

Version 19.2.0

Accela Citizen Access<sup>®</sup>

Enabling Citizens to Edit Records



## Enabling Citizens to Edit Records

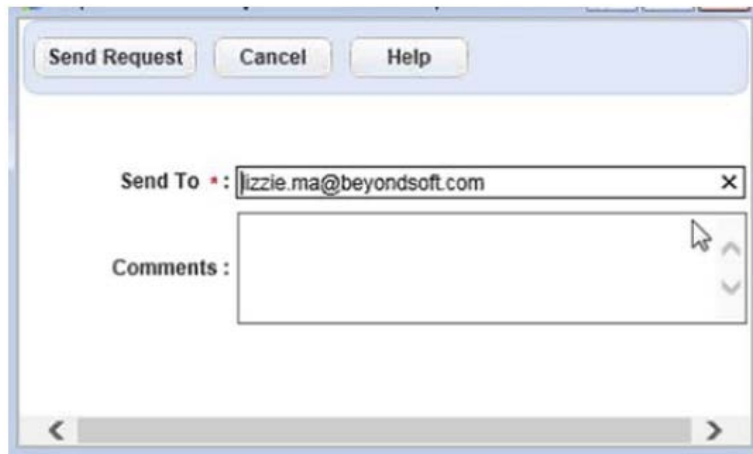
Agency staff can request updates to records that were submitted with erroneous or missing information. Citizens have the ability to edit those records in Citizen Access when an administrator enables the functionality as described below.

### Requesting an Update to a Record

After a citizen submits an application in Citizen Access, if the application is missing information or needs to be updated, you can request an update to the record, as follows:

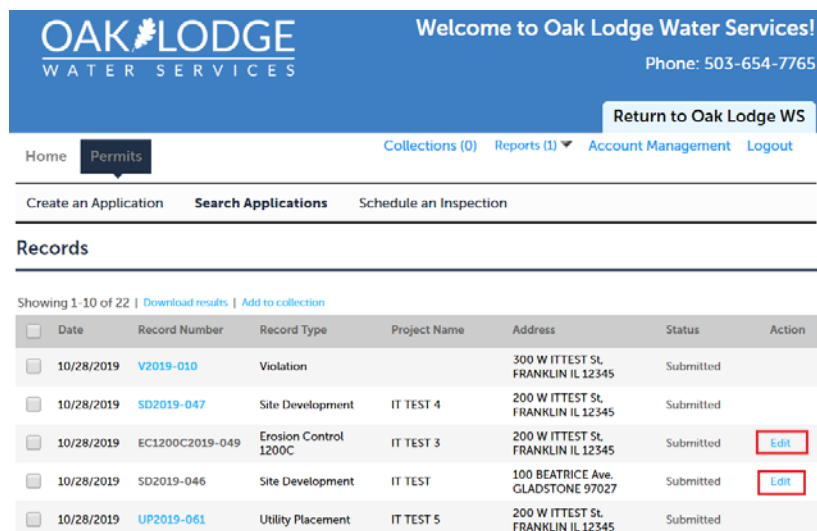
1. Log in to Civic Platform.
2. Navigate to a record that is missing information or needs to be updated.
3. On the Record tab, choose Menu > Request Update.

*Civic Platform displays the Request Update window.*



4. Include any additional comments to send to the citizen.
5. Click Send Request.
6. The citizen receives an email notification with a deep link to the record or instructions on how to access the record, based on how you customize the notification template.

The citizen can click Edit on the record to begin editing it, provided they are the record creator. Only the record creator can edit the record.



Date	Record Number	Record Type	Project Name	Address	Status	Action
10/28/2019	V2019-010	Violation		300 W ITTEST St. FRANKLIN IL 12345	Submitted	
10/28/2019	SD2019-047	Site Development	IT TEST 4	200 W ITTEST St. FRANKLIN IL 12345	Submitted	
10/28/2019	EC1200C2019-049	Erosion Control	IT TEST 3	200 W ITTEST St. FRANKLIN IL 12345	Submitted	<a href="#">Edit</a>
10/28/2019	SD2019-046	Site Development	IT TEST	100 BEATRICE Ave. GLADSTONE 97027	Submitted	<a href="#">Edit</a>
10/28/2019	UP2019-061	Utility Placement	IT TEST 5	200 W ITTEST St. FRANKLIN IL 12345	Submitted	

The citizen can only edit the components of the record that you specified as editable in Configuring the Application Type.

**Notes:**

- Attachments and condition documents are always editable, regardless of this configuration.
- This feature does not support Save and Resume Later.
- Any associated Address, Parcel, Owner information changes if the citizen updates that information.

When the citizen finishes updating the required information, they can click **Submit Updated Information**.

**Project Size**

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PROJECT INFORMATION Edit

Clackamas County Permit Number:	Approximate Location of Center of Site:
Latitude:	Longitude:
Approximate Start Date: 10/28/2019	Total Site Acreage: 3
Total Disturbed Area:	Total Number of Lots:
Name of Project:	Address or Cross Street:
City:	State:
Zip:	County:
Is There Soil or Groundwater Contamination Located Within the Site Boundary?:	Will You Be Dewatering During Construction (plan review fee may apply)? :
Depth to Groundwater::	Data Source:

**Stormwater**

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Receiving Waterbody Edit

Waters of the State:	No
Municipal Storm Sewer or Drainage System:	No
Ditch:	Yes
Irrigation Channel or Ditch:	No
Other:	No
Stormwater runoff during construction discharges directly to or through a storm sewer or drainage system that discharges to a waterbody with a Total Maximum Daily Load (TMDL) or 303(d) listing for turbidity or sedimentation?:	No

**Submit Updated Information**

@2019 14496 SE River Road | Oak Grove, Oregon 97267 | Sewer & Water

You can configure this event to send the notification template RECEIVED UPDATE ON RECORD NOTIFICATION to the agency user.