How to Change Contact Information in Accela Citizen Access (ACA)

1. Go to Accela Citizen Access using the following link: https://www.denvergov.org/AccelaCitizenAccess/Default.aspx
2. You will need to either log on or create an account
3. You’ll then go to the Conveyances Tab
4. Once you’ve selected the Conveyances tab, scroll down to General Search and input your property’s address.
5. Hit search and your page should look like the one below. Find the Conveyance Facility Number and write it down for later.
6. Now, scroll back up to the top of the page and select Create An Application
7. Hit the drop-down arrow by Conveyances and then select Conveyance Facility Contact Change
8. Enter the Facility Number from the General Search you did earlier,
9. Select which category you’d like to add/change the contact information for and click edit or remove.
10. Add the appropriate information and click continue.
11. Click the box to agree that the information correct and continue the application.
12. You should end up on a page that looks like this, meaning your contact information has been changed successfully and you are good to go!