

Below are your Accela Automation login credentials for Production and Support.

Production URL: <https://oakland-prod-av.accela.com/> (Live site, please do NOT use it for testing.). Please bookmark this URL for your Accela work.

Support URL: <https://oakland-supp-av.accela.com/> (To get familiar with the application before you use production).

Agency: Oakland

User ID: **USERNAME**

Temp Password: [Accela11-4](#)

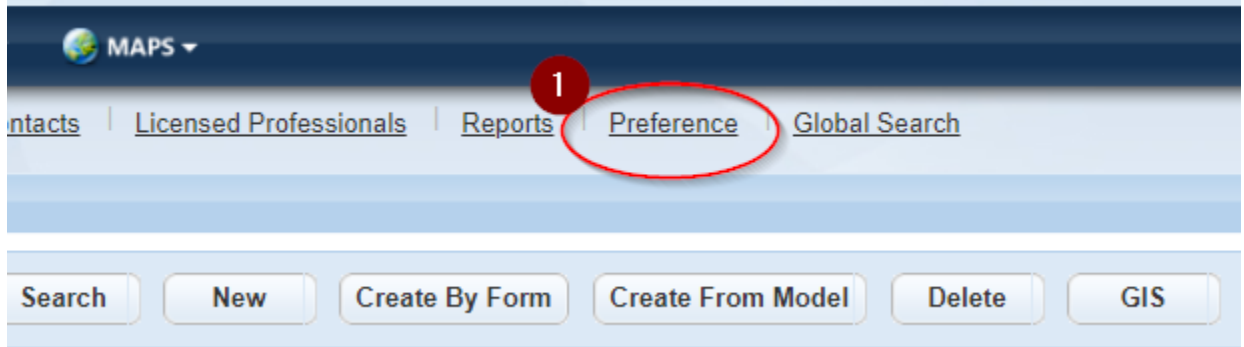
Your new password must meet the following requirements:

- Minimum of 8 character(s)
- Must contain each of the following:
  - At least 1 upper-case letter(s) (A, B, C, ...)
  - At least 1 number(s) (1, 2, 3, ...)
  - At least 1 special character(s) except for +,&
- Must not contain the following:
  - Your user ID
  - The following characters:+,&
- Cannot be any of your previous 5 password(s)

The image shows a screenshot of the Accela Civic Platform login interface. At the top, the Accela logo and 'Civic Platform' text are visible. Below the logo, there are three input fields and a button. The first field is labeled 'Agency:' and contains the text 'Oakland'. The second field is labeled 'User Name:' and contains the text 'User ID'. The third field is labeled 'Password:' and contains the text 'Password'. At the bottom right of the form is a 'Login' button. Red circles with numbers 1, 2, 3, and 4 are overlaid on the form to indicate the sequence of steps: 1 points to the Agency field, 2 to the User Name field, 3 to the Password field, and 4 to the Login button.

Once logged in, if you need to change your password, please use the following instructions:

1. In Accela, click the 'Preference' link on the top of your screen.



2. Click on “Change Password” tab

3. Change your password and hit Submit

You will be prompted to change your password every six months. Please change your password as instructed or you may be locked out.