



DIVISION OF PLANNING ACCELA CITIZENS' ACCESS PORTAL APPLICANT 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.

Process for Submitting Application:

Step 1: To access the new Accela Citizens' Access Portal program please visit: <https://aca3.accela.com/dublinoh/default.aspx>

Step 2: To access the new ePlan/ProjectDox program please visit: <https://dublin-oh-us.avolvecloud.com/ProjectDox/>

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 links for Accessibility Support, Register for an Account, Reports (1), and Login. A search bar is present. Below the navigation menu, there is 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 this, a red box highlights a 'Not Registered?' link and a 'CREATE AN ACCOUNT' button. On the left side, there is a 'Welcome to the new Citizen Portal' message and a grid of service categories: General Information, Building, Planning, Enforcement, and Contractor Registration, each with sub-links.

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'. Below the title, there is a list of required fields: 'USER NAME', 'E-MAIL ADDRESS', 'PASSWORD', 'TYPE PASSWORD AGAIN', 'CREATE YOUR OWN SECURITY QUESTION' (with a dropdown menu), and 'SECURITY QUESTION ANSWER'. At the bottom, there is a checkbox labeled 'I agree to the disclaimer. Terms of Service' which is checked. Below the checkbox is a blue 'CONTINUE' button, which is 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.'

The screenshot shows the top navigation bar with the user logged in as 'City of Dublin'. The 'Planning' tab is selected. Below the navigation bar, there is a 'Create an Application' button highlighted with a red box. A search bar is also visible. Below the navigation bar, there is a section titled 'Online Planning Application Submittal' with a welcome message and a 'Please Allow Pop-ups' warning. A red box highlights a 'NOTICE' regarding deed restrictions. Below the notice, another red box highlights the 'General Disclaimer' section, which includes a checkbox for accepting terms and a 'Continue Application' button.

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. 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.'

If you are unsure which application type to apply for, please contact Planning at (614)-410-4600.

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

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.

Search

- Administrative Applications
- Architectural Review Board (ARB)
 - Architectural Review Board - Concept Plan
 - Architectural Review Board - Demolition
 - Architectural Review Board - Final Development Plan
 - Architectural Review Board - Informal
 - Architectural Review Board - Master Sign Plan
 - Architectural Review Board - Minor Project
 - Architectural Review Board - Preliminary Development Plan
- Administrative Review Team (ART)
 - Development Plan WID
 - Minor Project Review
 - Waiver
 - Wireless Communications Facility
- Board of Zoning Appeals (BZA)
 - Administrative Appeal
 - Special Permit
 - Variance
- Planning & Zoning Commission (PZC)
 - Administrative Departure
 - Administrative Review - Other
 - Amended Final Development Plan
 - Amended Final Development Plan/Conditional Use
 - Concept Plan
 - Conditional Use
 - Final Development Plan
 - Final Development Plan/Conditional Use
 - Final Plat
 - Informal Review
 - Master Sign Plan
 - Parking Plan
 - Preliminary Development Plan
 - Preliminary Plat
 - Rezoning with Preliminary Development Plan
 - Site Plan Review WID
 - Standard District Rezoning
 - Waiver
 - Zoning Code Amendment
- City Council (CC)
- Fee Payment Applications

Continue Application »

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,' to autofill the remaining information.

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 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.'

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	O H	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 'Detail Information,' 'Property Information,' and 'Number of Lots' 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.'

Informal Review

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

* indicates a required field.

Detail Information

Project Name:

Planning Division - Informal Review

Project Description:

This is a request for informal review and feedback for a development application in regards to the Development Building.

[spell check](#)

Custom Fields

Property Information

Case Type:

? Informal Review

Board/Commission Type:

Planning & Zoning Comm

List Additional Addresses:

?

* Parcel Size:

? 56.81 Acres

Existing Land Use:

? Civic/Public Assembly

Proposed Land Use:

? Civic/Public Assembly

Existing Zoning District:

? PUD, Planned Unit Devel

Proposed Zoning District:

PUD, Planned Unit Devel

Custom Fields

Number of Lots

* Lots or Residential Dwelling Units: (\$)

? 1

Save and resume later

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 'Continue Application.'

Create an Application Search Cases

Informal Review

1 Property Information	2 Application Detail	3 Review	4 Record Issuance
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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

Informal Review

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

Edit

Project Name:Planning Division - Informal Review
Project Description: This is a request for informal review and feedback for a development application in regards to the Development Building.

Custom Fields

Property Information

Edit

Case Type:	Informal Review
Board/Commission Type:	Planning & Zoning Commission (PZC)
List Additional Addresses:	
Parcel Size:	56.81
Existing Land Use:	Civic/Public Assembly
Proposed Land Use:	Civic/Public Assembly
Existing Zoning District:	PUD, Planned Unit Development District
Proposed Zoning District:	PUD, Planned Unit Development District

Custom Fields

Number of Lots

Edit

Lots or Residential Dwelling Units: 1

Save and resume later

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 23-074INF.

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-ProjectDox Staff 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.

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

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Home Building **Planning** Enforcement Contractor 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 23-074INF.

You will need this number to check the status of your application. You will be notified via email when your application is accepted for completeness and when a determination has been made.

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

