# Navigating Account Registration and Application Submission: A Step-by-Step Overview of ACA

40 Steps







**Accela Citizen Access** 

## STEP 1

# Registering for an account

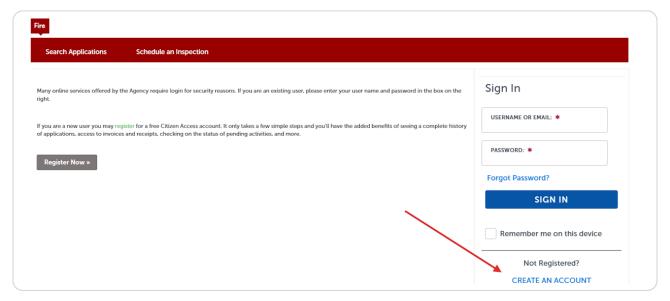
New applicants can navigate to the ACA page and register one of 2 ways. The first being the Register for an Account up at the top right of the home page.





# 2nd way to Register for an Account

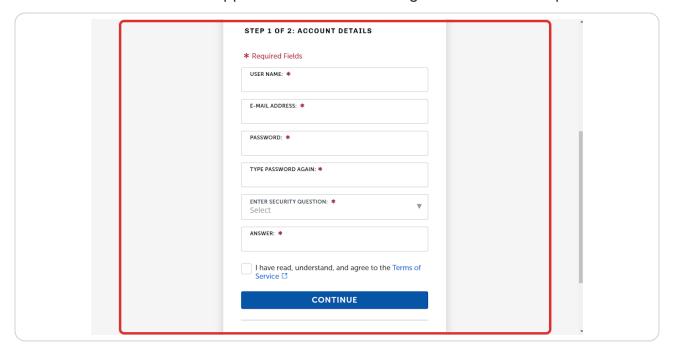
Under the sign in boxes and selecting Create an Account



### STEP 3

## **Account Registration**

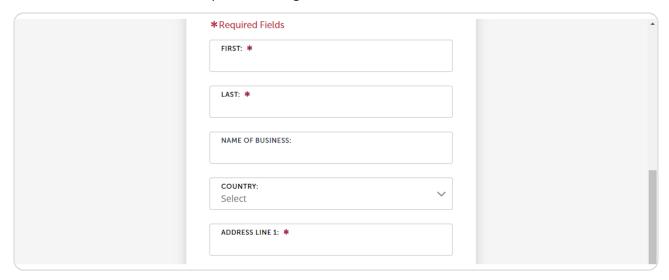
The first screen will ask the applicant to create their login information and password.





# **Account Registration - Contact Information**

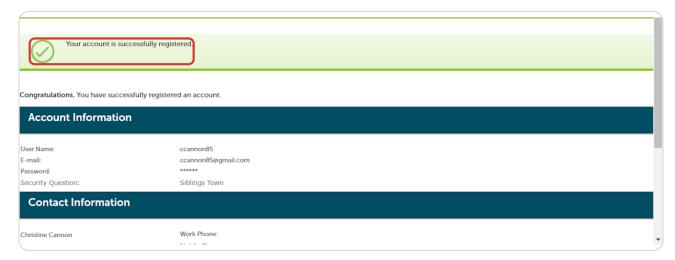
The next screen will gather that contact information such as e-mail, address, and phone. Fields with asterisks are required to register.



## STEP 5

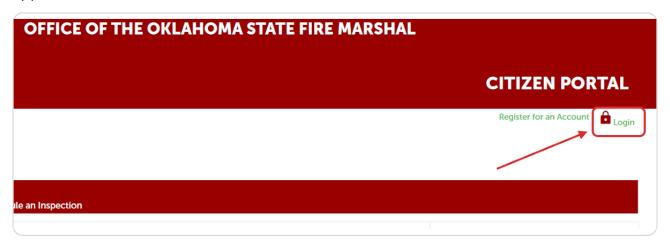
# **Account Registration Complete**

The account will then be created and the applicant will be redirected to this screen.



# **Click on Login**

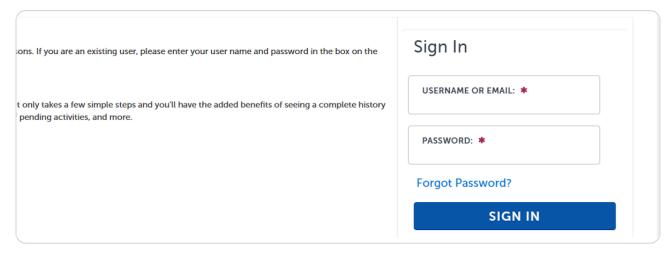
Once the account has been created the applicant will need to login in order to create an application.



## STEP 7

# **Enter Login Information**

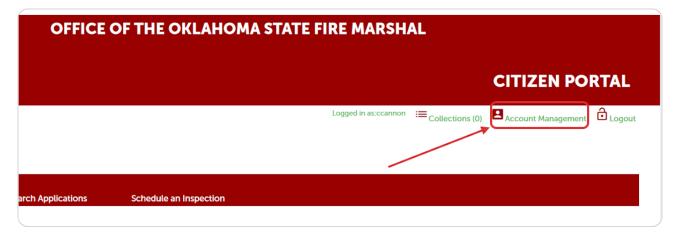
The user can login with either their username or e-mail





## **Editing Account Information**

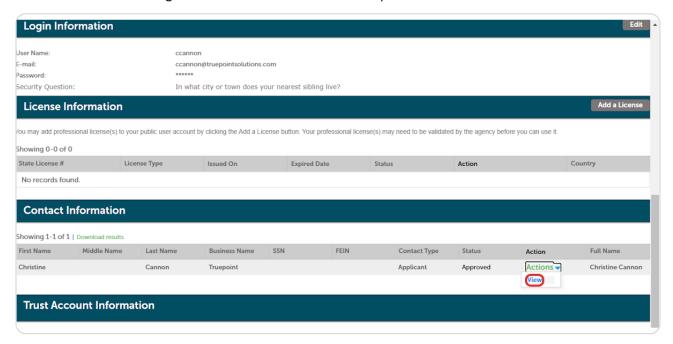
An applicant can edit the information entered at account creation by selecting Account Management.



## STEP 9

## **Editing Account Contact Information**

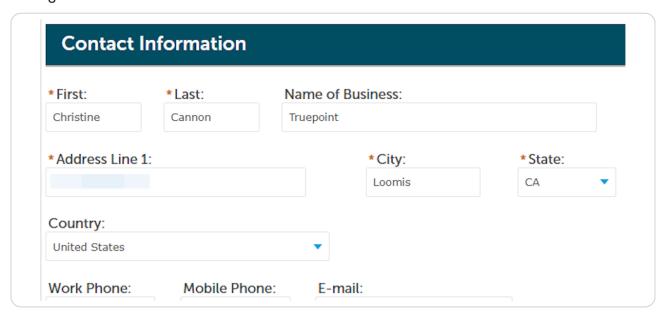
Under Account Management select the actions dropdown next to contact and select view.





# **Contact Edit**

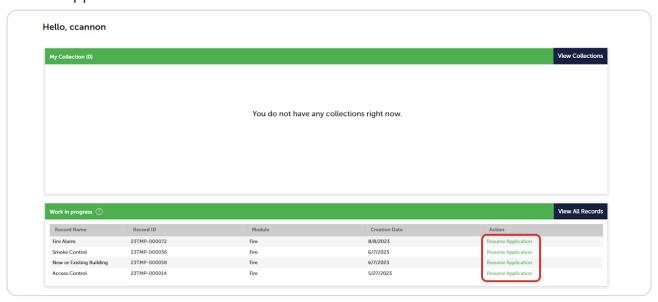
Change or enter in new information and select Save.



## **STEP 11**

# **Dashboard Screen**

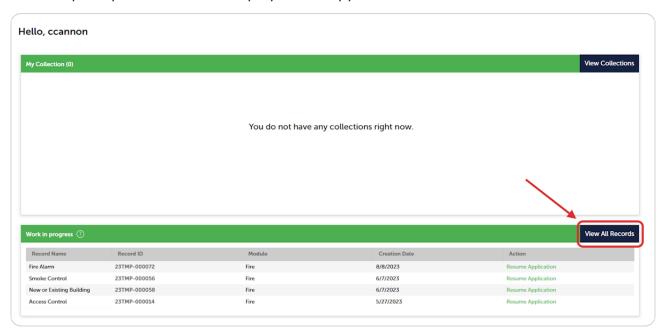
The applicant will be redirected to the dashboard page. The My Collections can be ignored. At the bottom applications in progress will be displayed and can be resumed by selecting resume application.





## **Click on View All Records**

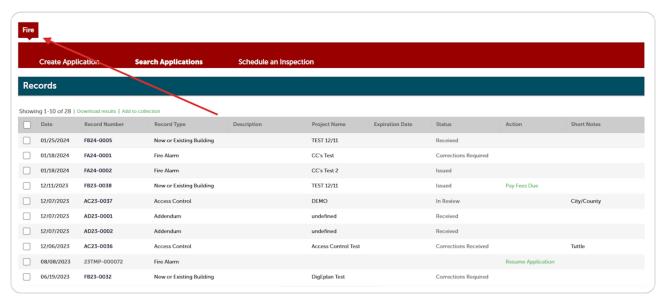
This will pull up the screen to display all the applicants records.



### **STEP 13**

## **Clicking on Fire**

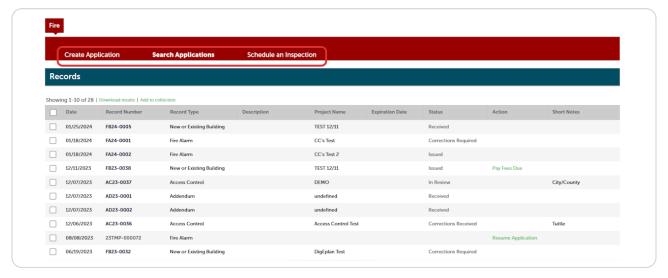
All an applicants records can be accessed by clicking on the Fire tab





## **Create or Search Records**

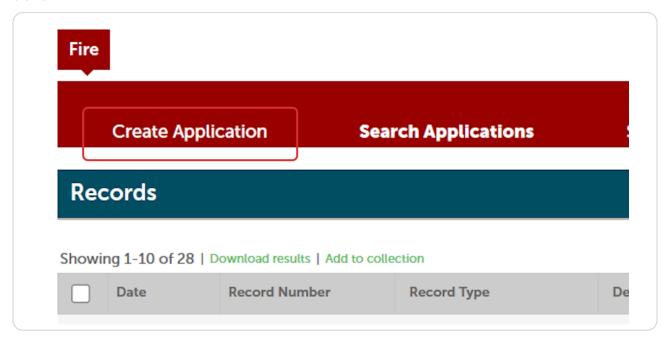
From within the Fire tab an applicant will see their records, be able to create an application, search records, and possibly request inspections.



### **STEP 15**

## **Creating an Application**

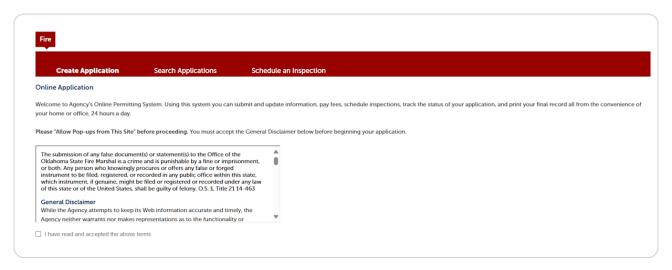
This will only be visible if a user is logged in otherwise they will only see Search Applications.





## **General Disclaimer**

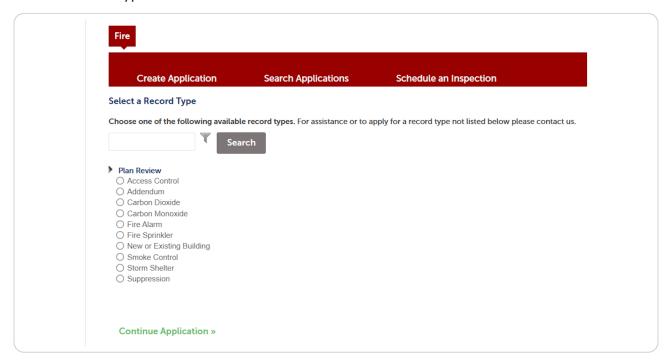
At the start of every application the applicant will need to accept the disclaimer to move forward.



### **STEP 17**

# **Selecting Record Type**

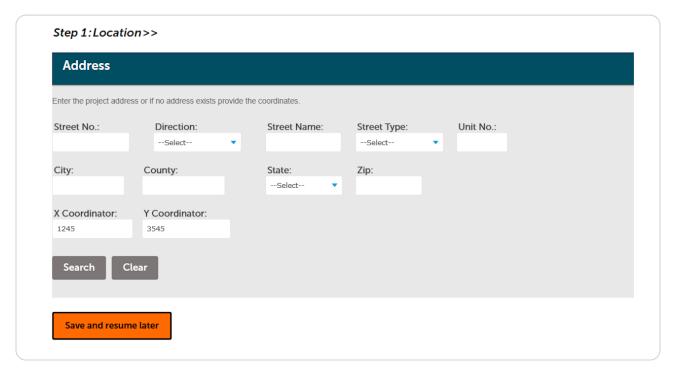
All the record types available for online submission will be listed





## **Step 1: Location Information**

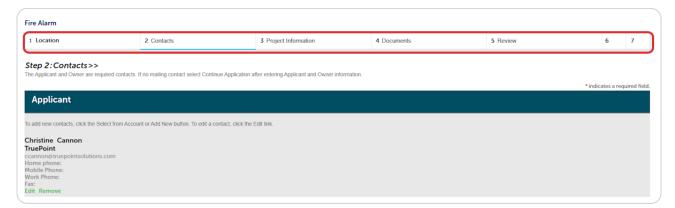
Preferably the applicant will have an address to input but if not they can choose to enter coordinates. There is no address database to pull from as the jurisdiction covers the whole state



#### **STEP 19**

# **Application Steps Bar**

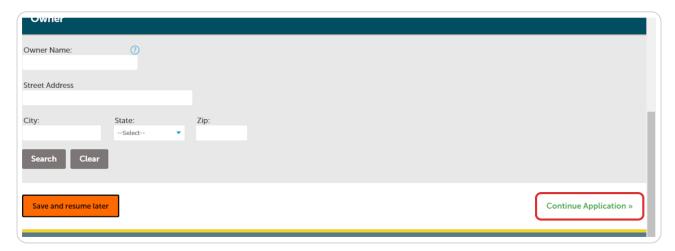
As the application is being filled out the applicant can see the different steps of the process and can even jump back to previous steps by selecting that tab in the bar.





## **Application Steps - Continue**

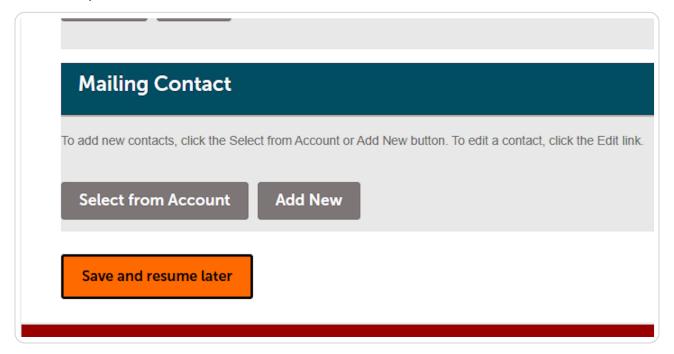
At each step the applicant has the option to continue the application or save and resume later.



## **STEP 21**

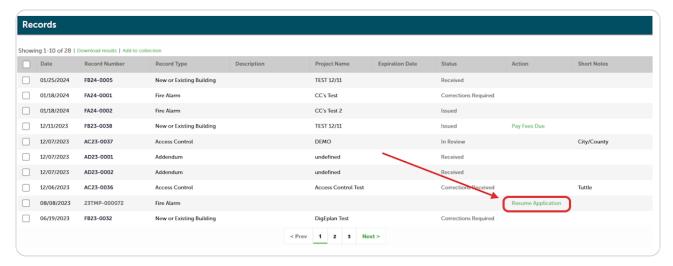
## Save and resume later

This will save all the previous information the applicant entered and allow them to resume where they left off.



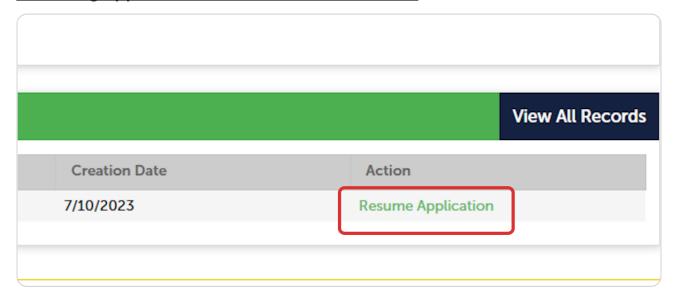
## **Resuming an Application**

To resume an application select resume application either from My Records like below or the Work in Progress section of the dashboard.



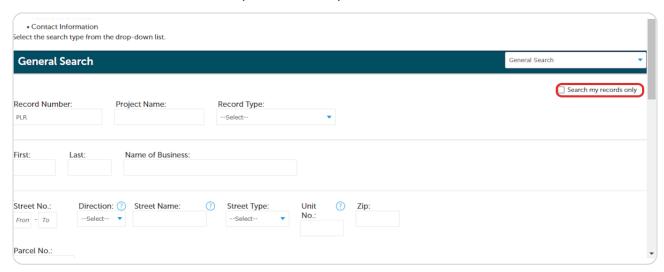
## **STEP 23**

# **Resuming Application from Dashboard Window**



## **Filtering Records Search**

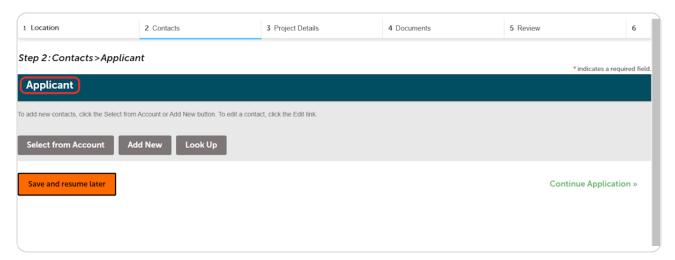
If an applicant is having trouble locating a specific record of theirs they can use the General Search and check the Search my records only box.



### **STEP 25**

# **Step 2: Contact Information**

An applicant can either choose to complete this field by selecting from account or add new.



## **Clicking on Select from Account**

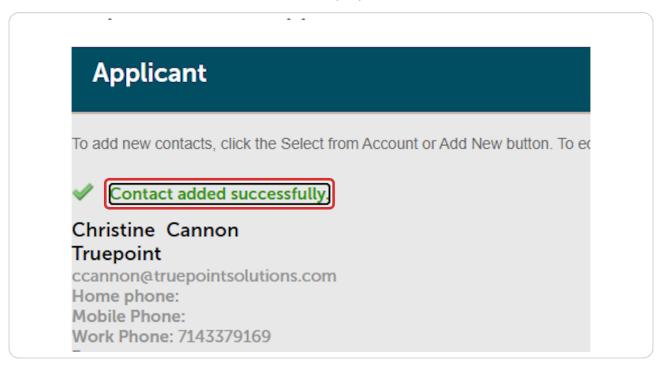
Select from Account will pull in the information that was entered into the contact at account creation.



### **STEP 27**

## **Contact Display**

The account contact information will now display in this box.



## **Editing Selected Contact**

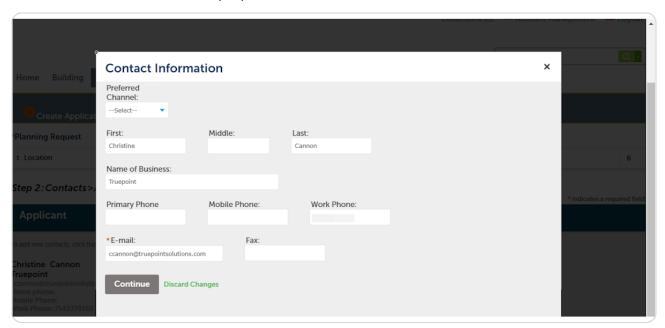
The information pulled in to the contact can be edited or an applicant can choose to select remove and add the information manually.



### **STEP 29**

## **Contact Information Pop-Up**

The contact information will display and additional fields can be entered or edited. This is the same screen that will display if Add New is selected at the contact screen.



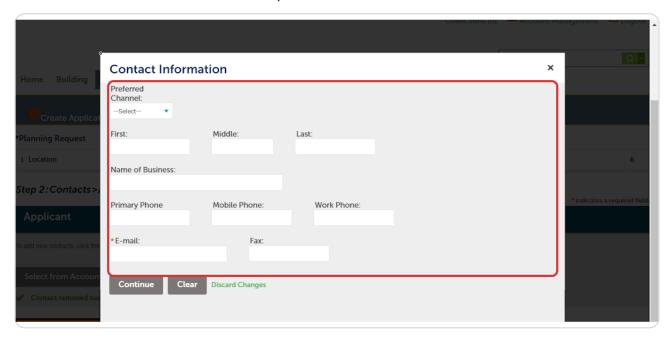
## **Add New Contact**



## **STEP 31**

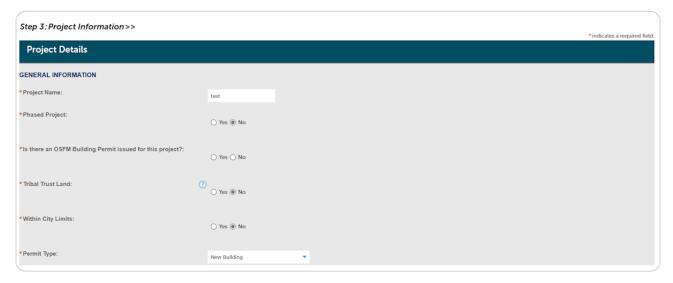
# **Contact Information Form**

All fields with asterisks must be completed to save contact information.



## **Step 3: Project Details**

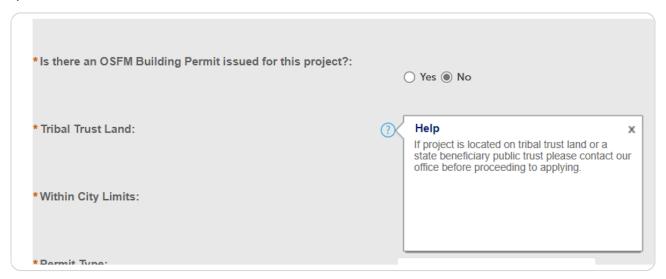
This is where the applicant will describe the requested project for staff to review and answer questions related to that record type. Selecting yes to some questions may prompt additional questions to appear.



### **STEP 33**

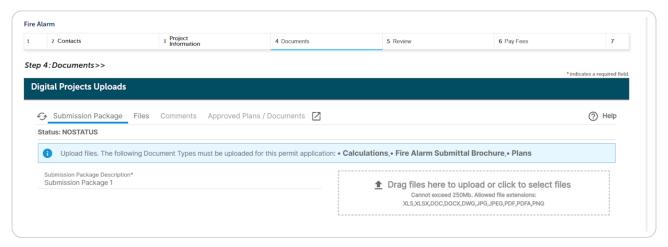
# **Step 3: Project Details**

Some questions will include help information that can be found by clicking on the blue question mark



# **Step 4: Documents**

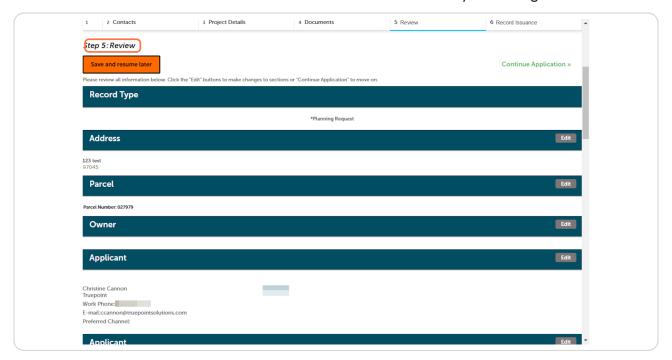
The DigEplan screen will load within the Accela window for documents to be uploaded. See DigEplan help for further information on this step.



### **STEP 35**

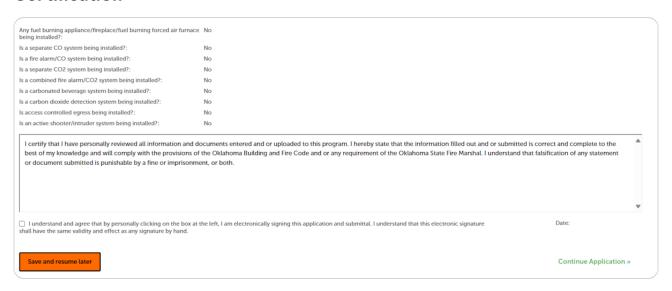
## **Step 5: Review**

The final step will ask the applicant to review the information entered and agree to the certification. The information in each section can be edited by selecting Edit.



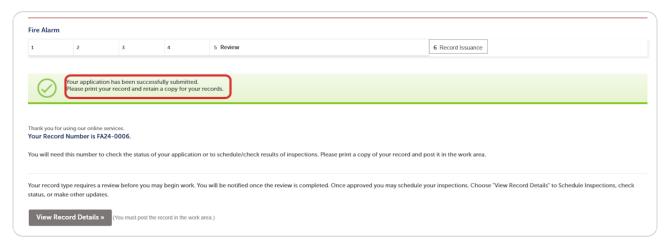


## Certification



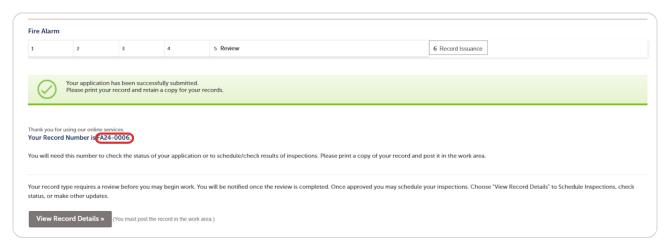
## **STEP 37**

# **Step 6: Application Successfully Submitted**



## **Record Number**

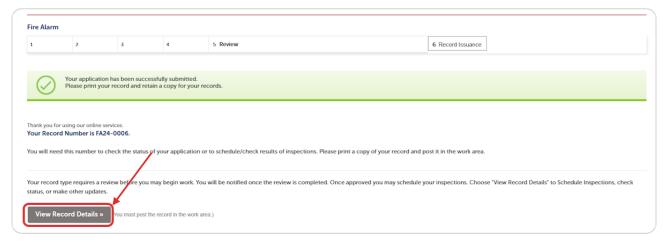
Once the application is successfully submitted the applicant will be given their project record number.



## **STEP 39**

# **Viewing Record Details**

From this same page the applicant can access the record by selecting view record details.



## **General Search**

Applications can be searched using any of the fields below. To prevent missing records that may have been entered slightly different it is recommended to avoid entering fields such as direction and street type.

