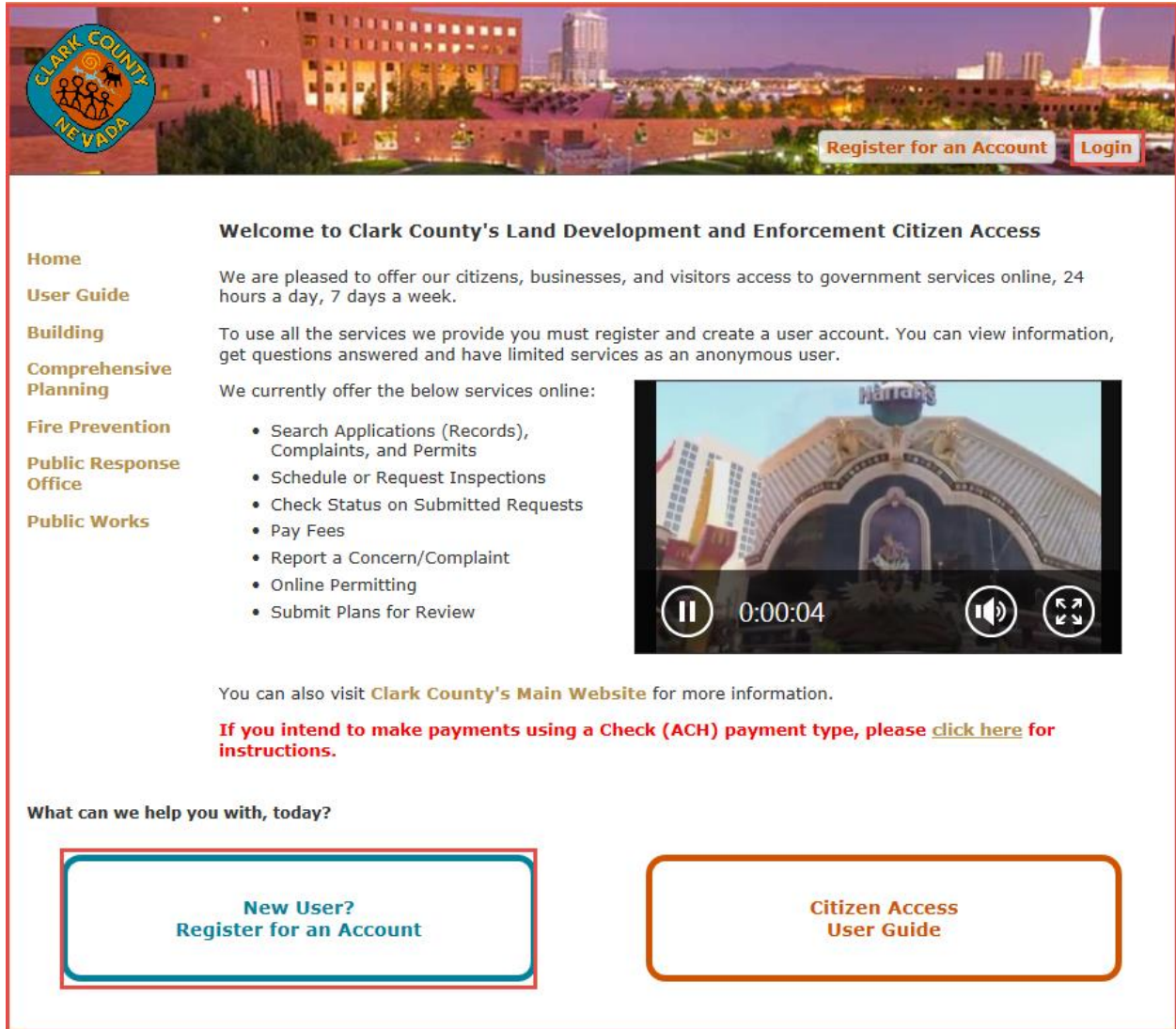


ACCELA Citizen's Access GO-TO-GUIDE

1. The URL <https://citizenaccess.clarkcountynv.gov/CitizenAccess> will take you to the **Clark County Citizen's Access landing page** for New account registration/Account Login



The screenshot shows the Clark County Citizen Access website. At the top left is the Clark County Nevada logo. The main header features a night view of a city with buildings and a 'Register for an Account' button. Below the header, the page title is 'Welcome to Clark County's Land Development and Enforcement Citizen Access'. A navigation menu on the left lists: Home, User Guide, Building, Comprehensive Planning, Fire Prevention, Public Response Office, and Public Works. The main content area includes a welcome message, a list of services offered online (Search Applications, Schedule or Request Inspections, Check Status, Pay Fees, Report a Concern, Online Permitting, Submit Plans), and a video player showing a building. At the bottom, there are two buttons: 'New User? Register for an Account' and 'Citizen Access User Guide'. A red warning message is also present: 'If you intend to make payments using a Check (ACH) payment type, please click here for instructions.'

What can we help you with, today?

New User?
Register for an Account

Citizen Access
User Guide

2. On this page you can either login with an existing [Accela Citizen's Access \(ACA\)](#) account or [Register for a New Account Now](#)

Clark County Citizen Access

Search...

User Name or E-mail: Password:

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

Please Login
Many online services offered by the County require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may register for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

3. If you choose to register for a New Account, then follow [steps 3 – 8](#)

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.

4. On this page Enter all of the information with a “Red” asterisk next to the field

Clark County Citizen Access

Account Registration Step 2: Enter/Confirm Your Account Information


Login Information

* User Name: 

TechSupport

* E-mail Address:


techsystemssupport@clarkcountynv.gov

* Password: 


.....


* Type Password Again:

.....

* Enter Security Question: 

Who loves the Tech's

* Answer: 

Everyone | 

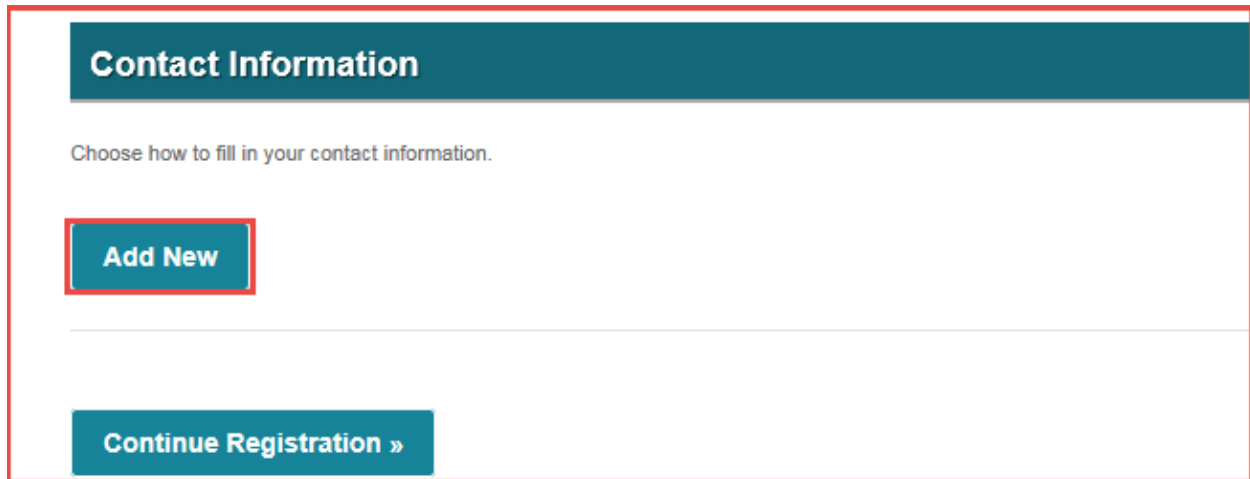
Contact Information

Choose how to fill in your contact information.

Add New

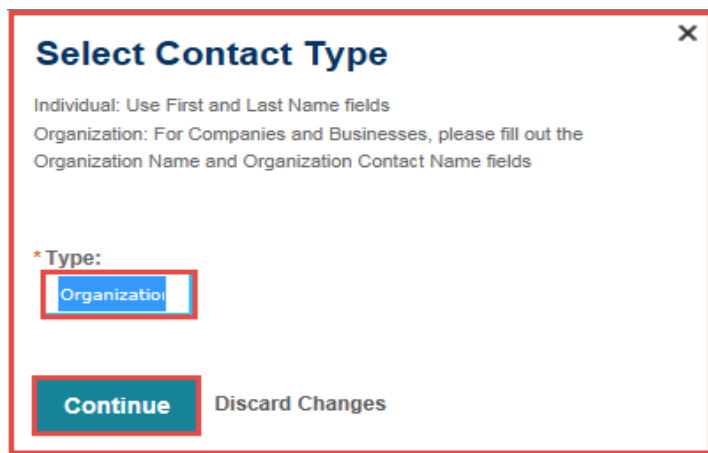
Continue Registration »

5. On this page, click on “Add New” contact



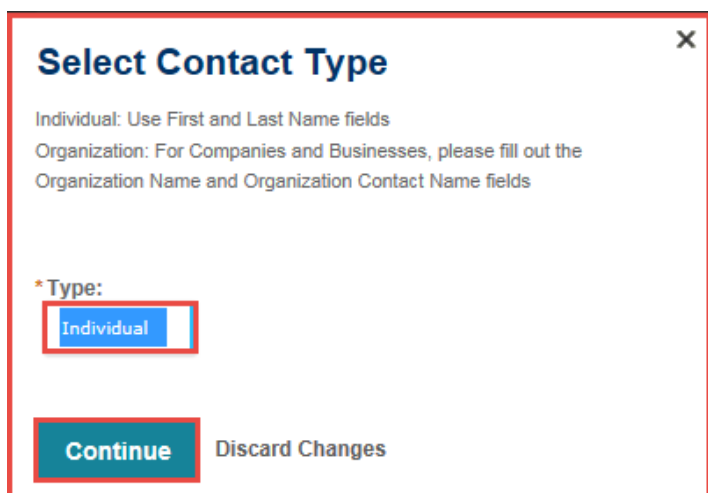
The image shows a form titled "Contact Information" with a teal header. Below the header, there is a sub-header "Choose how to fill in your contact information." A red box highlights the "Add New" button. At the bottom of the form, there is a "Continue Registration »" button.

6. Then, choose to create an Organizational account or an Individual account by clicking the drop-down



The image shows a dialog box titled "Select Contact Type" with a close button (X) in the top right corner. The dialog contains the following text: "Individual: Use First and Last Name fields" and "Organization: For Companies and Businesses, please fill out the Organization Name and Organization Contact Name fields". Below this text, there is a label "* Type:" followed by a dropdown menu. The dropdown menu is open, and "Organizational" is selected. At the bottom of the dialog, there are two buttons: "Continue" and "Discard Changes".

Or



The image shows a dialog box titled "Select Contact Type" with a close button (X) in the top right corner. The dialog contains the following text: "Individual: Use First and Last Name fields" and "Organization: For Companies and Businesses, please fill out the Organization Name and Organization Contact Name fields". Below this text, there is a label "* Type:" followed by a dropdown menu. The dropdown menu is open, and "Individual" is selected. At the bottom of the dialog, there are two buttons: "Continue" and "Discard Changes".

7. On this page enter all of the information in the fields highlighted in "Red"

Organization:

Contact Information

Contact Info

* Organization Name:
Clark County Bldg. & Fire Prevention

Organization Contact Name
John Doe

Home Phone: * Business Phone: Mobile Phone: Preferred Channel:
 (702) 455-3024 Business Phone

* E-mail:
techsystemssupport@clarkcountynv.gov

First: Middle: Last: Suffix:
Joe Doe

Company Name (30 Character Limit)
|

* Individual/Organization:
Organization

▼ Contact Addresses
Add Address Information

Or

Individual:

Contact Information

Contact Info

* Organization Name:
|

Organization Contact Name
John Doe

Home Phone: * Business Phone: Mobile Phone: Preferred Channel:
 (702) 455-3024 Business Phone

* E-mail:
techsystemssupport@clarkcountynv.gov

First: Middle: Last: Suffix:
|

Company Name (30 Character Limit)
|

* Individual/Organization:
Individual

▼ Contact Addresses
Add Address Information

- Once all of the contact information is added, then you will see “**Contact address added successfully**”

Add Address Information

To edit a contact address, click the address link.

✔ **Contact address added successfully.**

Showing 1-1 of 1

Address Type	Recipient	Address	Status	Start Date	End Date	Action
Business Address		4701 W. Russell Rd.	Active			Actions ▼

Continue
Clear
Discard Changes

- Click “**Continue Registration**”

Continue Registration »

- Once registration is complete you will get the following screen listed below:

Clark County Citizen Access

Your account is successfully registered.

Congratulations. You have successfully registered an account.

Account Information

User Name:	TechSupport
E-mail:	techsystemssupport@clarkcountynv.gov
Password:	*****
Security Question:	Who loves the Tech's

Contact Information

C C DEVELOPMENT SERVICES	Home Phone:
C C DEVELOPMENT SERVICES	Work Phone:
TECHSYSTEMSSUPPORT@CLARKCOUNTYNV.GOV	Mobile Phone:
	Preferred Method of Contact:

Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Address Type	Recipient	Address	Status	Start Date	End Date	Action
Business Address			Active			

Login Now