

Accele Citizen Access

Notes for Applicants and Consultants

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A Community for a Lifetime

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

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UserName x
Password:

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Record Types by Program in ACA

Board of Zoning Appeals

Variance

Chesapeake Bay Preservation Board

Variance

Administrative Encroachment Agreement

Zoning Permits

Sign Permits

Portable Storage

Development Services Center

As-Built Duplex

As-Built Land Management

As-Built Public Works Subdivision

As-Built Single Family

As-Built Subdivision Fill

As-Built Stormwater Management

Certificate of Completion

ECE Right-of-Way

ECE Stormwater Management

ECE Subdivision

ECE Subdivision Reduction

Development Services Center (cont'd)

LDDD Deed of Dedication

LDOT Other

LDPBE Deed of Public Easement

LDPE Declaration of Private Easement

LDPSS Private Sanitary Sewer Maintenance Agreement

LDRA Reservation Agreement

LDSMA Stormwater Management

Maintenance Agreement

LDVE Deed Vacation Easement

Plat Amended

Plat Boundary Survey

Plat Final Resubdivision

Plat Final Subdivision

Plat Preliminary Subdivision

Plat Vacation

PPR Standard

PPR Tree Removal

Post Approval Plan Revision

Site Plan

Planning Commission

Accident Potential Zone

Alternative Compliance

Code Amendment - Old

Conditional Change of Zoning

Conditional Use Permit

Floodplain Variance

Housing Overlay

Modification of Proffers

Modification of Street Closure

Modification of Sub Variance

Modification of Use Permit

Modification Other

Non-Conforming Use

Optional Forms of Development

Rezoning

Roadside Guide Signs

Street Closure

Subdivision Variance

Register for an Account – at <https://citizenaccess.vbgov.com/>

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

[Home](#) [Permits](#) [Planning](#)

Account Registration

****Please note that registration is not required to perform a general permits search.**

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..

Why can't I log in: Important instructions for Internet Explorer users, [click here.](#)

General Disclaimer

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I have read and accepted the above terms.

[Continue Registration »](#)

- Click on [Register for an account](#) (located at top right hand corner of screen)
- The website disclaimer from the city is similar to registering for other types of accounts
- Click [I have read and accepted the above terms.](#)
- Click [Continue Registration](#)

Search for Records

The screenshot shows a web application interface. At the top, there are navigation tabs: 'Home', 'Permits', 'Planning', and 'Search Applications' (which is highlighted in yellow). Below the navigation is a 'Records' section header. Underneath, there is a 'Search for Records' heading and a list of search criteria: Site Address, Parcel Number, Record Information, and Contact Information. A 'General Search' dropdown menu is set to 'General Search'. The search form includes fields for Record Number, Record Type, Project Name, Start Date (10/15/2012), End Date (10/15/2015), Street No. (From/To), Direction, Street Name, Street Type, Unit Type, Unit No., Parcel No., City, State, and Zip. There are also 'Search Additional Criteria' and 'Search'/'Clear' buttons at the bottom.

- This “Records” screen will open when you click [Search Applications](#).
- Notice the [General Search](#) pull down – you can search by one of several criteria: Record number, Project Name, Address, Parcel No. (GPIN),
- To search by address:
 - Enter the reference address numbers in the [Street No](#) field and if there are records with that street number as part of the address, those records will result in a list. Enter the first letters of the [Street Name](#) and the resulting list will include the only street numbers with names that begin with those letters.
- There is the option to search only the records you have submitted
- Search yields:
 - Records converted from retired systems
 - Records created in Existing system

Create an application – Select Record Type

Home Permits **Planning**

[Create an Application](#) | [Search Applications](#)

Select a Record Type

Choose one of the following available Planning record types. (*required)

[Board of Zoning Appeals](#)

[Chesapeake Bay Preservation Board](#)

[Administrative Encroachment Agreement](#)

[Sign Permits](#)

[Portable Storage Permits](#)

[Development Services Center](#)

[Planning Commission](#)

--Select a Category-- ▾

[Continue Application »](#)

- There are two ways you can choose a record type.
 - One way is by clicking on one of the hyperlinks for BZA, CBPA, DSC, PC and Zoning
 - Another way to choose a record type is by “Select a Category” drop down field.
- Choose a [Record Type](#)
- Click [Continue Application](#)

1. General Information

Logged in as: Harper Saunders | Collections (0) | Cart (0) | Account Management | Logout

Home | Permits | **Planning**

[Create an Application](#) | [Search Applications](#)

BZA Variance Request

1 **General Information** | 2 Application Information | 3 Attachments | 4 Review | 5 Record Issuance

Step 1: General Information > General Information

* Indicates a required field.

Detail Information

Project Name:

Detailed Description:

- This screen varies depending on the record type you choose previously. Generally, however, most record types will have these 5 steps –
 1. General Info
 2. Application Info
 3. Attachments
 4. Review
 5. Record Issuance (Application Submitted)
- [Project Name](#) – use the information you use on the plan set or the address and request
- [Detailed Description](#) – provide more detail about your request
- Required info may also be provided as an attachment later in step [3 Attachments](#)

General Info, continued

Address

Fill in KNOWN values for Street No. or Street Name and select SEARCH to Auto-Populate the Address fields;
IF there is a Parcel Number associated with the Address, this section will also Auto-Populate the Parcel fields.

*Street No.: Direction: *Street Name: Street Type:

Unit Type: Unit No.:

City: State: *Zip:

Parcel

*Parcel Number: Block: Book:

Tract: Legal Description:

Parcel Area: Year Built:

Owner

Owner Name:

Address Line 1:

Address Line 2:

City: State: Zip: Country:

- To add the location of your proposal enter the street number and search to find the street or enter the GPIN (Parcel Number) and search to find location
- Either way, all of the information that we have concerning the location will be populated in the application for you
- Throughout the application process there is a [Save and Resume Later](#) button. (you'll be glad that you used this button if the phone rings in the middle of preparing an application)

General Information > Contact Information

The screenshot shows a web application interface for a BZA Variance Request. At the top, there are navigation tabs for 'Home', 'Permits', and 'Planning'. Below these is a search bar with the text 'Create an Application | Search Applications'. The main heading is 'BZA Variance Request'. A progress bar shows five steps: 1. General Information (highlighted in dark blue), 2. Application Information, 3. Attachments, 4. Review, and 5. Record Issuance. Below the progress bar, the current step is 'Step 1: General Information > Contact Information'. A note indicates that an asterisk (*) denotes a required field. There are three sections for adding contacts: 'Applicant', 'Representative', and 'Current Owner'. Each section has a 'Select from Account' button and an 'Add New' button. Below each section is a text box for adding new contacts, with instructions: 'To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.'

- Different records allow different types of contacts
- Applicants may choose to Add New contacts and the screen is identical to the contact screen we saw before
- We are considering adding delegates who will have the ability to make payments, manage inspections or manage documents
- Click continue application

2. Application Specific Information (ASI)

1 General Information 2 Application Information 3 Attachments 4 Review 5 Record Issuance

Step 2: Application Information > Application Information * Indicates a required field.

ASI

VARIANCE REQUEST TYPE

Setback:

Height:

Lot Coverage:

Impervious Area:

Parking Requirement:

Sign Variance:

Modification of Conditions:

Other:

Other Variance Type:

DESCRIPTION OF REQUEST

* Property Type:

* In Violation: Yes No

* Please describe the project and proposed improvements::

Whv do vou feel the

- Each record type requires specific information necessary for review and reporting of the information
- Intake staff, planners and engineers will review the information for completeness, consistency with plans submitted, compliance with applicable laws and regulations.
- The information requested in this section has typically been found on the paper application form and/or in the plan submittal
- Please let us know if any of the requested info requires greater explanation

3. Attachments

Logged in as: **Harper Saunders** | [Collections \(0\)](#) | [Cart \(0\)](#) | [Account Management](#) | [Logout](#)

[Home](#) | [Permits](#) | [Planning](#)

[Create an Application](#) | [Search Applications](#)

BZA Variance Request

1 [General Information](#) | 2 [Application Information](#) | **3 Attachments** | 4 [Review](#) | 5 [Record Issuance](#)


Step 3 : Attachments > Attachments

Attachment * indicates a required field.

The maximum file size allowed is 150 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

[Add](#)

[Continue Application >](#) Save and resume later: 

- You may Add as many attachments as is necessary to submit a complete application
- A single attached file cannot exceed 150 MB
- Click Add, Browse for the appropriate file, Click Save
- Click Continue Application

4. Review

The screenshot shows the 'Review' step of a BZA Variance Request application. The user is logged in as Harper Saunders. The application progress bar shows five steps: 1. General Information, 2. Application Information, 3. Attachments, 4. Review (current step), and 5. Record Issuance. The 'Continue Application' button is visible. The application details are as follows:

Record Type: BZA Variance Request

Detail Information: Edit

Address: Edit
596 CENTRAL DR
104
VIRGINIA BEACH VA 23454 523

Parcel: Edit
Parcel Number: 14967643971480
Block: 4
Book: 00000000
Tract: Beach
Legal Description: CENTRAL DRIVE CONDOMINIUM UNIT 104
Year Built: 1988

Owner: Edit
FIDELITY PROPERTIES LLC
596 CENTRAL DR STE 104
VIRGINIA BEACH VA 23454 523

Applicant: Edit
Malik Saunders
FIDELITY PROPERTIES LLC
596 CENTRAL DR STE 104
VIRGINIA BEACH, VA, 23454 523

Representative: Edit
Malik Saunders
FIDELITY PROPERTIES LLC
596 CENTRAL DR STE 104
VIRGINIA BEACH, VA, 23454 523

Current Owner: Edit
Harper Saunders
777 Damier
Newport News, VA, 23608
United States
E-mail: jolidas@gmail.com

ASI: Edit

VARIANCE REQUEST TYPE: Edit

Setback:	Yes
Height:	No
Lot Coverage:	No
Impervious Area:	No
Parking Requirement:	No
Sign Variance:	No
Modification of Conditions:	No
Other:	No

- Next you will have the opportunity to review your submittal
- If you need to modify the information in any section, select the [Edit](#) button to the right of that section
- Click [Continue Application](#)

5. Application Submitted

The screenshot displays a web application interface for a user named Harper Saunders. At the top, there are navigation links for 'Home', 'Permits', and 'Planning'. Below these, there are buttons for 'Create an Application' and 'Search Applications'. A progress bar indicates three steps: '1 Select item to pay', '2 Payment information', and '3 Receipt/Record issuance', with the third step being the active one. The main content area is titled 'Step 3: Receipt/Record issuance' and 'Receipt'. A green message box with a checkmark icon states: 'Your application(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.' Below this message is a 'Print/View Record' button. A grey box contains the address '596 CENTRAL DR, 104, VIRGINIA BEACH VA 23454 523'. Below the address, there is a record ID '2015-BZA-00055' and a 'View Record' link. At the bottom, there is another 'Print/View Record' button.

- Some records will allow payment at this point, others will be invoiced to be paid after intake review
- In this case the system provides a receipt that the record has been submitted successfully
- The print function is not turned on yet