



DIVISION OF ENFORCEMENT 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 Enforcement Division. For additional help please contact the Department of Development 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 the navigation. The main content area is divided into two columns. The left column contains a "Welcome to the new Citizen Portal" message, a brief description of the portal's purpose, and a "What would you like to do today?" section with links to "General Information", "Building", "Planning", "Enforcement", and "Contractor Registration". The right column contains a "Sign In" section with input fields for "USER NAME OR E-MAIL" and "PASSWORD", a "Forgot Password?" link, a "Sign In" button, and a "Remember me on this device" checkbox. Below the "Sign In" section, a red box highlights a "Not Registered?" link and a "CREATE AN ACCOUNT" button.

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" form, which is the first step of a two-step process. The form includes several required fields: "USER NAME", "E-MAIL ADDRESS", "PASSWORD", "TYPE PASSWORD AGAIN", "CREATE YOUR OWN SECURITY QUESTION" (a dropdown menu with "Select" as the current selection), and "SECURITY QUESTION ANSWER". At the bottom of the form, there is a checkbox labeled "I agree to the disclaimer. Terms of Service" which is checked. Below the checkbox is a blue "CONTINUE" button. A red box highlights the checkbox and the "CONTINUE" button.



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

Contact Information

Dublin Accela Planning Home Phone:
dublinaccelplanning@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 an Enforcement 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 'Enforcement,' tab at the top of the page. Next, click 'Enter a Request,' read the General Disclaimer and check the related box. Finally click 'Continue Application.'

Note: Click "Enter a Request", Accept the Disclaimer, "Click Enforcement Applications" for the following: Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

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Enter a Request

Search Records

Online Application

Welcome to the Online Code Enforcement System. Using this system, you can submit an application for a Code Enforcement Permit or a Request to investigate a complaint. You may also search the agency enforcement cases 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.

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: Click "Enter a Request", Accept the Disclaimer, "Click Enforcement Applications" for the following: Short Term Rental, Garage Sale, Peddler/Solicitor, and Home Occupation.

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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.

▼ **Enforcement Application**

- Garage Sale Permit - Group
- Garage Sale Permit - Individual
- Group Fundraising
- Home Occupation Permits
- Peddler/Solicitor Permit
- Short Term Rental Annual Registration

▼ **Enforcement Complaint**

- Animal Violation
- Grass & Weeds
- Miscellaneous
- Nuisance
- Property Maintenance Violation
- Short Term Rental Complaint
- Sign Violation
- Trash & Debris
- Trash Can Violation
- Vehicle Violation

▼ **Zoning Complaint**

- Zoning Inspection - Complaint Sign

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

[Continue Application >>](#)



Step 3: Fill in the sections with the general description of the Business that will be doing the fundraising, including a name and description. For the applicant, either 'Select from Account' or 'Add New', depending on which individual is filing the application. Once all the information has been filled in, click 'Continue Application'.

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Enter a Request Search Records

Group Fundraising

1 Application Information	2 Additional Information	3 Upload Photo with Name	4 Review	5 Pay Fees	6
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Step 1: Application Information >.

* indicates a required field.

Applicant

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

General Description of the Business

Business Name:

Enter Description of Business: ?

[spell check](#)

Continue Application >>



Step 4: Fill in general information for the group fundraising event, as shown below. Once all the information has been entered, click 'Continue Application'.

Enter a Request Search Records

Group Fundraising

1 Application Information	2 Additional Information	3 Upload Photo with Name	4 Review	5 Pay Fees	6
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Step 2: Additional Information > Page 1

* indicates a required field.

Please complete the following

Please review Dublin Codified Ordinances Section 115.04 REGISTRATION FOR CHARITABLE OR RELIGIOUS PURPOSE, for requirements.

GENERAL

* Name of the Organization:	<input type="text"/>
* EIN Number of the Organization (no dashes):	<input type="text"/>
* Officer or Official of Organization:	<input type="text"/>
* Officer/Official Phone Number:	<input type="text"/>
* Officer/Official e-mail:	<input type="text"/>
* Nature of the purpose to which the proceeds will be applied:	<input type="text"/>
* Beginning Date of Solicitation:	<input type="text" value="MM/DD/YYYY"/> 
* End Date of Solicitation:	<input type="text" value="MM/DD/YYYY"/> 
* Number of Participants:	<input type="text"/>

Continue Application >>



Step 5: Please upload the required plans for your application, which should include a photo with the name of any individual over the age of 18. These can either be separate files or in individual files for every individual participating. 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 'Type' dropdown with which documents is uploaded, and 'Save' to finish the upload. Then click 'Continue Application.'

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Enter a Request

Search Records

Group Fundraising

1 Application Information	2 Additional Information	3 Upload Photo with Name	4 Review	5 Pay Fees	6
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Step 3: Upload Photo with Name > Required Documentation

* indicates a required field.

Upload a photo with name for each person over 18

Please upload a picture, identified by name, for each person participating that is over 18 years of age.

CHOOSE "PICTURE WITH NAME" AS THE DOCUMENT TYPE WHEN PROMPTED.

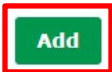
The maximum file size allowed is **100 MB**.

`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.

Photo with Name

Name	Type	Size	Description	Action
No records found.				



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` are disallowed file types to upload.

Picture with Name 2.pdf	100%
Picture with Name.pdf	100%

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

Step 6: Please review the page to ensure all the information provided is correct. If something is wrong click 'Edit,' to go back and correct the information. Once all the information is correct, check the box and click 'Continue Application.'

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Enter a Request Search Records

Group Fundraising

1	2 Additional Information	3 Upload Photo with Name	4 Review	5 Pay Fees	6 Submit
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Step 4: Review

[Continue Application »](#)

Please review all information below. Click the "Edit" buttons to make changes to sections or accept the certification at the bottom of the page and click "Continue Application" to move on.

Record Type

Group Fundraising

Applicant

[Edit](#)

Organization
City of Dublin
5200 Emerald Parkway
Dublin, OH, 43017
United States

Contact Phone: 6144104600
Phone: 6144104600
E-mail: planning@dublin.oh.us

General Description of the Business

[Edit](#)

Please complete the following

Please review Dublin Codified Ordinances Section 115.04 REGISTRATION FOR CHARITABLE OR RELIGIOUS PURPOSE, for requirements.

GENERAL

Name of the Organization: City of Dub lin
EIN Number of the Organization (no dashes): 1234
Officer or Official of Organization: Planning
Officer/Official Phone Number: 6144104600
Officer/Official e-mail: planning@dublin.oh.us
Nature of the purpose to which the proceeds will be applied: N/A
Beginning Date of Solicitation: 10/10/2023
End Date of Solicitation: 10/10/2023
Number of Participants: 15

[Edit](#)

Upload a photo with name for each person over 18

[Edit](#)

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;msp;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.

Photo with Name

Name	Type	Size	Description	Action
Picture with Name 2.pdf	Photo with Name	47.03 KB		Actions ▼
Picture with Name.pdf	Photo with Name	47.03 KB		Actions ▼

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification.

Date:

[Continue Application »](#)



EVERYTHING GROWS HERE.

Step 7: Although the top of the page has a section called "Pay Fees", there are no fees associated with this application type. You have now submitted your Charitable/Group Fundraising Permit. Please see the below boxes to view your Record Number. In this example, the record number is ENF-2023-01078. If you have any questions on the application, please call the Enforcement Division at (614)-410-4600 and reference your below record number.

At the time of solicitation, please keep the record number available on person or at the site.

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[Enter a Request](#) [Search Records](#)

Group Fundraising

1 Application Information	2 Additional Information	3 Upload Photo with Name	4 Review	5 Submit
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Your application has been successfully submitted.
Please print your record and retain a copy for your records.

Thank you for using our online services.

Your Record Number is ENF-2023-01078.

You will need this number to check the status of your application.

You will be contacted when the review of your application is completed.

[View Record Details >>](#) (You must post the record in the work area.)

