ←

11. Enter the *User Name or E-mail* and *Password* you selected during the registration process. Click the *Login* button to continue.

Announcements   ☐ Accessibility Support   Register for an Account   Login

Clark County Citizen Access

Search...

Home
Building
Comprehensive Planning
Fire Prevention
Public Response Office
Public Works

User Name or E-mail: [   ]   Password: [   ]   Login »

■ Remember me on this computer   I've forgotten my password   **New Users:** Register for an Account

Welcome to Clark County's Accela Citizen Access Portal

This system will enable Clark County citizens to:

Resetting Your Password

If you forget your password, click on "I've forgotten my password".

I've forgotten my password

You will be sent an email with your user name and a temporary password. Log into Accela Citizen Access with your temporary password, you'll be asked to choose a new password. Passwords are case sensitive.