CHARLOTTE.

Accela Citizen Access
How to Instructions
April 2016

To Add A Document To A Project
Log in
Click on All My Records to see everything you have or are working on in ACA
OR
Go to Home
Go to My Records
Click on the Record Number (in blue) for the project you need
Go to Record Info
Go to Attachments
On the Attachment screen at the bottom of the page, Click on Add
Upload the document
Make sure document is 100% uploaded
Add another document **OR**
Click on Continue
When screen appears, click on Type. From the dropdown box, choose the type of document
If applicable, add additional notes
For each document uploaded, click on Type and choose from the drop down box the type of document.
If applicable, add additional notes
SAVE

To Find Due Date
Log in
Click on All My Records to see everything you have or are working on in ACA
OR
Go to Home
Go to My Records
Click on the Record Number (in blue) for the project you need
Go to Record Info
Go to Processing Status

   ✔ : Review is complete

- ▶ Click to see reviewer, dates and comments, if applicable

   ⧗ : Review is not completed

- ▶ Click to see due date and reviewer

To Resubmit Plans
Log in
Click on All My Records to see everything you have or are working on in ACA
OR
Go to Home
Go to My Records
Click on the Record Number (in blue) for the project you need
Go to Record Info
Go to Attachments
Add document (see **To Add a Document to a Project** for process)

To Review Comments To Plans
Log in
Click on All My Records to see everything you have or are working on in ACA
OR
Go to Home
Go to My Records
Click on the Record Number (in blue) for the project you need
Go to Record Info
Go to Attachments
Click on the document with the comments

To Review Approved Plans
Log in
Click on All My Records to see everything you have or are working on in ACA
OR
Go to Home
Go to My Records
Click on the Record Number (in blue) for the project you need
Go to Record Info
Go to Attachments
Click on the Approved Plans documents

To Submit A New Project
Log in
Click on New
- ❖ If you want to submit a new Commercial or Subdivision Plan, Click on Commercial/Subdivision Project. Plats are listed in the Subdivision Projects.
- ❖ If you want to submit new Rezoning Administration Amendment Documents, Click on Rezoning Administrative
- ❖ If you want to register for CMCSI class, click on Register for a CMCSI Course
At Select an Application Type,
- ❖ If you want to submit a new Commercial or Subdivision Plan, Click on Commercial Plan Review Application Type or Subdivision Plan Review Application Type. Plats are listed in Subdivision Plan Review Application Type.
- ❖ Choose the appropriate Rezoning application type
Continue Application
Submit   4/3/16

Accela Citizen Access 8.0 User Guide for New Features

10/24/15

Using Accela Citizen Access To:
Review a Project
Check on Project Status
Check on Due Dates
Upload Plans for a Resubmittal
Resume an Application

The home page looks the same:

Help

Google Chrome Upload Document Problem: If you are
using Google Chrome version 4.2 or later for submitting
application here and you have not done following, please
go to the web site below to enable NP... more

Mark as Read

Home   Land Development   Enforcement

Advanced Search ▼

Welcome to Citizen Access!

This portal will allow you to view an Application/Project's Review Status, Due Date, Site Inspections, General Site Info and any Violations associated with the project. From this website you can also submit your plans/plats/sketches for review or register for Charlotte-Mecklenburg Certified Site Inspector (CMCSI) certification class.

What would you like to do today?

View Commercial and Subdivision Projects and Bonds or Pay Bond Administration Fees on-line
To view record details of Land Development Projects and Bonds or to pay Bond administration fees on-line for your active project, please click on Search Project/Bond under **Land Development** below.

Submit Electronic Plans/Documents
To submit or resubmit plans, plats, sketches and any related documents, please login to your account and follow the instructions there. If you do not have a login account (new user), please click **here** to register for an account.

Planning - Administrative Amendment
To submit an Administrative Amendment to a previously approved conditional rezoning, please login to your account and follow the instruction there. If you do not have a login account (new user), please click **here** to register for an account.
To Search an existing record, please click on Search Project under **Planning** below.

Obtain Review Comments
Please login to your account and follow the instructions there. If you do not have a login account (new user), please click **here** to register for an account.

View Enforcement Cases
To view Enforcement cases, please click on Search Enforcement Case under **Enforcement** below.

View CMCSI records or Register for an upcoming CMCSI class
To view record of your CMCSI certification, please click on Search Registration under **CMCSI** below. To register for CMCSI class, please login to your account and follow the instructions there. If you do not have a login account (new user), please click **here** to register for an account.

Contact Us
For Planning – Administrative Amendment, please contact Planning Department at 704-

Login

User Name or E-mail:

Password:

Login »

☐ Remember me on this computer

I've forgotten my password
New Users: Register for an Account

ATTENTION:

First time users:
Registration only required to submit plans for approval or to register for CMCSI.
If you already have an account, please use your existing login information.

Log in as usual

You have are now at the Dashboard screen:

Help

Search... 🔍 ▼

Home Land Development Enforcement CMCSI Planning

Dashboard   My Records   My Account   Advanced Search ▼

Hello, Nan Peterson

Action Required (0)   **- Hide**

There are no actionable items which need your attention right now.

My Collection (0)   **View Collections**

You do not have any collections right now.

Work in progress ⓘ   **View All Records**

Record Name	Record ID	Module	Creation Date	Action
Commercial (Expedited Review)	12TMP-000079	LandDevelopment	11/26/2012 12:00:00 AM	Resume Application
Commercial	12TMP-000077	LandDevelopment	11/26/2012 12:00:00 AM	Resume Application

The default will show projects that have not been submitted. To see all records including those that have been submitted, click on the View All Records button or the My Records tab at the top of the page.   *Note: The Dashboard page does NOT show the project name. To find the project name, go to View All Records or click on My Records.*

All your projects will show

Scroll across to see entire record

Click on Record for details

The record details are called up.

To review additional information: process status (due dates), related records, attachments and inspections, click on Record Info.

Record LDC-2015-00223:
Commercial (Regular 15 business day Review)
Record Status: In Progress

A

[f Like] 0

| Record Info ▼ | Payments ▼ | Custom Component |

Permit/Case Details

Processing Status
(Please EXPAND this to
view the status of plan
review.)

Related Records

Attachments

Inspections

12502601
Styers/Dukes/Wilson/Zink   Kory

Click on the task you need.

To See Attachments, Upload Plans or Review Plan Comments

Record LDC-2015-00223:
Commercial (Regular 15 business day Review)
Record Status: In Progress

| Record Info ▼ | Payments ▼ | Custom Component |

Permit/Case Details

Processing Status
(Please EXPAND this to
view the status of plan
review.)

Related Records

Attachments

Inspections

1250260
Styers/Dukes/Wilson/Zink   Kory

Click on Attachments - this is in the My Records tab

The following screen appears.   To view comments, click on the appropriate plans. To resubmit, follow instructions.

Record Info ▼	Payments ▼	Custom Component

Attachments

EPLAN REQUIREMENTS:
- Plans must be "to scale" original plans scanned and saved as PDF file (or other acceptable electronic format per NCBELS regulations 21 NCAC 56.1103).
- All submitted plans and design calculations must be sealed and signed by a design professional licensed in the state of North Carolina.
- Where applicable, include a PDF of sealed engineering calculations, drainage area maps, exhibits, and/or supporting documentation.
- Plan sheets should be 24"X 36" maximum size, and can be scanned at a resolution of 150 dpi.
- Do not submit separated PDF for each sheet of the plan set. **Combine multiple PDF sheets in Acrobat**, using the "Smaller file size" setting which compresses the image even more but keeps it legible. Ensure that all pages are in order, and rotated properly for viewing on-screen.

FOR PROJECTS WITH DRIVEWAY ENTRANCES TO NCDOT-MAINTAINED ROADWAYS: Please attach to this project record a completed, signed NCDOT Street and Driveway Access Permit Application (form TEB 65-04). This driveway permit application can be obtained from the NCDOT website at http://www.ncdot.org/doh/forms/files/TEB-65-04.doc

FOR SUBDIVISION submittals (excluding Sketch Plans), in addition to the above:
- A completed Gateway Checklist.
- Floodplain Development Permit Application (If Applicable).
- A NCDOT Stamped Transmittal for projects in ETJ or located on State-maintained roadway.
- Subdivision Signature Form – Complete and attach below a subdivision signature form.
Visit EPLAN Required Documents for a copy of all required documents to include the signature page and/or a complete list of required documents.

FEES: Please note payment of review fees must be done via personal check delivered to the Land Development office. For commercial projects, a Mecklenburg County bond account may be used for payment.

Please DO NOT include any apostrophe (') in your document file name.
Please click on Save button after you finish file attachment.

Please Note: maximum individual file size allowed is 50 MB.
Please Note: **html;htm;mht;mhtml.** are disallowed file types to upload.

View People Attachments

Name	Record ID	Type	Size	Latest Update	Action
No records found.					

Select from Account

To Check on Due Date/Project Status

Click on Processing Status – this is in My Records tab

Record LDC-2015-00223:
Commercial (Regular 15 business day Review)
Record Status: In Progress

Like   0

Record Info ▼   Payments ▼   Custom Component

Permit/Case Details

Processing Status
(Please EXPAND this to
view the status of plan
review.)

Related Records

Attachments

Inspections

12502601
Styers/Dukes/Wilson/Zink   Kory

Click on processing to check on due dates, reviewer and project status. By clicking on an arrow, the following information will appear.

Processing/Status (Please EXPAND this to view the status of plan review.)

The status only reflects the last review status as dated.
Items that have a green checkmark icon are **COMPLETED** tasks.
Items that have an hourglass icon are **ACTIVE** tasks.
All active tasks are currently under review.

✔ ▶ Pre-Submittal Meeting
    Initial Site Assessment
    Erosion Control Review
    Zoning Review
    Solid Waste Review
    CDOT Signalization
    CATS Review
    Police Review
⏳ ▼ Engineering Review
        Due on **11/03/2015**, assigned to **Robert M Zink**
        Marked as **TBD** on **TBD** by **TBD**
⏳ ▼ CDOT Review
        Due on **11/03/2015**, assigned to **Kory Hedrick**
        Marked as **TBD** on **TBD** by **TBD**
⏳ ▼ Urban Forestry Review
        Due on **11/03/2015**, assigned to **Laurie Dukes**
        Marked as **TBD** on **TBD** by **TBD**
⏳ ▼ Plan Review Coordinator
        Due on **11/03/2015**, assigned to **Nan Peterson**
        Marked as **TBD** on **TBD** by **TBD**
⏳ ▼ City Arborist
        Due on **11/03/2015**, assigned to **TIM PORTER**
        Marked as **TBD** on **TBD** by **TBD**
⏳ ▶ Planning Review

To Search for a Project

Help

Home Land Development Enforcement CMCSI Planning

Dashboard My Records My Account Advanced Search ▼

Hello, Nan Peterson

Action Required (0)   - Hide

There are no actionable items which need your attention right now.

My Collection (0)   View Collections

You do not have any collections right now.

Work in progress ⑦   View All Records

Record Name	Record ID	Module	Creation Date	Action
Commercial (Expedited Review)	12TMP-000079	LandDevelopment	11/26/2012 12:00:00 AM	Resume Application
Commercial	12TMP-000077	LandDevelopment	11/26/2012 12:00:00 AM	Resume Application

When you are in ACA, click on HOME. The home screen has not changed.

14

Help

Home   Land Development   Enforcement   CMCSI   Planning

Dashboard   My Records   My Account   Advanced Search ▼

Welcome Nan Peterson

You are now logged in.

To search for a previously submitted Rezoning Administrative project or to submit a new Administrative Amendment application, please go to **Planning** below. If you have any question, please contact the Planning Department at 704-336-2205.

Note: Administrative Amendments to a previously approved conditional rezoning submitted prior to July 1, 2015 are not in this database.

To search for or to submit a Commercial or Subdivision project, please go to **Land Development** below. If you have any question, please contact Land Development Customer Service at 704-336-6692.

Please click on the corresponding link below to start.

Land Development	Enforcement
Search Project/Bond	Search Enforcement Case
Submit New Project	
CMCSI	**Planning**
Register for course	Search Project
Search Registration	Submit a New Application
General Information	**Surety Bond Activity Reports**
Lookup Property Information	Print

Here you can click on Search Project and Submit New Project.

To search:

Type in a search item and click on search:

General Search   General Search ▾

☐ Search my records only

Project Number: (?)   **Type:**
[   ]   --Select--   ▾

Project Name: (?)   **Date Submit From:** (?)   **Date Submit To:** (?)
[test   ]   [10/25/2011]   [10/24/2015]
                               🗓   🗓

Parcel Number: (?)
[   ]

Street No.:   **Direction:** (?) **Street Name:** (?)   **Street Type:**
[From]-[To]   --Select-- ▾   [   ]   --Select-- ▾

City: **State:**   **Zip:**
[   ]   [   ]   [   ]

License Type: **License Number:**   **Business License #:**
--Select-- ▾   [   ]   [   ]

First: **Last:**   **Name of Business:**
[   ]   [   ]   [   ]

▶ Search Additional Criteria

[Search]   [Clear]

Click on the record you are seeking

[Search] [Clear]

64 Record results matching your search results

Click any of the results below to view more details.

Show on Map 🌐

Showing 1-10 of 64 | Download results | Add to collection

	SubmitalDate	Record Number	Record Type	Project Name	Status	Action	C
☐	10/24/2015	LDPCCO-2015-00134	PCCO	Test Project - Nexsen Pruet	OPEN		Y
☐	10/19/2015	LDAB-2015-00085	As-Built	testupload2	In Progress		te
☐	10/16/2015	LDAB-2015-00082	As-Built	test upload	In Progress		te
☐	10/15/2015	SDFPNS-2015-00314	Subdivision – Plat Review – Not Subject To Plat	test upload doc	In Progress		te
☐	10/09/2015	LDGP-2015-00173	Grading Permit	test	In Progress		Y
☐	09/24/2015	LDC-2015-00195	Commercial (Regular 15 business day Review)	Test Project - Nexsen Pruet	In Progress		tl
☐	09/17/2015	LDABX-2015-00018	As-Built Expedited (3 business day Review)	test	In Progress		Y
☐	09/10/2015	LDC-2015-00187	Commercial (Regular 15 business day Review)	test	In Progress		s
☐	09/02/2015	LDZONINSP-2015-00066	Land Development Zoning Inspection	TEST	Complete		J
☐	09/02/2015	LDZONINSP-2015-00067	Land Development Zoning Inspection	TEST	Complete		J

< Prev 1 2 3 4 5 6 7 Next >

This screen appears:

Record LDC-2015-00187:
Commercial (Regular 15 business day Review)
Record Status: In Progress

Add to collection

| Record Info ▼ | Payments ▼ | Custom Component |

Work Location

Permit/Case Details

Go to Record Info for the following information

Record LDC-2015-00187:
Commercial (Regular 15 business day Review)
Record Status: In Progress

Add to collection

Record Info ▼   Payments ▼   Custom Component
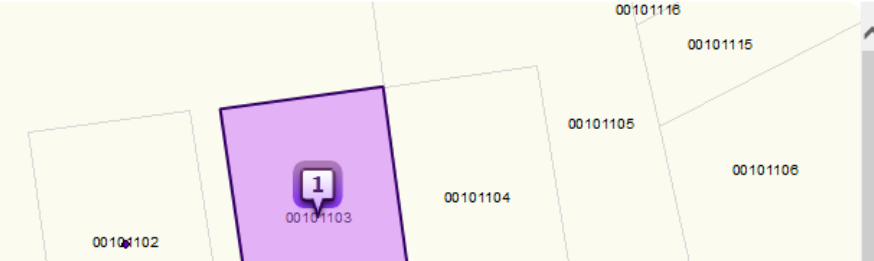
Permit/Case Details

Processing Status
(Please EXPAND this to
view the status of plan
review.)

Related Records

Attachments
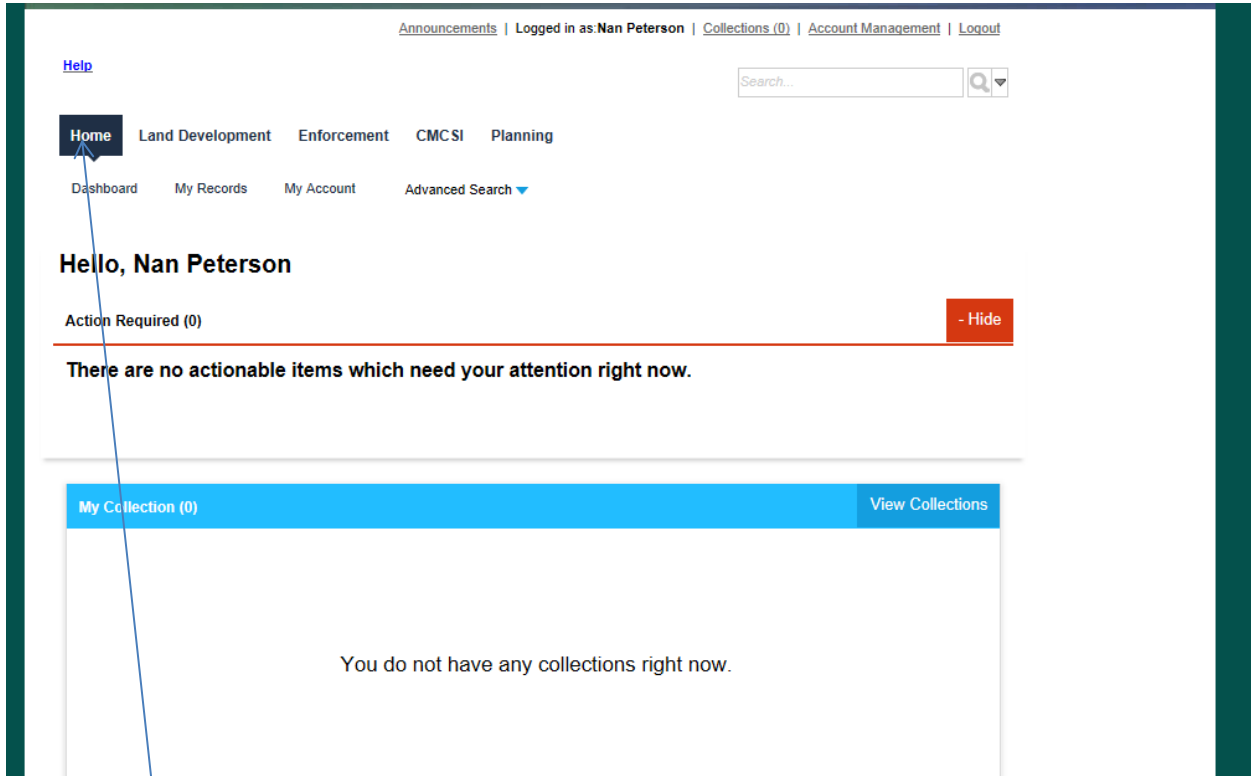
Inspections

00101116
00101115
00101105
00101106
1
00101103
00101104
00101102

Click on the task what you are searching for (due dates, plans, etc.)

To Submit a New Project
Log in. The dashboard appears.

Click on Home to begin new application. Same screens appear as before.