Accela Citizen Access

Notes for Applicants and Consultants

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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
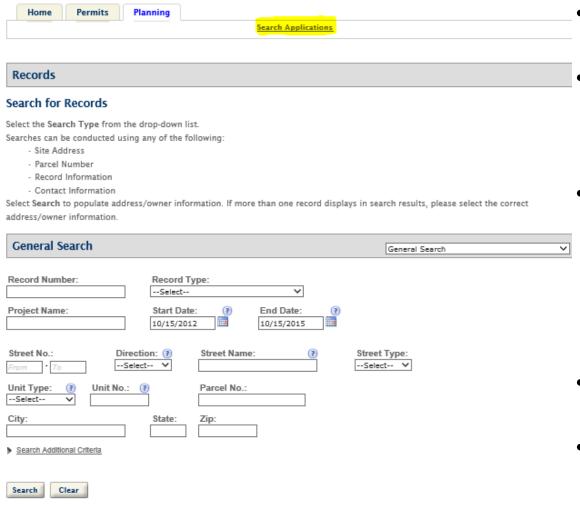Roadside Guide Signs
Street Closure
Subdivision Variance

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

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.

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☐ I have read and accepted the above terms.
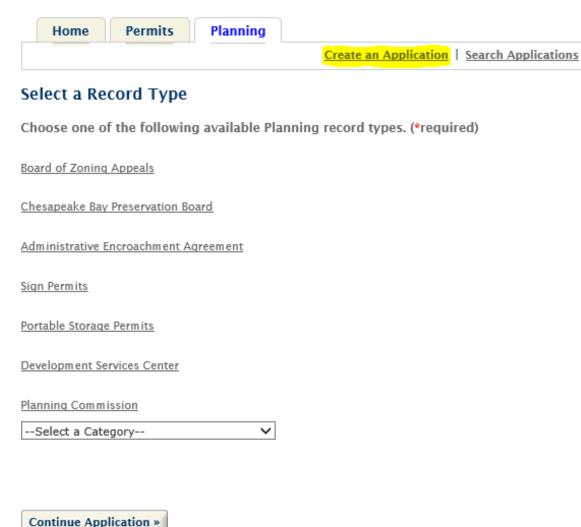
Continue Registration »

- 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.
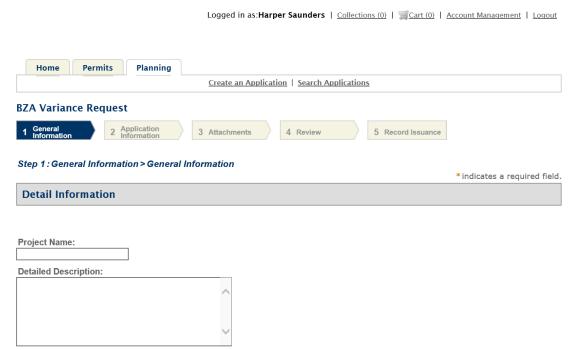- Click Continue Registration

Search for Records

- 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
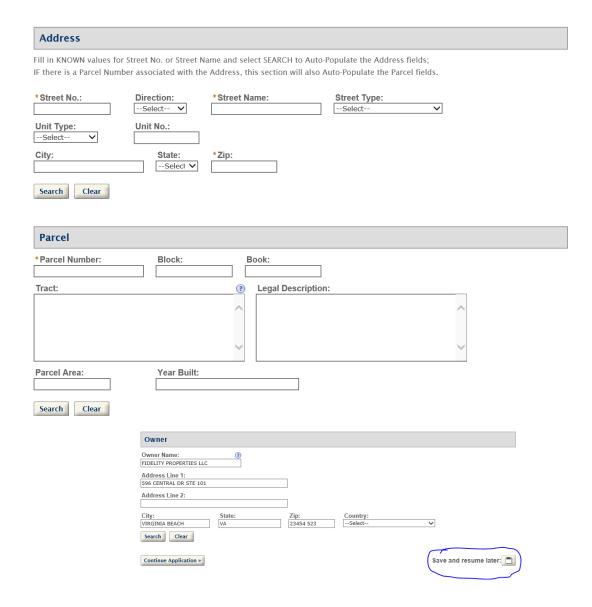
--Select a Category--

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

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.

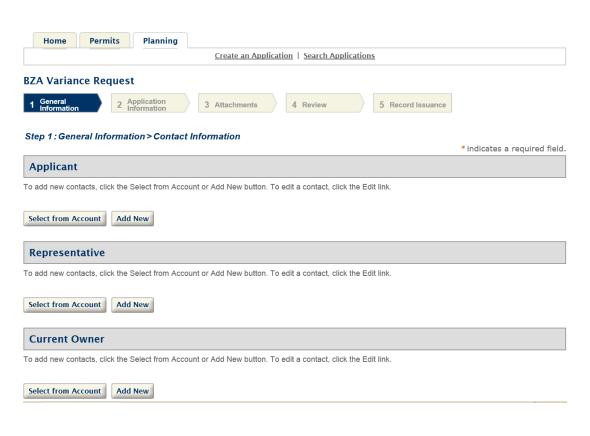**Detail Information**

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: [--Select-- ▾] *Street Name: [_____] Street Type: [--Select-- ▾]

Unit Type: [--Select-- ▾] Unit No.: [_____]

City: [_____] State: [--Select ▾] *Zip: [_____]

[Search] [Clear]

Parcel

*Parcel Number: [_____] Block: [_____] Book: [_____]

Tract: [_____] ⑦ Legal Description: [_____]

Parcel Area: [_____] Year Built: [_____]

[Search] [Clear]

Owner

Owner Name: ⑦
FIDELITY PROPERTIES LLC

Address Line 1:
596 CENTRAL DR STE 101

Address Line 2:
[_____]

City: VIRGINIA BEACH State: VA Zip: 23454 523 Country: [--Select-- ▾]

[Search] [Clear]

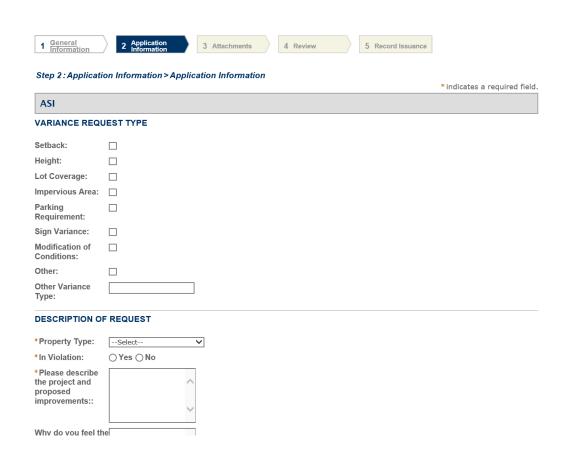[Continue Application »]   Save and resume later: [▢]

- 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)

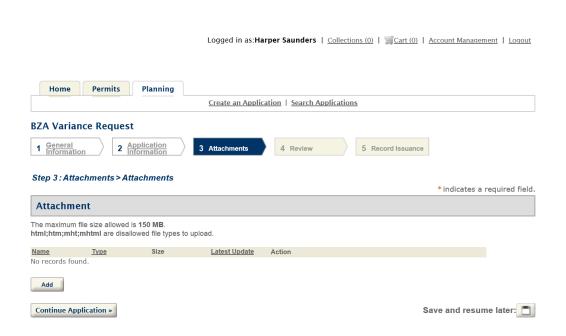# General Information > Contact Information

- 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
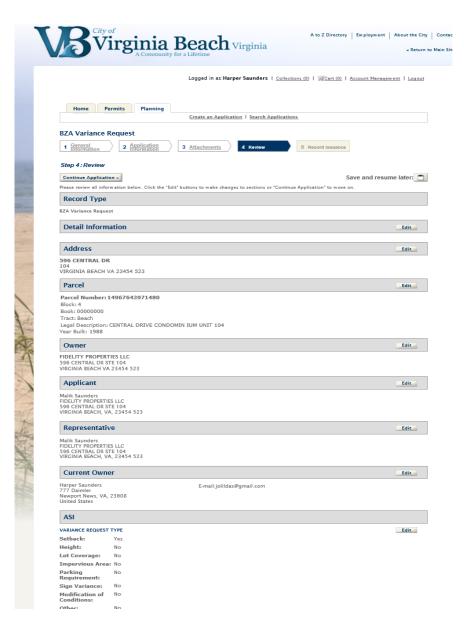
2. Application Specific Information (ASI)

- 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
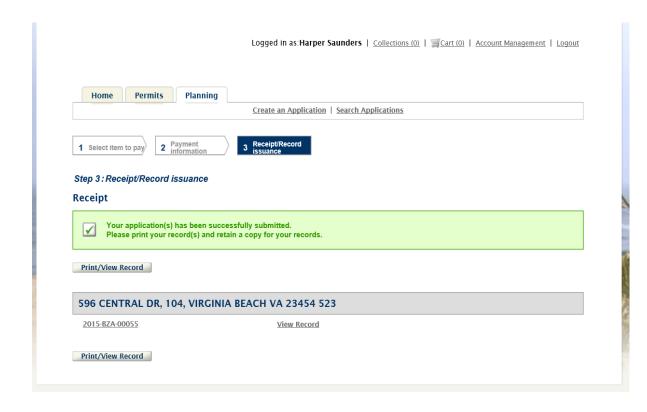
3. Attachments

- 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

- 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

- 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 be submitted successfully
- The print function is not turned on yet