



Documentation assistance and creation by the City of Tampa

## Contractor Central App

The Contractor Central app was created by Accela to empower contractors to easily request and schedule inspections, connect with inspectors, and communicate with peers on-site using their smart phones.

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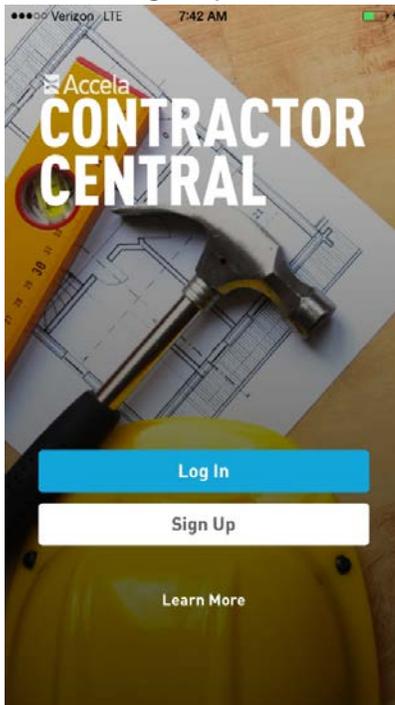
## Benefits for Contractors

- The benefits for contractors include:
- Schedule inspections from anywhere in minutes
- Instant updates on inspections and projects
- Permit pages help focus on the job at hand with quick access to a permit's contacts, professionals and dues; all in one place
- Creation of one Civic ID to be used with all jurisdictions set up to use the Contractor Central app

\*\*Payments are not accepted in the app at this time. Records can also not be started in the app.

## Setting up an Account

1. Download the "Accela Contractor Central" app from the app store on your phone.
2. Select "Sign Up" to create an account.



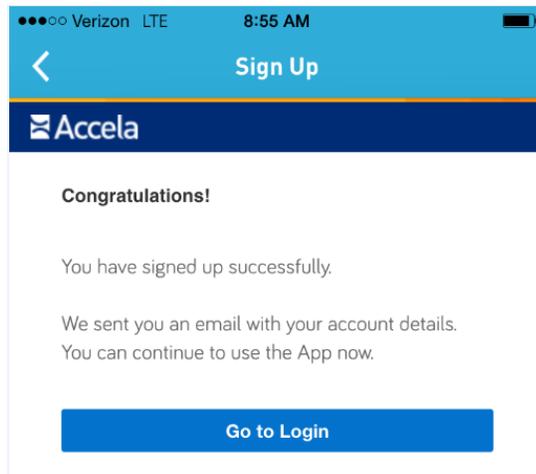
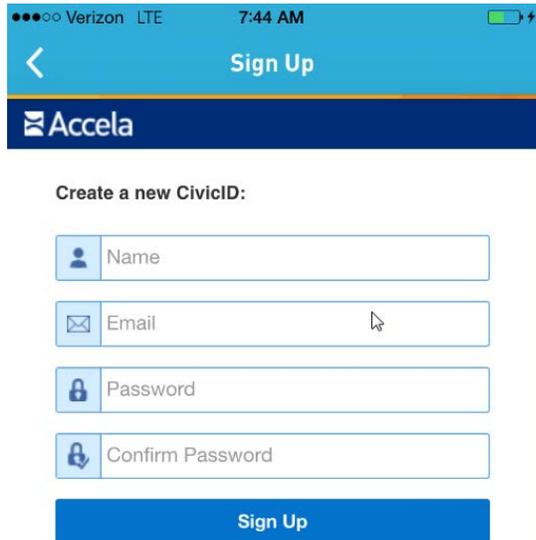
3. Agree to the Terms of Use by selecting Accept & Continue.



4. Create a new Civic ID. This ID can be used across municipalities and you can see projects across all jurisdictions you do business with. This Civic ID will be used to aggregate data across multiple ACA sites. For example, if you do business in multiple cities and counties that use ACA, you will have one Civic ID for all and then an individual login for each municipality. Once logged, in you can associate the different agencies to your Civic ID.

For more information on the Civic ID, please [click here](#).

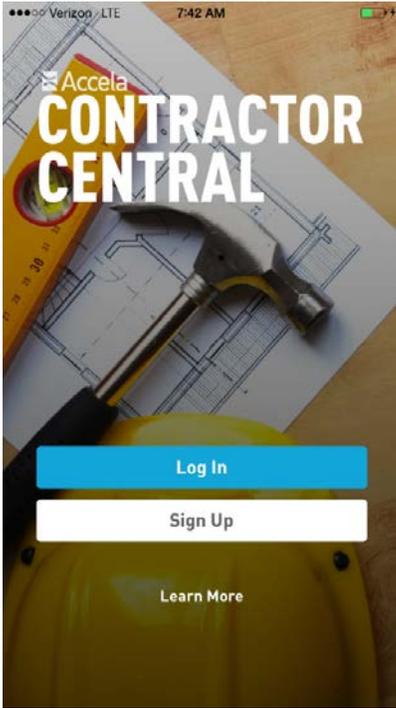
- a. Enter your Name.
- b. Enter your Email Address.
- c. Enter a password.
- d. Confirm the password.
- e. Select Sign Up.



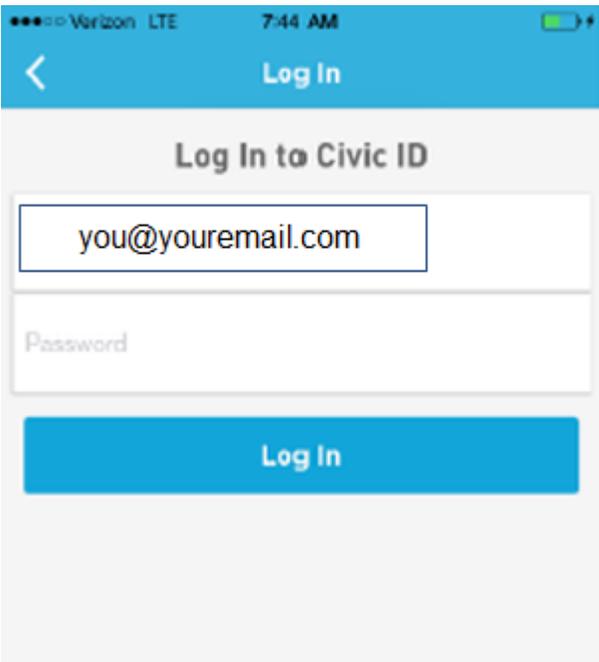
## Logging In:

Log into the app using the Civic ID created.

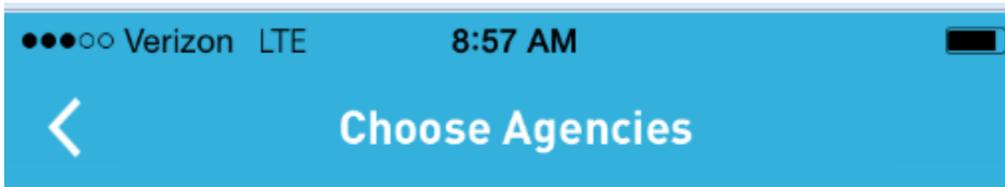
1. Select Log In.



2. Log into the app.



You will be prompted to add an agency:

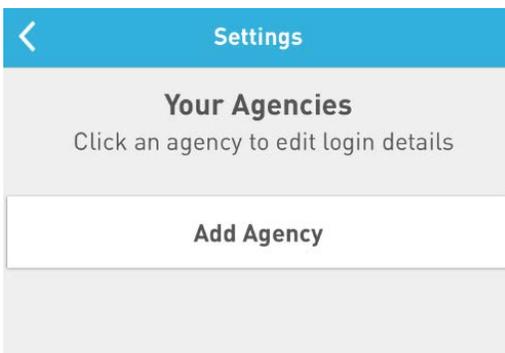


## Where are you licensed?

You'll be able to add more agencies when you're through with your first.

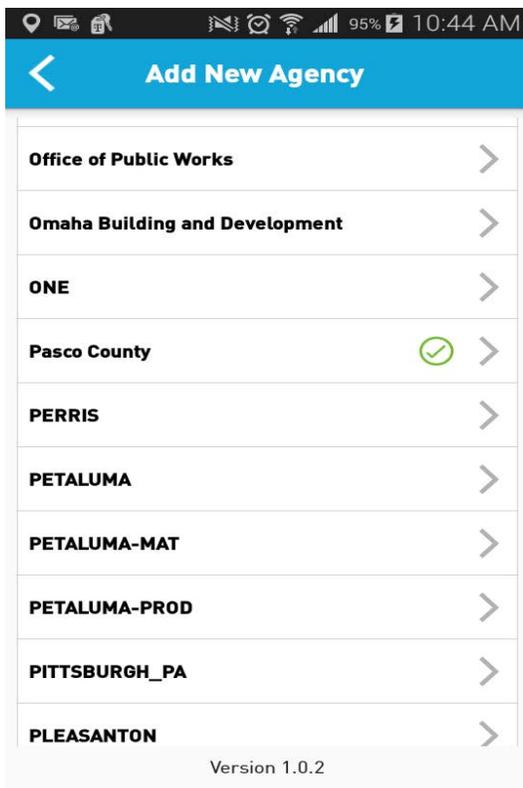
### Adding an Agency after the initial sign up

1. Select Settings.
2. Select Add Agency.

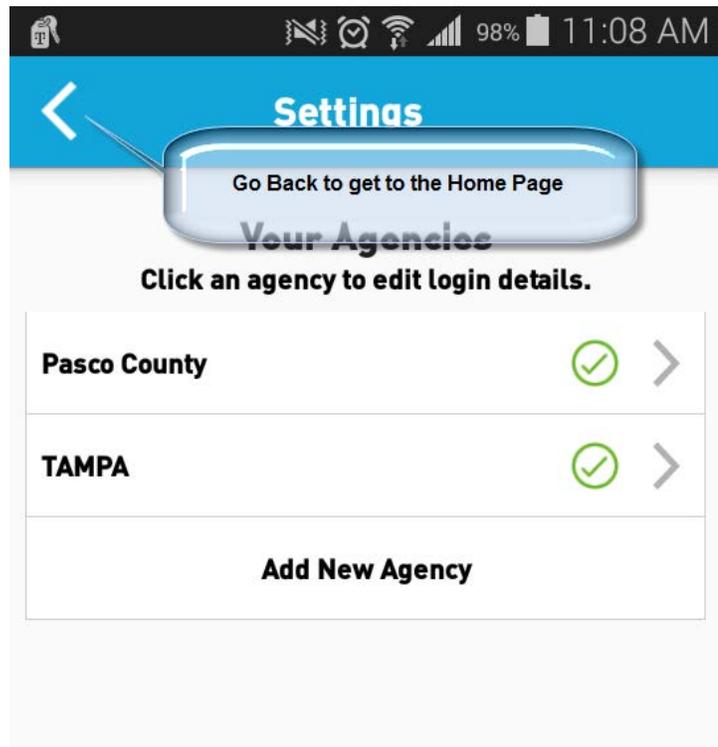
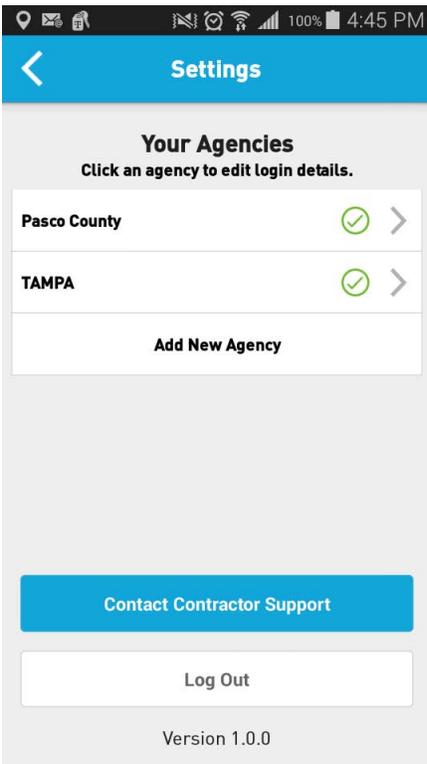


3. Choose Agencies.
4. Login to the agency.
5. You will need to log in using your Citizen Site username and password.

Select Pasco County from the list.



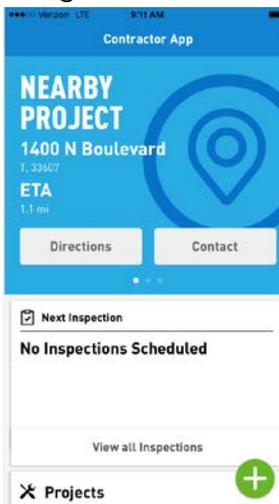
## Once you log in, the screen should look like:



## Using the Contractor Central app

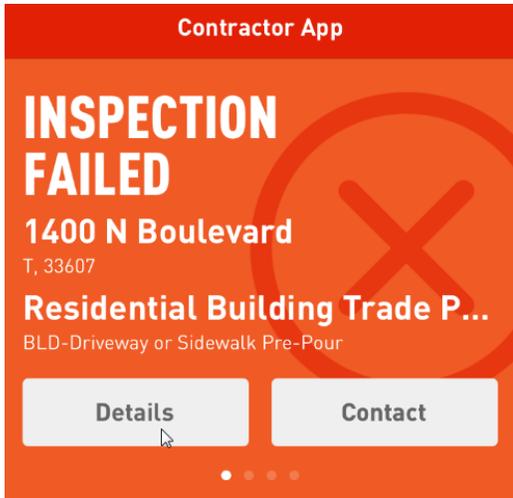
The first screen is the home page for the Contractor Central app.

1. Swipe through the projects at the top of the screen to see the recent activity assigned to the Civic ID. This will display the scheduled inspections.



2. Select the plus sign to Schedule an inspection from this page. See [Schedule Inspections](#).

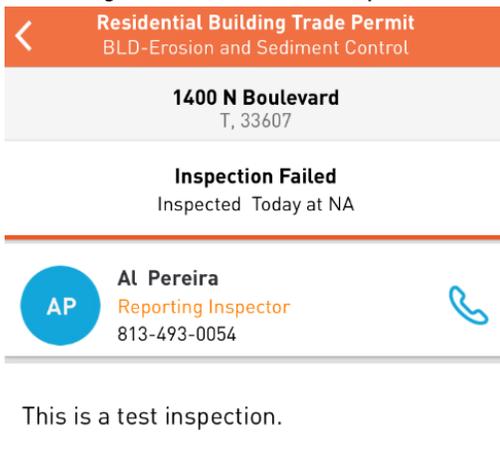
The home page will show the most recent activity on addresses. For example, a recently disapproved inspection will appear in red.



To view more information, select Details.

Select Reschedule Inspection to reschedule the disapproved inspection.

The inspector name and inspection comments will display. The phone icon allows you to call the inspector directly without looking up his number.



The next scheduled inspection will also display. Select the Next Inspection to see the details or to Cancel or Reschedule it.

Contractor App

# INSPECTION FAILED

1400 N Boulevard  
T, 33607

## Residential Building Trade P...

BLD-Erosion and Sediment Control

Details Contact

Next Inspection

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**Tomorrow**  
**08:00AM -**

**Residential Building Trade Permit**  
BLD-Insulation - Ceilings

← Residential Building Trade Permit  
BLD-Insulation - Ceilings

Inspection Scheduled

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**Tomorrow**  
**08:00AM -**

**1400 N Boulevard**  
T, 33607

**Residential Building Trade Permit**  
BLD-Insulation - Ceilings

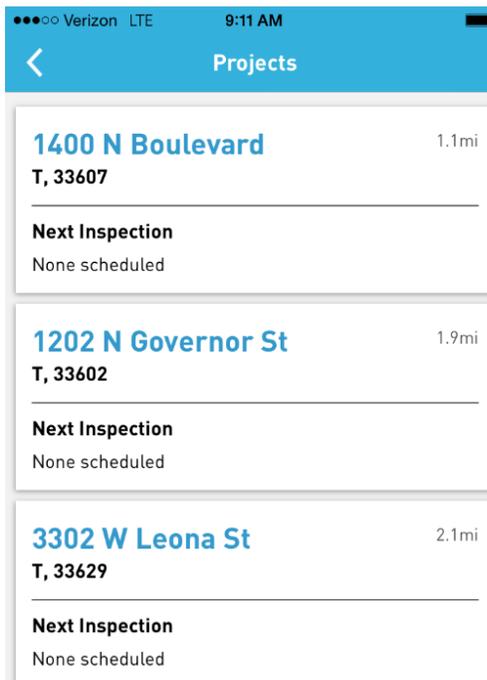
**On-Site Contact Details**



Cancel Reschedule

## View Projects

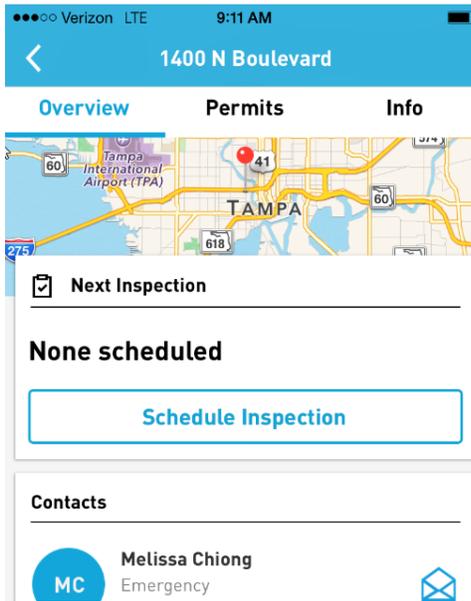
Select the Projects icon to view the list of projects associated to the Civic ID. Projects are grouped together by address.



To get more information on the project, select it.

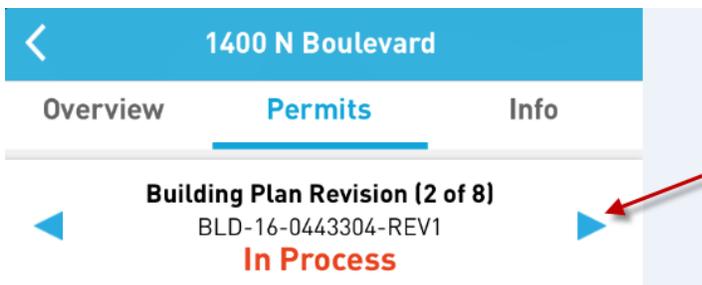
## Overview

The Overview page will display the next scheduled inspection and all of the contacts on the record.

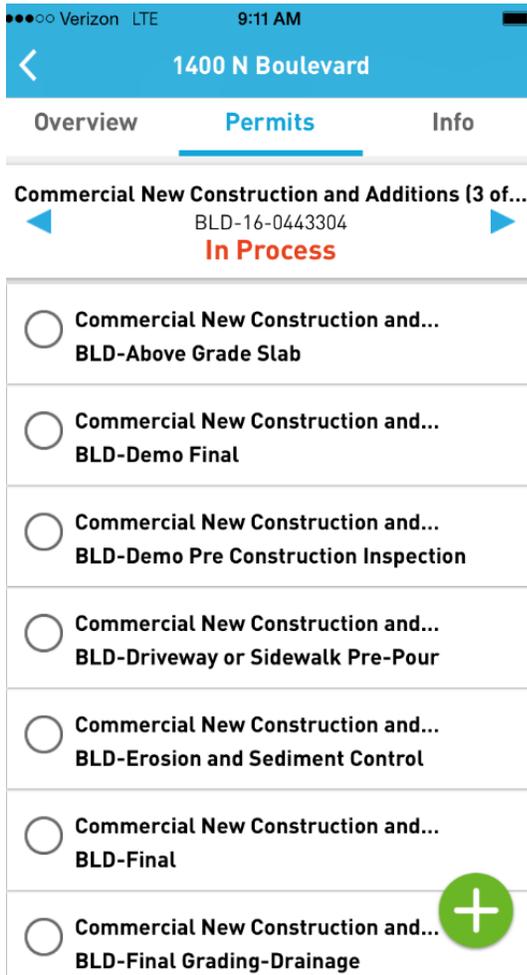


## Permits

The Permits page will allow you to see all permits on this address. Use the arrows to toggle through the records.

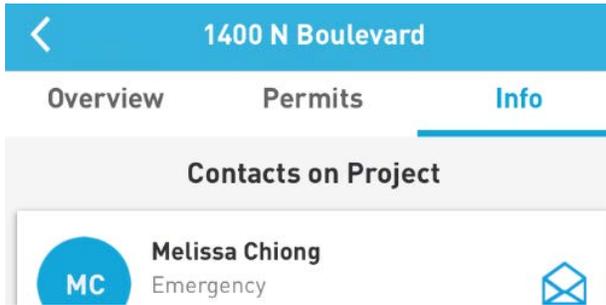


To schedule an inspection, select the inspection from the list. See [Schedule Inspections](#).

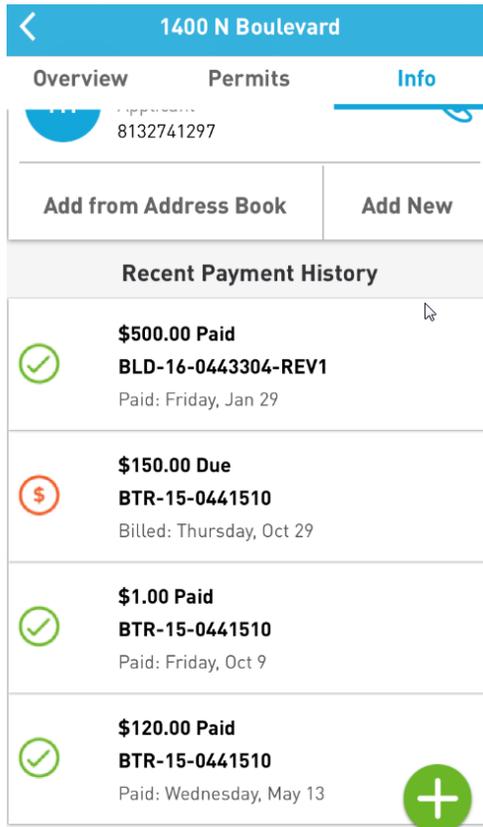


## Info

1. The Info page displays all contacts on the project.

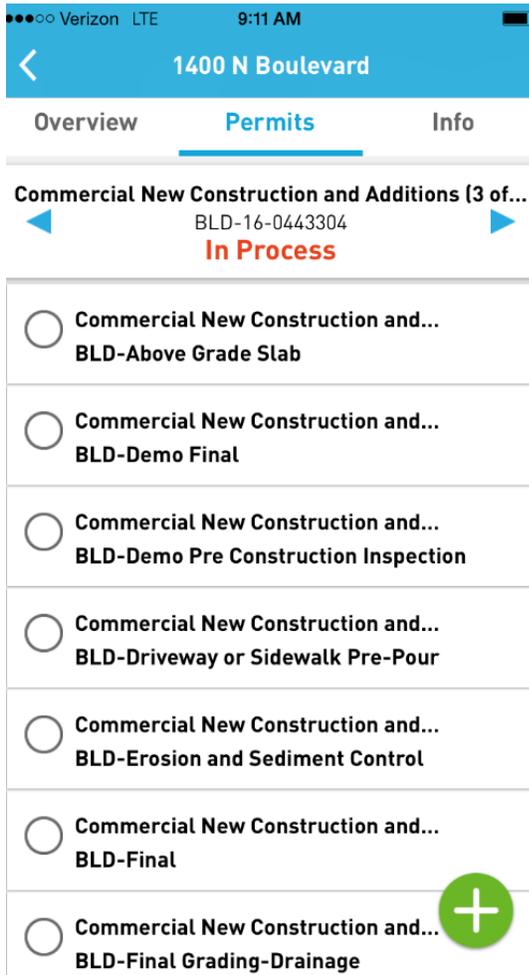


2. Scroll past the contacts on the project to see the payment history.



## Schedule Inspections

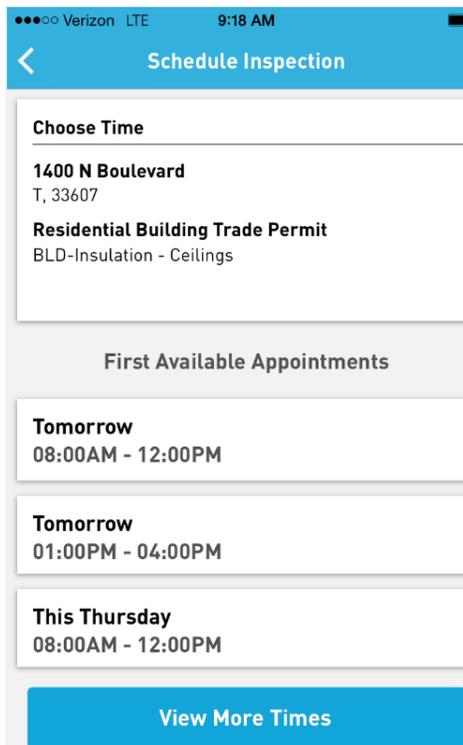
1. From any of the screens mentioned, select schedule inspections and select the desired inspection.



2. Select Schedule Inspection.



3. Select the date and time. If you need to schedule a different date and time, select View More Times.



Select the date in the calendar and select a time.

More Times

March 2016

S	M	T	W	T	F	S
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Wednesday, Mar 2

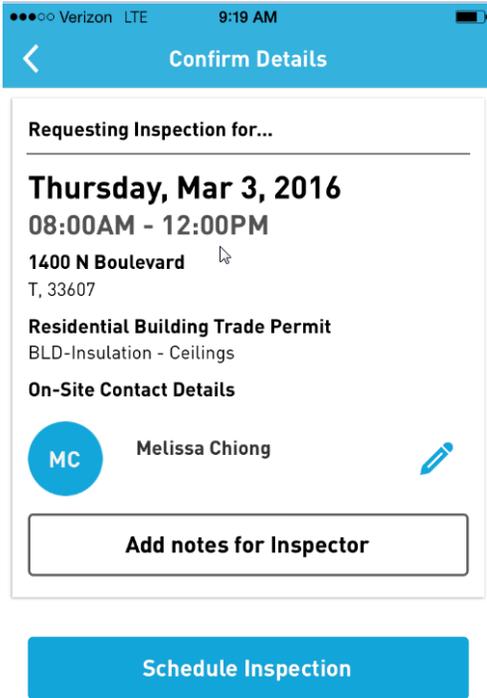
08:00AM - 12:00PM

01:00PM - 04:00PM

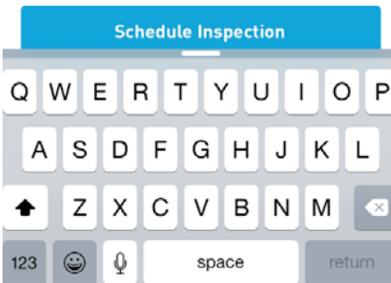
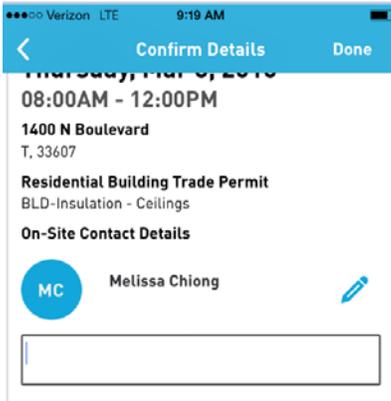
Thursday, Mar 3

08:00AM - 12:00PM

4. To add notes for the inspector, select Add Notes for Inspector.



5. Enter the notes for the inspector.



6. Select Schedule Inspection to schedule the inspection.

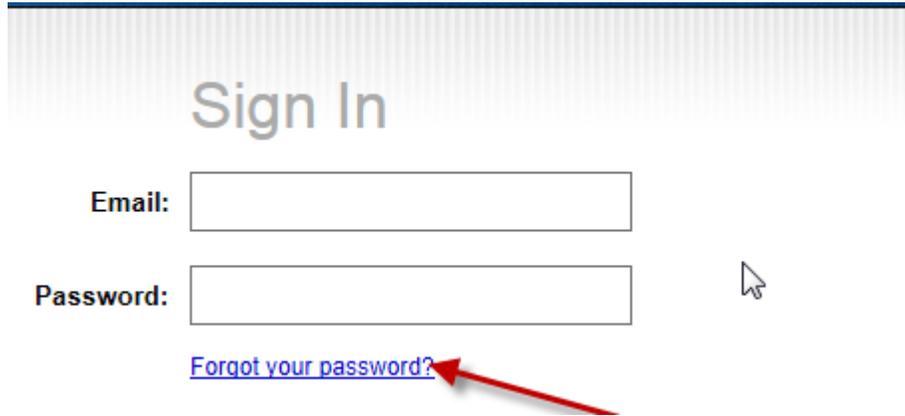
## Forgot My Civic ID Password

Civic ID user names and passwords are administered by Accela and not by the Pasco County, we cannot reset Civic ID passwords.

1. If you forget your Civic ID, password, please go to <https://user.accela.com/>.
2. Click on Sign In at the top of the page.



3. Click on the Forgot Your Password Link:



The image shows a 'Sign In' form with two input fields: 'Email:' and 'Password:'. Below the 'Password:' field is a blue, underlined link that says 'Forgot your password?'. A red arrow points to this link from the right. A mouse cursor is also visible near the 'Password:' field.

## Known Issues

Currently users must sign in and out to see updated information. Vendor is working on a refresh option that will be available in a later version.

## Known Issues

Fees cannot be paid via the app yet. Vendor is working on this option and will be available in a later version.