

Registering for an *Accela Citizen Access* Account

Access the Online Portal through Accela Citizen Access (ACA)

Visit: <https://www.maplewoodmn.gov/ACA>

Please contact us with any questions at 651-249-2312



Citizen Access

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

[Home](#) [Licenses](#) [Planning](#)

Advanced Search

Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)

Sign In

[Forgot Password?](#)

Remember me on this device

Not Registered?
[CREATE AN ACCOUNT](#)

Provide the following Account Details:

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

* Required Fields

USER NAME: *

E-MAIL ADDRESS: *

PASSWORD: *

TYPE PASSWORD AGAIN: *

ENTER SECURITY QUESTION: *
Select ▼

ANSWER: *

I have read, understand, and agree to the [Terms of Service](#) 

I'm not a robot 
reCAPTCHA
Privacy - Terms

CONTINUE

Select your “contact type” and provide the contact details for the Individual/Organization managing this account. Please Note the following:

Only Select **Contact Type = Individual** if the contact is not affiliated with any organization related to the license/permit that is being applied for.

If **Contact Type = Organization**, a First Name/Last Name of an individual representing the organization will need to be provided.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

- Individual
- Organization

[Back](#)

Once your account has been registered, you can login using your User Name or E-mail and Password.



Citizen Access

Register for an Account [Login](#)

Search...

[Home](#) [Licenses](#) [Planning](#)

Advanced Search



Your account has been created successfully. You can login immediately using your User Name and Password

Your account has been successfully created.

Congratulations. You have successfully created an account with the Agency and can login immediately. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name: [REDACTED]
E-mail: [REDACTED]
Password: [REDACTED]
Security Question: [REDACTED]

Contact Information

[REDACTED]
[REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Mobile Phone: [REDACTED]

Contact Address List

▼ Contact Addresses - REQUIRED

Showing 1-1 of 1

Action	Address Type	Address	Recipient	Status	Start Date	End Date
	[REDACTED]	[REDACTED]		Active		

Applying for a Rental Property License

Login to the Online Portal through Accela Citizen Access (ACA)

Visit: <https://www.maplewoodmn.gov/ACA>

Please contact us with any questions at 651-249-2312

The screenshot shows the Maplewood Minnesota Citizen Access login page. At the top left is the Maplewood Minnesota logo. At the top right is the text "Citizen Access". Below the logo is a navigation bar with "Home", "Licenses", and "Planning". A search bar is located in the top right corner. The main content area is divided into two columns. The left column contains text explaining that many online services require login and provides a "Register Now" button. The right column is titled "Sign In" and contains a "USER NAME OR E-MAIL" field, a "PASSWORD" field, a "Forgot Password?" link, a "Sign In" button, and a "Remember me on this device" checkbox. Below the "Sign In" button is a "Not Registered? CREATE AN ACCOUNT" link.

After you log in you will see your user **Dashboard**. Select the Licenses tab and, Apply for a License.

Read the disclaimer and Accept to continue. Select *Continue Application*.

The screenshot shows the Maplewood Minnesota Citizen Access dashboard after login. At the top left is the Maplewood Minnesota logo. At the top right is the text "Citizen Access". Below the logo is a navigation bar with "Home", "Licenses", and "Planning". A search bar is located in the top right corner. The main content area is divided into two columns. The left column contains text explaining that many online services require login and provides a "Register Now" button. The right column is titled "Sign In" and contains a "USER NAME OR E-MAIL" field, a "PASSWORD" field, a "Forgot Password?" link, a "Sign In" button, and a "Remember me on this device" checkbox. Below the "Sign In" button is a "Not Registered? CREATE AN ACCOUNT" link.

Select *Rental Property Application* from the drop-down options provided. Select *Continue Application*.

The screenshot shows the 'Citizen Access' page for the City of Maplewood, Minnesota. The header includes the city logo and navigation links for 'Home', 'Licenses', and 'Planning'. A search bar is located in the top right. Below the navigation, there are two main options: 'Apply for a License' and 'Search Existing Records'. The 'Apply for a License' section is active, displaying a list of license record types. The 'Rental Property Application' option is selected and highlighted with a yellow box. Below this list, a blue button labeled 'Continue Application »' is also highlighted with a yellow box. The page also shows a user is logged in and has 0 collections.

Complete the application providing the information requested. At any time you may select *Save and Resume Later*. Once submitted, you may visit <https://www.maplewoodmn.gov/ACA> to check the status of your application at any time.