

ACCELERATE



**Creating an Account for
Contractors and Developers**



Accelerate Account Setup for Contractors & Developers

Please remember to enable popups before you begin and check your SPAM/Junk Email settings to be sure they allow emails from the CityofRC.us.

Step 1 – Navigate to www.CityofRC.us/Accelerate

The screenshot shows the homepage of the City of Rancho Cucamonga's Accelerate portal. The header features the city logo and the word "ACCELERATE" in large, bold letters. Below the header, there are links for "Announcements", "Accessibility Support", and "Register for an Account". A search bar is also present. A navigation menu includes "Home", "Building & Safety / FCS", "Engineering", "Fire District", and "Planning". The main content area welcomes users to the new Citizen Portal and provides information about the services available. A login section on the right includes fields for "User Name or E-mail" and "Password", a "Login" button, and a checkbox for "Remember me on this computer". A note at the bottom right states that the software is only certified for Internet Explorer 10, Fire 3.6, Safari 5 and Chrome 10, and that usage of older or newer browsers may result in unexpected results.

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Welcome to the City of Rancho Cucamonga's new Citizen Portal, Accelerate

We are pleased to offer our citizens, businesses, and visitors access to **Accelerate** online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

Please remember, the City of Rancho Cucamonga offers other online services that are outside of the Permitting and Land Management activities of the City and these services can be referenced at the following link - <https://www.cityofrc.us/services/default.asp>

The City of Rancho Cucamonga privacy policies and other related policies can be found through the links on the right side of this home page.

Login

User Name or E-mail:

Password:

☐ Remember me on this computer

[I've forgotten my pass](#)
[New Users: Register for an Account](#)

NOTE: This software program is only certified for Internet Explorer 10, Fire 3.6, Safari 5 and Chrome 10. Usage of older or newer browsers may result in unexpected results.

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Step 2 – Click on “Register for an Account” from the Home Page.

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Search:

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What would you like to do today?
To get started, select one of the services listed below:

Login

User Name or E-mail:

Password:

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

NOTE: This software program is only certified for Internet Explorer 10, Firefox 3.6, Safari 5 and Chrome 10. Usage of older or newer browsers may result in unexpected results.

[Privacy Policy](#)

[Delivery of Service Policy](#)



Step 3 – Read and Accept the Disclaimer, then click “Continue Registration”

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Search...

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Accelerate 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 City of Rancho Cucamonga attempts to keep its Web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this Website, 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 City as a result of updates and corrections.

All trademarks and service marks contained in or displayed on this website are

☒ I have read and accepted the above terms.

[Continue Registration »](#)



Step 4 – Complete your “Login information”



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Home

Building & Safety / FCS

Engineering

Fire District

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Please provide the following information to create an account that will allow access to **Accelerate**, the City of Rancho Cucamonga's online Citizen Portal.

Account Registration Step 2:
Enter Account Information

* indicates a required field

Login Information

* User Name: 

* E-mail Address:

* Password: 

* Type Password Again:

* Select a Security Question: 

--Select-- 

* Answer: 

Contact Information

Add New

Continue Registration »



Step 5 – You will receive a confirmation email from **noreply@cityofrc.us** with the URL and your login information. You will also receive the URL for the mobile site. Feel free to bookmark these URLs.

Dear Registered User,

Thank you for registering on Accelerate, our online portal for permitting and inspection processing. Below are the account details that were provided during registration. You can use them in conjunction with the password that was set during registration to gain access to the portal.

User Name: username

URL: <https://aca.accela.com/cityofrc/>

URL for mobile devices: <https://aca.accela.com/cityofrc/amca/>

If you were associated with a permit application, plan check, or permit case/record processed before May 29, 2014 by the Building & Safety, Engineering, and/or Planning Departments, then you should link them to your new Accelerate user account.

If you do want them linked, [click here](#) or copy the URL below and paste it in your browser. You will be directed to a page where you can submit the numbers you would like to be linked.

http://www.cityofrc.us/services/plans_permits_and_inspections/link.asp

Thank you for using Accelerate.



Step 6 – Follow the link at the bottom to identify any open projects or permits.

Linking Older Records to Accelerate

Link Existing Cases/Records to Your Accelerate Account

If you were associated with a permit application, plan check, or permit case/record processed before May 29, 2014 by the Building & Safety, Engineering, and/or Planning Departments, then you might wish to link them to your new Accelerate user account.

We will link them for you if your email address was included with the case/record and matches the email address associated with your Accelerate user account.

* First Name

* Last Name

* Email Address

In the field below, provide case/record number for each permit you wish to link in Accelerate. (Case/record numbers are in the format like PMT2013-12345, DRC2010-12345, etc.)

Enter Case/Record
Numbers

Additional Registered
Accelerate Users Eligible to
Access These Records

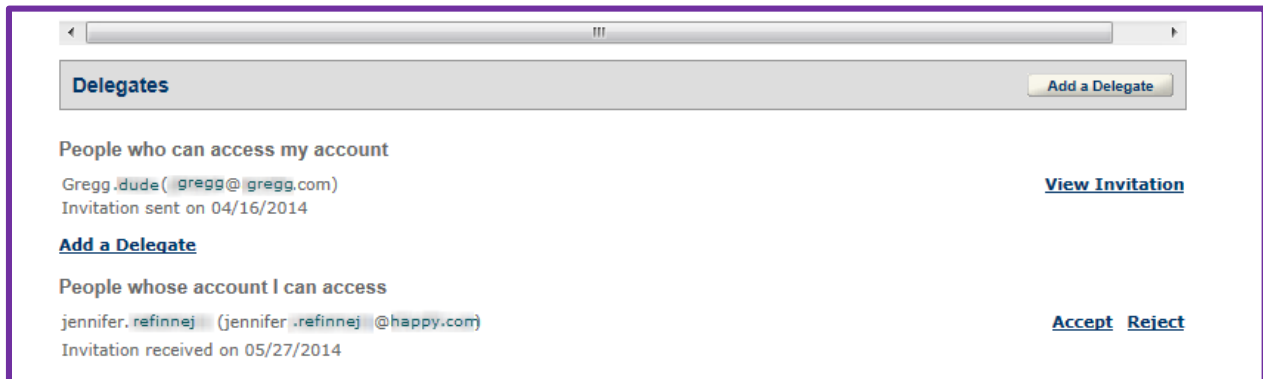
Additional Comments
(optional)



Step 7 - Add “Delegate(s)” to your account. Go to Account Management.



Then click on “Add Delegate”





Step 8 – Choose what permissions who want to give each delegate.

The screenshot shows a web-based dialog box titled "Add a Delegate" with a close button (X) in the top right corner. The instructions at the top read: "Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account." Below this are two input fields: "* Name" and "* E-mail Address".

The next section is titled "Set Delegate Permission". It contains the text: "Delegates can view records across all categories unless you choose to restrict them to specific categories." Below this is a link "View Records in all categories (Change)".

A note follows: "For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records." Below this are six checkboxes, each with a "(Change)" link:

- ☐ Create Applications in all categories (Change)
- ☐ Renew Records in all categories (Change)
- ☐ Amend Records in all categories (Change)
- ☐ Manage Inspections in all categories (Change)
- ☐ Manage Documents in all categories (Change)
- ☐ Make Payments in all categories (Change)

The next section is titled "Add Personal Note". It contains the text "Enter the words below" and a text input area. Inside the input area, the word "rising" is written in a stylized font, followed by the word "then". To the right of the input area are three small icons: a refresh icon, a speaker icon, and a question mark icon.

At the bottom of the dialog box are two buttons: "Invite a Delegate" and "Cancel". The bottom status bar of the dialog shows "ess (ghess4@accelea.com)" on the left and "View Invi" on the right.

They will receive an email asking them to accept this role as a delegate.

Dear Jannette Carpino:

Jennifer Refinnej would like to add you as a delegate to their Accelerate account.

'I have added you as a delegate to my account.'

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As a delegate, you will be able to create an application, manage inspections and documents, renew and amend records, and make payments on the behalf of jennifer.refinnej, based on the permission that have been granted to you.

Please log into your Accelerate account and access the Account Management Delegates to accept or reject the request.

Questions or Need Help?

Call the Rancho Cucamonga City Hall at (909) 477-2700 and ask for an Accelerate Concierge, email accelerate@cityofrc.us or come to City Hall and someone would be happy to assist you.