

# Accela Citizen Access (ACA)

## Planning User Guide



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## SUBMITTING A PLANNING APPLICATION ONLINE

### Step 1: Launch Web Browser.

Launch your web browser and navigate to the City of Watertown's Accela Citizen Access,

<https://aca-prod.accela.com/WATERTOWNNY/Default.aspx>. *It is recommended that you use Google Chrome or Microsoft Edge.*

*Before you begin, be sure to allow pop-ups in your web browser.*

*For instructions on how to allow pop-ups in **Google Chrome**, read more here:*

<https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en>

*For instructions on how to allow pop-ups in **Internet Explorer**, read more here:*

<https://support.microsoft.com/en-us/search?query=allow%20pop%20ups%20in%20edge>

### Step 2: Login.

Enter your "User Name or E-mail" and "Password" into the designated fields. *If you do not have a User Name and Password, review the document, **Accela Citizen Access: Guide to Creating an Account**.*

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[Accessibility Support](#) [Register for an Account](#) [Login](#)

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**Home** | [Permits](#) | [Rental Registration](#)

### Sign In

USER NAME OR E-MAIL: \*

PASSWORD: \*

[Forgot Password?](#)

[Sign In](#)

Remember me on this device

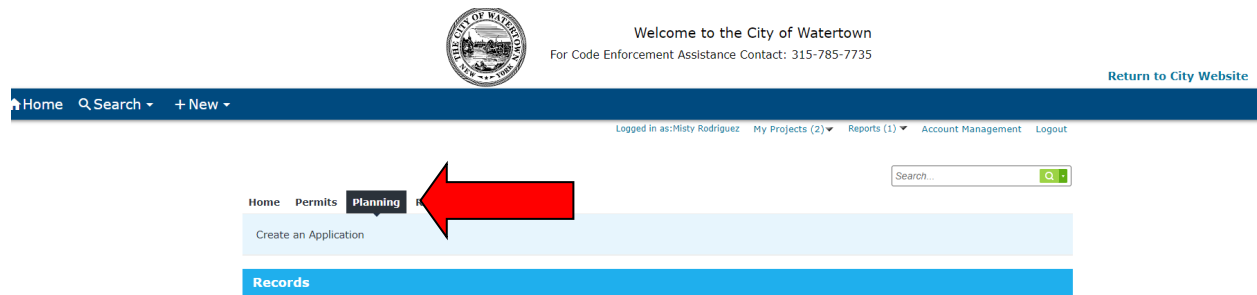
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Not Registered?  
[CREATE AN ACCOUNT](#)



For the purposes of this demonstration, we will be creating a Site Plan Approval- Major Application. Please note each application will have different document requirements.

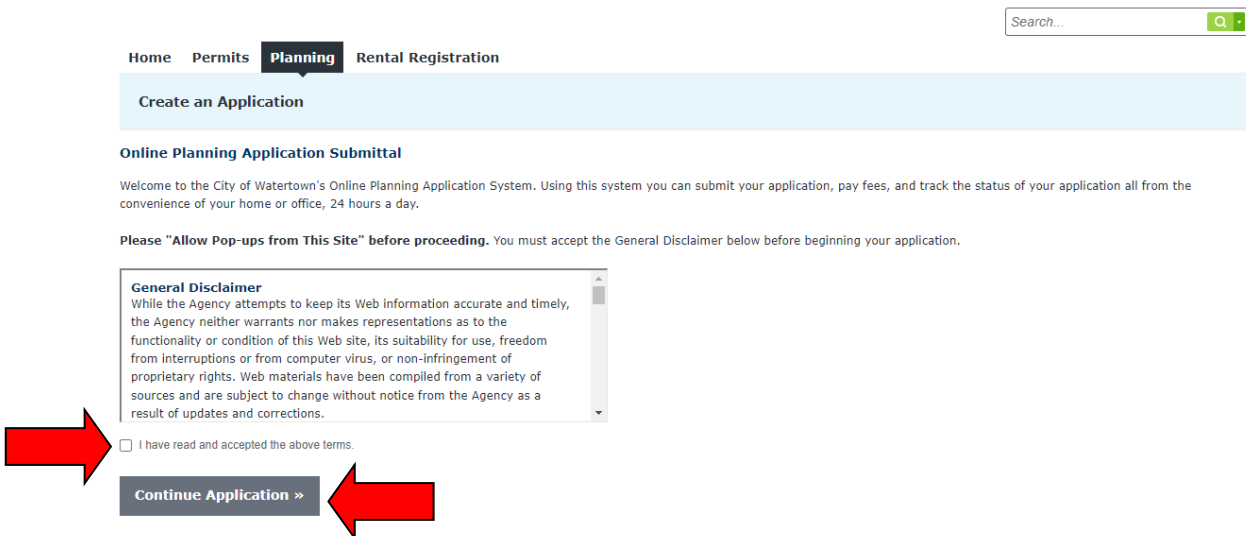
**Step 3: Create Permit Application.** To begin the application process for Planning, click “Planning” and select “Create an Application”.




Be sure to allow pop-ups.

If you have reviewed the Disclaimer section and accept its terms, click the checkbox to create a checkmark.

Click “Continue Application” to continue.





**Step 4: Select a Record Type and click “Continue Application”.** Click the  icon to expand the Planning Record Type list and then select the appropriate application type.

Home Permits **Planning** Rental Registration

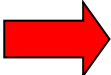
Create an Application

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

- 1. **AREA VARIANCE** - Application for the Zoning Board of appeals for the use of land in a manner which is not allowed by the dimensional or physical requirements of the applicable zoning regulations.
- 2. **SKETCH PLAN CONFERENCE** - Application for scheduling a review prior to official Zoning Applications. \*\*\*\*
- 3. **SITE PLAN APPROVAL - Major** - The Site Plan Approval - Major Application is for projects where the building or parking area coverage of the lot will increase by **MORE THAN 2,500 square feet.** \*\*Any proposal to disturb more than 1 acre.
- 4. **SITE PLAN APPROVAL - Minor** - The Site Plan Approval - Minor Application is for projects where the building or parking area coverage of the lot will **increase by more than 2,500 square feet.** \*\*Any proposal to disturb **LESS THAN 1 acre.**
- 5. **SPECIAL USE PERMIT** - This is a special authorization by the City Council to allow a particular land use in a Zoning District that specifically requires additional oversight of said land use.
- 6. **SUBDIVISION** - Application for subdividing parcels.
- 7. **USE VARIANCE** - Application for the Zoning Board of appeals for the use of land for a purpose which is otherwise not allowed or is prohibited by the applicable zoning regulations.
- 8. **ZONE CHANGE** - Application for the Zoning Change.
- 9. **ZONING COMPLIANCE CERTIFICATE (AREA/USE)** - BLAH BLAH BLAH





▶ Planning

Home Permits **Planning** Rental Registration

Create an Application

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

- 1. **AREA VARIANCE** - Application for the Zoning Board of appeals for the use of land in a manner which is not allowed by the dimensional or physical requirements of the applicable zoning regulations.
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▼ Planning

- Area Variance
- Design Review
- Site Plan Approval - Minor
- Site Plan Approval - Major
- Sketch Plan Conference
- Special Use Permit
- Subdivision
- Use Variance
- Zone Change
- Zoning Compliance Certificate





Click "Continue Application" to continue.

**Step 5: Site Address.** In this step of the Planning Application process, you will give details about the location of the property.

Enter the property site address. To do this, you will need to search for the property's street number. Enter the *Street Number* into the "Street No." field and click "Search".

For example, if the property you are looking up is *123 N Test St.*, you will enter *123* into the "Street No." field.

A screenshot of the "Address" search form. The form has a blue header with the word "Address". Below the header, there is instructional text: "Enter the Street No. part of your Permit site address and then choose Search." and "You can then find your address in the list, and the remaining fields will populate automatically. Using the Search function will fill in the remaining fields automatically." Below this is a note: "\*\*reword -> Permits - permits information\*\*". The form contains two input fields: "\*Street No.:" and "Street Name:". Below these fields are two buttons: "Search" and "Clear". Two red arrows point to the "Street No.:" field and the "Search" button.

Select the correct address from the list using the radio button.

A screenshot of the "Address Search Result List" window. The window has a blue header with the text "Address Search Result List" and a close button (X). Below the header is a blue bar with the text "Addresses". Underneath, it says "Showing 11-16 of 16". There is a table with columns "Address", "City", "State", and "Zip". The table contains six rows of address information. A red arrow points to the radio button next to the address "245 Washington St, Watertown NY 13601, 245". Below the table is a pagination control with "< Prev", "1", "2", and "Next >". Below the table is another blue bar with the text "Associated Parcels". Underneath, it says "Showing 1-1 of 1". There is a table with columns "Parcel Number", "Lot", "Block", and "Subdivision". The table contains one row with the parcel number "11-01-201.000". Below the table is another blue bar with the text "Associated Owners".

A screenshot of a web application interface. The top section is titled "Associated Parcels" in a blue header. Below it, it says "Showing 1-1 of 1" and displays a table with columns "Parcel Number", "Lot", "Block", and "Subdivision". A single row is visible with the value "11-01-201.000" under "Parcel Number". The bottom section is titled "Associated Owners" in a blue header. Below it, it says "Showing 1-1 of 1" and displays a table with columns "Name" and "Address". A single row is visible with "City of Watertown" under "Name" and "245 Washington St Watertown NY 13601" under "Address". At the bottom of the form, there are two buttons: "Select" and "Cancel". A red arrow points to the "Select" button.

After clicking “Select” the “Parcel” and “Owner” sections will automatically populate for your convenience. **Note: In situations where there are multiple Associated Owners, please select the Owner that will be the main point of contact for the application.**

Click “Continue Application” to continue.

**Step 6: Add Applicant Contact Information, Developer, and Licensed Professional.** Click “Select Existing Contact” to add the Applicant contact information associated with this Account (for example, the Homeowner). Or click “Add New” to add a new contact.

A screenshot of a form titled "Applicant" in a blue header. Below the header, there is instructional text: "Click 'Select Existing Contact' to choose a contact already associated with this Account or Site Address. Or click 'Add New Contact' to add a new contact." and "Enter contact information, the Applicant information is required. If you are submitting this application, use 'Select from Account' option to copy your contact information from your registration." At the bottom of the form, there are two buttons: "Select Existing Contact" and "Add New Contact". Red arrows point to both buttons.A screenshot of a form titled "Developer" in a blue header. Below the header, there is instructional text: "Click 'Select Existing Contact' to choose a contact already associated with this Account or Site Address. Or click 'Add New Contact' to add a new contact." and "Enter contact information, the Applicant information is required. If you are submitting this application, use 'Select from Account' option to copy your contact information from your registration." At the bottom of the form, there are two buttons: "Select Existing Contact" and "Add New Contact". Red arrows point to both buttons.



Here are the steps for "Select Existing Contact"

Select an Associated Contact and click "Continue".

**Select Contact from Account**

Select a contact to attach to this application.  
If the contact has multiple addresses, you can select which to use in the next step.  
Showing 1-2 of 2

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Individual	City Acatester
<input type="radio"/> Associated Owner		City of Watertown

[Continue](#) [Discard Changes](#)

Select Contact Address and click "Continue".

**Select Contact from Account**

City Acatester  
Applicant

Select contact addresses for this contact to attach to the record.  
Showing 1-1 of 1

<input type="checkbox"/>	Address Type	Recipient	Address
<input checked="" type="checkbox"/>	Home		245 Washington St

[Continue](#) [Discard Changes](#)

Click "Continue Application" to continue.

**Step 7: Add Homeowner or Licensed Professional.** Click "Look Up" to search for licensed professionals from our database. If the licensed professional is not found, then click "Add New". **IMPORTANT: IF WORK IS PERFORMED BY THE HOMEOWNER, THEN SELECT THE DEFAULT "HOMEOWNER" LICENSE TYPE AND THEN CLICK "Look UP".**

**Licensed Professional List**

Use this section to add the following Licensed Professionals to this project:

- Engineer
- Architect
- Landscape Architect
- Surveyor

To add a new Licensed Professional, click the Add Licensed Professional link. To find a Licensed Professional, enter the search criteria and click the Search button.  
Click Save to save the information you have entered.

[Add New Licensed Professional](#) [Look Up](#)

Showing 0-0 of 0

License Type	Contact Name	Business Name	Action
No records found.			






### Selecting the “Contractor” or “Plumbing” License Type –

To help narrow the search, select the License Type (for example, Contractor), and then enter the “Name of Business”. You are not required to enter the full Business Name here, just provide enough information to narrow the search.

## Look Up License

License Type:

--Select--  
--Select--  
Architect  
Engineer  
Landscape Architect  
Surveyor



**Look Up** Clear Discard Changes



Select the Contractor and click “Continue”.

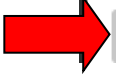

### Look Up License

Revise Search

Search results:  
Showing 1-3 of 3

License Number	License Type	Licensed Professional Name	Business Name	Business License #	E-mail
<input type="radio"/> 0000006	Contractor	Limited Test	MAIN FRAME INC		playdoeinc@mail.conn
<input type="radio"/> 0000016	Contractor		ACA TEST BUSINESS		acatest@business.net
<input type="radio"/> 0000022	Contractor	John Stickers	PURPLE STICKERS		noreply@accela.com

**Continue** Discard Changes





## Homeowner or Licensed Professional

**This is a required section even if the HOMEOWNER performs the work.**

Click "Look Up" to search licensed professionals from our database. **Select Homeowner if the work will be done by the homeowner.**

If the licensed professional is not found, then click "Add New".

✔ **Licensed professional added successfully.**

**MAIN FRAME INC**

**Limited Test**

License Type: Contractor

Address: Pamela 13611

Mobile Phone: \$\$Phone1\$\$

Work Phone: \$\$Phone3\$\$

[Edit](#) [Remove](#)

Click "Continue Application" to continue.

**Step 8: Enter Detail Information.** Enter project name and project description.

## Detail Information

If there are additional parcels in the project, please list them in the description below.

⚠ \*Proposed Project Name:

Project Description:

[spell check](#)



**Step 9: Enter Application Information.** These fields are required.

**Project Information**

PRE APPLICATION

\* Was a Pre-Application Meeting Held for this case?:  Yes  No

Pre-Application Case Number:

GENERAL INFORMATION

\* Existing Use:

\* Proposed Use:

\* Type of Development:

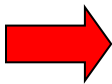
\* Total Disturbed Area:  Acres

\* Total Building Square Footage:  Square Ft

Check the box if this project includes demolition:

Check the box if this project includes tree removal:

**Step 10: Enter Additional Project Information.** Enter as much information as possible in this section.



**PROJECT INFORMATION**

\* Number of Lots - Existing:

\* Number of Lots - Proposed:

\* Number of Parking Spaces - Existing:

\* Number of Parking Spaces - Proposed:

\* Impervious Surface - Existing:  Square Ft

\* Impervious Surface - Proposed:  Square Ft

**LOCATION INFORMATION**

For Zoning information, please go to the Zoning map at <https://maps.watertown-ny.gov/portal/home/>

Zoning District:

Adjacent Land Use:

Click "Continue Application" to continue.



**Step 11: Add Attachments.** Add required documents to this application for review, the list of required documents can be located under step 2.

To add documents, click “Add”

**Step 2: Application Detail > Attached Documents**

REQUIRED MATERIALS:

\*\*4000 WORDS MAX

\*\* The following drawings with the listed information ARE REQUIRED, NOT OPTIONAL. If the required information is not included and/or addressed, Planning Staff will not process the Site Plan Application.

All of the following drawings **must** be adequately dimensioned, including radii and must use darker line work and text for proposed features than for existing features.

- COVER LETTER
- BOUNDARY and TOPOGRAPHIC SURVEY
- DEMOLITION PLAN
- GRADING PLAN
- LANDSCAPING PLAN
- VEHICULAR AND PEDESTRIAN CIRCULATION PLAN
- PHOTOMETRIC PLAN (if applicable)
- CONSTRUCTION DETAILS and NOTES
- PRELIMINARY ARCHITECTURAL PLANS (if applicable)
- ENGINEERING REPORT
- COMPLETED SEQ. ENVIRONMENTAL ASSESSMENT FOR

[Click here for a full description of the required documents.](#)

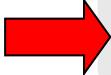
\* indicates a required field.

### Attachment

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;java;lib;lnk;mde;mht;mhtml;mssc;mst;php;pdf;scr;scs;shb;sys;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.  
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval. Correspondence, Cover Letter

Name	Type	Size	Description	Document Status	Status Date	Upload Date	Action
No records found.							

[Add](#)

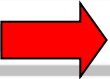


Click “Add” again.

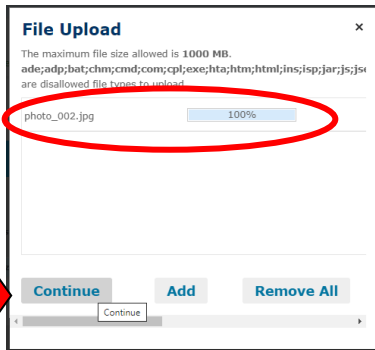
### File Upload

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;java;lib;lnk;mde;mht;mhtml;mssc;mst;php;pdf;scr;scs;shb;sys;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

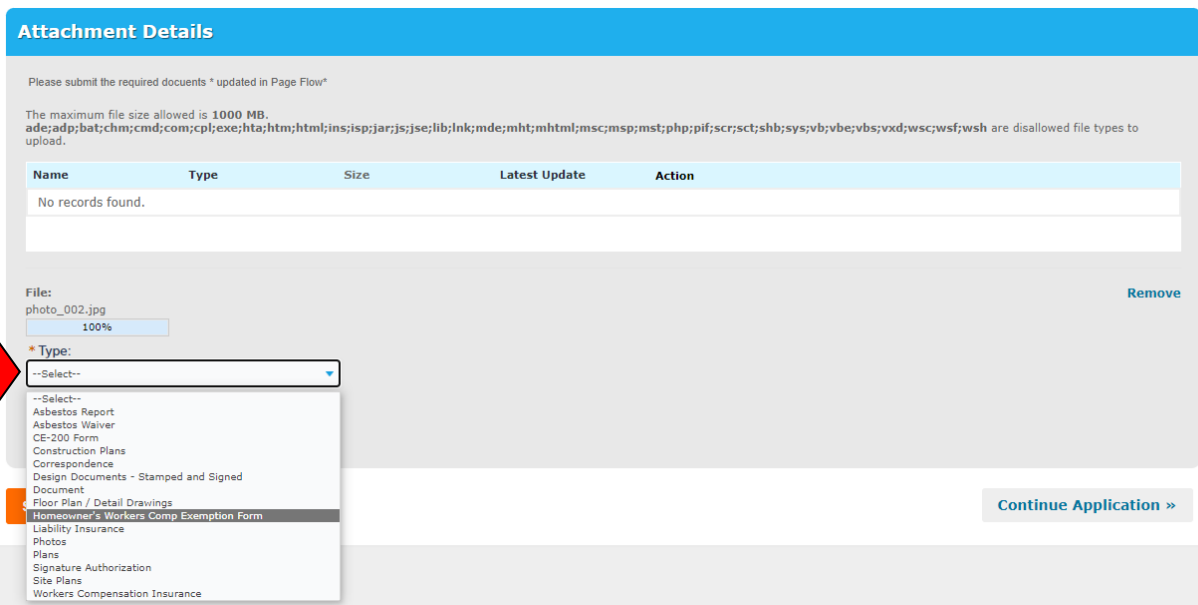
[Add](#) [Remove All](#)



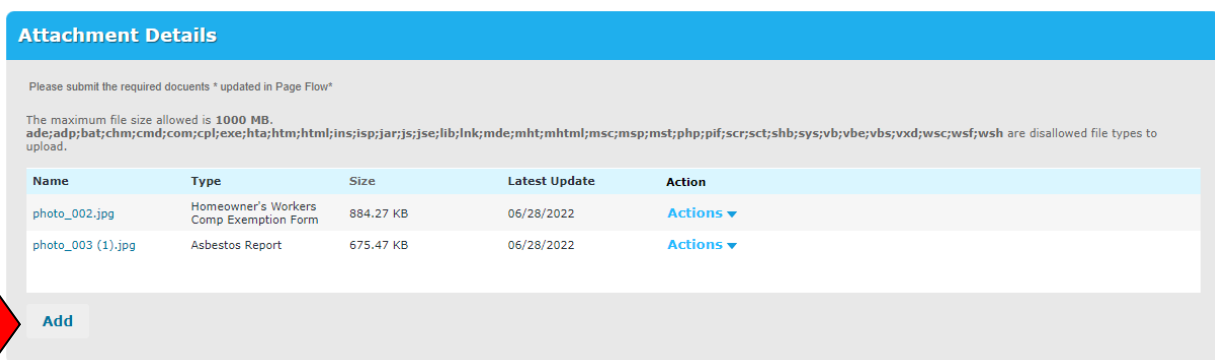
Find the document you want to upload and select, then click “Continue”.



Select File "Type".



Click "Save" to finish adding Attachments or click "Add" to add another Attachment. You can add as many documents as required for the application.





Click "Continue Application" to continue.

**Step 12: Review.** The next portion of the Application enables you to review and edit all information.

**Step 3: Review**

Save and resume later

Continue Application »

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on. You must check the box to agree to the certification at the bottom of the page before

you can continue.

**Record Type**

**Site Plan Approval - Major**

**Parcel**

Edit

Parcel Number: 11-01-201.000

**Address**

Edit

245 Washington St  
Watertown NY 13601

**Owner**

Edit

City of Watertown  
245 Washington St  
Watertown NY 13601

**Applicant**

Edit

Individual

**Developer**

Edit

After you've reviewed your application and verified that the information is accurate and complete, select the checkbox to confirm this, and click "Continue Application".

Misrepresentations of fact resulting in the issuance of an online permit may result in the revocation of the permit and/or the issuance of a stop work order and / a refusal to issue, or revocation of, a certificate of occupancy. **By checking the box below, I understand and agree that I am electronically signing and filling this application.**

By checking this box, I agree to the above certification.

Date:



**Step 12: Application Submitted.** Your planning application has been successfully completed. Your application will now be reviewed, and you will be notified using your preferred method of contact.

Residential Building Permit

1 2 Professional Details 3 Permit Details 4 Step 4 5 Review 6 Record Issuance

Step 6: Record Issuance

Your application for a permit has been successfully submitted. Please print your record and retain a copy for your records.

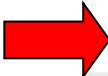
Thank you for using our online services.

Your Record Number is **BLD-2022-00042**.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

A licensed professional is now authorized to proceed with work at the designated location.

Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.



[View Record Details >>](#) (You must post the record in the work area.)

**Step 13: View Record Details.**

If you click on the "View Record Details", you will be taken to the Record. You will be able to see pertinent information such as Record Status and Expiration Date. As well as other information such as the Application "Processing Status" and "Attachments". You are free to log in at your convenience and monitor the progress of your permit application.

Record PLN-2023-00003:

**Site Plan Approval - Major**

Record Status: Accepted

Record Info ▾

Payments ▾

Conditions

Record Details

Processing Status

Related Records

Attachments

added to this record on 05/04/2023.

emp Severity: Notice

ons: 2 (Notice: 2)

[View Condition](#)





**NEEDS TO BE UPDATED** For your convenience, you can submit the required documents online. Here are the steps:

**Step 1: Login to your Accela Account and select “My Records”.**

The screenshot shows the top navigation bar with 'Home', 'Permits', and 'Rental Registration'. Below it, a secondary bar contains 'My Records' and 'My Account', with a red arrow pointing to 'My Records'. A search bar is visible in the top right. Below the navigation, the user is greeted with 'Hello,' and a 'My Collection (1)' section displays a record titled 'Testing' with a '1 Records' indicator and a 'View Collections' button. Below this, a 'Work in progress' section contains a table with one record.

Record Name	Record ID	Module	Creation Date	Action
Residential Building Permit	22TMP-000095	Building	11/14/2022	<a href="#">Resume Application</a>

**Step 2: Click on the Arrow to open the dropdown and then select the Record Number hyperlink (e.g. BLD-2022-00042).**

The screenshot shows the navigation bar with 'Home', 'Permits', 'Planning', and 'Rental Registration'. The 'Planning' menu is expanded, showing 'Dashboard', 'My Records', and 'My Account'. A red arrow points to the 'Planning' menu item. Below, a table lists records under the 'Planning' section.

Date	Record Type	Record Number	Project Name	Description	Address	Status	Action	Short Notes
11/30/2023	Area Variat	23TMP-000176	City of Watertown		245 Washington St, Watertown NY 13601, 245		<a href="#">Resume Application</a>	





**Step 3: Click on “View Conditions”.**

Record BLD-2022-00042: Add to collection  
Like 0 Tweet

## Residential Building Permit

Record Status: Ready to Issue  
Expiration Date: 01/31/2022

Record Info ▾    Payments ▾    Conditions **2**

---

The record was placed on HOLD on 06/28/2022.  
Condition: Liability Insurance    Severity: Hold  
Total Conditions: 2 (Hold: 2)

[View Condition](#)

Review the list of conditions.

Record BLD-2022-00042: Add to collection  
Like 0 Tweet

## Residential Building Permit

Record Status: Ready to Issue  
Expiration Date: 01/31/2022

Record Info ▾    Payments ▾    Conditions **2**

---

The record was placed on HOLD on 06/28/2022.  
Condition: Liability Insurance    Severity: Hold  
Total Conditions: 2 (Hold: 2)

### Conditions of Approval

Hide Those Met  
Showing 1-2 of 2

Building - 2 Pending

**Required Documents**

**Asbestos Waiver**  
Hold  
*Permit will not be approved until the Asbestos Waiver is submitted. Please submit the required document in order for the Code Enforcement Officer to proceed with reviewing your Permit.*  
Pending | High | 06/28/2022

**Liability Insurance**  
Hold  
*Permit will not be reviewed or approved until the Contractors General Liability Insurance is submitted.*  
Pending | High | 06/28/2022

**Step 4: Submit Documents.**



Click on "Record Info", then "Attachments".

Record BLD-2022-00042: Add to collection  
Like 0 Tweet

## Residential Building Permit

Record Status: Ready to Issue  
Expiration Date: 01/31/2022

Record Info ▾
Payments ▾
Conditions 2

The record was placed on HOLD on 06/28/2022.  
Condition: Liability Insurance Severity: Hold  
Total Conditions: 2 (Hold: 2) View Condition

Record Details

Processing Status

**Attachments**

Inspections

245 Washington St  
Watertown NY 13601

---

### Record Details

**Applicant:**  
City Acatester  
Home Phone: 3150000000  
Mobile Phone: 3150000001  
cityacauser@test.com  
Home  
245 Washington St  
Watertown, NY, 13601  
United States

**Licensed Professional:**  
City of Watertown no-reply@accela.com  
WORK PERFORMED BY HOME OWNER  
245 Washington St  
WATERTOWN, NY, 13601  
Contractor 0000019

**Project Description:**  
Test ACA record for documentation purposes

**Owner:**  
City of Watertown  
245 Washington St  
Watertown NY 13601

Click "Add".

Record BLD-2022-00042: Add to collection  
Like 0 Tweet

## Residential Building Permit

Record Status: Ready to Issue  
Expiration Date: 01/31/2022

Record Info ▾
Payments ▾
Conditions 2

The record was placed on HOLD on 06/28/2022.  
Condition: Liability Insurance Severity: Hold  
Total Conditions: 2 (Hold: 2) View Condition

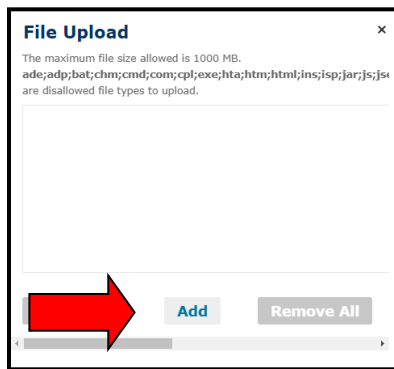
### Attachments

The maximum file size allowed is 1000 MB.  
ade;adp;bat;chm;cmd;com;cp;exe;hta;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pdf;scr;stb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type	Entity
photo_002.jpg	BLD-2022-00042	Record	Homeowner's Workers Comp Exemption Form	884.27 KB	06/28/2022	Actions ▾	Residential Building Permit	Residential Building Permit - BLD-2022-00042
photo_003 (1).jpg	BLD-2022-00042	Record	Asbestos Report	675.47 KB	06/28/2022	Actions ▾	Residential Building Permit	Residential Building Permit - BLD-2022-00042

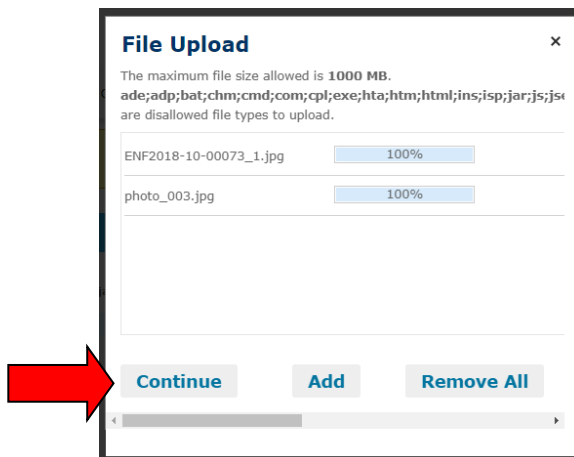
**Add**

Click "Add" again.



Upload the Asbestos Waiver and Liability Insurance documents. You may do upload these documents one at a time or add both at once.

Click "Continue".



Add "Type" and click "Save".



**Attachments**

The maximum file size allowed is 1000 MB. ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type	Entity
photo_002.jpg	BLD-2022-00042	Record	Homeowner's Workers Comp Exemption Form	884.27 KB	06/28/2022	Actions ▼	Residential Building Permit	Residential Building Permit - BLD-2022-00042
photo_003 (1).jpg	BLD-2022-00042	Record	Asbestos Report	675.47 KB	06/28/2022	Actions ▼	Residential Building Permit	Residential Building Permit - BLD-2022-00042

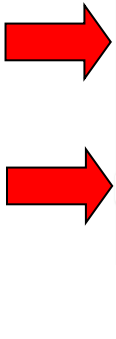
File: ENF2018-10-00073\_1.jpg 100% Remove

\* Type: Asbestos Waiver ▼

File: photo\_003.jpg 100% Remove

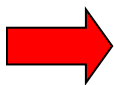
\* Type: Liability Insurance ▼

Save Add Remove All



Review attachment confirmation message.

The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.



Record BLD-2022-00042: Add to collection   
 Like 0 Tweet

## Residential Building Permit

Record Status: Ready to Issue  
Expiration Date: 01/31/2022

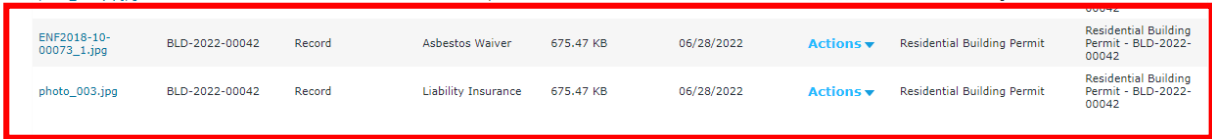
Record Info ▼ Payments ▼ Conditions 2

The record was placed on HOLD on 06/28/2022. Condition: Liability Insurance Severity: Hold Total Conditions: 2 (Hold: 2) View Condition

**Attachments**

The maximum file size allowed is 1000 MB. ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type	Entity
photo_002.jpg	BLD-2022-00042	Record	Homeowner's Workers Comp Exemption Form	884.27 KB	06/28/2022	Actions ▼	Residential Building Permit	Residential Building Permit - BLD-2022-00042
photo_003 (1).jpg	BLD-2022-00042	Record	Asbestos Report	675.47 KB	06/28/2022	Actions ▼	Residential Building Permit	Residential Building Permit - BLD-2022-00042
ENF2018-10-00073_1.jpg	BLD-2022-00042	Record	Asbestos Waiver	675.47 KB	06/28/2022	Actions ▼	Residential Building Permit	Residential Building Permit - BLD-2022-00042
photo_003.jpg	BLD-2022-00042	Record	Liability Insurance	675.47 KB	06/28/2022	Actions ▼	Residential Building Permit	Residential Building Permit - BLD-2022-00042



# City of Watertown

## ACA Permits User Guide



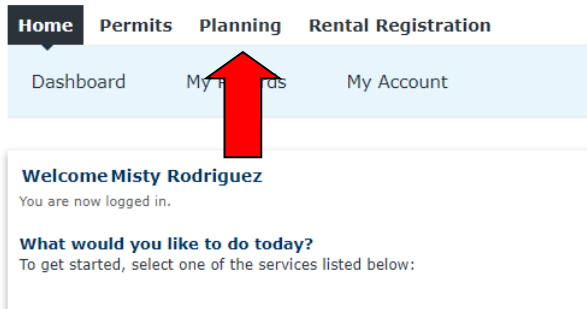
Once the document(s) has been submitted, a Code Enforcement Officer will be notified of this. The Code Enforcement Officer will then review the document(s) and remove the condition(s) if appropriate at their earliest convenience. Once the conditions have been removed from the application, the homeowner or License Professional can then pay all applicable permit fees.



## PAYING FEES ONLINE

For your convenience, you can pay your permit fees online. You will be prompted to pay the fee when you submit the application, if you select “pay later” here are the steps for paying later:

### Step 1: Login to your Accela Account and select “Planning”.



### Step 2: Go to Records page and click “Pay Fees Due”.

Showing 1-10 of 26 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Type	Record Number	Project Name	Description	Address	Status	Action	Short Notes
<input type="checkbox"/>	10/17/2023	Zone Change	PLN-ZONECHANGE2023-00036			245 Washington St, Watertown NY 13601, 245	In Review	<a href="#">Pay Fees Due</a>	

### Step 3: Review Application Fees and then click “Continue Application”.

[Home](#) [Permits](#) **[Planning](#)** [Rental Registration](#)

Create an Application

Listed below are preliminary fees based upon the information you've entered.

**CREDIT CARD SERVICE FEE: A credit card service fee of 3% will be added to each credit card payment.**

**This feature was added for your convenience to be able to pay application fees online. However, if you prefer to pay by cash or check, payment must be received by the Planning Department no later than three (3) days after the application deadline. If payment is not received, your application will be reviewed the following month. If you are not able to submit payment for your application within three (3) days due to certain circumstances, please call our department at (315) 785-7741. Thank you!**

#### Application Fees

Fees	Qty.	Amount	
APPLICATION FEE FOR ZONE CHANGE	1	\$125.00	<a href="#">Pay Later</a>

**TOTAL FEES: \$125.00**

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application >>](#)



Step 4: Enter "Credit Card Information" and click "Submit Payment".

## Payment Options


**CREDIT CARD SERVICE FEE:** A credit card service fee of 3% will be added to each credit card payment.

**E-MAIL RECEIPTS:** Please enter a valid email so that you can receive your payments receipts once your payment has been processed.

Amount to be charged: \$5.00

Pay with Credit Card

### Credit Card Information:

\* Card Type: \* Card Number: \* Security Code: 

--Select--

\* Name on Card: \* Exp. Date:

01 2023

### Credit Card Holder Information:

Auto-fill with

Country:

United States

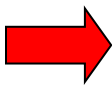
\* Street Address:

\* City: \* State: \* Zip:

--Select--

\* Phone:

E-mail: 



Submit Payment »



**Step 5: Review Payment Confirmation.**

Home **Permits** Rental Registration

Create an Application

**Record Issuance**

You have paid a fee associated to this Record.  
Please print a copy of this receipt and retain a copy your records.

Thank you for using our online services.  
**Your Record Number is O-2023-00022.**

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

**YOUR PERMIT HAS NOT BEEN ISSUED AT THE MOMENT. PLEASE DO NOT PROCEED WITH WORK UNTIL YOUR APPLICATION HAS BEEN REVIEWED, YOUR FEES ARE PAID, AND AN OFFICIAL PERMIT IS ISSUED.**

**Please stop in the office to sign and pick up your permit card.** Place the permit card in a conspicuous location on the property to be seen from the street.

Your record requires a follow-up inspection once work is completed. You may request an inspection upon completion of the work. Choose "View Record details" to Request an inspection, check status, or make other updates.

[View Record Details »](#) (You must post the record in the work area.)

**Step 6: Click the "Print/Review Receipt" button.**

Note: Applicants can also go to the "Payments" tab to review payment information.

Home **Permits** **Planning** Rental Registration

Create an Application

Record PLN-ZC-CERT2023-00029: [Add to collection](#)

**Zoning Compliance Certificate**

Record Status: Submitted

Record Info **Payments**

Fees

**Record Details**

<b>Applicant:</b> Individual Misty Rodriguez Home Phone:3154896331 Work Phone:3157857799 Mobile Phone:3157857799 mrodriguez@watertown-ny.gov Business 245 washington st watertown, NY, 13601 United States	<b>Project Description:</b> ZCC	<b>Owner:</b> City of Watertown * 245 Washington St Watertown NY 13601
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## ADD TO COLLECTION (Optional Feature)

This feature may be useful for license professionals who work on multiple projects. The professional can create a folder for each project, manage the numerous permits associated with the project, and pay all associated fees online.

**Step 1: Go to Permit Records page and select the record(s). Then Select “Add to collection”.**

Logged in as: City Acatester | My Projects (0) | Account Management | Logout

Home **Permits** Rental Registration

Create an Application

**Records**

Showing 1-1 of 1 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Description	Expiration Date	Short Notes
<input checked="" type="checkbox"/>	06/27/2022	BLD-2022-00042	Residential Building Permit		245 Washington St, Watertown NY 13601, 245	Submitted		Test ACA record for documentation purposes	01/31/2022	

**Search for Records**  
Enter information below to search for records.

- Permit Record Information
- Parcel Number
- Site Address

Select the search type from the drop-down list.

**General Search** General Search

Search my records only

Permit Number:  Record Type: --Select--

Start Date:  End Date:

**Step 2: Enter a collection “Name” and “Description” and click “Add”.**

**Records**

Showing 1-1 of 1 | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Description	Expiration Date	Short Notes
<input checked="" type="checkbox"/>	06/27/2022	BLD-2022-00042	Residential Building Permit		245 Washington St, Watertown NY 13601, 245	Submitted		Test ACA record for documentation purposes	01/31/2022	

**Create New Collection**

Name:

Description:

[spell check](#)

**Search for Records**

**General Search** General Search



Your collection has been created. You can quickly access this collection, by clicking on the “My Projects” link on the menu bar.

A screenshot of the City of Watertown ACA Permits user interface. The page features a white header with the city seal on the left and a welcome message: "Welcome to the City of Watertown For Code Enforcement Assistance Contact 315-785-7735". Below the header is a dark blue navigation bar containing the text "Logged in as: Misty Rodriguez", "My Projects (2)", "Reports (1)", "Account Management", and "Logout". A red arrow points to the "My Projects (2)" link. Below the navigation bar is a search bar with the placeholder text "Search..." and a green search icon. The main content area has a light blue background with a navigation menu containing "Home", "Permits", and "Rental Registration". The "Permits" link is highlighted with a dark blue background. Below the menu is a light blue button labeled "Create an Application". At the bottom of the main content area is a dark blue bar with the word "Records" in white text.