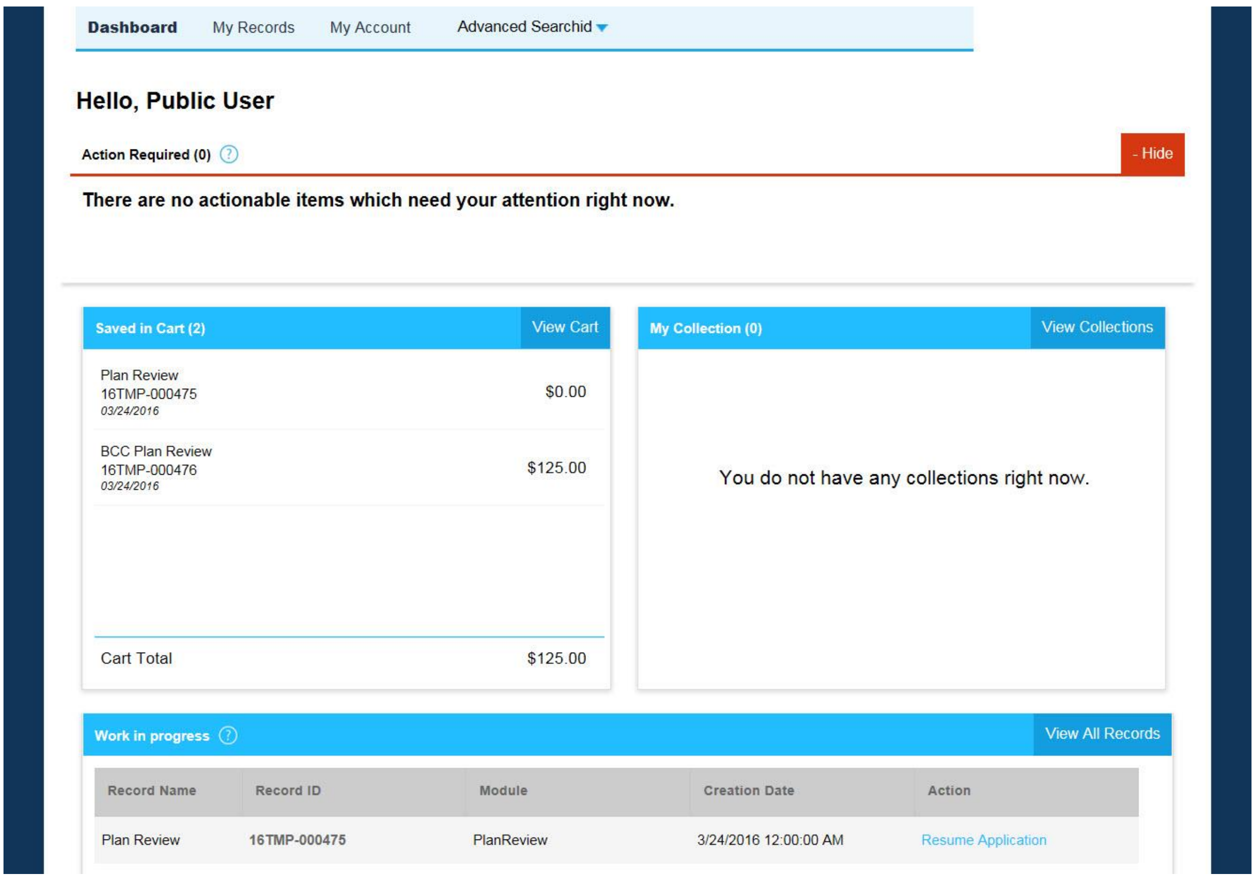
Basic Steps for ACA Users

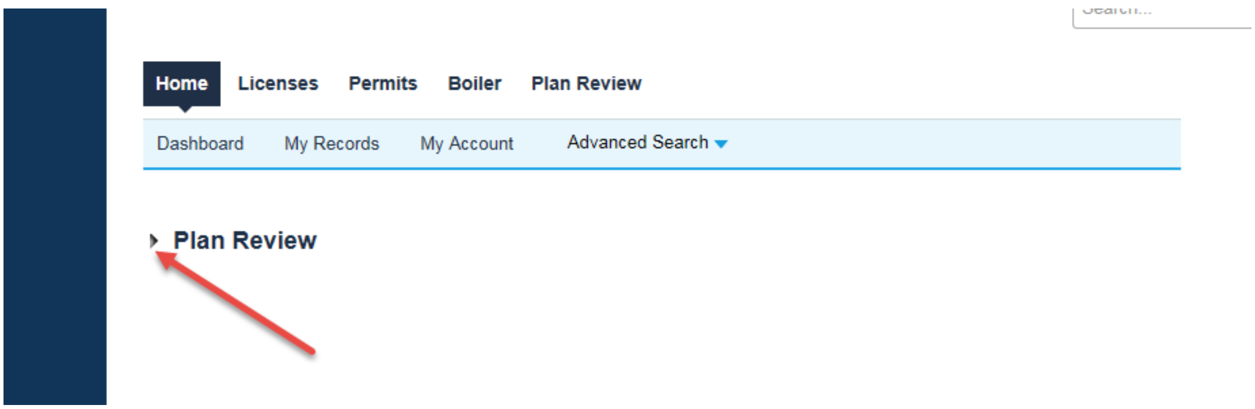
As an ACA user you will be communicating with the Bureau directly through the program. Below are some basic screen shots to help get you started on the functions of Accela Citizen Access.

The Home Page has a heading titled "Dashboard". Once you click on Dashboard you will see this page.

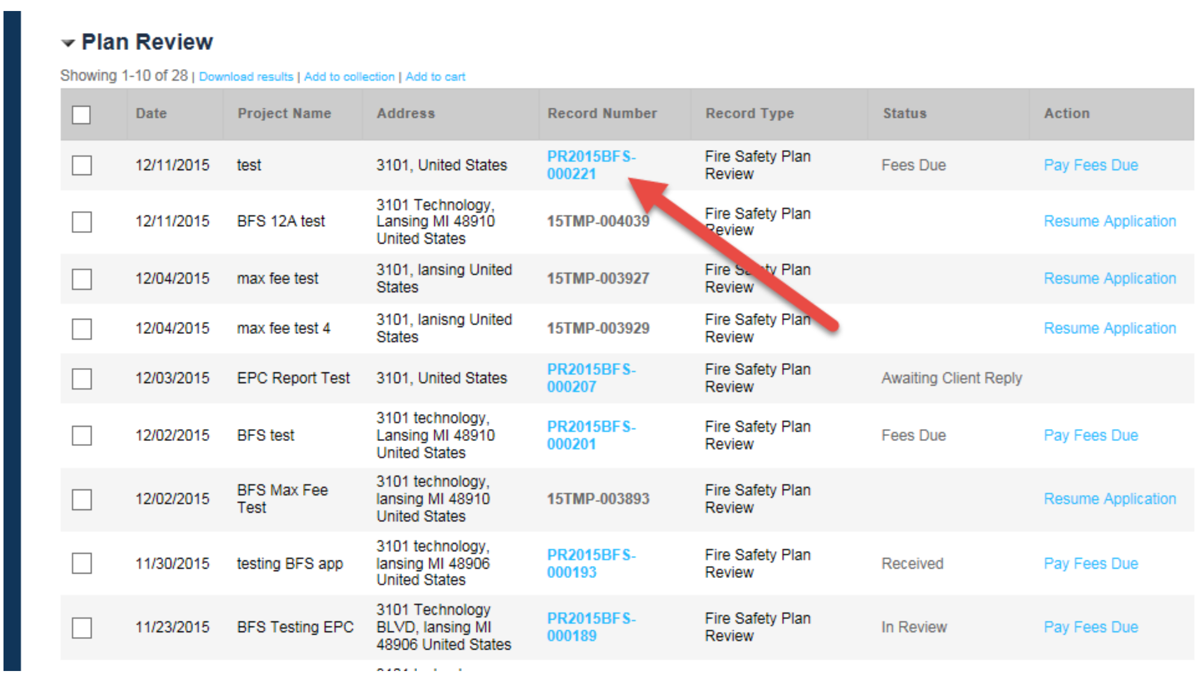


You will see your login name and Actions Required. Currently Actions Required is not set up to display Plan Review Actions that are needed such as Fees Due or Awaiting Client Response. So for now disregard the (0) by Actions Required.

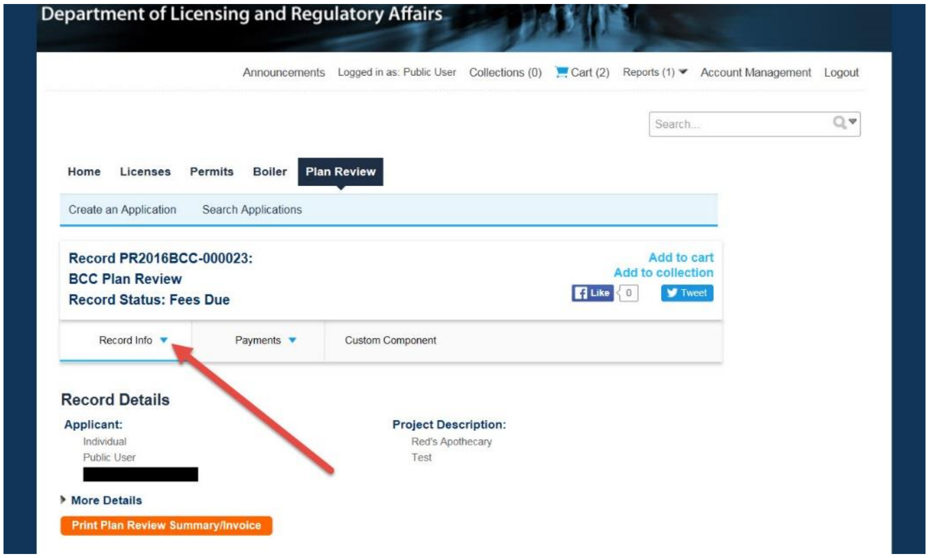
The Dashboard will display Applications that are not complete, any "Collections" and your Cart. Collections will be a valuable tool that you will want to use when you have several projects or phases to projects related to the same facility or building. The View All Records button will take you to all projects in which you have completed the Application steps.



Click on the small arrow next to Plan Review. ACA uses these little arrows or boxes to expand lists or comments. Once you click this it will expand the list. You will want to find your project number on the list and then click on the Project Number.



This will lead you to the Record details screen for this project. The Record details screen will have several options for looking up information.



Click on the little arrow to bring up your options.

If you click on the Processing Status you will see where your project is in relation to the Workflow. The Workflow is all of the steps necessary to complete before the project is approved and completed. When you open the Processing Status you will be able to click on small arrows to open comments. If there are comments, they will be from Bureau staff and they will explain what is missing or needed in order to move to the next workflow step.

If you click on Documents you will see what documents have been submitted for this project such as plans or specs. If a Plan has the RESUBMIT button available then you will want to use that to resubmit the revised document. Please read and carefully follow the posted directions for the resubmittal of documents to help ensure a timely review.