

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

Home Permits

Advanced Search ▾

Please Login
Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users
If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now >](#)

Login
User Name or E-mail:


Password:

[Login >](#)

Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

Click the checkbox to ‘...accept the above terms’, then click the Continue Registration button.

[Register for an Account](#) [Reports \(1\)](#) [Login](#)

Search... 

Home **Permits**

Advanced Search ▾

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

General Disclaimer


While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.


[Continue Registration »](#)

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

[Register for an Account](#) [Reports \(1\)](#) [Login](#)

Search... 

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: 

* E-mail Address:

* Password: 

* Type Password Again:

* Enter Security Question: 

* Answer: 

Contact Information

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

[Add New](#)

[Continue Registration >](#)

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

Select Contact Type

x

*Type:

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

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

Contact Information ×

* First:	Middle:	* Last:
<input type="text" value="Christine"/>	<input type="text" value="IH"/>	<input type="text" value="Haas"/>

Name of Business:

* Address Line 1:

Address Line 2:

* City:	* State:	* Zip:
<input type="text" value="Ossian"/>	<input type="text" value="IN"/>	<input type="text" value="46777"/>

Country:

* Primary Phone:	Secondary Phone:	Other Phone:
<input type="text" value="2601111111"/>	<input type="text"/>	<input type="text"/>


E-mail:

[Discard Changes](#)


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 Information 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 link and fix it.)

[Register for an Account](#) [Reports \(1\)](#) [Login](#)

Search... 

[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: 

* E-mail Address:

* Password: 


* Type Password Again:


* Enter Security Question: 

* Answer: 

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:
 [Remove](#)


[Continue Registration »](#)


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

[Register for an Account](#) [Reports \(1\)](#) [Login](#)

Search... 

Home Permits

Advanced Search 

 **Your account has been created successfully. You can login immediately using your User Name and Password**

Your account has been successfully created.
Congratulations. You have successfully created an account with the Agency and can login immediately. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name:	CivicChristine
E-mail:	chaas@sidwellco.com
Password:	*****
Security Question:	best Accela partner

Contact Information

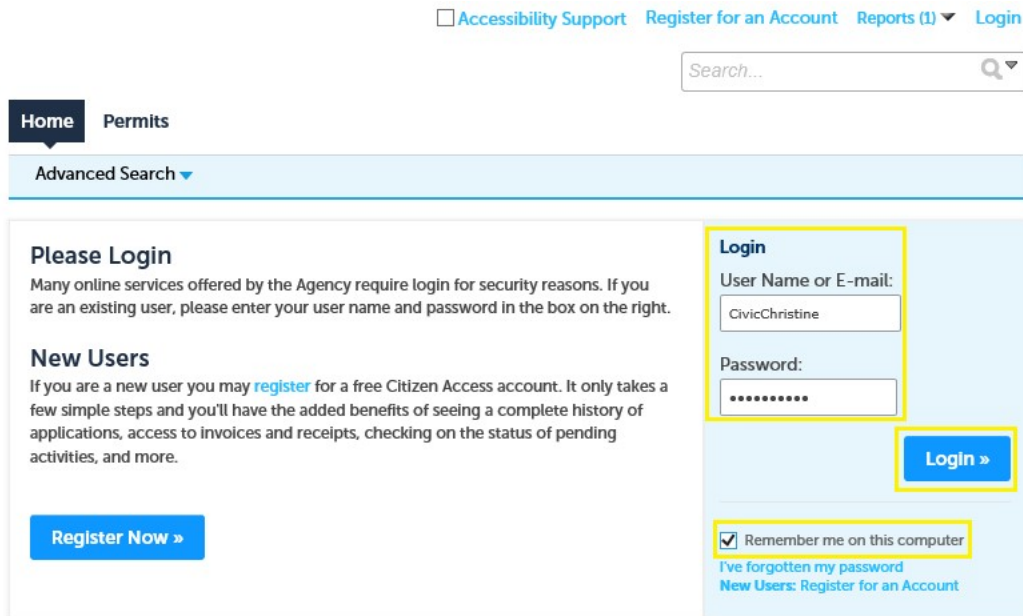
Christine IH Haas	Home Phone: 2601111111
HaasCo LLC	Work Phone:
1 Main Street	Mobile Phone:
chaas@sidwellco.com	

Login Now

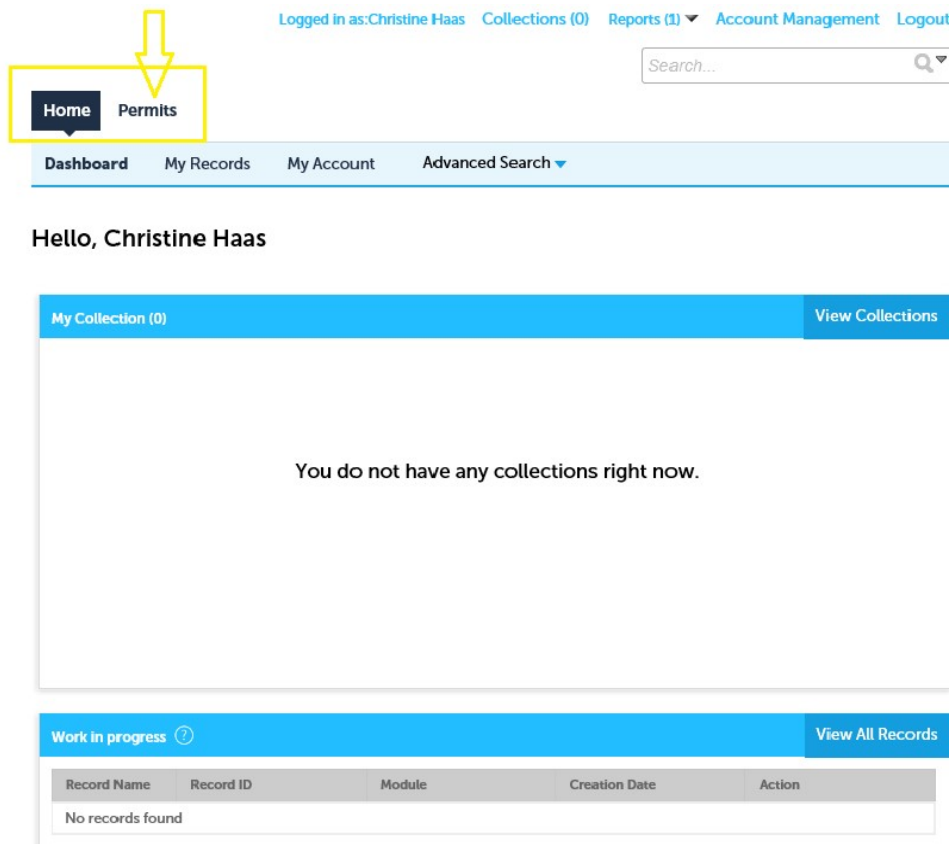
Login to Citizen Access:

Click the Login Now button to login to Citizen Access!

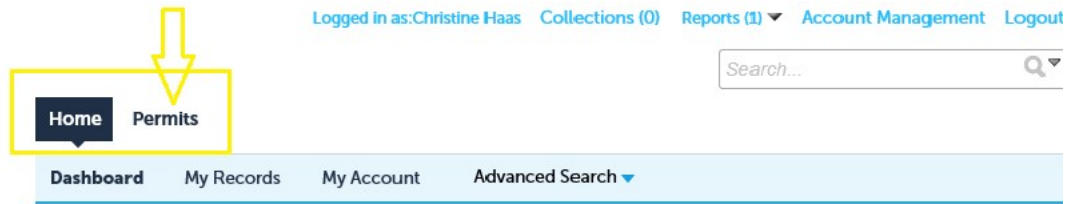
Enter your credentials (User Name and Password) and click the Login button. You may also want to check the 'Remember me on this computer' checkbox in order to 'save/remember' your User Name only.



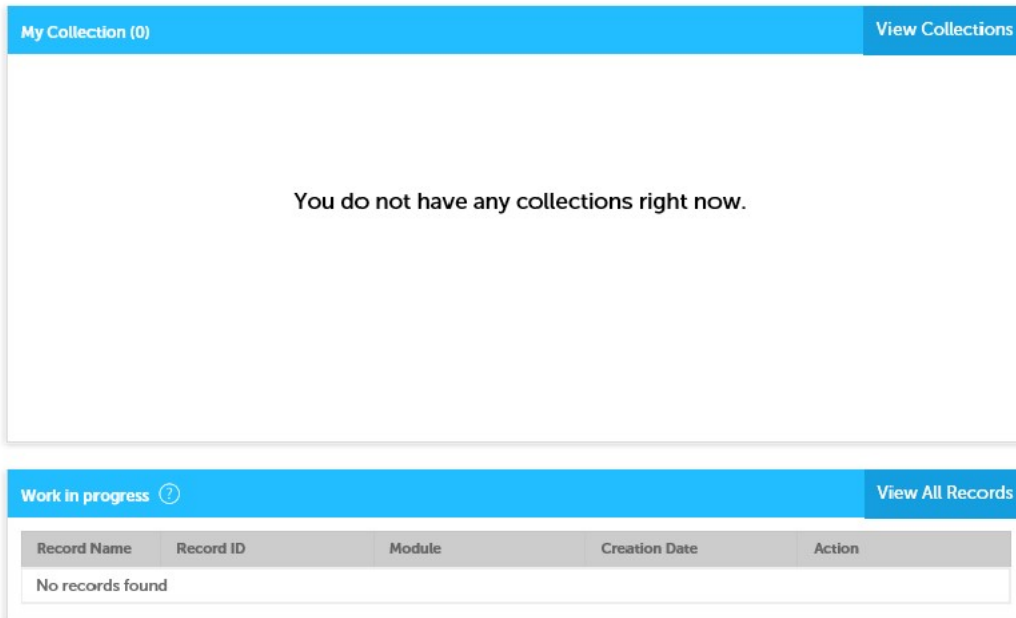
Your Home page displays with a 'Permits' tab to the right of the 'Home tab.



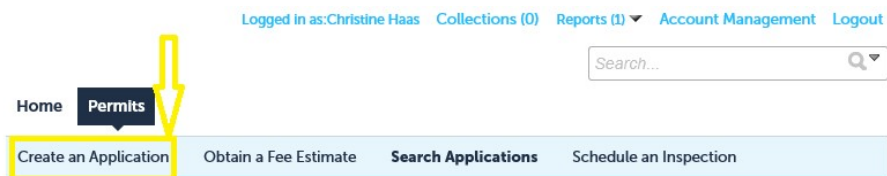
Select the 'Permits' link to apply for a permit!



Hello, Christine Haas



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



Records

Showing 0-0 of 0

Date	Record Number	Record Type	Project Name	Address	Status	Action
No records found.						

Search for Records

Enter information below to search for records.

- Site Address
- Contractor License Information
- Parcel Number
- Record Information
- Contact Information

Select the search type from the drop-down list.

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

Logged in as:Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Online Application

Welcome to Agency's Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

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While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Application >](#)

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

Logged in as:Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

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.

Search

- PERMITS
 - Erosion Control 1200C
 - Erosion Control Small Lot
 - Site Development
 - Utility Placement
 - Violation

[Continue Application >](#)

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.

Logged in as: Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People 2 Permit Detail 3 Review 4 Pay Fees 5 Record Issuance

Step 1: Location & People > Location Information * Indicates a required field.

Address

*Street No.: 10 Direction: --Select-- *Street Name: 82ND Street Type: --Select--

Unit Type: --Select-- Unit No.:

*City: GLADSTONE *State: OR *Zip: 97027

Search **Clear**

Parcel

*Parcel Number: 22E20DA00800

Search **Clear**

Owner

*Owner Name: HAPPY ROCK PROPERTIES LLC

*Address Line 1: 980 OLD RANCH RD

Address Line 2:

*City: SDLVANG *State: CA *Zip: 93463

*Phone: *E-mail:

Search **Clear**

Continue Application » **Save and resume later**


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

Logged in as:Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

 **Your partial application (19TMP-000015) has been successfully saved.**
To resume the application(s), go to the Records section and click the Resume Application link.

Records

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

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action
<input type="checkbox"/>	01/11/2019	19TMP-000015	Utility Placement		10 82ND, GLADSTONE OR 97027		Resume App

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'.

Owner

* Owner Name: ?

* Address Line 1:

Address Line 2:

* City: * State: * Zip:

* Phone: * E-mail: X

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 your account and auto-populate the Applicant fields with your login registration Contact Information.

Logged in as: Christine Haas Collections (0) Reports (1) ▼ Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People	2 Permit Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 1: Location & People > Contact Information * indicates a required field.

Applicant

To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name.

Select from Account **Add New**

Continue Application » **Save and resume later**

Select Contact from Account [X]

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	Christine IH Haas
<input type="radio"/> Associated Owner		HAPPY ROCK PROPERTIES LLC

Continue Discard Changes

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

Logged in as: Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People	2 Permit Detail	3 Review	4 Pay Fees	5 Record Issuance
---------------------	-----------------	----------	------------	-------------------

Step 1: Location & People > Contact Information * Indicates a required field.

Applicant

To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name.

✔ Contact added successfully.

Christine IH Haas
HaasCo LLC
chaas@stjwellco.com
Home phone: 2601111111
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

[Continue Application »](#) [Save and resume later](#)

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.

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People 2 **Permit Detail** 3 Review 4 Pay Fees 5 Record Issuance

Step 2: Permit Detail > Permit Information * Indicates a required field.

Utility Placement

GENERAL INFORMATION

*Structure Type:

Occupancy Type Code:

Occupancy Description:
[spell check](#)

Water Utility

Estimated Cost of Public Infrastructure:

Fire Reducing Type - Pressure Reducer:

Blow Off Assemblies Quantity:

Pressure Reducers Quantity:

Restrained Joints Quantity:

Thrust Blocks Quantity:

Fire Hydrants Quantity:

Other Quantity:

Isolation Valves Quantity:

Equivalent Service Unit:

List

Water Service

Showing 1-1 of 1

<input type="checkbox"/>	Type	Size	Material	Length (Linear Ft)	Quantity	Notes	Actions
<input type="checkbox"/>	Pipe	2	PVC 3034				Actions

[Add a Row](#) [Edit Selected](#) [Delete Selected](#)

Continue Application [Save and resume later](#)

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

Logged in as: Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People 2 **Permit Detail** 3 Review 4 Pay Fees 5 Record Issuance

Step 2: Permit Detail > Wastewater * Indicates a required field.

Wastewater

Estimated Cost of Public Infrastructure:

Equivalent Dwelling Unit Existing:

Equivalent Dwelling Unit Proposed:

List

Wastewater

Showing 0-0 of 0

Sewer Utility	Quantity	Material	Linear Feet	Diameter Inches	Notes
No records found.					

Add a Row Edit Selected Delete Selected

Continue Application » **Save and resume later**

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.

Logged in as: Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People 2 **Permit Detail** 3 Review 4 Pay Fees 5 Record Issuance

Step 2: Permit Detail > Attached Documents * Indicates a required field.

Attachment

The maximum file size allowed is 100 MB.
htm,htm,html,txt are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add **Continue Application »** **Save and resume later**

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.

Logged in as: Christine Haas Collections (0) Reports (1) Account Management Logout

Search...

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People 2 Permit Detail **3 Review** 4 Pay Fees 5 Record Issuance

Step 3: Review

Continue Application > Save and resume later

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Utility Placement

Address [Edit](#)

10 82ND
GLADSTONE OR 97027

Parcel [Edit](#)

Parcel Number: 22E20DA00800

Owner [Edit](#)

HAPPY ROCK PROPERTIES LLC
980 OLD RANCH RD
SOLVANG CA 93463
Phone: 1111111111
anyone@gmail.com

Applicant [Edit](#)

Christine IH Haas Home Phone: 2601111111
HaasCo LLC E-mail: chaas@sidwellco.com

Utility Placement

GENERAL INFORMATION [Edit](#)

Structure Type: Single Family Residential
Occupancy Type Code:
Occupancy Description:

Water Utility [Edit](#)

Estimated Cost of Public Infrastructure:
Fire Reducing Type - Pressure Reducer: Double Check Valve or Double Check Valve Assembly (DCVA)

Blow Off Assemblies Quantity:
Pressure Reducers Quantity:
Restrained Joints Quantity:
Thrust Blocks Quantity:
Fire Hydrants Quantity:
Other Quantity:
Isolation Valves Quantity:
Equivalent Service Unit:

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.

Logged in as: Christine Haas Collections (0) Reports (1) ▾ Account Management Logout

Home **Permits**

Create an Application Obtain a Fee Estimate Search Applications Schedule an Inspection

Utility Placement

1 Location & People	2 Permit Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 5: Record Issuance

Your application 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 UP2019-003.

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.)

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