

GETTING STARTED ONLINE

PASCO COUNTY PERMITS ACCELA CITIZEN'S ACCESS (ACA)

How to get the most out of online permitting tools

April 6, 2016

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Getting Started

Pasco County has launched our online e-Permitting system, Pasco County Link, which utilizes the Accela Civic Platform to provide our customers a streamlined process to submit and manage permits online.

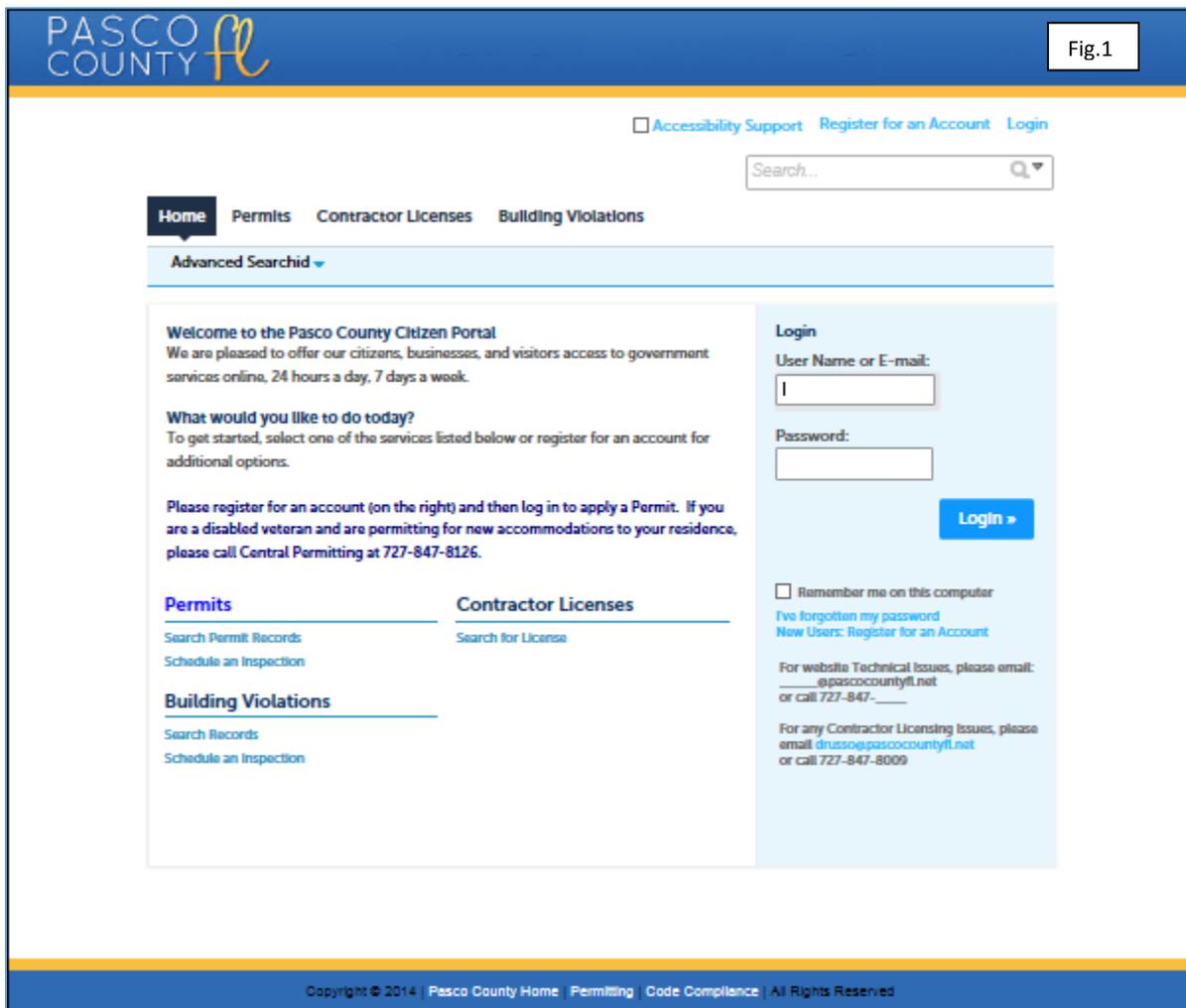
The customer-friendly portal of Pasco County is called *Accela Citizens Access (ACA)*.

You can access Pasco County ACA from Pasco County Link or with the direct url link:

<https://aca3.accela.com/Pasco County/>.

Layout and Navigation

Accela Citizen Access (ACA) is organized, as you see in the picture below (Fig. 1):



Without registering for an ACA account you can:

- Perform Permit searches
- View Permits with comments
- View current and past inspections

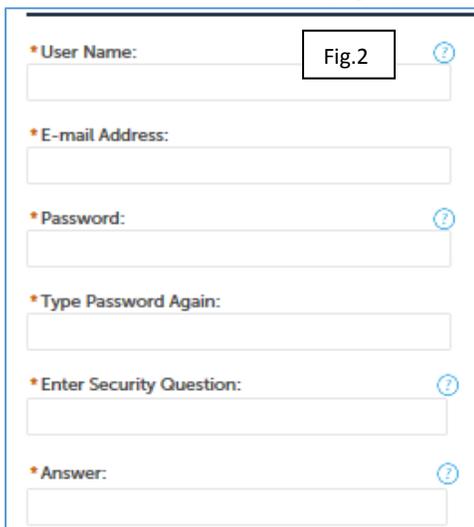
Registering for an ACA account gives you access to additional features:

- Apply for Permits
- Renew Licenses
- Add your contractor license to an existing Account - Once your Contractor License is added and linked to your account you will not have to enter your license information each time you pull a permit.
- Create, submit and receive permits from your office
- Schedule, Reschedule or Cancel Inspections
- Create Delegates (other users you give permission to perform actions on your behalf)
- Check the status of your permits and applications
- Pay for permit fees
- Manage account information

Register for an Pasco County ACA Account

Registration Process

1. Read and check the Terms of Acceptance, then select Continue Registration
2. Fill in Account Information (Fig. 2)



A registration form with six input fields, each with a red asterisk and a help icon. The fields are: *User Name: (with a 'Fig.2' label), *E-mail Address:, *Password:, *Type Password Again:, *Enter Security Question:, and *Answer:.

3. Contact Information
 - a. Select Add New
 - b. Select Contact Type (Fig.3) and Continue



A list of contact types for selection:

- Agent
- Applicant
- Attorney
- Billing Contact
- Building/Business Owner
- Certified Contractor
- Complainant
- Contact
- Developer
- Director
- Hearing Body Member
- Individual
- License Holder
- Officer
- Organization
- Respondent
- Shareholder
- Tenant
- Violator

Fig.3

4. Fill in Contact Information (Fig. 4) and Continue

Contact Information Fig.4

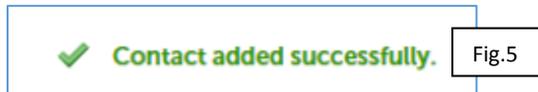
*First: Middle: *Last: Home Phone:

Name of Business: *Work Phone:

*Address Line 1: Mobile Phone:

*City: *State: --Sele *Zip: *E-mail:

5. ACA will display Contact added Successfully (Fig. 5)



6. Select Continue Registration to complete the process
7. **NOTE: If you are a contractor and registering for the first time, you will need to “link” your current and historical licensing information to your new account. Please follow the instructions below under “Link your ACA Account”.**

Account Management

As a user, there may be circumstances when staffing changes or a license number might change, requiring account updates. It is very easy to go into your account to make changes when necessary.

- 1) Log in to Pasco County ACA account.
- 2) Click on Account Management.
- 3) Determine which area needs to be changed or updated and expand that section.
- 4) Update information
- 5) Save your changes.

Link your ACA Account

If you are a contractor, you will need to link your Account to all your previous records, please follow these steps:

1. Click on “Account Management”.
2. Next to License Information, click on “add a license”
3. Enter the license type and valid license number.
4. You will see a “Contractor Added Successfully” message.
5. Click on “link” next to the added contractor. This will send a message to Pasco County Licensing to create the link to your existing records.
6. You will receive an email at the email address you provided at registration.
7. If you need a status or assistance, Contact Pasco County Licensing
 - a. Email: Contractorlicensing@pascocountyfl.net
8. Provide your Online account username and email account used in registration.

9. Pasco County will complete the account linking process and contact you when completed.

Announcements

Announcements are important messages Pasco County would like relay to the user (messages such as upcoming holiday closures, business hour changes, code revisions, etc.).

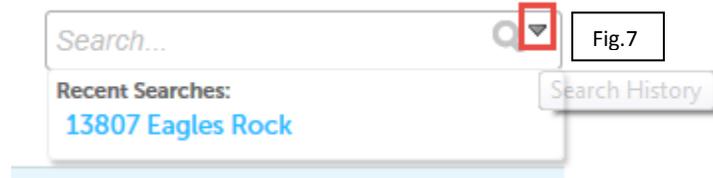
Searching

Pasco County ACA will refer to “records”. A record can be a permit, application, license, site visit, complaint or a service request etc. Search Pasco County’s ACA online permitting database records can be performed in different ways, but the easiest method is to use the Global Search (Fig. 6), located in the top right area of the screen.

Use the Global Search feature by inputting a record or permit number, address, owner, project name, etc. This will return all matching results from the database, regardless of the department originating the record.



Another useful feature of the Global Search is easy accessibility of recent searches. Hover (placing the mouse) over the down-facing arrow to see your recent entries (Fig. 7).



Create Collections

Create collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one “collection” or you might want to group permits by type or address. After logging in, your collections are accessible at the top of every screen.

- 1) Log in to your Pasco County ACA account.
- 2) Records associated to your account will be shown in a list.
- 3) Use the checkboxes on the left to select the records you want to group into a collection.
- 4) Under “My Permits” in the title bar, click “Add to Collection”.
- 5) Enter a name for your group of records and a description if desired, or choose an existing collection from the drop down menu.
- 6) Click the “Add” button to create and submit the records into the new collection.
- 7) After selecting a specific collection, a useful overview of the records will be displayed in the Collection.

View Permits

In the list of your permits that display (Fig. 8), basic record information is provided: Date submitted, Record number (link will open the record), Record Type, Project Name, Status of Permit and Action.

The Action link will allow you to continue submission of a record in progress or Pay Fee Due during the permit process.

Home **Permits** Contractor Licenses Building Violations Fig. 8

Apply for a Permit Search Permit Records Schedule an Inspection

Records

Showing 1-7 of 7 | [Download results](#) | [Add to collection](#) | [Copy Record](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Status	Action
<input type="checkbox"/>	01/15/2016	16801605	Reroof - Shingle Over Shingle		Submitted	
<input type="checkbox"/>	01/15/2016	16801604	Reroof - Shingle Over Shingle		Expired Permit	
<input type="checkbox"/>	01/15/2016	16E00115	RES - Electrical System 98 Volts or less		Submitted	
<input type="checkbox"/>	01/15/2016	16TMP-000052	RES - Electrical Service Change, Upgrade			Resume Application
<input type="checkbox"/>	01/13/2016	16801595	Reroof - Shingle Over Shingle		Submitted	Pay Fees Due
<input type="checkbox"/>	01/13/2016	16TMP-000035	Reroof - Shingle Over Shingle			Resume Application
<input type="checkbox"/>	01/13/2016	16TMP-000033	Add Contractor to a Permit			Resume Application

View Specific Permit Details

After searching for records or permits, you can view the specific record's details by clicking on the record number, such as "742263" as pictured below (Fig. 9):

Search Results Fig. 9

Your search for '13807 Eagles Rock' returned the following results.
Explore by Category: [Records\(11\)](#)

Records

Showing 1-10 of 11 | [Download results](#)

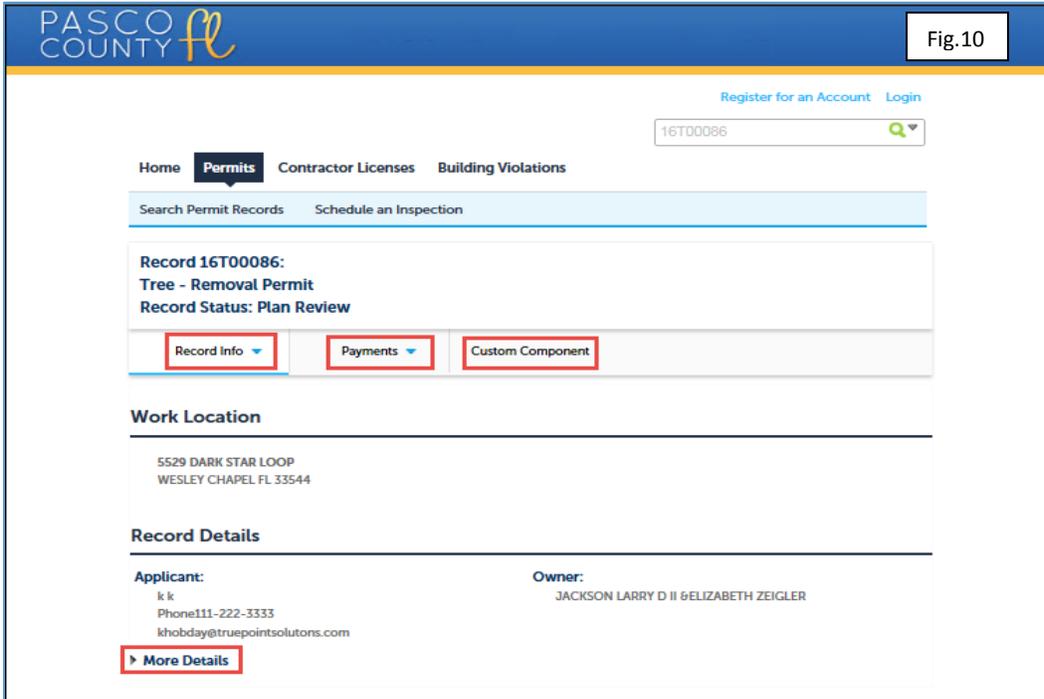
Date	Record Number	Record Type	Project Name	Address
01/19/2016	16TMP-000053	RES - Plumbing Systems not including Softener, Conditioners, Filter		13807 EAGLES ROCK COURT
01/15/2016	16TMP-000052	RES - Electrical Service Change, Upgrade		13807 EAGLES ROCK COURT
06/20/2011	742263	Ground Settlement - Investigation		13807 EAGLES ROCK CT, HUN

Permit Information

By selecting a particular record, you have access to a large amount of information. The three sections shown below will provide all of the record information at your fingertips. "Record Info" and "Payments" are key sections that have been designed to assist you. Additional information can be viewed in the "More Details" at the bottom of the screen provides additional information.

View Contacts for Records

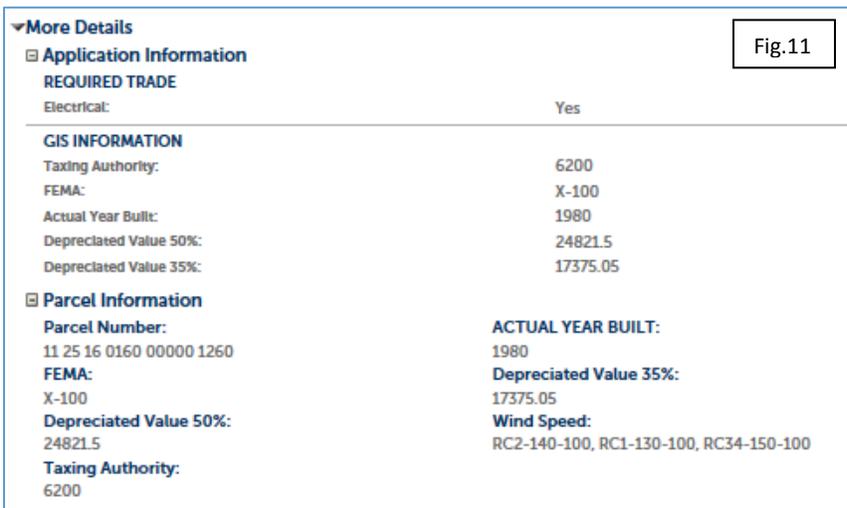
Once you have logged in and your account has been linked to your records, you can view the contacts associated to your record. Owner and Applicant Contacts will be displayed at the bottom of the Record Details area (Fig. 10).



The screenshot shows the Pasco County website interface. At the top left is the Pasco County logo. On the right, there are links for "Register for an Account" and "Login". A search bar contains the record number "16T00086". Below the search bar is a navigation menu with "Home", "Permits", "Contractor Licenses", and "Building Violations". Under "Permits", there are options to "Search Permit Records" and "Schedule an Inspection". The main content area displays "Record 16T00086: Tree - Removal Permit" with a status of "Plan Review". Below this are three tabs: "Record Info", "Payments", and "Custom Component". The "Record Info" tab is selected. Under "Work Location", the address is "5529 DARK STAR LOOP, WESLEY CHAPEL FL 33544". The "Record Details" section lists the Applicant as "k k" with contact information and the Owner as "JACKSON LARRY D II & ELIZABETH ZEIGLER". A "More Details" link is highlighted with a red box.

Fig.10

At the bottom of the 'Record Details' section of the permit, click on the arrow next to More Details (Fig.11).



The screenshot shows the "More Details" section of the permit. It is divided into three main categories: "Application Information", "GIS INFORMATION", and "Parcel Information".

Application Information	
REQUIRED TRADE	
Electrical:	Yes

GIS INFORMATION	
Taxing Authority:	6200
FEMA:	X-100
Actual Year Built:	1980
Depreciated Value 50%:	24821.5
Depreciated Value 35%:	17375.05

Parcel Information	
Parcel Number:	11 25 16 0160 00000 1260
FEMA:	X-100
Depreciated Value 50%:	24821.5
Taxing Authority:	6200
ACTUAL YEAR BUILT:	1980
Depreciated Value 35%:	17375.05
Wind Speed:	RC2-140-100, RC1-130-100, RC34-150-100

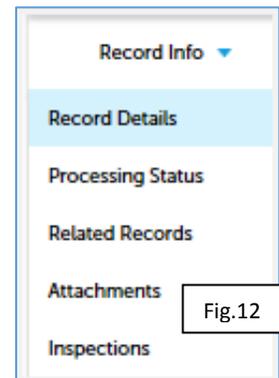
Fig.11

Record Info

This area provides access to Record Details (Fig. 12), Processing Status (Fig. 13), Related Records (Fig. 17), Attachments (Fig. 18) and Inspections (Fig. 19).

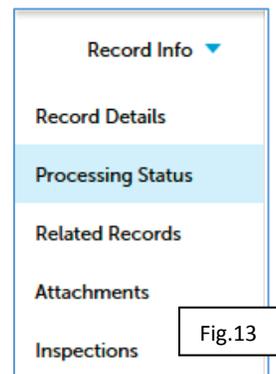
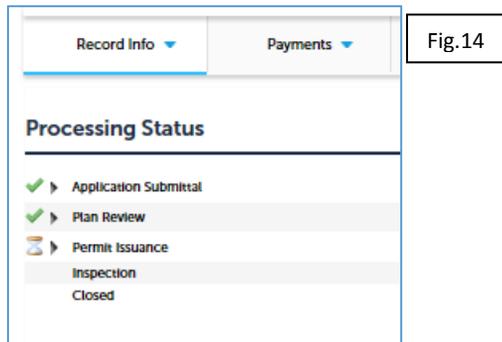
View Record Details

- Record specific information
- Processing Status – at what stage in the permit process is my permit
- Related Records – a location that shows all records for a project that have been associated to each other
- Attachments – Documents that are required at submittal, electronic plans, Licensing documents, etc.
- Inspections – manage inspections (Request, reschedule, cancel), check on inspection result comments inspectors may have documented



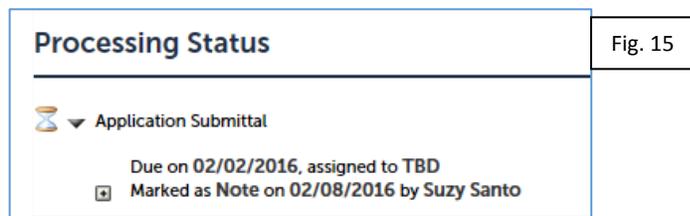
View Processing Status

You can view the entire permit's process on a specific record by selecting 'Processing Status' (Fig.13) under the 'Record Info' drop down. You can then see all the workflow steps and their completion dates. Each record type will vary in the workflow processes involved for that type of permit.



Completed steps will have a green checkmark ✓ (Fig. 14) next to them.

The current task(s) will have an hourglass ⌚ (Fig. 15) indicating that step has not been completed. By selecting the arrow next to the checkmark or hourglass, you will see when the task is due, who it is assigned to, and any status updates.



If there are any comments, click on the displayed plus sign [+] (Fig. 15) that will be seen if there are comments on that processing step.

View Related Records/Permits

Many records are connected to one another, particularly if they're part of the same project, such as a residential permit with plumbing, electrical and mechanical permits issued for the project . You can see related records to an individual permit by selecting the 'Related Records' section (Fig.16) under 'Record Info'.



Fig.16

View Attachments/Documents

You can upload any documentation needed for permitting or licensing to a record, such as electronic plan, revisions, affidavits, certificates, etc. You will see them under the 'Attachments' section in the 'Record Info' dropdown (Fig. 17). In most cases, you will be able to view or download a copy on your records.

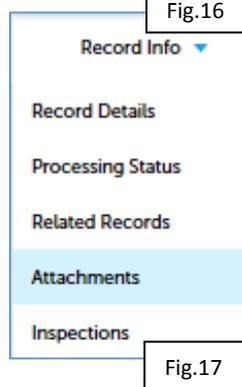


Fig.17

View Inspections

To view the completed, current or upcoming inspections for a record, select Inspections on the Record Info dropdown (Fig. 18). All Pending, scheduled or completed inspections will be listed. You can schedule new inspections in this location. The inspection information provided will display the inspection type performed, the date the inspection was performed, the inspector, and inspection results (Fig. 19).

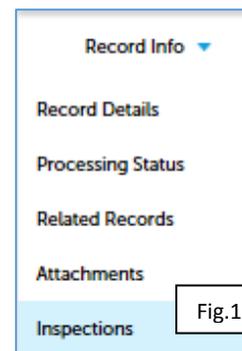
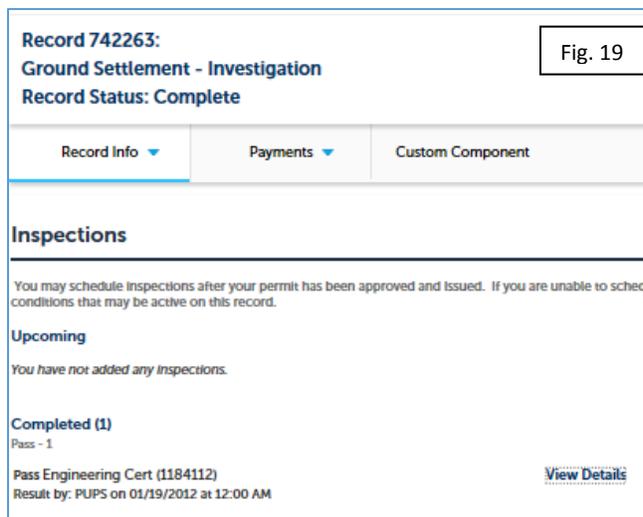


Fig.19



Record 742263:
Ground Settlement - Investigation
Record Status: Complete

Record Info | Payments | Custom Component

Inspections

You may schedule inspections after your permit has been approved and issued. If you are unable to schedule conditions that may be active on this record.

Upcoming
You have not added any inspections.

Completed (1)
Pass - 1
Pass Engineering Cert (1184112)
Result by: PUPS on 01/19/2012 at 12:00 AM [View Details](#)

Fig. 19

You may also get more information by clicking on “View Details” (Fig. 20).

Engineering Cert (1184112, Options)
13807 EAGLES ROCK CT
HUDSON FL 346676483

[Print](#)

Status

Pass
1/19/2012 12:00 AM
Desired Date: TBD

Last updated
Accela Administrator
1/6/2016 7:19 PM

[View Status History](#)

[View Result Comments](#)

Details

Record
742263
Ground Settlement - Investigation

Select Status History or Result Comments (Fig. 21) to display more information regarding the inspection.

Status

Pass
1/19/2012 12:00 AM
Desired Date: TBD

Last updated
Accela Administrator
1/6/2016 7:19 PM

[View Status History](#)

[View Result Comments](#)

Details

Record
742263
Ground Settlement - Investigation

Status History

Showing 0-0 of 0

Status	Status Date/Time	Inspector	Update Time	Updated By	Result Comments
No records found.					

Result Comments

Showing 1-1 of 1

Accela Administrator (1/6/2016 7:19 PM)
FINAL REPORT ** -

Schedule Inspections

1. Log in to your Pasco County ACA account.
2. From your Dashboard Select My Records, then select the record number to schedule an inspection
3. Click Record Info above Work Location, then Select Inspections
 - a. Click on Schedule or Request an Inspection (Fig. 22)
 - b. Select the date/time of the inspection and Continue
 - c. Verify the address on the next screen and Continue
 - d. Add any information for the inspector and then Confirm the request

Upcoming
[Schedule or Request an Inspection](#)

You have not added any inspections.
Click the link above to schedule or request one.

- e. A confirmation will display that the inspection has been added to the record
- f. Click Finish. Your inspection is now scheduled.

Apply for Permits Online

You will find slight differences in the information gathered for each permit application. A Building record will not be collecting information on electrical items or a Mechanical record will not require building data.

- 1) Log in to your Pasco County ACA account.
- 2) Click Permits next to the Home button
- 3) Click Apply for a Permit below the Permit Button
 - a) After reading the disclaimer, indicate that you have read and accepted the terms. Click Continue Application.
 - b) Select your license from the drop down menu (Fig 23) and Continue Application
 - c) Select the type of permit for which you would like to apply by clicking on the Arrow in Quick Permit or any other group displayed
NOTE: you can insert Reroof in the Search and ACA will display all the roof related permits available
- 4) Enter the Work Location Address
 - a) For best results, input only the street number and street name, then Search.
 - b) The parcel and owner information will automatically be included.
 - c) Scroll to the bottom of the page, then click Continue Application.
- 5) Select your contractor's license data will appear.
 - a) Scroll to the bottom of the page, then click Continue Application.
 - b) This step may require entering a first and last name (initials will work).
- 6) Input your Applicant Information.
 - b) Do this quickly by Selecting From Account.
 - c) Scroll to the bottom of the page, then click Continue Application.
- 7) Complete Application Information.
 - a) The details requested here may differ depending on the type of permit you are submitting
 - b) Click Continue Application. More information about this is available below, by permit type.
- 8) Move to the Details section.
 - a) See specific permit type instructions to complete this area and insert project information.
 - b) Click Continue Application.
- 9) Attach Record Documents
 - a) Select Add and locate your documents
 - b) Allow the plan to reach 100% then Continue and Save
 - c) For Electronic Plan submittal, Review the *Pasco County Electronic File Standards* for information on how to format attachments.
- 10) Please Review your application information carefully.
 - a) Verify that the job address & descriptions are accurate.
 - b) Scroll down, then click Continue Application.
- 11) Review the Fees then click Continue Application.
- 12) Enter your Payment Information. You can pay by credit card.
 - a) When paying by credit card, do not put spaces or dashes between the numbers.
 - b) Click Submit.

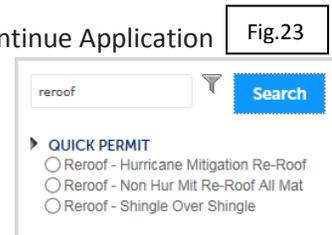


Fig.23

- 13) If your permit does not require a review by staff, the permit will be issued and you are now able to print or view your permit application by clicking Print/View Record.

Types of Permits

Pasco County has elected to offer the following record types (Fig. 24) currently to be created and managed online.



▼ QUICK PERMIT

- Ground Settlement - Investigation
- Reroof - Hurricane Mitigation Re-Roof
- Reroof - Non Hur Mit Re-Roof All Mat
- Reroof - Shingle Over Shingle
- RES - AC Change Out
- RES - AC Duct Work
- RES - Add-Modify Gas System Tank
- RES - Electrical Service Change, Upgrade
- RES - Electrical Underground Service Assoc with New Const (early power release)
- RES - Water Heater or Plumbing Systems NOT including Softener, Conditioners, Filter
- RES - Water Softener, Conditioners, Filter

▼ ADD A CONTRACTOR TO EXISTING PERMIT

- Add Contractor to a Permit

Fig. 24

FAQs:

1. How do I make a change to the record after it is issued or in Inspection phase?
 - a. Pasco County suggests that you:
 - i. Call and notify Pasco County that you will need to submit revisions to the record; Staff will update the system that will move the record back to Plan Review or
 - ii. On the record, select Record Info, then Attachments, Add, Select the file and Save.
2. I have submitted a revision to my issued permit that now shows it is in Plan Review, but I need to continue with inspections. What do I do?
 - a.
3. Who can attach plans to a record?
 - a. Contractor of record, Owner, Applicant, Delegate
4. I can't see my old records.
 - a. Pasco County will need to link your old account to your new online account. Email Contractorlicensing@pascocountyfl.net to request that your accounts be linked. Pasco County will notify you as soon as the process is completed.
5. My property is in a Flood Zone. How do I start a record?
 - a. Pasco County will require that you apply in person for any permit in the Flood Zone.
6. How do I check if my property is in a Flood Zone, subject to Special Conditions or Impact and Mobility?

- a. Pasco County provides a GIS website, PASCO VIEW, to look up your property to view any restrictions or conditions on a property related to permitting.
- 7. Does Pasco County have access to my credit card number when I make an online payment?
 - a. No. Pasco County does not record the credit card information of your payment. Pasco County will only have fee payment information that a payment was made and the receipt number.
- 8. How will I be notified that a new record type will be available on the website?
 - a. Pasco County will notify customers of new functionality in the Announcements at the top of the login screen. The announcement will provide new information.
- 9. How quickly will I be able to see plan review or inspections results?
 - a. Pasco County's online permitting system will display results as soon as they are submitted by staff. There is no delay associated to submission and display.
- 10. I see an NOC condition on my record. I can't schedule an inspection. What do I do?
 - a. An NOC Condition is placed on records that require a Notice of Commencement to be recorded. Submit the required paperwork either in person or upload the files to your record using the Pasco County online system.