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*.

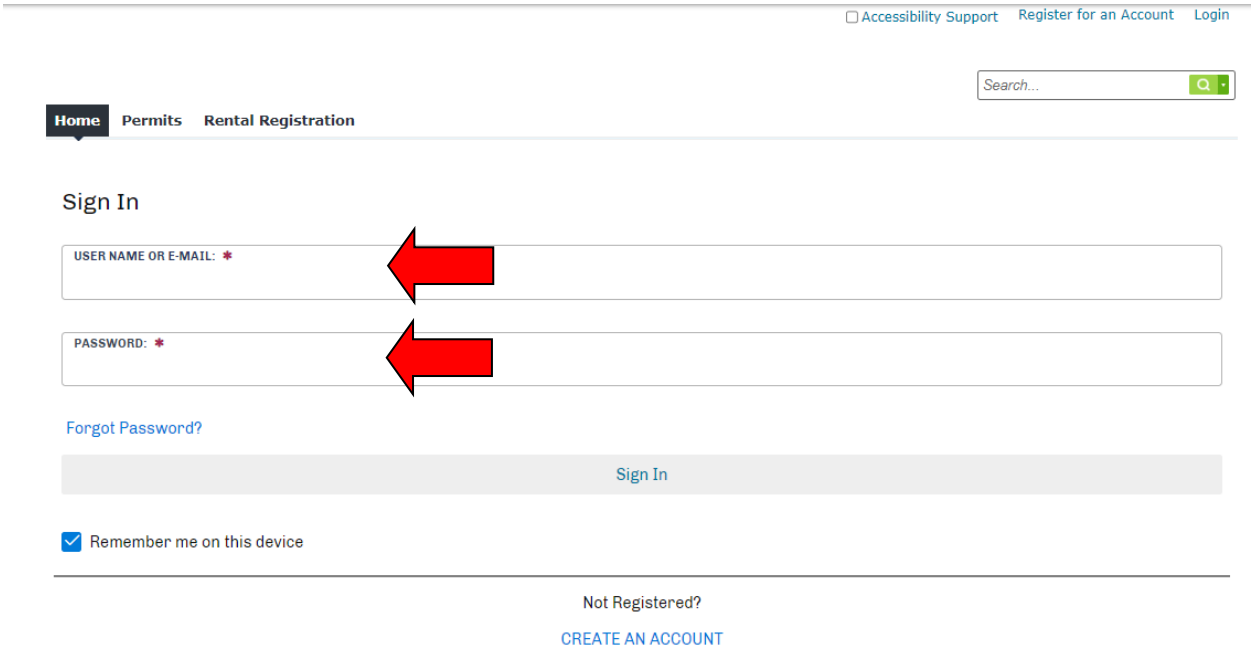
Before you begin, be sure to allow pop-ups in your web browser.

*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

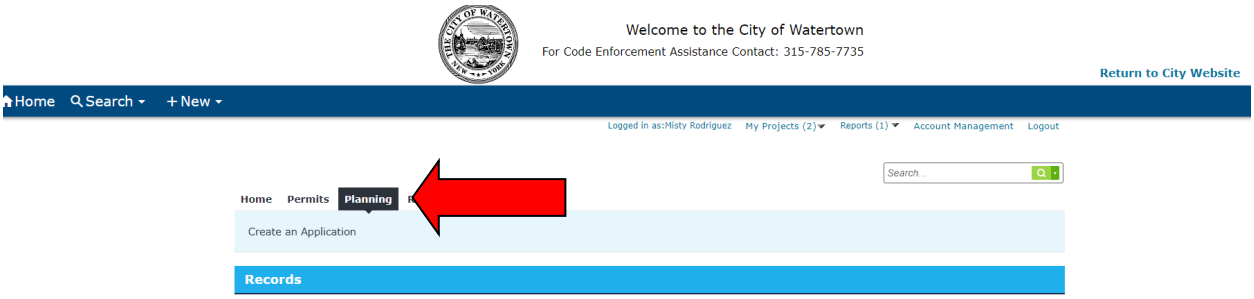
Step 2: Login.

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**.*



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.

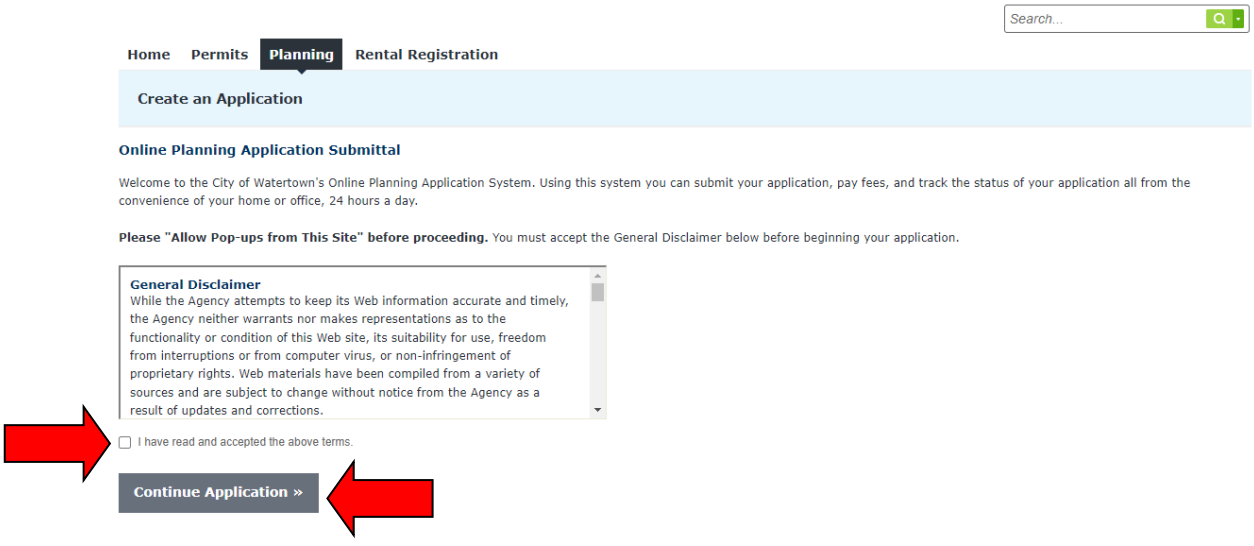
Step 3: Create Permit Application. To begin the application process for Planning, click “Planning” and select “Create an Application”.



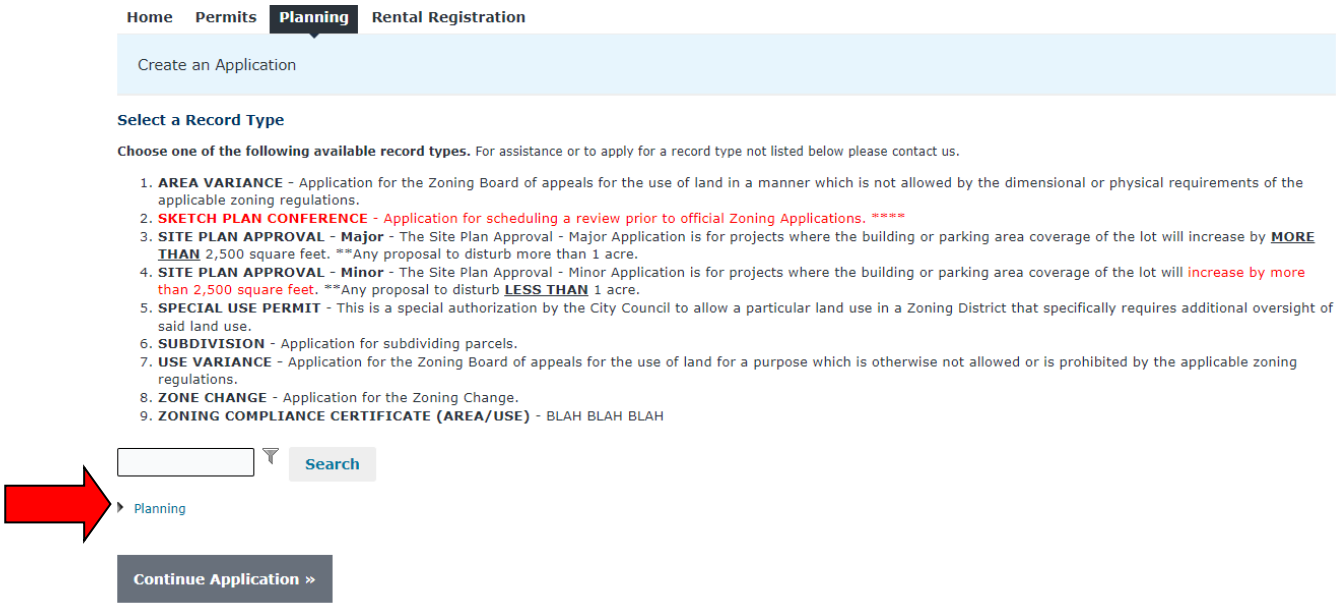
Be sure to allow pop-ups.

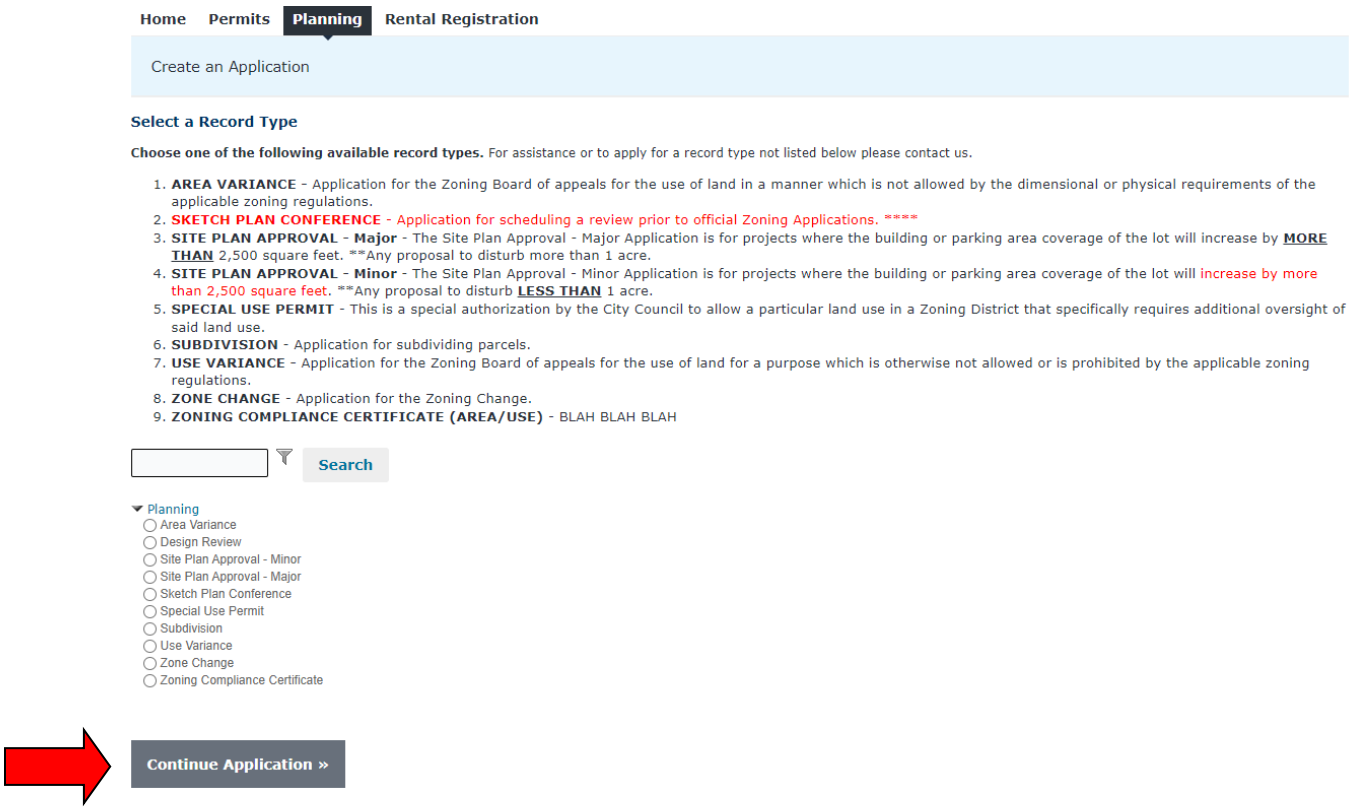
If you have reviewed the Disclaimer section and accept its terms, click the checkbox to create a checkmark.

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.



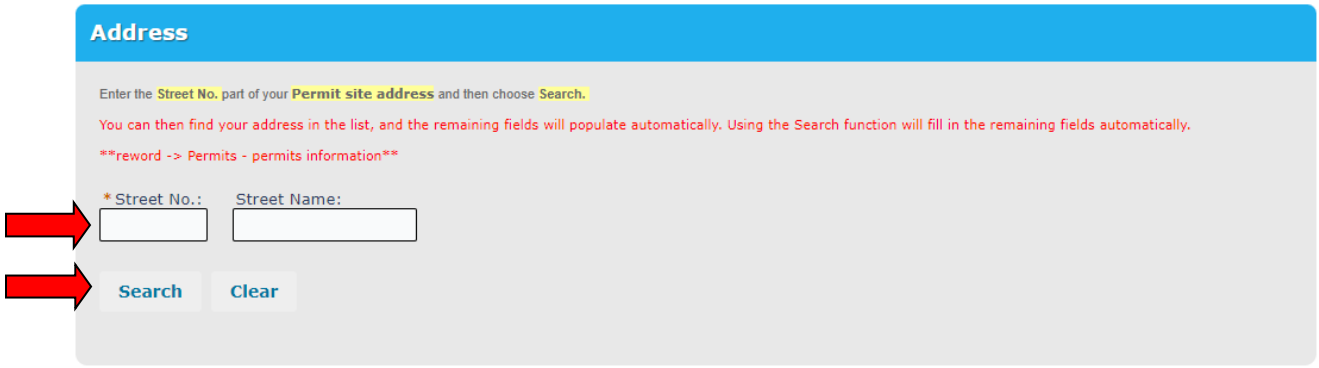


Click “Continue Application” to continue.

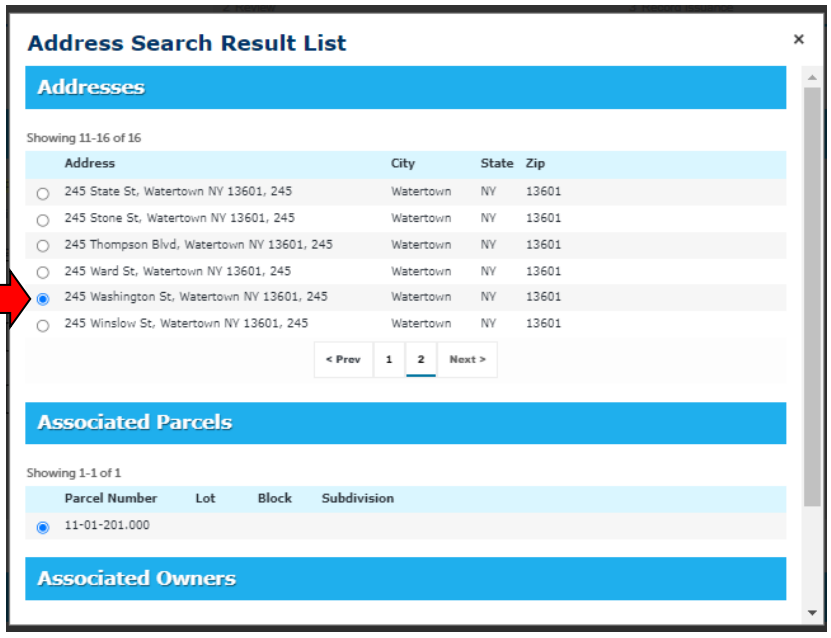
Step 5: Site Address. In this step of the Planning Application process, you will give details about the location of the property.

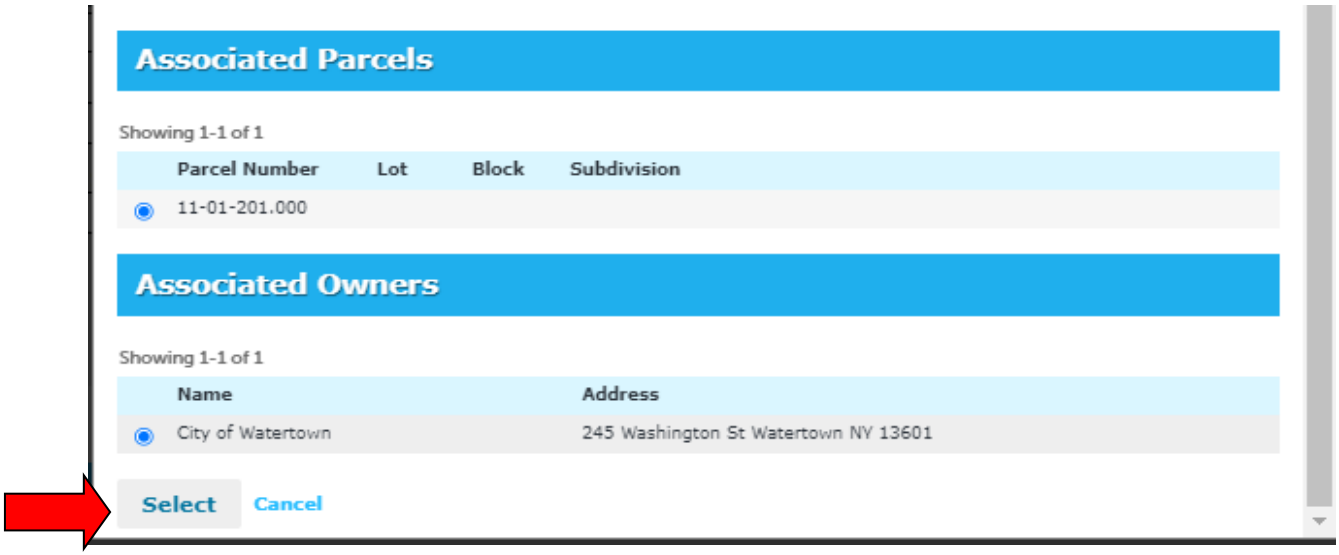
Enter the property site address. To do this, you will need to search for the property’s street number. Enter the *Street Number* into the “Street No.” field and click “Search”.

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



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

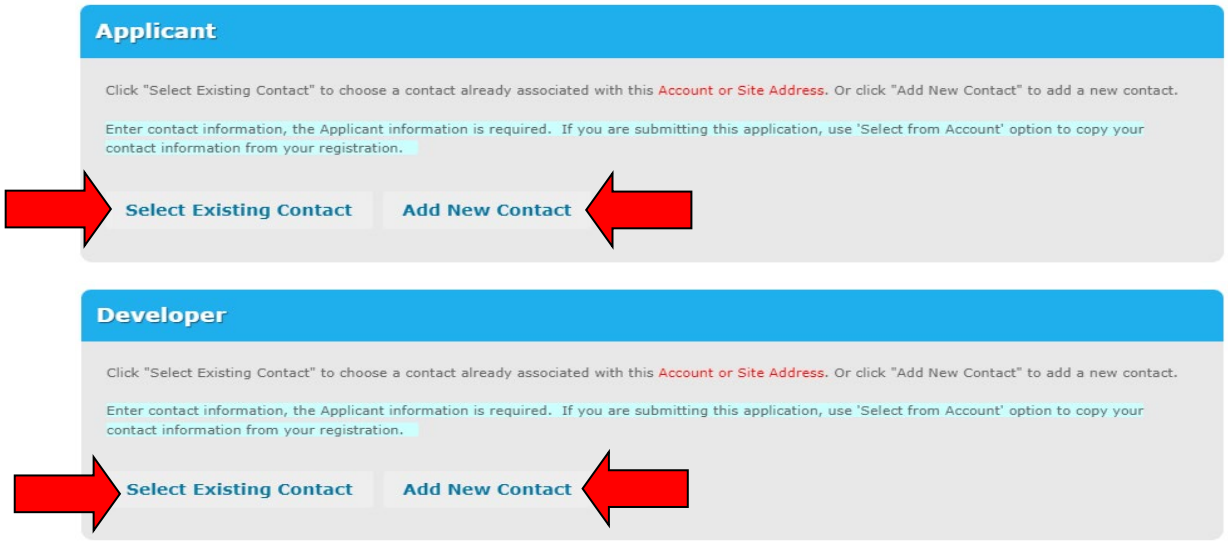




After clicking "Select" the "Parcel" and "Owner" sections will automatically populate for your convenience. **Note: In situations where there are multiple Associated Owners, please select the Owner that will be the main point of contact for the application.**

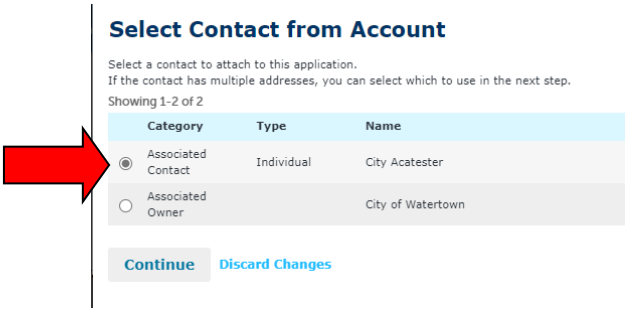
Click "Continue Application" to continue.

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.

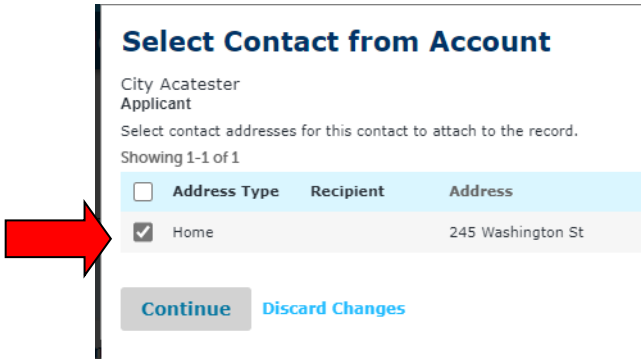


Here are the steps for “Select Existing Contact”

Select an Associated Contact and click “Continue”.

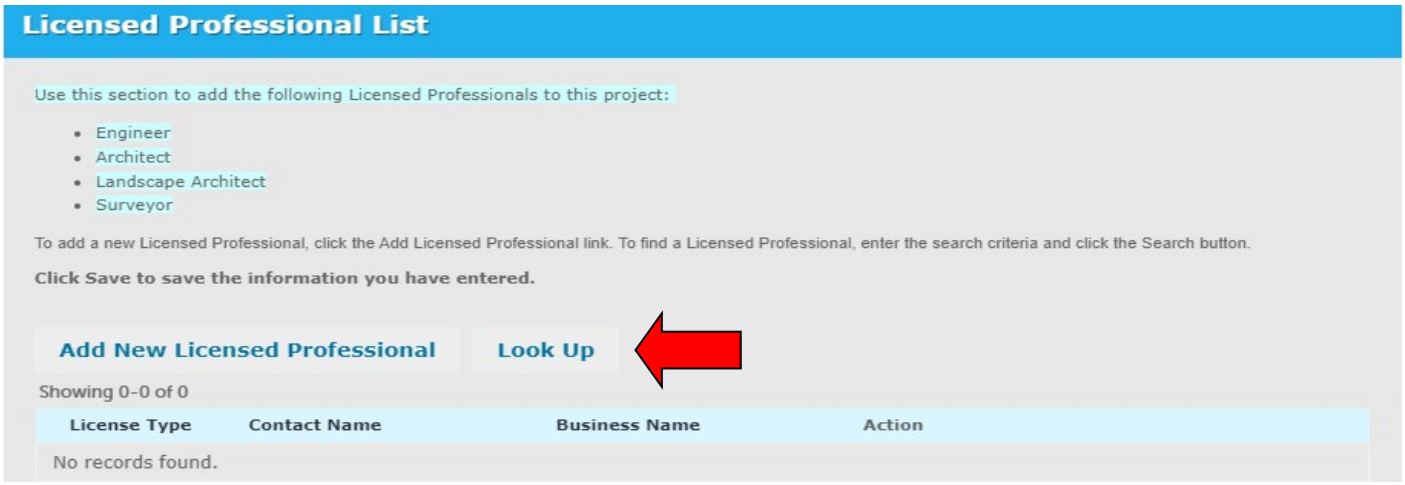


Select Contact Address and click “Continue”.



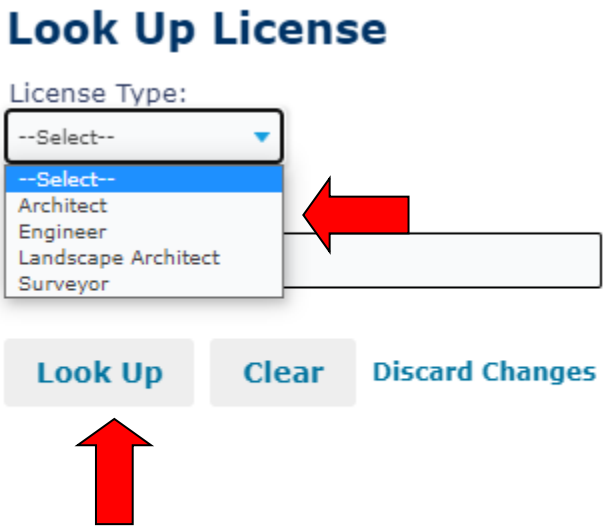
Click “Continue Application” to continue.

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”.

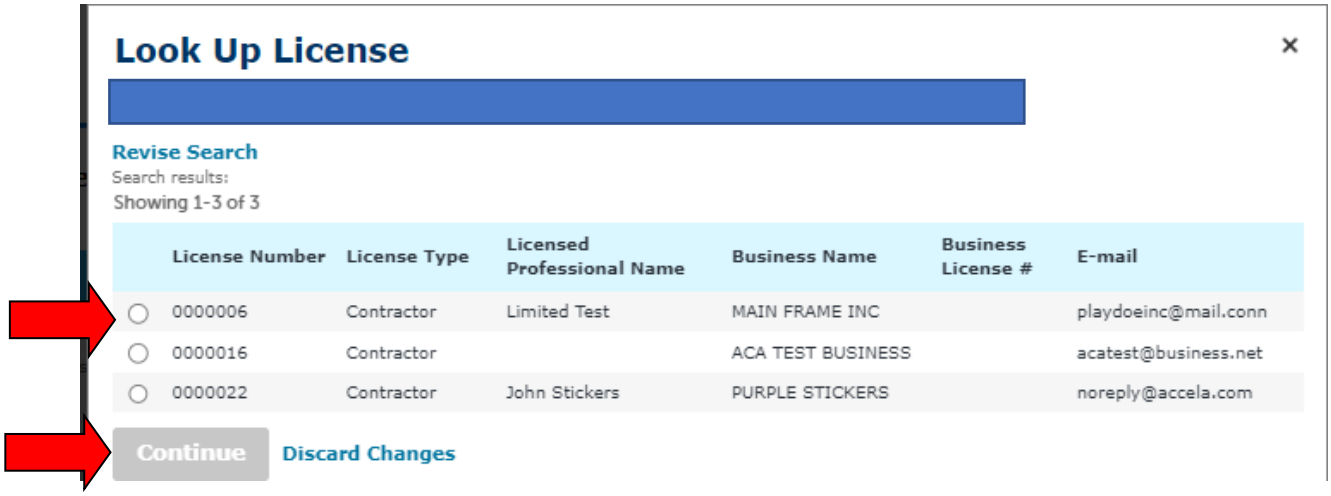


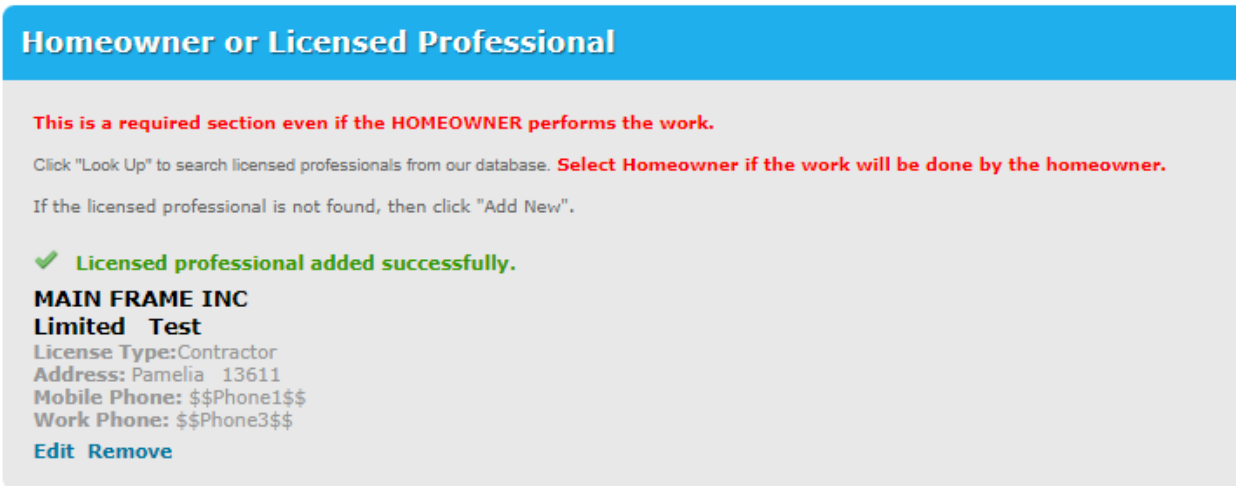
Selecting the "Contractor" or "Plumbing" License Type –

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



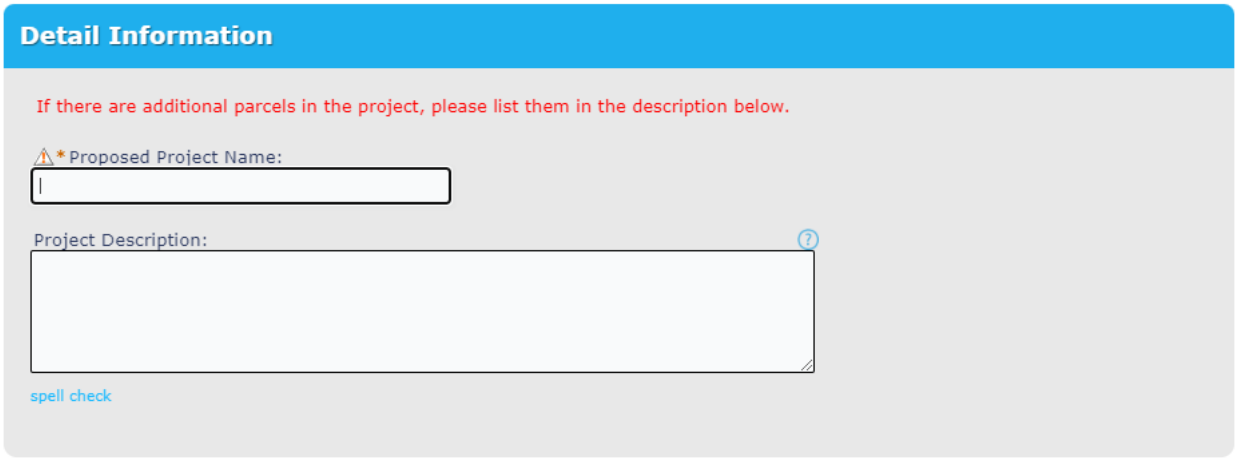
Select the Contractor and click "Continue".



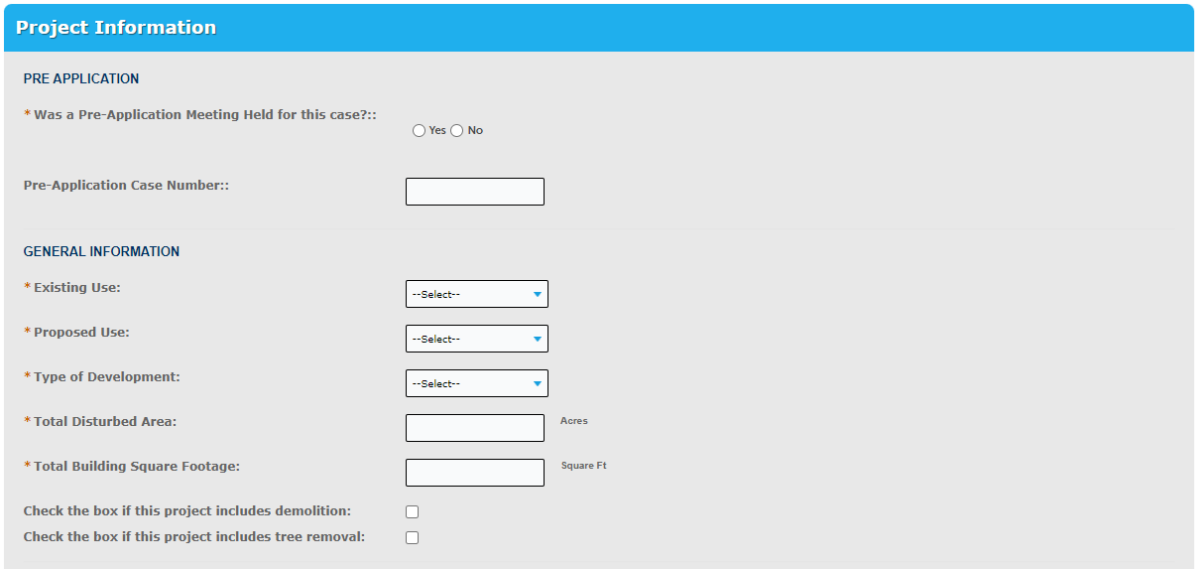


Click “Continue Application” to continue.

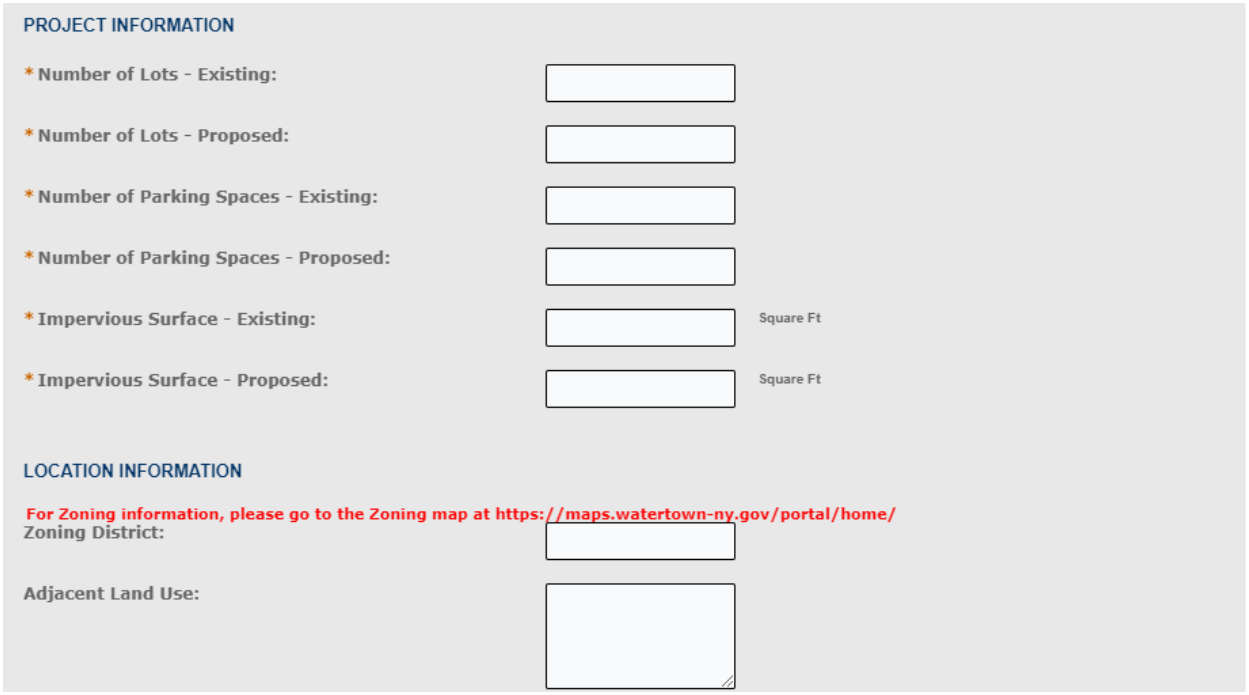
Step 8: Enter Detail Information. Enter project name and project description.



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



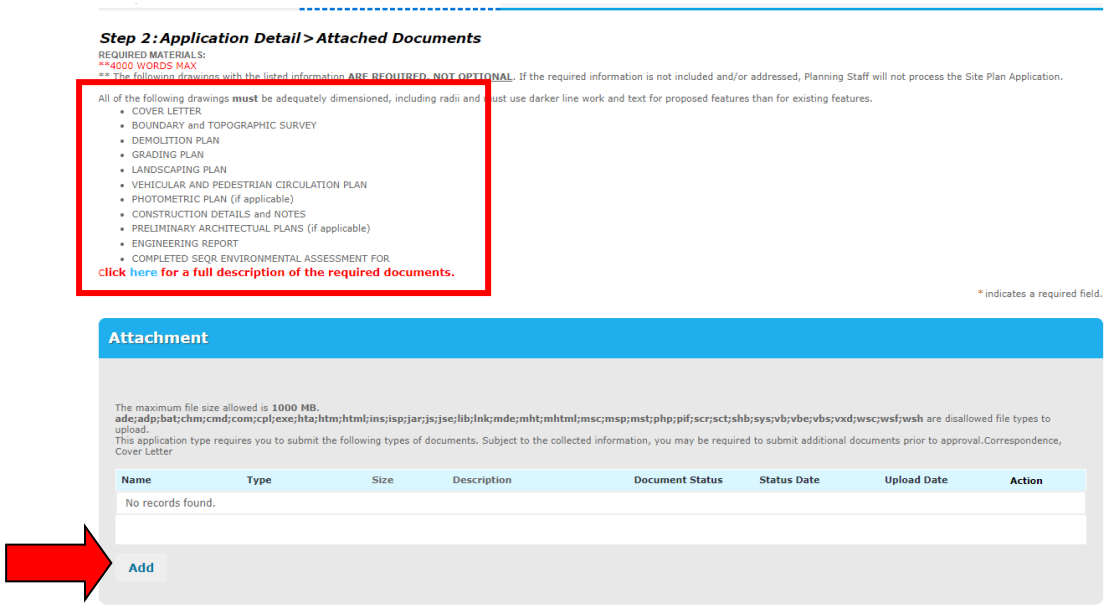
Step 10: Enter Additional Project Information. Enter as much information as possible in this section.



Click “Continue Application” to continue.

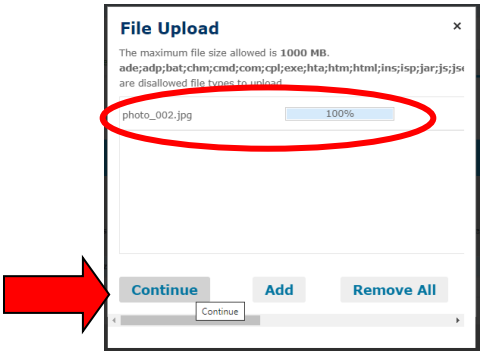
Step 11: Add Attachments. Add required documents to this application for review, the list of required documents can be located under step 2.

To add documents, click “Add”

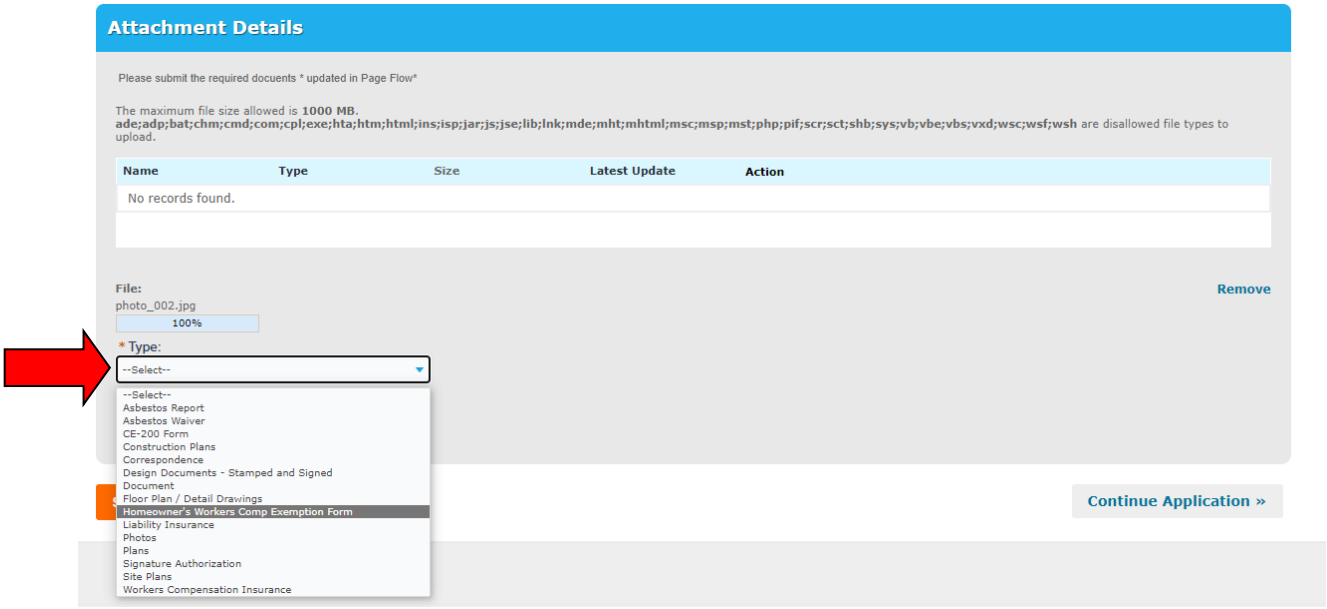


Click “Add” again.

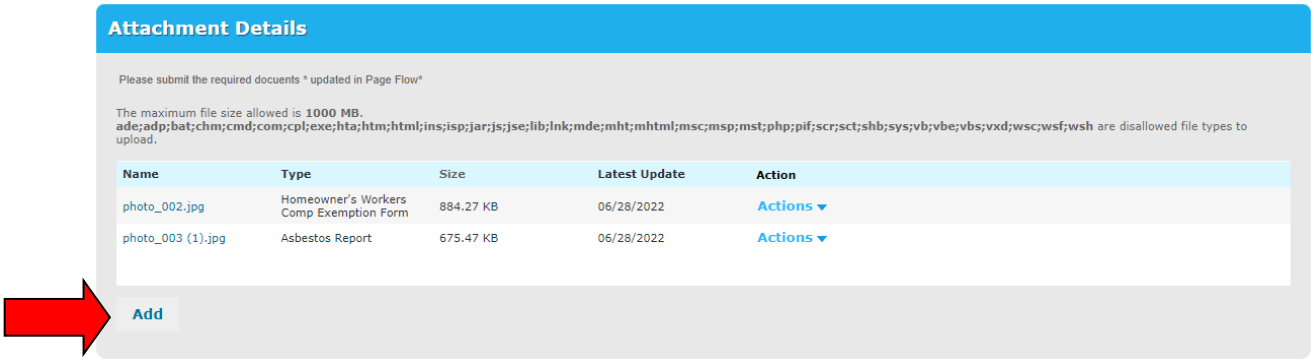
Find the document you want to upload and select, then click “Continue”.



Select File "Type".

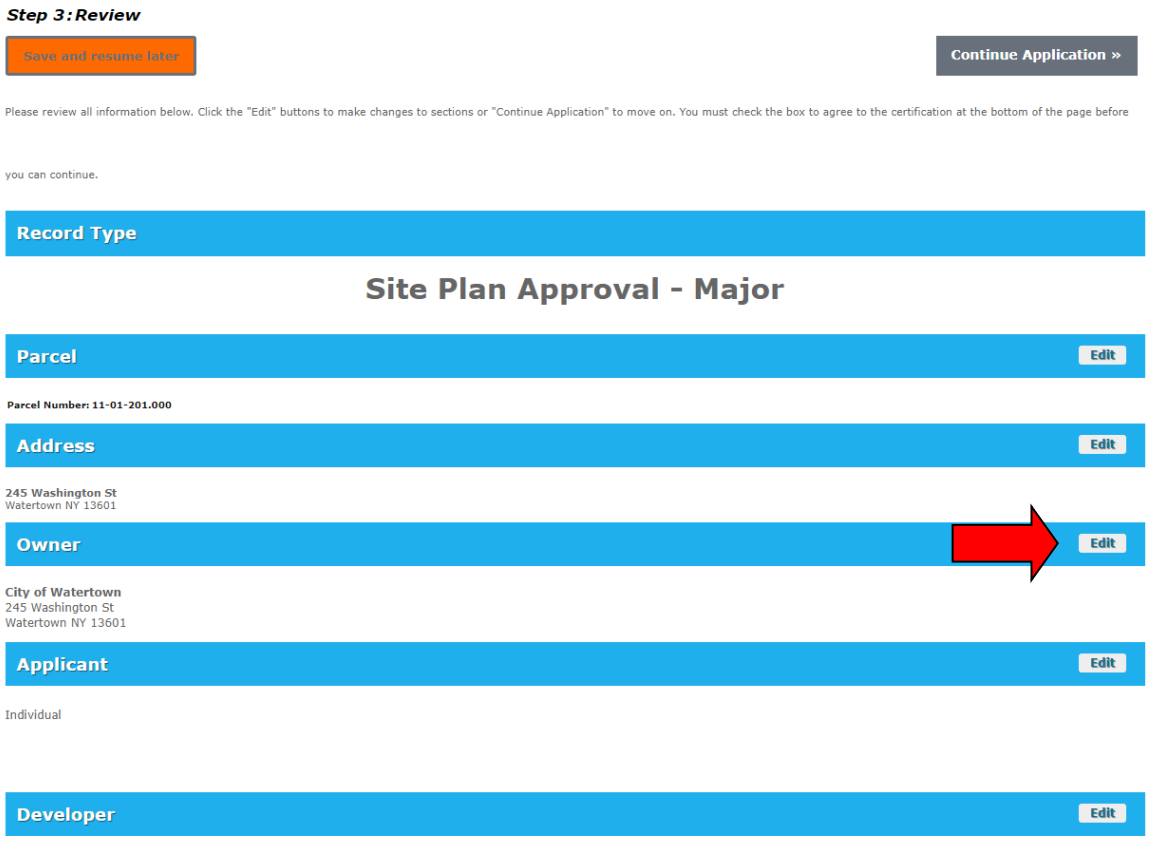


Click "Save" to finish adding Attachments or click "Add" to add another Attachment. You can add as many documents as required for the application.

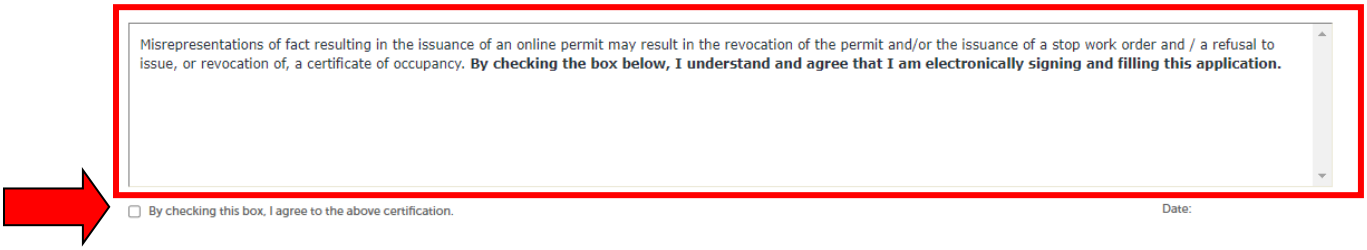


Click “Continue Application” to continue.

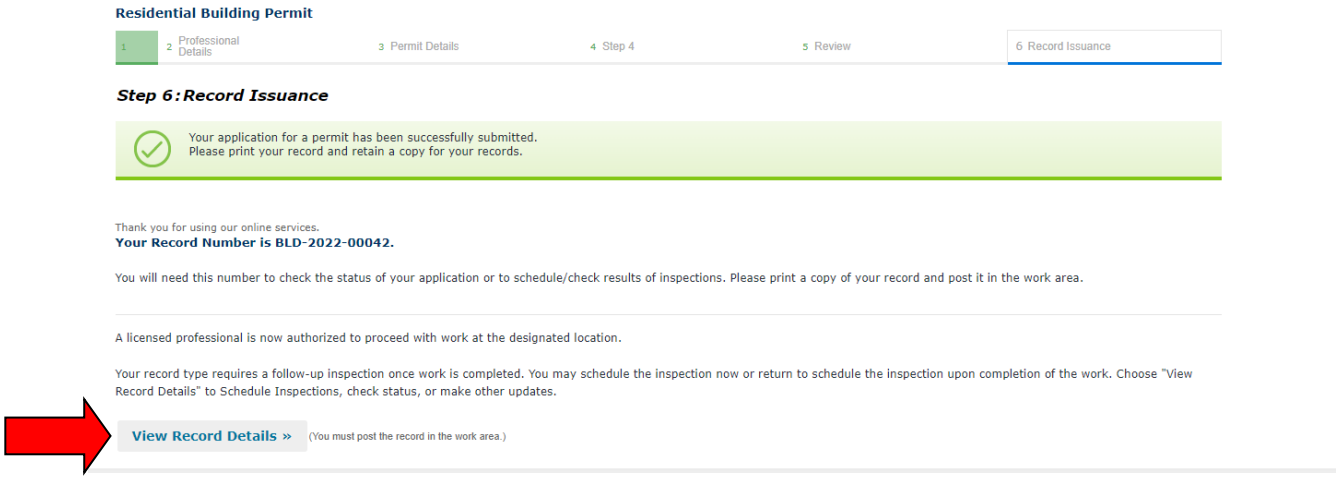
Step 12: Review. The next portion of the Application enables you to review and edit all information.



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”.

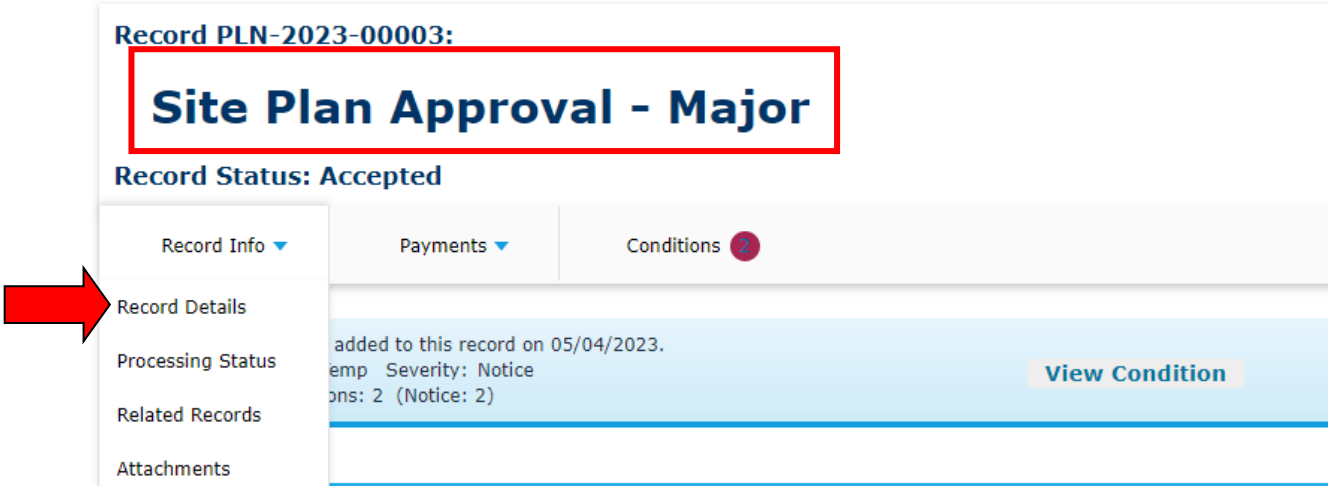


Step 12: Application Submitted. Your planning application has been successfully completed. Your application will now be reviewed, and you will be notified using your preferred method of contact.



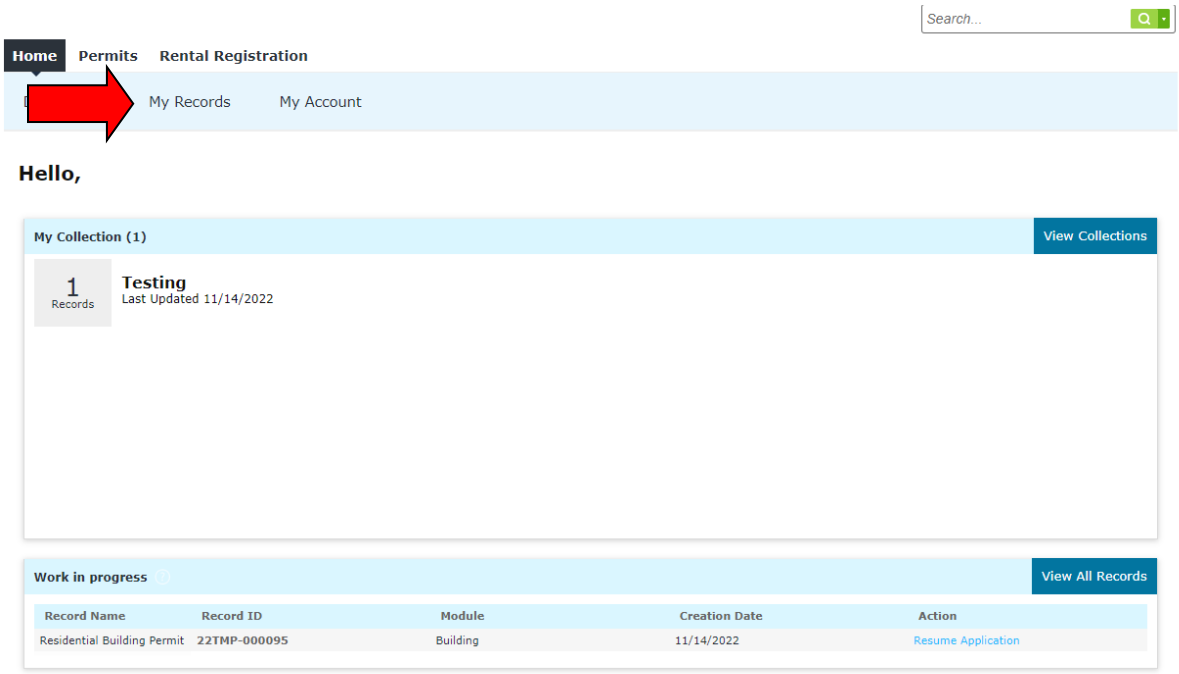
Step 13: View Record Details.

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.

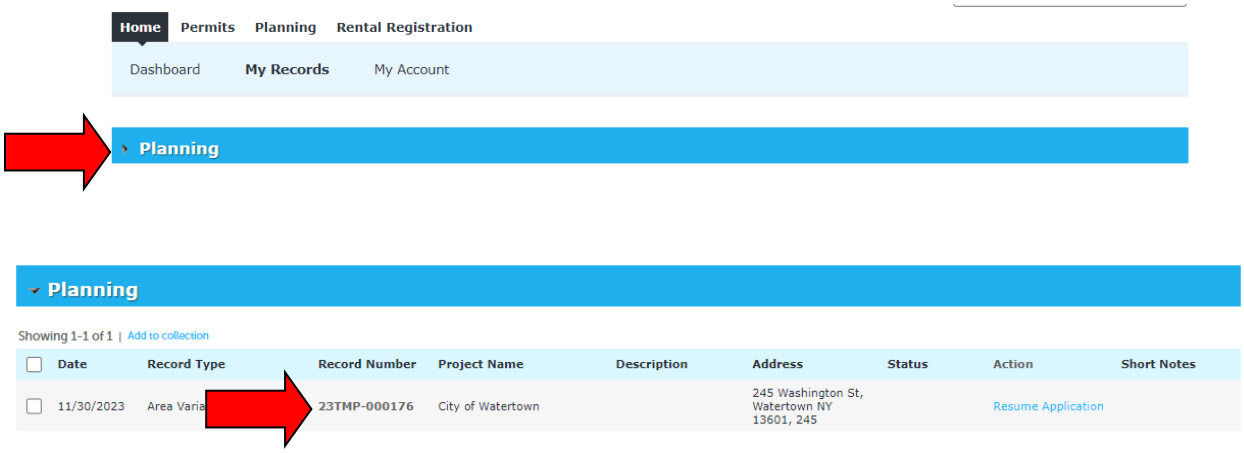


NEEDS TO BE UPDATED For your convenience, you can submit the required documents online. Here are the steps:

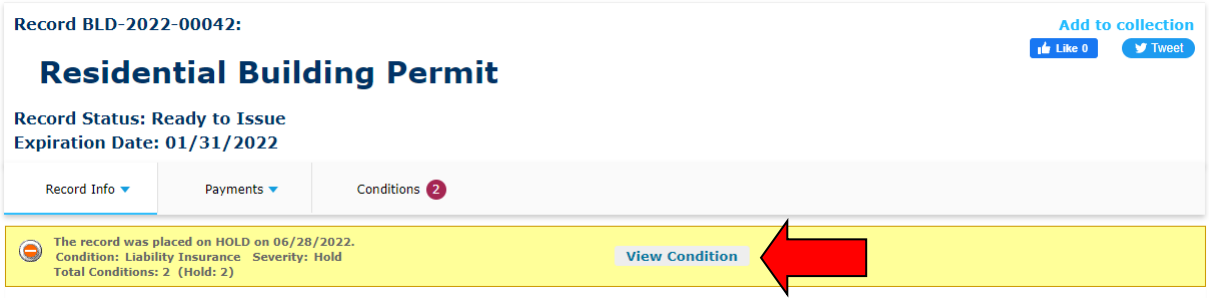
Step 1: Login to your Accela Account and select "My Records".



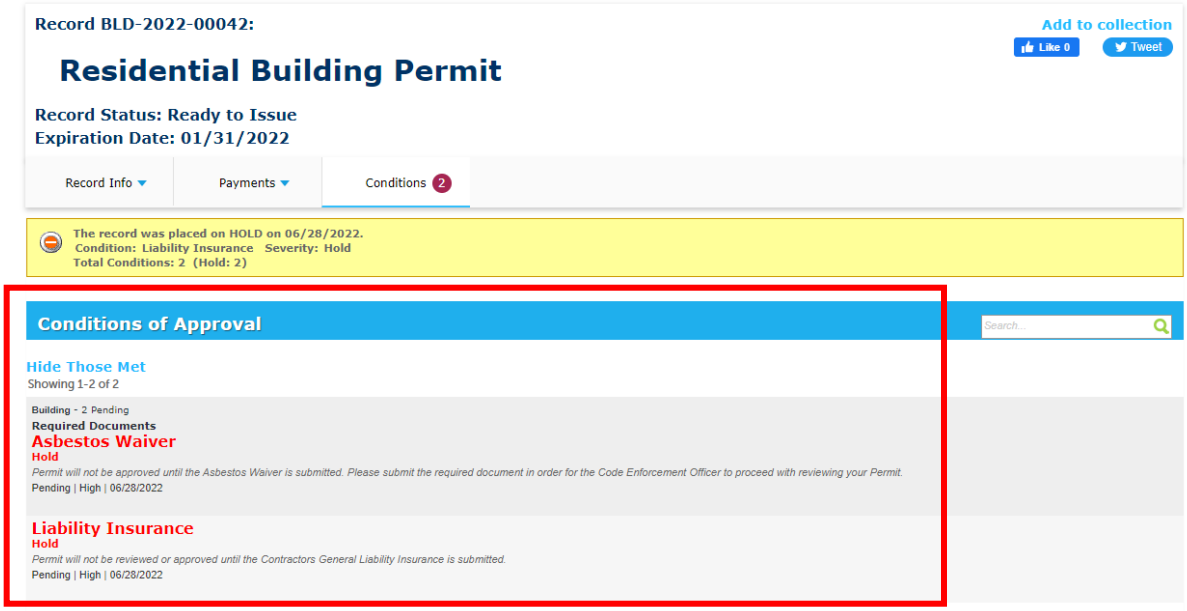
Step 2: Click on the Arrow to open the dropdown and then select the Record Number hyperlink (e.g. BLD-2022-00042).



Step 3: Click on "View Conditions".

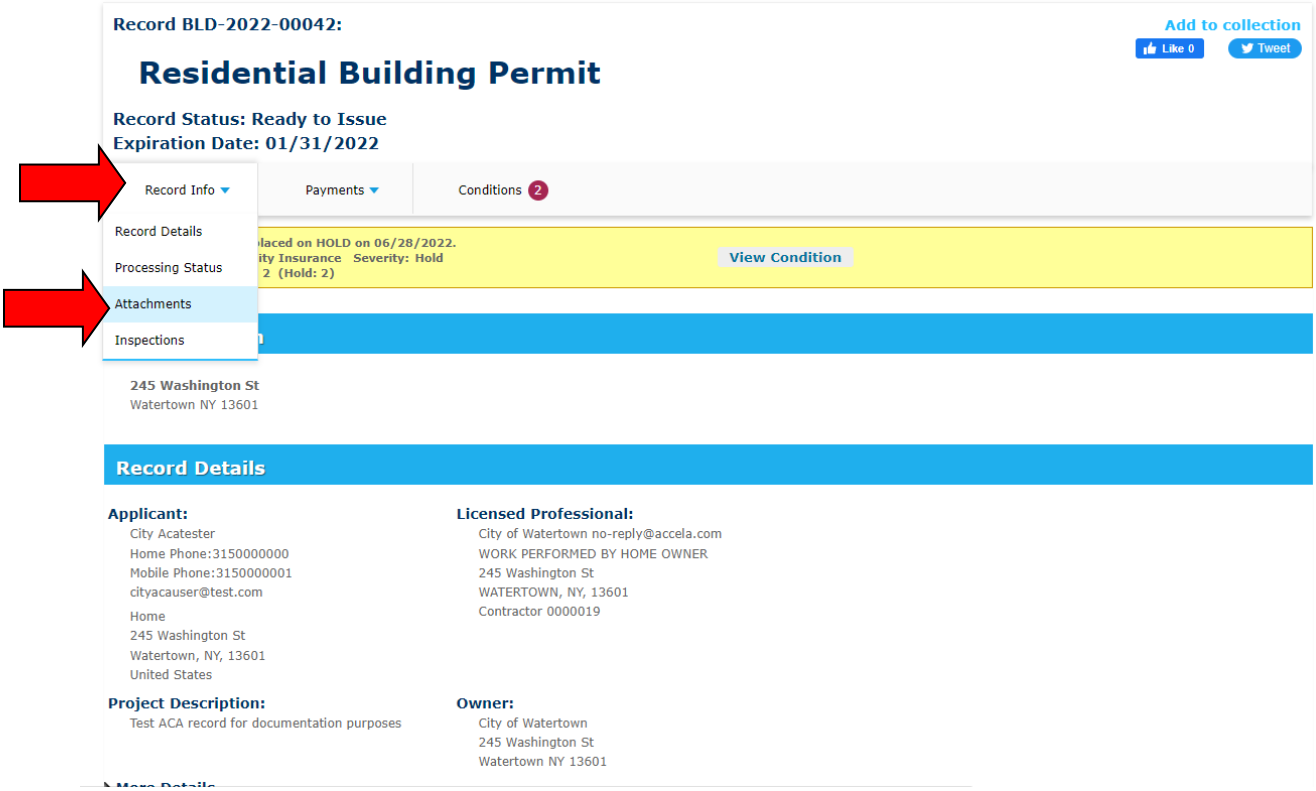


Review the list of conditions.

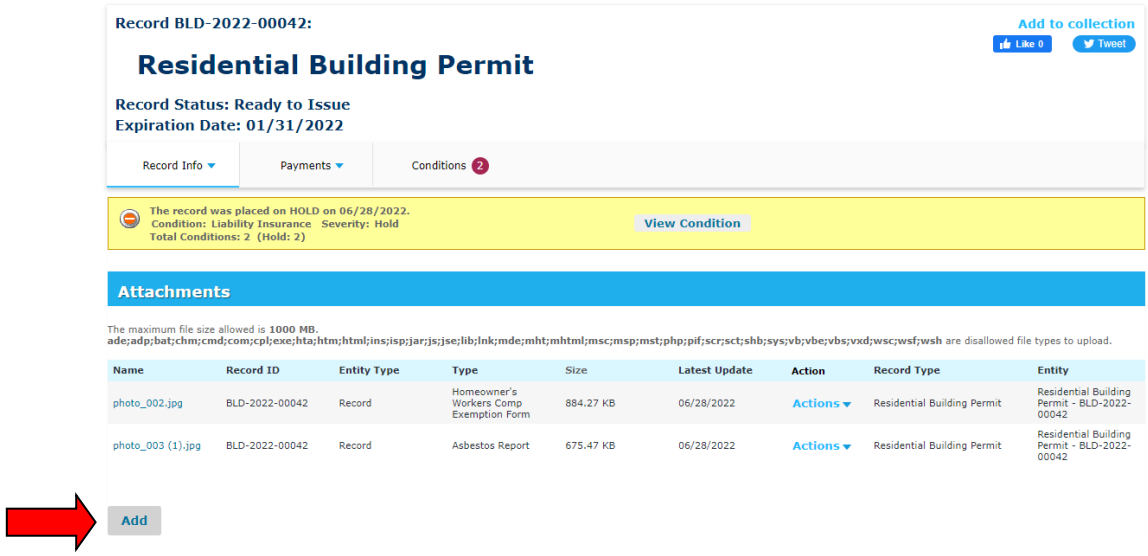


Step 4: Submit Documents.

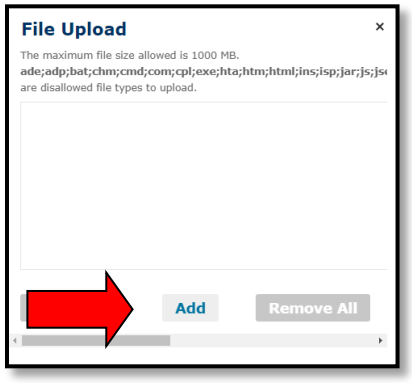
Click on “Record Info”, then “Attachments”.



Click “Add”.

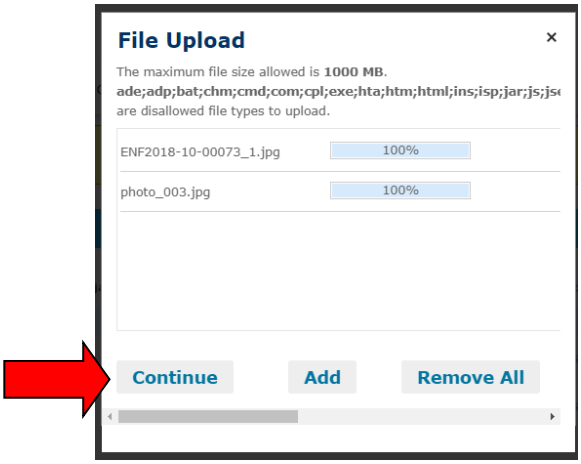


Click “Add” again.

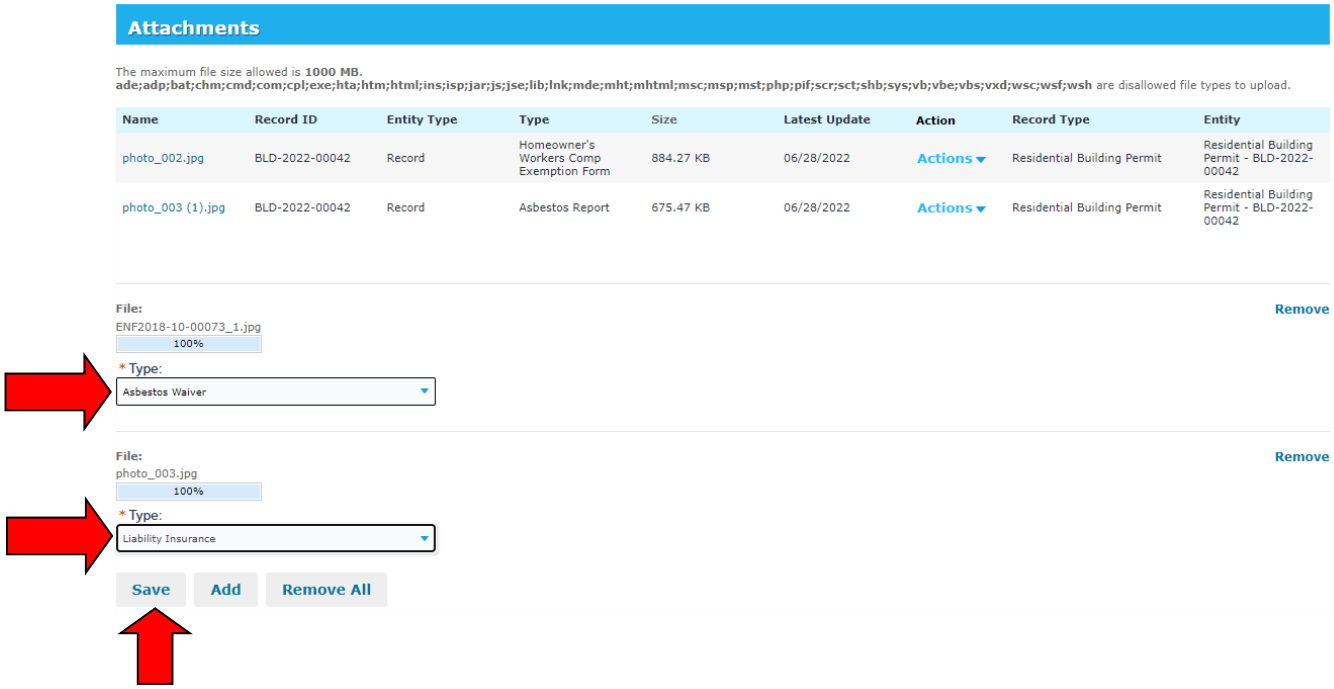


Upload the Asbestos Waiver and Liability Insurance documents. You may do upload these documents one at a time or add both at once.

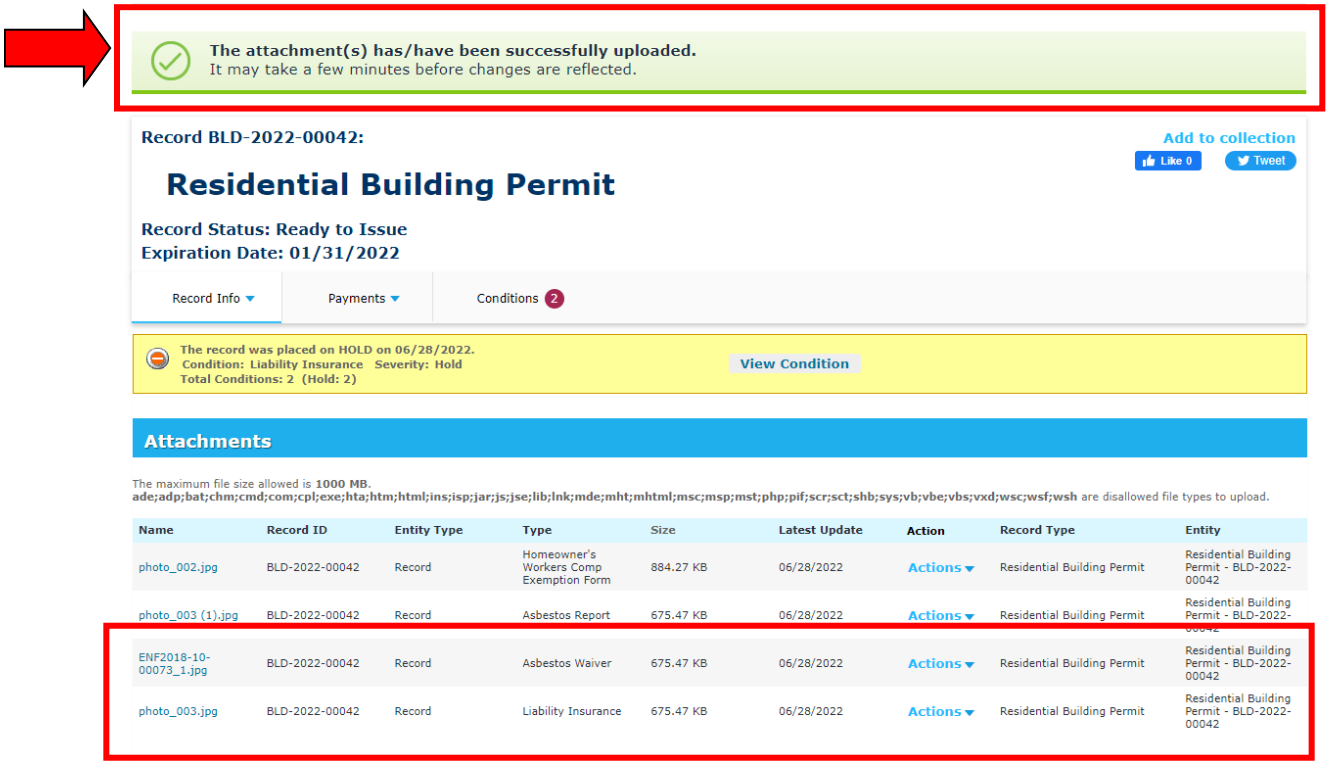
Click “Continue”.



Add “Type” and click “Save”.



Review attachment confirmation message.

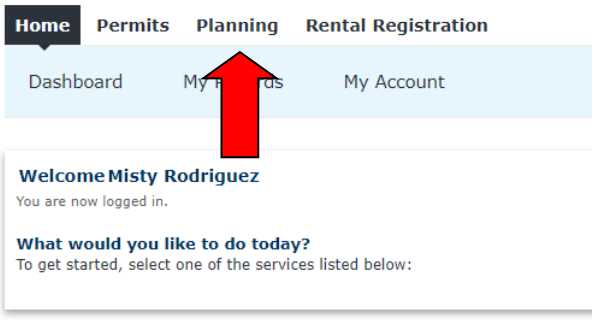


Once the document(s) has been submitted, a Code Enforcement Officer will be notified of this. The Code Enforcement Officer will then review the document(s) and remove the condition(s) if appropriate at their earliest convenience. Once the conditions have been removed from the application, the homeowner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

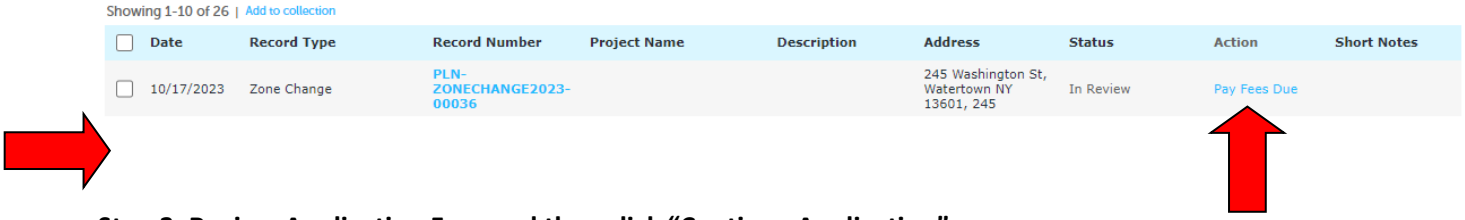
PAYING FEES ONLINE

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:

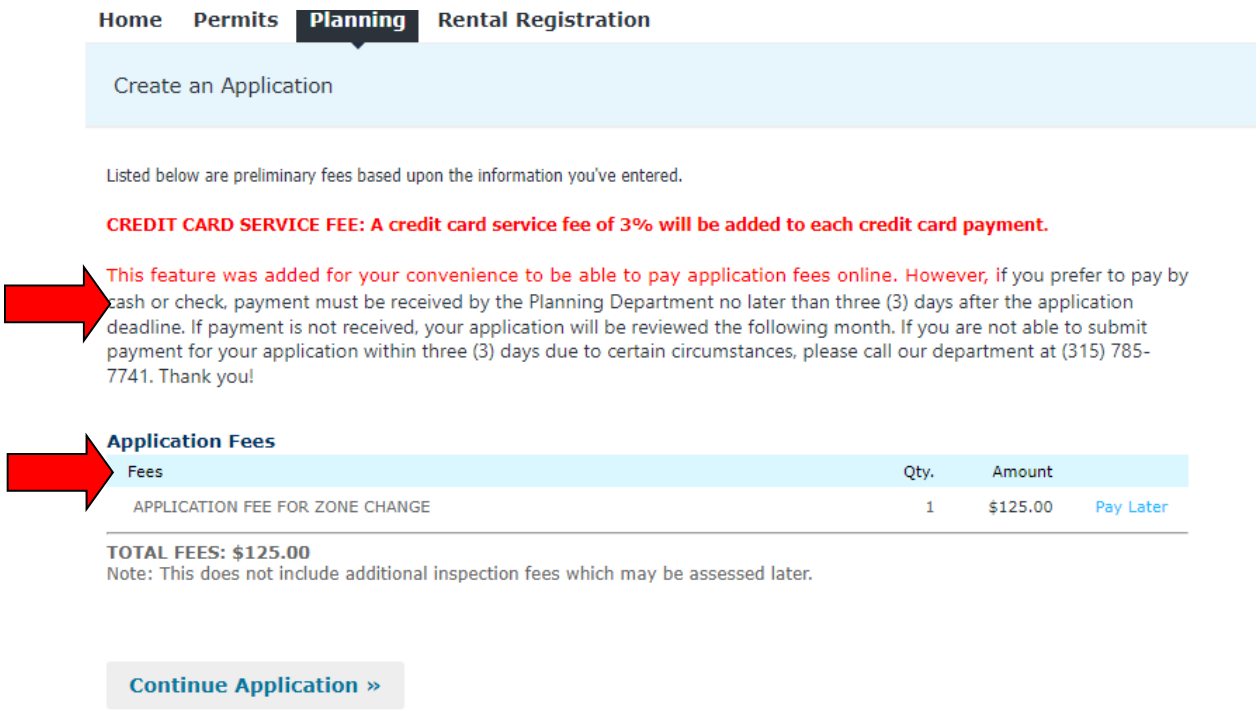
Step 1: Login to your Accela Account and select "Planning".



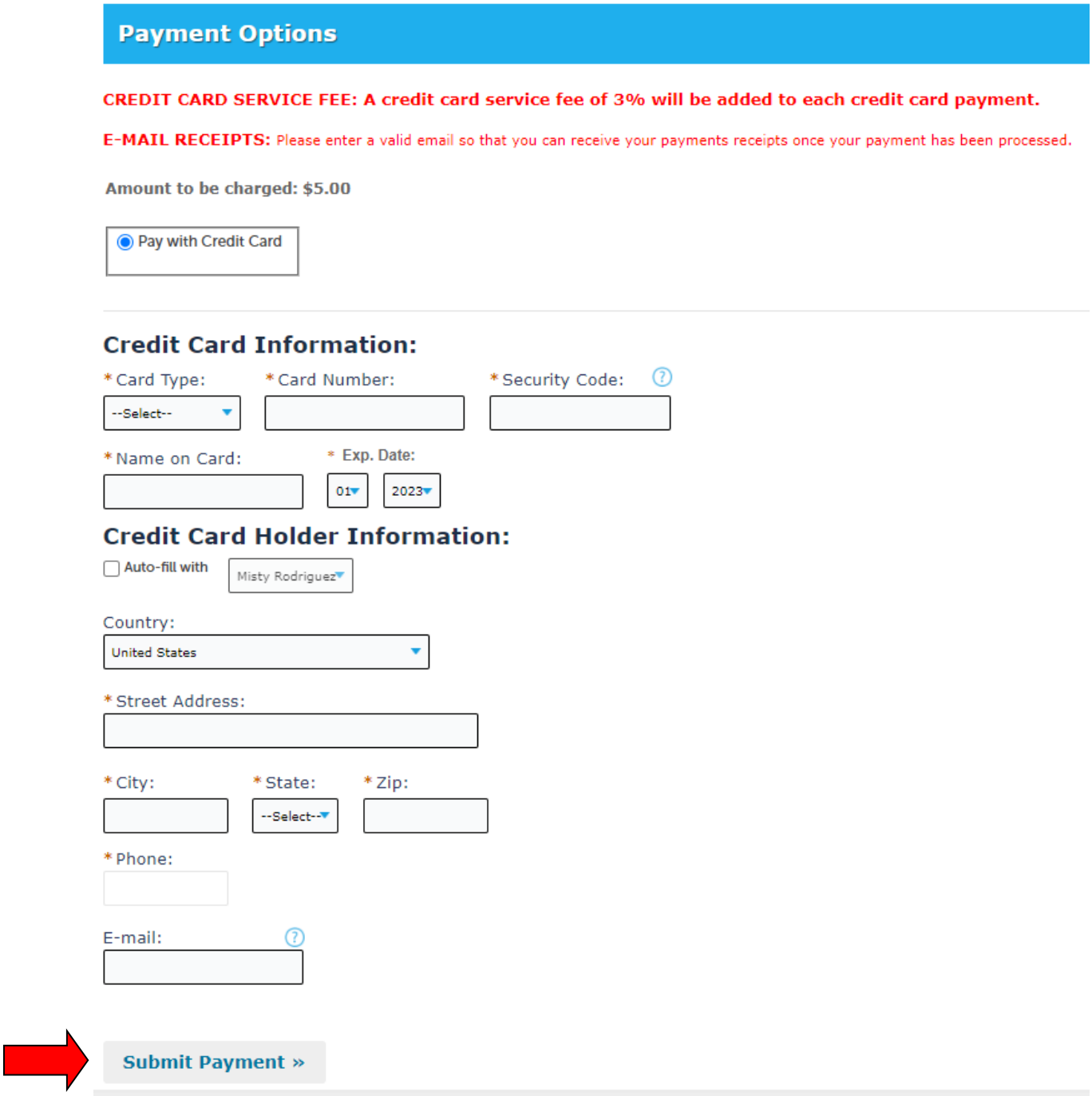
Step 2: Go to Records page and click "Pay Fees Due".



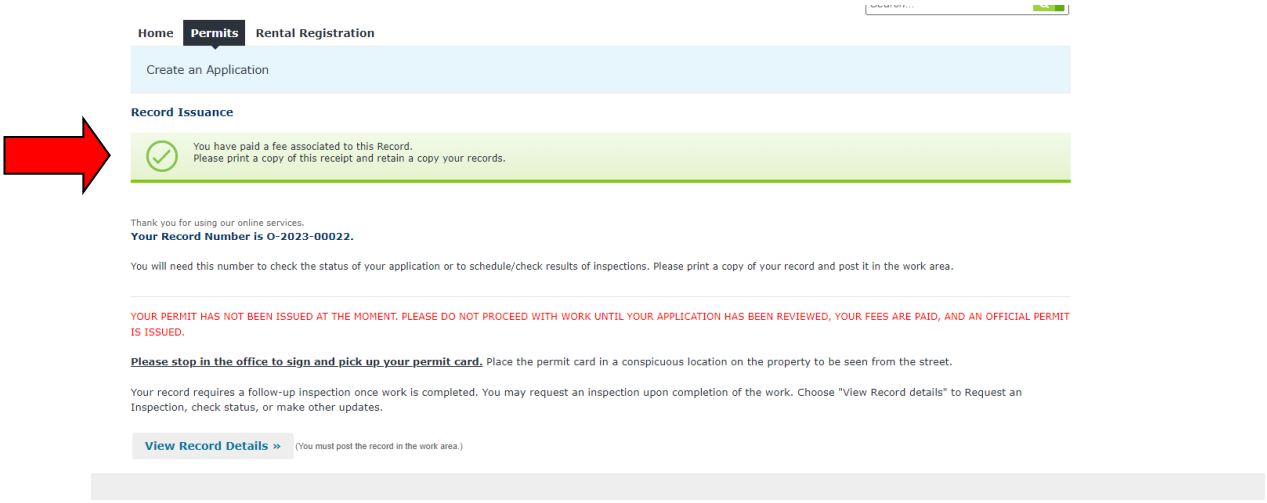
Step 3: Review Application Fees and then click "Continue Application".



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

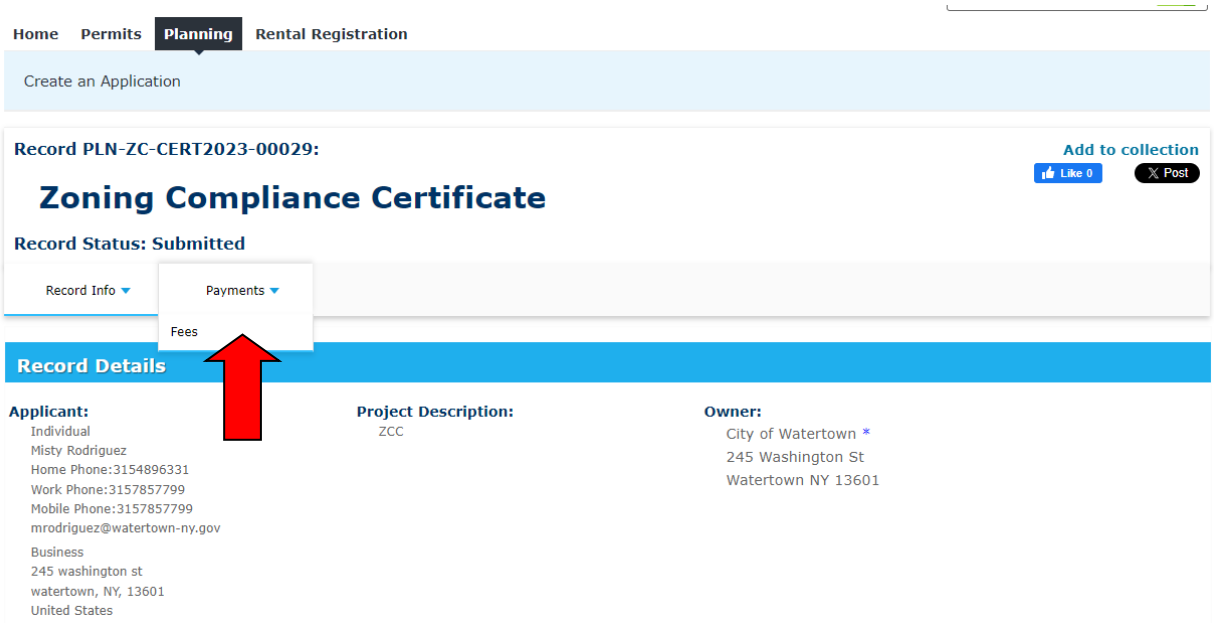


Step 5: Review Payment Confirmation.



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

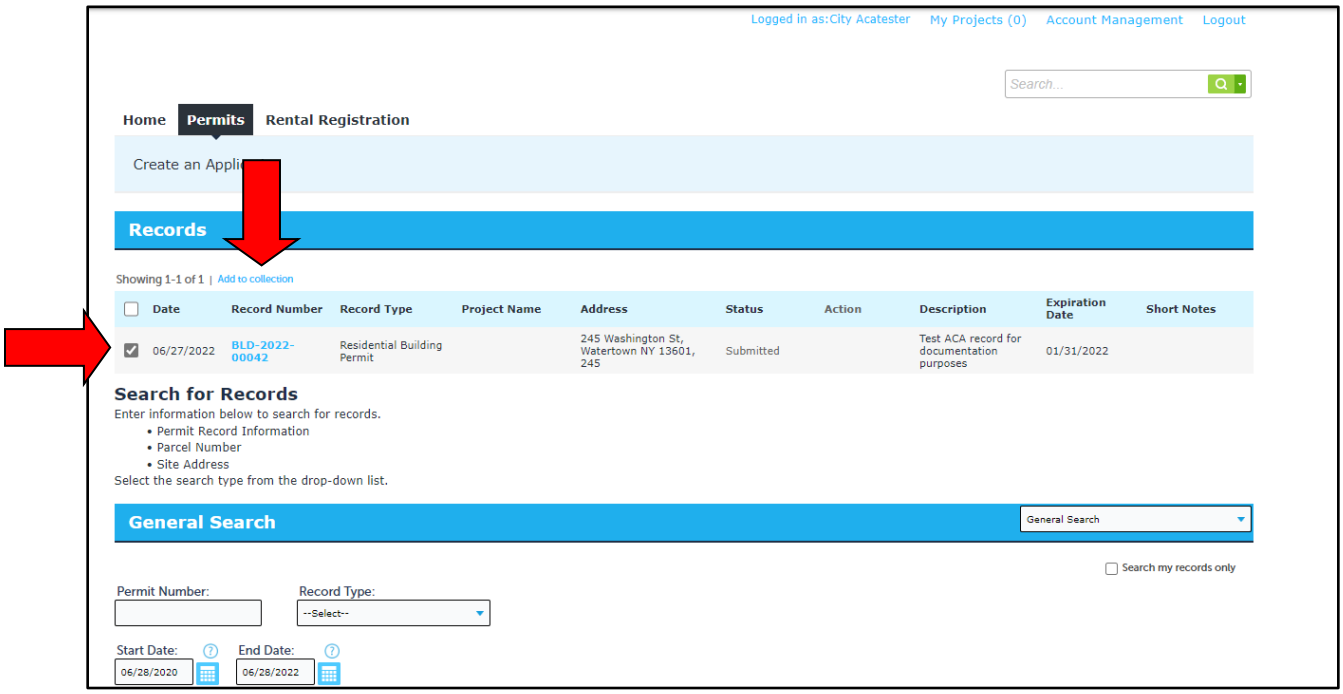
Note: Applicants can also go to the "Payments" tab to review payment information.



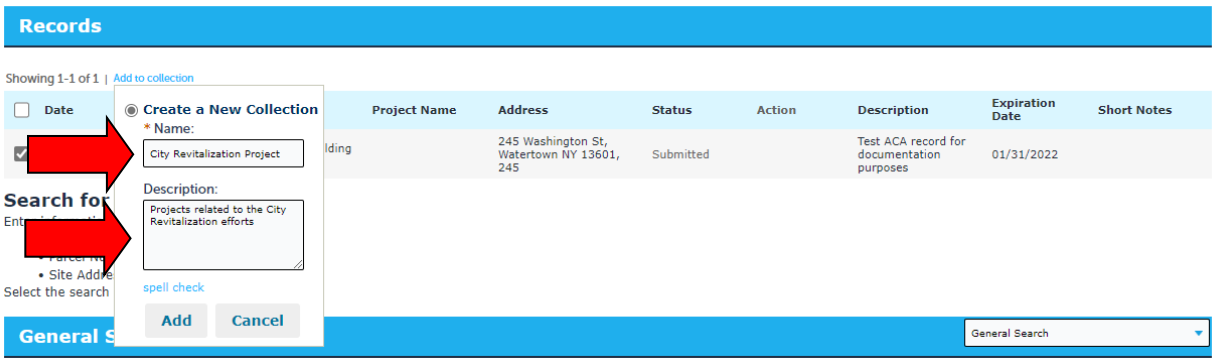
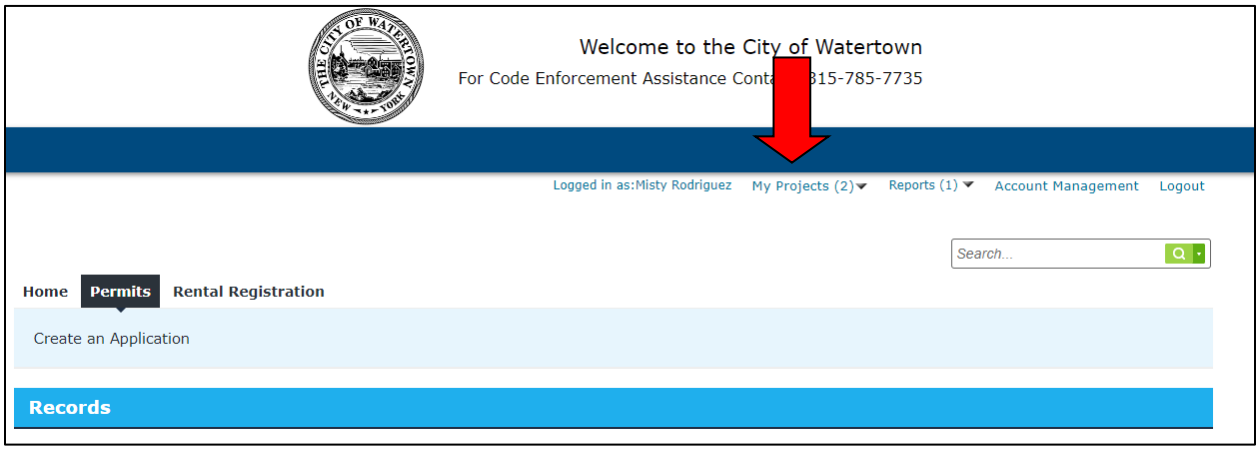
ADD TO COLLECTION (Optional Feature)

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".



Step 2: Enter a collection "Name" and "Description" and click "Add".



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