

Edit account information

This guide was created to assist Citizen Access Portal account holders in the process for updating account information.

Option #1-~~A~~Account access issues

Option #2- Update log in info and contacts

For questions regarding accessing and updating the account, contact
BDFabricatorsGroupDL@ClarkCountyNV.gov

For technical issues (locked accounts, error messages, etc.), contact
TechSystemsSupport@ClarkCountyNV.gov

Citizen Access Portal (CAP) Link – <https://aca-prod.accela.com/CLARKCO/Default.aspx>

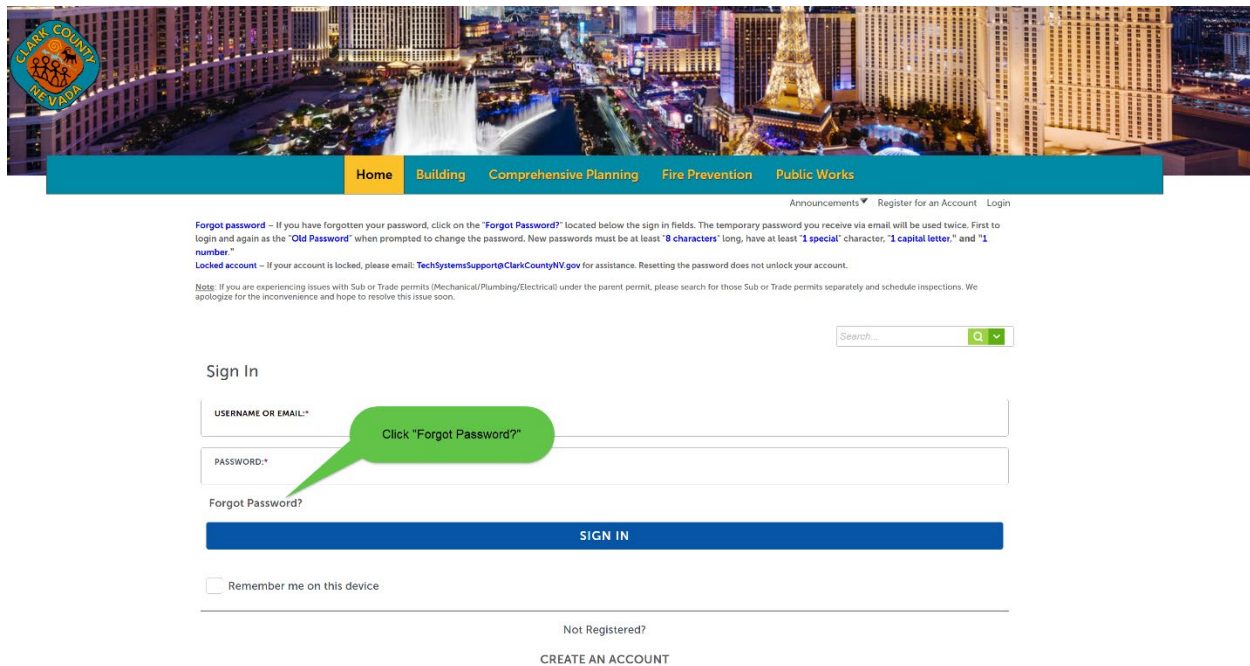
Option #1 – Account access issues

Personnel change

If there has been a change in personnel. The company may need to create a new account OR obtain access to the existing account.

Forgot password

Go to CAP portal log in page



CLARK COUNTY
NEVADA

Home Building Comprehensive Planning Fire Prevention Public Works

Announcements Register for an Account Login

Forgot password – If you have forgotten your password, click on the **"Forgot Password?"** located below the sign in fields. The temporary password you receive via email will be used twice. First to login and again as the **"Old Password"** when prompted to change the password. New passwords must be at least **"8 characters"** long, have at least **"1 special"** character, **"1 capital letter,"** and **"1 number."**

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Note: If you are experiencing issues with Sub or Trade permits (Mechanical/Plumbing/Electrical) under the parent permit, please search for those Sub or Trade permits separately and schedule inspections. We apologize for the inconvenience and hope to resolve this issue soon.

Search...

Sign In

USERNAME OR EMAIL:*

PASSWORD:*

Forgot Password?

SIGN IN

☐ Remember me on this device

Not Registered?

CREATE AN ACCOUNT

Home Building Comprehensive Planning Fire Prevention Public Works

Announcements Register for an Account Login

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Search...

Reset Password
To reset your password, please provide the email address registered with your account.

* E-mail Address:

1. Enter email address for account

Continue »

2. Click continue

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Home Building Comprehensive Planning Fire Prevention Public Works

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Search...

Reset Password
The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

Security Question:

1. review security question

* Security Answer?

2. Enter exact answer

Send New Password »

3. Click "send new password"

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File Message Help Mimecast Acrobat Tell me what you want to do

Share to Teams All Apps Mark Unread Find Zoom

New Citizen Access Account for [REDACTED]

CC Clark County <Clarkcounty-accela@clarkcountynv.gov>
To [REDACTED]
Retention Policy Inbox 180 (6 months)

A Clark County Citizen Access account has been created on your behalf.

The User Name for this account is [REDACTED]
The Temporary password for the account is !MH0OL7C

A new password will need to be created at the first successful log in. Please remember that passwords are case sensitive.

Never share your password with anyone.

Check account email's inbox for system notification email

Note the temporary password

Home Building Comprehensive Planning Fire Prevention Public Works

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Search...

Sign In

Enter account username/email

USERNAME OR EMAIL:*

Enter the temporary password

PASSWORD:*

Forgot Password?

SIGN IN

Remember me on this device

Click Sign In

Not Registered?

CREATE AN ACCOUNT



[Home](#) [Building](#) [Comprehensive Planning](#) [Fire Prevention](#) [Public Works](#)

[Announcements](#) [Register for an Account](#) [Login](#)

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Search

System Message:
Please update your login information with a new password.

Change Password

* User Name:

* Old/Temporary Password:

* New Password:

Password Strength Requirements

* Confirm Password:

Enter temporary password

Enter new password

Enter new password

Click submit

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[Home](#) [Building](#) [Comprehensive Planning](#) [Fire Prevention](#) [Public Works](#)

[Announcements](#) [Logged in as:](#) [My Folders \(0\)](#) [Cart \(0\)](#) [Account Management](#) [Logout](#)

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Search

Hello,

Password change complete, please note the new account information for your records.

Saved in Cart (0) [View Cart](#)

There are no items in your shopping cart right now.

My Collection (0) [View Collections](#)

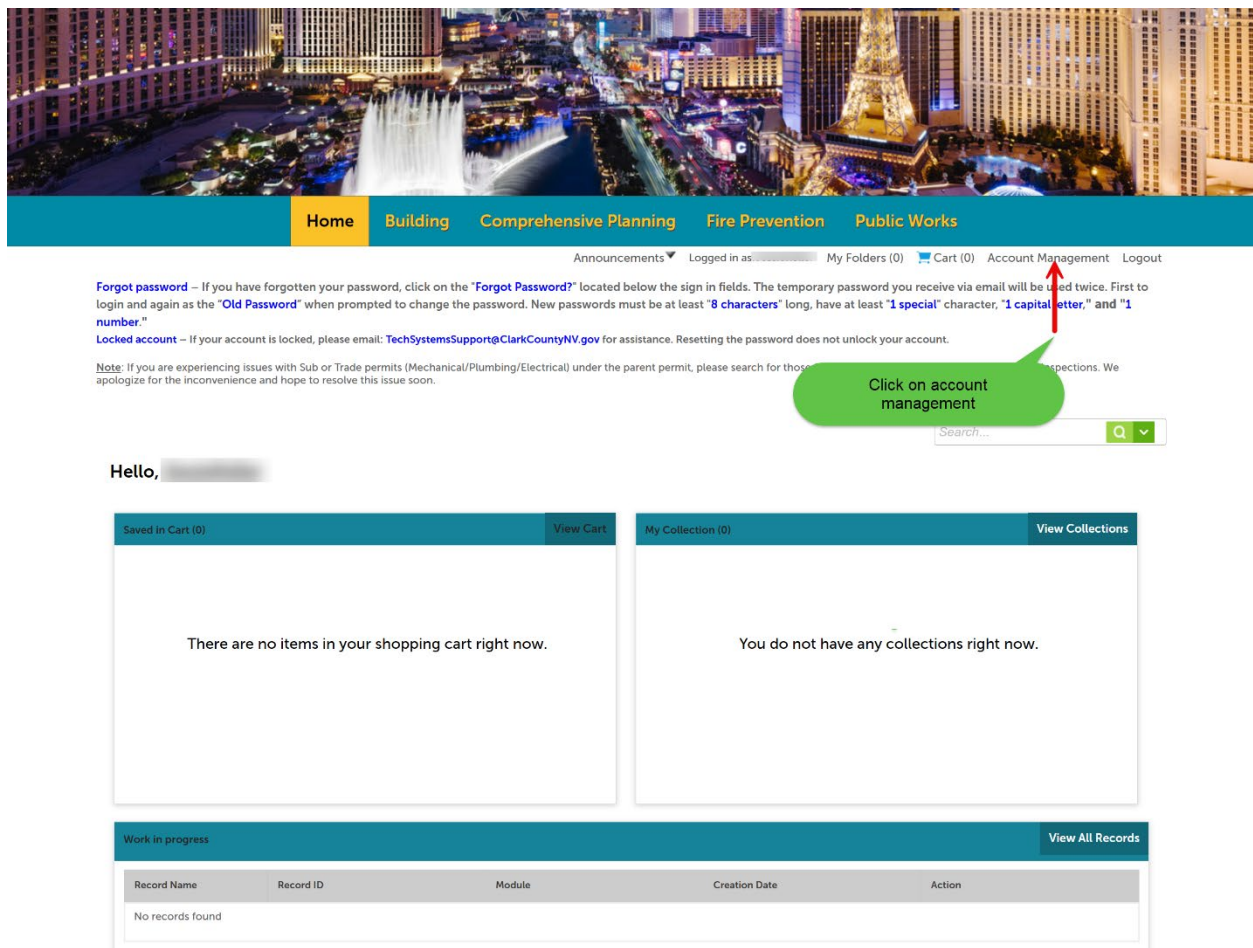
You do not have any collections right now.

Work in progress [View All Records](#)

Record Name	Record ID	Module	Creation Date	Action
No records found				

Option #2 – Update log in info and contacts

Go to CAP portal log in page and log in



The screenshot shows the CAP portal login page. At the top is a navigation bar with links: Home, Building, Comprehensive Planning, Fire Prevention, and Public Works. Below this is a header section with links: Announcements, Logged in as [username], My Folders (0), Cart (0), Account Management, and Logout. A green callout bubble with the text "Click on account management" points to the "Account Management" link. Below the header, there are instructions for "Forgot password" and "Locked account". A "Search" bar is visible. The main content area shows a greeting "Hello, [username]" and two panels: "Saved in Cart (0)" and "My Collection (0)". Both panels indicate that there are no items or collections. At the bottom, there is a "Work in progress" section with a "View All Records" link and a table with columns: Record Name, Record ID, Module, Creation Date, and Action. The table currently shows "No records found".

Forgot password – If you have forgotten your password, click on the "Forgot Password?" located below the sign in fields. The temporary password you receive via email will be used twice. First to login and again as the "Old Password" when prompted to change the password. New passwords must be at least "8 characters" long, have at least "1 special" character, "1 capital letter," and "1 number."

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Click on account management

Hello, [username]

Saved in Cart (0) View Cart

There are no items in your shopping cart right now.

My Collection (0) View Collections

You do not have any collections right now.

Work in progress View All Records

Record Name	Record ID	Module	Creation Date	Action
No records found				

Announcements ▾ Logged in as: [redacted] My Folders (0) [redacted] Cart (0) Account Management Logout

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Search... 

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account

Login Information

[Edit](#)

User Name:

E-mail:

Password:

Security Question:

License Information

[Add a License](#)

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

State License #	License Type	Issued On	Expired Date	Status	Action	Country
No records found.						

Contact Information

[Add a Contact](#)

Showing 1-2 of 2 | [Download results](#)

First Name	Middle Name	Last Name	Organization Name	Organization Contact	Contact Type	Status	Action
			[redacted]		Individual	Approved	Actions ▾
			[redacted]		Organization	Approved	Actions ▾

Trust Account Information

Showing 0-0 of 0

Account ID	Agency	Balance	Description	Status	Ledger Account	Action
No records found.						

Delegates

[Add a Delegate](#)

From this page you can edit the log in information and account contacts

Editing Login Information

Announcements ▾ Logged in as My Folders (0)  Cart (0) Account Management Logout

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Search... 

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account

Login Information

Edit

User Name:

E-mail:

Password:

Security Question:

Click "Edit"

The screenshot shows the 'Edit Account Information' page. At the top, there's a navigation bar with links: Home, Building, Comprehensive Planning, Fire Prevention, and Public Works. Below this is a header with user information: Logged in as Jess Koller, My Folders (0), Cart (0), Account Management, and Logout. A search bar is also present.

The main content area is titled 'Manage Your Account' and contains several sections: Account Type, Login Information, License Information, Contact Information, and Trust Account Information. A modal form is open over the 'Login Information' section, allowing users to update their account details.

Modal Form Fields:

- E-mail Address: *
- Old Password: *
- New Password: *
- Confirm Password: *
- Enter Security Question: *
- Answer: *

Callouts:

- A green callout bubble points to the modal form with the text: "Update information as necessary in all required (*) fields."
- A green callout bubble points to the 'Save' button with the text: "Click Save"

Table Data:

First Name	Organization Name	Organization Contact	Contact Type	Status	Action
Jessie			Individual	Approved	Actions ▼
	XX CCSD TEST XX		Organization	Approved	Actions ▼

apologize for the inconvenience and hope to resolve this issue soon.

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Citizen Account

Contact Information

Add a Contact

Showing 1-2 of 2 | Download results

First Name	Middle Name	Last Name	Organization Name	Organization Contact	Individual	Approved	Actions
					Individual	Approved	View Remove
					Organization	Approved	

10 | Page

Home

Building

Comprehensive Planning

Fire Prevention

Public Works

Announcements Logged in as: Jessie Keller My Folders (0) Cart (0) Account Management Logout

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Search...

Manage Your Account

View Contact Detail

Validate and update your contact information at this page.

Contact Information

Contact Information

* First: Middle: * Last: Suffix:

Company Name (30 Character Limit)

* Business Phone: Mobile Phone: Home Phone: Preferred Channel:

* E-mail:

Organization Name:

Organization Contact Name:

* Individual/Organization:

▼ Contact Addresses

Add Address Information

To edit a contact address, click the address link.

Showing 1-1 of 1

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

Save

Back to Account

Update information as necessary in all required (*) fields.

Add a new facility address as necessary for each separate address location

Click save

Make minor edits to existing address (typos only).

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Announcements ▾ Logged In as: [redacted] My Folders (0) [redacted] Cart (0) Account Management Logout

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Citizen Account

Login Information

[Edit](#)

User Name:

E-mail:

Password:

Security Question:

License Information

[Add a License](#)

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

State License #	License Type	Issued On	Expired Date	Status	Action	Country
No records found.						

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Showing 1-2 of 2 | Download results

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Trust Account Information

Showing 0-0 of 0

Account ID	Agency	Balance	Description	Status	Ledger Account	Action
No records found.						

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Account info update complete. Please allow the system a few minutes to reflect changes. It may be necessary to log out and back in to see updates.