



ACCELA CITIZENS ACCESS (ACA)



Frequently Asked Questions

How long does it take to get a permit online?

A. Approximately 2 to 4 hours if submitted within normal business hours of 8:00 am and before 4:00 pm Monday through Friday.

*** Permits may take up to 24 hours to approve online. If an emergency permit is needed, please apply in the office for expediency.**

Can I start work if I entered my permit online?

A. Work **cannot** be started until the permit is approved, issued, and paid for.

How long do I have to pay for my permit once it is approved?

A. You have Five (5) days to pay for your permit. If your permit is not paid within the five (5) days, an inspector will be sent out to the site to see if the work has been started. If the work has been started a Stop Work Order (SWO) notification will be posted and the SWO fee of \$250 will be assessed.

How do I pay for my permit once it is approved?

A. You will receive an e-mail stating that your permit is approved and ready to be paid. Once the e-mail is sent:

Log in to ACA (<https://aca-prod.accela.com/cvb/Default.aspx>)
Where the status says Pending (Pay Fees Due) - make that selection
Select Continue Application
Submit Payment
Read Terms and Accept (there is a minimum \$3.00 fee)
Fill out payment information and continue
The permit will become active once this office activates the permit; usually within the hour.

How do I get my Certificate of Occupancy?

A. Once all inspections associated with the job are complete you will receive an e-mail notification that the Certificate of Occupancy (C/O) has been issued. The C/O can be found online with the building permit under "Attachments".

Can I upload documents to the permit? What type?

A. Yes, documents can be uploaded to new applications and current permits. Site plans, EIFS letters, Chimney Certifications, small plans, etc. Accela will not accept documents larger than 1 Gigabyte. Plans need to be in a single PDF file (not multiple PDF files).

Why am I having so much trouble entering in my address when creating a permit?

A. Only enter in the street number and name of street and hit search. The less information the better results you will get.

*** If there is too much information entered and any piece of that information is incorrect, Accela will not be able to find the property. Try entering only the street number and the first three or four letters of the street name, then hit search. The less information you put into the system, the better results you will get. If there are multiple options for the information you enter, Accela will give you those options to choose from.**

How do I register for an online account? What if I have multiple users on the same license number?

A. Please see the “Online User Guide” for detailed instructions on how to register for your online account. Once you have completed the process of setting up your login and password, your online account still needs to be “connected” to your contractor information page in the permitting system. On your company letterhead, please fax a short letter requesting that your new account be connected to your license information in our system. We will need:

- 1) Your account username that you have created or your email address associated with the account
- 2) Your full State Contractor’s License number

You will receive another email after our office has completed this task of connecting you.

If the company will have multiple users with multiple login information, please list each username (or email) stating who within the company has permission to have a user account and gain access to your companies’ online information.

How do I find permits that were issued longer than 3 years ago?

A. When you are performing a general search you must change the “Start Date” to ensure it includes the timeframe you are looking for.

Why does the issuance email go to one email address and the inspections emails go to another?

A. Prior to going live in October of 2011 we required all companies to update their business information with our office. The e-mail address given at that time is where all inspection information is sent. If it should be sent to a different e-mail address, please send a letter on your company’s letterhead to this office indicating the changes you would like to make. Accordingly, the issuance e-mail goes to the person who registered with the current e-mail.

Can I call in to add to an existing permit without submitting it as a separate permit? Are there any specific guidelines I need to follow to do this?

A. An additional application is required when adding on to an existing permit. This application can be submitted through the mail, in the office, or online. If completing this process online, you will create a new application in the system only listing the additional items. In the “detailed description”, please note that this permit is an add-on to your original permit number. This add on application will be “rejected” and the information and fees will be assessed to your original permit number. If, for some reason, your new application is approved and the full fees are assessed, please call our office before the fees are paid. This was probably a mistake and can be fixed easily if you inform our office.

Do all permit applications have to be submitted online? Are mail-in and in-office options still available?

A. Customers can still submit permits by mail and come into the office. The online service is an additional choice

Do I need to reference the corresponding building permit number? Where do I put it?

A. It would be a good idea to reference the related permit. You can indicate the permit number in the detailed description. The more information you include about the job you are doing, the easier (and faster) it will be for our office to approve your permit.

How do I determine the permit price?

A. Once your permits are issued an e-mail will be sent to you and you can log back onto Accela Citizen’s Access (ACA). You will see a status of Pending (Pay Fees Due) and you can continue with the payment process. If you would like to figure out the fees before your permit is issued you can go to our “Forms, Fees, and Procedures” list under “fees”.