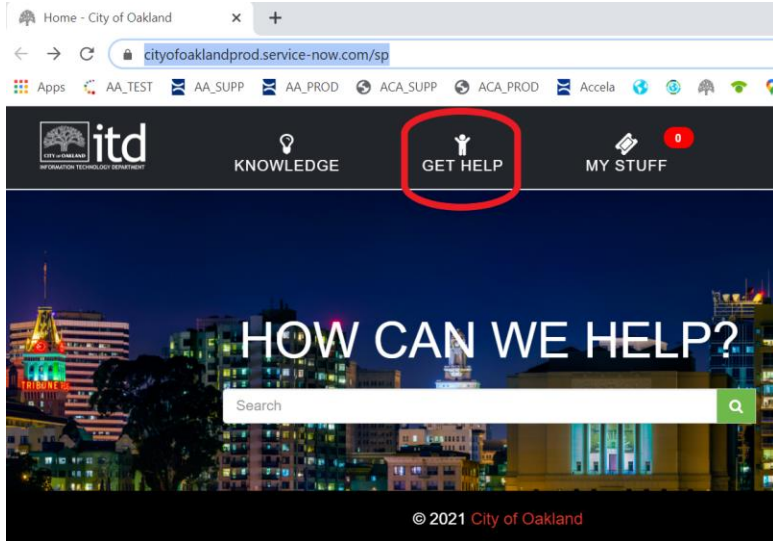
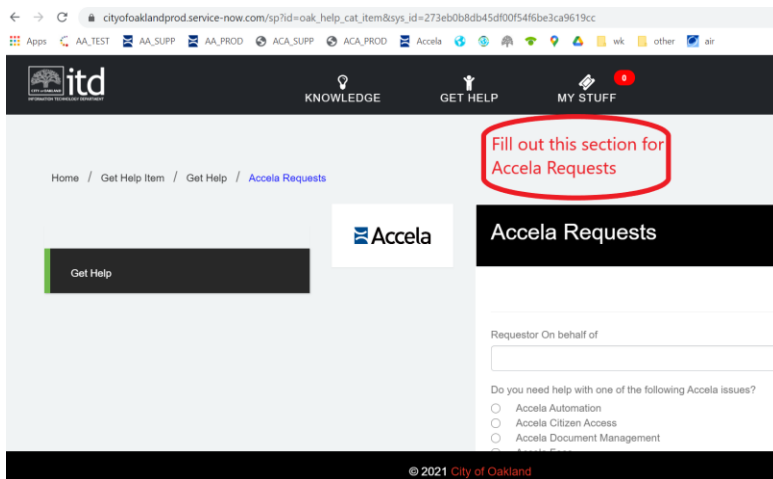


Welcome aboard! For Accela user access please go to <https://cityofoaklandprod.service-now.com/sp>

Click on GET HELP, and click ACCELA REQUESTS



To submit a Accela help ticket requests or Accela user access form



Scroll down to Section 2: Accela User Accounts Form and choose your department form.

Please provide any additional information regarding your issue or describe other problems not covered above.

SECTION: 2 - ACELA USER ACCOUNTS (NEW OR EXISTING)

For a new Accela accounts or changes to an existing accounts, please click on appropriate form link below. All forms need to be signed and scanned and uploaded here OR emailed to AccelaUserRequest@oaklandca.gov.

[Building](#)


[Fire](#)

[OPW and DOT](#)

[Other City Departments](#)

[Planning](#)

[Vendor](#)



Accela Automation (AA) User Account Request Form for Building Staff

REQUEST (Choose One)

Self
 On-Behalf
 Request by: _____
 Request date: _____

New User
 Existing User Reactivate
 Existing user Remove Access

First	Mi	Last	
Department		Job Title	
Contact Number	Email Address		
Employee Status	<input type="radio"/> Permanent	<input type="radio"/> ELDE	<input type="radio"/> Intern/Temp
	Ending Date:	Ending Date:	Ending Date:

ENVIRONMENT

Production
 Support

MODULE

BUILDING Select one below	ENFORCEMENT Select one below	PLANNING Select one below	FIRE Select one below
<input type="radio"/> Building Daily	<input type="radio"/> Enforcement Daily	<input type="radio"/> Planning Daily	<input type="radio"/> Fire Read Only
<input type="radio"/> Building Finance	<input type="radio"/> Enforcement Finance	<input type="radio"/> Planning Finance	
<input type="radio"/> Building Sr. Inspector	<input type="radio"/> Enforcement Sr. Inspector	<input type="radio"/> Planning Read Only	
<input type="radio"/> Building Clerical	<input type="radio"/> Enforcement Read Only		
<input type="radio"/> Building Clerial Supervisor			
<input type="radio"/> Building Read Only			

PURPOSE AND NEED:

This Section is only applicable for Building and Code Enforcement Inspectors

DEPARTMENT (in AA) <i>Select One Only</i>	DISTRICTS	DISCIPLINES	DISCIPLINES
<input type="checkbox"/> Perm Inspector	<input type="checkbox"/> 01 <input type="checkbox"/> 02A <input type="checkbox"/> 02B	<input type="checkbox"/> Code Enf Right	<input type="checkbox"/> Private Infrastructure
<input type="checkbox"/> Perm Commercial	<input type="checkbox"/> 02C <input type="checkbox"/> 02 <input type="checkbox"/> 02U	<input type="checkbox"/> Code Enf Housing	<input type="checkbox"/> Private Infrastructure Dig
<input type="checkbox"/> Perm Infrastructure	<input type="checkbox"/> 02B <input type="checkbox"/> 03 <input type="checkbox"/> 04	<input type="checkbox"/> Code Zoning	<input type="checkbox"/> Private Infrastructure Dig
<input type="checkbox"/> Perm Residential	<input type="checkbox"/> 04L <input type="checkbox"/> 04B <input type="checkbox"/> 05	<input type="checkbox"/> Perm Commercial-Building	<input type="checkbox"/> Private Infrastructure Plumb
<input type="checkbox"/> Perm Commercial Electrical	<input type="checkbox"/> 05L <input type="checkbox"/> 05B <input type="checkbox"/> 06	<input type="checkbox"/> Perm Commercial-Electrical	<input type="checkbox"/> Private Infrastructure Zoning
<input type="checkbox"/> Perm Commercial Plumbing & Mechanical	<input type="checkbox"/> 06L <input type="checkbox"/> 06B <input type="checkbox"/> 06C <input type="checkbox"/> 07	<input type="checkbox"/> Perm Commercial-PC	<input type="checkbox"/> Public Infrastructure
<input type="checkbox"/> Code Enf Right		<input type="checkbox"/> Perm Commercial-PLUMB/MECH	<input type="checkbox"/> Public Infrastructure Dig
<input type="checkbox"/> Code Enf Housing		<input type="checkbox"/> Perm Commercial-Zoning	<input type="checkbox"/> Public Infrastructure Dig
<input type="checkbox"/> Code Zoning			<input type="checkbox"/> Public Infrastructure Plumb
<input type="checkbox"/> Code Enforcement			<input type="checkbox"/> Public Infrastructure Zoning
<input type="checkbox"/> Inspection Admin			

Approved By

Name _____ Signature _____ Date _____
 Building Official

Name _____ Signature _____ Date _____
 Deputy Director / City Planner

Please email to AccelaUserRequest@oaklandca.gov once you fill the form out. The following information will be provided to you by Administrator via email.

User ID	Password	Environment
		Support/Production
		sv.supp.aceela.com/ev.aceela.com

New user account ^ User must change Password at next login. Password needed to reset every 6 months. 1 of 1 Password +

Fill out the Accela User Access form and specify level of access, signed by your dept. head. Please submit your completed form to Accela Requests above or send email to AccelaUserRequest@oaklandca.gov.