



# 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 on the right. Below the navigation is a menu with "Home", "Building", "Planning", "Enforcement", and "more". A "Welcome to the new Citizen Portal" message is displayed on the left, followed by a "Sign In" section on the right. The "Sign In" section includes input fields for "USER NAME OR E-MAIL" and "PASSWORD", a "Forgot Password?" link, and a "Sign In" button. Below the "Sign In" button is a checkbox for "Remember me on this device". A red box highlights the "Not Registered? CREATE AN ACCOUNT" link.

**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. The form is titled "Login Information" and is labeled "STEP 1 OF 2: ACCOUNT DETAILS". It includes a section for "\* Required Fields" with the following input fields: "USER NAME: \*", "E-MAIL ADDRESS: \*", "PASSWORD: \*", "TYPE PASSWORD AGAIN: \*", "CREATE YOUR OWN SECURITY QUESTION: \*" (with a dropdown menu showing "Select"), and "SECURITY QUESTION ANSWER: \*". At the bottom, there is a checkbox for "I agree to the disclaimer. Terms of Service" and a "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 associated individual who will be doing the soliciting. If there are multiple individuals associated with your business, you will need to file separate applications. 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'.

Enter a Request Search Records

**Peddler/Solicitor Permit**

- 1 People & Business
- 2 Required Documentation
- 3 Review
- 4 Pay Fees
- 5 Submit

**Step 1: People & Business > Applicant**  
**This is the person that will be doing the soliciting.**

\* 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

**Custom Fields**

**Applicant Information**

\* Length of Employment:

\* Height:

\* Weight:

\* Eye Color:

\* Hair Color:

\* Vehicle Make:  ?

\* Vehicle Model:

\* Vehicle Year:

\* Vehicle Color:

\* Vehicle License Plate:

\* Vehicle License Plate State:

**APPLICANT BACKGROUND**

\* Have you applied for a Peddler/Solicitor Permit in Dublin Before?:  Yes  No

If yes, when?:

\* Are you or your firm licensed in the State of Ohio?:  Yes  No

If yes, is the license current?:  Yes  No

Continue Application >>



**Step 4:** For the Business, either 'Select from Account' or 'Add New', depending on which individual is filing the application. Once all the information has been entered, click 'Continue Application'.

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### Peddler/Solicitor Permit

1 People & Business   2 Required Documentation   3 Review   4 Pay Fees   5 Submit

#### Step 1: People & Business > Business

This is the information regarding the business the solicitor is representing.

\* indicates a required field.

### Business Name

E-Mail must be included

Select from Account

Add New

Look Up

### Custom Fields

#### BUSINESS INFORMATION

\* Federal ID Number (no dashes):

\* Describe the nature of the goods/services to be furnished or the nature of the solicitation:

\* Area/Location of Solicitation:

\* If on private property, do you have the owner's permission?:

Continue Application »



**Step 5:** Please upload the required plans for your application, which should include a 1) Valid Government Issued Photo Identification and 2) Background Check from the Ohio Bureau of Criminal Investigation (preferred) or pre-employment Background Check from employer. 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.'

Enter a Request      Search Records

**Peddler/Solicitor Permit**

1 People & Business	2 Required Documentation	3 Review	4 Pay Fees	5 Submit
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**Step 2: Required Documentation > Gov ID, Background CK**  
If you have a State of Ohio Vendor's License, please include it in your upload.

- Documents that **MUST** be included:
- 1. Valid Government Issued Photo Identification
  - 2. Background Check from the Ohio Bureau of Criminal Investigation (preferred) or pre-employment Background Check from employer.

\*indicates a required field.

**Attachment**

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.

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.

Background Check.pdf	100%
ID.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

#### Peddler/Solicitor Permit

1 People & Business	2 Required Documentation	3 Review	4 Pay Fees	5 Submit
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#### Step 3: 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

Peddler/Solicitor Permit

#### Applicant

[Edit](#)

#### Custom Fields

Applicant Information [Edit](#)

Length of Employment:  
Height:  
Weight:  
Eye Color:  
Hair Color:  
Vehicle Make:  
Vehicle Model:  
Vehicle Year:  
Vehicle Color:  
Vehicle License Plate:  
Vehicle License Plate State:

#### APPLICANT BACKGROUND

[Edit](#)

Have you applied for a Peddler/Solicitor Permit in Dublin Before?  
If yes, when?  
Are you or your firm licensed in the State of Ohio?  
If yes, is the license current?:

[Edit](#)

#### Business Name

[Edit](#)

#### Custom Fields

BUSINESS INFORMATION [Edit](#)

Federal ID Number (no dashes):  
Describe the nature of the goods/services to be furnished or the nature of the solicitation:  
Area/Location of Solicitation:  
If on private property, do you have the owner's permission?:

#### Custom Fields

BUSINESS INFORMATION [Edit](#)

Federal ID Number (no dashes):  
Describe the nature of the goods/services to be furnished or the nature of the solicitation:  
Area/Location of Solicitation:  
If on private property, do you have the owner's permission?:

[Edit](#)

#### Attachment

The maximum file size allowed is 100 MB.  
a de;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;json;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pdf;scr;sect;shb; are disallowed file types to upload.

Name	Type	Size	Description	Action
Background Check.pdf	Background Check issued within the prior 12 months	71.07 KB		<a href="#">Actions</a>
ID.pdf	Valid Government Issued Photo Identification	47.03 KB		<a href="#">Actions</a>

I am the applicant or have been authorized by the applicant to act as the representative in all matters pertaining to the processing and approval of this application, including modification to the application. I agree to be bound by all representations and agreements made by the designated representative.  
I have read and understand the contents of this application and verify the information contained in this application, attached exhibits and other information submitted is complete and in all respects true and correct to best of my knowledge and belief.

By checking this box, I agree to the above certification.      Date: 09/29/2023

[Continue Application >>](#)



**Step 7:** 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 Division at (614)-410-4600.*

Enter a Request      Search Records

**Peddler/Solicitor Permit**

1 People & Business	2 Required Documentation	3 Review	<b>4 Pay Fees</b>	5 Submit
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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
Peddler/Solicitor	1	\$110.00

**TOTAL FEES: \$110.00**

**Continue Application >>**



**Step 8:** 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.

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Enter a Request    Search Records

#### Peddler/Solicitor Permit

1 People & Business	2 Required Documentation	3 Review	4 Pay Fees	5 Submit
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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

Use the dropdown menu to change the payment type.

\* indicates a required field.

#### Payment Options

Amount to be charged: \$110.00

- 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 9:** You have now submitted your Peddler/Solicitor Permit. Please see the below boxes to view your Record Number. In this example, the record number is ENF-2023-01000. If you have any questions on the application, please call the Enforcement Division at (614)-410-4600 and reference your below record number.

*Pick up purchased permit on Monday – Friday between 8 am – 5 pm at **5200 Emerald Parkway – The Development Building**. Please enter the door facing Coffman Park and ring the bell. We prefer that you bring your receipt with you when picking up your permit.*

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Enter a Request    Search Records

#### Peddler/Solicitor Permit

1 People & Business	2 Required Documentation	3 Review	4 Pay Fees	5 Submit
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#### Step 5: Record Issuance



Your application has been successfully submitted.

Thank you for using our online services.

**Your Record Number is ENF-2023-0100.**

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.)



EVERYTHING GROWS HERE.