Accela Citizen Access
User Manual

We are pleased to offer our residents and businesses access to government services online, 24 hours a day, 7 days a week.

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

Rev. 8/2016

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NOTE:
- **Accela defaults to 11/17/2014 thru today's date for searches.**
- **To view completed permits prior to 11/17/14 see Info Hub**
  http://infohub.cityofalbany.net/infohub/

Accela Citizen Access Registration Process

1. Open your web browser and navigate to https://www.cityofalbany.net/aca

2. If you are a new user, click on one of the *Register for an Account* links.

3. After reading the General Disclaimer, click on the check box to accept the terms for online access to Accela Citizen Access and click the **Continue Registration** to continue the registration process.

4. Fill out the registration form with the required information. Fields marked with a * are required and must be entered to continue.
5. Click *Add New* to add your contact information.
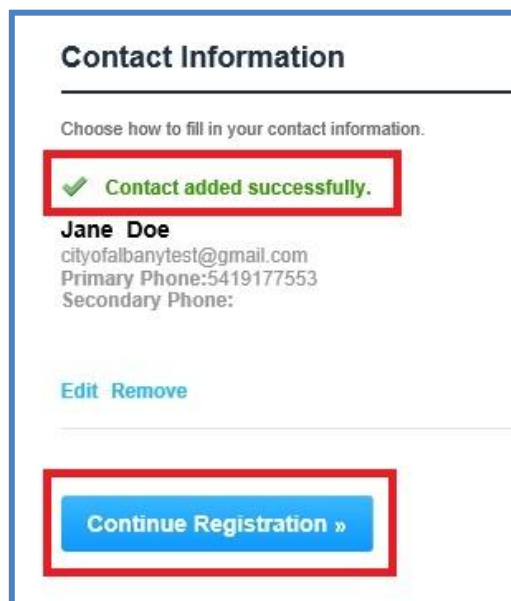
a. Select your Contact Type and click *Continue Registration*.

b. Complete contact information and click *Continue*.

c. You'll receive a confirmation email that your contact was successfully created.
d. Click **Continue Registration.**
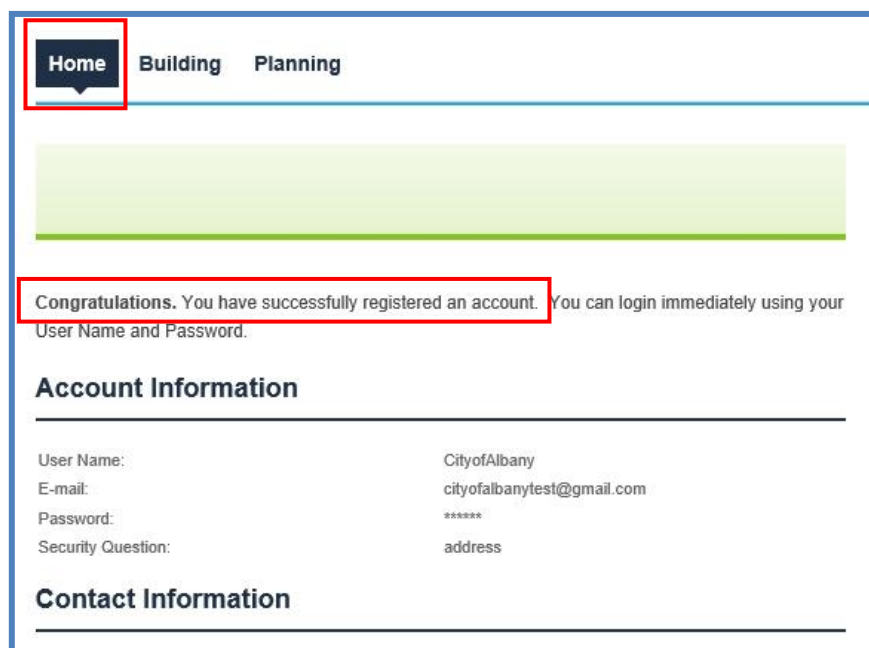
e. After the registration is complete, the information you used to register will be displayed and you will receive an email confirming the registration process. Return to the home page by double clicking on **Home tab.**

6. At the Home screen, enter the email address and password you selected during the registration process. Click the *Login* button to continue.

7. Once logged into Accela Citizen Access, you can search existing applications, schedule inspections or apply for a new permit application.

Resetting Your Password

If you forget your password click on the **I've forgotten my passwor**d link.

You will be sent an email with your user name and a temporary password. Log into Accela Citizen Access with your temporary password, you'll be asked to choose a new password. Passwords are case sensitive.

Accela Citizen Access (ACA) Search

NOTE:

- **Only permits created AFTER 11/17/2014 will be found in ACA. Refer to Building Eye to find permits closed prior to 11/17/2014.**
- **Public Works permits are found under the Building section and tab.**

1. Open your web browser and navigate to: https://www.cityofalbany.net/aca.

2. You do not need to be registered to search permit/address/parcel/owner information in ACA. You will need to log in to create a permit, schedule an inspection, access your collections, or pay outstanding fees.

3. Click **Search Applications** in the Building or Planning sections or tabs.

4. Searching on the Building or Planning tab will return only those types of permits.

5. Permits you've created in ACA will show in the Records section.

6. You can narrow down the search types in the General Search drop down.

7. You can further narrow the search to search your records only.

8. Complete the search fields. **THE LEAST AMOUNT OF INFORMATION ENTERED** returns the best results, i.e. partial street name or number, beginning letters of contractor name, etc. Clicking *Search* without any criteria will display all permits in the system.

9. Click *Search* when you have entered your search criteria.

10. View the permit information by clicking on the record number from the results list.

11. General information, such as location, fees, and other information, will be displayed with the permit. Click on the ▶ next to each field to see details pertaining to that specific field.

If you have trouble locating records created **AFTER 11/17/2014** contact city staff at 541-917-7553 for assistance.

ACA Creating & Paying for a Permit

NOTE:
- **Not all permits are suited for online submission. If a permit type is not listed it cannot be applied for online at this time. Completed applications may be emailed to permits@cityofalbany.net**
- **You will need to register for an account to create a permit, schedule an inspection, access your collections or pay outstanding fees.**
- **Building/PW and Planning permits have different workflows, i.e. Planning fees are not collected prior to submitting application.**

1. Open your web browser and navigate to https://www.cityofalbany.net/aca

2. Enter the email address and password you used when you registered for your account and click on *Login*.

   - If you have not registered previously, click the *Register for an Account* link.

3. Once you are logged into Accela Citizen Access, click the ***Create an Application*** link under the appropriate section (Building/PW or Planning).
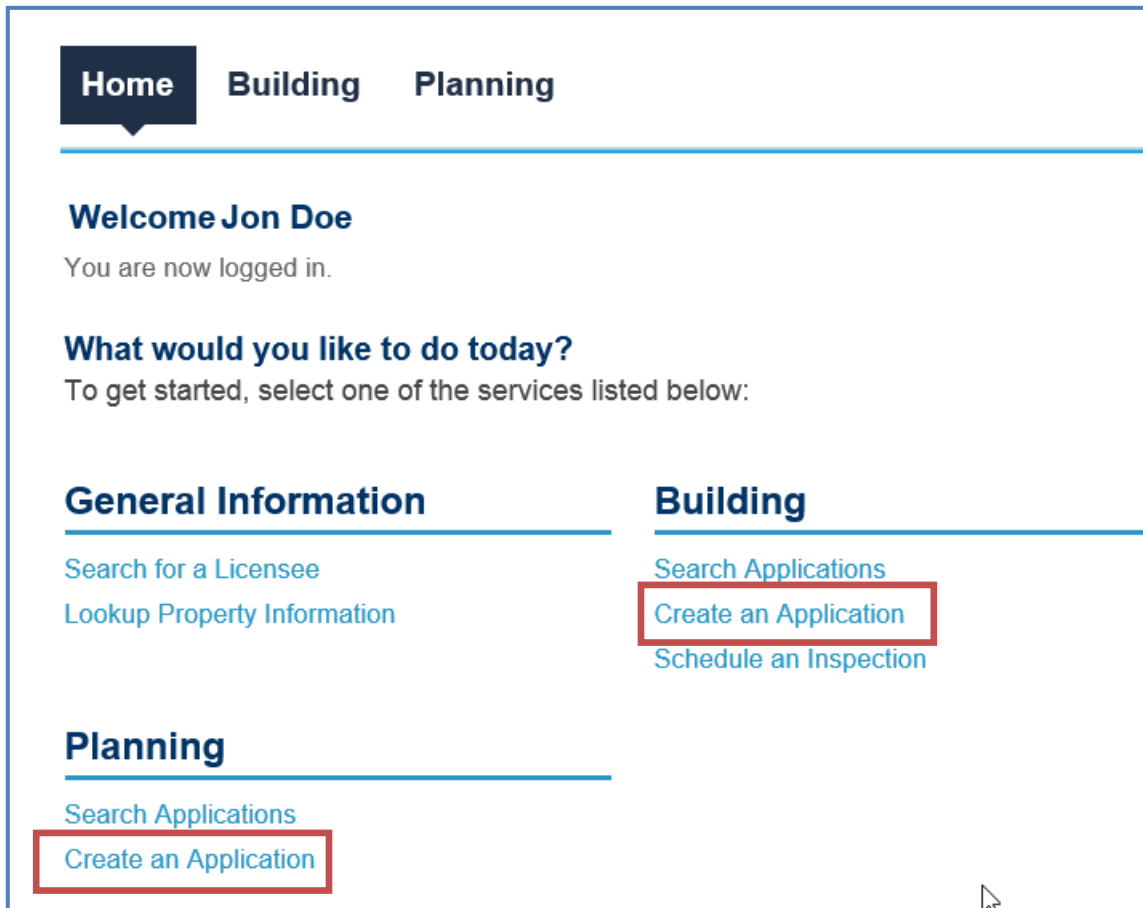
- You can also create an application off of the specific tab by double clicking on the tab and choosing ***Create an Application***.
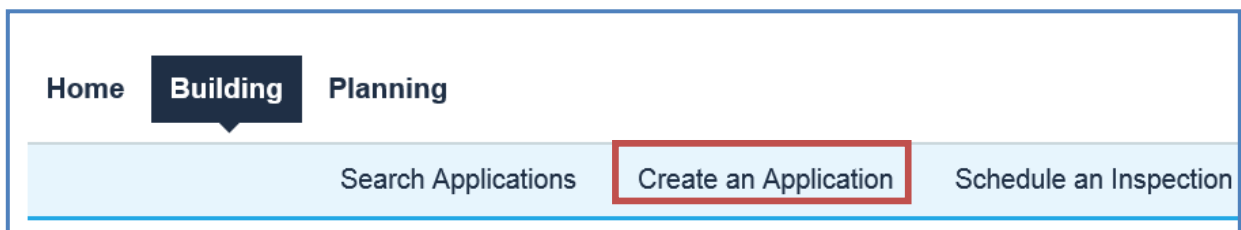
4. Read through the disclaimer and put a check in the box to accept the terms. Click on the *Continue Application* button to continue the permit application process.

All permits issued by the Building Office shall expire by limitation and become null and void 36 months after the date of permit issuance, or 180 days from permit issuance if no work has been performed; or if the work has been suspended or abandoned 180 consecutive days after work has commenced. Extensions may be granted for good and satisfactory reasons per AMC 18.06.090 (1) through (4).

2-D. Some Permits do not require any discretional approvals or plan review by the City of Albany. If, subsequent to the issuance of a permit, the City of Albany determines that plans or other reviews are required for the work undertaken, the permit may be suspended or revoked until such time as proper reviews and approvals are obtained.

2-E. The issuance of a Permit shall not serve to legalize or authorize other unpermitted construction, construction not properly identified within the permit application, improper occupancies, additional dwelling units, or unauthorized land uses not otherwise legally established. All Permits are subject to review and approval by the City of Albany.

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> Your privacy is very important to us. Our policy is to collect no personal information about you when you visit our site, unless you tell us you have chosen to make such information available to us.

☑ I have read and accepted the above terms.

Continue Application »

5. Select type of application you want from the drop down list. The application will automatically update after selecting the type of permit.

6. If applicable choose Commercial /Residential (record type dependent). Click **Continue Application.**

Step 1 Site

1. Complete the location information by searching on Address, **OR** Parcel **OR** Owner (APO).
    a. Entering the **LEAST** amount of information will return the best results.
    b. Choose one section to search on and enter the required information and choose *Search*.
    c. The other sections will automatically populate with the APO information on file with the City of Albany. Contact the City for updates to the APO. (541-917-7553).

2. Check the box next to the correct address and click **Select**. The Associated parcels and owners will automatically populate. Click **Select** again to add the result to your permit.

Address Search Result List

○	333 SE CHURCHILL DOWNS ST, ALBANY Linn OR 97322, 333 CHURCHILL DOWNS ST SE	ALBANY
○	333 SE JEFFERSON ST, ALBANY Linn OR 97321, 333 JEFFERSON ST SE	ALBANY
○	333 SE LYON ST, ALBANY Linn OR 97321, 333 LYON ST SE	ALBANY
◉	333 SW BROADALBIN ST, COMMENT, ALBANY Linn OR 97321, 333 BROADALBIN ST SW	ALBANY
○	333 SW ELLSWORTH ST, ALBANY Linn OR 97321, 333 ELLSWORTH ST SW	ALBANY

Associated Parcels

Showing 1-1 of 1

	Parcel Number	Lot	Subdivision
◉	11S03W07BB00900		

Associated Owners

Showing 1-1 of 1

	Name	Address
◉	ALBANY CITY OF	PO BOX 490 ALBANY O

Select   Cancel

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3. To continue the application process, click the *Continue Application* button. Alternatively, if you would like to complete the application at a later time, click on the *Save and resume later* button.

Step 2 Contact

1. Add applicant information – can be completed three (3) ways; *Select From Account*, *Add New, Look Up*.

a. ***Add New*** - manually fill in the contact information.

b. ***Look Up*** – search for an existing contact.

     c. **Select from Account** - automatically populating it with the current user or the associated property owner.

2. If applicable, add additional representatives, licensed professionals, architects, etc.

   NOTE: You cannot edit the Licensed Professional information. If you are unable to locate your professional, please click **"Save and resume later"** and then contact City staff at 541-917-7553.

3. Click **Continue Application** to continue the process.

Step 3: Information

1. ***General Description*** *is a quick reference field for your project name or location (i.e. address, project name or number).*
2. ***Detailed Description*** *allows you to provide an abbreviated description and quick data on your project. (i.e. RES-Install 3 branch circuits in NSFR).*

Residential - Electrical

1 Site	2 Contact	3 Information	4 Review

Step 3: Information > Plan Review Requirements

General Description is a quick reference field for your project name or location (i.e. McDuffy's expansion).
Detailed Description allows you to provide an abbreviated description and quick data on your project. (i.e. Cons
Fees are added in the Application Specific Information section. Document Imaging is required, quantity is editabl

Detail Information

General Description:

Detailed Description:

New 200 amp service and branch circuit.

3. Complete the Application Specific Information - The fields and options will vary depending on the type of application such as plumbing, electrical, mechanical, etc.

Application Specific Information

GENERAL

--Select--
Addition
Alteration/Renovation
New

*Job Type:

*Construction Type: Residential

PLAN REVIEW

More than 10,000 sqft: ☐

More than 320 amps cont rating, etc: ☐

More than 600 volts nominal: ☐

Four or more res units in one structure: ☐

More than three stories in height: ☐

Occupancy load of more than 99 persons: ☐

Hazardous locations: ☐

Manufactured structures parks: ☐

Inside floodplain or Natural Resources overlay: ☐

4. Complete the fees, adding quantity, valuation or 1 as directed. **Document Imaging is required, quantity is editable.**

NOTE: Planning does not have a fee section.

5. Click the ***Continue Application*** button to continue the process

.

Step 4 Review

6. You will be prompted to review the quantities and contact information. Please review and if any changes are needed, click the **Edit** button for the specific section that needs changed.

7. Click the **Continue Application** button to select the payment options.

Step 5 – Pay Fees

Planning doesn't pay fees up front; you will be sent to the screen on page 34.

1. Review the calculated fees. Click the *Check Out* button to make payment.

Paying Fees Due

Any permits that appear in the list with the **Pay Fees Due** action link can be sent to the shopping cart for payment.

Due to security reasons, we will no longer be accepting credit cards over the phone.

The **Pay Fees Due** link can be accessed in two areas.

1. In the Action column in your record list on the Building/Planning page tabs.

	Date	Record Number	Record Type	Address	Project Name	Action
☐	08/02/2016	16-TMP-000341	Parking Lot	620 SW 9TH AVE, ALBANY OR 97321	Testing	Resume Application
☐	07/26/2016	B-0062-16	Demolition - Commercial	333 SW BROADALBIN ST, ALBANY OR 97321	Candyland - TEST	Pay Fees Due

2. Through the record detail, in the *Outstanding* section of the Fees Section.

3. You will be sent to a review screen, review charges and click **Check Out** to be sent to the Shopping Cart.

The Shopping Cart

1. Two sections, Pay Now/Pay Later, move permits between the two by clicking on the *Save for Later* or *Pay Now* links next to the permit.

2. Items in your cart are sorted by address, notice below 333 SW Broadalbin has two permits, Ellsworth and Jefferson each have one.

3. Building/PW permits are in temporary status until they are paid (16-TMP-####).

4. Once you cart is populated with the permits you want to pay click on *Check Out*.

5. You can also *Continue Shopping.*

6. Checkout sends you to the Credit Card payment screen. Complete the required fields and click **_Continue_**.

7. The Location/Site Address/Description information will be the only project information showing on your receipt. You permit number is not created until payment is approved.

8. Review and verify the payment information. *Confirm* or *Modify* your payment to complete the payment.

Please verify the following information:
Amount: $3,734.35
Job Location/Site Address: Windy Pines, Lot 106
Description: NSFR - Electrical panels

Card information:
Cardholder's Name: Jon Doe
Card Type: Visa
Card Number: ************1111
Signature Panel Code: ****
Expiration Date: 1/2020

Billing information:
Address Line 1:   333 Broadalbin St SW
Country: United States
City: ALBANY
State: Oregon
ZIP Code: 97321

Email Address: eplans@cityofalbany.net

Is this information correct?

[Confirm Payment]   [Modify Payment]

9. After the processing is complete, you will receive a **Record Number** also referred to as your Permit number.

10. From this page you can print or view the record details by clicking on the hyperlinks next to the record number.

11. If you need to apply for another permit, you can start the process over. If you want to create the exact same record type you can click on *Copy Record*.

12. If you included an email address a receipt will be emailed to you.

13. If you are finished, for security reasons, you should log out using the link at the top right of the page.

# Accela Citizen Access (ACA) Request/View Inspections

NOTE:

- **Inspections can only be requested on BUILDING permits in APPROVED Status.**
- **Inspections requested prior to 7:00 am may be scheduled for the same working day.**
- **Inspections requested after 7:00 am will be scheduled for the next working day.**
- **Inspections scheduled with a 5:00 am time is a morning inspection.**
- **Inspections scheduled with a 10:00 pm time is an afternoon inspection.**

1. Open your web browser and navigate to https://www.cityofalbany.net/aca

2. Enter the email address and password you used when you registered for your account, and click **Login**.

   a. If you have not registered previously, click the **Register for an Account** button.

3. Once you are logged into Accela Citizen Access, click the ***Request an Inspection*** link under the Building section.
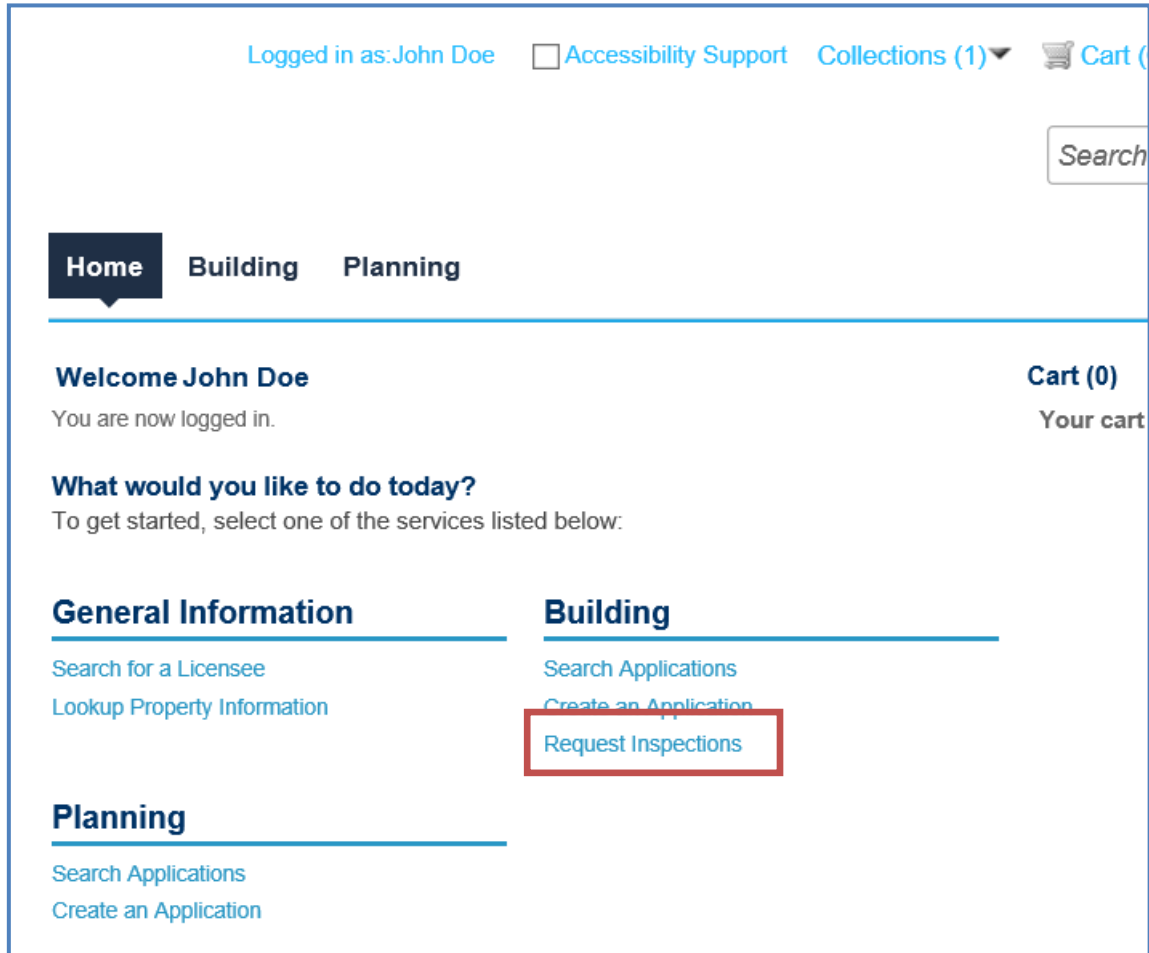
4. If you previously applied for the permit, it should be listed in the Records section below. Permits are called Records in Accela Citizen Access.

5. Alternatively, you can search for the permit by Address, Record Type, or Permit Number.

6. Complete your search. Click on the **Record #** you want to request an inspection for to continue the process.

7. Scroll down to the section for Inspections. Click on the **Request an Inspection** link and select the type of inspection you want to schedule.

8. After selecting the type of inspection you are requesting, click the ***Continue*** button.

9. **Note:** You can only choose one inspection type at a time. To request additional inspections on the same permit, complete the request for the first type and repeat.

10. If a desired inspection type is not showing, it's not available for the permit type. Call 541-917-7553 for more information.
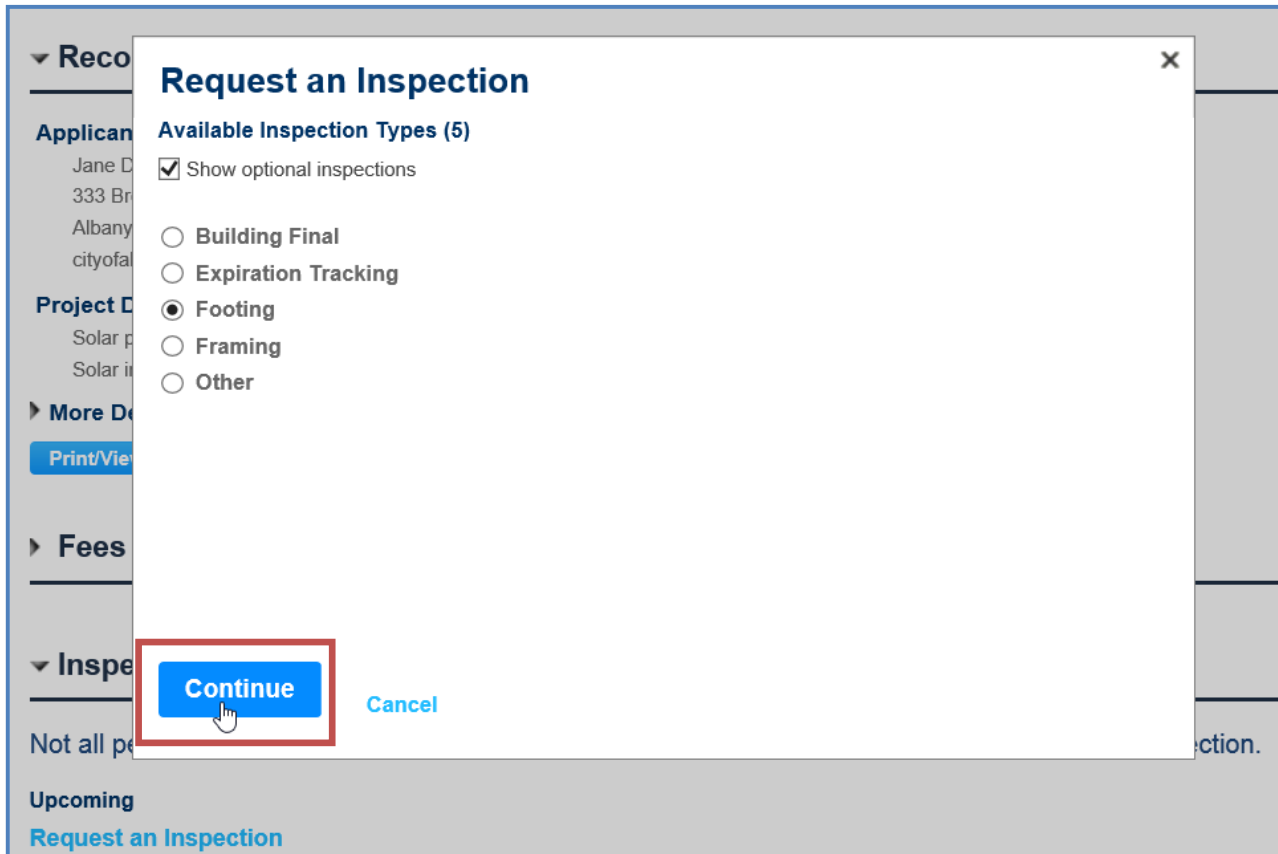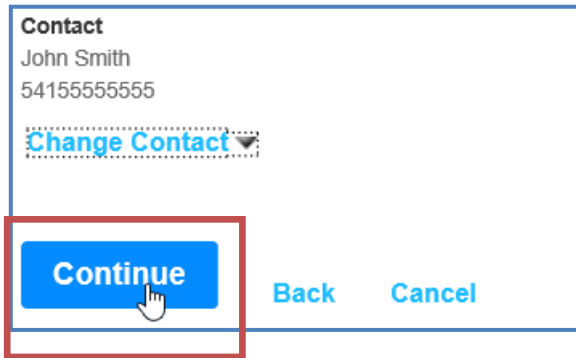
11. After you select the type of inspection, you will be asked to confirm the address and contact information.

      a. To change the inspection contact information click **Change Contact.**

      b. Complete new contact information, click **Submit.**

12. You will now see the new contact information. If everything looks correct, click the **Continue** button.

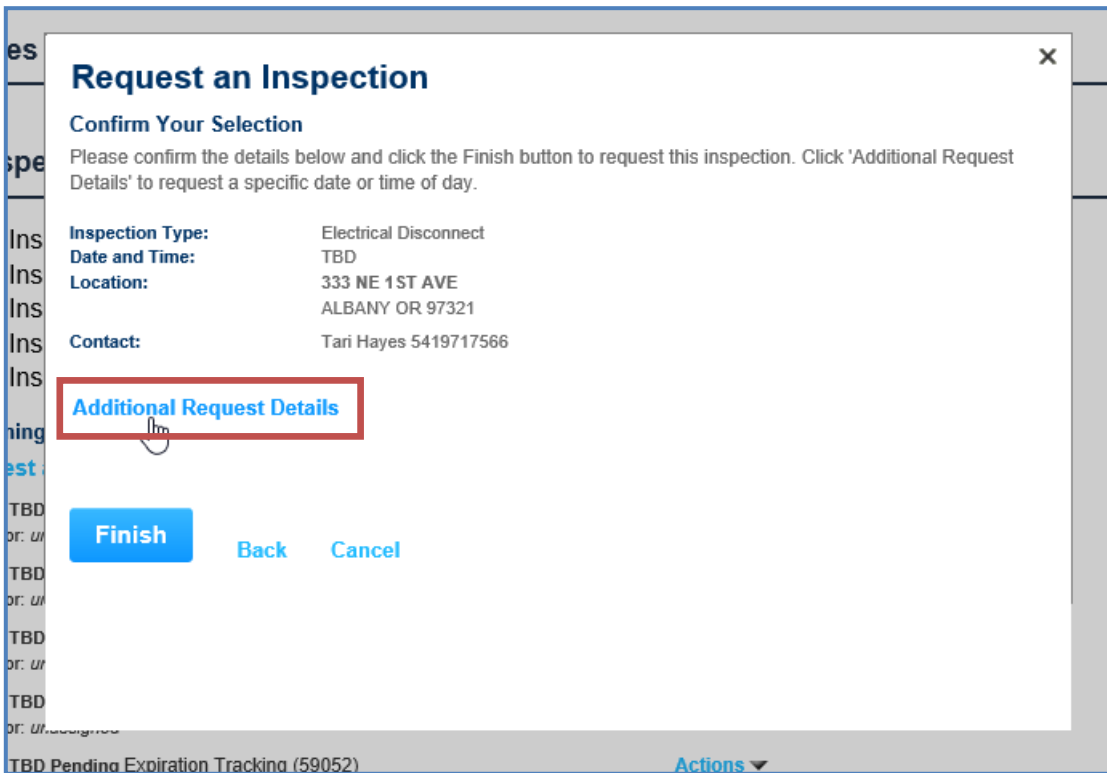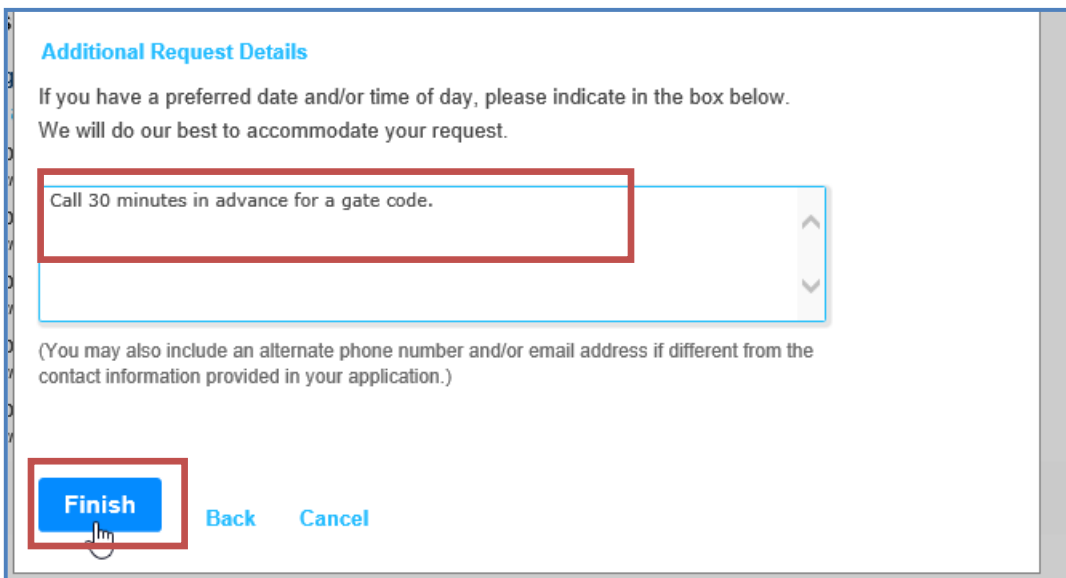13. Review your inspection information and click **Continue** again.
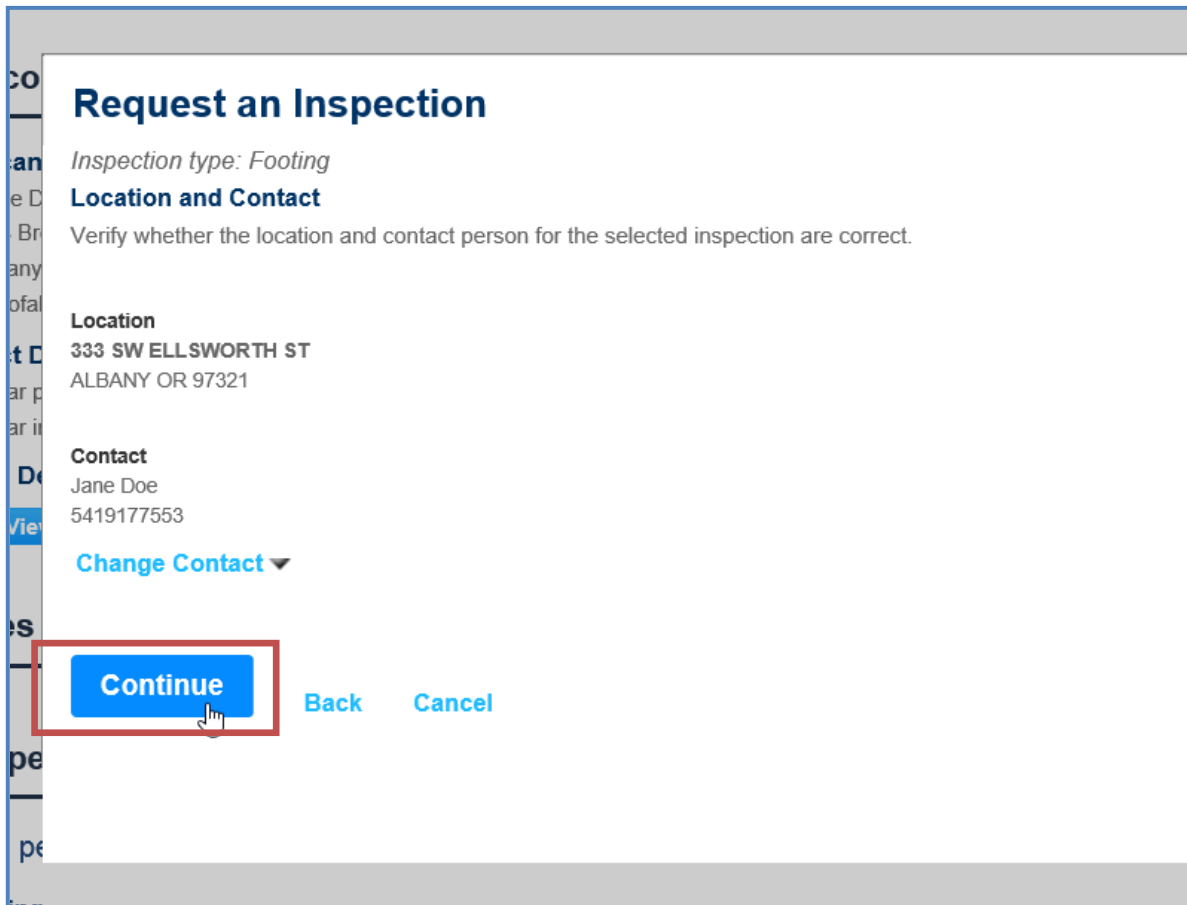
14. At this point you can add additional request details by clicking *Additional Request Details* link.   We will do our best to accommodate your request.
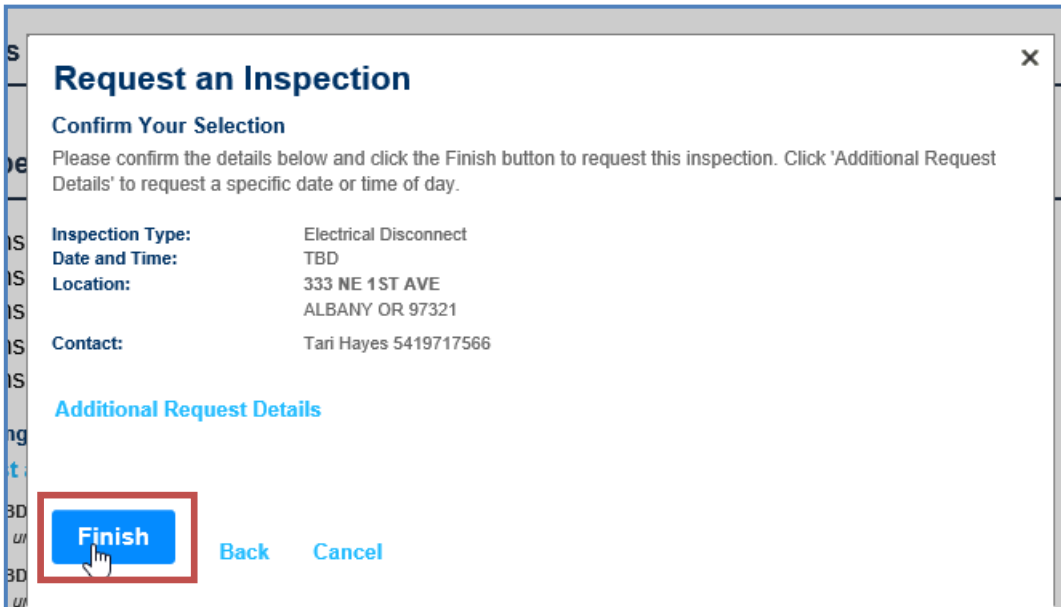
**Step 1.** Click on *Additional Request Details*

Request an Inspection

Confirm Your Selection

Please confirm the details below and click the Finish button to request this inspection. Click 'Additional Request Details' to request a specific date or time of day.

Inspection Type:	Electrical Disconnect
Date and Time:	TBD
Location:	333 NE 1ST AVE
	ALBANY OR 97321
Contact:	Tari Hayes 5419717566

Additional Request Details

Finish   **Back**   **Cancel**

TBD Pending Expiration Tracking (59052)   Actions ▼

Step 2. Complete details and click *Finish*

Additional Request Details

If you have a preferred date and/or time of day, please indicate in the box below.
We will do our best to accommodate your request.

Call 30 minutes in advance for a gate code.

(You may also include an alternate phone number and/or email address if different from the contact information provided in your application.)

Finish   **Back**   **Cancel**

ACA Request & View Inspections

Step 3. Click *Finish* again to complete your inspection request.

15. Once the request is complete, the pending inspection will be displayed. If you need to cancel or reschedule an inspection please call 541-917-7553.
16. To schedule an additional inspection click on *Request an Inspection* link and complete the process again.
17. If you are finished, you can logout.
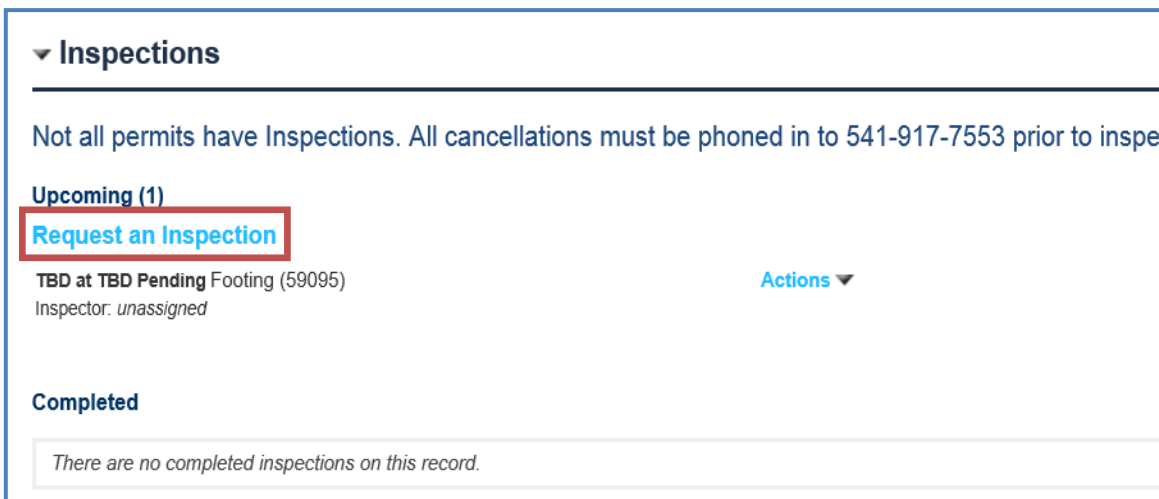
Viewing Inspection Schedule, Results, and Comments

Once you've requested your inspection you'll have four options in ACA.

1. Your inspection request shows in pending status until scheduled by the Building inspectors.
2. Your inspection will be scheduled with an AM or PM time frame. 5 am reflects a morning inspection, 10 pm reflects afternoon, any time showing other than that is an approximate.
3. The Completed Inspection section in the ACA record detail provides a count of competed inspections and their results.
4. You can view your completed inspection results.
5. You can view inspection comments and print inspection results via **View Details** link.

Note: With the implementation of ACA you may receive an email with your inspection result. By the end of 2016 we anticipate all inspections will result in an automatic result email being sent to the email address of record.

View Details link

Shows permit information, inspection status, record detail and result comments.
1. Click on *View Result Comments* link to display inspections comments.
2. Use Ctrl + P to print detail screen.

Collections

Collections are a means for users to organize their files. When customers are viewing a particular record, they can add it to one of their existing collections or create a new one. Each collection shows useful statistical data such as fees paid, fees due, how many are scheduled, approved, denied, pending, etc.. Users can create collections based on project phase, superintendent, subdivision, … any way you like. You can remove them from the collections, delete collections, see how many are scheduled, rename them, they are rather flexible.

You must be logged in to create and view your collections.

There are two ways to add records to a collection, one is to select them from your list using the checkboxes and clicking Add to collection at the top of the table.

You will be prompted with a pop-up window to either add to an existing collection or create a new one. (Make sure you have pop-ups enabled for our site)

When you create new collections you can add descriptions. Click *Add* to create your collection.
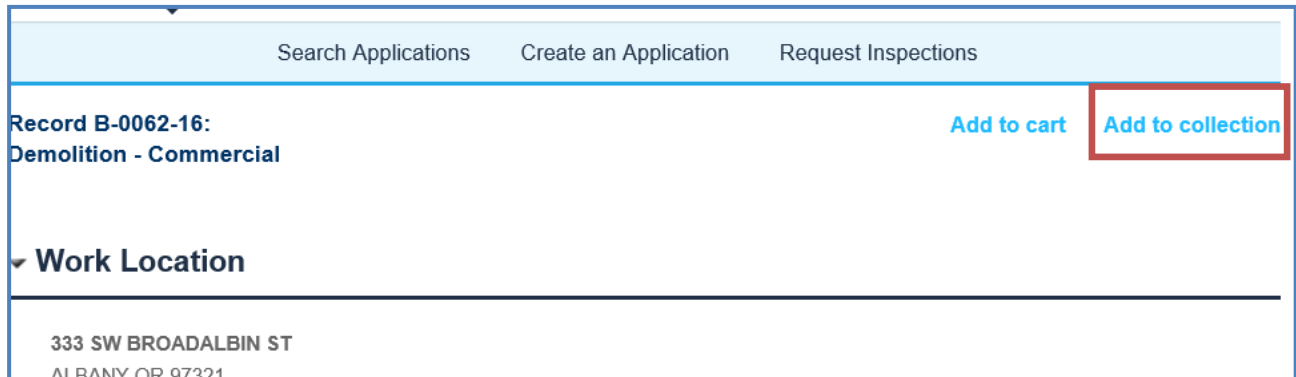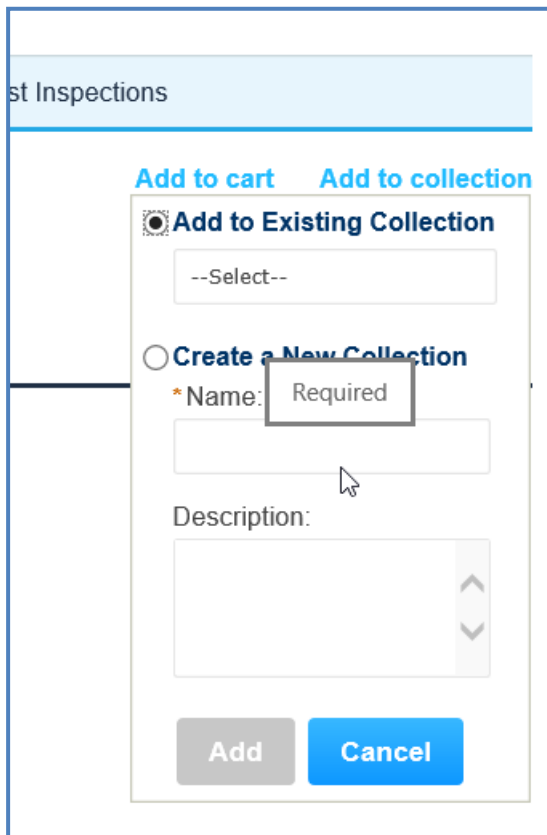

You can also add a record to a collection from the record details page. Select the **Add to**

collection link opposite and to the right of the Record number

You will be prompted with the same **Add to Existing Collection/Create a new Collection** pop-up.

Set Up & Compatibility

The ePlans and Accela Citizen Access vendor requires use of Microsoft Internet Explorer and Microsoft Silverlight to operate normally. Click on the X in the header to hide this notice on the web page.
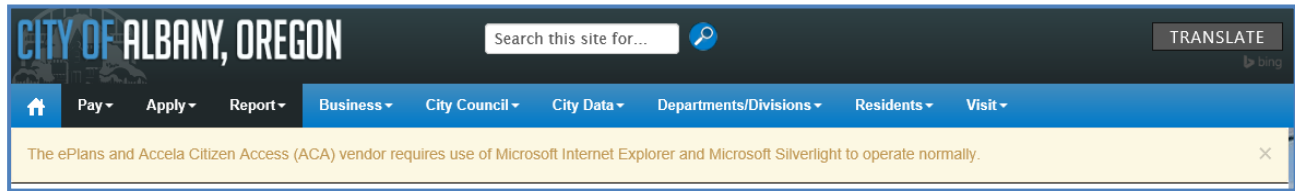
If you have trouble viewing our ACA webpage, please check your compatibility view settings.
Remove *cityofalbany.net* and close the window
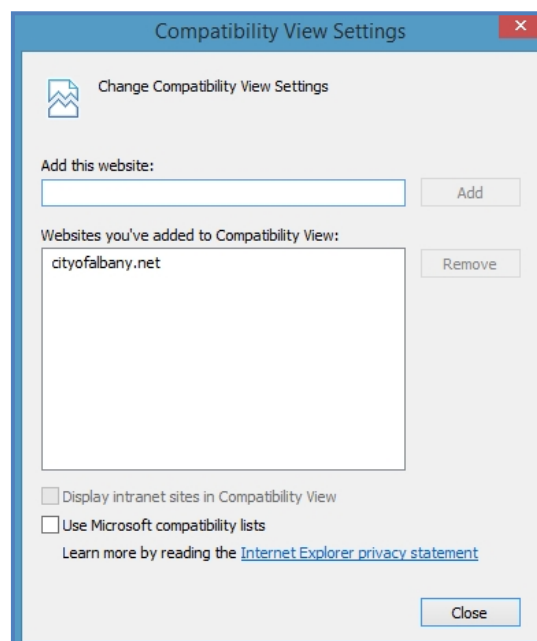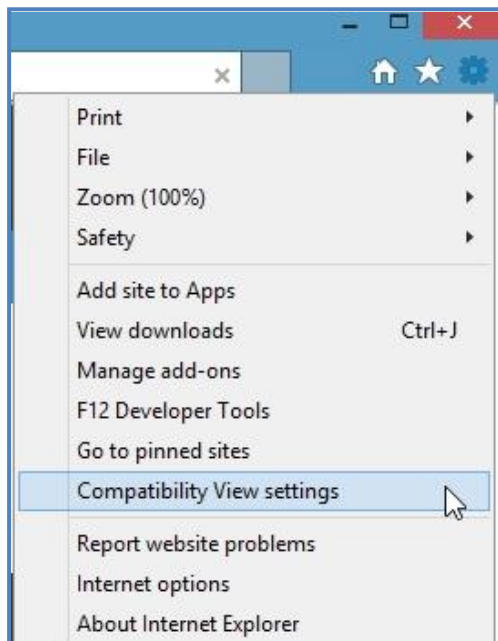
If you use ePlans **AND** ACA, for the time being you may need to add the site back into Compatibility View to use ePlans.