

DIVISION OF PLANNING ACCELA CITIZENS' ACCESS PORTAL USER GUIDE

Introduction

Paperless. Convenient. Trackable.

As of December 9, 2019, all planning and permit applications will be processed online using the citizens' access portal instead of paper applications.

The City of Dublin is launching a new program to improve the permit and plan application process. The program utilizes the Accela and ePlan/ProjectDox platforms, which makes it easy for businesses, contractors, and citizens to submit applications online and track their progress. This replaces the time-consuming mail-in or walk-in process for submitting applications.

To access the new Accela Citizens' Access Portal program please visit: https://aca3.accela.com/dublinoh/default.aspx

Below is a quick guide to show you how to register an account through the Accela Citizens' Access Portal and how to apply for various applications through the Planning Division. For additional help please contact the Planning Division at 614-410-4600.

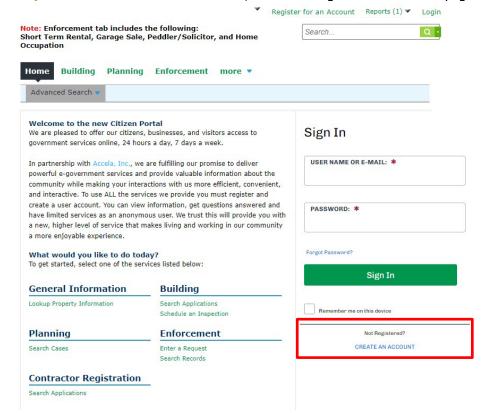
Table of Contents

Title Page, Introduction, & Table of Contents	1
Registering for an Account	2-3
Apply for a Planning Application	4-14

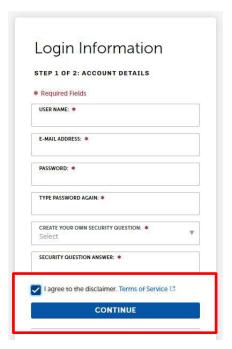
Registering for an Account

To register for an account please navigate to: https://aca3.accela.com/dublinoh/default.aspx

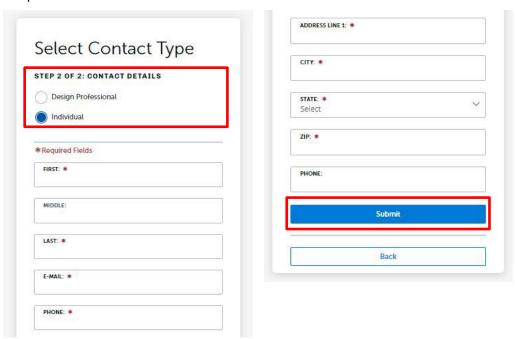
Step 1: Click on 'CREATE AN ACCOUNT,' below the Sign In section of the page.



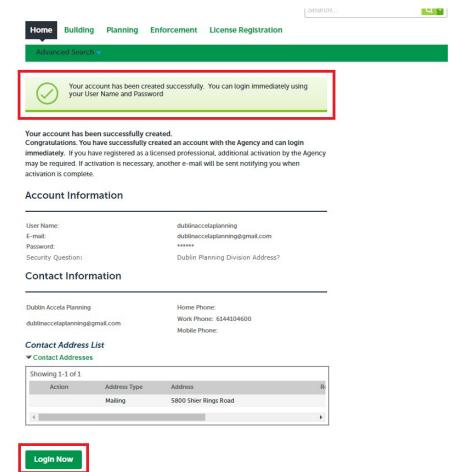
Step 2: Fill in the 'Login Information,' section with a username, email address, password, and security question. Read the Terms of Service and check the box, 'I have read and accepted the above terms,' then click 'Continue'.



Step 3: Select the appropriate Contact Type, either 'Design Professional' or Individual'. Click 'Submit,' when you've filled in all required fields.



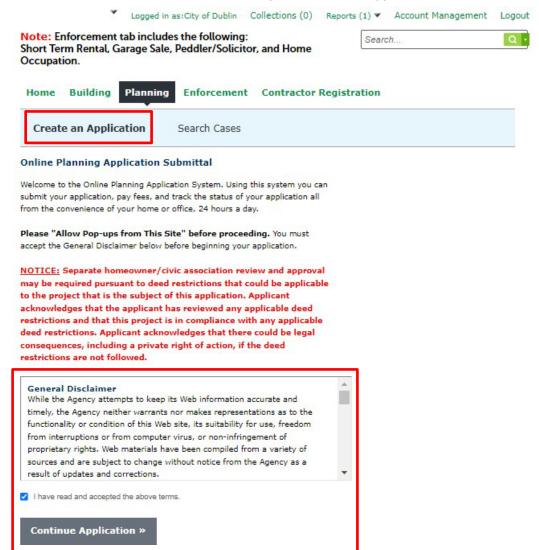
Step 4: You have now created an Accela Citizens' Access Portal account. Please click 'Login Now,' at the bottom of the page to login using your username/email and password.



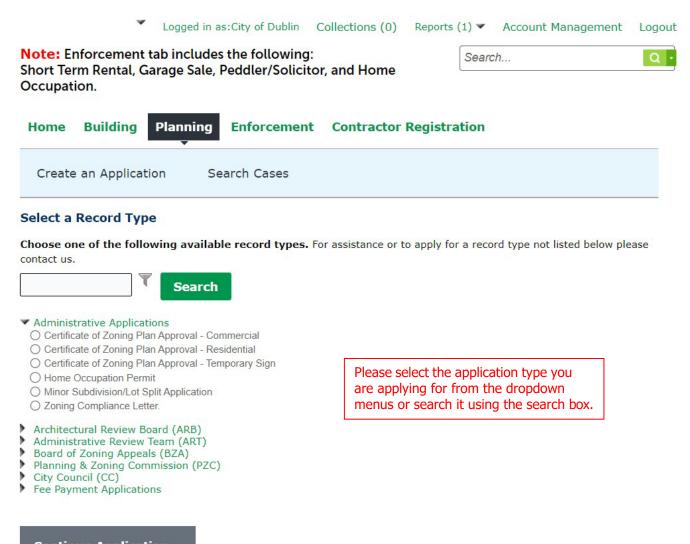
Applying for a Planning Application

To apply for a Planning Application please first navigate to: https://aca3.accela.com/dublinoh/default.aspx and login.

Step 1: Navigate to the 'Planning,' tab at the top of the page. Next, click 'Create an Application,' read the General Disclaimer and check the related box. Finally click 'Continue Application.'

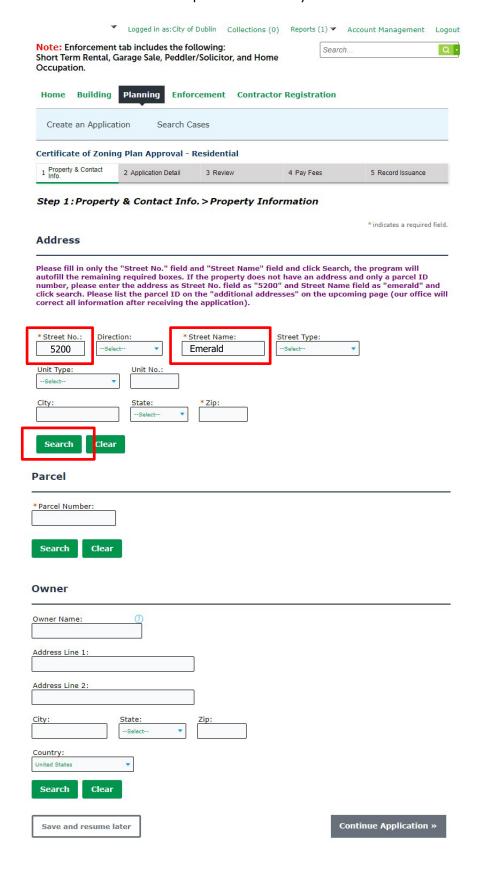


Step 2: Select the 'Record Type,' or application type you would like to apply for. If you cannot find your application type you can search for it in the search bar highlighted below. Once you've selected the 'Record Type,' or application type you would like to apply for, click 'Continue Application.'

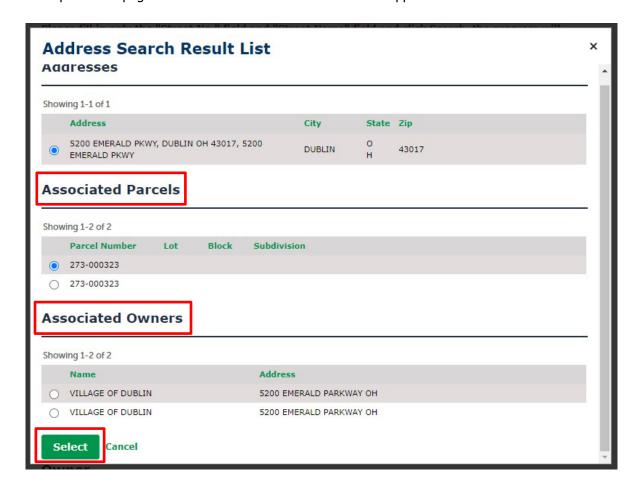


Continue Application »

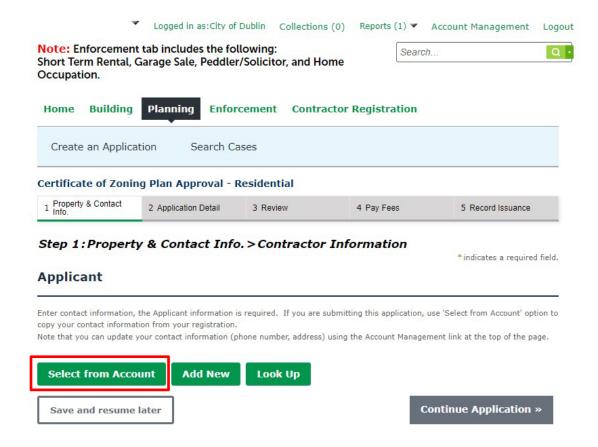
Step 3: Fill in the address associated with the application you are applying for. If there are multiple address associated with your application only fill in the information for one, you will be asked to fill in the other addresses at a later step. If the property associated with your project does not have an address please enter the parcel ID number. Once you've entered either the address or parcel ID number you can click 'Search'.



Step 4: Once you've clicked 'Search,' a pop-up box will appear asking you to click options to autofill the 'Parcel' and 'Onwer' boxes. If the owner listed is a previous owner or incorrect, please update that information now. Once you've completed the page click 'Select' button and then 'Continue Application.'

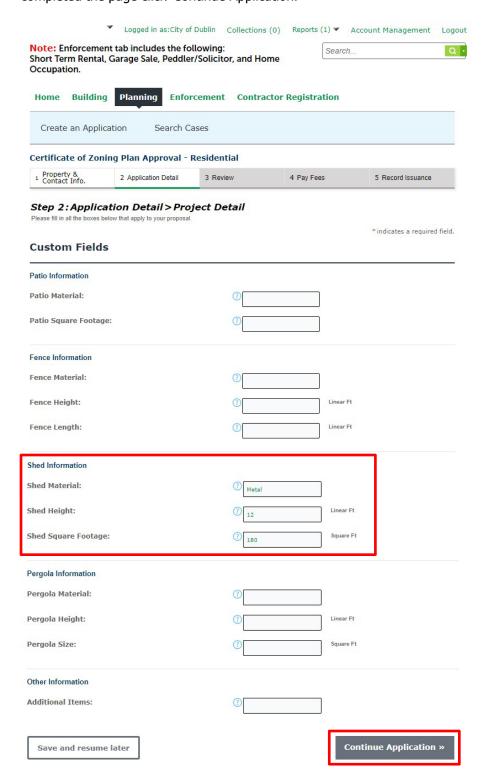


Step 5: Please select an applicant for the associated application. **Please be aware, the applicant will be the only person with upload right in ePlan/ProjectDox.** If you are the applicant, please click 'Select from Account,' and choose your related information. If you are submitting the application for someone else who will act as the applicant please click 'Add New,' and enter their contact information. Once you've completed the page click 'Continue Application.'

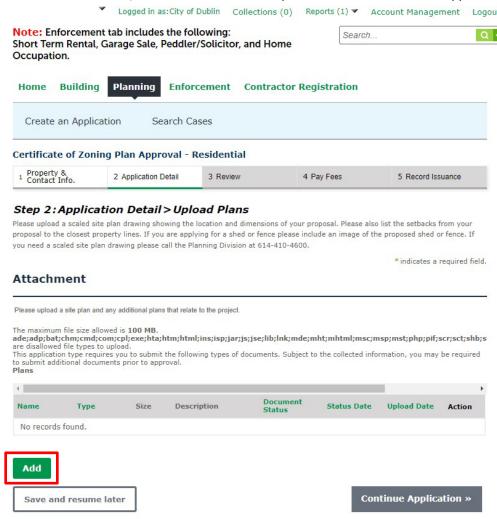


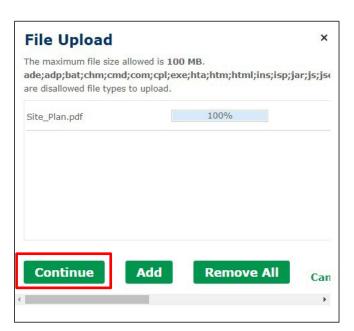


Step 6: Fill in the applicable 'Project Detail' information sections shown below. In the applicable 'Custom Field,' section please include as much information as you can, but this information will be asked for in a later step as well. In the 'Other Information,' section list any additional addresses or parcel ID numbers related to your application. Once you've completed the page click 'Continue Application.'

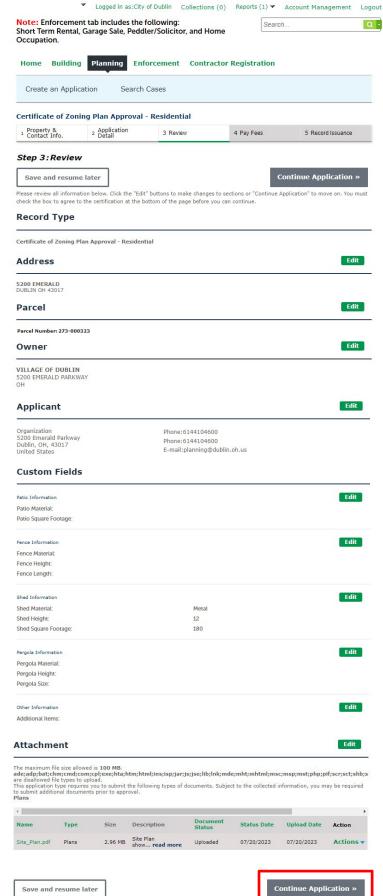


Step 7: Please upload the required plans for your application, which should include a scaled site plan (showing all dimensions of the proposal as well as the setback length measured from the edge of the proposal to all property lines) and any material specifications for the proposal. Click 'Add' for a pop-up box to upload drawings. Click 'Add' and browse your folders for the required information. Once all documents are uploaded, fill out the 'Description' box with any additional information, and 'Save' to finish the upload. Then click 'Continue Application.'

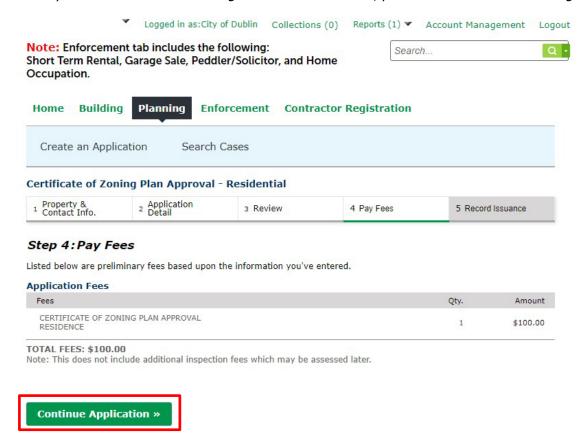




Step 8: Please review the page to ensure all the information provided is correct. If something is wrong click 'Edit,' to go back and correct the related information. Once all the information is correct click 'Continue Application.'

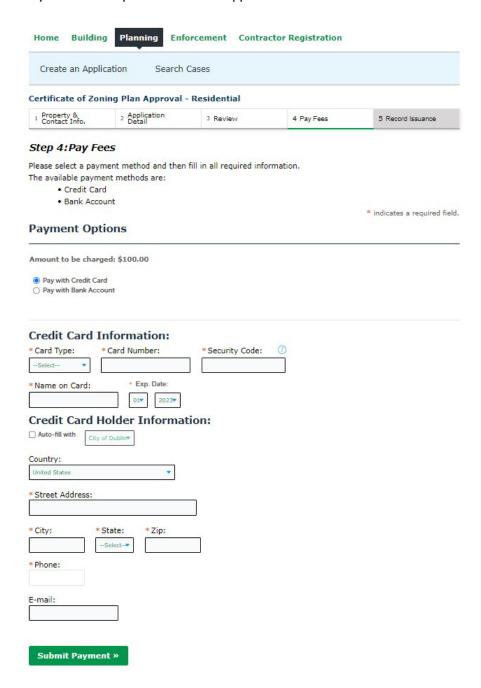


Step 9: The next page will highlight your preliminary fees. There is nothing to do on this page, click 'Continue' to pay the fee. *If you believe there is something incorrect about the fee, please reach out to our Planning Division at (614)-410-4600.*

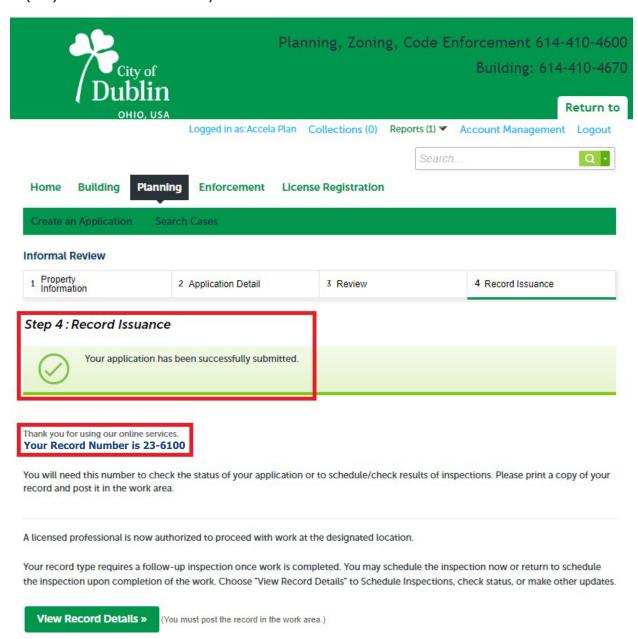


*

Step 10: Please fill out the required information to process the fee and complete your application. There is <u>NO</u> cash option available, all fees are to be paid online through our portal, with either a Credit Card or Bank Account. Click 'Submit Payment' to complete and submit application.



Step 11: You have now submitted your Planning Application. Please see the below boxes to view your Record Number. In this example, the record number is 23-6100. If you have any questions on the application, please call the Planning Division at (614)-410-4600 and reference your below record number.



14