



Accela Automation(AA) User Account Request Form for Other Departments

REQUEST (Choose One):

Self  On-Behalf Request by \_\_\_\_\_ Request date \_\_\_\_\_

New User  Existing User Reactivate  Existing User Remove Access

USER DETAILS

First		Mi		Last	
Department		Group			
Job Title		Request Period			
Contact Number		Email Address			
Immediate Supervisor		Project Name			
Employee Status	<input type="checkbox"/> Permanent	<input type="checkbox"/> ELDE	Ending Date:	<input type="checkbox"/> Intern	Ending Date:

ENVIRONMENT

Production

MODULE/User Group

Building Read Only

Enforcement Read Only

Planning Read Only

Fire Read Only

OPW Daily

PURPOSE AND NEED:

Special Notes:

Approved By

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_  
Department Head

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_  
Building Official

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_  
Planning Director

Please upload the completed form to the I.T. Portal Accela Request Page: <https://cityofOaklandprod.service-now.com>  
GET HELP/ACCELA REQUESTS . The following information will be provided to you by Administrator via email.

User ID	Password	Environment	URL
		Support/Production	av.supply.accela.com\av.accela.com

**New user accounts:** User must change Password at next Log in, Password need to reset every 6 months  
\* [Read Only Access](#) only needs respective department head signature.  
[Higher Access](#) requires either Building or Planning Deputy's signature.