



# THE CITY OF CHINO

Development Services, Building Division  
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## How to Register for Citizen Access Account

### ONLINE REGISTRATION

Plan checks can be filed through our online [City of Chino's Accela Citizen Access \(ACA\) portal link](#). You may also paste this link into your internet browser to access the pre-application page:

<https://aca.cityofchino.org/CitizenAccess/Default.aspx>

### STEP #1

The screenshot shows the City of Chino Accela Citizen Access portal. At the top left is the City of Chino logo. Below it is a navigation bar with links for Home, Search, New, and Schedule. On the right side of this bar are links for Announcements, Accessibility Support, Register for an Account, and Login. A red arrow points to the 'Register for an Account' link. Below the navigation bar is a search bar and a secondary navigation bar with links for Home, Building, Planning, Engineering, and Service Requests. Below that is an 'Advanced Search' section with input fields and a 'Login' button. A red box with the text 'Click Register for an Account' is overlaid on the right side of the page. Below the search and login area is a 'Welcome to the new Citizen Portal' message, followed by a 'What would you like to do today?' section with a list of services. At the bottom is a 'General Information' section with a 'Lookup Property' icon.

## STEP #2

**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.

**General Disclaimer**  
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Registration >](#)

**Read General Disclaimer, Check Box that you read the General Disclaimer then Click Continue Registration.**

## STEP #3

**Account Registration Step 2:  
Enter/Confirm Your Account Information**

\* indicates a required field.

**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](#)

[Continue Registration >](#)

- Complete Required Login Information.
- Click Add New under Contact Information.

## STEP #4

Select Contact Type

\*Type:

- Select--
- Applicant
- Business
- Company
- Contact
- Designer
- Developer
- Engineer
- Landscape Architect
- Operator
- Property Manager
- Real Estate Agent
- Representative
- Requestor
- Resident
- Responsible Party
- Special Inspector

Discard Changes

Continue Discard Changes

- Select from the drop-down menu a contact type that applies to you.
- Click Continue.

## STEP #5

Home Building Planning Engineering Service Requests

Advanced Search

Account Registration Step 1 of 2  
Enter/Confirm Your Account Information

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

Contact Information

\* First: \* Last:

Name of Business:

\* Address Line 1:

Address Line 2:

\* City: \* State: \* Zip:

\* Main Phone: Mobile Phone: Fax:

\* E-mail:

Continue Clear Discard Changes

- Complete Required Contact Information.
- Click Continue.

# STEP #6

Search...

Home Building Planning Engineering Enforcement Service Requests

Advanced Search

## Account Registration Step 2: Enter/Confirm Your Account Information

\* indicates a required field.

### Login Information

\* User Name:  ⓘ

\* E-mail Address:

\* Password:  ⓘ

\* Type Password Again:

\* Enter Security Question:  ⓘ

\* Answer:  ⓘ

Verify Information is correct then Click Continue Registration.

### Contact Information

Choose how to fill in your contact information.

✔ Contact added successfully.

development services  
City of Chino


Main Phone:  
Mobile Phone:  
Fax:  
Edit Remove

Continue Registration »

# STEP #7

Home Building Planning Engineering Enforcement Service Requests

Advanced Search

 Your account is successfully registered.

Congratulations. You have successfully registered an account.

### Account Information

User Name:	developmentserviceschino
E-mail:	DevelopmentServices@cityofchino.org
Password:	*****
Security Question:	Chino was incorporated in

### Contact Information

development services	Main Phone:
City of Chino	Mobile Phone:
13220 Central Avenue	Fax:

[Login Now](#)

Your Registration is now complete.

**For questions related to the Accela Citizen Access registration, electronic plan check submittal process, or general building questions, please call (909) 334-3251 or email [developmentservices@cityofchino.org](mailto:developmentservices@cityofchino.org)**