Guide to Registering a New Account and Creating a New Permit

Click on the URL link https://aca.accela.com/OLWSD/Default.aspx

In your PROD environment

Register a New Account:

The Home page displays with a button 'Register Now'. Click the button to start the Online Registration process

Click the checkbox to '…accept the above terms', then click the Continue Registration button.

Enter the Login Information (all fields are required) and then click the Add New button to enter your Contact Information.

Select either Individual or Organization as your Contact Type and click the Continue button.

Enter your Contact Information, specifically all of the required fields, and then click the Continue button.

A pop-up message will appear that '… your account has not been found. Click Continue to continue creating your account, or Cancel to Add a New Account. **At this point, please click the Continue button**.

Your Login and Contact In formation displays in a summary window. Review the information and click the Continue Registration button. (NOTE: if any of your Contact Information is incorrect, simply select the Edit l ink and fix it.)

Search... Q ▼

Home   **Permits**

Advanced Search ▼

Account Registration Step 2:
Enter/Confirm Your Account Information

* indicates a required field.

Login Information

Enter your User Name and Password. You must also enter a unique email address

* User Name: (?)

CivicChristine

* E-mail Address:

chaas@sidwellco.com

* Password: (?)

••••••••••

* Type Password Again:

••••••••••

* Enter Security Question: (?)

best Accela partner

* Answer: (?)

Sidwell

Contact Information

Please select whether you are registering as an individual or as an organization (business) and enter your contact information.

✔ **Contact added successfully.**

Christine IH Haas
HaasCo LLC
chaas@sidwellco.com
Home phone:2601111111
Mobile Phone:
Work Phone:
Fax:
Edit Remove

Continue Registration »

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A message will display that 'Your account has been created successfully. You can login immediately using your User Name and Password.
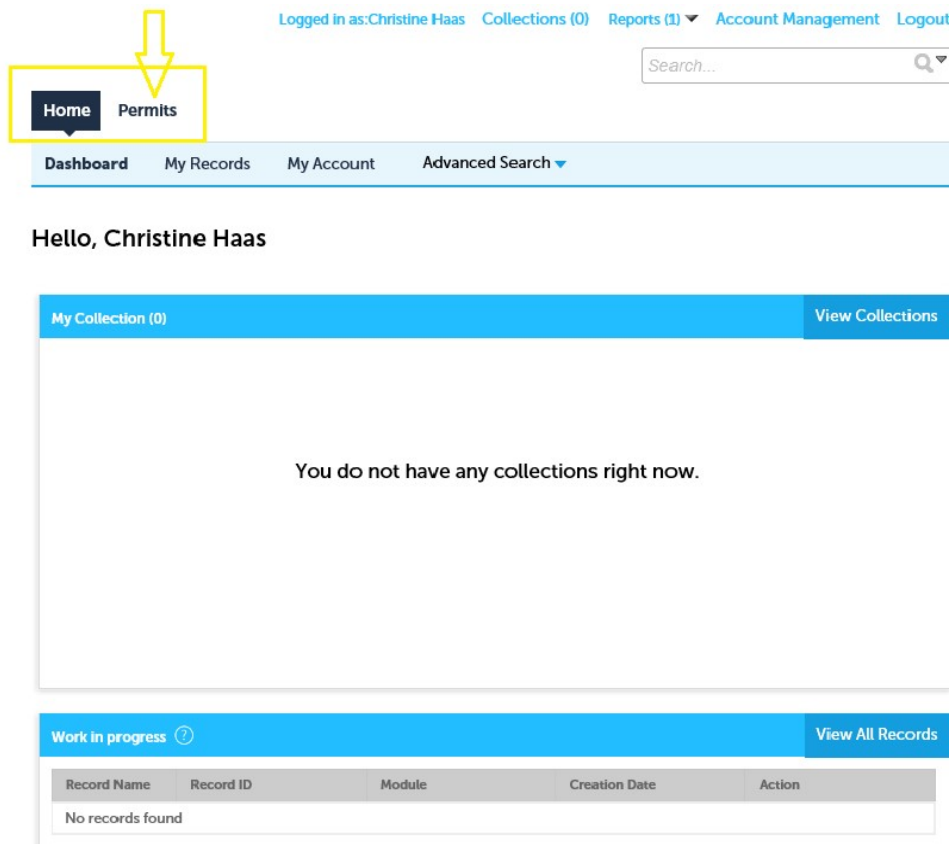

Login to Citizen Access:

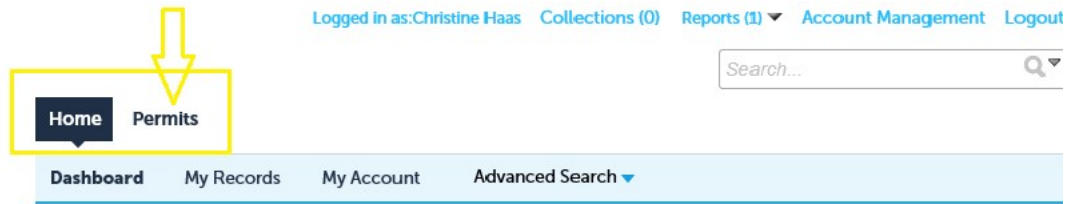Click the Login Now button to login to Citizen Access!

Enter your credentials (User Name and Password) and click the Login button. You may also want to check the 'Remember me on this computer' checkbox in order to 'save/remember' your User Name only.
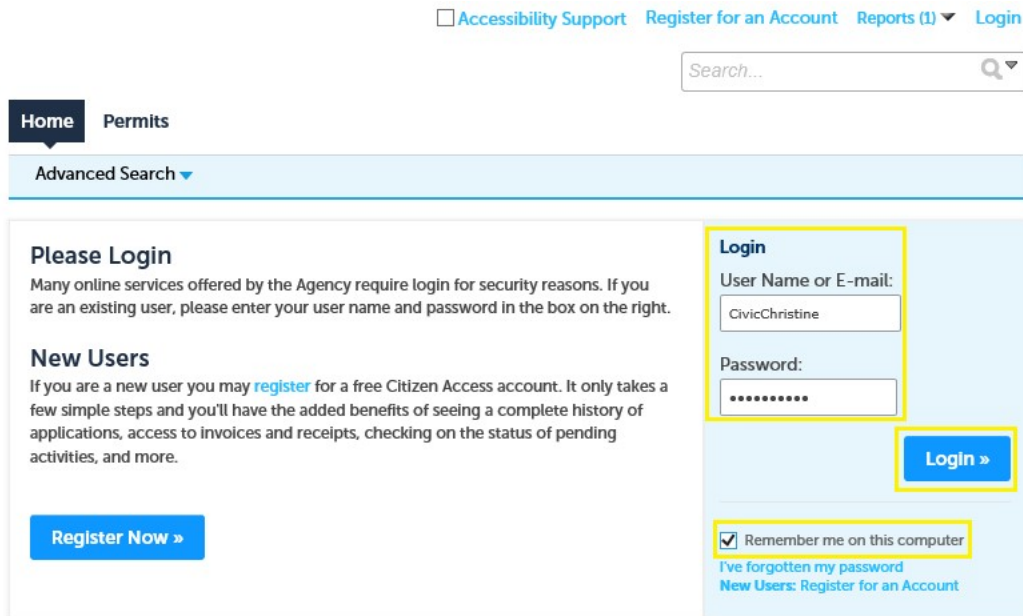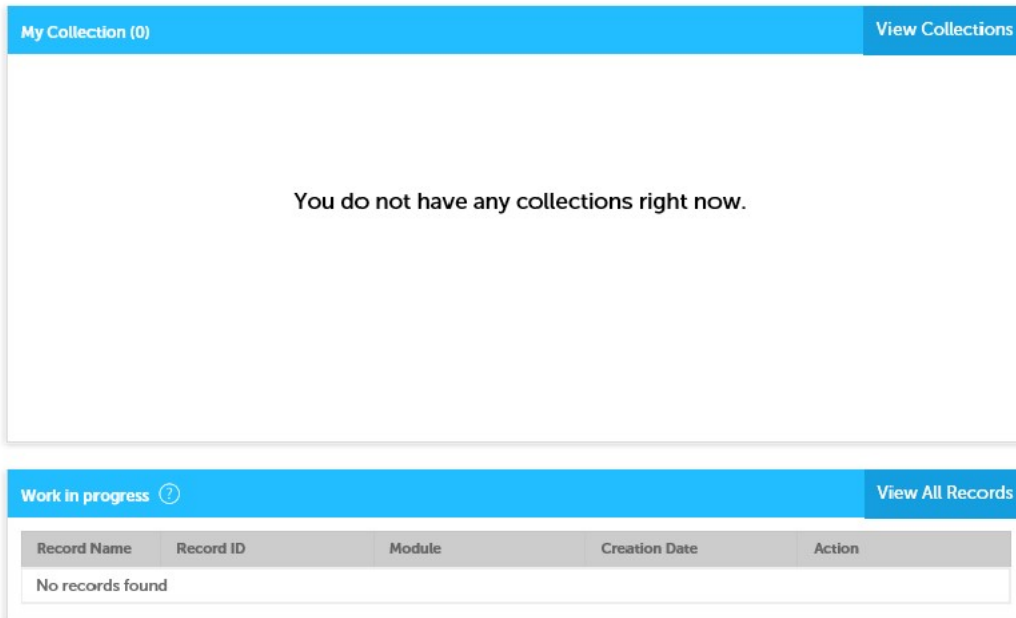

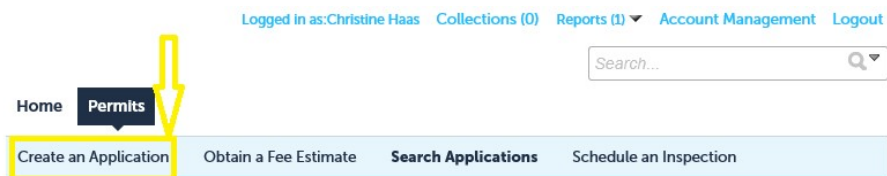Your Home page displays with a 'Permits' tab to the right of the 'Home tab.

Select the 'Permits' link to apply for a permit!

Select the 'Create an Application link at the top of the 'Permits' tab.

Check the checkbox to accept the terms and click the 'Continue Application' button.

Expand the PERMITS dropdown list, select the Permit Type / Record Type for which you are applying, then Click the 'Continue Application' button.

Under the Address section, enter a Street Number OR Street Name and click the 'Search' button. The remainder of the Address is filled-in automatically. The Parcel and Owner are also filled-in automatically.

Click the Continue Application button to continue the application process

OR

Click the Save and resume later button to continue the application process at a later date/time.

If you 'Save and resume later', your Records list will display with a partial application and an 'Action' link to 'Resume Application'.

If you 'Continue Application', check for fields that require data to be populated. As an example, the Owner Phone and Email are currently required fields (this is a test environment; this information would normally auto-populate). For purposes of this training document, the fields will be populated with 'bogus' data in order to 'Continue Application'.

The next step is to identify the Applicant (normally the person logged in to the Civic Platform). Simply click the 'Select from Account' button to select yours account and auto-populate the Applicant fields with your login registration Contact Information.

Your Applicant contact information is added, simply click the 'Continue Application' button to begin entering permit Detail Information.

Enter data into each of the Required fields, minimally. Where there is a List, simple click the 'Add a Row' button and enter the List information in the pop-up window that displays.

Click the 'Continue Application' button.

Continue entering data into required / non-required fields and click the 'Continue Application' button.

Documentation / Attachments *may be required* for specific permit applications. If a document(s) is required, select the 'Add' button and follow the prompts to upload a document electronically from *your computer*. If a document(s) is NOT required, click the 'Continue Application' button.

Review your application information. If all data is correct, simply click the 'Continue Application' button. If any section needs to be changed, click on the 'Edit' button for that section.

NOTE: For purposes of this training document, there are no fees to be paid (SUPP / TEST environments do not require a fee; PROD environment DO often require a fee to be paid at the time of application.

When you have completed all of the permit information, a final page displays with your record number. Please remember that this is your record number for the permit Application. The permit Application MUST be reviewed by the Agency before an actual Permit record and document is received.

At this point, you can 'View Record Details' or simply logout!