

# COUNTY OF SUFFOLK



**EDWARD P. ROMAINE**  
SUFFOLK COUNTY EXECUTIVE

DEPARTMENT OF HEALTH SERVICES

**GREGSON H. PIGOTT, MD, MPH**  
Commissioner

## Suffolk County Citizen's Portal

Welcome to the Suffolk County Citizen's Portal. If you already have a portal account but need help logging in, please skip to the "Log in Instructions" section below. If this is your first time on the website, please proceed to the "Registering for an Account Instructions" section below.

### Registering for an Account Instructions:

1. You must first register for a Public User Account via the following web page:  
<https://aca-prod.accela.com/SUFFOLKCO/Welcome.aspx>.
2. Click "Create an Account".

**Home** Environmental Quality Consumer Affairs

Advanced Search

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### Sign In

USER NAME OR E-MAIL:\*

PASSWORD:\*

[Forgot Password?](#)

**SIGN IN**

Remember me on this device

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Not Registered?

**CREATE AN ACCOUNT**



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3. Fill out all required fields. Read and accept the Terms of Service then click "Continue".

## 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 and accepted the above terms and conditions. [Terms of Service](#)

**CONTINUE**



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4. Select the appropriate contact type. If you are unsure which Contact Type to choose, select Individual. Fill out the appropriate fields and click Submit.  
*Note: the more information included in this step, the less information you may need to fill in later as you create/submit applications.*

## Select Contact Type

**Step 2 of 2: Contact Details**

Individual  
 Organization

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**\*Required Fields**

FIRST:\*

MIDDLE:

LAST:\*

PHONE 1:

NAME OF BUSINESS:

PHONE 2:

ADDRESS LINE 1:\*

PHONE 3:



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5. You have now successfully registered for the Suffolk County Portal, and you can now log in to your account.

The screenshot shows the Suffolk County Citizen's Portal registration confirmation page. At the top, there is a banner with the Suffolk County seal and the text: "Suffolk County Citizen's Portal", "Department of Consumer Affairs", and "Department of Health Services - Environmental Quality". Below the banner, there are links for "Register for an Account" and "Login". A search bar is located on the right side. The main content area features a green checkmark icon and the message: "Your account is successfully registered. Please sign into your account to create, view, or amend your application(s).". Below this, there is a blue bar with the heading "Account Information" and a table of user details:

User Name:	TestUser3
E-mail:	[REDACTED]
Password:	*****
Security Question:	In what town or city was your first full time job?

Below the account information, there is another blue bar with the heading "Contact Information" and a table of contact details:

b/c	[REDACTED]
360 Yaphank Ave	Phone 2:
[REDACTED]	Phone 3:
	Fax:

At the bottom left, there is a blue button labeled "Login Now".



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## Log In Instructions

1. To login to the Suffolk County Citizen's Portal you should be on the "Home" tab, which you can access here: <https://aca-prod.accela.com/SUFFOLKCO/Welcome.aspx>



Home Environmental Quality Consumer Affairs Food Protection

Advanced Search

Search...

Sign In

USER NAME OR E-MAIL: \*  
achan

PASSWORD: \*  
\*\*\*\*\*

[Forgot Password?](#)

**SIGN IN**

Remember me on this device

2. You should log in with the credentials you created when you first registered. You can use your chosen username or the email address you used when setting up your account along with your selected password.
3. After you enter in your credentials, click the "Sign In" button.
4. If you forgot your password, please click the "Forgot Password" button and follow the instructions that follow:



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- a. You'll be asked to provide the email address that you have linked to your account.
- b. If this email address is recognized by our system, you'll be asked to provide the answer to the security question you set up when registering.
- c. If your security answer is correct, you will receive an email with a temporary password to the email address you provided. You can use the temporary password to log in to the system.
- d. After you log in to the system with this temporary password you can update your password from the Account Management section of the website, which can be accessed from the top menu:



5. Once you're logged into the system, you can navigate to the Food Protection tab. Review and accept the terms and conditions, then click "Continue Application".



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- From here you can expand the appropriate section to select an action. You may either use a PIN to link your food service establishment with your account, or file a complaint related to food service concerns.



Home Environmental Quality Consumer Affairs **Food Protection**

Create an Application Search Applications

### Select an Action

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us at 631-852-5999 or by this email address [php@suffolkcountyny.gov](mailto:php@suffolkcountyny.gov).

**Food Protection General Complaint:** You may file a complaint related to food service concerns and attach photos and video here.

**PIN Registration:** Link a food service establishment to your account after obtaining a PIN from the Department. Once linked you may submit payments online, review the establishment's status, confirm contact information for the establishment, etc.

If you do not know a Facility ID/Name, please look it up using the "Search Records" link above and return to this page to complete this section.

- ▶ PIN Registration
- ▶ File a Complaint

[Continue Application »](#)



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