



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.

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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.

The screenshot shows the Accela Citizen Portal homepage. At the top, there are navigation links: "Register for an Account", "Reports (1)", and "Login". A search bar is located below these links. A note states: "Note: Enforcement tab includes the following: Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation". The main navigation menu includes "Home", "Building", "Planning", "Enforcement", and "more". Below the menu is an "Advanced Search" bar. The main content area is divided into two columns. The left column contains a welcome message, a partnership announcement with Accela, Inc., and a section titled "What would you like to do today?" with sub-sections for "General Information", "Building", "Planning", "Enforcement", and "Contractor Registration". The right column is titled "Sign In" and contains input fields for "USER NAME OR E-MAIL" and "PASSWORD", a "Forgot Password?" link, a "Sign In" button, a "Remember me on this device" checkbox, and a "Not Registered? CREATE AN ACCOUNT" link. The "CREATE AN ACCOUNT" link is highlighted with a red box.

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'.

The screenshot shows the "Login Information" registration form. It is titled "STEP 1 OF 2: ACCOUNT DETAILS" and lists "Required Fields". The form includes input fields for "USER NAME", "E-MAIL ADDRESS", "PASSWORD", and "TYPE PASSWORD AGAIN". There is a dropdown menu for "CREATE YOUR OWN SECURITY QUESTION" and an input field for "SECURITY QUESTION ANSWER". At the bottom, there is a checkbox labeled "I agree to the disclaimer. Terms of Service" which is checked, and a blue "CONTINUE" button. The checkbox and button area are highlighted with a red box.



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

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

Design Professional

Individual

*Required Fields

FIRST: *

MIDDLE:

LAST: *

E-MAIL: *

PHONE: *

ADDRESS LINE 1: *

CITY: *

STATE: *
Select

ZIP: *

PHONE:

Submit

Back

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.

Home Building Planning Enforcement License Registration

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: dublinaccelaplanning
E-mail: dublinaccelaplanning@gmail.com
Password: *****
Security Question: Dublin Planning Division Address?

Contact Information

Dublin Accela Planning Home Phone:
dublinaccelaplanning@gmail.com Work Phone: 6144104600
Mobile Phone:

Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Action	Address Type	Address	Re
	Mailing	5800 Shier Rings Road	

Login Now



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.'

Logged in as: City of Dublin Collections (0) Reports (1) Account Management Logout

Note: Enforcement tab includes the following:
Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Search...

Home Building **Planning** Enforcement Contractor Registration

Create an Application Search Cases

Online Planning Application Submittal

Welcome to the Online Planning Application System. Using this system you can submit your application, pay fees, and track the status of your application 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.

NOTICE: Separate homeowner/civic association review and approval may be required pursuant to deed restrictions that could be applicable to the project that is the subject of this application. Applicant acknowledges that the applicant has reviewed any applicable deed restrictions and that this project is in compliance with any applicable deed restrictions. Applicant acknowledges that there could be legal consequences, including a private right of action, if the deed restrictions are not followed.

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 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.'

Note: Enforcement tab includes the following:
Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Create an Application Search Cases

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.

- ▼ Administrative Applications
 - Certificate of Zoning Plan Approval - Commercial
 - Certificate of Zoning Plan Approval - Residential
 - Certificate of Zoning Plan Approval - Temporary Sign
 - Home Occupation Permit
 - Minor Subdivision/Lot Split Application
 - Zoning Compliance Letter.
- ▶ Architectural Review Board (ARB)
- ▶ Administrative Review Team (ART)
- ▶ Board of Zoning Appeals (BZA)
- ▶ Planning & Zoning Commission (PZC)
- ▶ City Council (CC)
- ▶ Fee Payment Applications

Please select the application type you are applying for from the dropdown menus or search it using the search box.



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'.

Note: Enforcement tab includes the following: Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Home Building **Planning** Enforcement Contractor Registration

Create an Application Search Cases

Certificate of Zoning Plan Approval - Residential

1 Property & Contact Info	2 Application Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 1: Property & Contact Info. > Property Information

* indicates a required field.

Address

Please fill in only the "Street No." field and "Street Name" field and click Search, the program will autofill the remaining required boxes. If the property does not have an address and only a parcel ID number, please enter the address as Street No. field as "5200" and Street Name field as "emerald" and click search. Please list the parcel ID on the "additional addresses" on the upcoming page (our office will correct all information after receiving the application).

* Street No.: Direction: * Street Name: Street Type:

Unit Type: Unit No.:

City: State: * Zip:

Parcel

* Parcel Number:

Owner

Owner Name: ?

Address Line 1:

Address Line 2:

City: State: Zip:

Country:

Step 4: Once you've clicked 'Search,' a pop-up box will appear asking you to click options to autofill the 'Parcel' and 'Owner' 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.'

Address Search Result List

Addresses

Showing 1-1 of 1

Address	City	State	Zip
<input checked="" type="radio"/> 5200 EMERALD PKWY, DUBLIN OH 43017, 5200 EMERALD PKWY	DUBLIN	OH	43017

Associated Parcels

Showing 1-2 of 2

Parcel Number	Lot	Block	Subdivision
<input checked="" type="radio"/> 273-000323			
<input type="radio"/> 273-000323			

Associated Owners

Showing 1-2 of 2

Name	Address
<input type="radio"/> VILLAGE OF DUBLIN	5200 EMERALD PARKWAY OH
<input type="radio"/> VILLAGE OF DUBLIN	5200 EMERALD PARKWAY OH



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.'

Note: Enforcement tab includes the following:
Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Create an Application Search Cases

Certificate of Zoning Plan Approval - Residential

1 Property & Contact Info.	2 Application Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 1: Property & Contact Info. > Contractor Information

* indicates a required field.

Applicant

Enter contact information, the Applicant information is required. If you are submitting this application, use 'Select from Account' option to copy your contact information from your registration.
Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

Select from Account Add New Look Up

Save and resume later Continue Application »

Select Contact from Account

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 1-3 of 3

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Individual	City of Dublin
<input type="radio"/> Associated Owner		VILLAGE OF DUBLIN
<input type="radio"/> Associated Owner		VILLAGE OF DUBLIN

Continue Discard Changes



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.'

Note: Enforcement tab includes the following:
Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Home Building **Planning** Enforcement Contractor Registration

Create an Application Search Cases

Certificate of Zoning Plan Approval - Residential

1 Property & Contact Info.	2 Application Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 2: Application Detail > Project Detail

Please fill in all the boxes below that apply to your proposal.

* indicates a required field.

Custom Fields

Patio Information

Patio Material:

Patio Square Footage:

Fence Information

Fence Material:

Fence Height: Linear Ft

Fence Length: Linear Ft

Shed Information

Shed Material:

Shed Height: Linear Ft

Shed Square Footage: Square Ft

Pergola Information

Pergola Material:

Pergola Height: Linear Ft

Pergola Size: Square Ft

Other Information

Additional Items:

Save and resume later

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.'

Logged in as: City of Dublin Collections (0) Reports (1) Account Management Logout

Note: Enforcement tab includes the following:
Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Home Building **Planning** Enforcement Contractor Registration

Create an Application Search Cases

Certificate of Zoning Plan Approval - Residential

1 Property & Contact Info.	2 Application Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 2: Application Detail > Upload Plans

Please upload a scaled site plan drawing showing the location and dimensions of your proposal. Please also list the setbacks from your proposal to the closest property lines. If you are applying for a shed or fence please include an image of the proposed shed or fence. If you need a scaled site plan drawing please call the Planning Division at 614-410-4600.

* indicates a required field.

Attachment

Please upload a site plan and any additional plans that relate to the project.

The maximum file size allowed is **100 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pif;scr;sct;shb;s are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Plans

Name	Type	Size	Description	Document Status	Status Date	Upload Date	Action
No records found.							

Add

Save and resume later

Continue Application >>

File Upload ✕

The maximum file size allowed is **100 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;mst;php;pif;scr;sct;shb;s are disallowed file types to upload.

Site_Plan.pdf	100%
---------------	------

Continue **Add** **Remove All** Can

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.'

Logged in as: City of Dublin Collections (0) Reports (1) Account Management Logout

Note: Enforcement tab includes the following:
Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Home Building **Planning** Enforcement Contractor Registration

Create an Application Search Cases

Certificate of Zoning Plan Approval - Residential

1 Property & Contact Info. 2 Application Detail 3 **Review** 4 Pay Fees 5 Record Issuance

Step 3: Review

Save and resume later Continue Application >>

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on. You must check the box to agree to the certification at the bottom of the page before you can continue.

Record Type

Certificate of Zoning Plan Approval - Residential

Address Edit

5200 EMERALD
DUBLIN OH 43017

Parcel Edit

Parcel Number: 273-000323

Owner Edit

VILLAGE OF DUBLIN
5200 EMERALD PARKWAY
OH

Applicant Edit

Organization: 5200 Emerald Parkway, Dublin, OH, 43017, United States
Phone: 6144104600
E-mail: planning@dublin.oh.us

Custom Fields

Patio Information Edit
Patio Material:
Patio Square Footage:

Fence Information Edit
Fence Material:
Fence Height:
Fence Length:

Shed Information Edit
Shed Material: Metal
Shed Height: 12
Shed Square Footage: 180

Pergola Information Edit
Pergola Material:
Pergola Height:
Pergola Size:

Other Information Edit
Additional Items:

Attachment Edit

The maximum file size allowed is 100 MB.
ade;adp;bat;chm;cmd;com;cp;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb; are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.

Plans

Name	Type	Size	Description	Document Status	Status Date	Upload Date	Action
Site_Plan.pdf	Plans	2.96 MB	Site Plan show... read more	Uploaded	07/20/2023	07/20/2023	Actions

Save and resume later 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.*

Note: Enforcement tab includes the following:
Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

Create an Application Search Cases

Certificate of Zoning Plan Approval - Residential

1 Property & Contact Info.	2 Application Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 4: Pay Fees

Listed below are preliminary fees based upon the information you've entered.

Application Fees

Fees	Qty.	Amount
CERTIFICATE OF ZONING PLAN APPROVAL RESIDENCE	1	\$100.00

TOTAL FEES: \$100.00

Note: This does not include additional inspection fees which may be assessed later.

[Continue Application >>](#)



Step 10: Please fill out the required information to process the fee and complete your application. There is NO 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.

[Home](#) [Building](#) **[Planning](#)** [Enforcement](#) [Contractor Registration](#)

[Create an Application](#) [Search Cases](#)

Certificate of Zoning Plan Approval - Residential

1 Property & Contact Info.	2 Application Detail	3 Review	4 Pay Fees	5 Record Issuance
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Step 4: Pay Fees

Please select a payment method and then fill in all required information.

The available payment methods are:

- Credit Card
- Bank Account

* indicates a required field.

Payment Options

Amount to be charged: \$100.00

- Pay with Credit Card
 Pay with Bank Account

Credit Card Information:

* Card Type: * Card Number: * Security Code: [?](#)

* Name on Card: * Exp. Date:

Credit Card Holder Information:

Auto-fill with

Country:

* Street Address:

* City: * State: * Zip:

* Phone:

E-mail:

Submit Payment »



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.

The screenshot shows the City of Dublin website header with the logo and contact information. The user is logged in as 'Accela Plan' and is viewing the 'Planning' section. A progress bar shows four steps: 1 Property Information, 2 Application Detail, 3 Review, and 4 Record Issuance. The fourth step is highlighted with a green bar and a checkmark icon, indicating successful completion. A message box states 'Your application has been successfully submitted.' Below this, a red-bordered box contains the text 'Thank you for using our online services. Your Record Number is 23-6100'. Further instructions explain the importance of the record number and provide a 'View Record Details' button with a note that the record must be posted in the work area.

City of Dublin
OHIO, USA

Planning, Zoning, Code Enforcement 614-410-4600
Building: 614-410-4670

Return to

Logged in as: Accela Plan Collections (0) Reports (1) Account Management Logout

Search...

Home Building **Planning** Enforcement License Registration

Create an Application Search Cases

Informal Review

1 Property Information	2 Application Detail	3 Review	4 Record Issuance
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Step 4 : Record Issuance

Your application has been successfully submitted.

Thank you for using our online services.
Your Record Number is 23-6100

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.)

