

# 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

To access the new ePlan/ProjectDox program please visit: <a href="https://dublin-oh-us.avolvecloud.com/ProjectDox/">https://dublin-oh-us.avolvecloud.com/ProjectDox/</a>

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.

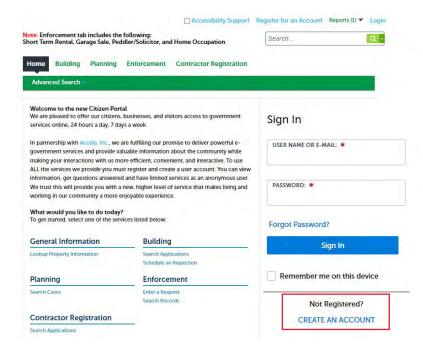
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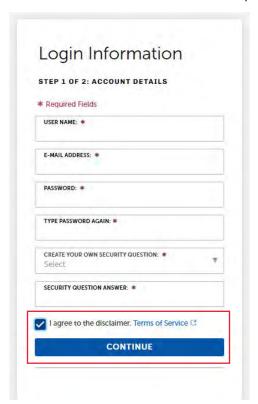
## **Registering for an Account**

To register for an account please navigate to: <a href="https://aca3.accela.com/dublinoh/default.aspx">https://aca3.accela.com/dublinoh/default.aspx</a>

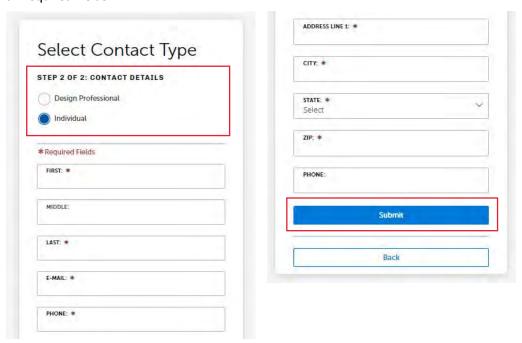
**Step 1:** Click on 'CREATE AN ACCOUNT,' below the Sign In section of the page.



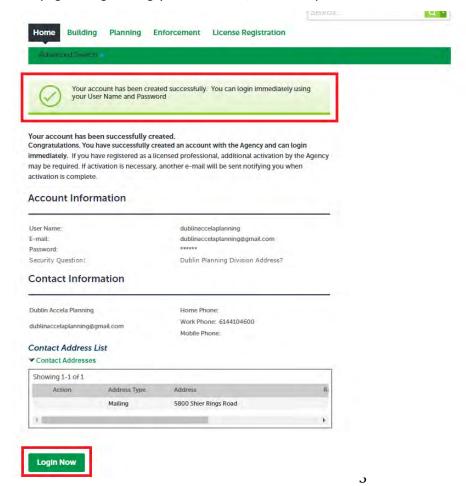
**Step 2:** Fill in the 'Login Information,' section with a username, email address, password, and security question. Read the Terms of Service and check the box, 'I have read and accepted the above terms,' then click 'Continue'.



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



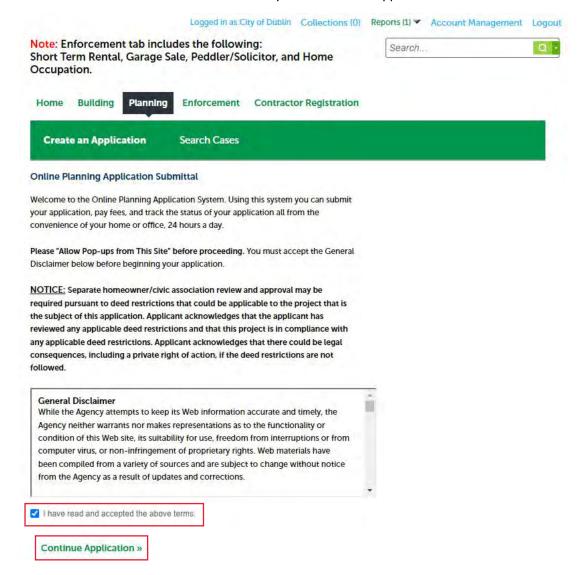
**Step 5:** You have now created an Accela Citizens' Access Portal account. Please click 'Login Now,' at the bottom of the page to login using your username/email and password.



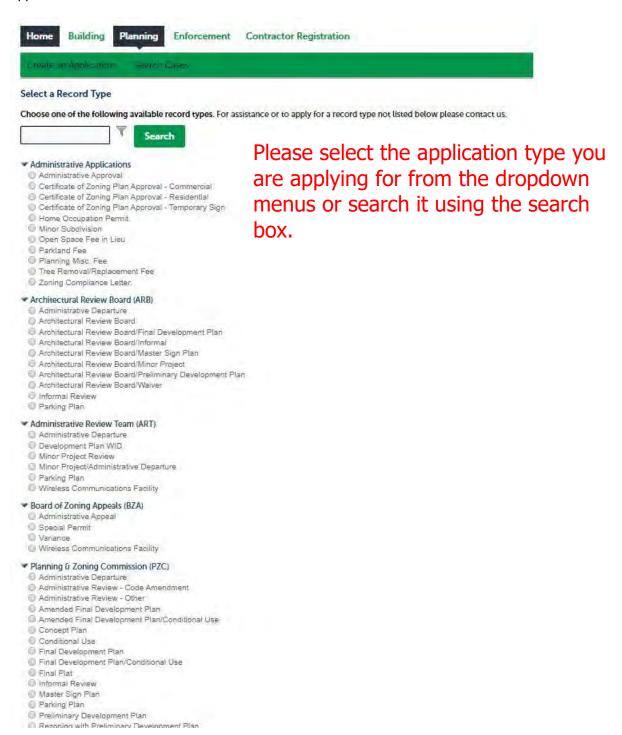
## **Applying for a Planning Application**

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

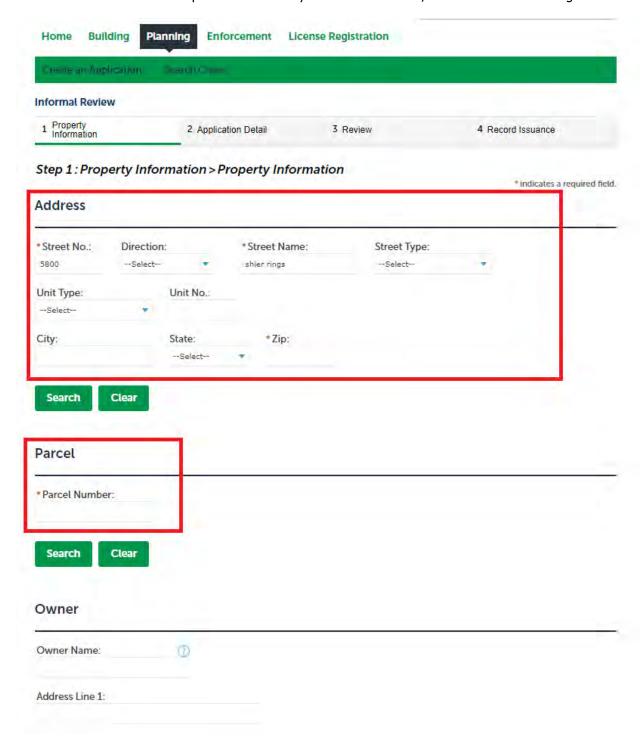
**Step 1:** Navigate to the 'Planning,' tab at the top of the page. Next, click 'Create an Application,' read the General Disclaimer and check the related box. Finally click 'Continue Application.'



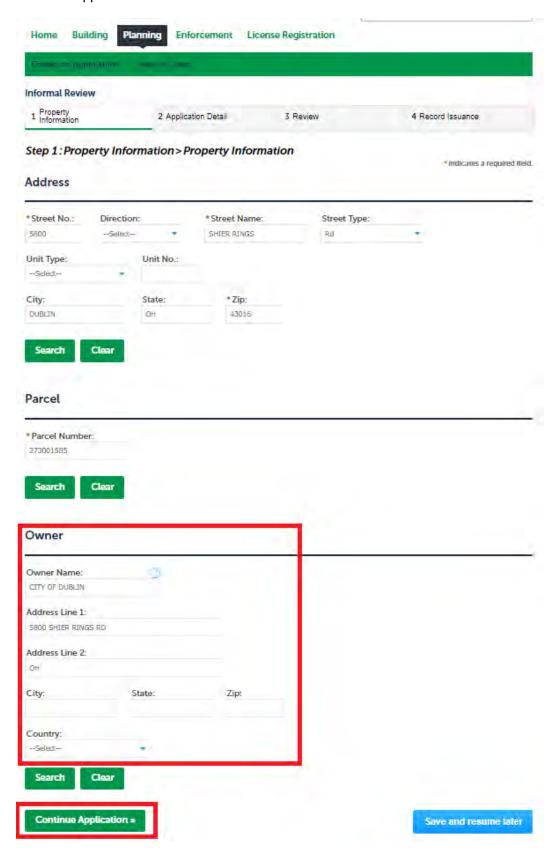
**Step 2:** Select the 'Record Type,' or application type you would like to apply for. The applications are sorted under their associated Boards and Commissions. If you cannot find your application type you can search for it in the search bar highlighted below. Once you've selected the 'Record Type,' or application type you would like to apply for, click 'Continue Application.'



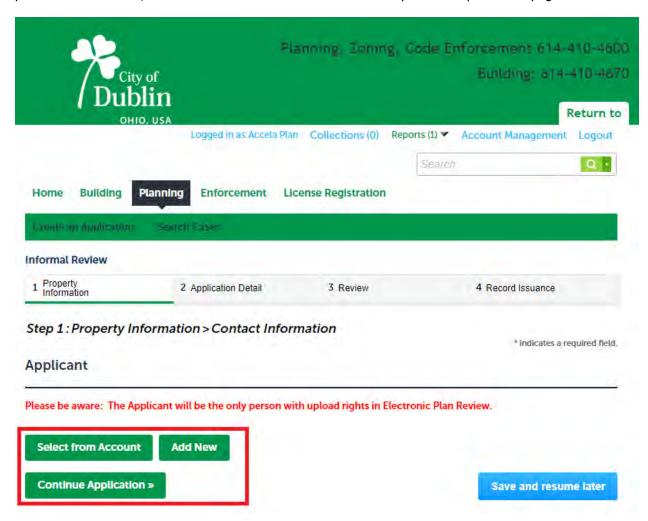
**Step 3:** Fill in the address associated with the application you are applying for. If there are multiple address associated with your application only fill in the information for one, you will be asked to fill in the other addresses at a later step. If the property associated with your project does 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,' to autofill the remaining information.



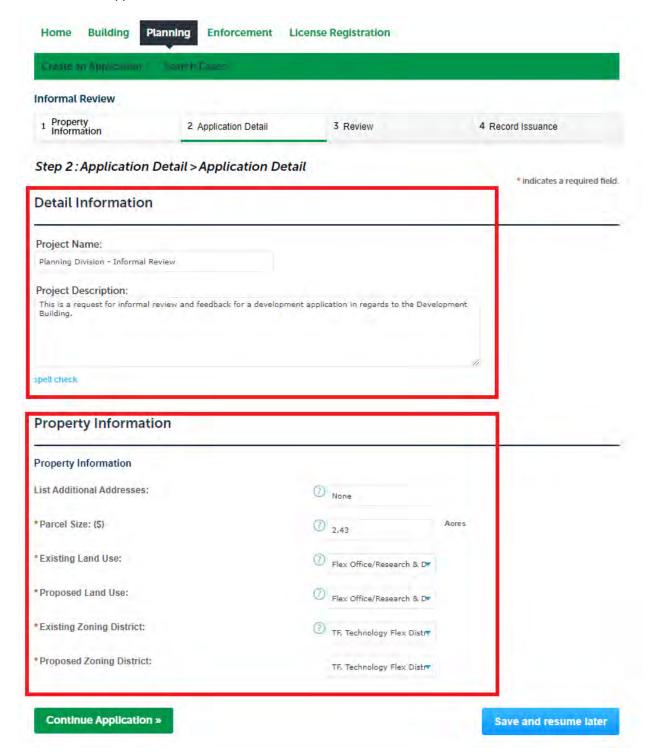
**Step 4:** Once you've used the 'Search,' autofill feature please ensure that the 'Owners,' section has autofilled. If the owner listed is a previous owner or incorrect, please update that information now. Once you've completed the page click 'Continue Application.'



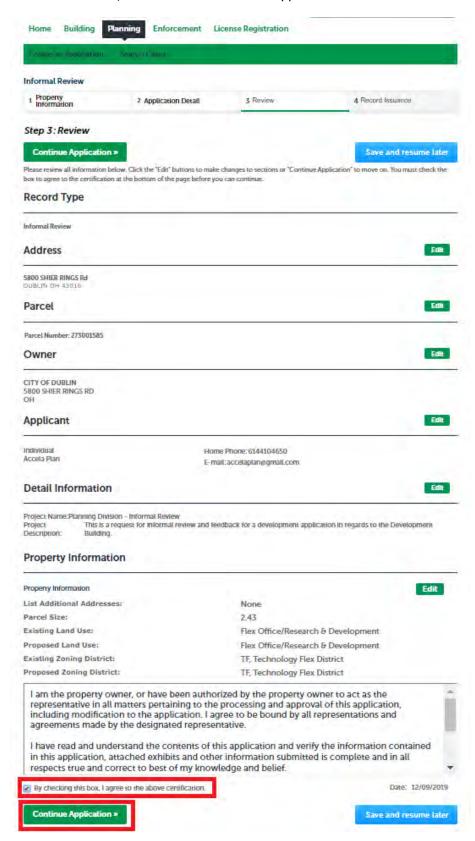
**Step 5:** Please select an applicant for the associated application. **Please be aware, the applicant will be the only person with upload right in ePlan/ProjectDox.** If you are the applicant, please click 'Select from Account,' and choose your related information. If you are submitting the application 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 'Detail Information,' and 'Property Information,' sections shown below. In the 'Detail Information,' section please give your project a name and provide a brief description of what your proposal is, please be aware staff may change these later. In the 'Property Information,' section list any additional addresses or parcel ID numbers related to your application. Fill in the remaining required fields, for help click on the blue question marks located to the left of each field. This will give you a brief explanation on what type of information is needed. Once you've completed the page click 'Continue Application.'



**Step 7:** 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 'By checking this box, I agree to the above certification,' and then click 'Continue Application.'



**Step 8:** You have now submitted your Planning Application. Please see the below boxes to view your Record Number. In this example, the record number is 19-079INF.

After submitting the Planning Application, the applicant listed on your application will receive an email from ePlan/ProjectDox to upload your materials and drawings to ePlan/ProjectDox. For information on the ePlan/ProjectDox process please see the 'ePlan Quick Guide.'

If there is a fee associated with your application your Accela Citizens' Access Portal account will be invoiced for the fee amount associated with your application type. This fee is viewable and payable under the 'My Records,' tab. You should receive an email when your account is invoiced, if not please actively check your account as review will not begin until the fee is paid.

